



Communication on Progress

Year: 2008

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Federico del Castillo

DGA Human Resources

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Who we are

Scotiabank Inverlat Financial Group is a member of the **Scotiabank Group**, a global financial services company with its headquarters located in Toronto, Canada. **Scotiabank** is one of North America's leading financial institutions and it is also Canada's most international bank. It offers financial products and services to individuals, small and medium size companies, corporations and the government sector.

Scotiabank Inverlat Financial Group has 609 branches and 1,450 ATMs throughout the country, and it offers a wide range of financial and banking products and services, money exchange services, as well as analysis of the securities market to individuals, corporate customers and businesses nation wide.

OUR MISSION

Our mission is to position ourselves as one of the most efficient and profitable financial institutions in Mexico, by offering high quality innovative products and services designed to meet our customers' financial needs. In addition to the foregoing, we ratify our commitment towards the communities where we operate.

We accomplish our mission by complying with the commitments we have assumed towards our:

Shareholders and Directors— by guaranteeing the profitability and soundness of the institution.

Our Customers – by offering them services of the highest quality, with a high level of human warmth.

Our Employees – by creating and maintaining an environment in the workplace that fosters their comprehensive development within the framework of the responsibilities provided for in the labor regulations.

The Authorities – by complying with the regulations and legal provisions inherent to financial brokerage activities.

The Community – by promoting activities and attitudes that foster institutional and personal commitment to the country's development.



Statement of Continuous Support

This is the third year, since its launch in Mexico on 2005 that Scotiabank Financial Group Mexico recognizes and supports the Ten Principles proposed by the Global Compact of the United Nations. In three years of experience working with the Global Compact Network we have found strategic allies with whom we can share our corporate social responsibility in favor of a better Mexico. We are still committed to such adherence and we look for opportunities to leverage, within our Group and among our interest groups, the actions that such principles imply.

Our Financial Group cares for the manner in which we interact with our stakeholders in order to meet our social, economic, environmental and ethic responsibilities.

We are committed to continue disseminating and living up to the standards of the Ten Principles of the Global Compact throughout 2009.



Nicole Reich de Polignac CEO Scotiabank Financial Group Mexico

The Ten Principles of the Global Compact

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labor standards, the environment, and anti-corruption:

Human Rights

Principle I: Businesses should support and respect the protection of internationally proclaimed human rights

Principle II: Make sure that they are not complicit in human rights abuses.

Labor Standards

Principle III: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle IV: The elimination of all forms of forced and compulsory labor.

Principle V: The effective abolition of child labor.

Principle VI: The elimination of discrimination in respect of employment and occupation.

Environment

Principle VII: Businesses should support a precautionary approach to environmental challenges.

Principle VIII: Initiatives to promote greater environmental responsibility.

Principle IX: Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle X: Businesses should work against corruption in all its forms, including extortion and bribery.







Boletín electrónico para los colaboradores de Grupo Scotiabank

No. 18

Responsabilidad Social

Reportamos a la ONU

Cumplimos con el compromiso del Pacto Mundial de Naciones Unidas

El Pacto Mundial es una iniciativa de Naciones



Unidas cuyo objetivo es conseguir un compromiso voluntario de las instituciones en temas de responsabilidad social a través de la implantación de diez principios basados en derechos humanos, laborales, medioambientales y de lucha contra la corrupción.

Al adherirnos a los Diez Principios del Pacto Mundial, nos comprometimos a entregar nuestra primera Comunicación sobre el Progreso dos años desapués de su lanzamiento en México. Al declarar qué acciones hemos emprendido para promover estos prinipios, cumplimos con nuestro compromiso y recibimos la aprobación de la ONU para hacer público nuestro reporte, que ahora forma parte de la biblioteca del Global Compact Office.

Si quieres conocer la Comunicación sobre el Progreso, accede a: www.unglobalcompact.org/COP/cop_search.html v busca con el criterio "Scotiabank".

De Scotia para ti

Promover y ganar

Scotiabankers de áreas staff podrán ganar hasta \$600 por colocación de tarjeta de crédito aprobada

Este 2008 existen dos esquemas para otorgar incentivos por colocación de tarjeta de crédito a los colaboradores de áreas:



En el esquema 1, uno mismo es el promotor y debe integrar el expediente con la documentación del prospecto. La información, así como

nuestro nombre y registro debe enviarse en sobre al SIC para su trámite.

Colocación por trimestre (Q)	Incentivo por cada tarjeta aprobada
De 1 a 3	\$250
De 4 a 6	\$400
De 7 a 9	\$500
10 o más	\$600

En el esquema 2, basta con referir a Mario Velázquez Díaz rvelazquez@scotiabank.com.mx, el nombre y teléfono del prospecto y nuestros datos (nombre, número de e,pleado, extensión y departamento). En este caso se otorgará un estímulo de \$100 por tarjeta autorizada.

Si tienes alguna duda comunícate con Mario Velázquez $\ensuremath{\text{Ext.2371}}$

Example of the diffusion of the CoP 2007



COMPROMISO SOCIAL

Diálogo con Naciones Unidas

COMO PARTE de las actividades con del Pacto Mundial, y así alcanzar los la red del Pacto Mundial, en las que Scotiabank participa desde 2005, Nicole Reich de Polignac, Directora General, tuvo la oportunidad de dialogar con el Secretario General de la ONU sobre las acciones que realiza nuestro Grupo para apoyar el cumpli- logo global como aliado estratégico miento de los Objetivos de Desarro- de la ONU. llo del Milenio.

Con ocasión de la primera visita oficial a México del Secretario de dicho organismo internacional, Ban Ki-Moon, el Pacto Mundial seleccionó a un grupo de líderes en materia de Responsabilidad Social Corporativa, para tener un encuentro con el Secretario y reafirmar así su compromiso con el Pacto Mundial. El motivo principal es que la comunidad empresarial en México juega un papel fundamental para implementar los diez principios

Objetivos de Desarrollo del Milenio.

Scotiabank fue una de las empresas interlocutoras seleccionadas para dirigirse al Sr. Ban, mostrando su liderazgo e incorporándose al diá-

Objetivos de Desarrollo del Milenio:

- 1. Erradicar la pobreza extrema y el hambre.
- 2. Lograr la enseñanza primaria universal.
- 3. Promover la igualdad entre los géneros y la autonomía de la mujer.
- 4. Reducir la mortalidad infantil.
- 5. Mejorar la salud materna.
- 6. Combatir el VIH/SIDA, el paludismo y otras
- 7. Garantizar la sostenibilidad del
- 8. Fomentar una asociación mundial para el desarrollo.

Example of the manner in which support of the Ten Principles is being diffused. Noticias Scotia No. 16 September 2008

General vision of 2008 Corporate Responsibility

The way in which we focus on the Ten Principles of the Global Compact has been by first addressing those related to the environment, and later concentrating on the rest.

In this CoP we will report the results of the actions taken on during this year, regarding the environment, some of which are the continuation of activities reported on 2007. We will also include new tasks that are now related to Human Rights.

Up next we will briefly mention the most outstanding parts of the actions of social responsibility done within our Financial Group.

HUMAN RIGHTS

At Scotiabank, we embrace five fundamental values:

Integrity: To treat others in an ethical and honorable manner.

Respect: To identify with others and take into consideration their different needs.

Dedication: To achieve success for its customers, its team, and for itself.

Insight: To use its high levels of knowledge to respond in a proactive manner by proposing the most adequate solutions.

Optimism: To enrich the work environment with team spirit, infectious enthusiasm and an undertaking attitude.

Such values can exist only in a working environment where Human Rights are duly respected.

- The Conduct Guidelines that guide us contain a specific chapter concerning Human Rights issues.
- In 2008 our Conduct Guidelines in the Business were enriched, by explicitly including the abidance of Social Responsibility rules and guidelines.





- We have the obligation to safeguard the confidentiality of our customers' data and affairs, and to that effect we are from time to time measured and checked. We are the only institution that appears before CONDUSEF to report directly any irregularities.
- We maintain Internal and External Ombudsman Offices. The Financial Ombudsman is the person who sees that any disputes regarding services provided to our customers will be solved in an unbiased and timely manner. The data of our Internal and External Ombudsmen may be found in our Internet portal.
- At Scotiabank we take our essential values very seriously. Foremost amongst them are respect for others, which implies taking into consideration the points of view, the specific situations and the varied needs each one of us has. Our Internal Ombudsman is a member of the *Ombudsman Association*. For such reason, we will carefully assess and maintain confidential, all the concerns or personal work problems that arise at Scotiabank, so as to offer alternate solutions and make the most convenient decisions, in keeping with the values that have made of Scotiabank one of the best places to work in Mexico.
- Our Safety Policies are framed within the protection of Human Rights.
- We publicly declare that our employees are our most important asset as well as our main competitive advantage to attract and retain customers. We believe that our capacity to meet the needs of our customers depends directly on the manner in which we satisfy our employees' needs. For that reason, we strive to offer our staff competitive compensation packages, training and development programs to help them meet the needs of their customers while achieving their own aspirations. Furthermore, we offer them support to face the many changes that occur nowadays.
- We promote volunteer activity among Scotiabank's staff, mainly through the Scotia Employee Volunteering Program, which makes a donation in Canadian dollars to any charitable institution where any of our collaborators has volunteered more than 50 hours of voluntary service.
- We collaborate in the strategic planning for the application of the Scotiabank Bright Futures Program, the new international philanthropic program whose objective is to build a better future in the communities where we work and live, that involves the following essential areas:
 - o Education
 - Comprehensive health and well being
 - o Eradication of poverty.

LABOR STANDARDS

- This year our Worker's Union had its 26th anniversary, and celebrated with a work table, where several topics were commented, such as the development of the banker's union, the privatization of the financial system, the position of the Firm in the globalized work environment and the future of unionized organizations. This activity helped to confirm the professional commitment of or Group with its personnel.
- Our policies indicate that it is unacceptable to employ a person who is underage, and the Selection and Recruitment process has many filters to corroborate this fact. We are in the process of validating the extension of this clause with our chain of value.
- We have a solid Equity and Diversity Policy, promoted by the Equity and Diversity Committee.
- We got the Gender Equity Model (MEG) Recognition, which is the result of a joint effort between the World Bank and the Mexican government, who through INMUJERES (National Women's Institute), looks to generate a significant change in equality of opportunities in the Mexican workplace through the advancement of gender equity in private enterprises, the public sector and the community.
- For the fifth year in a row we were considered one of the best companies to work in Mexico (by the *Great Place to Work Institute* México), becoming the best ranked Financial Group, reaching the 11th position in the list.

ANTI-CORRUPTION

- Scotiabank Financial Group, being a member of a global financial Group, has adopted high international standards.
- We have an Internal Work Rulebook, Conduct Guidelines in the Business, and we are also binded to the Code of Ethics of the Mexican Banking Association. These documents promote behaviors that are incompatible with corruption.
- We have permanent training programs regarding anti-money laundering and terrorism financing, in which every Scotiabank employee is obligated to participate and take a test.
- We have a Chain of Communication and a Whistleblower Policy, which bring safe channels of complaint.
- We participated in the Communication Council with a diffusion strategy for the promotion of Honesty, which shows corruption as an unacceptable attitude.

Results

What actions has your company done to implement the Global Compact in your Business? For example, your commitments, Systems (policies, programs and performance Systems) and activities (the practices taken on in the last year to implement this principle).

1. Construction of Inclusive Branches, designed for personnel and clients with visual and motor disabilities.

The objective of this initiative was to have a network of branches that were architecturally friendly to people with motor disabilities, which would also allow the hiring of employees with these special abilities. We looked to support, with both actions, the independent lives of this segment of the population so they Could interact, without any prejudice and with respect, as another member of society.

The impact on the community is our ability to offer financial services to people with motor and visual disabilities, allowing them the best possible mobility, given their physical condition.





Measurement of results (expected) and added value to our company

- There are currently 8 branches with these characteristics in Distrito Federal, Veracruz, Tabasco, Hidalgo and Guanajuato.
- First employee in managerial position with motor disability.
- New clients with disabilities opened their accounts in the different branches across the country.
- Better work climate in each branch, by promoting an inclusive culture.
- Approach by different civil society organizations in favor of people with special abilities to know the practice and make it known to its beneficiaries.
- Recognition of maximum accessibility by the organization Libre Acceso, A. C.

Results

What actions has your company done to implement the Global Compact in your Business

2. Change in the use of printing paper for employee communications to 100% recycled paper.

This initiative was the result of listening to our employees, who showed reluctance to the use of conventional paper, and to its possible waste.

Measurement of results (expected) and added value to our company

• Amount of recycled paper that has been used form January to December 2008:

36,050 Posters measurement 28 x 43 for different campai 7,000 Posters measurement 40 x 60 for different campaig 20,000 <i>Noticias Scotia</i> magazines of 20 pages plus cove 11,000 12 page bulletins 8,500 14 sheet calendars 32,000 two-sided brochures, half letter size 8,000 three-sided brochures, letter size 8,000 Intranet brochures 8,000 whistleblower brochures 900 12 page Leader Notebooks 2,600 "Ilumina una sonrisa" brochures 2,000 Cofinavit brochures	ns 3,500 sheets
2,000 Cofinavit brochures	500 sheets
8,000 three-sided g-100 brochures 8,000 strategic planning brochures Others – different measurements	2,000 sheets 4,000 sheets 9,450 sheets
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The total sum is 6.3 tons of printed paper. Compared to non-recycled paper, we got the following savings for its fabrication:

- 151 trees.
- 51% less energy.
- 57% less Co2 emissions.
- 49% less water wasted.
- 46% less solid waste.

The estimates of environmental impact were made using the *Environmental Defense Fund Paper Calculator*. For more information, visit http://www.papercalculator.org.

What actions has your company done to implement the Global Compact in your Business? For example, your commitments, Systems (policies, programs and performance Systems) and activities (the practices taken on in the last year to implement this principle).

3. Continuation of the permanent environmental campaign "Reduce, Reusa, Recicla" (Reduce, Reuse, Recycle)

We focused on the paper resource, providing strategies for the staff to have an intelligent use of this resource.

This campaign was also transmitted by Electronic means.

Formas de ahorrar papel: a. Pide papel reciclado b. Imprimir por las dos caras c. Reusa el papel • Asegúrate que no contenga información confidencial • Sin clips, grapas o perforaciones • Coloca el lado impreso hacia arriba Reduce, Reusa, Recicla ¡Es hora de actuar!



Measurement of results (expected) and added value to our company

Results

Actions

- In the last trimester of 2008 there was a reduction of 18.6%¹ of paper printed in the offices.
- The creation of awareness and establishment of the campaign were successful among the employees.

¹ Pending the confirmation of co-relation between the reduction of impressions and the RRR campaign.

What actions has your company done to implement the Global Compact in your Business? For example, your commitments, Systems (policies, programs and performance Systems) and activities (the practices

4. First Scotiabank Reforestation

taken on in the last year to implement this principle).

We gave a follow-up of the first reforestation done by Scotiabank employees, achieving an outstanding survival percentage.

The survival percentage of the first reforestation (2997), in which 1030 trees were planted, was of 74% with an average growth of 50 cm.







Boletín electrónico para los colaboradores de Grupo Scotiabank

No. 30

Responsabilidad Social



Grandes Sobrevivientes 🌳 🗣 🚳

Nuestros arbolitos ya miden 50 cm.



En la primera reforestación Scotiabank, llevada a cabo el año pasado, 300 voluntarios sembraron más de 1000 árboles en el Ajusco. Fue un día para que los scotiabankers y sus familias hicieran algo por nuestro planteta.

La especie que plantamos, pinus leyophilla, es natural de la zona y los arbolitos fueron germinados de semillas del mismo bosque.

Ahora, Naturalia, la organización experta quien hace el monitoreo de supervivencia, nos indica que sobreviven el 74% de los árboles plantados. En términos de reforestación un índice de 60%, que sobrepasamos por mucho, se considera muy exitoso.

Con estas acciones, Scotiabank da la oportunidad de hacer algo para frenar y revertir el calentamiento global.

Reconociendo las oportunidades

Banca Empresarial lleva a cabo Foro "Perspectivas Económicas y Políticas 2008 - 2009"

El foro fue organizado por Banca Empresarial, con el objetivo de apoyar a nuestros clientes en la identificación de oportunidades de negocio en un entorno complejo, los



cuales a través de la Exposición de Francisco Gutiérrez, Director de Estudios Económicos del Grupo, recibieron información relevante sobre el entorno económi-

co. El evento concluyó con un mensaje de Felipe de Yturbe, Director General de Banca de Empresas y Tesorería.

Los principales temas que se trataron fueron:

- Panorama Económico Mundial,
- Situación Económica de EU
- Evolución de la Economía Mexicana
- El Entorno Político
- Perspectivas 2008 y 2009

Al evento asistieron además de clientes, directivos del Área de Crédito y de la Banca Empresarial.

Example of diffusion of monitoring the first metropolitan reforestation.

Actions

5. Second Scotiabank Reforestation

We organized the Second Reforestation in Mexico City, allied with Naturalia AC. It was an activity to which we invited employees and their families to be volunteers.

Also, reforestations were done for the first time in other states.





Measurement of results (expected) and added value to our company

- 650 employees attended the reforestation with their families.
- 5,000 Holm oak trees planted.

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- 231 surveys for employees. 92% of the collaborators graded the event as an activity that they enjoyed a lot.
- 91% of the employees surveyed mentioned they would participate in other volunteering events in the future.
- Very high level of satisfaction in the participants.
- Environmental awareness was created in the children who went, since they had the opportunity to experience a reforestation.
- Most volunteers expressed their Desire of attending to similar activities, since they allow them to support the environment, spend time with their families and friends, as well as helping a good cause.

Results

PRINCIPLE 8

What actions has your company done to implement the Global Compact in your Business? For example, your commitments, Systems (policies, programs and performance Systems) and activities (the practices taken on in the last year to implement this principle).

6. Scotiabank's Children's Painting Contest – Ideas to save the planet "Together against climate change".

Scotiabank Financial Group is committed to actions that promote the care of the environment. We all create conditions and we are responsible for the surroundings in which we live. Therefore, the 2nd Children's Painting Contest had the main goal of diffusing among the Group's collaborators and their relatives, the daily actions they can do to fight Global Warming.

The contest looked to create conscience in the underage relatives of our collaborators, promote their creativity, and help them take a stand for the habits that we can improve to avoid damaging the planet.

The winning paintings would illustrate Scotiabank Mexico's 2009 institutional calendar.



Invitation for Scotiabank personnel's children to paint their ideas to fight climate change (July 2008).



Example of one of the winning paintings. Author: Mariana Granados, 12 years old.

Measurement of results (expected) and added value to our company

Total of paintings received: 364.

• Attendance to Workshops: Guadalajara 42 children

Chihuahua 37 children Mérida 17 children Monterrey 62 children Metropolitan 90 children

Total: 248 children.

- 131 surveys answered.
- 49.6% say that the reason why they like the event is because it promotes ecologic conscience.
- 9,000 institutional calendars printed and delivered to Scotiabank personnel.

What actions has your company done to implement the Global Compact in your Business? For example, your commitments, Systems (policies, programs and performance Systems) and activities (the practices taken on in the last year to implement this principle).

7. Use of solar heaters for the Security employees' dressing area.

14 solar heaters were installed for the showers of Security personnel that work in one of the Mexico City corporate buildings. They give service to 110 people that use the showers every day in three shifts. These heaters don't use electric energy, which was how water was heated previously.

Actions



Measurement of results (expected) and added value to our company

esults

- Yearly savings of 21,608 Kwh.
- They heat 1,162 m3 of water according to the medium tension rate used in the Boturini building.
- The employees that use the heaters are proud and motivated when they see firsthand the use of a technology that is environmentally friendly.

What actions has your company done to implement the Global Compact in your Business? For example, your commitments, Systems (policies, programs and performance Systems) and activities (the practices taken on in the last year to implement this principle).

8. Use of photocells to light the Scotiabank logo.

In Tuxtla Gutiérrez, Chiapas, leads and photocells were installed in the "Red Tower", which capture solar energy and turn it into electric energy to light the Scotiabank logo at night. This way, we save in the use of electric energy.





Results

Actions

Measurement of results (expected) and added value to our company

- The yearly savings are of 7,490 Kwh.
- Current Studies are being made to determine whether it is convenient to extend the practice to the rest of the "red towers" (between 100 and 150).

How will you make this COP available to your stakeholders?

- Electronic publication on the Intranet.
- Incorporation of relevant data to Scotiabank Mexico's CSR Report.
- It will be sent to Scotiabank Toronto for its incorporation to the Global Report.
- Press bulletin.

Projects for 2009

- We will focus more on the subject of inclusion in our Financial Group's practices, concentrating on Principle VI: The elimination of discrimination in respect of employment and occupation.
- We will continue working in some aspects of the Principles related to the Environment.
- We will make a Third Scotiabank Reforestation, seeking to double the number of trees planted.
- Continuity of the Reduce, Reuse, Recycle Campaign.
- Incorporation of optional training to all of the Group's employees, about practices of environmental responsibility^α.
- From November 2008, the Mexican Center for Cleaner Production, from Instituto Politécnico Nacional, is doing an Environmental Diagnosis of the Mexico City corporate buildings, as well as some branches. This study will allow us to know the impact of our operation and thus establish realistic goals of paper, water and energy reduction.
- The Credit and Shared Services Direction will have the objective of incorporating environmental indicators that will determine the credit concession $^{\beta}$.

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^α Reported as a 2008 initiative, postponed for 2009.

^β Reported as a 2008 initiative, the advance was the training by two people of the Risks Area in the UNEPFI *Latin American Task Force*. Policies are currently in design, pending approval.