

## INDEPENDENT REVIEW OF THE SUSTAINABILITY INFORMATION INCLUDED IN BFA-BANKIA REPORT YEAR III

To the Board of Directors of Bankia

### Scope of the work

We have carried out, according to the request of the management of Bankia, the review of the sustainability information included in the BFA-Bankia Report Year III (hereinafter the Report) and in the GRI G4 Indicators table included as an Annex. This information has been prepared based on:

- The Sustainability Reporting Guidelines issued by Global Reporting Initiative (GRI) version 4 (G4) and its Financial Services Sector Supplement.
- The principles stated in the AA1000 APS 2008 guide issued by AccountAbility (Institute of Social and Ethical AccountAbility).

The scope determined by Bankia for the preparation of this report is defined in the chapter "GRI 4 Indicators Scope and External Audit of the Extra-Financial Information" in the accompanying report.

The preparation of the Report, as well as the information contained therein, is the responsibility of the management of Bankia. They are also responsible for defining, adapting, and maintaining the management systems and internal controls from which the information is obtained. Our responsibility is to issue an independent report based on the procedures applied in our review.

### Criteria

Our review was carried out based on:

- The Guidelines for reviewing Corporate Responsibility Reports, issued by the Official Register of Auditors of Accounts (ICJCE).
- Standard ISAE 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standard Board (IAASB) of the International Federation of Accountants (IFAC), with a limited scope of assurance.
- AA1000 AccountAbility Assurance Standard 2008, with a moderate level of type 2 assurance.

### Applied procedures

Our review consisted in performing inquiries to the managers of the Corporate Responsibility unit as well as the various managers of the business units that have participated in the preparation of the attached Report, and in applying analytical procedures and sampling review tests as described below:

- Interviews with the people in charge of the elaboration of the sustainability information. The purpose of these was to obtain an understanding of the Corporate Sustainability objectives and policies, as well as how they are put into practice and integrated into Bankia's strategy.
- Analysis of the adaptation of the structure and content of the sustainability information as indicated in Sustainability Reporting Guidelines issued by Global Reporting Initiative (GRI) version 4 (G4), its Financial Services Sector Supplement and the principles stated in the AA1000 APS 2008 guide.
- Test, on a sample basis, of the quantitative and qualitative information of the indicators included in the GRI G4 Indicators table, incorporated as an Annex in the Report, as well as its adequate compilation from data supplied by information sources. The review tests have been defined in order to provide assurance levels as described before.

The scope of this review is considerably lower than in a reasonable assurance report. Therefore, the degree of assurance is also less extensive. This report in no case should be considered an audit report.

These procedures have been applied on the sustainability information included in the Report and in the GRI G4 Indicators table included as an Annex, with the scope defined before.

### Independence

We have performed our work in accordance with the standards of independence required by the Code of Ethics of the International Federation of Accountants (IFAC).

The independent review has been carried out by a team of sustainability experts with a wide experience in the review of this kind of information.

### Conclusions

As a result of our review of the sustainability information included in the Report and in the GRI G4 Indicators table included as an Annex, and with the scope described before, we conclude that:

- No matter came to our attention that would lead us to believe that this information has not been prepared according to the Sustainability Reporting Guidelines issued by Global Reporting Initiative (GRI) version 4 (G4), as it is stayed on it, considering that the GRI G4 Indicators table included as an Annex has been reviewed.
- No matter came to our attention that would lead us to believe that the remaining sustainability information and indicators reviewed contain significant errors, or that they have not been prepared in accordance with the principles of inclusivity, materiality and responsiveness established in the AA1000 APS (2008) standard developed by AccountAbility, as described in the "Who We Are" chapter.

### Recommendations

We presented Bankia's Management with our recommendations for improvements relating to the application of principles AA1000 APS (2008). The most significant recommendations are summarized below:

- **Inclusivity:** The Company has established mechanisms to identify stakeholders. We recommend systematizing the monitoring of the communications with the stakeholders in order to improve their supervision over time.
- **Materiality:** The Company identifies the significant aspects to be included in the Report. We recommend continuing to improve the analysis of the relevant issues annually.
- **Responsiveness:** The Company has mechanisms to design, evaluate, and communicate the answers to the main expectations of the stakeholders. We recommend publishing sustainability objectives for each identified material issue.

This report has been prepared solely according to Bankia's interest, in accordance with the terms set out in our engagement letter.

ERNST & YOUNG, S.L.



(Free translation from the Original Report on Independent Review in Spanish dated 26<sup>th</sup> February 2016. In case of any discrepancy, the Spanish version always prevails.)