



EXECUTIVE SUMMARY

Together we build the future you want

People First



Strategy

At Global Bank Corporation and our subsidiaries, we strive to create a future that generates sustainable value for our stakeholders and for future generations of Panamanians, through a range of responsible products and services.

Guided by transparency and a robust sustainability strategy, we aim to spearhead the transition towards a low-carbon economy, establishing ourselves as a regional benchmark within the sector. As part of our commitment to Responsible Banking and sustainable development, we are proud to present our **Annual Report, corresponding to the fiscal year from July 1, 2023, to June 30, 2024.**

All information and performance data are based on our sustainability model:

- 8 Strategic Pillars
- Defined Lines of Action
- Material Topics

We have focused on two priority issues:



Climate Change



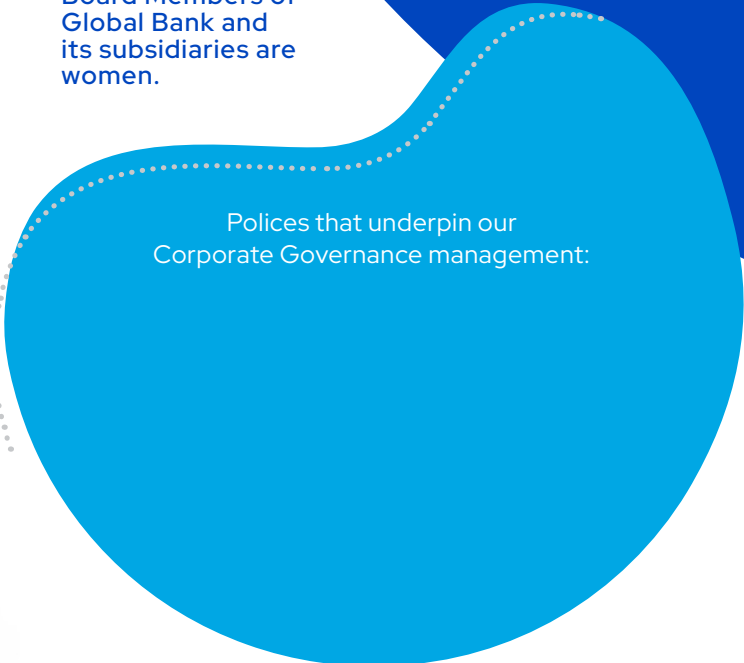
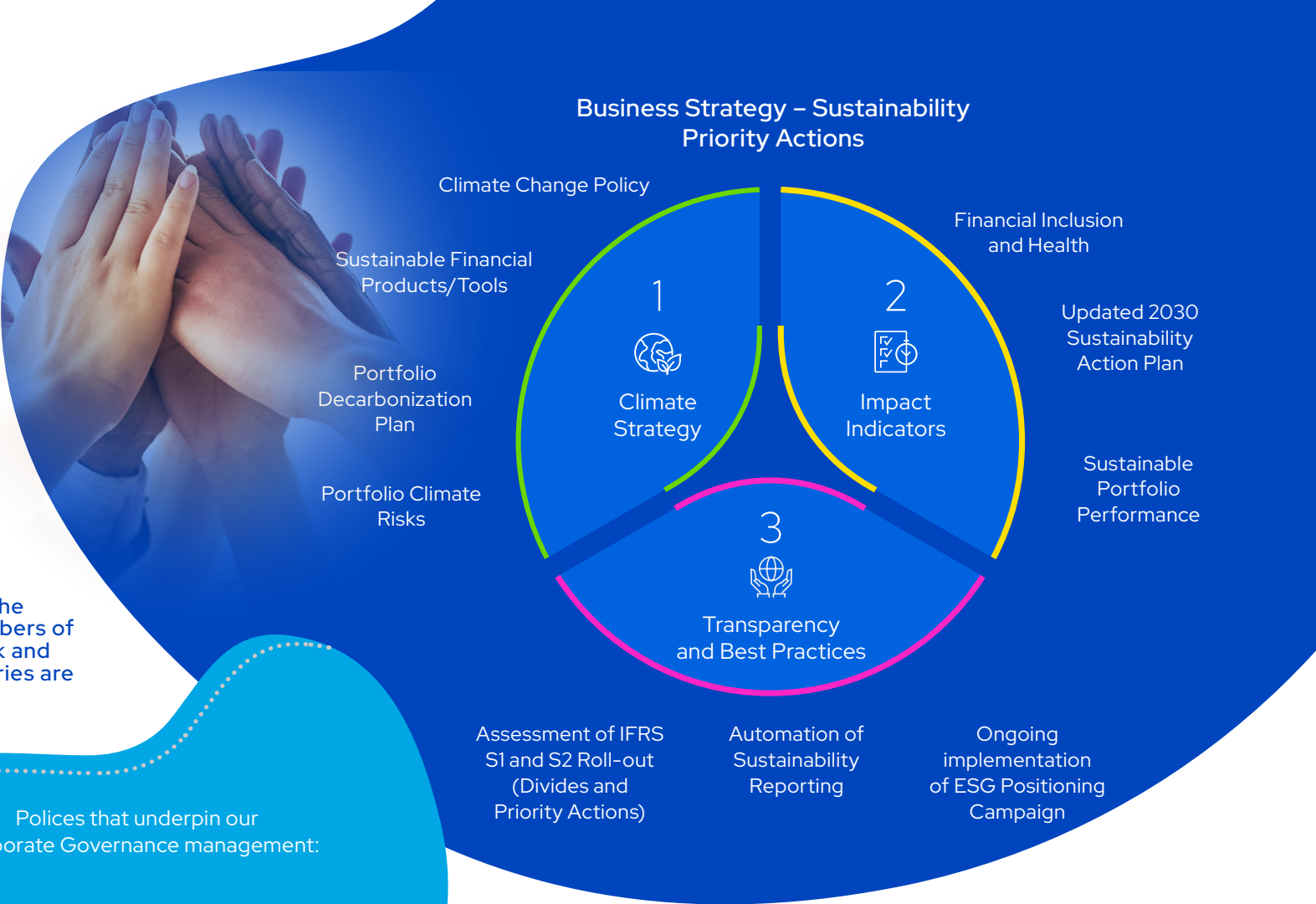
Inclusive and Healthy Social Development



Governance

The Board of Directors is the leading and highest-ranking body within our corporate governance structure; it has the authority to exercise the strategic faculties of Global Bank operations and those of its subsidiaries, in addition to defining, approving, and overseeing the policies, principles, rules, and procedures of the Financial Group.

- The average tenure of Board Members is 21 years.
- 28% of the Principal Board Members are currently independent.
- The last 3 appointments to the Board have been women.
- 31.25% of Board Members of our subsidiaries are women.
- 28.26% of the Board Members of Global Bank and its subsidiaries are women.



Our Board of Directors is supported by:

6 steering committees

9 operational committees

These include the participation of Board Members, as well as representatives from Senior Management executives and other relevant employees.

Sustainability Governance

Policies that underpin the General Sustainability Policy



Sustainability Governance Structure



Members of the Sustainability Commission

Chairman
Alberto Alemán Z.
Director of the Board of Directors

Lead Commissioner
Augusto Rosemena
Senior VP, Legal and Compliance

Coordinator
Indira Muñoz
Associate VP, Sustainability

Coordinating subcommission

Working Groups

Support Groups



* The Committee's name was updated in December 2024.

Our Roadmap to Sustainability

Since 2008, we have been charting our roadmap to responsible banking, rolling out environmental and social management initiatives throughout our operations, in addition to becoming signatories to leading international and domestic initiatives that promote sustainable development and the achievement of society's goals, including:



2011 Implementation of the Environmental and Social Risk Management System.



2013 UNEP FI Signatories.



2016 Affiliation with Sumarse.



2018 Signatories of the Panama Banking Association's Sustainable Finance Protocol.



2019 Signatories of the UNEP FI Principles for Responsible Banking.



2021 Signatories of the Ministry of Environment's *Reduce Your Corporate Footprint* program and the *First 50 Declaration*.



2022 Signatories of the Partnership for Carbon Accounting Financials (PCAF).



2023 3 Green Financial Products.



2023 Única Program.

Regional Benchmarks

Publication of Global Bank's success case study with UNEP FI/UN Women's Global Gender Equality Guide. We have been an active participant in this Global Working Group since April 2024.

Panelists at the UNEP FI LAC Roundtable held in Colombia, presenting *Addressing social issues and incorporating them into the practices of financial institutions*.

Reviewers of the UNEP FI global Climate Adaptation Target Setting guide.

Speakers at a webinar on Climate Risks - Regulatory and Practical Outlook in Panama.



2023-2024 Awards and Certifications

ADP Award 2024
(Panama Association of Women Directors)

RTH Corporate Seals - Carbon

**Carbon Neutral
certification for our
direct operations**

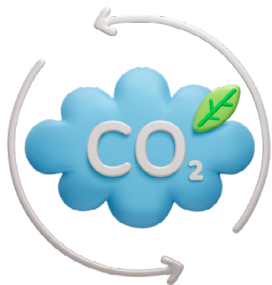
Market Champions - Company with Good Corporate Governance Practices.



Participation in the Panama NAP Working Group entitled *Building capacities for the development of the National Adaptation Plan for Panama*.

External reviewers of the Common Framework for Sustainable Finance Taxonomies for Latin America and the Caribbean (LAC).

Expert reviewers of the draft document and participation in the Financial Industry Review Group, including technical discussion tables for Panama's Sustainable Finance Taxonomy.



Impact Goals

Climate-related Goals

Corporate and Commercial Banking (local portfolio)

(from July 2022 to June 2024)



Reduction of financed emissions

June-24 | 12.7% Target: 34% by 2031



Renewable energy (Amount disbursed)*

June-24 | USD\$76.7 million Target: USD \$40 million by 2030



Sustainable Agriculture and Livestock (amount disbursed)*

June-24 | USD\$30.9 million Target: USD \$30 million by 2025



* These targets will be increased.



Financial Inclusion-related Goals* Personal Banking

Increase in the percentage participation of women



Credit Card

(All age ranges; Income > USD \$2,500)

June-24 | 35.9% Target: Dec -25 | 37.9%



Car Loan

(Between 22 and 61 years old; Income > USD \$2,500)

June-24 | 37.9% Target: Dec -25 | 39.9%



Global TAP Savings Account

(Age > 18 years; general income)

June-24 | 39.7% Target: Dec -25 | 41.7%



Global TAP Personal Loan

(Between 20 and 52 years old; Minimum income of USD \$650.00)

June-24 | 42% Target: Dec -25 | 44%



Transparency, Ethics and Anti-Corruption

Ethical conduct and transparency in our operations are fundamental pillars for our entire Financial Group.

Whistleblowing Channels

We have an Ethics Line for the anonymously reporting irregularities, asking questions, and addressing any alleged violations of the Code of Ethics and Conduct.



Global Ethics Line
00800-052-1375 / (+507) 833 6155

e-mail
etica.globalbank@resguarda.com

Our Corporate Values



Honesty



Competence



Integrity



Confidentiality

The core guidelines and mechanisms to ensure upright and transparent corporate behavior are underpinned by our:

Code of Ethics and Conduct

Internal Workplace Regulations

Steering Committee for the Prevention of Money Laundering

Reporting Standards and Frameworks

Our 2023-2024 Sustainability Report has been drafted in accordance with international standards and frameworks. The information contained herein has been verified by an independent third party.



Our core policies to prevent, detect, and address potential cases of corruption and money laundering include:

- Money Laundering Prevention Manual
- FATCA Operational Manual
- Know Your Customer and/or Ultimate Beneficiary Policy Manual
- Money Laundering Typologies and Alerts Management Manual

Our Human Talent Management

We value human talent by promoting an inclusive, diverse work environment where equal opportunities are available to all.

1,611
employees at the close of the fiscal year

163
new employees onboarded

100%
of employees work full-time

99.4%
of employees under permanent contracts

13%
average turnover rate

We promote an inclusive environment:

66%
of our human talent are women

66.5%
of our managers are women

71.4%
of our junior managers are women

54.7%
of Senior Management/VP positions are held by women

38.5%
of STEM positions are held by women

We offered training to
100%
of our employees during the last fiscal year

25,695
training hours

18.3
average training hours per employee.

USD \$93.4
average investment in training and development per employee

99%
of employees trained in anti-corruption policies and procedures

We provide training that helps drive the personal and professional growth of our employees

+600 hours
of Responsible Banking training

8,091 hours
of ethics and anti-corruption training

+2,800 hours
of leadership training

147 employees
received educational incentives

29.7%
of our employees take part in programs to drive best practices in the areas of health and wellness

87% overall satisfaction rating
in the annual internal client survey, with teamwork and communication being highlighted as the most valued attributes.

We offer flexible work models:

33%
of payroll is part of a telecommuting model

30%
of employees are part of a hybrid working model

3%
of employees are part of a remote working model

Education for Development

Our financial education program combines in-person courses, webinars, and personalized online advisory services, aimed at improving financial management, especially for clients with high levels of debt or negative credit history. We also offer personalized Financial Advisory services via our online channels.



Financial Education Program by Stakeholder Group 2023-2024

Initiative	Stakeholder	People Benefitted	% Women	% Men
Online Courses	Employees	8063	67	33
In-house Training	Employees	923	75	25
Training for Educational Institutions	Students and General Public	397	49	51
Training for Companies	Clients and General Public	135	53	47
Other G-Digital Courses	Employees	1067	93	7
Webinars and Online Conferences	Clients and General Public	264	65	35

During the period comprising 2023-2024, **26 clients** who requested online advisory services were supported



Program: Women Entrepreneurs

In conjunction with Junior Achievement, we offered a 4-week course to boost the knowledge and skills of women entrepreneurs.

20 women entrepreneurs
 220.5 training hours

JUPÁ Supérate Center

- ✓ Collaboration agreement with the Bank covering the coming years.
- ✓ The Center has +60 active students, +377 people benefitted to date.
- ✓ Scholarships for academic excellence in English, IT/ Programming, and Values.
- ✓ Consolidation of the participants' educational competitiveness for their future integration into the economic sector.
- ✓ Young people from 10th to 12th grade in public schools.

Environmental and Social (E&S) Products and Services

Social Impact Products and Services

We help provide women with access to financing through products designed to meet their needs, thus contributing to closing gender gaps.



51%

of accounts in the Personal Banking portfolio belong to women, representing 48% of our total credit balance.

USD \$181.3 million
in mortgages issued to women.

USD \$52.9 million
in commercial loans issued to SMEs owned by women.



Única Program

Through this program, we offer women access to preferential loans that are tailored to their specific needs. The results achieved during the last fiscal year are outlined below:

Mortgages

Clients:
295

Portfolio Balance
USD \$23.3 million.

Car Loans

Clients:
1,593

Portfolio Balance
USD \$30.3 million.

Personal Loans

Clients:
2,470

Portfolio Balance
USD \$52 million.

Credit Cards

Clients:
1,678

Portfolio Balance
USD \$2.6 million.

Other Social Impact Products

From our Personal Banking division, we offer products for other relevant groups:

Personal Loans for Retirees

Clients:
25,433

Portfolio Balance
USD \$493.5 million.

100% Online Global TAP Personal Loan

Clients:
446

Portfolio Balance
USD \$1.2 million.

100% Online Global TAP Savings Account

Clients:
4,975

Portfolio Balance
USD \$0.8 million.

Environmental Impact Products and Services

We promote sustainable development by financing solutions that improve environmental performance, supporting key sectors such as renewable energy, sustainable livestock, and electric mobility.

+USD \$54 million

disbursed to finance renewable energy in the country during 2023-2024.

+USD\$ 375,000

disbursed to finance electric mobility.

USD \$76.7 million

in financing granted to renewable energy projects in Panama over the past two years (since July 2022).

7.91%

of our investment portfolio corresponds to sustainable investment.

+USD\$29 million

in foreign renewable energy financing during 2023-2024.

+USD \$21 million

disbursed to finance sustainable agriculture during 2023-2024.

3.045%

of our loan portfolio is allocated to sustainable financing.



Cumulative Indicators since 2020

+USD \$280 million

disbursed to finance renewable energy.

+ USD \$38 million

disbursed to finance sustainable agriculture.

+USD \$318 million

disbursed to finance environmental projects.

Environmental and Social Risk Management System (SARAS)

We use SARAS to manage socio-environmental risks in activities financed by our Corporate and Commercial Banking division, evaluating key sectors and verifying mitigation measures to ensure responsible performance.

151 reviews

conducted during the 2023-2024 fiscal year, encompassing an associated value of **USD \$459.2 million.**

3,705 reviews

since 2011, encompassing a total assessed loan value of **USD \$8.0227 billion.**

+20 clients

of the agricultural sector from the *Sansón* in the province of *Darién* took part in awareness activities regarding sustainable livestock and silvopastoral management.



Client Experience

Our transformation strategy focuses on improving our processes, developing new and better products, expanding the products and services we offer, and improving the experience we provide to our clients and users.

+195,769
clients.

+63,300
online banking
users.

45%
of our clients
are women.



All complaints received are channeled and processed through a Complaint Monitoring System (SAR), which manages all reports received through all available channels.

We reduced the number of complaints from our insurance clients by

50%



Digital Acceleration

Launch of 3 digital products:

Global TAP
Car Loans

Global TAP
Credit Card

Global TAP
Savings
Account

Pillars of Our Digital Transformation

Client-Centric Approach

Digitalization

Tailormade Products and Services

Improved Channels

Client Experience

We have a **Data Privacy Policy** aimed at creating guidelines and procedures that safeguard the personal and sensitive information of both organization and its clients, minimizing risks associated with its handling and storage.

For the third consecutive year, there were no substantiated claims or cybersecurity incidents relating to privacy violations and the loss or leaking of client data.



Customer Service Channels

Channel	Details	2023-2024
Remote	ATMs	153
	Calls Answered (Phone Banking)	135,903
	WhatsApp	37,747
	Online Banking Users	65,317
	Mobile App Users	47,481
	Online Appointments	1,269
	AVI	40,305
In Person	Branches	30

Ecoefficiency

Our main administrative building and two branches are LEED (Leadership in Energy and Environmental Design) certified by the U.S. Green Building Council.



LEED Gold
Santa Maria
Corporate Tower



LEED Platinum
Centennial Branch



LEED Silver
Chiriqui Global
Plaza Branch

We updated our 2050 Carbon Neutrality Action Plan, which was approved by the Ministry of the Environment in March 2024, establishing an intermediate target to mitigate and offset 40% of our Scope 1 and 2 emissions by 2030 and 50% by 2035.

310 tons of CO₂

reduced in Scope 1 emissions (base year 2020).

+48,500 tCO₂e

avoided through renewable energy financing since July 2022 for Scope 3 emissions.

Carbon Footprint	2021-2022	2022-2023	2023-2024
Scope 1 Emissions (tCO ₂ e)	565.06	510.19	636.58
Scope 2 Emissions * (tCO ₂ e)	714.22	718.08	1,382.04
Scope 3 Emissions ** (tCO ₂ e)	465,924.05	568,966.57	1,478,508.36

○ We replaced existing lighting fixtures with LED technology at 77% of our buildings.

○ We updated our air conditioning systems to more environmentally friendly units.

○ We generated 568,058 kWh of clean energy for self-consumption, mitigating 1,661.43 tCO₂e

○ We have 10 locations with a total of 1,539 solar panels.

○ We installed 2 new photovoltaic systems at our David and Aguadulce branches, reducing the branches' energy consumption by 40%.

○ We collected and recycled 33.8 tons of waste.

*NB:

The increase in Scope 2 emissions deriving from electricity use is due to the increase in the emission factor of Panama's energy matrix.

**NB:

- Category 15 includes financed emissions from our loan and investment portfolios, as follows:
 - Local loan portfolio from the period comprising 2021-2022 to 2023-2024. Scopes 1 and 2 for 2021-2022 and 2022-2023, Scope 3 was included for this period 2023-2024.*
 - Local and foreign investment portfolio: from the period of this report 2023-2024, Scopes 1, 2 and 3.



Breakdown of Absolute Emissions from the Loan Portfolio for the Fiscal Year (tCO₂e)

Sector	July 23 – June 24 Scope 1, 2 and 3
Agriculture	365,062.35
Energy	61,969.43
Industrial	152,746.78
Commercial	170,315.34
Construction	121,386.89
Transport	6,116.10
Private Vehicles	15,404.33
Residential Mortgages	68,331.93
Total	961,333.14

Breakdown of Emission from the Local Investment Portfolio by Sector – Scope 1, 2 and 3

Sector	Total Absolute Emissions (tCO ₂ e) – Scope 1, 2 and 3
Commercial	9,330.97
Construction	10,400.14
Energy	2,544.35
Renewable Energy	0
Industrial	2,351.06
Total	24,626.53

Breakdown of Emission from the Foreign Investment Portfolio by Sector – Scope 1, 2 and 3

Sector	Total Absolute Emissions (tCO ₂ e) – Scope 1, 2 and 3
Commercial	15,374.91
Energy	19,738.66
Renewable Energy	0
Industrial	11,459.90
Vehicle Manufacturing	3,978.60
Oil and Gas	435,572.54
Manufacturing of Plastic Derivatives	4,668.15
Total	490,792.76

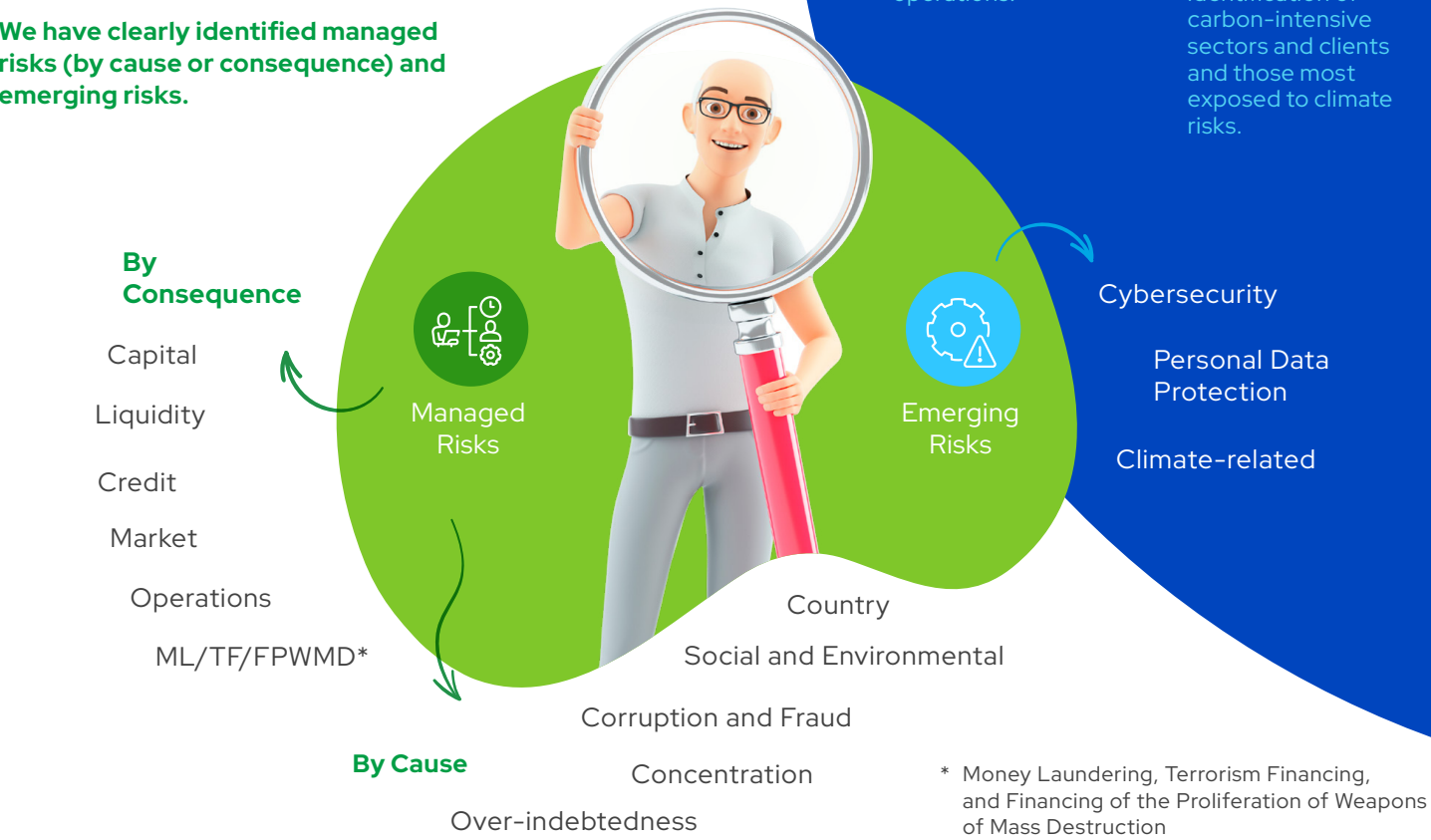


We acquired 1,753 carbon credit units, thus offsetting 100% of direct and indirect emissions (scopes 1 and 2), achieving carbon neutrality in our operations.

How We Face Risks

We identify and manage sector and environmental risks through rigorous analysis that bolsters our resilience, ensures business continuity, and allows us to both mitigate negative impacts and enhance positive outcomes.

We have clearly identified managed risks (by cause or consequence) and emerging risks.



Our Climate Roadmap:



We have carried out a comprehensive and rigorous process to identify and assess the risks and opportunities associated with climate change, working alongside external specialists, our risk team, and various strategic areas within the Bank.

Our Commitment to the Community

We actively contribute to community well-being through strategic alliances with organizations working in the areas of education, health, equality, and community development. Through these collaborations, we strive to generate positive and sustainable impacts on the most vulnerable groups.

+ USD \$909,000

in social contributions during the 2023-2024 fiscal year.



58% of total investment

allocated to **education**
(~10,000 people benefited).

More than 24,200

people benefited.



24%

allocated to **health**
(~7,000 benefited).



18%

allocated to **community and other areas**
(~7,200 benefited).

We promote a structured and sustainable volunteer program, which allows our employees to contribute their time and knowledge to support social causes. Their participation bolsters teamwork, their sense of purpose, and our culture of shared responsibility.

146 employees

volunteered during the period comprising 2023-2024.

More than 3,486

people benefited.

Since 2022, we have been part of the Billy Truck Project to promote a culture of recycling in the communities in which we operate. Through a mobile unit that visits our branches, we collect recyclable materials and raise awareness among families about how to properly separate waste.

More than 17 tons

of recyclable materials collected since 2022.

More than 315

families benefited.



Strategic Allies

We would like to thank our strategic allies for accompanying us on this **path towards a more sustainable future.**



Miembro de JA Worldwide



Culture of Impact and Cooperation





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