

INTEGRATED ANNUAL REPORT



Nacional Monte de Piedad.

20
23

A stylized map of Mexico is centered on the page, overlaid on a background of fine, radiating lines that create a sunburst effect. The text is arranged in three lines, centered horizontally and partially overlaid by the map.

MONTE DE PIEDAD

PIONEER OF SUSTAINABLE DEVELOPMENT
IN MEXICO

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1

MONTE DE PIEDAD

PRESENTATION OF REPORT

1.1 STATEMENT FROM THE PRESIDENT OF THE BOARD OF TRUSTEES

2023, in which Nacional Monte de Piedad's commitment to being the best ally of Mexicans has been demonstrated, it is with pride that we affirm that our institution has complied with the ten principles of the United Nations Global Compact. We are aware of the responsibility of becoming allies of the initiative of the United Nations Organization, with the purpose of supporting and developing these principles within our sphere of influence, maintaining our commitment to the 2030 Agenda.

The Global Compact and its principles have been a fundamental part of Nacional Monte de Piedad for a long period. For us, it has been a compass on the path to follow within the Institution, and is part of our strategy, culture and day-to-day activities. In 2023 we reiterated this commitment, carrying out collaborative projects that contributed to the 17 UN Sustainable Development Goals.

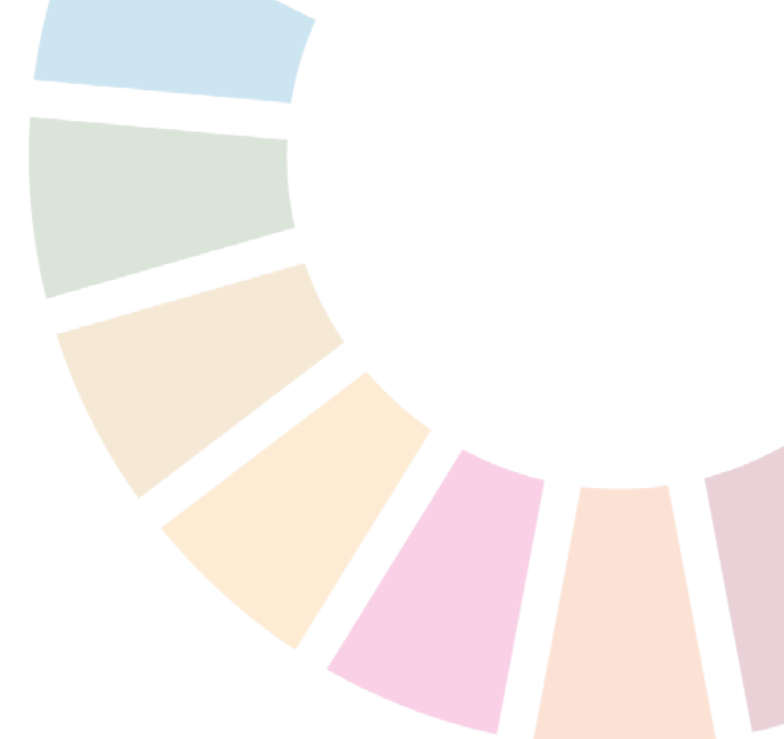
Through our Value Creation Model, we have managed to analyze the way in which the Institution can contribute to society, since through our actions and interactions

with the population of interest we can visualize the positive impact that this model has achieved in hand with organizations and individuals.

We thank all Mexicans who have trusted Nacional Monte de Piedad, because without them this would not be possible. Together, they help us access our sources and financing mechanisms with unmatched conditions, becoming part of a Virtuous Circle of Help.

Today and always, we will be committed to following and enforcing the values that govern the Institution, year after year. We will continue to be the ally of Mexico and its people regardless of adversity, because seeing them fulfill their dreams and objectives motivates us to be better. Together we will grow, as we have done over time, modernizing and adapting to their needs. In 2024, Nacional Monte de Piedad will continue to advance with firm steps so that nothing derails the aspirations of those who have trusted the institution.

**Atentamente,
José Antonio Palacios Pérez
Patrono presidente de Nacional Monte de Piedad, I.A.P.**



1.2

STATEMENT FROM THE CEO

Nacional Monte de Piedad has experienced a year of challenges in 2023. A year that has made us, as a team, exceed our limits and continue to navigate towards new horizons that allow us to continue being the number one ally for Mexican families, being faithful to our founding mandate “to help those in need.”

In times like these, in which change and significance as an Institution is imminent, it is essential to remember, what does Nacional Monte de Piedad do to continue creating value through its aid work?

At Monte we are proud to continue being another member of the families in Mexico, providing the support that citizens require in the face of adversity. The experience of almost 250 years has made us go far, providing accessible, competitive and ethical financing modalities, as well as carrying out good labor, environmental and governance practices, which contribute positively to the country.

We firmly believe that Nacional Monte de Piedad should be that agent of change, one that values Mexican citizens, because they are people who do not give up, who work and seek to improve themselves. Therefore, through solid and supportive assistance institutions, like ours, those who need it most have managed to have access to a decent financial system in accessible conditions.

That said, it is a joy to be able to share with everyone

that, to date, Nacional Monte de Piedad has more than 7.2 million pawn operations. An achievement, considering the current demand of the sector to which we are trying to adapt in an innovative way. These operations represent Mexicans who count on Nacional Monte de Piedad as an ally to achieve their goals.

Change is not easy, but it is necessary. We continue to strive to keep our 301 current branches throughout the Mexican Republic in operation, effectively and in accordance with what our clients deserve, so that they provide the best service with the help of our 3,816 collaborators. We are grateful and proud to be able to count on each of the Monte workers, who are the muscle that supports and gives confidence to the Mexicans who come to our Institution.

As mentioned, helping those in need is the priority of Nacional Monte de Piedad, which is why social investment is one of our greatest achievements and pride.

Year after year, investing in the improvement of society from different pillars is one of the commitments of which we are happy to be part, and this 2023, we share with joy that we have been allies of more than 550 civil society organizations that ensure the well-being and future of children, young people, women and various sectors of the population in vulnerable conditions. Among

the benefits that CSOs provide are: food security, education, health, decent work and financial inclusion, which have been reflected this year in a total of 811,000 people whose lives we try to transform and improve. Without a doubt, the most wonderful thing about these figures is not the number itself, but rather that this was not achieved by Nacional Monte de Piedad, it was achieved by all of us.

Whoever goes to Nacional Monte de Piedad to pawn something contributes, since the remainder of that operation goes directly to these social supports. By trusting us, they not only receive a benefit, but they contribute their drop of water to society so that together we can achieve a dignified Mexico in all areas, thus demonstrating that what is good for one, in the end, will always be good for Mexico.

The future will always be a mystery; 2024 brings with it a challenging outlook for Nacional Monte de Piedad in this new stage of change, but the commitment to being the number one private assistance institution in the country will be the spearhead that we will follow in the face of any challenge. We want that whoever who wants to get ahead, achieve their dreams, and be sure that, in Monte, they will always find an ally to achieve them.

Thank you for joining us in 2023, as these achievements would not be possible without your trust. I know that 2024 will exceed our expectations, because together, Nacional Monte de Piedad and the Mexicans, we will demonstrate that no challenge is impossible to overcome to achieve what we want and deserve.

**Atentamente,
Javier de la Calle Pardo
CEO – Nacional Monte de Piedad, I.A.P.**



Nacional Monte de Piedad®

1.3 SCOPE

This is the 2023 Integrated Annual Report of Nacional Monte de Piedad I.A.P which outlines its actions in the field of sustainability, also including what was carried out by Financiera Monte de Piedad.

The information includes collateral (pawn) loan and personal credit activities throughout Mexican territory, Social Investment initiatives and programs, and institutional operations.

As a guiding element of the narrative, the value creation model linked to the 17 UN SDGs developed in 2021 and reviewed in 2023 is used.

For better communication of the results of the different areas, visual information systems prepared through quantitative and qualitative analyses were used.

Nacional Monte de Piedad publishes its reports annually which cover from January 1 to December 31. This is the eighth report to be submitted to the United Nations Global Compact.

For its preparation, the current GRI Standards were used as a reference in their essential option and without external verification, with the Sub department of Institutional Relations serving as the responsible area, attached to the Legal, Compliance, Risks and Institutional Relations Department.

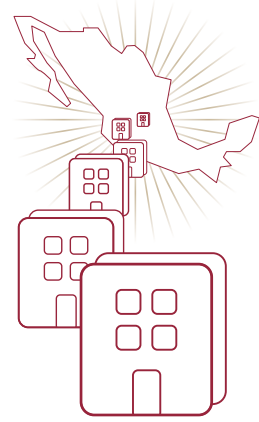
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NACIONAL MONTE
DE PIEDAD PIONEER
OF SUSTAINABLE
DEVELOPMENT IN
MEXICO





Creating Social Value for Mexico since 1775

In 2023 we supported 550 institutions **Benefiting 811.000** countrypeople.

We Finance the Dreams of Millions of Mexicans

In 2023 we delivered **7.2 millions in Pledge Loans** and over **55.000 personal credits**



We work in a responsible and sustainable

We operate with **good** economic, labor, government and environmental **practices**



Monte de Piedad is Tradition in Mexico

We have **248 years** of succes stories of to tell



We promoted sustainability way before the concept was mentioned

In 2023 we directly impacted on **7 UN Sustainable Development Goals** in **14** of its Specific Goals.



2.1

CREATING SOCIAL VALUE FOR MEXICO SINCE 1775

Nacional Monte de Piedad was founded in 1775, in the times of New Spain, before Mexico existed as an independent nation.

We were born with the mission **“To Help those in Need”** and with a mandate of perpetuity, beginning this social work in favor of widows and orphans. After 248 years, we continue to positively impact Mexican society with our entire operation. Through the collateral or pledge loan* and social investment we contribute to 14 specific goals related to 7 UN Sustainable Development Goals.

Our social investment has the objective of contributing to the sustainable development of Mexico and with which we seek to improve the conditions of people who live in vulnerable situations. We return value to society through our Social Investment Model, by accompanying and strengthening the interventions of more than 549 allied CSOs. In this way, together we build a fairer coun-

try with equal opportunities for the more than 811,000 people with whom these organizations work.

Therefore, we carried out practices aligned with sustainability long before this concept even existed. **That is why we can name ourselves pioneers of sustainable development in Mexico.**

Nacional Monte de Piedad is committed to continuing to work tirelessly to transform the financial and social reality of Mexico. We are sure that thanks to our business model and our role as a promoter and catalyst of actions with high social impact, we contribute daily, from our trenches, with the mission of strengthening the foundations of a more sustainable and inclusive country.

2.2

WE OPERATE RESPONSIBLY AND SUSTAINABLY

In daily management we operate with good economic, labor, government and environmental practices which will be reviewed in this report.

Our social DNA is a pillar that, from our foundation to date, allows us to be an aware institution that does good for society and the planet while operating, that complies with ESG criteria and that has a strong social commitment and with a strong Corporate Governance to be accountable to the community and maintain the social license to operate.

This is what we have done at Monte, adding the environmental component since 2015, when we joined the United Nations Global Compact to comply with its 10 principles. This is another way to fulfill our commitment to create value for Mexican society.



2.3

WE FINANCE THE DREAMS OF MILLIONS OF MEXICANS

We are especially known for offering “pawns” (pledge loans) through Nacional Monte de Piedad I.A.P. and in our transformation process to meet the needs of new times, we grant personal loans without guarantee through Financiera Monte de Piedad.

In 2023, we made 7.2 million collateral loans to 1.1 million clients and granted personal loans to more than 45 thousand households with comfortable terms and competitive conditions.



2.4

MONTE DE PIEDAD PART OF THE HISTORY OF MEXICO

Thanks to our 248 years of existence, we are one of the oldest and most traditional institutions in the Mexican Republic and, therefore, with a lot of history to tell.

We present here a timeline with our main events.

Nacional Monte de Piedad - Timeline

In 1775, Don Pedro Romero de Terreros, an important miner and one of the richest men in New Spain founded Nacional Monte de Piedad with the name of Sacro y Real Monte de Piedad de Ánimas.

From its origin, it was established that it would not pursue profit or any remuneration, its mission would be "To help those in Need" and with a Perpetuity mandate that has been fully fulfilled for 248 years.



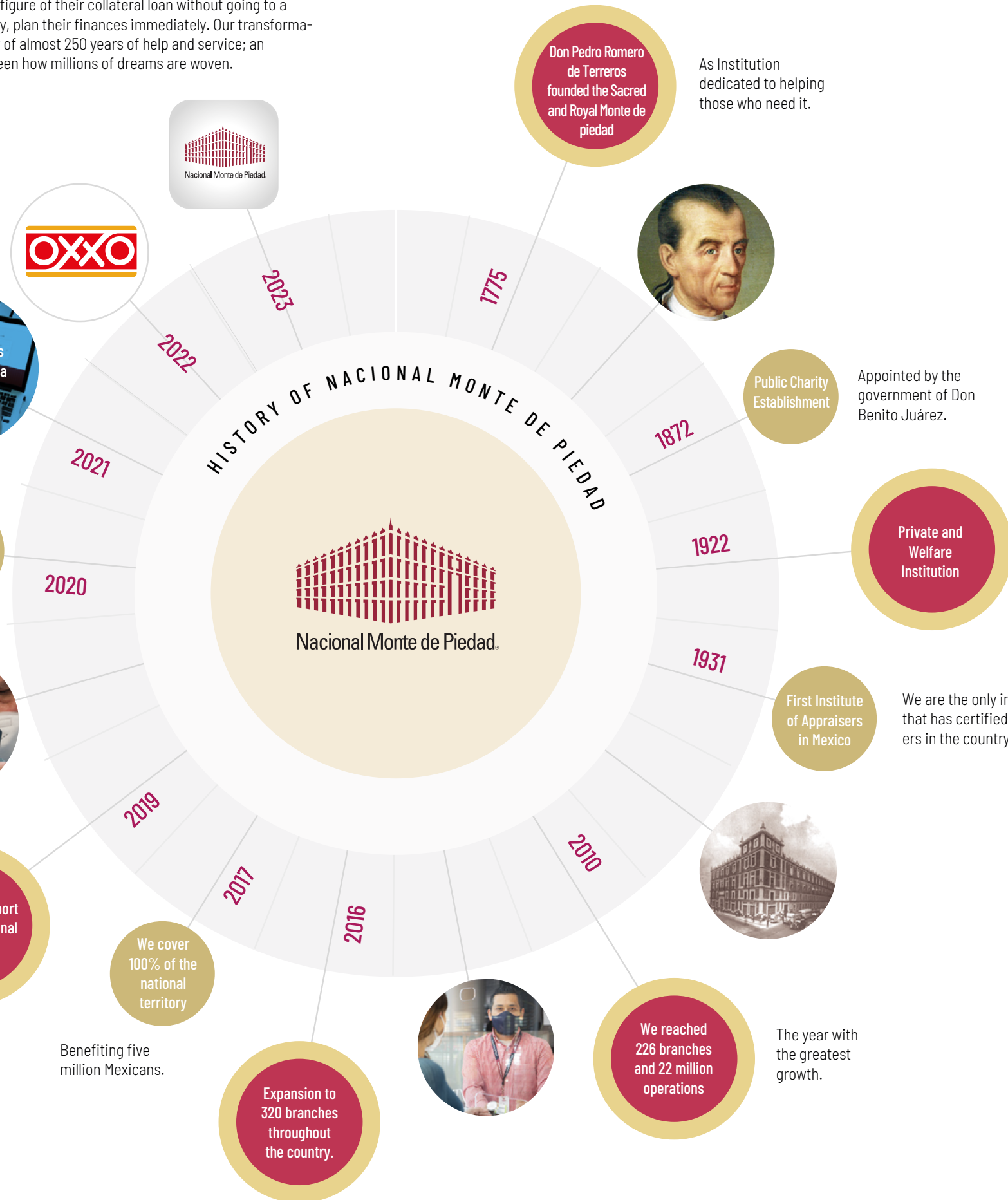
We installed a Pawn Simulator, an online tool that allows customers to view an approximate figure of their collateral loan without going to a branch and in this way, plan their finances immediately. Our transformation is clear, a history of almost 250 years of help and service; an institution that has seen how millions of dreams are woven.

We established electronic communication channels with our clients, we launched a digital platform called Mi Monte, where inquiries can be made and pawn tickets paid. Casa Matriz opens its space for everyone, positioning itself as a reference point of the Historic Center of Mexico City.

We established collection in all OXXO Convenience Store to offer additional payment alternatives for our costumers.

Given the financial scenario caused by COVID-19 pandemic, we continue with our work to boost the national economy. We created "Unidos con Empeño", a temporary financing modality that was born with the objective of supporting SMBs to reactive their operation.

We achieved the integration of our subsidiary Financiera Monte de Piedad.



2.5 FOUNDING MANDATES

Mandates

Since its creation in 1775, Monte de Piedad has been governed by three founding mandates:

1. Help those in need through pledge loans, to achieve Mexicans' financial inclusion.
2. Assist every person who has any need, without discrimination for reasons of race, sex, religion, age, or economic situation.
3. Fight usury and operate in perpetuity.

To date, the three mandates have been fully fulfilled, with all the challenges and institutional transformations that this has implied. Today we are prepared to maintain the leadership that characterizes us with a vision towards the challenges of the future.

Mission and vision

- **Mission:** Help Those in Need, through pledge loans, financial services, and with social impact activities and investments.
- **Vision:** To be the most admired Private Assistance Institution, by supporting six million Mexican families by 2025.

Values

- **Efficiency:** We perform our daily tasks with the best practices, carrying out optimal, innovative and guaranteed processes.
- **Passion to Serve:** We give the best treatment with warmth, offering solutions that exceed the expectations of our clients.
- **Integrity:** We act in a respectful, honest and responsible manner, managing resources in a transparent way.
- **Social Awareness:** We fulfill our social responsibility, actively participating in the conservation of the environment and favoring the development of Mexico.

2.6

VIRTUOUS CIRCLE OF HELP

For Nacional Monte de Piedad, transforming lives begins hand-in-hand with its clients. When they go to one of our 301 branches distributed nationwide and decide to self-finance with items they already have, they not only receive immediate loans without consulting the credit bureau, but also the best conditions and the longest payment terms. Furthermore, by being a Monte client they become an agent of change, activating operational remnants that trigger a “Virtuous Circle of Help” that makes it possible to strengthen the capacities of more than 550 Civil Society Organizations, which work with social projects focused on health issues, basic education, healthy eating and decent work.

If the plan is to pawn, the recommendation is to turn to a Private Assistance Institution such as Nacional Monte de Piedad. It will always be much more reliable than

a commercial pawn shop because it offers reasonable interest rates, fair appraisals, security in the process; facilitating the recovery of the pawn articles at all times, since profit from the clients’ items is not intended.

Nacional Monte de Piedad’s commitment is to each person and to society; it not only focuses on financial support to launch personal or professional projects, but also on the improvement of the Mexican social fabric.

Donations generate a significant impact to benefit the closing of inequality gaps and the fight against poverty in Mexico, through a social investment focused on achieving results and the full exercise of rights, with a view to achieving the Goals of Sustainable Development.



2.7

MONTE DE PIEDAD VALUE CREATION MODEL

Monte Value Creation Elements

Since its inception, Nacional Monte de Piedad has promoted the creation of social and economic value for Mexico (New Spain at its foundation). **During 2021 we took on the task of analyzing the processes through which this value creation is generated**, to systematize it and align it with the initiative of the 17 Sustainable Development Goals, to which we adhere through our commitment to the UN Global Compact.

Below, we present the main results of this analysis.

The National Monte de Piedad shared value creation model is articulated through three fundamental elements:

- The **Actions** carried out by Monte.
- The **Stakeholders** involved.
- The generated **Impacts**, as classified in the SDGs and their specific goals.



Actions

Correspond to the specific actions and contributions made by the pledge loans institution, which are the origin of its value creation.

These Actions are grouped into five major elements:

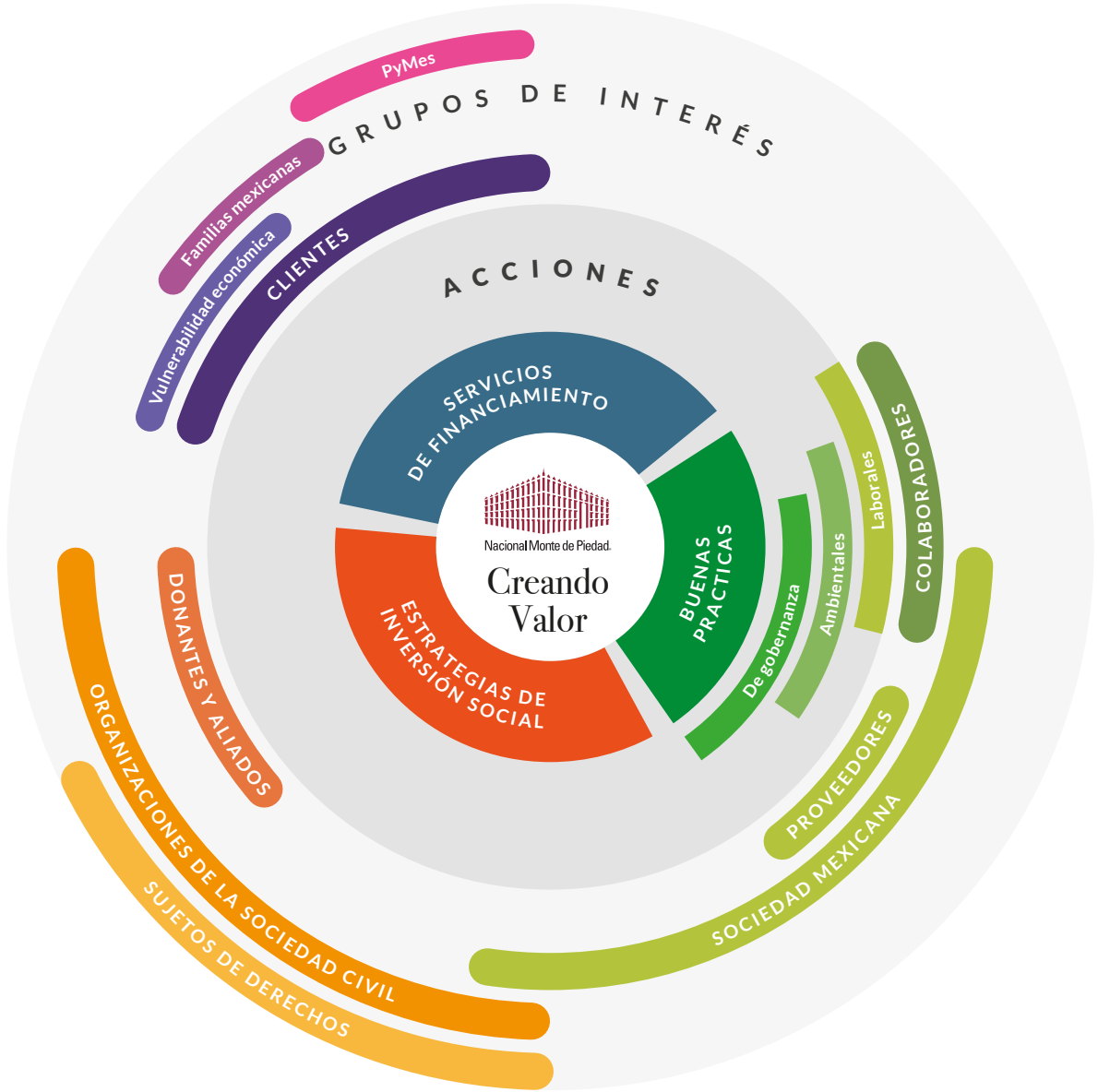
- **Accessible, competitive and ethical financing services.**
- **Social Investment Strategies.**
- **Good governance practices.**
- **Good labor practices.**
- **Good environmental practices.**



Stakeholders

The stakeholders are the individuals or organizations linked to the different actions carried out by Nacional Monte de Piedad that benefit in some way from the value created. The stakeholders included in the Monte Value Creation Model are:

- **Clients, which in turn are grouped into:**
 - People in a situation of vulnerability.
 - Mexican families.
 - Micro and SMEs.
- **Collaborators.**
- **Suppliers.**
- **Donors and allies.**
- **Civil society organizations.**
- **Mexican society.**



Impacts

The impacts correspond to the specific way in which Nacional Monte de Piedad creates value through its actions. To systematize and conceptualize these impacts, they are associated with the specific goals of the Sustainable Development Goals (SDG).

Thus, Monte's value creation is aligned with an international initiative such as the 2030 Agenda and the SDGs.

In its value creation process, Monte has a direct impact on 7 of the 17 SDGs and 14 of its specific goals these will be detailed in the specific sections.



2.8
MONTE
IN FIGURES

248
years

being part of
Mexico's history

549

**Civil Society
Organizations**
technically and financially
strengthened

811,963

People Served
by the Civil Society
Organizations we supported
in 2023

301

Branch Offices
spread over the 32 States
of the Mexican Republic

1,162,000

Clients
financed their projects or
dreams through our pawning
modalities

7,203,993

Pawn Loans
delivered throughout
the year

+23,000

**Unsecured Personal
Credits**
delivered by or Financiera
Monte de Piedad

3,816

Employment positions
generated

31,570

Men Hours
emitted by our operation



3

SOCIAL INVESTMENT

3.1 WE FOSTER NETWORKS AND COLLABORATIONS THAT PROMOTE SUSTAINABLE DEVELOPMENT IN MEXICO

In our Social Investment initiatives, we carry out a significant part of our "Helping Those in Need" mission. We allocate a significant amount of the remainder of our pawning operations and financial services towards social organizations and projects that focus on facilitating access to health services, education, decent work, financial inclusion, food security, among others for people and communities in situations of vulnerability.

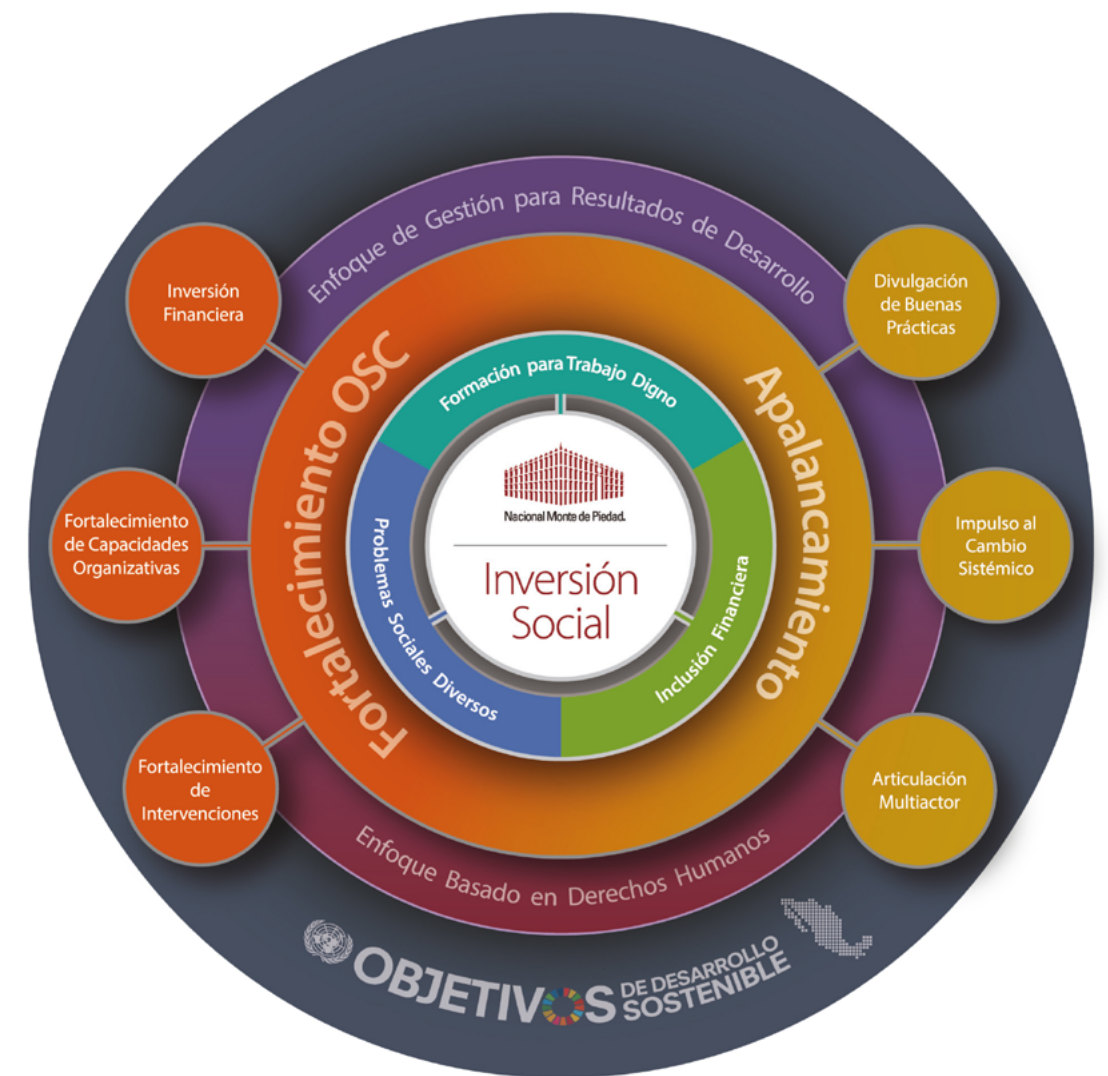
Part of these projects are executed directly by Nacional Monte de Piedad, while the vast majority are carried out by civil society organizations and other social actors, supported with the technical and financial resources that we provide. In this way, we act as a meeting point to foster networks and collaborations that promote sustainable development in Mexico.

3.2

SOCIAL INVESTMENT MODEL

The Social Investment Model represents a Virtuous Circle of Help that begins in our branches throughout Mexico, providing support to families and individuals to solve their needs and promoting economic and social development by financing businessmen and entrepreneurs. This circle is completed with the remainders generated, which are largely allocated to Social Investment initiatives.

We operate through two strategies: Strengthening and Leveraging, addressing various topics such as Various Social Problems, Training for Decent Work and Financial Inclusion. In addition, we have a fundraising program to co-invest and co-finance projects with other institutions.



3.3

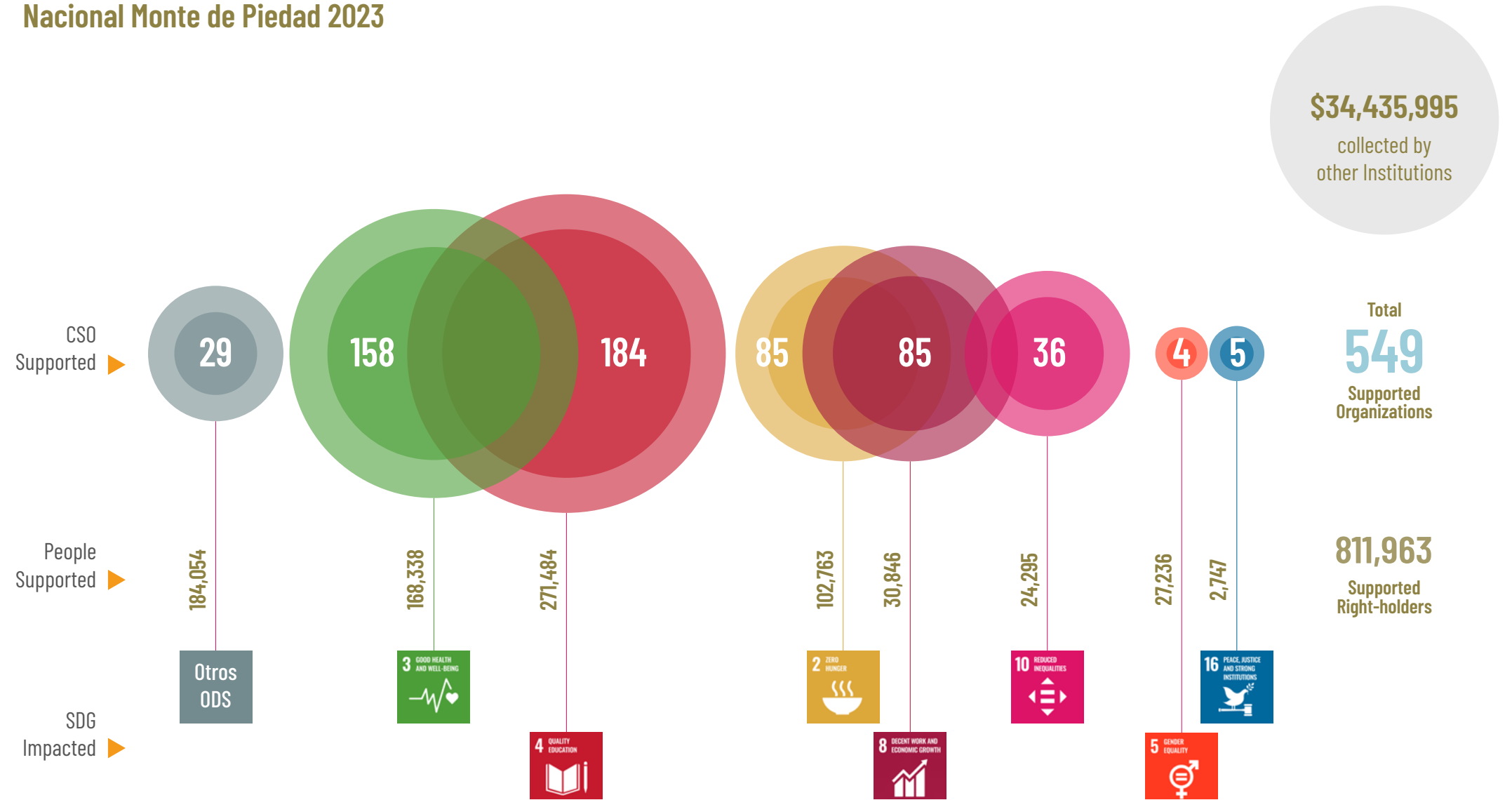
NATIONAL SOCIAL INVESTMENT MONTE DE PIEDAD, PROMOTER OF SUSTAINABLE DEVELOPMENT

Through our Social Investment model, we seek to generate impact in favor of the 17 Sustainable Development Goals (SDG) of the United Nations.

We carry out direct actions aligned with SDG 16: Peace, Justice and Solid Institutions and 17: Alliances to achieve the objectives.

Furthermore, the most significant impact comes indirectly, through projects and interventions by Civil Society Organizations (CSOs) that we finance and support, thus contributing to five SDGs as detailed below.

Social Investment Nacional Monte de Piedad 2023



3.4 DIRECT CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)

In 2023 we contributed directly to SDGs 16 Peace, Justice and Strong Institutions and 17 Partnerships.



SDG 16 – Peace, Justice and Strong Institutions

Here we direct our efforts towards meeting Goal 16.6: “Establish effective and transparent institutions at all levels, and ensure accountability.”

We carry out actions that strengthen the institutions we support, which are detailed in the following table:

Strengthening Program	Mechanism	# SDG	# People
Human Rights	AliadOSC: 1ª Edición virtual para reforzar aprendizajes	50	115
Management for Development Results	AliadOSC: 1ª Edición virtual para reforzar aprendizajes	50	95
Monitoring and evaluation	Comunidad de Aprendizaje con Zigla	19	38
Organizational Capabilities	Colaborando X las infancias, con participantes diversos: 77% de OSC 16% de sector público 4% de empresas 3% de academia	68	131
	Transformación digital para OSC con Propel y Taravy	20	20



SDG 17 – Alliances to Achieve Objectives

Our actions adhered to goal 17.17 of “Encourage and promote effective alliances in the public, public-private and civil society spheres, taking advantage of experience and strategies for obtaining resources.”

During 2023, we have promoted and strengthened **12 alliances** with technical and financial assistance:

- Co-investment for Decent Work for youth and people with disabilities with the Coppel Foundation
- FLOU, Freedom and Opportunities for Youth, with Hilton Foundation, Semillas Fund and Youth Services.
- Youth Alliance with Decent Work
- Global Youth Opportunity Network (GOYN) Mexico City
- Social and Solidarity Economy Promoter Group
- Alliance with Citibanamex for the design of financial education programs
- “Add to Transform” co-investment with Fundación Familia BOCAR A.C. Fundación Gigante and Dibujando un Mañana A.C.
- Pact for Early Childhood, we join this important initiative made up of more than 480 organizations.
- Co-investment Collaborating for childhood, with Coppel Foundation, Femsa Foundation, Quiera Foundation, Dibujando un Mañana and ReviBE Network.
- AliadOSC Program to strengthen organizations with Fundación Quiera and Dibujando un Mañana.
- PULSO OSC, promoting data-based decision making with 9 allies.
- Manifest Your Citizenship, promoting citizen participation and the defense of civic space with 22 other allies.

3.5 INDIRECT CONTRIBUTION TO THE SDGS THROUGH THE SUPPORTED CIVIL SOCIETY ORGANIZATIONS (CSOS)

As previously mentioned, this contribution comes from the 549 CSOs that we supported and strengthened in 2023. In total, together we impacted 5 SDGs, whose important figures are detailed below:



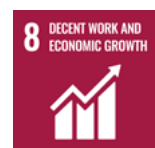
SDG 2 – Zero Hunger
Supported CSOs – 85
Supported People – 102,763



SDG 3 – Health & Wellness
Supported CSOs – 158
Supported People – 168,338



SDG 4 – Quality Education
Supported CSOs – 184
Supported People – 271,484



SDG 8 – Decent Work and Economic Growth
Supported CSOs – 85
Supported People – 30,846

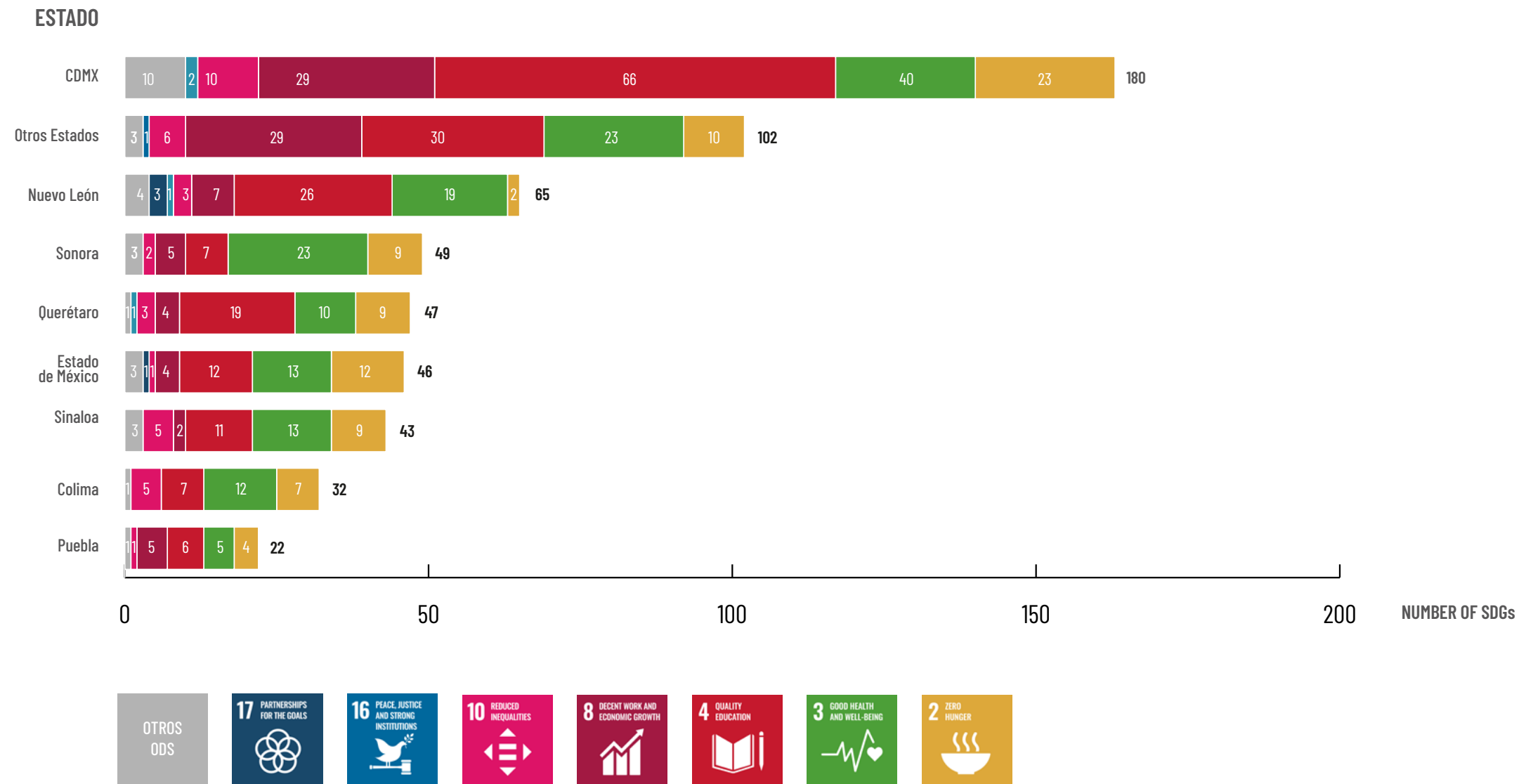


SDG 10 – Reduction of Inequalities
Supported CSOs – 36
People who reduced their inequality – 24,495

Case of success. Young Testimony: Abel David Gonzalez trained at Gastromotiva

“It all started when I was little, with my grandfather who was a bit sexist. He would kick me out of the kitchen when I was preparing food with my grandmother. He would say, this job is for women, not men, get out of here boy. Then I started first and secondary school and they gave us workshops, and I always chose the cooking workshop. Everything I learn at Gastromotiva I take into my daily life; my dream is to reach a point where I am one hundred percent trained and grow in my work with a career in what I like to do most.”

Social Investment - SDGs supported by the CSO in the States in 2023



*Other States: this includes all the other States of the Mexican Republic that do not appear individually in the graph

3.6

RELEVANT PROJECTS AND ACTIONS 2023

Case of success. Testimony Leader Secretariat of Public Education: Graciela Fabián from the Department of Intercultural and Bilingual Indigenous Education

"There was an impact on my work at the SEP (Ministry of Education), since I was building a document for early **childhood care in the initial and preschool stages** with another colleague, and it had been very difficult for us to agree. This training in **Collaborating X Childhoods** allowed me to find how to articulate what is common and how to incorporate difference. I learned new ways to collaborate better and finally, we were able to complete work that we had not been able to agree on in the previous cycle."

For Childhoods:

- Second year Co-investment "Add to Transform" in alliance with Dibujando un Mañana A.C. and Fundación Familia BOCAR A.C.
- "Collaborating with children", an initiative that is governed by a collaborative model and has the purpose of reflecting on the different challenges faced by organizations that work with children and how to solve them together. Approximately 40 institutions are participating, including CSOs, academia, donors and government, among others.

For the Youth:

- Second year of Co-investment with the Coppel Foundation to support 37 civil society organizations and promote decent work and care for various segments of the population in 19 states of the country. The objective is to get 10,500 people included in decent work.
- Second year of the Collective Leadership program, with the Hilton Foundation, Zigla and La Vaca Independiente where together we strengthen 27 organizations specialized in employability for young people who increased

their income by 8% and also 66 leaders from companies, government and job training centers who became involved in the solutions, generating alliances and employment.

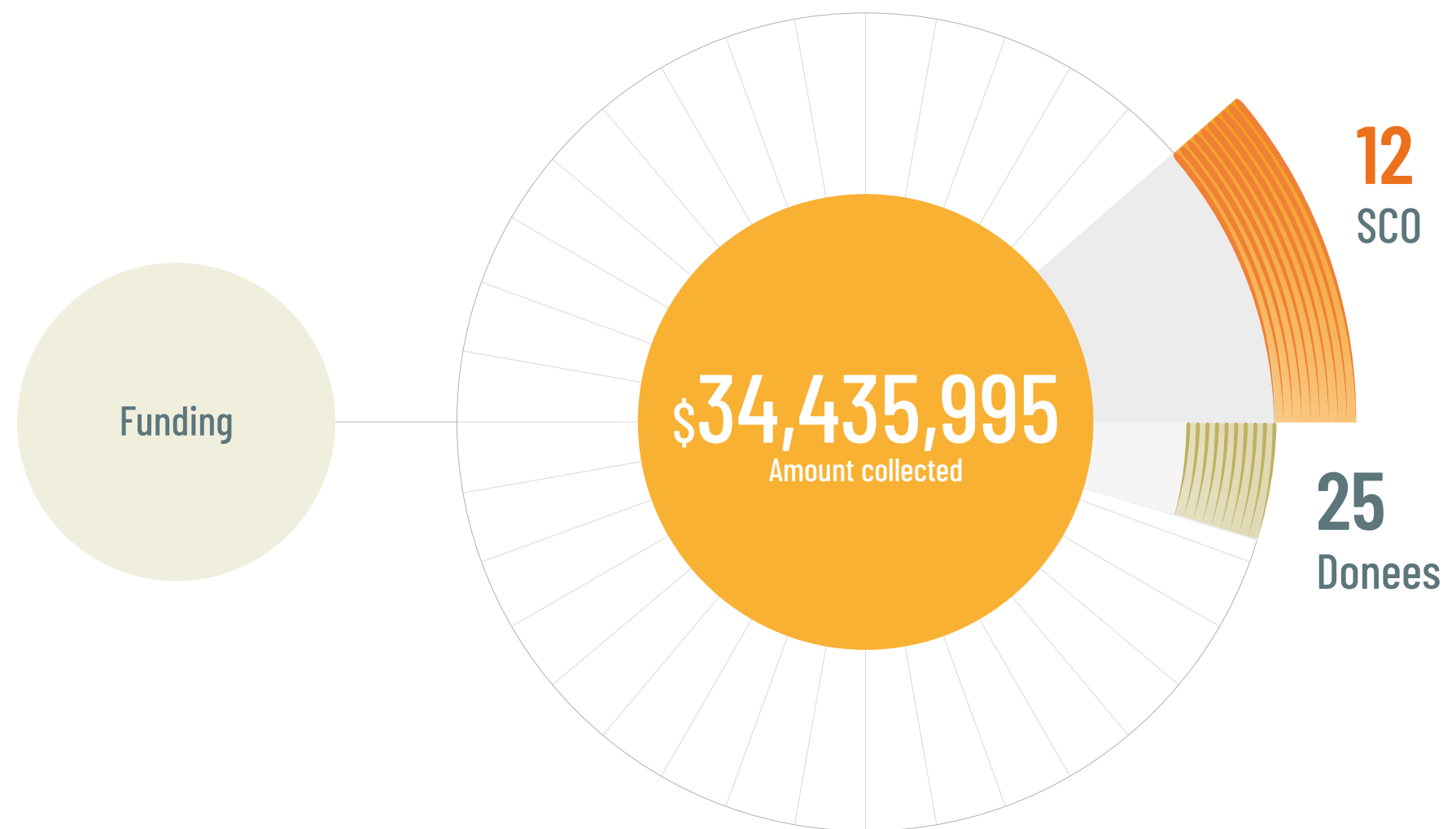
- "FLOU, Freedom and Opportunities for Youth", in alliance with the Hilton Foundation and in collaboration with the Semillas y Servicios a la Juventud Fund, we launched the first financing fund aimed at strengthening 40 youth groupings, groups and networks in the metropolitan area of the Valley of Mexico, who work for the human rights of youth, particularly for decent work.

For the Philanthropy Ecosystem:

- Participation in the Latimpacto conference: "Impact Minds: Standing Together" in Rio de Janeiro, Brazil to share the transfer of knowledge with other donors interested in socially investing in civil society organizations.
- We carried out 4 knowledge transfers to share evaluation methodologies with social organizations and other donor institutions: World Visión, Coppel Foundation, Estafeta Foundation and the Secretariat of Equality and Inclusion of the Government of the State of Nuevo León.

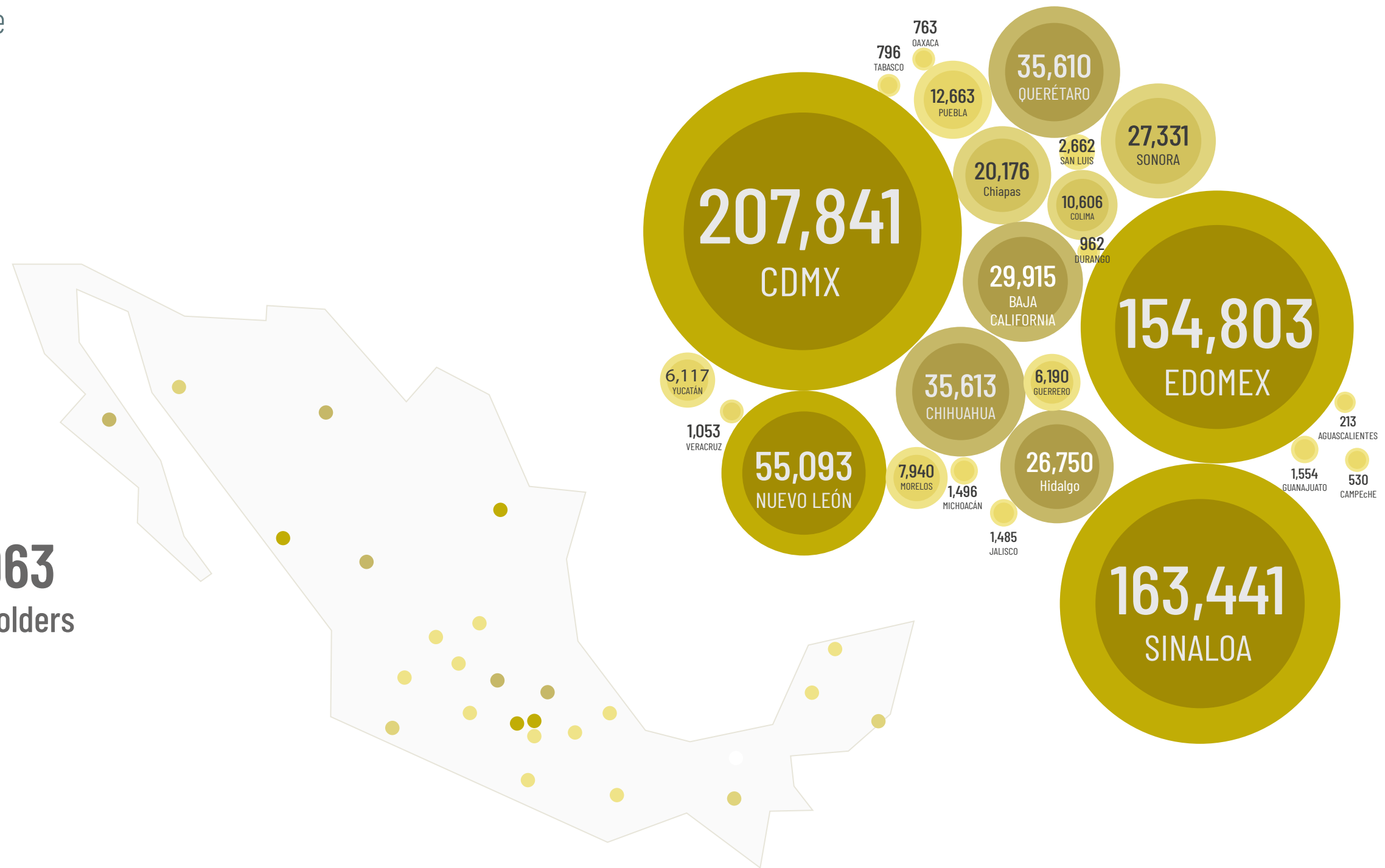
3.7 FUND PROCUREMENT AND MOBILIZATION

In fundraising we invite other institutions to co-invest in social investment initiatives. Offering a value proposition based on transparency, accountability and impact.



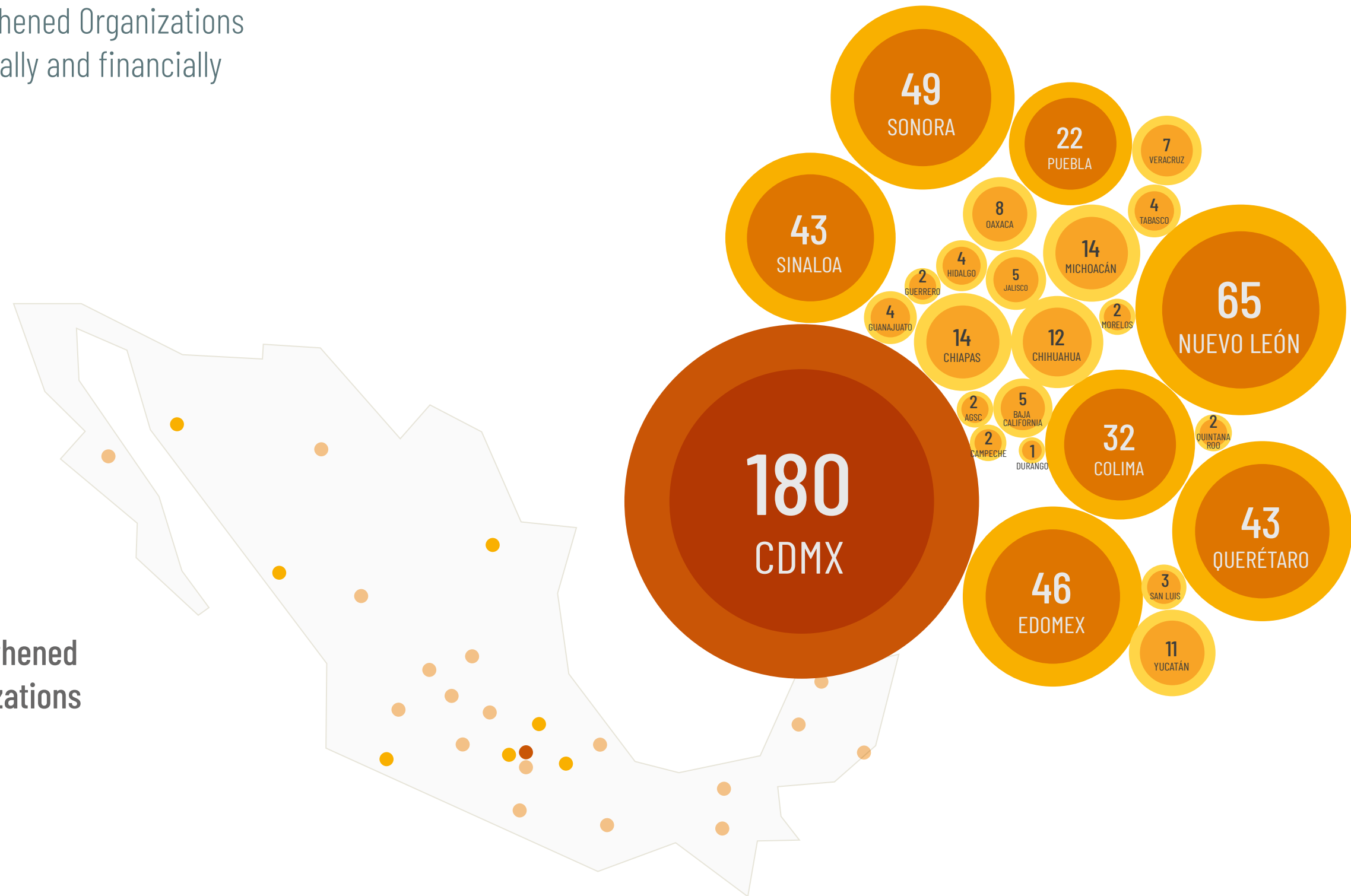
Right holders (Beneficiaries) by State

811,963
Right holders
in 2023



Strengthened Organizations
technically and financially
in 2023

549
Strengthened
Organizations





4

RESPONSIBLE AND
SUSTAINABLE
OPERATION

4.1

QUALITY WORK ENVIRONMENT WITH FULL RESPECT FOR HUMAN RIGHTS

As part of our policies and the commitments acquired with the Principles of the UN Global Compact, we maintain strict respect for the human and labor rights of our collaborators. We promote gender equality and offer benefits well above what is legally established. And we strive to offer an excellent work environment that encourages personal and professional development.

In 2023, the workforce had 3,816 active collaborators and 1,362 sustained retirements.



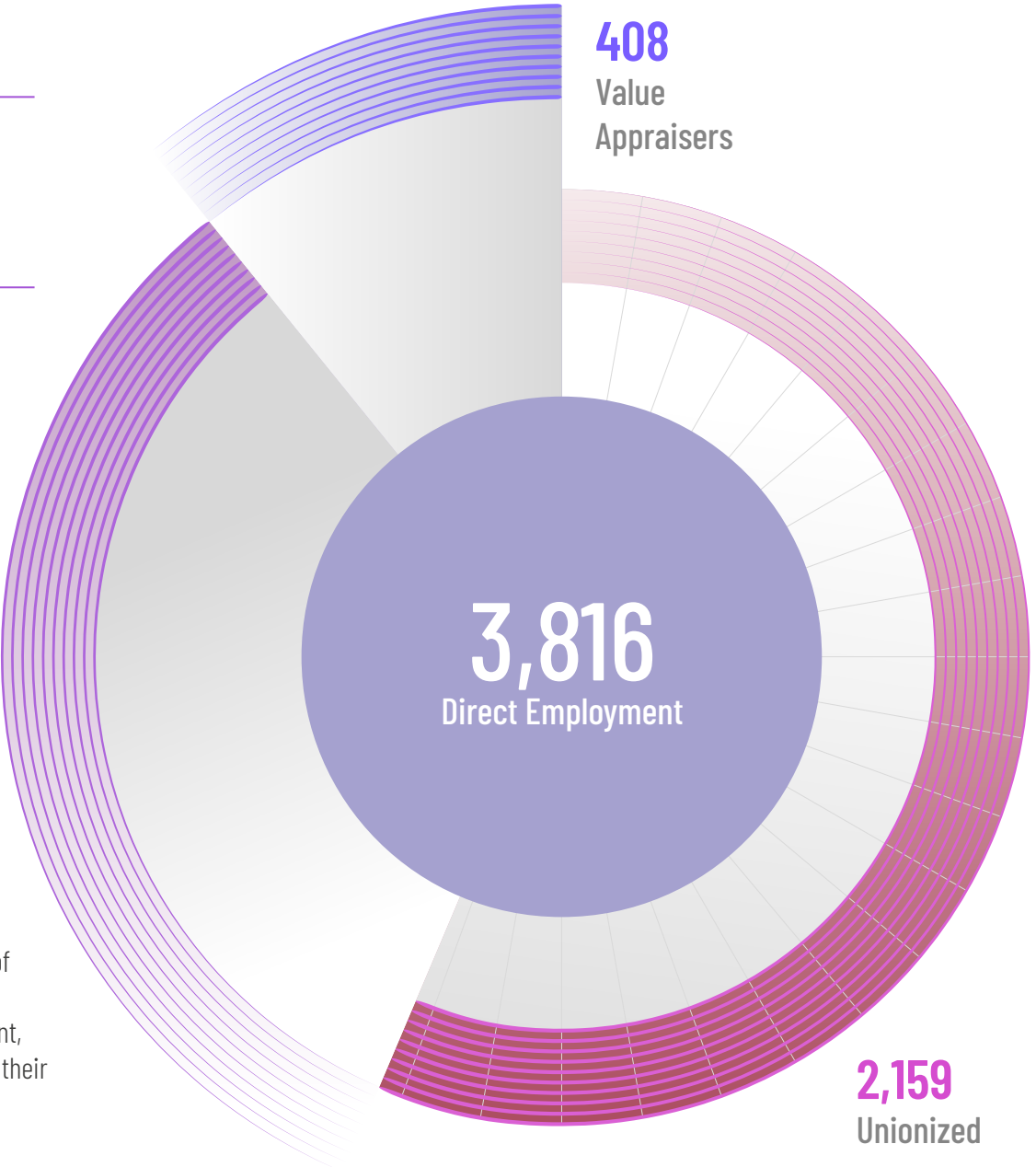
Labor Issues

Work environment that promotes personal development and respect for human rights

1,249
Staff

There is a commitment to attract, retain and develop people.

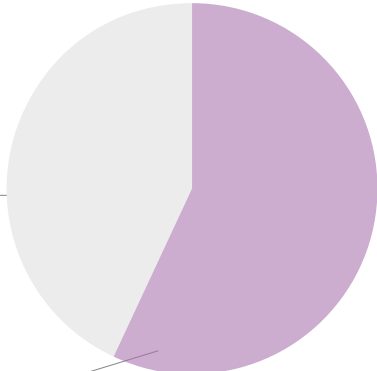
We promote the performance of collaborators, in an inclusive, diverse and flexible environment, promoting actions that impact their experience with a well-being approach.



1,362
Sustained Retirements

43%
Men

57%
Women



31,570
Training Hours

NOM 35, Non-Discrimination, Gender Equality and Benefits

In order to promote a healthy and positive work environment, in 2021 the implementation of NOM 35 began, a process that has been consolidated in 2022 and 2023.

Monte de Piedad offers equal hiring opportunities, providing significant benefits and fringe benefits without discrimination of any kind.

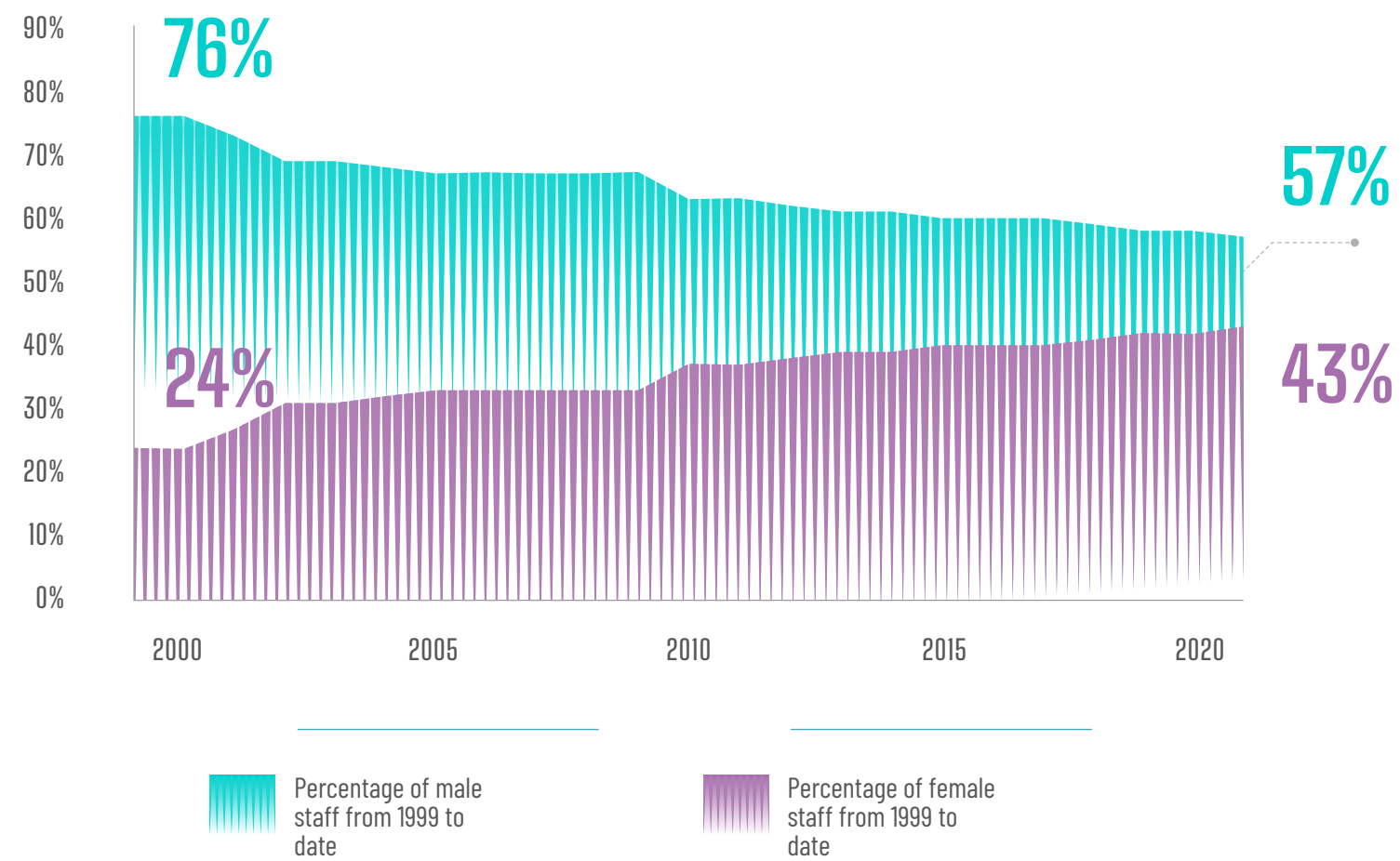
Approximately 20 years ago we began systematic work to incorporate women into the workforce, which took us from being an eminently male institution to today having a much more equal ratio of 57% men and 43% women.

We provide benefits superior to what is legally established, highlighting the following:

- Unionized personnel and their families, in addition to the legal benefit granted by the Mexican Social Security Institute, are provided with medical care from the private sector, this is one of the main benefits and with the greatest social impact we offer.
- Likewise, during maternity periods our collaborators are granted 90 days of absence leave, one month of additional salary, breastfeeding time upon their return and milk formulas in the first six months of the baby's life.



Gender Gap



We have systemically implemented policies that promote gender equality. This allowed the gender gap to decrease in the last 20 years.

Reduction of the gender gap

from **26%**
to only **7%**

Organizational Development

We operate with a model that promotes the development of collaborators both professionally and personally. We systematically offer training along with various activities and initiatives that foster a better work environment.

Relevant Actions – Organizational Development 2023

Focus on Leadership

Training initiatives that strengthen the management skills of the Institution's leaders.
1,325 leaders participated.

Organizational Climate

During 2023, the Organizational Climate was measured through digital focus groups, obtaining information on needs, challenges and ideas, identifying characteristics that affect the work environment of each area.

This is how we listen to the voices of our collaborators, allowing us to articulate action plans to improve the work environment.

Induction

We accompany collaborators who have just joined the Institution in their integration and adaptation process, promoting commitment and identification with the work culture from the moment they enter. Welcome to the Monte team!

Regulatory Training

Knowledge of the regulation is essential to properly follow the authority's guidelines and our institutional policies. Therefore, in 2023 we developed a training program integrating relevant topics regarding Compliance with **7,871 participations.**

Reconnect and Transform

In 2023, different initiatives were carried out aimed at developing employees. One of them was the continuity of the "Reconnect and Transform" Program in which we learned techniques to strengthen collaboration, communication and achieve greater closeness within all areas. **There were 7,944 participants!**

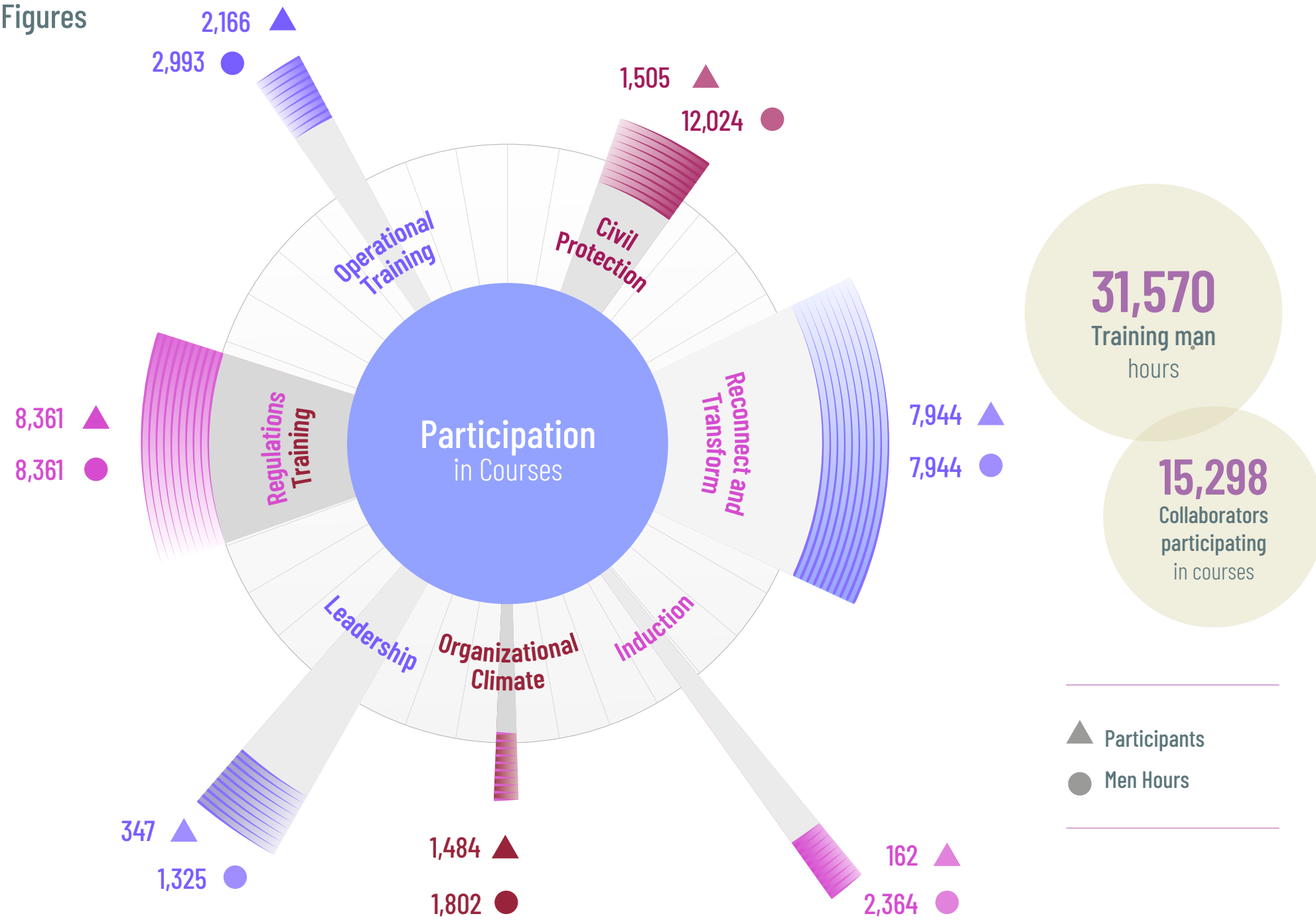
Operational Training

In order to remain the best option in the pawn market, which knows how to respond to the requirements of our clientele, we teach courses focused on new products, updates and services.
Participations: **344**

Civil Protection

In order to be prepared for any eventuality or emergency situation and to comply with the measures established by local and federal authorities regarding Civil Protection, we train the collaborators who play the role of Brigade Members in Branches and in the Corporate Office in this matter. The topics that make up the program are: First Aid, Prevention, Fire Fighting and Evacuation. **1,503 brigade members trained.**

Relevant Figures
Training



Nacional Monte de Piedad - Institute of Appraisers (IVAL)

The National Monte de Piedad Appraisers are certified to determine a value for the items that customers bring to our branches, including jewelry, watches, tools, technological equipment, appliances, cars, among other items that can be pawned.

The Institution has the IVAL that develops training programs made up of different courses to update the knowledge necessary for daily work at the counter.

The Institute of Appraisers aims to update and reinforce the technical knowledge of Appraisers in the field of Metals, Precious Stones, Watches, Miscellaneous and Cars in order to provide them with tools that allow them to have the knowledge for the proper development of their daily work at the counter and in activities related to valuation.

Courses and Activities IVAL 2023

Metal Identification Course

Metals Training on site at Casa Abierta Monte and foreign locations in Guadalajara and Aguascalientes, with the aim

of providing an update to Appraisers on reactions in yellow gold, white gold, traditional and non-traditional league.

Machinery Course

On-site training at Casa Abierta Monte and foreign headquarters in Guadalajara and Aguascalientes with the objective of knowing the 5 systems that make up machinery and thus, through practice, being able to identify non-original parts of a watch.

Replica Watches Course

Update course based on original watches versus replicas, through observation of images and physical watches analyzing the finishes of the dial, hands, machinery, crown, caliber number, etc. Taught on site at Casa Abierta Monte, Guadalajara and Aguascalientes.



Medical Service

The medical service is a service that promotes and provides quality medical care to more than **8,400** beneficiaries throughout the country with the purpose of preserving their health through various services using cutting-edge technology and having a network of medical services nationwide which include various medical specialties.

Likewise, alliances have been maintained with hospitals, clinical laboratories and pharmacies, in addition to offering health programs in the elderly population and participating in National Vaccination Campaigns. This include **8,745** health providers, doctors, health professionals, pharmacies, laboratories and cabinets.

The main services and attention provided are:

- Urgent Care
- Hospitalizations
- Medicines
- Medical consultations
- Medical fees for procedures

- Imaging
- Laboratory
- Surgeries

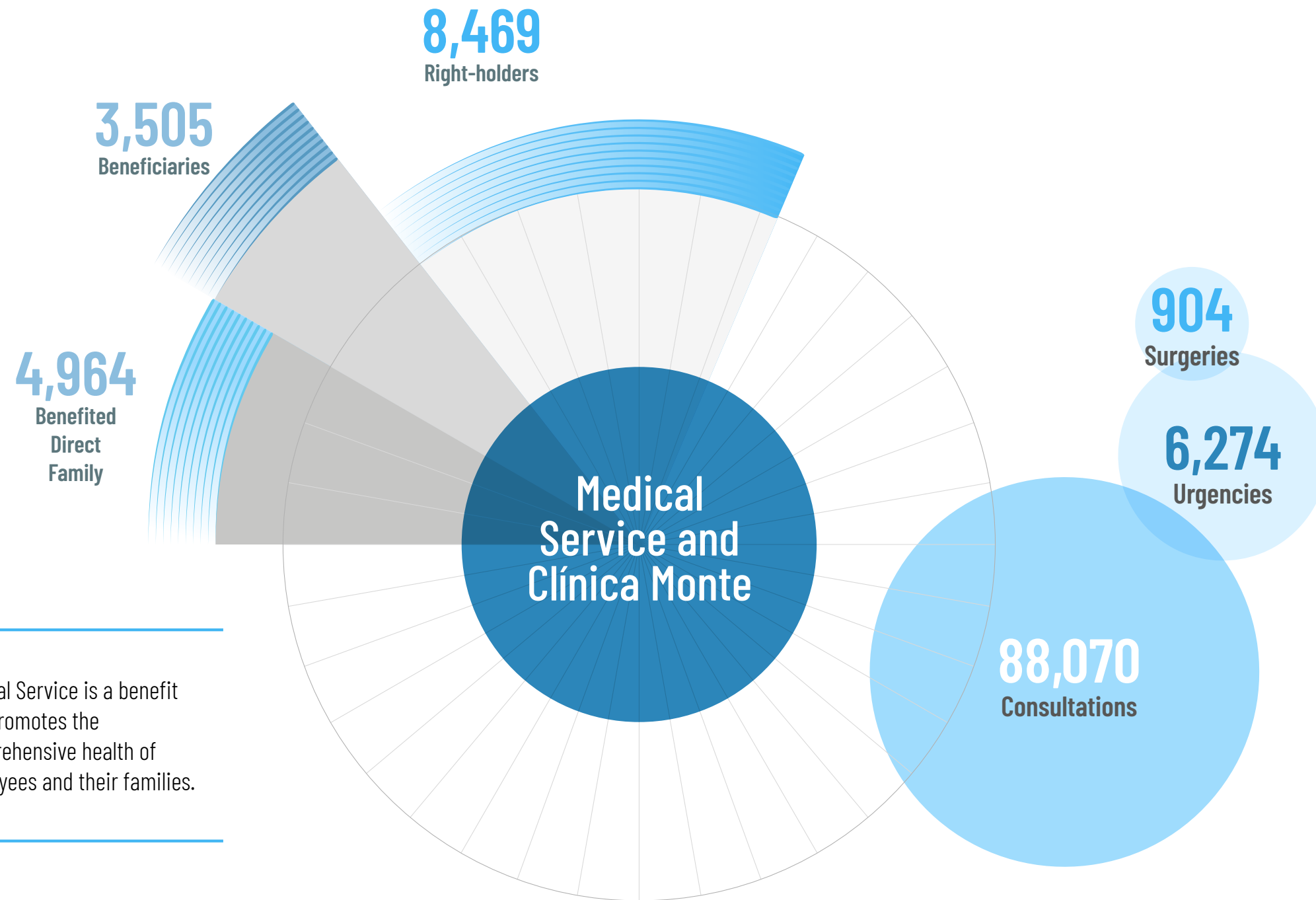
Clínica Monte

The National Monte de Piedad Services Clinic is a fundamental pillar of the medical service, providing care to unionized collaborators and appraisers, as well as their beneficiaries.

It is located in the Coyoacán mayor's office of Mexico City, being inaugurated in 1966.

It has **29** health professionals, **13** nurses and **1** social worker. During the period from January to December 2023, **29,619** services were provided.





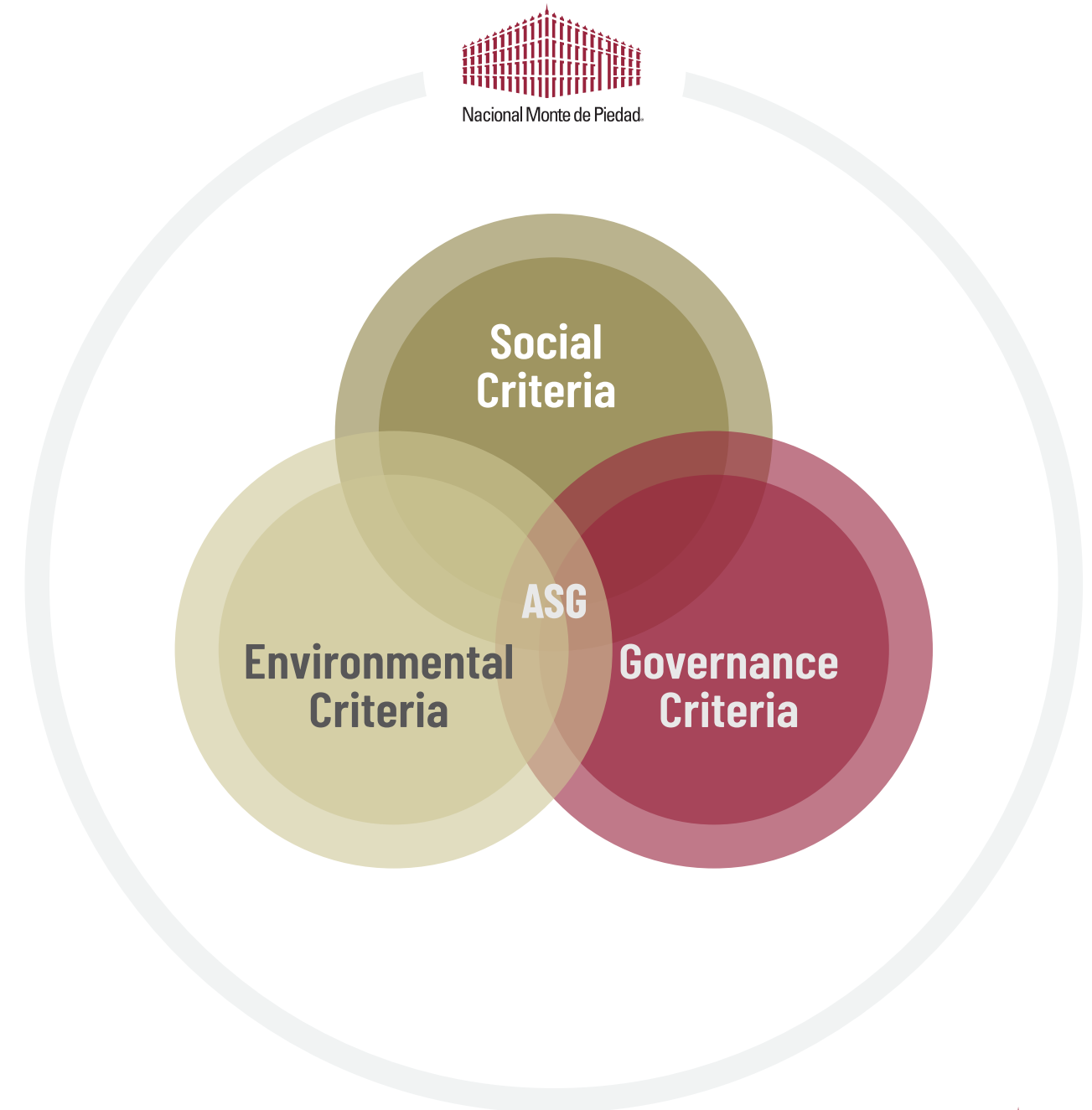
Medical Service is a benefit that promotes the comprehensive health of employees and their families.

4.2

ETHICS AND CORPORATE GOVERNANCE

Good practices in Ethics and Corporate Governance are integrated into our sustainability strategy and value creation model.

We are committed to complying with the current legislation that applies to us and to carrying out the best practices that ensure an orderly, viable, transparent and sustained institutional operation over time, while protecting the institution from anything that may affect its reputation and stability.

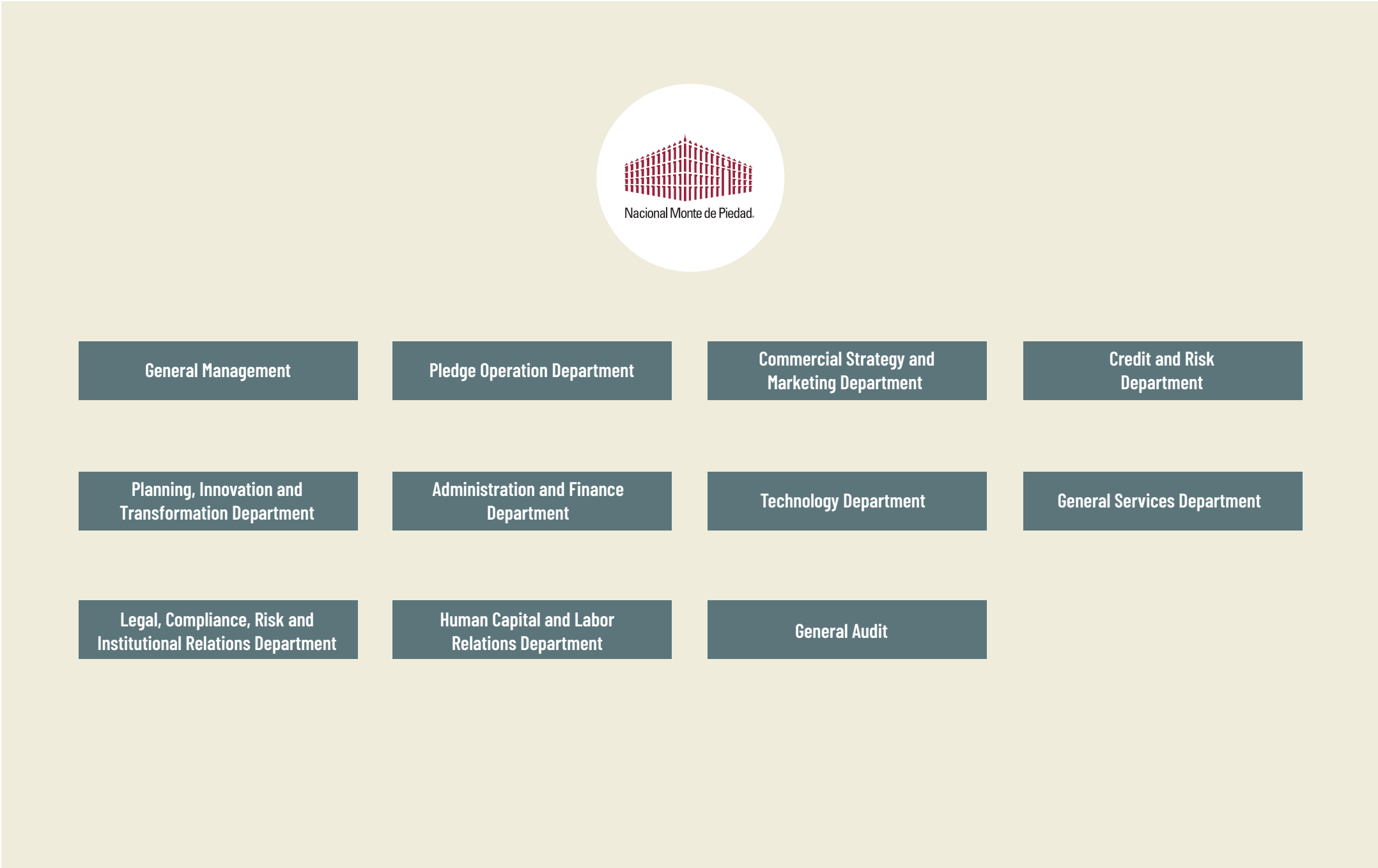


Government and Operational Structure

Nacional Monte de Piedad is legally constituted as a Private Assistance Institution (IAP) and in accordance with current legislation is supervised by the Private Assistance Board of Mexico City.

Under this legal figure, the highest governing body corresponds to a Board of Trustees, which is made up of seven members, prominent and exemplary Mexicans, who are responsible for ensuring the interests and assets of the institution, thus seeking to fully fulfill the statutory mandate of the founder to maintain the operation in perpetuity.

To carry out its daily work and fulfill its mission, Nacional Monte de Piedad has an operational structure organized into nine departments and a general audit. In 2023, Engineer Javier de la Calle led this team as CEO.



Comprehensive Ethics System

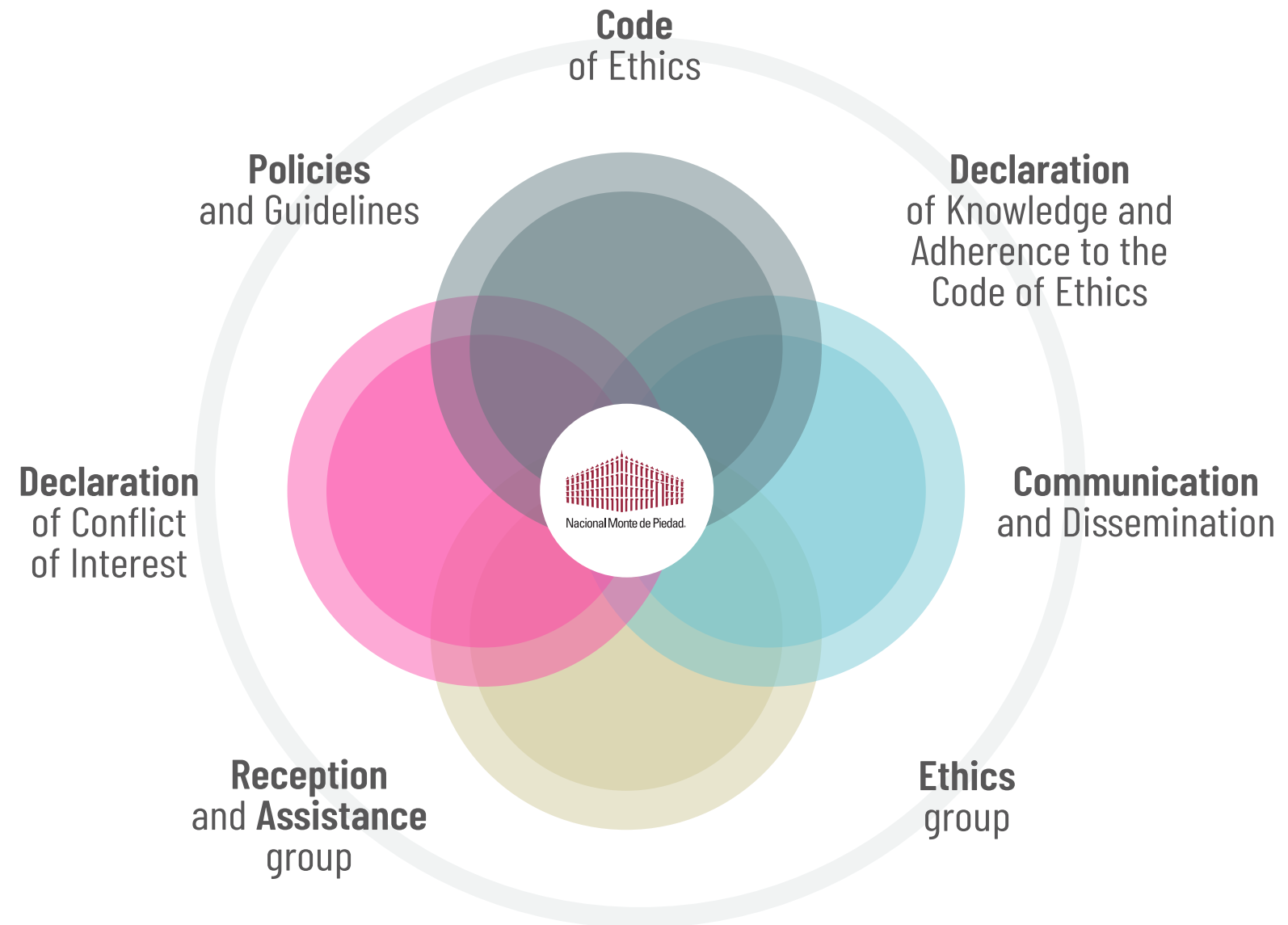
A key element in the ethics and governance structure of Nacional Monte de Piedad is its Comprehensive Ethics System, which is the set of actions, people and processes that seek to foster relationships between collaborators, clients, suppliers, donees and society in general that are ethical, transparent and free of corruption, operating under the bases of respect, honesty and responsibility.

Its components are:

- Code of ethics
- Declarations of knowledge and adherence to the Code of Ethics
- Communication and dissemination
- Ethics Group
- Your Ethics Line
- Reception and Care Groups
- Declarations of Conflict of Interest
- Policies and guidelines

The elements of this system are constantly reviewed to be updated in accordance with legislation, the needs of society and good practices in the sector that so require.

Particularly, the Code of Ethics establishes the standards of action that must be observed by members of and related to Monte de Piedad and incorporates clear and integrative pronouncements and principles of ethical conduct, guiding our daily work inside and outside the Institution, with applicable practical exercises to all members of the Institution and stakeholders.



Relevant Actions 2023 – Comprehensive Ethics System

During 2023:

- The protocols for handling reports received on the complaint line with critical topics such as sexual harassment were expanded and strengthened.
- For general attention to the reports received on the complaint line, confidentiality protocols were reinforced in their treatment.
- Our Code of Ethics was updated, with the current version having greater scope and greater clarity.
- Policies and procedures that make up the Comprehensive Ethics System were reviewed and updated to keep them aligned with the current reality.
- The presence of the complaint line was extended in banners on the web pages and emails sent to our key stakeholders, to give them a forum to listen to ethical breaches of which they are aware.
- The volume of complaints attended to and closed increased by 10% compared to those attended to and closed in 2022.

During 2023, the strategy to improve our processes in each of the entities consisted of the following:

- **Nacional Monte de Piedad**
Strengthen the customer knowledge methodology, implementing measures that allow better monitoring and analysis of the profile and transactional behavior of our customers.
- **Financiera Monte de Piedad**
Implement a robust technological platform for regulatory compliance; reinforce supervision policies and monitoring of relevant processes.
- **Monte de Piedad Foundation**
We apply enhanced due diligence for the receipt of relevant donations, in order to know more about the person making the donation, and the origin of the moneys.



Prevention of Money Laundering

We have mechanisms and procedures to prevent money laundering and terrorist financing, seeking to avoid the social damage caused by these crimes and thus shielding the institutional reputation.

In the three entities of the Nacional Monte de Piedad consortium we have established processes according to the following:

- We document our processes and policies, so that we internally regulate our activities and responsibilities, which allows adequate management and control.
- We report to the competent authority the operations that meet the established criteria.
- We provide training to staff, disseminating important concepts, and measures to comply with regulations, and avoid being part of the money laundering process.
- Annually, we subject our processes to an audit review, to have an independent evaluation of the level of compliance and corresponding inherent risk..
- We have a corporate governance consisting of Committees that meet regularly and where relevant issues in the matter are reviewed, as well as a Compliance Officer/Representative certified by the National Banking and Securities Commission and the Financial Intelligence Unit.

Collaboration Agreements with Prosecutors' Offices

We have signed collaboration agreements with prosecutors' offices from different states of the Mexican Republic. The objectives of these agreements are:

- Take advantage of Monte's presence in 301 points in the country
- Streamline information for research
- Limit the spaces for the commercialization of objects of crime
- Make collateral activities transparent

Anti-corruption Actions with Suppliers and Donees

Within our actions in favor of transparency and against corruption we have included two relevant interest groups: suppliers and donors supported with Social Investment resources.

Regarding suppliers, we carry out the following procedures:

1. Supplier registration: the signing of documents that imply a commitment to the good practices promoted by Monte de Piedad is required.
2. Evaluation of suppliers regarding financial risk and risk of fraud and compliance.
3. Validation of information provided by the supplier.

And for the donees, we put at their disposal the "Tu Línea Ética" ("Your Ethics Line") mechanism so that they can declare possible situations of conflict of interest or report any illegal or questionable procedure that they detect.

Rights of Monte Clients - Information Security

We protect the personal data of our clients, complying with the provisions of the Federal Law on Protection of Personal Data Held by Private Parties and its regulations. We align ourselves with the best international information security practices (ISO/IEC 27001). We have robust policies and controls that allow us to guarantee the integrity and confidentiality of the personal data entrusted to us.

To give customers greater certainty and confidence, we inform them of their privacy notice through the different channels that we make available to provide us with their personal data (web page, call centers, mobile applications and acrylics visible in branches) where it is clearly stated. It tells them the purposes of the processing of their data, the personal data we collect and how they can exercise their ARCO rights (Access, Rectification, Cancellation and Opposition), which allows their rights of self-determination to the processing of their personal data to be guaranteed.

These notices can be found at the following links:



<https://www.montepiedad.com.mx/aviso-de-privacidad/>



<https://www.montepiedad.com.mx/derechos-arco/>

4.3 SUSTAINABLE MONTE

Our daily operation is carried out applying good practices in environmental aspects and supply chain. In this way we minimize environmental impacts and seek to create value through the responsible management of our suppliers.

These strategies are a fundamental part of the institutional commitment to the United Nations Global Compact and the promotion of the Sustainable Development Goals.



Sustainable Value Chain

We carry out socially responsible practices in our value chain in order to promote the development and competitiveness of our most vulnerable suppliers such as local, small and medium-sized companies.

This 2023 we work with more than 700 active suppliers who:

- Are segmented into strategic, critical and operational, which allows us to identify the degree of impact and risk in each of our operations.
- As a requirement to be part of the supplier workforce, they sign and commit to comply with our code of business conduct and the responsibility of paying to the SDGs, seeking to work with suppliers who share our philosophy and commitment to the Global Compact.
- The suppliers that handle and administer the institution's waste must comply with federal requirements and have the necessary infrastructure to carry out the transfer, confinement and final use of waste.

Supplier Management Oriented to Value Creation

By institutional mission we consider suppliers as allies and we seek to create value for them and their environment by developing socially responsible policies, of which we highlight:

- We guarantee to work with Suppliers aligned with the principles of the Global Compact, through the signing of the "Declaration of Commercial and Sustainability Principles NMP" document, which is aligned with the principles of the Global Compact and the 2030 Agenda.
- We analyze and evaluate suppliers in a process prior to contracting.
- We visit strategic suppliers to ensure that, within their policies, processes, activities and organization, they fulfill their commitments in the field of sustainability.
- We promote alliances with suppliers that have social and/or environmental certifications.
- In compliance with the provisions of the *Secretaría del Trabajo y Previsión Social* (Ministry of Labor and Social Security), we work with suppliers that obey the Registry of Providers of Specialized Services and Specialized Works (REPSE).



Development of Local Economies through the Supply Chain

We also promote the development of local economies by promoting the consumption of goods and services from the region in the following areas:

- Maintenance: hiring local Suppliers to shorten response time and optimize spending, as well as contribute to the local economy.
- Construction: materials and labor are acquired locally for the adaptation of Branches.
- Surveillance: even if the supplier has its tax domicile in CDMX, surveillance personnel are hired for the branches locally.
- Agencies: because mediating managers, specifically the DROs, are required to carry out procedures in each location, they are hired locally.
- Medical services, such as health professionals, doctors, specialists, imaging laboratory services, clinical analysis, ambulance service, hospitals, clinics, rehabilitation centers, etc.

Transparency in the Value Chain

By institutional mission, we consider suppliers as allies and seek to establish fruitful, long-term business relationships, with ethical behavior and within a framework of absolute adherence to the law.

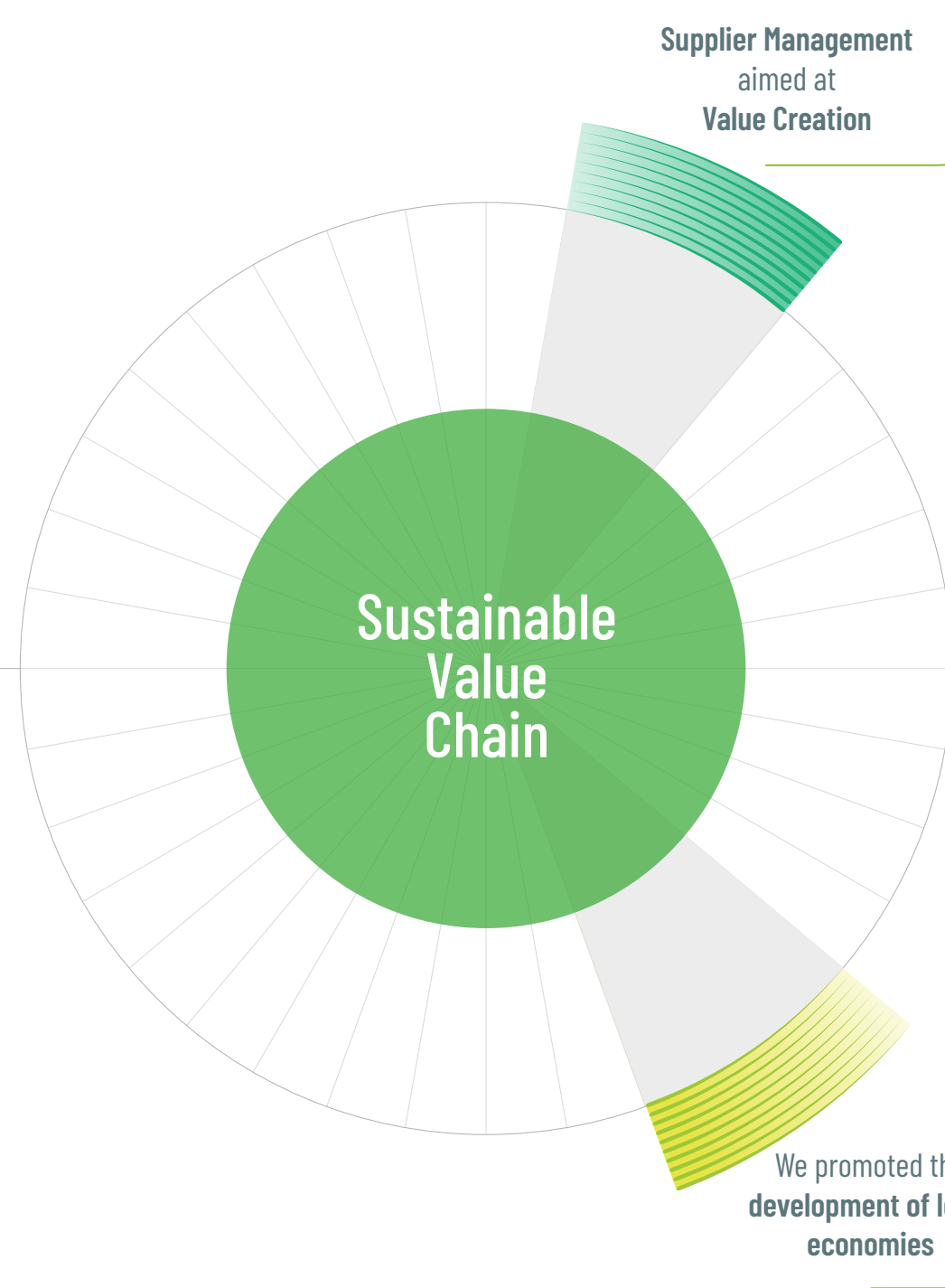
Any supplier that wishes to link with us must meet several requirements and commit to good practices in order to prevent inappropriate behavior and actions from being carried out in our value chain.

In 2023 we carry out the following actions:

- We guarantee clarity, transparency and fairness in tenders and negotiations formalized using tender platforms designed for this purpose.
- We resort to institutional means to report or declare any lack of probity in the processes, which are investigated by institutional government bodies.

We carry out socially responsible practices in order to promote the development of our vulnerable suppliers such as local, small and medium-sized companies.

In 2023 we worked with over **700 active suppliers**



- ▶ We **classify** suppliers by **categories and regions** to streamline management.
- ▶ We **prioritize** working with suppliers aligned with the **Global Compact and the SDGs**.
- ▶ We **provide** alliances with suppliers with **social and/or environmental certifications**.
- ▶ We **ensure transparency** in the hiring **processes**.

- ▶ Acquiring regional goods and services in the areas of:
 - ▶ **Maintenance**
 - ▶ **Bulding**
 - ▶ **Surveillance**
 - ▶ **Agencies**
 - ▶ **Hospital Services**
 - ▶ **Labs and Imaging Clinics**
 - ▶ **Doctors**

Actions of Ecoefficiency

In our Value Model we specifically align with goals 12.2 and 12.6 of SDG 12 of “Responsible production and consumption”, which refer to the sustainable management and efficient use of natural resources, a commitment that we put into practice through the eco-efficiency actions outlined below.

Sustainable Purchases

We communicate and raise awareness among buyers and internal users about the materials we use in daily operations and their main environmental attributes. Some of the sustainability criteria that we consider when purchasing inputs are biodegradability, recyclability, shelf life and clean production.

For 2023 we highlight:

- AA equipment with catalytic purifying filter to reduce energy consumption.
- Solar panels for self-generation of clean energy.
- Allocation variable in bids on environmental issues that suppliers incorporate.
- Zero paper, 100% recycled for printers.
- Leasing of printers with environmental certifications and reusing cartridges and toner.
- Use of digital printers, which eliminate the use of paper.
- Use of a medical service system and digital clinical record, issuing electronic prescriptions, which eliminates paper.

Digital Electronic Signature

In 2023, the digital electronic signature was completed. Today more than 98% of service provision contracts in Monte de Piedad are digital.

Results and benefits generated:

- Savings on couriers
- The tool was extended to areas that process contracts autonomously, such as:
 - Human Capital Department
 - Legal Department
 - Social Investment Department
 - Real-time monitoring of contract tracking
- Paper consumption was significantly reduced.
- +1200 Contractual documents are signed electronically.

Strategies for Reducing Emissions

In 2023 we carried out the following actions aimed at controlling and reducing emissions:

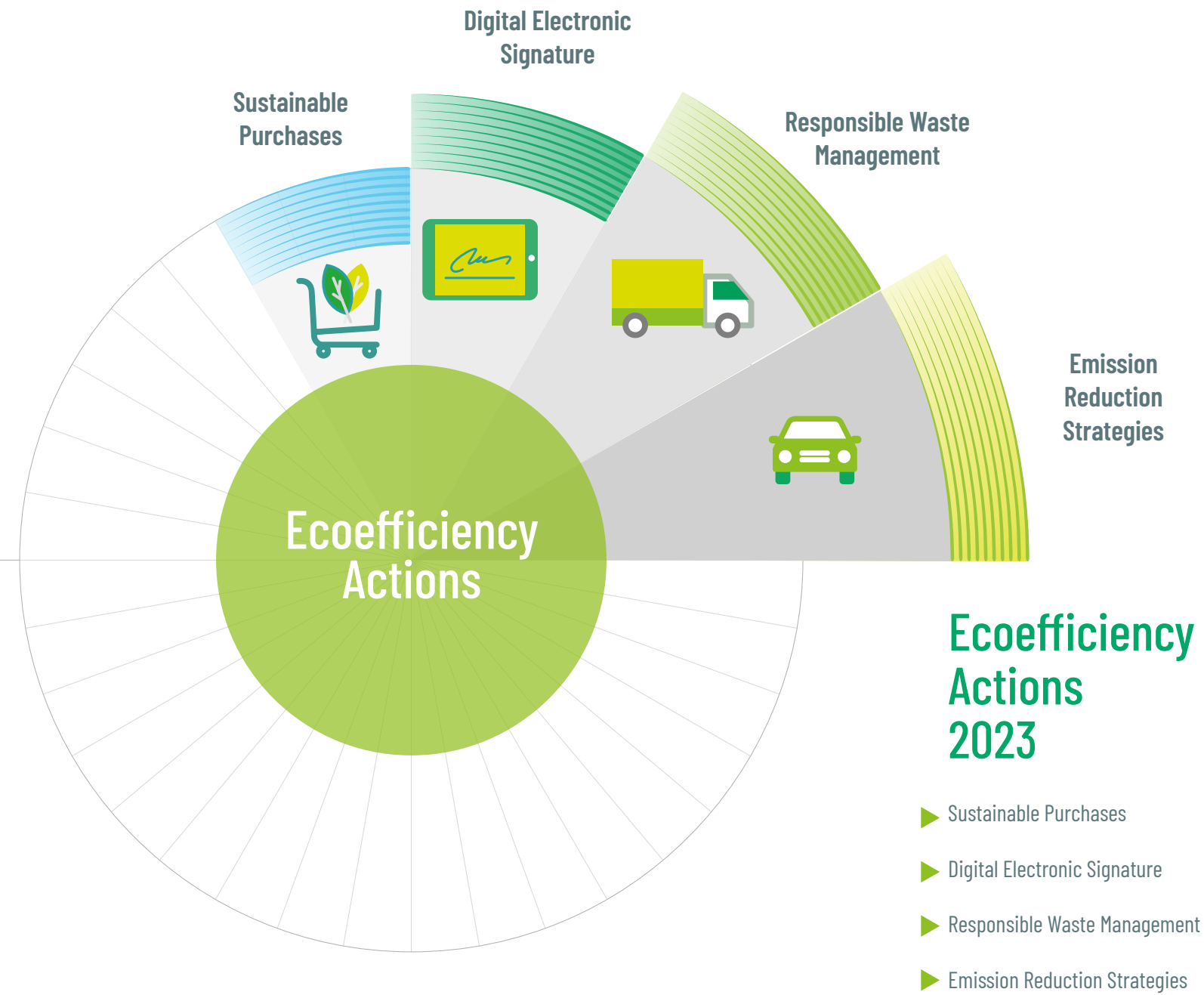
- implementation of a teleworking model (home office) to mitigate the impact of personnel transportation, mobility and also improving quality of life
- contracting of electric utility vehicles that reduce gas emissions
- hiring of courier service on motorcycles that reduce gas emissions
- efficiency in the logistics of transporting supplies, consolidating shipments, reducing trips by 30%
- implementation of alliances with medical service providers that improve the mobility of beneficiaries, such as:
 - Headquarters hospitals
 - Headquarters clinics
 - Clinical, office and imaging laboratories
 - Dentistry / ophthalmology service / headquarters

Responsible Waste Management

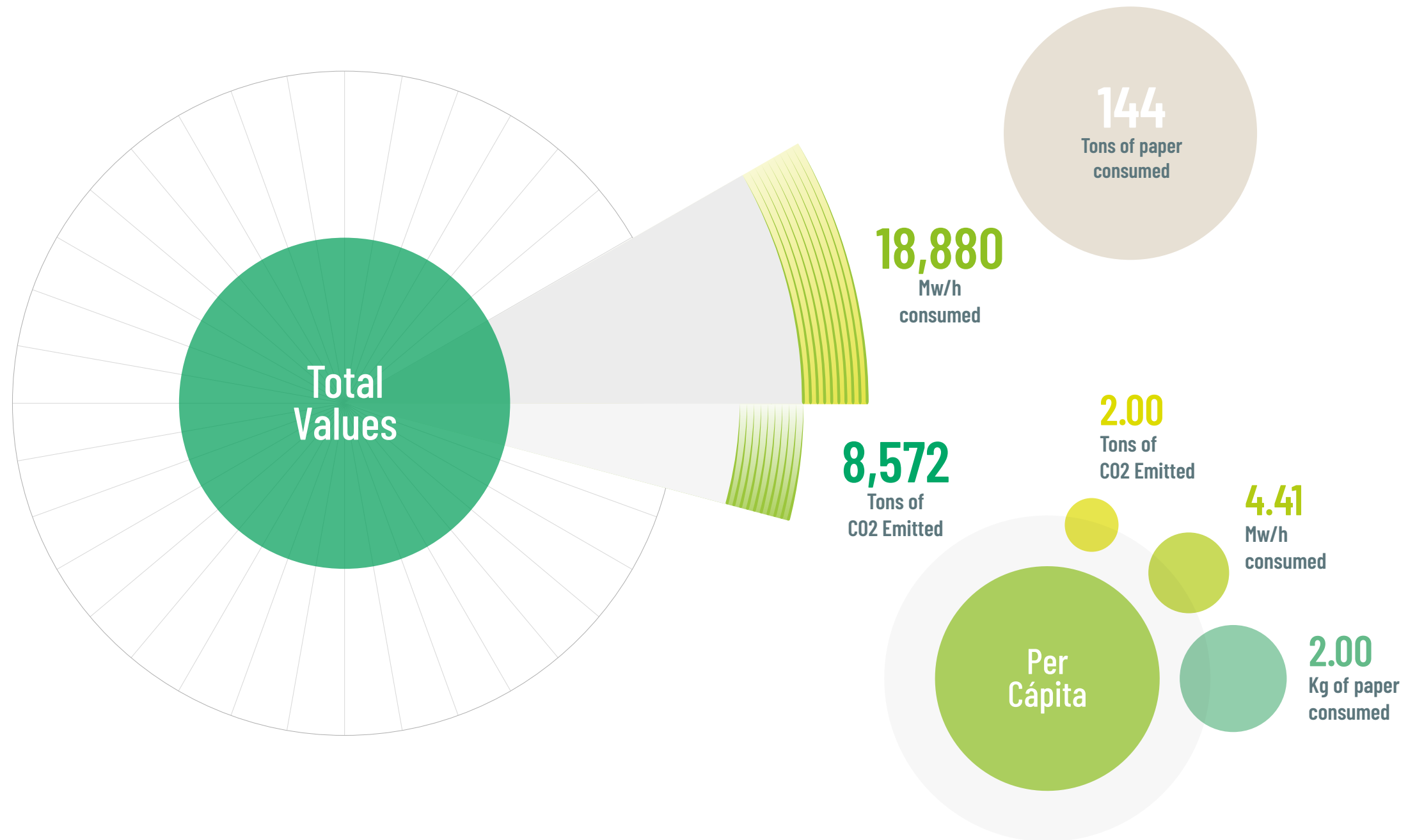
In corporate properties we have cans where organic, inorganic, paper and plastic waste are separated, which are recycled by an authorized supplier.

For the branch network, we ensure that the suppliers that handle and administer waste comply with the requirements established by current legislation and that they have the necessary infrastructure to carry out the transportation, confinement and final use of the different materials.

In our Value Model we align with goals 12.2 and 12.6 of SDG 12 of "Responsible production and consumption" regarding sustainable management and the efficient use of natural resources.



Environmental Performance Indicators





5

FINANCING
SERVICES



FINANCING SERVICES

5.1 PLEDGE LOAN

The pledge loan, also known as “pawn,” is one that is received in exchange for a valuable object that is left as collateral, which is valued by a certified expert, thus estimating the amount that will be handed to the beneficiary, who obtains the resources immediately without further processing or additional requirements.

And when the beneficiary covers the entire loan along with the accrued interest, he receives back the deposited guarantee. This process is called “un-pawning (des-empeño)”.

We know that the majority of clients turn to our services to cover often pressing needs, and in accordance with the mission “To Help those in need” we support them by avoiding profiting from their need. We offer the “counter-signature” option for five months in which only the interest generated is paid, giving time for the total loan to be covered. Thus, during 2023, the recovered pawned items amounted to 80% of the total.

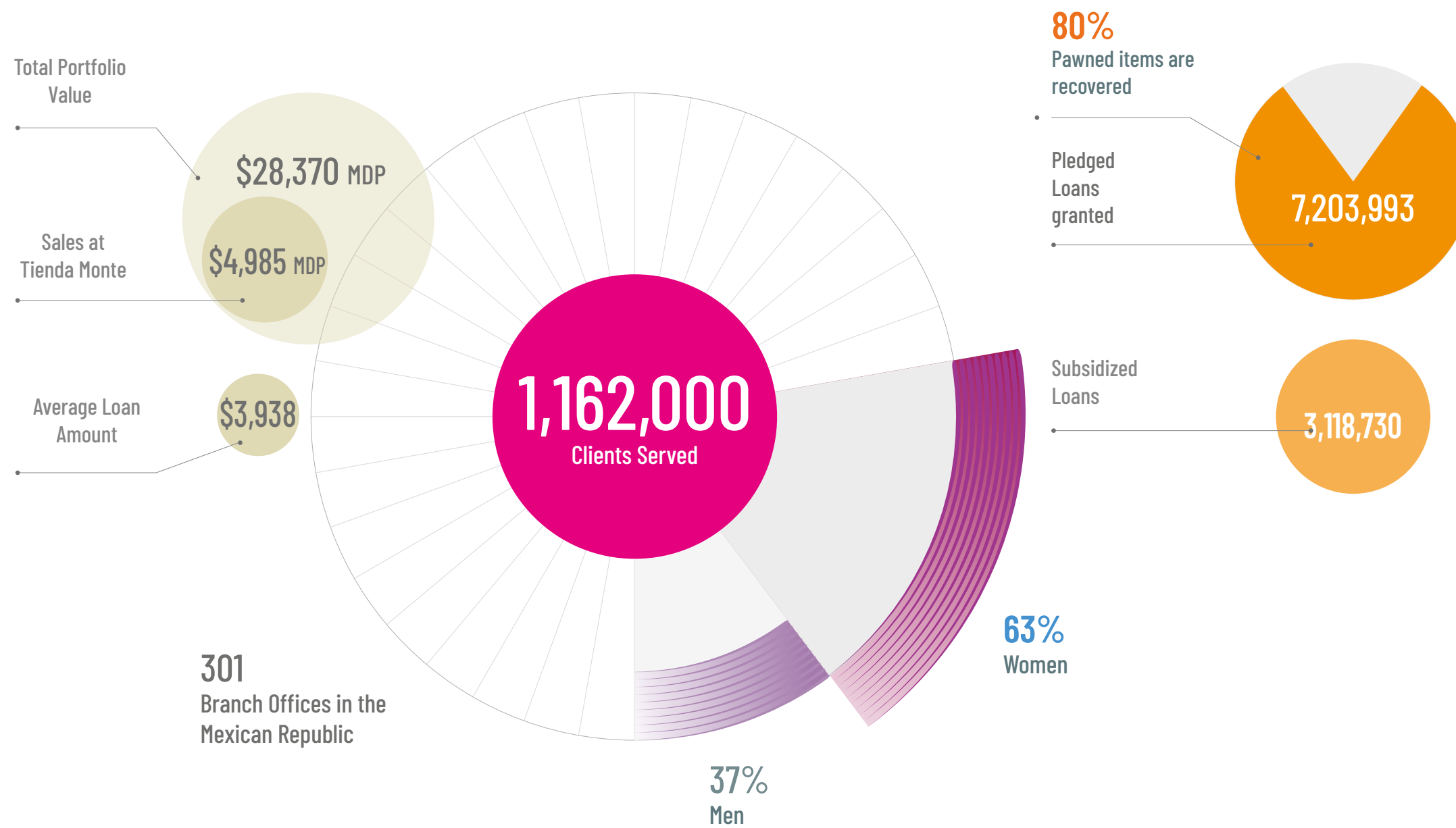
The 20% of pawned items that are not recovered are sold at the Monte Store. And when the value received for the pawned object exceeds the original debt, the client has the right to receive that surplus. We call this practice “excess” and we are the only collateral institution to offer it.

Another notable good practice corresponds to Subsidized Loans, which are those that, due to the low amount involved, are not able to cover the operating costs they generate. Under a parameter of profit maximization they would not be granted, but we chose to maximize social profitability and knowing that the vast majority are requested to cover urgent needs of vulnerable groups in society, we deliver them starting at an amount of \$30 (thirty pesos) absorbing the unrecovered operating costs involved. In 2023 we carried out 3,118,730 subsidized loan operations.

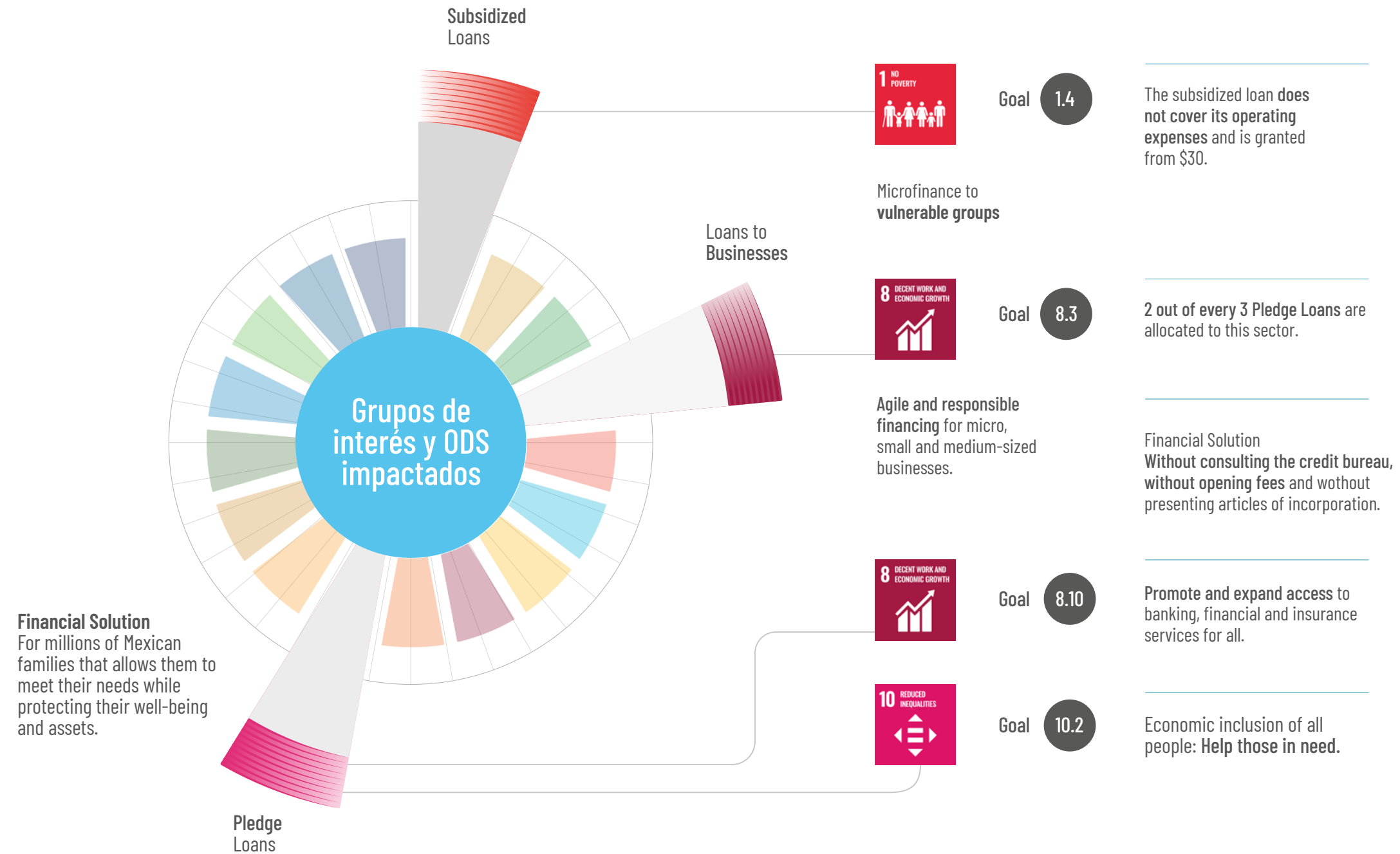


<https://www.montepiedad.com.mx/que-empenar/>

Relevant Figures Pledge Loan



Pledge Loan Impacts



Relevant Actions 2023

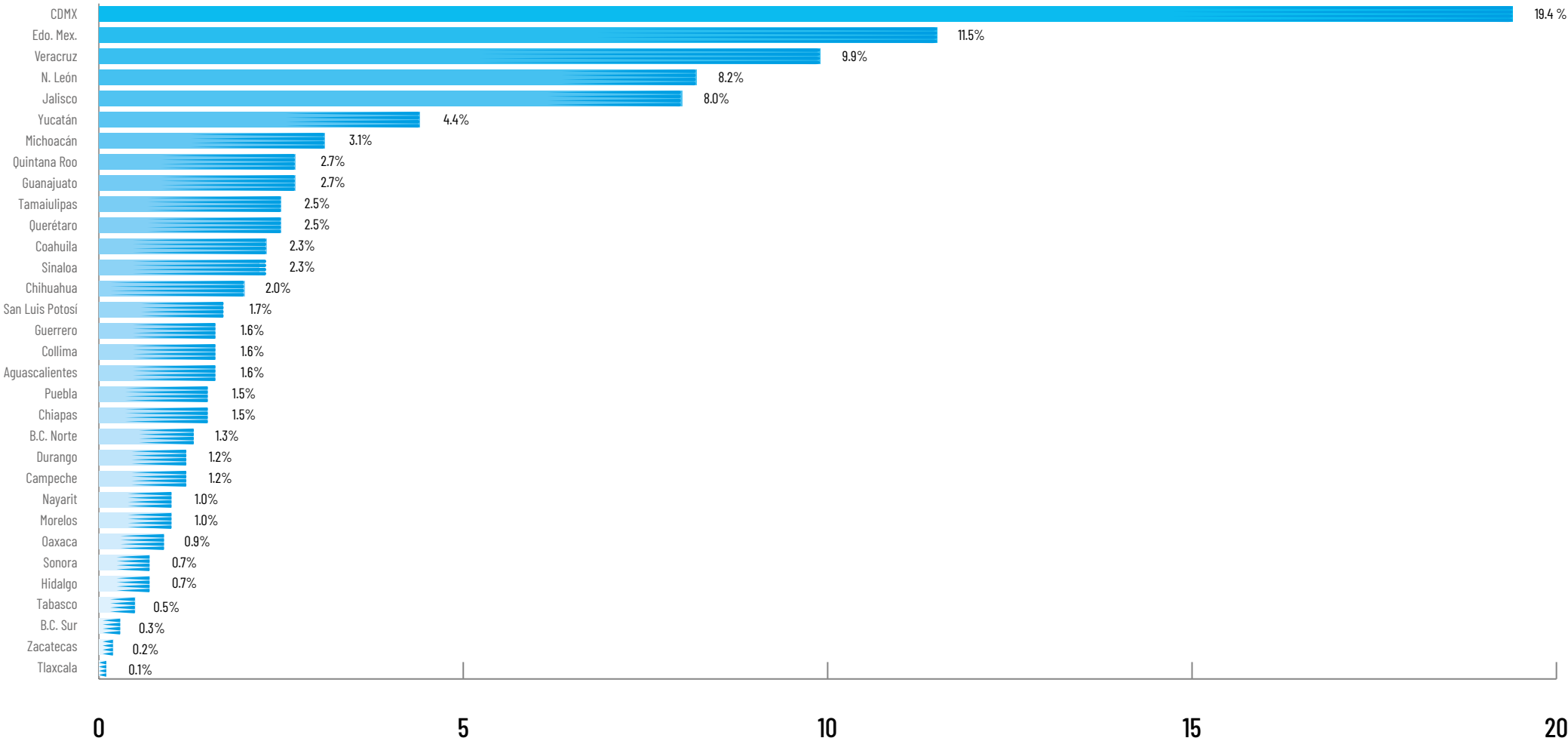
- Pledge Loan

- We installed a pawn simulator, an online tool that allows clients to view an approximate figure for the collateral loan without going to a branch which makes it easier for the client to plan their finances immediately.
- Creation of CTR (Central Watch Appraisal) that has allowed detailed inspection of the quality of watches for the benefit of the client.
- Release of InfoPrenda. This module in MIDAS rewards our best customers for their loyalty by giving a better evaluation for their pawn items.
- Digital processes. With our app we managed to significantly increase the adoption of digital tools through on-site advice to our clients.



Pledge Loan

Participation by state, of the total loaned in 2023



5.2

PERSONAL CREDITS

The unsecured personal loans granted by Financiera Monte de Piedad are the result of our constant updating and evolution, where we adapt to new times without losing our essence and tradition.

Here we offer new generations agile, competitive financial services that use digital platforms for different procedures and above all with the support of the tradition and prestige of Nacional Monte de Piedad.

The financial products offered by Financiera Monte in 2023 were:

- Credit Account
- Liability Consolidation
- Personal credit with payroll discount (IMSS)
- Unsecured credit (automatic offers)
- Presta Monte Simple

Values of Monte de Piedad Financiera

Integrity

We act in a respectful, honest and responsible manner in all the processes and activities we carry out in our work, showing transparency and honesty.

<https://financieramon-tepiedad.com.mx/>

Quality and Diligence

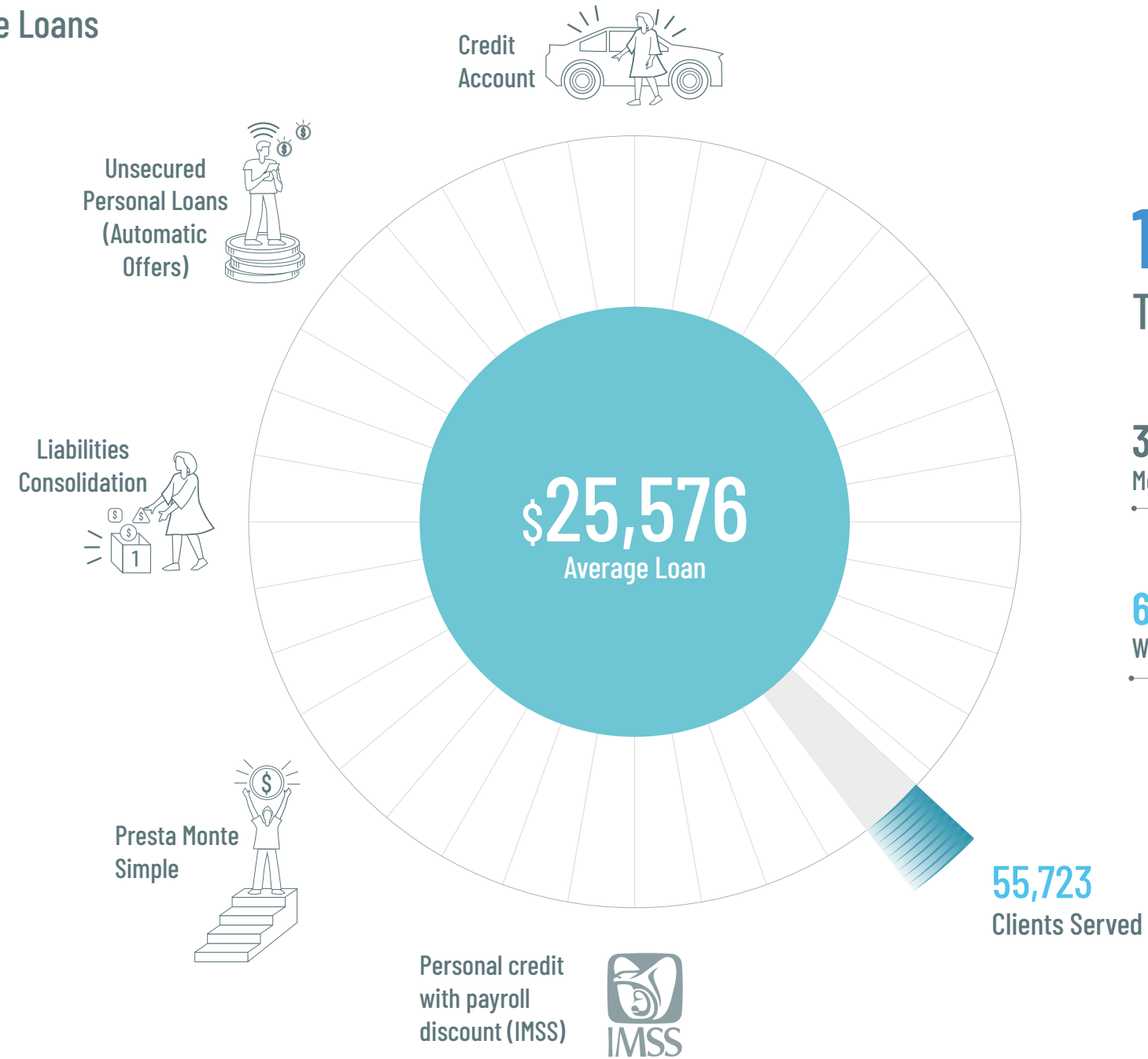
As the client is the most important character in our activity, we are committed to providing quality service, characterized by care and dedication in each of the operations, and accompanied by an attitude of service and kindness.

Market and Societal Behavior

The essence of healthy competition is based on the quality and conditions of our services, respecting the competition with fair, responsible and transparent business practices. Financiera is governed by the same Code of Ethics of Nacional Monte de Piedad, I.A.P., a document that outlines our transparency and service policies.



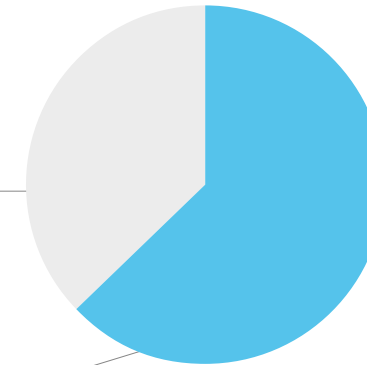
Pledge Loans



1,285 MDP
Total Portfolio Value

37%
Men

63%
Women





Relevant Actions 2023 – Financiera Monte

Financiera Monte de Piedad, S.A. de C.V., S.F.P., through the Sub department of Institutional Relations, actively participates in a collaboration program with CONDUSEF that aims to disseminate and spread educational and informative content on financial education, making it available to the general public, especially for collaborators and clients.

At present our commitment is based on the following lines of action:

- Weekly dissemination of the newsletter “Tips for your Pocket” within the channels aimed at clients and the public close to our Institution, currently Facebook.

- Insertion of the “Educa tu Cartera” banner on the Financiera Monte de Piedad website, a link that directs to the central educational dissemination space of CONDUSEF.
- The Sub department of Institutional Relations sends a quarterly report documenting full compliance with the agreed commitments since June 15, 2022 to the general director of Financial Education of CONDUSEF and its vice president.

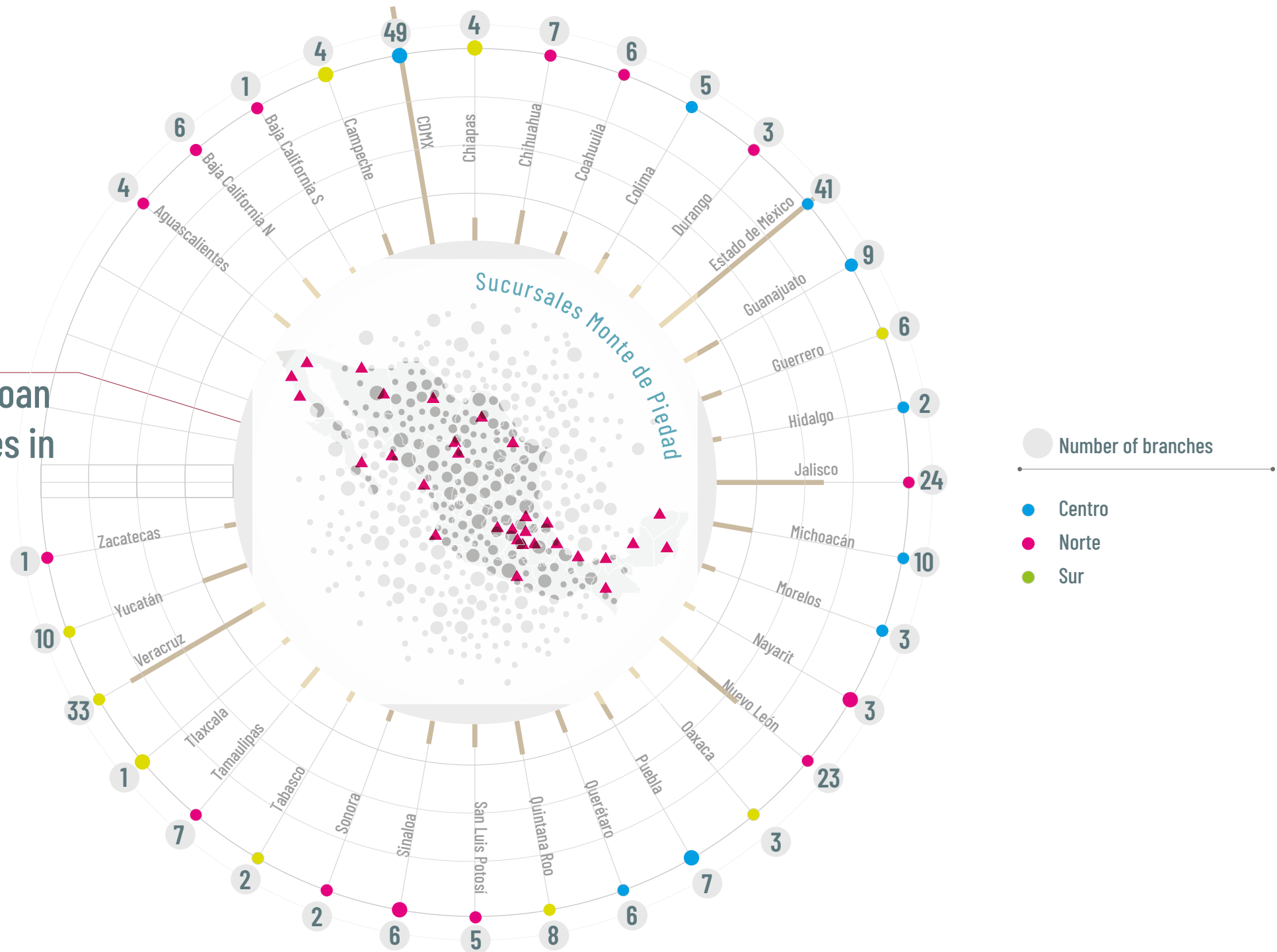
Thus, we seek to guide our clients when making a financial decision, encourage an informed conversation about financial education in the communities of interest and communicate the efforts that Financiera Monte de Piedad makes to promote Financial Education in Mexico.

5.3
BRANCH
NETWORK

We have presence in the 32 states of the Mexican Republic

In 2023 we operate in 301 branches that are represented in the following infographic:

301
Pledge loan
Branches in
Mexico





ANNEXES

GLOBAL COMPACT TEN PRINCIPLES INDEX

6.1

Global Compact Principles	Section of the Report where the principles of the Global Compact are reviewed
HUMAN RIGHTS	
Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none"> • Good labor practices • Organizational Development • Comprehensive Ethics System • Social Investment
Principle 2 Make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none"> • Good labor practices • Comprehensive Ethics System • Sustainable Value Chain • Anti-corruption actions with Suppliers and Donees
LABOUR	
Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<ul style="list-style-type: none"> • Good labor practices
Principle 4 The elimination of all forms of forced and compulsory labour.	<ul style="list-style-type: none"> • Good labor practices • Sustainable Value Chain • Anti-corruption actions with Suppliers and Donees
Principle 5 The effective abolition of child labour.	<ul style="list-style-type: none"> • Good labor practices • Sustainable Value Chain • Anti-corruption actions with Suppliers and Donees
Principle 6 The elimination of discrimination in respect of employment and occupation.	<ul style="list-style-type: none"> • Good labor practices • Organizational Development • Comprehensive Ethics System
ENVIRONMENT	
Principle 7 Businesses should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none"> • Sustainable Value Chain • Environmental Performance Indicators
Principle 8 Undertake initiatives to promote greater environmental responsibility.	<ul style="list-style-type: none"> • Sustainable Value Chain • Eco-efficiency Actions • Environmental Performance Indicators
Principle 9 Encourage the development and diffusion of environmentally friendly technologies.	<ul style="list-style-type: none"> • Sustainable Value Chain • Eco-efficiency Actions
ANTI-CORRUPTION	
Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> • Ethics and corporate governance • Comprehensive Ethics System • Money Laundering Prevention • Anti-corruption actions with Suppliers and Donees

GOALS IMPACTED BY THE VALUE CREATION OF NACIONAL MONTE DE PIEDAD



SDG	Specific Goals
Financing Services	
	1.4 By 2030, ensure that all men and women, in particular the poor and most vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control of land and other assets, inheritance, natural resources, new technologies and economic services, including microfinance.
	8.3 Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation, and foster the formalization and growth of micro, small and medium-sized business, including through access to financial services. 8.10 Strengthen the capacity of national financial institutions to promote and expand access to banking, financial and insurance services for all.
	10.2 By 2030, empower and promote the social, economic and political inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion or economic or other status.

SDG	Specific Goals
Social Investment	
	16.6 Create effective and accountable transparent institutions at all levels.
	17.3 Mobilize additional financial resources from multiple sources for developing countries. 17.17 Encourage and promote effective partnerships in the public, public-private and civil society spheres, building on the experience and resourcing strategies of partnerships.



SDG Specific Goals

Ethics and corporate governance



- 16.5 Substantially reduce corruption and bribery in all their forms.
- 16.6 Create effective and accountable transparent institutions at all levels.
- 16.4 By 2030, significantly reduce illicit financial and arms flows, **strengthen the recovery and return of stolen assets**, and combat all forms of organized crime.

Good labor practices



- 5.5 Ensure the full and effective participation of women and equal opportunities for leadership at all decision-making levels in political, economic and public life.



- 8.5 By 2030, achieve full and productive employment and **decent work for all women and men, including youth and persons with disabilities, as well as equal pay for work of equal value.**
- 8.8 **Protect labor rights and promote a safe and secure working environment for all workers**, including migrant workers, in particular women migrants and those in precarious employment.

SDG Specific Goals

Sustainable Monte



- 12.2 By 2030, achieve sustainable management and efficient use of natural resources.
- 12.6 Encourage companies, especially large companies and transnational corporations, to **adopt sustainable practices and incorporate sustainability information into their reporting cycle.**

Indirect SDGs through civil society organizations supported by Social Investment



GRI STANDARDS INDEX

6.3

GRI Standards	Section of the Report
GRI 102 Contenidos Generales	
Organizational profile	
102-1 - Name of the organization	Report Presentation Nacional Monte de Piedad IAP Financiera Monte de Piedad, S.A. de C.V., S.F.P.
102-2 - Activities, brands, products, and services	Monte de Piedad - Pioneer of sustainable development in Mexico Financing Services
102-3 - Location of headquarters	Calle Monte de Piedad No. 7, Colonia Centro Histórico, Alcaldía Cuauhtémoc, C.P. 06000, Ciudad de México
102-4 - Location of operations	Branch network Nacional Monte de Piedad operates in the 32 states of the Mexican Republic.
102-5 - Ownership and legal form	Ethics and corporate governance Nacional Monte de Piedad operates under the legal form of a Private Assistance Institution, being supervised by the Private Assistance Board of Mexico City. Financiera Monte de Piedad operates under the form of SA de CV, SFP, supervised by regulatory entities such as the CNBV and CONSAR.
102-6 - Markets served	Financing Services Branch network
102-7 - Scale of the organization	Financing Services Good labor practices
102-8 - Information on employees and other workers	Good labor practices
102-9 - Supply Chain	Sustainable Value Chain
102-11 - Precautionary Principle or approach	Sustainable Value Chain
1102-12 - External initiatives	Report Presentation

GRI Standards	Section of the Report
Strategy	
102-14 - Statement from senior decision-maker	Report Presentation
102-15 - Key impacts, risks, and opportunities	Materiality - Value Creation Model
Ethics and integrity	
102-16 - Values, Principles, standards, and norm of behavior	Founding mandates Ethics and corporate governance
102-17 - Mechanisms for advice and concerns about ethics	Good Practices in Ethics and Governance
Governance	
102-18 - Governance structure	Good Practices in Ethics and Governance
Stakeholder engagement	
102-40 - List of stakeholder groups	Materiality - Value Creation Model
102-41 - Collective bargaining agreements	Good labor practices
102-42 - The basis for identifying and selecting stakeholders with whom to engage	Materiality - Value Creation Model
102-43 - Approach to stakeholder engagement	Materiality - Value Creation Model
102-44 - Key topics and concerns raised	Materiality - Value Creation Model
Reporting practice	
102-45 - Entities included in the consolidated financial statements	Scope
102-46 - Defining report content and topic Boundaries	Scope
102-47 - List of material topics	Materiality analysis
102-48 - Restatements of information	Scope
102-49 - Changes in reporting	Scope

GRI Standards	Section of the Report
102-50 - Reporting Period	Scope
102-51 - Date of the most recent report	Scope Abril 2023, presented to the United Nations Global Compact with information from January to December 2023.
102-52 - Reporting cycle	Scope Annual
102-53 - Contact point for questions regarding the report	Scope Ramón Peña - rpenafr@montepiedad.com.mx Karen Romero - kromero@montepiedad.com.mx
102-54 - Claims of reporting in accordance with GRI Standard	Scope "This report has been prepared based on the GRI standards, Essential option, without external verification"
102-55 - GRI content index	Reciprocation table GRI Standards
GRI 103: Management Approach	
103-1 - Explanation of the material topic and its Boundary	Materiality - Value Creation Model
103-2 - The management approach and its components	Materiality - Value Creation Model
103-3 - Evaluation of the management approach	Monte Value Creation Model
GRI 200: Economic	
GRI 201: Economic Performance	
201-1 - Direct economic value generated and distributed	Financing Services Social Investment
201-3 - Defined benefit plan obligations and other retirement plans	Medical Service
GRI 203: Indirect Economic Impacts	
203-1 - Infrastructure investments and services supported	Social Investment

GRI Standards	Section of the Report
203-2 - Significant indirect economic impacts	Financing Services Social Investment
GRI 204: Procurement Practice	
204-1 - Proportion of spending on local suppliers	Sustainable Value Chain
GRI 205: Anti-corruption	
205-1 - Operations assessed for risks related to corruption	Ethics and corporate governance
205-2 - Communication and training about anti-corruption policies and procedures	Ethics and corporate governance
GRI 300: Environmental	
GRI 301: Materials	
301-1 - Materials used by weight or volume	Environmental Performance Indicators
GRI 302: Energy	
302-1 - Energy consumption within the organization	Environmental Performance Indicators
302-3 - Energy intensity	Environmental Performance Indicators
302-4 -Reduction of energy consumption	Eco-efficiency Actions
302-5 - Reductions in energy requirements of products and services	Eco-efficiency Actions
GRI 305: Emissions	
305-1 - Direct (Scope 1) GHG emissions	Environmental Performance Indicators
305-2 - Energy indirect (Scope 2) GHG emissions	Environmental Performance Indicators
305-4 - GHG emissions intensity	Environmental Performance Indicators
305-5 - Reduction of GHG emissions	Eco-efficiency Actions

GRI Standards	Section of the Report
306-2 - Waste by type and disposal method	Eco-efficiency Actions
GRI 308: Supplier Environmental Assessment	
308-1 - New suppliers that were screened using environmental criteria	Sustainable Value Chain
308-2 - Negative environmental impacts in the Supply Chain and actions taken	Sustainable Value Chain
GRI 400: Social	
GRI 401: Employment	
401-1 - New employee hires and employee turnover	Good labor practices
401-2 - Benefits provided to full-time employees that are not provided to temporary or part-time employees	Good labor practices
GRI 403: Occupational Health and Safety	
403-3 - Occupational health and safety management system	Medical Service
403-4 - Worker participation, consultation, and communication on occupational health and safety	Medical Service
GRI 404: Training and Education	
404-1 - Average hours of training per year employee	Organizational Development
404-2 - Programs for upgrading employee skills and transition assistance programs	Organizational Development
404-3 - Percentage of employees receiving regular performance and career development reviews	Organizational Development
GRI 405: Diversity and Equal Opportunity	
405-1 - Diversity of governance bodies and employees	Good labor practices
GRI 406: Non-discrimination	
406-1 - Incidents of discrimination and corrective actions taken	Good labor practices

GRI Standards	Section of the Report
GRI 407: Freedom of association and collective bargaining	
407-1 - Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Good labor practices Anti-corruption actions with Suppliers and Donees Sustainable Value Chain
GRI 408: Child Labor	
408-1 - Operations and suppliers at significant risk for incidents of child labor	Anti-corruption actions with Suppliers and Donees Good labor practices Sustainable Value Chain
GRI 409: Forced or Compulsory Labor	
409-1 - Operations and suppliers at significant risk for incidents of forced or compulsory labor	Anti-corruption actions with Suppliers and Donees Good labor practices Sustainable Value Chain
GRI 413: Local Communities	
413-1 - Operations with local community engagement, impact assessments, and development programs	Social Investment
GRI 414: Supplier Social Assessment	
414-1 - New suppliers that were screened using social criteria	Anti-corruption actions with Suppliers and Donees Sustainable Value Chain
414-2 - Negative social impacts in the supply chain and actions taken	Anti-corruption actions with Suppliers and Donees Sustainable Value Chain
GRI 418: Customer Privacy	
418-1 - Substantiated complaints concerning breaches of customer privacy and losses of customer data	Rights of Monte Clients - Information Security
GRI 419: Socioeconomic Compliance	
419-1 - Non-compliance with laws and regulations in the social and economic area	Ethics and corporate governance

6.4 INDICATORS

Financing Services Indicators

	2021	2022	2023
Number of branches	322	301	301

Pledge Loan	2021	2022	2023
Number of operations	7,600,000	7,799,613	7,203,993
Awarded Amount	27,957,000,000	30,899,497,805	28,369,819,591
Average monthly amount	3,671	3,962	3,938
Subsidized loans	3,080,000	3,174,038	3,118,730
Porcentaje subsidized loans	40.5%	40.7%	43.3%
Unique customers served	1,216,845	1,215,018	1,162,000
% women clients	63%	63%	63%

Pledge Loan Information

Garment Recovery	2021	2022	2023
Capital	78.0%	80.0%	80.0%

Financiera Monte	2021	2022	2023
Portfolio	932,200,000	107,751,295	1,285,953,779
Annual Average Credit	22,440	26,493	25,576
Contracts at closing	47,256	48,519	55,723

Labor Indicators

Distribution by type of gender and job category

The gender gap changes by 1% compared to what is mentioned in the body of the report because retired personnel are included here.

Collaborators	2021	2022	2023
Active unionized employees	2,595	2,428	2,159
Trust employees	1,242	1,229	1,249
Appraisers	442	432	408
Active	4,279	4,089	3,816
Retirees	1,303	1,330	1,362
Total	5,582	5,419	5,178

Gender distribution	2021	2022	2023
Men	57%	57%	57%
Women	43%	43%	43%

Age distribution	2021	2022	2023
0 to 5	16%	15%	14%
6 to 10	27%	21%	15%
11 to 15	17%	20%	27%
16 to 25	26%	29%	29%
26 or more	14%	15%	15%

Medical Service	2021	2022	2023
Consultations granted	130,386	135,034	88,070
Medications granted	9,869	9,314	9,869

Social Investment Indicators

Social Investment	2021	2022	2023
Remnants for IS	310,195,379	322,386,105	291,966,335.33
People supported	1,378,039	1,208,008	811,963
Supported Institutions	577	563	549
Donees			12
CSOs benefited by procurement			25
Amount raised through fundraising			34,435,995.00

Environmental Performance Indicators

Environmental Indicators - Total	2021	2022	2023
Paper consumption (Ton)	156	174	144
Electricity consumption (Mw/h)	19,523	19,273	18,880
CO2 emissions (Tons)	9,233	8,878	8,572

Environmental Indicators - Per Capita	2021	2022	2023
Paper consumption (Ton)	0.034	0.038	0.034
Electricity consumption (Mw/h)	4.29	4.24	4.41
CO2 emissions (Ton)	2.03	1.95	2.00

Fingerprint Social Monte 2023

STATES	Donees	Rightholders	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	14 LIFE BELOW WATER	8 DECENT WORK AND ECONOMIC GROWTH	10 REDUCED INEQUALITIES	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS	Others SDG
Aguascalientes	2	213	2							
Baja California Norte	5	29,915		2	1	1	1			
Baja California Sur	0	0						1		
Campeche	2	530	1	1						
Chiapas	14	20,176			4	10				
Chihuahua	12	35,613	1	3	2	3	1	1		1
Coahuila	0	0								
Colima	32	10,606	7	12	7		5			1
CDMX	180	207,841	23	40	66	29	10	2		10
Durango	1	962		1						
Guanajuato	4	1,554	1		3					
Guerrero	2	6,190			1	1				
Hidalgo	4	26,750		2	2					
Jalisco	5	1,485		1	2	1				1
México	46	154,803	12	13	12	4	1		1	3
Michoacán	14	1,496	2	7	3		2			
Morelos	2	7,940		1	1					
Nayarit	0	0								
Nuevo León	65	55,093	2	19	26	7	3	1	3	4
Oaxaca	8	763			5	3				
Puebla	22	12,663	4	5	6	5	1			1
Querétaro	47	35,610	9	10	19	4	3	1		1
Quintana Roo	2	360			2					
San Luis Potosí	3	2,662	1			1				1
Sinaloa	43	163,441	9	13	11	2	5			3
Sonora	49	27,331	9	23	7	5	2			3
Tabasco	4	796				4				
Tamaulipas	0	0								
Tlaxcala	0	0								
Veracruz	7	1,053		2	2	3				
Yucatán	11	6,117	2	3	2	2	2			
Zacatecas	0	0								
TOTAL	586	811,963	85	158	184	85	36	5	4	29ww

Environmental Indicators by State of the Mexican Republic

STATE	Total Emissions CO2/Ton	Paper Consumption Zone in Ton	%	Consumption of Corporate Prorated Paper	Total Paper Consumption in Ton
Aguascalientes	101.37	2.58	1.74%	0.06	2.64
Baja California Norte	119.08	1.40	0.94%	0.03	1.43
Baja California Sur	16.46	0.28	0.19%	0.01	0.28
Campeche	131.90	1.61	1.09%	0.04	1.65
Chiapas	108.64	2.11	1.42%	0.05	2.16
Chihuahua	250.24	2.84	1.92%	0.07	2.91
CDMX	2,363.10	30.91	20.82%	0.73	31.64
Coahuila	208.76	3.23	2.18%	0.08	3.31
Colima	148.19	2.39	1.61%	0.06	2.45
Durango	120.46	1.82	1.23%	0.04	1.87
Edo. de México	752.41	20.48	13.79%	0.48	20.96
Guanajuato	243.28	4.39	2.96%	0.10	4.50
Guerrero	182.61	2.52	1.70%	0.06	2.58
Hidalgo	40.61	1.02	0.69%	0.02	1.05
Jalisco	603.17	10.81	7.28%	0.25	11.07
Michoacán	202.91	3.96	2.67%	0.09	4.05
Morelos	83.84	1.41	0.95%	0.03	1.44
Nayarit	83.45	1.48	0.99%	0.03	1.51
Nuevo León	744.29	11.39	7.67%	0.27	11.65
Oaxaca	58.57	1.36	0.91%	0.03	1.39
Puebla	113.47	2.34	1.57%	0.05	2.39
Querétaro	136.64	3.37	2.27%	0.08	3.45
Quintana Roo	214.05	3.45	3.32%	0.08	3.53
San Luis Potosí	114.88	2.40	1.61%	0.06	2.45
Sinaloa	168.25	1.53	1.03%	0.04	1.57
Sonora	93.69	0.86	0.58%	0.02	0.88
Tabasco	100.35	0.79	0.53%	0.02	0.81
Tamaulipas	126.67	2.70	1.82%	0.06	2.76
Tlaxcala	10.63	0.28	0.19%	0.01	0.29
Veracruz	876.49	15.30	10.31%	0.36	15.66
Yucatán	346.28	7.15	4.82%	0.17	7.32
Zacatecas	13.28	0.30	0.20%	0.01	0.30
TOTAL	8,878	148.46	100%	3.48	151.95

NACIONAL MONTE DE PIEDAD SUSTAINABILITY TEAM

6.5

1. **Francisco Javier De la Calle Pardo**, General Management / CEO.
2. **Ramón Peña Franco**, Legal, Compliance, Risk and Institutional Relations Department.
3. **Karen Romero Mayoral**, Legal, Compliance, Risk and Institutional Relations Department.
4. **Dafne García Chávez**, Legal, Compliance, Risk and Institutional Relations Department.
5. **Karla Marcela Rodríguez Hernández**, Legal, Compliance, Risk and Institutional Relations Department.
6. **Ignacio Adalberto Álvarez Allier**, General Services Department.
7. **Oscar Antonio Ruíz Sandoval Frade**, General Services Department.
8. **Isaac Acosta León**, General Services Department.
9. **Miguel Sánchez Escobedo**, General Services Department.
10. **José Fausto Centeno Quintanar**, General Services Department.
11. **Saúl Hernández Campos**, General Services Department.
12. **Juana Alejandra Contreras Hernández**, General Services Department.
13. **Claudia Rodríguez Manzo**, Human Capital and Labor Relations Department.
14. **Antonio Villegas Aguilar**, Human Capital and Labor Relations Department.
15. **José Luis Ortega Barriga**, Human Capital and Labor Relations Department.
16. **Daniela Estrella Gamboa**, Human Capital and Labor Relations Department.
17. **María de Jesús Alvarado Santiago**, Human Capital and Labor Relations Department.
18. **Armando Laguna Lezama**, Pawn Operation.
19. **Carlos Alberto Camacho Ramírez**, Pawn Operation.
20. **Jorge Mejía Ibarra**, Credit and Risk Department.
21. **Ariann Lizbeth Méndez Corte**, Credit and Risk Department.
22. **Alejandra Angarita Chahin**, Social Investment Department.
23. **Aaron Brito Rabadan**, Social Investment Department.



Nacional Monte de Piedad®

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INSTITUTIONAL RELATIONS

RAMÓN PEÑA FRANCO
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Nacional Monte de Piedad



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