

EMPLOYEES

Means Used by BME to Interact with Employees:

- Corporate website: www.bolsasymercados.es.
- Social networks [in](#) [@](#) [X](#) [v](#) [f](#) [••](#) [s](#)
- Intranet and online Human Resources.
- Email.
- Telephone Assistance for Consultations by Human Resources.
- Internal Communications.
- Representation Bodies.
- Technical committees derived from the Collective Agreement.
- Corporate Publications (Press Release).

Aspects of BME that Most Interest Employees:

- Work-life balance.
- Diversity and equal opportunities.
- Fringe Benefits.
- Training.
- Professional promotion.
- Salary policy and working conditions.

SOCIETY

Means Used by BME to Interact with the Society:

- Participation in national and international institutions.
- Financial Education Day.
- Collaboration with universities and academic associations.
- BME digital editions and sponsorship of publications.
- Training and informative activity.
- Support for SMEs and startups.
- Corporate website: www.bolsasymercados.es
- Guided tours of the Company's facilities.
- Participation in cultural organizations and foundations.

Aspects of BME that Most Interest the Society:

- Financial training.
- Financial sponsorship and prizes promoted.
- Financial disclosure activity.
- Cultural activities and social action.
- Environmental policy and greenhouse gas emissions.



Stakeholders

Means used by BME to interact with suppliers:

- Corporate website www.bolsasymercados.es
- Attention to queries and claims.
- Meetings with suppliers.
- Estimate request.
- Formal commitment from suppliers.
- Initial evaluation of suppliers and proposals.
- Order evaluation.

Aspects of BME that Most Interest Suppliers:

- Average term of payment to suppliers.
- Purchase volume.
- Approval, evaluation and monitoring of Suppliers and orders.
- Quality standards for goods and services required by BME.

SUPPLIERS

Means Used by BME to Interact with Clients:

- Investor protector.
- Websites of the BME Group companies.
- Social networks: [in](#) [@](#) [X](#) [v](#) [f](#) [••](#) [s](#)
- Telephone and email service for Business Units.
- Press releases and documents of interest.
- Articles and other publications.
- Forums and Training Symposiums.
- Commissions and technical committees.
- Collaboration with institutions and associations.
- Visits to the Company's facilities.

Aspects of BME that Most Interest Clients:

- New services and products.
- Certificates of service quality provided.
- Efficiency and diversification in the business model.
- Ethics and transparency.
- Protection and privacy of users.
- User Training.

CLIENTS

Aspects of BME of most interest to regulators:

- Regulatory compliance
- Infrastructure stability, reliability and security
- Reliability of the service
- Regular dialogue with local authorities

REGULATORS AND SUPERVISORS