

## Table of Contents

<b>1</b>	A letter from the Executive Chairman	<b>000</b>
<b>2</b>	How to read the report	<b>000</b>
<b>3</b>	Main figures	<b>000</b>
<b>4</b>	Profile	<b>000</b>
	• Introduction	000
	• Responsible and sustainable banking	000
	• Products and services	000
	• Channels	000
<b>5</b>	ESG Strategy	<b>000</b>
<b>6</b>	Corporate Governance	<b>000</b>
	• Structure and operation	000
<b>7</b>	Ethics & Compliance	<b>000</b>
	• Code of ethics	000
	• Prevention of money laundering and the financing of terrorism	000
	• Anti-bribery system	000
	• Compliance culture	000
<b>8</b>	Risk Management	<b>000</b>
	• Prevention & Monitoring	000
	• Relationship with the supply chain	000
<b>9</b>	Financial Results	<b>000</b>
	• Relevant financial data	000
	• Product progress: savings	000
	• Product progress: credit	000
	• Economic value generated and distributed	000
<b>10</b>	Customer Service & Value Proposition	<b>000</b>
	• Experience	000
	• Operational continuity and information security	000
<b>11</b>	Responsible Banking	<b>000</b>
	• Priorities	000
	• Analysis of social and environmental credit risks	000
	• Products with environmental criteria	000
	• Financial inclusion	000
	• Financial literacy	000
<b>12</b>	Team	<b>000</b>
	• Demographics	000
	• Diversity and inclusion	000
	• Training and career development	000
	• Staff evaluations	000
	• Wellbeing	000
	<b>Annexes</b>	<b>000</b>
	• Annex I: ESG Management Report	000
	• Annex II: Environmental Management	000
	• Annex III: Contribution to Sustainable Development Goals	000
	• Annex IV: Principles for Responsible Banking Self-Assessment	000
	• Annex V: Glossary	000
	• Annex VI: GRI Index	000
	• Annex VI: SASB Parameter Index	000

## LETTER FROM THE EXECUTIVE CHAIRMAN

(GRI 2-22)

In 2021, we maintained the effort and perseverance that we are known for, moving forward in the face of ongoing uncertainty on both a local level and globally. After the impact that the SARS-CoV-2 (COVID-19) pandemic had on the economy, the year was characterized by a slow transition to long-awaited normality. A successful vaccination campaign promoted by the National Government provided a much-needed dose of optimism, boosting the economic recovery and giving way to the reactivation of the primary sectors of the economy.

For more than 40 years, our institution has been characterized by its robust financial management, earning the confidence of our clients and other stakeholders. This is reflected in how we carefully manage deposits and grant credit, and how we develop our products. This solid basis also guides our sustainable development initiatives, maintaining a steadfast commitment to our environment and to the nation.

Banco Bolivariano is deeply committed to sustainability, working to create opportunities for economic development while undertaking initiatives for the benefit of society. We believe in our potential as a Bank to promote good practices in our clients, setting an example through our teams, fully supporting an enriching work environment, and using our resources efficiently. In line with this commitment, we are pleased to publish our first sustainability report.

In this report, we present our roadmap to sustainability, with a solid strategy that takes us through to 2025. There are initiatives that we have launched to meet the different needs of our clients, seeking to add value to their businesses and to enhance their growth opportunities in a sustainable manner. We also provide comprehensive support by encouraging environmentally sustainable practices through our green credit products, which allow for projects to be implemented to increase efficiency in the consumption of resources such as water, energy and materials, and that promote the reduction of waste, ensuring that they are instead reused across various industries.

At Banco Bolivariano we're proud of our diverse team, and all of our members are highly committed to our customers, which is a fundamental part of our institutional values. Our team of more than 1,500 employees also follows very high ethical standards, which align to our values and organizational culture. From an institutional perspective, we strive for our staff to work in a respectful environment that offers development opportunities that recognize individual effort and teamwork.

We are committed to integrating sustainability at all levels of the decision-making process. This includes how we undertake the technological transition, accentuated by a new way of relating to our clients and staff. We are very responsible in how we manage information, working with cutting-edge technology in line with best industry practices.

On the following pages, we present our performance in 2021 in an effort to be transparent in line with the trust we receive from our stakeholders. This report utilizes the primary standards of reference used worldwide, developed by the *Global Reporting Initiative (GRI)* and the *Sustainability Accounting Standards Board (SASB)*, which places us at the forefront in Ecuador in terms of sustainability disclosure.

We cordially invite you to find out more about our main initiatives and results.

Sincerely,

**Vicente Vallarino Marcos**  
**Executive Chairman**

## How to read the report

(GRI 2-2, 2-3, 2-4, 2-5, 2-14)

Sustainability is an essential part of Banco Bolivariano's strategy and, with this commitment in mind, we are proud to present the first report on our Environmental, Social and Governance (ESG) performance, using international standards of reference.

In 2021, we launched the process to develop our ESG Strategy based on a materiality analysis to determine the most relevant issues to be prioritized. In this way, we also doubled down on our commitment to implement a banking model that contributes to economic and social development while safeguarding the environment. This commitment was endorsed in 2019 when we signed the Principles for Responsible Banking, coordinated by the United Nations Environment Programme Finance Initiative (UNEP-FI).

This report shows the performance and primary actions carried out by the Bank from January 1 to December 31, 2021. It was developed thanks to the efforts of the different areas in the institution that contributed to preparing and reviewing the document.

### This report...

- Has been developed in conformity with the Standards of the **Global Reporting Initiative (GRI)** and the GRI Sector Supplement for financial services. It therefore addresses advances in the **issues of impact materiality**, of relevance to the broader public.
- Also, incorporates the **Sustainability Accounting Standards Board (SASB)** Standards for commercial banks, consumer financing and mortgage financing.

SASB Standards focus on **financial materiality** and respond in particular to the informational needs of investors.

- Reflects progress in applying the **Principles for Responsible Banking**, how the main areas of impact were identified based on the savings and credit portfolio, as well as the primary commitments of the institution in relation to these areas and its short- and medium-term objectives.
- In addition, through our ESG strategy we contribute to the **2030 Agenda** proposed by the United Nations, especially to a series of **Sustainable Development Goals (SDGs)**, which are mentioned throughout the document.

#### How to Identify Topics:

- There is a reference to the SDGs on the cover of each chapter.
- At the beginning of each section, there are also references to the corresponding GRI and SASB Standards, with identification codes.
- At the end of the report, there is an index to help identify GRI indicators and SASB parameters, preceded by a summary table of our contribution to the SDGs.

### 3. Main figures

This sustainability report covers the bank's performance in different ESG (environmental, social and governance) aspects. Our efforts as an institution are organized into 5 priority areas, defined through the process detailed in this document.

To summarize the aforementioned, a selection of figures that highlight our performance as of December 31, 2021 are presented below, all of which can be found on the following pages and throughout the report.

FOCUS	KEY FIGURES		
<b>ETHICS AND COMPLIANCE</b>	Strengthening the risk management model for money laundering and the financing of crime	Continuous improvement of the Anti-Bribery Management System	165 employees have received anti-corruption training
<b>CUSTOMER EXPERIENCE</b>	81 NPS points for corporate customers*	Customer satisfaction index for natural persons: 93%**	ISO 9001:2015 Certification***
<b>TEAM EXCELLENCE</b>	1,518 employees	60% women in management positions, 55% women among staff members	20 hours of average training per employee
<b>COMMUNITY IMPACT</b>	13,997 people have received in-person training on Financial Education	More than 22,000 impacts through the "Aula BB" learning Program in 2021	More than 34,000 visits to the tusfinanzas.ec portal
<b>SUSTAINABLE DEVELOPMENT FROM THE CLIENT</b>	104 clients were evaluated under our ESMS	129 employees have been trained on ESMS and Green Financing	268 non-bank correspondents – "Punto BB"

\*Scale of 0 to 10 where NPS = % Promoters (9 and 10) - % Detractors (0 to 6).

\*\*Customers evaluated in the network of offices nationwide for window service and commercial advisory services. Scale of 0 to 10 where the ratings 9 and 10 are considered satisfied customers.

\*\*\*For 24efectivo ATMs, our internet banking service 24online, 24mobile mobile banking, 24phone telephone banking, SAT Cash Management service and our Avi24 ChatBot.

## Profile

### Introduction

(GRI 2-1, 2-6, FS6)

We are a bank with headquarters in Guayaquil and offering nationwide coverage. We provide financial services for business clients and individuals, following the highest standards of quality, service, and operational efficiency.

We provide innovative solutions that contribute to the growth of our customers and the country, consistently meeting the needs of different segments through physical and digital channels where we provide comprehensive and personalized attention. This is all under our value proposition, synthesized in our slogan: "Juntos nada nos detiene".

We are also widely known for our financial strength, combined with our focus on risk and ESG (environmental, social and governance) opportunities.

### Mission

We are a private Ecuadorian entity that provides financial services that respond to the needs of our individual and business clients with quality and efficiency.

### Vision

To keep Banco Bolivariano as one of the leading financial institutions in Ecuador, maintaining optimal financials while providing excellent service through our staff and expedite response to our customers and create new products tailored to the needs of each client segment.

### Values

Our culture is our identity. The commitment, competitiveness and results of those who are part of the Institution are based on our **values**, which are summarized through **SIENTO BB**:

- Service
- Integrity
- Experimentation
- Our People
- Collaborative work
- Results driven

We complement this with different policies and codes. →See chapter on Ethics & Compliance.

Our share capital by the end of 2021 was USD 300,000,000, distributed in the same number of ordinary and registered shares each valued at USD 1. The bank has a total of 381 shareholders, 82 of which hold 98.3% of the total shares. We have shares and convertible bonds listed on the Guayaquil Stock Exchange.

Shareholders	% Shares
299	1.7%
82	98.3%
Total 381	Total 100%

At the end of 2021, we had a market share of 8.51%, and 8.64% in terms of assets and liabilities, respectively, placing us fifth for private banking systems and seventh in total equity (7.39%) →See chapter on Financial Results.

#### Responsible & Sustainable Banking

We are committed to working responsibly, contributing to the progress of people and companies, and earning the trust and loyalty of our employees, clients, shareholders, and society in general while considering our impact on the environment.

Likewise, we are responsible with our stakeholders<sup>0</sup>, attracting, retaining and engaging the best professionals, building long-term relationships of trust with our clients, and maintaining stable relationships with our suppliers.

→See chapters on ESG Strategy and Responsible Banking.

Employees	Clients
	BB
Society	Shareholders

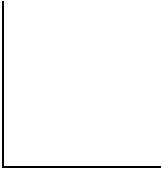


## Products & Services

(FS6)

We offer a wide range of products and services split between Business Banking and Consumer Banking, which are designed to promote and facilitate the development of business and consumer projects, respectively.

Business Banking	<b>Accounts</b> Business Savings Accounts in Dollars and Euros Business Checking Accounts	<b>SAT (Treasury Management System)</b>  Payments Collections Confirming Factoring Reconciliations
	<b>Investments</b> Term Deposits <b>Credit</b> CrediPlus Commercial CrediPlus Productive CrediPlus Green Credit CrediPlus Vehicles Credirol (payroll) <b>Online Products</b> Express Deposits for Companies Digital signatures Virtual Access Codes for Companies Bank References	<b>Foreign trade</b> Letters of Credit Guarantees Sureties Documentary Collections Financing <b>Payment Methods</b> Corporate Credit Cards <b>Transactional Services</b> Payment of services Taxes and Duties Temporary Deposits Swift GPI Special Deposits
Consumer Banking	<b>Accounts</b> Savings Accounts Checking Accounts Children & Youth Accounts	<b>Online Products</b> Savings Mas Accounts Certificates of Deposit Bank References CrediMax Online
	<b>Investments</b> Certificates of Deposit Mas Accounts <b>Credits</b> CrediMax Cash CrediMax Vehicles CrediMax Mortgage CrediMax Education CrediMax Green Credit	<b>Payment Methods</b> Debit Cards Credit Cards <b>Transactional Services</b> Payment of services Taxes and Duties National and International Transfers



Express Deposits  
24-hour Notifications  
**Family remittances**  
Ecuagiros

#### Channels

Our customer experience is a priority, which is why we have provided offices and customer service locations throughout the country, as well as remote channels that operate 24 hours a day.

In recent years, we have responded to the needs of the market by offering digital products, in particular the ability to open savings accounts and other products such as term deposits, and request bank references and consumer loans online.

In 2021, the popularity of various online products increased significantly compared to 2020. Liability products such as savings accounts and programmed savings accounts grew by 79%, and investment certificates by 114%. Likewise, there was a notable increase in activity on our online channels compared to traditional channels, with more than 44% of all savings accounts opened virtually in the last quarter of 2021, and more than 63% of unrestricted consumer loans granted online.

54 agencies  
11 branches  
42 secondary windows  
268 non-bank correspondents – BB Points  
291 ATMs  
SAT – Treasury Management System  
24fono - Telephone banking  
24online - Internet Banking  
24movil - Mobile Banking (app)  
Avi24 - Virtual Assistant (Intelligent Virtual Advisor)

## ESG Strategy

(GRI 2-23, 2-24)

To articulate our steadfast commitment toward our stakeholder groups through our actions, we have proposed a **comprehensive Strategy leading up to 2025** with the purpose of addressing the priorities identified in the double materiality analysis.

Establishing a dual-approach strategy will allow us to address the impacts of the Bank's activities from social, environmental and governance (ESG) perspectives, considering different stakeholders, as well as topics that are especially relevant to our financial results over the medium term.

These priorities are presented below in the form of focus areas and lines of action. Each one is comprised of different initiatives that respond to the interest to add value from a responsible banking standpoint.

Accompanying the priorities defined below, we have proposed medium-term objectives to monitor the progress of our comprehensive strategy and to constantly push for the implementation of the different initiatives. These objectives will be integrated into what was previously established in the framework for adopting-integrating the Principles for Responsible Banking and the response to the primary impacts of our credit portfolio, as is the case with the related initiatives that have been incorporated into the bank's ESG Strategy. →See: Chapter on Responsible Banking; Annex: Identification of portfolio impacts.

Our strategic priorities are shown below alongside the corresponding material topics:

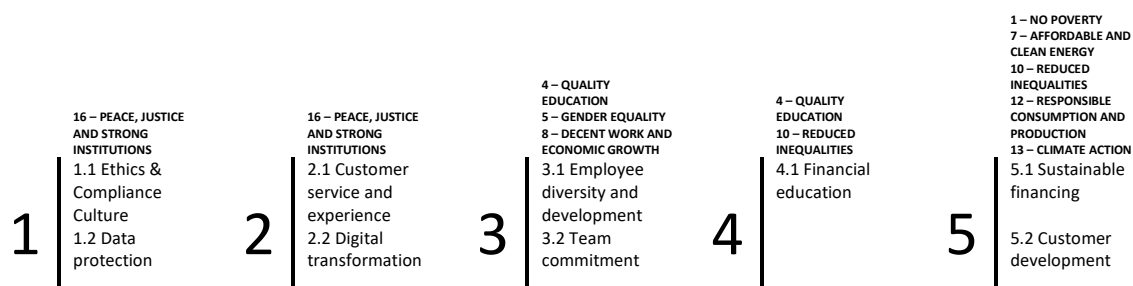
### ESG STRATEGY

16 ETHICS & COMPLIANCE	16 / 9 CUSTOMER EXPERIENCE	4 / 5 / 8 TEAM EXPERIENCE	4 / 10 COMMUNITY IMPACT	1 / 7 / 10 / 12 / 13 SUSTAINABLE DEVELOPMENT FROM CLIENTS
------------------------------	----------------------------------	---------------------------------	-------------------------------	--

BB Banco Bolivariano

- Governance      -Social      -Environmental

Corporate clients, individual customers, employees, shareholders and other capital suppliers, regulatory entities, providers, and society



Focus	Areas	Material Issues
Ethics & Compliance	Governance	Regulatory compliance Ethics & Anti-corruption Cybersecurity Customer privacy
Customer Experience	Governance Social	Customer service Commercial practices Brand positioning Product innovation
Team Excellence	Social	Diversity and equality of opportunities Attracting and retaining employees
Community Impact	Social	Financial education
Sustainable Development of customers	Social Environmental	Sustainable financing & investment Climate change risk management Financial inclusion Product innovation
----- Financial performance -----		

Through this strategy, we will contribute to the UN's **Sustainable Development Goals (SDGs)**, with a focus on addressing issues related to impact materiality. We have heeded the words of the United Nations so that, from the private sector, through our activities and through innovation, we actively contribute to addressing the societal problems identified in the SDGs.

Our strategy will be accompanied by **guidelines** that extend responsibility throughout our operation and our relationships with different stakeholders. Our Code of Ethics is our leading document in this regard: it is aligned with our values and complemented by different policies that have ESG components: team management, customer relations, management of environmental and social credit risk, etc. In addition, we will have a Sustainability Policy that responds to the priorities set in the strategy.

This strategy will be participatory, and will include different teams within the Bank. It will also be open to the participation of our external stakeholders, especially our customers.

Monitoring will be conducted periodically by the different teams involved in the focus areas and lines of action. This will serve as an opportunity to analyze our trajectory and address strategic priorities, as well as allowing us to monitor our progress with respect to the objectives set, which will be reported to the Board.

## Corporate Governance

### Structure and Operation

(GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-17, 2-18, 2-19, 2-20)

Banco Bolivariano has a Code of Good Corporate Governance that was implemented thanks to assistance from the Andean Development Corporation (CAF). It formalizes and documents the principles, rules and mechanisms governing the relationships between the Institution and our various stakeholder groups, including correspondents, employees, investors, clients or depositors and supervisory and oversight entities, under the premises of integrity, transparency and professionalism.

By adopting the good corporate governance practices and measures established in this Code, we generate value for the Bank, shareholders and our stakeholder groups. Likewise, we seek to promote sustainability over time and work towards consolidating our position as a leader in the Ecuadorian financial market.

#### **General Shareholders Assembly**

Our highest governing body, comprised of all legally convened and assembled shareholders. Some of its primary responsibilities include:

- Deliberating and approving the annual balance sheet, and deciding on how profits will be distributed.
- Agreeing on any increases in authorized capital.
- Electing and removing the Chairman and deputy Chairman of the Board and the members of the Board of Directors, the Executive President of the Bank, and the external and internal auditors.
- Setting the remuneration of the Chairman of the Board of Directors and other board members, the Executive President and the External and Internal Auditors.
- Deliberating on and approving reports issued by the Board of Directors, the Executive President and the internal and external auditors.

#### **Board of Directors**

The Board of Directors is the highest management and administrative body, subject to the guidelines and policies issued by the General Shareholders Assembly. It bears the general responsibility of governance, oversight and assessment, subsequently delegating the ordinary management of the bank's operations to the Executive President, the Executive Vice President and other executive bodies.

It consists of five main board members with their corresponding deputies, elected for a period of up to two years by the General Assembly. Some of the main members that the Board of Directors elects each year includes the Deputy Chairman and the Interim Chairman.

Some of its primary responsibilities include:

- Establishing and directing the Bank's financial, credit and economic policy and monitoring compliance.

- Appointing and removing the Executive Vice President and other Vice Presidents in accordance with the Chairman of the Board and the Executive President of the Bank.
- Approve the Risk Management Manual for Money Laundering & Financing of Crimes such as Terrorism (ARLAFDT), which will include general policies, processes and procedures to prevent the risk of money laundering and the financing of crimes, such as terrorism.

The 2021-2022 Board of Directors consists of the following members:

Name	Role	In office since (year)	Independent (Yes/No)	Executive Position (Yes/No)
Dr. Roberto Xavier Gómez-Lince Ordeñana	First Primary Board Member President	2012	Yes	No
Mr. Gianfranco Segale De Martini	Second Primary Board Member Deputy President	1986	No	No
Mr. Carlos Ibsen Vergara Camacho	Third Primary Board Member	2011	Yes	No
Ab. Luis Alberto Hidalgo Vernaza	Fourth Primary Board Member	2001	Yes	No
Dr. Ernesto Luis Noboa Vallarino	Fifth Primary Board Member	2015	Yes	No
Dr. Mauricio Eduardo Arosemena Romero	First Deputy Member	2012	Yes	No
Econ. Alejandro Jose Arosemena Duran	Second Deputy Member	2012	Yes	No
Mr. Gina María Henríquez Aguilar	Third Deputy Member	2012	Yes	No
Mr. Luis Fernando Martínez Lema	Fourth Deputy Member	2019	Yes	No
Dr. María Carmiña Ferro Iriarte	Fifth Deputy Member	2021	Yes	No

## Committees

Committees are bodies of immediate and ongoing collaboration with the Board of Directors, which provide consultation and advice on the work done by the Board.

There are 7 primary committees:

- **Audit Committee**  
Ensures that the auditors receive the effective support of all members of the Bank, and ensures that the objectives of the Bank's internal controls are met. It also monitors compliance with the Bank's mission and objectives.
- **Comprehensive Risk Management Committee**  
Advises the Board of Directors on the adoption of efficient and effective management and oversight mechanisms for all risks that the Bank is exposed to as it carries out its activities.
- **Customer Service Committee**

- Responsible for supervising the service and attention provided to the Bank's customers.
- **Compliance Committee**  
Ensures that the Bank follows the rules on the prevention of money laundering and financing of crimes set by the Superintendency of Banks.
- **Corporate Governance Committee**  
Provides recommendations and oversees the bank's compliance with applicable corporate governance rules and also ensures that a corporate governance standards are strictly followed.
- **Remuneration Committee**  
Oversees the remuneration of senior management and other senior officials.
- **Ethics Committee**  
Establishes the content of the Code of Ethics that, in addition to the declarations of principles and responsibilities, provides guidance on how to proceed within the organization, placing restrictions on the actions of employees. It also establishes the procedure to avoid vices or conflicts of interest, establishes sanctioning measures for breaches of the principles and duties depending on the seriousness of the case, and establishes the process for such purposes.

There are also other Committees in the organization such as Information Security, Technology and Business Continuity.

### **Conflict of Interest**

The following is the procedure followed by the Bank when dealing with cases where a conflict of interest affecting the institution is evident or implied:

- a) Refrain from participating directly or indirectly in activities, actions or decisions where there are existing conflicts of interest, or cease all action when the conflict of interest becomes known;
- b) Directors, administrators and other Bank employees who are or believe they are involved in a situation involving a conflict of interest with the Institution must report it as soon as they become aware of such a situation:
  - i. To their hierarchical superior, in the case of employees. In this case, the hierarchical superior will evaluate whether or not the employee should refrain from acting, and if so, said superior will designate the employee who must continue with the activity. The hierarchical superior may authorize the employee's action by establishing a process to safeguard the interests of the Bank;
  - ii. To the Executive Committee, in the case of administrators. The administrator must provide the Executive Committee with all relevant information so that it can make the decision it deems appropriate. The Executive Committee may authorize the administrator to perform the activity when it does not go against the interests of the Bank;
  - iii. To the Board of Directors, in the case of directors. The conflict of interest must be submitted to the Board of Directors, and the vote of the director involved in the corresponding conflict of interest will be excluded upon making the decision. The director must provide the Board with all relevant information so that the Board can make the decision it deems appropriate. The Board of Directors may authorize the administrator to perform the activity if it does not go against the interests of the Bank.

## **Remunerations**

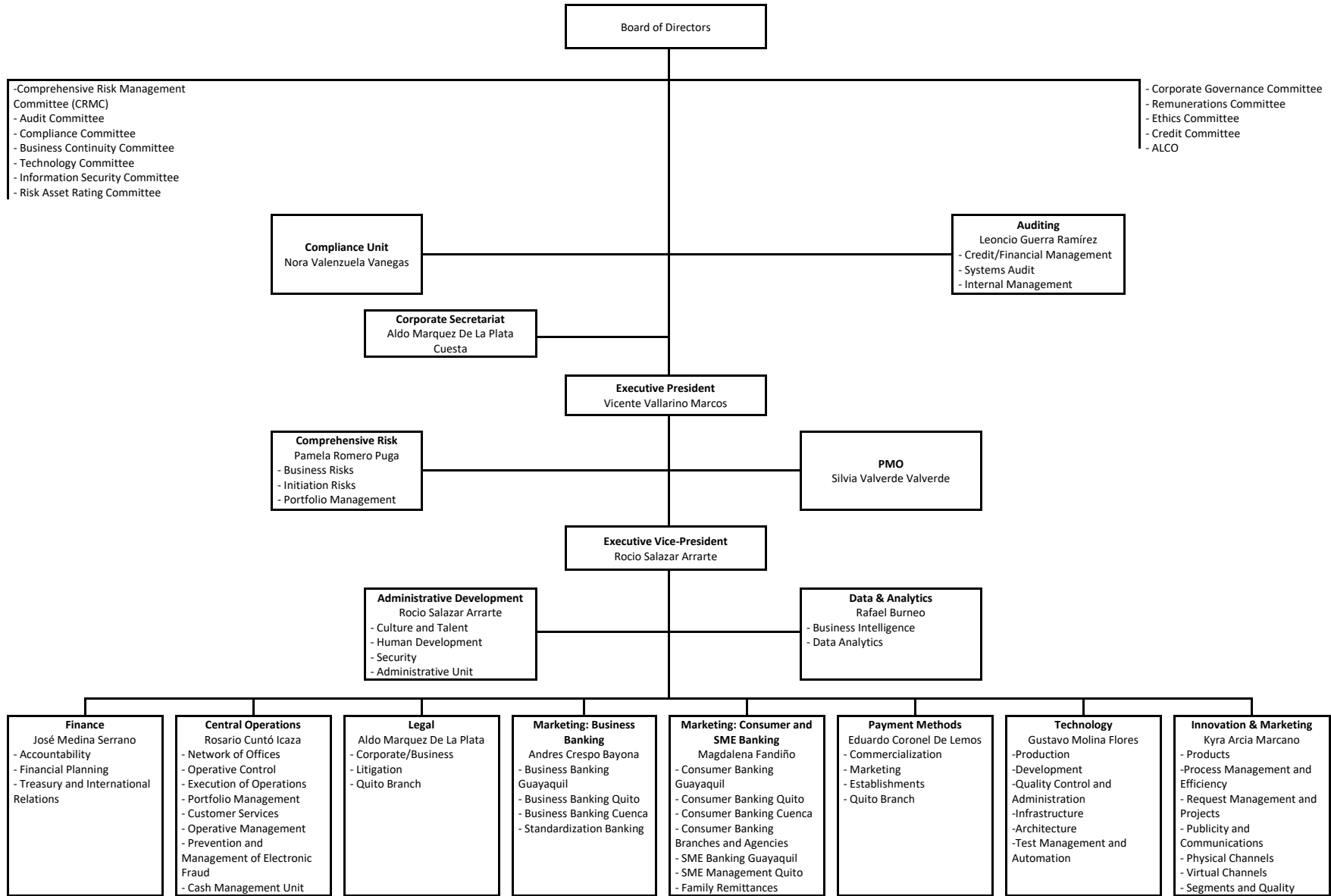
The General Shareholders Assembly sets the remuneration of the Chairman of the Board of Directors and other directors, the Executive President, and the External and Internal Auditors. The Remuneration Committee also monitors the remuneration of senior management and other senior officials.

Based on the Senior Management Remuneration Policy, the following factors are taken into account, among others:

- Current and potential risks.
- The overall performance of the Institution.
- The ability of the Institution to generate cash flows.
- The economic environment in which the Bank operates.
- The financial fundamentals of sustainable and long-term adjustments based on risks taken, fluctuations in the cost of capital, and liquidity projections.



# BANCO BOLIVARIANO ORGANIZATIONAL CHART



## Ethics & Compliance

(GRI 2-15, 2-23, 2-24, 2-25, 2-26, 2-27 3-3, 201-4, 201-5, 205-1, 205-2, 205-3, 206-1, 415-1, 416-2, 417-2, 417-3, SASB FN-CF-270a.4, FN-CF-270a.5; FN-CB-510a.1; FN-MF-270a.3)

Our values, Service, Integrity, Experimentation, Our People, Collaborative Work and Results-Orientated drive are what govern us as an organization. These are the values that all of our employees embody, reflecting them in their work, their decisions, their leadership style, their communication - in short, these values must become part of their essence. These values also support our Organizational Culture, offering the maximum benefit to all stakeholders of our business.

## Code of Ethics

Designed as the foundation for the behavior of all professionals working for the institution, our Code of Ethics promotes high ethical standards and integrity to help our team abide by the rules, laws and policies of the entity and the competent authorities.

All employees have the duty to abide by and fulfill the laws, regulations and provisions of the competent authorities, the Internal Labor Regulations, the Risk Management Manual for anti-money-laundering and countering the financing of terrorism (AML/CFT), the Bank's internal policies, and all of the standards and rules on undertaking and carrying out the businesses, services and processes entrusted to them.

## Prevention of Money Laundering and countering the financing of terrorism

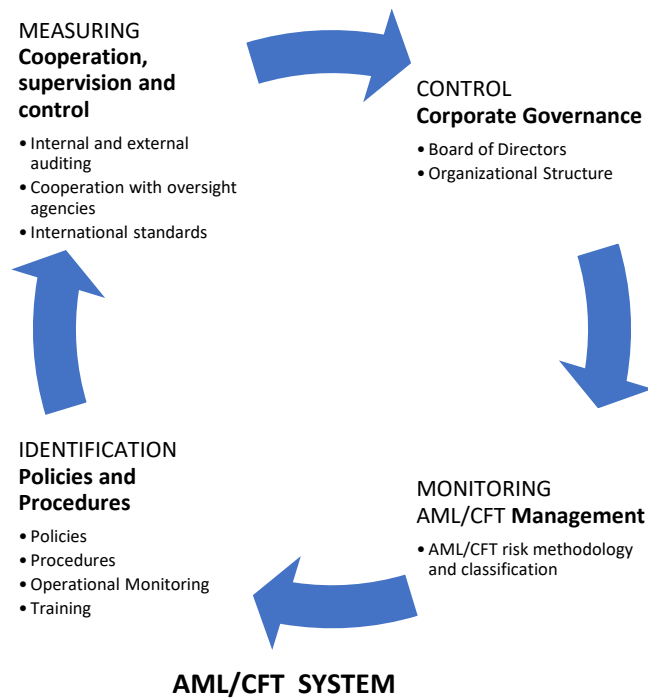
Faced with the emergence of new technologies that criminal groups use to disguise the origin and use of illicit resources, Ecuador's financial institutions have the enormous task of designing new methodologies and controls to prevent money laundering.

At Banco Bolivariano, in strict adherence to the Law on the Prevention, Detection and Eradication of the Crime of Money Laundering and the Financing of Crime, we have made significant efforts to continue strengthening our prevention system by using our human, financial, material and technological resources more efficiently and better aligning the bank's processes, channels, products and services to such provisions to guarantee the safety of employees, customers and other stakeholder groups related to the institution.

The Compliance Unit, together with the Comprehensive Risks area and the Bank's strategic and support areas have worked on implementing a model for managing the risk of money laundering and the financing of crimes such as terrorism, which enables potential cases to be detected in their different forms.

This management model, comprised of stages and elements, along with policies, processes, procedures and methodologies, aims to prevent customers from carrying out illicit transactions and operations through the Bank.

## Risk management model for money laundering and financing crime



### Anti-Bribery System

We have a firm commitment to abide by the law and uphold ethical principles whenever issues arise, especially in anti-bribery and anti-corruption matters. Therefore, we categorically reject any corrupt practices, and we assume the responsibility to participate actively in the eradication and prevention of corruption, and demand third parties do the same.

The **Anti-Bribery Management System Policy** lays the foundation for preventing, controlling and mitigating bribery and corruption risks in our activities so that they are undertaken with the highest level of ethics, integrity and compliance with current legal regulations.

The pillars of our anti-bribery policy are:

- Our institutional values.
- Compliance with applicable anti-bribery requirements and laws.
- Continuous improvement of the Anti-Bribery Management System.

The ESMS Anti-Bribery Management System aims to:

- Prevent, control and mitigate the risks of bribery and corruption.
- Promote an ethical culture in our employees and business partners.

Aligned with best international practices on the prevention of bribery, Banco Bolivariano is currently undergoing ISO 37001 certification, which reflects our commitment to continuous improvement, but above all to our institutional values such as integrity. Additionally, there have been no incidents involving violations to the ABMS Anti-Bribery Management Policy.

As part of the certification process, 165 employees related to supplier management and accounts payable were trained in 2021 on corruption and bribery risk prevention in their activities.

2021	
Administrators	50
Managers	2
Middle managers	66
Exposed personnel (medium to low risk)	20
Other personnel who perform duties not included in the above	27
<b>Total trained employees</b>	<b>165</b>

In addition, internal awareness campaigns were launched on three main channels: e-learning, accompanied by training sessions; 20 talks given via MS Teams; and e-mail campaigns.

### Whistleblowing Channel

We have implemented a formal whistleblowing channel so that employees can raise ethical issues, concerns or allegations of bribery. This channel aims to encourage and help people to report alleged or actual attempted bribery, or any violation of the Code of Ethics or corresponding internal policies, whether in good faith or on the basis of reasonable belief.

This channel guarantees due reserve and confidentiality of the information and the anonymity of the employee to protect their identity. On the other hand, verifying the complaints filed could lead to disciplinary measures that are listed in the Internal Regulations of the Institution, which may include termination of the employment relationship. Additionally, when applicable, the competent authorities will be informed about any conduct that breaks the law so that they can take action accordingly.

### Compliance Culture

We have a number of policies and procedures in place that help strengthen our culture of compliance. These include:

- Code of Ethics
- Anti-Bribery Management System
- Risk Management Manual for Anti-Money-Laundering and Countering the Financing of Terrorism (AML/CFT)
- ISO 19011:2018 Audit Guide
- Code of Conduct for Suppliers
- Internal Regulation
- Supplier Management Policy Manual
- Human Talent Management Policy
- Recruitment, Selection and Hiring Policies

As a result of our management that strictly abides by the law and the commitment of our employees, this year we were not subject to any sanctions from our regulators.

## Risk management

LOW    MEDIUM    HIGH

### PROTECT YOUR INFORMATION

At Banco Bolivariano we are known for the seriousness of our management and our sound decision-making, which are values that are directly linked to the responsibility we have in creating value for our stakeholders. These attributes require the Bank to maintain an adequate level of security to protect information, safeguard customer deposits and secure our combined operational processes.

Given the increased use of digital channels as a result of the SARS-COV-2 (COVID-19) pandemic, the Bank is adapting its processes and methodologies to provide comprehensive risk management in this new environment. To this end, we are implementing internationally recognized practices to ensure that all of our operations are secure, as are the interactions of our customers through our different channels.

### Prevention & Monitoring

(GRI 2-12, 2-13, 201-2)

We established a risk management governance structure that allows us to comprehensively identify, implement and assess prevention measures and monitor the different types of risks the Institution is exposed to in an effective and efficient manner.

In line with the framework provided by regulatory agencies, the Board of Directors is ultimately responsible for ensuring that relevant business risks are properly managed. To do so, it relies on the Comprehensive Risk Management Committee, which is responsible for designing and proposing the strategies, policies, processes and procedures applicable to each unit / specialized team by risk type to the Board of Directors of the Bank.

Likewise, the Comprehensive Risk Management Committee ensures that each of the teams specialized in risk management correctly implements the different policies and procedures.

A summary of the main risks inherent to the management of the bank is shown below, along with a brief description of what has been done in the period corresponding to this report:

Risk	Work Done
Credit risk	Enhancing monitoring and control processes, and implementing methodologies to be able to meet the credit requirements of our clients across different segments efficiently and without assuming greater risks.
Liquidity risk	<p>Setting and monitoring limits that allow the bank to ensure that it has the resources necessary to withstand different cycles of the economy.</p> <p>Policies have been established, that seek to promote the accumulation of short-term and high-quality liquid assets, in addition to diversifying our sources of funding, thus providing stability in achieving our strategic objectives.</p>
Market risk	<p>Market risk management is carried out from two angles: the first is related to interest rate and exchange rate risks, and the second is linked to the investment portfolio (treasury risks).</p> <p>For the former, methodologies are used to measure sensitivity to changes in interest rates, which have historically been of very low impact compared to the levels of constituted technical equity held by the bank.</p> <p>For the latter, the strategic objective of the administration is to maintain a portfolio of high liquidity and better credit quality. To this end, we have policies that prioritize the diversification of investments, high risk ratings and terms.</p>
Operational risk	<p>We have policies and procedures that allow us to adequately manage operational risk, extending to both the processes of the Bank's value chain and to new processes, products, services and channels, considering industry best practices in compliance with the requirements established in the Control Standard for Operational Risk Management issued by the Superintendency of Banks.</p> <p>We have the Operational Risk Management System (SARO), so each process has its respective operational risk profile, which we update periodically with the participation of the corresponding teams. This is how we address any possible changes and the evolution of the context in which they carry out their activities.</p>

### Emerging risks

The aforementioned classification presents the risks by type of impact, with different management structures. The causes behind these risks vary considerably, although there are two that are significantly more relevant today: cybersecurity and climate change. As an institution, we are addressing the aspects that these risks pose to the financial system directly. Below is a brief summary for each topic:

**Cybersecurity** → We are continuously enhancing internal guidelines in this area, following the provisions of current regulations and best practices in Information Security. We also continuously monitor our systems and promote a culture of prevention and proper information management with our employees, critical suppliers and customers.

You can find out more in the Information Security section of this report (**Customer Service & Value Proposition**).

**Climate change** → The severity of current weather events is just one example of the consequences motivating the industry to respond to this type of potential risk, which could significantly affect our clients. Through our green financing products, clients can implement technological and infrastructure improvements to mitigate their impact on the environment and optimize their operations.

Although there are currently no regulatory requirements in this regard for Ecuador's financial sector, we are constantly updating best practices in terms of identifying and monitoring environmental and social risks. Implementing our Environmental and Social Credit Risk Analysis System (SARAS) has allowed us to promote good practices and avoid credit exposure corresponding to our customers' activities that in the future could be limited by regulations due to their particular environmental impact, such as Greenhouse Gas (GHG) emissions.

Our Institution has a complementary climate change responsibility directly related to its operation, which corresponds to energy consumption. To address this, we have taken measures to reduce energy consumption.

Through the Bank's ESG efforts and commitments, we have also begun to calculate our Greenhouse Gas (GHG) emissions, and have set the target of becoming fully carbon neutral through compensation mechanisms.

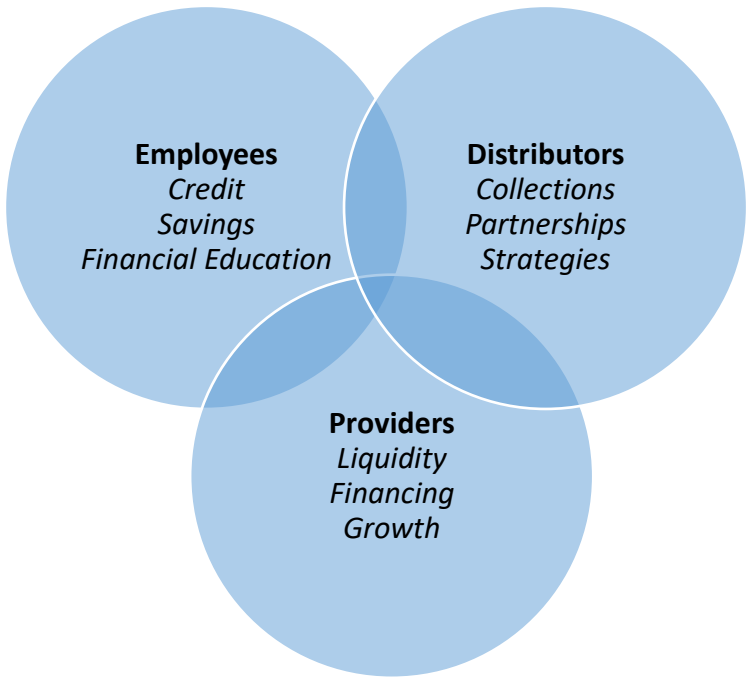
More information on this in the Environmental Performance Annex.

Relationship with our Supply Chain  
(GRI 2-6)

As well as managing institutional risk in our own activities, we also pay attention to risks that may arise for our suppliers, especially in the services that they provide us. To address these risks and minimize them, we request that they adhere to our ethical guidelines from day one of the contractual relationship. Suppliers that make use of our facilities and/or systems are required to carry out their activities under our internal regulatory provisions.

Another way our Institution reduces risk is by selecting suppliers that meet high standards in their processes; likewise, we seek to establish long-term relationships that deliver trust to both parties.

**BB Value Chain**  
*360° Financial Solutions*





## Financial Results

### Relevant financial data

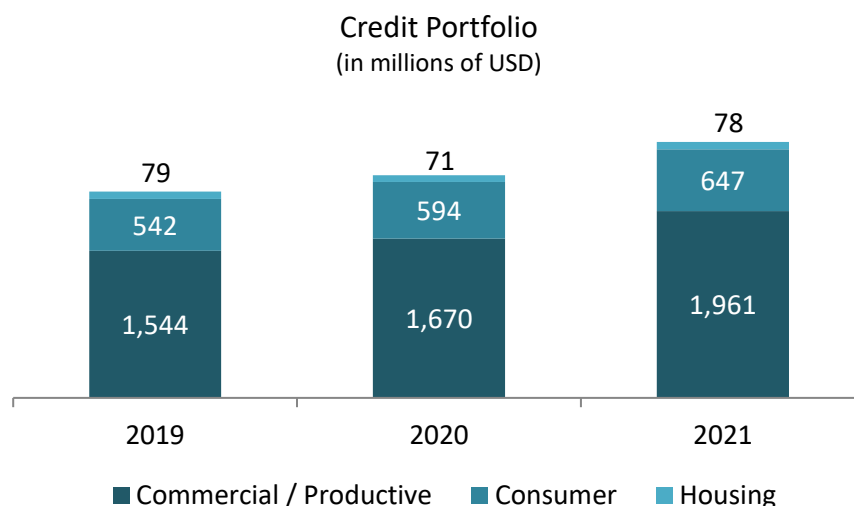
(GRI 3-3, FS6)

2021 presented some difficulties from on a local level, resulting from the electoral period and the ongoing effects of the SARS-COV-2 (COVID-19) pandemic, which both occurred in the first half. However, as an institution we managed to surpass the objectives and goals we had set in the annual budget. Responsibility and careful management, which have characterized us throughout our existence, were key.

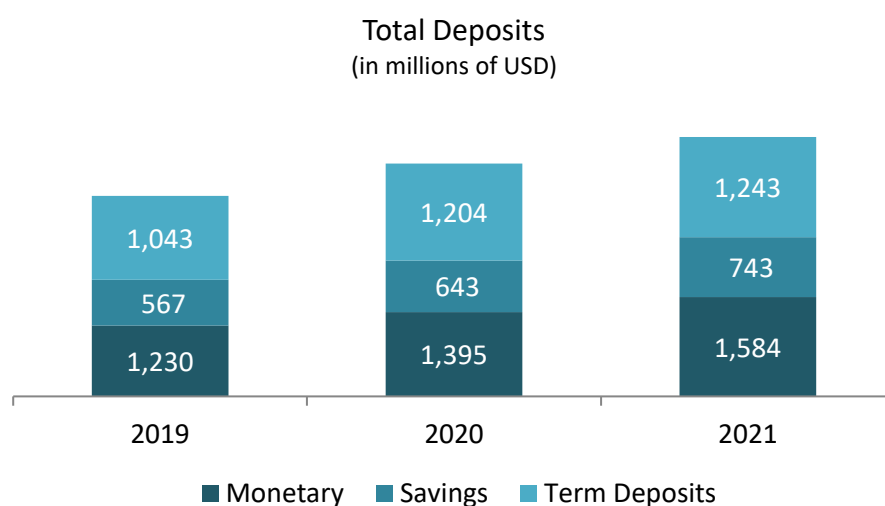
PRIMARY FINANCIAL AND BUSINESS INDICATORS 2019 - 2021				
	2019	2020	2021	VaR 21 – 20%
Assets (in millions of dollars)	3,598	4,002	4,460	11%
Contingencies (in millions of dollars)	234	235	339	44%
Credit portfolio (in millions of dollars)	2,169	2,339	2,689	15%
Deposits (in millions of dollars)	2,852	3,256	3,601	11%
Taxes and contributions (in millions of dollars)	50	42	44	3%
Net profit (in millions of dollars)	44.6	29.7	40.8	37%
Operational Efficiency Index (average operating expenses/assets and contingencies) (%)	3.5	3.3	3.2	-3%
ROE (%)	13.7	8.6	11.0	28%
ROA (%)	1.3	0.8	1.0	25%
Liquidity ratio (%)	47.9	50.7	48.4	-4%
Equity (in millions of dollars)	341	358	407	13%
Solvency Index (Technical Equity) (%)	11.3	13.3	13.2	-0.4%
NPL Ratio (non-performing loans) (%)	1.3	1.2	1.0	-17%

Our loan portfolio closed with a balance of USD \$2.69 billion, representing an annual growth of 14.9%. This was above the trend of the national financial system, which showed an increase of 14.0% in the same period. The largest item in the Bank's loan portfolio is the productive segment, which represents 73% of the entire portfolio, followed by consumer loans, which represent 24%.

Evolution of the credit portfolio by segment:



Regarding deposits, our clients made deposits totaling USD 3.6 billion at the end of the year, which represents an increase of 10.6% compared to 2020. This was also above the average for Ecuador's financial sector, which grew by 9.8% over the same period. Savings accounts grew the most, at 15.5%.



With regards to our financing, we enjoy the confidence of international financial institutions. Within the framework of the "ECUADOR Open for Business 2021" forum, we signed a subordinated loan of USD 30 million with IDB Invest, disbursing the first USD 20 million in December. The resources will help boost economic recovery through various long-term financing mechanisms aimed at small and medium businesses. In addition, part of the resources will be used to support projects related to renewable energies and other responsible environmental practices.

## Product Evolution: Savings

(SASB FN-CF-000. A, FN-CF-000. B; FN-CB-000. A)

The table below details the development of our savings and checking account products across the different customer segments that we serve. This helps us to measure the importance of our role in, and support for, the economic and social development of the country, the activities of companies, and savings opportunities for Ecuadorian families.

Checking and savings accounts by segment	Consumer Banking			SME Banking			Business Banking		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Number of checking accounts	71,093	69,955	70,921	1,958	1,992	2,103	3,673	3,699	3,749
Total value of checking accounts	296,302,398	323,983,132	387,000,787	74,070,192	71,795,950	80,395,057	563,750,583	690,555,527	797,826,669
Number of savings accounts	610,931	608,780	703,594	369	383	414	377	386	394
Total value of savings accounts	458,667,469	515,106,560	578,458,312	7,194,711	6,856,101	6,954,189	16,706,449	23,891,588	38,371,690
Total number	682,024	678,735	774,515	2,327	2,375	2,517	4,050	4,085	4,143
Total Value	754,969,867	839,089,692	965,459,099	81,264,902	78,652,052	87,349,246	580,457,032	714,447,115	836,198,359

	2019	2020	2021
<b>Number of debit card accounts</b>	<b>425,091</b>	<b>422,010</b>	<b>446,277</b>

## Product Evolution: Credit

(GRI 56)

(SASB FN-CF-000. B; FN-CB-410a.1; FN-CB-000. B; FN-MF-000. A)

From the very beginning, we have sought to support business and companies through financing and a series of complementary products, including deposit management products, but also providing support that includes payment methods and foreign trade.

Below is a summary of the 10 primary economic activities that make up productive credit investments:

TRADE	9%
INDUSTRIAL MANUFACTURING	8%
LIVESTOCK AND FISHING	8%
VEHICLES	7%
METALS AND HYDROCARBONS	6%
MASS CONSUMPTION	4%
CHEMICALS AND PLASTICS	4%
TRANSPORT AND COMMUNICATIONS	4%
MACHINERY AND EQUIPMENT MANUFACTURING	3%
CONSTRUCTION	3%

For the distribution of credit by company size, we have included a breakdown of the primary indicators below. It is worth noting that, at Banco Bolivariano, by working with such a wide range of companies in terms of size, as was the case with the diversity of sectors, we contribute significantly to economic growth and job creation.

		2019	2020	2021
<b>Corporate Credit</b>	Credit issued in the year (USD millions)	1,634.59	1,753.30	1,569.18
	Year-end balance (USD millions)	1,008	1,106.29	1,251.63
	Number of customers (in the year)	403	399	400
<b>Business Credit</b>	Credit issued in the year (USD millions)	482.61	544.07	570.21
	Year-end balance (USD millions)	369.10	373.85	451.78
	Number of customers (in the year)	551	566	600
<b>SME Credit</b>	Credit issued in the year (USD millions)	83.91	107.60	78.60
	Year-end balance (USD millions)	63.12	70.39	83.52
	Number of customers (in the year)	700	693	739

Loans by segment	Consumer Banking			SME Banking			Business Banking		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Number of loans	183,563	207,280	250,662	1,406	1,267	1,415	4,067	6,082	6,981
Represented value (USD)	616,611,673	690,831,509	798,825,136	63,117,870	70,392,017	83,523,324	1,377,095,035	1,480,134,631	1,703,406,368

Among our credit clients, financing for businesses involved in importing and selling vehicles is noteworthy, demonstrating how we actively contribute to increasing the mobility of the population in the country.

	2019	2020	2021
Credit delivered for automotive activities (USD millions)	310.63	325.90	212.00
Year-end balance (auto business credit) (USD millions)	204.09	187.40	212.83
Number of automotive distribution clients that were issued credit (in the year)	57	62	59

The primary indicators for consumer financing, including credit cards, are summarized below. This solution is fundamental to the country's economy, allowing families to fulfill their dreams and meet their needs.

		2019	2020	2021
Consumer credit	Number of clients	8,057	3,934	8.843
	Credit issued in the year (USD millions)	102.08	73.98	121.29
	Year-end balance (USD millions)	111	102	146
Credit cards	Number of credit card accounts	188,938	214,586	256,592
	Year-end credit card balance (USD millions)	431	492	518

As an institution, we also support Ecuadorian families in purchasing homes by offering mortgage loans. Here are the main indicators:

Mortgages Issued	Number			Amount		
	2019	2020	2021	2019	2020	2021
Residential	169	137	228	26,710,272	20,185,782	34,412,415
Commercial	2,916	2,786	2,576	1,401,349,827	1,168,322,327	1,366,052,679

## Economic Value Generated and Distributed

(GRI 201-1)

We are committed to generating value for our stakeholder groups, which is also reflected in the distribution of the economic value generated.

Economic value retained allows us to have resources needed to ensure that the institution remains stable, and allows us to meet our objective of continuing to grow in a sustainable manner.

Direct Economic Value Generated and Distributed (EVG&D) (thousands of dollars)				
	2019	2020	2021	VaR 21-20(%)
<b>Revenues (Direct Economic Value Generated, EVG)</b>	<b>301,191</b>	<b>307,807</b>	<b>323,126</b>	<b>5.0</b>
<b>Expenses (Economic Value Distributed, EVD)</b>	<b>256,554</b>	<b>278,088</b>	<b>282,284</b>	<b>1.5</b>
(1) Operating costs	74,857	93,489	97,005	3.8
(2) Employee wages and benefits	51,932	46,954	51,219	9.1
3) Payment to providers of capital	79,587	94,611	89,473	-5.4
4) Payments to the government (taxes and contributions)	49,798	42.398	43.563	2.7
5) Community investments	380	636	1,023	61.0
<b>Economic Value Retained (EVG&amp;D)</b>	<b>44,638</b>	<b>29,719</b>	<b>40,842</b>	<b>37.4</b>

Of the evolution presented above, the growth in community spending is significant; this includes our Financial Literacy programs and other alliances. Due to the economic recovery of 2021, the category of salaries and benefits is growing, although to a lesser extent, significantly due to the increase in employee profit sharing.

## Customer Service & Value Proposition

### Experience

(GRI 3-3, 416-1, 417-1 )

At Banco Bolivariano, we actively seek to form trusting and long-term relationships with our clients. To do so, we are highly committed to our customers, which is part of our DNA and values, representing a fundamental pillar in the strategic planning of our institution.

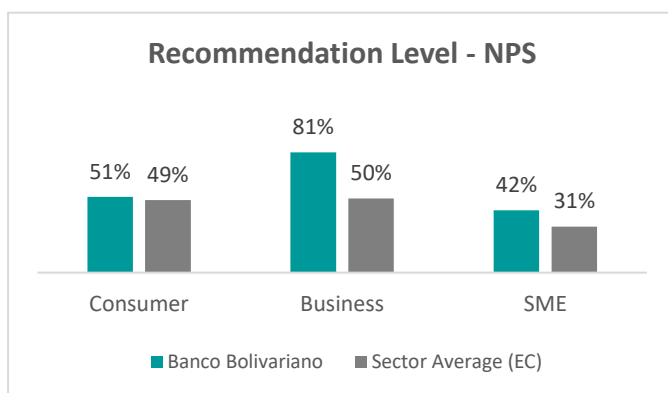
**We are the Bank that goes with you your way, because together we are unstoppable.**

Our broad portfolio of financial products and services allows us to meet the different needs of individuals and companies.

**(See Profile chapter)**

We offer a unique value proposition to our customers focused on building solid relationships that strengthen the bond with the bank through the trust, care and personalized attention of our executives.

Our ongoing attention to the suggestions and needs of clients through surveys at primary customer service points has allowed us to promote a business model based on continuous improvement, which ensures that we meet the expectations of the different segments we provide services for. This virtuous circle has boosted our customer experience levels, which are reflected in our NPS (Net Promoter Score), with above-average results for the sector in Ecuador.

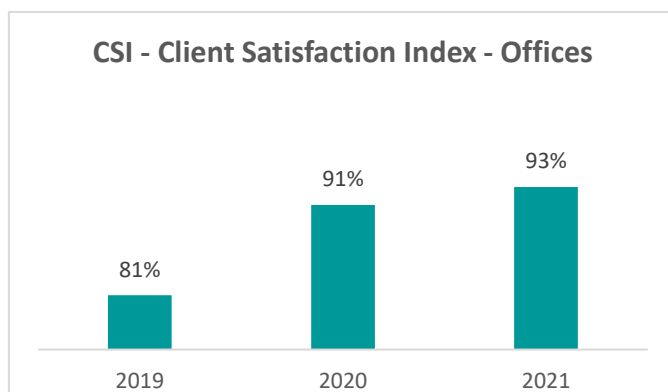


Source: NPS Personas survey report at the end of 2021. A B2B study CX Impact Model – IPSOS, 2021.

Scale of 0 to 10 where NPS = % Promoters (9 and 10) - % Detractors (0 to 6).

Seeking to make our employees more aware of the importance of their role in improving customer experience, we designed the "Service Excellence Rewards" program that gives special recognition to branches that score 90% or more on the ISC Customer Satisfaction Index.

This program has led to a 12-point increase in satisfaction levels and has ensured that more than 90% of our branches achieve levels of excellence in service.



Source: CSI - Offices Customer Survey Report.

Scale of 0 to 10 where CSI = % satisfied customers (rating 9 or 10).

Our ongoing commitment to digital transformation and improving virtual channels is rapidly and easily driving the shift towards self-management. Subsequently, and thanks to high confidence levels in the security of our systems, we are aligned with the current trend of virtual transaction management.

We have utilized the Quality Management System as a strategic pillar for this process, and are certified under the ISO 9001:2015 international standard. This covers the operation of 24efectivo ATMs, our 24online internet banking service, 24móvil mobile banking service, 24fono telephone banking, SAT Cash Management service and our Avi24 ChatBot, where we have implemented the highest quality standards to ensure a satisfactory experience.

In this way, together with our efforts made to maintain information security, we guarantee the continuity of service and the very best experience for our clients.

This year we began implementing a new and more effective claims system, which will be available from 2022. It is intended to improve response times and adequately serve our clients.

### Operational Continuity & Information Security

(GRI 3-3, 418-1)

(SASB FN-CF-220a.2, FN-CF-230a.1, FN-CF-230a.2, FN-CF-230a.3; FN-CB-230a.1, FN-CB-230a.2)

The SARS-COV-2 (COVID-19) pandemic brought accelerated digitalization along with it accompanied by greater exposure of financial institutions to cyberattacks.

Our Bank has strict protocols to protect our customers' information and to prevent data leaks and misuse. These protocols are integrated into our Operational Risk Management System (SARO). In 2021 and as part of SARO, we significantly enhanced the security measures of our virtual channels.

### Business continuity

As part of the annual performance of the Business Continuity Management System, we kept its policies and strategies updated, and we focused on reinforcing the Alternate Data Center's technological infrastructure and coverage of the disaster recovery plan (DRP).



## **Information Security**

During the year, we continued to further improve on the robust management and administration of our Information Security Management System. Our performance includes self-regulation (policies, procedures and codes), systems control measures, and a culture of prevention with our staff (training, awareness).

We have constant security monitoring: twenty-four hours a day, every day of the year. We aim to identify, prevent and report cyber-threats that could impact the infrastructure, applications and information supporting the services we offer.

Our infrastructure and application systems comply with hardening guidelines, as well as with secure development standards based on OWASP and other international best practices for information security.

We have different controls aligned with standards such as ISO 27000, PCI, NIST, and CIST, and perform periodic vulnerability assessments with very satisfactory results. In addition, to strengthen the internal culture on these issues, we continuously launch and manage awareness campaigns through virtual training sessions, e-learning and messaging to the different areas of the institution.

As a result of these efforts, in 2021 there were no incidents associated with breaches of the bank's information security pillars. The measures we take as an institution significantly reduce the risks of systems vulnerabilities and minimize the fraudulent use of our channels and products. However, the human factor is important in the occurrence of cases and, consequently, it is essential to work on raising awareness among our customers. Thanks to good management, we only had losses of US\$43,249 through credit and debit card fraud.

## Responsible Banking

### Priorities

(GRI 3-3)

At Banco Bolivariano we are strongly committed to contributing to the sustainable development through our financial activities. With this in mind, our institution became a signatory to the Principles for Responsible Banking in 2019, which are promoted and coordinated by the United Nations Environment Programme Finance Initiative (UNEP FI).

One of the priorities of the sustainability strategy under development is to promote products and services that contribute to economic and social development while safeguarding the environment. We have also set commitments that will drive this trajectory in response to the main areas of potential impact of our portfolio, determined by applying the UNEP-FI guidelines.

→ Further details on the process for setting objectives are found in the Annex: Identification of Portfolio Impacts.

### Responsible Banking Objectives

Below are the two objectives that we have initially set for ourselves in order to generate positive social and environmental impacts.

To establish them, we concentrated in particular on our business lending activity, as this is the primary focus of the Institution, and is therefore the area that where we can contribute in a greater measure.

In this sense, and in order to have measurable indicators, we will be developing quantitative goals in 2022 for these objectives, with a medium term (3-5 years) outlook on meeting them.

<b>OBJECTIVE 1</b>	
AREAS OF IMPACT	Waste, climate.
PROPOSED IMPACT	Help to develop processes and the adoption of more efficient technologies for corporate banking credit clients, considering the use of resources and energy, as well as lowering the generation of waste and Greenhouse Gas (GHG) emissions.
BUSINESS RESULTS (INDICATORS)	<p>Increase the placement, outstanding balance, and number of clients for:</p> <p>1) Green loans</p> <p>The type of projects included in this credit product includes:</p> <ul style="list-style-type: none"><li>• The electrification of activities to replace the use of fossil fuels.</li><li>• Green Building: buildings with EDGE or LEED certification.</li><li>• Installation of solar panels.</li><li>• Improvement in the use of resources and reduction of waste generated in farming and aquaculture practices (aerators, feeders and other technologies).</li><li>• Farming of organic crops (banana).</li></ul> <p>2) Clients with environmental certifications applicable to the process and / or product.*</p>
RELATED SDGs	9, 12, 13

\*Among the possible certifications to be considered by Banco Bolivariano are:

**Agriculture:** Better Cotton Initiative, Bonsucro, IFOAM, ISCC PLUS (Food, Feed, Bio-based products, Energy, Biofuels outside EU), ProTerra, Rainforest Alliance Certification, Roundtable on Responsible Soy (RTRS), Roundtable on Sustainable Palm Oil (RSPO), Roundtable on Sustainable Biomass (RSB), Utz Certified-, Global Roundtable for Sustainable Beef, Alliance for Waterstewardship (AWS), USDA Organic Banana, EU Organic, Global GAP.

**Forest management:** Forest Stewardship Council (FSC).

**Aquaculture and fisheries:** Aquaculture Stewardship Council (ASC), Aquaculture BAP (Best Aquaculture Practices), Marine Stewardship Council (MSC).

<b>OBJECTIVE 2</b>	
AREAS OF IMPACT	Inclusive, healthy economies; Economic convergence.
PROPOSED IMPACT	Facilitate SME access to financial resources, addressing their different needs for the operation and growth of their businesses.
BUSINESS RESULTS (INDICATORS)	Increase the placement, outstanding balance, and number of clients of: 1) Productive credit for SMEs
RELATED SDGs	8, 9, 10

### Analysis of Environmental & Social Credit Risks

(GRI 3-3, 201-2, FS1, FS2, FS3, FS4, FS5, FS9, FS10)

(SASB FN-CB-410a.2; FN-MF-450a.3)

As a financial institution, we are exposed to the potential environmental and social impacts that our customers' activities could generate, with potential impacts on the environment, human health and/or living conditions.

### Environmental and Social Risk Management System

To mitigate the potential effects generated by our clients, we have implemented the Environmental and Social Risk Management System (ESMS). This allows us to evaluate requests presenting a greater risk due to the type of economic activity and/or size of the project, considering the parameters established by the IFC through its eight performance standards.

The SARAS is used for all credit applications submitted by clients of Business Banking (SME, Business and Corporate) and considers operations that are linked to financing investments and working capital. The E&S Policy of our institution is also included as part of the system, which serves as a frame of reference for all of our activities.

As part of the procedure established through our ESMS, the operation is categorized based on the client's business activity, the size of the company, its location, the amount of credit requested, and what the investment will be used for. For those categorized as having the highest potential risk, due diligence processes are carried out, which may include our representatives making visits to the applicant's facilities.

We are constantly reinforcing the ESMS through training for our employees in key positions. In 2021, 129 employees were trained on Social and Environmental Risks and on how to manage our green financing products as part of these efforts.

The main indicators associated with the assessment of environmental and social credit risk are indicated below:

	2019	2020	2021
Number of clients evaluated through the SARAS (processes started in the year)	42	50	104
Amount of revenue assessed through the SARAS (USD millions)	147.26	122.11	221.38

### Environmental risks in mortgages

Alongside the development of productive credit, Banco Bolivariano also considers environmental aspects when granting mortgage loans. Specifically, among several risks that we assess, we consider climate and other phenomena that lead to flooding, landslides and/or pose a threat of a volcanic event. We also consider the potential environmental impacts of the activities that are and/or will be conducted on the property, and that may lead to water pollution, affect flora and fauna, etc.

In the aforementioned mortgage evaluation, appraisal experts leverage their experience and perform an analysis to determine whether a property represents a high, medium or low environmental risk. These results are taken into account, along with others, to conclude whether or not the mortgage loan should be granted. This is also how our institution determines whether to accept properties as collateral.

### Products with Environmental Criteria (GRI 3-3, FS8)

At Banco Bolivariano we seek to present our clients with financial solutions that are appropriate to their profile and needs, whether managing their deposits, granting credit, and/or providing other products and services. We provide customized care based on the requirements of each customer.

Some products also have environmental attributes due to the type of impact they generate. Consequently, Banco Bolivariano contributes to sustainable development through the services it offers.

The products that have such impacts are shown below, alongside key development indicators:

Name	Description
CrediMax Green Loan	Credit for individual clients to finance the purchase of equipment that uses modern and efficient systems that reduce electricity consumption in homes.
CrediPlus Green Loan	Credit for companies, helping them to finance the purchase of efficient equipment and technologies to reduce environmental impacts and improve production costs.

<b>Indicators</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Number of green credit operations (in the year)	18	10	36
Amount in green credit issued (in the year) (USD millions)	8.5	9.4	25.07
Year-end balance (green credit) (USD millions)	6.58	10.48	28.51

### **Social impact**

We provide products that have a positive social impact. On one hand, we provide inclusion products that benefit individual clients, which we will refer to in the next section. On the other hand, we provide credit products, such as credit to both large and small SMEs, who are suppliers for our business and other corporate clients.

Some key indicators over the last three years are shown below:

<b>INDICATORS</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Amount of credit issued to businesses in the value chain of corporate and business clients (USD millions)	140.8	164.7	221.19
Year-end balance (corporate and business value chain credit) (USD millions)	41.39	59.08	71.58
Number of large and small SME credit customers in the corporate and business value chain (in the year)	322	845	847

## Financial Inclusion

(FS7, FS13, FS14) (SASB FN-CB-240a.1)

As a financial institution, our social impact derives from products that facilitate savings as well as providing credit. This allows us to meet certain personal, professional, or business needs. Our main products of this nature and their key indicators over the last three years are shown below:

SAVINGS	
Name	Description
<b>Cuenta Más+</b>	Allows the client to achieve their goals on a scheduled basis by saving reserve funds, bonuses or any other additional income in order to make the dream of traveling, studying, buying a car, decorating a home or even starting a business come true.
<b>Cuenta Kids</b>	Designed to help instill the concept of saving in children. Children from 0 to 12 years old can easily learn how to work an account.
<b>Cuenta Joven</b>	Aimed at young people aged 13 to 17, intended to help instill the concept of saving in kids. When the individual turns 18, their account can be upgraded to a Savings Account with all of the corresponding benefits.

INDICATORS	2019	2020	2021
Total Deposit Value - Cuenta Más+ (scheduled savings)	18,215,625	23,475,283	31,340,517
Number of customers - Cuenta Más (scheduled savings)	47,209	60,429	85,415
Total Deposit Value - Cuenta Kids	5,982,321	6,187,333	6,426,138
Number of clients - Cuenta Kids	9,539	8,484	8,093
Total Deposit Value - Cuenta Kids	6,973,094	7,831,283	7,981,874
Number of clients - Cuenta Kids	11,448	11,271	11,721

CREDIT	
<b>CREDIMAX Mujer</b>	Segmented offer for consumer credit designed for women clients of the Bank. Provided online or face-to-face.
<b>CREDIMAX EDUCATION</b>	Designed for financing postgraduate studies such as master's degrees and/or PhDs both nationally and abroad.

The support that we provide to women is present in all our products. At the end of 2021, 45% of our individual clients were women. However, we have developed a specific credit product (Credimax Mujer), which allows us to promote access by creating opportunities for all users of the Financial System.

In parallel, we are committed to increasing our added value, incorporating complementary products in the same ecosystem (*Contigo Mujer*) and creating spaces for exchanging knowledge and developing business opportunities.

Additionally, the payroll credit that we provide the staff of Business Banking clients who process their payroll with us to pay their expenses and/or meet investment commitments is noteworthy

due to its social impact. We work closely with the employer and their employees. The positive impact achieved by facilitating customer access to homes through mortgage loans is also significant.

INDICATORS	2019	2020	2021
Payroll credit issued in the year to employees of companies with corporate or business credit (USD millions)	2.34	1.20	0.78
Housing credit issued in the year (USD millions)	26.71	22.39	34.63
Housing Credit Customers	123	130	188
Year-end balance - Housing credit (USD million)	78.31	70.78	76.73
Credimax Mujer issued in the year (Million USD)	NA	0.14	6.41
Credimax Mujer: number of operations in the year	NA	12	715
Credimax Education in the year (Millions USD)	1.62	1.53	0.78
Credimax Education Customers	107	117	57
Year-end balance - Educational Credit (USD millions)	4.85	4.50	3.15

NA: Not applicable. Credimax Mujer was first marketed in 2020.

For financial inclusion, it is vital to make it easier for recipients to use their products. To bring financial services ever closer to our customers, we developed non-bank correspondent locations, which we call Punto BB. This allows users to make banking transactions during extended hours easily and directly at a location that is both close and convenient.

Initially, these access points were only available at the locations of the national supermarket chain Almacenes Tía S.A. However, in 2022, to continue increasing the coverage of our network of correspondent locations, we will include the establishments of new allies, increasing to more than 2,000 points nationwide.

	2019	2020	2021
Number of Punto BB	238	267	268
Total value of transactions per Punto BB	93,598,002	95,925,807	141,150,568
% Transactions at non-bank correspondents	21%	26%	32%

To facilitate access to bank operations, ATMs (24cash) are also very important. Our network has grown steadily over time: in 2021, we installed 11 new multifunction ATMs, and there was a 77% growth in amounts processed for deposits and collections in cash and checks, which went from USD 237 million in 2020 to USD 419 million in 2021. We are also working on improving the ATM user experience, streamlining interactions, taking full advantage of on technological resources, improving the visual interface and introducing a new menu to aid users with reduced visual capacity.

(2021)	Number of points	Transaction volume (millions of dollars)
ATM – Cash Dispensers	261	1,321,170,489
ATM - Multifunction	29	420,736,199

## Financial Education

(FS16) (SASB FN-CB-240a.4)

At Banco Bolivariano we are committed to increasing financial literacy in the country and are aligned with the initiatives of the authorities in doing so.

Our institution has developed a training program that gives people basic knowledge and skills to better manage their resources and to increase and protect their assets with the help of the appropriate and responsible use of the financial products and services that we offer. The program, called BB Classroom, was launched in 2014 and has been growing in scope ever since. The beneficiary groups of BB Classroom are listed as follows:

- School children (5 to 8 years old)
- Teens (ages 9 to 12)
- Youth (13 to 17 years old)
- Young Adults (18 to 24 years old)
- Adults (25 to 64 years)
- Senior Citizens (65 years and older)
- Bank staff

An additional feature of our institutional program is a monthly electronic newsletter promoting good financial habits alongside messages on social networks and other media.

We also participate in the Tus Finanzas (Your Finances) program, together with other local entities. This program includes a variety of channels to communicate financial literacy messages, including a website, webinars, social media campaigns and sending electronic newsletters.

Below are the results of our BB Classroom institutional program and participation in Tus Finanzas in 2021:

Type	Category	Segment	Total Impact
Institutional	In-Person Activities	School children (5-8 years old)	2,000
		Preteens (9-12 years old)	1,050
		Youth (13-17 years old)	2,340
		Young adults (18-24 years old)	4,632
		Adults (25-64 years old)	3,669
		Employees	306
	Digital Media	Emails sent to Banco Bolivariano customer database	6,407,878
	Social Media Publications	Facebook	10,737,439
		Twitter	5,212,784
	Press	Advertisements	90,000
Associative	Radio	Informative Spots	1,056
	Digital Media	Social media, newsletters, and webpage visits	36,717
	Press	Press	62
Total Management (Impact) 2021			22,499,933



## Team

### Demographics

(GRI 2-7, 2-30, 3-3, 401-1, 405-1)

As an institution, we are strongly committed to our employees. We constantly strive to provide the necessary tools to aid in their professional development and to contribute to a good working environment.

As of December 2021, our workforce consisted of 1,518 employees, remaining largely similar to the previous year, thus reflecting our commitment to job stability despite the difficulties of the economic environment. Most of our employees have permanent contracts, and all of our staff work on full-time schedules.

ENTIRE WORKFORCE 2019-2021			
	2019	2020	2021
Women	877	849	838
Men	663	661	680
Total	1,540	1,510	1,518

BREAKDOWN OF WORKFORCE BY PROFESSIONAL CATEGORY AND GENDER - 2019								
	<30 years		30-50 years		>50 years		Men %	Women %
	Women	Men	Women	Men	Women	Men		
Executives	0	0	2	1	3	5	54.5%	45.5%
Managers	0	0	21	20	14	8	44.4%	55.6%
Middle managers	4	2	119	65	22	9	34.4%	65.6%
Analysts, Executives and Officers	40	38	134	106	2	2	45.3%	54.7%
Assistants and clerks	332	249	178	138	6	20	44.1%	55.9%
<b>TOTAL</b>	<b>376</b>	<b>289</b>	<b>454</b>	<b>330</b>	<b>47</b>	<b>44</b>	<b>43.1%</b>	<b>56.9%</b>

BREAKDOWN OF WORKFORCE BY PROFESSIONAL CATEGORY AND GENDER - 2020								
	<30 years		30-50 years		>50 years		Men %	Women %
	Women	Men	Women	Men	Women	Men		
Executives	0	0	1	0	4	6	54.5%	45.5%
Managers	0	0	20	17	15	9	42.6%	57.4%
Middle managers	6	1	111	62	24	14	35.3%	64.7%
Analysts, Executives and Officers	35	38	138	112	3	4	46.7%	53.3%
Assistants and clerks	300	231	187	145	5	22	44.7%	55.3%
<b>TOTAL</b>	<b>341</b>	<b>270</b>	<b>457</b>	<b>336</b>	<b>51</b>	<b>55</b>	<b>43.8%</b>	<b>56.2%</b>

BREAKDOWN OF WORKFORCE BY PROFESSIONAL CATEGORY AND GENDER - 2021								
	<30 years		30-50 years		>50 years		Men %	Women %
	Women	Men	Women	Men	Women	Men		
Executives	0	0	1	0	4	6	54.5%	45.5%
Managers	0	0	18	16	18	8	40.0%	60.0%
Middle managers	5	1	111	62	27	15	35.3%	64.7%
Analysts, Executives and Officers	29	55	141	131	4	7	52.6%	47.4%
Assistants and clerks	288	212	186	140	6	27	44.1%	55.9%
<b>TOTAL</b>	<b>322</b>	<b>268</b>	<b>457</b>	<b>349</b>	<b>59</b>	<b>63</b>	<b>44.8%</b>	<b>55.2%</b>

We have a diverse team, with women making up more than 55% of the workforce, as well as the simultaneous presence of different generations. We offer opportunities to young talent, with 38.9% of our employees aged under 30 years old. This is combined with the experience of those who are more advanced in their careers, with 8% of our employees being at least 50 years old.

As part of our commitment to our employees, we offer channels to address different queries and concerns, and frequently monitor our working environment. We also continue to make progress in creating employment opportunities, having added 184 new employees in 2021.

NEW MEMBERS OF STAFF (TOTAL FOR THE YEAR)			
	2019	2020	2021
New positions: women	167	70	93
New positions: men	123	58	91
<b>TOTAL</b>	<b>290</b>	<b>128</b>	<b>184</b>

TERMINATION OF EMPLOYMENT (TOTAL FOR THE YEAR)			
	2019	2020	2021
Voluntary Resignation – Total	186	108	137
Voluntary Resignation: Women	90	67	78
Voluntary Resignation: Men	96	41	59
Involuntary Termination – Total	63	52	46
Involuntary Termination: Women	33	31	26
Involuntary Termination: Men	30	21	20
<b>TOTAL TERMINATION OF EMPLOYMENT</b>	<b>249</b>	<b>160</b>	<b>183</b>

	AVERAGE MONTHLY TURNOVER RATE <sup>1</sup>		
	2019	2020	2021
Voluntary	1.02%	0.59%	0.76%
Involuntary	0.34%	0.29%	0.25%

In 2021 our employee onboarding and offboarding numbers were essentially the same. Working conditions, job stability and employee development contribute to low voluntary turnover rates, which since 2020 have remained below 1%.

<sup>1</sup> Calculation: Staff departures / Total staff per month

## Diversity & Inclusion

(GRI 2-20, 3-3, 401-2, 401-3, 405-2, 406-1)

(SASB FN-CF-270a.1)

At Banco Bolivariano we understand and value the individuality of our people. Our Code of Ethics prohibits any act of harassment and discrimination based on personal attributes and/or characteristics.

In the event of any circumstance of this kind, employees can report it directly to their superiors and/or through the internal reporting channel. As an institution, we will respond quickly to the situation. It should be noted, however, that no cases were reported during the year.

We believe in talent regardless of gender, offering development opportunities to our employees and encouraging their professional growth.

We lead as an institution, with more than 60% of senior management and middle management positions occupied by women, even above the total average in the workforce as a whole. This is partly the result of the benefits that we offer our employees, such as our childcare service, which has a greater impact on women, having a fundamental role for families. Furthermore, we support our staff so that caring for their families does not stop them from taking advantage of opportunities for professional growth that the institution can offer them.

We also respect the right of our employees to maternity and paternity leave in accordance with current laws. At the end of 2021, 38 female employees and 28 male employees took their leave with a 100% reinstatement rate.

We also prioritize equality when establishing remuneration, equally recognizing salaries without a gender bias. To guarantee this, a ranking system based on the HAY methodology is used, in addition to analyses of remuneration levels in the market in order to be competitive when establishing salary ranges.

The salary ratio by gender for the different professional categories within Banco Bolivariano is shown below. The differences correlate to the distribution of employees by gender in the different subcategories and their seniority; however, there are no differences between staff members who have the same responsibilities and trajectory.

SALARIES AND REMUNERATIONS 2021	
Professional category	Salary Ratio (M/H)
Executives	0.96
Managers	0.99
Middle managers	1.01
Analysts, Executives and Officers	0.95
Assistants and clerks	0.93

## Training & Career Development

(GRI 3-3, 404-1, 404-2, 404-3)

We seek to develop the maximum potential of our employees, offering them various training programs.

In 2021 we invested US\$ 240,000 to implement 58 training programs, providing an average of 20 hours of training per employee.

Year	Investment in Training (USD)	Training Programs
2019	\$170,000	234
2020	\$237,212	118
2021	\$240,000	58

### Training Program Attendees

YEAR	NO. OF PARTICIPANTS	TOTAL EMPLOYEES
2019	1,607	1,540
2020	1,572	1,510
2021	1,460	1,518

TRAINING 2021			
Professional Category	N° of attendees	Total number of hours	Number of hours/participant
Executives	8	141	18
Managers	61	3,751	61
Middle managers	230	11,232	49
Analysts, Executives and Officers	341	4,466	13
Assistants and clerks	820	8,986	11
<b>TOTAL</b>	<b>1,460</b>	<b>28,576</b>	<b>20</b>

## Staff Evaluations

Every year we evaluate the performance of our employees in order to better understand their abilities and develop our human talent appropriately. This consists of a self-evaluation carried out by each employee and an evaluation carried out by his/her immediate superior.

Professional category	% employees evaluated on their performance - 2021	
	Men	Women
Executives	100.0%	100.0%
Managers	75.0%	82.9%
Middle managers	97.5%	100.0%
Analysts, Executives and Officers	97.0%	97.0%
Assistants and clerks	95.9%	96.4%
<b>TOTAL</b>	<b>95.6%</b>	<b>96.6%</b>

## Wellbeing

(GRI 3-3, 401-2, 403-9, 403-10)

We offer our employees benefits and services that contribute to improving their quality of life. These include loans and salary advances in accordance with current legal provisions, in addition to seniority bonuses and variable remuneration provided for certain profiles. We strongly support learning opportunities, and thus have agreements with several universities so that our staff can pursue undergraduate and/or postgraduate studies at discounted rates.

All of our staff are entitled to private medical insurance and life insurance. Also, as part of our occupational health & safety program, we have a medical office where employees receive free care. Preventive health exams are offered to our personnel on an annual basis, and we carry out preventive medicine campaigns through different channels. Banco Bolivariano also maintains agreements with healthcare institutions and pharmacies.

It is important to note that we have a Policies and Procedures Manual to manage workplace health & safety risks and opportunities. We have also established Occupational Health & Safety (OHS) Committees in three locations: a central committee and two subcommittees in the Main Quito branch and the Cuenca branch.

Our Occupational Health & Safety program is managed by a joint committee and the Occupational Health & Safety department, who together identify and periodically assess risks through an analytical process that leads to the control and mitigation of risks that have been identified. Likewise, preventive activities and safe and healthy working conditions are recorded in a comprehensive annual occupational risk prevention plan. Our staff understand the importance of complying with the Health & Safety Regulation, which is duly approved by the regulatory agency.

It is worth mentioning that, due to the nature of our operations and the measures we have adopted, we do not have any positions that are significantly exposed to health risks nor have any serious incidents been recorded.

As part of the program, we carry out awareness campaigns through different channels and training workshops with a particular focus on prevention.

Due to the pandemic, we take strict precautionary and preventive measures, in addition to facilitating vaccination for our employees, their families and contractor personnel who work in our facilities.

We are also prepared for emergencies, with response plans and a group of properly trained brigade members.

<b>OCCUPATIONAL HEALTH &amp; SAFETY INDICATORS</b>			
	<b>2019</b>	<b>2020</b>	<b>2021</b>
Number of accidents	1	1	3
Number of occupational illnesses	0	0	0
Number of fatalities	0	0	0
Absent days reported to the authority	4,782	5,063	9,396
Total hours worked	3,080,000.00	3,020,000.00	3,036,000.00
Average monthly number of employees throughout the year	1540	1510	1518
Lost Time Injury Frequency Rate (LTIFR) <sup>2</sup>	0.32	0.33	0.99
Absenteeism rate <sup>3</sup>	1.24	1.34	2.48

Every two years we carry out a survey to measure the organizational culture within the Bank using the Organizational Culture Compass (OCC). This survey consists of a questionnaire that has 72 attributes distributed across nine categories organized into three types of culture.

In 2021, 1,357 employees (89.8% of the total workforce) participated in the survey. The results reflect that there is a positive culture in the organization. Our main area to improve is in Human Talent; however, the trend has consistently improved since 2019. Based on these results, we develop action plans with specific initiatives for the attributes that need to be improved.

---

<sup>2</sup> Number of lost time injuries\*1,000,000/total hours worked

<sup>3</sup> Percentage of days absent/total days worked

## Annex I: ESG Management Report

### Relationship with our Stakeholders

(GRI 2-28, 2-29)

We have a strong relationship with our different stakeholders and seek to create shared value through our business, including the portfolio of financial products and services that we offer.

Our employees, in their internal relations and with external stakeholders, are always guided by the SIENTO BB values that form the bases of the Bank's culture, as well as by the guidelines of the Code of Ethics and other internal policies.

We are also an active member of the Association of Private Banks of Ecuador (ASOBANCA), participating in the Sustainable Finance Committee, for example, by supporting the development of sectoral guidelines applicable to the Environmental and Social Risk Analysis Systems (SARAS) used in various financial institutions nationwide.

On an international level, we have shown our commitment by becoming a signatory bank to the Principles for Responsible Banking in 2019, part of the United Nations Environment Programme Finance Initiative (UNEP-FI), and subsequent participation in the development opportunities it offers.

In addition to regular communications with our stakeholders, we consider some of their perspectives through consultations to measure impact materiality.

The associations and/or chambers we participate in are as follows:

Environment	Institution/Initiative
Associations	Association of Private Banks of Ecuador (ASOBANCA)
Chambers	Chamber of Commerce of Guayaquil
	Ecuadorian American Chamber of Commerce
	British Chamber of Commerce
Main initiatives supported	Principles for Responsible Banking (UNEP-FI)
	Guayaquil Water Fund (FONDAGUA)
	Junior Achievement

#### Detail of the Relationship

Stakeholder Group	Value Created	Channels
Shareholders and other capital providers (includes development and/or multilateral banking)	<p>Robust operating and financial results, with management that follows a strategic plan in line with risk levels authorized by the Board of Directors.</p> <p>Corporate governance based on best practices, which protects the interests of the institution and ensures continuity over time, on short-term decisions.</p> <p>Attractive opportunity to be able to channel financial resources to initiatives that contribute to economic and social development, which serve to support business activities.</p>	<ul style="list-style-type: none"> <li>– Shareholder Meeting</li> <li>– Specific section on the website</li> <li>– Specific reports</li> <li>– Specific cases of attention depending on the request</li> <li>– Shareholders' report</li> <li>– Shareholder Meeting Minutes</li> <li>– Sustainability Report</li> <li>– Exercise of materiality</li> </ul>
Staff	<p>Professional development opportunities and the ability to work in high-performance teams.</p> <p>The opportunity to grow hand-in-hand with customers as part of a service proposal that prioritizes a close working relationship, and that strengthens the employee experience.</p> <p>We have a culture of trust and respect aligned with our principles and values.</p>	<ul style="list-style-type: none"> <li>– Evaluation of working environment</li> <li>– Whistleblowing channel</li> <li>– Intranet and regular internal communications</li> <li>– Training sessions</li> <li>– Exercise of materiality</li> <li>– Sustainability report and other publications</li> </ul>



Clients	<p>Attention to their different needs through products and services with clear conditions and advice from employees.</p> <p>With Business Banking, the opportunity to receive financing to grow the business, along with a broad portfolio of business management services.</p> <p>With Consumer Banking, we are particularly known for providing customized products, maintaining close working relationships with our customers, and providing tailored advice especially for clients with independent businesses, which gives us a greater understanding of their circumstances.</p>	<ul style="list-style-type: none"> <li>– Agencies, branches and secondary windows</li> <li>– Punto BB (non-bank correspondent locations)</li> <li>– Remote channels (web, mobile app, telephone service)</li> <li>– Virtual Assistant (AVI24)</li> <li>– Work done by the Customer Ombudsman (legal)</li> <li>– Institutional publications (in addition to commercial ones) (i.e. Sustainability Report)</li> <li>– Exercise of materiality</li> </ul>
Authority	<p>Strict adherence to regulations with a strong culture of compliance across the various teams at the Bank.</p> <p>Adds strength to the financial system through exemplary management.</p>	<ul style="list-style-type: none"> <li>– Reports/required documentation</li> <li>– Additional relationship through professional associations</li> </ul>
Suppliers (includes companies that serve as non-bank correspondents)	<p>Business opportunities, in long-term relationships, with fair conditions. High standards of quality that support the supplier.</p>	<ul style="list-style-type: none"> <li>– Contracting meetings and service delivery operations</li> <li>– Administrative processes</li> </ul>
Society (includes professional associations, allied social organizations, media)	<p>Contribution to economic and social development through customers and suppliers, which extends to the rest of society.</p> <p>Commitment to high standards for ESG (environmental, social and governance) issues, resulting in a contribution towards the UN's Sustainable Development Goals (SDGs).</p> <p>Development of the Financial Literacy Program, creating a culture of better management of finances for participants of different ages: both today (with adults) and for the future (with children and young people).</p> <p>Transparency in our performance and results to help build confidence in the Bank as an institution.</p>	<ul style="list-style-type: none"> <li>– Financial Literacy Program</li> <li>– Social investment initiatives / collaboration with organizations</li> <li>– Professional association committees and working sessions</li> <li>– Press releases and other notifications sent to different media</li> <li>– Sustainability Report</li> </ul>

## Materiality Analysis

(GRI 3-1, 3-2, 3-3)

The materiality analysis allows for issues that are critical to the management of the institution to be identified. Given the broad range of ESG (environmental, social and governance) issues that a company can address, it is necessary to prioritize those most related to its business model and the context that it operates in.

In line with international best practices, we have already implemented a dual approach to identify these issues.

### **Impact materiality (GRI)**

Considers the activities of the Bank that have the greatest impact on the environment, including all of its stakeholder groups.

To do this, we consulted with a selection of stakeholder groups and surveyed senior management of the Bank regarding their vision (resulting in a dual-axis matrix).

This serves as the basis for applying the *Global Reporting Initiative (GRI)* Standards in this report.

### *IMPACT ON THE ENVIRONMENT AND ON SOCIETY*

### **Financial materiality (SASB):**

Prioritizes topics that may have the greatest effect on the financial status, operating performance and cash flows within the company. This allows us to respond to the concerns of institutional investors, rating agencies and other members of the local and international financial system.

It serves as the basis for applying the *Sustainability Accounting Standards Board (SASB)* standards in this report.

### *IMPACT ON THE COMPANY*

The company's impact on environmental and social topics may be financially material

### Impact materiality process

The company's appearances in the media, the results of evaluating our culture, and customer satisfaction assessments.

#### **1) Identification**

Preparation of a list of potentially relevant topics based on the analysis of the company's appearances in the media, the results of evaluating our culture, and customer satisfaction assessments.

- Sectoral reference documents proposing key topics (i.e. GRI, SASB, etc.)
- Financial sector sustainability frameworks at local (ASOBANCA) and international (UNEP-FI) levels.
- COVID-19 impact analysis documents on business activities and the financial sector
- Local and international trends in multi-sector sustainability
- Priorities set in the 2030 Agenda and the SDGs in Ecuador
- International requirements of risk rating agencies

#### **2) Prioritization**

The list of potentially relevant topics was assessed from two perspectives.

From it, the Bank was able to create a materiality matrix showing the importance of the different aspects assessed.

1) Priority for the Bank, according to the internal vision of senior management through interviews held.

2) Importance for a group of stakeholders, determined through interviews and surveys: employees, customers, suppliers, shareholders and authorities.

#### **3) Validation**

The Bank's senior management participated in the analysis of the results and their approval.

### Financial materiality process

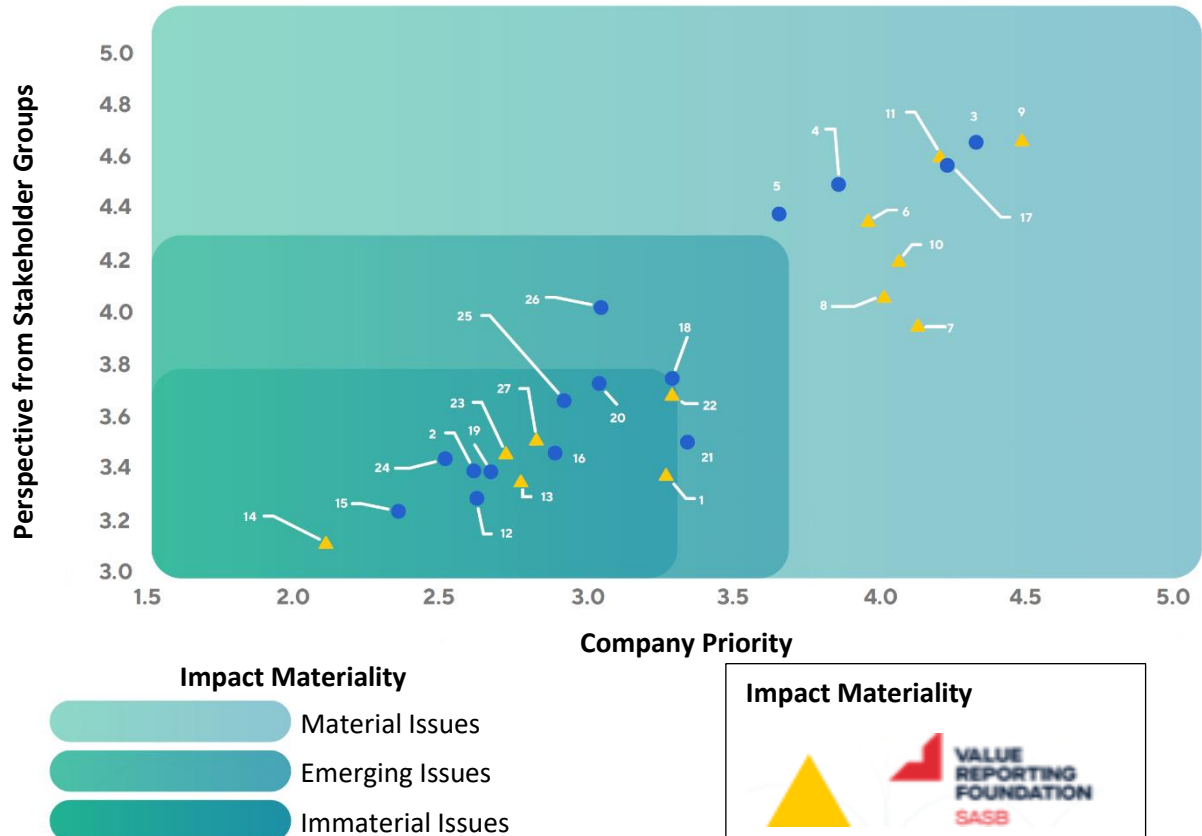
We followed the process already carried out by the *Sustainability Accounting Standards Board (SASB)* on an international level, which included 77 industries (7 within the financial sector). It is essentially a categorization system for different economic activities.

In particular, we concentrated on issues that were considered financially material for the commercial banking and consumer finance industries.

## Integration

From the two aforementioned processes, we arrived at a selection of material issues from an impact perspective and others from a financial perspective: some were simultaneously critical from both perspectives. The results are shown in the following matrix.

As the foundation for the ESG Strategy and this report, we have considered material issues both from one single perspective and from both simultaneously, which reinforces the result.



Material Issues / 16	Emerging Issues / 6	Immaterial Issues / 5
9 Regulatory compliance	21 Employee training & development	2 Responsible supply chain
3 Customer service	26 Socio-economic development of communities	24 Workplace health & safety
17 Ethics & Anticorruption	25 Working environment	12 Environmentally friendly products and services
11 Brand positioning	18 Corporate governance	19 Publication and transparency of ESG information
4 Digital Transformation	20 Relationship with investors	15 Ecofriendly processes
6 Cybersecurity	16 Relationship with authorities	
10 Customer privacy		
8 Financial Performance		
7 Commercial practices		
5 Product innovation		
1 Financial inclusion		
27 Financial literacy		
13 Sustainable financing & investment		
23 Diversity & equality of opportunities		
22 Attracting and retaining employees		
14 Climate change risk management		

## (Annex I: ESG Management Report)

### Identification of Portfolio Impacts

As part of our commitment to sustainability, we share the different **ESG (environmental, social and governance)** issues of greater relevance that were evidenced in our materiality analysis below. These respond to the set of relationships we have with our different stakeholder groups.

In particular with our customers, attention to these issues is addressed within the framework of responsible banking guidelines, understanding how the financial products and services we offer contribute to their economic and social development while **protecting the environment**.

These actions reflect our commitment to the Principles for Responsible Banking coordinated by the United Nations Environment Programme Finance Initiative (UNEP FI), as we have previously noted.

Below, we detail the process we followed in 2021 under the requirements of the UNEP-FI initiative to determine the main areas to work on based on their level of impact on our portfolio.

To determine the positive and negative impacts of our portfolio, as required under Principle 2, we have used the Portfolio Impact Analysis Tool for Banks developed by UNEP FI.

Possible areas of impact have been established by this initiative in its *Impact Radar* (see image).



### **Impact Identification & Assessment: Characteristics of the Analysis**

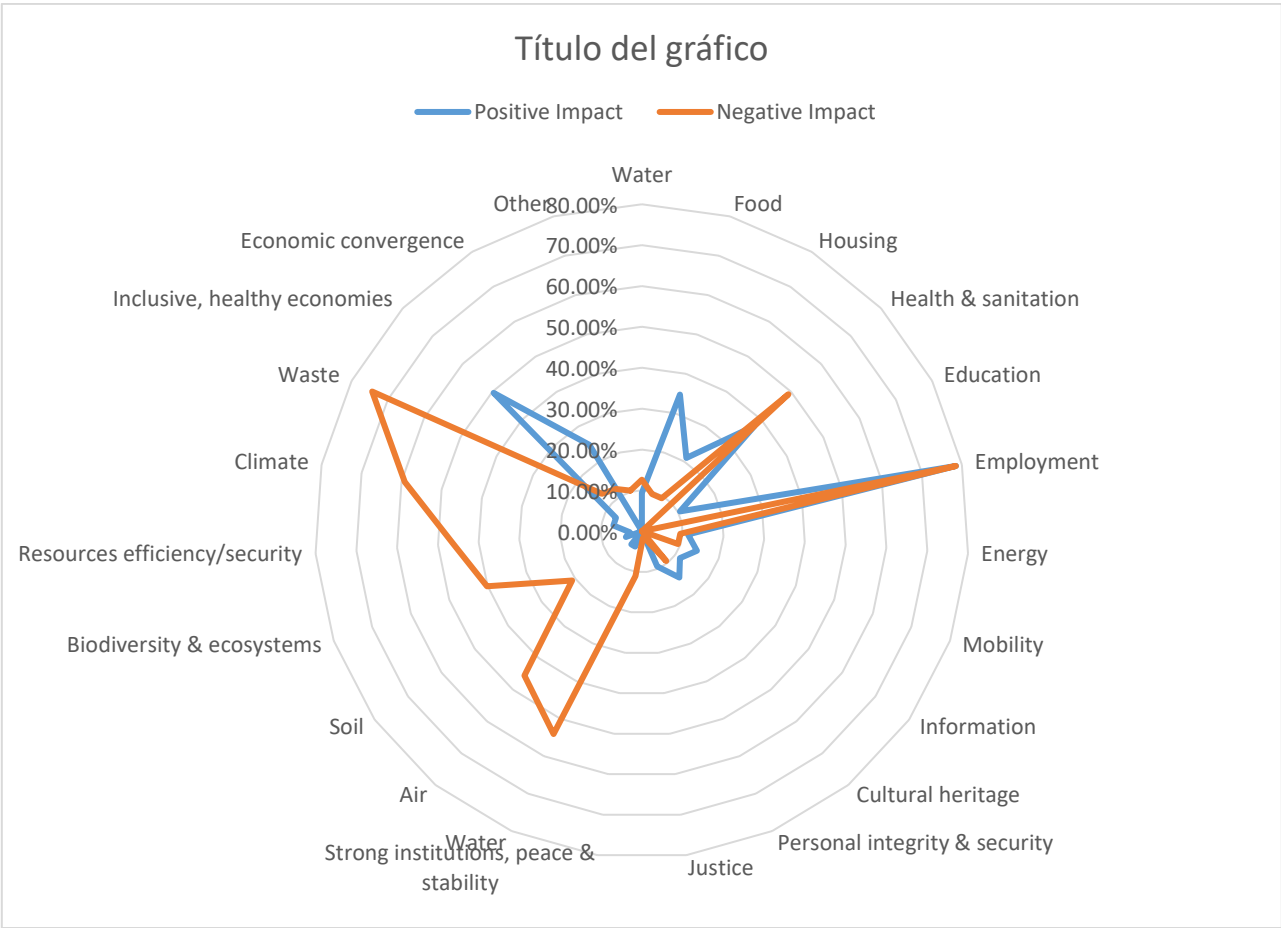
- **Organizational scope:** 82% of the institution's credit portfolio was considered.
- **Geographical scope:** Ecuador, the country we operate in nationwide.
- **Business Types**
  - For SME banking and Business Banking, the main sectors identified were: vehicle sales, aquaculture, real estate activities, and food & beverage retail. At the end of 2021, this group represented 76% of the total loan portfolio.
  - In the Consumer Banking portfolio, the products identified as most significant were: credit cards, checking accounts, savings accounts, deposit certificates, consumer and overdraft loans, structured loans, mortgage loans, vehicle financing and educational loans. At the end of 2021, this group represented 24% of the loan portfolio.
- **Exposure Scale:** In the case of the commercial portfolio for SME Banking and Business Banking, we are working on the sectors and industries that we finance. For Consumer Banking, we have implemented a customer segmentation methodology according to the Bank's strategy.
- **Context and relevance:** Once we identified the areas of economic, environmental and social impact of our portfolio, we also analyzed how critical said issues are on a national level. This combined approach helped us to establish the relevant issues we want to focus on as an Institution.

Impact Identification & Assessment: Results

In this section the areas of impact, considering data to December 31, 2021, are presented below:

Main areas of impact – Business Banking

		Positive Impact	Negative Impact
Availability of...	Water	9.4%	12.6%
	Food	34.7%	9.4%
	Housing	21.0%	9.4%
	Health & sanitation	37.7%	49.1%
	Education	10.5%	0.0%
	Employment	78.5%	78.5%
	Energy	11.3%	9.4%
	Mobility	14.3%	9.4%
	Information	11.4%	0.0%
	Cultural heritage	14.6%	9.4%
	Personal integrity & security	9.4%	2.0%
	Justice	0.0%	1.7%
Quality of...	Strong institutions, peace & stability	0.0%	11.1%
	Water	4.1%	54.1%
	Air	4.1%	45.5%
	Soil	0.0%	20.9%
	Biodiversity & ecosystems	4.1%	40.2%
	Resources efficiency/security	3.0%	46.2%
	Climate	7.1%	59.2%
	Waste	7.1%	74.3%
Economic value created for people and society	Inclusive, healthy economies	49.6%	13.4%
	Economic convergence	24.7%	12.1%
	Other	0.0%	10.3%



For the analysis of the SME Banking and Business Banking, we have considered 80% exposure. According to the ISIC classification (International Standard Industrial Classification) the largest sectors are: Vehicle sales (9%); Aquaculture(8%); Real estate activities (7%) and food & beverage retail (4%).

Our most significant areas of positive impact are:

- Accessible mobility through credit to companies engaged in vehicle sales.
- Inclusive and healthy economies, economic convergence and employment, which is primarily due to marine aquaculture sectors and real estate activities. Both sectors are great sources of employment, and marine aquaculture in particular is a great generator of foreign exchange for the country due to the exports it produces.

The generation of waste, as well as climate impacts, are potential negative impacts for all sectors we issue credit for, particularly vehicle sales and real estate activities. However, through our Crediplus Green Credit product we are promoting sustainable practices in different industries: in the construction sector in particular, we are supporting our customers in applying for EDGE certification for green building. This encourages better construction practices, which leads to greater efficiency in buildings in terms of energy, water and material usage.

We also identified evidence of potential negative impacts in areas such as inclusive, healthy economies and economic convergence, particularly in the real estate sector. The general population may have difficulty accessing goods in this sector, but the role of the bank is to support the purchase of housing through credit.

Finally, the potential negative impact on employment was also present for all sectors in the country due to the current dynamics of the labor market. However, the financing provided by the Bank supports businesses and their sustainability over time and, therefore, the promotion and stability of the labor market.

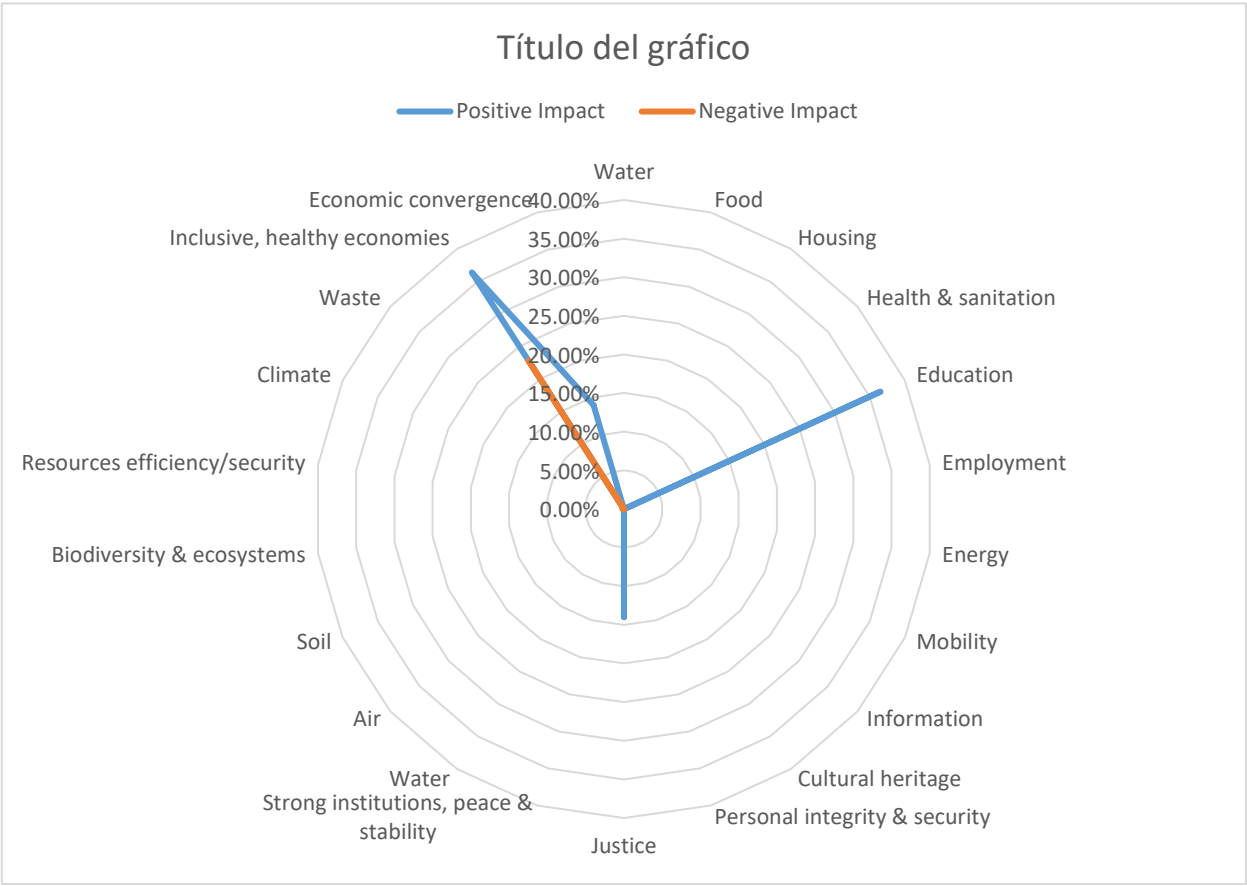
Type of Impact: Positive	Significance	Area of impact
	1	Inclusive and healthy economies
	2	Economic convergence
	3	Mobility
	4	Food
	5	Employment

Type of Impact: Negative	Significance	Area of impact
	1	Waste
	2	Inclusive, healthy economies
	3	Economic convergence
	4	Mobility
	5	Climate
	6	Employment



**Main areas of impact – Consumer Banking**

		Positive Impact	Negative Impact
Availability of...	Water	0.0%	0.0%
	Food	0.0%	0.0%
	Housing	0.0%	0.0%
	Health & sanitation	0.0%	0.0%
	Education	36.5%	0.0%
	Employment	0.0%	0.0%
	Energy	0.0%	0.0%
	Mobility	0.0%	0.0%
	Information	0.0%	0.0%
	Cultural heritage	0.0%	0.0%
	Personal integrity & security	0.0%	0.0%
	Justice	14.0%	0.0%
	Strong institutions, peace & stability	0.0%	0.0%
Quality of...	Water	0.0%	0.0%
	Air	0.0%	0.0%
	Soil	0.0%	0.0%
	Biodiversity & ecosystems	0.0%	0.0%
	Resources efficiency/security	0.0%	0.2%
	Climate	0.0%	0.2%
	Waste	0.0%	0.0%
Economic value created for people and society	Inclusive, healthy economies	36.4%	22.8%
	Economic convergence	14.0%	0.0%



The use of savings accounts, checking accounts and credit cards has a positive impact on the dynamics of the economy, thus leading to job creation.

Our products and services contribute to financial inclusion and, therefore, to an inclusive and healthy economy and to economic convergence, another of the main impacts from the analysis.

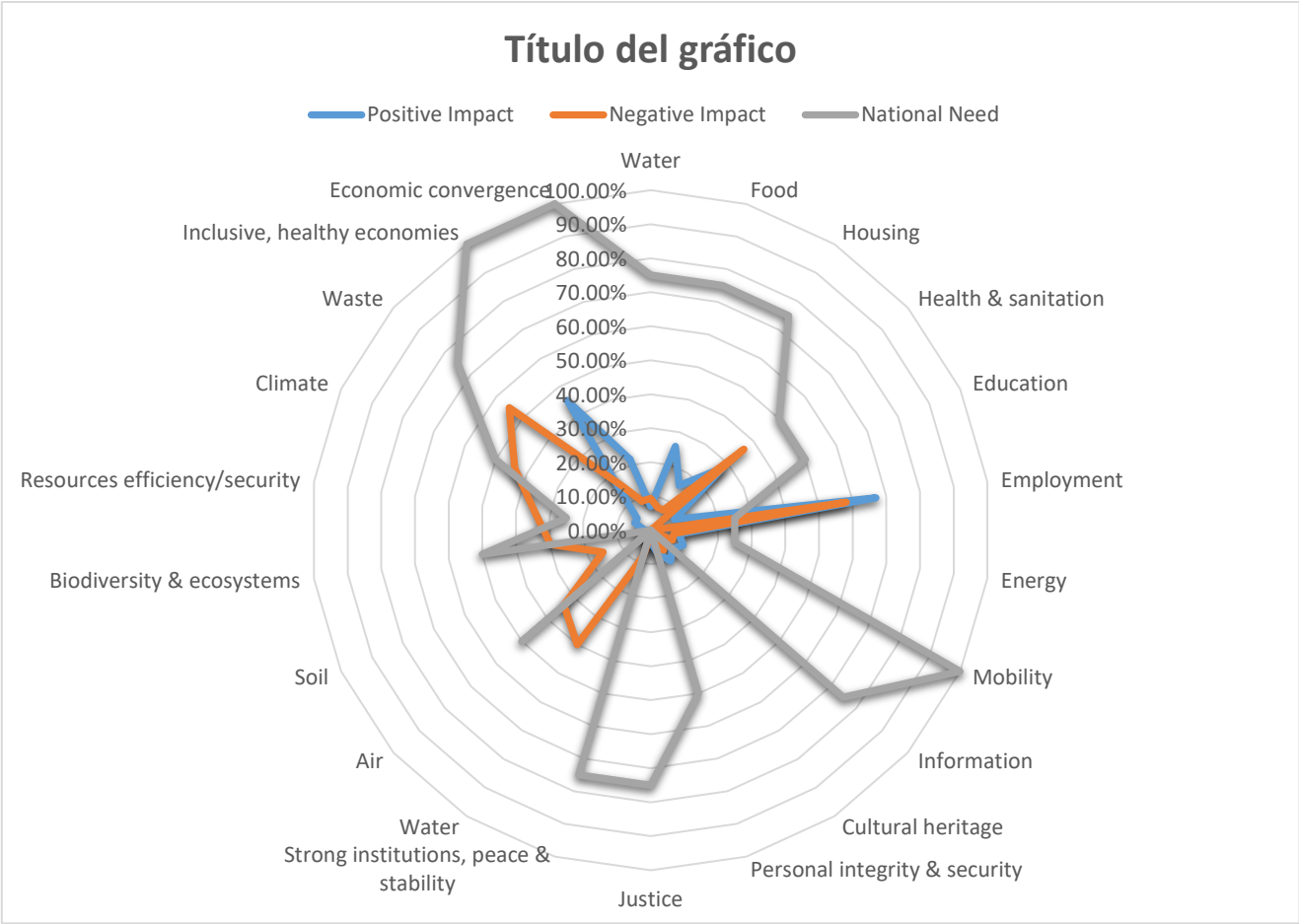
However, to avoid the potential risk of over-borrowing, credit must always be issued with advice and clear conditions: this is why we provide customized attention to our clients as one of our fundamental pillars, as well as providing financial literacy programs.

Type of impact: Positive	Significance	Area of impact
	1	Employment
	2	Inclusive and healthy economies
	3	Economic convergence
	4	Justice

Type of impact: Negative	Significance	Area of impact
	1	Inclusive and healthy economies

### Main areas of impact – Integrated impact map (Consumer Banking and Business Banking)

		Positive Impact	Negative Impact	National Need
Availability of...	Water	7.0%	9.3%	75.0%
	Food	25.7%	7.0%	75.0%
	Housing	15.6%	7.0%	75.0%
	Health & sanitation	27.9%	36.3%	50.0%
	Education	7.7%	0.0%	50.0%
	Employment	66.9%	58.1%	25.0%
	Energy	8.4%	7.0%	25.0%
	Mobility	10.6%	7.0%	100.0%
	Information	8.4%	0.0%	75.0%
	Cultural heritage	10.8%	7.0%	0.0%
	Personal integrity & security	7.0%	1.5%	50.0%
	Justice	3.4%	1.3%	75.0%
	Strong institutions, peace & stability	0.0%	8.2%	75.0%
Quality of...	Water	3.0%	40.0%	0.0%
	Air	3.0%	33.7%	50.0%
	Soil	0.0%	15.4%	0.0%
	Biodiversity & ecosystems	3.0%	29.7%	50.0%
	Resources efficiency/security	2.2%	34.2%	25.0%
	Climate	5.2%	43.9%	50.0%
Economic value created for people and society	Waste	5.2%	55.0%	75.0%
	Inclusive, healthy economies	45.4%	15.4%	100.0%
	Economic convergence	21.7%	9.0%	100.0%



Once the impacts on the Bank's portfolio were identified, they were integrated into a single map of importance considering the relative size of each line of business within the structure of the total portfolio of products and services of the institution.

From this map we produced an integrated table of the main areas of positive and negative impact, including areas where the average between the integrated score and their criticality on a local level exceeds 50% (see radar plot).

Thus, we have identified the areas that are most important to work on considering both perspectives. We will proceed to manage these, ensuring that we focus on the responsible banking principles established in our Sustainability Strategy.

Type of impact: Positive	Significance	Area of impact
	1	Inclusive and healthy economies
	2	Economic convergence
	3	Mobility
	4	Food

Type of impact: Negative	Significance	Area of impact
	1	Waste
	2	Inclusive, healthy economies
	3	Economic convergence
	4	Mobility

From this analysis, we have determined our objectives, which are presented in the chapter on Responsible Banking.

## Annex II: Environmental Management

### Introduction

At Banco Bolivariano we are committed to actively contributing to the protection of the environment, working on the possible impacts of our daily activities, and promoting best environmental practices for our customers.

Our most important initiatives are:

- The development of green loans, which has the specific environmental purpose of allowing our customers to purchase efficient equipment and technologies.
- Evaluating credit through the Environmental and Social Risk Analysis System (ESMS). Through this process, we evaluate the potential impact of our clients' activities on the environment and society, and have an exclusion list that helps to filter out the activities that have the greatest potential impacts according to international guidelines. The process also serves to promote best practices among our customers.
- Being the first bank in the country to be Carbon Neutral certified, which we have kept up to date. We are working on renewing our Greenhouse Gas (GHG) measurement and compensation initiatives for 2022.
- Implementing energy efficiency initiatives to reduce the consumption of electricity in our facilities, as well as reducing the use of paper.

Expanding on the last point, at Banco Bolivariano we operate in accordance with our **Environmental Management Policy**, the main guidelines for ensuring compliance with current environmental regulations, developing internal eco-efficiency programs aligned with the sustainable use of resources, and evaluating the environmental impacts of projects undertaken internally.

### Energy & Emissions

(GRI 302-1, 302-3, 302-4)

As in any company, one of the environmental impacts related to our activity is the emission of Greenhouse Gases (GHG). Due to the impact they have on climate change, they weigh heavily on the collective conscience of society.

Our GHG emissions mainly derive from energy consumption, especially electricity. Therefore, it is important to highlight that the Bank utilizes its energy management system to monitor electricity consumption and fuel consumption, which in turn allows us to identify and take advantage of opportunities to use these resources more efficiently.

Below are the institution's own indicators:

FUEL CONSUMPTION (GJ)	2019	2020	2021
Diesel (includes vehicles and generators)	896	726	864
Gasoline (vehicles including Ecopaís <sup>1</sup> )	3,697	3,442	3,864
<b>Total</b>	<b>4,593</b>	<b>4,168</b>	<b>4,728</b>

ELECTRICITY CONSUMPTION	2019	2020	2021
Kwh	6,125,257	4,785,256	6,976,945
GJ	22.049	17,226	25.115
Energy intensity (GJ/employee)	14.3	11.4	16.5

\*Considers 100% of offices

We are also working towards adding the annual calculation of our Greenhouse Gas (GHG) emissions to our environmental performance, primarily using the energy data that we monitor, so that we can present it in the next report. Similarly, we have proposed renewing our carbon neutral certification, including our commitment to offset GHG emissions.

### **Green Efficiency Initiatives**

Banco Bolivariano has launched several different initiatives aimed primarily at using energy more efficiently and reducing paper consumption. One of our most significant initiatives is Caja Verde, a program that generates environmental awareness in customers.

#### **Caja Verde**

- We are the first Ecuadorian bank with efficient, digital and paperless green teller windows. These windows allow users to conveniently carry out their transactions and generate deposits digitally without issuing or requiring any physical paperwork.
- Customers can easily make up to 5 transactions for a maximum cash amount of \$4,999.99 in deposits, credit card payments and utility payments. The windows are available in the following Guayaquil branches: Head office, Alborada, Ceibos, Policentro, Samborondón, Urdesa, Mall del Sol, San Marino, and Mercado Central. They are also available in the following Quito branches: Main Branch, El Recreo, Quicentro Sur Shopping, El Condado, and San Luis. Customers can also visit Cuenca's Remigio Crespo branch, and several windows are available in provinces such as Manta, Portoviejo, Machala, Santo Domingo, Babahoyo and Esmeraldas.
- It is a way to provide customer service at our branches, and it allows customers to carry out transactions in efficiently and quickly, reducing customer waiting times. Executives from our institution can also interact with customers via mobile to use this service.

---

<sup>1</sup> Fuel with bioethanol

- Caja Verde was launched by the Bank in 2020 with excellent results. Some key indicators for 2021 are shown below:
  - 21 available branches from our network
  - 1,500 average transactions per month.
  - 96% user satisfaction

#### Other initiatives

At Banco Bolivariano, as part of our efforts to improve our environmental performance, we purchased new air conditioning equipment in 2021. We also installed updated on/off control systems for AC equipment in our main branches and implemented an automated scheduled lighting system.




### Annex III: Contribution to Sustainable Development Goals (SDGs)

At Banco Bolivariano we conduct our activities in a responsible way, contributing to the nation's progress by promoting the socio-economic development of the productive sector and supporting the individual needs of the market, while considering how to best care for the environment.





In this context, we are actively contributing to the 2030 Agenda, a roadmap put forward by the United Nations addressing the main issues articulated through the corresponding Sustainable Development Goals (SDGs).



Based on our impact materiality analysis, we have determined ESG (environmental, social and governance) issues that are particularly relevant to our activities and in the context of the local market. This prioritization served as a basis for determining our contribution to the Sustainable Development Goals (SDGs) through our business model.

We have detailed said contribution below, which can also be found throughout this report.

SDG	GOALS	CONTRIBUTION	RESULTS AND IMPACTS
	1.4 1.5	<ul style="list-style-type: none"><li>Products that have significant social impacts, in particular scheduled savings accounts, which provide key support when unforeseen events occur. Similarly, the accounts for children and youth both instill the idea of saving from an early age.</li><li>To facilitate access to financial products and services and to support the nation's banking system, we have a nationwide network of Non-Bank Correspondents, <i>Punto BB</i>, which combined with our digital channels are becoming increasingly popular in all segments of the general population.</li></ul>	<ul style="list-style-type: none"><li>8,093 child accounts opened (<i>cuentaKids</i>)</li><li>11,721 youth accounts opened (<i>cuentaJoven</i>)</li><li>268 <i>Punto BB</i> locations</li><li>USD 141 million in transactions at <i>Punto BB</i> locations</li></ul>
	4.3 4.4	<ul style="list-style-type: none"><li>We offer our employees an extensive training program, catering to their different knowledge requirements based on their areas of expertise and job profile.</li><li>Our Treasury School is a standout example of a social impact on our employees, facilitating their growth. Likewise, we have an Executive Development program for our administrative teams.</li></ul>	<ul style="list-style-type: none"><li>An average of 20 hours of training per employee</li><li>864 hours of training at the Treasury School</li><li>2,360 hours of training provided through Executive Development program.</li><li>USD 240,000 invested in employee training</li></ul>
	5.1 5.5	<ul style="list-style-type: none"><li>Among our team, we promote equal opportunities through access to employment and career development.</li></ul>	<ul style="list-style-type: none"><li>55% women in the workforce</li><li>45% women in executive positions</li><li>60% women in management positions</li></ul>



<b>7</b> AFFORDABLE AND CLEAN ENERGY 	7.2 7.3	<ul style="list-style-type: none"> <li>We have a specialized credit product for both Business and Consumer banking aimed at financing the purchase of efficient equipment and technologies for production centers or homes as applicable.</li> </ul>	<ul style="list-style-type: none"> <li>USD 25.1 million delivered in green credit (Business and Consumer)</li> <li>36 green credit customers (Business and Consumer)</li> </ul>
<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	8.2 8.3 8.5 8.6 8.10	<ul style="list-style-type: none"> <li>Banco Bolivariano primarily focuses on the business sector, and have a broad portfolio of products and specialized services. This contributes to the development and stability of the business sector and boosts its growth.</li> <li>We explore international financing opportunities through lines of credit with foreign banks that allow us to increase the availability of credit for companies.</li> <li>We promote job stability in employment for our employees by having development and growth plans based on the profiles of each position.</li> <li>We offer job opportunities and professional development without gender bias, as well as opportunities for young professionals and adults with more experience.</li> <li>We fully support hiring employees with disabilities and promote inclusion in our teams.</li> </ul>	<ul style="list-style-type: none"> <li>USD 1,961 million portfolio balance in productive credit.</li> <li>USD 57 million international funding secured for economic reactivation</li> <li>100% of employees have permanent contracts</li> <li>39% of employees &lt;30 years old</li> <li>8% of employees &gt; age 50</li> <li>60 employees with disabilities</li> </ul>
<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	9.2 9.3 9.4 9.7	<ul style="list-style-type: none"> <li>Credit products for companies allow them to purchase equipment and technology to boost their productive capacity and competitiveness.</li> <li>Through our ESMS, we assess the environmental and social risks of credit operations in cases where, due to the type of sector and operational volumes, potential risks are higher. In this way, we encourage our customers to implement responsible best practices in their operations.</li> <li>We are making progress in identifying partners and developing programs that support the growth of SMEs in particular. We initiated an export financing program for SMEs with the support of the IFC (International Finance Corporation).</li> <li>As an institution we are also committed to greater efficiency and the digitalization of our internal processes, as well as those related to our clients.</li> </ul>	<ul style="list-style-type: none"> <li>Environmental and social due diligence</li> <li>Export support program with IFC.</li> <li>USD 39 million in transactions through digital channels with a growth of 30% in 2021 vs. 2020.</li> </ul>
<b>10</b> REDUCED INEQUALITIES 	10.2	<ul style="list-style-type: none"> <li>Development, implementation and active use of our Financial Literacy Program.</li> <li>Availability of financial products and banking: online savings accounts and scheduled savings.</li> <li>Culture of respect and inclusion, appreciation of diversity in the workforce.</li> </ul>	<ul style="list-style-type: none"> <li>13,997 people trained in financial education</li> <li>Active implementation of the Code of Ethics</li> <li>52% growth of digital savings accounts in 2021 vs 2020.</li> </ul>
<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.2 12.6	<ul style="list-style-type: none"> <li>Use of the ESMS within the credit process for Business Banking and SME Banking.</li> <li>The Bank's direct Environmental Management Program, which includes monitoring energy consumption.</li> </ul>	<ul style="list-style-type: none"> <li>Indicators in SDG 7</li> <li>4,596 kWh/employee (electricity consumption)</li> </ul>

	13.3	<ul style="list-style-type: none"> <li>• Through the ESMS we promote good practices that make companies resilient, for example for future advances in environmental and climate regulations.</li> <li>• The same applies to green credit, whereby we promote more efficient and environmentally friendly resource consumption practices.</li> <li>• We are also resuming our annual calculation of emissions, based on the energy consumption monitoring we already carry out. Our goal is to update our Carbon Neutral Certification.</li> </ul>	<ul style="list-style-type: none"> <li>• Indicators in SDG 7</li> </ul>
	16.5 16.6 16.7	<ul style="list-style-type: none"> <li>• We work in line with best corporate governance practices, as established in our Code of Good Corporate Governance.</li> <li>• We have a culture of integrity and attachment to the values of the institution in our employees.</li> <li>• We have an adequate structure for managing the risk of Money Laundering and Financing of Crimes such as Terrorism (ARLAFDT).</li> </ul>	<ul style="list-style-type: none"> <li>• Code of Good Corporate Governance</li> <li>• No sanctions</li> </ul>

## ANNEX: PRINCIPLES FOR RESPONSIBLE BANKING (PRB) SELF-ASSESSMENT

We are active members of the United Nations Environment Programme Finance Initiative (UNEP-FI) through the Principles for Responsible Banking, an initiative that is also promoted by several leading international institutions.

Our progress in 2021 is detailed below:

Requirement	Response and self-assessment	Further information
<b>Principle 1: Alignment</b> We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant local and regional frameworks.		
1.1. Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.	<p>Banco Bolivariano operates in Ecuador as a private multi-tier banking institution, providing financial services that support the growth of our customers.</p> <p>We are renowned for our service and specialized attention when providing financial solutions for the business sector, SMEs and individuals.</p> <p>Our products for Business and SME Banking include: checking and savings accounts, term deposit investments, credit, treasury management, solutions for foreign trade, for payment methods and for the value chain, which integrates productive credit for our clients' suppliers and distributors. The main sectors we provide financing for in this segment are: vehicle sales, marine aquaculture, real estate activities and food &amp; beverage retail. We also provide personal banking products for their staff as well as other transactional services.</p> <p>For Consumer Banking we offer: savings products and checking accounts, credit, credit cards, service payment facilities, investments and remittances.</p>	<b>Profile (page 09)</b>
1.2. 1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.	<p>When designing our action plans for the development of the ESG (environmental, social and governance) strategy, we first conducted a double materiality analysis whereby we were able to determine the most relevant ESG issues based on their level of impact on our surroundings, in conjunction with all of our stakeholder groups (impact materiality). This also provided us with a unique method to determine the SDGs that our business will contribute to.</p> <p>In addition, we were able to determine what kind of effect different ESG areas would have on our financial results. Both perspectives serve as the basis for developing our strategy.</p> <p>Materiality encompasses all of our activities and roles as an employer in the relationship with our suppliers and allies, our relationship with our customers, and others. When considering the relationship with</p>	<b>ESG Strategy (page 14)</b> <b>Annex: Materiality Analysis (page 73)</b>

	clients in particular, we also analyzed the social and environmental impacts of our portfolio of financial products and services to be able to propose complementary actions regarding the design, marketing and after-sales service (within the framework of the commitment to the Principles for Responsible Banking).	
<b>Principle 2: Impact and target setting</b> We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.		
<p>2.1 Impact analysis:</p> <p>a) Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:</p> <p><u>Scope:</u></p> <p>b) <u>Scale of Exposure:</u></p> <p>c) <u>Context and Relevance:</u></p> <p>d) <u>Scale and intensity/salience of impact</u></p> <p>Show that building on this analysis, the bank has</p> <ul style="list-style-type: none"> <li>• Identified and disclosed its areas of most significant (potential) positive and negative impact</li> <li>• Identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts</li> </ul>	<p>To analyze the positive and negative impacts of our portfolio, we considered the UNEP-FI recommendations. We used the Portfolio Impact Analysis Tool to analyze our credit portfolio.</p> <p><u>Organizational scope:</u> Consumer banking (100% coverage) and SME and business banking (80% coverage).</p> <p><u>Geographical scope:</u> Ecuador.</p> <p><u>Scale of exposure:</u> All socio-economic sectors and industries for natural and legal entities respectively.</p> <p><u>Context and relevance:</u> Criticality was considered on a national level for Ecuador, with the business impact indicated by the UNEP-FI tool, according to the recommendations of the same entity.</p> <p><u>Scale and intensity / importance of impact:</u></p> <p>In the case of the SME and Business banking portfolio, we considered the sectors and industries that we finance. With Consumer Banking, we utilized a customer segmentation methodology in accordance with the Bank's strategy.</p> <p><b>Results:</b></p> <p>The main areas of positive and negative impact were determined for each bank. An integrated analysis of both banks (SMEs and Corporate Banking, Consumer Banking) was also prepared, weighted by total credit, in which we obtained the following results:</p> <ul style="list-style-type: none"> <li>• Main areas where there would be a potential positive impact: Inclusive and healthy economies, Economic convergence, Mobility and Food.</li> <li>• Main areas where there would be a potential negative impact: Waste, Inclusive and healthy economies, Economic convergence and mobility.</li> </ul> <p>It should be noted that the nomenclature for the areas of impact corresponds to the nomenclature suggested by UNEP-FI.</p>	<b>Annex: Identifying Portfolio Impact (page 76)</b>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.		
As we indicated earlier in this report, we used the UNEP-FI Portfolio Impact Analysis Tool, considering both Consumer Banking and SME and Business banking. This is how we were able to identify our main areas of net positive and negative impact.		
In the interest of improving the impact analysis of the portfolio, we will seek to identify financed technologies among clients.		
<p><b>2.2. Target Setting</b></p> <p>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services.</p> <p>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.</p> <p>Show that the bank has analyzed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</p>	<p>Addressing the most significant impact areas by net positive or negative contribution, we set commitments aligned with different SDGs.</p> <p>Macro objectives have been established in the form of commitments that will be measured through a series of indicators that have already been established. As an institution, we are working on setting medium-term quantitative objectives / goals for these indicators, in order to promote progress in product placement.</p>	<p><b>Responsible Banking (page 47)</b></p>
Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Setting.		
<p>Banco Bolivariano has established commitments aligned with the SDGs, with the aim of addressing the most significant areas of potential positive and negative impact in the Bank's portfolio.</p>		

<p>2.3. Plans for Target Implementation and Monitoring Show that your bank has defined actions and milestones to meet the set targets.</p> <p>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</p>	<p>To achieve the objectives we have set, we are working simultaneously in the products and commercial areas with the support of risk executives.</p> <p>These actions will also be integrated as part of the ESG strategy we are defining.</p>	<p><b>ESG Strategy (page 14)</b></p>
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.</p>		
<p>We have established different initiatives for each objective. Once each set of indicators has been defined, it will be monitored annually to evaluate compliance with both the annual goal as well as medium term progress (2025).</p>		
<p>2.4 Progress on Implementing Targets For each target separately:</p> <p>Show that your bank has implemented the actions it had previously defined to meet the set target. Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.</p> <p>Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures)</p>	<p>Our track record in responsible banking is described throughout this report.</p> <p>In the following ESG reports, we will share the actions taken to achieve the stated objectives and our progress on each one.</p> <p>We will continue to publish our ESG report annually.</p>	<p><b>Responsible Banking (page 47)</b></p>
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets</p>		
<p>Qualitative objectives and commitments have been set for 2022; we are currently working on quantitative indicators and objectives (medium-term targets). Once established, progress will be monitored through the Sustainability Committee and reported annually in the comprehensive report.</p>		

<b>Principle 3: Clients and Customers</b> <b>We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.</b>		
3.1. Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.	<p>We have launched several programs in line with our business model to develop responsible and long-term relationships with our clients. These include:</p> <ul style="list-style-type: none"> <li>• Caja Verde (Green teller windows): This initiative aims to streamline the process for handling deposits in checks or cash and for paying for services; all digitally (paperless). Designed for clients visiting agencies.</li> <li>• Evaluation through the Environmental and Social Credit Risk Analysis System (ESMS), which allows us to not only determine the delivery of financing, but also promote good environmental and social practices in our SME and Business Banking clients.</li> <li>• Specialized financing: green credit for natural and legal entities.</li> </ul> <p>Through funding products (i.e. savings accounts), we also promote a culture of responsible financial management, which allows us to undertake any necessary expenses and/or investments. This is complemented by our Finance Education Program which has an even broader scope.</p>	<b>Responsible Banking</b> <b>(page 47)</b>
3.2. Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.	<p>Our main framework is the ESMS, which allows us to work together with our clients to ensure that the potential environmental and social risks associated with their operations are effectively controlled.</p> <p>As an alternative to our standard loan products, we have created green credit products, providing more convenient rates and timeframes to reduce negative environmental impacts and contribute to the efficient use of resources.</p> <p>We also train our employees to provide financial advice with a focus on sustainability, as is the case with our staff who are certified in sustainable construction.</p>	<b>Responsible Banking</b> <b>(page 47)</b>
<b>Principle 4: Stakeholders</b> <b>We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.</b>		
4.1. 4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.	<p>As part of the development of both the impact map and the materiality process, consultations were held with different business areas to structure the Bank's portfolio of products and services, the profiles of associated customers and, with it, any possible impacts. Through this we gained valuable knowledge of the expectations and operating scenarios of our clients.</p> <p>Both exercises were conducted in addition to our regular activity, since we operate in close contact with the different stakeholder groups through specialized areas and channels in order to integrate them into all of our actions.</p>	<b>Annex: Relationship with our Stakeholders</b> <b>(page 69)</b>  <b>Annex: Materiality Analysis</b> <b>(page 73)</b>

<b>Principle 5: Governance &amp; Culture</b> We will implement our commitment to these Principles through effective governance and a culture of responsible banking		
5.1. Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.	<p>Once the design of the ESG Strategy is completed, a working group will be established to monitor implementation and compliance.</p> <p>It is worth emphasizing that the different initiatives of the Strategy will have their respective leaders, and will therefore involve different areas of the Bank corresponding to the issues in question.</p>	<b>ESG Strategy (page 14)</b>
5.2. Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.	<p>As an institution we have carried out training programs on the SARAS and green credit in the commercial area.</p> <p>At the same time, we will distribute the ESG Strategy internally once it is fully developed, and we will add further training and courses with a broader scope.</p> <p>Additionally, we will periodically report on our progress in sustainability through our internal communications channels regarding different aspects of ESG.</p>	<b>ESG Strategy (page 14)</b>  <b>Responsible Banking (page 47)</b>
<b>5.3. Governance Structure for Implementation of the Principles</b> Show that your bank has a governance structure in place for the implementation of the PRB, including: a) target-setting and actions to achieve targets set a) b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.	<p>Progress in the implementation of the Principles for Responsible Banking will be monitored by the working group that is created to manage the ESG Strategy.</p> <p>Likewise, it will inform the Board of Directors through the channel that is established for such purposes.</p>	<b>ESG Strategy (page 14)</b>  <b>Corporate Governance (page 18)</b>
Please provide your bank's conclusion/ statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.		
<p>We have already taken the first steps to prepare our staff through specialized training. This will be complemented by the integration of the ESG Strategy into our internal culture and a broad range of training and courses.</p> <p>Regarding governance, responsible banking initiatives will be part of the ESG Strategy and will be integrated into the internal reporting bodies and systems defined for this purpose.</p>		
<b>Principle 6: Transparency &amp; Accountability</b> We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.		
<b>6.1. Progress on implementing the Principles for Responsible Banking.</b> Show that your bank has progressed on implementing the six Principles over the last 12	We have made progress in implementing the principles, as outlined in this annex and the report as a whole.	<b>This Annex</b>



<p>months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</p> <p>Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</p> <p>Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.</p>		
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking</p>		
<p>Since joining the initiative, we have reached the following milestones:</p> <ol style="list-style-type: none"> <li>1) Impact analysis of the credit portfolio</li> <li>2) Setting objectives</li> <li>3) Setting objective-based goals</li> <li>4) Definition of responsible banking initiatives</li> <li>5) Integration in the process of defining the ESG Strategy.</li> </ol> <p>In this report we have highlighted the initiatives related to the six principles.</p>		

## Annex V:

### Glossary

In order to facilitate reading for all interested parties, we have detailed the meaning of some of the terms used throughout this report:

**2030 Agenda for Sustainable Development:** Roadmap approved by the United Nations in 2015 that prioritizes the development of people, planet, prosperity and partnerships. It features 17 Sustainable Development Goals (SDGs) that guide the work of participating United Nations countries up to the year 2030.

**Ecuadorian Private Bank Association (ASOBANCA):** A private non-profit group, established on March 30, 1965, with a mission to represent the legitimate interests of private banks in Ecuador while promoting an ideal environment for their development.

**Good Governance Code** – An internal Banco Bolivariano document that contains principles and rules that seek to guarantee the rights of shareholders and their equitable treatment; the ethical and efficient functioning of the board of directors; the use of internal and external control systems and procedures; a policy of transparency and disclosure of corporate information; and a dispute settlement mechanism.

**Code of Ethics:** An internal document of the bank that serves as a basis for how all staff associated with our institution should act, promoting high standards of ethical and integral conduct to fulfill with all institutional rules, laws and policies.

**Corporate Governance Committee:** An immediate and permanent collaborative body of the bank's board of directors that advises and supervises compliance with the rules applicable to the organization and ensures that a high standard of compliance with corporate governance measures is maintained.

**Non-bank correspondents:** Private commercial establishments that offer basic financial services on behalf of a bank, consequently becoming direct points of access to the formal financial system.

**Materiality:** The threshold at which a topic becomes important enough to be included in sustainability strategy and business priorities, as well as in the report of an organization, whether for its social, environmental or economic impact.

**Double materiality:** The coexistence between two approaches to materiality, with one based on finance and the other on impact.

**Financial materiality:** Reflects surrounding environmental, social and governance (ESG) factors and their relationship to the company, which may have a reasonable probability of affecting financial condition, operating performance and effective flow within companies.

**Impact materiality:** Reflects the most significant impacts the company makes to the outside world, regarding the economy, the environment and people. These impacts can have positive or negative consequences for the operation, reputation and/or finances of the company.

**Global Reporting Initiative (GRI) Standards:** A set of international best practices designed to inform the general public about a variety of economic, environmental and social impacts. Sustainability reporting on these Standards provides information on an organizations' positive or negative contributions towards sustainable development.

**ESG Strategy:** The means through which environmental, social and corporate governance factors are managed in a company.

**Stakeholders:** Any group or individual that may affect or be affected by the achievement of the organization's objectives.

**Portfolio impact:** An analysis of our portfolio of products and services that allows us to identify the potential areas of positive and negative impact, established by UNEP-FI.

**United Nations Environment Programme Finance Initiative (UNEP-FI):** A global partnership established between the United Nations Environment Programme and the financial sector that seeks the participation of the private and financial sector worldwide, as well as promoting a better application of sustainability principles at all levels of operations for these institutions.

**Risk Management Manual for Money Laundering and Financing of Crimes such as Terrorism (ARLAFDT):** A document that contains the policies, processes, procedures and methodologies intended to prevent customers from carrying out illicit transactions and operations through the bank.

**Sustainable Development Goals (SDGs):** Comprised of 17 goals and 169 targets that guide the work of participating United Nations countries to achieve the sustainable development agenda by 2030.

**Anti-Bribery Management System Policy:** Document that lays the foundations for preventing, controlling and mitigating the risks of bribery and corruption in the activities of Banco Bolivariano so that they continue to develop with the highest level of ethics, integrity and compliance with current legal regulations.

**Principles for Responsible Banking:** Voluntary standards put forward by the United Nations Environment Programme Finance Initiative (UNEP-FI), to support banks in aligning their business strategy with the Sustainable Development Goals (SDGs).

**ESMS:** The Environmental and Social Risk Management System is a set of policies and procedures that ensure compliance with the current legal framework in environmental and social matters, as well as corresponding best international practices. It allows the identification, categorization, evaluation, monitoring and reduction of environmental and social risks associated with the activities or projects financed by Banco Bolivariano.

**SASB:** The Sustainability Accounting Standards Board is a non-profit organization founded in 2011 to develop sustainability accounting standards.

**Sustainability:** Management model based on satisfying the needs of current generations, but without affecting the capacity of future generations, by respecting the environment and promoting economic and social progress.

**GRI Sector Supplement for Financial Services:** A set of specific indicators established by the Global Reporting Initiative for financial sector firms covering key areas of sustainability development that are significant and relevant for the sector.

## Correlation of material topics with GRI Standards



SPECIFIC GRI DISCLOSURES BY SUBJECT					
Material Topics	GRI standard	GRI content	Description	Omission	Pages
Financial inclusion	GRI 3: Material topics 2021	3-3	Management of material topics		53
	GRI Sector Supplement Financial Sector	FS7	Monetary value of the products and services designed to deliver a specific social benefit for each business line broken down by purpose.		53
		FS 13	Access points in low-situated or economically disadvantaged areas by type.		53
		FS 14	Initiatives to improve access to financial services for disadvantaged people.		53
Customer service	GRI 3: Material topics 2021	3-3	Management of material topics		44
	GRI 416: Health and safety of users 2016	416-1	Assessment of the health and safety impacts of product and service categories.		44
		416-2	Incidents of non-compliance concerning the health and safety impacts of products and services.		24
Digital transformation	GRI 3: Material topics 2021	3-3	Management of material topics		44
Product innovation	GRI 3: Material topics 2021	3-3	Management of material topics		44
Cybersecurity	GRI 3: Material topics 2021	3-3	Management of material topics		46
	GRI 3: Material topics 2021	3-3	Management of material topics		24, 44
Sales practices	GRI 417: Marketing and labeling 2016	417-1	Types of information required by the organization's procedures for product and service information and labeling, and the percentage of significant product and service categories covered by and assessed for compliance with such procedures.		44
		417-2	Incidents of non-compliance concerning product and service information and labeling.		24
		417-3	Incidents of non-compliance concerning marketing communications		24
		417-4	Incidents of non-compliance concerning marketing communications		24
Economic performance	GRI 3: Material topics 2021	3-3	Management of material topics		34
		201-1	Direct economic value generated and distributed		43
		201-2	Financial implications and other risks and opportunities due to climate change		30, 50
		201-3	Defined benefit plan obligations and other retirement plans	Not available, work is being done to be able to include it in the next report.	NA
		201-4	Financial assistance received from government		24
		FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector		34
Regulatory compliance	GRI 3: Material topics 2021	GRI 3-3	Management of material topics 2021		24
Customer privacy (use of information)	GRI 3: Material topics 2021	3-3	Management of material topics		46
	GRI 418: Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.		46
Brand positioning	GRI 3: Material topics 2021	3-3	Management of material topics		9, 44
	GRI 3: Material topics 2021	3-3	Management of material topics		47, 50, 51
Financing and sustainable investment	GRI Sector Supplement Financial Sector	FS1	Policies with specific environmental and social components applied to business lines		50
		FS2	Procedures for assessing and screening environmental and social risks in business lines		50
		FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.		50
		FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.		50
		FS5	Interactions with clients/investors/business partners regarding environmental and social risks and opportunities.		50
		FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.		51
		FS9	Coverage and frequency of audits to assess the implementation of environmental and social policies and risk assessment procedures.		50
		FS10	Percentage and number of companies held in the institutions' portfolio with which the reporting organization has interacted on environmental or social issues.		50
		FS11	Percentage of assets subject to positive and negative environmental or social screening.	Not available, work is being done to be able to include it in the next report.	NA
					30, 50
Climate change risk management	GRI 3: Material topics 2021	3-3	Management of material topics		24
	GRI 3: Material topics 2021	3-3	Management of material topics		24
Ethics and anti-corruption	GRI 205: Anti-corruption 2016	205-1	Total number and percentage of operations assessed for risks related to corruption and where significant risks have been identified		24
		205-2	Communication and training about anti-corruption policies and procedures		24
		205-3	Confirmed incidents of corruption and actions taken		24
		206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		24
Attraction and retention of staff	GRI 415: Public policy 2016	415-1	political contributions		24
	GRI 3: Material topics 2021	3-3	Management of material topics		58
	GRI 401: Employment 2016	401-1	New employee hires and employee turnover		58
		401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		62
		401-3	Parental leave		62
		403-9	Work-related injuries		66
	GRI 403: Occupational health and safety 2018	403-10	Work-related ill health		66
		404-1	Average hours of training per year per employee, by gender and employee category		63
		404-2	Programs for upgrading employee skills and transition assistance programs		63
		404-3	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category		63
Diversity and equal opportunities	GRI 3: Material topics 2021	3-3	Management of material topics		58,62
	GRI 405: Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees by gender, age group and other indicators of diversity such as minority or vulnerable groups.		58
		405-2	Ratio of basic salary and remuneration of women to men.		62
	GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken		62
Financial education	GRI 3: Material topics 2021	3-13	Management of material topics		57
	GRI Sector Supplement Financial Sector	FS16	Initiatives to enhance financial literacy by type of beneficiary		57

In addition to materiality, the following GRI contents related to energy are included:

GRI 302: Energy 2016	302-1	Energy consumption within the organization		83
	302-3	Energy intensity		83
	302-4	Reduction of energy consumption		83

SASB PARAMETER INDEX					
STANDARD	TOPIC	CODE	ACCOUNTING OR ACTIVITY PARAMETER	Omission/Response Detail	Pages
Consumer Finance 2018	Customer Privacy	FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Confidential due to internal company guidelines.	NA
		FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy		46
	Data Security	FN-CF-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information, (3) number of account holders affected	1) Reported 2) Confidential due to internal company guidelines.	46
		FN-CF-230a.2	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	Confidential due to internal company guidelines.	NA
		FN-CF-230a.3	Description of the approach to identifying and addressing data security risks		46
	Selling Practices	FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the number of products and services sold	Not available.	NA
		FN-CF-270a.2	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	Confidential due to internal company guidelines.	NA
		FN-CF-270a.3	(1) Average fees from add-on products, (2) Average APR, (3) Average age of accounts, (4) Average number of trade lines, and (5) Average annual fees for pre-paid products for customers with FICO scores above and below 660	Publicly available: <a href="https://www.bolivariano.com/informacion-institucional/transparencia-de-la-informacion">https://www.bolivariano.com/informacion-institucional/transparencia-de-la-informacion</a>	NA
		FN-CF-270a.4	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB.	Not available.	NA
		FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with the selling and servicing of products		24
	(Activity metric)	FN-CF-000.A	Number of unique customers with an active (1) credit card account and (2) pre-paid debit card account		37
	(Activity metric)	FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts		37, 39
Commercial Banks 2018	Data Security	FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information, (3) number of account holders affected	1) Reported 2) Confidential due to internal company guidelines.	46
		FN-CB-230a.2	Description of the approach to identifying and addressing data security risks		46
	Financial Inclusion and Capacity Building	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small businesses and community development	Banco Bolivariano's portfolio does not include microcredits; there are SME clients of our commercial/productive credit product. Work is underway to develop specialized programs with an inclusion profile.	NA
		FN-CB-240a.2	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Not available.	NA
		FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers.	Not available.	NA
		FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked or underserved customers		53
	Incorporation of Environmental, Social and Governance Factors in Credit	FN-CB-410a.1	Commercial and industrial credit exposure, by industry		39
		FN-CB-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis		50
	Business Ethics	FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations		24
		FN-CB-510a.2	Description of whistleblower policies and procedures		
	Systemic Risk Management	FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	Not applicable. Banco Bolivariano is not an international or local systemic risk institution.	NA
		FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Not applicable. Banco Bolivariano is not an international or local systemic risk institution.	NA
	(Activity metric)	FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small businesses		NA
	(Activity metric)	FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate		37
Mortgage Finance 2018	Lending Practices	FN-MF-270a.1	(1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment penalty, (c) Higher rate, (d) Total, by FICO scores above or below 660	Not available.	NA
		FN-MF-270a.2	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660	Not available.	NA
		FN-MF-270a.3	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators		NA
		FN-MF-270a.4	Description of remuneration structure of loan originators	Not available.	NA
	Discriminatory Lending	FN-MF-270b.1	(1) Number, (2) value, and (3) weighted average Loan-to-Value (LTV) ratio of mortgages issued to (a) minority and (b) all other borrowers, by FICO scores above and below 660	Not available.	NA
		FN-MF-270b.2	Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	Not available.	NA
		FN-MF-270b.3	Description of policies and procedures for ensuring that discriminatory mortgage origination	The evaluation for mortgages is subject to the same ethical guidelines as the rest of the products, and is based on technical indicators.	NA
	Environmental Risks to Mortgaged Properties	FN-MF-450a.1	(1) Number and (2) value of mortgage loans in 100-year flood zones	Not available.	NA
		FN-MF-450a.2	(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and delinquency due to weather-related natural catastrophes, by geographic region	Not available.	NA
		FN-MF-450a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting		50
	(Activity metric)	FN-MF-000.A	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	Not available.	NA
	(Activity metric)	FN-MF-000.B	(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	Not available.	NA