



Corporate Social
Responsibility Report
2015





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Bolsas y Mercados Españoles,
Sociedad Holding de Mercados y Sistemas Financieros, S.A. (BME)
Designed and written by Secretary General and Corporate Communications.
Produced by Externa Marketing & Events, S.A.

Note: Translation of the report originally issued in Spanish. In the event of a discrepancy, the Spanish-language version prevails.

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BME's Chairman at the 11th MEDCAP Forum (Second on the left).

Dear Shareholder,

The important role of CSR in the economic and financial realm is now plain to see and we are convinced that we must continue to make further inroads in this regard to create value for our business and for society. We have therefore continued to roll out initiatives to create new platforms and new opportunities to enhance the financing capacity of companies, thus making them more sustainable and helping them expand and grow.

This is the best way we can support CSR and is the focal point of our broader contribution to improving the quality of the economic and financial system and part of our bid to champion social and personal progress as we create a business fabric that is ever more secure, solid, sustainable and citizen-oriented.

Thanks to this new approach of making the markets more involved in financing the business world, our Stock Market was able to channel upwards of 40 billion euros towards companies in 2015, marking a 23% year-on-year improvement, and this figure climbs to 215 billion over the last five years. We have also managed to attract an increasing number of foreigners and individuals to our institution as they look to invest and maximise returns on their savings.

This has helped reassure families of what the Stock Market has to offer, by helping them grow their financial wealth. Interestingly, households now own 26% of all listed shares quoted on the Spanish stock market, the highest level we have seen in the past 12 years and double the average for the European Union as a whole.

We are particularly proud to have maintained once again our return on capital and we are one of the listed companies with the highest pay-outs. We view this remuneration policy as a means of returning value to our shareholders, especially minority shareholders, who already number close to 50,000 and account for roughly 95% of total shareholders; and also as a means of showing how the securities markets can help improve the quality of life among the public.

We are continuing to strengthen our presence and involvement in different forums for discussing and sharing thoughts on the economy and the progress being made by companies and investors alike. As is traditional each year, we organised the Latibex Forum and the MEDCAP Forum, which have become meeting points for companies and investors from both sides of the Atlantic, including the United States, Canada



and numerous European and emerging nations. We are also collaborating with a host of different universities, educational centres and associations on various activities and programmes to provide training and information.

Of special mention here was our key involvement in 2015 in organising and staging the first “Financial Education Day”, which was held on 5 October. It is an initiative of the Bank of Spain (Banco de España), the Spanish Securities Market Supervisor (CNMV) and the General Directorate for Insurance and falls within the Financial Education Plan (FEP), to which we are adhered alongside numerous other institutions.

Further highlights included the “The Future of Women in Finance” event with CFA Society Spain, which was held at the Palace of the Stock Exchange to address women’s current position in the industry, the advantages that diversity can have for companies, and the strategies for each stage of their career.

Also in 2015, and to support research work in the financial realm, we sponsored the awards ceremony of the Spanish Finance Association for the best projects in the categories of Equities, Fixed Income and Derivative Products. The prizes were handed out at the XXIII Finance Forum, the annual flagship event in the field of financial research, which was organised this year round by Universidad Pontificia de Comillas.

On the subject of culture, the year saw us strike up a sponsorship partnership with the Spanish National Archaeological Museum. The public institution has undergone a major facelift and is now appealingly modern, offering the public a glimpse at the objects that once belonged to the different people of what is now Spain and the Mediterranean region, ranging from the ancient past to more recent times, and also providing an interpretation of what they signify. In addition, we remain a member of the Friends of the Prado Museum Foundation, a sponsoring partner of the Reina Sofia Museum in Madrid, and an partner of the Teatro Real in Madrid. Through the Bilbao stock exchange, BME is also a strategic patron of the Guggenheim Museum in Bilbao.

For the second straight year we have made an important contribution in the field of social welfare by helping the Food Bank acquire new machinery for its storage centres.

As part of our policy of open communication and transparency, we stepped up our presence across the social networks in 2015 in a bid to provide a non-stop flow of information with the different social groups so as to better gauge their needs and expectations and offer them the information they need. We are now one of the most active companies when it comes to reporting the business of the General Shareholders Meeting. On top of this, we have numerous other

channels of communication in place to ensure that shareholders, investors, the press and analysts are all fully involved in our activities and in the life of our company.

In 2015 we took a further step forward in showing our commitment to CSR by joining the Sustainable Stock Exchanges (SSE) Initiative, led by United Nations to raise awareness of good corporate governance and CSR and champion sustainable business practices within the realm of the securities markets. We are also continuing to support other initiatives in this field such as the UN Global Compact, and we remain firmly adhered to the Carbon Disclosure Project and the Spanish Code of Good Tax Practices, among others, illustrating our desire to improve transparency, good governance and the protection of the environment and natural resources.

The initiatives we have undertaken ourselves or which we are helping towards in the realm of CSR are a clear example of our commitment to ensuring the sustainability of the business world and employment and protecting the values underpinning them, while also illustrating our desire to construct a better environment for everyone.

Antonio J. Zoido



- » Since 2007, BME furnishes shareholders with a Corporate Social Responsibility Report covering the activities of Bolsas y Mercados Españoles, Sociedad Holding de Mercados y Sistemas Financieros, S.A. (BME) and its subsidiaries during the year and their impact in terms of sustainability.

This Corporate Social Responsibility Report for 2015 is supplemented by the Company's 2015 Annual Report, which includes the Annual Corporate Governance Report and the Annual Report on Directors' Remuneration for 2015. It basically includes the standard disclosures of the Guidelines for preparing GRI 4 reports, along with a list of the standard disclosures and their location in the aforesaid report.



BME'S Corporate Outlook: Management model and relationships with the main market participants

BME'S CORPORATE OUTLOOK: MANAGEMENT MODEL AND RELATIONSHIPS WITH THE MAIN MARKET PARTICIPANTS

BME gears its management towards obtaining an optimal performance from all the assets at its disposal in a responsible and sustainable manner. This makes it a company with strong growth potential.

As manager of Spain's financial markets and systems, BME is the nexus between Spanish and international companies and investors. It provides a channel through which savings can be used to finance companies, while endeavouring to offer maximum speed, reliability, transparency, efficiency and security to the markets and systems it manages.

Since BME's incorporation, it has always been committed to being a reference for the economy and for businesses in Spain and Latin America (through the Latibex). To achieve this, its actions are guided by the following principles:

- **Efficiency in service provision**, which is essential for the financial market to perform its key role in fostering sustainable economic growth.
 - **Market integrity**, which allows several centres to undertake trading activity simultaneously and under identical conditions.
 - **An impartial trading environment**, achieved through strict compliance with laws and regulations governing the financial markets and systems.
 - **Transparency and fairness in the market**, by providing complete information on market performance so investors, without any privileges, can operate under the same conditions.
 - **Innovation and cutting-edge technology**, by providing the means necessary to help companies grow and actively participate in the creation of new financial products and the development of systems infrastructure.
 - **Training**, as a cornerstone for the sustainable development of a financial market.
 - **Investor protection**, which is crucial for creating a bond of trust between investors and the market.
- In establishing these core principles of conduct, BME has taken into account the needs and priorities of the different market agents, as well as society in general as the ultimate beneficiary when financial markets and, by extension, the economy, operate properly.
- Therefore, BME considers users of its services, company employees, shareholders, service providers and society at large as the main market players.
- The company's guidelines for conduct with these agents can be outlined as follows:
- Complying with Spanish and international laws and regulations, and the codes to which it adheres voluntarily, as well as complying strictly with social ethics and best practice standards in its business operations.
 - Making the necessary efforts to ensure that relations with users, investors and shareholders are profitable for all concerned.
 - Maintaining solid and fluid relationships, through official channels, with government and watchdog bodies.
 - Implementing clear procedures for selecting partners and marketing services and technology. Among other values, these procedures encourage transparency in all actions with all actors, as well as corporate social responsibility.
 - Maintaining permanent contact with shareholders and potential investors.
 - Building fluid relationships between the company, its employees and trade union organisations.



BME'S Corporate Outlook: Management model and relationships with the main market participants

Awards and distinctions received in 2015

In 2015, BME was selected by the ECOFIN Awards Jury for the "International Financial Brand – Image of Spain" Award, recognising its efforts in raising awareness of, promoting and developing Brand Spain and the values associated with the concept of a shared country brand.

For the second year running, BME's General Manager, Javier Hernani Burzako, was included in the exclusive "2015 All Europe Team" ranking prepared by the specialist American journal, Institutional Investor, and was awarded second prize in the Finance Directors of Financial Institutions category and first place in the Investor Relations category.

Initiatives in which BME participates

BME is involved in the following national and international initiatives:

- The European Code of Conduct for Clearing and Settlement (since 2006).
- Carbon Disclosure Project (CDP) since 2007. BME participates in the drafting of annual surveys and publishes in its Annual Corporate and Social Responsibility Reports relevant information about CO2 emissions that appears in the said surveys.
- The Code of Best Tax Practices (since 2010). In 2015, all the BME group companies, apart from Centro de Cálculo de Bolsa, S.A.U. and RegisTR, S.A., signed up to the Spanish Code of Best Tax Practices.
- The United Nations Global Compact – (UNGC)-since 2011. Through it BME meets the fundamental responsibilities in the areas of human rights, labour, environment and anticorruption by incorporating the Global Compact's principles into the strategies, policies and procedures and establishing a culture based on integrity.

- Sustainable Stock Exchanges (SSE) of the United Nations (since 2015). This initiative aims to raise awareness of good corporate governance and social and corporate responsibility and foster sustainable business practices.

So as to execute and develop this initiative, BME holds quarterly meetings with other participants in this initiative to discuss and set targets on previously scheduled topics (such as the presence of women in the Boards of Directors and action plans) and participates in the United Nations SSE Global Dialogue biannual meetings (as a meeting of senior executives of companies to share best practices in sustainability). Also, BME is in process of developing its own voluntary market guidance for corporate reporting on ESG information for its listed companies.

Lastly, since 2010 BME has followed the Global Reporting Initiative (GRI) for the preparation of its Annual Corporate and Social Responsibility Reports by basing the production of its reports on the contents of the GRI Guide along with a list of such contents and their location in the report.



BME collects a prize at the ECOFIN awards hosted by Ecofin



BME has adhered to the UN-led SSE Initiative

BME'S Corporate Outlook: Management model and relationships with the main market participants

Relations with Public Administrations

Given the importance of the activities carried out by BME in ensuring the smooth running of the financial markets and, by extension, the Spanish economy, the company must maintain a fluid relationship with public bodies through official channels predicated on strict adherence to applicable regulations.

Furthermore, BME's role as manager of regulated markets, trading systems and registration, clearing and settlement systems is carried out in compliance with European and Spanish sector regulations. Accordingly, BME and the majority of its subsidiaries are supervised by the Spanish National Securities Commission (Comisión Nacional del Mercado de Valores) and by the European Securities and Markets Authority (ESMA). As part of its solid relationship with the Comisión Nacional del Mercado de Valores, BME actively participates in the forums established in the regulator and serves on the Consultative Committee, the advisory body to the CNMV Board of Directors, and in the Coordination Committee set

up in relation to the reform of the securities clearing, settlement and registration system.

Since it was first approved, BME has adhered to the Code of Best Tax Practices, designed to foster a relationship of reciprocal cooperation between the Spanish tax administration agency and companies. The rest of the group companies signed up in 2015.

BME does not contribute to any political parties or organisations, allowing BME management to remain independent in its relationships with local, regional and national government bodies.

BME did not receive any financial aid from the government or public authorities in general in 2015. However, it did avail itself of subsidies offered by Fundación Tripartita para la Formación en el Empleo to provide in-company training initiatives for its employees (see Chapter 3 of this report for more information).

Relations with the media

BME deals closely with the Spanish and international media through its Corporate Communications Department. This team meets daily demand for news by putting out press releases and addressing the specific enquiries of the media and other information providers.

All company-related information on the corporate website is kept up to date. The "Press Room" section contains all the Chairman's speeches and other documents of interest.

Furthermore, the stock exchange trading floor continues to attract the attention of the media. This has prompted BME to strive to meet the infrastructure needs of TV and radio stations and other media, and to create an active press room fully equipped with computer systems, subscriptions to financial information services, and other resources.



Annual gathering with the media

Corporate Communications
Department
newsbme@grupobme.es

Press Room

Press
Conferences

Social Networks



Collaboration with
trade associations

Communication Channels

Press release email
alert services

Media

Forums and events

Press Releases

Webcast of General
Shareholders' Meeting
and results presentations

Dedicated section on
the corporate website

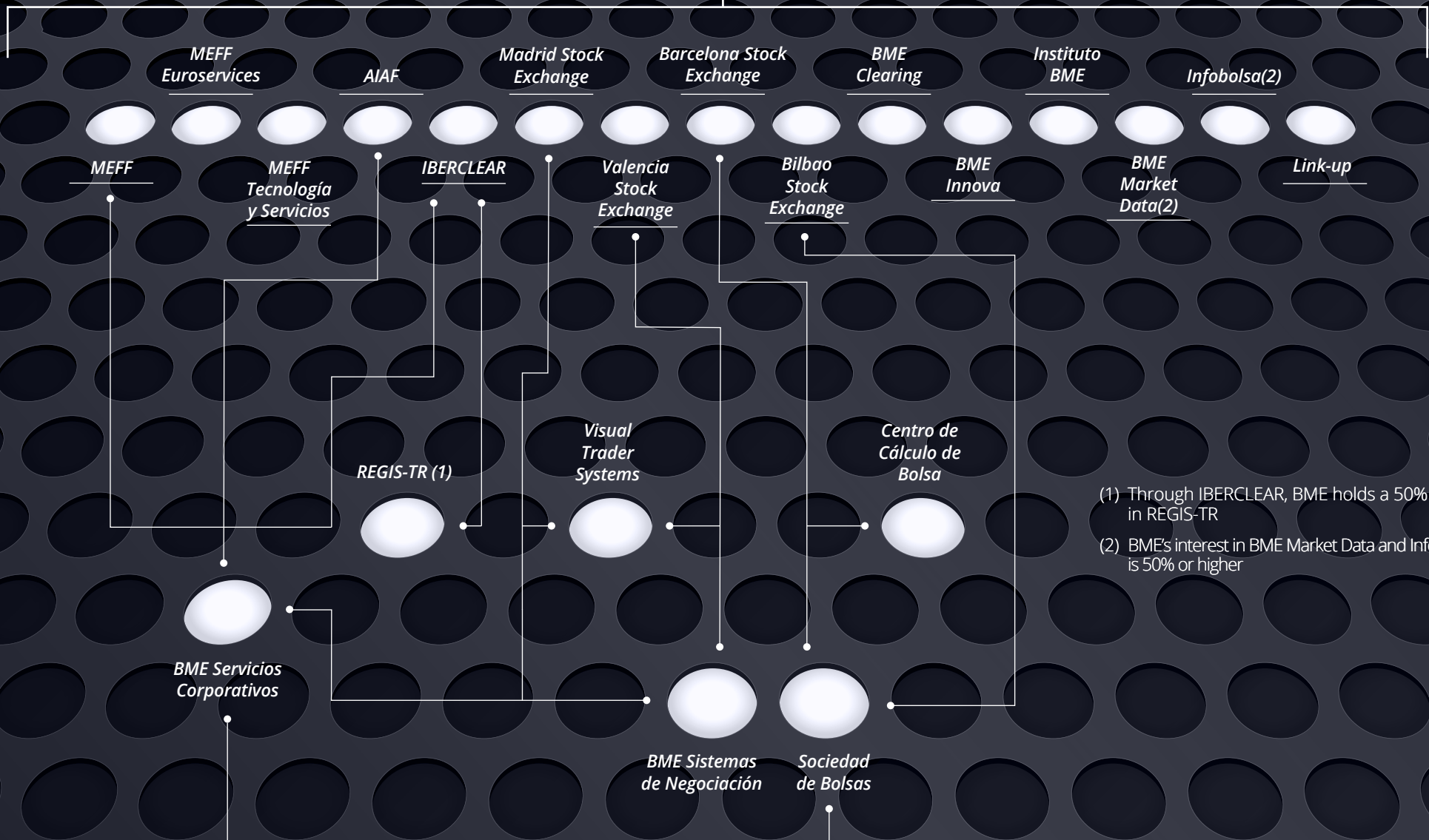
Sponsorship of
awards handed out
by economic press



- » BME is the operator of the stock markets and financial systems in Spain. A public limited company, BME has been a listed company since 14 July 2006 and forms part of the FTSE4Good IBEX® index.

BME's head office and all of its companies' head offices are in Spain, where the group carries out its business. The company's operational headquarters are in Las Rozas, Madrid.

Bolsas y Mercados Españoles (BME)



(1) Through IBERCLEAR, BME holds a 50% stake in REGIS-TR

(2) BME's interest in BME Market Data and Infobolsa is 50% or higher



BME group companies and holdings in other companies



Sociedad de Bolsas, S.A., which manages and operates the Spanish electronic trading platform (S.I.B.E.).

BME Clearing, S.A.U. (BME Clearing), which acts as the central counterparty for derivatives traded on the official secondary derivatives market, public debt repos, electricity derivatives and any other financial instrument. The OTC Interest Rate Derivatives segment was launched in 2015, and authorisation has been obtained for the Equities segment, which is expected to start operating in April 2016.

Stock exchange governing companies.

The purpose of stock exchange governing companies is to list securities for trading, and supervise and manage official secondary securities markets.

The Barcelona, Bilbao and Valencia stock exchange governing companies deal exclusively with public debt issued by the Catalan, Basque and Valencian regional governments, respectively.

The four stock exchange governing companies also own 25% of:

Bolsas y Mercados Españoles, Sistemas de Negociación, S.A. (BME Sistemas de Negociación). The governing company of two multi-lateral trading systems:

- **Mercado Alternativo Bursátil (MAB)**, which lists securities that require specialised and unique treatment, across a variety of segments.
- **Latibex**, the market for European investors to buy and sell euro-denominated Latin American stocks.



MEFF Sociedad Rectora del Mercado de Productos Derivados, S.A.U. (MEFF), which manages the official secondary market for derivatives with both equity and fixed-income underlyings, as well as the trade repository for the energy contract group.

MEFF Euroservices, S.V., S.A.U., which transfers orders to European markets (Eurex).

MEFF Tecnología y Servicios S.A.U., which develops and operates data-processing systems, and manages the forward market for the Spanish electricity system operator, Red Eléctrica Española.



AIAF Mercado de Renta Fija S.A.U. (AIAF), which manages and supervises both the primary and secondary corporate debt markets, the electronic fixed-income trading platform SEND, and is the governing company of the multilateral trading system (SENAF) and the Alternative Fixed Income Market (MARF).



Sociedad de Gestión de los Sistemas de Registro, Compensación y Liquidación de Valores, S.A. (Iberclear), this is Spain's central depository for securities. Iberclear is responsible for the accounting records and the clearing and settlement of securities listed for trading on Spanish stock exchanges, the book-entry public debt market, AIAF and Latibex.

Iberclear, under the supervision of the Spanish Ministry for Agriculture, Food and the Environment, manages the National Registry of Greenhouse Gas Emission Rights (RENADE).



Regis-TR, S.A., which is 50% owned by Iberclear and Clearstream Banking Luxembourg, S.A., a Luxembourg-based company. This company acts as a trade repository for derivatives and is authorised to operate as a Registered Reporting Mechanism (RRM), enabling it to facilitate the reporting of orders and trades in wholesale energy spot and derivative markets.



Bolsas y Mercados Españoles Innova, S.A.U. (BME Innova) offers specialised strategic consultancy services, custom-made technological solutions and integrated training programmes for the financial markets, as well as products and services for three areas: business continuity, financial communication and management software for financial institutions.



Bolsas y Mercados Españoles Market Data, S.A. (BME Market Data), which specialises in handling, generating and selling information from the group's various regulated markets and multilateral trading facilities (MTFs) and in developing value-added services aimed at the securities industry.

BME Market Data is owned by BME, the four stock exchange governing companies, MEFF and AIAF.



Infobolsa, S.A., which provides real-time financial market information services. As at 31 December 2015 it was jointly owned (50%/50%) by BME and Deutsche Börse. Furthermore, at 31 December 2015, Infobolsa, S.A. held shareholdings of 99.99% in Difubolsa – Serviços de Difusão e Informação de Bolsa, S.A. and 100% in Infobolsa Deutschland, GmbH.



Instituto Bolsas y Mercados Españoles, S.L.U., is BME's educational centre, whose activities are focussed on organising a range of educational services linked to financial markets in general.



Visual Trader Systems, S.L., which develops and operates the Visual Trader system, : a platform which allows access to international markets and routing networks. Its connections allow entities and brokers all over the world to both send and receive orders.

This company is owned by the Madrid and Valencia stock exchange governing companies, with stakes of 90% and 10%, respectively.



Openfinance S.L., provider of front-office solutions for financial advisory and portfolio management, 81% owned by Infobolsa.

In addition to the above, **Bolsas y Mercados Españoles Servicios Corporativos, S.A.** and **Link Up Capital Markets, S.A.U.** act as auxiliary companies for the rest of the BME group companies.



Corporate Governance

Since it was incorporated, BME has been involved in developing and upgrading Latin American financial markets and energy market through shareholdings in the following companies:

- **Cámara de Riesgo Central de Contraparte de Colombia, S.A.**, the clearing house for Colombia's futures and options market. BME holds a 9.91% stake therein.
- **Bolsa Mexicana de Valores, S.A. de Capital Variable**, in which BME holds a 0.99% stake.
- **Operador del Mercado Ibérico de Energía – Polo Español, S.A. (OMEL)**, which oversees the financial management of the electricity generation market. BME holds an indirect stake through BME Innova of 5.65% therein.
- **OMIP Operador do Mercado Ibérico (Portugal), SGPS, S.A.**, the holding company for the Portuguese electricity market. BME holds a 5% stake therein.
- **Sociedad Promotora Bilbao Gas Hub, S.A.**, which carries out activities promoting the financial, market and logistics services required to facilitate gas trading. BME holds a 5.89% stake therein.



Economic value generated, distributed and retained (thousand euros)

	2013	2014	2015
Economic value generated	310,293	344,929	349,549
Revenues	302,273	332,901	335,358
Other net gains (losses) ⁽¹⁾	8,020	12,028	14,191
Economic value distributed	304,810	311,092	327,308
Operating expenses	33,035	38,012	37,434
Personnel expenses	64,316	63,668	63,898
Dividends ⁽²⁾	145,071 ⁽²⁾	137,483	157,603
Income tax and other taxes ⁽³⁾	61,299	70,824	67,222
Payments to capital suppliers (financial cost)	0	0	0
Payments to public bodies, donations and other investments in the community	1,089	1,105	1,151
Economic value retained (profit not distributed)	5,483	33,837	22,241
Reserves ⁽²⁾	-1,931 ⁽²⁾	27,441	15,860
Amortisation and depreciation	7,414	6,396	6,381

(1) Includes work performed by the company on own assets, other operating revenue, the share of profit (loss) of companies accounted for using the equity method and the net financial result, minus the result attributed to external partners.

(2) Includes the payment of extraordinary dividends against unrestricted reserves for €11,826 thousand in 2013.

(3) Includes only income tax expense and taxes reported in the year.

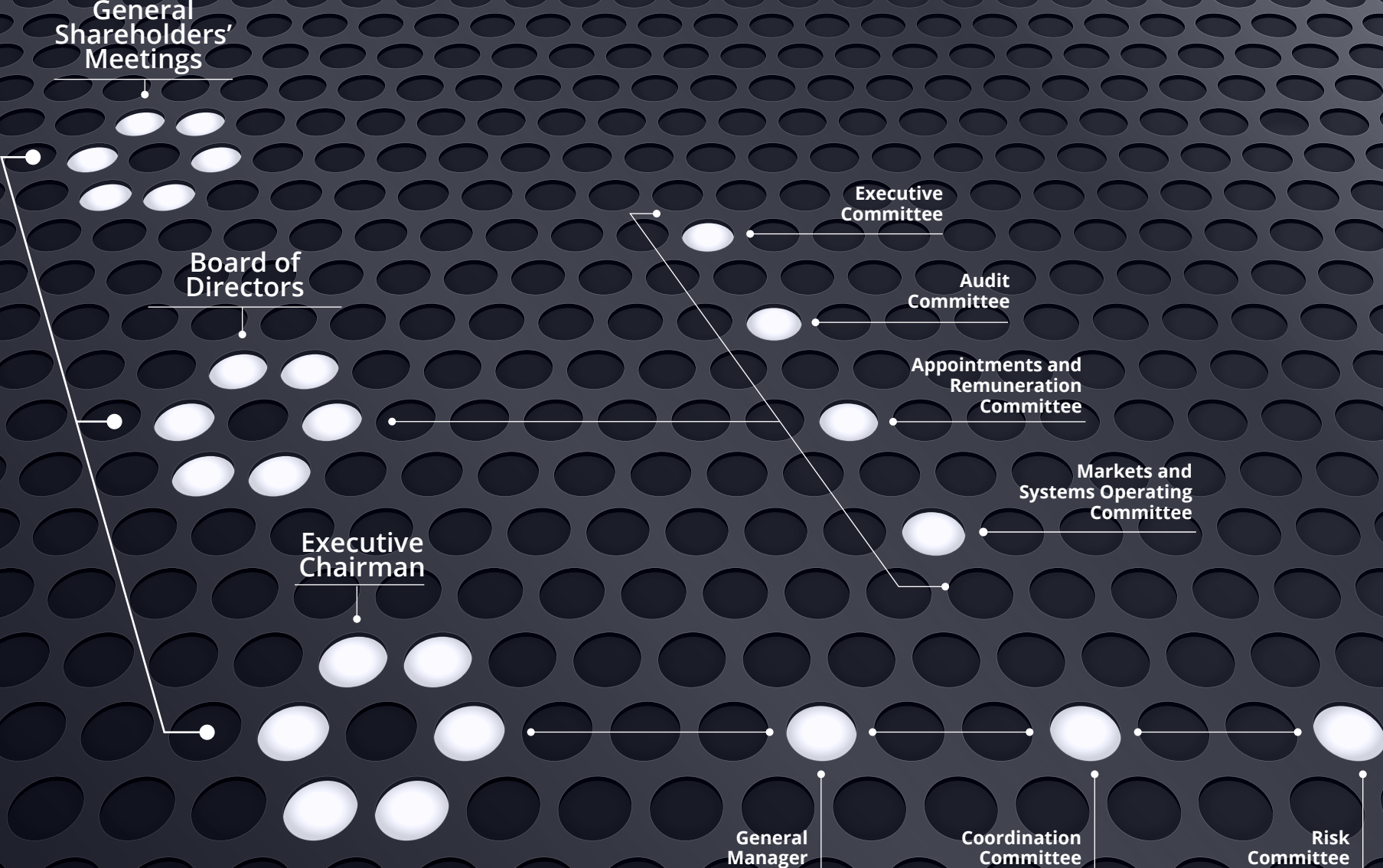
The total capitalisation (broken down by debt) and the equity for 2013, 2014 and 2015 amounted to €392,306 thousand, €418,931 thousand, and €433,082 thousand, respectively.

CORPORATE GOVERNANCE

BME's corporate governance structure conforms to the highest market standards in this field. Its guiding principles are transparency, shareholder participation and independence of the external auditor.

BME's internal regulations are available under the "Information for Shareholders and Investors" section of the corporate website: www.bolsasymercados.es.

Corporate Governance Bodies





Board of Directors of BME





Board of Directors

The **Board of Directors** is the company's most senior governing and administrative body. At 31 December 2015, it comprised 11 members of recognised capacity, integrity and independence.

The composition of the board complies with the recommendations of the Good Governance Code as 9 members are external directors (3 proprietary, 5 independent and 1 other external director) and only 2 are classified as executive directors.

DIRECTORS	Position on the Board	Type	COMMITTEES			
			Executive Committee	Audit Committee	Appointments and Remuneration Committee	Markets and Systems Operating Procedures Committee
Antonio J. Zoido Martínez	Chairman	Executive	Chairman	-	-	-
Ignacio Garralda Ruiz de Velasco	First Vice Chairman	External independent	Member	-	-	-
Margarita Prat Rodrigo	Second Vice Chairwoman	External independent	Member	Chairwoman	-	-
Manuel Olivencia Ruiz	Lead Director	External independent	-	-	Chairman	-
Álvaro Cuervo García	Director	External independent	Member	Member	Member	-
Carlos Fernández González	Director	Other external director	-	-	Member	-
Joan Hortalá i Arau	Director	Executive	-	-	-	Chairman
Karel Lannoo	Director	External independent	-	-	-	Member
Juan March Juan	Director	External proprietary	-	-	-	-
Santos Martínez-Conde and Gutiérrez-Barquín	Director	External proprietary	-	-	-	Member
Ramiro Mato García-Ansorena	Director	External proprietary	-	Member	-	-

* Secretary of the Board and of the Committees: Luis María Cazorla Prieto

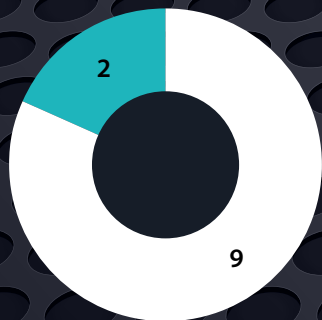
* Deputy Secretary of the Board and of the Committees: Cristina Bajo Martínez

* Legal advisor: Jaime Aguilar Fernández-Hontoria

Classification of members of the board of directors

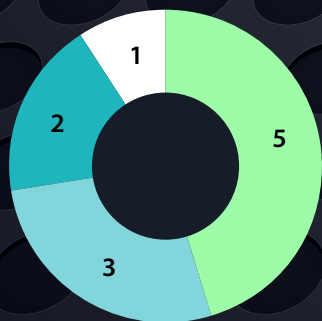
At 31 December 2015

External / Internal Directors



- Internal Directors
- External Directors

Type of Director

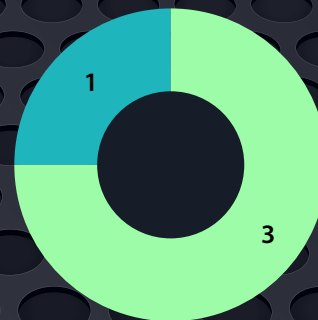


- Independent Directors
- Proprietary Directors
- Executive Directors
- Other External Directors

Classification of committee members

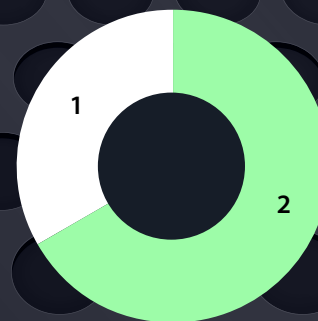
At 31 December 2015

Executive Committee



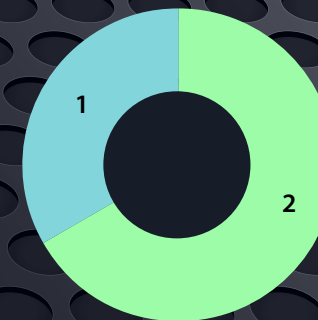
- Independent Directors
- Executive Directors

Appointments and Remuneration Committee



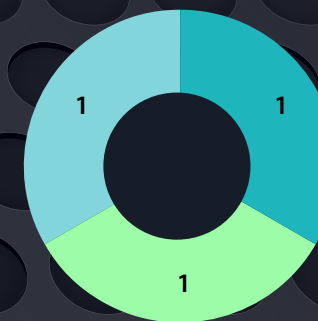
- Independent Directors
- Other External Directors

Audit Committee



- Independent Directors
- Proprietary Directors

Markets and Systems Operating Procedures Committee



- Executive Directors
- Independent Directors
- Proprietary Directors



BME's structure

All information relating to corporate governance at BME can be found in the company's Annual Corporate Governance Report, the Annual Report on Directors' Remuneration for 2015 and the Report on the Board of Directors' Activity, are of which all available on the corporate website: www.bolsasymercados.es.

As established in the company's Articles of Association and Board of Directors' Regulations, the Board of Directors has entrusted the running of its ordinary business to the delegate bodies, the board's executive members and the senior management team.

Accordingly, the company has a **General Manager** who, with the supervision and support of the Chairman, as the most senior executive, coordinates the business units and areas, ; and a **Coordination Committee**, which is responsible for permanently coordinating the group's various business units and the activities of the company and the group's companies.

Coordination Committee

Antonio Zoido Martínez (Chairman)

Javier Hernani Burzako (General Manager)

Ramón Adarraga Morales

Jaime Aguilar Fernández-Hontoria

Antonio Giralt Serra

José Massa Gutiérrez del Álamo

Francisco Nicolás Tahoces

Francisco de Oña Navarro

Jorge Yzaguirre Scharfhausen



Given the group's corporate structure, the coordinated management of its activities is based on a structure of seven business units and seven corporate areas providing support functions to all business units.

Business units	Head
Equities: Trading of securities through the electronic trading platform (Sistema de Interconexión Bursátil) or on the stock exchange floor and all corresponding post-trade activities, as well as listing and maintenance services for issuers on the equity market.	Jorge Yzaguirre Scharfhausen
Derivatives: Derivative trading through electronic systems.	Jorge Yzaguirre Scharfhausen
Fixed-income: Trading of private fixed-income and public debt securities as well as listing and maintenance services for issuers on the private fixed-income market.	Francisco de Oña Navarro
Settlement and Registration: Registration and settlement of equity, private fixed-income and public debt trades.	José Massa Gutiérrez del Álamo
Clearing: Clearing, central counterparty and settlement activities of derivatives, public debt repos, OTC interest rate derivatives and electricity derivatives.	Francisco de Oña Navarro
Information reporting: Dissemination of information as a primary source, index licences and related items.	Ramón Adarraga Morales
IT & Consulting: Production and sale of software, global access, advisory and training services.	Javier Hernani Burzako

Corporate area	Head
Human Resources	Luis García Berral
Technology	Francisco Nicolás Tahoces
Financial	Javier Hernani Burzako (Director General)
International Relations	Ramón Adarraga Morales
General Secretary	Luis María Cazorla Prieto
Legal	Jaime Aguilar Fernández-Hontoria
Corporate Communications	Pablo Malumbres Muguerza



Risk Management

BME has an integral Risk Management system in place based on the COSO II Report as the methodological basis for use, which ensures that any significant risks which could affect the group's objectives and activities are identified, evaluated and controlled as described in BME's Annual Corporate Governance Report.

The Risk Committee, the Internal Audit Department and the Compliance Department assist the Board of Directors and the Audit Committee in developing a suitable risk management programme.

The **Board of Directors**, as the Company's highest government and administration body, defines the risk-including tax-related- management and control policy and oversees the internal information and control management systems, including tax-related and internal audit systems.

The **Audit Committee**, reporting to the Board of Directors, monitors the effectiveness of the internal control of

the Company and risk control systems, including tax-related and internal audit services of the Company.

The **Risk Committee**, chaired by the General Manager, reports to the Coordination Committee. These two units work together to implement the risk control and management policy laid down by the Board of Directors. The committee monitors and analyses the risks arising in the day-to-day activities of BME group companies.

The Risk Committee has created an Integrated Risk Management System (IRMS) following the methodological framework specified in the COSO II paper. It also maintains the Corporate Risk Map, in close cooperation with the business units and corporate areas. In addition to the IRMS, the Risk Committee has formally incorporated the Internal Control over Financial Reporting system (ICFRS). A description of the IRMS, including the ICFRS, is available in the Annual Corporate Governance Report.

Since 2013, the company has also had a Crime Prevention System, as described in Chapter 3 of this report. The system is being gradually rolled out and was updated in 2015 when the amendment to the Penal Code came into effect.

The **Internal Audit Department** is charged with providing senior management and the board, through the Audit Committee to which this department reports, with information that enables them to fulfil the company's objectives, including the assessment and evaluation of the efficiency of the risk assessment tasks carried out. Its remit is therefore aimed at evaluating and improving the efficiency of the processes concerning risk management, control and governance by identifying key risks and controls.

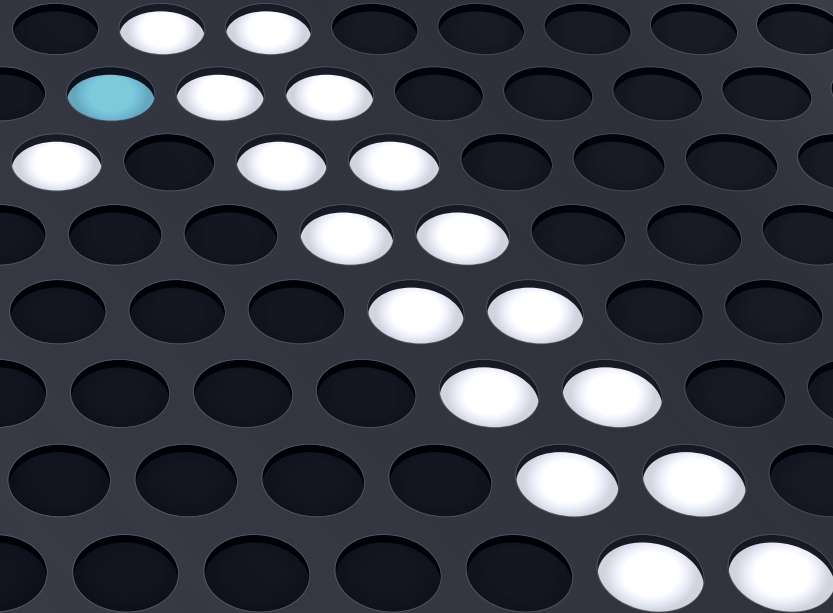
In order to create an independent body that could monitor compliance with the regulations governing the activities of BME and its group companies, in 2013 the Executive Committee approved the formation of a

group-wide **Compliance Department**, which reports to the Audit Committee. The Compliance Department's primary duties include supervising compliance with prevailing regulations, codes of conduct and commercial agreements; verifying the suitability of procedures and compliance therewith; supporting the Audit Committee in supervising regulatory compliance risk; and helping employees to monitor regulatory changes that could affect the activities carried out by the group.

Independence of the external auditor.

Regardless of the hiring time limits established by the audit regulations, which comes into force during the year 2016, BME, in order to increase the degree of transparency of the Company, has had and takes into account the number of years during which the external audit firm has uninterruptedly carried out the audit of the annual accounts of the Company and its Group with a view to promoting the independence of the auditors, as well as to comply with the latest trends in corporate governance.

BME MEETS
USER NEEDS





1.1. BME'S ACTIVITIES

- » BME currently integrates systems for registering, clearing and settling securities, central counterparty entities, secondary Spanish markets and official trading systems, and carries out a range of complementary and auxiliary services spanning, among other areas, information, consulting, information technologies, contingency services, business continuity and contingency, and training.

The following tables offer a schematic outline of BME's main activities, showing the services it provides at 31 December 2015 and its users and customers, mostly entities supervised by the Comisión Nacional del Mercado de Valores. BME's markets and trading systems do not provide services directly to retail investors, except for ancillary services.



1.2. PRODUCTS AND USERS

PRODUCTS AND SERVICES PROVIDED BY BME

BME	Products and Services	Through	Users
EQUITIES	<ul style="list-style-type: none"> Trading in shares of Spanish, European and Latin American companies, shares and units of SICAVs, venture capital firms, hedge funds, REITs, ETFs, warrants, certificates and other products. Calculation of indices (IBEX, stock markets). 	<ul style="list-style-type: none"> Madrid, Barcelona, Bilbao and Valencia stock exchanges, Sociedad de Bolsas, MAB, LATIBEX. 	<ul style="list-style-type: none"> Companies, issuers. Market members (investment services companies and credit institutions) and, through them, private and institutional investors.
FIXED INCOME	<ul style="list-style-type: none"> Public debt (treasury bills, government bonds and debentures). Private fixed income (commercial paper, bonds, debentures, covered and regional bonds, MBS & ABS, and government-backed debt issues). Regional government debt. 	<ul style="list-style-type: none"> AIAF/SENAF/SEND/ MARF Barcelona, Bilbao and Valencia stock exchanges 	<ul style="list-style-type: none"> Market members (investment services companies and credit institutions) and, through them, companies and private and institutional investors.
DERIVATIVES	<ul style="list-style-type: none"> Options and futures on shares, bonds and indices. 10Y bond futures. Stock dividend futures. Registration of electricity market derivatives. 	<ul style="list-style-type: none"> MEFF 	<ul style="list-style-type: none"> Members of MEFF and, through the market members, private and institutional investors.
CLEARING	<ul style="list-style-type: none"> Clearing, central counterparty and settlement activities of derivatives, public debt repos, equities, OTC interest rate derivatives and electricity derivatives. 	<ul style="list-style-type: none"> BME Clearing 	<ul style="list-style-type: none"> Members of BME Clearing. Electricity utilities.
REGISTRATION AND SETTLEMENT	<ul style="list-style-type: none"> Accounting, clearing and settlement of all securities admitted for trading on Spanish stock exchanges, SENAF, SEND, AIAF, MARF, MAB and LATIBEX. Registration of CO2 emission allowances. Register for OTC derivative trades and Remit RRM. 	<ul style="list-style-type: none"> IBERCLEAR RENADE REGIS-TR 	<ul style="list-style-type: none"> Members of Iberclear. RENADE members. CO2 emitter companies. REGIS-TR clients.
DISSEMINATION OF INFORMATION	<ul style="list-style-type: none"> Primary sources of information. Primary data flow services. Dissemination of material information. Collection and processing of primary sources of information. Index user licence. Transaction Cost Analysis. Development and operation of financial market access systems. 	<ul style="list-style-type: none"> BME Market Data Infobolsa Sociedad de Bolsas Visual Trader Systems. Visual Trader Systems 	<ul style="list-style-type: none"> Large providers. Online brokers. Specialised Internet portals. (ESIs and credit entities). Professional and private segment. Information providers. Financial Intermediaries. Private and institutional investors. Order gatherers.
IT & CONSULTING	<ul style="list-style-type: none"> Strategic advisory services for financial markets. Technological advisory services. Business continuity. Financial communication. Management software for financial institutions. Technological solutions for financial advisory and portfolio management. 	<ul style="list-style-type: none"> MEFF Tecnología y Servicios BME Innova Openfinance 	<ul style="list-style-type: none"> Financial markets. Regulated government agencies and financial institutions. Large companies, financial entities, SMEs, and users of financial entities. Financial entities
TRAINING	<ul style="list-style-type: none"> Training programmes. Tailored programmes. FIA accreditation. Cooperation with other institutions. Training for BME shareholders. 	<ul style="list-style-type: none"> Instituto BME Bolsas de Valores BME Innova 	<ul style="list-style-type: none"> Financial sector professionals and from regulatory bodies, private investors, students, etc. Media Police, Judges and Magistrates.



NEW BME PROJECTS IN 2015

In 2015, BME Innova renewed its UNE-EN ISO 9001:2008 international quality seal granted by AENOR, which, attests to the quality of all its activities. In keeping with this, and as the objective in terms of quality for 2015, BME Innova has carried out different processes of continuous improvement in its business operations, with special emphasis with regard to suppliers and customers. Thus, in 2015 it has carried out a customer satisfaction survey for users of its Integrated Regulatory Reporting Service, obtaining a medium / high satisfaction rating. Based on the results of that satisfaction survey it has also prepared an improvement plan that will take place during 2016.

In 2015, BME continued to develop products and services which respond to the needs of market clients and users and the new requirements of companies and financial market participants.

New services.

On 15 January 2015, BME expanded and improved its services for equity derivatives enabling entities to clear and report their bilateral equity derivative trades online, via a FIX interface, or using a market terminal.

On 18 February 2015, BME launched BME *Securities Solutions*, a raft of services for financial entities in the area of equities post-trade, clearing and custody. This offers entities a technical solution to being stock market members, BME Clearing members and Iber-clear participants, depending on their business model.

In 2015, *Visual Trader System S.L.* widened the services offered to its customers in order to provide them with more advanced trading and information systems. On 18 February 2015, it activated a connection protocol for its customers to access more than 50 markets to provide information on the customers' security and cash positions and the risks deriving from unsettled transactions. On 11 June 2015, it launched the Transaction Cost Analysis (VisualTCA) service providing information on the costs involved in executing a transaction on markets in which it operates directly and in the other markets in which it trades through other brokers. Moreover it opened in London the third centre for accessing the Spanish stock market. The centre is equipped with the communications infrastructure needed for investors to connect with the Spanish trading platforms in the securities and derivatives markets.

Following a report from the European Securities and Markets Authority (ESMA), BME Clearing received CNMV authorisation on 30 July 2015 to launch new equities segments in which clearing and central counterparty services will be provided for purchasing and selling equities and OTC interest rate derivatives (interest rate swaps, IRSs), in which interest rate derivatives traded on the OTC market will be cleared, primarily IRSs and forward rate agreements (FRAs). This new OTC interest rate derivative segment started up on 30 November 2015, while the Equities segment is expected to be operational in April 2016.

Annual gathering of the FIA



New services for post-trade clients: Securities Solutions





On 26 August 2015, Europe's Agency for the Cooperation of Energy Regulators (ACER) authorised REGIS-TR to operate as a Registered Reporting Mechanism (RRM), enabling it to facilitate the reporting of orders and trades in wholesale energy spot and derivative markets.

Through BME Market Data, BME has announced its intention to apply for Approved Publication Arrangement (APA) status.: a new figure defined in MiFID II as part of the new European regime for post-trade transparency that will enable market participants to meet the regulatory requirements of MiFID II. On 3 December 2015, the company also unveiled a new service for publishing in real time, relevant event notices and other financial information sent by issuers to the Comisión

Nacional del Mercado de Valores. The aim of the service is to enhance transparency and raise the international visibility of the companies listed in the markets operated by the BME group.

During the year, BME Innova launched Phase III of the Service Against Market Abuse (SICAM), which can be used to analyse and monitor orders and trades in international markets, and issued new modules of the Integrated Regulatory Reporting System (SIR) to fulfil the CNMV's information requirements.

On the international front, BME reaffirmed its commitment in Latin America with BME Innova completing a consultancy project in May 2015 on technolo-

gical infrastructure requirements and solutions for the operating systems of the public debt securities market in Peru.

Lastly, on 17 March 2015 the first phase of the project entitled "Modernisation of the securities market of the State of Algeria" launched in 2012 was completed. This involved starting up the primary public debt market, developed by BME Innova in collaboration with Analistas Financieros Internacionales (AFI) on behalf of the Algerian Finance Ministry. The project was funded by the Hispanic-Algerian Fund (Fondo Hispano-Argelino), and continued with the successful development and start-up of the bilateral secondary public debt market on 23 November 2015.

New products.

In 2015, BME extended the series of IBEX 35@ indexes with the creation of new traded indexes based on the IBEX35@: IBEX 35@ Leverage Net X10 and IBEX 35@ Inverse X10, which began to be calculated and disseminated in real time on 30 March 2015; and IBEX 35@ Banks, IBEX 35@ Energy and IBEX 35@ Construction, which started to be calculated and disseminated in real time on 26 November 2015.

Meanwhile, on 21 January 2015 MEFF launched a new stock dividend futures contract which serves as a hedge of dividend risk and opens up new opportunities when executing strategies and trading.

Algeria's Fixed Income platform has been developed by BME





1.3. COMMUNICATION CHANNELS WITH USERS

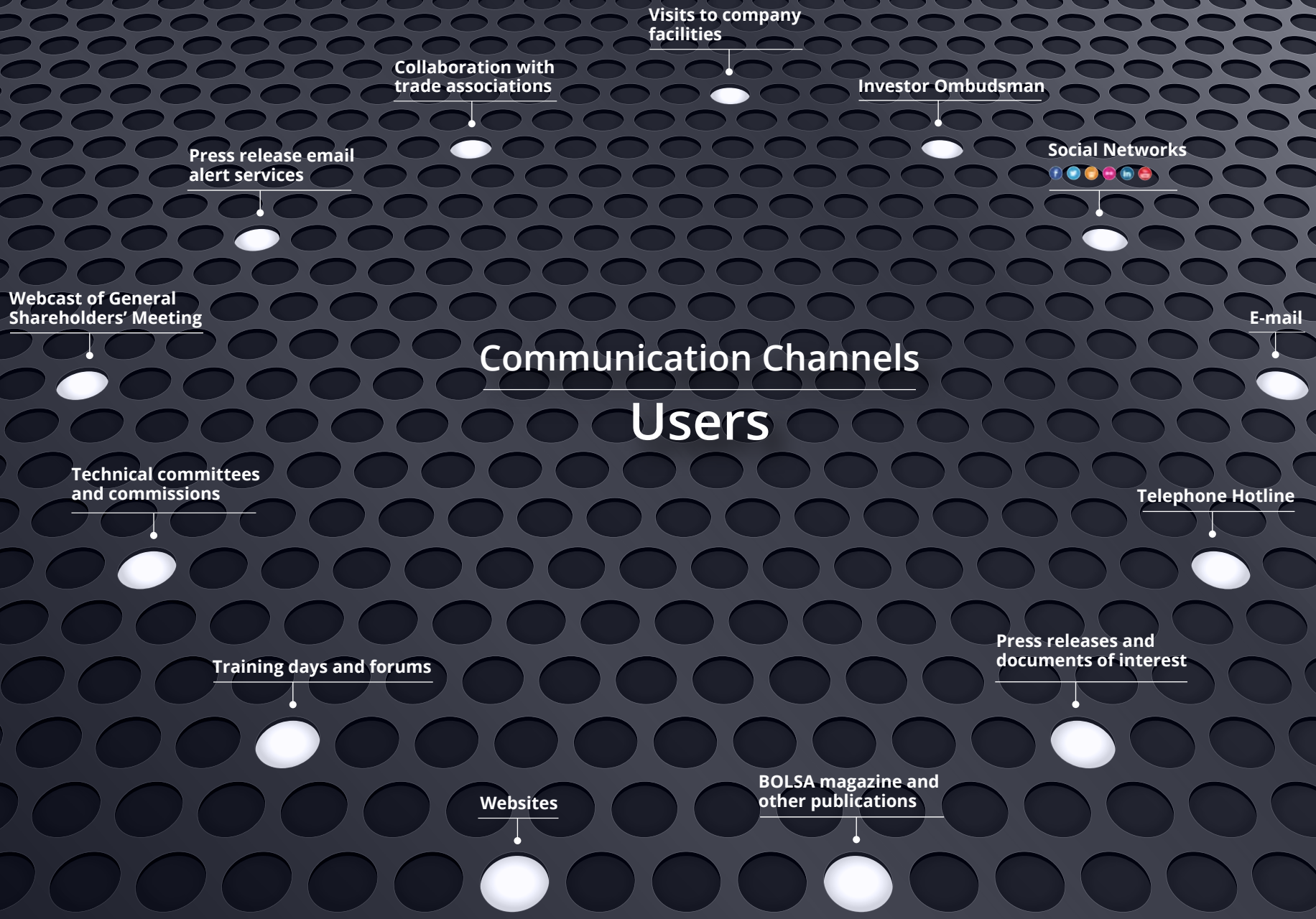
BME has various traditional and modern means of communication to ascertain the doubts, needs and opinions of both direct and indirect users and it now has a social media presence (Twitter (@GrupoBME), YouTube, Flickr, Slideshare and LinkedIn), where it publishes its results and the activities of the various group companies, as well as bringing BME closer to its investors, potential customers and the media.

Instituto BME, meanwhile, provides training on Facebook for the youngest users as a new means of communication. The account had 345 followers at year end.

Hand-in-hand with these virtual channels, BME places great importance on direct, personal and fluid relationships between its employees and direct and indirect users.



Screenshot of BME's twitter account





BME is also in touch with the market participants through various technical committees where they can among others, exchange their opinions, suggestions and needs with regard to the workings, development and activity of the markets and systems managed by BME: the Iberclear Technical Advisory Committee, the subgroup entrusted with the design of the central counterparty entity for the Registration, Clearing and Settlement System reform project; and MEFF's Supervisory and Oversight Committee.

BME raises awareness of its activity through active participation, promotion and organisation of forums, workshops, trade fairs and other relevant activities regarding the securities market. In 2015, these included:

- Organisation of the seventh edition of "Mercado Financiapyme";
- BME's participation through BME Clearing in the 40th edition of the International Futures Industry Conference in Boca Raton, Florida;
- Co-organisation, together with Société Générale, of the third IBEX Trading Day;
- Participation in the fifth annual Spain Investors' Day;
- Participation in the first Islamic Finance and Investment Forum organised in Madrid by International Islamic Financial Market (IIFM) – and international organisation that sets the global standards of the Islamic financial services industry – and the Autonomous University of Madrid;
- Participation in the eighth edition of Forinvest through the Valencia Stock Exchange;
- Co-organisation, together with two other entities, of the fourth Spanish Small & Mid Caps Conference, held in New York;
- Organisation of the 11th MedCap Forum;
- Co-organisation in Paris along with Société Générale Corporate & Investment Banking of a new edition of the Spanish Mid Cap Conference;
- Organisation of the 17th Latibex Forum; and
- Participation in SIBOS, : the financial sector's leading fair, which was held in Singapore.

BME was also involved in various workshops in

Spain Investors' Day 2015



securities markets, including: organising numerous events to provide information on the reform of the clearing and settlement system in Spain and developments in sector regulations; commemoration of the first full year of the Alternative Fixed Income Market (MARF); co-hosting together with the European Finance Centre, Barcelona (BCFE) of the conference "Reform of the corporate governance framework for listed companies"; co-participation with El Nuevo Lunes of the workshop "Financial education, a challenge for companies, institutions and citizens"; and hosting of the event "Latest developments in debt capital markets for Spanish infrastructures" on the financing of infrastructure projects through fixed-income markets.



BME supports Valencia's financial community at the Forinvest fair



BME stand at SIBOS 2015



1.4. USER PROTECTION

As the management body for Spanish financial markets and systems, BME is responsible for market participants and retail investors, even though they are not direct customers, as it considers its position enables it to help them exercise their rights.

In BME's dealings with retail investors, worth noting are the services provided by the Investor Ombudsmen, set up and maintained by the stock exchange governing companies of Madrid, Barcelona and Valencia to aid and protect investors. The Investor Ombudsman handles their queries and complaints, attempts to prevent complaints and claims from being filed regarding transactions carried out on the stock exchange, and endeavours to provide conditions to clarify facts and concerns posed by investors and intermediates between parties in conflict. When litigious claims are lodged, the Investor Ombudsman ascertains the details thereof and, if the individuals fail to reach an agreement with the stock market members, issues a non-binding final report the claim.

1.5. USER EDUCATION

As the manager of Spanish financial markets and systems, BME endeavours to actively participate in fostering a the financial culture of finance in Spain. In this regard, it subscribes to the Recommendation on Principles and Good Practices for Financial Education and Awareness of the Organisation for Economic Co-operation and Development (OECD).

Given its significant role in the financial markets, BME regards publicising and raising awareness of financial matters in the most accessible and comprehensive manner possible to be just another function of its business activity, as well as an important channel for end customers and brokers in markets to express their concerns, interests, demands and worries.

The importance BME attaches to education is reflected in Instituto BME, whose sole activity is to organise educational services related to financial markets in general and issues directly related to BME's own market and systems products in particular,

although this activity may be complemented with additional educational initiatives carried out by other group companies.

Also, Instituto BME, through its training programs, provides guidance and training in environmental, social and corporate governance to students, among which are employees of the issuers of securities in Spain.

Instituto BME assures customers seeking educational services that its quality commitment extends beyond the mere provision of services, to the ultimate goal of addressing their true education needs, meeting their expectations and generating the utmost satisfaction. This has been accredited since 1998 through the AENOR Registered Firm Certificate, renewed each year in accordance with the UNE-EN ISO 9001:2008 quality standard.



In 2015 BME has created and launched the FIA certification, a professional accreditation focused on Financial Markets and Products, issued by Instituto BME. The certification provides its holders with added credibility as it is backed by an institution that stands out at world level for the quality of its financial and technical training as well as for granting licences to operate in the Spanish financial markets.

BME Innova has also increased its contact with and training for SICAM users in order to provide them with the right training on the new guidelines of the European Market Abuse Directives.

Also this year BME and Ibercaja signed a collaboration agreement to promote financial culture and training, the goal of which is the development of joint activities in relation to the spread of financial culture among Ibercaja's employees and clients and society in general.



New training programmes: FIA Certification



Signing of the BME-Ibercaja agreement



BME
SHAREHOLDERS



- » BME's shareholders are one of the company's primary stakeholders and have gradually assumed a more prominent corporate role. Thanks to their capital contributions, the company's financial structure and, ultimately, its activity, are sustained. Therefore, BME encourages its shareholders to play an active role in the company and makes all of the tools they need to exercise the voting and profit-sharing rights available to them.



2.1. SHAREHOLDER PROFILE

The information in the table refers to 31 December of each year.

GENERAL INFORMATION.

	2013	2014	2015
Total number of shares	83,615,558	83,615,558	83,615,558
Avg. number of shares held per shareholder	1,658	1,668	1,546

BREAKDOWN BY TYPE OF SHAREHOLDER.

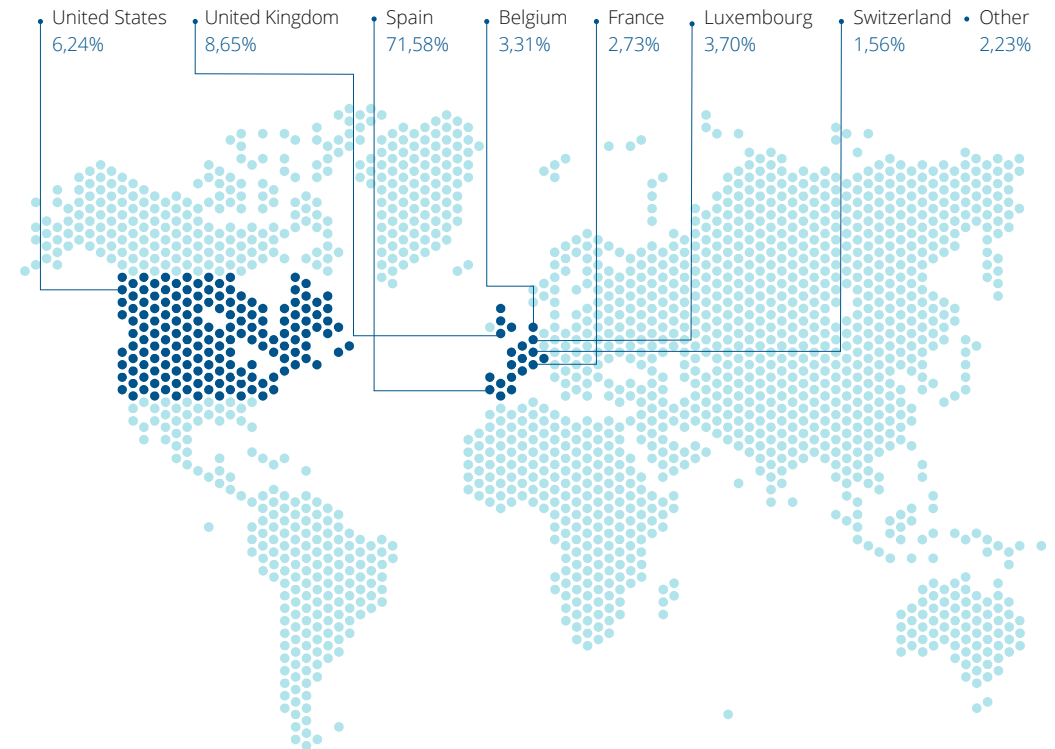
	INSTITUTIONAL SHAREHOLDERS			NON-CONTROLLING SHAREHOLDERS		
	2013	2014	2015	2013	2014	2015
Number of shareholders	2,748	2,775	3,214	47,692	47,360	50,886
% of total shareholders	5.45%	5.54%	65.49%	94.55%	94.46%	94.06%
Number of shares	53,644,887	54,698,948	53,681,221	29,970,671	28,916,610	29,934,337
% of share capital	64.16%	65.42%	64.20%	35.84%	34.58%	35.80%

BREAKDOWN BY NATIONALITY*

	SPANISH SHAREHOLDERS			FOREIGN SHAREHOLDERS		
	2013	2014	2015	2013	2014	2015
Number of shareholders	49,921	49,621	53,565	519	514	535
% of total shareholders	98.97%	98.97%	99.01%	1.03%	1.03%	0.99%
Number of shares	55,430,864	53,923,665	59,851,613	28,184,694	29,691,893	27,763,945
% of share capital	66.29%	64.49%	71.58%	33.71%	35.51%	28.42%

Distribution by countries at 31 December 2015

BME shares – Distribution by country





2.2. COMMUNICATION CHANNELS

One of the company's fundamental principles is to ensure transparency of information under equal conditions. BME therefore provides its shareholders and other stakeholder groups with the same raft of communication channels, at no cost to them. These are considered to be core mechanisms through which these parties can engage with the company.

In this regard, BME has its own Policy on communication and contact with shareholders, analysts and institutional investors and proxy advisors, approved by the Board of Directors in December 2015.

In order to foster and facilitate dialogue with the company's shareholders and other stakeholder groups, this Policy includes the various two-way communication channels set up by BME to maintain a direct, personal and ongoing relationship with these parties, ; and, where it is considered beneficial to them, responds to and fulfils the ideas and suggestions received through these means.

All information on the company is relayed through its communication channels, facilitating shareholders' awareness of the company's situation, while allowing shareholders to request information and submit suggestions and concerns which are then handled by the Shareholders' Office and Investor Relations.



Permanent information
service for market
players and regulators

Permanent information
service for market
players and regulators

General
Shareholders'
Meeting

Publications

Visit to company
facilities

Social Networks

Communication Channels Shareholders

Webcast of General
Shareholders' Meeting

Press Room at
www.bolsasymercados.es

Electronic
Shareholder
Forum

Investors Relations and the
Shareholders' Office
accionista@grupobme.es
InvestorRelations@grupobme.es

BOLSA magazine



BME corporate website

Shareholders, investors and other users can access BME's corporate website (www.bolsasymercados.es) to easily and directly access (in Spanish and English) the services provided by BME and its subsidiaries, with direct links to their websites, and all the information BME deems to be of interest to them.

The corporate website provides direct links to the Equities, Derivatives, Fixed Income, Clearing, Settlement, Information and Consulting and Technology areas.

There is also a specific "Investor's Corner" section that offers direct access to key information relating to the company and various tools to study the BME share price, such as interactive graphics and key management indicators.

The site also has an "Information for Shareholders and Investors" section dedicated mainly to shareholders and investors but accessible to all parties interested in the company's performance.

This section contains permanently updated legal and financial information about BME as required by law, as well as other information relating to corporate governance which has been deemed useful and relevant for shareholders and investors.

In 2015, there were 47,913 visits to the Spanish version of the "Information for Shareholders and Investors" section while 7,685 users consulted the English version (compared to 38,123 visits to the Spanish version and 7,237 visits to the English version in 2014 and 41,544 visits to the Spanish version and 5,680 visits to the English version in 2013).

In addition, prior to General Shareholders' Meetings the company posts all information and documentation about the meetings in the "Information for Shareholders and Investors" section of the website as well as on the home page for quick access. Links are also made readily available to the Shareholder e-Forum, voting mechanisms and e-proxy voting, electronic information requests, and web cast links that go live when the company broadcasts its General Shareholders' Meetings.

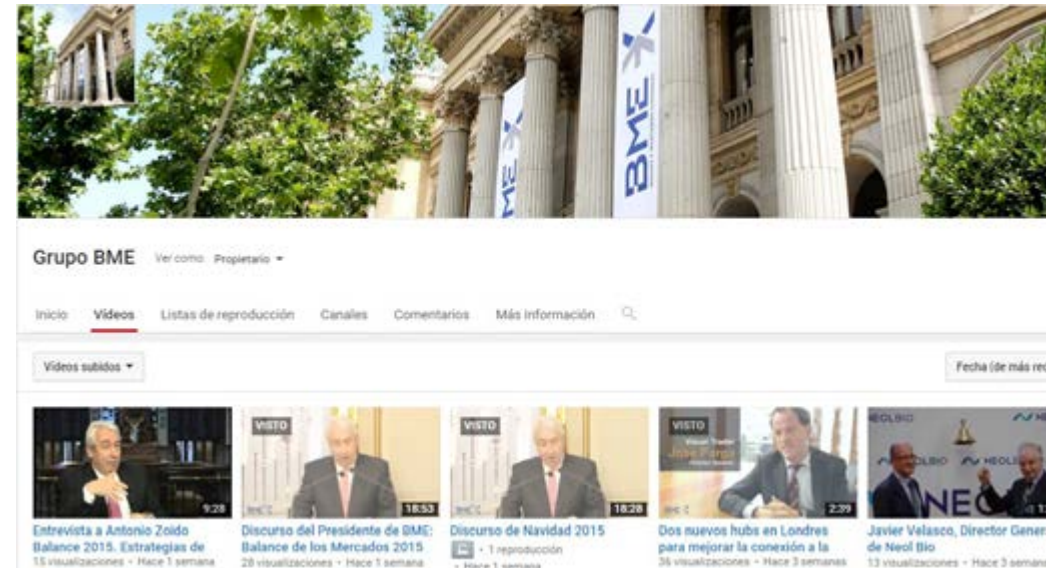
Also, since 2013, shareholders can access the "Shareholder Training Plan" section on the BME corporate website which has information on the free courses offered by Instituto BME, : BME' S training centre. Section 2.7 of this chapter offers more detailed information on the figures for the courses offered during 2015.



BME on social media

Social media has grown in importance over recent years as one of the main channels which investors and analysts turn to when taking decisions, particularly those approaching the company for the first time. To this end, the BME 2.0 initiative was rolled out for these parties. This project aims to complement traditional lines of communication with investors, analysts and information creators, and the main consumers of financial information, allowing the company to interact with the other market agents immediately and simultaneously.

The use of social media enables journalists, analysts, students, shareholders a basic feature of BME 2.0 and those who are very interested finance, to access comprehensive information on BME's activity and its business areas. BME and certain BME executives have accounts on Twitter, LinkedIn, Flickr and Slideshare. BME also has its own YouTube channel, where it posts the main news on the company along with results presentations, interviews and other multi-media content.



BME's Youtube channel



2.3. THE GENERAL SHAREHOLDERS' MEETING AS THE MAIN CHANNEL FOR PARTICIPATION

As provided for under Spanish law, the primary vehicle for shareholders to participate in the life of the company is the General Shareholders' Meeting. BME considers that this participation is a basic pillar for ascertaining shareholders' expectations, concerns and proposals. Through the General Shareholders' Meeting, – the company's highest decision-making body, – shareholders and investors can express their wishes and exercise their right to take part in the decision-taking process in matters within their remit.

In order for shareholders to correctly exercise their right to participate, prior to the General Shareholders' Meeting and when notice of the meeting has been sent to the Comisión Nacional del Mercado de Valores, BME makes available to shareholders.

One of BME's corporate governance priorities is also to encourage its shareholders to play an active role in the General Shareholders' Meetings so that they can

exercise their rights. To achieve this objective, BME has designed certain measures to encourage shareholder participation. These include:

- No limits on shareholder participation, which means any shareholder may attend meetings, speak and exercise their right to vote, regardless of the number of shares held. BME adheres to the "one share, one vote" principle, a concept it regards as a basic element for equality in its relationship with all shareholders.
- Shareholders are provided with an attendance card, referenced to the shareholder register, so that they can participate, as most suitable for them, in the General Shareholders' Meeting.
- The Shareholder e-Forum, which facilitates communication among shareholders between the time the General Shareholders' Meeting is called and the date it is held. On the occasion of the General Shareholders'

Meeting held on 30 April 2015, seven (7) shareholders registered in the e-Forum although no proposals were put forward (four (4) and five (5) shareholders registered prior to the 30 April 2014 and 30 April 2013 meetings, respectively, also without any proposals being put forward).

- Shareholders unable to attend meetings in person are offered the possibility of taking part and exercising their right to vote, be represented and receive information via remote means of communication (electronic means or regular post).



BME Shareholders



- Additionally, the General Shareholders' Meeting is broadcast live, in Spanish and in English, via a [webcast accessible on the "Information for Shareholders and Investors" section of the corporate website.](#)

For the General Shareholders' Meeting held on 30 April 2015, 565 shareholders tuned in via the webcast (354 in Spanish and 211 for the English interpretation). In 2014, a total of 394 shareholders tuned in (299 in Spanish and 95 in English).

Also, both the 2014 and the 2015 webcasts were available in sign language and on BME's various social media sites.

- [Participants in the General Meeting may speak personally during the proceedings](#), as the company is open to receiving comments and opinions at that time. In addition, any shareholder may request information or express an opinion relating to the items on the agenda.

YEAR	QUORUM OR TOTAL PARTICIPANTS		
	2013	2014	2015
SHAREHOLDERS (Number)	5,615	4,839	4,866

YEAR	PARTICIPANTS VIA REMOTE COMMUNICATION (Total)			PARTICIPANTS VIA REMOTE COMMUNICATION (%)		
	2013	2014	2015	2013	2014	2015
Number of shareholders	4,927	4,205	4,223	87.75%	86.90%	86.79%

YEAR	REMOTE VOTING (Total)						PROXIES (Total)					
	By post			Electronic means			By post			Electronic means		
	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
Number of shareholders	1,297	981	1,069	30	29	41	3,582	3,178	3,079	18	17	34



The 2015 General Shareholders' Meeting





2.4. INVESTORS RELATIONS AND THE SHAREHOLDERS' OFFICE

The Shareholders' Office is run by the General Secretary and Secretary to the Board of Directors in coordination with the Financial Department. The office is an efficient, permanent and two-way communication service that allows shareholders and all other interested parties to submit any sort of query, concern or suggestion about the company in a transparent and effective manner. These requests can be submitted by email to accionista@grupobme.es.

BME also has an Investor Relations Department as part of the Financial Department. This department's main objective is to provide a conduit for communicating with sector professionals and market agents whose main role is to act as link between the company and the financial markets, guarantee transparency vis-à-vis the company's activities and results, and unlock its value and contribute to the efficient formation of its share price.

The Investor Relations Department is therefore tasked with providing information for institutional investors and stock market analysts through quarterly and annual reports, results presentations, group and one-on-one meetings and conference calls.

This department has an email address (InvestorRelations@grupobme.es) through which it responds to enquiries submitted by investors.





FUNCTIONS OF THE INVESTOR RELATIONS DEPARTMENT

Control and collation functions (input)	Dissemination functions (output)
Monitor company and sector news	Results presentation
Business units follow-up	Represent company at events
Interaction with financial, legal, communications and research departments, corporate governance	Control filter for research reports
Drawing up activity and financial metrics for the company and sector	Target shareholders and investors
Monitoring shareholder and share price trends	Disseminate company's equity story
Control normalización datos corporativos (Web, publicaciones)	Transmit to management concerns, doubts and suggestions from shareholders and investors
Research reports and liaison with analysts covering the company	
Analyst consensus estimate	
Receive direction from shareholders and investors	

In 2015, the Investor Relations Department took part in 6 group meetings, 253 one-to-one meetings, and 10 forums and seminars, and held 27 road-shows in 19 cities (Andorra La Vella, Barcelona, Boston, Chicago, Connecticut, Düsseldorf, Frankfurt, Geneva, Helsinki, London, Madrid, Milan, Montreal, New York, Paris, Stavanger, Stuttgart, Wiesbaden and Zaragoza). The department contacted investors who collectively manage €3,423.3 thousand billion of equity.

INVESTORS AND ANALYSTS CONTACTED

	BY MEANS OF CONTACT		
	2013	2014	2015
<i>Conference calls</i>	36	21	40
Events	132	138	116
<i>Road shows</i>	139	125	143
Visits	34	14	26
Total	341	298	325

	BY COUNTRY OF ORIGIN		
	2013	2014	2015
Spain	61	33	60
France	21	30	28
United Kingdom	96	78	73
United States	85	66	71
Other	78	91	93
Total	341	298	325



2.5. SHARE PRICE PERFORMANCE

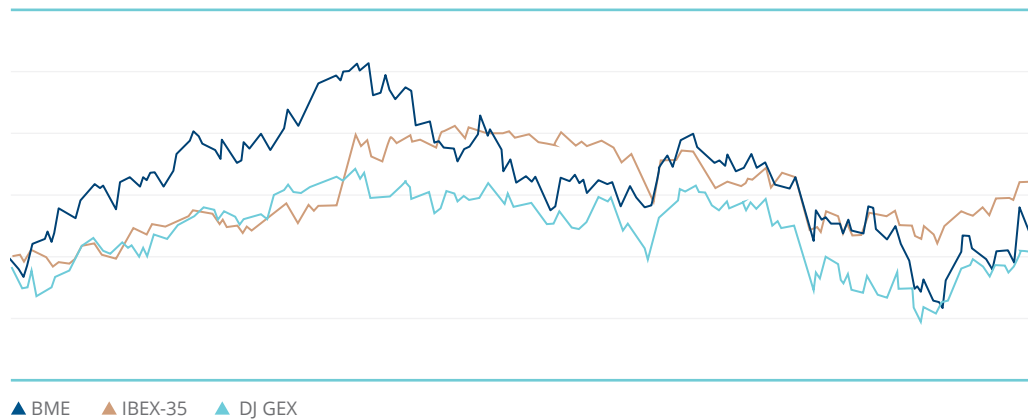
The company's efficient corporate structure, correct management of operating costs, greater trading volume on the Spanish stock market and the notable presence of foreign investors and households in the financial markets, along with the bullish trend in the Spanish stock market during 2015, were all key to BME reporting its best results since 2010.

Average daily turnover traded in 2015 was €12.7 million. BME's trading volume in 2015 was 423,764 trades.

In this scenario, BME remains committed to its objective of maximising the company's value in order to increase shareholder value.

BME share price performance in 2015 vs. the IBEX 35 and the DJ GEX

Chart showing the performance of the BME share



The chart shows the performance of BME's share price (dark blue) relative to the IBEX35® (purple) and the Dow Jones Global Exchanges Index (brown), which encompasses the prices of the world's leading stock markets.

Main share price indicators

	2013	2014	2015
Total number of shares	83.615.558	83.615.558	83.615.558
Nominal value of the share (euros)	€3.00	€3.00	€3.00
At the start of the year	€18.45	€27.80	€32.29
High	€29.45	€36.19	€43.50
Low	€18.30	€27.25	€30.10
At the close of the year	€27.66	€32.14	€31.06
Stock market gain at the close of the year (%)	49.9%	16.20%	-3.36%
Pay-out	96 %	96 %	93 %

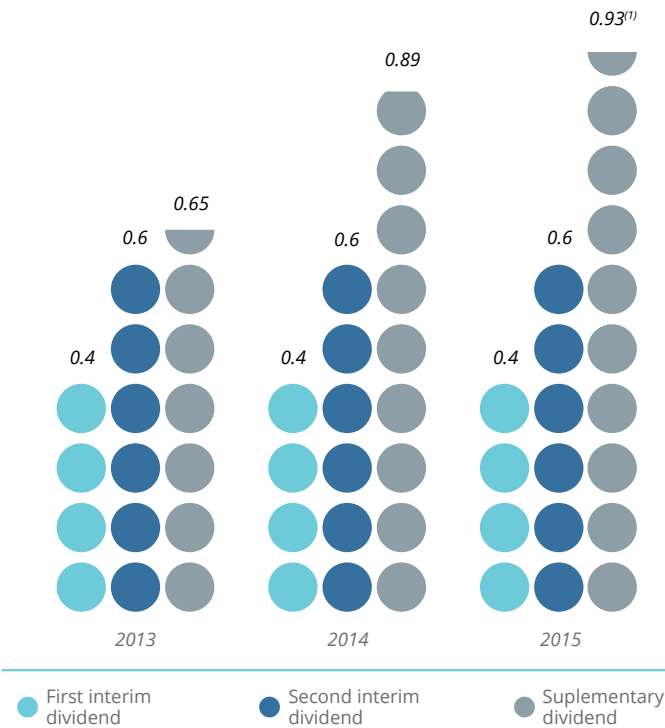


2.6. SHAREHOLDER REMUNERATION

2015 saw BME leading the way for yet another year in terms of efficiency and profitability, which have become two of its hallmarks. This has strengthened the trust BME shareholders place in the company every day. Thanks to its solvency, robust balance sheet and significant ability to generate cash, BME achieved the high pay-out ratio of 93%.

Under the company's dividend policy, which it has maintained since 2009, shareholders receive three ordinary dividends (one final dividend and two interim dividends, charged against the current year), corresponding to May, September and December respectively.

Ordinary dividends by pay-out accounting period and return of shareholder contributions



(1) Pending of approval at General Shareholders' Meeting to be held on April 2016.



2.7. SHAREHOLDER EDUCATION PROGRAMME

The Shareholder Education Programme – launched in 2013 following a proposal from a shareholder – continued for a third year to raise financial awareness among BME’s non-controlling shareholders through training courses run by highly-qualified personnel in each subject. These courses are specifically designed for those shareholders who have limited knowledge of the financial markets.

BME’s shareholders were able to benefit from new onsite courses at BME’s facilities at the Madrid, Barcelona, Valencia and Bilbao stock exchanges, run by BME’s training centre, Instituto BME.

BME SHAREHOLDER EDUCATION PROGRAMME

	2013	2014	2015
Total number of participating shareholders	353	346	570
Total number of learning hours	42.5	45	50
	Number of participating shareholders, by geographical region		
	2013	2014	2015
Madrid	193	201	305
Barcelona	70	79	162
Bilbao	46	40	58
Valencia	44	26	45

BME shareholders who attended training courses during 2015 were once again able to share their feedback and to submit any ideas and concerns at the end of each session. The surveys given to course participants at the end of each session revealed a high degree of satisfaction, : precisely 4.26 out of 5, the same as a year earlier.

COURSE	Shareholder education, by subject (2015)		
	Number of participating shareholders	Number of courses taught	Total training hours imparted
Economic outlook and the macroeconomy	63	2	5
Futures	27	2	5
Introduction to portfolio management	118	4	10
Introduction to foreign currencies	51	2	5
Collective investment undertakings (CIUs), Part I	80	4	10
(Basic) applied financial mathematics	111	4	10
Company valuations and fundamental analysis	120	2	5



EMPLOYEES



- » BME's employees are the company's number-one asset. The Human Resources Area works to ensure the professional and personal development of company employees by constantly improving the services and activities offered to them, their training and professional development programmes, and the technical tools available to facilitate any procedures, consultations or requests they may have.

The Director of Human Resources oversees all employee matters and coordinates and supervises, among other aspects, occupational health and safety in BME as well as the company-wide training plans prepared by the Training Manager.



3.1. EMPLOYEE PROFILE

The statutory nationwide collective labour agreement for the Plurality of Companies Linked for Organisational and Production-related Reasons is applicable to all companies in the BME group except the Barcelona and Bilbao stock exchanges.

The agreement classifies employees into professional groups, A, B, C, D and E, which relate to senior management, middle management, specialised technicians, administrative staff and auxiliary/support staff, respectively. This group classification is used throughout this chapter. Employee data provided in this chapter includes all Infobolsa employees.

BME group employees

	2013	2014	2015
Employees			
Women	273	277	282
Men	460	467	469
Total	733	744	751
Average age of employees			
Women	44.31	44.93	44.53
Men	46.66	46.41	46.85
Employees by professional category			
Senior management	9	9	9
Middle management	66	64	63
Specialist technicians	428	457	458
<i>Administrative / Auxiliary / Support Staff</i>	230	214	221
Employees by professional category and gender			
Senior management - Women	0	0	0
Senior management - Men	9	9	9
Middle management - Women	19	19	19
Middle management - Men	47	45	44
Specialised technicians - Women	154	166	164
Specialised technicians - Men	274	291	294
Administrative / Auxiliary / Support Staff - Women	100	92	99
Administrative / Auxiliary / Support Staff - Men	130	122	122

	2013	2014	2015
Employees by age			
Under 30	43	50	49
Between 30 and 39	170	154	138
Between 40 and 49	236	242	264
Over 50	284	298	300
Employees by age and gender			
Women under 30	18	20	21
Men under 30	25	30	28
Women between 30 and 39	79	62	54
Men between 30 and 39	91	92	84
Women between 40 and 49	92	103	117
Men between 40 and 49	144	139	147
Women over 50	84	92	90
Men over 50	200	206	210
Employees by geographical area			
Madrid	565	590	600
Barcelona	109	97	95
Bilbao	35	33	33
Valencia	24	24	23
Employees by work centre			
Head office (Plaza Lealtad 1, Madrid)	72	67	60
Operational site (Tramontana, 2 Bis, Las Rozas, Madrid)	478	502	518
Operational site (Alfonso XI, 6, Madrid)	15	21	22
Barcelona Stock Exchange (Paseo de Gracia, 19, Barcelona)	109	97	95
Bilbao Stock Exchange (José M ^o Olabarri 1, Bilbao)	35	33	33
Valencia Stock Exchange (Libreros, 2 - 4, Valencia)	24	24	23



BME group. New employee hires and departures ⁽¹⁾

	2013	2014	2015
New hires and departures			
Total hires	25	50	40
Total departures	22	39	33

	New hires			Employee departures		
	2013	2014	2015	2013	2014	2015
Hires and departures by gender						
Women	10	19	22	7	16	19
Men	15	31	18	15	23	14
Hires and departures by age						
Under 30	19	26	17	2	10	5
Between 30 and 39	5	11	16	5	7	7
Between 40 and 49	1	13	5	2	8	3
Over 50	0	0	2	13	14	18
Hires and departures by professional category						
Senior management	0	0	0	0	0	0
Middle management	0	0	0	5	2	1
Specialist technicians	3	9	2	10	17	21
Administrative / Auxiliary / Support Staff	22	41	38	7	20	11
Hires and departures by geographical area						
Madrid	25	49	39	15	29	29
Barcelona	0	1	1	3	7	3
Bilbao	0	0	0	4	2	0
Valencia	0	0	0	0	1	1

	Women			Men		
	2013	2014	2015	2013	2014	2015
Employee departures by type						
Voluntary leave	4	3	10	10	11	16
Dismissal	1	5	1	2	3	1
Leave of absence	2	6	2	0	1	0
Disability	0	0	0	0	2	0
Retirement	0	0	0	0	3	0
Death	0	0	1 ⁽²⁾	3 ⁽²⁾	0	2 ⁽²⁾
Contract expired	0	2	0	0	3	0

(1) The figures in the preceding table take into consideration the effective hire and departure dates.

(2) There were no work-related fatalities in 2013, 2014 and 2015.
One of the departures in 2013 was the result of a commuting accident.



BME group. Annual employee turnover index

	2013	2014 (*)	2015
Annual employee turnover index			
TOTAL	0.41%	1.48%	-0.93%
By geographical area			
Madrid	1.77%	4.24%	1.67%
Barcelona	-2.75%	-12.37%	-2.11%
Bilbao	-11.43%	-6.06%	0.00%
Valencia	0.00%	0.00%	-4.35%
By gender			
Women	1.10%	1.44%	1.42%
Men	0.00%	1.50%	-0.64%
By age			
Under 30	39.53%	14.00%	-24.49%
Between 30 and 39	0.00%	-10.39%	6.52%
Between 40 and 49	-0.42%	2.48%	0.76%
Over 50	-4.58%	4.70%	5.33%
By professional category			
Senior management	0.00%	0.00%	0.00%
Middle management	-7.58%	-3.13%	-1.59%
Specialist technicians	-1.64%	6.35%	4.15%
Administrative / Auxiliary / Support Staff	6.52%	-7.48%	12.22%

(*) The annual employee turnover indicators for 2014 have been amended as erroneous data was presented in BME's 2014 Corporate Social Responsibility Report.

BME group. Employee hires

	2013	2014	2015
Employees by type of contract			
Permanent contract	714	710	723
Temporary contract	19	34	28
Employees and management hired locally	100%	100%	100%
Average seniority (years)	18.49	18.45	36
Full-time contract	733	744	751
Part-time contract	0	0	0

BME group. Employees with disabilities

	2013	2014	2015
Employees with disabilities under permanent contracts			
Employees with permanent contracts	8	7	7
Average number of employees with a disability of 33% or more			
Senior management	0	0	0
Middle management	1	1	1
Specialist technicians	2	3	3
Auxiliary / Support Staff	5	3	3
Total	8	7	7

BME complies with the provisions of Royal Legislative Decree 1/2013 of 29 November, approving the restated text of the general disability law, by both hiring persons with disabilities and by adopting complementary

measures. In this connection, Sociedad Rectora de la Bolsa de Valores de Madrid has a garden maintenance agreement with Jaresdem, S.L., a company registered in the Special Employment Centre register.



3.2. BME'S RELATIONS WITH EMPLOYEES

3.2.1. Collective agreement and employee representation

The statutory collective agreement for the Plurality of Companies Linked for Organisational and Production-related Reasons that regulates labour relations between the different BME group companies (except for the Barcelona and Bilbao stock exchanges) and their employees is structured as a nationwide agreement among a group of companies. The panel for negotiating the new collective labour agreement was constituted in 2015, in order to renew its validity and content, and which has ended with the signing of a new statutory collective labour agreement valid from 2015 to 2017, the content of which is basically the same as that under the collective labour agreement for the years 2012 to 2014.

The collective agreement 2015-2017 applies to 88.42% of BME group employees, while the remaining 11.59%, comprising employees of the Barcelona and Bilbao stock exchanges, adhere to the collective agreements of Sociedad Rectora de la Bolsa de Valores de Barcelona and of Sociedad Rectora de la Bolsa de Valores de Bilbao, respectively, the clauses of which are harmonised with the content of the aforementioned statutory collective agreement, applicable to the rest of the group companies.

Employees covered by collective agreements

	2013	2014	2015
Percentage of employees covered by collective agreements	100%	100%	100%
BME group statutory collective agreement	642	656	664
Sociedad Rectora de la Bolsa de Valores de Barcelona collective agreement	56	55	54
Sociedad Rectora de la Bolsa de Valores de Bilbao collective agreement	35	33	33

In this respect, references made in this report to employee social benefits, rights and obligations and any others are those set out in the statutory collective agreement 2015- 2017, which are the same that the Statutory Collective Agreement 2012- 2014 referred to.

Trade union workers' representation bodies provide a constant channel of dialogue between the company and its employees, not only for collective bargaining but also to resolve any potential conflicts. In addition, employees participate in the technical committees deriving from the collective labour agreement.

BME guarantees all of its employees the right to form trade unions for the defence and promotion of their economic and social interests.

As stipulated in labour legislation, BME informs workers' representatives of the job situation and structure in the various work centres, and of any decisions taken by BME that could lead to significant changes in the organisation of work or work contracts. No labour disputes occurred in 2015.

Finally, an Interpretations and Monitoring Committee was established to interpret the application of agreement clauses, study developments in relationships between the parties, arbitrate in the event of problems or questions arising from application of the agreement, and supervise the possible process of extending the agreement to those group companies not currently party thereto. In 2015, it met on three occasions.



3.2.2. Work/life balance policy and benefits

BME promotes flexibility and work/life balance for its permanent and temporary workers through a **number of work/ life balance policies**: unpaid and paid leave and working day reductions for legal guardianship and nursing.

Other work/life balance measures benefiting all temporary and permanent employees include flexible starting and finishing times, a 5.5 hour working day on Fridays and the eves of holidays, and the possibility of requesting holidays at any time and split over different periods.

BME group. Social benefits

	2013	2014	2015
Unpaid leave	32	18	21
Paid leave (*)	691	714	725
Working day reduction for legal guardianship duties	45	48	55
Working day reduction for nursing	17	11	13

(*) Includes bank holidays as per the collective agreement; leave for marriage, birth or adoption of a child, serious illness or death, moving house, official examinations, medical appointments, and mandatory personal or public duty.





Also, employees may request to work from home should this be justified. An internal committee was set up in 2015 to assess the viability of homeworking.

BME employees also have access to other social benefits that encourage a healthy work/life balance. These are mainly in the form of financial support.

BME group. Other social benefits

	2013	2014	2015
Aid for the physically and mentally disabled and attention to diversity	22	23	22
Grants for children of employees	34	38	28
Nursery vouchers	38	39	30
Assistance for studies for children of employees	405	396	386
Assistance for employees' studies	28	22	29
Baby bonus	25	20	20
Wedding bonus	12	7	4
Interest-free salary advances	91	79	77 ⁽¹⁾
Personal loans(2)	64	39	35

(1) At 31 December 2013, 2014 and 2015, 291, 262 and 216 interest-free salary advances had been processed, benefiting the 91, 79 and 77 employees, respectively indicated above.

(2) Figures for personal loans refer to the number of employees requesting these loans during the year. The number of employees benefiting from personal loans awarded by the company in 2013, 2014 and 2015 was 167, 154 and 144, respectively.

BME has provided all employees with a life insurance policy covering death by any cause, accidental death or death in a traffic accident or permanent and full disability. The company also facilitates annual medical check-ups for employees as well as a health insurance policy, which is complementary to public social security health care.

Employees who are temporarily disabled are entitled to receive 100% of their full salary, except for travel allowance and food vouchers.



3.2.3. Services and activities

Services for employees.

BME provides its employees with various services to facilitate travelling to work and allowing them to perform their work more easily.

BME offers a coach service for employees at its headquarters in Las Rozas (Madrid), its largest office. The coaches travel between company facilities and the nearest public transport links, helping employees to get to and from their places of work. There is also a car park for employees who come to work using their own vehicles.

There is a restaurant service and rest areas for BME's employees in Las Rozas, and rest areas at the Plaza de la Lealtad operational site.

To centralise the business trips made by group employees, BME has set up a travel agency at its headquarters in Las Rozas. This service can also organise private trips and vacations for employees.

BME, through FAUNIA, TRIBALIA, THE GREEN MONKEY and ENGLISH FOR FUN, offered the children of employees

the chance to attend urban holiday camps, workshops and other activities during the Easter, Summer and Christmas school holidays. These featured educational activities, shows, workshops and games to bring children more in touch with nature.

Elsewhere, in 2015, employees were able to make use of a promotion for BANKINTER existing and new clients, discounts for language courses abroad through INTERLANG, and promotions for the Teatro Real.

Urban holiday camps for employee's children





Sport and leisure activities.

In 2015, BME organised the 11th edition of its paddle tennis competition for employees and sponsored indoor and 11-a-side football teams and a basketball team by financing its members' registration and equipment costs. BME also sponsored the track and field group and the cycling club.

Besides, 40 BME employees took part in the XVII Carrera de las Empresas (Companies' race), which in 2015 reached a record number of participants, with over 14,000 runners.

For the fourth consecutive year, BME organised a charity sale for the "El Baobab solidario" NGO to raise funds for children in Madagascar, and hosted a visit from the Three Wise Men at the Madrid Stock Exchange building, for employees' children.

3.3. COMMUNICATION CHANNELS WITH EMPLOYEES

The main communication channel available to BME employees is the "Online Human Resources" tool, which is in addition to the intranet, an enquiry hotline, internal communiqués, the corporate website (www.bolsasymercados.es), BME's internal magazine, ACTIVO, as well as other corporate publications such as Bolsa magazine.

As part of BME's policy to equip employees with multi-media instruments for internal communications, in 2013 the company launched an Intranet-based internal platform called Yammer. This platform, available only to BME group employees, aims to enhance communication between company employees and enrich work performance and projects.



*BME takes part in the
"Companies' race"*





Corporate Website
www.bolsasymercados.es

Yammer

Social Networks



Online Human Resources tool

BME Intranet

Corporate Publications

E-mail

Newsletter

Communication Channels Employees

Enquiry Hotline (HR)

Training Courses

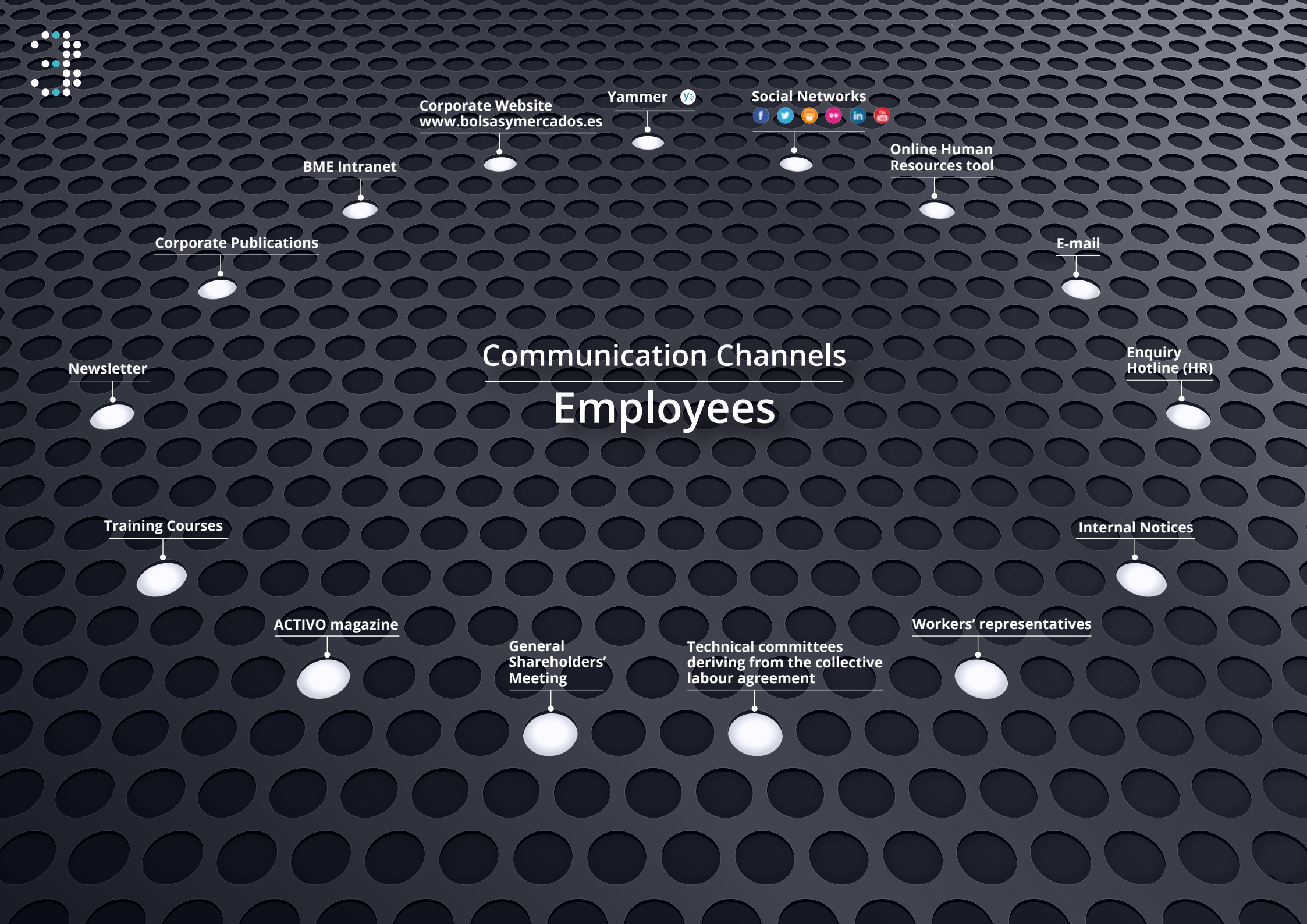
Internal Notices

ACTIVO magazine

General Shareholders' Meeting

Technical committees deriving from the collective labour agreement

Workers' representatives





3.4. BME GROUP PERSONNEL GUIDELINES ON ETHICS AND TRANSPARENCY

General principles of conduct.

In the area of crime prevention, BME approved the “Bolsas y Mercados Españoles, Sociedad Holding de Mercados y Sistemas Financieros, S.A. and Group Companies Crime Prevention Guidelines”, which form the basis for the Crime Prevention System approved on 29 November 2012. In order to adapt the aforementioned Crime Prevention System to the latest amendment to the Criminal Code, BME’s Board of Directors approved a new version of the general section of the Crime Prevention Manual at its meeting on 29 June 2015.

As well as the Crime Prevention Manual, the company has a Code of Conduct setting out the ethical principles and rules of conduct to which all BME group directors, legal representatives, managers and employees must adhere, and establishes an internal whistle-blowing channel for reporting anything that could imply a breach of group policies, procedures or the Code of Conduct, and any other acts that could constitute a possible crime. No issues were reported through the whistle-blowing channel in 2015.

In order to raise awareness among employees of the importance of these crime risk prevention measures, after providing specific training in this area, BME

assessed all its staff’s knowledge on such matters in 2015. BME has also provided all staff with its Policy on Handling Sensitive Information, which sets out the criteria for classifying and handling documents depending on their level of confidentiality in order to reduce the risk of unauthorised access to the BME group’s sensitive information.

In addition to the aforementioned mechanisms, the company’s Internal Audit Department is responsible for performing regular audits on those procedures that could be affected by potential instances of corruption and fraud.

These rules, bodies and procedures enable BME to effectively fight corruption and fraud and allow it to strictly comply with applicable legislation on this matter. No cases of corruption or fraud were reported or identified in 2015.

Principles for operating in the securities market.

BME’s Board of Directors updates the company’s Internal Regulations of Conduct (IRC), applicable to the Board of Directors, managers and employees of BME and of all group companies.

The IRC sets out the basic principles to guide all individuals. In performing their duties, all individuals must always act in accordance with the principles of impartiality and good faith.

The Standards of Conduct Committee, reporting to the Markets and Systems Operating Procedures Committee, is in charge of applying, interpreting and monitoring these Regulations and ensuring they are adhered to. It is assisted in this task by the Secretary General and the Secretary of the Board of Directors and the Standards of Conduct Unit.

Every month the Board of Directors supervises, among others, the activities carried out by the the Committee of Markets and Systems’s Operations and every year assess their development through its Activity Report.

As per the IRC, and in line with guidelines for disclosing inside information to third parties, published by the Comision Nacional del Mercado de Valores, BME’s “Policy for the treatment and transfer of inside information”, lists the measures and internal control procedures that should be established at BME and its group companies to safeguard inside information, so as to prevent possible leaks.

In addition to these regulations, BME has established a procedure for reporting weaknesses in internal control and risk management systems, publicly specifying the channels BME employees can use to inform the competent internal body of any irregularities detected in these systems.

No irregularities or weaknesses were reported in the risk management and internal control systems in 2015.

These regulations and the implementation of the procedure for reporting weaknesses in internal control and risk management systems are an effective mechanism for detecting and handling potential cases of corruption and fraud.



3.5. TRAINING AND FOSTERING PROFESSIONAL TALENT

3.5.1. Training.

The Human Resources Area promotes training and refresher courses for its employees through the BME In-house Training Programme and other complementary courses, in order to contribute to their professional development and adapt this to any requirements detected during the employee's evaluation. Detailed information on this programme is available to employees on BME's training tool, through which they can register for courses and access relevant training activities. This tool is available on the HR intranet. The Training Plan Monitoring Committee has been established to oversee fulfilment of the aforementioned objectives, the employee's trade union being part of this Committee.

In order to verify the quality of the training courses, whether they meet the employee's needs and to

ascertain the degree of satisfaction of the participants, all courses are officially assessed officially by the Training Department, the course providers and by the Fundación Tripartita para la Formación en el Empleo using official questionnaires.

As in previous years, participants rated the courses and the educators trainers highly, as well as whether their objectives were met.

Besides this, the 2015 BME In-house Training Plan complies with the provisions of Royal Decree 4/2015 of 22 March, for the urgent reform of the Vocational Training System for Employment in the labour market, whose aim is to improve the employees' training and development. It has obtained a grant from the Fundación Tripartita para la Formación en el Empleo.

Number of courses carried out under BME's In-house Training Programme (*)

	2013	2014	2015
BME's In-house Training Programme is divided into the following areas:	77	91	73
User applications area	17	11	7
Skills development area	19	15	14
IT area	24	27	16
Markets and financial assets area	17	38	36

(*) These figures do not include language training or training through Master's programmes.



In addition to training forming part of the In-house Training Programme, BME offers other courses to meet specific needs arising during the year and to directly respond to professional development needs in the different corporate areas and business units.

During the 2015 fiscal year, the total number of beneficiaries of training and the number of hours of training received and taught has decreased compared to previous years, among other factors, due to the large number of ongoing projects in the Group and the decrease in e-learning hours in the area of IT skills.

BME group. Training hours ⁽¹⁾

	2013	2014	2015
Total training hours			
Number of employees receiving some type of training	484	466	354
Number of training hours received	18,522	13,912.5	397
Total training hours imparted	2,292	3,069.5	825
In-house Training Programme			
Number of beneficiaries	403	413	295
Number of training hours received	16,974	12,026.5	6,229
Total training hours imparted	1,964	1,940.5	1,300
Other courses (2)			
Number of beneficiaries	81	53	59
Number of training hours received	1,548	1,886	1,168
Total training hours imparted	328	1,129	525

(1) These figures do not include language training.

(2) These figures do not include training through Master's programmes.

BME group. Ratio of training hours received per employee ^(*)

	2013	2014	2015
Total training hours	25.23	18.72	9.92
In-house Training Programme	23.13	16.19	8.35
Other courses	1.11	2.54	1.57
Average training hours, by professional category			
Senior management	0.00	0.00	0.88
Middle management	5.14	6.58	9.27
Specialist technicians	24.37	15.80	9.03
Administrative / Auxiliary / Support Staff	33.58	29.22	12.20

(*) These figures do not include language training or training through Master's programmes.

Number of courses attended by employees, by professional category and gender ^(*)

	2013	2014	2015
Senior management - Men	0	0	1
Senior management - Women	0	0	0
Middle management - Men	14	22	15
Middle management - Women	15	13	10
Specialised technicians - Men	299	309	193
Specialised technicians - Women	195	155	125
Administrative / Auxiliary / Support Staff - Men	162	195	110
Administrative / Auxiliary / Support Staff - Women	121	115	100
Total	806	809	554

(*) These figures do not include language training or training through Master's programmes.



Training through grants for Masters and specialised courses

	2013	2014	2015
Executive Master in Financial Risk Management			
Number of employees	2	1	0
Total training hours received	268	268	0
Master in Financial Markets and Alternative Investments			
Number of employees	0	1	0
Total training hours received	0	450	0
Other specialist courses			
Number of employees	3	1	0
Total training hours received	916	160	0

Language training

	2013	2014	2015
English language training (1)			
Number of beneficiaries	254	237	227
Total training hours imparted	3,859	4,744	3,646
Number of language training hours received in Madrid (2)			
Total training hours received	10,279	7,856	6,818

(1) Provided through group classes, one-to-one classes, phone classes and specialist seminars held in English.

(2) Does not include figures for the geographical areas of Barcelona, Bilbao and Valencia.

BME also has a library service allowing employees to take out books and periodicals, and which keeps employees abreast of the latest bibliographies, legislation and documents relating to stock market issues. The library also processes requests for information. BME employees have online access to the library and documentation centre catalogue through the company Intranet. As such, employees can occasionally or regularly consult information on projects and actions in different group companies and departments, as well as on events carried out by the company.

3.5.2. Fostering professional talent.

The Ideas Bank is a work tool that ensures the ideas submitted by employees, either directly or through BME Idea.

The Ideas Bank offers all company employees the chance to submit proposals and foster creativity and innovation in services, processes and business areas. It involves five phases, during which proposals are assessed according to their value and feasibility: the ideas factory, during which the owner of the idea can try to improve it, creating an "improvement group" for this purpose; the ideas laboratory, to allow the Head of the Corporate Area or Business Unit to which the idea has been assigned to request an interdisciplinary Innovation Panel be set up in which other units involved and the owner of the idea participate, to assess the potential of the idea and submit a report; the innovation project, where the head of the corporate area or business unit in question will draw up a viability plan based on the reports submitted by the innovation panels; the project will then be developed and the results analysed. None of the ideas submitted to the Ideas Bank has ended in the implementation of new projects or services 2015.



3.6. EQUAL OPPORTUNITIES, CAREER ADVANCEMENT AND SALARY POLICY

3.6.1. Diversity and equal opportunities.

BME not only encourages equality, diversity and the individuality of each employee, but has also fully implemented the labour practices outlined in the United Nations Universal Declaration of Human Rights and its protocols. Additionally, in 2011 the group adhered to the United Nations Global Compact.

The concept of gender equality permeates all BME's human resources management policies, such as hiring, recruiting, training, performance evaluation, promotion, compensation, working conditions, work/life balance issues and communications.

Also, the Joint Equality Commission which was set up to study and, as the case may be, implement measures towards equality within the companies subject to this agreement, met once during the year.

BME's recruitment and hiring policies ensure diversity and equal opportunities and eradicate any discriminatory treatment, both in terms of physical access to work stations and with respect to occupying different positions within the company. Personnel are selected first through the internal processes which ensure confidentiality, independence and equal opportunities, and subsequently through external channels.

To date, no incident linked to discrimination has occurred at BME.

Neither BME's business activity nor its geographical location in Spain entail risks of incidents of involuntary or forced labour or child labour, or of a breach of human rights.

In 2015, employees working for BME had to travel and spend days outside Spain for company projects. In doing so, their labour conditions were not modified.

BME upholds human rights in the performance of company activities and requires that the suppliers rendering security services at BME offices provide training for their staff in this field.

Given the lack of risk in this area, BME has made no significant investment in which the clauses relating to human rights were analysed.



Conference "Future of Woman in Finance" held at Bolsa de Madrid



3.6.2. Career advancement and salary policy.

Career advancement

BME employees can advance professionally and be promoted to higher levels within their professional group by achieving targets in three main areas: annual performance assessment, training, and length of service at current level.

a) Annual performance assessment

Performance assessments, carried out since 2007, encourage a stronger relationship between the evaluator and the employee and facilitate a more in-depth knowledge of working teams.

Performance assessment ⁽¹⁾

	2013	2014	2015 ⁽¹⁾
Employees	88.95%	87.37%	89.81%
Number of employees by professional category			
Senior management	0	1	1
Middle management	45	46	48
Specialist technicians	410	432	440
Administrative / Auxiliary / Support Staff	197	171	180

(1) Performance assessment data contained in this table have been calculated based on the total number of staff at December 31 of the corresponding year. For the purposes of the total count of employees with performance assessment, it is noted that those employees with less than on-year seniority have not been assessed, which at year-end of 2013, 2014 and 2015 amounted to 23, 45 and 40 employees, respectively.

(2) Figures not definitive at the date of publication of this report.

b) Training

Training courses attended both as part of and outside the In-House Training Programme are also taken into account in the professional advancement of employees.

c) Length of service at current level

Each year of service dating from an employee's last salary rise is counted toward job promotion.



Salary policy

Salaries of BME employees are established using the salary table provided in the statutory collective labour agreement, which applies to 88.42% of personnel. For the remaining group employees, the harmonised salary tables set out in the respective collective agreements are used.

At BME there are no differences in salary between male and female employees. Any differences that do occur are the result of the variation in professional categories, based on different levels of responsibility.

Both the collective labour agreement and the salary table contained therein preclude any gender, race or other bias in determining salaries.

Job category ⁽¹⁾	Annual Base Salary 2013 ⁽²⁾	Annual Base Salary 2014 ⁽³⁾	Annual Base Salary 2015 ⁽⁴⁾
A	33,830.22	33,830.22	33,830.22
B1	32,984.46	32,984.46	32,984.46
B2	32,138.71	32,138.71	32,138.71
B3	31,292.95	31,292.95	31,292.95
B4	30,447.19	30,447.19	30,447.19
C1	29,601.43	29,601.43	29,601.43
C2	28,755.69	28,755.69	28,755.69
C3	27,909.93	27,909.93	27,909.93
C4	27,064.17	27,064.17	27,064.17
D1	26,218.42	26,218.42	26,218.42
D2	24,526.90	24,526.90	24,526.90
D3	18,606.62	18,606.62	18,606.62
D4	16,915.11	16,915.11	16,915.11
E1	15,223.59	15,223.59	15,223.59
E2	13,532.08	13,532.08	13,532.08
E3	11,840.58	11,840.58	11,840.58
E4	10,149.07	10,149.07	10,149.07

(1) Job categories:

Group A: Senior management.

Group B: Employees who coordinate, supervise and evaluate a team's programmed activities, with responsibility for the group's performance in the area of their remit.

Group C: Employees whose positions require the execution of complex and varied tasks with defined overall goals and a high degree of self-starting, initiative and responsibility within their organisational department.

Group D: Employees whose jobs demand effective execution of procedures and who must follow detailed and constant working instructions for the purpose of providing support to the company's business areas and units.

Group E: Employees who at an operational level provide support and auxiliary services to other positions and who must be capable of carrying out specific activities in terms of purpose and content.

(2) The 2013 Annual Base Salary amounts have been adjusted to include the 3% wage increase laid down in the statutory 2013 collective labour agreement.

(3) The 2014 Annual Base Salary amounts have been adjusted to include the 0% wage increase laid down in the 2013 statutory collective labour agreement.

(4) The 2015 Annual Base Salary will be updated based on the procedure laid down in the statutory collective labour agreement, in which the CPI is considered as one more factor in which the main reference will be the year-on-year change in the company's Earnings before Interest, Taxes, Depreciation and Amortisation (EBITDA).



As part of the salary review included in the collective labour agreement, all employees will receive a fixed payment in addition to the aforementioned wage increase, which will be calculated using the formula set forth in the labour agreement.

Furthermore, the base salaries mentioned above are enhanced with a series of remuneration items, all of which are regulated by the statutory collective agreement.

A committee was set up in 2015 to evaluate the pension plan for all the employees of the companies covered by the statutory labour agreement. The committee met once during the year.

Meanwhile, each employee's compensation is increased in accordance with the level of responsibility of the position, job performance and whether the employee meets targets.

	2013	2014	2015
Spanish minimum wage	9,034.20 €	9,034.20 €	9,080.40 €
BME monthly base salary for new employees	10,149.07 €	10,149.07 €	10,149.07 € ^(*)
Difference between the Spanish minimum wage and BME monthly base salary	1,114.87 €	1,114.87 €	1,068.67 €

^(*) BME's monthly base salary will be reviewed as per the procedure set forth in the statutory collective labour agreement described in the table above.

3.7. OCCUPATIONAL HEALTH AND SAFETY

BME guarantees the health, safety and risk prevention measures established in labour risk prevention law at all of its work centres and analyses, each year, any risks at its installations and its employees' workplaces. With the collaboration of its employees, through their legal representatives, and of internal bodies specifically entrusted with this issue, BME draws up a programme to address the risks detected and proposes and implements the corresponding preventive measures, such as training, information, personal protection equipment and routine checks.

BME has established the following health and safety committees, which monitor and advise on occupational health and safety issues. These committees represent 100% of staff and are made up of both management staff and employees: Health and Safety Committee, Evacuation Team, Emergency Team and First Aid Team.



Workplace safety

BME draws up its workplace safety policy on a yearly basis, carrying out a series of studies and projects to define the most significant risks, either in terms of seriousness or frequency, and implements effective prevention and protection systems. In addition, the Online Human Resources tool lists the names of the members of the Evacuation, Emergency and First Aid teams, as well as the Health and Safety Manual prepared by the workplace risk prevention company FREMAP.

Workplace risk prevention programmes are implemented at all BME centres, and regular controls, such as fire drills, are carried out in order to prevent workplace risk.

Employee health

BME provides its employees with a healthy working environment. To that end, BME has a Health Monitoring Programme whereby, among other services, it instructs employees how to act in the event of accidents or serious health problems occurring at work centres. In addition, primary medical care stations have been set up at work centres, complete with automated external defibrillators for immediate response to cases of cardiac arrest. In 2015 no serious incidents of this nature occurred.

In addition, BME provides workers with annual physical check-ups, and has contracted health insurance for all employees and their family members. These insurance plans cover medical care, surgery and hospital care in cases of illness or injury, in accordance with the terms and conditions and in respect of the insured risks. BME also organises yearly influenza vaccination campaigns.

In 2015, air quality checks were carried out at the BME group's operational sites.

	2013	2014	2015
Absenteeism and accident rates			
Accident index	0.41%	1.61%	0.67%
Sick leave	467 ^(*)	546 ^(*)	662 ^(*)
Accident leave	3	12	5
Leave of absence			
Trade union	0	0	0
Voluntary leave	14	1	0
Special leave	2	0	0
Maternity leave	13	9	10
Paternity leave	14	9	11

() Sick leave figures for 2013, 2014 and 2015 include 217, 243 and 251 employees not attending work due to sickness but who did not present a medical certificate. This type of leave has a maximum duration of 3 days.*



Health and safety training

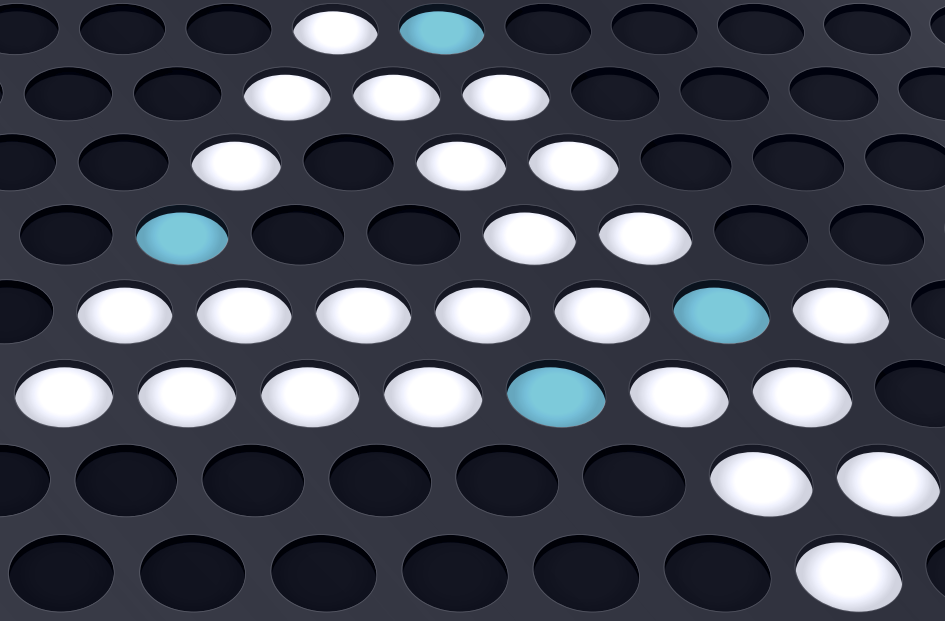
The company ensures that its workforce receives the appropriate training in health and safety matters. All new employees attend an online training course on workplace risk prevention measures and rules.

Along these lines, in 2015 BME's Medical Service offered an hour-long CPR and defibrillator course at the Las Rozas, Plaza de la Lealtad and Alfonso XI work centres, with 72, 9 and 2 employees attending, respectively.

Lastly, the staff of the building security companies subcontractors engaged by BME meet all requirements laid down in prevailing legislation for the provision of surveillance, property and personal protection, and auxiliary services. Among other certifications, the companies hold: ISO 14001:2004

issued by Quality Cert, S.L., SGS ICS Ibérica S.A. and Integrated Service Solutions, S.L.; OHSAS 18001:2007 issued by LSQA, S.A.; SP-2012/0006 issued by AENOR; ISO 9001:2008 issued by AENOR, LSQA, S.A., LGAI Technological Center, S.A., SGS ICS Ibérica S.A. and Integrated Service Solutions, S.L.; and ISO/IEC 27001:2005 issued by LGAI Technological Center, S.A. These subcontractors also carry out refresher and retraining courses on occupational health and safety, dealing with the public, fire safety, emergencies and evacuation, first aid and use of semi-automatic defibrillators, and explosives, as well as courses on crowd control and public liability and courses on personal accompaniment security services as laid down in the resolutions of the Secretary of State for Security.

SUPPLIERS





- » Suppliers are crucial to BME as they help the company carry out its activities by providing equipment, technical assistance and necessary supplies.



Suppliers' profile

In 2015, the company used 1,296 suppliers, 91.20% of whom are local, i.e. they are from the same area where the purchase, service and invoicing are carried out.

	2013	2014	2015
Local suppliers	1,259	1,255	1,182
Non-local suppliers	139	136	114
TOTAL	1,398	1,391	1,296

9.56% of all suppliers are new suppliers from different business sectors.

In the 2015 fiscal year, the main categories of goods and services procured by the company have been IT equipment, consultancy services and facilities maintenance services.



Madrid stock exchange



Formal commitment
of suppliers



Initial supplier
appraisals



Complaint and
enquiry service



Communication Channels Suppliers

Order
evaluations



Meetings with
suppliers



Corporate
website



Invitations
to tender





Volume of procurements

In the 2015 fiscal year, BME's procurements of goods and services managed through the group's supplier contracting system (S13) totalled €41,872 thousand euros.

Procurements from local suppliers accounted for 91.03% of all the goods and services purchased by BME.

Revenue for services supplied by external suppliers

	2013	2014	2015
Supplier invoicing (€ thousand)	39,079	38,936	41,872
Local suppliers (%)	84.75%	90.66%	91.03%
Non-local suppliers (%)	15.25%	9.34%	8.97%

Average payment period

As in the previous year, in the 2015 fiscal year all our suppliers were paid within the legally-established deadline. BME's average payment period in 2015 was 31 days – information reported on the corporate website (www.bolsasymercados.es), in compliance with prevailing legislation to combat late payment in commercial transactions and corporate governance regulations.

Average payment period to suppliers, days

	2013	2014	2015
BME	36	31	31
Other group companies	30	28	35



4.1. SUPPLY CHAIN

Goods and services are procured taking into account a raft of corporate values and ethical and socially responsible commitments, which BME encourages all the suppliers in its supply chain to adopt. In recent years, it has therefore introduced mechanisms into its goods and services procurement process to continue managing supplies in a responsible manner.

In this regard, the supply chain – defined as the series of activities through which the company procures goods and services – is orchestrated through an organised system for contracting and managing the services of external suppliers, the Order Approval System (SI3), underpinning all the phases of BME's procurements process: ordering, approval, cost control and payments management. The company's supply chain did not change significantly during 2015.

This Order Approval System (SI3) features a registration and evaluation tool in order to assess the level of quality of the products and services received, which:

- Makes the procurements process more efficient and automated;
- Enhances the company's cost controls by providing business unit and corporate area officers with an effective mechanism to control spending on external services;
- Enables the source and location of a procurement to be determined. CO2 emissions can be kept down in the case of local procurements (accounting for practically all purchases) as they are sourced from nearby;

- Allows supply chain risks to be managed and minimised by ensuring suppliers are compliant with social, employment, environmental and economic regulations;
- Enables information to be continuously and directly shared and exchanged by officers in the different companies requiring the same good or service and suppliers. This constitutes a useful tool for the group as information is standardised and recorded.

The corporate commitment to manage procurements responsibly extends to the supply chain. All new suppliers are therefore required in the initial stages of contracting to sign a statement declaring that as well as fulfilling the financial and technical requirements,

they comply with occupational health and safety, social and environmental criteria. As part of its sustainability drive, BME is working to include new human rights criteria in the statement of compliance for new suppliers. During 2015, 124 new suppliers eligible for consideration signed the statement of compliance representing all new suppliers registered.

This year, the company did not reject any suppliers or cancel any contracts due to breaches of any of the criteria set forth in the statement of compliance.

The company also has mechanisms in place to control payments to suppliers, which involves issuing payment for the good or service once an initial assessment of the order has been performed using the order approval platform.



Supplier evaluation process

BME uses its SI3 system to approve carry out an initial assessment of the level of compliance of suppliers and with whom BME has placed an initial order worth in excess of €10,000 or where the goods or services are deemed critical, i.e. those that represent a high risk given the size of the purchase and/or the direct impact they have on BME's activities or services rendered to its clients.

The main aspects evaluated during this process are as follows: economic and financial solvency; human and technical resources; supply capability; quality of goods/services; and warranty and after-sales service.

Following this initial assessment, registered suppliers are monitored through regular reviews to ensure that they remain committed to the arrangement over the contract term and that the expected quality of their supplies is maintained.

This process entails the following actions:

1. Evaluation of all goods delivered and services supplied.
2. Detection, recording and follow-up of any incidents, delays or claims occurring.

During 2015, 1,570 orders were placed with 323 suppliers eligible for consideration. As a result of the evaluations carried out of the aforesaid 1,570 orders, 10 orders from 10 suppliers were rejected.

These processes are designed so that BME can guarantee a supply chain that is sustainable and socially and environmentally responsible in the long term.





4.2. QUALITY STANDARDS FOR GOODS AND SERVICES

In 2015, BME maintained the quality standards for certain services or goods established in previous years.

For the technological assets important for BME's activities, where IT equipment must be updated regularly and always be at the forefront of technology, the company uses suppliers whose products are guaranteed with the ENERGY STAR label..

ENERGY STAR 6.0-tagged computers feature an energy savings mechanism that automatically disconnects the machine when not in use, helping to slash energy consumption (by up to 40%, according to the

manufacturer) and ensure that computers perform better and last longer.

Also, for office supplies such as paper the company works exclusively with suppliers who respect the environment. Manufacturing processes at BME's paper suppliers therefore meet the quality and sustainability standards contained in ISO 140001:2004 and OHSAS 18001:1999.

Although it may appear less important, the coach operator used by the company holds certificates issued by Madrid's Chamber of Commerce and

Industry verifying that it complies with UNE-EN ISO 14001:2004 standards for environmental management systems and with UNE-EN ISO 9001:2008 standards for quality systems, which contain guidelines for best environmental practices and waste management, respectively. It also holds the Bus and Coach Operator Safety Certificate, boasting a good level of Safety in the Carriage of Passengers by Bus and Coach in accordance with the criteria contained in the CSEAA-INSIA certification procedure, as well as quality certifications in the transport services, of an energy management system and of greenhouse gas emissions in accordance with UNE-EN 13816, UNE-EN ISO 50001 : 2011 and UNE-EN ISO 14064 -I, respectively.



EDIFICIO:	BME - PISA LEGALTA, 1
FECHA EMISIÓN:	OCTUBRE 2014
VÁLIDO HASTA:	ABRIL 2016
INFORME DE REF:	142201-430

Quality air certification at Bolsa de Madrid premises



BME
AND THE
ENVIRONMENT



- » BME's own business activities do not have a direct impact on the environment. However, the company is well aware that any business can pose a threat and cause environmental damage that affects all. BME therefore assumes responsibility for running its business in a sustainable manner, minimising where possible the detrimental effects that its activities may have, thereby helping protect and care for the environment.

BME's main lines of action in this area are as follows:

- Compliance with prevailing national, regional and local legislation, as well as with BME's own commitments to minimise the environmental impact of its activities.
- Advancement of environmentally-responsible behaviour by BME employees through the implementation of best environmental practices.
- Fostering measures to reduce the use of the resources consumed directly and indirectly by BME.
- Contribution to corporate social responsibility in Spain through projects encouraging socially responsible business practices.
- Encouraging the recycling of waste in order to minimise the company's environmental impact. BME fosters compliance with the three "R" approach to environmental protection: reduce, reuse, recycle.

As in previous years, BME received no material fines or sanctions for failing to comply with environmental legislation in 2015.



5.1. USE OF RESOURCES

Electricity and gas

BME's products and services are unlikely to have a significant environmental impact. Nonetheless, as part of the company's drive to protect the environment, it implements measures both internally to reduce energy consumption in its buildings and effectively manage waste, and externally, through environmental projects.

In previous corporate social responsibility reports, the company's energy consumption was classified as direct in the case of energy consumed in its buildings and indirect when it concerned primarily energy consumed by employees travelling to and from

work. In this report, however, energy consumption has been classified pursuant to GRI 4 terminology, i.e. internal: energy consumed by the company to perform its activities internally, and external: energy consumed to perform activities outside the organisation.

Internal energy consumption

Electricity is BME's primary source of energy, accounting for 99.79% of total internal consumption. The remaining 0.21% corresponds to natural gas consumption, which is minimal as it is only used at

the staff canteen in the Las Rozas building (Madrid) run by an external company.

BME's total internal energy consumption (electricity and natural gas) was 34,985.75 GJ in 2015, up 1.15% on 2014.

Electricity is mainly consumed on BME's premises by lighting, HVAC and IT equipment. The following measures have been taken in recent years to reduce energy consumption:



• Lighting .

BME's Las Rozas building has a programmed system of night lighting. The system automatically switches off most lights at the end of the working day, leaving on only those lights that are absolutely necessary. The communal areas are also fitted with a smart motion detector lighting system thereby ensuring electricity is not wasted through constant use.

Low consumption LED bulbs and fluorescent tubes are used throughout the group's buildings and help cut average power usage by up to 70% and reduce carbon emissions.

Several measures were taken in 2015 at some of BME's sites to boost energy efficiency:

- The lighting system at the Madrid Stock Exchange is being replaced.
- After an energy-consumption study, the Bilbao Stock Exchange completed in 2015 work to improve its lighting system. This process involved replacing the existing lamps and fixtures with led lights, which reduce energy-consumption by more than 50 % and with superior service life compared to traditional ones. With the new lighting system, it is expected that in the coming years the building's annual energy consumption will decrease by 74.40%.

• HVAC systems.

The temperature inside the buildings is kept at an appropriate level, thereby helping reduce electricity consumption and CO2 emissions.

After an air quality study was completed, in 2015 the Madrid Stock Exchange carried out work to optimise its HVAC systems. This building currently has IEQ indoor environmental quality certification.

During the year, the Bilbao Stock Exchange also carried out work as part of its preventive maintenance plan to evaluate the quality of the air on its premises and inspect its HVAC systems with a view to making any necessary improvements in the coming months.

• IT equipment .

BME's IT equipment is fitted with energy efficiency devices to limit the time they are switched on when idle, thereby saving energy. Software applications are also installed to cut energy consumption by 10%, while flat screens are used for the same reason.

- In 2015, the company replaced equipment with more energy efficient systems. 298 units were installed at the Madrid sites, 8 in Barcelona, 13 in Bilbao and 4 in Valencia.

INVESTMENT TO REDUCE DIRECT ELECTRICITY CONSUMPTION

	2013	2014	2015
HVAC systems	-	€51,606.50	€36,525
Insulation elements	-	€56,517.58	-
Electricity and lighting materials and equipment	€44,754.81	€11,228.33	€10,000



External energy consumption

With regard to external energy consumption, – consumption outside BME of energy not bought directly by BME, – primarily derives from employees' trips to and from work, business trips (air and train), and waste generation, etc.

As part of its endeavours to cut greenhouse gas emissions, BME has implemented various measures in recent years with a view to avoid emissions:

Encourage sustainable travel by promoting public transport over dirtier private vehicles. BME encourages staff to use the shuttle service between the work centre at Las Rozas (Madrid) and

the nearest train station and between the company's two main offices in Madrid.

- The contractor operating this service meets the requirements of the UNE-EN ISO 14001:2004 and UNE-EN ISO 9001:2000 and UNE-EN 13816 standards. These certificates guarantee that drivers operate vehicles in an environmentally responsible manner with quality in the transport service and that fuel use is cut by up to 10%.

Favour rail over air for short business trips, as rail travel emits less CO₂.

- **Use video calling or conferencing for meetings, avoiding the need to travel and therefore cutting emissions.** BME has special suites at all its work centres. In 2015, 1,304 video conferences were held at the Madrid and Barcelona operational sites, compared to 1,318 in 2013 and 1,507 in 2014.
- **Teleworking:** as part of BME's employee benefits and work/life balance policy, staff are entitled to work from home if they so wish, minimising indirect CO₂ emissions as trips to and from work are avoided.



INTERNAL ENERGY CONSUMPTION INDICATORS(*)

ELECTRICITY	2013	2014	2015
CONSUMPTION MADRID (GJ)	23,917.76	25,445.25	26,023.94
Number of employees	565	590	600
Consumption per employee (Gj/employee)	42.33	43.13	43.37

ELECTRICITY	2013 ⁽¹⁾	2014 ⁽²⁾	2015
CONSUMPTION BARCELONA (GJ)	5,140.36	5,230.32	5,007.54
Number of employees	109	97	95
Consumption per employee (Gj/employee)	47.16	53.92	52.71

(1) Consumption data for MEFF Barcelona relating to the Via Laietana site not included as this work centre has not been used since 1 November 2013.

(2) Includes electricity consumption figures for the second six months of 2014 of the Barcelona Stock Exchange operational site. This data was not available when the 2014 Corporate Social Responsibility Report was prepared.

GAS CONSUMPTION INDICATORS

GAS CONSUMPTION INDICATOR (GJ) ^{(*) (1)}	2013	2014	2015
TOTAL CONSUMPTION MADRID (LAS ROZAS) (GJ)	131.85	118.18	73.47
Number of employees	478	502	518
Consumption per employee (Gj/employee)	0.27	0.23	0.14

(*) In Madrid, only the Las Rozas building uses this type of energy.

(1) Gas consumption figures in gigajoules (Gj) as per GRI G4 criteria. 1 kWh = 0.0036 Gj.

ELECTRICITY	2013	2014	2015
CONSUMPTION BILBAO (GJ)	2,846.88	2,685.48	2,730.86
Number of employees	35	33	33
Consumption per employee (Gj/employee)	81.34	81.37	82.75

ELECTRICITY	2013	2014	2015
CONSUMPTION VALENCIA (GJ)	1,040.29	1,108.72	1,149.94
Number of employees	24	24	23
Consumption per employee (Gj/employee)	43.34	46.19	49.99

(*) Electricity consumption figures for 2013 and 2014 are in Kwh. This information is now reported in gigajoules (Gj) as per GRI G4 criteria. 1 kWh = 0.0036 Gj.

GENERAL ENERGY INDICATORS FOR BME

	2013	2014	2015
TOTAL internal energy consumption (GJ) (1)	33,077.14	34,587.95	34,985.75
TOTAL number of employees	733	744	751
TOTAL internal energy intensity (Gj/employee) (2)	45.12	46.48	46.58

(1) Total electricity and gas consumption figures in gigajoules (Gj) as per GRI G4 criteria. 1 kWh = 0.0036 Gj.

(2) The company's total internal energy intensity per annum is calculated by dividing total internal energy consumption (electricity and gas) by the number of employees in the group.



WATER

In 2015, BME consumed 14,428.75 m³ of water, 9.24% more than in 2014.

The company continues to work towards reducing water consumption. In this regard, it has fallen in Valencia, as shown in the comparison for the last three years.

The company has adopted various measures in recent years to foster best practices to reduce water consumption and raise employee awareness of responsible water use during their daily activities. Measures adopted include:

- Proper plumbing maintenance to detect leaks and avoid water wastage;
- Drip water systems in landscaped areas wherever possible;
- Fitting of water saving devices on taps and sanitary units;
- Publication on the corporate intranet of articles and best practice recommendations on using natural resources.

During 2015, BME registered no incidents linked to its water collection systems, which connect to the municipal water supply network.

WATER CONSUMPTION BY GEOGRAPHICAL AREA

WATER	2013	2014	2015
CONSUMPTION MADRID (m3)	8,238.99	7,208.74	8,230.95
Number of employees	565	590	600
Consumption per employee (m3/employee)	14.58	12.21	13.71

WATER	2013 ⁽¹⁾	2014 ⁽²⁾	2015
CONSUMPTION BARCELONA (m3)	3,717.89	3,675.50	4,389.34
Number of employees	109	97	95
Consumption per employee (m3/employee)	34.10	37.89	46.20

(1) Consumption data for MEFF Barcelona relating to the Via Laietana site not included as this work centre has not been used since 1 November 2013.

(2) Includes water consumption figures for the second six months of 2014 of the Barcelona Stock Exchange operational site. This data was not available when the 2014 Corporate Social Responsibility Report was prepared.

WATER	2013	2014	2015
CONSUMPTION BILBAO (m3)	585.94	680.75	729.46
Number of employees	35	33	33
Consumption per employee (m3/employee)	16.74	20.62	22.10

WATER	2013	2014	2015
CONSUMPTION VALENCIA (m3)	1,599.29	1,642.93	1,079
Number of employees	24	24	23
Consumption per employee (m3/employee)	66.64	68.45	46.91



PAPER

In 2015, BME's total paper consumption, estimated using data on procurements from suppliers applying prices and average weight of paper, was 28.19 tonnes, – up 26% on 2014. 100% of the paper used is certified as having been produced using wood from forests managed in accordance with internationally recognised sustainability standards (certificates: FSC; PEFC; ISO 14001; ISO 9001; ISO 9706). It also carries the EU Ecolabel.

BME's commitment to the environment also entails working to fulfil its goal of gradually reducing paper consumption. To achieve this, it has rolled out a number of practices at its work centres:

- Reusable envelopes. Consumption of single-use envelopes has been slashed since reusable envelopes were introduced for employees to send through the internal mail service.
- Centralised printing. Shared printers are installed in the Group's group's buildings, whereby there is only one printer per work area. All are pre-configured to print on both sides, reducing paper consumption.
- Encouraging the use of new technologies (internet, intranet, pen drives). Replacing hard copies with digital formats.
- Use of email and other data transmission tools over printed copies in the company's internal and external communications and raising awareness among email recipients about the responsible use of paper by adding the following automatic message: "Before you print, think about the ENVIRONMENT".
- Roll-out of a full document management platform which allows all documents received to be scanned, classified and sent on to their recipients via email without printing them. This platform, which was set up in 2008, reduces paper consumption by 10%.

BME believes its suppliers play a key role in its activity and therefore, its commitment to sustainable development is reflected in its selection of paper suppliers who are required to provide evidence of the quality of their manufacturing processes by presenting environmental performance certificates.

BME GROUP. PAPER CONSUMPTION, TONNES ⁽¹⁾ (By geographical area)

	2013	2014	2015
Madrid ⁽²⁾	15.6	15.2	22
Barcelona	6.43	3.34	4.27
Bilbao	3.30	2.42	1.2
Valencia	0.93	1.25	0.72
TOTAL	26.26	22.21	28.19

(1) Paper consumption figures for 2013 and 2014 are in Kg. This information is now reported in tonnes as per GRI 4 criteria.

(*) Solely comprises letter paper and A3 and A4 paper.



5.2 GREENHOUSE GAS (GHG) EMISSIONS

GREENHOUSE GAS EMISSION INDICATORS

BME group. Greenhouse gas emissions Tonnes of CO₂ equivalent ⁽¹⁾

	2013	2014	2015
TOTAL EMISSIONS OF CO₂	3,360.51	3,497.26	3,932.68
Total direct emissions	16.77	16.85	14.15
Fuel consumption (natural gas)	7.35	6.59	4.10
Staff transport (corporate shuttle bus) ⁽²⁾	9.42	10.26	10.05
Total indirect emissions	3,343.74	3,480.41	3,918.53
Electricity consumption	2,269.56	2,556.51 ⁽³⁾	2,928.73 ⁽⁴⁾
Business trips (by air)	520.73	356.80	439.54
Business trips (by train) ⁽⁵⁾	34.88	29.47	27.36
Staff commutes to and from work (own vehicle) ⁽⁶⁾	518.57	537.63	522.90
TOTAL NUMBER OF EMPLOYEES	733	744	751
TOTAL CO₂ EMISSIONS PER EMPLOYEE ⁽⁷⁾	4.58	4.70	5.24

(1) The following methodology was used to calculate the company's greenhouse gas emissions:

- Electricity consumption: the methodology provided by the Spanish electricity grid system operator, Red Eléctrica Española, and the Institute for Energy Diversification and Saving (IDAE) was used to calculate this figure.
- Fuel consumption (natural gas): the methodology contained in Appendix 1 of the Greenhouse Gas Inventories Report and Appendix 1 of the Spanish Renewable Energies Plan 2011-2020 was used to calculate this figure.
- Business trips (by air): the methodology provided by BME's supplier was used to calculate this figure. <http://www.nef.org.uk/greencompany/co2calculator.htm> for 2013 and 2015 and <http://www.carbon-calculator.org.uk/> for 2014.
- Staff transport (corporate shuttle bus): the methodology provided by the National GHG Emissions Inventory (Inventario Nacional de Emisiones GEI) was used to calculate this figure.
- Staff commutes to and from work (own vehicle): the methodology provided by the Institute for Energy Diversification and Saving, per kilometre travelled, was used to calculate this figure.

The conversion factor or unit used to calculate greenhouse gas emissions for air and rail transport for 2013 and 2014 is 0.31 and 0.08, respectively, while for 2015, it was 0.26 and 0.07, respectively.

Greenhouse gas emissions figures for 2013, 2014 and 2015 expressed in Kg of CO₂ are now reported in tonnes of CO₂ as per GRI 4 criteria. 1 Kg CO₂ equivalent = 0.001 tonnes CO₂ equivalent.

- (2) Includes, in accordance with the methodology described in footnote 1 above, direct CO₂ emissions deriving from the company shuttle bus service. Trips made by employees using the company shuttle service have been calculated based on the distance between the offices in Las Rozas and Plaza de la Lealtad in Madrid (20 km) and the distance between the office in Las Rozas and the train station in Majadahonda (2 km), considering the following technical parameters: Coach/minibus: one vehicle and two return trips a day in the first case, and 21 return trips a day in the second case, and 216, 218 and 219 working days in 2013, 2014 and 2015, respectively.
- (3) The figures in the 2014 Corporate Social Responsibility Report for CO₂ emissions deriving from the consumption of electricity in 2014 have been recalculated to include consumption for the second half of 2014 at the Barcelona Stock Exchange, as these were not available at the date of said report. Equally, indirect emissions relating to the consumption of electricity in 2014 have been recalculated on the basis of the total consumption of the offices in Madrid, Barcelona, Bilbao and Valencia.
- (4) CO₂ emissions from electric energy in 2015 were also calculated applying the definitive values for the gross electricity output mix for this year (3.02 Kgs CO₂ per KWh).
- (5) Includes, in accordance with the methodology described in footnote 1 above, indirect emissions relating to business trips made by employees by train (does not include trips made by employees by train to the Majadahonda railway station to take the company shuttle service to the Las Rozas headquarters).
- (6) Includes, in accordance with the methodology described in footnote 1 above, indirect CO₂ emissions relating to trips made by employees to their place of work using their own vehicles. Trips made by employees using their own vehicles have been calculated on the basis of the number of parking places at the Las Rozas office (Madrid) and the following technical parameters: Petrol car 1.4L-2.0; 84,185, 87,278 and 84,887 vehicles in 2013, 2014 and 2015 respectively, accessing the Las Rozas (Madrid) work centre, and a 40 km round trip for each employee (the distance between the Las Rozas building and the centre of Madrid), as well as 216, 218, and 219 working days in 2013, 2014 and 2015, respectively.
- (7) Annual CO₂ emissions per employee were calculated by dividing total CO₂ emissions by the total number of employees in the Group each year.



The greenhouse gas emissions figures above are broken down hereon by scope, as per the disclosures made since 2007 by BME in the Carbon Disclosure Project.

BME group. Greenhouse gas emissions by scope⁽¹⁾.

SCOPE ⁽²⁾	ITEM	TONNES OF CO ₂		
		2013	2014	2015
Scope 1	Fuel consumption (natural gas)	7.35	6.59	4.10
	Staff transport (corporate shuttle bus)	9.42	10.26	10.05
Scope 2	Electricity consumption	2,269.56	2,556.51	2,928.73
Scope 3 ⁽³⁾	Staff commutes to and from work (own vehicle)	518.57	537.63	522.90
	Business trips (by air and train)	555.61	386.27	466.90

(1) Describes the combination of atmospheric greenhouse gas (GHG) emissions by the company by scope, allowing the organisation's environmental performance to be determined. The GHG emissions figures are shown in tonnes of CO₂ equivalent, as per GRI 4 criteria.

(2) Scope 1: direct greenhouse gas emissions resulting from internal fuel consumption from sources controlled by the company, such as natural gas and the company shuttle bus for transporting employees.

Scope 2: indirect greenhouse gas emissions caused by the purchased electricity consumed internally by the company.

Scope 3: indirect greenhouse gas emissions that occur outside the reporting boundary caused by the consumption of energy that is not purchased, primarily from staff commutes to and from work (own vehicles), business trips by train and air, and waste generation.

(3) Emissions from the generation of waste are not included in Scope 3 as they are unavailable.



Direct Scope 1 and indirect Scope 2 and 3 emissions of CO₂ by geographical area

BME SITES	ITEM	TONNES OF CO ₂ equivalent		
		2013	2014	2015
Madrid head office ⁽¹⁾ (Plaza Lealtad 1; Tramontana, 2 Bis-Las Rozas- y Alfonso XI)	Fuel consumption (natural gas)	7.35	6.59	4.10
	Staff transport (corporate shuttle bus)	9.42	10.26	10.05
	Electricity consumption	1,647.67	1,887.19	2,183.12
	Staff commutes to and from work (own vehicle)	518.57	537.63	522.90
	Business trips (by air and train)	428.27	306.32	373.02
Barcelona Stock Exchange ⁽²⁾ (Paseo de Gracia 19, Barcelona)-	Electricity consumption	354.11	387.92	420.07
	Business trips (by air and train)	82.62	50.36	59.06
Bilbao Stock Exchange ⁽²⁾ (José M ^a Olabarri 1, Bilbao)	Electricity consumption	196.12	199.17	229.08
	Business trips (by air and train)	26.53	17.13	20.52
Valencia Stock Exchange ⁽²⁾ (Libreros 2-4, Valencia)	Electricity consumption	71.66	82.23	96.46
	Business trips (by air and train)	18.19	12.46	14.30

(1) Annual CO₂ emissions for Madrid include the emissions caused by: fuel (natural gas) consumption and staff transport (company shuttle bus) (Scope 1); electricity consumption (Scope 2); staff commutes to and from work and business trips (by air and train) (Scope 3). The annual total corresponding to business trips (air and train) for the Madrid office has been calculated on a prorata basis based on the total consumption under this heading in each of the Group's four sites according to the number of employees at each site.

(2) Annual CO₂ emissions for the Barcelona, Bilbao and Valencia sites include the emissions caused by electricity consumption (Scope 2) and business trips (by air and train). The annual total corresponding to business trips (air and train) for the Madrid, Bilbao and Valencia offices has been calculated on a prorata basis based on the total consumption under this heading in each of the group's each of the group's sites according to the number of employees at each site.

The intensity of the company's greenhouse gas emissions by scope presented. The annual figures are calculated by dividing total CO₂ emissions by the total number of employees in the group. The intensity of greenhouse gas emissions can be used to determine the organisation's efficiency and environmental performance.

BME group. Intensity of greenhouse gas emissions

SCOPE	TONNES OF CO ₂ / EMPLOYEE ⁽¹⁾		
	2013	2014	2015
Scope 1 ⁽²⁾	0.02	0.02	0.02
Scope 2 ⁽³⁾	3.10	3.44	3.90
Scope 3 ⁽⁴⁾	1.47	1.24	1.32

(1) The GHG emissions figures for the years shown are in metric tonnes of CO₂ equivalent, as per GRI 4 criteria.

(2) Annual intensity figures for Scope 1 emissions were calculated by dividing total CO₂ emissions from natural gas consumption and staff transport (company shuttle bus) by the total number of employees in the group.

(3) Annual intensity figures for Scope 2 emissions were calculated by dividing total CO₂ emissions from electricity consumption by the total number of employees in the group.

(4) Annual intensity figures for Scope 3 emissions were calculated by dividing total CO₂ emissions from staff commutes to and from work (own vehicle) and business trips (by air and train) by the total number of employees in the group.



5.3. WASTE MANAGEMENT

In addition to the drive to reduce the consumption of resources, reuse and recycling are also important parts of BME's commitment to preserving the environment.

BME's work therefore also revolves around optimising how it manages the waste it produces directly, primarily: waste paper, empty printer cartridges, discarded IT equipment and waste from HVAC systems, as well as waste produced during maintenance and refurbishments of the work centres.

- **IT equipment:** Company computers have an average lifespan of four to eight years, which is the longest possible and is achieved by informing employees of how to use equipment responsibly and by carrying out preventive maintenance of the equipment.

In order to extend the useful lives of IT equipment and mitigate the environmental impact as these devices are classified as hazardous waste, BME encourages the reuse of equipment that is no longer fit for purpose in daily operations. In this regard, 89 computers were given to employees

while a further 94 were donated for use in schools and welfare organisations such as the CEPA Las Rosas Association, the Aventura 2000 Association, the Association of Parents of Disabled Children (APADIS), Asociación de Padres del Colegio Nuestra Señora de la Trinidad, Valle Inclán School; Julio Palacios High School, the Spanish Pontifical Mission Societies, and San Blas Parish Church (the Women's Centre).

Unwanted equipment is also returned to the original suppliers or collected by authorised waste management companies and taken to recycling plants for appropriate treatment and management, in accordance with legislation governing electrical and electronic equipment.

In 2015, 54 devices were recycled in Madrid, 67 devices and components of 13 in Barcelona, and 24 components in Bilbao.

- **Water:** The company's waste water systems are connected to the municipal drainage systems, and there are no specific recycling or reuse measures in place.

- **Paper:** Paper is one of the main sources of non-hazardous waste produced and as such, agreements have been signed with local councils where BME's offices are present to install officially approved containers for paper and cardboard which is then collected, treated and recycled. During 2015, the Bilbao Stock Exchange and Valencia Stock Exchange also worked with authorised and officially approved suppliers to collect, transport and destroy paper, and certify such action has been taken.

- **Office material:** Office materials used by the company include printer toner and cartridges. When empty, all are recycled through suppliers that collect and deposit them at a waste collection point for proper management.

- **Other waste:** In 2015, as in previous years, the company installed several recycling stations in all business areas, encouraging employees to recycle. Each day, the company's cleaning crews remove the material collected in the recycling stations and deposit it in larger containers, which are in turn emptied by municipal authorities.



Special measures have been implemented to ensure that waste generated in the staff cafeteria, located in Las Rozas, is correctly managed. These include:

- The installation of grease traps to ensure hazardous and harmful waste such as oils are collected by an ISO 14001 and ISO 9001 certified contractor and processed according to prevailing legislation. The company has an annual maintenance programme in place to ensure these grease traps are in proper working order.

- The installation of a waste water purification and filtering system to process water after it is used in the company cafeteria. The system allows waste water to be purified before it is flushed into the municipal drains to which all BME's systems are connected.

Lastly, the scant sanitary waste generated by the Medical Services unit is removed by duly-authorised companies. Where allowed, medicines are also recycled at pharmacies' SIGRE recycling points.

5.4 RENADE

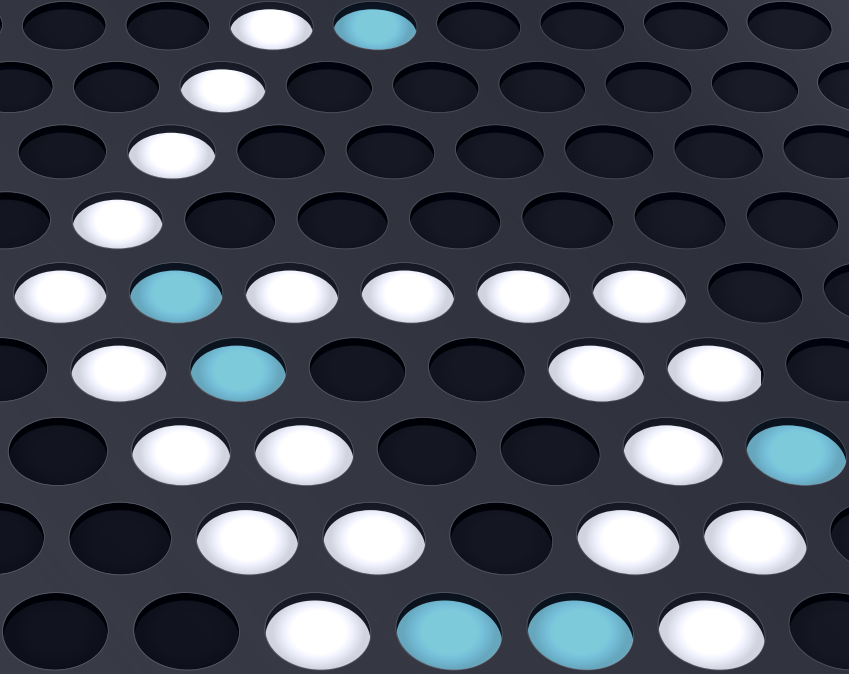
Since 2005, BME, through Iberclear, has been collaborating in the fight against climate change by means of the National Registry for Emission Rights for Greenhouse Gases (RENADE) an instrument for ensuring that data on the ownership and control of greenhouse gas emission rights are publicly available and always up to date.

After winning a tender to continue performing its functions providing support to the European Union Registry in relation to the European Union trading scheme of greenhouse gas emission allowances and the Kyoto Protocol for the period 2014-2017, Iberclear is continuing to support the Spanish National

Administrator, meeting all the requirements from the European Commission and the United Nations through the Spanish Office of Climate Change (OECC).

RENADE provides industrial facilities with the technical and human resources necessary to comply with their annual obligation of turning over to the government, allowances in an amount equivalent to CO₂ emissions made during the prior year. RENADE has also collaborated closely with the regional governments, as verifiers of these annual CO₂ emissions, and has provided them with personalised attention through the Iberclear Service Desk.

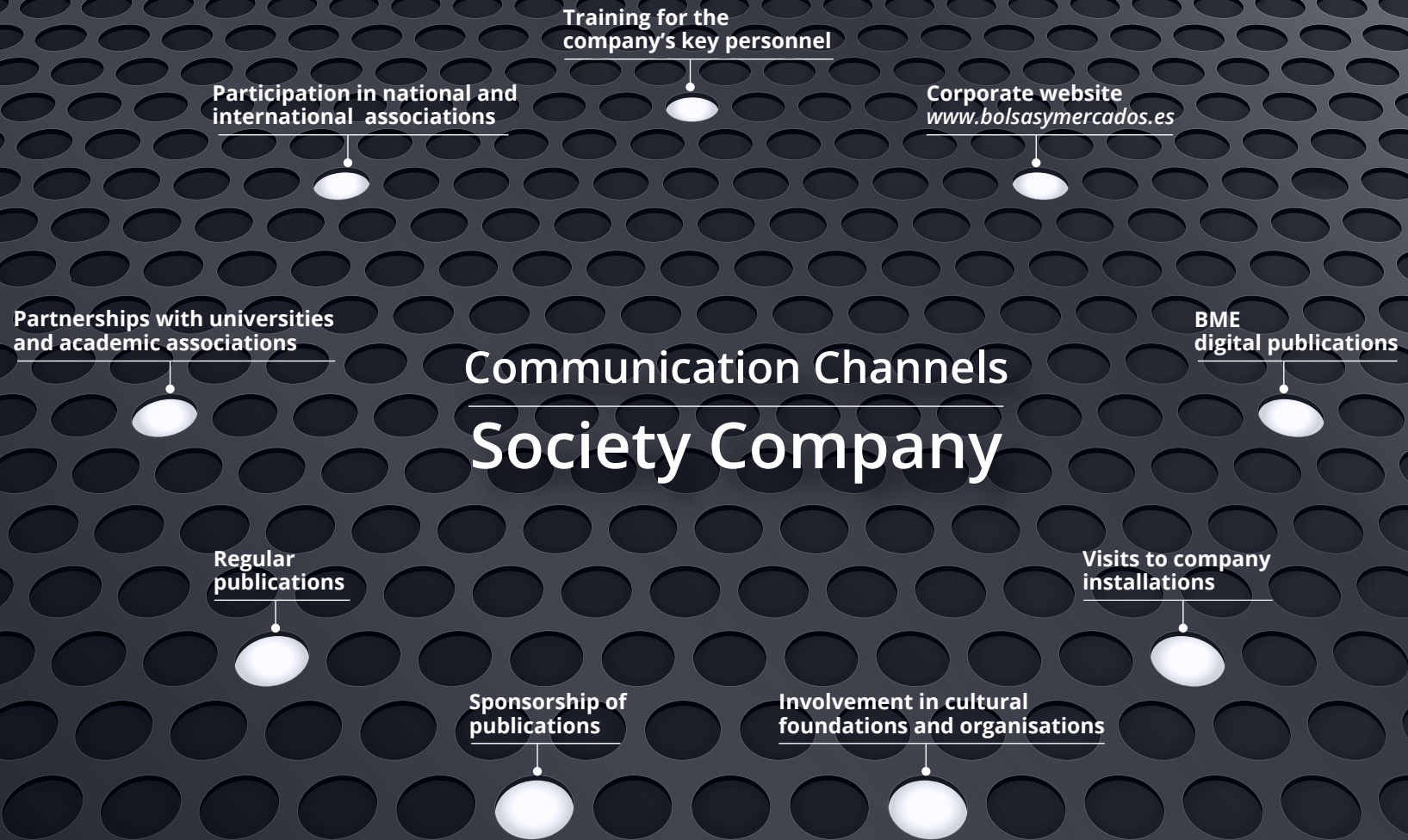
BME AND SOCIETY





- » BME complements its main activity with initiatives aimed at fostering the development of the society in which it operates. Specifically, it does this by supporting the culture of finance and corporate social responsibility.

In doing so, BME draws on the vital support of the companies admitted for trading on the markets and systems it manages.





6.1. WORKING TO PRESERVE SPAIN'S HISTORICAL AND ARTISTIC HERITAGE

Within the framework of corporate social responsibility, BME continued to support the neediest members of society during the year, cooperating for the second year running with the Madrid Food Bank by funding the acquisition of machinery for transporting and storing food.

The Madrid Stock Exchange is housed in the late 19th Century Palacio de la Bolsa, a building of great cultural value. The Palacio, which showcases Spain's historical and artistic heritage, stirs an enormous interest and curiosity among the general public. To satisfy this interest, free guided tours, in Spanish and English, are held throughout the year. These visits also serve to highlight the importance of the work carried out by BME as the building is the company's headquarters.

The other three stock exchange buildings in Barcelona, Bilbao and Valencia also offer guided tours that promote the educational and informative aspects of the stock markets.

In 2015, the four stock exchanges welcomed approximately 21,406 visits during 898 tours. These visitors, both from Spain and abroad, were mainly university students, high school students, participants from training centres, associations, cultural centres, companies and individuals.

Guided tours of the Madrid Stock Exchange





6.2. FINANCIAL SPONSORSHIP OF CULTURAL ACTIVITIES

The importance given by BME to cultural activities is clearly reflected in the company's active participation in academic and cultural organisations, even where its activities are not directly related to these disciplines.

BME is a member of the Friends of the Prado Foundation, a sponsoring partner of the Reina Sofia museum in Madrid, and a partner of the Teatro Real in Madrid. Through the Bilbao stock exchange the company is a strategic patron of the Guggenheim museum in Bilbao. BME also started working with

the National Archaeological Museum during 2015 to produce educational guides for museum visitors.

BME and the Royal Academy of Jurisprudence and Legislation also partner through a cooperation agreement enabling BME to contribute to efforts to promote the culture of finance that this Royal Academy fosters as part of its social purpose regarding Law in the financial sector and securities market.

6.3. SPONSORSHIP OF PUBLICATIONS

In order to contribute to the study and knowledge of the Spanish economy, finance and stock markets, BME encourages the dissemination and research of these topics through the direct publication of books and magazines and through sponsorship of various publications.

BME further raised awareness of the culture of finance in 2015 with the publication of the books "Guía Práctica de Análisis Técnico" [Practical Guide to Technical Analysis] and "Gestión Patrimonial Familiar" [Managing Family Wealth]. The Bolsa Palace Building in Madrid also played host to the launch of the book "Los retos de la financiación del sector empresarial" [Financing challenges of the business sector] published by Fundación de Estudios Financieros (FEF) and Círculo de Empresarios with the help of several BME professionals.

BME is also one of the sponsors of Agenda de Medios de Comunicación Económica, edited by the Spanish financial press association, Asociación de Periodistas Económicos (APIE).

BME also has a research service that distributes and makes available to members of the public a range of texts, documents, books and magazines on a variety of issues (financial topics as well as other disciplines). The service provides this information to anyone interested in the Spanish financial markets and systems, continually researching and analysing the situation of financial markets.

BME investment in social initiatives (thousands of euros)

	2013	2014	2015
Financial sponsorship and development of cultural activities	200	200	210
Financial culture and training	950	950	950
Socio-economic development (awards)	40	40	40



BME collaborates with the National Archaeological Museum



BME's digital publications service aids the research service in distributing, via Internet, all available information, thereby reaching a wider audience. Among the publications made available through the digital publications service, BME's Research Service released its in-house reports titled *"Posición Internacional de la Empresa Cotizada Española"* [International standing of the Spanish listed company], in partnership with Telefónica, and a new edition of *"Informe sobre la distribución de la propiedad de las acciones"* [Report on the distribution of share ownership].

Each quarter, BME publishes Bolsa magazine in digital format to inform readers of recent events in the financial markets. It offers content enriched by

virtual tools while maintaining the same high standards of content selection and preparation that have been a hallmark of the publication for over 20 years. This magazine is available free of charge in electronic format on the corporate website (www.bolsasymercados.es) and through BME's digital publications service.

BME's offices in Madrid and Barcelona also have libraries and documentation centres. These may be used by both BME employees and the general public, and aim to provide users with easy access to the wide range of information offered by the company.

6.4. COLLABORATION WITH CENTRES OF STUDY AND OTHER RELEVANT SECTORS

BME's deep commitment to general culture and specifically financial culture and its dissemination is also evidenced in the company's collaboration with a variety of organisations, universities and academic associations, and the participation of its professionals in training programmes related to the stock market.

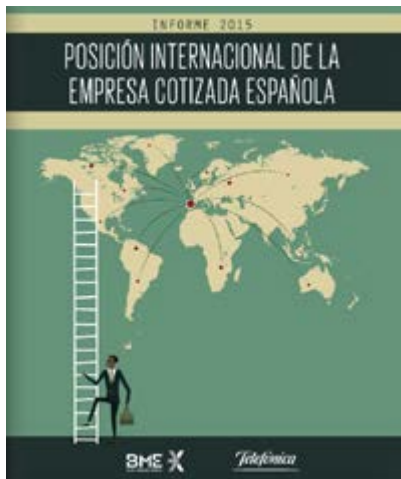
Collaboration with universities and centres of study.

Since June 2008, BME has been a patron of the Fundación de Estudios Financieros (Foundation for Financial Studies), which dedicates its resources and efforts to independent research, education and opinion. The Foundation is committed to working to promote faithful adherence to economic freedom based on efficiency, transparency and ethical practices.

As part of the efforts to promote the culture of finance culture, Instituto BME, the company's training centre, has entered into numerous collaboration agreements with universities, centres of study and other institutions, and helps organise courses directed at professionals working in finance. It also offers scholarships and training grants to open up access to the highest quality post-graduate study programmes.

Instituto BME also collaborates on numerous training projects, offering specialised courses at private and public universities, such as Alcalá de Henares, Castilla-La Mancha, Carlos III, Complutense, Internacional de Andalucía (UNIA), Malaga, Universidad Nacional de Educación a Distancia (UNED), Oviedo, the Basque Country, Pontificia de Comillas (ICADE), San Pablo CEU, Santiago de Compostela, Valencia, Vigo, Zaragoza, and Colegio Universitario de Estudios Financieros (CUNEF) in Madrid, etc., as well as international universities such as the Panamerican University (Mexico) and Sergio Arboleda and Rosario (Colombia), and training institutions such as Colegio de Economistas de Aragón, Asociación Universidad de Empresa (AUNE), Institut d'Estudis Financiers, Instituto de Estudios Bursátiles (IEB), ESESA business school in Malaga, and Centro Internacional de Formación Financiera (CIFF).

In addition to sharing financial culture through the guided visits mentioned earlier in this chapter, the four stock exchanges maintain their own collaboration agreements with educational institutions for the same purpose.



Report *"The internationalisation of companies"* by the Research Department



- The Madrid Stock Exchange participates in a stock exchange and financial markets course (Curso de Bolsa y Mercados Financieros) with Asociación Universidad Empresa (AUNE) and an online securities and derivatives course through the company Software Financiero Bolsa (SFB).
- The Barcelona Stock Exchange offers a Master in Financial Instruments Mathematics in conjunction with the Autonomous University of Barcelona.
- In collaboration with Valencia University, the Valencia Stock Exchange also sponsors and takes part in a postgraduate specialisation degree in Spanish financial markets and stock markets (DEPU) together with Fundación Universidad Empresa (AEDIT) and Instituto BME.

The Valencia Stock Exchange also works with Valencia University to carry out several programmes not directly related to financial activities, such as the Olimpiadas de Economía (Economic Olympics), in

collaboration with the Valencia Institute of Economists (Colegio de Economistas de Valencia).

Along the same lines, BME has co-sponsored with several other important entities, the 13th Harvard-Complutense Business Law Seminar: "Financial crisis: a transatlantic perspective", hosted by Harvard University and the Complutense University of Madrid. The aim: to analyse and debate key issues affecting today's financial system and the regulation thereof, comparing the situation in Europe, especially Spain, with the US, particularly regarding the alternative markets as a source of corporate finance.

BME has continued to support, advise and participate in the "Profesionales desde la escuela" [Professionals from school] programme organised by the Las Rozas Local Council for 15 and 16 year olds. This year it collaborated with the "Emplea-T", programme where these youngsters were able to Share two days of work with professionals from the

Area of Human Resources of BME on writing, CVs and preparing for a job interview.

Finally, BME, through Instituto BME, has collaborated in the organisation and development of the first "Financial Education Day", an initiative that is part of the Financial Education Plan (FEP) promoted by the Bank of Spain, the Spanish Securities Market Commission (Comisión Nacional del Mercado de Valores) and the General Directorate of Insurance.

Collaboration with other sectors.

BME continued the tradition of organising free training seminars on the workings of financial markets and the products traded on them, targeting groups outside the sector who would be able to better perform their jobs with this knowledge. In 2015, this campaign saw BME working with members of the General Council of the Judiciary (CGPJ), the National Police, the Civil Guard, and the Centre for Legal Studies (CEJ).





BME's involvement with Spanish and international associations and institutions

	BME ⁽¹⁾	BME ⁽²⁾	BME ⁽³⁾	BME ⁽⁴⁾
SPANISH AND INTERNATIONAL ASSOCIATIONS				
Spanish Association of Accounting and Business Administration (AECAE)	-	-	YES	-
Spanish Association of Financial Managers and Company Treasurers (ASSET)	-	-	YES	-
Financial Markets Association (AMF)	-	YES	YES	-
European Finance Centre, Barcelona (BCFE)	-	-	YES	-
Círculo de Economía	-	-	YES	-
Catalan Institute of Economists (CEC)	-	-	YES	-
Institute of Internal Auditors (IAI)	-	-	YES	-
SPANISH AND INTERNATIONAL ASSOCIATIONS				
World Federation of Exchanges (WFE)	YES	YES	YES	YES
Federation of European Stock Exchanges (FESE)	YES	YES	YES	YES
Ibero-American Stock Exchange Federation (FIAB)	YES	YES	YES	YES
European Capital Markets Institute (ECMI)	-	YES	YES	-
International Organization of Securities Commissions (OICV-IOSCO)	-	-	YES	-
Centre for European Policy Studies (CEPS)	-	YES	YES	-
Associations for Investment Management and Research (CFA)	-	-	YES	-
International Capital Market Association (ICMA)	-	-	YES	-
European Association of Central Counterparty Clearing Houses (EACH)	-	YES	YES	-
Futures Industry Association (FIA)	-	YES	YES	YES
International Options Market/Clearing Association (IOMA/IOCA)	-	-	YES	-
Spanish SWIFT Users Group (SWIFT GNUSE)	-	-	YES	YES
International Securities Services Association (ISSA)	-	-	YES	-
European Central Securities Depositories Association (ECSDA)	-	-	YES	-
Extensible Business Reporting Language (XBRL) Association	-	-	YES	-
Financial Services in Europe (EUROFI)	-	-	YES	-

Spanish and international associations or institutions in which BME:

- (1) Holds a position on the governance body.
- (2) Participates in its projects or committees.
- (3) Views member thereof as strategic.
- (4) Provides substantive funding beyond routine membership dues.



6.5. AWARDS CONFERRED BY BME

In 2015, BME continued to sponsor awards to drive and encourage stock market investment.

As per its tradition, BME has awarded and sponsored the following prizes:

- Base Ibx 35 and Latibex Top prizes to the mutual funds obtaining the largest accumulated return in the past year and whose portfolio reflects the Spanish and Latin American indices, respectively;
- Foro Finanzas award, given for the best works submitted at the 23rd Foro de Finanzas (Finance Form) organised by the Spanish Finance Association (AEFIN) on equity, fixed-income and derivative products;
- Morningstar Fondos 2015 awards, which, in collaboration with newspaper El Economista, are granted to those managers, funds and pension funds that have provided the most value to their participants over the past years;
- Fifth edition of the Robotrader 2015 Awards for algorithmic trading systems for financial markets;
- Ninth edition of the CFA Spain Awards, which CFA Society Spain, in collaboration with BME and El Economista, bestows on the winners of the CFA analysis competition;
- Tenth edition of the Financial Excellence Awards given out by the Spanish Association of Financial Managers (ASSET) at the Madrid Stock Market;
- Awards of the 12th Economy Olympics in Madrid handed out to the 12 best students from public universities, in collaboration with centro de secundaria .
- Twenty-sixth Expansión Awards, where Allfunds Bank and financial journal Expansión grant awards to the best fund managers, funds and pension plans of 2014;
- Awards of the digital magazine “Inversión a Fondo,” published by El Economista, handed out in recognition of the best investment ideas in 2014, distributed across 14 categories;



AEFIN-Foro Finanza Awards



BME supports the investment fund industry at the Allfunds Expansion Awards



INDEX
OF **GRI**
CONTENTS



INDEX OF GRI CONTENTS

- » A list of the standard disclosures of the Guidelines for preparing GRI G4 reports covered in this report and their location therein is provided below.



STRATEGY AND ANALYSIS

	CSR Headings/Other reports	Pages
G4-1. Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	Letter from the Chairman	5-6
	About BME (Risk Management)	26
G4-2. Description of key impacts, risks and opportunities.	1.1	30-31
	Annual Statements	
	Annual Corporate Governance Report	

ORGANIZATIONAL PROFILE

	CSR Headings/Other reports	Pages	
G4-3. Name of the organization.	Introduction	7	
G4-4. Primary brands, products, and services.	About BME	14-18	
	1.2	29-31	
G4-5. Location of organization's headquarters.	About BME	12	
G4-6. Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	About BME	12	
	About BME	12	
G4-7. Nature of ownership and legal form.	2.1	40	
	Annual Corporate Governance Report		
G4-8. Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	About BME	12-17/18	
	1.1/ 1.2	28 / 29-31	
	About BME	12-18	
G4-9. Report the scale of the organization, including: total number of employees; total number of operations; net sales or net revenues; total capitalization broken down in terms of debt and equity (for private sector organizations); and quantity of products or services provided.	3.1	55	
	Letter from the Chairman	5-6	
	About BME	19	
	1.2	29-31	
	Annual Statements		
G4-10.	3.1	55-57	
			a. Total number of employees by employment contract and gender.
			b. Total number of permanent employees by employment type and gender.
			c. Total workforce by employees and supervised workers and by gender.
			d. Total workforce by region and gender.
			e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.
f. Report any significant variations in employment numbers.			



ORGANIZATIONAL PROFILE

	CSR Headings/Other reports	Pages
G4-11. Percentage of employees covered by collective bargaining agreements.	3.2	58
G4-12. Description of the organization's supply chain.	4.1	80
G4-13. Significant changes during the reporting period regarding the organization's size, structure, ownership or its supply chain.	About BME	13-18
	2.1	40
	4.1	80
	Letter from the Chairman	5-6
G4-15. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Corporate Outlook	9
	5	84
	6.2/6.3/6.4/6.5	100/100-101/103-103/104
	Annual Corporate Governance Report	
G4-16. List memberships of associations and national or international advocacy organizations in which the organization: <ul style="list-style-type: none"> • holds a position on the governance body; • Participates in projects or committees; • Provides substantive funding beyond routine membership dues; and • View membership as strategic. 	6.4	103

IDENTIFIED ASPECTS AND BOUNDARIES

	CSR Headings/Other reports	Pages
G4-17. <ul style="list-style-type: none"> a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report. 	About BME	13-18
	3.1	57
G4-22. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	5.1	88-89
	5.1	90
G4-23. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	About BME	7
	Index of GRI contents	106

STAKEHOLDER ENGAGEMENT

	CSR Headings/Other reports	Pages
G4-24. Provide a list of stakeholder groups engaged by the organization.	Corporate Outlook	8



REPORT PROFILE

	CSR Headings/Other reports	Pages
G4-28. Reporting period (such as fiscal or calendar year) for information provided.	Introduction	7
G4-29. Date of most recent previous report (if any).	Introduction	7
G4-30. Reporting cycle (such as annual, biennial).	Introduction	7
G4-31. Provide the contact point for questions regarding the report or its contents.	Addresses and contacts	117-118
G4-32. <ul style="list-style-type: none"> a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. 	In the present Report are mentioned the main contents of the Guide to prepare GRI4 reports, as well as a list of such contents and its location in the report.	
G4-33. <ul style="list-style-type: none"> a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report. 		

GOVERNANCE

	CSR Headings/Other reports	Pages
G4-34. Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Corporate Governance Annual Corporate Governance Report	19-26
G4-35. Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Corporate Governance Annual Corporate Governance Report	24-26
G4-36. Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	Corporate Governance Annual Corporate Governance Report	24-26
G4-38. Report the composition of the highest governance body and its committees.	Corporate Governance Annual Corporate Governance Report	22-23
G4-39. Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	Corporate Governance Annual Corporate Governance Report	20/22
G4-40. Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	Annual Corporate Governance Report	
G4-41. Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	Annual Corporate Governance Report	



GOVERNANCE

	CSR Headings/Other reports	Pages
G4-42. Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Annual Corporate Governance Report Report on Activities carried out by the Board of Directors	
G4-44. a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	Annual Corporate Governance Report Report on Activities carried out by the Board of Directors Report on the Activities carried out by the Appointments & Remuneration Committee	
G4-45. a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	Corporate Governance	26
G4-46. Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Annual Corporate Governance Report Corporate Governance	26
G4-47. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Annual Corporate Governance Report Report on Activities carried out by the Board of Directors	
G4-48. Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	The Board of Directors is the body responsible of approving the Annual Corporate Social Responsibility Report	
G4-49. Report the process for communicating critical concerns to the highest governance body.	Annual Corporate Governance Report	
G4-51. a. Report the remuneration policies for the highest governance body and senior executives.	Report on the Board of Directors remuneration Board of Directors Remuneration policy	
G4-52. Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	Report on the Board of Directors remuneration Board of Directors Remuneration policy	
G4-53. Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	Report on the Board of Directors remuneration	

ETHICS AND INTEGRITY

	CSR Headings/Other reports	Pages
G4-56. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Corporate Outlook	8
	3.4	65
G4-57. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	1.3/2.2/2.3/3.3/4/6	32-33/41-45/45-46/52-54/78/98
	3.4	65
G4-58. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	3.4	65



SPECIFIC STANDARD DISCLOSURES

		CSR Headings/Other reports	Pages
ECONOMIC DIMENSION			
G4-EC1	Direct economic value generated and distributed.	Corporate Governance	19
		Annual Statements	
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	5.4	95
		Annual Statements	
G4-EC4	Financial assistance received from government.	Corporate Outlook	10
		3.5.1	66
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	3.6.2	71-72
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation.	3.1	57
G4-EC7	Development and impact of infrastructure investments and services supported.	6.1/6.2	99/100
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	4	79

		CSR Headings/Other reports	Pages
ENVIRONMENTAL DIMENSION			
G4-EN1	Materials used by weight or volume.	5.1	90
G4-EN3	Energy consumption within the organization.	5.1	85-86/88
G4-EN4	Energy consumption outside of the organization.	5.1	87
G4-EN5	Energy intensity (per employee).	5.1	88
G4-EN6	Reduction of energy consumption.	5.1	85-88
G4-EN7	Reductions in energy requirements of products and services.	4.2	82
G4-EN8	Total water withdrawal by source.	5.1	89
G4-EN9	Water sources significantly affected by withdrawal of water.	5.1	89

G4-EN10 Percentage and total volume of water recycled and reused.

Owing to the kind of activity carried out by the Group, water is obtained from the municipal network, therefore no water is recycled and no recycled water is consumed except the waste management resulting from the canteen service, mentioned in page 95.



		CSR Headings/Other reports	Pages
ENVIRONMENTAL DIMENSION			
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.		
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	All Group buildings are located in urban areas and therefore they do not have any impact on conservation areas of high biodiversity value.	
G4-EN13	Habitats protected or restored.		
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		
G4-EN15	Direct greenhouse gas emissions (Scope 1).	5.2	91-93
G4-EN16	Energy indirect greenhouse gas emissions (Scope 2).	5.2	91-93
G4-EN17	Other indirect greenhouse gas emissions (Scope 3).	5.2	91-93
G4-EN18	Greenhouse gas emissions intensity.	5.2	93
G4-EN19	Reduction of greenhouse gas emissions.	5.2	91-93
G4-EN20	Emissions of ozone-depleting substances.	The Group's activities do not generate significant emissions of these gases.	
G4-EN21	NOx, SOx, and other significant air emissions.		
G4-EN22	Total water discharge by quality and destination.	5.3	94-95
G4-EN24	Total number and volume of significant spills.	The Group's activities do not pose risk of spillage of dangerous substances.	
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	This type of actions are not carried out by the Group.	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff.	All Group buildings are located in urban areas and therefore they do not have any impact on conservation areas of high biodiversity value.	
G4-EN27	Extent of impact mitigation of environmental impacts of products and services.	The Group's products and services do not generate any relevant environmental impact.	
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	The Group's activities are not linked to products manufacturing.	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	5	84
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	The kind of activities developed by the Group do not generate any significant travel-related environmental impact.	
		5.2 (Related to employees' transportation)	91-93
G4-EN31	Total environmental protection expenditures and investments by type.	5.1	86
G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	4.1	80-81
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms.	There haven't been any environmental complaints.	



		CSR Headings/Other reports	Pages
SOCIAL DIMENSION			
LABOUR PRACTICES AND DECENT WORK			
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	3.1	56-57
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	3.2.2	59-60
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	3.2.1	58
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	3.7	72
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	3.1	56
		3.7	73
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation.	BME employees do not have a particular disease risk derived by their activity.	
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	3.2.2/3.7	60/72-74
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	3.5	67
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	3.5	66-68
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	3.6.2	70
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Corporate Governance	22
		3.1	55-57
		Annual Corporate Governance Report	
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	3.6.2	70-72
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria.	4.1	80
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms.	No complaints have been filed related to labor practices.	
HUMAN RIGHTS			
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	3.6	69
		4	77/80
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	BME fully observes in its work practices the Universal Declaration of Human Rights of the United Nations and its protocols. Owing to the non-risk nature of this matter, BME does not offer its employees training on policies and procedures related to human rights.	
G4-HR3	Total number of incidents of discrimination and corrective actions taken.	3.6	69

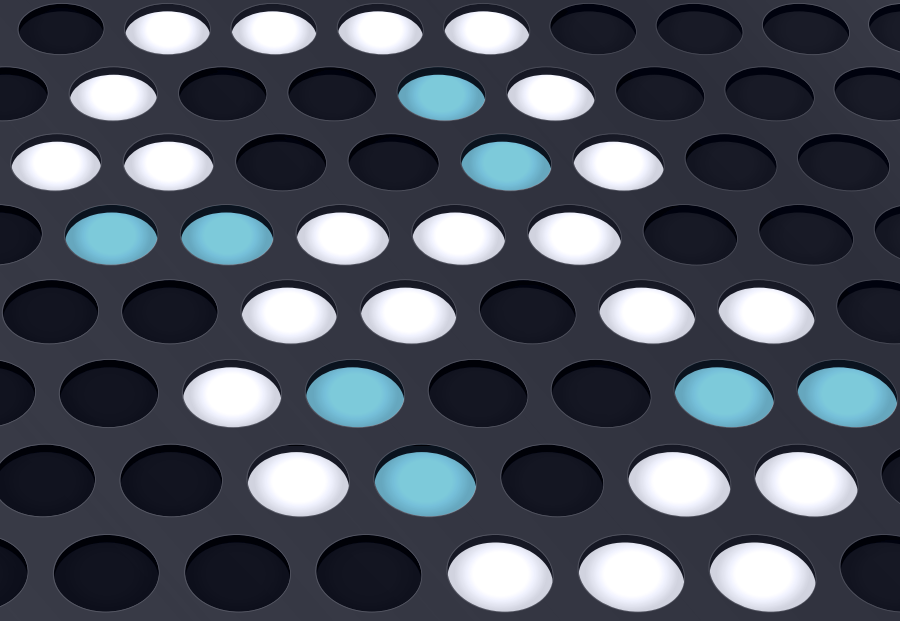


		CSR Headings/Other reports	Pages
SOCIAL DIMENSION			
HUMAN RIGHTS			
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	There are no working centre or significant provider that breaches the freedom of association or the right to adhere to labour agreements. 3.2.1	58
		4	76-82
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	3.6.1	69
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	There is no risk of child labour of exploitation in any of our work centers or providers. 3.6.1	69
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	There is no risk of forced or compulsory labour in any of our work centers or on those of any of our providers. 3.7	74
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken.	All BME employees work in Spain	
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria.	4.1	80
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms.	No complaints related to Human Rights have been filed.	
SOCIETY			
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	All BME premises and work centers are located in Spain.	
G4-SO2	Operations with significant actual or potential negative impacts on local communities.		
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	About BME 3.4	26 65
G4-SO4	Communication and training on anti-corruption policies and procedures.	3.4	65
G4-SO5	Confirmed incidents of corruption and actions taken.	3.4	65
G4-SO6	Total value of political contributions by country and recipient/beneficiary.	Corporate Outlook	10
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	No legal action has been taken related to these matters.	
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Annual Statements	
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms.	No complaints have been filed related to this matter.	



		CSR Headings/Other reports	Pages
SOCIAL DIMENSION			
PRODUCT RESPONSIBILITY			
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.		
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	The Group 's services & products do not have any impact on the health and safety of our clients.	
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements.		
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Products and services provided are not subject to tagging.	
		1.2	30
G4-PR5	Results of surveys measuring customer satisfaction.	1.2	36
		2.7	52
		3.5.1	66
G4-PR6	Sale of banned or disputed products.	LProducts provided by the Group are not banned or disputed.	
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	There have not been complaints concerning privacy or losses of consumer data.	
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Annual Statements	

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