



Sustainability Report

2023-2024

Together we build the future you want

People first



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Introduction to the Report

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

At Global Bank Corporation and its subsidiaries (hereinafter referred to as GLOBAL BANK or the FINANCIAL GROUP¹), we have reaffirmed our commitment to sustainability and Responsible Banking through our 2023-2024 Sustainability annual Report. This document encompasses our performance for the 2023-2024 fiscal year, from July 1, 2023, to June 30, 2024.

The report provides a comprehensive overview of our Environmental, Social, Governance (ESG), and financial performance, framed within our business strategy and the double materiality approach. To draft this report, we adopted international reference frameworks, standards, and initiatives, ensuring transparency and alignment with global best practices. This analysis covers all activities and subsidiaries of the Financial Group that are included in the financial statements for the same fiscal period covered by this report.

The information contained in this document has been thoroughly reviewed and validated by the members of the Sustainability Commission and subsequently approved by the Chief Executive Officer (CEO). Furthermore, the accuracy and quality of the information have been verified by an independent third party. During the reporting period, a change of methodology was rolled out to calculate the absenteeism rate indicator and to measure the salary ratio indicator. More details can be found in the chapter entitled Our Human Talent Management.

Frameworks, Standards and Initiatives



We have prepared this report in accordance with GRI Standards. We have also applied the GRI Sector Supplement for financial services. The GRI Standards address impact materiality and are intended for a wide-ranging audience.



We have also included SASB (Sustainability Accounting Standards Board) Standards that are specific to the financial industry. SASB Standards address financial materiality and respond to the information requirements of investors. The sectors covered are:

- Commercial Banks.
- Consumer Finance.
- Insurance.
- Asset Management & Custody Activities.
- Investment Banking and Brokerage.
- Mortgage Finance.



We have addressed the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) for managing risks and opportunities relating to climate change.



We have reported the contributions we have made to the Sustainable Development Goals (SDG), aligning ourselves with the roadmap proposed by the United Nations to address major societal challenges.



We have provided information about our progress in implementing the Principles for Responsible Banking (PRB) from the United Nations Environment Programme Finance Initiative (UNEP-FI), of which we are signatories.



We have applied the metrics developed by the International Business Council (IBC) at the World Economic Forum (WEF) to generate value through stakeholder capitalism.

How to identify the contents of this Report

- Each chapter cover indicates its connection to the Sustainable Development Goals (SDG) and the pillars of the Sustainability Strategy to which it refers.
- At the beginning of each section, all content that is aligned with the GRI Standards, the parameters established by the SASB Standards, and the recommendations of the TCFD are identified.
- In appendices of the report, we provide a detailed account of the progress we have made in terms of the SDGs and the Principles for Responsible Banking (PRB), along with specific indices that facilitate cross-referencing with the GRI, SASB, TCFD, and WEF-IBC frameworks and standards.

1. A corporation that has been incorporated and exists under the laws of the Republic of Panama, with its physical and legal address in Panama City.
2. Global Bank Corporation hired the independent assurance after reviewing at least three different quotes from reputable providers. The independent assurance underwent the due diligence processes and requirements needed for suppliers, as outlined in this report.



Domingo A. Díaz Strunz
Chairman



Jorge E. Vallarino M.
Chief Executive Officer (CEO)

Message from the Chairman of the Board of Directors and Chief Executive Officer

GRI 2-22

At Global Bank, we firmly believe in the value of banking with a purpose. The 2023-2024 fiscal year offered us the opportunity to continue advancing that vision, reaffirming our commitment to Panama and consolidating our position as a close and responsible financial institution.

This period holds a special significance for us, marked by a significant milestone: the celebration of our 30 years of history. Three decades of building relationships of trust, driving the development of our clients, and contributing to the country's growth. This trajectory inspires us to continue looking to the horizon with determination and responsibility, building *the banking that everyone wants*.

Despite a challenging environment, marked by the global economic slowdown and geopolitical tensions, our results reflect the strength of our business model and the adaptability of our team.

The Financial Group's subsidiaries also showed favorable performance. At Global Valores, we surpassed USD 1.7 billion in investment products, supported by a strengthened advisory

model and a strategy focused on fixed income. Aseguradora Global recorded 0.9% growth in written premiums, reflecting stability and consistency in its performance. Progreso APFC closed the year with increases of 2% in pension funds and 4% in severance pay, thanks to management focused on closeness with our clients.

Digital transformation continued to be a priority. We launched two new digital credit products and one savings product, expanded our offering of digital financial solutions, improved our WhatsApp customer service channel, and increased self-service features. This allowed us to strengthen the customer experience and increase the use of Online Banking by 17%.

Sustainability continues to be one of our strategic pillars. Guided by the Principles for Responsible Banking (PRB), we integrated environmental, social, and governance (ESG) criteria into our operations, aligning our actions and decisions with the United Nations Sustainable Development Goals (SDGs).

In this regard, the Única Program, an initiative designed to support and empower women at every stage of their lives with



The 2023-2024 fiscal year was a year of great learning and progress, despite a challenging environment. We demonstrated our ability to adapt and maintained a firm approach, focused on growth and the continuous creation of value for our stakeholders. We advanced in digital transformation and evolution, strengthened our commitment to sustainability, and promoted our main initiatives that generate a positive impact on the environment. Today, we reaffirm our vision of a responsible, approachable banking system prepared to contribute to the country's sustainable development.



financial and non-financial tools, closed the year with a portfolio of USD 108.2 million and impacting more than 5,700 women. In addition, we implemented advertising campaigns and the promotion of our digital products, focused on the inclusion of more women in the Panamanian financial system and its entrepreneurial ecosystem.

We also strengthened our partnerships with social organizations, benefiting more than 24,200 people across the country. Furthermore, with the commitment of our employees, corporate volunteer initiatives focused on education, health, and well-being, among others, generated a positive impact on the lives of more than 3,480 people.

On the environmental front, we took concrete steps toward our goal of carbon neutrality by 2050. This objective has materialized in our commitments through the Carbon Neutrality Action Plan and the Ministry of Environment's "Las 50 Primeras" initiative. As a result, last year we reduced 135 tons of CO₂e, which is equivalent to planting approximately 2,200 trees and letting them grow for 10 years. We also avoided the emission of another 105 tons of CO₂e and offset the emissions we have not yet been able to reduce, earning us recognition as a carbon-neutral organization. We further advanced in measuring our financed emissions including those from our investment portfolio, in accordance with PCAF standards, reinforcing our commitment to a low-carbon economy. Along these same lines, we financed more than USD 100 million in projects focused on

environmental sustainability, and we continued to incorporate sustainable practices into our operations, such as the use of solar panels since 2016, the adoption of electric vehicles, and energy efficiency initiatives.

In terms of corporate governance, we strengthened our culture of ethics and transparency, ensuring that all members of our Board of Directors receive training on key topics, such as corruption prevention.

All these achievements allow us to look to the future with enthusiasm. With vision, integrity, and commitment, we will continue to focus on offering innovative financial solutions, promoting the well-being of our people, and supporting our clients at every stage of their lives. This is how we reaffirm our commitment to being *the banking that everyone wants*.

We deeply appreciate the trust of our clients, shareholders, and partners, and especially the effort and dedication of our team, which makes it possible for us to continue growing alongside Panama.

Domingo A. Díaz Strunz
Chairman

Jorge E. Vallarino Miranda
Chief Executive Officer



Key Figures and Milestones

30

branches.

153

ATMs.

+63,300

online banking
users.

+195,769

customers.

45%

of our customers
are women.

1,611

employees.

66%

of our employees are
women.

25%

of our managers and
60% of our VPs are
women.

51%

of accounts within
our Personal Banking
portfolio are held by
women, representing
48% of our total loan
balance.

+2,800 hours

of leadership training.

USD
\$76.7 million

in loans disbursed to
renewable energy
projects over the past
two years.

+48,5000 tCO₂e

in emissions avoided
through renewable
energy financing since
July 2022.

1,539 solar panels

installed at 2 corporate
buildings and 8
branches.

310 tons

CO₂ of emissions
reduced from Scope 1
(2020 base year).

USD
\$909,600.2

invested as part of
our social programs,
benefitting more than
24,000 people.

+ 3,400

people benefitted
through our corporate
volunteering activities.

151 reviews

conducted through
SARAS, covering a
total of **USD \$459.2
million.**

2,100 people

benefitted through
our Financial
Education Program
advice and training
sessions.

86%

of our suppliers during
this fiscal year were
local, representing
89% of our total
spending.





01 About Us

- 1.1 Profile
- 1.2 Context





1.1 Profile

GRI 2-1, 2-6

We are a financial group with 30 years experience in the sector and backed by 100% Panamanian private capital. Over the course of our history, we have established ourselves as a solid, reliable, and forward-thinking company, which has helped us become a leader in Panama's financial sector.

Our focus lies on meeting the needs and exceeding the expectations of our customers through a comprehensive range of financial products and services. This commitment is underpinned by a highly trained and dedicated team of employees, who have played a key role in ensuring sustainable growth and consolidation of Global Bank over the years.

Our core principles and values are the foundation of our operations, generating trust and value for our customers, employees, shareholders, and other stakeholders.



Mission

- To offer high quality financial services and to respond quickly to meet the wide-ranging needs of our customers.
- To offer tailor-made services that exceed customer expectations, respect principles of confidentiality and integrity, and safeguard the security and trust that clients have placed in our institution.
- To support our stakeholders in achieving their sustainability goals through our operations, products, services, and relationships, which will be based on the economic, social, and environmental criteria outlined in our business strategy.



Vision

- To be a solid, innovative, and prestigious institution, which is managed with the highest standards of quality and professional ethics while always maintaining maximum responsibility in the banking business.
- To offer its customers tailor-made financial products that meet their specific needs.
- To offer its employees opportunities for human and professional development.
- To be a responsible bank and a benchmark within the region, in addition to contributing to the sustainable development of society.





Corporate Structure of the Financial Group



Subsidiaries of Global Bank Corp.

The robust and sustainable growth of the Financial Group is underpinned by the diversification of the products and services we offer through our subsidiaries.

Our main financial subsidiaries are:

- Global Bank Corporation:** Corporate and Commercial Banking (including International Banking), Personal Banking and Private Banking. The International Banking loan portfolio is distributed mainly in the following countries: the Dominican Republic, Costa Rica, Guatemala, Peru, Honduras, Ecuador, Ireland, Luxembourg, Spain, France, Colombia, Chile.
- Global Bank Overseas:** Foreign Banking.
- Global Valores, S.A.:** Brokerage firm authorized and regulated by the Panamanian Securities Market Regulator; it also operates the Global Investment Fund, a closed-end investment company with a fixed-income strategy.
- Global Financial Funds Corporation:** Trust services and products.
- Aseguradora Global, S.A.:** Insurance products from a range of sectors aimed at Global Bank customers.
- Progreso AFPC, S.A.:** Prevision solutions (pension and severance funds).



Other subsidiaries engaged in financial activities that do not maintain a loan portfolio or provide customer service as of the end of June 2024 include:

- Global Capital Investment Corporation (invoice discounting)
- Global Capital Corporation (corporate finance and financial consultancy)
- Banvivienda Leasing & Factoring (financial leasing).

The non-financial subsidiaries that are engaged in the ownership and management of real-estate assets are *Durale Holdings, S.A.* and *Anverli Investment Corporation*.



Products and Services

GRI FS15

Our universal banking model offers comprehensive solutions for individuals and businesses through three main lines of business:

Personal
Banking

Corporate and
Commercial
Banking

Private
Banking

Through our subsidiaries we also provide insurance and pension products and services.

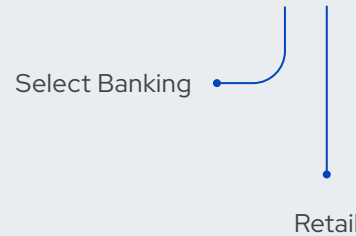
Our commercial approach not only meets the needs of our customers but also promotes sound environmental and social practices, ensuring our operations are aligned with a sustainability-focused approach.

When we design and launch financial products, we rely on key tools such as the **Operational Risk Management Manual – Policy for Operational Risk Management of New Products and/or Services**, and the **New Products, Services, and Promotions Manual**. Both documents are available to our employees via the Bank's intranet, ensuring both accessibility and compliance.

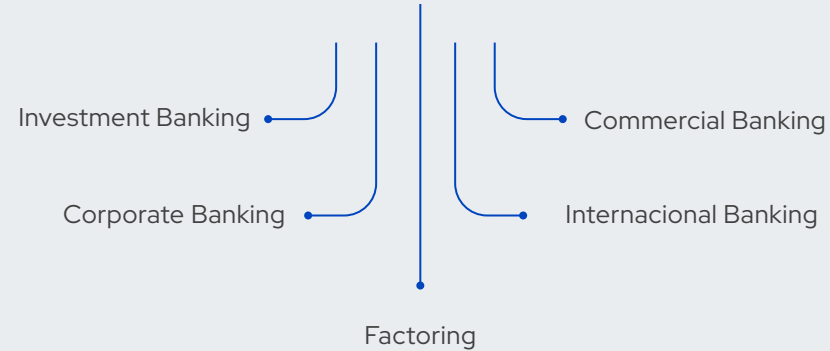
Our Segments



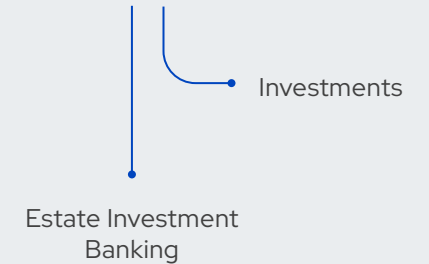
Personal Banking



Corporate and Commercial Banking



Private Banking



Products and Services offered through our Subsidiaries



Insurance Policies

Pension and Severance Funds



Distribution of Business Segments, Sectors, Products and Regions

GRI FS6



| Business Type | Percentage of Total Assets | Segments | Sectors and Activities | Products/Services | Regions |
|--|----------------------------|--|--|--|------------------------------------|
| Personal Banking  | 36.95 | <ul style="list-style-type: none">• Retail Banking• Select Banking | <ul style="list-style-type: none">• Salaried employees• Self-employed• Retirees• Private Company• Government | <ul style="list-style-type: none">• Savings Accounts• Checking Accounts• Term Deposits• Personal Loans• Residential Mortgages• Car Loans• Pledge Loans• Credit and Debit Cards | Panama |
| Private Banking  | 1.08 | <ul style="list-style-type: none">• Private Banking ($\geq \\$1M$)• Traditional Wealth Management Banking ($\geq \\$1M$)• Investment ($\geq \\$1M$) | <ul style="list-style-type: none">• Natural Persons• Legal Entities• Institutions | <ul style="list-style-type: none">• Investment Accounts• Savings Accounts• Checking Accounts• Fixed-term Deposits• Credit Cards• Debit Cards• Online Banking• Pledge Loans• Securities-Based Loans• Letters of Commitment | Panama (95%) Rest of World (5%) |





| Business Type | Percentage of Total Assets | Segments | Sectors and Activities | Products/Services | Regions |
|---|----------------------------|---|---|--|------------------------------------|
| Corporate and Commercial Banking   | 37.18 | <ul style="list-style-type: none">Commercial Banking (SMEs, Credit Risk <\$1M) | <ul style="list-style-type: none">CommercialAgriculturalIndustrialConstructionTransportation | <ul style="list-style-type: none">Savings and Checking AccountsTerm DepositsCredit Lines and OverdraftsLoansLeasingCorporate Credit Cards | Panama (95%) Rest of World (5%) |
| | | <ul style="list-style-type: none">Corporate Banking (Medium and Large Companies, Credit Risk >=\$1M) | <ul style="list-style-type: none">CommercialConstructionIndustrialAgro-industrialTelecommunicationsLogistics and TransportationHealthCredit OrganizationsEnergy | <ul style="list-style-type: none">Savings and Checking AccountsTerm DepositsCash ManagementLoansCredit Lines and OverdraftsLeasingCorporate Credit Cards | |
| | | <ul style="list-style-type: none">Investment Banking (>\$20M) | <ul style="list-style-type: none">CommercialConstructionIndustrialAgro-industrialTelecommunicationsLogistics and TransportationCredit OrganizationsEnergy | <ul style="list-style-type: none">Corporate Bond and Loan StructuringMergers and acquisitions (M&A)Financial Consultancy | |
| | | <ul style="list-style-type: none">International Banking | <ul style="list-style-type: none">CommercialConstructionIndustrialAgro-industrialLogistics and TransportationCredit OrganizationsEnergy | <ul style="list-style-type: none">Savings and Checking AccountsTerm DepositsLoansCredit LinesLetters of Credit | |
| | | <ul style="list-style-type: none">Factoring | <ul style="list-style-type: none">ConstructionIndustrialAgriculturalServicesSupply of goods | <ul style="list-style-type: none">Invoice Discounting FacilityWorking Capital Advance Facility | Panama |



| Business Type | Percentage of Total Assets | Segments | Sectors and Activities | Products/Services | Regions |
|---|----------------------------|---|--|--|---------|
| Insurance  | 0.94 | <ul style="list-style-type: none">• Individual Insurance• General Insurance• Surety Bonds | <ul style="list-style-type: none">• Global Bank Customers | <ul style="list-style-type: none">• Car• Fire• Fraud• Personal Accidents• Builder's Risk• Collective Life and Unemployment• Guarantees (various) | Panama |
| Prevision  | 0.54 | <ul style="list-style-type: none">• Pension/Retirement• Severance | <ul style="list-style-type: none">• Natural Persons• Legal Entities | <ul style="list-style-type: none">• Pension Funds• Contributory Pensions• Child Education Fund (<i>Progreso Junior</i>)• Severance Fund | Panama |



Product and Service Accessibility

GRI 3-3

We ensure accessibility to our products and services through a multichannel approach that combines both in-person and remote channels, all of which are designed to meet the wide-ranging needs and preferences of our customers [\(for further information, please see the chapter entitled *Customer Experience*\)](#).



This model allows us to offer flexible, efficient solutions that align with user expectations - whether through customer service at branches or via digital tools such as mobile apps, online banking, and virtual assistants.

We are committed to driving improvements in accessibility, which is why we will strive to incorporate data on population density per ATM and Point of Sale (POS) terminals in future reports.



1.2 Context

At Global Bank, we monitor and analyze the economic context in Panama and any sociopolitical changes that could impact the operations of our Financial Group. This analysis drives our resilience in the face of change and adversity, as well as helping us to identify key trends in the sector and ensuring the excellence of our products, services, and operations and effectively responding to the needs of all our stakeholders.

Over the past few decades, Panama's economic growth has significantly reduced poverty levels, from 48.2% in 1991 to 12.9% in 2023. In 2023, GDP grew by 7.3%, driven by sectors such as construction, transportation, and commerce, which together employ 45% of the workforce. Nevertheless, the discontinuation of government transfers limited further progress in eradicating poverty, while a prolonged drought and restrictions on traffic in the Panama Canal posed additional challenges.

Economic Context²

Panama's economy benefits from its strategic location as a key logistics and financial hub in the region. This positioning has driven the growth of sectors such as trade and services, with the Panama Canal playing a pivotal role. Since 2021, the country has strengthened its leadership in environmental sustainability by becoming one of the few carbon-negative countries in the world; however, social challenges like inequality persist, with poverty remaining prevalent among the indigenous and Afro-Panamanian communities, along with limitations in access to and quality of essential public services.

Economic growth is expected to slow to 2.4% in 2024 due to a moratorium on major mining activities. Despite this, however, the dynamism of the services sector may support a gradual recovery, with stronger growth projected for the beginning of 2025. On the fiscal front, a deficit of 4.6% of GDP is projected for 2024, which could be reduced to 3% by 2026 through fiscal consolidation measures. Although the sovereign credit rating was downgraded to BB+ in 2024, Panama maintains strong access to capital markets, supporting its long-term economic stability outlook.

2. Information taken from the World Bank website:
<https://www.bancomundial.org/es/country/panama/overview>



Panama maintains good access to capital markets, supporting its prospects for economic stability despite its sovereign rating downgraded to BB+ in 2024.



Panama and the Sustainable Development Goals

In 2015, the United Nations established the 17 Sustainable Development Goals (SDGs) as part of its 2030 Agenda - a global initiative that calls on governments, non-profit organizations, the private sector, and society at large to work together to address major global challenges such as poverty, health, education, and climate change, among others.

Panama committed to achieving these goals in 2015 and, in recent years, has made considerable progress in several areas, positioning itself as one of the Latin American countries that has made the greatest progress in this field.

At a national level, Panama has shown notable progress in areas related to the planet (SDG 13), people (SDGs 1, 3, 4, and 5), prosperity (SDGs 7, 9, and 11), and partnerships (SDG 17). On a global scale, Panama is currently ranked 84th out of 166 countries.



Panama's performance in 2024 in achieving these goals is outlined below:

SDG Dashboards and Trends



Dashboards

- SDG achieved
- Challenges remain
- Significant challenges remain
- Major challenges remain
- Information unavailable

Trends

- ↑ On track or maintaining SDG achievement
- ↗ Moderately improving
- Stagnating
- ↓ Decreasing
- Trend information unavailable

Source: SDG Index, 2024



We provided more than \$76 million in loans for renewable energy and \$30 million in sustainable financing in the agricultural sector in the last two fiscal years.

Banking Trends

The financial sector has undergone a significant transformation in recent years, driven by the development of new products and services, increased regulatory requirements, and changes in customer relationships. These dynamics require institutions within the sector to remain at the cutting edge and adapt to global demands and the expectations of their stakeholders. Major trends and the steps we have taken to address them are highlighted below.

| Major Banking Trends | | Strategic Response from the Financial Group |
|--|---|---|
| Technological Transformation | Digitalization continues to play a key role in banking, with the adoption of technologies such as generative Artificial Intelligence (AI), cloud computing, and integrated digital platforms. These tools improve operational efficiency, offer tailor-made services, and drive cost reduction through the automation of complex processes. | <ul style="list-style-type: none">• We are driving our digital transformation through the implementation of the Data Analytics and Data Governance Center for Excellence, bolstering our data-driven decision-making processes.• We have expanded our customer service channel via WhatsApp and optimized the digitalization of key processes to enhance the customer experience.• We have developed 100% digital financial products. |
| Compliance and Risk Management | Stricter regulations, such as those relating to the Basel III Framework, require banking institutions to modernize their compliance infrastructures to ensure transparency and mitigate risks. Implementing advanced systems to manage these regulations reduces costs and enhances regulatory confidence. | <ul style="list-style-type: none">• We have bolstered our risk management through a comprehensive approach that is based on the Integrated Risk Management Policy. We have also enhanced our Environmental and Social Risk Management System (SARAS, acronym in Spanish) and incorporated climate risk analysis into our strategy.• We have automated our regulatory compliance monitoring and digitized due diligence processes. |
| Sustainability and Climate Transition | The financial sector plays a crucial role in the transition to a low-carbon economy. Banks are integrating Environmental, Social, and Governance (ESG) criteria into their operations and financing sustainable projects to help address climate challenges. | <ul style="list-style-type: none">• We have defined a decarbonization plan for our portfolio and set a goal to reduce financed emissions in Corporate and Commercial Banking by 34% by 2031.• We disbursed over USD \$76 million in loans for renewable energy and USD \$30 million in sustainable financing for the agricultural sector over the past two fiscal years.• We consolidated how we measure and monitor climate risks in our credit portfolio. |



Major Banking Trends

Optimization of Financial Performance

Fiscal discipline and strategic balance sheet management are priorities. Institutions are seeking new ways to generate profitability by reallocating capital to key areas and improving the management of costs associated with the regulatory and technological environments.

Financial Inclusion and Customer Experience

The banking sector is adopting customer-centric models that include digital solutions that promote financial inclusion and improve access to services. Furthermore, customer expectations demand more intuitive and tailor-made services.

Strategic Response from the Financial Group

- We optimized our balance sheet through a credit portfolio diversification strategy, while increasing operational efficiency through the digitalization of key processes.
- We bolstered liquidity management through new asset placement strategies and expansion into strategic sectors with high growth potential.
- We launched Única Program, an initiative that drives the financial inclusion of women, benefiting over 5,730 people.
- We have developed digital products, such as Global TAP, to facilitate access to credit and improve the customer experience through the streamlining of our digital platforms and the automation of customer service processes.



Financial Advisory



Global TAP



Progreso



Única Program

Banks are adopting customer-centric models, with digital solutions that promote financial inclusion and improve accessibility to services.



02 Strategy

2.1 Sustainability Strategy

2.2 Sustainability Governance





(GRI 2-23, 2-24)

Focusing our efforts on the needs of our customers and users under the premise *People First*, we aim to continue generating value for them through simple and transparent financial products and services, prioritizing digital and structural transformation underpinned by innovation and new technologies.

We also view sustainability as a strategic approach for our operations and business model, prioritizing the consistent integration of Environmental, Social, and Governance (ESG) criteria into our operational processes. We believe that this integration reflects our growing ambition and represents a key element in ensuring our long-term development and growth.





Milestone





2.1 Sustainability Strategy

As part of our commitment to the future, we strive to generate added value for each of our stakeholders and future generations of Panamanians through a range of sustainable products and services that promote social and economic development and safeguard our natural resources.

Our management is underpinned by transparency and a Sustainability Strategy and Policy that allow us to position ourselves not only as a strategic partner in the transition to a low-carbon economy but also to remain a sustainability benchmark. This includes:

- Continuing to promote and integrate banking best practices, as well as driving the adoption of the UNEP FI Principles for Responsible Banking within the sector.
- Driving continuous improvement in how we measure and manage the positive and negative impacts of our operations on Panama's productive, competitive, technological, and entrepreneurial development.
- Increasing the ambition of our sustainable practices, including any impacts on the environment and society generated by our portfolio, as well as the operations of our suppliers and business partners.

Our key priorities are outlined below:



1 Climate Strategy:

- Climate Change Policy.
- Sustainable Financial Products/Tools.
- Portfolio Decarbonization Plan.
- Portfolio Climate Risks.



2 Impact Indicators

- Updating of 2030 Sustainability Action Plan.
- Financial Health and Inclusion.
- Sustainable Portfolio Performance.



3 Transparency and Good Practices

- Assessment of NIIF S1 and S2 roll-out (areas of opportunity and priorities).
- Automation of Sustainability Report.
- On-going implementation of ESG Positioning Campaign.



Sustainable Business Model

(GRI 2-23, 2-24)

At Global Bank, we have defined eight key pillars within our Sustainability Strategy, which are aligned with our material topics. These material topics were reviewed in 2024 based on the recent update to our double materiality assessment³. In line with this evolution, during the 2024–2025 fiscal year, we will update our business model to reflect the results of this study. This strategy is also aligned with international commitments and frameworks such as the 17 Sustainable Development Goals (SDGs), the Paris Agreement, and other global initiatives that promote collective action toward sustainable development.

Each of the strategic pillars is linked to our material topics, with a particular focus on two priority areas: **Climate Change** and **Inclusive and Healthy Social Development**, both of which are essential in today's world.



Alignment with Material Topics

| | |
|--|--|
| Governance | <ul style="list-style-type: none"> Corporate governance Regulatory compliance Disclosure and transparency of ESG information Relations with investors Cybersecurity |
| Ethics and Anti-corruption | <ul style="list-style-type: none"> Ethics Anti-corruption |
| Human Talent | <ul style="list-style-type: none"> Attraction and retention of employees Development of human capital Diversity and inclusion among employees Labor health and security |
| Education for Development | <ul style="list-style-type: none"> Financial education Value-added services for the business |
| Customer experience | <ul style="list-style-type: none"> Digital transformation Customer privacy Customer service |
| Environmental and Social Products and Services | <ul style="list-style-type: none"> ESG financing and investment Financial inclusion Products and services with environmental benefit |
| ESG Risk Management | <ul style="list-style-type: none"> Climate strategy Risk and crisis management Lending practices Environmental risk of mortgage property |
| Eco-efficiency | <ul style="list-style-type: none"> Eco-operational efficiency |

Cross-cutting topic: Economic performance

³ All steps and processes relating to this exercise are explained in Appendix I ESG Management.



For further information about the result of our updated material topics, please see Appendix I – Materiality Study



Advances by Strategic Pillar:



Governance

- Presentation of four quarterly sustainability progress reports to the Corporate Governance Steering Committee and the Board of Directors, as well as a climate change-related report to the Risk Steering Committee.
- Development and approval of climate change-related governance.
- Annual training sessions for directors, delivered by external experts, covering the following topics: (i) New Corporate Governance Standards, Implementation and Impact on the Organization. Legal and Reputational Risk and the Impact of Corruption on the 2024 Electoral Campaign; (ii) ESG Context and IFRS Sustainability Disclosure Standards.
- Development and publication of the Sustainable Financial Products Policy.
- Inclusion of sustainability-related performance objectives by the offices of the Vice Presidents.
- Microlearning sessions covering sustainability issues for all employees and directors.
- Independent third-party verification of the GHG emissions inventory, reduction, and offsetting.
- First response exercise to the S&P Corporate Sustainability Assessment (CSA) questionnaire.



Ethics and Anticorruption

- Updating of the scope of the Anti-Bribery and Corruption Policy to include shareholders.
- Coordination of 13 training sessions and workshops for bank and subsidiary employees, as well as for the Board of Directors, on topics relating to ethics, corruption, and money laundering.
- Coordination of a total of 8,091 training hours for 4,860 participants in: New Hire Induction, Anti-Money Laundering (Transparency), Code of Ethics and Conduct, Conflict of Interest Policy, and Personal Data Protection.
- Coordination of 19,852 hours of cybersecurity training available to all employees.



Human Talent

- Coordination of a total of 26,000 training hours for all employees, including 3,265 hours on financial education topics.
- Coordination of more than 29 training sessions focusing on sustainability topics, reaching 1,669 participants.
- Focus on higher levels of gender equality, equity, and women's empowerment, with women making up 66% of the workforce.
- Distribution of 12 monthly sustainability newsletters to all employees during the period, a total of 36 since 2021.



Education for Development

- More than 2,100 people benefited through training sessions, programs for women entrepreneurs, webinars, online courses, and personalized coaching conducted under the Financial Education Program.
- [Collaboration with Fundación JUPA](#) to support the *Supérate JUPÁ Center* through a program of academic excellence scholarships in English, computer science/programming, and values available to 10th - 12th grade public school students to help bolster their educational competitiveness for future integration.
- A total of 24,200 people benefited through USD \$909,000 in social investments focused on contributing to the achievement of the SDGs.
- More than 3,400 people benefited from corporate volunteering activities, directly impacting SDGs 3 and 4 in the areas of education and health.



Signing of cooperation agreement between the JUPÁ Foundation, Global Bank, and Pacific Hills Real Estate



Environmental and Social Products and Services

- A total of 5,734 women benefited through mortgages, auto loans, personal loans, and credit cards, with an outstanding portfolio balance of over USD \$108.2 million.
- Coordination of 21 experiences for a total of 3,249 women in the areas of health, professional development, and entrepreneurship.
- A total of USD \$11.36 million disbursed in business loans for women entrepreneurs, benefiting more than 60 women during the fiscal year.
- Creation of 3 new green products and their corresponding policies and procedures (sustainable agriculture, distributed solar energy generation, electric vehicles), in addition to advances being made in the development of 2 additional green products.
- During this period, we disbursed:
 - Over USD \$54 million in domestic renewable energy financing.
 - Over USD \$29 million in foreign renewable energy financing.
 - Over USD \$375,000 in electric mobility.
 - Over USD \$21 million in sustainable agriculture.
- We achieved a financed emission net balance of -16.3% compared to our base year, thanks to a 10.6% reduction in emissions (through portfolio alignment) and a 37.27% drop in avoided emissions (through renewable energy project financing). This represents an advance of 47.8% in our goal of reducing (net balance) financed emissions by 34% by 2031.



ESG Risk Management

- Availability of an Environmental and Social Risk Management System (SARAS), which allows us to identify, assess, manage, and monitor potential environmental and social risks associated with the activities we finance. During the fiscal year, we undertook:
 - 151 case assessments, totaling USD \$366.7 million in approved amounts.
 - 338 reviews of Compliance Condition and/or Action Plans (monitoring).
 - 47 technical visits to customers.
- Inclusion of climate-related risks in the Comprehensive Risk Management Policy under banking business risks. Additionally, a taxonomy, timelines, qualitative climate risk analysis, and communication plan were presented.
- Quantification of financed GHG emissions from loan and investment portfolios using PCAF methodology, which is part of climate risk management.
- Coordination of a quantitative analysis of property guarantees in sectors vulnerable to climate change, in addition to the presentation of the findings to the Risk Steering Committee.
- Diagnostic assessment, in conjunction with technical assistance from IDB / GreenLAC - Anthesis, covering the bank's alignment with TCFD recommendations. An intermediate score, above that of other banks in the region, was achieved.
- Development of a tool to measure physical risk in the loan portfolio and preliminary quantitative analysis for prioritized Corporate and Commercial Banking sectors.



Customer Experience

- Increased availability via the WhatsApp channel.
- Creation of the Center of Excellence for Data Analytics and Data Governance to drive innovation through data-driven decision-making processes.
- Implementation of an environmental and social action plan to meet customer compliance requirements.



Eco-efficiency

- Continued implementation of the clean energy use program at our facilities.
- Acquisition of 2 electric vehicles, leading to a reduction of 10.08 tons of CO₂e per year.
- Updating of the 2050 Carbon Neutrality Action Plan, approved by the Ministry of Environment during this period. The intermediate goal remains to mitigate and offset 40% of emissions by 2030 and 50% by 2035.
- Our operations are carbon neutral (Scope 1 and 2), and we offset emissions that we have not yet been able to reduce through the purchase of recognized carbon credits. Verified by an independent third party.

This business model has been developed based on our General Sustainability Policy, which encompasses our long-term vision regarding our commitments in Environmental, Social, and Governance (ESG) issues, in addition to incorporating current local regulatory frameworks, as well as international frameworks, agreements, and voluntary commitments.



General Objectives of the General Sustainability Policy:

- Promote sustainability at all levels and in all activities within the Financial Group.
- Establish a structured framework that enables us to consolidate all objectives within the Financial Group's strategy.
- Gradually align the Financial Group's activities and initiatives with sustainability issues.
- Develop a strategy to manage climate-change risks and opportunities of climate change.
- Create and promote products and services that support our customers in transitioning to sustainable business models.
- Support our stakeholders in achieving their sustainability goals.
- Support vulnerable groups and those with limited opportunities in sustainable financial inclusion issues.
- Ensure the responsible use of natural resources through best practices and in-house eco-efficiency initiatives.
- Inform, raise awareness, and provide training to employees on sustainability issues.
- Ensure transparency and report on the Financial Group's sustainability management.



Policies that underpin the General Sustainability Policy:



Code of Ethics and Conduct

Combines our values of transparency and business ethics into our organizational culture.



Environmental and Social Risk Management Policy

Outlines the mechanisms, tools, and procedures required for the integration and management of the Environmental, Social, and Governance (ESG) risks to which our operations are exposed through any potential adverse effects that may arise as the result of our customers' business activities or financed projects.



Sustainable Financial Product Policy

Ensures the inclusion of Environmental, Social, and Governance (ESG) factors within our operations, products, and services, in addition to driving the development of Sustainable Financial Products.



Social Investment Policy

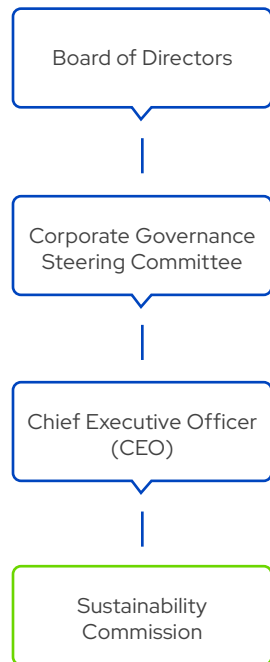
Serves as our framework for establishing principles and guidelines that focus our efforts to ensure the development and well-being of local communities.



2.2 Sustainability Governance

(GRI 2-9, 2-12)

Our Sustainability Governance structure is primarily overseen by the Board of Directors, in its role as the main body for the bank's corporate governance, supported by a Corporate Governance Steering Committee:

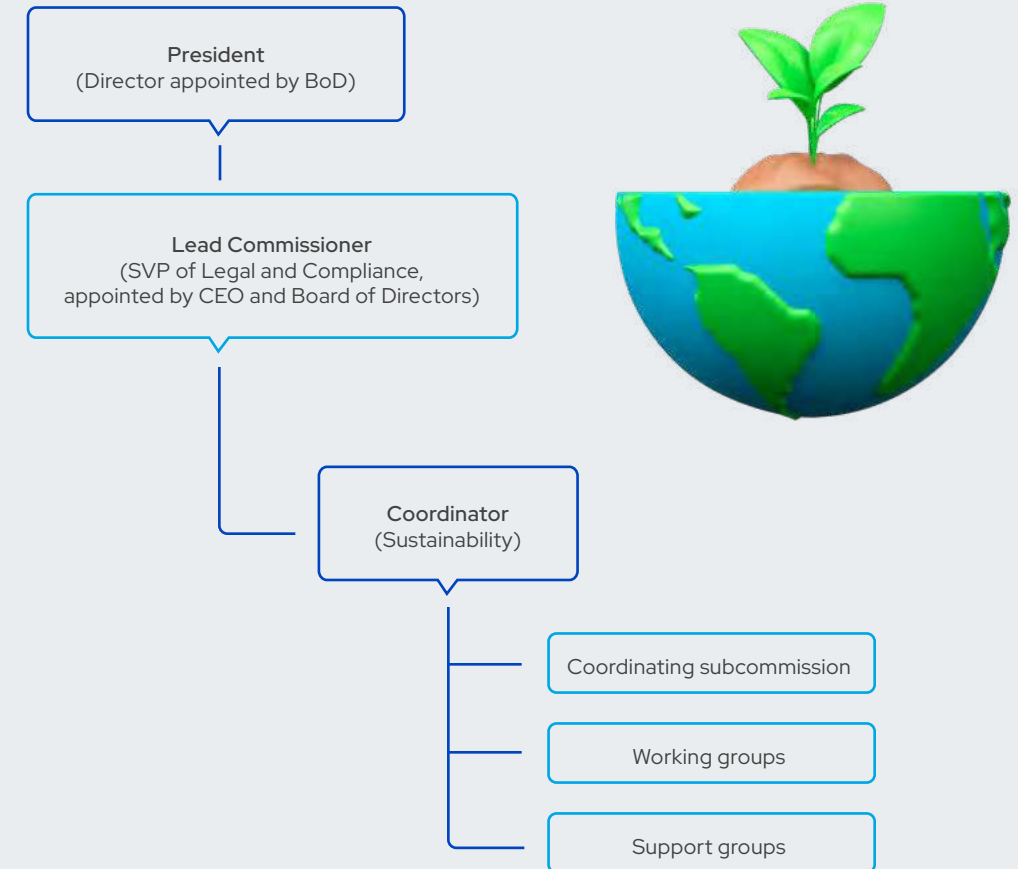


In 2023, we created the Sustainability Department at Global Bank, which reports to the Office of the Vice President of Legal and Compliance. Furthermore, and since 2020, we have had a [Sustainability Commission](#) comprising a member of the Board of Directors, representatives from senior management (appointed directly by the Chief Executive Officer), members of the Sustainability Department, and representatives from areas that support the ongoing execution of our sustainability commitments. This Commission has the following objectives:

- Assisting Senior Management, the Corporate Governance Steering Committee, and the Board of Directors in fulfilling the Financial Group's sustainability strategy and policy.
- Overseeing the implementation of the UNEP FI Principles for Responsible Banking within the established timeframe.
- Proposing and developing sustainability strategies for the Financial Group and monitoring their continuity over time based on international best practices.









Our decision-making processes are guided by the General Sustainability Policy and the strategic pillars defined within our Business Strategy. We have also developed sustainability-related performance indicators for each vice presidency, which we use to measure progress and performance.

Composition of the Sustainability Commission:





Diversity within Sustainability Governance

| Corporate Governance Body | Less than 30 years old | | Between 30 and 50 years old | | More than 50 years old | | Total | |
|---|---|---|---|---|---|---|---|---|
| |  |  |  |  |  |  |  |  |
| Board of Directors | 0.0% | 0.0% | 6.3% | 12.5% | 12.5% | 68.8% | 18.8% | 81.3% |
| Corporate Governance Steering Committee | 0.0% | 0.0% | 15.4% | 15.4% | 30.8% | 38.5% | 46.2% | 53.8% |
| Senior Management | 0.0% | 0.0% | 8.3% | 41.7% | 16.7% | 33.3% | 25.0% | 75.0% |
| Chief Executive Officer | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% | 0.0% | 100.0% |
| Sustainability Commission | 2.9% | 0.0% | 42.9% | 11.4% | 20.0% | 22.9% | 65.7% | 34.3% |





03 Risk Management

- 3.1 Comprehensive Risk Management Strategy
- 3.2 Key Risk Identification
- 3.3 Climate Change Risks and Opportunities
- 3.4 Supply Chain Relations





GRI 2-12, 2-13

The inherent risks within the sector, as well as those relating to the external environment, require a wide-ranging analysis for their identification and management, ensuring and driving resilience to maintain the business continuity of the Financial Group while minimizing any negative impacts and enhancing positive impacts.

At a Financial Group level, we have developed a Comprehensive Risk Management process consisting of five (5) stages, which allows us to adapt to the various types of risks to which we are exposed, depending on the size and complexity of our operations, products, and services.



Comprehensive Risk Management Process

| | |
|------------------------|--|
| Identification | To better understand the risk profile, risks arising from internal and external factors that may affect the various products, services, processes, systems, and/or areas of the Financial Group are identified. |
| Measurement | The Financial Group measures risks in terms of probability of occurrence (frequency) and impact (severity), using tools developed specifically for this purpose. |
| Mitigation | After identifying and measuring the risks, the way in which they are to be addressed is evaluated (accepting the risk, protecting against it, preventing it, transferring the risk, eliminating the activity, or retaining losses), as well whether additional mitigation measures are required. |
| Monitoring and Control | Through monitoring and control processed, we can ensure that additional mitigation measures contribute to reducing the probability of risk occurrence and/or bolstering existing controls. |
| Information | The Risk Unit publishes periodic reports on these risks and how they are being addressed, communicating this information to the corresponding Corporate Governance bodies. |

This Comprehensive Risk Management process is underpinned by principles, strategies, policies, processes, methodologies, manuals, structure, and information systems that ensure its integrity and efficiency.



Risk Management Processes

GRI FS15

The Financial Group maintains a comprehensive approach to risk management, periodically assessing its exposure in accordance with the Comprehensive Risk Management Policy, which establishes periodic reviews based on the type of risk in question.

Comprehensive Risk Matrix

Assessments are undertaken based on the Risk Matrix, which combines the main categories in which the Financial Group has the most significant exposure to risk: Business, Operational, Financial, and Compliance. This allows the organization to anticipate any potential impacts and strengthen its resilience to these risks.



Business Risks [3]

- Strategic Risk
- Risk of Contagion
- Climate related risk



Operational Risks [2]

- Operational Risk
 - Insurance Risk
- Information Technology Risk
 - Cyber Risks



Financial Risks [9]

- Capital Risk
- Credit Risk
- Counterparty Risk
- Liquidity Risk
- Price Risk
- Interest Rate Risk
- Exchange Rate Risk
- Country Risk
- Concentration Risk



Compliance Risks [6]

- Reputation Risk
- Legal Risk
- Regulatory Risk
- Money Laundering (ML), Financing of Terrorism (FT) and Financing of the Proliferation of Weapons of Mass Destruction (FPWMD) Risk
- Social and Environmental Risk
- Personal Data Protection Risk

Determination of Risk Appetite

Risk appetite represents the level and type of risks that the Financial Group is willing to take on, deliberately and within its risk capacity, in order to achieve its objectives and business plans.

This concept reflects the Financial Group's attitude towards risk-taking, as well as its willingness and capacity to tolerate exposure to specific risks or groups of risks. This capacity is determined by factors such as availability of capital, the robustness of operational processes, and the maturity of the organizational culture.

The definition of risk appetite is aligned with strategic issues, business objectives, and policies established in the Financial Group's manuals, ensuring a structured and coherent approach to its corporate strategy.

During the 2023-2024 period, the parameters defined within the Financial Group's global and concentration limits were reviewed and updated, ensuring alignment with the business strategy, the macroeconomic environment, and current regulations. These limits serve as a benchmark for assessing exposure to various risks and guiding decision-making.

Throughout the year, these parameters were continuously monitored to verify compliance with the limits and tolerance levels set by the Group. This process drives proactive risk management, ensuring that exposures remain within the defined risk appetite framework.



Risk Management Auditing

The Financial Group’s risk management process is subject to both internal and external audits to ensure stakeholders of the effectiveness of said risk management.



Internal Auditing

Internal audits are conducted based on the identification of relevant risks, both internal and external, within the Bank’s key spheres. This process includes an estimation of the frequency of occurrence of these risks and an assessment of their potential impact, ensuring their effective and opportune management. Periodic reviews are carried out every 12 to 18 months, enabling the ongoing assessment of internal controls and processes.



Regulatory Inspections

The Superintendency of Banks of Panama conducts periodic and follow-up inspections based on the Risk-based Supervision procedures adopted, with the goal of identifying and assessing the risks to which the bank is exposed. The components evaluated include: Corporate Governance, Risks, Economic-Financial Assessment, Regulations, and Prevention of Money Laundering, Terrorist Financing, and the Financing of the Proliferation of Weapons of Mass Destruction.

From the findings of these inspections, which are based on both recommendations and/or non-compliance, action plans with defined deadlines are established to address these issues. For the 2023-2024 period, measures were rolled out to bolster the Bank’s management processes, in keeping with the components evaluated and through joint efforts of the areas responsible for these issues.



Risk Management Training

In March 2024, the annual risk management training was coordinated for members of the Board of Directors and Senior Management, covering key topics such as legal risk, reputational risk, and the impacts of corruption during the 2024 electoral campaign. These training sessions featured external speakers. Furthermore, the Financial Group offers targeted risk management training across the organization to help promote a culture of prevention and control at all levels.



Risk-Based Approach to the Development of New Products and Services

Risk management plays a key role in the development of new products, services, and promotions, with specific criteria being incorporated to evaluate and mitigate risks from a comprehensive outlook.





3.1 Comprehensive Risk Management Strategy

We have implemented a decentralized Comprehensive Risk Management Strategy based on three (3) Lines of Defense - an approach that ensures the execution of the processes needed to identify, measure, mitigate, monitor, control, and report risks. The key functions of each line of defense are outlined below:

First Line of Defense

Each unit is responsible for managing its own risks, maintaining effective internal controls, and rolling out procedures to control the risks inherent to its activities.

Second Line of Defense

Specialized risk control and monitoring areas are independent from the first line of defense, and their function is to monitor the effective control of risks and ensure that they are being properly managed.

Third Line of Defense

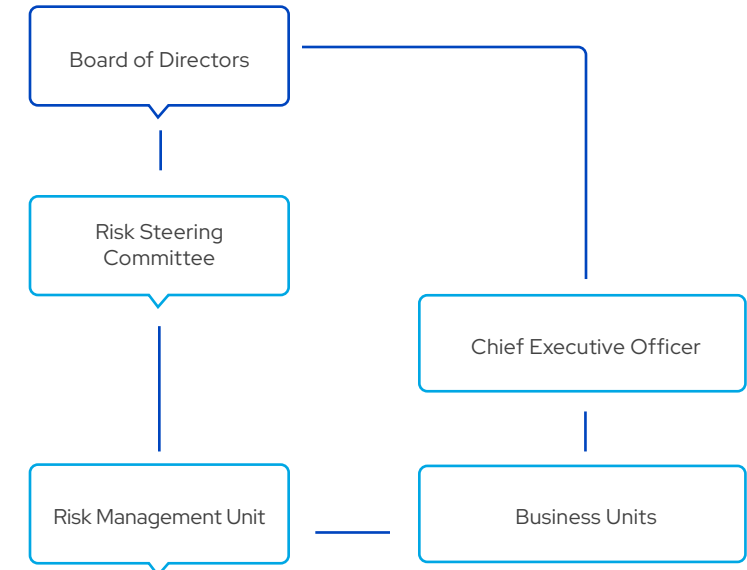
The Internal Audit area independently and objectively reviews the quality and effectiveness of the risk management process.

We foster the development of a strong **culture of risk** that is underpinned by a clear and well-defined governance structure, one that comprises a specialist team and the Board of Directors, both of whom are responsible for establishing the risk management governance framework. They are supported by the Risk Management Executive Committee, the Internal Audit Executive Committee, and the Chief Executive Officer.

Comprehensive Risk Management Structure

The governance surrounding Comprehensive Risk Management is underpinned by the following guidelines:

Risk Governance



NB: The structure outlined in this section only reflects Comprehensive Risk Management. For a complete overview of the Financial Group's governance, please check the chapter entitled *Governance*.



Risk Governance



1 Board of Directors

It is responsible for establishing a solid structure for comprehensive risk management and defining the acceptable risk profile. To this end, it must have in-depth knowledge and a clear understanding of the risks to which the organization is exposed. Furthermore, it is tasked with approving the policies, procedures, and risk limits applicable to the Financial Group's various operational and business areas, ensuring consistent and effective management.



2 Risk Steering Committee

This body, created by a mandate from the Board of Directors, comprises 15 main members and is primarily responsible for defining risk management objectives and policies and overseeing exposure limits as approved by the Board of Directors.

Members

- Chair of the Board of Directors (Non-executive Director)
- 8 Non-executive Directors, of whom 4 are Independent.
- Chief Executive Officer
- Executive VP and Sub-CEO
- Senior Vice-President, Risk
- Senior Vice-President, Personal Banking
- Senior Vice-President, Legal and Compliance
- Vice-President, Risk

NB: Non-executive Directors are not involved in the management of the Financial Group.



3 Risk Management Unit

This unit, which operates under the Office of the Vice Presidency, Risk, is tasked with identifying and managing the risks faced by the Financial Group. It coordinates comprehensive risk management through continuous interaction and reporting among the functional units within the Financial Group. Its functions are independent from those of the Business Units. It reports directly to the Risk Steering Committee, while the administrative aspects of its functions are overseen by Senior Management.



4 Chief Executive Officer

It is responsible for ensuring consistency between operations and the risk tolerance levels established by the Board of Directors. It also implements review programs for both the Risk Management Unit and the Business Units to assess compliance with objectives, procedures, and controls within operations, as well as adherence to exposure limits and risk tolerance levels.

The Board of Directors and Chief Executive Officer must grant the Risk Management Unit the authority, hierarchy, and independence necessary to effectively execute its functions in relation to other areas of the bank. This unit must also be granted veto power over decisions relating to Comprehensive Risk Management.

The Board of Directors assumes a strategic role in the identification and prioritization of risks, while Senior Management is responsible for their implementation and operational oversight.



As part of the advances we have made in Environmental, Social, and Governance (ESG) aspects, we continue to make progress in analyzing and responding to key related risks, beginning with the focused analysis of climate-related risks, supported by both external training and in-house teams. Further details of this process are outlined in its own specific section of this chapter.



3.2 Key Risk Identification

All identified risks have been categorized into **managed risks** and **emerging risks**. Managed risks are presented based on their origin – either as **causes** or **consequences** – while emerging risks reflect factors with potential future impacts. This analysis allows us to understand their potential impact, providing a solid foundation for strategic decision-making and the implementation of preventive measures.

Managed risks by consequence

| Risk | Description | Key Management Points |
|--|---|---|
| Capital  | Possibility that the Financial Group, or any of its corresponding companies, may have an insufficient amount and/or quality of capital to meet minimum regulatory requirements, respond to market expectations regarding its creditworthiness, and support business growth and strategic opportunities in line with financial planning. | <ol style="list-style-type: none">1. Policies, processes, manuals, and tools that ensure the integrity and effectiveness of management.2. Monthly monitoring of indicators relating to capital adequacy, in addition to their respective regulatory limits, internal limits, and financial covenants⁴.3. Stress testing.4. Sensitivity analysis. |
| Liquidity  | Possibility of an economic loss for the Financial Group due to difficulties in liquidating assets or obtaining financial resources under normal conditions. | <ol style="list-style-type: none">1. A set of policies, strategies, limits, and acceptance levels and procedures.2. Wide-ranging availability of lines of credit and access to the local and international capital markets.3. Evaluation of funding structure, maturity structure, and concentration.4. Monitoring and control of internal liquidity limits and alerts for liquidity indicators.5. Stress testing.6. Contingency financing plan. |

4. Financial Covenants: Contractual clauses that establish financial conditions or restrictions that the borrower must comply with to ensure the viability of the financing and protect the interests of the lender.



Managed risks by consequence

| Risk | Description | Key Management Points |
|---|--|--|
| <p data-bbox="211 349 285 371">Credit</p>  | <p data-bbox="473 349 1375 432">Possibility of incurring losses and a decrease in the value of the Financial Group's assets as a result of its debtors failing to meet the agreed-upon terms in credit contracts in a timely manner or failing to fully comply with them.</p> | <ol data-bbox="1467 349 2423 803" style="list-style-type: none">1. Definition of target markets.2. Establishment of credit terms and conditions for each segment/type of credit.3. Granting of credit based on payment capacity (individuals) and cash flow generation (businesses).4. Credit process based on segregation of duties.5. Credit approval authority matrices, instances, and limits.6. Collateral policies.7. Policy and delegations for exception approval rules.8. Risk transfer through insurance coverage.9. Concentration and exposure limits.10. Reserve coverage goals for the portfolio.11. Monitoring the behavior and evolution of portfolio quality indicators.12. Collection and credit recovery policies.13. Double materiality analysis to identify impacts, risks, and opportunities related to sustainability. |
| <p data-bbox="186 872 310 893">Operations</p>  | <p data-bbox="473 872 1375 1011">Possibility of losses stemming from deficiencies, failures, or inadequacies in human resources, processes, technology, infrastructure, management, information, the models used, as a result of external events. This definition includes legal risks associated with such factors; however, it excludes losses from lost profits, reputational risk, and strategic risk.</p> | <ol data-bbox="1467 872 2423 1198" style="list-style-type: none">1. Control system consisting of formally established policies, processes, procedures, and control levels.2. Assignment of Risk Managers within different functional units, responsible for applying risk management tools and reporting results to the Risk Management Unit.3. Employee training.4. Risk limits.5. Monitoring of measurement tool results.6. Risk transfer through insurance coverage.7. Business Continuity Plan.8. Double materiality analysis that identifies impacts, risks, and opportunities related to sustainability. |



Managed risks by consequence

| Risk | Description | Key Management Points |
|--|--|---|
| Market  | Possibility of losses arising from adverse movements in the prices of products in the financial markets where positions are held, in relation to trading portfolio operations. This primarily includes price risk, interest rate risk, and exchange rate risk. | <ol style="list-style-type: none">1. Set of policies, strategies, limits, acceptance levels, procedures, and other action mechanisms for adverse market risk situations.2. Conservative approach regarding the organization's own investment portfolio.3. Ongoing monitoring of the price evolution of the investment portfolio.4. Risk hedging strategy. |
| Legal  | Possibility of incurring losses as a result of non-compliance with laws, regulations, rules, or procedures, which may lead to legal consequences, instructions from competent authorities, adverse judicial or administrative rulings, among others. | <ol style="list-style-type: none">1. Policies, processes, manuals, and tools that ensure the integrity and effectiveness of management.2. Processes for preventing and mitigating lawsuits.3. Contract review by Legal.4. Regulatory compliance management.5. Double materiality analysis that identifies impacts, risks, and opportunities related to sustainability. |
| Money Laundering, Terrorism Financing, and the Financing of Proliferation of Weapons of Mass Destruction  | Possibility of incurring risks arising from the use of the Financial Group's products and services for Money Laundering, Terrorist Financing, and the Financing of the Proliferation of Weapons of Mass Destruction (ML/TF/WMD). | <ol style="list-style-type: none">1. Policies, processes, manuals, and tools to ensure the management of ML/TF/WMD Prevention.2. Compliance Program (due diligence process, Know Your Customer policies, monitoring tools, sanctions list, regulatory reports, internal department processes and projects).3. ML/TF/WMD Risk Matrices.4. Annual Risk Assessment Process for ML/TF/WMD.5. Independent Assessments of ML/TF/WMD Risk. |





Managed risks by cause

| Risk | Description | Key Management Points |
|---|--|--|
| Concentration  | High levels of exposure that could lead to losses within the Financial Group, affecting its solvency or ability to maintain its operations. Risk concentrations may arise in assets, liabilities, or off-balance-sheet operations. | <ol style="list-style-type: none">1. Policies, processes, manuals, and tools that ensure the integrity and effectiveness of management.2. Monitoring of indicators relating to concentration risk and their respective regulatory limits, internal limits, and financial covenants⁴. |
| Country  | Possibility of incurring losses as a result of adverse effects in the economic, social, or political environment, or as a result of natural disasters in the countries where the Financial Group or its customers do business. Country risk includes, among others, transfer risk, political risk, and sovereign risk. | <ol style="list-style-type: none">1. Definition of target countries.2. Policies for Country Risk Management.3. Approval limits by instance and exposure limits.4. Ongoing monitoring of sovereign ratings.5. Creation of country risk reserves.6. Reporting and communication on exposure to country risk.7. Stress testing. |
| Social and Environmental  | Possibility that the Financial Group incurs losses due to negative environmental and social impacts stemming from the granting loans for financing projects, as well as activities from the environment in which it operates, significantly affecting the economic, social, or environmental system. | <ol style="list-style-type: none">1. Implementation of the Environmental and Social Risk Management System (SARAS).2. Policies and procedures to identify and manage the environmental and social risks of financed activities.3. Controls to verify compliance with the environmental and social mitigation measures and conditions that must be implemented by clients.4. Monitoring visits (where applicable).5. Monitoring of indicators.6. Socio-Environmental Risk Reports.7. Double materiality analysis that identifies impacts, risks, and opportunities related to sustainability. |

4. Financial Covenants: Contractual clauses that establish financial conditions or restrictions that the borrower must comply with to ensure the viability of the financing and protect the lender's interests.



Managed risks by cause

| Risk | Description | Key Management Points |
|--|---|--|
| Corruption and Fraud  | <p>Possibility that the Financial Group incurs reputational or economic losses due to irregular, fraudulent, or corrupt practices by directors, employees, customers, or suppliers; arising from the situation in the country, incidents of fraud through digital channels, and the lack of an ethical culture.</p> | <ol style="list-style-type: none"> 1. Fraud prevention system. 2. Corporate Governance and Organizational structure for supervision and oversight. 3. Compliance Program (due diligence process, Know Your Customer policies, monitoring tools, sanctions list). 4. Code of Ethics and Conduct. 5. Training for Financial Group employees. 6. Double materiality analysis that identifies impacts, risks, and opportunities related to sustainability. |
| Overindebtedness  | <p>Possibility of experiencing high levels of delinquency due to the financial health of customers and society in general, arising from the situation in the country and low levels of financial education.</p> | <ol style="list-style-type: none"> 1. Financial Education Program aimed at advising on good personal finance management. 2. Online appointments offering 1x1 Financial Clinics (26 appointments completed). 3. Business practices with a focus on providing the best advice to customers to meet their financial needs. 4. Credit policies designed and aligned with customer's financial health. |






Emerging risks

| Risk | Category | Description | Prevention and/or Mitigation Measures |
|--|------------|--|---|
| Cybersecurity  | Technology | <p>Possibility that failures in technological system security or increasingly sophisticated cyberattacks could result in negative outcomes that compromise the integrity, confidentiality, and availability of information in an ever-evolving digital environment.</p> <p>Potential Impacts:</p> <ul style="list-style-type: none">• Blocking of remote channels.• Theft of customer data.• Identity theft of customers and/or employees. | <ol style="list-style-type: none">1. Information Security policies and processes.2. Information Security Governance framework.3. Information Security Incident Management.4. Cutting-edge technology that is subjected to internal and external testing.5. Awareness and training on Technological Risk Management for managers or employees involved in the first line of defense.6. Double materiality analysis to identify impacts, risks, and opportunities related to sustainability. |
| Personal Data Protection  | Technology | <p>Possibility that customers may face adverse effects or have their rights violated as a result of failures or inadequacies in the handling of personal data. This highlights the importance of ensuring the proper data security and management in an increasingly complex digital environment.</p> <p>Potential Impacts:</p> <ul style="list-style-type: none">• Violations of privacy affecting customer integrity and security.• Use by third parties who may have access to the information. | <ol style="list-style-type: none">1. Information Security policies and processes.2. Information Security Governance framework.3. Information Security Incident Management.4. Cutting-edge technology that is subjected to internal and external testing.5. Privacy and Data Protection Policy.6. Customer support mechanisms.7. Double materiality analysis to identify impacts, risks, and opportunities related to sustainability. |

Emerging risks

| Risk | Category | Description | Prevention and/or Mitigation Measures |
|---|-------------|---|---|
| Climate-related  | Environment | <p>Possibility that negative impacts resulting from climate change – or from efforts to mitigate its effects – lead to significant economic and financial consequences for organizations, encompassing physical risks, transition risks, and liability risks in an evolving regulatory and environmental context.</p> <p>Potential Impacts:</p> <ul style="list-style-type: none"> • Difficulty in recovering commercial credit. • Loss of value in invested assets • Difficulty in meeting the requirements of international financial institutions and agencies, with regard to excluded sectors, portfolio decarbonization, etc. • Emission thresholds directly impacting the operations of the financial group, requiring investment in more efficient and cleaner technologies. | <ol style="list-style-type: none"> 1. Implementation of the Environmental and Social Risk Management System (SARAS). 2. Financing of renewable energy projects and those with low Greenhouse Gas (GHG) emissions. 3. Measurement of the emissions from the credit portfolio and investments, in accordance with PCAF (Partnership for Carbon Accounting Financials). 4. Use of renewable energy sources for self-consumption. 5. Measurement of the Bank's Greenhouse Gas (GHG) emissions inventory. 6. Decarbonization goals and the development of a Transition Plan for the credit portfolio. 7. Business Continuity Plan (BCP). 8. Double materiality analysis to identify impacts, risks, and opportunities related to sustainability. |





The Financial Group evaluates its exposure to risks based on structured methodologies that integrate both qualitative and quantitative approaches. The processes applied to two key risks are outlined below:

Credit Risk Management

Credit Risk Management is a fundamental pillar in the Financial Group's Risk Management Strategy given that its credit portfolio represents the most relevant asset on the balance sheet. The management of the former is based on a comprehensive approach that spans the entire credit lifecycle, from strategic planning to recovery and collection, ensuring business sustainability and financial stability, in alignment with best governance and risk management practices.

The management framework is underpinned by a strong governance structure, led by the Board of Directors and Senior Management. In turn, the Risk Management Unit, the Risk Steering Committee, and the Credit Steering Committee oversee the proper application of policies and methodologies, supported by specialized committees that analyze specific business segments, such as commercial actions and delinquency.

The credit risk management strategy aims to:

- Identify, measure, monitor, and report exposure to credit risk, ensuring a balance between profitability and financial solvency.
- Ensure that the credit risk is aligned with the business strategy and institutional risk appetite, taking into consideration the macroeconomic context in the markets in which the Financial Group operates.

The management process allows for the effective control of the risks associated with business lines, products, and markets through an organized structure divided into four (4) key stages:



1 Planning

The credit strategy is defined by identifying the target market and establishing business lines, financial products, and exposure limits based on the risk profiles of customers, economic sectors, and strategic geographies.



2 Granting

Structured risk assessment policies and procedures are implemented, establishing terms, conditions, and approval limits based on the segment or product, ensuring the proper segregation of functions within the decision-making process.



3 Monitoring and Control

The ongoing monitoring of credit behavior is conducted through internal and regulatory risk classification methodologies, as well as managing guarantees to help mitigate potential losses.



4 Collection and Recovery

Proactive strategies are applied to manage at-risk assets through support committees and monitoring tools to ensure efficient portfolio recovery.





To minimize risk exposure, the Financial Group implements portfolio diversification strategies, collateral requirements, and strict risk approval parameters. Its Credit Risk Management strategy is underpinned by the following mechanisms:

- Credit policies that govern planning, granting, monitoring, and collection activities.
- Segregation of duties within credit processes to bolster control and objectivity when assessing risks.
- Oversight and management committees that periodically assess the evolution of credit and counterparty risks.
- Exposure limits and tolerance thresholds, designed to mitigate, diversify, and control associated risks.
- Provisioning estimates based on quantitative models that reflect credit risk deterioration.
- Independent audits conducted by the Internal Audit Unit, which continuously reviews credit risk management.

Each business unit is responsible for the ensuring quality and control of its portfolio, while the Risk Unit independently and periodically assesses the financial conditions of the Bank's debtors, focusing mainly on those with higher individual exposure. Less significant exposures are managed by monitoring delinquency levels and the probability of default.



Credit risk monitoring relies on quantitative methodologies that promote the anticipation and mitigation of portfolio deterioration. Tools used include:


- Credit rating systems, which continuously assess borrower behavior.
- Limits and tolerance thresholds, which help measure and control credit risk exposure and performance.
- Provisioning models, which ensure adequate coverage for potential losses.
- Capital consumption measurements, which are based on risk-weighted credit assets and ensure compliance with regulatory and solvency requirements.

Through these mechanisms, the Financial Group is capable of bolstering its ability to respond to challenges within the financial environment, ensuring efficient credit risk management that is aligned with its principles of stability and sustainability.

During the period comprising 2023–2024, the Financial Group's portfolio evolution was favorable, marked by moderate credit origination growth and improved asset quality. A reduction in non-performing loans and corresponding increase in reserve coverage for such loans reflect strengthened Credit Risk Management and an enhanced capacity to absorb losses. Likewise, the stability of provisions and the balance between growth and risk control demonstrate a prudent portfolio management strategy. Coverage remains adequate, indicating a cautious strategy that is aligned with best practices in risk management.

For 2024–2025, Credit Risk Management efforts will continue to focus on:

-  **Management** of the credit portfolio, within an appropriate portfolio quality framework.
-  **Strengthening** of preventive collection and early recovery strategies.

-  **Prudent** approach to provisioning, based on strategies aligned with macroeconomic conditions.





Market Risk Management

Market Risk Management encompasses identifying, measuring, monitoring, controlling, mitigating, and communicating the Financial Group's exposures to risk that are susceptible to unexpected movements in external market factors, such as changes in investment security prices, fluctuations in interest rates, and exchange rates. These factors could lead to vulnerabilities in the balance sheet structure.

To ensure the integrity of the Market Risk Management process, a set of policies and limits is outlined in the Investment and Placement Strategy, the Financing Strategy, and the relevant manuals for both control and business areas. These fall under the auspices and oversight of the Board of Directors.

The Risk Management Policies mandate compliance with limits per financial instrument

and require that, unless approved by the Board of Directors, all assets and liabilities be denominated in United States Dollars or Panamanian Balboas. A conservative approach is adopted in managing the investment portfolio, prioritizing stability and risk control to maintain assets that support liquidity in the face of potential stress scenarios.

Market Risk Management is managed through regular reports to the Asset and Liability Committee (ALCO), the Investment Committee, the Risk Committee, and the Board of Directors. Market trends are monitored and market risk is evaluated through:

- The monitoring of the evolution of investment portfolio prices to anticipate variations that may affect profitability and equity.
- Simulations and sensitivity analyses that assess the impact of fluctuations in interest rates and market prices on financial assets and liabilities.
- Hedging strategies designed to minimize exposure to interest-rate and market-price fluctuations.
- Stress testing and scenario analysis used to measure portfolio resilience under external market conditions.

This structured approach ensures proactive risk management and compliance with the regulatory limits and tolerance levels defined by the Financial Group.



During 2023–2024, Market Risk Management continued to be impacted by the volatility of international markets, primarily driven by the interest rate hike cycle initiated by the U.S. Federal Reserve in March 2022 as part of its efforts to control inflation. This cycle affected the prices of securities within the investment portfolio.

In response to this scenario, for 2024–2025, Market Risk Management efforts will focus on the continuous monitoring of international markets, with an emphasis on portfolio stability and its impact on solvency and liquidity coverage.





3.3 Climate Change Risks and Opportunities

GRI 201-2

We have implemented an exhaustive and rigorous process to identify and assess the risks and opportunities associated with climate change through the participation of external specialists, our risk management team, and various strategic areas within the Bank.

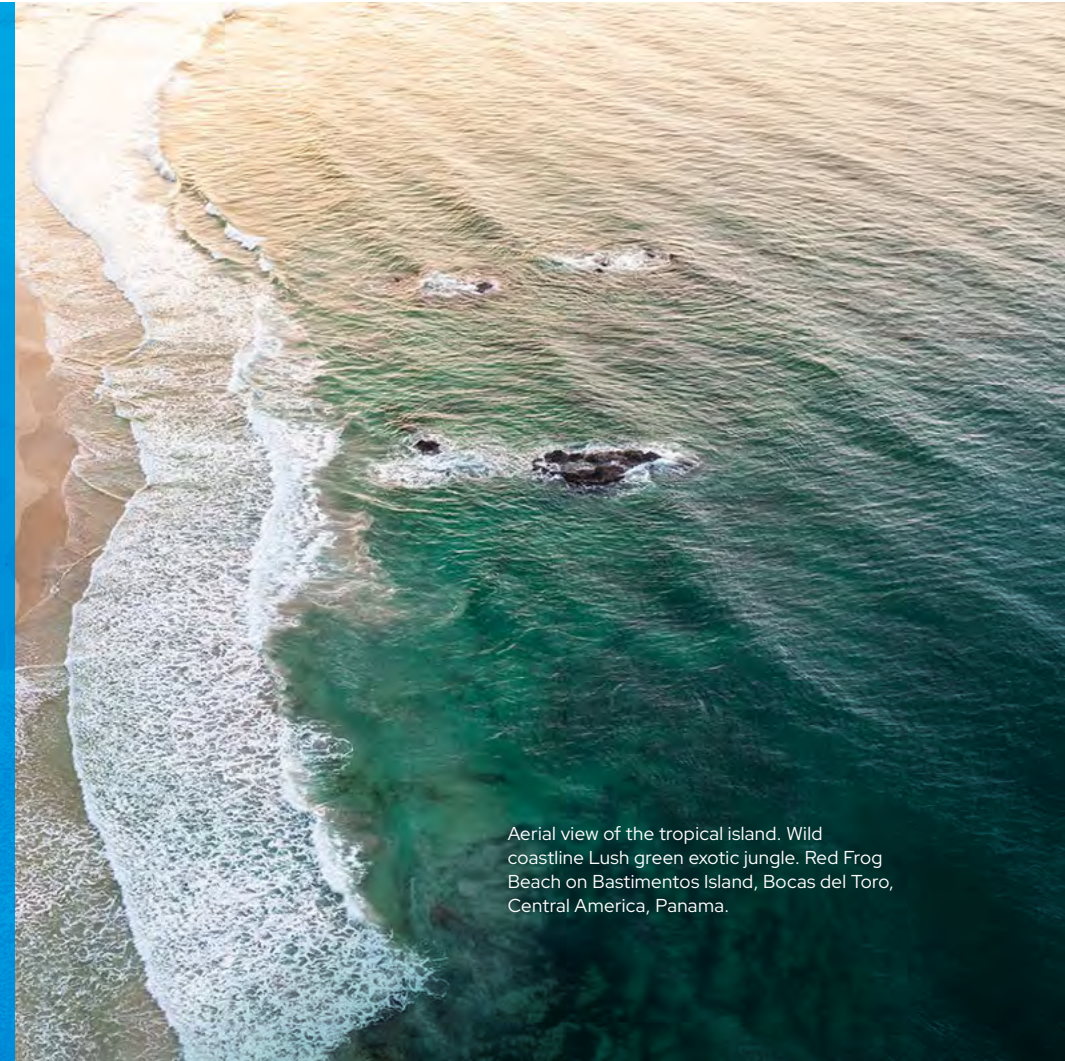
The results of this analysis have been incorporated into the Financial Group's Comprehensive Risk Map, along with key prevention and mitigation initiatives that will be rolled out in the future.

As part of the identification and assessment process, we focused not only on our own operations but also on our customers' activities, including a detailed analysis of the credit-receiving sectors that are most vulnerable to climate change. These efforts are an integral part of the initiatives outlined in our Sustainability Strategy and a clear consolidation of our commitment to responsible and resilient economic, environmental and social development.

The results of this analysis were presented to the Risk Steering Committees and subsequently to the Board of Directors, which is fully informed of and committed to overseeing this priority issue. The Board of Directors also plays a crucial role in supervising the Sustainability Strategy and spearheading the integration of the climate analysis results into the Financial Group's climate roadmap.

Our climate roadmap, outlined throughout this report, reflects our comprehensive and strategic commitment to sustainability and encompasses the following key actions:

- 🌐 Detailed analysis of climate risks and opportunities related to our direct operations.
- 🌐 Comprehensive assessment of our credit portfolio, identifying carbon-intensive sectors and customers, as well as those most exposed to climate risks.
- 🌐 Annual calculation of Greenhouse Gas (GHG) emissions, including Scopes 1, 2, and 3, including an estimate of emissions generated throughout our value chain.
- 🌐 Estimate of GHG emissions from credit and investment portfolios (financed emissions).
- 🌐 Setting of targets for the reduction of financed emissions, aligned with international SBTi (Science-Based Targets initiative) methodologies.
- 🌐 Development of a comprehensive transition plan designed to achieve our goals to reduced financed emissions.



Aerial view of the tropical island. Wild coastline Lush green exotic jungle. Red Frog Beach on Bastimentos Island, Bocas del Toro, Central America, Panama.

Identified Climate Risks

Within the Financial Group, we have identified the main climate-related risks, which we have detailed and classified according to the nomenclature recommended by the Task Force on Climate-related Financial Disclosures (TCFD) and the definitions established in Agreement No. 011-2022 of the Superintendency of Banks of Panama.



Physical Risks

These are risks arising from potential losses caused by extreme weather events or by gradual and long-term changes in climate patterns. Physical risks can be either acute or chronic.



Transitional Risks

These are risks associated with the transition to a low-carbon economy, which may lead to political, technological, and market changes that address climate change mitigation and adaptation measures. Depending on former's nature, speed, and approach, the corresponding transition risks may pose varying levels of risk to organizations.



Legal Liability Risks

These are risks arising from potential losses resulting from actions or omissions that lead to losses or damages associated with climate change, and for which compensation is sought through legal proceedings. Such proceedings may involve repairing the damage caused, applying preventive and mitigation measures, and earmarking any related costs.

Red-winged woodpecker, found in Panama, in subtropical or tropical moist lowland forests.





Quantitative Analysis of Climate Risks

Assessment of Physical Risks in Personal Banking

To assess physical risk in residential mortgages, property vulnerability is analyzed based on its geographic location. The distribution of the local portfolio, highlighting the percentage of credit in residential mortgages, the level of exposure in areas with a high vulnerability index, and the percentage evaluated are outlined below.

| Residential Mortgage Vulnerability Assessment | Of Total Portfolio | | Of Residential Mortgage Portfolio (Personal Banking) | |
|---|--------------------------------------|---|--|---|
| | Percentage of total credit portfolio | Percentage located in areas with a high vulnerability index | Percentage assessed* | Percentage located in areas with a high vulnerability index |
| Personal Banking (residential mortgages) | 28.04% | 1.59% | 62.76% | 5.67% |

* In determining the percentage of the portfolio that has been assessed, inconsistent data is excluded.

Assessment of Physical Risks in Corporate and Commercial Banking

This analysis estimates the exposure to climate events in vulnerable districts and **sensitive economic sectors**⁷ within the Corporate and Commercial Banking portfolio, based on the distribution of the portfolio by sector and geographic location, and taking into consideration climate vulnerability indices published by the Panamanian Ministry of the Environment. Vulnerable activities within Global Bank's credit portfolio have been hgrouped into 10 sectors and classified based on their level of sensitivity to physical climate risks (flooding, coastal flooding, drought, storms, extreme temperatures, etc.).

The results of this assessment are outlined below:

38%



of the total credit portfolio corresponds to sectors that are most vulnerable to climate change (\$2.452 million), considering this to be the portfolio for the assessment of Physical Climate Risks.

9.3%



of the assessed exposed portfolio is located in areas with high-climate vulnerability (3.6% of the total portfolio).

7. Sectors considered to be sensitive to climate change for the purposes of this analysis were: Primary or minimally processed agriculture; the food and beverage agroindustry; construction (activities and materials); livestock and other animal products; renewable energy generation (hydroelectric and wind); hotels, restaurants, and tourism; infrastructure and services (water, electricity, telecommunications); real-estate - buying, selling, and renting; and, transportation services (air, land, and maritime).





Qualitative Analysis of Climate Risks

We have outlined the qualitative analysis of the Physical, Transitional and Legal Liability risks below:



Short Term
Less than 3 years



Medium Term
Between 3 and 10 years



Long Term
Greater than or equal to 10 years

Physical risks**

| Risk Subtype | Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|--------------|-------------------------------------|---|-------|---|--|--|
| Acute Risks | Increase in severe weather events. | <p>Cyclones and floods, landslides, fires.</p> <p>These events lead to a reduction in income, loss of products, damage to infrastructure, and health impacts on employees, as well as for customers and the Bank.</p> | Short | <p>Effects on debt repayment, with a decrease in the value of collateral for loans in impacted sectors, given that the customer may be affected by reductions in income, damage to infrastructure, potential loss of products and goods, reduced demand for products, decreased production capacity, and disruptions in supply chains and transportation, along with employees facing health issues.</p> <p>Impact on bank facilities.</p> <p>Increased insurance costs. Reduction in income and increased negative impacts affecting the Bank's employees (e.g., health, safety, absenteeism).</p> | <ul style="list-style-type: none">• Agriculture and Agroindustry: loss of crops and planting.• Livestock and Agroindustry: loss of animals.• Tourism: low demand in affected regions, damage to infrastructure, such as hotels.• Residential Mortgages and Real Estate: loss of housing.• Construction and Infrastructure: damage to buildings, roads, and bridges. | <ul style="list-style-type: none">• Raising awareness among customers regarding the use of sustainable production methods.• Offering green products for the financing of sustainable methods and technologies (e.g., drip irrigation systems for drought, silvopastoral systems, organic fertilizers, biodigesters, wastewater treatment systems, composting systems, reforestation of water sources, etc.).• Reviewing compliance with Panama's Sustainable Building Regulations (RES) as part of the assessment process undertaken by environmental analysts.• Creating a business continuity plan. |



Physical risks**

| Risk Subtype | Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|---------------|---|--|-------|---|--|---|
| Chronic Risks | Changes in precipitation regimes and extreme variability in weather patterns. | <p>Continuous increase in daytime maximum and nighttime minimum temperatures.</p> <p>Changes in precipitation (e.g., need to incorporate drip irrigation systems due to prolonged drought, leading to the devaluation of customer assets due to their being located in areas with water supply issues (desertification).</p> <p>Increases in operational costs for customers (investments in technology and processes).</p> <p>Decreased renewable energy production (hydroelectric and wind).</p> | Short | <p>Impact on customers: It could affect solvency and debt repayment, and/or losses or devaluation of credit collateral (amortization or early withdrawal of existing assets), a reduction in income due to decreased production, and increased operational costs.</p> <p>Direct impact on the Bank:</p> <ul style="list-style-type: none">• Increased costs for provisioning supplies (e.g., water, energy).• Increased capital costs (e.g., damage to facilities).• Increased insurance premiums due to higher national claim rates. | <ul style="list-style-type: none">• Agriculture and Agroindustry: loss of crops due to pests, droughts, and soil degradation.• Livestock and Agroindustry: dead or low-weight animals, failure to meet animal demands, lack of water.• Hydroelectric/Energy Generation: inability to meet generation demands due to lack of water, low income.• Housing, Construction, Infrastructure, Real Estate: property loss or devaluation. | <ul style="list-style-type: none">• Raising awareness among customers about sustainable practices.• Offering green financial products.• Diversifying the portfolio through the integration of green products.• Creating a business continuity plan.• Rolling out an internal eco-efficiency plan. |
| | Increase in average temperatures. | Population movements that may lead to depopulation in certain areas, accompanied by corresponding business losses. | | | | |
| | Increase in sea levels. | Threats to customer assets that could result in loss of profits and solvency. | | | | |



** Based on the Fourth National Document on Climate Change in Panama, despite the country's vast forest coverage, Panama remains vulnerable to climate change. Projections for 2030, 2050, and 2070 show scenarios with rising temperatures, changes in rainfall patterns, and increases in sea level. This outlook poses significant risks to the functionality of strategic components of domestic socioeconomic development, such as biodiversity, infrastructure, urban centers and coastal cities, agriculture, and livestock. These elements together constitute the basis of the country's socioeconomic and productive development.

Climate risk is analyzed based on exposure and vulnerability to each of the dangers associated with climate change, which are capable of causing damage and losses to specific components or severely altering how they function. As part of this framework, various decision-making tools have been developed, such as Climate Change Scenarios (2030, 2050, 2070), the Climate Vulnerability Index, climate hazard maps, rising sea-level threat studies, among others. The vulnerability variables included in the Climate Vulnerability Index are: Exposure, Sensitivity, and Adaptive Capacity. The areas with the highest levels of vulnerability, with scores of between 0.64 and

1, are: *Bocas del Toro* Province, the *Ngäbe-Buglé* District, Northern *Veraguas* Province, Southwest *Darién* Province, the *Guna Yala* District, the Southern and Eastern Coastal Zone of *Los Santos* Province, the Eastern Coastal Zone of *Herrera* Province, the Gulf of Montijo, the Southern Coastal Zone of *Coclé* Province, the Coastal Zone of the *Guna Yala* District, the Southern Coastal Zone of *Panamá* Province.

Based on data from the Ministry of the Environment, the extreme events that most affect and represent a climate threat to Panama are intense summer rains, long and/or more intense periods of drought, and rising sea levels. These threats show evidence of negative impacts on sectors of national interest, with clear effects on summer water availability, increased energy demand due to high temperatures, crop and soil loss, coastline erosion due to storm surges, and greater flooding in large urban centers, leading to damage to infrastructure and services.

On the other hand, the sectors that emit the most greenhouse gases are: Energy (70.7%), Agriculture (15.4%), Waste (7.3%) and IPPU (Industrial Processes and Product Use) (6.6%).

Boca del Drago, Bocas del Toro Archipelago, Panama



Transitional risks

| Risk Subtype | Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|---------------------|--|---|--------|---|--|--|
| Political and Legal | Mandates and regulations for existing products and services. | <p>Imposition of limitations on the allocation of capital by the Financial Group, whether through credit or investments, in sectors with higher exposure to climate change and/or greater contribution to it (due to GHG emissions).</p> <p>Increase in environmental/climate regulatory requirements for the Bank's customers.</p> | Medium | <p>Increase in operating costs for our customers (e.g., higher compliance costs, increase in insurance premiums). For the export of certain products, especially food products, certifications and compliance with regulations from importing countries such as Europe and the U.S. are required.</p> <p>Increase in costs for our customers due to compliance with regulatory requirements.</p> <p>Increase in the Bank's expenses due to the need for more trained personnel in Risk, Environmental, and Business areas, as well as greater financial resources allocated to monitoring and tracking the Bank's customers regarding their level of compliance with environmental requirements related to climate change, such as greenhouse gas (GHG) emissions inventories and customer delinquency.</p> | <ul style="list-style-type: none">• Agriculture• Livestock• Industry• Construction• Energy | <ul style="list-style-type: none">• Financed emissions reduction targets and transition plan.• Customer support throughout the transition process.• Support for the Bank's SME customers regarding how to measure emissions and develop reduction plans.• Controls established under the SARAS (Environmental and Social Risk Management System).• Internal training plan. |
| | Price setting for GHG emissions. | Financial risk for Global Bank's industrial customers, which would directly affect their liquidity due to the need to invest in acquiring emission rights if they exceed the established limits in a cap-and-trade system. | Medium | <p>Increase in customers' operating costs that could affect debt repayment.</p> <p>Decrease in product demand and new laws impacting the company (such as new taxes).</p> | <ul style="list-style-type: none">• Cement• Energy – Non-Renewable• Industry | <ul style="list-style-type: none">• Monitoring of potential regulations on the subject at national and international levels (that could affect Financial Group's customers).• A Carbon Market is being developed in Panama by the Ministry of the Environment. We are closely monitoring this project. |



Transitional risks

| Risk Subtype | Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|---------------------|--|---|--------|---|--|---|
| Political and Legal | Exposure to lawsuits. | Risk of lawsuits for environmental offenses directed at Global Bank's customers, who would incur litigation costs. | Medium | Loss of customer solvency due to litigation costs, fines, or rulings (including a potential decrease in demand for their products and services), which could result in challenges vis-à-vis the repayment of debts to the Bank. | <ul style="list-style-type: none">• Agriculture• Industry• Livestock• Energy• Construction | <ul style="list-style-type: none">• Controls outlined in SARAS.• Review and monitoring of environmental news relating to the Bank's customers. |
| Technological | Substitution of existing products and services with low-emission alternatives. | Global Bank customers positioned in sectors that are overtaken by clean and low-emission technologies could lose competitiveness, impacting their financial outlook. | Medium | Customers with financing in sectors that require the replacement of technologies with low-emission or alternative options may face solvency issues and the early withdrawal of existing assets, as well as low demand for existing products. This could lead to problems with debt repayment, longer debt recovery periods, or uncollectible debt. | <ul style="list-style-type: none">• Transportation• Industry• Energy• Construction | <ul style="list-style-type: none">• Green product portfolio to finance low-emission technologies or sustainable methods.• Transition plan to reduce financed emissions. |
| | Costs relating to the transition to low-emission technologies. | <p>Investment in the refurbishment and adaptation of Global Bank's buildings to include cleaner and more innovative technologies.</p> <p>Investment required from Global Bank's customers to improve efficiency and reduce their environmental impact through the implementation of cleaner technologies.</p> | Medium | <p>For customers: Low demand for products until they adapt the technologies, research and development costs, capital investments in technological development, increased costs to implement/employ new practices and processes. These could affect customer solvency and lead to repayment issues, not to mention the costs related to using or developing failed technologies.</p> <p>For the bank: Capital investments in technological developments, such as solar panels, digitalization. Investment costs relating to remodeling and adapting the Bank's facilities.</p> | <ul style="list-style-type: none">• Industry• Agriculture and Livestock• Construction | <ul style="list-style-type: none">• Carbon neutrality plan for the Bank's Scope 1 and 2 emissions• Digital transformation plan.• Green financial products offering.• Transition plan to reduce financed emissions. |



Transitional risks

| Risk Subtype | Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|--------------|---|---|--------|---|---|---|
| Market | Changes in the behavior of stakeholders (customers, financial agents, consumers). | Growing evolution of ESG requirements from different stakeholders, such as capital providers (e.g., multilateral banks and institutional investors), customers, and our customers' consumers. | Short | Decrease in income and market positioning (for both customers and the bank) due to reduced demand for goods and services caused by changing consumer preferences. (For the bank, for example, a lack of green/social products). | <ul style="list-style-type: none">• Construction• Industry• Energy• Agriculture• Real Estate• Transportation• Mortgages | <ul style="list-style-type: none">• Green product offerings.• Awareness program for agricultural customers.• Green/social product labeling system.• Green product placement goals.• Financed emissions reduction goals (and transition plan). |
| | Increase in raw material costs. | Sudden changes in commodity prices that affect the productivity and liquidity of our customers' businesses or the bank. | Medium | <p>Impact on our customers' income and debt repayments due to: low demand for products and services, increased prices of final products that may decrease demand, higher production costs, sudden increases in energy costs, a spike in input prices (water, paper, etc.), higher waste treatment costs, and changes in asset prices.</p> <p>Increased costs for the bank due to sudden and unexpected changes in energy costs or input prices.</p> | <ul style="list-style-type: none">• Construction• Food and Beverages• Cement• Real Estate | <ul style="list-style-type: none">• Installation of solar panels and solar-powered plants at the Bank.• Support for customers throughout the transition to a low-carbon economy with green products, awareness programs, emissions measurement schemes, and reduction plans. |



Transitional risks

| Risk Subtype | Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|--------------|--|--|--------|--|--|---|
| Reputational | Negative feedback from stakeholders regarding the financing of activities with high GHG emissions, due to changes in consumer behavior or sector stigmatization. | <p>Possibility of losing customers and damaging reputation due to the lack of sustainable practices in managing and issuing of loans.</p> <p>Demands from customers to limit the direct impacts of our activities.</p> | Medium | <p>Reduced customer profits affecting credit repayment due to lack of demand from changes in consumer preferences, loss of customers, delayed transition costs, and failure to implement sustainable practices. This could impact the Bank's reputation for financing customers who do not transition to a low-carbon economy on time.</p> <p>Costs associated with a poor reputation.</p> <p>Cost of reducing exposure in sectors with high GHG emissions or giving up profitable business due to reputational risk or sectoral/normative restrictions imposed by funding institutions.</p> <p>Loss of customers or potential customers who may consider the Bank's sustainable practices and climate change efforts to be insufficient.</p> <p>Reduction in capital availability.</p> <p>Risk arising from failing to properly implement the defined policies, which could lead to reputational risk ("greenwashing").</p> | <ul style="list-style-type: none">• Energy – Fossil Fuels• Oil and Gas• Transportation• Cement• Construction• Real Estate | <ul style="list-style-type: none">• Use of internationally recognized taxonomies.• System for labeling green products.• Transition plan to reduce financed emissions.• Transparency in public reporting.• Communication plan for different stakeholder groups.• Carbon neutrality plan by 2050, with an intermediate target by 2030, for our direct operations (scope 1 and 2).• Digital transformation plan. |

Legal liability risks

| Risk associated with Climate Change | Description | Term | Financial Impact | Portfolio Sector Impacted | Related Activities |
|--|--|------|--|--|--|
| Legal sanctions/claims for climate change impacts. | Lawsuits seeking environmental compensation through reparations, increasing remediation costs. | Long | <p>Increased costs due to the remediation of climate change impacts.</p> <p>Costs associated with poor reputation.</p> <p>Loss of customers due to lawsuits relating to their environmental impacts.</p> <p>Cost of reducing exposure in high GHG emission sectors or abandoning profitable businesses due to reputational risk, sectorial regulations, or funding institutions prohibiting this practice.</p> | <ul style="list-style-type: none"> • Cement • Energy – Non-Renewable • Food and Beverages | <ul style="list-style-type: none"> • Prevention and mitigation measures to address any legal situation arising from the impact of climate change. • Transition plan for reducing financed emissions: support for customers transitioning to a low-carbon economy with green products, awareness, emissions measurement, and reduction plans. |

Panama City skyline





Identified Opportunities

We have also identified areas of opportunity in terms of Climate Change:

Climate change opportunities



Short Term

Less than 3 years



Medium Term

Between 3 and 10 years



Long Term

Greater than or
equal to 10 years

| Type (based on TCFD) | Opportunity associated with Climate Change | Term (Opportunities) | Possible Financial Impact | Related Activities |
|-----------------------|--|----------------------|--|---|
| Resource Efficiency | Use of more efficient methods of transportation. Use of recycling. Reduced water use and consumption. Reduced GHG emissions. | Long | Reduced operating costs (through efficiency gains and cost reduction). Increased value of fixed assets (energy-efficient buildings). Benefits of management and workforce planning (improved health and safety, employee satisfaction), leading to cost reductions. | We have a carbon neutrality plan for 2050 for the Bank's Scope 1 and 2 emissions, with intermediate goals for 2030 and 2035. These include plans covering resource efficiency (water, paper, electricity), recycling, air conditioning maintenance, LED light replacements, water-saving faucets, replacement of the vehicle fleet with hybrid/electric vehicles (depending on market availability), among other actions. We have 2 branches and 1 building that are LEED certified. |
| Energy Sources | Verification of other potential facilities within the Bank where solar panels could be installed. Procurement of solar plants. | Medium | Reduced operating costs (electricity use). Reduced GHG emissions, leading to a reduction in the risk of impacts stemming from coal or fossil fuel taxes or prices. | Installation of solar panels in the Bank's buildings and branches (depending on the existing infrastructure, the number of branches with solar panels will increase). Carbon neutrality plan: we will procure a solar plant and conduct an energy efficiency study. |
| Products and Services | Development of products to finance activities that use new technologies or methods that reduce GHG emissions: distributed solar energy, electric vehicles, sustainable agriculture, energy-efficient sustainable infrastructure, circular economy. Advisory services for customers, including sustainable livestock/agriculture, sustainable construction, energy efficiency. | Short | Increased profitability due to demand for low-emission products and services, or climate change adaptation. Portfolio diversification. A more competitive position, reflecting changes in consumer preferences and leading to higher revenues. Reduction in financed GHG emissions. | Creation of green products and setting placement goals. Awareness program for agricultural customers. Goals for reducing financed emissions (and transition plan) for certain sectors of the portfolio. |



3.4 Supply Chain Relations

GRI 2-6, 204-1, 205-1

At the Financial Group, we deem it essential to have a supply chain that is aligned with our corporate principles and values. This approach not only ensures the integrity and sustainability of our operations but also the quality of the service or products we offer, thereby guaranteeing business continuity.

To achieve this objective, we have rolled out our *Know Your Supplier* Policy, a structured process that allows us to assess our suppliers under strict criteria focused on ethical management and anti-bribery. This process consists of three key stages:



1

Preliminary Assessment

Identification of potential risks, including the prevention of money laundering, financial implications, operational risks, information security risks, among others.



2

Contract Approval

Legal validation of the contract by the Legal department, ensuring regulatory and contractual compliance.



3

Service Assessment

Analysis of supplier performance, undertaken by the corresponding internal area, to ensure that all agreed standards are met.

As part of this preliminary supplier assessment, the results are shown based on risk level.

Percentage of Contracts Assessed by Risk Level

| Risk Level | 2021-2022 | 2022-2023 | 2023-2024 |
|------------|------------|------------|------------|
| High | 6% 24 | 12% 44 | 11% 46 |
| Medium | 19% 71 | 27% 103 | 29% 120 |
| Low | 74% 276 | 62% 235 | 60% 245 |
| Total | 100% 371 | 100% 382 | 100% 411 |

NB: The process is conducted by the Suppliers area; when dealing with direct contracts from other areas, specific processes are carried out.

During the last fiscal year, we drafted an Environmental, Social, and Commercial Responsibility clause for our supplier contracts, establishing commitments to compliance with applicable legislation and the development of sustainable operations.

Supplier service assessments are conducted annually based on the following criteria: satisfaction, responsiveness, delivery time and warranties, technical and professional performance, communication, and service quality. The purpose of this assessment is to enable departments to identify any gaps or deficiencies that may have arisen during the service.



Value Chain Description

The Financial Group's supply chain is composed of carefully selected suppliers who meet strict quality standards, ensuring excellence in products and services, competitive pricing, and efficient delivery times.

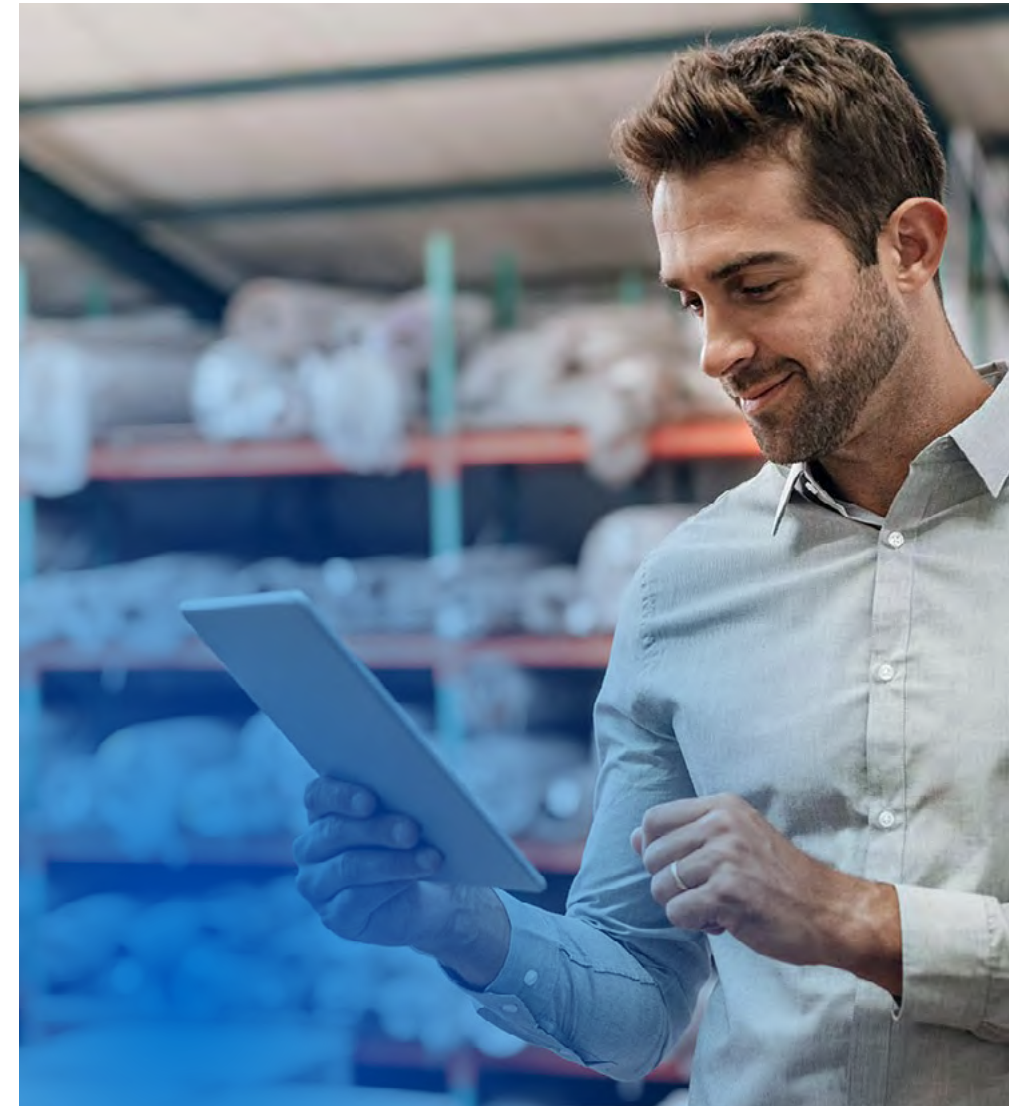
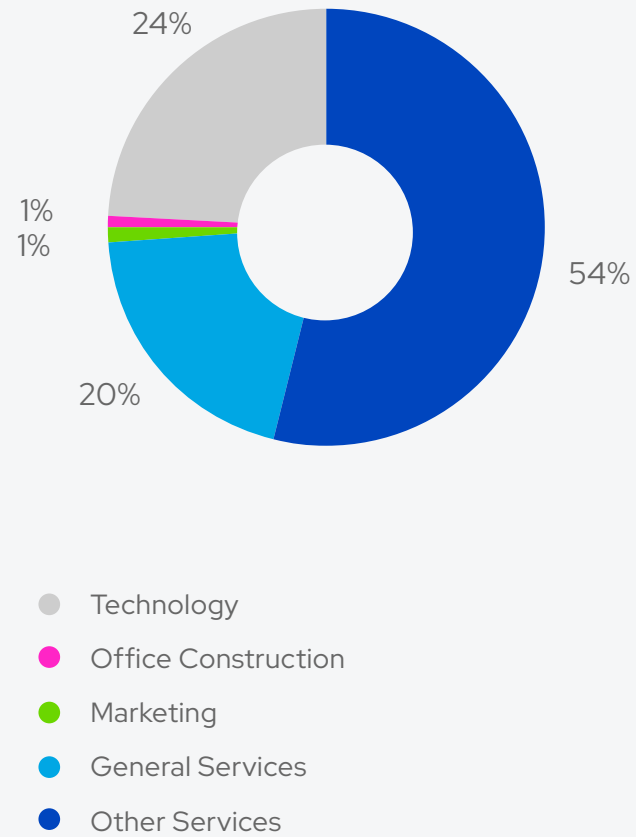
Key supplier groups include:

- Technology, to drive innovation and operational efficiency.
- Marketing, to strengthen our presence and positioning.
- General services, to ensure the continuity of our daily activities.

During the 2023–2024 fiscal year, we allocated a total of USD \$63 million to contracts with domestic and international suppliers, resulting in a total of 500 contracts.

Reaffirming our commitment to local development, 86% of our suppliers over the past fiscal year have been domestic companies, and they account for 89% of total spending. This approach not only supports the domestic economy, but it also strengthens relationships with key stakeholders within our environment.

Suppliers by Service Type





04 Governance



- 4.1 Organizational Structure
- 4.2 Board of Directors
- 4.3 Senior Management

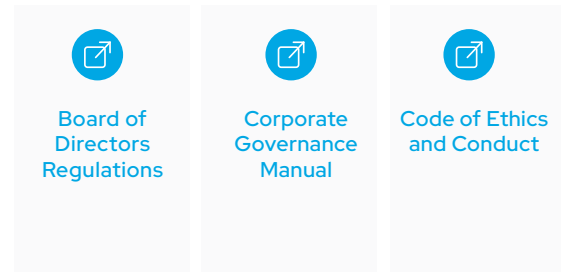


4.1 Organizational Structure

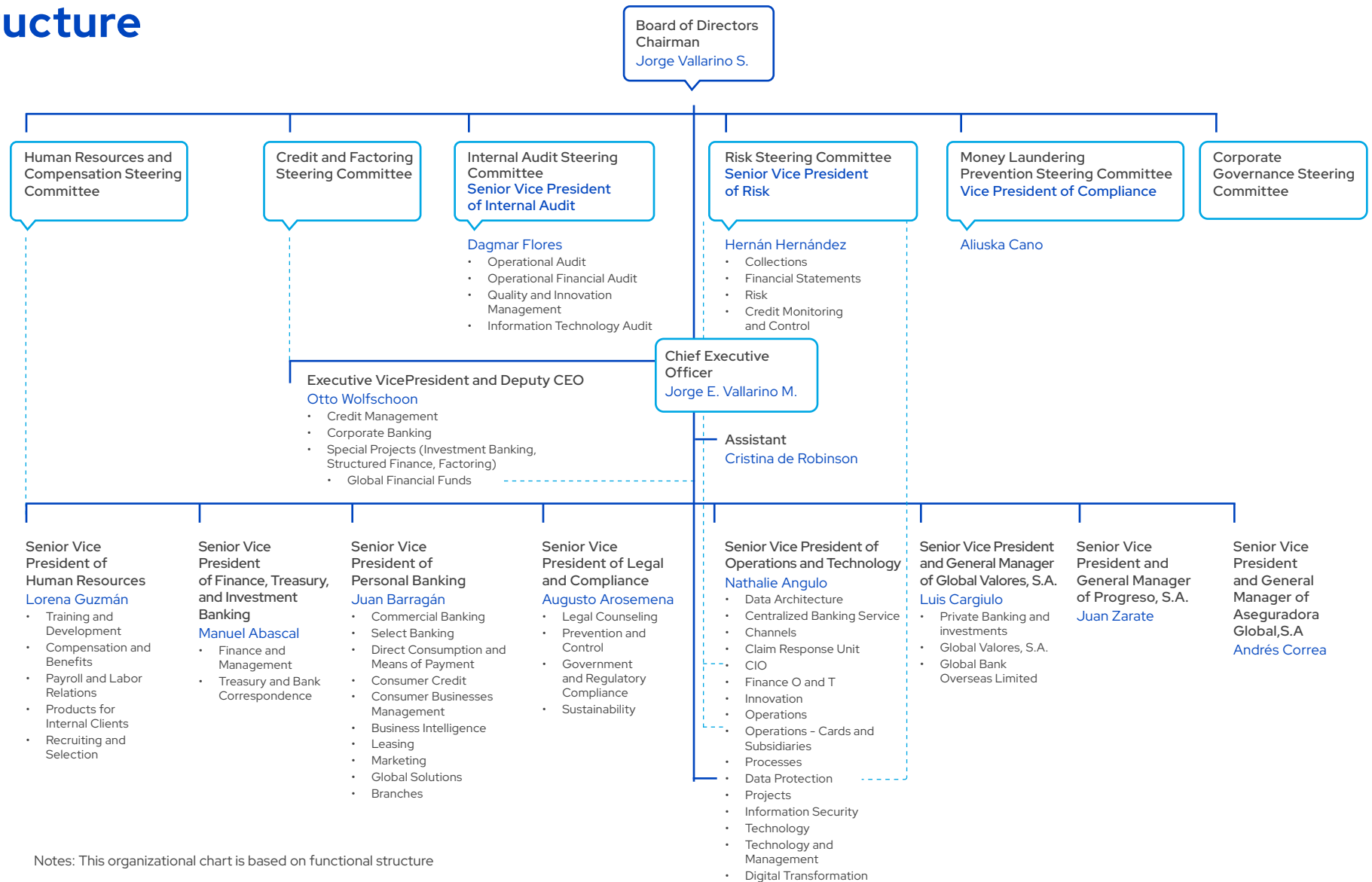
(GRI 2-9, 2-10)

Our internal corporate governance structure is designed to ensure solid decision-making processes, promoting trust and transparency across all stakeholder groups. We apply an approach that integrates best governance practices and ensures full compliance with the requirements of the Superintendency of Banks of Panama (SBP) and all applicable regulations.

Policies that support Corporate Governance management:



Our General Shareholders' Meeting is held annually on the date and at the location determined by the Board of Directors. During this meeting, the Principal and Alternate Directors are elected and other matters relevant to the Bank's business and management are discussed.



Notes: This organizational chart is based on functional structure



4.2 Board of Directors

(2-11, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18)

The Board of Directors is the highest governing body within our Corporate Governance structure and is appointed by the Shareholders' Meeting to exercise the strategic management powers of Global Bank and its subsidiaries, in addition to developing, approving, and overseeing the policies, principles, standards, and procedures of the Financial Group; including, on a quarterly basis, matters relating to sustainability management and climate change.

The Financial Group has policies and guidelines in place to identify, manage, and prevent conflicts of interest, ensuring the integrity of its relationships with shareholders, customers, and counterparties.

The Board of Directors has set as a fundamental practice that its directors must refrain from engaging in conflicts of interest, such as those listed below:

- Accepting improper benefits.
- Using the Bank's opportunities for personal gain.
- Participating in decisions where a conflict of interest exists and ensuring that said conflict of interest is disclosed.

Election of Members of the Board of Directors

The Principal and Alternate Directors are elected by the General Shareholders' Meeting for a one-year term, with the possibility of re-election. An individual cannot hold the position of director if they have been judicially or administratively sanctioned for misconduct in their professional activities. Furthermore, individuals holding more than a 5% stake in another bank, among other restrictive criteria, are excluded.

The selection process also takes into consideration whether the candidate's role as director poses no significant business, professional or ethical conflicts, or conflicts of interest, to the Financial Group. In cases where they are members of the board of other banks, an assessment of whether this situation presents a conflict is conducted.

It is important to highlight that, during the selection process for the members of the Board of Directors, diversity is taken into consideration, stipulating that at least two independent directors must be appointed. Some of the requirements to be considered an Independent Director take into account that the individual is not:

- An executive of a company where any of the Bank's executives, or those from any of



the group's banking entities or non-banking affiliates, serve on the Board of Directors of said company.

- A relative (up to the fourth degree of consanguinity or second degree of affinity) of someone who is or has been employed as an executive officer or member senior management member at the Bank, nor at any of the group's banking entities or non-banking affiliates within the past two years.
- And has no connections with, the Bank's advisory, auditing, or consultancy companies, nor any of the group's banking entities or non-banking affiliates.
- Connected to, one of the major customers of the Bank, any of the Financial Group's banking entities, or its non-banking affiliates. For this purpose, a major customer is not someone who, as an individual, is a Bank customer as defined in Article 199 of the Banking Law.
- Connected to, a major supplier of the Bank, any of the group's banking entities, or its non-

banking affiliates. For this purpose, a major supplier is not one whose sales to the Bank are less than 5% of their total sales.

- Nor has professional service contracts with the Bank, nor any of the group's banking entities, its non-banking affiliates, or any member of senior management.
- And within the past two years has not been, affiliated with or employed by an auditor of the bank, any of the group's banking entities, or its non-banking affiliates.



For further information about the requirements that Independent Directors must meet, please see our

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-



Board Composition:

Our Board of Directors currently consists of 14 Principal Directors, 4 of whom are independent, along with 2 Alternate Directors. Each of these individuals brings extensive experience in the areas of finance, law and commerce, among others. They also have distinguished professional careers and an average tenure at a director level of 21.35 years* for Principal Directors.

Our Board of Directors is currently composed of 21.43%* women, bringing us closer to our goal of achieving a total participation of 30% of women on the Board of Directors.



* To calculate average tenure and the percentage of women on the board, only Principal Directors were considered.

** The number of mandates includes, under the count as director, G.B. Group Corporation, Global Bank Corporation, and its subsidiaries; meanwhile, the Executive Committees refer only to those of Global Bank Corporation.

***Starting in October 2024, Domingo Adolfo Diaz Strunz is the new Chairman of the Board.

| Name | Position | Tenure (Years) | Number of Mandates** in addition to their role as members of the Board of Directors | Number of Mandates outside the Financial Group | Gender | Age |
|--|------------------|----------------|---|--|--------|-----|
| Jorge Enrique Vallarino Strunz | Chair *** | 30 | (7 director) (6 Steering Committees) | 0 | Male | 72 |
| Larry Eduardo Maduro García de Paredes | Vice-Chair | 30 | (4 director) (2 Steering Committees) | 2 | Male | 65 |
| Bolívar Ernesto Vallarino Strunz | Secretary | 30 | (4 director) (2 Steering Committees) | 1 | Male | 75 |
| Ishak Salomón Bhikú Rawat | Deputy Treasurer | 30 | (3 director) (3 Steering Committees) | 0 | Male | 69 |
| Jack Eskenazi Cohen | Spokesperson | 30 | (4 as director) (2 Steering Committees) | 0 | Male | 67 |
| Stephen Benedicto Wong Chung | Spokesperson | 30 | (2 as director) (2 Steering Committees) | 6 | Male | 62 |
| Domingo Adolfo Díaz Strunz | Spokesperson | 30 | (2 as director) (2 Steering Committees) | 0 | Male | 62 |
| Alberto Raymond Dayan Btsh | Spokesperson | 30 | (2 as director) (2 Steering Committees) | 2 | Male | 68 |
| Otto Oswald Wolfschoon Horna | Spokesperson | 25 | (5 as director) (3 Steering Committees) | 3 | Male | 64 |
| Jorge Enrique Vallarino Miranda | Treasurer | 14 | (10 as director) (5 Steering Committees) | 1 | Male | 46 |
| Alberto Alemán Zubieta | Spokesperson | 10 | (2 as director) (4 Steering Committees) | 0 | Male | 70 |
| Mónica García de Paredes de Chapman | Deputy Secretary | 5 | (7 as director) (3 Steering Committees) | 6 | Female | 57 |
| Liliana Gómez Candanedo | Spokesperson | 4 | (4 as director) (4 Steering Committees) | 1 | Female | 70 |
| Nicole Darlington Fauvety | Spokesperson | 1 | (2 as director) (3 Steering Committees) | 0 | Female | 50 |



During the fiscal year covered by this report, the Board of Directors held a total of 23 meetings - equivalent to an average of two meetings per month - with an average attendance rate of 95%.

Jorge Enrique
Vallarino Strunz
23 meetings
22 attended

95.65%
% attendance

Larry Eduardo Maduro
García de Paredes
23 meetings
13 attended

57%
% attendance

Bolívar Ernesto
Vallarino Strunz
23 meetings
20 attended

87%
% attendance

Mónica García de
Paredes de Chapman
23 meetings
23 attended

100%
% attendance

Alberto Raymond
Dayan Btsh
23 meetings
23 attended

100%
% attendance

Jorge Enrique
Vallarino Miranda
23 meetings
23 attended

100%
% attendance

Jack Eskenazi
Cohen
23 meetings
22 attended

96%
% attendance

Ishak Salomón
Bhikú Rawat
23 meetings
23 attended

100%
% attendance

Alberto Alemán
Zubieta
23 meetings
23 attended

100%
% attendance

Otto Oswald
Wolfschoon Horna
23 meetings
23 attended

100%
% attendance

Liliana Gómez
Candanedo
23 meetings
23 attended

100%
% attendance

Domingo Adolfo
Díaz Strunz
23 meetings
23 attended

100%
% attendance

Stephen Benedicto
Wong Chung
23 meetings
23 attended

100%
% attendance

Nicole Darlington
Fauvety
23 meetings
23 attended

100%
% attendance

Félix Brandon Maduro
(Alternate)
23 meetings
23 attended

100%
% attendance

* Principal Director Larry E. Maduro was absent from 10 of the 23 meetings of the Board of Directors as a result of business trips. His Alternate, Félix B. Maduro, attended 100% of the remaining meetings in his place.



We maintain ongoing communication with investors, ensuring that the Board of Directors takes their opinions into account. Likewise, we have established various communication channels with other stakeholder groups that allow us to convey critical issues to the highest levels of corporate governance.

The Board of Directors delegates certain functions and responsibilities to various Committees, with the latter communicating back to the Board either for informational purposes or for the necessary approvals, ensuring effective internal oversight of the Bank and its subsidiaries. Among the delegated responsibilities is dialog with different stakeholder groups. Each Steering Committee submits bimonthly reports to the Board of Directors, detailing the key matters discussed during the committee's most recent session.

On average, 28.26% of the Financial Group's Board members are women.

Percentage of Women on the Board of Directors of the Financial Group



Training and Evaluation of the Members of the Board of Directors:

The Training Plan for directors is part of the Board of Directors' annual agenda, with the goal of ensuring that they receive continuous education on the comprehensive management of the Financial Group. These training sessions are conducted at least once a year, either in person or through an e-learning platform, and include topics such as risk management, anti-money laundering, digital transformation, corporate governance, economic outlooks, sustainability, climate change, or any other subject deemed to be relevant.

In addition, to support the directors in the execution of their duties, we conduct annual performance evaluations of our Board of Directors to assess their performance. We also review their practices at least once every three years with the support of external advisors specializing in Corporate Governance.

We keep our Board of Directors up-to-date on best practices in governance and sustainability.



Skills and Competencies

| Name | Business Administration | Economics | Risk | Investment | Money Laundering | Legal | Governance | Technology | Compliance | Cybersecurity | Climate Change | Sustainability |
|--|-------------------------|-----------|------|------------|------------------|-------|------------|------------|------------|---------------|----------------|----------------|
| Jorge Enrique Vallarino Strunz | A | A | A | A | A | I | A | I | A | I | I | I |
| Bolívar Ernesto Vallarino Strunz | A | I | I | I | I | I | I | I | I | I | I | I |
| Ishak Salomón Bhikú Rawat | A | I | I | A | A | B | I | I | I | I | A | I |
| Jack Eskenazi Cohen | A | A | I | I | I | B | B | B | I | B | I | I |
| Alberto Raymond Dayan Btsh | A | A | I | A | I | I | A | I | I | I | A | A |
| Félix Brandon Maduro (Suplente) | A | A | A | A | A | B | A | B | A | B | B | I |
| Larry Eduardo Maduro García de Paredes | A | A | I | I | I | B | I | A | B | I | B | I |
| Stephen Benedicto Wong Chung | A | I | I | I | I | B | B | I | I | I | B | I |
| Domingo Adolfo Díaz Strunz | I | A | A | A | A | A | A | I | A | B | B | I |
| Otto Oswald Wolfschoon Horna | A | A | A | A | A | I | A | I | A | B | I | I |
| Juan José Vansice A. | A | A | I | A | I | I | I | I | I | I | I | I |
| Jorge Enrique Vallarino Miranda | A | A | A | A | A | I | I | A | A | A | I | I |
| Alberto Alemán Zubieta | A | I | A | I | A | I | A | I | I | I | A | I |
| Mónica García de Paredes de Chapman | A | A | A | A | A | I | A | I | A | I | I | A |
| Liliana Gómez Candanedo | A | A | A | I | A | I | A | I | I | B | I | I |
| Nicole Darlington Fauvety | I | B | B | B | A | A | A | I | A | B | I | I |

(B) Basic (I) Intermediate (A) Advanced

These skills and competencies were identified by reviewing the directors' resúmenes and training offered and/or coordinated by or through the Bank, as well as through self-assessment tools.

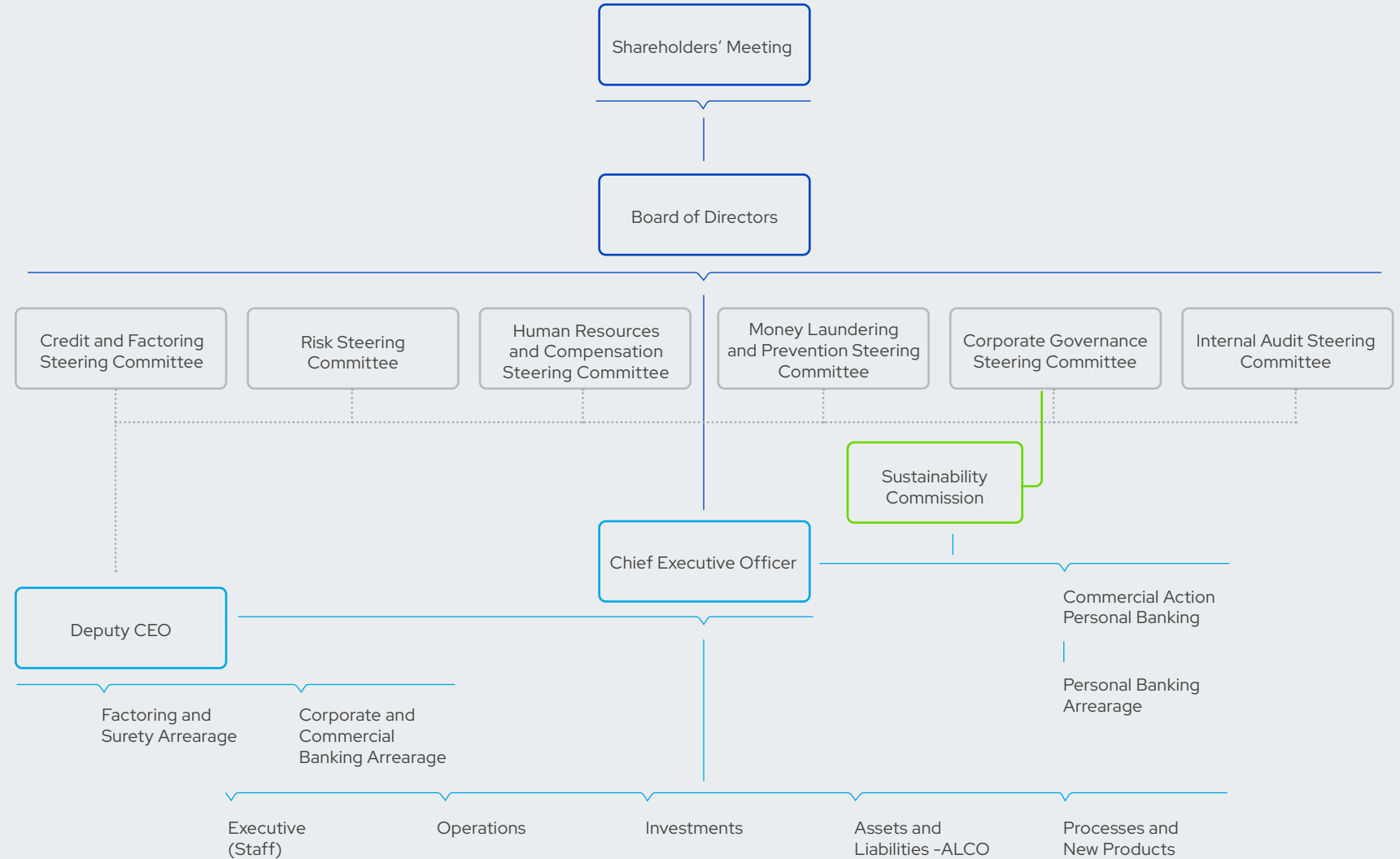


Support Committees

Our Board of Directors is supported by 6 Steering Committees and 9 Operational Committees, which include members of the Board of Directors as well as Senior Management executives and other relevant employees from the Bank and its subsidiaries, appointed by the Board of Directors.



Support Committees and Sustainability Commission





| Name | Condition and position | Steering committees | | | | | |
|--|----------------------------------|--|---|--|--|--|--|
| | | Money Laundering Prevention | Audit | Risk | Credit and Factoring | Human Resources and Compensation | Corporate Governance |
| Jorge Enrique Vallarino Strunz | Shareholder Chair | Participant with full voting and speaking rights | Participant with full voting and speaking rights | Participant with full voting and speaking rights | Participant with full voting and speaking rights | Participant with full voting and speaking rights | Participant with full voting and speaking rights |
| Larry Eduardo Maduro García de Paredes | Shareholder Vice-Chair | | | Participant with full voting and speaking rights | | | Participant with full voting and speaking rights |
| Bolívar Ernesto Vallarino Strunz | Shareholder Secretary | | Participant with full voting and speaking rights | Participant with full voting and speaking rights | | | |
| Mónica García de Paredes de Chapman | Independent Deputy Secretary | Chair with full voting and speaking rights | | Participant with full voting and speaking rights | | | Chair with full voting and speaking rights |
| Jorge Enrique Vallarino Miranda | Shareholder Executive* Treasurer | Participant with full voting and speaking rights | | Participant with speaking rights only | Participant with full voting and speaking rights | Participant with speaking rights only | Participant with full voting and speaking rights |
| Ishak Salomón Bhiku Rawat | Shareholder Deputy Treasurer | Participant with full voting and speaking rights | Participant with full voting and speaking rights/ Secretary | | Participant with full voting and speaking rights | | |
| Jack Eskenazi Cohen | Shareholder Member | Participant with full voting and speaking rights | | Participant with full voting and speaking rights | | | |
| Alberto Raymond Dayan Btsh | Shareholder Member | | Participant with full voting and speaking rights | | | | Participant with full voting and speaking rights |
| Domingo Adolfo Díaz Strunz | Shareholder Member | | | | Chair with full voting and speaking rights | Participant with full voting and speaking rights | |



| Name | Condition and position | Steering committees | | | | | |
|------------------------------|-------------------------------|---|--|---|--|--|---|
| | | Money Laundering Prevention | Audit | Risk | Credit and Factoring | Human Resources and Compensation | Corporate Governance |
| Otto Oswald Wolfschoon Horna | Shareholder Executive* Member | Participant with full voting and speaking rights | | Participant with speaking rights only | Participant with full voting and speaking rights | | |
| Stephen Benedicto Wong Chung | Shareholder Member | | Participant with full voting and speaking rights | Participant with full voting and speaking rights/ Secretary | | | |
| Alberto Alemán Zubieta | Independent Member | Participant with full voting and speaking rights | | Chair with full voting and speaking rights | | Chair with full voting and speaking rights | Participant with full voting and speaking rights |
| Liliana Gómez Candanedo | Independent Member | Participant with full voting and speaking rights | Chair with full voting and speaking rights | Participant with full voting and speaking rights | Participant with full voting and speaking rights | | |
| Nicole Darlington Fauvety | Independent Member | Participant with full voting and speaking rights | | Participant with full voting and speaking rights | | | Participant with full voting and speaking rights/ Secretary |
| Juan José Vansice A. | Shareholder Alternate | | | | Participant with full voting and speaking rights | Participant with full voting and speaking rights | |
| Félix Brandon Maduro | Shareholder Alternate | Participant with full voting and speaking rights/ Secretary | | | Participant with full voting and speaking rights | Participant with full voting and speaking rights | |

* Internal member. Participates in the bank's management and is part of Senior Management.

These six Steering Committees include the participation of both Principal Directors and their Alternates. Their purpose and key features are outlined below:

Committees of the Board of Directors



Money Laundering and Prevention Steering Committee

Promotes the application and implementation of policies and procedures for the Prevention of Money Laundering, Terrorist Financing, and the Financing of the Proliferation of Weapons of Mass Destruction, as well as the management of related risks.

16 members
(4 Independent Directors)

96% attendance

Frequency: Bimonthly



Audit Steering Committee

Supports the decision-making process relating to ensuring the control of and driving improvements to the Financial Group, through the evaluation of processes relating to risk management, the control environment, and the organization's governance, as well as the oversight of financial reporting and the evaluation of the Financial Group's internal and external audit processes.

Establishes communication channels between the Board of Directors, Management, Internal Audit, and External Auditors.

6 members
(1 Independent Director)

86% attendance

Frequency: Bimonthly



Corporate Governance Steering Committee

Supports the management of the Board of Directors in achieving the corporate and strategic objectives of the Financial Group.

Ensures full compliance and the application of best practices in Corporate Governance and the Sustainability Strategy, seeking to ensure that strategic objectives and corporate values are communicated throughout the organization.

13 members
(3 Independent Directors)

89% attendance

Frequency: Quarterly



Human Resources and Compensation Steering Committee

Supports the Board of Directors in defining and organizing the development of human talent within the Financial Group, as well as reviewing and proposing compensation structures for the Group's employees and providing for the planned succession or replacement of the CEO and other members of Senior Management and/or key executives.

7 members
(1 Independent Director)

92% attendance

Frequency: At least twice a year



Risk Steering Committee

Implements the Comprehensive Risk Management process that enables the identification, assessment, monitoring, and control or mitigation of all materially significant risks.

15 members
(3 Independent Directors)

91% attendance

Frequency: Bimonthly



Credit and Factoring Steering Committee

Maintains the security and solvency of the Financial Group through adequate credit management and credit risk exposure, thereby maximizing the Bank's risk-adjusted return rate.

11 members
(1 Independent Director)

92% attendance

Frequency: Weekly





Operational Committees

Commercial Action

Maintains the security and solvency of the Financial Group through the analysis of target markets, products, segments, pricing, and customer profiles, enabling proper credit management and exposure to credit risk within the parameters previously defined by the Board of Directors.

Seeks to maximize the risk-adjusted rate of return and ensure an adequate level of credit quality through the effective and continuous evaluation of debtors, counterparties, and credit risk mitigants.

4 members

Frequency: Monthly

Executive Staff

Ensures the compliance and application of good Corporate Governance practices, as well as ensuring that strategic objectives and corporate values are communicated throughout the organization. This includes the development and maintenance of an adequate level of knowledge and experience as the Financial Group grows in size and complexity, clearly understanding the functions within its structure, striving for transparent leadership, and recognizing the importance of Audit processes and internal controls.

12 members

Frequency: Monthly

Investment

Seeks to preserve the assets, security, and solvency of the Financial Group through proper risk management of investments in securities, including monitoring the exposure to risk in securities investments within the parameters defined by the Board of Directors.

Aims to maximize the return on the investment portfolio, as well as manage the risk in securities investments through effective and continuous evaluation of treasury counterparties, market risk factors, and the liquidity level of the investment portfolio.

4 members

Frequency: Whenever required

Assets and Liabilities

Reviews policies, established placement limits, and passive funding sources on the balance sheet, in addition to monitoring the maturity match between assets and liabilities, including managing the global liquidity of the Financial Group and the management of its capital structure (assets and liabilities), in accordance with the strategies set by the Board of Directors.

Establishes policies, procedures, and guidelines framed within appropriate market risk management.

6 members

Frequency: Monthly

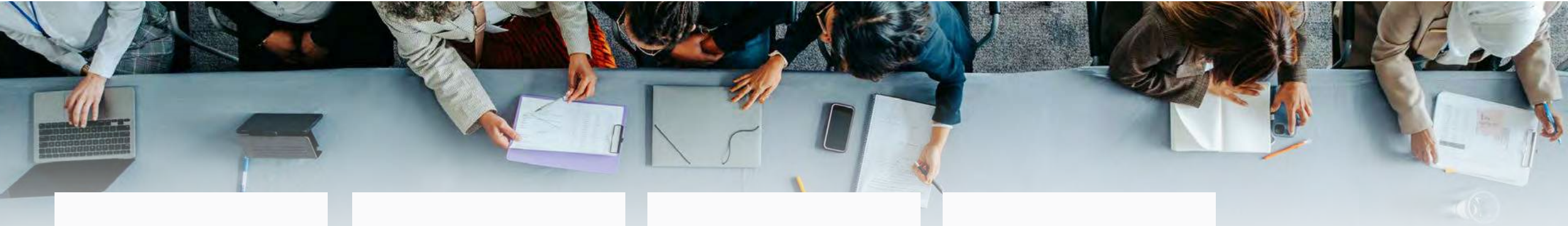
Operational

Focuses on promoting the creation of procedures that ensure the proper flow, quality, and timeliness of information between the Business Units and the Comprehensive Risk Management team (including identification, management, and assessment measures), as well as for all those involved in operations that involve operational risk for the Financial Group.

Promote an organizational culture of operational risk management and robust internal control practices to ensure that the Financial Group has an organizational structure that encourages the appropriate management of operational risk.

6 members

Frequency: Quarterly



New Products and Processes

Evaluates, analyzes, and approves new processes resulting from new functions, products, services, or areas, by reviewing the proposed flow diagram, policies, controls, and the impact of changes on process architecture, wherever applicable.

Contributes to achieving the Financial Group's objectives by identifying opportunities for process improvements, as well as approving initiatives for any improvements and changes to new processes and services.

3 members

Frequency: Whenever required

Corporate and Commercial Banking Arrearage

Monitors the payment capacity of debtors to mitigate losses from defaults in the credit portfolio, as well as supervising the management of portfolio follow-up, control, and recovery processes.

Ensures compliance with credit policies and oversees the quality level of the credits in Corporate and Commercial Banking.

6 members

Frequency: Monthly

Factoring and Surety Arrearage

Reports to the Credit and Factoring Steering Committee on internal and external factors affecting the portfolio's behavior, in addition to notifying any debtor and assignor profiles that present higher risk, with the aim of preventing and managing portfolio delinquency risks.

6 members

Frequency: Monthly

Personal Banking Arrearage

Supervises the credit portfolio and establishes the implementation of strategies and action plans for managing the recovery of credit operations.

Monitors the evolution of debtor payment capacities to ensure opportune updates to their credit guarantees.

8 members

Frequency: Monthly

Additionally, and in keeping with our commitment to sustainability, we have a Sustainability Commission that spearheads the implementation of our sustainability strategy and its governance within the Financial Group.



4.3 Senior Management

Senior Management and its team of executives are at the top of the management structure, and their appointment falls under the auspices of the Board of Directors of the Financial Group. Senior Management determines the responsibilities for other hierarchical levels and is responsible for implementing the strategies and policies approved by the Board of Directors, as well as ensuring the functioning and effectiveness of the internal control system and relations with the Board of Directors.

The Succession Plan Policy establishes the general guidelines for transitions, annual assessment, and compliance measurement mechanisms for the Bank's established objectives. This policy is reviewed annually by the Human Resources and Compensation Steering Committee.





Jorge Enrique Vallarino Miranda

Chief Executive Officer (CEO)

- Plans, directs, and coordinates the Bank's functional areas.
- Legally represents the institution in its relations with external entities.

Otto Wolfschoon

Executive VP and Deputy CEO

- Assists Senior Management in the strategic direction of the business. Responsible for planning, directing, coordinating, and supervising the development and execution of strategies and functions relating to the marketing of the Bank's product lines, with the goal of providing high-quality products and services to customers within the expected profit margins.
- Designs, implements, and coordinates credit policies and marketing plans for the Corporate Banking areas.
- Maintains the quality of the portfolio and monitors portfolio recovery management. Manages relations with correspondents.
- Develop specific management and leadership guidelines within its group, in order to establish a teamwork relationship and partnership with all Bank departments.

Manuel Abascal

Senior VP, Finance and Treasury

- Plans and assists in the development of the Bank's direction and growth strategy. Manages and oversees the Bank's budgetary, financial, accounting, and treasury operations (funding).
- Coordinates, in collaboration with Senior Management, the businesses to be developed by the Bank to ensure the sustained growth of the organization.
- Develops specific direction and leadership guidelines within the office of the Senior VP to drive teamwork and collaboration within all the Bank's departments.

Lorena Guzmán

Senior VP, Human Resources

- Is a strategic partner to Senior Management; plans, directs, and evaluates all established human resources programs, ensuring the improvement of labor relations and compliance with personnel policies and procedures.
- Oversees the functioning of the Human Resources department, regarding the selection and hiring of personnel, training and organizational development, labor relations, compensation, benefits, and payroll, all within the framework of the procedures and policies established by the Bank.
- Functions as a support unit for all areas and/or departments, serving as a process facilitator, internal advisor, and change agent in human resources and organizational development.



Juan Barragán

Senior VP, Personal and Commercial Banking

- Focuses on the strategy of the office of the Senior VP, Personal and Commercial Banking, as well as its market performance.
- Schedules, coordinates, and supervises, in collaboration with Senior Management, credit policies for consumer products to provide them with high-quality goods and services. Supervises and follow ups on the Personal and Commercial Banking areas nationwide.
- Develops specific direction and leadership guidelines within the office of the Senior VP to drive teamwork and collaboration within all the Bank's departments.
- Manages resources and works alongside Senior Management on marketing strategies and the Bank's brand.
- Supervises the Business Intelligence area and supports the organization's different banking divisions.

Dagmar Flores

Senior VP, Internal Audit

- Provides managerial advisory functions and continuous evaluation of Corporate Governance and sustainability practices, ensuring they are aligned with strategic objectives and best practices.

Augusto Arosemena

Senior VP, Legal and Compliance

- Provides timely and accurate information to Senior Management, the Money Laundering Prevention Steering Committee, and the Board of Directors regarding the institution's compliance status, helping to meet the Bank's strategic objectives.
- Oversees the Bank's compliance area through Corporate Governance Management and the Compliance department.
- Supervises the Legal area, as well as spearheading legal matters requested by Senior Management, the Board of Directors, and the Bank's business areas.
- Oversees the development and implementation of the Financial Group's Sustainability Strategy, as well as the implementation of the UNEP-FI Principles for Responsible Banking (PRB), monitoring continuity. Ensures the progressive alignment of the activities and initiatives of all areas within the Financial Group with Environmental, Social, and Governance (ESG) issues.

Nathalie Angulo

Senior VP, Operations and Technology

- Ensures the planning, selection, design, management, and implementation of banking operations, project management, technology systems, information security, and customer service, through the ongoing innovation of processes and services based on the highest standards and in compliance with regulatory and internal norms.



Hernán Hernández

Senior VP, Risk

- Identifies, measures, monitors, controls, and mitigates significant risks to the institution through expert knowledge in measurement models and technological tools.
- Provides timely and accurate information to Senior Management, the Risk Steering Committees, and the Board of Directors regarding risk conditions, helping to meet the Bank's strategic objectives.

Andrés Correa

Senior VP and General Manager of *Aseguradora Global, S. A.*

- Establishes the strategic and financial objectives of Aseguradora Global, S.A., helping support compliance and meeting the goals of the Financial Group. Coordinates and executes the strategies and mechanisms within the company to achieve these objectives. Serves as a consultant, mentor, sponsor, and facilitator to all direct and some indirect employees, helping the latter achieve assigned goals and responsibilities.

Juan Pablo Zárate

Senior VP and General Manager of *Progreso AFPC, S.A.*

- Acts on behalf of the company with individuals and legal entities, responsibly managing business activities in conjunction with each area, including business, investments, management, operations, and accounting.
- Additionally, oversee the investment manager's functions and optimize marketing tools to increase the corporate and personal client base.

Luis Cargiulo

Senior VP and General Manager of *Global Valores, S. A.*

- Plans and coordinates, in collaboration with Chief Executive Officer, the businesses to be developed by the Bank to ensure the sustained growth of the organization.
- Is responsible for the marketing of the products offered by the Bank, as well as maintaining the current Private Banking portfolio through tailored customer service.
- Develop specific management and leadership guidelines within its group to provide services and support, and establish a teamwork relationship and partnership with all bank departments.
- Is responsible for the functions and spearheads the efforts of Global Valores Securities house.

Remuneration

(GRI 2-19, 2-20)

Compensation for our directors is determined directly by the Board of Directors, which sets their remuneration, as well as any fees for participating in both ordinary and extraordinary Board meetings. The Board also reviews and approves, on a quarterly basis, the payment of dividends to shareholders in accordance with the Financial Group's financial performance.

The benefits our directors receive are based on the following concepts:

- Attendance fee for ordinary and extraordinary Board of Directors meetings.
- Attendance fee for participating in Steering Committees.
- Profit-sharing.
- Preferential rates for fixed-term deposits based on market conditions.
- Special interest rates for mortgage loans based on market conditions.

With regard to the remuneration of our Senior Management team, this is established based on three main factors:



1
Business results.



2
An annual assessment evaluation of each position compared to market benchmarks.



3
Impact on the annual business performance, based on an annual performance review which includes the achievement of objectives in the areas of finance, processes, customers, people, digital transformation, and sustainability.

The compensation of employees, including executives, is based on the profile of each position and its corresponding individual responsibilities. The annual adjustment for said compensation is based on the achievement of set objectives, the development of corporate competencies, and market positioning. Executive compensation is determined by the CEO.

Furthermore, executives are eligible for a Stock Plan, subject to the following eligibility criteria:

Employees at a Vice President, Senior Vice President, Executive Vice President, or CEO level are eligible, provided they have served in the role for at least one (1) year.

A minimum performance assessment rating of "Meets Expectations."

Each program has a two-year vesting period, after which the employee receives 50% of the shares granted in the first year and the remaining 50% in the second year.





05

Ethics and Anti-corruption



- 5.1 Ethics
- 5.2 Anti-corruption



Ethical conduct and transparency in our operations are fundamental pillars of the Financial Group's business operations. We are firmly committed to acting with integrity, ensuring compliance with regulations and alignment with our organizational values and principles at all times. This commitment enables us to reaffirm the trust placed in us by our customers, employees, and strategic partners.

5.1 Ethics

(GRI 3-3, 2-23, 2-24, 2-25, 2-26, 2-27, 205-2, 206-1, 415-1, 416-2, 417-2, 417-3)

(SASB FN-CB-510a.1, FN-CB-510a.2, FN-CF-270a.4, FN-CF-220a.2, FN-CF-270a.4, FN-CF-270a.5, FN-IN-270a.1, FN-MF-270a.3, FN-AC-270a.2, FN-AC-510a.1, FN-AC-510a.2, FN-IB-510a.1, FN-IB-510a.2, FN-IB-510b.4)

Our Code of Ethics and Conduct and Internal Work Regulations serve as our key tools to ensure ethical and transparent behavior. And apply to all employees within the Financial Group. They form an integral part of our organizational, operational, and business culture, and their purpose is to:

- Establish the ethical standards and principles that inspire and govern the conduct of all employees.
- Serve as a fundamental guide for ensuring maximum transparency in the Financial Group's activities.
- Harmonize relationships among members of the Financial Group, customers, users, business partners, and the broader community.

Updates and modifications to the Code of Ethics and Conduct are communicated to all employees through announcements and our corporate intranet. Changes or updates are documented by the VP Human Resources and the Corporate Governance and Compliance Management area, and they are then subsequently approved by the Human Resources and Compensation Steering Committee and the Board of Directors. The annual review of this document was conducted during the second quarter of 2024.



Corporate Values



Honesty

Behaving and expressing oneself consistently and sincerely – telling the truth. Being honest ensures that every transaction undertaken by our employees is clear and transparent, and this helps to build trust.



Integrity

Doing the right thing, which is embodied by complying with and respecting laws, internal regulations, and policies.



Confidentiality

Handling all information, as well as all documentation pertaining to the organization, arising from the business relationship between customer and the organization is in a private and confidential manner.



Competency

Driving the ongoing development of our employees' skills, abilities, knowledge, and aptitudes, thereby bolstering the efficiency and quality of the services provided and promoting appropriate customer service.





Global Ethics Line

We have an internal whistleblowing and anonymous inquiry process to address any alleged violations of the Code of Ethics and Conduct, which must be reported to the Ethics and Conduct Commission through Global Ethics Line:



Global Ethics Line

00800-052-1375 or (+507) 833 6155



E-mail

etica.globalbank@resguarda.com



Website

www.resguarda.com/globalbank

All events relating to violations of the Code of Ethics and Conduct are reviewed by the Ethics and Conduct Commission, which is directly appointed by the Board of Directors. This commission is responsible for and has the authority to summon the Vice Presidents or heads of the areas involved in the conflict, as well as any other employee or external third party related to the case. Subsequently, the Commission issues the appropriate sanctions in accordance with the Internal Work Regulations.

The Ethics and Conduct Commission periodically presents a summary of its activities to the Human Resources and Compensation Steering Committee.

Furthermore, the Code of Ethics and Conduct and its processes are subject to an annual review by the Internal Audit area, in order to ensure their proper functioning and applicability.

At the close of this fiscal year, there were no legal proceedings relating to anti-competitive behavior, product and service information, customer data privacy, unfair competition, and/or monopolistic practices.

Contributions

Global Bank does not make contributions to political parties and/or political representatives. We do, however, make contributions to trade and industry associations in the form of membership fees. At the close of this period, contributions within this category amounted to USD\$62,050.02.

Contributions and Other Expenses (USD)

| | 2021-2022 | 2022-2023 | 2023-2024 |
|---|-------------------|-------------------|------------------|
| Lobbying, representation of interests, or similar activities | 0.00 | 0.00 | 0.00 |
| Political campaigns/organizations/candidates (local, regional, or national) | 0.00 | 0.00 | 0.00 |
| Trade associations or tax-exempt groups (e.g., unions) * | 111,167.00 | 139,792.00 | 62,050.02 |
| Other (e.g., spending related to ballot measures or referendums) | 0.00 | 0.00 | 0.00 |
| Total Contributions | 111,167.00 | 139,792.00 | 62,050.02 |

* The lowest amount recorded in this account is due to a review of how this period was calculated, taking into consideration only those payments applicable to trade associations and tax-exempt groups. These payments were extracted from the "Miscellaneous Accounts" used in previous periods.



Communication and Training

Ethics and transparency are fundamental pillars within the Corporate Induction program for new employees. These training sessions provide knowledge focused on ensuring that new employees are aligned with the processes and corporate values of the Financial Group. The training program aims to continuously update the knowledge of our employees through e-learning courses, in-person or virtual training, informative capsules, as well as the updating and reading of:

- Internal Work Regulations.
- Code of Ethics and Conduct.
- Global Ethics Line Process.
- Money Laundering Prevention Manual.
- Know Your Customer and/or Ultimate Beneficiary Policy Manual.

Another part of the training program aims to provide knowledge and keep our Board of Directors (Principal Directors and Alternates) informed on ethical issues, transparency, and anti-corruption efforts.

For the 2023-2024 period, 100% of the Board of Directors was informed about anti-corruption policies and procedures.

Board of Directors

| | 2023-2024 |
|---|-----------|
| N° of Total Members (Principals and Alternates) | 16 |
| N° of total members informed about anti-corruption policies and procedures | 16 |
| N° of total members receiving training on anti-corruption policies and procedures | 15 |

Anti-corruption Policies and Procedures Training

| Corporate Governance Body | 2023-2024 | | |
|---|---------------|-----------------------|-------------------------------|
| | Total Members | Total Members Trained | Percentage of Members Trained |
| Corporate Governance Steering Committee | 13 | 12 | 92.3% |
| Senior Management | 12 | 10 | 83.3% |
| Chief Executive Officer | 1 | 1 | 100.0% |
| Sustainability Commission | 36 | 34 | 94.4% |

Anti-corruption Policies and Procedures Communication

| Corporate Governance Body | 2023-2024 | | |
|---|---------------|------------------------|--------------------------------|
| | Total Members | Total Members Informed | Percentage of Members Informed |
| Corporate Governance Steering Committee | 13 | 13 | 100.0% |
| Senior Management | 12 | 12 | 100.0% |
| Chief Executive Officer | 1 | 1 | 100.0% |
| Sustainability Commission | 13 | 13 | 100.0% |





13

training sessions and workshops held on ethical issues, corruption, and money laundering, aimed at the Bank’s employees, its subsidiaries, and the members of the Board of Directors.

24

informative capsules sent via e-mail to all the Bank’s employees and subsidiaries, as well as to Directors, covering various topics such as Corruption, Terrorism, Arms Proliferation, Beneficial Ownership, Tax Evasion, Politically Exposed Persons (PEPs), improper use of Corporate Vehicles, etc. Furthermore, workshops, forums, roundtable discussions, and training sessions with recognized external experts, among other activities, were held.



4,860

participants and 8,091 hours of training recorded in First-Entry Inductions, covering topics such as:

- Money Laundering Prevention (Transparency)
- Code of Ethics and Conduct
- Conflict of Interest Policy
- Personal Data Protection

Global Bank (Joint Subsidiary Total)

| Training 2023-2024 | | |
|--|--------------|----------------|
| | Participants | Training Hours |
| Induction | 158 | 1,896 |
| Money Laundering Prevention (Transparency) | 3,045 | 4,979 |
| Code of Ethics and Conduct | 1,572 | 1,044 |
| Conflict of Interest Policy | | |
| Personal Data Protection | 85 | 173 |
| Others | | |
| Total | 4,860 | 8,091 |

100%

of employees were provided with information regarding ethics, transparency and anti-corruption.

Communication about Anti-corruption Concepts, Policies and Procedures

| Professional Category* 2023-2024 | | |
|--|---------------------------|----------------------------------|
| | Number Employees Informed | Percentage of Employees Informed |
| Senior Management, Chief Executive Officer | 12 | 100 |
| Vice Presidents | 63 | 100 |
| Managers | 185 | 100 |
| Middle Managers | 701 | 100 |
| Operations and Administrative Employees | 650 | 100 |
| Total | 1,611 | 100 |

* See breakdown of professional categories in the chapter entitled *Our Human Talent Management*.



Anti-corruption Concepts, Policies and Procedures Training by Professional Category

| 2022-2023 | | | 2023-2024 | |
|--|-----------------------------|---------------------------------|-----------------------------|---------------------------------|
| Professional Category | Number of Employees Trained | Percentage of Employees Trained | Number of Employees Trained | Percentage of Employees Trained |
| Senior Management, Chief Executive Officer | 12.0 | 100.0 | 10 | 83 |
| Vice Presidents | 63.0 | 100.0 | 63 | 100 |
| Managers | 191.0 | 100.0 | 185 | 100 |
| Middle Managers | | | 701 | 100 |
| Operations and Administrative Employees | 1,391.5 | 98.97 | 650 | 100 |
| Total | 1,657.5 | 99.13 | 1,609 | 99.9 |

NB: * See breakdown of professional categories in the chapter entitled *Our Human Talent Management*.





Additional Anti-corruption Training by Professional Category

| Professional Category* | | 2021-2022 | | | 2022-2023 | | | 2023-2024 | | | |
|--|--|-----------------|-----------------------------|------------------|-----------------|-----------------------------|------------------|-----------------|-----------------------------|---------------------------------|------------------|
| | | Total Employees | Number of Employees Trained | Training Hours** | Total Employees | Number of Employees Trained | Training Hours** | Total Employees | Number of Employees Trained | Percentage of Employees Trained | Training Hours** |
| Senior Management, Chief Executive Officer | | 12 | 1 | 2 | 12 | 12 | 13.5 | 12 | 11 | 92 | 59 |
| Vice Presidents | | 63 | 9 | 12 | 63 | 27 | 125.5 | 63 | 8 | 13 | 69 |
| Managers | | 183 | 57 | 72.5 | 191 | 160 | 437.84 | 185 | 15 | 8 | 260 |
| Middle Managers | | 709 | 126 | 162 | 718 | 448 | 1,069.59 | 701 | 17 | 2 | 264 |
| Operations and Administrative Employees | | 728 | 134 | 130.5 | 688 | 509 | 1,288.5 | 650 | 2 | 0 | 31 |
| Total | | 1,695 | 327 | 379 | 1,672 | 1,156 | 2,935 | 1,611 | 53 | 3 | 683 |

* See breakdown of professional categories in the chapter entitled *Our Human Talent Management*.

** The training hours formula corresponds to the total number of participants multiplied by the duration of the session.





5.2 Anti-corruption

(GRI 205-1,205-3)

The Financial Group has policies and procedures in place to prevent, detect, and address potential cases of corruption and money laundering, in compliance with national and international regulations and industry practices. This reaffirms our commitment to combating corruption, preventing fraud, money laundering, and other crimes. It is important to note that all manuals and policies mentioned are freely accessible to all employees through our intranet.

| | |
|--|--|
| Anti-bribery and Corruption Policy | Code of Ethics and Conduct |
| Money Laundering Prevention Manual | FATCA Operations Manual |
| Know Your Customer and/or Ultimate Beneficiary Policy Manual | Money Laundering Typologies and Alerts Management Manual |



The [Anti-bribery and Corruption Policy](#), which is part of the Money Laundering Prevention Manual, stipulates controls and procedures to prevent and raise alerts regarding actions that may be linked to acts of bribery and corruption involving employees, existing customers, prospective customers, and suppliers. During the 2023–2024 period, this policy was updated to expand its scope to include the Financial Group’s shareholders.




Existing Customers

When a case relating to acts of corruption is identified – whether through requests from regulators, internal and/or external investigations, or mentions in the media – it is reported directly to the Money Laundering Prevention Steering Committee, which determines any subsequent actions to be taken. If the commercial relationship continues, the customer is then categorized as High Risk, which entails closer oversight and stricter monitoring of their activities.

Prospective Customers

If, during the initial onboarding process, any negative news or event concerning the prospective client or their related parties and relating to Bribery and/or Corruption is identified, the onboarding process must be immediately halted or suspended and the application process terminated.

During the reporting period, a total of 8 suspicious transaction cases related to corruption were reported, representing 47% of the total cases reported for this period. The following actions were taken:

-  1 Cancellation of the client’s accounts.
-  2 Reduction of the relationship with the customer.
-  3 Inclusion of the customer in the Bank’s Risk Register, preventing them from establishing a future relationship with the Bank.

NB: When the suspicious transaction alert is sent to the Financial Analysis Unit of Panama (UAF), the bank does not receive any status updates or information on the actions taken by the UAF.





From 2023 to 2024, no legal claims or corruption cases were recorded through external sources or internal mechanisms, including the Global Ethics Line.

As highlighted above, we have a comprehensive Compliance Program that focuses on the prevention, monitoring, and control of our customers' operations. To strengthen our culture of prevention and compliance, we provide an ongoing training program. Our compliance program consists of the following actions:



Prevention Activities

Each year, we review our Know Your Customer, Money Laundering Prevention, and Anti-bribery and Corruption policies and procedures with the aim of continuing to bolster our culture of compliance. Through our due diligence processes, we ensure a clear understanding of our customers and their activities.



Monitoring and Control Activities

During this period, improvements were made to the processes for updating the transactional profiles of both our customers and their accounts, which had an impact on the number of documents being printed, given that this process is now automated within our Core Banking system. Furthermore, an automated process has been developed to flag Business Customers who are related to Politically Exposed Persons directly in our Core Banking system.



Ongoing Training Program

The annual training program includes specialized training in Due Diligence, Red Flags, Monitoring, FATCA/CRS, and Informative Capsules aimed at our employees. An annual training session is also held for Directors and Senior Management. We also conduct annual prevention training for all employees and Directors through an innovative E-Learning platform. Our training program is offered both virtually and in person.





06

Responsible Banking



- 6.1 Responsible Banking Approach
- 6.2 Sustainable Products and Services
- 6.3 Education for Development



6.1 Responsible Banking Approach

GRI 3-3

As part of our commitment to sustainability, we have integrated the Principles for Responsible Banking (PRB) to generate a positive environmental and social impact through our financial operations.

Our responsible banking approach is based on our deep-rooted understanding of the environment in which we operate, while also taking into account the needs of society, global challenges, and environmental and social impacts. Through this approach, we have reaffirmed our commitment to generating opportunities for sustainable development, contributing to the well-being of our stakeholders, and building a value proposition that transcends over time.

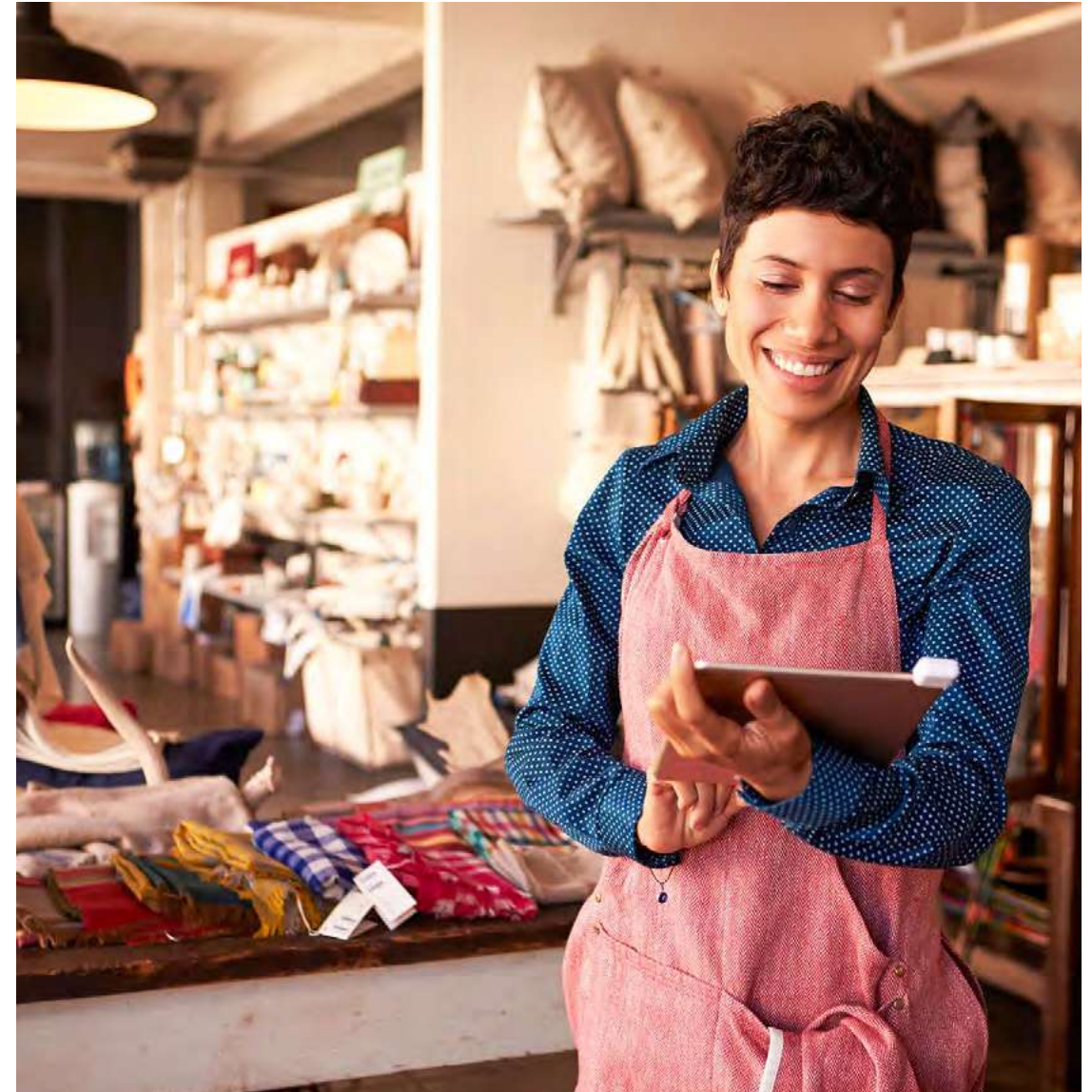
This approach, which has been integrated into our Business Strategy, is embodied through products and services that have an environmental and social purpose, investments that are aligned with sustainable finance criteria, and financial education programs.

Since 2019, we have been signatories of the UNEP-FI Principles for Responsible Banking (PRB), the most important global sustainability framework for the banking sector. This initiative represents more than 50% of global banking assets and promotes collaboration among banks to address the most critical challenges facing humanity and the environment.



The implementation of the PRB within our institution has followed a structured process that has included defining a specific governance structure, analyzing our credit portfolio using UNEP-FI's *Portfolio Impact Analysis Tool*, and assessing the needs of the country and the region. This analysis has allowed us to identify two priority impact areas, for which we have defined concrete actions, goals, and objectives that contribute positively to their development.

In the appendices, we have included additional information about the progress we have made, including the [Reporting and Self-Assessment Template for the Implementation of the PRB and a detailed analysis of the impacts of our portfolio](#).

As a result of our portfolio impact analysis, two significant areas of impact were identified and prioritized. These are the basis on which we will focus our actions and set goals and objectives to drive their development. A summary of the progress we have made in these areas is outlined below:





| Areas of Significant Impact | Goal | Banking Area | Intermediate Goal | Target Year | KPI | July 22 – June 24 | Percentage of Progress |
|--|---|--------------------------|--|-------------|---|--|------------------------|
| Climate Baseline Year: 30-Jun-2022 GRI FS8  | Reduction / net balance of 34% in absolute emissions from financed sectors in Corporate and Commercial Banking overall by 2031. This target is aligned with the 1.5°C scenario based on the Absolute Contraction Approach of the Science Based Targets initiative (SBTi) tool, with an annual linear reduction rate of 3.4%. | Corporate and Commercial | By 2025, disburse \$30 million in loans to the agricultural sector for sustainable practices/technologies/methods to help avoid deforestation. | 2025 | Amount disbursed | \$30.87 million | 102.9% |
| | | | | | Balance to end of June-2024 | \$29.75 million | |
| | | | | | Number of projects | 186 | |
| | | | | | Number of people benefited | 94 | |
| | | | By 2030, disburse \$40 million in renewable energy (this is a reformulation of the previous strategy to disburse \$10 million by 30-jun-22). | 2030 | Amount disbursed | \$76.73 million | 191.8% |
| | | | | | Balance to end of June-2024 | \$61.08 million | |
| | | | | | Number of projects | 20 (15 focusing on distributed generation and 5 solar parks) | |
| | | | | | Reduction in absolute emissions from financed sectors | 48,597.53 tCO ₂ e | |
| Financial Health and Inclusion – Gender Equality Baseline Year: 31-Dic-2022 GRI FS7, FS14  | Increase the percentage participation (%) of women customers in the following products and segments (by age and income). This goal is aligned with the country's priorities as described in both the Gender Parity Initiative and the Gender and Climate Change Plan, which seek to create opportunities to promote greater access for women to technical and financial resources such as incentives, credit facilities, and other solidarity economy systems in sustainable production initiatives. | Personal | Credit Cards: from 35.9% to 37.9% (all age ranges; income >\$2,500) | 2025 | % percentage participation of women | 36.43% | 27% |
| | | | Credit Cards: from 56.8% to 57.8% (income >\$800 y >800.01 and <\$2,499.99) | 2025 | % percentage participation of women | 55.11% | 0%* |
| | | | Car Loans: from 37.9% to 39.9% (ages: 22 to 61; income >\$2,500) | 2025 | % percentage participation of women | 40.45% | 128% |
| | | | Global TAP Savings Account: from 39.7% to 41.7% (age >18; general income levels) | 2025 | % percentage participation of women | 43.12% | 171% |
| | | | Personal Global TAP Loans: from 42% to 44% (ages: 20 to 52; income > \$650). | 2025 | % percentage participation of women | 47.80% | 290% |
| | | | | | | | |

* This goal is currently under review because the business has focused on increasing the penetration of the women customers in Credit Cards, with a comprehensive approach across all age groups and socio-economic levels. Through our *Visa Única* product, specifically developed for this segment, we offer plans tailored to three age segments, covering all stages of needs: from young women starting their professional lives, to women with families and older women.



Areas of Significant Impact

Climate



| Measure or Action | Projects from July 2022- June 2024 | Accumulated Indicators May 2020: |
|--|--|---|
| Creation of green products: a sustainable agricultural line, including biodigesters, silvopastoral systems, drip irrigation, improved pastures, live fences, etc.; distributed solar energy; energy efficiency; electric vehicles; sustainable construction; circular economy (including recycling). | <p>Green Financial Products</p> <ul style="list-style-type: none">• Corporate and Commercial Banking:<ul style="list-style-type: none">- Generation of distributed solar energy.- Electric vehicles.- Sustainable agriculture. <p>Two (2) other green financial products were developed during this period.</p> | <p>+ \$280 million disbursed to finance renewable energy.</p> <p>+ \$38 million disbursed to finance sustainable agriculture.</p> |
| Transition plan for emission reduction with Corporate and Commercial Banking customers. | <p>Transition Plan - Decarbonization</p> <p>It aims to drive the reduction of emissions in our portfolio by promoting a more sustainable economy. It is based on four pillars:</p> <ul style="list-style-type: none">• Driving In-house Competencies<ul style="list-style-type: none">- Training the Bank's related areas: Risk, Business, Credit Management, Credit Support.• Improving Customer Data<ul style="list-style-type: none">- Prioritizing customers and sectors.- Compiling data on customer activities.- Storing and managing data, automating calculations.- Creating tools to collect data from the credit origination stage.• Offering Green Financial Products<ul style="list-style-type: none">- Offering green financial products that promote the reduction of GHG emissions, aiming for a positive balance of financed GHG emissions.• Supporting customers throughout the transition to a low-carbon economy<ul style="list-style-type: none">- Raising awareness among customers.- Training prioritized customers on carbon footprint quantification.- Offering tools.- Providing support in creating GHG emissions reduction plans. | <p>+ \$318 million disbursed to finance environmental projects.</p> |



Areas of Significant Impact

Financial Health
and Inclusion –
Gender Equality



Measure or Action

Projects from July 2022- June 2024

Launch of *Única*:

The *Única* program, aimed at our women customers, integrates a wide range of financial products such as Credit Cards, Personal Loans, Mortgage Loans, and Car Loans, as well as non-financial products and services.

Única

In May 2023, we launched our comprehensive gender program entitled *Única*, an initiative that combines financial and non-financial services specifically designed for women.

Única Credit Cards include benefits such as assistance focusing on physical, nutritional, and psychological health, as well as insurance coverage for accidental death and critical illnesses, at no additional cost.

We also created flexible conditions for products such as Mortgages, Personal Loans, and Car Loans directed towards women.

Accumulated Indicators
since May 2023:

Customers:
5,734 women.

Portfolio Balance:
+\$108.2 million.

Optimization of Global TAP products:

Within a period of three years, we will improve profiling for our **Global TAP Savings Account** and **Global TAP Personal Loan products**, focusing our efforts on women.

**Global
TAP**

We have designed advertising and promotional materials targeted at women to encourage the opening of **Global TAP Savings Accounts** and the contracting of **Global TAP Personal Loans**.

In our efforts to continue driving gender inclusion, during Women's Month, we rolled out promotions aimed at this segment, and our advertising material was also focused on women to drive greater financial inclusion within Global TAP digital products. This has resulted in higher numbers, for example, in the Global TAP Savings Account, which was our first digital product, achieving an average penetration rate of 44% by June 2024, a 2% increase compared to the previous year.

We have two new **Global TAP** products that will incorporate flexible conditions that tailored to the needs of women: **Global TAP Car Loan** and **Global TAP Credit Cards**.

- **Global TAP Car Loan:**

We offer flexible conditions with a 0.25% lower interest rate than the regular rate for women.

- **Global TAP Credit Cards:**

We offer flexible credit conditions and have included the *Visa Única* product, which provides exclusive benefits such as assistance services, insurance, and access to *Única* experiences.



Areas of Significant Impact

Financial Health
and Inclusion –
Gender Equality



| Measure or Action | Projects from July 2022- June 2024 | |
|---|--|--|
| <p>More Inclusive Parameters and Policies:</p> <p>We will establish new, more flexible parameters and policies for our women customers. We will also drive improvements in our Credit Card and Auto Loan products, negotiating with providers and strategic partners to offer exclusive promotions and offers.</p> | <p>We have set more flexible conditions for our loan products, including Car Loans, Mortgages, Home Equity Loans (HEL), and Personal Loans, adapting them to the needs of our customers.</p> <p>These conditions include preferential interest rates, extended financing terms, and adjusted debt levels for various financial products, with the aim of improving access to credit for women customers while safeguarding their financial well-being.</p> | |
| <p>Promotion of Personal and Professional Growth:</p> <p>Through the <i>Única Experiences</i> program, we help drive the holistic development of women through events, talks, conferences, and workshops. These activities provide them with the opportunity to network, acquire knowledge on non-financial topics, improve financial management, and develop skills to start and maintain businesses. These measures allow us to promote their economic independence and help them generate new income streams.</p> | <p>Over the past fiscal year, we developed a number of projects under the <i>Única Experiences</i> program, positively impacting a total of 2,677 women. The key activities implemented are outlined below:</p> <ul style="list-style-type: none">Única Experiences: A total of 14 events focusing on areas such as health, wellness, personal growth, and financial advice were held. These events were designed to promote the holistic growth of the participants (we do not currently have any post-event data).Women Entrepreneur Program (Junior Achievement): This program bolstered the business management skills and knowledge of 20 women who are entrepreneurs or who are interested in starting a business. Four modules were delivered, facilitated by Global Bank employees:<ol style="list-style-type: none">Building My Business.Strengthening My Finances.Structuring My Business.Empowering Each Other Through Entrepreneurship. | <p>Accumulated Indicators since 2023</p> <p>Events: 21. Beneficiaries: 3,249 women.</p> |



6.2. Sustainable Products and Services

Social Products and Services

(GRI FS1, FS7, FS14)
(SASB FN-CB-240a.1, FN-IN-410b.2)

In line with our responsible banking objectives, we work to ensure access to financing for various vulnerable groups through our products and services. We focus on facilitating women's access to financial resources through both our general portfolio and the specific products we have designed to meet their needs, helping to contribute to closing gender gaps in financing.

51% of Personal Banking accounts are held by women, representing 48% of the total credit balance.

We continue to promote access to residential mortgage loans for female heads of household, as well as commercial credit for SMEs owned and/or led by women.

Financial Inclusion for Women

| Credit Type | Indicator | July 20 – June 21 | July 21 – June 22 | July 22 – June 23 | July 23 – June 24 | Total |
|--|---------------------------|-------------------|-------------------|-------------------|-------------------|----------------|
| Mortgages for Women | Number of loans | 297 | 642 | 832 | 361 | 2132 |
| | Number of women benefited | 297 | 642 | 832 | 361 | 2132 |
| | Amount loaned (USD\$) | 26,278,291 | 57,299,112 | 69,520,976.57 | 28,219,425.81 | 181,317,805.38 |
| Commercial Loans for SMEs run by Women | Number of loans | 194 | 193 | 72 | 99 | 558 |
| | Number of women benefited | 92 | 98 | 58 | 63 | 311 |
| | Amount loaned (USD\$) | 12,622,412.20 | 17,260,030 | 11,753,271.52 | 11,360,821.21 | 52,996,534.93 |





Única

Through the *Única Program* - a value proposition aimed at women - we offer accessible and effective mechanisms to facilitate access to credit. This program establishes special parameters that improve conditions such as interest rates, fees, terms, and amounts in order to adapt to the specific needs of women.

Loans and Credit Cards disbursed through the *Única Program* (July 23 – June 24)

Mortgages

Customers

295



Portfolio Balance

\$23,284,050

Car Loans

Customers

1,593



Portfolio Balance

\$30,279,020

Personal Loans

Customers

2,470



Portfolio Balance

\$ 52,071,676

Credit Cards

Customers

1,678



Portfolio Balance

\$ 2,563,716

The *Única Visa* credit card offers exclusive benefits in health, wellness, and quality of life. It allows users to earn points with every purchase, awarding double points at health and wellness retailers such as pharmacies, clinics, laboratories, gyms, and pet stores.

It includes three assistance plans at no additional cost (*Plan Crece*, *Plan Lidera*, and *Plan Disfruta*), which provide services in the areas of physical, mental, and nutritional health, as well as home and family support, allowing each user to choose the one that best fits her needs.

It also has a Critical Illness Insurance policy at no extra cost, offering coverage of up to \$5,000 for the Classic credit card and up to \$10,000 for the Platinum version, covering 12 serious illnesses.

Sustainable Loans to Small and Medium-sized Enterprises (SMEs)

| Category | Value |
|---|---------------|
| Loans disbursed from July 2020 to June 2024 – Sustainable Loans to SMEs (women) | \$52,996,535 |
| Balance to June 24 – Sustainable Loans to SMEs (women) | \$30,505,370 |
| Balance to June 24 – Sustainable Loans to SMEs | \$441,294,985 |
| Percentage of Sustainable Loans to SMEs (women) June 2024 | 6.91% |



We also offer other social products to other groups:



Personal Loans for Retirees

Aimed retirees and pensioners from the Social Security Fund and the Office of the Comptroller General of the Republic of Panama, up to the age of **84 years and 11 months**, provided they apply for the loan by the age of **69 years and 11 months**; with loan amounts ranging from \$2,000 up to \$80,000, depending on their repayment capacity, which is based on their salary for direct payroll deduction.

Customers

25,433



\$ Portfolio Balance

\$493,548,232



Personal Loans (Public and Private)

Aimed at salaried individuals in the public and private sectors with a monthly income starting from \$400 for the public sector and \$500 for the private sector. Loan amounts range from \$3,000 to \$75,000, with repayment terms extending up to retirement age. Payment is made through **direct payroll deduction**, and customers must be able to cover said **payroll deduction**.

Customers

11,994



\$ Portfolio Balance

\$128,808,849



Car Loans

Aimed at providing access to financing for new car loans for customers with monthly incomes starting at \$600 for salaried and retired individuals, and \$1,000 for the self-employed; available from 18 years of age, provided that the sum of the borrower's age and the loan term does not exceed 76 years. The vehicle's sale price must start at \$10,000, with loan terms of up to **110 months**, as long as the borrower meets repayment capacity requirements and does not exceed their permitted debt level.

Customers

17,613



\$ Portfolio Balance

\$212,081,041



Global TAP 100% Digital Personal Loan

Aimed at providing digital access from any mobile device, approval in less than **24 working hours**, and it is available to individuals between the ages of **20 and 52**, with a monthly income starting at \$650. The loan amount can be up to **three times the monthly salary**, ranging from \$600 to a maximum of \$20,000.

Customers

446



\$ Portfolio Balance

\$1,181,705



**Global TAP
100% Digital Savings Account**

Aimed at providing digital access from any mobile device, with no minimum opening amount and an interest rate of up to 1.5%. Benefits include a Visa Debit card and free ACH transfers during the first year. The Global TAP Savings Account provides automatic access to an Online MAX Savings Account with up to 4.5% interest for goal-oriented saving. The Global TAP Savings Account is available for individuals over the age of 18, regardless of employment status, including salaried workers, retirees, self-employed individuals, homemakers, and students.

Customers

4,975



\$ Portfolio Balance

\$830,875



Preferential Mortgages

- a) Loans for primary residences (**houses or apartments**) with a sale price ranging from \$50,001 to \$120,000, granted with a preferential interest rate⁽¹⁾ that is guaranteed for a set period.
- b) Loans for primary residences, **limited to apartments**, with a sale price ranging from \$120,000 to \$180,000, granted under a preferential interest rate⁽¹⁾ that is guaranteed for a set period.
- c) Mortgage loan applicable to the **Housing Solidarity Fund (FSV)**: a contribution of \$10,000 provided by the Panamanian government, through the Ministry of Housing and Territorial Development (MIVIOT), as an initial payment for individuals wishing to acquire their first home, where the cost does not exceed \$70,000.

Customers

15,441



\$ Portfolio Balance

\$1,005,973,975

Customers

1,192



\$ Portfolio Balance

\$41,079,344



Credit Cards

Aimed at providing access to financing through a credit card for customers with monthly income starting from \$500 across the Bank's different employment segments, with flexible continuity periods and debt levels.

Customers

35,990



\$ Portfolio Balance

\$108,362,210

(1) The preferential interest rate includes a subsidy provided by the Panamanian government, allowing the customer to be eligible for the purchase of their primary residence, with a more affordable monthly payment.



Complementary Insurance Plans

Complementary insurance plans – such as life, unemployment, fire, assistance, car, and fraud insurance – are designed to mitigate risks and provide protection against unforeseen events throughout borrowing periods. The evolution of the portfolio by insurance type is shown below.

Insurance

| Category | July 21 – June 22 | July 22 – June 23 | July 23 – June 24 |
|--------------------------------|-------------------|-------------------|-------------------|
| Value of Premiums Issued (USD) | 34,530,975 | 34,440,559 | 35,126,328 |

Breakdown by Segment/Product (USD):

| | | | |
|----------------------------------|------------|------------|------------|
| Car | 7,217,183 | 7,130,028 | 6,584,268 |
| Fire | 3,085,313 | 3,257,856 | 3,278,182 |
| Personal Accident | 208,749 | 235,535 | 270,714 |
| Life | 165,782 | 103,441 | 104,666 |
| Fraud | 1,398,352 | 1,403,435 | 1,545,888 |
| Diverse Risk | 781,377 | 956,048 | 919,263 |
| Contractor's All Risk | 1,212,395 | 894,034 | 928,881 |
| Collective Life and Unemployment | 17,854,405 | 18,711,490 | 19,114,217 |
| Bond | 2,607,419 | 1,748,691 | 2,380,249 |





Environmental Products and Services

(GRI 3-3, FS1, FS8) (SASB FN-IN-410b.1, FN-IN-410b.2)

In line with our commitment to driving sustainable development, we continue driving advances in the design and financing of products and services that promote environmental performance for our customers. Through support for projects in key sectors such as renewable energy, sustainable livestock farming, and electric mobility, we are contributing to the transition to a cleaner and more efficient economy.

The eco-efficiency and environmental projects contained in our portfolio, alongside their key performance indicators, are outlined below.

| Business Line | Year disbursed | Indicators (Accumulated) | Fiscal Year | | | | | |
|-------------------------|----------------|--|-------------------|----------------------------------|-------------------|----------------------------------|-------------------|----------------------------------|
| | | | July 21 – June 22 | | July 22 – June 23 | | July 23 – June 24 | |
| | | | Amount disbursed | Monetary Value (Closing Balance) | Amount disbursed | Monetary Value (Closing Balance) | Amount disbursed | Monetary Value (Closing Balance) |
| Sustainable Agriculture | 2016 | 348 loans 94 farmers benefited | 8,429 | 6,605 | 30,000 | 28,858 | 33,516 | 31,844 |
| Solar Energy | 2018 | 25 loans +32,088 solar panels Solar Parks: 4 local (5 parks) and 3 international (8 parks) projects with an installed capacity of +533 MW | 1,563 | 1,437 | 21,921 | 21,605 | 83,407 | 82,875 |
| Hydroelectric Energy | 2020 | 8 loans 7 bonds 15 hydroelectric projects (+663 MW of installed capacity) | 202,527 | 189,838 | 179,008 | 154,433 | 197,329 | 148,415 |
| Biomass | 2018 | 1 loan 1 project | 30,203 | 18,933 | 30,203 | 12,248 | 30,203 | 11,422 |
| Wind | 2020 | 1 STB 86 turbines | 9,711 | 9,711 | 15,755 | 15,755 | 13,456 | 13,456 |
| Electric Mobility | 2023 | 4 leasing contracts 9 electric cars | 0 | 0 | 78 | 63 | 453 | 405 |

* Monetary values are expressed in thousands of dollars.

* We began disbursing loans to finance hydroelectric energy activities some time ago. 2020 was the year in which the loans that are still part of the portfolio balance in June 2024 were disbursed; however, some of these loans correspond to the refinancing of loans disbursed in previous years.

* Since 2020, more than 1,196.844 MW of installed capacity in renewable energy generation projects, including hydroelectric and solar power, have been financed in the region. Of this capacity, more than 430.144 MW contribute to Panama's renewable energy grid.



Panama Wind Farm



The credit portfolio allocated to sustainable sectors represents 3.045%, while the investment portfolio represents 7.91%. The distribution of this balance by business line is outlined below.

| Business Line | Percentage of Balance compared to Total Portfolio Value |
|-------------------------|---|
| Sustainable Agriculture | 0.50% (credit) |
| Solar Energy | 1.29% (credit) |
| Hydroelectric Energy | 1.07% (credit) |
| Hydroelectric Energy | 7.91% (investment) |
| Biomass | 0.18% (credit) |
| Wind | Not on balance |
| Electric Mobility | 0.006 (credit) |

Other Products

Through our *Global Valores* subsidiary, the total market value of our mutual funds and ETFs amounts to USD \$38.9 million, which is distributed across 67 different funds. Classification is based on information obtained through a Bloomberg field that helps identify criteria such as ESG, Environmentally Friendly, and Climate Change; however, we do not have any independent verification that certifies these funds or their underlying assets effectively meet ESG criteria.



Calculating Credit Portfolio Emissions

The Financial Group considers reducing financed emissions across the various sectors in its total credit portfolio as a fundamental priority. This effort encompasses both **Personal Banking** (loans for private vehicles and residential mortgages) and **Corporate and Commercial Banking** (loans in sectors such as construction, agriculture, commerce, transportation, energy, and industry).

To calculate the emissions inventory, we use the **Global GHG Accounting and Reporting Standard** developed by the **Partnership for Carbon Accounting Financials (PCAF)**, of which we are a signatory. This standard follows the guidelines of the **Greenhouse Gas Protocol Corporate Standard**, developed by the **World Resources Institute (WRI)** and the **World Business Council for Sustainable Development (WBCSD)**.

Our goal lies in analyzing the behavior of financed GHG emissions in each sector over the coming years, which will, in turn, allow us to identify opportunities to promote environmentally focused financial products on the Panamanian market. We are continuing to bolster internal capacity, optimize data, and improve processes, with an initial focus on **renewable energy** and **sustainable agriculture financing**, while monitoring the market for future strategies.

In **March 2023**, PCAF updated its activity-based emissions factor database (Exiobase), incorporating more recent data and improved methodology. This update introduced new emissions factors for **sectoral, regional, and**

global averages. As a result, the Bank adjusted the scope of credits included in its GHG emissions inventory. The updated emissions factors led to an increase in financed emissions in certain sectors.

As such, total emissions increased by 31% between fiscal years 2021–2022 (recalculated) and 2022–2023, while the average increase per sector was 92%, with the agriculture sector being the most affected. This led to a recalculation of Baseline Year emissions (2021–2022) using the updated emissions factors. Furthermore, we developed a recalculation policy to ensure transparency in response to structural changes within the company, updates in methodologies, data corrections, or other significant adjustments. This policy sets a percentage variation threshold to ensure consistent monitoring and enable accurate comparisons of emissions inventories and reduction targets over time.

As of the end of the reporting year, we analyzed 65.47% of the total credit portfolio corresponding to local Corporate and Commercial Banking and Personal Banking loans, considering credit types such as loans and financial leases. Overdrafts, credit cards, and invoice discounts were excluded. For Personal Banking, only residential mortgage and car loans were evaluated, with personal consumer loans being excluded.

The following sectors and subsectors were analyzed:



During the 2023–2024 fiscal year, a review of the baseline for the absolute financed emissions reduction target in **Corporate and Commercial Banking** was conducted, incorporating the updated results stemming from the new emissions factors mentioned above. However, we decided to maintain the same Baseline Year and reduction percentage after the recalculation of financed GHG emissions.



The breakdown of GHG emissions from the loan portfolio, covering **Scopes 1, 2, and 3**, is outlined below.

Breakdown of Credit Portfolio Emissions by Sector – Scope 1 and 2

| Local Credit Portfolio – Corporate and Commercial Banking and Personal Banking (Residential Mortgages and Car Loans) | | | | | | |
|--|--------------------------------|--------------------------------------|---|--|---|--------------------|
| Sector | Sector Volume (millions \$USD) | Percentage of Total Credit Portfolio | Total Absolute Emissions (tCO ₂ e) – Scope 1 and 2 | Emission Intensity (tCO ₂ e/ millions of USD) | Total Coverage (Percentage of Absolute Emissions) | Data Quality Score |
| Agricultural | 342.58 | 5.35 | 238,036.20 | 694.84 | 52.50 | 4 and 5 |
| Commercial | 1,214.94 | 18.98 | 34,443.86 | 28.35 | 7.60 | 5 |
| Construction | 467.76 | 7.31 | 6,923.57 | 14.80 | 1.53 | 5 |
| Energy* | 172.94 | 2.70 | 49,651.03 | 826.53 | 10.95 | 5 |
| Residential Mortgage | 1,602.97 | 25.05 | 68,331.93 | 42.63 | 15.07 | 5 |
| Industrial | 146.97 | 2.30 | 37,706.43 | 256.56 | 8.32 | 5 |
| Transportation | 28.17 | 0.44 | 2,943.01 | 104.48 | 0.65 | 5 |
| Private Vehicles | 213.25 | 3.33 | 15,404.33 | 72.24 | 3.40 | 5 |
| Total | 4,189.58 | 65.47 | 453,440.36 | 108.23 | 100.00 | |

* The volume and percentage of the energy sector portfolio include both non-renewable and renewable energy sources.
To calculate the Scope 2 emissions inventory for residential mortgages, the emission factor provided by **Panama's National Energy Department** was used.

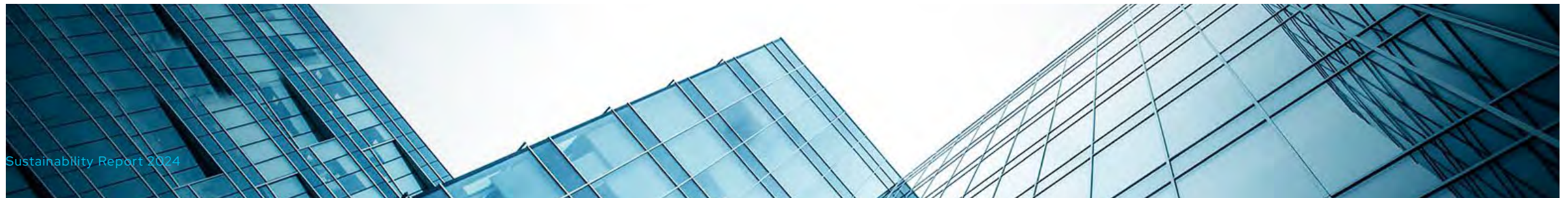


Breakdown of Credit Portfolio Emissions by Sector – Scope 1, 2 and 3

Local Credit Portfolio – Corporate and Commercial Banking and Personal Banking (Residential Mortgages and Car Loans)

| Sector | Sector Volume (millions \$USD) | Percentage of Total Credit Portfolio | Total Absolute Emissions (tCO ₂ e) – Scope 1, 2 and 3 | Emission Intensity (tCO ₂ e/ millions of USD) | Total Coverage (Percentage of Absolute Emissions) |
|----------------------|-----------------------------------|---|---|---|--|
| Agricultural | 342.58 | 5.35 | 365,062.35 | 1,065.64 | 52.50 |
| Commercial | 1,214.94 | 18.98 | 170,315.34 | 140.18 | 7.60 |
| Construction | 467.76 | 7.31 | 121,386.89 | 259.51 | 1.53 |
| Energy* | 172.94 | 2.70 | 61,969.43 | 1,031.60 | 10.95 |
| Residential Mortgage | 1,602.97 | 25.05 | 68,331.93 | 42.63 | 15.07 |
| Industrial | 146.97 | 2.30 | 152,746.78 | 1,039.31 | 8.32 |
| Transportation | 28.17 | 0.44 | 6,116.10 | 217.13 | 0.65 |
| Private Vehicles | 213.25 | 3.33 | 15,404.33 | 72.24 | 3.40 |
| Total | 4,189.58 | 65.47 | 961,333.14 | 229.46 | 100.00 |

* The volume and percentage of the energy sector portfolio include both non-renewable and renewable energy sources.





Absolute Emissions by Subsector (tCO₂e) – Scope 1,2 and 3



Panama Canal



Breakdown of Credit Portfolio Absolute Emissions by Fiscal Year (tCO₂e)

| Sector | July 21 – June 22 | July 22 – June 23 | July 23 – June 24 | |
|----------------------|-------------------|-------------------|-------------------|------------------|
| | Scope 1 and 2 | Scope 1 and 2 | Scope 1 and 2 | Scope 1, 2 and 3 |
| Agricultural | 226,616.41 | 334,617.00 | 238,036.20 | 365,062.35 |
| Energy | 49,656.27 | 49,653.32 | 49,651.03 | 61,969.43 |
| Industrial | 48,734.05 | 45,196.15 | 37,706.43 | 152,746.78 |
| Commercial | 47,500.40 | 43,168.56 | 34,443.86 | 170,315.34 |
| Construction | 7,444.82 | 7,122.98 | 6,923.57 | 121,386.89 |
| Transportation | 3,524.49 | 3,394.64 | 2,943.01 | 6,116.10 |
| Private Vehicle | 16,012.98 | 16,323.97 | 15,404.33 | 15,404.33 |
| Residential Mortgage | 65,646.33 | 67,743.68 | 68,331.93 | 68,331.93 |
| Total | 465,135.75 | 567,220.30 | 453,440.36 | 961,333.14 |



Organic coffee farm with coffee beans ready for harvest, Chiriquí Highlands, Panama



Breakdown of Credit Portfolio Emissions by Sector – Scope 1 and 2

| Local Investment Portfolio – Scope 1 and 2 | | | | | | |
|--|--------------------------------|--|---|--|---|--------------------|
| Sector | Sector Volume (millions \$USD) | Percentage of Total Investment Portfolio | Total Absolute Emissions (tCO ₂ e) – Scope 1 and 2 | Emission Intensity (tCO ₂ e/ millions of USD) | Total Coverage (Percentage of Absolute Emissions) | Data Quality Score |
| Commercial | 396.22 | 38.08 | 1,659.12 | 4.19 | 32.19 | 5 |
| Construction | 40.08 | 3.85 | 593.20 | 14.80 | 11.51 | 5 |
| Energy | 2.94 | 0.28 | 2,038.58 | 693.35 | 39.55 | 5 |
| Renewable Energy | 76.29 | 7.33 | 0.00 | 0.00 | 0.00 | NA |
| Industrial | 2.54 | 0.24 | 863.98 | 339.99 | 16.76 | 5 |
| Total | 518.07 | 49.79 | 5,154.88 | 1,052.33 | 100.00 | |

| International Investment Portfolio – Scope 1 and 2 | | | | | | |
|--|--------------------------------|--|---|--|---|--------------------|
| Sector | Sector Volume (millions \$USD) | Percentage of Total Investment Portfolio | Total Absolute Emissions (tCO ₂ e) – Scope 1 and 2 | Emission Intensity (tCO ₂ e/ millions of USD) | Total Coverage (Percentage of Absolute Emissions) | Data Quality Score |
| Commercial | 390.09 | 37.49 | 2,455.17 | 6.29 | 0.55 | 5 |
| Energy | 22.81 | 2.19 | 15,814.98 | 693.35 | 3.54 | 5 |
| Renewable Energy | 3.78 | 0.36 | 0.00 | 0.00 | 0.00 | NA |
| Industrial | 25.92 | 2.49 | 6,325.22 | 244.02 | 1.41 | 5 |
| Vehicle Manufacturing | 18.07 | 1.74 | 259.84 | 14.38 | 0.06 | 5 |
| Oil and Gas | 25.52 | 2.45 | 420,549.58 | 16,481.45 | 94.00 | 5 |
| Manufacturing of Plastic-based Products | 4.71 | 0.45 | 1,968.44 | 417.71 | 0.44 | 5 |
| Total | 490.90 | 47.18 | 447,373.22 | 17,857.19 | 100.00 | |





Breakdown of Investment Portfolio Emissions by Sector – Scope 1, 2 and 3

| Local Investment Portfolio – Scope 1,2 and 3 | | | | | | |
|--|--------------------------------|--|---|--|---|--------------------|
| Sector | Sector Volume (millions \$USD) | Percentage of Total Investment Portfolio | Total Absolute Emissions (tCO ₂ e) – Scope 1 and 2 | Emission Intensity (tCO ₂ e/ millions of USD) | Total Coverage (Percentage of Absolute Emissions) | Data Quality Score |
| Commercial | 396.22 | 38.08 | 9,330.97 | 23.55 | 37.89 | 5 |
| Construction | 40.08 | 3.85 | 10,400.14 | 259.51 | 42.23 | 5 |
| Energy | 2.94 | 0.28 | 2,544.35 | 865.37 | 10.33 | 5 |
| Renewable Energy | 76.29 | 1.75 | 0.00 | 0.00 | 0.00 | NA |
| Industrial | 2.54 | 0.24 | 2,351.06 | 925.18 | 9.55 | 5 |
| Total | 518.07 | 44.21 | 24,626.53 | 2,073.61 | 100.00 | |



| International Investment Portfolio – Scope 1, 2 and 3 | | | | | | |
|---|--------------------------------|--|---|--|---|--------------------|
| Sector | Sector Volume (millions \$USD) | Percentage of Total Investment Portfolio | Total Absolute Emissions (tCO ₂ e) – Scope 1 and 2 | Emission Intensity (tCO ₂ e/ millions of USD) | Total Coverage (Percentage of Absolute Emissions) | Data Quality Score |
| Commercial | 390.09 | 37.49 | 15,374.91 | 39.41 | 3.13 | 5 |
| Energy | 22.81 | 2.19 | 19,738.66 | 865.37 | 4.02 | 5 |
| Renewable Energy | 3.78 | 0.36 | 0.00 | 0.00 | 0.00 | NA |
| Industrial | 25.92 | 2.49 | 11,459.90 | 442.10 | 2.33 | 5 |
| Vehicle Manufacturing | 18.07 | 1.74 | 3,978.60 | 220.17 | 0.81 | 5 |
| Oil and Gas | 25.52 | 2.45 | 435,572.54 | 17,070.20 | 88.75 | 5 |
| Manufacturing of Plastic-based Products | 4.71 | 0.45 | 4,668.15 | 990.59 | 0.95 | 5 |
| Total | 490.90 | 47.18 | 490,792.76 | 19,627.85 | 100.00 | |



Environmental and Social Risk Analysis

(GRI FS1, FS2, FS3, FS4, FS5, FS9, FS10, FS11) (SASB FN-CB-410a.2)

At Global Bank, we have implemented an **Environmental and Social Risk Management System** (SARAS, for its acronym in Spanish), designed to assess the economic activities of our Corporate and Commercial Banking customers in sectors such as commercial, construction, agricultural, and industrial. This system identifies, evaluates, manages, and monitors the environmental and social risks of the activities we finance, in addition to verifying

the implementation of mitigation measures to ensure responsible performance.

We have also created a list of activities that are excluded from financing due to their significant and irreversible negative impacts on the environment or human health, or because they are illegal under national and international regulations. For applicants classified as Risk Category A (high) or B (medium), the Bank

provides support through a follow-up action plan that includes mitigation measures, which must be monitored and reported to ensure compliance. This approach is underpinned by our **Environmental and Social Risk Policy**.

SARAS is aligned with Panama's regulatory framework on environmental, social, labor, and community relations matters, supporting the country's **Nationally Determined Contributions**

(NDCs) under the Paris Agreement. It is also based on the eight **Performance Standards** of the **International Finance Corporation (IFC)** and the **Core Conventions of the International Labor Organization (ILO)**, reaffirming our commitment to international best practices.

Sunrise view from a hilltop on the Barú Volcano in Panama

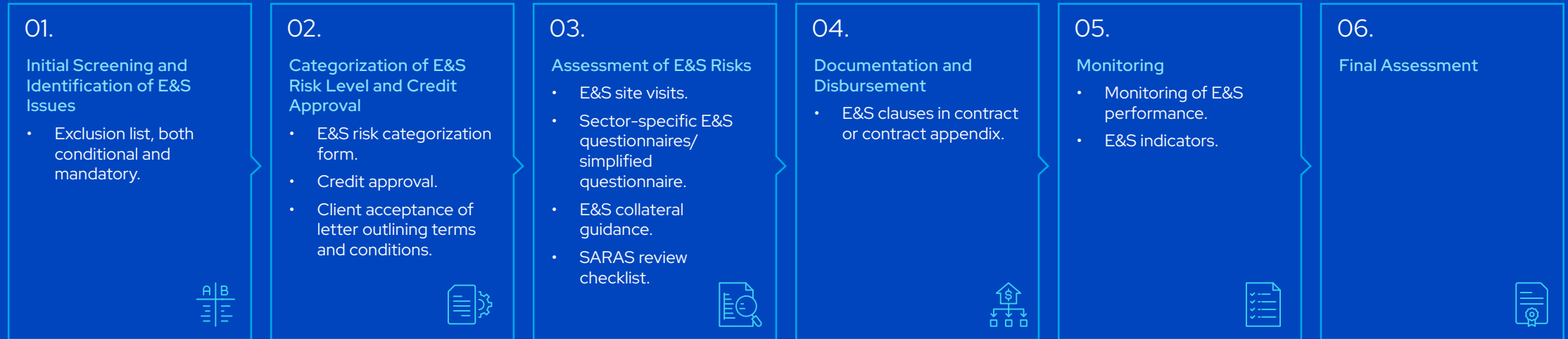




SARAS Tools and Workflow

Credit Process

SARAS Tools



SARAS encompasses the following stages:

During the initial phase of the credit process, we apply the exclusion list of activities and the list of conditional activities with the aim of identifying all those activities that, by their nature, are not eligible for financing.

Through the categorization methodology, we classify the potential environmental and social risk of our customers, based on the economic sector, size of operations, location, as well as the guidelines defined by local environmental and social regulation.

Once the potential environmental and social risk category is defined, we carry out a risk assessment, using of tools and technical visits, in addition to applying environmental and social sector-specific questionnaires to assess the customer's environmental and social management.

Depending on the results of the assessment, an environmental and social action plan is developed and agreed upon with the customers to drive compliance, with the objective of mitigating the risks. This plan is included in the contract appendix.

Subsequently, semi-annual or annual monitoring activities are coordinated, depending on the categorization of the customer, to ensure compliance with the clauses and verify adequate environmental and social management. This process includes verification of the action plan by the customers, technical visits by the Bank, document updates, and control measures for environmental and social performance. In case of non-compliance or deterioration in management processes, specific conditions and recommendations must be applied within a stipulated period.

Lastly, we update our records of the SARAS process and of the results of the monitoring activities for analysis and control purposes, as well as for lessons learned and to develop opportunities for improvement.



During the 2023–2024 fiscal year, the Policy was updated in the following areas:

- Inclusion of an expanded statement referencing the General Sustainability Policy and the Group's guidelines and commitments in this area.
- Removal of labels for strategic pillars while maintaining the principles of conduct.
- Replacement of activity relating to determining specific contractual clauses for customers with the signing of a standard appendix that includes risk mitigation action plans.
- Delegation of the responsibility to submit reports (limits of conditional activities and performance indicators) to the Credit Management Deputy Manager/Manager.
- Reviewing and updating of the Communications Plan to ensure its relevance and effectiveness.

We provide annual training to our employees from the Business, Risk, and SARAS areas, updating content and, in some cases, linking this training to external certifications. Furthermore, as part of the hiring process, we select candidates with relevant experience, such as environmental or industrial engineers, and provide them with an internal training plan that includes case studies, laws, guidelines, and tools on environmental and social matters. We also coordinate their participation in specialized courses, such as UNEP-FI's Virtual Course on Environmental and Social Risk Analysis (ESRA), as well as local and international webinars and workshops.

Categorization of Environmental and Social Risks

The **Environmental and Social Risk Management System (SARAS)** applies to Corporate and Commercial Banking loans, classifying them into three risk categories: **C (Low)**, **B (Medium)**, and **A (High)**. This categorization process is undertaken using specific tools that take into consideration the risk of the activity to be financed and factors associated with the territory, such as natural hazards, natural resources, involuntary resettlements, cultural heritage, indigenous peoples, and areas of high conservation value.

Loans involving activities, works or projects that require Environmental Impact Assessment in accordance with Panamanian law, or those that are classified as **Risk B (Medium)** or **A (High)**, must be evaluated by the Environmental and Social Risk department. These categories include activities with significant socio-environmental impacts that may be deemed to be indirect, cumulative, synergistic, irreversible, or unprecedented in nature.

With regard to activities categorized as **C (Low)**, only the validity of the corresponding licenses or permits is verified. However, if the real-estate collateral associated with the loan has a value equal to or greater than USD \$1 million, it must be evaluated by the Environmental and Social Risk department.

High

Activities, works, or projects that have indirect negative socio-environmental (and that have the potential to affect third parties such as local communities or adjacent property owners), cumulative and/or synergistic impacts, and which may have significant quantitative and/or qualitative implications and may also be diverse and irreversible in nature.

Medium

Activities, works, or projects that have adverse socio-environmental impacts that are limited and reversible through readily applicable mitigation measures.

Low

Activities, works, or projects that have minimal or non-adverse environmental and social risks and/or impacts.



During the 2023–2024 fiscal year, we conducted a total of 151 reviews, with an associated value of USD \$459.2 million. Since we began evaluating loans for social and environmental aspects in 2011, we have accumulated 3,705 reviews, with a total credit value of USD \$8.0227 billion. Given the composition of our portfolio, the agricultural and commercial sectors account for the largest number of assessments, while the construction and commercial sectors are predominant in terms of approved amounts.



Loans evaluated using SARAS

| | July 21 – June 22 | July 22 – June 23 | July 23 – June 24 |
|---|-------------------|-------------------|-------------------|
| Number of Customers evaluated using SARAS | 335 | 266 | 151 |
| Total Loan Value corresponding to said Customers (Balance evaluated using SARAS) – in millions of USD | 401.13 | 307.62 | 459.18 |
| Average Loan Value evaluated– in thousands of USD | 833.96 | 833.67 | 3,040.95 |



Distribution of Cases Reviewed and Amounts Approved by Sector

| Cases Reviewed | July 21 – June 22 | | | July 22 – June 23 | | | July 23 – June 24 | | |
|----------------|-------------------|------------|-----------------------------------|-------------------|------------|-----------------------------------|-------------------|------------|-----------------------------------|
| | Number (Quantity) | Number (%) | Amount Approved (millions of USD) | Number (Quantity) | Number (%) | Amount Approved (millions of USD) | Number (Quantity) | Number (%) | Amount Approved (millions of USD) |
| Agricultural | 162 | 48% | 34.86 | 150 | 56% | 26.41 | 50 | 33% | 35.16 |
| Commercial | 108 | 32% | 158.31 | 72 | 27% | 83.43 | 53 | 35% | 73.01 |
| Construction | 46 | 14% | 143.17 | 27 | 10% | 131.28 | 29 | 19% | 190.64 |
| Industrial | 19 | 6% | 64.80 | 17 | 6% | 66.50 | 19 | 13% | 67.87 |
| Total | 335 | 100% | 401.13 | 266 | 100% | 307.62 | 151 | 100% | 366.67 |

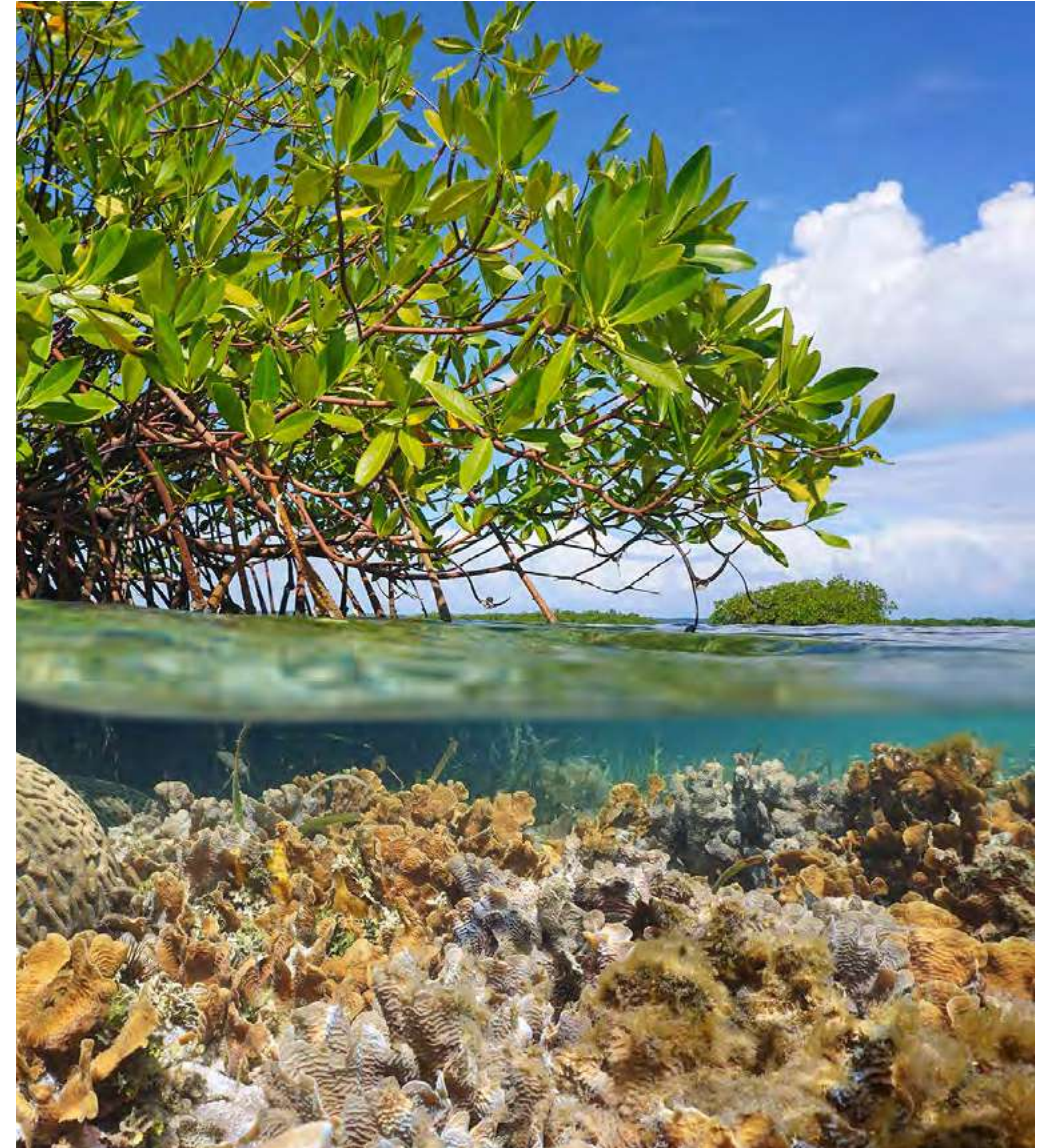


Technical Visits for Verification of Environmental and Social Compliance

| | July 21 – June 22 | July 22 – June 23 | July 23 – June 24 |
|------------------------|-------------------|-------------------|-------------------|
| Action Plan Compliance | 304 | 323 | 338 |
| Number of Visits | 79 | 107 | 47 |

Cases evaluated by Environmental and Social Risk Category

| | July 22 – June 23 | | July 23 – June 24 | |
|-------------------|--|---------------------------|--|---------------------------|
| E&S Risk Category | Total Amount Evaluated (millions of USD) | Number of Cases Evaluated | Total Amount Evaluated (millions of USD) | Number of Cases Evaluated |
| A (High) | 67.49 | 23 | 53.18 | 11 |
| B (Medium) | 167.31 | 212 | 266.42 | 115 |
| C (Low) | 72.83 | 31 | 47.07 | 25 |
| Total | 307.62 | 266 | 366.67 | 151 |





6.3 Education for Development

(GRI 3-3, GRI FS16) (SASB FN-CB-240a.4)

Financial education is a fundamental pillar of our responsible banking strategy. We promote the development of skills and attitudes that, through clear information and basic resource management and planning tools, empower our customers, employees, and society at large to make informed and sound decisions about spending, saving, and investing.

Our financial education program includes various learning formats, such as in-person courses and webinars. We also round out the customer experience cycle by offering personalized Financial Counseling through our [online channel](#) - both for the general public and for customers referred to us from the Personal Loan segment due to over-indebtedness, accelerated debt accumulation (debt level > 60%), or poor credit references. The goal of these counseling sessions is to guide our customers and provide them with solutions to help improve their financial management. To achieve this, we provide the following resources:



Through this channel, customers can schedule online appointments to receive support to better understand their financial situation and learn how to manage it efficiently.

Support for 26 customers who have requested assistance via online appointments.

As part of our ongoing mission to promote financial education and the economic well-being of our customers, we have rolled out a number of financial advice initiatives, both online and also through traditional media. In partnership with prominent media outlets, we have expanded the scope of our efforts, ensuring that information is delivered in a clear, accessible, and understandable way for everyone.

On the radio, we have exclusive segments on stations in the capital and throughout the country, where we address relevant financial topics and participate in opinion programs.

On television, we have gained greater visibility through informative capsules aired during the *Noticiero AM* newscast, bringing practical tips directly to our audience.

In terms of online initiatives, we have created financial content under the *Global Tips* program, including videos designed to make information more accessible. This digital

approach is complemented by a strong social media presence, where we share messages and practical advice on personal financial management, ensuring that our customers receive useful and timely information.

To further reinforce our commitment to financial well-being, we send targeted communications to our customer base, offering personalized advice and updates on tools and strategies for better financial management. We also organize exclusive

events that provide direct advisory services - creating spaces where customers can access in-depth information and receive guidance to optimize their financial health.

These actions are part of our ongoing commitment to empower our customers with the knowledge and resources they need to make informed financial decisions, improving their quality of life and consolidating their economic well-being.

Financial Education Program by Stakeholder Group 2023-2024

| Program | Stakeholder Group | Number of Participants | Percentage Women | Percentage Men |
|---|-----------------------------------|------------------------|------------------|----------------|
| Online Courses | Employees | 8063 | 67 | 33 |
| In-house Training | Employees** | 923 | 75 | 25 |
| Training through Educational Institutions | Students and the General Public* | 397 | 49 | 51 |
| Training for Companies | Customers and the General Public* | 135 | 53 | 47 |
| Other G-Digital Courses | Employees | 1067 | 93 | 7 |
| Webinars and Online Conferences | Customers and the General Public* | 264 | 65 | 35 |

* This data does not include information about whether they are unbanked, underbanked, or underserved individuals. We are working to include this classification in future reports.

** During the last fiscal year, the in-house training program included a session for employees' children, with 49 girls and 15 boys participating in this program.



07 Customer Experience

- 7.1 Digital Transformation
- 7.2 Transparency and Service
- 7.3 Data Security and Fraud





7.1 Digital Transformation

At Global Bank, we continue to expand our technological capabilities through a digital transformation roadmap that spans all our operations, the goal of which is to enhance the value we provide to our customers and users. Our transformation strategy focuses on improving processes, developing new and better digital products, and fostering a culture of innovation and agility - enabling faster product and service implementation through cutting-edge technology that supports rapid development, security, and data utilization.

Pillars of Digital Transformation



Our digital transformation strategy includes short-, medium-, and long-term metrics and tracking indicators, forming a 3- to 5-year Digital Transformation Roadmap aimed at achieving an advanced level of digitalization for Global Bank.

Key Improvements in the Digital Space:



Digital Acceleration

- Launch of 3 new digital products:

[Global TAP Car Loans](#)

[Global TAP Credit Cards](#)

[Global TAP Savings Account](#)

- Redesign of our corporate website:
 - Website:

<https://www.globalbank.com.pa/>

- Implementation of a cloud-based advanced analytics structure, allowing us to gain deeper insights into our customers and deliver personalized campaigns, products, and services that are tailored to their needs.



Operational Efficiency

- Improvements to the availability of our customer service channel via WhatsApp by increasing the number of service agents and integrating more self-service options.
- Reduced passive credit card attrition by expanding our related customer benefits proposals.



Digital Marketing

- Roll-out of a new strategy for monitoring and optimizing digital campaigns, enhancing the customer experience through personalized messages and communication.



We continue developing our on-going training program in innovation, digitalization, and technology skills. By 2025, we plan to train over 70 employees in agile methodologies, with a total of more than 100 hours of workshops and awareness sessions.

This year, through *Scaled Agility*, we coordinated:

+10
training sessions.

+122
people trained through ~20
practical exercises.



7.2 Transparency and Service

(GRI 3-3, 416-1, 417-1, FS13)

(SASB FN-IN-270a.2, FN-IN-270a.4, FN-AC-270a.3, FN-CF-270a.4)

We make all information relating to fees, products, and services publicly and easily accessible.

All our Business Executives have access to the Credit Manual, which clearly, specifically, and thoroughly outlines the policies for each of the products we offer. For Assets, the manual is regularly verified and updated. For Liabilities, we have a Product Manual, which is also reviewed and updated consistently and in a timely manner.

These manuals currently include specific guidelines and stipulations relating to environmental and social topics, reflecting our commitment to sustainability and its integration at all levels within our operations.

Customer Service Channels

We offer specialized service and ongoing advice, available through our physical and digital sales channels. We also have clearly defined sales processes for both in-branch and digital transactions. These processes are designed to provide personalized and effective guidance, ensuring that our customers receive all necessary information regarding the product or service of interest. All our products and services adhere to these procedures, which are continuously evaluated to ensure effectiveness and compliance.



Physical or Remote Sales Channels

Customers are informed of all our policies and conditions relating to the product being requested. This information is provided during the interview, quotation, and formalization stages. After this, all customers receive the supporting documentation either in person or via courier.



Digital Onboarding

For digital customers who complete the process without advisor or executive intervention, the digital workflow provides the customer with product and/or service details. They then receive an email containing all the details, links to further information, and attachments with any supporting documents.



Customer Service Channels

| Channel | Details | 2022-2023 | 2023-2024 | Variation (%) |
|-----------|-----------------------|-----------|-----------|---------------|
| Remote | ATMs | 152 | 153 | 1% |
| | Calls (Phone Banking) | 142,447 | 135,903 | -5% |
| | WhatsApp | 35,918 | 37,747 | 5% |
| | Online Banking Users | 62,521 | 65,317 | 4% |
| | Mobile App Users | 40,458 | 47,481 | 17% |
| | Online Appointments | 1,673 | 1,269 | -24% |
| | AVI | 12,463 | 40,305 | 223% |
| In person | Branches | 33 | 30 | -9% |

Geographic Coverage of Access Points in Underserved Communities 2023-2024

| Access Points | Region |
|---------------|---------|
| 5 | Western |
| 5 | Central |
| 6 | Metro |

Customer Satisfaction

We measure customer satisfaction using the Net Promoter Score (NPS) methodology for our Global TAP digital products, specifically our Savings Accounts and Personal Loans.

| Product | 2022 - 2023 | 2023-2024 |
|----------------------------|-------------|-----------|
| Global TAP Personal Loan | 80% | 78% |
| Global TAP Savings Account | 79% | 80% |

Our NPS (Net Promoter Score) target for the year was set at 85% for both products.

To reinforce this commitment, we have established publicly accessible channels for complaints and claims, available via our physical branches, digital platforms, and toll-free phone lines.

All complaints and claims received are managed through our Claims Management System (SAR), which tracks and processes every report across available channels. For our insurance customers, we provide specialized support via a dedicated Dispute Resolution System, allowing customers to formally register complaints or claims. We also submit monthly statistics on the handling of disputes to the Superintendence of Insurance and Reinsurance of Panama, ensuring regulatory transparency and accountability.





Complaints presented to SBP* and Administrative Complaints

| Fiscal Year | Number Complaints Presented | | Number of Complaints Investigated by the Institution | N° Complaints Resolved | | | | Number Complaints Awaiting SBP Resolution |
|-------------|---------------------------------|---|--|--|--|--------------------------------------|--|---|
| | Number ° presented by Customers | Number presented by Other Agents, Organizations, etc. | | Number of Cases resulting in a Monetary Fine | Number of Cases resulting in a Non-Monetary Fine | Of Resolved Complaints, N° Contested | Number of Complaints with Favorable Resolution | |
| 2023-2024 | 44 | 0 | 44 | 0 | 0 | 0 | 8 | 36 |
| 2022-2023 | 32 | 0 | 32 | 1 | 0 | 0 | 2 | 30 |
| 2021-2022 | 48 | 0 | 48 | 1 | 0 | 0 | 4 | 43 |

Complaints presented to ACODECO**

| Fiscal Year | Number of Complaints presented to ACODECO | Number of Complaints presented requesting Monetary Compensation | Percentage with Monetary Compensation | Number Complaints Contested by Consumer | Percentage Complaints Contested by Consumer | Number of Complaints Investigated by ACODECO | Percentage Complaints Investigated by ACODECO |
|-------------|---|---|---------------------------------------|---|---|--|---|
| 2023-2024 | 24 | 2 | 8% | 0 | 0% | 21 | 88% |
| 2022-2023 | 8 | 0 | 0% | 0 | 0% | 8 | 100% |
| 2021-2022 | 24 | 1 | 4% | 0 | 0% | 24 | 100% |



In terms of *Aseguradora Global*, we received a total of 17 complaints and claims from insurance customers, representing a 50% reduction compared to the previous period.

| | Relation between Complaints and Claims (Insurance Customers) | | | |
|------------|--|-----------------------|--------------|-----------------------|
| | 2022-2023 | | 2023-2024 | |
| | Total Number | Average Response Time | Total Number | Average Response Time |
| Complaints | 2 | 30 days | 1 | 30 days |
| Claims | 32 | 15 days | 16 | 15 days |

During the fiscal year comprising July 1, 2023, to June 30, 2024, there were no significant fines recorded for instances of non-compliance with the laws and regulations applicable to the Financial Group. Significant instances are those where the fines are greater than or equal to \$100,000.

* Superintendency of Banks of Panama (SBP).

** For its acronym in Spanish La Autoridad de Protección al Consumidor y Defensa de la Competencia (ACODECO).



7.3 Data Security and Fraud

(GRI 3-3, 418-1)

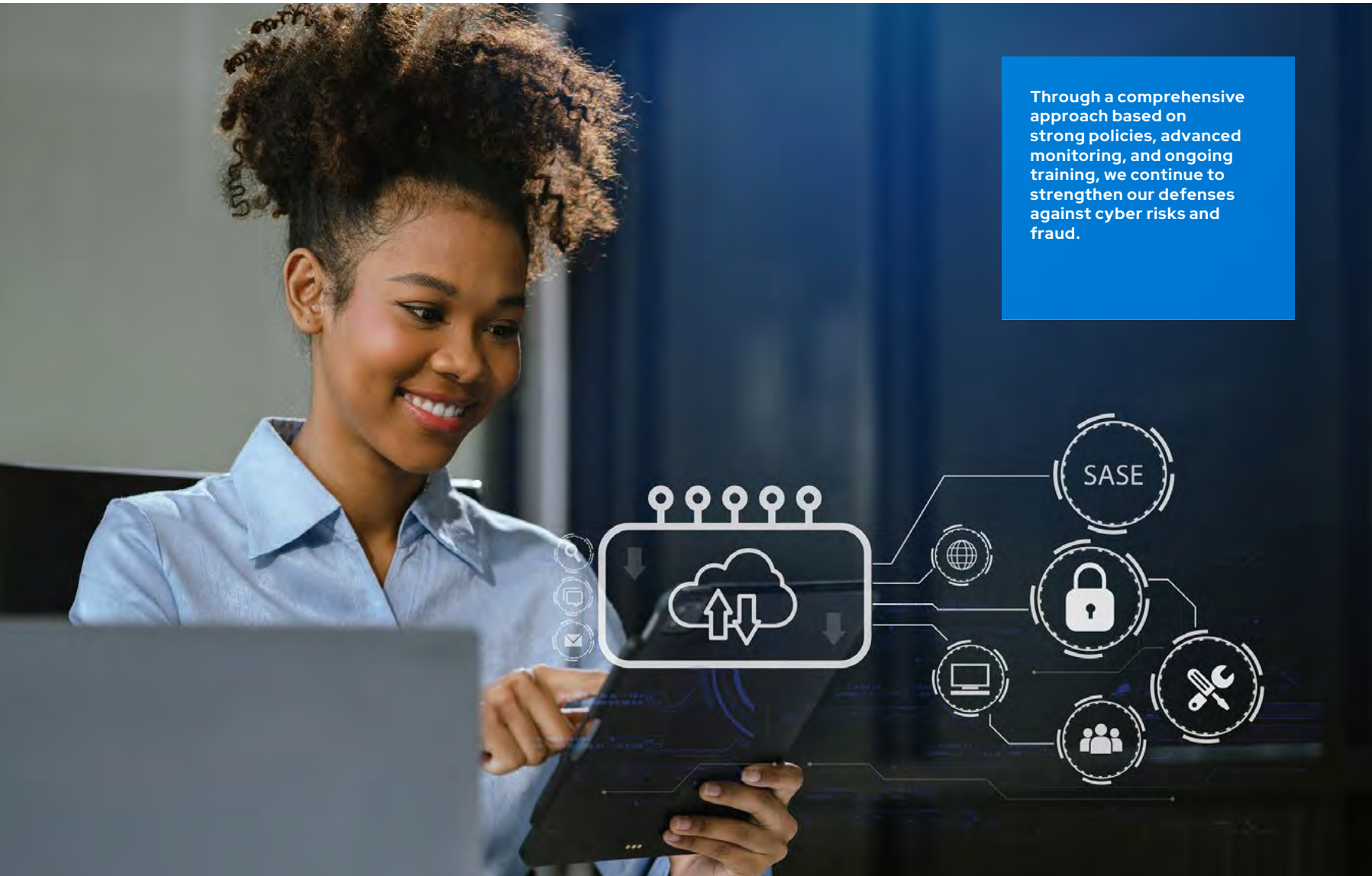
(SASB FN-CB-230a.1, FN-CB-230a.2, FN-CF-220a.2, FN-CF-230a.1; FN-CF-230a.2, FN-CF-230a.3)

Committed to protecting the data of our customers and the information generated in the course of our operations, we continuously strive to bolster our data security management systems.

We have implemented robust policies, an efficient governance framework, agile incident management protocols, and advanced technology, all of which is subjected to rigorous internal and external testing. We also provide on-going training for our employees in order to mitigate risks such as data theft, identity theft, and privacy violations, ensuring the integrity of information and a safe, reliable experience for our customers.



| Pillar | Performance |
|------------------------|---|
| Self-regulation | <ul style="list-style-type: none">• Our Data Security Governance Framework outlines a set of policies, standards, and regulations that have been designed to identify and manage related risks, while also ensuring compliance with applicable regulations in this area.• One of the pillars of our Business Continuity Plan (BCP) ensures the continuity of our systems in the event of potential attacks, including cybersecurity and data privacy risks. |
| Monitoring and Control | <ul style="list-style-type: none">• Addressing of security events and incidents in accordance with the Security Events and Incidents Management Manual.• Data protection through monitoring systems and advanced methodologies such as early fraud detection, audits, penetration testing, anti-phishing, and anti-malware services, among others.• Classification of our suppliers based on the data they handle, in addition to periodic evaluations for those with high-risk profiles.• Cloud migration and corresponding protection measures.• Installation of Bitlocker on all company laptops.• Execution of the second phase of our Data Loss Prevention (DLP) process.• Bolstering of measures to prevent data loss from bank devices, and internet filters for basic DLT functions, allowing databases to be separated in different spaces to prevent data theft or system crashes.• Regular phishing campaigns and tests.• Creation of a department to review password changes, in addition to the roll-out of Identity Detection to check the Action Crowdstrike Identity Protection directory.• Implementation of NIST CSF standard and use of the X-Analytics service for risk monitoring and quantification.• Engagement of external auditor services responsible for audits at Global Bank Corporation and <i>Progreso</i>.• Use of the Security Scorecard tool, a SaaS service specialized in analyzing vulnerabilities in third-party websites. |
| Training | <ul style="list-style-type: none">• A total of 19,852 hours of cybersecurity training to corresponding teams, in addition to induction courses, awareness campaigns, phishing tests, and periodic newsletters aimed at all our employees.• A Data Security Awareness and Training Manual for all awareness campaigns relating to data security. |



Through a comprehensive approach based on strong policies, advanced monitoring, and ongoing training, we continue to strengthen our defenses against cyber risks and fraud.

During the fiscal year, we did not experience any monetary losses due to credit card fraud or other types of fraud attributable to failures in security systems or internal controls.

We have a Data Privacy Policy that outlines the guidelines and procedures to safeguard the personal and sensitive information of the organization and its customers, minimizing any risks associated with its handling and storage. This policy complies with data protection regulations.

Data Breaches and Claims Relating to Violations of Customer Data Privacy

As has been the case over the previous three fiscal years, during this fiscal year, there were no substantiated claims or cybersecurity incidents relating to violations of privacy or the loss or leaking of customer data.

These results reflect our ongoing commitment to information security and data privacy. Through a comprehensive approach that is based on solid policies, advanced monitoring, and continuous training, we continue to bolster our defenses against cyber risks and fraud.



08

Our Human Talent Management



- 8.1. Our Team
- 8.2. Training and Development
- 8.3. Wellness, Health and Safety
- 8.4. Compensation, Work Environment and Benefits



8.1. Our Team


(GRI 2-7, 401-1, 405-1) (SASB FN-AC-330a.1, FN-IB-330a.1)

At Global Bank, we value and strive to develop the talent of our human talent by promoting a favorable, diverse, and inclusive working environment that ensures equal opportunities and working conditions for all. During this fiscal year, we had a workforce of 1,611 employees, reaffirming our position as a stable source of employment, with 99.38% of our employees on permanent contracts and 100% working full-time.

We have reaffirmed our commitment to gender equity and the professional growth of women, who represent 66% of our workforce. Furthermore, women hold 25% of our managerial positions and 60% of our vice-presidency roles, reflecting our effort to close gaps and promote the leadership of women.

The demographic data of the Financial Group, compiled through via our Talentia Human Resources System, including all full-time employees for the 2023-2024 fiscal year, is outlined below.

Labor Demographics by Gender, Age, and Position – 2023-2024

| Professional Category* | Less than 30 years old | | Between 30 and 50 years old | | More than 50 years old | | Total | |
|---|--|---|---|---|---|---|---|---|
| |  |  |  |  |  |  |  |  |
| Senior Management, CEO | 0 | 0 | 1 | 5 | 2 | 4 | 3 | 9 |
| Vice Presidents | 0 | 0 | 24 | 11 | 14 | 14 | 38 | 25 |
| Managers | 1 | 2 | 84 | 40 | 47 | 11 | 132 | 53 |
| Middle Managers | 35 | 44 | 373 | 178 | 40 | 33 | 448 | 255 |
| Operations and Administrative Employees | 154 | 82 | 280 | 106 | 15 | 11 | 449 | 199 |
| Total | 190 | 128 | 762 | 340 | 118 | 73 | 1,070 | 541 |

* Profiles by Professional Category:

- Senior Management, CEO: Chief Executive Officer (CEO), Senior Vice Presidents.
- Vice-Presidents: Vice Presidents and Assistant Vice Presidents.
- Managers: Managers and Senior Managers.
- Middle Managers: Coordinators, Supervisors, Senior Officials, Officials, Junior Officials, Deputy Managers, Traders.
- Operations and Administrative Employees: Receptionists, Security Staff, Couriers, Tellers, Assistants, Analysts, Advisors, Office Staff, Collection Agents.





Labor Demographics by Subsidiary and Sex 2023-2024

| Subsidiaries | 2023-2024 | | Total |
|----------------------------|---|---|-------|
| |  |  | |
| Global Bank Corp. | 956 | 506 | 1,462 |
| Global Valores | 14 | 9 | 23 |
| Global Financial Funds | 19 | 3 | 22 |
| Aseguradora Global | 39 | 14 | 53 |
| Progreso | 42 | 9 | 51 |
| Global Bank Overseas | 0 | 0 | 0 |
| Non-financial Subsidiaries | 0 | 0 | 0 |
| Total | 1,070 | 541 | 1,611 |



Diversity and Inclusion

GRI 406-1

Committed to an inclusive and diverse work model, we promote principles of fairness, equity, and transparency to enrich our organizational culture. We value the unique contributions of each individual as this allows us to provide an equitable and respectful service to all our customers, highlighting the importance of diversity in our relationships.

“We are proud to report that, during this period, no cases of discrimination were reported.”

Employees by Nationality

| Nationality | 2022-2023 | | 2023-2024 | |
|-------------|-----------|---------------------|-----------|---------------------|
| | Number | Percentage of Total | Number | Percentage of Total |
| Panamanian | 1,648 | 98.56 | 1,587 | 98.52 |
| Venezuelan | 7 | 0.42 | 7 | 0.43 |
| Colombian | 7 | 0.42 | 7 | 0.43 |
| Other | 10 | 0.60 | 10 | 0.62 |

Employees in Managerial Positions by Nationality

| Nationality | 2022-2023 | | 2023-2024 | |
|-------------|-----------|---------------------|-----------|---------------------|
| | Number | Percentage of Total | Number | Percentage of Total |
| Panamanian | 252 | 94.74 | 246 | 94.62 |
| Venezuelan | 2 | 0.75 | 3 | 1.15 |
| Colombian | 4 | 1.5 | 4 | 1.54 |
| Other | 8 | 3.01 | 7 | 2.69 |



Employees with a Disability

| 2022-2023 (Percentage) | 2023-2024 (Percentage) |
|---------------------------|---------------------------|
| 1.0% | 1.0% |

Women in STEM Positions

| 2022-2023 (Percentage) | 2023-2024 (Percentage) |
|---------------------------|---------------------------|
| 28.07% | 38.46% |



* Technology-focused positions were deemed to be those encompassing areas such as CIO, Operations and Technology, Processes, Projects, Information Security, Technology, Technology Management, Digital Transformation, and Innovation (positions such as Analysts, Programmers, Database Specialists, and Project Engineers).

Women in Managerial Positions

| Managerial Positions | 2022-2023 (Percentage) | 2023-2024 (Percentage) |
|---|---------------------------|---------------------------|
| Women in Managerial Positions | 65% | 66.5% |
| Women in Junior Managerial Positions | 71% | 71.4% |
| Women in Senior Management/ VP (a maximum of two levels below the CEO) | 52% | 54.7% |
| Women in revenue-generating managerial positions * | 36% | 35.5% |

* Percentage of women in revenue-generating managerial positions, specifically considering those in Front Office roles, expressed as a proportion of the total number of managers in these areas.

Hiring, Departures and Turnover

Our commitment to human talent development is clearly reflected in the stability and quality of employment we offer. We focus on providing long-term sustainable job opportunities, prioritizing permanent contracts and full-time positions, which allows us to contribute positively to the economies of the communities in which we operate. During the 2023–2024 fiscal year, we onboarded 163 new employees and maintained a controlled turnover rate, reflecting our efforts to create an attractive and safe work environment for our people.

2023-2024 Workforce (number of employees) *

| | Permanent Contracts | | Fixed-Term Contracts | | Part-Time | | Full-Time | | Total | |
|-----------|---|---|---|---|---|---|---|---|---|---|
| |  |  |  |  |  |  |  |  |  |  |
| Employees | 1,063 | 538 | 7 | 3 | 0 | 0 | 1,070 | 541 | 1,070 | 541 |
| Total | 1,601 | | 10 | | 0 | | 1,611 | | 1,611 | |

* Note Below (NB)

- **Permanent Contract:** refers to an open-ended employment agreement in accordance with the Panamanian Labor Code.
- **Fixed-term Contract:** refers to a defined-term employment agreement in accordance with the Panamanian Labor Code. In our case, these are hires to cover maternity leaves.
- **Part-time:** not currently applicable.
- **Full-time:** refers to employees who work at least 40 hours per week.



Entries and Departures (Year Total)

| Age Groups | | 2021-2022 | | | 2022-2023 | | | 2023-2024 | | |
|--|-------------|-----------|----|-------|-----------|----|-------|-----------|----|-------|
| | (years old) | | | Total | | | Total | | | Total |
| Number of New Hires (Entries) | 15 - 30 | 30 | 27 | 57 | 64 | 47 | 111 | 60 | 55 | 115 |
| | 31 - 45 | 24 | 25 | 49 | 27 | 21 | 48 | 29 | 14 | 43 |
| | 46 - 60 | 1 | 4 | 5 | 4 | 2 | 6 | 0 | 5 | 5 |
| | Over 61 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 55 | 56 | 111 | 95 | 70 | 165 | 89 | 74 | 163 |
| Number of Departures (Voluntary and Involuntary) <i>(this does not include those on Fixed-Term Contracts)</i> | 15 - 30 | 40 | 35 | 75 | 40 | 28 | 68 | 48 | 27 | 75 |
| | 31 - 45 | 54 | 24 | 78 | 60 | 29 | 89 | 70 | 31 | 101 |
| | 46 - 60 | 13 | 13 | 26 | 17 | 12 | 29 | 27 | 12 | 39 |
| | Over 61 | 0 | 4 | 4 | 0 | 0 | 0 | 1 | 2 | 3 |
| | Total | 107 | 76 | 183 | 117 | 69 | 186 | 146 | 72 | 218 |

Voluntary and Involuntary Turnover

Over the past fiscal year, our average turnover rate was 13%.

| Age Groups | | 2021-2022 | | | 2022-2023 | | | 2023-2024 | | |
|-------------|-------------|-----------|------|-------|-----------|------|-------|-----------|------|-------|
| | (years old) | | | Total | | | Total | | | Total |
| Voluntary | 15 - 30 | 1.74 | 1.33 | 3.07 | 1.56 | 1.08 | 2.64 | 1.93 | 0.90 | 2.83 |
| | 31 - 45 | 1.74 | 0.75 | 2.49 | 1.80 | 1.14 | 2.94 | 2.65 | 0.96 | 3.61 |
| | 46 - 60 | 0.35 | 0.46 | 0.81 | 0.36 | 0.24 | 0.60 | 0.24 | 0.06 | 0.30 |
| | Over 61 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.06 | 0.06 |
| | Total | 3.82 | 2.55 | 6.37 | 3.72 | 2.46 | 6.19 | 4.82 | 1.98 | 6.80 |
| Involuntary | 15 - 30 | 0.58 | 0.69 | 1.27 | 0.84 | 0.60 | 1.44 | 0.96 | 0.72 | 1.68 |
| | 31 - 45 | 1.39 | 0.64 | 2.03 | 1.80 | 0.60 | 2.40 | 1.57 | 0.90 | 2.47 |
| | 46 - 60 | 0.41 | 0.29 | 0.69 | 0.66 | 0.48 | 1.14 | 1.39 | 0.66 | 2.05 |
| | Over 61 | 0.00 | 0.23 | 0.23 | 0.00 | 0.00 | 0.00 | 0.06 | 0.06 | 0.12 |
| | Total | 2.37 | 1.85 | 4.23 | 3.30 | 1.68 | 4.98 | 3.98 | 2.34 | 6.32 |



* The turnover rate calculation does not include those on fixed-term contracts.



8.2. Training and Development


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

We believe that providing our employees with access to training and continuous development plays a key role in boosting their competencies and skills, enabling us to maintain high standards of quality across all our operations. Each year, we renew and expand our training programs to ensure our team is prepared to face the challenges of the sector and deliver value through their roles.


| Professional Category | Number of Employees | Training Hours by Sex | | Number of Training Hours in Total | Training Hours per Employee |
|---|---------------------|---|---|-----------------------------------|-----------------------------|
| | |  |  | | |
| Senior Management, CEO | 12 | 89 | 138 | 227 | 18.92 |
| Vice-Presidents | 63 | 441 | 784 | 1,225 | 19.45 |
| Managers | 185 | 1,423 | 2,972 | 4,395 | 23.75 |
| Middle Managers | 701 | 3,966 | 7,931 | 11,897 | 16.97 |
| Operations and Administrative Employees | 650 | 2,154 | 5,796 | 7,951 | 12.23 |
| Total | 1,611 | 8,073 | 17,622 | 25,695 | 18.26 |

NB: The average training and development cost per employee is \$93.36.


We offer the following training categories:




Responsible Banking




Personal and Professional Development




Leadership and Organizational Culture



Legal Framework and Compliance



Business, Sales, and Service



Technology

Some of the major topics covered during this fiscal year’s training plan were*:

- Data privacy and its impact on marketing.
- Implementation of new clean technologies for Panama’s agricultural sector.
- Development and investment opportunities in the pineapple, coffee, cocoa, and chocolate value chain in Panama.
- Sustainable financing for MSMEs.
- Empowering leadership.
- Effective communication and corporate leadership.
- Challenges faced by women in personal and professional spheres.
- Remote leadership.

* Only a selection of relevant training programs is listed, as we have a robust and extensive annual training plan for our different business areas.





Throughout the year, we delivered over 600 hours of training under the Responsible Banking category, with 256 employees participating through virtual and e-learning courses, with the goal of consolidating in-house knowledge on this and other sustainability-related topics. In the area of leadership, we conducted over 2,800 hours of training with the participation of 251 employees.

In addition to our annual training programs, we provided an educational incentive to 147 employees during the 2023-2024 fiscal year to help them continue their university studies, including undergraduate, postgraduate, and master's degrees relating to their area of work, investing a total of \$140,050.

+600



hours of training in
Responsible Banking.

+2,800



hours of training on
leadership topics.

147



employees
benefited from
educational incentives.

\$140,050



Invested in
educational benefit
incentives.



Key Development Programs

| 2023-2024 | | |
|-------------------------------------|--|---|
| Program Title | 1. Impact, Influence, and Inspire - Facilitator Training Workshop. | 2. Microsoft Excel Basic, Intermediate, and Advanced. |
| Program Description | <ul style="list-style-type: none">Learn practical tools to inspire and motivate audiences.Improve communication to influence and make an impact during every interaction.Bolster skills in managing high-impact virtual and in-person training sessions. | <p>This program encompasses 4 lessons:</p> <ul style="list-style-type: none">Working with FunctionsWorking with ListsAnalyzing DataUsing Pivot Tables and Charts |
| Benefits | <ul style="list-style-type: none">Greater employee engagement.Increased efficiency and productivity. | Increased efficiency and productivity. |
| Percentage of Employee Participants | 2% | 7% |



Performance Evaluation

The performance evaluation process plays a key role in assessing the potential and competencies of our employees, ensuring that their goals are aligned with the organizational strategy. This process is tailored to the different professional categories as follows:



Vice-Presidents, Managers, Middle Managers and Operations Employees

90° evaluation, conducted objectively by their direct supervisor, focusing on competencies and meeting job objectives during the fiscal period.



Senior Management

180° evaluation, which includes both the direct supervisor's assessment and peer evaluations, allowing for more comprehensive feedback on competencies and performance.



CEO

90° evaluation, conducted by the Board of Directors at the end of the fiscal period, based on the achievement of the Bank's strategic objectives.

Employees evaluated by Professional Category 2023-2024

| Professional Category | Number of Employees | Number of Employees Evaluated |
|---|---------------------|-------------------------------|
| CEO | 1 | 100.0% |
| Senior Management and Vice Presidents | 73 | 94.5% |
| Managers | 184 | 99.5% |
| Middle Managers | 697 | 99.9% |
| Operations and Administrative Employees | 598 | 100.0% |
| Total | 1,553 | 99.6% |

NB: The number of employees who participated in the 2023-2024 performance evaluation includes those eligible based on our policy (depending on contract type and the number of years they have been employed).





Leadership and Succession Plans

At Global Bank, we have an Executive Succession Program to ensure continuity in key leadership positions within the organization. This program covers the following strategic positions:

Chief Executive Officer (CEO).

Executives in key positions reporting directly to Senior Management.

Other positions that may, in the future, be considered critical or strategic in nature.

This program is reviewed by the Human Resources and Compensation Committee and subsequently presented to the Board of Directors for its approval. It is based on clear guidelines that ensure a structured and transparent process, considering both internal talent and external recruitment when necessary. Senior Management is responsible for identifying key positions, defining profiles, and evaluating potential successors, reporting progress to the Board of Directors confidentially. The plan is reviewed annually to maintain its relevance.

The plan follows two main stages to ensure the continuity of critical functions:



1

Identification of Key Positions

- Categorization of key positions within each Vice Presidency.
- Formal description of the profiles, competencies and skills required for each role.



2

Identification of Candidates and Development

- Evaluation of internal employees of the Bank and its subsidiaries as potential successors.
- Comparative analysis of competencies to identify areas of development for candidates.
- Definition of potential successors and creation of a personalized development plan to strengthen their skills and help them acquire the necessary experience to assume key positions in the future.

This approach ensures that the organization is prepared for leadership transitions, bolstering the continuity and sustainability of our operations.



8.3. Wellness, Health and Safety

(GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10)

At Global Bank, we prioritize the well-being, health, and safety of our employees, continually striving to improve our processes and management systems to enhance their quality of life and prevent illnesses and accidents.

Our approach includes annual risk assessments that allow us to identify positions with higher exposure to occupational risks and establish appropriate mitigation measures.

We use an internal methodology for evaluating occupational risks, which allows us to:

- Provide a conceptual and functional basis for the Risk Management Framework.
- Define key parameters for effective risk analysis and evaluation.
- Identify and establish the organization's Operational Risk Profile.
- Conduct an objective diagnosis of the current state of risks at the Bank.
- Objectively compare the relevant products, activities, processes, and systems based on the identified risks.

This evaluation generates a risk matrix that classifies them into two levels: **inherent risk** and **residual risk**. The results obtained play a key role in rolling out control measures that reduce the identified risks.

Job profiles considered to be high risk or especially exposed include:

- **Agricultural Technicians:** due to frequent travel to remote areas.
- **Messengers and Collection Agents:** due to frequent use of vehicles.
- **Operations Officers and Branch Tellers:** due to activities involving the load handling.
- **Corporate and Commercial Banking Officers:** due to their activities requiring visits to customers.
- **Repossessed Goods Officers:** due to inspecting assets for maintenance.
- **Risk Officers, Project Inspectors, Environmental and Social Risk Analysts/Officers, Maintenance Coordinators, Project Officers, and Safety Officers:** due to frequent travel to remote areas.

Some of the processes for safeguarding the health and safety of our employees (which apply to all Bank locations and employees) include:

- Identification of occupational risks
- Occupational accidents and illnesses
- Employee health monitoring
- First-aid kit management
- Vehicle accident management
- Maintenance of permissible risk factor levels
- Fire control system maintenance
- Emergency plans
- Safe work analysis
- Selection and use of personal protective equipment
- Office ergonomics
- Hot work
- Lockout and tagging
- Work at heights and confined spaces





Health Benefits for Employees

We offer health programs and benefits focusing on prevention and well-being, enabling our employees to adopt sustainable healthy habits to improve their quality of life and ensure optimal long-term health conditions.

Currently, 29.9% of our employees are taking part in health and wellness best practices programs.

We provide specialist medical attention, which during this period included the following services:

- Free flu vaccine application, to strengthen the health of our employees.
- Psychological support line for employees offered via an external provider.
- Telemedicine services to address health issues by providing support through consultations.
- Wellness plan to monitor employees with chronic health conditions (dyslipidemia, hypertension, diabetes, etc.).
- In-person medical consultations within the organization's facilities with a General Practitioner.

Additionally, we conducted training sessions and rolled out a number of awareness initiatives throughout the year, including:

Initiatives



- Procedure for working in confined spaces.
- Implementation of defensive driving certification.
- Installation of lifelines on lattice structures, solar panels, and fixed ladders for safe access.
- Development of an ergonomics manual.
- Assessment and documentation of employee health at branches.
- Organization and optimization of workstations.
- Promotion of active breaks for the physical well-being of employees.

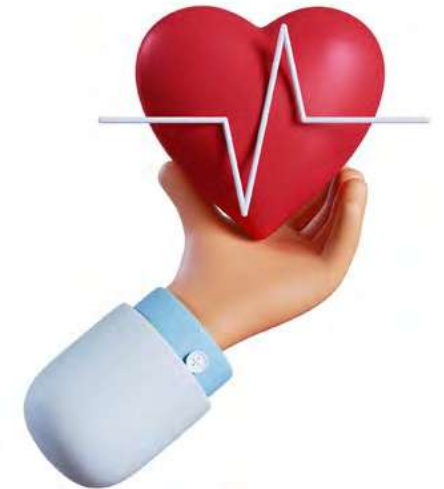
Awareness and Training

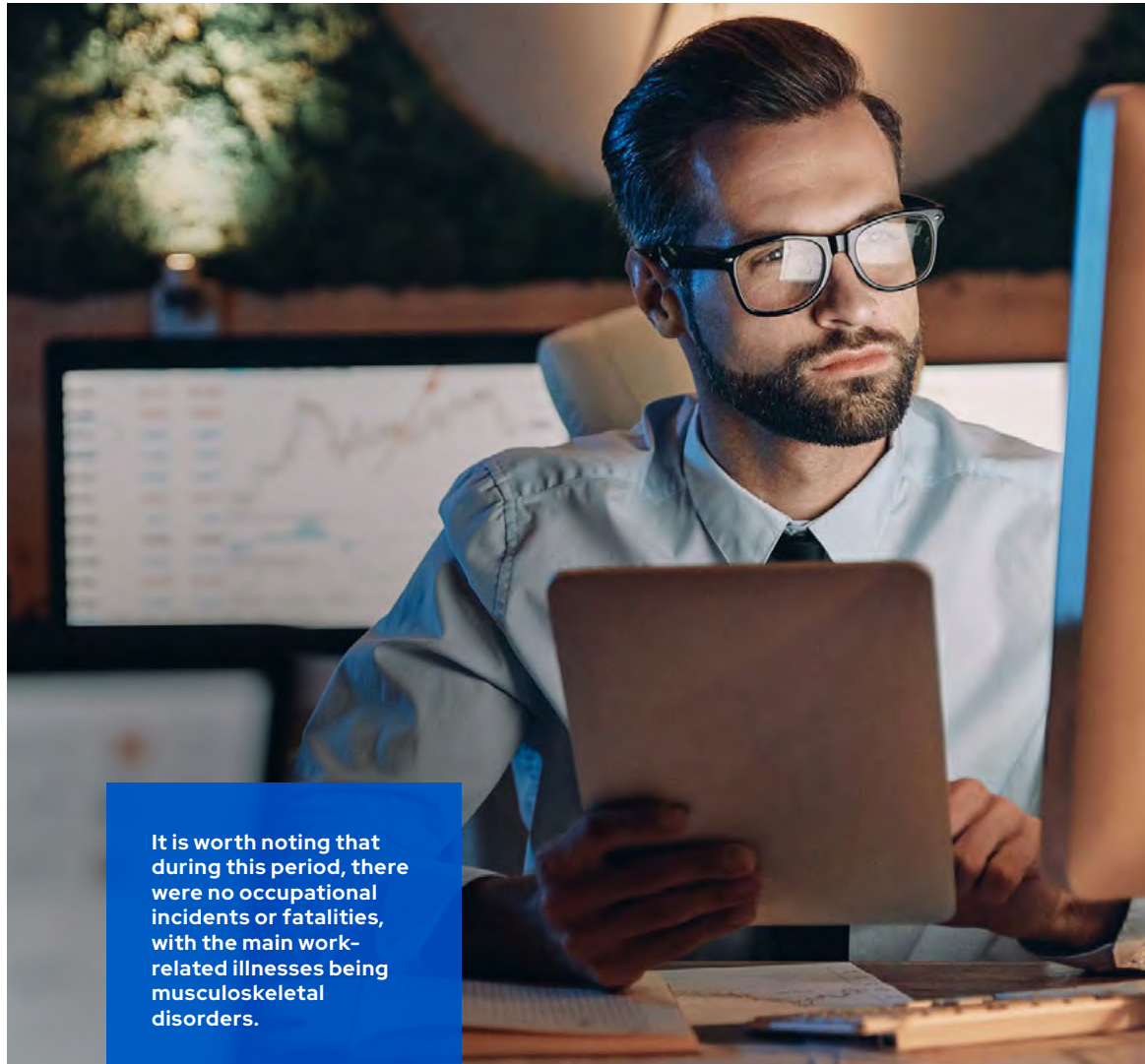


- Back Care School.
- Safe Work Analysis (SWA) for custodians and contractors.
- Training in the proper use of lifelines.
- Emergency Brigades.
- E-learning course on Defensive Driving.
- Training in the use and handling of SPOT devices.
- Training in safe load handling.



| | 2022-2023 | 2023-2024 |
|-------------------------------------|-----------|-----------|
| Number Accidents | 10 | 10 |
| Days Absent Reported to Authorities | 24 | 46 |





It is worth noting that during this period, there were no occupational incidents or fatalities, with the main work-related illnesses being musculoskeletal disorders.

The absenteeism rate* is determined by dividing the number of days absent during the period by the total number of scheduled workdays for the same period, reflecting the percentage of time not worked due to absences. For the 2023–2024 period, the recorded rate was 0.59%.

Absenteeism Rate

| | 2019–2020 | 2022–2023 | 2023–2024 |
|----------------------------------|-----------|-----------|-----------|
| Total Number of Active Employees | 1700 | 1516 | 1460 |
| Accumulated Days Absent | 928 | 1112 | 2676 |
| Absenteeism Rate | 0.26%** | 0.47%** | 0.59% |

* GRI 2–4: During the period comprising 2022–2023, a methodological change was made to the calculation of the absenteeism rate. Previously, the calculation included both voluntary and involuntary absences, the latter resulting from accidents and occupational illnesses.

** The absenteeism rate reported for the 2019–2020 period covers eight months, from July 2019 to February 2020, while the measurement for the 2022–2023 period corresponds to six months, from January to June 2023. In both cases, the records do not reflect the full fiscal year, which explains the increase in the result for the 2023–2024 period, where the measurement covered the entire fiscal year.

Occupational Accidents by Type*

| Cause | Number of Accidents 2022–2023 | Number of Accidents 2023–2024 |
|------------------------------|----------------------------------|----------------------------------|
| Same-level fall | 7 | 4 |
| Fall from a different level | 2 | 2 |
| Struck by | 1 | 2 |
| Trip | 0 | 1 |
| Exposure to chemical product | 0 | 1 |
| Total | 10 | 10 |

*No occupational illnesses or deaths were reported.



8.4. Compensation, Work Environment and Benefits

(GRI 2-4, 201-3, 401-2, 401-3, 405-2)

At Global Bank, we strive to provide our employees with a healthy work environment, competitive salaries, and attractive benefits that promote their overall well-being and contribute to improving their quality of life, both personally and professionally.



Pay Equity

We are focused on reducing the pay gap between men and women, which is primarily due to differences in skills and knowledge. This is why our compensation policies are based on competencies and merit, ensuring that pay is not determined by the employee’s gender.

Male/Female Pay Ratio

| Pay Ratio by Professional Category | 2022-2023 Ratio (M:F) | | 2023-2024 Ratio (M:F) | |
|---|--------------------------|---------------------------------|--------------------------|---------------------------------|
| | Base Salary ¹ | Total Compensation ² | Base Salary ¹ | Total Compensation ² |
| Senior Management, CEO | 5% | 24% | 13% | 35% |
| Vice Presidents | 5% | 8% | 7% | 8% |
| Managers | 7% | 7% | 9% | 8% |
| Middle Managers | 15% | 13% | 16% | 14% |
| Operations and Administrative Employees | 3% | 1% | 3% | 1% |
| Workforce | 25% | 33% | 24% | 30% |

NB: (1) is the fixed compensation an employee receives for performing their duties. (2) Total compensation includes the base salary as a fixed component, along with additional payments that make up the variable portion.

GRI 2-4: In previous reports, the pay ratio did not include the variable portion of total compensation. This year, the values have been updated to reflect both components, covering the last two fiscal years.

Work Environment

Currently, we conduct an internal customer survey to identify areas of opportunity, in addition to rolling out measures that boost our employees’ quality of life.

During this fiscal year, the survey was conducted at a departmental level, achieving an overall satisfaction rate of 87%. The highest-rated attributes were teamwork and communication, reflecting the commitment of our human talent to maintaining a collaborative and communicative environment.

General Benefits

We offer our employees a comprehensive benefits package designed to complement their compensation and improve their well-being and that of their families. Key benefits include health and life insurance, access to a range of medical services, transportation, tuition assistance, uniforms, retail discounts, preferential rates on banking products, service anniversary recognitions, breastfeeding rooms, among others.



Maternity and Paternity Leave

Maternity and Paternity Leave 2023–2024

| Maternity Leave (number) | Paternity Leave (number) | Percentage that Return to Work - Women | Percentage that Return to Work - Men | Percentage of Retention after One Year - Women | Percentage Retention after One Year - Men |
|--------------------------|--------------------------|--|--------------------------------------|--|---|
| 26 | 9 | 100% | 100% | 81% | 78% |

NB: In accordance with the law, paid maternity and paternity leave entitlements are 14 weeks and 3 working days, respectively.

Pension Fund Contribution Plan

Through our Contributory Retirement Plan, we make matching contributions ranging from 1% to 3% of the salaries of employees participating in the program, provided their individual contribution corresponds to at least 1% of their monthly salary. During the 2023–2024 fiscal year, Global Bank contributed approximately \$276,682.15 to retirement plans.

Below are the contributions made to pension and retirement plans:

| Contributions (in millions of dollars) | 2022-2023 | 2023-2024 |
|--|-----------|-----------|
| By Employees (voluntary) | 0.24 | 0.33 |
| By Global Bank (voluntary) | 0.24 | 0.28 |

Telecommuting

At Global Bank, we maintain flexible work arrangements, monitoring compliance with relevant policies and agreements. During this period, 33% of our total workforce worked remotely, with 30% on a hybrid schedule, and 3% working fully remotely.





09

Ecoefficiency



- 9.1 Energy and GHG Emissions
- 9.2 Emissions
- 9.3 Other Environmental Aspects



(GRI 3-3) (GRI 302-1, 302-3, 302-4, 305-1, 305-2, 305-3, 305-4, 305-5)

9.1 Energy and GHG Emissions

At Global Bank, we view managing our environmental footprint as a comprehensive part of our operations, which is why we focus on increasing resource efficiency, reducing the waste generated by our operations, and achieving carbon neutrality. To support this, we have implemented several actions to mitigate our environmental impact:

We implemented a waste management system.

We monitor water and energy consumption and develop reduction initiatives.

We implemented a Clean Energy Use Program, reducing our dependence on fossil fuel sources.

We are advancing toward a more sustainable operating model, prioritizing energy efficiency and the generation of clean energy to reduce reliance on non-renewable sources, measures that align with our vision of carbon neutrality. During this reporting period, we continued rolling out our clean energy program at 10 of our locations, achieving:

568,058 kWh

of self-consumed clean energy.



1,539

solar panels installed.



1,661.43 tCO₂e

avoided since Baseline Year 2020.



Installation of 2 new photovoltaic systems at our *David* and *Aguadulce* branches, reducing their energy consumption by 40%.



Acquisition of 2 electric vehicles, which will reduce an additional 10.08 tons of CO₂e per year.



A 33% reduction in our dependence on fossil fuels compared to Baseline Year 2020.





We have also rolled out energy efficiency measures within our offices and branches, which continue to support our reduction efforts:

- Replacement of existing lighting with LED technology in 77% of our buildings
- Upgrading of air conditioning systems to include eco-efficient equipment
- Creation of automatic on and off schedules for lighting and air conditioning systems

Moreover, our main administrative building and two branches are LEED (Leadership in Energy and Environmental Design) certified by the U.S. Business Council, demonstrating our commitment to implementing high-efficiency green infrastructure practices.

During this period, our total energy consumption reached 29,695.69 GJ, representing a slight reduction in our consumption trend compared to previous fiscal years, primarily due to a 33.8% reduction in total fuel consumption compared to the previous reporting period.

Consolidated energy consumption (GJ)

| | | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 | VAR 23-24 (GJ) (G4-EN6) | Var 23-24 (%) |
|--------------|--------------------|-----------|-----------|-----------|-----------|-----------|-------------------------|---------------|
| Fuel | Diesel (Vehicle) | 1,800.71 | 988.18 | 1,453.23 | 1,325.88 | 1,011.39 | -314.49 | -23.7% |
| | Gasoline (Vehicle) | 4,988.71 | 4,025.43 | 5,101.81 | 5,152.12 | 3,087.50 | -2,064.62 | -40.1% |
| | Diesel (Generator) | 230.9 | 248.99 | 317.9 | 281.8 | 375.7 | 93.90 | 33.3% |
| Electricity* | | 28,004.63 | 23,066.40 | 24,962.00 | 25,098.08 | 25,221.11 | 123.03 | 0.55% |
| Total (GJ) | | 35,024.63 | 28,329.00 | 31,834.94 | 31,857.88 | 29,695.69 | -2,162.19 | -6.79% |

* Includes both renewable and non-renewable energy.



LEED Gold
Santa Maria
Corporate Tower



LEED Platinum
Centennial
Branch Office



LEED Silver
Chiriquí Global
Plaza Branch Office





| Renewable Energy – Self-Generation/-Consumption | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|---|--------------|--------------|--------------|--------------|
| Number of Branches with Solar Panels | 8 | 9 | 9 | 10 |
| Number of Solar Panels Installed | 1,511 | 1,607 | 1,607 | 1,539 |
| Annual Total Energy Generated (Mwh) | 572.17 | 530.78 | 606.30 | 568.06 |
| Savings | \$86,530.87 | \$80,270.31 | \$93,370.66 | \$91,908.68 |
| Percentage of Savings | 16% | 16% | 18% | 12% |
| Reduction in CO2e Emissions (Kg) | 383.469 | 376,157 | 430,000 | 426,400 |
| Investment in Solar Panel Installation (\$) | \$741,742.83 | \$788,327.32 | \$788,327.32 | \$816,800.19 |

During the 2023-2024 fiscal year, installations were carried out at two branches, located in Aguadulce and David; however, during this same period, the Paseo Arraiján branch was sold, being the second branch with the largest solar panel plant. This had an impact on other indicators expressed in the table above.

Summary of Energy Consumption by Source

| Energy Consumption | Unit* | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|---------------------|-------|-----------|-----------|-----------|-----------|
| Total Non-Renewable | MWh | 7,296.99 | 8,312.26 | 8,243.11 | 7,680.74 |
| Total Renewable | MWh | 572.17 | 530.78 | 606.30 | 568.06 |

* To address counterparty requests, this unit has been converted from GJ to MWh using the following conversion factor: 0.277777777777778.

Energy consumption intensity

| Units | 2021-2022 | 2022-2023 | 2023-2024 |
|-------------|-----------|-----------|-----------|
| GJ/Employee | 14.73 | 15.01 | 15.66 |



During the 2023-2024 fiscal year, solar panels were installed at two branches in *Aguadulce* and *David*.



9.2 Emissions

In line with our 2050 Carbon Neutrality Action Plan, during this period we continued measuring our carbon footprint for direct emissions from Scope 1 and 2, as well as indirect emissions from Scope 3. We conducted this calculation using the Greenhouse Gas Protocol (GHG Protocol) methodology. The consolidation approach for Scope 1 and 2 GHG emissions is based on operational control.

During this period, we updated our 2050 Carbon Neutrality Action Plan, which was approved by the Ministry of the Environment in March 2024. This plan sets intermediate goals to mitigate and offset 40% of our emissions by 2030 and 50% by 2035.



Scope 1 Emissions* (tCO₂e)

| Source | Description | 2021-2022 | 2022-2023 | 2023-2024 | VAR 2024-2023 |
|--------------------|--|---------------|---------------|---------------|---------------|
| Stationary Sources | Use of emergency generators for electricity generation | 18.00 | 21.68 | 22.03 | 0.35 |
| Mobile Sources | Use of company-owned vehicles and fuel payment schemes (distribution and collection of fuel cards) | 467.92 | 461.64 | 229.41 | -232.23 |
| Fugitive Emissions | Recharging of refrigerants in air conditioning systems | 79.14 | 26.87 | 385.14 | 358.27 |
| Total | | 565.06 | 510.19 | 636.58 | 126.39 |

* The emission factors used for fuels and refrigerants correspond to those determined by the IPCC. Emission data was calculated based on the "Calcula tu Huella" tool from the Corporate RTH Program.

Scope 2 Emissions (tCO₂e)

| Source | 2021-2022 | 2022-2023 | 2023-2024 | VAR 2024-2023 |
|------------------|-----------|-----------|-----------|---------------|
| Electrical Grid* | 714.22 | 718.08 | 1,382.04 | 663.96 |

* The increase in Scope 2 emissions stemming from electricity consumption is a result of a rise in the emission factor of Panama's energy matrix, as determined by the National Energy Secretariat (SNE) for 2023, the same factor was used to determine Electric Grid emissions. This increase is the result of a greater reliance on thermoelectric sources due to a significant reduction in rainfall, which impacted hydroelectric generation - the country's main energy source. Although our operations managed to reduce energy consumption compared to the Baseline Year, the emission factor increased considerably due to the higher share of thermoelectric sources in the energy matrix for the 2023 period.



We measure Scope 3 indirect emissions in line with the 15 categories proposed by the GHG Protocol, taking into account the following:

| | | |
|---|--|-----------------------------------|
| Category 1: Purchased Goods and Services | Category 5: Waste Generated in Operations | Category 7: Employee Commuting |
| Category 13: Downstream Leased Assets (Outsourced Fleet) | Category 15: Investment* | |

*NB: To calculate financed emissions in our loan portfolio, we use the Global GHG Accounting and Reporting Standard by the Partnership for Carbon Accounting Financials (PCAF). The details of this inventory are provided in the chapter entitled Responsible Banking.



Scope 3 Emissions* (tCO₂e)

| Sources | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 | Var 23-24 |
|---|---------------|-------------------|-------------------|---------------------|-------------------|
| 1. Purchased Goods and Services | 37.60 | 87.63 | 82.02 | 15.38 | -66.64 |
| 5. Waste Generated in Operations | 12.63 | 44.14 | 16.36 | 0.83 | -15.53 |
| 7. Employee Commuting | 23.20 | 385.83 | 1,342.7 | 1,639.82 | 297.12 |
| 13. Downstream Leased Assets (Outsourced Fleet) | 306.09 | 270.70 | 305.19 | 99.91 | -205.28 |
| 15. Credit and Investment Portfolio** | | 465,135.75 | 567,220.30 | 1,476,752.42 | 909,532.12 |
| Total | 379.52 | 465,924.05 | 568,966.57 | 1,478,508.36 | 909,541.79 |

* The emission factors used to determine fuel emissions correspond to those determined by the IPCC. For flights, printing supplies, waste, employee commuting, and materials, the factors established by ICAO, Ecoinvent 3.3, WARM (Waste Reduction Model), the GHG Calculator (GHG Protocol), and 2019 World Bank data were used, respectively.

** Category 15 includes financed emissions from our credit and investment portfolios, as follows:

- Local credit portfolio from 2021–2022 to 2023–2024: Scopes 1 and 2 were included for 2021–2022 and 2022–2023; Scope 3 was included for this 2023–2024 period.
- Local and foreign investment portfolio: From the 2023–2024 reporting period onward, Scopes 1, 2, and 3 are included.

| Units | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|---|-----------|-----------|-----------|-----------|
| Emission Intensity (Tons of CO ₂ e/Employee) | 0.73 | 0.75 | 0.73 | 1.01 |



Mangrove forest, white sand under crystal-clear seawater, Panama



Corporate CFR Program

During this fiscal year, we continued making advances in our commitment with the Corporate Footprint Reduction Program (*RTH Corporativo*, name in Spanish as officially designated) coordinated by the Ministry of the Environment (*MiAmbiente*) and The First 50 Carbon Neutral Organizations initiative.

Compared to our 2020 Baseline Year, and thanks to the implementation of our carbon neutrality action plan, we achieved a 2% reduction in our Scope 1 and Scope 2 emissions. Furthermore, we acquired 1,753 carbon credits, offsetting 100% of our direct and indirect emissions (Scope 1 and 2), thereby reaching carbon neutrality within our operations. This milestone brings us closer to our interim target to mitigate and offset 40% of total emissions by 2030 and 50% by 2035, as outlined in our Carbon Neutrality Roadmap.

During 2023, we generated 532,730.2 kWh through solar panels installed in various locations of the Financial Group, representing a reduction of 105 tCO₂e. Under the guidelines of the GHG Protocol Corporate Accounting and Reporting Standard. The GHG emissions, their reductions, and offsets for the year 2023 were verified by an independent third party with a limited level of assurance, consistent with the scope, objectives, and ISO 14064-3:2019 criteria.



These achievements reflect our drive to implement projects and initiatives that accelerate the progress of our mitigation targets. Key advances during this reporting period include:

Project

2023 – 2024 Progress

Study on the inclusion of voluntary biofuel blends



Monitoring of applicable biofuel regulations; biofuel-blended fossil fuels are expected to be commercialized in Panama from April 2024. Implementation was delayed due to the government transition.

Technical study will assess the feasibility of using biofuel blends in stationary equipment. Suppliers of this technology must be identified.

Inquiries have been made to the equipment suppliers.

Energy efficiency study (ISO 50001 advisory and implementation)



Internal training was prioritized for implementing ISO 50001:2011. Action points and the organization's baseline were identified.

Phase one began in July 2023 with ISO 50001:2018 training for the teams leading the energy efficiency initiative.

The study will be carried out by location, with a pilot plan launched at *Plaza Bethania* in the 2024–2025 period.

Routine maintenance of air conditioners, refrigerators, and fire extinguishers



- Monthly, bimonthly, and quarterly preventive maintenance program rolled out across 100% of branches.
- High-efficiency equipment replacements totaled \$18,619.16.



Project

2023 – 2024 Progress

Implementation of telecommuting strategies

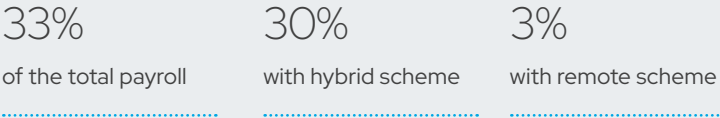


Evaluation of telecommuting strategies to identify roles suitable for permanent remote work, aiming to reduce electricity consumption and commuting emissions. A telecommuting policy was developing based on the following components:

Objective: This policy establishes the necessary guidelines and commitment to ensure that employees of Global Bank and its subsidiaries adhere to a flexible work philosophy, raising awareness so that employees can achieve personal well-being and, in turn, career development, where they gain the satisfaction that the work they do is a means to achieving their life purpose.

Scope: Applies to the employees of Global Bank and its subsidiaries, excluding branch personnel nationwide, provided job responsibilities and internal/external customer demands are met.

The progress of the implementation of this policy reached the:



Project

2023 – 2024 Progress

Study to evaluate converting vehicles to electric or biogenic fuels



- Decision to progressively replace fleet vehicles with electric alternatives; two new electric vehicles were added to the fleet.

Procurement of distributed solar generation equipment (solar panels)



- Installation of solar panels at our *David* and *Aguadulce* branches, generating over 50,000 kWh.
- The 2023 and 2024 budgets approved six more sites for solar systems. Four sites are expected to go online in the second half of 2024, and two have already been installed with operations scheduled for the first half of 2024.

Replacement of internal lighting with LED technology



- Full LED lighting upgrades completed in our *Brisas del Golf*, *Paitilla*, *Los Andes*, and *Costa Verde* branches, and the 11th and 13th floors of Torre Bethania. Completion status: 76% of branches, 80% of office block, and 77% overall.
- Replacement of twenty five (25) 18-watt LED panels in the Womac building, 2nd floor.



9.3 Other Environmental Aspects

Waste

We are committed to efficiently managing our resource consumption – from using it to disposing of it properly – by fostering a culture of reuse and recycling at all operational levels within the Bank.

During this fiscal year, through our Waste Management Plan, we collected and recycled a total of 33.8 metric tons of recyclable materials, primarily paper and cardboard, which accounted for 87% of all recycled waste. These recyclable materials were gathered from 20 out of our 30 locations across the country.



| Waste Management | 2021-2022 | 2022-2023 | 2023-2024 |
|----------------------------|-----------|-----------|-----------|
| Total Waste Collected (kg) | 123,551 | 45,810 | 35,164 |
| Landfill | 113,421 | 35,080 | 1,350 |
| Recycled (kg) | 10,131 | 10,729 | 33,814 |

NB: Non-recyclable waste includes food scraps and packaging from restrooms and cafeterias in the main administrative building and at two branches. This waste is sent to landfill.

| Recycling By Product Type (kg) | 2021-2022 | 2022-2023 | 2023-2024 |
|--------------------------------|-----------|-----------|-----------|
| Paper | 7,560 | 8,948 | 25,972 |
| Cardboard | 1,271 | 1,243 | 3,502 |
| Cans | 487 | 150 | 764 |
| Tetra Pak | 13 | 30 | 962 |
| Newspaper | 1 | | 70 |
| Glass* | | | 422 |
| Plastic | 799 | 359 | 2,122 |

* NB: This year, glass was added as a recyclable material, expanding our waste handling and recycling capabilities.

Water

We recognize the importance of responsible water use and have implemented several initiatives to ensure its proper management. Beginning in January 2024, we launched branch-level water consumption monitoring. This includes monthly water usage tracking via utility bills at 13 branches with metered readings and mixed reading systems at 3 branches⁴.

In the remaining branches, consumption data is not available due to utility companies using prorated area-based measurement systems, or estimates based on the type of business, or including water costs in general maintenance fees, with no separate utility bills being available.

To reduce water usage, timed faucets have been installed as part of our maintenance plan, helping to prevent unnecessary water waste.

| Water Consumption | Unit | 2023-2024 |
|--|--|-----------|
| Total Water Use | Millions of cubic meters | 11,715 |
| Data Coverage (Branches measured/total branches) | Percentage (operations – branch amount). | 0.53 |

4. This indicates that, in some instances, the IDAAN (Panamanian Institute of Aqueducts and Sewers) bases the water bill on actual meter readings, while in others, it estimates monthly consumption using prorated historical data.



10

Our Commitment to the Community



- 10.1. Community Involvement and Investment
- 10.2. Corporate Volunteering
- 10.3 Billy Truck Project



10.1 Community Involvement and Investment

At Global Bank, we have reaffirmed our commitment to being agents of change through our actions and policies.

We strive to promote sustainable financial practices, protect the environment, support the transition to a low-carbon economy, and foster financial inclusion and education. We also recognize the importance of solidarity by collaborating with organizations and initiatives that share our values of creating a positive impact in communities and achieving tangible results.

We support nonprofit organizations that work directly with communities and vulnerable groups through programs that contribute to the Sustainable Development Goals (SDGs) prioritized by our organization, with a focus on education, health, and gender equality. Nevertheless, these actions also have a positive impact on other SDGs, including:



During the 2023-2024 fiscal year, our social investment totaled \$909,600, and we benefited more than 24,200 people.



Organizations Supported during 2023-2024 by Topic

Education

58%

of total social investment



~10,000

people benefited



| Foundation/CSO | Description |
|-------------------------------|--|
| Fundación Casa Esperanza | Provides development opportunities to children and teenagers living in poverty, especially those identified as being in situations of child labor. |
| Asociación Pro-Niñez Panameña | Drives the holistic development of Panamanian children nationwide through programs aimed at improving education, nutrition, health, and recreational activities in households, community kitchens, remote rural schools, and a model school. |
| Fundación Faydola | Contributes to the development and improvement of education and quality of life for Panamanian young people through disciplines such as sports and music. |
| Asociación Enseña por Panamá | Provides an educational leadership program that supports schools in low-income areas through trained teachers and professionals who contribute to children's learning. |

| Foundation/CSO | Description |
|-----------------------------------|--|
| Fundación Pro-Biblioteca Nacional | Provides technical and financial assistance for the refurbishment and modernization of the Ernesto J. Castillero R. National Library and its network of affiliated public libraries. |
| Asociación Damas Guadalupanas | Works to support children, teenagers, the elderly, and education in Panama by bridging social, cultural, and economic gaps. |
| INCAE | Business school that promotes regional development through leadership training, applied research, and the promotion of intersectoral dialog. |
| Instituto Bancario Internacional | Aims to position itself as a leader and benchmark in learning, research, accreditation, evaluation, and consultancy in the country's banking and financial sector. |
| BIOMUSEO | Natural history museum dedicated to Panama that explores the relationship between its biodiversity and its culture. |



Health

24%
of total social investment



~7,000
people benefited



| Foundation/CSO | Description |
|---------------------------------|--|
| Fundación Psoriasis | Raises social awareness among the Panamanian population about psoriasis and psoriatic arthritis through educational and awareness campaigns. |
| FANLYC | Provides various services to children diagnosed with cancer in Panama, including the provision of medications, transportation, psychological and social support, healthy meals, education, and more. |
| Fundación Olimpiadas Especiales | A global movement that offers Olympic-style sports training to individuals with intellectual disabilities, with no age limit and completely free of charge, while promoting their positive inclusion in society. |
| Fundación Operación Sonrisa | Provides holistic care and free surgeries to children with cleft lips, palates, or other malformations from vulnerable communities. |
| Fundación Panameña de Hemofilia | Provides treatment and access to medical specialties necessary to manage coagulopathy and its complications. |
| Fundación Soy Capaz | Promotes the independence of young people with autism, provides guidance and support for their families, and raises awareness in society to help them better integrate. |



| Foundation/CSO | Description |
|---------------------------|--|
| Austim Wave | Supports all children and young people with autism, as well as their parents and families who work every day to boost their development and improve their lives. |
| Educamente PTY | Provides transformative educational tools through neuroscience-based initiatives that redefine the role of teachers and parents. |
| Fundacáncer | Provides assistance to cancer patients in Panama, particularly those most in need. |
| Fundación Casita de Mausí | Offers temporary lodging for adult cancer patients traveling from rural areas. |
| Abou Saad Temple | Promotes a sense of fraternity and well-being for children through specialized health programs. |



Community and Other Contributions

18%
of total social investment



~7,200
people benefited



| Foundation/CSO | Description |
|---------------------------------------|---|
| Asociación Mujer Cultura y Desarrollo | Promotes initiatives that enhance the ability of women’s to be both drivers and beneficiaries of development in its various dimensions - educational, socioeconomic, and cultural - to drive women and their families to fulfil their full potential. |
| Teletón 20-30 | Represents the most prominent fundraising event for social causes, featuring performances from celebrities and broadcasted nationally on television for a minimum of 27 continuous hours. |
| Jesús Luz de Oportunidades | Supports initiatives aimed at reducing and preventing violence in the urban areas of Panama, as well as at correctional facilities. |
| Fundación Pro-children del Darién | Aims to reduce child malnutrition through activities that are aligned with programs in nutrition, health, education, production, and community development. |
| Forum de Periodistas | Encourages rapid communication and ensures free journalism by always safeguarding respect for freedom of expression and the right to information. |



| Foundation/CSO | Description |
|--|-------------|
| Other Foundations and/or Associations Supported: | |
| <ul style="list-style-type: none">Fundación Creo en TiNutre HogarOrfelinato San José de MalamboComité Ayuda SocialAsociación Directoras de PanamaCosta ReciclaSociedad Israelita Shevet AhimFundación AmadorAsociación Damas JudíasAsociación de Damas EspañolasClub de LeonesRotary ClubsJunior AchievementCámara de Comercio, Industria y Agricultura de ChiriquíFundación Huellas de AngelClub Kiwanis de PanamaFundación Voces VitalesThe American Chamber of Commerce and Industry | |



10.2 Corporate Volunteering

Through our corporate volunteering program, we offer our employees the opportunity to participate in various activities organized by the nonprofit organizations we support. These initiatives not only allow them to focus their time and dedication on meaningful causes, but they also drive teamwork and create a sense of community within our organization.

Over the years, we have created a more structured volunteer program aligned with our responsible banking approach. This model aims to maximize the impact of our actions through long-term sustainable activities, with measurable beneficiaries and tangible results that underscore our contributions to our communities and our commitment to sustainable development.

146

volunteer employees participated in the 2023-2024 fiscal year



+3,486

people benefited



Volunteering during the 2023-2024 Fiscal Year

| Donation | Partner Organization | Number of Employees Volunteers | Number of Beneficiaries |
|---|--|--------------------------------|-------------------------|
| 2023 Relevo por la Vida Walk | FANLYC | 30 | 554 children |
| 2023 Susie Thayer Walk | FUNDACANCER | 10 | ~ 1,000 people |
| 2023 Annual Walk | Fundación psoriasis | 10 | ~ 1,440 people |
| Mentoring Walk | Voces vitales | 8 | ~ 175 people |
| Program for Women Entrepreneurs | Jr. Achievement | 7 | ~ 30 Women |
| Education: Planning to Achieve Your Goals | MINSA | 9 | 9 people |
| Sustainable and Financial Education | República de Haití High School | 7 | 56 young people |
| Sustainable and Financial Education | Jerónimo de la Ossa General Basic Education Center | 15 | 88 children |
| Importance of Savings for Children | República de la India High School | 50 | 128 children |





10.3 Billy Truck Project

Since 2022, we have also been involved in the Billy Truck Project coordinated by the *Costa Recicla* Foundation, with the aim of encouraging the communities we visit to adopt recycling habits and separate their waste properly to help promote a cleaner Panama and safeguard our environment.

Each month, the mobile unit visits one of the 8 branches where this program is active, collecting recyclable materials from nearby communities.

+ 17 tons
of recyclable material collected together



+315 families
benefited during these years of alliance.



Materials Collected in Communities (Tons)

| Materials | Global Bank | | | Billy Truck Project* | | |
|---------------|-------------|-----------|-------|----------------------|-----------|-------|
| | 2022-2023 | 2023-2024 | Total | 2022-2023 | 2023-2024 | Total |
| Cardboard | 0.70 | 0.54 | 1.24 | 3.86 | 3.87 | 7.73 |
| Plastic PET1 | 0.19 | 0.32 | 0.50 | 1.38 | 1.93 | 3.30 |
| Plastic PET2 | 0.09 | 0.13 | 0.21 | 0.63 | 0.56 | 1.19 |
| Aluminum Cans | 0.09 | 0.07 | 0.15 | 0.20 | 0.25 | 0.45 |
| Tins | 0.03 | 0.11 | 0.14 | 0.11 | 0.19 | 0.30 |
| Tetra Pak | 0.03 | 0.10 | 0.13 | 0.35 | 0.34 | 0.69 |
| Glass | 0.16 | 0.48 | 0.63 | 2.20 | 1.68 | 3.88 |
| Total in Tons | 1.27 | 1.74 | 3.01 | 8.73 | 8.81 | 17.53 |

*The results of the Billy Truck Project include materials collected by Global Bank.





11 Economic Performance



- 11.1 Relevant Data from the Financial Group
- 11.2 Results by Business
- 11.3 Generated and Distributed Economic Value
- 11.4 Income Tax Report
- 11.5 Leverage Ratio



11.1 Relevant Data from the Financial Group

During this period*, the global and regional economic and financial landscape continued to reflect rising interest rates and persistent inflation worldwide, as observed in the previous period, posing ongoing challenges for the financial sector in Panama. Despite this complex economic environment, we were able to maintain strong performance and positive results in our financial management:

Net Asset Growth

We achieved sustained growth in our net assets, recording a 1.27% increase compared to the previous period.

Portfolio Expansion

Our portfolio grew by USD \$103 million.

Financial Stability

Our equity reached a total of USD \$731 million, accompanied by a Return on Equity (ROE) of 6.7%, reflecting a positive trend of sustained growth compared to previous periods.

*NB: Figures are reported as of the end of the fiscal period comprising July 1, 2023, to June 30, 2024.



Business and Financial Indicators

| | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|-------------------------|------------------|------------------|------------------|------------------|
| Net Assets | \$ 8,323,543,893 | \$ 8,400,596,435 | \$ 8,412,978,895 | \$ 8,520,282,632 |
| Loans Portfolio (net) | \$ 6,007,976,619 | \$ 6,138,222,161 | \$ 6,212,554,475 | \$ 6,315,709,567 |
| Deposits | \$ 5,275,151,088 | \$ 5,275,242,825 | \$ 5,321,547,792 | \$ 5,381,647,327 |
| Equity | \$ 789,718,580 | \$ 760,154,339 | \$ 711,753,243 | 731,375,785 |
| ROE | 3.39% | 4.79% | 6.30% | 6.70% |
| Capital Adequacy Ration | 15.97% | 15.11% | 13.12% | 13.73% |
| Delinquency Ratio | 3.18% | 3.14% | 3.38% | 3.03% |



11.2 Results by Business

The evolution and development of our business lines reflect the strength and soundness of our Financial Group. We are a Bank with 100% Panamanian capital, and we rank among the top five in the country in terms of commercial and mortgage loan placements. Our key results are outlined below:

Global Bank Corporation:

SASB FN-CB-000.A, FN-CB-000.B, FN-CB-410a.1:

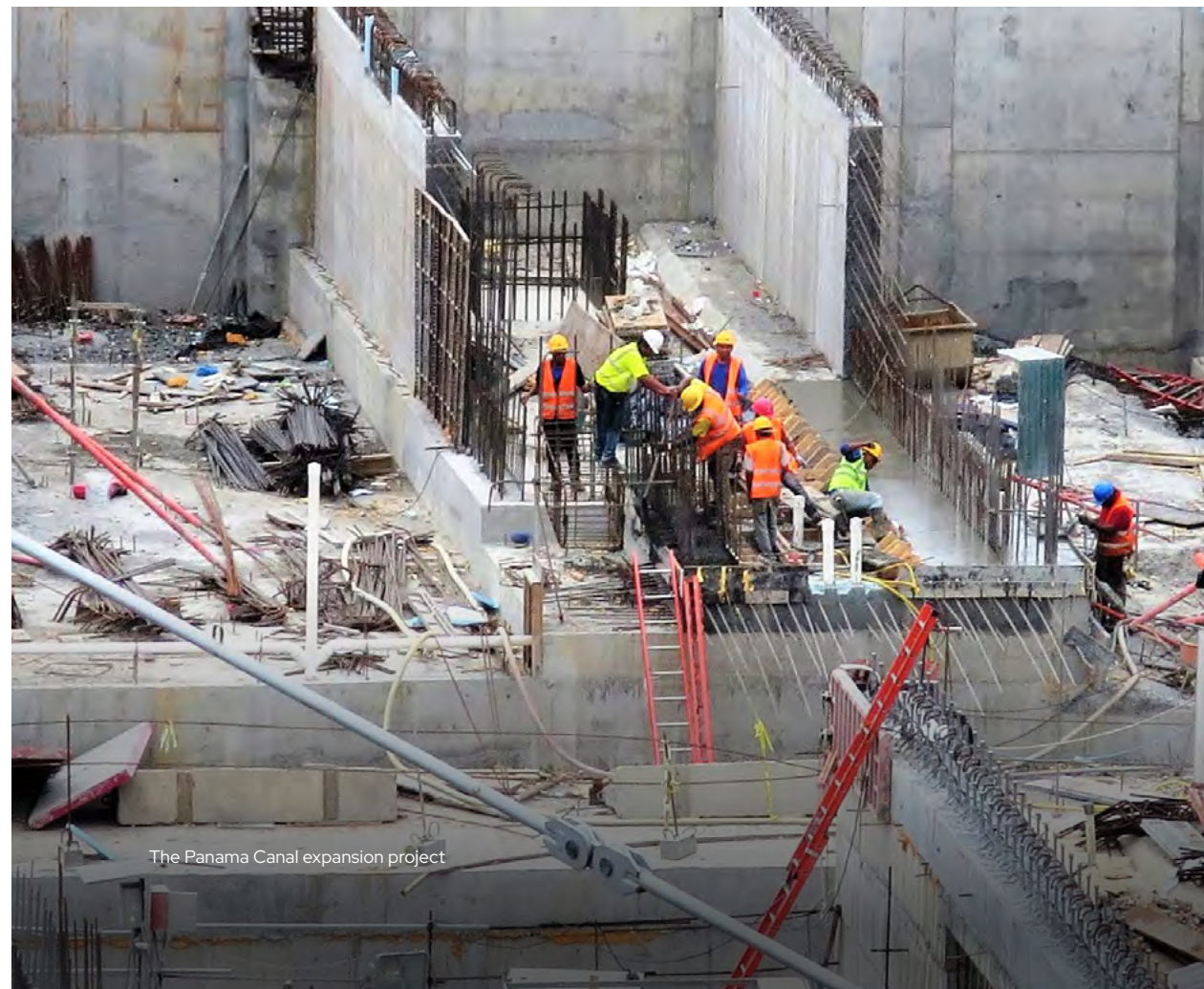
Operating and Financial Results

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|---|-------------|-------------|-------------|
| Number of Checking and Savings Accounts (Units) | | | |
| Commercial Banking (including SMEs) | 26,946 | 26,095 | 25,186 |
| Corporate Banking | 1,681 | 1,769 | 1,842 |
| Personal Banking | 140,616 | 143,303 | 144,954 |
| Private Banking | 4,528 | 4,485 | 4,543 |
| Balance of Checking and Savings Accounts (Fiscal year-end USD) | | | |
| Commercial Banking (including SMEs) | 605,225,130 | 554,847,334 | 497,726,405 |
| Corporate Banking | 142,009,232 | 127,848,936 | 154,702,559 |
| Personal Banking | 605,458,487 | 566,219,715 | 544,943,921 |
| Private Banking | 423,366,745 | 318,371,602 | 287,512,931 |

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|--|---------------|---------------|---------------|
| Loans and Credits (Number) | | | |
| Personal Banking | 125,066 | 125,586 | 126,625 |
| SME Banking | 3,028 | 2,891 | 2,775 |
| Commercial Banking | 7,068 | 6,673 | 6,366 |
| Corporate Banking | 1,934 | 1,896 | 2,300 |
| Loans and Credits (Total Value disbursed) (USD) | | | |
| Personal Banking | 3,797,506,333 | 3,926,545,278 | 3,937,584,491 |
| SME Banking | 606,777,366 | 607,164,471 | 565,463,638 |
| Commercial Banking | 1,568,256,106 | 1,625,943,088 | 1,705,697,413 |
| Corporate Banking | 1,919,719,760 | 1,939,412,805 | 2,092,097,511 |
| Portfolio Balance (USD) | | | |
| Personal Banking | 3,041,969,960 | 3,156,181,591 | 3,141,636,347 |
| SME Banking | 478,573,808 | 479,547,424 | 441,294,985 |
| Commercial Banking | 1,207,383,098 | 1,269,816,894 | 1,346,353,293 |
| Corporate Banking | 1,493,049,296 | 1,398,718,386 | 1,470,349,936 |

Balance by Economic Sector (10 top activities)

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|--|-----------|-----------|-----------|
| Breakdown by Sector (%) | | | |
| Real Estate | 4.00% | 3.20% | 3.03% |
| Central Government | 2.28% | 1.84% | 2.88% |
| Commercial Property Rental | 2.61% | 3.05% | 2.86% |
| Construction – Apartment Buildings | 2.77% | 2.75% | 2.79% |
| Construction – Housing | 2.58% | 2.39% | 2.37% |
| Commercial Mortgages – Improvements | 1.39% | 1.66% | 1.84% |
| Public Sector Construction- Civil Works and Infrastructure | 1.30% | 1.87% | 1.79% |
| Purchase and Sale of Goods | 2.25% | 1.83% | 1.66% |
| Cattle Fattening | 1.95% | 1.76% | 1.56% |
| Energy Generation – Solar | 0.00% | 0.31% | 1.26% |



The Panama Canal expansion project



Global Bank Corporation and its Subsidiaries – Portfolio Composition by Sector

| Period | June 24 | |
|--|---------------|------------|
| | Total* | Percentage |
| Loan Portfolio – Total | 6,399,634,561 | 100.00% |
| Corporate and Commercial Banking | 3,269,876,484 | 51.87% |
| 1. Commercial | 1,460,402,476 | 23.17% |
| 2. Industry | 457,441,764 | 7.26% |
| 3. Agriculture | 339,486,359 | 5.39% |
| 4. Transportation | 8,577,710 | 0.14% |
| 5. Leasing | 47,163,874 | 0.75% |
| 6. Overdrafts | 138,006,885 | 2.19% |
| 7. Letters of credit | 1,045,061 | 0.02% |
| 8. Factoring | 304,285,310 | 4.83% |
| 9. Corporate and Commercial pledge loans | 110,291,598 | 1.75% |
| 10. Construction | 403,175,447 | 6.40% |



| Period | June 24 | |
|--|---------------|------------|
| | Total* | Percentage |
| Personal Banking | 3,129,758,077 | 49.65% |
| 1. Residential Mortgages | 902,202,147 | 14.31% |
| 2. Preferential Mortgages | 1,016,173,598 | 16.12% |
| 3. Personal Loans with Mortgage Collateral | 184,257,308 | 2.92% |
| 4. Personal Loans for Retirees | 493,814,117 | 7.83% |
| 5. Personal Loans for Public Sector Employees | 75,960,380 | 1.20% |
| 6. Personal Loans for Private Sector Employees | 54,639,936 | 0.87% |
| 7. Personal Loans for ACP Employees | 5,473,576 | 0.09% |
| 8. Car Loans | 217,787,585 | 3.45% |
| 9. Credit Cards | 132,114,806 | 2.10% |
| 10. Personal Pledge Loans | 47,334,626 | 0.75% |

*NB: Local and international portfolio.

Global Bank Corporation and its Subsidiaries – Geographical Concentration

| Region | June 24 |
|-------------------------------------|----------------------|
| Panama | 5,935,374,787 |
| Latin America and the Caribbean | 369,322,358 |
| Europa, Asia and Oceania | 94,937,416 |
| United States of America and Others | - |
| Total | 6,399,634,561 |



Credit and Debit Cards

SASB FN-CF-000.A, FN-CF-000.B

| Fiscal Year | 2021 - 2022 | 2022 - 2023 | 2023-2024 |
|---|-------------|-------------|-----------|
| Number of Debit Cards (Personal, Corporate and Commercial Banking) | 43,929 | 47,406 | 48,230 |
| Number of Credit Cards (Personal, Corporate and Commercial Banking) | 34,108 | 36,208 | 41,444 |
| Number of Customers with Debit Cards (Personal, Corporate and Commercial Banking) | 41,191 | 42,862 | 43,916 |
| Number of Customers with Credit Cards (Personal, Corporate and Commercial Banking) | 33,425 | 35,368 | 40,194 |

Mortgages

FN-MF-000.A

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|--|---------------|---------------|---------------|
| Number of Mortgages (Quantity) | | | |
| Residential | 30,890 | 32,084 | 32,051 |
| Commercial | 6,839 | 6,418 | 6,259 |
| Number of Mortgages (Amount disbursed) (USD) | | | |
| Residential | 2,377,764,085 | 2,499,845,172 | 2,505,161,168 |
| Commercial | 2,739,752,336 | 2,739,405,974 | 2,665,976,144 |
| Number of Mortgages (Balance fiscal year-end) (USD) | | | |
| Residential | 2,040,814,844 | 2,132,892,170 | 2,102,633,053 |
| Commercial | 2,061,295,710 | 2,019,024,816 | 1,959,438,248 |





Progreso APFC – Pensions and Severance Pay

FN-AC-000B

To the end of the fiscal year, the assets managed for pension and severance accounts increased by 2% and 4%, respectively, compared to the previous fiscal period. The value of the trusts managed experienced a slight drop, closing 1% lower than the previous fiscal year; however, we increased the number of trusts we managed, closing with a total of 933.

The 2023–2024 fiscal year was a challenging year for both businesses in terms of the number of new accounts being enrolled compared to previous years.

- In terms of pensions, our direct distribution channel and *Progreso* sales advisor team rolled out a new business model during the period requiring stabilization while the Bank's branch channel continues to promote measures to enhance it.
- In terms of severance pay, the number of enrollments was low, mainly due to the electoral cycle, which resulted in limited decision-making by companies.
- In terms of third-party assets, these assets recorded growth of USD \$23.6 million or 4.1% compared to the previous period.



Operational and Financial Information

| Fiscal Years | 2021-2022 | 2022-2023 | 2023-2024 |
|---|---------------|---------------|---------------|
| Number of Accounts Managed – Severance Pay | 1,259 | 1,231 | 1,160 |
| Number of Accounts Managed – Pensions | 20,162 | 20,667 | 20,462 |
| Percentage of Corporate | 6% | 6% | 5% |
| Percentage of Individual Subscription | 94% | 94% | 95% |
| Number of Trusts Managed | 1,007 | 992 | 933 |
| Value of Managed Assets – Severance Pay (USD) | 306,211,842 | 319,094,430 | 333,402,570 |
| Value of Managed Assets – Pensions (USD) | 225,737,822 | 229,284,618 | 232,748,118 |
| Percentage of Corporate | 58% | 58% | 59% |
| Percentage of Individual Subscription | 42% | 42% | 41% |
| Value of Trusts Managed (USD) | 1,548,184,679 | 1,538,445,642 | 1,523,749,621 |



Global Valores – Investment Stock Exchange

SASB FN-IB-000.A, FN-IB-000.B, FN-IB-000.C,
FN-AC-000.B

At *Global Valores* and *Fondo Global de Inversión*, a closed-end investment company, we are committed to creating value and maintaining the trust our customers place in us by managing their investments efficiently and responsibly.

During this fiscal period, we continued to strengthen our strategy with a focus on Fixed Income, increasing its share within our portfolio from 87.6% to 93.01% of total transactions.

Likewise, the number of transactions and total value of our subscription products decreased significantly compared to previous reporting periods, leading to a greater concentration of transactions in our brokerage and advisory products, which closed the period at more than USD \$1.7 billion.

Operational and Financial Information

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|--|----------------------------|----------------------------|---------------------------|
| Transactions (Number) | | | |
| Subscription-based | 222.00 | 185.00 | 135.00 |
| Advisory | | | 2,380.00 |
| Brokerage | 3,603.00 | 3,440.00 | 3,283.00 |
| Transactions (Value USD) | | | |
| Subscription-based | 33,179,517.82 | 61,151,611.64 | 33,396,300.20 |
| Advisory | | | 16,572,587.34 |
| Brokerage | 1,613,989,800.33 | 1,295,868,154.63 | 1,755,574,731.93 |
| Transactions (Number) | | | |
| Fixed Income | 78.89% | 87.76% | 93.01% |
| Equities | 15.54% | 7.59% | 4.45% |
| Foreign Exchange | 0.00% | 0.00% | 0.00% |
| Mutual Funds | 5.33% | 4.51% | 1.85% |
| Other | 0.24% | 0.14% | 0.69% |
| Investment by Sector (Value USD) | | | |
| | \$ 1,647,169,318.15 | \$ 1,357,019,766.27 | \$1,805,543,619.47 |
| Financial | 35.34% | 31.89% | 26.00% |
| Real Estate | 19.87% | 12.54% | 11.00% |
| Conglomerate | 2.89% | 2.33% | 3.00% |
| Government | 16.53% | 36.81% | 41.00% |
| Energy | 6.67% | 3.75% | 6.00% |
| Mutual Funds | 5.51% | 1.61% | 1.00% |
| Commerce | 5.82% | 4.46% | 2.00% |
| Transportation | 1.04% | 0.83% | 4.00% |
| Telecommunications | 1.24% | 0.73% | 2.00% |
| Others (Consumer, Construction, Technology, Health, Hospitality, Cash) | 5.09% | 5.05% | 4.00% |

Aseguradora Global – Insurance

(SASB FN-IN-410a.1, FN-IN-000.A)

With regard to our insurance products offered through *Aseguradora Global*, we saw a slight drop in the total number of active policies at the close of this fiscal year, representing 3,076 fewer than during the previous period. However, the total value of premiums issued remained relatively stable, increasing by 0.9%.



Issued Premium

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|---|------------|------------|------------|
| Number of Policies (Fiscal year-end) - Total | 52,343 | 51,310 | 48,234 |
| Breakdown by Segment/Product (Number) | | | |
| Car | 14,257 | 13,977 | 13,280 |
| Fire | 25,700 | 26,963 | 27,257 |
| Personal Accident | 4,693 | 4,125 | 3,185 |
| Life | 6,877 | 5,446 | 3,730 |
| Fraud | 1 | 1 | 1 |
| Diverse Risk | 9 | 11 | 12 |
| Contractor's All Risk | 128 | 142 | 154 |
| Collective Life and Unemployment | 3 | 3 | 4 |
| Surety bonds | 675 | 642 | 611 |
| Value of Issued Premium (FYE) - Total (USD) | 34,530,975 | 34,440,559 | 35,126,328 |
| Breakdown by Segment/Product (Value USD) | | | |
| Car | 7,217,183 | 7,130,028 | 6,584,268 |
| Fire | 3,085,313 | 3,257,856 | 3,278,182 |
| Personal Accident | 208,749 | 235,535 | 270,714 |
| Life | 165,782 | 103,441 | 104,666 |
| Fraud | 1,398,352 | 1,403,435 | 1,545,888 |
| Diverse Risk | 781,377 | 956,048 | 919,263 |
| Contractor's All Risk | 1,212,395 | 894,034 | 928,881 |
| Collective Life and Unemployment | 17,854,405 | 18,711,490 | 19,114,217 |
| Surety bonds | 2,607,419 | 1,748,691 | 2,380,249 |



Investment

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|---|---------------|---------------|---------------|
| Investment (Insurer Specific) (Total Portfolio Value) (USD) | \$ 29,408,469 | \$ 32,074,608 | \$ 39,303,927 |
| Breakdown by Asset Type (%) | | | |
| Equities | 6.6% | 6.2% | 5.7% |
| Government Bonds | 3.5% | 3.2% | 7.7% |
| Corporate Bonds | 36.6% | 42.3% | 40.6% |
| Global Bank Corp. Bonds | 53.2% | 48.4% | 46.1% |
| Industry – Electricity Production and Generation | 15.6% | 10.9% | 6.3% |
| Financial Sector – Parent Banks, Branches and Subsidiaries | 53.2% | 55.7% | 52.0% |
| Financial Sector – Finance Companies | 6.6% | 6.2% | 7.8% |
| Services – Communications | 0.0% | 1.0% | 0.8% |
| Services – Other Services | 17.9% | 23.1% | 25.3% |
| Central Government | 6.6% | 3.2% | 7.7% |
| Industry – Other Manufacturing Industries | 0.0% | 0.0% | 0.0% |





Global Financial Funds

FN-AC-000.A, FN-AC-000.B

| Fiscal Years | 2021-2022 | 2022-2023 | 2023-2024 |
|--|------------------|------------------|------------------|
| Number of Accounts and/or Trusts Managed | | | |
| Escrow Deposits | 2 | 3 | 3 |
| Testamentary Trust | 1 | 0 | 0 |
| Collateral Trust | 22,618 | 20,691 | 19,104 |
| Pension Trust | 1 | 1 | 1 |
| Securitization Trust | 0 | 0 | 0 |
| Administrative Trust | 51 | 46 | 44 |
| Investment Trust | 24 | 18 | 14 |
| Value of Accounts and/or Trusts Managed (USD) | | | |
| Escrow Deposits | 588,860.44 | 4,863,233.38 | 4,330,843.18 |
| Testamentary Trust | 507,330.10 | | |
| Collateral Trust | 2,636,407,207.46 | 2,498,543,949.52 | 2,443,582,529.96 |
| Pension Trust | 2,479,089.42 | 2,103,092.54 | 1,742,990.15 |
| Administrative Trust | 303,528,313.13 | 314,960,861.77 | 350,866,268.82 |
| Investment Trust | 128,322,823.30 | 114,371,066.38 | 96,181,717.09 |





11.3 Generated and Distributed Economic Value

(GRI 201-1, 201-4)

Generated and distributed economic value results reflect how our operations create and distribute value for all our stakeholders, as well as for the domestic economy and society at large. During this period, we generated an economic value of USD \$194.262 million, of which 75% was distributed through our value chain, employees, contributions to the Panamanian government, and other stakeholders.

Generated and Distributed Economic Value (thousands USD)

| Fiscal Year | 2021-2022 | 2022-2023 | 2023-2024 |
|--|--------------|--------------|--------------|
| Income (Economic Value Generated, EVG) | \$ 174,288.0 | \$ 189,806.7 | \$ 194,262.5 |
| Costs and Expenses (Economic Value Distributed, EVD) | \$ 137,025.0 | \$ 142,300.7 | \$ 146,429.7 |
| Operating Costs and Expenses | \$ 51,125.4 | \$ 52,371.0 | \$ 56,293.4 |
| Salaries and Benefits (Employees, COGS + G&A) | \$ 59,798.9 | \$ 61,331.3 | \$ 63,916.5 |
| Payments to Governments (Taxes and Contributions) | \$ 4,827.7 | \$ 9,687.7 | \$ 7,770.2 |
| Investment in Infrastructure | \$ 20,767.9 | \$ 18,258.3 | \$ 17,608.0 |
| Donations (Community) | 505.2 | 652.4 | 841.6 |
| Retained (EVG-EVD) | 37,263.0 | 47,505.9 | 47,832. 8 |

NB:

- The active rates were raised to help counteract the impact of the cost of funds due to the general rise in market rates. Despite this, and due to the increase in the portfolio volume, revenues did not grow enough to generate a higher Retained Value after covering costs and expenses. This is the main reason why the final net profit did not significantly exceed the profit from the previous period.
- We received subsidies from the Government amounting to USD \$34,761,612 stemming from our preferential mortgage and commercial agricultural portfolio, in accordance with national laws.
- To calculate EVG, income from net interest and commissions before provisions, provisions for uncollectible loans, and other income were considered.
- To calculate EVD, provisions for country risk, provisions for investments, income tax expenses, and other expenses were considered.
- Donations comprised 95% in community investments and 5% in business initiatives.

We have also been investing in infrastructure for the digital and technological transition, with current and future investments mostly directed toward implementation and maintenance. This is aimed at providing the best customer experience, both through digital and physical channels.

ROI Human Capital

We quantify the value generated by our employees through the calculation of the Return on Investment in Human Capital (Human Capital ROI). At the end of the period, this indicator showed a slight decrease compared to the previous fiscal period, in response to the increase in labor costs recorded during the year.

| | 2020-2021 | 2021-2022 | 2022-2023 |
|-------------------|-----------|-----------|-----------|
| ROI Human Capital | 1.62 | 1.77 | 1.75 |



11.4 Income Tax Report

As a Financial Group, we publicly report our Financial Statements and Income Tax Returns in every jurisdiction in which we operate.

In accordance with current Panamanian tax legislation, banks are exempt from paying income tax on profits derived from foreign sources. They are also exempt from income tax on interest earned on time deposits in local banks, interest earned on Panamanian government securities, and investments in securities issued through the Panama Stock Exchange.

Our Global Capital Investment Corp. and Global Bank Overseas subsidiaries are not subject to income tax in their respective jurisdictions due to the nature of their foreign operations. However, income tax on operations that generate taxable income in other jurisdictions is classified under income tax expense.

| Financial Reports | 2021-2022 | 2022-2023 | 2023-2024 |
|---------------------------------|-----------------|-----------------|-----------------|
| Earnings Before Tax | \$35,682,264.00 | \$50,970,830.00 | \$48,999,917.00 |
| Reported Taxes* | \$3,667,996.00 | \$3,825,471.00 | \$4,298,464.00 |
| Effective Tax Rate (Percentage) | 10.28% | 7.51% | 8.77% |
| Cash Taxes Paid | \$3,667,996.00 | \$3,825,471.00 | \$4,298,464.00 |
| Cash Tax Rate (Percentage) | 10.28% | 7.51% | 8.77% |

NB: Current income tax, as detailed in the Income Tax Return.



Further information can be found in the Audited Financial Statements dated June 2024.

11.5 Leverage Ratio

We recognize the importance of managing and disclosing the risks associated with our banking activities in an increasingly interconnected global financial environment. This is why, we have adopted practices that allow us to operate responsibly and soundly, protecting both our customers and the financial system as a whole.

Leverage Components

| Fiscal Year | 2022-2023 | 2023-2024 |
|------------------------------------|---------------|------------------|
| Common Equity Tier 1 Capital | 495,288,817 | 511,125,670.24 |
| Total Exposure (Unweighted Assets) | 7,967,677,859 | 7,976,262,645.31 |
| Leverage Ratio | 6.22% | 6.41% |

NB: In accordance with Agreement 1-2015 of the Superintendency of Banks of Panama (SBP), Article 17, the leverage ratio of a regulated entity is determined by the ratio of Common Equity Tier 1 Capital to the total exposure from unweighted on- and off-balance sheet assets.



Annexes

Annex 1: ESG Management

- Stakeholder Relations
- Alliances and Memberships
- Materiality Study
- Identification and Assessment of Portfolio Impacts
- Contribution to SDG

Annex 2: Self-Assessment of the implementation of the Principles for Responsible Banking (PRB)

Annex 3: Reporting framework

- GRI Content Index
- SASB Metrics Index
- Table of recommendations according to TCFD
- Stakeholder capitalism contents – WEF

Assurance letter

Annex 1: ESG Management

Stakeholder Relations

(GRI 2-29)







At Global Bank, we actively communicate with our stakeholders and all the people directly impacted by our business activities, as they are an integral and active part of our business strategy and operations. As such, we pay special attention to bolstering the relationships and ties we maintain with each of our stakeholder groups, prioritizing ongoing engagement that allows us to better understand their interests and needs through listening and consultation processes.



Communication channels by stakeholder

| Stakeholder | Value Proposition | Channels | Relevant Issues |
|---------------------------------------|---|--|--|
| Shareholders and Directors | <p>We offer a solid and sustainable destination for investment, which is guaranteed through the strategic and comprehensive management of Environmental, Social, and Governance (ESG) factors.</p> <p>We drive continuous growth and bolster trust in our decision-making processes.</p> | <ul style="list-style-type: none"> • Shareholder Assembly • Board of Directors • Annual Report (Financial and Non-financial) • Financial Information (every three months) • Website • Newspapers • Folder for Directors (drive) | <ul style="list-style-type: none"> • Corporate Governance • Stakeholder Engagement and Communication • ESG Investment and Financing • Comprehensive Risk Management • Climate Strategy • Financial Inclusion |
| Customers | <p>We offer simplicity, clarity, and innovation through accessible financial products and services that are designed based on the needs of our customers.</p> <p>Our value proposition includes various listening mechanisms and digital service channels that are national in scope, in addition to providing specialized and tailor-made service to each customer, while protecting their data and privacy.</p> | <ul style="list-style-type: none"> • Branches • Online Banking / App • Website • E-mails • Social Networks • Satisfaction Survey • Brand Health Survey • Online Appointments • In Situ Visits • <i>Única</i> Experiences | <ul style="list-style-type: none"> • Corporate Governance • Comprehensive Risk Management • ESG Investment and Financing • Customer Service • Financial Education • Cybersecurity • Responsible Sales Practices • Digital Transformation |
| Employees | <p>We are committed to investing in the continuous development of skills and knowledge, underpinned by internal growth opportunities.</p> <p>Our culture of equality and respect drives well-being and professional and personal development within safe, inclusive environments that offer equal opportunities.</p> | <ul style="list-style-type: none"> • Intranet • E-mails • Bulletin Boards • Global Ethics Line • Online and Face-to-Face Training • Performance Reviews | <ul style="list-style-type: none"> • Regulatory Compliance • Stakeholder Engagement and Communication • Ethics and Anti-corruption • ESG Investment and Financing • Comprehensive Risk Management • Environmentally Friendly Products and Services • Cybersecurity • Digital Transformation • Responsible Sales Practices |



| Stakeholder | Value Proposition | Channels | Relevant Issues |
|---|---|--|---|
| Suppliers   | We maintain fair and responsible relationships with our supply chain, underpinned by transparent commercial processes that are aligned with our corporate values and ethical and quality standards. | <ul style="list-style-type: none">• E-mails• Performance Reviews and Acquisitions• Procurement/Management Departments• Website | <ul style="list-style-type: none">• Regulatory Compliance• Ethics and Anti-corruption• Environmentally Friendly Products and Services |
| Community   | Our business model prioritizes community well-being through inclusion and financial education programs, social investment, corporate volunteering, and other activities aimed at benefiting the communities within our area of influence. | <ul style="list-style-type: none">• Social Networks• Website• Volunteering and Donations• Participation of NGOs• <i>Única</i> Experiences | <ul style="list-style-type: none">• Ethics and Anti-corruption• ESG Investment and Financing• Climate Strategy• Financial Inclusion• Financial Education• Responsible Sales Practices |
| Regulators and Government Bodies   | <p>We ensure compliance with all applicable laws and regulations issued by state governments and regulatory bodies as part of our overall value creation strategy.</p> <p>We apply various monitoring, control, and prevention mechanisms to ensure proper management and engagement with government and regulatory stakeholders.</p> | <ul style="list-style-type: none">• Reports and Publications• Public Partnerships• Dialog• Website | <ul style="list-style-type: none">• Regulatory Compliance• Stakeholder Engagement and Communication• ESG Investment and Financing• Comprehensive Risk Management• Climate Strategy• Environmentally Friendly Products and Services |
| Multilateral Entities and Associations   | We maintain close working relationships with multilateral organizations and funders, leveraging opportunities for collaboration and the development of strategic alliances to drive the maturity of our sustainability and ESG Management. | <ul style="list-style-type: none">• Reports and Publications• Participation in Forums• Participation in Working Groups• Credit Underwriting and/or Technical Advisory Processes | <ul style="list-style-type: none">• Environmentally Friendly Products and Services• Climate Strategy• Stakeholder Engagement and Communication• Regulatory Compliance• Financial Inclusion |



Alliances and Memberships

(GRI 2-28)

We see multi-stakeholder cooperation and proactive sector participation as part of our commitment to sustainability. These alliances are one of the main drivers of the positive impact we have as a financial sector entity.

We continue to bolster and renew our alliances with the chambers, associations, and initiatives in which we are active participants.

As such, during this period, we contributed a total of USD \$62,040 for alliances and memberships.



| Area | Institution/Initiative |
|--------------|---|
| Associations | <ul style="list-style-type: none">Banking Association of PanamaBanking Association - West Panama ChapterPanamanian Association of Business ExecutivesInstitute of Corporate Governance of PanamaSumarse |
| Chambers | <ul style="list-style-type: none">Chamber of Commerce, Industry, and Agriculture of PanamaChamber of Commerce, Industry, and Agriculture of AguadulceChamber of Commerce of La ChorreraPanamanian Chamber of ConstructionThe American Chamber of Commerce & Industry of Panama |
| Initiatives | <ul style="list-style-type: none">United Nations Environment Programme – Finance Initiative (UNEP-FI)Principles for Responsible Banking of UNEP-FISustainable Finance Protocol of the Banking Association of PanamaCorporate Carbon Footprint Reduction Program by the Ministry of the Environment in PanamaThe 50 Best by the Ministry of the Environment in PanamaPartnership for Carbon Accounting Financials (PCAF)Finance Alliance for Women |

| Area | Institution/Initiative |
|-----------|---|
| Alliances | <ul style="list-style-type: none">We signed a cooperation agreement with the Jewish-Panamanian Foundation (JUPÁ) to ensure the continuation of the ¡Supérate! program, which aims to provide quality education to young people.We collaborated with Junior Achievement Panama as part of our Única Program, helping to drive the professional and personal development of women in Panama.We worked with Ecobusiness Fund on a number of technical assistance and training initiatives for customers and employees.We worked with ENSA to facilitate access to financing for solar panels.We developed an action plan to identify products and services that benefit women in collaboration with the IFC (International Finance Corporation) and with technical assistance from our Única Program.We provided technical assistance and training relating to climate change in conjunction with BID Invest.We worked with the Superintendency of Banks and the Banking Association of Panama to develop the Financial Education Program. |

We are also active participants in financial sector events, promoting sustainability and highlighting our efforts and best practices as a Financial Group. Our management and ambition are widely recognized in the sector.

| Type of Participation | Date | Details |
|----------------------------|--------|---|
| Working Group | Apr-24 | We have participated in the UNEP FI/UN Women Gender Equality Working Group since April 2024. |
| Panelist | Jan-24 | We were panelists at the UNEP FI Latin America and the Caribbean Roundtable held in Colombia, where we presented on the topic entitled <i>Addressing social issues and incorporating them into the practices of financial institutions</i> . |
| External Reviewer | Nov-23 | We contributed as reviewers of the UNEP FI's Climate Adaptation Target Setting document. |
| Working Group | Oct-23 | We took part in Panama's NAP (National Adaptation Plan) Working Group as part of the initiative entitled <i>Building capacity for the development of the National Adaptation Plan in the context of the sectors outlined in the first updated Nationally Determined Contributions (NDC1) in Panama</i> , funded by the Green Climate Fund (GCF). We also participated in the Energy Roundtable. |
| External Reviewer | Aug-23 | We participated as expert reviewers for the draft of Panama's Sustainable Finance Taxonomy. |
| Technical Working Sessions | Jul-23 | We were involved in the Financial Industry Review Group, taking part in the technical discussion sessions for Panama's Sustainable Finance Taxonomy. |
| Panelist | Jul-23 | We also served as panelists on a webinar on Climate Risks entitled <i>Regulatory and practical scenarios in Panama</i> . |

| Acknowledgement | Date | Details |
|---|--------|---|
| 2024 ADP Award (Asociación de Directoras de Panamá) | Apr-24 | Presented to <i>Global Valores, S.A.</i> by <i>Asociación de Directoras de Panamá</i> as the result of our commitment to diversity, inclusion, and female leadership on the Board of Directors. |
| RTH Corporate Seals - Carbon | May-24 | As part of the <i>Corporate Carbon Footprint Reduction</i> program, we received five seals from the Ministry of the Environment for the management of our operational carbon footprint: <ul style="list-style-type: none"> • Inventory. • Inventory Plus. • Reduction. • Compensation. • Neutrality. |
| Market Champions | Sep-23 | Awarded by <i>Latinex</i> at the Investors' Forum. In the sustainability category, we were recognized as a company with Good Corporate Governance Practices, as a result of our ongoing efforts to promote strong environmental, social, and governance (ESG) practices across all areas of the business. |





Materiality Study

(GRI 3-1, 3-2)

In order to update and continuously monitor our most relevant ESG (Environmental, Social, Governance) priorities, in accordance with the current panorama, we updated our double materiality analysis during this period.

This exercise involved reviewing the most relevant topics from both an impact and financial standpoint, as well as those considered to be doubly material.

Impact Materiality

Considers the actual or potential positive or negative impacts that our operations may have on the environment and our stakeholders' expectations.

Financial Materiality

Reflects how Environmental, Social, and Governance (ESG) factors may affect our financial and operational position and our capacity to generate economic value.

Process for Determining Material Topics



1 Consolidation of Potential Topics

A list of potential topics was created based on:

- Results of previous materiality assessments.
- Priorities identified in industry documents and by trendsetters such as the World Economic Forum (WEF), UNEP-FI, among others.
- Sustainability standards such as GRI and SASB.
- Financial market perspectives.
- Peer benchmarking.
- Internal documentation and institutional corporate inputs.
- Reorganization of previously identified potentially material topics, ensuring alignment with our strategic sustainability pillars. This included:
 - Merging *ESG Information Disclosure and Transparency, Engagement with Authorities, and Investor Relations* into a single topic entitled *Stakeholder Engagement and Communication*.
 - Renaming *Work Climate* to *Labor Practices*.
 - Grouping *Risk and Crisis Management, Environmental Risk of Mortgaged Properties, and Climate Change Risk* under the title *Comprehensive Risk Management*.
 - Integrating *Human Capital Development* into *Employee Training and Development*.



2 Stakeholder Consultation

Based on the identified potential topics, we engaged with stakeholders to gather input from both perspectives. From an impact materiality perspective, consultation processes included customers, employees, suppliers, and authorities. From a financial materiality perspective, investors, members of senior management, and independent board members were consulted.



3 Definition of Impacts, Risks, and Opportunities

Beyond stakeholder feedback, we analyzed the relevance of each topic by identifying and prioritizing their key positive and negative impacts, as well as the risks and opportunities associated with each.



4 Double Materiality Matrix

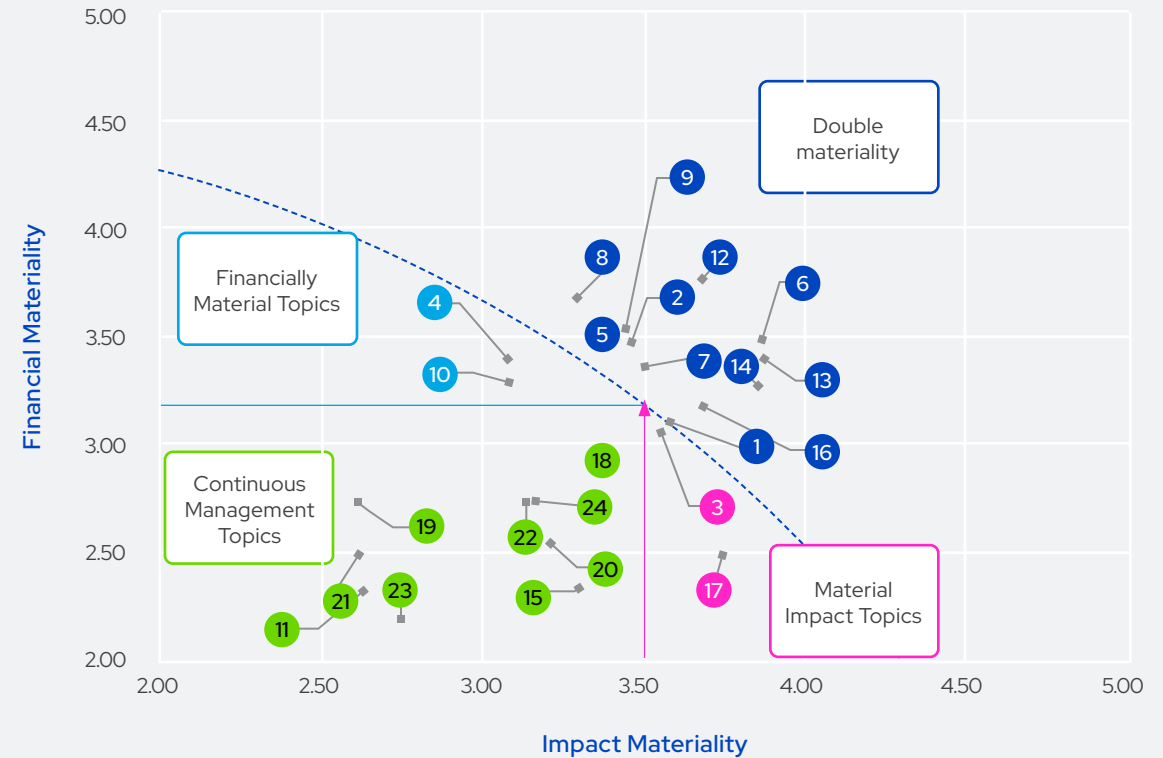
By integrating the results from the prioritization process and the stakeholder consultation findings, we defined material topics from both perspectives, identifying those considered to be doubly material. Below is a list of the topics analyzed, ordered by relevance according to this assessment:





| No. | TOPIC | Category |
|-----|--|-----------------------|
| 12 | Comprehensive Risk Management | Double |
| 6 | ESG Investment and Financing | Double |
| 2 | Regulatory Compliance | Double |
| 16 | Financial Inclusion | Double |
| 8 | Digital Transformation | Double |
| 9 | Product Innovation | Double |
| 7 | Customer Service | Double |
| 13 | Climate Strategy | Double |
| 5 | Ethics and Anti-corruption | Double |
| 14 | Environmentally Friendly Products and Services | Double |
| 4 | Cybersecurity | Financial |
| 1 | Corporate Governance | Double |
| 3 | Stakeholder Engagement and Communication | Impact |
| 10 | Responsible Sales Practices | Financial |
| 17 | Financial Education | Impact |
| 18 | Socioeconomic Development of Communities | Continuous Management |
| 24 | Customer Privacy | Continuous Management |
| 22 | Diversity, Equity, and Inclusion | Continuous Management |
| 20 | Employee Training and Development | Continuous Management |
| 15 | Operational Eco-efficiency | Continuous Management |
| 19 | Employee Attraction and Retention | Continuous Management |
| 21 | Labor Practices | Continuous Management |
| 11 | Responsible Supply Chain | Continuous Management |
| 23 | Occupational Health and Safety | Continuous Management |

Double materiality matrix



Material Impact Topics: These are topics that exceed the average impact scores but do not surpass the average distance of all topics from the origin point. They are highly valued by stakeholders and have a significant impact on them.

Financially Material Topics: These are topics that exceed the average financial scores but do not surpass the average distance of all topics from the origin point. They are highly valued by senior management, the Board of Directors, and shareholders, and are associated with significant risks and opportunities for the company.

Continuous Management Topics: These are topics that do not exceed the average scores in either impact materiality or financial materiality. They are relevant to sustainability from a tactical, rather than strategic, perspective, as they help meet, maintain, or enhance other topics in the medium and long term.



Double Materiality Topics

These topics are considered to have the highest relevance for the company from both perspectives. On the one hand, they represent the most significant impact on our stakeholders and the environment; while, on the other, they encompass the key risks and opportunities that are most likely to occur and potentially affect our performance.

Comprehensive Risk Management

Identification, evaluation, and measurement of risks associated with the financial sector (e.g., liquidity, market risks), as well as those related to external factors (e.g., social risks, climate change), in order to ensure robust and resilient operations while minimizing negative impacts and maximizing positive ones.

ESG Investment and Financing

Capital allocation and investment decision-making processes based on criteria that identify economic activities that drive the transition toward a sustainable, resilient, and inclusive economy, aligned with the Bank's business strategy.

Regulatory Compliance

Assessment of compliance with current regional and national regulations applicable to the company, as well as the identification of emerging regulations that may impact the business and influence sustainability management priorities.

Financial Inclusion

Development and commercialization of financial products and services targeted at underserved sectors of society and vulnerable populations.

Digital Transformation

Continuous strengthening of the use of new digital tools to enhance customer experience and increase operational efficiency, for example, the use of artificial intelligence, behavioral economics, big data, digital biometric identification, and blockchain, among others.

Product Innovation

Development of new products and/or services aligned with current financial market trends and emerging technologies.

Customer Service

Customer-centric culture that focuses on delivering a unique service experience based on satisfaction and emotional well-being through access to the company's products and services.

Climate Strategy

Definition of the company's stance and actions to address the risks and opportunities related to climate change, including governance, strategic approach, climate policy instruments, and the establishment of decarbonization and emissions reduction targets.

Ethics and Anti-Corruption

Development and enforcement of internal policies on ethics and anti-corruption, including monitoring and reporting mechanisms, in addition to the promotion of a corporate culture that is aligned with these principles.

Environmentally Friendly Products and Services

Design of processes and technologies to build investment and product portfolios that channel financing toward decarbonization projects in highly affected sectors such as energy, construction, and transportation.

Corporate Governance

Efforts to drive the effectiveness of the company's governance bodies in strategic decision-making while maintaining standards of experience, diversity, performance, independence, structure, responsibilities, and engagement with Environmental, Social, and Governance (ESG) issues.



The material topics can be distributed across the strategic pillars of the Bank's Sustainable Business Model as follows:

Governance

- Corporate Governance
- Regulatory Compliance
- Cybersecurity
- Stakeholder Engagement and Communication

Ethics and Anti-corruption

- Ethics and Anti-corruption

Human Talent

- Employee Attraction and Retention
- Employee Training and Development
- Diversity, Equity, and Inclusion (DEI)
- Occupational Health and Safety
- Labor Practices

Education for Development

- Financial Education
- Community Social and Economic Development

Customer Experience

- Digital Transformation
- Product Innovation
- Customer Service
- Customer Privacy

Environmental and Social (ES) Products and Services

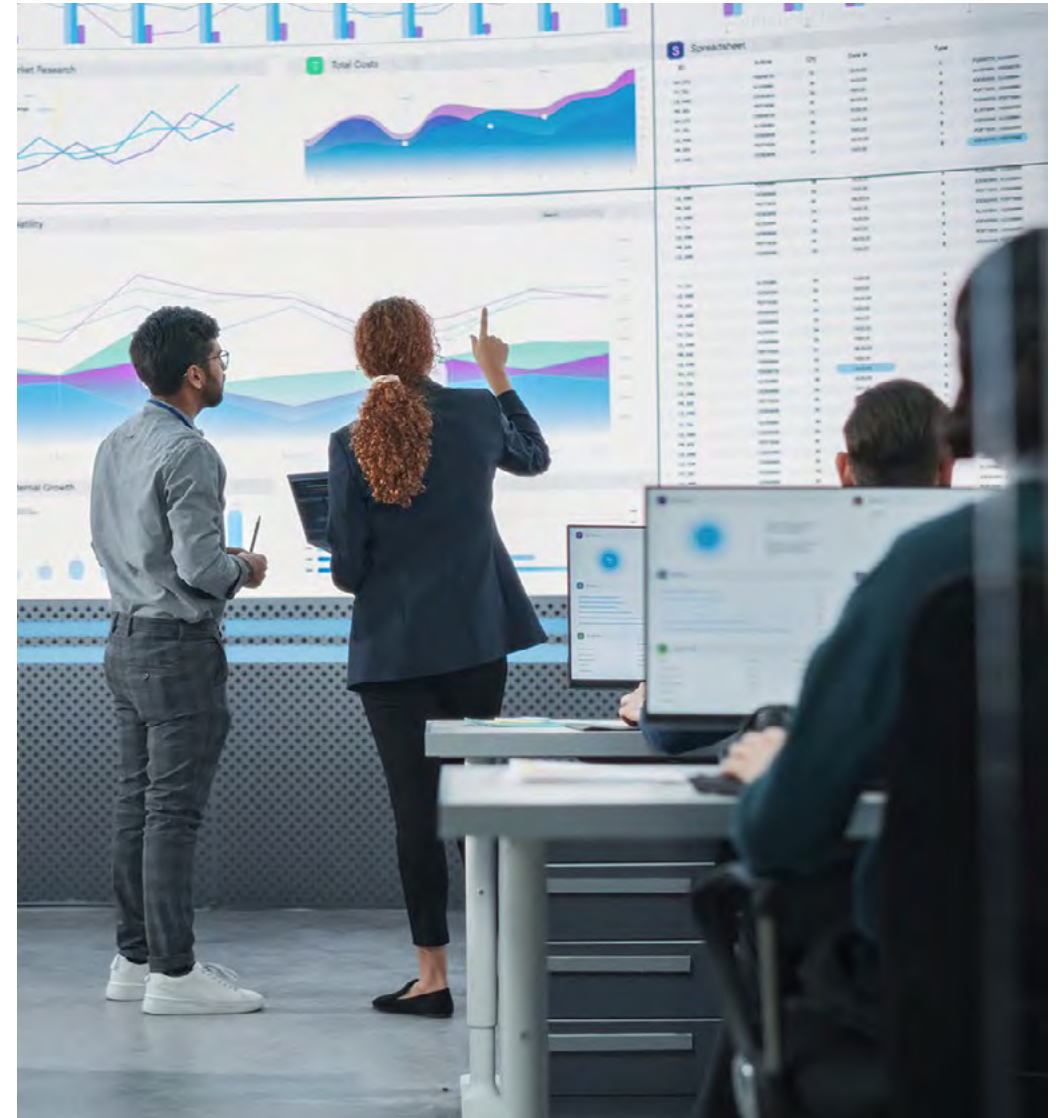
- ESG Investment and Financing
- Financial Inclusion
- Environmentally Friendly Products and Services

ESG Risk Management

- Comprehensive Risk Management
- Climate Strategy
- Responsible Sales Practices
- Responsible Supply Chain

Eco-efficiency

- Operational Eco-efficiency



During the 2024–2025 fiscal year, we will review our Business Model in accordance with the findings from the updated Double Materiality Assessment.



Key Impacts, Risks and Opportunities

(GRI 3-3)

The following section outlines the identification of the main impacts, risks, and opportunities that emerged from the updated Double Materiality Assessment, as well as how they relate to certain priority topics.

The objectives, targets, and metrics related to “Products and Services with Environmental Benefits” and “Financial Inclusion” can be found in the Responsible Banking chapter; those related to “Climate Strategy” can be found in the Risk Management and Responsible Banking chapter. We will update these objectives and metrics over the next reporting period.

Risks and Opportunities

| Material Topic | Topic 1 Environmentally Friendly Products and Services | Topic 2 Climate Strategy | Topic 3 Financial Inclusion |
|---|---|---|--|
| Risk or Opportunity of Material Topic | Opportunity | Opportunity | Opportunity |
| Description of Identified Risk or Opportunity | Leverage experience in the financing of renewable energy and agricultural projects. | Drive continuous improvements to the technological tools that mitigate the Bank’s exposure to physical climate risks in certain regions; this can enhance the information used to make decisions regarding the Bank’s risk appetite in those geographies. | Offer products and services that promote financial inclusion for vulnerable groups (women, SMEs, youth, the silver economy), especially in areas such as health, quality education, and gender equality. And evaluate their impact on customers’ financial well-being. |
| Importance of Risk or Opportunity on the Business | Expand the portfolio of environmentally beneficial financial products and services to other markets, diversifying the portfolio and improving the competitive position to reflect changing consumer and investor preferences. | Drive continuous improvement and updates to mitigate climate change exposure risks and improve information for decision-making regarding the Bank’s risk appetite in various geographies. | Increased offering of socially focused products and services, especially in underserved but profitable segments. Improved availability of data from these segments for decision-making and for funders. |
| Type of Impact on the Business | Earnings | Earnings | Earnings |



Impacts

| Material Topic | Topic 1 ESG Investment and Financing | Topic 2 Environmentally Friendly Products and Services |
|---|---|--|
| Description of Identified Risk or Opportunity | Availability of ESG-compliant financing that allows clients access to sustainable investments and responsible projects, which in turn expands their growth opportunities. | Facilitate access to financing for customers in the agricultural sector through support products for productive sectors rolled out by Global Bank. |
| Type of Impact (Positive/Negative) | Positive | Positive |
| Operational Cause of Impact | Products | Products |
| Stakeholders Impacted | Customers | Customers |



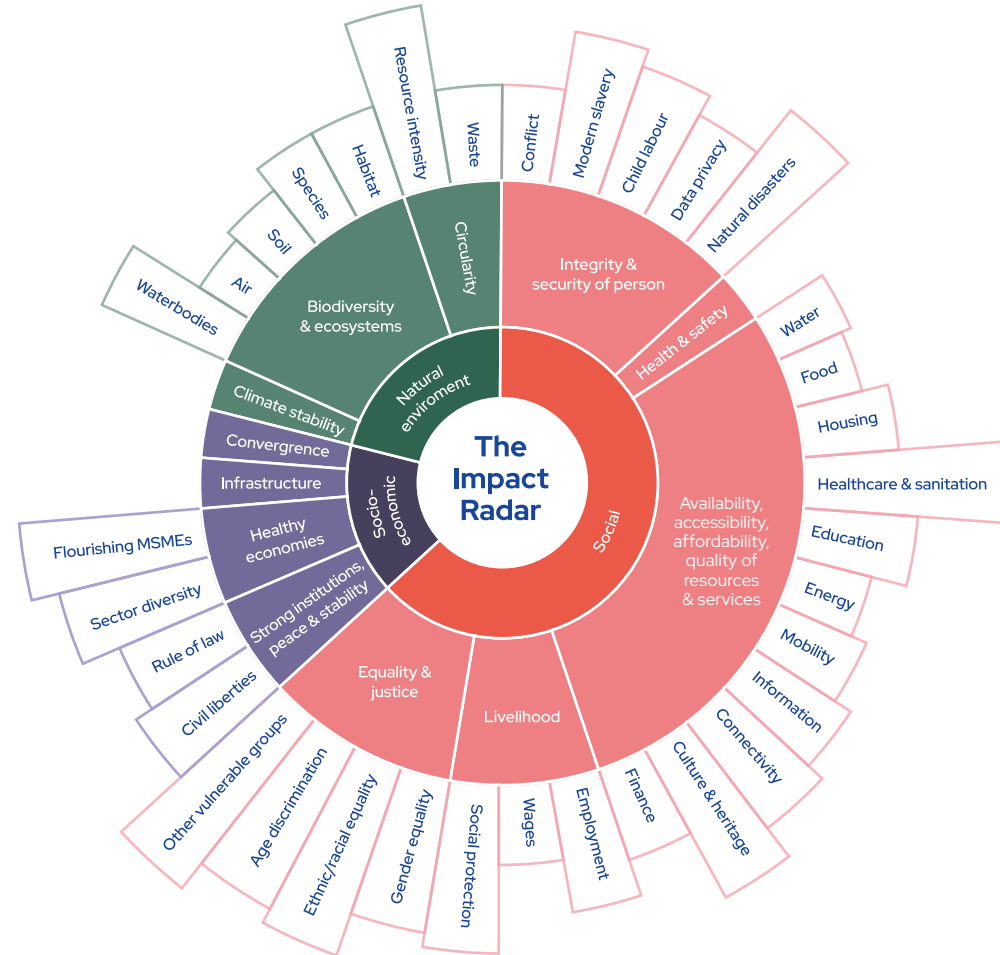
Agricultural landscape with buffalo in the pasture, Ngabe-Buglé area, Panama

Identification and Assessment of Portfolio Impacts

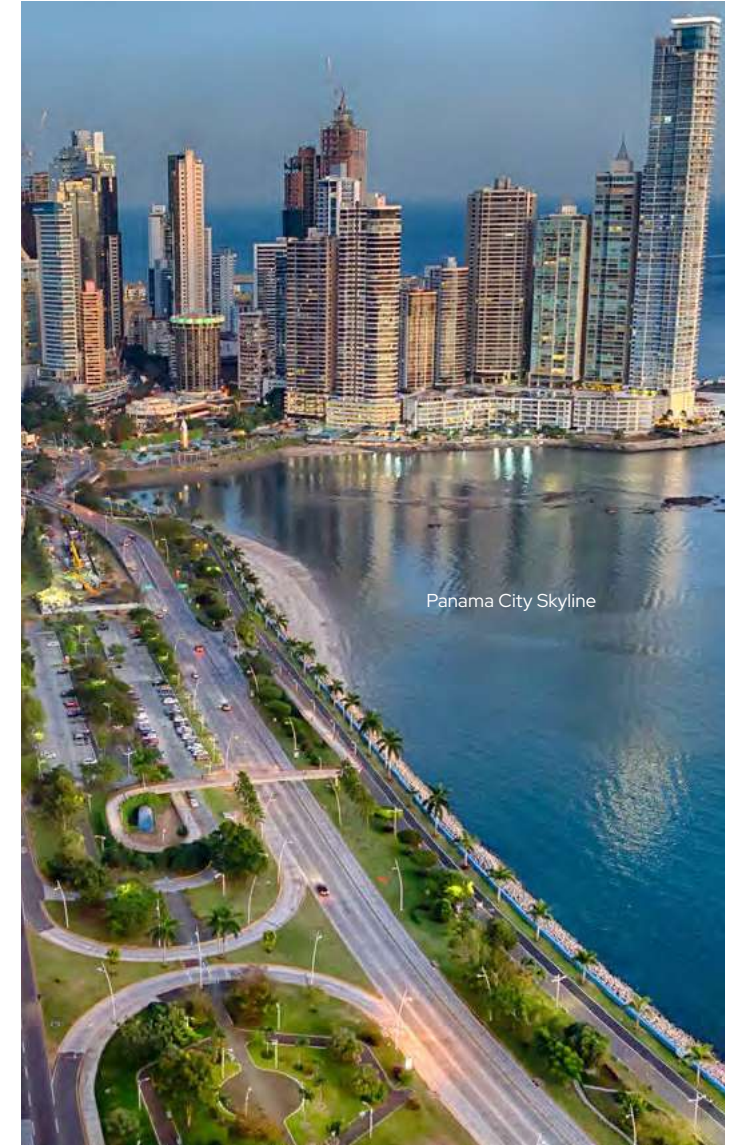
We used the UNEP FI Portfolio Impact Analysis Tool to assess the potential positive and negative impacts of our credit portfolio. In 2023, we updated this exercise using version 3 of the tool, following the implementation guide for banking portfolio analysis provided by UNEP FI. We also updated the status of the credit portfolio with data from the end of the fiscal period in June 2024, and we found no significant variation in percentages compared to the analysis conducted with data from the end of the 2023 fiscal year.

This tool facilitates the assessment of the most significant impacts generated through our portfolio, identified by impact areas. These areas are relevant to our line of business, the specific characteristics of our portfolio, and the local situation in Panama.

The results are presented through an Impact Radar, which links the impact areas to the Environmental, Social, and Governance (ESG) pillars and how they relate to sustainable development and the United Nations Sustainable Development Goals (SDGs).



Source: The Impact Radar – A resource for Holistic Impact Analysis. UNEP FI. Revised edition July 2022





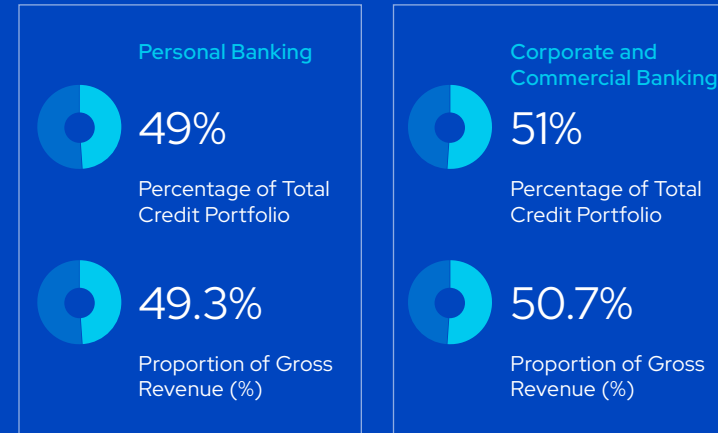
Identification and Assessment of Portfolio Impacts: Characteristics of Analysis

Organizational Scope: For this analysis, Global Bank's credit and deposit products were taken into consideration, excluding any products and services from the Financial Group's other subsidiaries. These are expected to be incorporated in future updates to this assessment.

Geographical Scope: The analysis covers the credit portfolios at a local level (Panama) and excludes international portfolios. It is composed as follows:



Business Lines: We considered Global Bank's core business lines, as outlined below:



Scale of Exposure: We analyzed the economic sectors financed through our Corporate and Commercial Banking Portfolio. For Personal Banking, we focused on socioeconomic customer categories by product and service type.

Context and Relevance: The core final impact topics/areas were determined based on an additional analysis undertaken to assess the relevance and criticality of economic, social, and environmental impact topics in Panama in relation to our portfolio. These priorities were agreed upon in conjunction with the senior management team of each banking segment and aligned with the established commercial strategy. The results were also communicated internally across all levels of the organization responsible for overseeing the implementation of the Principles for Responsible Banking.





2024 Results

The areas identified to be relevant in the analysis are outlined below.

Corporate and Commercial Banking

We considered 100% of loans granted in Panama across all the economic sectors to which we provide financing.

A comparison of data used for the 2022–2023 period and the current state of the portfolio at the end of fiscal year 2023–2024 is shown below:

| Customer Activity | Percentage of Local Corporate and Commercial Banking Portfolio 2022-2023 | Percentage of Local Corporate and Commercial Banking Portfolio 2023-2024 |
|--|--|--|
| Construction | 19.11 % | 20.71% |
| Wholesale and Retail trade; repair of motor vehicles and motorcycles | 14.14% | 13.60% |
| Real Estate | 12.69% | 12.90% |
| Livestock | 8.17% | 8.17% |
| Finance and Insurance Activities | 7.94% | 7.40% |
| Manufacturing | 6.50% | 5.24% |
| Electricity Generation, Distribution and Transmission | 5.51% | 6.47% |
| Professional, Scientific and Technical Activities | 4.16% | 3.63% |

| Customer Activity | Percentage of Local Corporate and Commercial Banking Portfolio 2022-2023 | Percentage of Local Corporate and Commercial Banking Portfolio 2023-2024 |
|---|--|--|
| Agriculture (perennial and non-perennial crops), Forestry and Fishing | 4.06% | 4.75% |
| Accommodation and Food/Beverage Services | 3.95% | 4.47% |
| Public Administration and Defense; Compulsory Social Security | 3.68% | 6.61% |
| Storage and Transport | 3.21% | 1.78% |
| Information and Communication | 2.42% | 0.42% |
| Other Activities* | 2.45% | 2.40% |
| Human Health and Social Work Activities | 1.77% | 1.26% |
| Mining and Quarrying | 0.22% | 0.19% |
| *Other Activities | | |
| Administrative and Office Support Activities | 1.54% | 1.34% |
| Extraterritorial Organization Activities | 0.40% | 0.39% |
| Education | 0.34% | 0.40% |
| Arts, Entertainment and Recreation | 0.12% | 0.20% |
| Other Service Activities | 0.04% | 0.05% |
| Water Supply; Sewerage, Waste Management, and Remediation | 0.01% | 0.01% |



The Corporate and Commercial Banking portfolio mainly finances projects in the construction and real-estate sectors, which together account for more than 33% of the portfolio. We also serve productive sectors such as livestock and agriculture, which represent 12% of the portfolio. As such, and after updating this assessment, we have identified the following core impact areas for the corporate portfolio:

Areas of Positive Impact:

- Quality of Life.
- Availability, Accessibility, Affordability, and Quality of Resources and Services.
- Healthy Economies.
- Health and Safety.
- Infrastructure.

Key Negative Impacts:

- Health and Safety.
- Quality of Life.
- Circularity.
- Climate Stability.
- Biodiversity and Healthy Ecosystems.
- Availability, Accessibility, Affordability, and Quality of Resources and Services.
- Personal Safety and Integrity.

We also recognize the key role we play in providing access to financing and the impact this has on energizing local markets.

We are fully aware of the environmental and social challenges associated with the economic activities we finance, particularly in sectors such as real-estate expansion and the agricultural frontier. As such, we have developed innovative financial products that promote responsible and sustainable practices. To date, our sustainable agricultural loans total more than USD \$38 million, while financing for environmentally focused projects exceeds USD \$314 million, reflecting our commitment to sustainable development.

Aligned with our vision, we are also driving the transition to a low-carbon economy by financing renewable energy projects and helping our customers develop the new capabilities. Driven by this vision, we are developing an initiative to consolidate the capability of our customers to measure their carbon footprint and develop their emissions reduction plans – something that is of key importance for sectors with high emissions levels, such as construction and agriculture. Through these initiatives, we aim not only to mitigate the environmental impacts of our portfolio but also to bolster the resilience and competitiveness of the businesses that have placed their trust in us.

We understand that the sustainability of the financial sector is closely tied to the sustainability of the country. This is why we integrate Environmental, Social, and Governance (ESG) criteria into our commercial and governance strategy, ensuring that our financing decisions

drive responsible development. We are currently rolling out a transition plan to reduce financed greenhouse gas emissions, consolidating our leadership in sustainable financial solutions and reaffirming our commitment to environmental protection.





Personal Banking

Types of products considered:

Loans: Personal loans, mortgages and car loans.

Deposits: Savings accounts, checking accounts, and fixed-term deposits.

To determine any impacts associated with this portfolio, we analyzed the socioeconomic categories of our customers for each product, including:

- Income Level.
- Age.
- Gender.



At Global Bank, we offer savings and financing products that simplify the financial planning process for our customers. Our loan portfolio mainly comprises personal loans and mortgages, which together represent 59% of our customers. Furthermore, 69% of these customers already have a savings account, while 4% hold fixed-term deposits.

Through the products and services offered by our Personal Banking segment, we consider the potential risks and negative impacts that our offering might generate - such as over-indebtedness which we manage as one of our key risk areas. In parallel, we provide Financial Education programs and specialized financial advisory services that have been designed to bolster personal finance management and thereby prevent over-indebtedness and poor credit history.

The following are the potential key areas of impact resulting from the analysis:

| Type of Personal Banking Product | 2020-2021 (percentage in relation to number of customers) | 2021-2022 (percentage in relation to number of customers) | 2022-2023 (percentage in relation to number of customers) | 2023-2024 (percentage in relation to number of customers) |
|----------------------------------|--|--|--|--|
| Personal Loans | 41% | 40% | 41% | 43% |
| Mortgages | 14% | 16% | 16% | 16% |
| Car Loans | 12% | 12% | 11% | 10% |
| Savings Accounts | 56% | 69% | 70% | 69% |
| Fixed-Term Deposits | 3% | 3% | 3% | 4% |
| Checking Accounts | 1% | 1% | 1% | 1% |

Areas of Positive Impact:

- Availability, Accessibility, Affordability, and Quality of Resources and Services
- Socioeconomic Convergence




















Areas of Negative Impact:

- Availability, Accessibility, Affordability, and Quality of Resources and Services
- Circularity
- Climate Stability

















Areas of Impact

Through the impact identification exercise conducted using the Impact Radar, we aim to amplify our efforts and contributions to Panama's sustainable development, creating a cohesive relationship between our main impact areas and the United Nations Sustainable Development Goals (SDGs) where we have the greatest influence.

| Areas of Impact* | Sustainable Development Area | Related SDG |
|---|------------------------------|---|
| Personal Safety and Integrity: The ability of people to enjoy freedom from bodily and mental harm; freedom from torture and cruel, inhuman, or degrading treatment; freedom from slavery and servitude; and freedom from forced displacement due to conflict or climate change/natural disasters. It also includes data security, data privacy, and protection. | Social |     |
| Health and Safety: The ability of people to live in a state of complete physical, mental, and social well-being, including aspects of safety and not merely the absence of disease or infirmity. This involves the capacity to meet a range of human needs, some of which are essential for thriving and life satisfaction. | Social |  |
| Availability, Accessibility, Affordability, and Quality of Resources and Services: The ability of people to access resources and services relating to individual needs and encompassing availability, accessibility, affordability, and quality. This includes the following areas of impact: Water, Food, Energy, Housing, Health and Sanitation, Education, Mobility, Information, Connectivity, Culture and Heritage, Finance (Financial Health and Inclusion). | Social |          |
| Quality of Life: The ability of people to access full and productive employment and decent work that provides a fair income, workplace safety, social protection for families, in addition to opportunities for personal development and social integration. It also includes the freedom to voice concerns, organize, and participate in decisions that affect one's life, as well as equal opportunity and treatment. | Social |    |
| Equality and Justice: The ability of people to live free from all forms of discrimination (based on gender, race, ethnicity, age, among others) and to access justice in an equitable and inclusive manner. | Social |   |



| Areas of Impact* | Sustainable Development Area | Related SDG |
|--|------------------------------|---|
| Strong Institutions, Peace, and Stability: The ability of people to benefit from effective, accountable, and inclusive institutions that support the rule of law, civil liberties, and overall political and economic stability. This includes protection against corruption and bribery in all its forms, the illicit flows of money and arms, all forms of organized crime, and interference with the rule of law; as well as the recovery and return of stolen assets. | Economic |  |
| Healthy Economies: The development and creation of sustainable, diverse, and innovative markets that add value to society and the economy. This also includes the process of economic diversification, in which an economy shifts from dependence on a single income source to multiple sources across a growing range of sectors and markets. | Economic |   |
| Infrastructure: The development and creation of vital services and systems ranging from transportation networks to energy and sanitation systems. Infrastructure provides the services that allow society to function and economies to thrive. | Economic |  |
| Socioeconomic Convergence: The ability of countries to reduce inequality at both an individual and population level. | Economic |   |
| Climate Stability: A state in which the climate is not disrupted by human activity. Human activities alter the composition of the global atmosphere, with exposure to greenhouse gas (GHG) emissions being a direct contributing factor to climate change. | Environmental |  |
| Biodiversity and Healthy Ecosystems: The variety of living organisms from all sources, including terrestrial, marine, and aquatic ecosystems, and the ecosystems of which they are a part. This includes diversity within species, between species, and of ecosystems, spanning water bodies, soil, and air. | Environmental |      |
| Circularity: Circularity is a production and consumption model involving the following processes: <ul style="list-style-type: none">• Reduction through Design.• From User to User: Refuse, Reduce, and Reuse.• From User to Commercial Intermediary: Repair, Refurbish, and Remanufacture.• From Business to Business: Rethink and Recycle. | Environmental |   |




* In the context of the Principles for Responsible Banking, impact means (in line with the GRI definition) the effect a bank has on people/society, the economy, and the environment - and thereby on sustainable development. Impacts can be positive or negative, direct or indirect, actual or potential, intentional or unintentional, short- or long-term. The concept of significant impact is used to ensure that banks focus on where their actions/businesses are (or can be) most important for people, the economy, and the environment, and to provide a reasonable and practical threshold for determining which issues should be considered or included.






Contribution to SDG

The recent update to our double materiality assessment reaffirms our commitment to sustainable development in Panama and the United Nations Sustainable Development Goals (SDGs), leveraging our position as a financial sector entity to generate amplified impact through our operations.




The table below outlines the main SDGs on which we have an impact and their connection to the material topics identified.

| SDG | Material Topic | Contribution | Indicators | Page |
|---|--|--|---|----------------|
|  | Financial Inclusion | <p>We facilitate access to financial products, services, and financing through a gender perspective, benefiting women through SME business loans and mortgage financing.</p> <p>We support the retiree segment by offering mortgage loans that provide access to financing under favorable conditions.</p> <p>We offer savings products with no minimum opening amount and a 100% digital onboarding process to promote financial inclusion.</p> | <ul style="list-style-type: none">• 99 loans disbursed to 63 women entrepreneurs.• 56.8% of women with credit cards, with income below USD \$2,500.• 361 mortgages disbursed to women.• More than USD \$39 million disbursed in SME business loans and mortgages for women.• 15,441 customers with savings accounts. | 23, 24, 91, 92 |
|  | Stakeholder Engagement | <p>We implement comprehensive occupational health and safety measures to ensure the physical and mental well-being of all our employees. These measures include:</p> <ul style="list-style-type: none">• Risk Assessments• Biosecurity and Personal Protective Equipment (PPE)• PCR Testing• Psychological Support | <ul style="list-style-type: none">• 0.05% absenteeism rate. <p>Employee Awareness and Training in Health and Safety Issues, including:</p> <ul style="list-style-type: none">• Defensive driving• Use of SPOT devices for personnel traveling to hard-to-access areas• Emergency response and emergency brigade training• Occupational Health and Safety (OHS) induction for new hires• Lockout and tagout procedures• Safe Work Analysis (SWA) training• Confined space training | 129, 130 |
|  | Financial Education Financial Inclusion | <p>We provide dedicated customer service channels for personalized financial advice, in addition to offering workshops and online conferences on the financial system and how to prevent over-indebtedness or accelerated borrowing and negative credit records.</p> <p>These training sessions are also available for our employees, who benefit from a training and development program aimed at fostering their professional and personal growth, as well as strengthening their financial knowledge.</p> | <ul style="list-style-type: none">• 780 participants in webinars, online conferences and training programs held at educational institutions and focusing on financial advisory and education.• 4,472 employees participated in Financial Education training.• 26,000 hours of training and development for employees. | 111, 147 |






| SDG | Material Topic | Contribution | Indicators | Page |
|--|--|---|---|------------------|
|  | Financial Inclusion | We are committed to reducing gender gaps in all aspects. Our <i>Única</i> Program demonstrates our dedication to equality and inclusion by supporting, empowering, and promoting the growth of women in Panamanian banking. | <ul style="list-style-type: none">• We have the <i>Única Program</i> to support, empower and promote women, reaffirming our commitment to equality and inclusion of women in banking in Panama, not only through financial products and services, but also through resources and opportunities that bolster their personal and professional growth.• 5,734 women benefited.• +\$108.2 million in accumulated portfolio balance for products with a gender perspective.• 66% of our employees are women.• Women hold 25% of our Senior Management posts and 60% of our Vice President roles. | 90, 93, 120, 122 |
|  | Environmentally Friendly Products and Services. Climate Strategy. ESG Investment and Financing | We actively promote the use of clean and renewable energy across all areas. We have installed solar panels at our offices and workplaces. We also support and facilitate Panama's energy transition by offering financing options for renewable energy projects, helping reduce dependence on fossil fuels. | <ul style="list-style-type: none">• 568,058 kWh of clean energy consumed during the year.• 1,539 solar panels installed across 10 workplaces.• USD \$76.7 million disbursed in financing for renewable energy projects over the past 2 years. | 134, 135, 200 |
|  | Financial Inclusion | <p>Through responsible talent attraction and retention strategies, we drive the holistic development of our employees in safe, inclusive environments that promote their overall well-being.</p> <p>We continuously invest in the active professional development of our employees through career and training programs that enhance their professional competitiveness.</p> <p>We provide job security and stability for thousands of Panamanian families.</p> | <ul style="list-style-type: none">• 99.4% of employees have permanent contracts.• 18.26 average training hours per employee.• USD \$93.36 average spending on training and development per employee. | 122, 124, 125 |



| SDG | Material Topic | Contribution | Indicators | Page |
|---|--|---|---|-------------|
|  | ESG Investment and Financing | <p>We rely on cutting-edge systems that are regularly monitored and subjected to vulnerability testing.</p> <p>We develop and update our Information Security policies, standards, and regulations, and we have a comprehensive Information Security Governance Framework in place.</p> | <ul style="list-style-type: none">• 19,852 hours of cybersecurity training delivered to all employees.• Zero (0) cybersecurity or data breach incidents reported. | 117 |
|  | Financial Inclusion Financial Education | <p>We contribute to the inclusion of vulnerable and traditionally underbanked groups through our broad portfolio of financial products and services:</p> <ul style="list-style-type: none">• Personal Loans for Retirees: Designed for retirees and pensioners, from both the Social Security Fund and the Office of the Comptroller General of the Republic of Panama, who have sufficient income for salary-based deductions.• Preferential Mortgages: Loans for primary housing (houses or apartments) at a preferential interest rate that is guaranteed for a specified period. | <p>Retirees:</p> <ul style="list-style-type: none">• 25,433 customers.• USD Portfolio Balance: \$493,548,232 <p>Preferential Mortgages:</p> <ul style="list-style-type: none">• 15,441 customers• USD Portfolio Balance: \$1,005,973,975 | 11, 95, 153 |
|  | Environmentally Friendly Products and Services. Climate Strategy. ESG Investment and Financing | <p>We aim to promote the implementation of best practices and responsible conduct based on ESG criteria among our corporate customers. We conduct social and environmental risk assessments for our Corporate and Commercial Banking portfolio through the Environmental and Social Risk Analysis System (SARAS).</p> <p>We also create green and sustainable products that drive the development of distributed solar energy, sustainable agriculture, and the adoption of electric vehicles.</p> | <ul style="list-style-type: none">• Over USD \$338 million in cumulative disbursements to finance renewable energy and sustainable agricultural projects.• 3,705 cumulative cases or projects financed with environmental risk assessment and management elements, representing disbursements of over USD \$8.022 billion.• Over 330 technical (environmental and social) visits to customers since 2020 (828 in total since 2011). | 97, 109 |



| SDG | Material Topic | Contribution | Indicators | Page |
|---|--|--|---|-------------|
|  | Environmentally Friendly Products and Services. Climate Strategy. Comprehensive Risk Management. ESG Investment and Financing | <p>We have cumulatively contributed to the country's renewable energy matrix by financing renewable energy generation projects.</p> <p>We have rolled out an annual training plan on sustainability topics including environmental and social risk analysis, environmental indicators, green finance, climate change, among others, within the scope of sustainable banking.</p> <p>We calculate the Bank's carbon footprint for Scope 1, 2, and 3 emissions, and we have established an action plan to make our operations carbon neutral by 2050, with an intermediate target to reduce GHG emissions by 40% compared to the 2020 baseline year.</p> | <ul style="list-style-type: none">• Our operations are carbon neutral, and we offset GHG emissions we have not yet been able to reduce.• We calculate our carbon footprint for Scopes 1, 2, and 3, including financed emissions from our lending and investment portfolio.• We finance renewable energy projects that account for an installed capacity of over 472.5 MW (including hydroelectric and solar parks).• 49,000 tCO₂e of financed emissions avoided in the last two fiscal years. | 97, 99, 137 |
|  | Comprehensive Risk Management. Ethics and Anti-corruption. Stakeholder Engagement and Communication. Regulatory Compliance | <p>We have a solid self-regulation structure, based on a Code of Ethics and Conduct that governs our ethical behavior and the adoption of best practices in Corporate Governance and transparency.</p> <p>We ensure compliance with our Code of Ethics and Conduct extends to all our employees and business partners. We provide them with access to awareness and communication initiatives, as well as training and education programs focused on risk prevention related to fraud and corruption.</p> | <ul style="list-style-type: none">• 100% of employees receive information and training on the Code of Ethics.• 21 training sessions and workshops delivered to employees of the Bank and its subsidiaries, as well as to the Board of Directors, on topics including corruption and money laundering.• 6,438 hours of training on ethics and anti-corruption topics.• 100% of our Board of Directors trained in anti-corruption policies and procedures. | 78, 80 |
|  | Stakeholder Engagement | <p>We actively and proactively participate in initiatives, events, and trade organizations within the Panamanian financial sector, contributing to its development and growth through ongoing collaboration.</p> | <ul style="list-style-type: none">• More than 10 partnerships with representative industry associations and chambers. | 166 |



Annex 2: Self-assessment of the implementation of the Principles for Responsible Banking (PRB)

At Global Bank, in 2019, we subscribed to the Principles for Responsible Banking, coordinated by UNEP FI, which are designed to align business strategy with the development and sustainability goals and international agreements such as the 2015 Paris Climate Agreement.

Each year we report the advancements in the implementation of the Principles through the annual sustainability report, completing the Responsible Banking Progress Statement for PRB Signatories.

As part of the third-party external verification of the annual sustainability report, whose scope includes a selection of GRI and SASB indicators (see full scope of indicators in Annex A of the assurance letter), we align the reported contents with the Principles for Responsible Banking as follows:

| Content of the PRB Self-assessment | Standards |
|---|---|
| Business Model | GRI Disclosure 2-6: Activities, value chain and other business relationships. |
| Strategy Alignment | GRI Disclosure 2-22*: Statement on sustainable development strategy. |
| Impact analysis | GRI Disclosure FS1: Policies with specific environmental and social aspects applied to business lines. GRI Disclosure FS3: Procedures for monitoring clients' implementation of social and environmental requirements included in contracts or transactions. GRI Disclosure FS7*: Monetary value of products and services designed to provide a specific social benefit for each line of business broken down by its purpose. |
| Establishment of objectives | GRI Disclosure FS8*: Monetary value of products and services designed to provide a specific environmental benefit for each line of business divided by purpose. GRI Disclosure FS11: Percentage of assets subject to environmental or social criteria. |
| Implementation and monitoring of objectives | SASB FN-CB-410a.2: Description of the approach to incorporate environmental, social and governance (ESG) factors in credit analysis. |
| Clients & Customers | GRI Disclosure 2-24*: Incorporation of policy commitments. |
| Stakeholders | GRI Disclosure FS5: Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities. |
| Governance structure for implementation of the Principles | GRI Disclosure 2-12: Role of the highest governing body in overseeing impact management. |
| Transparency and Accountability | GRI Disclosure FS2: Procedures for the assessment and control of social and environmental risks in business lines. GRI Disclosure FS4: Process(es) to improve employee competence in implementing environmental and social policies and procedures applied to lines of business. GRI Disclosure 2-5: External verification. |

* Indicators not included in the independent third-party verification

Summary template

Global Bank 2024

Principle 1: Alignment



Content

Global Bank is committed to sustainable development and supporting our clients. We integrate sustainability into our business strategy, aligning ourselves with the Sustainable Development Goals (SDGs), the Paris Agreement on climate change and other international frameworks. Our sustainability strategy is defined based on impact analysis, internal and external context analysis, ESG commitments, materiality assessment, among other evaluations, remain in place as of 2023.

Links & references

For more details on our **business model**, see pages 22 - 24.
For more information on our **responsible banking strategy and priorities**, see pages 87 - 91.

Principle 2: Impact & Target Setting



Content

In 2023-2024, we updated our loan portfolio situation with data as of the June 2024 fiscal year-end, confirming our key areas of impact resulting from our analysis for 2022-2023: Climate Stability and Financial Health and Inclusion. For this analysis, we used the UNEP FI impact tool as one of the main sources. We have SMART objectives, action plan/ measures and KPI's defined in the most relevant areas identified; during the last fiscal period we made progress in their implementation and compliance.

Links & references

For more details on impact analysis, see pages 174 - 180.
For more information on target setting, see page 195.
A summary of actions related to the implementation and monitoring of the objectives can be found on page 200.

Principle 3: Clients & Customers



Content

In fulfilling our purpose of driving people's well-being and companies' growth, we strengthen our business model and support society's efforts to face global challenges, driving our strategy in environmental, social and governance matters.

We have developed environmentally and socially focused financial products and key tools to drive sustainability and financial inclusion.

Links & references

For more details on our customer engagement, see page 114, while the main business opportunities identified can be found on pages 92 - 98.





Principle 4: Stakeholders



Content

We proactively engage with our key stakeholders, including customers, investors, NGOs, senior management, employees, regulators and supervisors. Their participation is key to understanding the relevance of the sustainability impacts, risks and opportunities we identify.

Links & references

For more details on stakeholder identification and consultation, see page 163.

Principle 5: Governance & Culture



Content

We have a sustainability governance system that integrates the Principles for Responsible Banking (PRB). The Corporate Governance Steering Committee and the Board of Directors are informed quarterly of progress in sustainability.

We promote a culture of responsible banking and annually implement the sustainability training plan aimed at key employees on our most significant impact areas.

Links & references

Governance structure for implementation is detailed on pages 26 - 27.

Principle 6: Transparency & Accountability



Content

The external verification process of the Sustainability Report is aligned with compliance with the Principles of Responsible Banking.

Links & references

The third party verification letter and its scope is detailed on pages 241 - 245



Supplements templates

Principle 1: Alignment



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 national and regional frameworks.

Business model

Describe (high-level) your bank's business model, including the main business lines, customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, business areas or by disclosing the number of customers and clients served.

Links & references

01. About us - Page 7

11. Economic Performance - Page 149

Response

Global Bank is a multiple banking institution operating in Panama; most of the banking activity is concentrated in the country, complemented by international banking. Through our different subsidiaries, we provide a wide range of financial products and services, always characterized by a close relationship with the client. Financial products and services are organized into the Personal Banking, Private Banking and Corporate and Commercial Banking business areas.

- For Personal Banking, our value offer includes personal loans, mortgages, auto loans and credit cards.
- In Corporate and Commercial Banking we have a variety of products, such as lines of credit and overdraft facilities, short- and long-term loans, leasing, factoring, corporate credit cards, syndicated loans, among others. The main sectors we serve are commercial, construction, agricultural, industrial, energy and transportation.
- In Private Banking, we have different strategies and solutions related to asset management, preserving our clients' wealth.

A In addition, our clients of any bank can count on deposit products such as checking accounts, savings accounts, cash management and time deposits.

In terms of deposit products, we reached 176,525 savings and checking accounts, of which 82% corresponded to Personal Banking; by balance, Corporate and Commercial Banking accounted for 44% and Personal Banking for 37% (followed by Private Banking). In terms of loans and credits, 92% corresponded to Retail Banking; by portfolio balance, Retail Banking accounted for 49% and Corporate and Commercial Banking for 51%. Regarding our loan portfolio, 7.67% of the total balance is linked to activities in the real estate sector and 5.25% in the construction of buildings and housing, followed by activities such as infrastructure construction and livestock. 92.7% of the portfolio is located in Panama.

In the case of *Global Valores*, investments are mainly placed (78% of the total) in government schemes, the financial sector and real estate. Detailed data are presented in the Economic Performance chapter.



Principle 1: Alignment



The Financial Group integrates the banking operation, with the following subsidiaries:

- **Global Bank Overseas:** Foreign banking.
- **Global Valores, S.A.:** Stock brokerage firm; it also operates Fondo Global de Inversiones, a closed-end investment company focused on a fixed-income strategy.
- **Global Financial Funds Corporation:** Trust products and services.
- **Aseguradora Global, S.A.:** Insurance in different lines of business, focusing on Global Bank's clients.
- **Progreso AFPC, S.A.:** Pension solutions (pension and severance funds).

Strategy alignment

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and other international frameworks such as the Kunming-Montreal Global Biodiversity Framework (GBF), the United Nations Guiding Principles on Business and Human Right (UNGPs), the forthcoming instrument on plastic pollution etc. Include any other national and/or regional frameworks that your bank has a strategy to align with where relevant.

Links & references

02. Strategy - Page 18

06. Responsible Banking - Page 86

Annex 1: Contribution to the Sustainable Development Goals (SDGs) - Page 181

Response

We have a Sustainability Strategy, built based on:

1. A business vision that contributes to sustainable development.
2. Gap analysis and diagnosis of the bank's practices vis-à-vis the Principles for Responsible Banking.
3. The ESG commitments (environmental, social and governance) that we acquired nationally and internationally.
4. Results of the impact analysis of the bank's portfolio conducted in 2020 and updated in 2021, 2022, 2023 and 2024.
5. The material issues resulting from the exercise conducted in 2021. In 2024, the double materiality update exercise was performed, which will have implications on the strategy for the 2024-2025 management.
6. Review and improvement of our sustainability strategy, in 2022, which allowed us to complement the impact materiality with the financial materiality, working under the concept of dual materiality; considering both the material issues resulting from the previous materiality analysis, as well as other relevant issues for senior management and different stakeholders that are framed in initiatives such as the reporting standards of Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB) and Standard & Poor's (S&P) evaluations; adding relevant material issues to our business model;
7. Attention to the set of relationships we maintain with our stakeholders, including our roles as an employer, provider of financial products and services, etc.
8. Gap analysis, recommendations and action plan with respect to TCFD; conducted by external consultant during 2024.



Principle 1: Alignment $\frac{A}{B}$

We integrated as part of this strategy the actions in responsible banking: with products and services oriented to financial inclusion and environmental protection, financial education and insurance culture. The different strategic pillars and lines of action of the Sustainability Strategy relate to the Sustainable Development Goals, and especially with those to which we can contribute in a more valuable way, determined from the material issues. The Strategy, composed of different initiatives, has a scorecard of main indicators, for which targets have been set, and against which we are monitoring our progress. Our business strategy is also aligned with the country's commitments to comply with the Paris Agreement. To this end, we reviewed the Nationally Determined Contribution (NDC) document, among other relevant instruments and frameworks, to work our business strategy in line with the national strategy and thus contribute to climate change mitigation and adaptation.

We are also making progress in calculating the emissions of our credit and investment portfolios using PCAF standards. We have considered both personal banking (personal vehicle loans and residential mortgage loans) and Corporate and Commercial Banking (loans for the construction, agricultural, commercial and industrial sectors). It will allow us to make funding decisions.



Container ship in the Panama Canal



Principle 2: Impact & Target Setting



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.

Impact Analysis

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target-setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement.

The impact analysis should include assessment of the relevance of the four priorities laid out in [Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector](#), as part of its initial or ongoing impact analysis.

Links & references

Annex 1: Identification and assessment of portfolio impacts – Page 174

Response

Scope:

In the impact analysis, the bank's operations were included, leaving out the financial subsidiaries (insurance, pensions, etc.).

The geographic scope was only in Panama, which represents 92.7% of the loan portfolio. International portfolio loans are not included because they represent a low percentage of total loans.

For Personal Banking, 100% of loans and deposits at the local level (Panama) and for Corporate and Commercial Banking, 85.7% of loans (100% of the local loan portfolio).

Portfolio composition:

The impact analysis included loans from all sectors and industries that we finance in the case of **Corporate and Commercial Banking** (100% of local loans – Panama). We expanded the client's activities where the analysis was performed with respect to previous years.

For **Personal Banking**, we have analyzed by type of products and types of customers considering income, gender and age. Type of products:

- **Loans:** Personal, housing and auto loans.
- **Deposits:** Savings accounts, checking accounts and fixed – term deposits.

The composition of the loan portfolio can be found in the answer to Principle 1.



Principle 2: Impact & Target Setting



Context:

The challenges for sustainable development in Panama were integrated from the list of critical issues already included in the UNEP FI Portfolio Impact Analysis Tool. Panama's needs and priorities, according to the different areas and topics related to the pillars of sustainable development, were reviewed and updated in the tool by members of the Sustainability Commission.

In a complementary manner, in order to make a better contribution to climate change, we analyzed Panama's Nationally Determined Contributions (NDCs) under the Paris Agreement, i.e., the roadmap envisaged by the Government to mitigate and adapt to climate change. Additionally, we analyzed a series of national and regional documents, among them are:

- First Biennial Climate Transparency Report 2024 (IIBT).
- National Strategy for Socioeconomic, Inclusive, Low Emission and Climate Resilient Development 2050.
- Panama's Fourth National Communication on Climate Change (2023).
- Panama's National Climate Change Policy 2023.
- Sixth Assessment Report (AR6) (IPCC, 2021).
- Second Biennial Update Report (IBA2) of Panama (Ministry of Environment of Panama, 2021).
- Panama Nationally Determined Contribution (CDN1 and CDN2) (Ministry of Environment of Panama).
- National Energy Plan 2015 - 2050.
- National Energy Transition Agenda 2020-2030.
- Climate Change Vulnerability Index of the Republic of Panama.
- National Gender and Climate Change Plan.
- National Climate Action Plan 2022.
- National Environmental Strategy (ENA) 2021-2031.
- Climate change scenarios for Panama. Vision 2030, 2050 and 2070.
- Toolkit for the Application of Women's Empowerment Principles in the Private Sector. UN Women. 2019.
- Credicorp Financial Inclusion Index. Gender gaps: an intersectional approach. Ipsos. 2021.
- Credicorp Financial Inclusion Index. Ipsos. 2023.
- Market Research - Knowing the Panamanian Woman. Global Bank-Ipsos. 2021.
- Panama Gender Parity Initiative.
- Global Gender Gap Report 2022, 2023 and 2024. World Economic Forum (WEF).
- The Gender Dimension in the Digital Business Transformation of Latin America and the Caribbean. IDB. 2022.
- Panama Population and Housing Census of the year 2023.

Having determined the economic, social and environmental impact of our portfolio, we also analyzed the criticality of these issues in the country (as indicated above). With the balance of both aspects, we determined the final main impact areas. Those to be addressed as a priority were established with the senior management of the businesses based on the planned business strategy.



Principle 2: Impact & Target Setting



Impact Area – Climate: Reducing the potential negative impact on climate – Panama

- It generates 0.05% of global greenhouse gas (GHG) emissions (CAIT Climate Data Explorer, 2021).
- It is carbon negative because our forests (forestry activities and land use change – LULUCF) absorb more carbon (CO₂) than the total GHG emissions we generate as a country.
- Total CO₂ equivalent emissions for all sectors amount to 29,150.7 kt, with the Energy sector being the main emitter with 46.4%, followed by LULUCF with 29.2% and Agriculture with 14.3%, while the remaining 10.1% comes from the IPPU and Waste sectors. On the other hand, total removals reach 35,778.7 kt, of which 100% comes from the LULUCF sector, specifically from the Forest Land category. (National Inventory Document, 2024).
- 0.42 Climate Vulnerability Index; ranges from 0 to 1, with 1 being the most vulnerable (Notre Dame Global Adaptation Initiative, 2022).
- 0.82 Human Development Index; ranges from 0 to 1, with 1 being a very high level of development (Human Development Report – UNDP, 2022).
- Despite the country's high forest cover, Panama remains vulnerable to climate change. Projections for 2030, 2050 and 2070 show scenarios with temperature increases, changes in rainfall patterns and sea level rise. This reality imposes significant risks on the functionality of strategic components of national socioeconomic development such as: biodiversity, infrastructure, urban centers and coastal cities, agriculture and livestock, which together form the basis of the country's socioeconomic and productive development.

Impact Area – Inclusive and Healthy Economies: Strengthening the potential positive impact on Inclusive and Healthy Economies (especially gender equality) – Panama:

- 50.4% of the population is female.
- 132 years to achieve gender parity.
- WEF-2024 gender parity gap score: 0.742 (where parity = 1 and non-parity = 0). The lowest scores were obtained in political empowerment, followed by economic participation and opportunities.
- Panama's financial inclusion index is 52.0, a medium-low score.
- It is estimated that there are approximately 200,000 MSMEs in Panama, which represent 96.3% of the total number of companies and 49% of formal employment.
- The National Gender and Climate Change Plan 2022 and the National Climate Change Policy 2023 include goals to involve women and youth in initiatives related to climate change mitigation and adaptation. Special emphasis on small agricultural producers.

Results of the impact analysis:

The results of the impact analysis led us to further examine the effects of our portfolio on climate stability and access to financial resources, given their relevance in the Panamanian context and the scale of our exposure in key sectors. To assess our performance in these areas, we conducted a detailed analysis of the sectors and industries that have the greatest contribution to these impacts.

We determined that the intensity of GHG emissions in our portfolio is mainly related to sectors such as construction, agriculture, livestock and industry (especially energy and food manufacturing), which have a significant impact on climate stability due to their intensive consumption of resources and associated emissions. In particular, the expansion of the agricultural frontier and real estate development have been identified as key factors affecting the alteration of the climate balance and the availability of natural resources.

Likewise, access to financial resources plays a determining role in the ability of companies and individuals to adopt sustainable and resilient solutions. We identified that certain sectors, especially small and medium-sized enterprises (SMEs) and women-led businesses, face greater barriers in accessing financing to modernize their processes, improve their energy efficiency or implement climate adaptation strategies.

Based on these findings, we have concluded that climate stability and equitable access to financial resources are the most significant impact areas within our portfolio. In response, we have developed strategies to strengthen financial inclusion, expand sustainable product offerings, and accompany our clients in their transition to more resilient, low-carbon business models.



Principle 2: Impact & Target Setting



Performance measurement:

The following steps were followed to establish objectives and impact indicators:

Step 1: Country/Regional Context

Step 2: Baseline of the bank's portfolio and priorities

Step 3: Set SMART objectives

Step 4: Determine measures and actions

Step 5: Define KPIs

Based on the main areas of impact, and after analyzing the needs in the country and the composition of the loan portfolio, we proposed 2 general objectives for responsible banking, which are presented below (the relationship with the areas of potential impact is shown).

1. **Reduction of greenhouse gas (GHG) emissions** through the financing of projects and sectors that contribute to the transition to a less carbon-intensive economy. **Reduction of the potential negative impact on climate.**
2. Develop products and services that promote a better quality of life in vulnerable sectors, especially in the areas of health, quality education and gender equality. **Strengthening the potential positive impact on inclusive and healthy economies (especially gender equality).**

We have defined SMART objectives focused on the two main impact areas and encompassing: Corporate and Commercial Banking, with a climate-related objective, and People Banking, with a focus on inclusive and healthy economies, particularly gender equality. For each general objective, specific SMART intermediate targets, the measures and actions to achieve them, and the key indicators to measure performance were established.

To measure climate performance, we quantify annually the absolute emissions financed in the Corporate and Commercial Banking portfolio, as well as the avoided emissions derived from loans granted for renewable energy and sustainable agriculture and livestock, using the PCAF methodology. In addition, we track credits disbursed against established targets and have begun to evaluate their performance over time.

In the area of financial inclusion, we are developing concepts and metrics to measure the financial health of our beneficiary clients, to build indicators that reflect the impact of our actions in this segment. This analysis will allow us to strengthen our strategies and improve the alignment of our goals with a sustainable and inclusive growth model.

Targets, Target Implementation, and Action Plans/Transition plans

Show that your bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that your bank identified in its impact analysis. Once targets are set, explain the actions taken and progress made. Include details regarding: Alignment, Baselines, Targets, Target Implementation & Monitoring (and KPIs), Action Plans/ Transition plans and Milestones.

Banks are encouraged to disclose information regarding actions they are taking in four priorities laid out in [Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector \(2024\)](#).

Links & references

06. Responsible Banking – Page 86

Annex 1: Identification and Assessment of Portfolio Impacts – Page Pág. 174

Principle 2: Impact & Target Setting



Response

Alignment:

The following 2 objectives were proposed, which in turn have measurement indicators..

1. Reduction of greenhouse gas (GHG) emissions by financing projects and sectors that contribute to the transition to a less carbon-intensive economy.

To this end, two intermediate goals were established for Corporate and Commercial Banking: reduction of absolute emissions in the loan portfolio and placement of products with an environmental focus.

Some indicators:

- Number of projects financed.
- Number of loans granted.
- Amount granted
- Portfolio balance.
- Absolute emissions financed.
- Absolute emissions avoided with financing.
- % absolute emissions reduced / avoided (net balance).

The Financial Group's climate change mitigation priorities are part of Global Bank's business strategy and are aligned with the GHG reduction goals established by the country in the updated CRC; as well as with the financing needs, incentives and subsidies defined in national policies such as the National Energy Plan 2015-2050, and Panama's National Climate Change Plan.

In addition, the goal of financing products with an environmental focus emphasizes actions in the energy and agricultural sectors, which are important sectors for reducing emissions in the country, according to the emissions profile presented in the National Inventory Document 2024 - First Biennial Transparency Report of Panama. Contributing to climate change mitigation by financing products with an environmental focus also responds to the components of Panama's Sustainable Finance Protocol and generates a greater contribution to the SDGs, due to the positive impacts on the country's energy and food security.

2. To develop products and services that promote a better quality of life in vulnerable sectors, especially in the areas of health, quality education and gender equality.

To meet this objective, we have established specific actions as detailed below. By December 2025, increase the percentage share (%) of female customers, in products and segments prioritized by age and income. These are detailed in section C)-SMART Objectives.

Some indicators:

- Number of women benefited.
- Number of loans granted.
- Amount granted.
- Portfolio balance.
- % of women's participation achieved.

This goal responds to the Bank's interest in providing greater access to financial opportunities for women, increasing their participation and strengthening its commitment to the client - initially focused on Personal Banking, with expectations of expanding to Commercial Banking (SMEs), as we improve the quality of information.

This objective is aligned with the country's interests described in both the Gender Parity Initiative and the Gender and Climate Change Plan, which seek to generate opportunities to promote greater access by women to technical and financial resources such as incentives, credit facilities, among other solidarity economy systems in sustainable production initiatives.



Principle 2: Impact & Target Setting



Baseline

Initially, we established objectives focused on credit placement for climate change mitigation and financial inclusion with a focus on gender equality.

In the 2021-2022 period, these objectives were expanded, incorporating intermediate goals for the reduction of emissions in the loan portfolio and the increase in the participation of women in certain Personal Banking products. As part of this update, an analysis of the national and regional context was conducted, and new baselines were established:

- For Objective 1 - Climate, the baseline is set for June 2022.
- For Objective 2 - Financial inclusion and gender equality, the baseline is set for December 2022.

These updates better align our goals with the current environment and reinforce our commitment to sustainability and equity.

Objectives

Based on the impact areas prioritized from the impact analysis and the country context, the following two (2) responsible banking objectives and intermediate goals were established for the fiscal year covered by this report:

Objective 1 - Climate: Contribute to the reduction of greenhouse gas (GHG) emissions by financing activities and projects that contribute to the transition to a low-carbon economy.

To meet this objective, we have established specific actions, which are detailed below:

Intermediate goal 1*:

Reduction (net balance) of 34% of absolute emissions from sectors financed by Corporate and Commercial Banking in general by 2031. Starting with evaluated Corporate and Commercial Banking sectors (47.4% of the total loan portfolio), taking as a baseline the data as of fiscal year-end Jun-2022. In the following years we will be refining data and calculations to include sectorial targets.

*This target is aligned with the 1.5° C scenario according to the Absolute Contraction Approach of the Science Based Targets Initiative (SBTI) tool, at an annual linear reduction rate of 3.4%.

Intermediate goal 2:

Allocation of capital to finance products with an environmental focus:

- \$30 million up to 2025 for the placement of loans to the agricultural sector for sustainable practices/ technologies/ methods, avoiding deforestation.
- \$40 million to finance renewable energy by 2030.



Principle 2: Impact & Target Setting



The measures and actions and indicators identified for these objective and intermediate goals are as follows:

| Measures and actions | KPIs |
|--|--|
| <p>Measurements: Creation of green products: Sustainable agriculture and livestock line that includes: biodigesters, silvopastoral systems, drip irrigation, improved pastures, live fences, etc.; distributed solar energy; electric cars; energy efficiency; sustainable construction.</p> <p>Shares:</p> <ul style="list-style-type: none">• Improve the quality of internal data and databases.• Collection of relevant information from our customers.• We are working on the Emission Transition Plan with customers.• Creation and promotion of green products (development of labeling system).• Increase portfolio of green or environmentally focused products (elimination or reduction of GHG emissions).• To make strategic public and private alliances, especially focused on the agricultural and livestock sector. | <ul style="list-style-type: none">• Increase in data quality.• Number of clients benefited.• Number of green financial products created.• Number of customers working to reduce emissions.• Profitability of green businesses.• Number of environmentally focused projects financed.• Amounts granted for activities with an environmental focus.• Absolute financed emissions (tCO₂e).• Absolute emissions avoided (tCO₂e) with financing.• Sector-specific emission intensity (tCO₂e/\$).• Percentage of absolute funded emission reductions.• Percentage reduction in emission intensity by sector. |

Objective 2 - Financial Inclusion and Health / Gender Equality: Develop products and services that promote a better quality of life in vulnerable sectors, especially in the areas of health, quality education and gender equality. To meet this objective, we have established specific actions, which are detailed below.

Intermediate Goal:

By December 2025, increase the percentage share (%) of female customers in the following products and segments (by age and income):

| Product | Segment | Target increase % average female penetration | Projected growth to Dec - 2025 |
|----------------------------|--|--|--------------------------------|
| Credit Card | All age ranges; income >\$2,500 | 35.9% to 37.9%. | 2% |
| Credit Card | Income <=\$800 and >800.01 to <=\$2,500 | 56.8% to 57.8%. | 1% |
| Auto Loan | Ages 22 to 61 years; income >\$2,500 | 37.9% to 39.9%. | 2% |
| Global Tap Savings Account | Age >18 years old; Salaried or Retired | 39.7% to 41.7%. | 2% |
| Global Tap Personal Loan | Age between 20 to 52 years old; income >\$650.00 | 42% to 44%. | 2% |

Principle 2: Impact & Target Setting



The measures and actions and indicators identified for this objective and intermediate goals are as follows:

| Measures and actions | KPIs |
|--|--|
| <p>Measurements: Launch of the Única Program aimed at women customers, which begins with Credit Card and Auto Loan products. The Global Tap Savings Account and Global Tap Personal Loan products will be better profiled over the next 3 years, with efforts aimed at the female segment. It also integrates the offer of financial products such as Personal Loans and Mortgage Loans, as well as non-financial products and services. These products will be complemented with insurance and special rates, discounts and offers, as well as added values aimed at this segment.</p> <p>Shares</p> <ul style="list-style-type: none"> Establish new parameters and more flexible policies for women. Work on the necessary developments for the Credit Card and Auto Loan products. Negotiate with suppliers and strategic partners to grant promotions, offers. To encourage the development and personal and professional growth of women through a series of events, lectures, conferences and workshops that offer women the opportunity to connect with other women and network, and at the same time educate them on non- financial topics that add value to their lives, promote better management of their finances, and generate the necessary skills to develop and make their businesses sustainable in order to achieve greater independence for women and the generation of new income. We have consolidated all this under the name of <i>Experiencias Única</i>. | <ul style="list-style-type: none"> # of bank accounts – disaggregated by gender, age and income. \$ / # / % of deposit accounts (savings account, checking account, fixed-term deposits) – disaggregated by gender, age and income. \$ / # / % of Credits (granted) – disaggregated by gender, age and income. \$ / # / % of Loans (personal, residential mortgage, auto and other) – disaggregated by gender, age and income. \$ / # / % of Credit Card – disaggregated by gender, age and income. % of women with credit cards – disaggregated by age and income. Increase in % of women’s participation in cards – disaggregated by age and income. % of women with auto loans – disaggregated by age and income. Increase in % of women’s participation in auto lending – disaggregated by age and income. % of women with Global Tap Savings Accounts – disaggregated by age and income Increase in % of women’s participation in Global Tap Savings Accounts – disaggregated by age and income. % of women with Global Tap Personal Loans – disaggregated by age and income. Increase in % of women’s participation in Global Tap Personal Loans – disaggregated by age and income. % of clients with effective access to a basic banking product – disaggregated by gender, age and income. # of active partnerships to achieve financial health and inclusion objectives. # of new clients per month – disaggregated by gender, age and income. # of products and services in the portfolio with a focus on financial inclusion. # of people supported with financial and/or digital education initiatives (dedicated and effective) – disaggregated by gender, age and income. % of customers with 2 or more active financial Products, of different categories, with the bank disaggregated by gender, age and income. |



Principle 2: Impact & Target Setting



Action plan

The objectives and targets are the result of an exhaustive analysis of our portfolio and the participation of the different business areas. We initially established a four-year action plan from 2020 to 2024, which will be updated during the 2024-2025 fiscal period with initiatives to be implemented through 2030.

Our Sustainable Business Action Plan encompasses initiatives in the different strategic pillars and to implement the established portfolio goals. Among these initiatives, for the Climate-related goals, we have worked on a Transition Plan, which encompasses the following general activities:

Transition plan - decarbonization

It aims to drive emissions reductions in our portfolio by promoting a more sustainable economy, and is comprised of four pillars:

- **Generate internal capabilities**
 - Train related areas of the bank: Risk, Business, Credit Management, Credit Support.
- **Improvements in customer data**
 - Prioritize customers and sectors.
 - Collect customer activity data.
 - Store and manage data, automate calculations.
 - Generate mechanisms to collect data from the origination of the loan.
- **Green financial products**
 - Develop and offer green financial products that promote the reduction of GHG emissions, to achieve a positive balance of financed GHG emissions.
- **Participation and support to clients in the transition to a low-carbon economy**
 - Customer awareness.
 - Train prioritized clients in carbon footprint quantification.
 - Provide tools.
 - Assist in establishing GHG emission reduction plans.

We also have a plan with specific actions for the goals of financial inclusion and financial health.

We continue to work on understanding current data, the need for new information, to create indicators of significant (potential) indirect impacts of the targets set within the impact area or in other impact areas. To include within the action and transition plan, relevant actions to avoid, mitigate or offset potential negative impacts.



Principle 2: Impact & Target Setting



Implementation and monitoring

In order to achieve our objectives, we rely on the collaboration of the different areas of the bank. For example, the commercial teams participate in the placement of loans, the data analytics teams in monitoring the placement by the variables established for the clients: renewable energy projects, mortgage loans requested by women, SME loans in which the companies are led and/or owned by women.

In this report we report on the progress made in achieving each objective and goal. The progress achieved is detailed below:

Objective 1 – Climate

Loan portfolio goals – Corporate and Commercial Banking

Reduction of financed emissions



| | | | |
|---|--------------|----------------|---------|
| Goal: | Jun-23 11% | Jun-24 12.7% | Advance |
| Reduction (net balance) | | | |
| 34% by 2031 (130,381.99 tCO ₂ e) | | | 37% |

Renewable energy (Amount disbursed)



| | | | |
|----------------------|-------------------------|-------------------------|---------|
| Goal: | Jun-23 \$20.4 million | Jun-24 \$76.7 million | Advance |
| \$40 million to 2030 | | | 192% |

Sustainable Agriculture and Livestock (amount disbursed)



| | | | |
|----------------------|-------------------------|-------------------------|---------|
| Goal: | Jun-23 \$23.3 million | Jun-24 \$30.9 million | Advance |
| \$30 million by 2025 | | | |
| *eco.business Fund | | | 104% |

Green financial products created
Corporate and Commercial Banking:

Distributed solar power generation.



Electric vehicle.



Sustainable agriculture.






Principle 2: Impact & Target Setting



| Impact area | Indicator code | Reply |
|---------------------------|----------------|---|
| Climate change mitigation | A.1.1 | Climate Strategy: Ongoing. In the Risk Management chapter there is a section on risk analysis and opportunities for climate change according to the TCFD, with a column of actions. |
| | A.1.2 | Paris Alignment Goal: Ongoing. We initially set an overall target of 34% absolute emissions reduction (net balance) by 2031 in the prioritized sectors of Corporate and Commercial Banking (construction, agriculture, energy, transportation, industry, real estate, commercial); according to the SBTi tool for all sectors (Target Setting Method: Absolute Contraction Approach) and adjusting to zero emissions by 2050 (annual linear rate is 3.4%). Since we do not have specific information, a general target is established while we continue to work on data quality to establish targets by sector. |
| | A.1.3 | Policy and process for customer relations: No. We are working on the transition plan, which includes supporting customers in measuring and reducing their GHG emissions. |
| | A.1.4 | Portfolio analysis Has the bank (part of) its loan and/or investment portfolio been analyzed in terms of financed emissions (Scope 3, category 15), technology mix or sectors with high carbon content in the portfolio? Yes. In the Responsible Banking chapter you can find the results of financed GHG emissions of the loan and investment portfolios. Includes type of credit: loan and leasing, excludes type of credit: current account overdraft, credit card, invoice discounting). In addition, in fiscal year 2023-2024 we conducted 151 environmental and social risk (SARAS, for its acronym in Spanish), which accounted for USD\$ 459,183,407 of the loan portfolio. |
| | A.1.5 | Commercial opportunities and financial products: Green financial products created: Sustainable agriculture and livestock line (including: biodigesters, silvopastoral systems, drip risk, improved pastures, live fences, etc.); distributed solar energy; purchase of electric cars. However, low emission projects/activities are financed within conventional credit products (construction, industrial, commercial loans, etc.). |
| | A.2.1 | Customer engagement process: Ongoing. We are developing the customer awareness and support plan. |
| | A.2.2 | Absolute funded emissions / Scope 3 - category 15: <ul style="list-style-type: none">• Credit Portfolio (scopes 1, 2 and 3): 961,333.14 tCO₂e (local).• Investment portfolio (scope 1, 2 and 3): 515,419.28 tCO₂e (Local + foreign). Details by sector can be found in the Responsible Banking chapter. |
| | A.2.3 | Sector-specific emission intensity: The loan portfolio is 0.003868 tCO ₂ e / \$ Loan; while the investment portfolio is 0.002100 tCO ₂ e / \$ Investment. Details by sector can be found in the Responsible Banking chapter. |
| | A.2.4 | Proportion of financed emissions covered by a decarbonization target (from customers with a transition plan): To be developed within the customer data update plan. |



| Principle 2: Impact & Target Setting  | | |
|--|----------------|--|
| Impact area | Indicator code | Reply |
| Climate change mitigation | A.3.1 | Financial volume of green assets/low carbon technologies (How much does the bank lend or invest in green assets/loans and low carbon activities and technologies): USD\$288,417,071 (balance at closing for renewable energy and sustainable agriculture and livestock projects - no deforestation). Credit disbursed in 2022-2024 for projects of: <ul style="list-style-type: none">• Renewable energies: USD\$76,732,994• Sustainable agriculture and livestock: USD\$30,869,252• Electric Mobility: USD\$453,199 |
| | A.3.2 | Financial volume lent/invested in carbon-intensive sectors and activities and transition financing. See chapter on Responsible Banking. |
| | A.4.1 | GHG emissions reduction: At Global Bank, we continue to make progress in reducing our carbon footprint, including Scope 3 category 15. As of the end of June 2024, we have achieved a 16.3% lower net balance in financed GHG emissions compared to our June 2022 baseline. This progress is due to two key factors: 10.6% reduction in Scope 1 and 2 financed issues within our loan portfolio. Avoided emissions of 48,597.53 tCO ₂ e through loans for renewable energy projects and electric vehicles, reaching 37.27% progress in our commitment to sustainable investment. |
| | A.4.2 | Portfolio alignment (What percentage of the bank's portfolio is aligned with Paris (depending on the target set [A.1.2], 1.5 or 2 degrees)?): The loan portfolio allocated to sustainable sectors represents 3.045%, while the investment portfolio reaches 7.91%. See details in the chapter on Responsible Banking. |





Principle 2: Impact & Target Setting



Objective 2 – Financial Inclusion / Gender equality

Credit Portfolio Goals

Retail Banking Increase in % of women's participation

Credit Card



Segment:
All age range;
income >\$2,500

Dec-22 | 35.9% Jun-24 | 36.4% Target: Dec -25 | 37.9%

Advance
26.5%

Credit Card



Segment:
Income <=\$800 and
>800.01 to <=\$2,500

Dec-22 | 56.8% Jun-24 | 55.1% Target: Dec -25 | 57.8%

Advance
0% *

Auto Loan



Segment:
Ages 22 to 61 years;
income >\$2,500

Dec-22 | 37.9% Jun-24 | 40.5% Target: Dec -25 | 39.9%

Advance
127.7%

TAP Global Savings Account



Segment:
Age >18 years; Employed or Retired

Dec-22 | 39.7% Jun-24 | 43.1% Target: Dec -25 | 41.7%

Advance
171.0%

Global TAP Personal Loans



Segment:
Age between 20 to 52 years old;
income minimum of \$650.00

Dec-22 | 42.0% Jun-24 | 47.8% Target: Dec -25 | 44.0%

Advance
290.0%

* This goal will be reviewed as the business has focused on increasing the penetration of the female gender in Credit Cards, with a comprehensive approach to all age ranges and socioeconomic level. With the Visa Única product, developed specifically for the segment, we offer plans focused on 3 age archetypes, covering all stages of needs, from the young woman who is starting her professional life, the woman who is in a family stage with children, and the elderly woman.





Principle 2: Impact & Target Setting



| Impact area | Indicator code | Reply |
|--------------------------------|----------------|---|
| Financial health and inclusion | C.1.1 | # of products and services in the portfolio with a focus on financial inclusion: preferential mortgage, retirees, loans to women (Programa Única - See chapter on Responsible Banking), financial education program, loans to women SMEs. |
| | C.1.2 | % of relevant employees supported with effective training in financial inclusion, responsible lending and/or financial health: See table Financial education program by stakeholder group 2023-2024 in the Responsible Banking chapter. |
| | C.1.3 | # of active alliances to achieve financial inclusion and financial health objectives: We have 3 alliances (Ella Invierte, Financial Alliance for Women, Innovation). |
| | C.2.1 | # of people supported with dedicated and effective financial and/or digital education initiatives: +8,000 beneficiaries of the financial education program, see details in the Responsible Banking chapter. |
| | C.2.2 | % of clients with effective access to a basic banking product: 100%. |
| | SFI-1 | Personal Banking -% customers with deposits (women): 33%. |
| | SFI-2 | Personal Banking - % customers with credit (women): 31%. |
| | SFI-3 | Mortgage credit disbursed (women): USD\$28,219,706 |
| | SFI-4 | Corporate and Commercial Banking - % female customers: 20%. |
| | SFI-5 | SME credit disbursed (women): USD\$11,360,199 |



Principle 2: Impact & Target Setting



Progress in measures and actions

Única Program

The launching of the comprehensive gender Única program took place in May 2023. We went to the market with an offer of financial and non-financial services. We launched the Única Credit Card with its added values of insurance and assistance; flexible conditions were established in mortgage products, personal loans and mortgage loans aimed at women; and in addition, we carried out the Única Experiences, which are part of the program's non-financial offer. These experiences are a set of events, lectures, conferences, workshops and networking opportunities that have been held on health and wellness, financial advice, investments, among others, which will continue to be carried out as they are an essential component of the program.

Flexible parameters and assistance

- Flexible terms were implemented for loan products: Auto Loans, Mortgages, HEL and Personal Loans.
- We have carried out advertising campaigns aimed at the women's segment with promotions to encourage the opening of Global TAP Savings Accounts and Global TAP Personal Loans.
- We implemented two new Global TAP products, which will incorporate flexible conditions oriented to the needs of the female gender, such as the Global TAP Auto Loan and the Global TAP Credit Card.

Única Experiences

We conducted a total of 14 experiences in the 2023-2024 fiscal period, of which 2,677 women were impacted by these events. The categories of the events are distributed in topics such as health, wellness, self-improvement and financial counseling.

Since March 2022, 21 Única Experiences have been carried out, benefiting 3,249 women.

Junior Achievement's Entrepreneurial Women Program

- Program Objective: The program strengthens the knowledge and skills of business management in women who have an enterprise or have the idea of starting one. It promotes a collective teaching-learning space based on the experiences of the women to contribute to the personal development of each one and provide methodological tools that facilitate the improvement and management of the participants' businesses.
- Number of participants: 20 women.
- Four modules were taught:
 1. Building my Entrepreneurship
 2. Strengthening my Finances
 3. Structuring my Business
 4. Undertaking Together

The modules were taught by Global Bank employees.

More details of the measures and actions implemented can be found in the Responsible Banking chapter.



Principle 3: Clients & Customers



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.

Client and Customer engagement

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. It should include information on the client engagement strategy including but not limited to the impact areas identified/ targets set, awareness raising activities with clients and customers, relevant policies and processes, actions planned/ implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

Links & references

06. Responsible Banking – Page 86

[Environmental and Social Risk Analysis](#)

[General Sustainability Policy](#)

Response

We are strengthening our commitment to sustainability and responsible environmental and social risk management, integrating diverse strategies to actively engage our customers in the adoption of best practices. We apply the Social and Environmental Risk Management System (SARAS, for its acronym in Spanish) in the evaluation of our loan portfolio, which allows us to generate action plans agreed with our clients, ensuring the implementation of mitigation and correction measures within established deadlines. We have also developed specific financial products and services with social and environmental objectives, ensuring that the clients benefiting from them use the funds for the stated purposes.

We are advancing in the quantification of emissions financed within our portfolio, identifying sectors and clients with high carbon intensity. We have developed a plan to work with our clients to build their transition plans and support them in quantifying and reducing their GHG emissions. In this process, we extended our reach to SMEs and women-led businesses, promoting an equitable and sustainable transition.

In addition, we provide advice and raise awareness among our clients on the application of sustainable production practices, especially in the agricultural sector. This effort is part of our transition plan for the decarbonization of our loan portfolio, which establishes mechanisms for evaluating progress and generating support strategies.

These commitments are part of our General Sustainability Policy, aligned with the Sustainable Development Goals (SDGs), the Paris Agreement and the country's Nationally Determined Contribution (NDC), promoting a positive impact not only from our operation, but also through our clients' activities.



Principle 3: Clients & Customers



Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how your bank has developed these in the reporting period. Provide information on sustainability-related products and services and frameworks in place that support the transition needs of clients, size of the sustainable finance portfolio in USD or local currency and/or as a % of your bank's portfolio,* and which SDGs or impact areas you bank is striving to make a positive impact on (e.g. green mortgages—climate, social, sustainability bonds—financial inclusion, etc.).

* Provide information on the sustainable finance frameworks/standards/taxonomies used to label sustainable finance volumes.

Links & references

06. Responsible Banking – Page. 86

Response

We have developed a comprehensive strategy to expand our offering of financial products with an environmental and social focus, recognizing their potential as business opportunities and key tools to drive sustainability and financial inclusion.

In the environmental area, we have green financial products designed to support the transition to a more sustainable economy. This includes financing for distributed solar energy, electric vehicle acquisition, and sustainable agricultural practices, the latter supported by the eco.business Fund, which since 2017 has provided loans with specialized technical advice. In addition, we are developing new green financing solutions that will expand access to capital for projects with a positive environmental impact.

In terms of financial inclusion, we promoted the Única Program, a holistic strategy that combines financial and non-financial products aimed at women, to promote their professional and personal development. This program includes the Única Credit Card, with exclusive benefits in insurance and assistance, and preferential conditions in mortgages, car loans and personal loans for women. We also offer Única Experiences, a training and networking space designed to strengthen their financial and business skills.

In addition, we continued to expand our financing offerings in strategic sectors, including loans for renewable energies, mortgages for women and women-led SMEs. In addition, we offer credit products with differentiated conditions, such as loans for retirees, preferential mortgages, and financing for the agricultural sector, with access to subsidized rates if certain requirements are met.

The progress of these products and their impact on our loan portfolio is detailed in Principle 2 and in the Responsible Banking chapter, reaffirming our commitment to financial inclusion and sustainable development.



Principle 4: Stakeholders



We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Stakeholder identification and consultation

Describe which stakeholders (or groups/types of stakeholders) your bank has identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of the bank's engagement strategy following criteria for effective engagement and advocacy, how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Links & references

Annex 1: Stakeholder Relations – Page 163

Annex 1: Alliances and Memberships – Page 166

Annex 1: Materiality study – Page 168

Response

We actively involve stakeholders through different channels, since their participation is fundamental for the Financial Group's activity. The specialization of our teams allows for a direct and efficient relationship, based on transparency and the creation of value for both parties.

When analyzing the impact of our products, we consult with various business areas to determine the associated customer profiles and, therefore, the possible impacts.

Additionally, to understand our impacts in relation to other stakeholders, we updated our materiality analysis, under the concept of dual materiality. This allowed us to identify critical issues in our different roles, beyond that of a provider of financial products and services, including our role as an employer and customer, among others.

During this process, we consulted with employees, customers, authorities and shareholders, either directly or through the employees who have a relationship with them. Global Bank's participation with our stakeholders in various initiatives, events and institutions related to the sector and sustainability has allowed us to join efforts to achieve initiatives and action plans. Some of these are listed in the Alliances and Memberships annex:

- We participate in the UNEP FI/UN Women Global Task Force on Gender Equality, with meetings since April 2024, contributing to the revision of guidelines, tools and analysis of local and regional context.
- We were panelists at the UNEP FI Roundtable for Latin America and the Caribbean, held in Colombia on January 30 and 31, 2024, where we addressed the topic *"Incorporation of social issues in the practices of financial institutions"*. We also participated as reviewers of UNEP FI's Climate Adaptation Target Setting document.
- We acted as expert reviewers of Panama's draft Taxonomy of Sustainable Finance.
- We participated in the Financial Industry Review Group, contributing to the technical discussion tables on the Panama Sustainable Finance Taxonomy.
- We were speakers at the webinar on Climate Risks, where we addressed the regulatory and practical scenario in Panama, organized by Valora.



Principle 5: Governance & Culture



We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Governance Structure for Implementation of the Principles

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 (including accountability at the executive leadership level, clearly defined roles and responsibilities for sustainability matters in internal processes, etc.) and support the effective implementation of the Principles.

Links & references

02. Strategy – Page 18

[Roles and functions of the Sustainability Commission](#)

Response

The Corporate Governance Steering Committee is in charge of supervising the Sustainability Strategy and its degree of compliance, which includes the implementation of the Principles for Responsible Banking. The Sustainability Commission is the body in charge of proposing, developing and monitoring the Sustainability Strategy, which includes responsible banking initiatives and actions to advance the objectives set (loans for renewable energies and inclusive loans for women).

Their responsibilities are publicly available in the regulations. It should be noted:

1. Propose sustainability strategies to Senior Management and the Board of Directors, including the financing of responsible business. Follow up on these strategies and communicate the results.
2. Periodically (annually) review the sustainability strategy and policy and propose its modification and update to the Corporate Governance Steering Committee and the Board of Directors.

The involvement of the Board of Directors and the Corporate Governance Steering Committee can already be inferred from the two previous objectives. The Commission reports to the Chief Executive Officer and the Corporate Governance Steering Committee, which in turn reports to the Board of Directors.

On a quarterly basis, the Sustainability Commission submits progress reports to the Corporate Governance Steering Committee for review and follow-up of actions. The latter in turn reports progress to the Board of Directors at the same frequency. Complete annual management reports of the Commission are submitted on an annual basis. And as appropriate, the different policies, documents or action plans that arise in the implementation of the Sustainability strategy are submitted to both corporate governance bodies for approval.

In August 2022, the Sustainability Area was created under the Legal and Compliance Vice-Presidency, which in turn reports to the Chief Executive Officer, to promote and account for the Bank's Sustainability efforts, based on the General Sustainability Policy and coordinating the execution of the Sustainability Strategy with our different areas and subsidiaries. Sustainability is a transversal strategic pillar within the General Business Strategy.



Principle 5: Governance & Culture



Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, learning & development, sustainability training for relevant teams, inclusion in remuneration structures and performance management and leadership communication, amongst others).



Links & references

02. Strategy - Page 18

08. Our Human Talent Management - Page 119

Response

Our employees have been an active part of the development of the Sustainability Strategy, including key milestones, such as the definition of credit portfolio objectives in the prioritized significant impact areas, materiality analysis, among others.

As part of our regular activity, we provided sustainability training to our collaborators, with a more general program and another specific program for the areas with a more specialized participation in the strategy: risks and commercial teams. During this period, more than 29 internal trainings on sustainability issues were conducted for the bank's personnel, and a microlearning (training in digital format) was sent to all personnel and directors on sustainable finance. Additionally, a monthly newsletter on sustainability issues and the bank's progress on these issues is sent to all staff. At the end of the period, 36 newsletters have been published internally since July 2021.

During this period, 45% of the vice presidencies established performance objectives linked to the Sustainability Strategy for the teams with responsibilities in this area.

By the end of 2028 we plan to have completed the review of our incentive structures and variable compensation policies, and the establishment of clear criteria, for key positions within the organization that have a significant impact on the management of sustainability issues and climate management.





Principle 5: Governance & Culture



Risk and due diligence processes and policies

Describe what processes your bank has installed to identify and manage environmental and social risks associated with your bank's portfolio. This can include aspects such as identification of significant/salient risks, due diligence processes, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.

Links & references

02. Strategy - Page 18

05. Ethics and Anti-corruption- Page 77

06. Responsible Banking - Page 86

Response

We have an Environmental and Social Risk Management System (SARAS, for its acronym in Spanish) that allows us to identify, evaluate, manage and monitor the potential environmental and social risks of the activities we finance.

This system is consistent with the eight International Finance Corporation (IFC) Performance Standards and is aligned with the International Labor Organization (ILO) Core Conventions.

There is a list of excluded activities, which the bank does not finance; and a list of activities conditioned to a percentage of the loan portfolio, for their financing. SARAS applies to Corporate and Commercial Banking loans. Loans are categorized as C (Low), B (Medium) or A (High), by means of tools created for this purpose, which take into account the risk of the activity to be financed and the risks associated with the territory such as: risks of natural hazards, natural resources, involuntary resettlement, cultural heritage, indigenous peoples and forests or areas of high conservation value.

Those loans whose activities, works or projects to be financed are on the Taxable list (requiring an environmental impact study according to Panamanian legislation) or are categorized as B (Medium) or A (High) risks require an evaluation by the Environmental Risk Analyst.

If the activities are categorized as C (Low) they only require the verification of the licenses or permits that apply to the activity to be financed, but if the real estate guarantees have a value =>\$1 million these must be evaluated by the Environmental Risk Analyst.

Details of the definitions and stages of SARAS can be found in the chapter on Responsible Banking.

The following documents are available: (i) [Environmental and Social Risk Management Policy](#), which establishes the guidelines, as well as the governance structure and responsibilities; (ii) SARAS Procedure, which details the step-by-step process, its actors, principles and controls; and (iii) Environmental Complaints Process.

Our sustainability governance ensures effective oversight of the environmental and social risks of our portfolio. The Sustainability Commission develops and monitors the sustainability strategy, including the implementation of the UNEP FI Principles for Responsible Banking. In turn, the Corporate Governance Steering Committee evaluates progress in sustainability and climate risk management on a quarterly basis, reporting these findings to the Board of Directors for integration into strategic decision-making.

We also apply due diligence with respect to customer governance and ethics, through the Know Your Customer Policy and the Prevention and Money Laundering procedures. See details in the Ethics and Anti-Corruption chapter.



Principle 6: Transparency & Accountability



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.

The information provided in the Responsible Banking Progress Statement is sufficient. If third-party assurance has been undertaken, provide details on the scope of assurance and the reference/link to the Independent (Limited) Assurance Report.

The exercise is integrated with the verification of a selection of key indicators from the reporting standards we use for our Strategy performance information: Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB).

[Links and references](#)

Third Party Assurance Letter – Page 241





Annex 3: Reporting framework

GRI Content Index

| Section | Content | Description | Omission | Page/s |
|--|----------|---|---|--------|
| GRI 1: Foundation 2021 | | It is applied throughout many aspects in the report | | |
| GRI 2: General Disclosures 2021 | | | | |
| The organization and its reporting practices | GRI 2-1 | Organizational details | | 8 |
| | GRI 2-2 | Entities included in the organization’s sustainability reporting | | 3 |
| | GRI 2-3 | Reporting period, frequency and contact point | | 3 |
| | GRI 2-4 | Restatements of information | | 3, 131 |
| | GRI 2-5 | External assurance | | 3, 241 |
| Activities and workers | GRI 2-6 | Activities, value chain and other business relationships | | 8, 56 |
| | GRI 2-7 | Employees | | 120 |
| | GRI 2-8 | Workers who are not employees | Not applicable, Global Bank operates with its own employees | |
| Governance | GRI 2-9 | Governance structure and composition | | 26, 59 |
| | GRI 2-10 | Nomination and selection of the highest governance body | | 59 |
| | GRI 2-11 | Chair of the highest governance body | | 60 |
| | GRI 2-12 | Role of the highest governance body in overseeing the management of impacts | | 26, 60 |
| | GRI 2-13 | Delegation of responsibility for managing impacts | | 60 |
| | GRI 2-14 | Role of the highest governance body in sustainability reporting | | 3 |
| | GRI 2-15 | Conflicts of interest | | 60 |
| | GRI 2-16 | Communication of critical concerns | | 60 |
| | GRI 2-17 | Collective knowledge of the highest governance body | | 60 |



| Section | Content | Description | Omission | Page/s |
|----------------------------------|----------|--|--|------------|
| Governance | GRI 2-18 | Evaluation of the performance of the highest governance body | Confidential, due to internal company guidelines | 60 |
| | GRI 2-19 | Remuneration policies | | 76 |
| | GRI 2-20 | Process to determine remuneration | | 76 |
| | GRI 2-21 | Annual total compensation ratio | | |
| Strategy, policies and practices | GRI 2-22 | Statement on sustainable development strategy | | 4 |
| | GRI 2-23 | Policy commitments | | 19, 22, 78 |
| | GRI 2-24 | Embedding policy commitments | | 19, 22, 78 |
| | GRI 2-25 | Processes to remediate negative impacts | | 78 |
| | GRI 2-26 | Mechanisms for seeking advice and raising concerns | | 78 |
| | GRI 2-27 | Compliance with laws and regulations | | 78 |
| | GRI 2-28 | Membership associations | | 166 |
| | GRI 2-29 | Approach to stakeholder engagement | | 163 |
| Stakeholder engagement | GRI 2-30 | Collective bargaining agreements | Not applicable, banks in Panama are not subject to collective bargaining | |
| GRI 3: Material Topics 2021 | | | | |
| | GRI 3-1 | 3-1 Process to determine material topics | The answers are provided throughout the report, see the following table | 168 |
| | GRI 3-2 | 3-2 List of material topics | | 168 |
| | GRI 3-3 | 3-3 Management of material topics | | |



| Material Topics | GRI Standard | Content | Description | Omission | Page/s |
|----------------------------|---|---------|---|---------------------------|--------|
| Economic Performance | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 201: ECONOMIC PERFORMANCE 2016 | 201-1 | Direct economic value generated and distributed | | 160 |
| | | 201-2 | Financial implications and other risks and opportunities due to climate change | | 44 |
| | | 201-3 | Defined benefit plan obligations and other retirement plans | | 131 |
| | | 201-4 | Financial assistance received from government | | 160 |
| | GRI 204: PROCUREMENT PRACTICES 2016 | 201-4 | Proportion of spending on local suppliers | | 56 |
| Ethics and Anticorruption | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | 78 |
| | GRI 205: ANTI-CORRUPTION 2016 | 205-1 | Operations assessed for risks related to corruption | | 56-84 |
| | | 205-2 | Communication and training about anti-corruption policies and procedures | | 78 |
| | | 205-3 | Confirmed incidents of corruption and actions taken | | 84 |
| Regulatory Compliance | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016 | 206-1 | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | | 78 |
| Eco-operational Efficiency | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 302: ENERGY 2016 | 302-1 | Energy consumption within the organization | | 134 |
| | | 302-2 | Energy consumption outside of the organization | Information not available | |
| | | 302-3 | Energy intensity | | 134 |
| | | 302-4 | Reduction of energy consumption | | 134 |
| | | 302-5 | Reductions in energy requirements of products and services | Information not available | |



| Material Topics | GRI Standard | Content | Description | Omission | Page/s |
|------------------------------------|--|---------|---|---------------------------|--------|
| Eco-operational Efficiency | GRI 305: EMISSIONS 2016 | 305-1 | Direct (Scope 1) GHG emissions | | 134 |
| | | 305-2 | Energy indirect (Scope 2) GHG emissions | | 134 |
| | | 305-3 | Other indirect (Scope 3) GHG emissions | | 134 |
| | | 305-4 | GHG emissions intensity | | 134 |
| | | 305-5 | Reduction of GHG emissions | | 134 |
| | | 305-6 | Emissions of ozone-depleting substances (ODS) | Information not available | |
| | | 305-7 | Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | Information not available | |
| Attracting and retaining employees | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 401: EMPLOYMENT 2016 | 401-1 | New employee hires and employee turnover | | 120 |
| | | 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | | 131 |
| | | 401-3 | Parental leave | | 131 |
| Work Health and Safety | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018 | 403-1 | Occupational health and safety management system | | 128 |
| | | 403-2 | Hazard identification, risk assessment, and incident investigation | | 128 |
| | | 403-3 | Occupational health services | | 128 |
| | | 403-4 | Worker participation, consultation, and communication on occupational health and safety | | 128 |
| | | 403-5 | Worker training on occupational health and safety | | 128 |
| | | 403-6 | Promotion of worker health | | 128 |
| | | 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Information not available | |



| Material Topics | GRI Standard | Content | Description | Omission | Page/s |
|---------------------------------------|---|---------|---|----------|--------|
| Work Health and Safety | GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018 | 403-8 | Workers covered by an occupational health and safety management system | | 128 |
| | | 403-9 | Work-related injuries | | 128 |
| | | 403-10 | Work-related ill health | | 128 |
| Training and Development of Employees | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 404: TRAINING AND EDUCATION 2016 | 404-1 | Average hours of training per year per employee | | 124 |
| | | 404-2 | Programs for upgrading employee skills and transition assistance programs | | 124 |
| | | 404-3 | Percentage of employees receiving regular performance and career development reviews | | 124 |
| Diversity and Equal Opportunities | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES 2016 | 405-1 | Diversity of governance bodies and employees | | 120 |
| | | 405-2 | Ratio of basic salary and remuneration of women to men | | 131 |
| | GRI 406: NON-DISCRIMINATION 2016 | 406-1 | Cases of discrimination and corrective actions taken | | 121 |
| Relations with Authorities | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 415: PUBLIC POLICY 2016 | 415-1 | Political contributions | | 78 |
| Customer Service | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 416: CUSTOMER HEALTH AND SAFETY 2016 | 416-1 | Assessment of the health and safety impacts of product and service categories | | 114 |
| | | 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | | 78 |
| | GRI 417: MARKETING AND LABELING 2016 | 417-1 | Requirements for product and service information and labeling | | 114 |
| | | 417-2 | Incidents of non-compliance concerning product and service information and labeling | | 78 |
| | | 417-3 | Incidents of non-compliance concerning marketing communications | | 78 |



| Material Topics | GRI Standard | Content | Description | Omission | Page/s |
|--------------------------------------|--------------------------------------|---------|--|----------|-------------|
| Customer Privacy | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | GRI 418: CUSTOMER PRIVACY 2016 | 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | | 117 |
| Financial services sector supplement | | | | | |
| ESG Financing and Investing | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | Financial services sector supplement | FS1 | Policies with specific environmental and social components applied to business lines. | | 92, 97, 106 |
| | | FS2 | Procedures for assessing and screening environmental and social risks in business lines. | | 106 |
| | | FS3 | Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions. | | 106 |
| | | FS4 | Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines. | | 106 |
| | | FS9 | Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures. | | 106 |
| | | FS10 | Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues. | | 106 |
| | | FS11 | Percentage of assets subject to positive and negative environmental or social screening. | | 106 |



| Material Topics | GRI Standard | Content | Description | Omission | Page/s |
|---|--------------------------------------|---------|---|----------|--------|
| Products and Services with Environmental benefits | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | Financial services sector supplement | FS5 | Interactions with clients/investees/business partners regarding environmental and social risks and opportunities. | | 106 |
| | | FS6 | Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector. | | 11 |
| | | FS7 | Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose. | | 92 |
| | | FS8 | Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose. | | 97 |
| Financial Inclusion | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | Financial services sector supplement | FS13 | Access points in low-populated or economically disadvantaged areas by type. | | 114 |
| | | FS14 | Initiatives to improve access to financial services for disadvantaged people. | | 92 |
| Sales Practices | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | Financial services sector supplement | FS15 | Policies for the fair design and sale of financial products and services. | | 10 |
| Financial Education | GRI 3: MATERIAL TOPICS 2021 | 3-3 | Management of material topics | | |
| | Financial services sector supplement | FS16 | Initiatives to enhance financial literacy by type of beneficiary. | | 111 |



SASB Metrics Index

COMMERCIAL BANKS 2018

| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|--|--------------|---|--------------------------------|--------|
| Activity Parameter | | | | |
| Activity Metric | FN-CB-000.A | (1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business | | 151 |
| | FN-CB-000.B | (1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate | | 151 |
| Accounting Parameter | | | | |
| Data Security | FN-CB-230a.1 | (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected | | 117 |
| | FN-CB-230a.2 | Description of approach to identifying and addressing data security risks | | 117 |
| | FN-CB-240a.1 | (1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development | | 92 |
| Financial Inclusion and Capacity Generation | 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 | Information not available | |
| | FN-CB-240a.3 | Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers | Information not available | |
| | FN-CB-240a.4 | Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers | | 111 |
| Incorporation of Environmental, Social and Governance Factors into Credit Analysis | FN-CB-410a.1 | Commercial and industrial credit exposure, by industry | | 151 |
| | FN-CB-410a.2 | Description of the approach to incorporate environmental, social and governance (ESG) factors in credit analysis | | 106 |
| 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 | | 78 |
| | FN-CB-510a.2 | Description of whistleblower policies and procedures | | 78 |
| Systemic Risk Management | FN-CB-550a.1 | Global Systemically Important Bank (G-SIB) score, by category | Information not available | |
| | 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 | Information not available | |



CONSUMER FINANCE 2018

| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|----------------------|--------------|---|--|---------|
| Activity Parameter | | | | |
| Activity Metric | FN-CF-000.A | Number of unique consumers with an active (1) credit card account and (2) prepaid debit card account | | 156 |
| | FN-CF-000.B | Number of (1) credit card accounts and (2) prepaid debit card accounts | | 156 |
| Accounting Parameter | | | | |
| Customer Privacy | FN-CF-220a.1 | Number of account holders whose information is used for secondary purposes | | |
| | FN-CF-220a.2 | Total amount of monetary losses as a result of legal proceedings associated with customer privacy | | 78, 117 |
| Data Security | FN-CF-230a.1 | (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected | | 117 |
| | FN-CF-230a.2 | Card-related fraud losses from (1) card-notpresent fraud and (2) card-present and other fraud | During the fiscal year, no losses were recorded due to card-related or other types of fraud. | |
| | FN-CF-230a.3 | Description of approach to identifying and addressing data security risks | | 117 |
| Sales Practices | FN-CF-270a.1 | Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold | Information not available | |
| | FN-CF-270a.2 | Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660 | Information not available | |
| | 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 | Information not available | |
| Sales Practices | FN-CF-270a.4 | (1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), | | 78, 114 |
| | | (2) Percentage with monetary or nonmonetary relief | | 78, 114 |
| | | (3) Percentage disputed by consumer | | 78, 114 |
| | | (4) Percentage that resulted in investigation by the CFPB | | 78, 114 |
| | FN-CF-270a.5 | Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products | | 78 |



INSURANCE 2018

| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|--|--------------|---|---|--------|
| Activity Parameter | | | | |
| Activity Metric | FN-IN-000.A | Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance | | 157 |
| Accounting Parameter | | | | |
| Transparent information and just counseling to clients | FN-IN-270a.1 | Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance productrelated information to new and returning customers | | 78 |
| | FN-IN-270a.2 | Complaints-to-claims ratio | | 114 |
| | FN-IN-270a.3 | Customer retention rate | Information not available | |
| | FN-IN-270a.4 | Description of approach to informing customers about products | | 114 |
| Incorporation of ESG factors in investment management | FN-IN-410a.1 | Total invested assets, by industry and asset class | | 157 |
| | FN-IN-410a.2 | Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies | Information not available | |
| Policies designed to encourage responsible conduct | FN-IN-410b.1 | Net premiums written related to energy efficiency and low carbon technology | *We are still developing specific products for this type of projects. | |
| | FN-IN-410b.2 | Discussion of products and/or product features that incentivize health, safety and/or environmentally responsible action and/or behaviors | | 92 |
| Exposure to environmental risk | FN-IN-450a.1 | Probable Maximum Loss (PML) of insured products from weatherrelated natural catastrophes | Information not available | |
| | FN-IN-450a.2 | Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance) | Information not available | |
| | FN-IN-450a.3 | Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy | Information not available | |
| Systemic Risk Management | FN-IN-550a.1 | Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, (3) total potential exposure to centrally cleared derivatives | Information not available | |
| | FN-IN-550a.2 | Total fair value of securities lending collateral assets | Information not available | |
| | FN-IN-550a.3 | Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities | Information not available | |



ASSET MANAGEMENT AND CUSTODY ACTIVITIES 2018

| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|---|--------------|--|--|---------------|
| Activity Parameter | | | | |
| Activity Metric | FN-AC-000.A | (1) Total registered and (2) total unregistered assets under management (AUM) | | 159 |
| | FN-AC-000.B | Total assets under custody and supervision | | 155, 156, 159 |
| Accounting Parameter | | | | |
| Transparent information and just counseling to clients | FN-AC-270a.1 | (1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings | At the end of this fiscal year, no legal proceedings were filed related to anticompetitive behavior, product and service information, customer information privacy, unfair competition, and/or monopolistic practices. | 79 |
| | FN-AC-270a.2 | Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial productrelated information to new and returning customers | | 78 |
| | FN-AC-270a.3 | Description of approach to informing customers about products and services | | 114 |
| Diversity and inclusion of employees | FN-AC-330a.1 | Percentage of gender and racial/ethnic group representation for (1) executive management | | 120 |
| | | (2) non-executive management | | 120 |
| | | (3) professionals | | 120 |
| | | (4) all other employees | | 120 |
| Incorporation of environmental, social, and governance factors in counseling of investment management | FN-AC-410a.1 | Amount of assets under management, by asset class, that employ (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing, and (3) screening | Information not available. We currently do not have specific products with an environmental focus; however, we are working on their development. | 98 |
| | FN-AC-410a.2 | Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies | | |
| | FN-AC-410a.3 | Description of proxy voting and investee engagement policies and procedures | | |



| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|-----------------|--------------|---|--------------------------------|--------|
| Business Ethics | FN-AC-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 | | 78 |
| | FN-AC-510a.2 | Description of whistleblower policies and procedures | | 78 |



INVESTMENT BANKING AND BROKERAGE 2018

| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|--|--------------|---|---|--------|
| Activity Parameter | | | | |
| Activity Metric | FN-IB-000.A | (1) Number and (2) value of (a) underwriting, (b) advisory, and (c) securitization transactions | | 156 |
| | FN-IB-000.B | (1) Number and (2) value of proprietary investments and loans by sector | | 156 |
| | FN-IB-000.C | (1) Number and (2) value of market making transactions in (a) fixed income, (b) equity, (c) currency, (d) derivatives, and (e) commodity products | | 156 |
| Accounting Parameter | | | | |
| Diversity and inclusion of employees | FN-IB-330a.1 | Percentage of gender and racial/ethnic group representation for (1) executive management | | 120 |
| | | (2) non-executive management | | 120 |
| | | (3) professionals | | 120 |
| | | (4) all other employees | | 120 |
| Incorporation of environmental, social, and governance factors in activities of investment banking and brokerage | FN-IB-410a.1 | Revenue from (1) underwriting, (2) advisory, and (3) securitization transactions incorporating integration of environmental, social, and governance (ESG) factors, by industry | We currently do not have any specific products with an environmental focus; however, we are working on developing them. | |
| | FN-IB-410a.2 | (1) Number and (2) total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry | We currently do not have any specific products with an environmental focus; however, we are working on developing them. | |
| | FN-IB-410a.3 | Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment banking and brokerage activities | We currently do not have any specific products with an environmental focus; however, we are working on developing them. | |
| Corporate Ethics | FN-IB-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 | | 78 |
| | FN-IB-510a.2 | Description of whistleblower policies and procedures | | 78 |



| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|-----------------------------------|--------------|--|--|--------|
| Professional integrity | FN-IB-510b.1 | (1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings | At the end of this fiscal year, no legal proceedings were filed related to anticompetitive behavior, product and service information, customer privacy, unfair competition, and/or monopolistic practices. | 79 |
| | FN-IB-510b.2 | Number of mediation and arbitration cases associated with professional integrity, including duty of care, by party | Information not available | |
| | FN-IB-510b.3 | Total amount of monetary losses as a result of legal proceedings associated with professional integrity, including duty of care | Information not available | |
| | FN-IB-510b.4 | Description of approach to ensuring professional integrity, including duty of care | | 78 |
| Systemic Risk Management | FN-IB-550a.1 | Global Systemically Important Bank (G-SIB) score, by category | Information not available | |
| | FN-IB-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 | Information not available | |
| | FN-IB-550b.1 | Percentage of total remuneration that is variable for Material Risk Takers (MRTs) | Information not available | |
| Employee Incentives & Risk Taking | FN-IB-550b.2 | Percentage of variable remuneration of Material Risk Takers (MRTs) to which malus or clawback provisions were applied | Information not available | |
| | FN-IB-550b.3 | Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities | Information not available | |



MORTGAGE FINANCING 2018

| SASB TOPIC | Code | Topic Description | Omissions and/or Modifications | Page/s |
|--|--------------|---|--------------------------------|--------|
| Activity Parameter | | | | |
| Activity Metric | FN-MF-000.A | (1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial | | 156 |
| | FN-MF-000.B | (1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial | Information not available | |
| Accounting parameter | | | | |
| Loan 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 | Information not available | |
| | 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 | Information not available | |
| | 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 | | 78 |
| | FN-MF-270a.4 | Description of remuneration structure of loan originators | Information not available | |
| Discriminatory Loan | 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 | Information not available | |
| | FN-MF-270b.2 | Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending | Information not available | |
| | FN-MF-270b.3 | Description of policies and procedures for ensuring nondiscriminatory mortgage origination | Information not available | |
| Environmental risk of mortgaged properties | FN-MF-450a.1 | (1) Number and (2) value of mortgage loans in 100-year flood zones. | Information not available | |
| | 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 | Information not available | |
| | FN-MF-450a.3 | Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting | Information not available | |



Table of recommendations according to TCFD

| Governance | | | |
|------------|--|---------|---|
| Code | Recommended disclosure | Page(s) | Additional Information |
| GEN-GOV.a | a) Describe the Board Oversight of Climate-related Risks and Opportunities. | 44 | <p>Our Board of Directors oversees sustainability progress, including risks and opportunities related to climate change. It is responsible for approving related policies, strategies, and action plans. Sustainability oversight involves our Corporate Governance Steering Committee, which approves policies and governance on sustainability and climate issues in general.</p> <p>Similarly, our Risk Steering Committee oversees environmental, social, and governance (ESG) risks, including those related to climate change.</p> |
| GEN-GOV.b | b) Describe management's role in assessing and managing climate-related risks and opportunities. | 44, 65 | <p>Our Sustainability Commission ensures compliance with the Sustainability Policy, develops and monitors the execution of the sustainability strategy, and oversees the implementation of the UNEP FI Principles for Responsible Banking (PRBs). The Commission's agenda includes monitoring risks and opportunities related to climate change, and it reports to the Risk Steering Committee.</p> <p>Likewise, the Sustainability, Risk, Credit Management, and Business areas are responsible for identifying, monitoring, and implementing prevention, remediation, and mitigation plans.</p> <ul style="list-style-type: none">• Sustainability Area: Proposes, develops, and implements climate strategy and policy.• Risk Area: Support in defining strategy and policy related to climate risks.• Business Area: Support in transition plans with clients and in the development and implementation of the climate strategy and policy.• Credit Management: Identification of climate risk in Corporate and Commercial Banking loans. Support in compliance with climate-related policies and processes. |



| Strategy | | | |
|-------------|--|---------|--|
| Code | Recommended disclosure | Page(s) | Additional Information |
| GEN-STRAT.a | a) Describe the climate-related risks and opportunities identified by the organization has identified over the short, medium, and long term. | 44, 55 | <p>Climate-related risks and opportunities are described in the Risk Management chapter, categorized as:</p> <ul style="list-style-type: none">• Transition risks: political and legal, such as mandates and regulation of existing products and services, pricing of GHG emissions, and exposure to litigation; technological risks, such as substitution of existing products and services with low-emission options, and costs of transitioning to low-emission technology; market risks, such as changes in stakeholder behavior and rising raw material costs; reputation risks, such as negative feedback from stakeholders for financing activities with large GHG emissions, consumer shifts, or sector stigmatization.• Physical risks: acute risks, such as an increase in severe extreme weather events; and chronic risks, such as changes in precipitation patterns and extreme variability in weather patterns.• Legal liability risks: Legal claims/penalties for climate change impacts.• Opportunities: resource efficiency, such as using more efficient transportation methods, recycling, reducing water use and consumption, and reducing GHG emissions; energy sources, such as verifying other bank facilities where solar panels can be installed and acquiring solar plants; and products and services: we seek to develop products to finance activities that utilize new technologies or methods to reduce GHG emissions: distributed solar energy, electric vehicles, sustainable agriculture, energy efficiency, and sustainable infrastructure, the circular economy; and offering consulting services to clients such as sustainable livestock/agriculture, sustainable construction, and energy efficiency. |
| GEN-STRAT.b | b) Describe of the impact of climaterelated risks and opportunities on the organization's business, strategy, and financial planning. | 44, 55 | <p>The financial impact of risks and opportunities is described in the Risk Management chapter, along with the impacted portfolio sectors, related initiatives, and the short-, medium-, and long-term time horizons.</p> |



Strategy

| Code | Recommended disclosure | Page(s) | Additional Information |
|-------------|--|---------|--|
| GEN-STRAT.c | c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario. | 88 | <p>During the 2023-2024 period, we conducted a physical risk assessment in Corporate and Commercial Banking. This analysis estimates the financial impact of exposure to climate events in vulnerable districts and sensitive economic sectors within the Corporate and Commercial Banking portfolio, without considering collateral values as risk mitigants. The potential economic loss was calculated based on the portfolio distribution by sector and geographic location, considering the climate vulnerability indices of the Panamanian Ministry of Environment, as well as the estimated loss indices by type of activity according to the International Association of Insurance Supervisors (IAIS). The results of the assessment were as follows:</p> <ul style="list-style-type: none">• 38% of the total credit portfolio assessed corresponds to sectors most vulnerable to climate change (\$2.452 billion).• 9.3% of the exposed portfolio assessed is located in areas with high climate vulnerability (3.6% of the total portfolio). <p>Additionally, we analyzed 63% of the Residential Mortgage portfolio. We assessed which financed real estate properties were located in districts with high vulnerability to climate change, according to information available from the Ministry of Environment. The result was that 5.7% of residential mortgages (by balance volume) are located in areas with high climate vulnerability. This corresponds to 1.6% of the loan portfolio.</p> <p>It should be noted that these real estate properties may be potentially exposed to the negative impacts of climate change, due to the combination of the sector's sensitivity to climate-related hazards and the intensity of those hazards in the region where they are located. However, the actual underlying assets within this sector may not actually be exposed or vulnerable to the hazards. This information will serve as input to define thresholds and other characteristics that would be considered to establish the portfolio's risk methodology and strategic climate policies.</p> |



Risk management

| Code | Recommended disclosure | Page(s) | Additional Information |
|------------|---|--------------------------------|---|
| GEN-RISK.a | a) Describe the organization's processes for identifying and assessing climate-related risks. | 44, 55 | <p>We identified climate risks through an exhaustive process, with the participation of different areas of the bank. The risk identification and assessment considered:</p> <ul style="list-style-type: none">• Climate Change Vulnerability Index for the Republic of Panama,• Climate Change Scenario Study for the Republic of Panama - Vision 2030-2050-2070.• Fourth National Communication on Climate Change.• Our operations and the activities carried out by our clients. In particular, we analyzed which credit-receiving sectors were most vulnerable and their nature, as well as those with the highest GHG emissions (quantification carried out using the PCAF standard). <p>These efforts are part of the initiatives established in the Group's sustainability strategy and comprehensive risk map. Any prevention and mitigation initiatives that will be proposed will be included.</p> <p>Likewise, during 2023-2024, we updated our impact analysis, confirming that our key areas are: Climate Stability and Inclusive and Healthy Economies. For this analysis, we used the UNEP FI impact assessment tool as one of the main sources. We defined objectives in the most relevant areas identified, and during the last fiscal period, we made progress in their implementation and fulfillment. The objectives focused on: 1) Reducing greenhouse gas (GHG) emissions through financing for projects and sectors that contribute to the transition to a less carbon-intensive economy; 2) Developing products and services that promote a better quality of life for vulnerable groups, especially in areas such as health, quality education, and gender equality.</p> |
| GEN-RISK.b | b) Describe the organization's processes for managing climaterelated risks. | 24, 44 - 55, 86, 89 - 105, 139 | <p>The initiatives we implement to manage climate-related risks are described in the corresponding subchapter. The most important are listed below:</p> <ul style="list-style-type: none">• Controls established in the SARAS (for its acronym in Spanish).• Creation of green products to finance low-emission technologies or sustainable methods.• Targets for placing green products.• Funded emissions reduction transition plan.• Support for clients in the transition to a low-carbon economy with green products, awareness-raising, emissions measurement, and a reduction plan.• Carbon neutrality plan by 2050, with an intermediate target of 2030, in our direct operations (Scopes 1 and 2). |

Risk management

| Code | Recommended disclosure | Page(s) | Additional Information |
|------------|--|---------|--|
| GEN-RISK.c | c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management. | 44 | <p>In the Financial Group, we implement a comprehensive and rigorous process to identify and assess the risks and opportunities associated with climate change. These processes are incorporated into the comprehensive risk matrix, along with key prevention and mitigation initiatives. Likewise, the results of the climate change risk analysis were presented to the relevant Steering Committees. Within the Comprehensive Risk Policy, climate-related risk was included as part of Business Risks, along with its respective Communication Plan in the reports to the Risk Steering Committee.</p> <p>The results of the climate change risk analysis were reviewed by the Risk team and integrated into the Financial Group's risk maps (climate risk taxonomy). These results will be regularly updated by the Risk and Sustainability area, together with specialists from the different business units, and will be presented to the corresponding Steering Committees.</p> |





Metrics and targets

| Code | Recommended disclosure | Page(s) | Additional Information |
|--------------|---|--------------------------------|--|
| GEN-METRIC.a | a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process. | 88, 91, 92, 97 - 98, 137 - 139 | The main indicators are presented throughout the report and include the analysis of social and environmental risks for the Corporate and Commercial Banking portfolio, socially and environmentally focused financial products, and the calculation of loan portfolio emissions. We also report metrics for our energy consumption and Scope 1, 2, and 3 CO ₂ e emissions. |
| GEN-METRIC.b | b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 of greenhouse gas (GHG) emissions and their related risks. | 99 - 105, 137 - 138 | We measure our Scope 1, 2, and 3 emissions (GHG Protocol methodology), as well as our loan portfolio (Scope 3 - Category 15) under the PCAF standard, which uses the GHG Protocol methodology. The scope of the GHG Protocol includes Retail Banking (personal vehicle loans, residential mortgage loans) and Corporate and Commercial Banking (loans for the construction, agricultural, commercial, transportation, energy, and industrial sectors). We also calculate the emissions of our local and foreign investment portfolio by sector - Scope 1, 2, and 3. |
| GEN-METRIC.c | c) Describe the targets used by the organization to manage climate and performance-related risks and opportunities and performance against targets. | 88, 89, 139 | <p>For 2024, using the UNEP-FI and SBTi tool, we initially established a general target of absolute emissions reduction (net balance) of 34% by 2031 in the prioritized Corporate and Commercial Banking sectors (construction, agriculture, energy, transportation, industry, real estate, and commercial); according to the SBTi tool for all sectors (Target Setting Method: Absolute Contraction Approach) and adjusting for zero emissions by 2050. Because we lack specific information and data quality, we established a general target while we continue to work on data quality to establish sector-specific targets.</p> <p>We have an action plan within the framework of our carbon neutrality initiative by 2050, with an intermediate target of 2030, in our direct operations (Scopes 1 and 2). As part of this plan, we monitor key indicators related to climate change.</p> <p>For our credit portfolio, we have targets for reducing emissions and issuing green loans. Progress is published in the Responsible Banking section of the sustainability report.</p> <p>We have three green products focused on supporting our clients in the transition to a low-carbon and climate-resilient economy: distributed solar energy (solar panels), sustainable agriculture, and electric vehicles. In addition, two additional green financial products were developed during this period.</p> |



Stakeholder capitalism contents - WEF

PILLAR: PRINCIPLES OF GOVERNANCE

| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|---------------------------------|--|------------------|---|------------------------|---------|
| Governing Purpose | Setting purpose | Central | The purpose established by the company, as an expression of the means used by the company to propose solutions to economic, environmental, and social problems. The corporate purpose must create value for all stakeholders, including the shareholders. | | 7, 18 |
| | Purpose-led management | Expanded | How is the company's purpose included in its strategies, policies, and objectives. | | 7, 18 |
| Quality of Corporate Government | Composition of Corporate Government | Central | Composition of senior management and its committees, including their responsibilities. | Not available. | 58 |
| | | Expanded | Progress measured against goals. | | |
| | | Expanded | Remuneration (directors and senior management). | | |
| Stakeholders Engagement | Material issues impacting stakeholders | Central | List of topics that are material to stakeholders and to the company, how are these issues identified, and how the stakeholders are committed to them. | | 168 |
| Ethical Behavior | Anticorruption | Central | 1) Total percentage of senior management members, employees and business partners who have received training in the organization's anticorruption policies and procedures, broken down by region. | | 80 |
| | | | 1.a) Total number and nature of confirmed indicating events related to corruption issues during this year, in relation to previous years. | | 84 |
| | | | 1.b) Total number and nature of confirmed indicating events related to corruption issues during this year, in relation to this year. | | 84 |
| | | | 2) Discussion of initiatives and commitment of stakeholders to improve the environment of operations and its culture, to fight against corruption. | | 85 |
| | Protected ethics advice and reporting mechanisms | Central | An internal and external description of mechanisms to: 1. Seek advice on ethical and legal behavior, as well as organizational integrity. 2. Report concerns about unethical or illegal conduct and lack of organizational integrity. | | 78 |



| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|--------------------------------|---|------------------|---|------------------------|---------|
| Ethical Behavior | Protected ethics advice and reporting mechanisms | Expanded | Alignment of strategy and policies with lobbying positions. | | 78 |
| | | | Monetary losses as a result of illegal conduct. | | 78 |
| | Monetary losses from unethical behavior | Expanded | Total amount of monetary losses as a result of illegal conduct associated with fraud, influence peddling, anti-competitive behavior, market manipulation, malpractice, or violations of other related laws and regulations. | | 78 |
| Risk and Opportunity Oversight | Integrating risks and opportunity into business process | Central | Information about risk factors and opportunities that the company clearly identifies in the main risks and material opportunities that it specifically faces (as opposed to the generic risks of the sector, the appetite of the company with regards to these risks, how these risks and opportunities have shifted over time, and the response to these changes. These opportunities and risks must integrate material economic, environmental and social issues, including climate change and data administration. | | 29 |
| | | Expanded | Economic, environmental and social issues in the framework of capital allocation (how the highest governance body views economic, environmental and social issues when overseeing major capital allocation decisions, such as expenses, acquisitions, and disinvestments). | Not available. | |



PILLAR: PEOPLE

| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|----------------------|---|------------------|--|---|----------|
| Dignity and Equality | Diversity and inclusion (%) | Central | Percentage of employees by job category, age group, gender, and other diversity indicators (e.g. ethnicity). | The 99% of employees are Panamanian. 66% of employees are women. 1% of employees have a disability. 38% of female employees hold STEM positions (positions such as analysts, programmers, database, and project engineers are considered). | 121, 122 |
| | Pay equality (%) | Central | Relation/Ratio between base salary and remuneration of each category of employee, by significant places of operation for priority equality areas: women and men, main majority and minority ethnic groups, and other relevant equality areas. | Available the gender pay gap by professional category. The differences also represent the gender proportion within the different profiles in each category and take into account other aspects, such as seniority. | 131 |
| | Wage level (%) | Expanded | 1. Ratio of the standard starting wage by gender to the local minimum wage 2. Ratio of the CEO's total annual compensation to the median annual total compensation of all employees, except the CEO. | Point 2. is not available due to confidentiality reasons. | 131 |
| | Incidents of discrimination and harassment (#) and the total number of monetary/economic losses | Expanded | 1. Number of incidents of harassment and discrimination, status of the incidents and the actions taken. 2. Total amount of economic losses resulting from legal proceedings associated with: a) violations of laws b) Discrimination against employees | | 121 |
| | Freedom of association and collective bargaining at risk (%) | Expanded | 1. Percentage of workers active under collective negotiation agreements. 2. An explanation of the assessment made to suppliers that the right of association and collective negotiations is at risk, including the measures taken by the organization to address these risks. | 1. In Panama, there is no collective bargaining in banking. 2. In future fiscal periods, we will work to integrate the evaluation of social and environmental performance of suppliers into this process. | |
| | Risk of incidents of child, forced, or mandatory labor. | Central | Explanation of operations and suppliers deemed to a significant risk of child, forced, or mandatory labor. | In upcoming fiscal periods, we will work to integrate the evaluation of the social and environmental performance of suppliers into this process. | |
| | Human rights review, grievance, impact, and modern slavery (#,%) | Expanded | 1. Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country. 2. Number and type of reported complaints associated with impacts related to a prominent human rights issue in the reporting period and an explanation of the type of impacts. 3. Number and percentage of operations and suppliers that are considered to have a significant risk of incidents of child, forced or obligated labor. | In upcoming fiscal periods, we will work to integrate the evaluation of the social and environmental performance of suppliers into this process. | |



| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|-----------------------|---|------------------|---|---|---------|
| Health and Wellbeing | Health and safety (%) | Central | The number of deaths and death rate as a result of work-related accidents, work-related injuries of serious consequences (excepting death), recorded work-related injuries, main types of work-related injuries, and the number of hours worked. An explanation of how an organization facilitates access to non-occupational medical and health services, and the coverage provided to employees and workers. | During this fiscal period 2023-2024, no occupational illnesses or fatalities were reported. | 129 |
| | Monetized impacts of work-related incidents on organization (#, \$) | Expanded | Multiplying the number and type of workplace incidents by direct costs to employees, employers per incident (including actions and/or fines of the regulating agencies, damage to properties, healthcare costs, and employee compensation costs). | Due to the type of activity, it is not a material topic for Global Bank. | |
| | Well-being (%) | Expanded | 1. The number of deaths resulting from work-related health problems, recordable injuries due to work-related poor health, and the main types of work-related illnesses for all employees and workers. 2. a) Percentage of employees that participate in programs of health and wellness "best practices", and b) Absentee rate (AR) of all employees | | 129 |
| Skills for the future | Training provided (#,\$) | Central | 1. Average hours of training per person that employees of the organization have received during the reporting period, by gender and employee category (total number of training hours provided to employees, divided by the number of employees). 2. Average expenditure on training and development per full-time employee (total cost of the training provided to employees divided by the number of employees). | | 124 |
| | Number of unfilled skilled positions (#, %) | Expanded | 1. Number of unfilled qualified posts (#). 2. Percentage of the unfilled qualified posts for which the company will have to recruit and train unqualified candidates. (%) | Not available. | |
| | Monetized impacts of training. Increased earning capacity as a result of the training intervention. (%, \$) | Expanded | 1. Investment in training as a percentage (%) of payroll. 2. Effectiveness of training and development through increase in revenue, productivity, employee engagement and or internal hiring rates. | 1. The average training and development expenditure per employee is \$93.36. 2. Not available. | 124 |



PILLAR: PLANET

| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|----------------------------------|--|------------------|---|--|---------------------|
| Climate Change | Greenhouse Gas Emissions (GHG) | Central | For all relevant greenhouse gases (e.g.: carbon dioxide, methane, nitrous oxide, F-gases, etc.): (1) report in metric tons of carbon dioxide equivalency (tCO ₂ e)/Greenhouse Gas (GHG) protocol Scope 1 and Scope 2. (2) Estimate and report material emissions upstream and downstream (GHG Protocol Scope 3) where appropriate. | Calculation of loan portfolio emissions. / Calculation of corporate carbon footprint. | 99 - 105, 137 - 138 |
| | TCFD Implementation | Central | Fully implement the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). | Qualitative analysis of risks and opportunities. Quantitative analysis for real estate collateral in sectors vulnerable to climate change. Physical risk assessment in Corporate and Commercial Banking. | 24, 46, 47 - 48 |
| | Emission objectives aligned with the Paris Agreement | Expanded | Define and report the science-based and time-bound advances regarding the GHG emission objectives, in accordance with the objectives of the Paris Agreement. | Decarbonization target for the portfolio using SBTi methodology. | 88 - 89 |
| Loss of Nature | Land use and ecological sensitivity | Central | Report the number and area (in hectares) of the sites owned, leased, or managed in or next to protected and/or key biodiversity areas (KBAs) | Due to the type of activity, it is not a material topic for Global Bank. | |
| | | Expanded | Operation report (if applicable) and complete supply chain (if material): <ul style="list-style-type: none">• Year-on-year change in the area of land used for the production of plant, animal or mineral commodities.• Percentage of land area in point 1 above or the total of vegetable, animal and mineral supply by mass or cost, covered by a standard of sustainability certification or a formalized sustainability management program. Disclosure of certifications standards or description of sustainable management programs along with the percentage of total land area, mass, or cost covered by each standard/certification program. | Due to the type of activity, it is not a material topic for Global Bank. | |
| Fresh/potable water availability | Water consumption and withdrawal in water-stressed areas | Central | Report for operations where it is material: megaliters of withdrawn water, megaliters of consumed water, and the percentage of each in regions with high or extremely high baseline water stress, according to the WRI Aqueduct Water Risk Atlas Tool. Estimate and report the same information for the entire value chain (upstream and downstream) where appropriate. | Due to the type of activity, it is not a material topic for Global Bank. | |
| | | Expanded | Inform any material along the value chain: the assessed impact of freshwater consumption and withdrawal. | Due to the type of activity, it is not a material topic for Global Bank. | |



PILLAR: PROSPERITY

| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|--|--|------------------|---|---|-----------|
| Generation of employment and wealth | Absolute number and rate of employment | Central | <ol style="list-style-type: none">1. Total number and rate of new hires of employees during the reporting period, by age group, gender, and other diversity and regional indicators.2. Total number and rate employee turnover during the reporting period, by age group, gender, and other diversity and regional indicators. | | 122 - 123 |
| | Economic Contribution | Central | <ol style="list-style-type: none">1. Direct economic value generated and distributed, on an accrual basis, covering the building blocks for the organization's global operations.2. Financial assistance received from the government: total monetary value of financial assistance received by the organization from any government during the reporting period. | | 160 |
| | Contribution for Financial Investment | Central | <ol style="list-style-type: none">1. Total capital expenditures, minus depreciation, supported by a narrative to describe the company's investment strategy.2. Share repurchases plus dividend payments, supported by a narrative to describe the company's strategy for capital return to shareholders. | | 150 |
| | Infrastructure Investments and service supported | Expanded | <p>Qualitative information to describe the following components:</p> <ol style="list-style-type: none">1. Scope of development of significant infrastructure investment and support services.2. Current or expected impacts on local communities and economies, including positive and negative impacts where relevant.3. If these investments and services are commercial, report the commitments in kind or pro bono. | | 160 |
| Innovation of better products and services | Total R&D Expenses (\$) | Central | Total expenses related to research and development. | In the fiscal year 2023-2024, Global Bank invested USD \$1,052,860 in technology and USD \$3,444,840 in innovation. | 16, 17 |
| | Social value generated (%) | Expanded | Percentage of revenue from products and services designed to deliver specific societal benefits or to address sustainability challenges. | Investment in communities | 143 |
| | Vitality index | Expanded | Percentage of gross revenue from product lines added in the last three (or five) years, calculated as sales of products that have been launched in the last three (or five) years divided by total sales, supported by a narrative describing how the company innovates to address specific sustainability challenges. | Investment in communities | |



| Topic | Metric | Central/Expanded | Description | Supplementary Response | Page(s) |
|-------------------------------|---|------------------|---|--|---------|
| Community and Social Vitality | Total tax paid (\$) | Central | The total global tax payable by the business, including corporate income taxes, property taxes, non-creditable VAT and other sales taxes, payroll taxes paid by the employer, and other taxes that constitute costs to the business, by tax category. | | 160 |
| | Social investment | Expanded | The total social investment that adds up a company's resources used for the "S" in ESG efforts defined by the CECV Valuation Guide. | Not available. | |
| | Additional tax remitted | Expanded | The total additional global tax collected by the company on behalf of other taxpayers, including VAT and employee-related taxes, that are withheld by the company on behalf of customers or employees, by tax category. | Amount of ITBMS withheld and paid to the DGI during the fiscal year 2023-2024 = USD\$ 9,205,250.87. Income tax deducted from employees from July 2023 to June 2024 = USD \$4,659,553. | 160 |
| | Total tax paid breakdown by country for significant locations | Expanded | Total tax paid and, if declared, additional tax remitted, by country for significant locations. | Global Bank only has significant operations in Panama. | |



KPMG
Torre PDC, Ave. Samuel Lewis y
Calle 56 Este, Obarrio
Panama, Republic of Panama

Telephone: (507) 208-0700
Website: kpmg.com.pa

IIINDEPENDENT LIMITED ASSURANCE REPORT

To the Board of Directors and Shareholders
Global Bank Corporation

Independent limited assurance report on the Contents of the Standards of the Global Reporting Initiative (GRI Standards) and the Standards of the Sustainability Accounting Standards Board (SASB Standards) included in the Sustainability Report 2023-2024 of Global Bank Corporation

Conclusion

We have performed a limited assurance engagement on whether the Contents of the Standards of the *Global Reporting Initiative* (GRI Standards) and the Standards of the Sustainability Accounting Standards Board (SASB Standards) (hereinafter, "the Contents") included in the Sustainability Report 2023-2024 of Global Bank Corporation (hereinafter, the "Bank") as of and for the period from July 1, 2023 to June 30, 2024, have been prepared in accordance with the criteria established in the GRI Standards, as well as the SASB Standards, which are detailed in Annex A.

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the Contents are not properly prepared, in all material respects, in accordance with the criteria established in the GRI Standards, as well as the SASB Standards, which are detailed in Annex A.

Basis for conclusion

We conducted our engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the “Our responsibilities” section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

Our firm applies International Standard on Quality Management (ISQM) 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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Page 2

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The Bank's management, through its Deputy Vice President of Sustainability, is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Contents such that they are free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Contents and appropriately referring to or describing the criteria used; and
- preparing the Contents based on the requirements of the GRI Standards, as well as the SASB Standards;
- preventing and detecting fraud;
- selecting the information for the Contents, including identifying and interacting with intended users to understand their information needs;
- establishing objectives and goals, and implementing actions to achieve them;
- supervising the staff involved in the development of the Contents.

Limitations of the Contents

Due to the inherent limitations of any internal control structure, it is possible that errors or irregularities in the information presented in the Contents could occur and not be detected. Our work is not designed to detect all weaknesses in internal controls over the preparation and presentation of the Contents, since our work has not been carried out continuously throughout the period and the procedures were performed on a sample basis.

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Page 3

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Contents are free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- informing our conclusion to the Deputy Vice President of Sustainability and the Bank's Board of Directors.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Contents that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Contents, and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of:

- conducting inquiries to gain an understanding of the Bank and its environment;
- conducting inquiries to gain an understanding of the process carried out by the Bank to determine its material topics and identify its stakeholders;
- conducting inquiries to gain an understanding of the process and activities carried out by the Bank in preparing and presenting the Contents;
- conducting inquiries to gain an understanding of the control environment and relevant information systems used in the process of development and presentation of the Contents, however, we did not evaluate the design and implementation of these controls or obtain evidence of their operational effectiveness;
- conducting inquiries to understand the process for collecting, consolidating and presenting the Contents;
- reading the Contents and comparing the information presented with the requirements established in the Standards of the Global Reporting Initiative (GRI Standards) and the Standards of the Sustainability Accounting Standards Board (SASB Standards);



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- performing a recalculation of the Contents and inquiring to obtain an explanation for any significant differences identified;
- comparing the information used to prepare and present the Contents with the underlying source information and evaluating its reliability.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Other legal information requirements

In compliance with Law 280 of December 30, 2021, which regulates the profession of certified public accountants in the Republic of Panama, we declare the following:

- The direction, execution and supervision of this assurance work has been physically performed in the Panamanian territory.
- The partner that has prepared this independent limited assurance report is Luis Venegas.

Panama, Republic of
Panama May 30, 2025

Luis Venegas
Partner
C.P.A. 0215-2012



Annex A

Description of the Contents object of the independent limited assurance work:

| GRI Standards | Content | |
|--------------------------------|-----------|--|
| GRI 2 General Disclosures 2021 | 2-1-a | Organizational details |
| | 2-1-b | |
| | 2-1-c | |
| | 2-1-d | |
| | 2-2-a | Entities included in the organization's sustainability reporting |
| | 2-2-b | |
| | 2-2-c-i | |
| | 2-2-c-ii | |
| | 2-2-c-iii | |
| | 2-3-a | Reporting period, frequency and contact point |
| | 2-3-b | |
| | 2-3-c | |
| | 2-3-d | |
| | 2-4-a-i | Restatements of information |
| | 2-4-a-ii | |
| | 2-5-a | External assurance |
| | 2-5-b-i | |
| | 2-5-b-ii | |
| | 2-5-b-iii | |
| | 2-7-a | Employees |
| | 2-7-b-i | |
| | 2-7-b-ii | |
| | 2-7-b-iii | |
| | 2-7-b-iv | |
| | 2-7-b-v | |
| | 2-7-c-i | |
| | 2-7-c-ii | |
| | 2-7-d | |
| | 2-7-e | |
| | 2-9-a | Governance structure and composition |
| | 2-9-b | |
| | 2-9-c-i | |

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Annex A, Cont.

| GRI Standards | Content | |
|----------------------------|------------|---|
| | 2-9-c-ii | |
| | 2-9-c-iii | |
| | 2-9-c-iv | |
| | 2-9-c-v | |
| | 2-9-c-vi | |
| | 2-9-c-vii | |
| | 2-9-c-viii | |
| | 2-12-a | Role of the highest governance body in overseeing the management of impacts |
| | 2-12-b-i | |
| | 2-12-b-ii | |
| | 2-12-c | Role of the highest governance body in sustainability reporting |
| | 2-14-a | |
| | 2-14-b | Compliance with laws and regulations |
| | 2-27-a-i | |
| | 2-27-a-ii | |
| | 2-27-b-i | |
| | 2-27-b-ii | |
| | 2-27-c | |
| | 2-27-d | |
| GRI 3 Material Topics 2021 | 3-1-a-i | Process to determine material topics |
| | 3-1-a-ii | |
| | 3-1-b | List of material topics |
| | 3-2-a | |
| | 3-2-b | Management of material topics |
| | 3-3-a | |
| | 3-3-b | |
| | 3-3-c | |
| | 3-3-d-i | |
| | 3-3-d-ii | |
| | 3-3-d-iii | |
| | 3-3-e-i | |
| | 3-3-e-ii | |
| | 3-3-e-iii | |
| | 3-3-e-iv | |

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Annex A, Cont.

| GRI Standards | Content | |
|------------------------------|-------------|--|
| | 3-3-f | |
| GRI 205 Anti-corruption 2016 | 205-2-a | Communication and training about anti-corruption policies and procedures |
| | 205-2-b | |
| | 205-2-c | |
| | 205-2-d | |
| | 205-2-e | |
| | 205-3-a | Confirmed incidents of corruption and actions taken |
| | 205-3-b | |
| | 205-3-c | |
| | 205-3-d | |
| GRI 305 Emissions 2016 | 305-1-a | Direct (Scope 1) GHG emissions |
| | 305-1-b | |
| | 305-1-c | |
| | 305-1-d-i | |
| | 305-1-d-ii | |
| | 305-1-d-iii | |
| | 305-1-e | |
| | 305-1-f | |
| | 305-1-g | Energy indirect (Scope 2) GHG emissions |
| | 305-2-a | |
| | 305-2-b | |
| | 305-2-c | |
| | 305-2-d-i | |
| | 305-2-d-ii | |
| | 305-2-d-iii | Other indirect (Scope 3) GHG emissions |
| | 305-2-e | |
| | 305-2-f | |
| | 305-2-g | |
| | 305-3-a | |
| | 305-3-b | |
| | 305-3-c | |
| | 305-3-d | |
| | 305-3-e-i | |
| | 305-3-e-ii | |

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Annex A, Cont.

| GRI Standards | Content | |
|--|-------------|---|
| | 305-3-e-iii | |
| | 305-3-f | |
| | 305-3-g | |
| | 305-5-a | Reduction of GHG emissions |
| | 305-5-b | |
| | 305-5-c | |
| | 305-5-d | |
| | 305-5-e | |
| GRI 405 Diversity and Equal Opportunity 2016 | 405-1-a-i | Diversity of governance bodies and employees |
| | 405-1-a-ii | |
| | 405-1-a-iii | |
| | 405-1-b-i | |
| | 405-1-b-ii | |
| | 405-1-b-iii | |
| GRI 418 Customer Privacy 2016 | 418-1-a-i | Substantiated complaints concerning breaches of customer privacy and losses of customer data |
| | 418-1-a-ii | |
| | 418-1-b | |
| | 418-1-c | |
| | | |
| Financial Services Sector Supplement | FS1 | Policies with specific environmental and social components applied to business lines. |
| | FS2 | Procedures for assessing and screening environmental and social risks in business lines. |
| | FS3 | Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions. |
| | FS4 | Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines. |

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Annex A, Cont.

| GRI Standards | Content | |
|--|-------------------|---|
| | FS5 | Interactions with clients/investees/business partners regarding environmental and social risks and opportunities. |
| | FS11 | Percentage of assets subject to positive and negative environmental or social screening. |
| SASB Standards | Content | |
| Activity Metric | FN-CB-000.B | (1)Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate |
| Data Security | SASB-FN-CB-230a.2 | Description of approach to identifying and addressing data security risks |
| Incorporation of Environmental, Social, and Governance Credit Analysis | SASB-FN-CB-410a.1 | Commercial and industrial credit exposure, by industry |
| | SASB-FN-CB-410a.2 | Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis |
| Business Ethics | SASB-FN-CB-510a.2 | Description of whistleblower policies and procedures |

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GRI 2-3

Torre Global Bank

Santa María Business District
Panamá, República de Panamá
Postal Mail: 0831-01843

Phone: (507) 206 2000

Fax: (507) 206 2072

@GlobalBankPA

globalbank.com.pa

