



Banco General

20
22

Environmental, Social and Governance Report



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01 Message from the Chairman



Raúl Alemán
Chairman

The year 2022 was a year of recovery and new challenges. Our economy has been reactivated after two difficult years, although there are still challenges to face, especially in the recovery of formal employment and certain sectors of the economy that continue to be affected by the effects of the pandemic. In the international environment, we experienced drastic changes in the level of interest rates by the U.S. Federal Reserve in order to combat rising inflation, which impacted the valuation of investments and introduced elements of uncertainty regarding the growth of the main economies in 2023.

In this context, once again, our organization has demonstrated that the values that have guided us for 68 years: ethics, transparency, solidarity and financial prudence, have allowed us to navigate successfully in difficult times.

From a financial perspective, we are closing the year with one of the strongest financial statements in our history, with a robust capitalization, solid liquidity and reserve ratios, excellent profitability and, thanks to sound financial relief policies, a loan portfolio with very good indicators.

We have confirmed once again the important role that Banco General plays as a leading financial institution in Panama, not only as a driver of the economy and support for hundreds of thousands of customers, but also as a protagonist in addressing major social challenges such as social inequality, the decline in educational quality, climate change, and the inclusion of all in the financial system.

Banco General has always had the vision of contributing to society and has always been a leader in formalizing this aspiration. We were the first Panamanian company to sign the United Nations Global Compact, to whose principles we remain committed, and we have kept up with the trends of social change at an international level. Currently, we continue to evolve, and in 2022 we have worked on a new strategy to continue inserting environmental, social and governance (ESG) criteria in our business decisions, deepening these commitments.

At the time of writing this message, we have already defined certain ESG criteria objectives that we will detail in this document and during 2023 we will define others, which we will be reporting as members of the Principles for Responsible Banking.

We know that climate change is one of the most pressing global issues and that it especially affects the most vulnerable, so we have made great strides in our own operation, and have committed to reducing our carbon footprint by 33% and be carbon neutral in our operation by 2025, while educating and raising awareness among our workforce and community. Additionally, we have committed to finance at least \$105 million in solar energy at the corporate level, promoting the energy transition. We are now initiating our carbon footprint reduction path in our portfolio, learning along the way about this important step.

“We have committed to financing at least \$105 million in solar energy”



With our employees, we continue to promote an innovative, flexible, safe, positive and equitable workplace."

With our employees, we continue to promote an innovative, flexible, safe, positive and equitable workplace. In 2022, we opened an office on the west side of the city for a group of more than 170 colleagues, giving them the opportunity to work close to home and significantly improve their quality of family life. We also launched a free psychological support line, among many other initiatives that we explain in this report.

On the social front, we are proud of the role we are playing in the financial inclusion of many Panamanians,

driven primarily by our digital transformation process, which for the second consecutive year allowed us to expand our customer base, bringing it to more than 1,550,000 customers. This means that one out of every two Panamanians of legal age has a relationship with Banco General, and we understand the responsibility that this entails. We have also joined the National Financial Education Strategy, supporting the Superintendency of Banks in this effort.

The Sus Buenos Vecinos Foundation continues its work, with a special focus on education,

after two years in which we saw a generation of children and young people lose the quality of in person education. We are happy to report that in March 2023 we will welcome our first students to the "¡Superate!" (Surpass Yourself) Center of the Sus Buenos Vecinos Foundation in Santiago in the province of Veraguas, with a complementary program to public education that maximizes the talent of young people.

Likewise, we remain committed to our scholarship programs of excellence, support for the San Pedro Nolasco school in Burunga, Arraijan and with more than 113 non-profit organizations that work in various areas to reduce poverty and meet the food, health and care needs of children, adults and people with disabilities in our country.

In 2023, we will continue to work on all our fronts and go even further.

Raúl Alemán
President





About this Report

This report contains information on Banco General and all its subsidiaries, the achievements reached in 2022 and proposed goals for the coming years.

The content and structure of this report are based on the environmental, social and governance criteria defined by our organization.

Scope of the Report

This report covers the programs and progress from January 1 to December 31, 2022 and is done annually. The last report, called the Social Responsibility Report of Banco General, S.A. and Subsidiaries, was published in 2021.

Given that 97% of the bank's operations are carried out in Panama, the 2022 Responsible Banking Report reflects initiatives and progress in terms of environmental, social and governance criteria of the offices in Panama. Only the most relevant data from the other countries where the bank has operations is presented.

It should be noted that this report includes certain information from our suppliers, limited to topics relevant to our stakeholders; there may be additional information not necessarily analyzed or verified, in any case, by Banco General.

This report should be reviewed together with our [Consolidated Financial Statements](#), our [Code of Ethics and Conduct](#), and our [Corporate Governance Manual](#), which are available at: www.bgeneral.com.



Who we are



1955

Banco General S.A. was founded in 1955 as the first private bank with Panamanian capital. It offers its customers a wide range of financial products and services including consumer, corporate, investment and private banking, insurance and reinsurance, pension and severance funds, and securities brokerage. It also has a bank in Costa Rica and representative offices in Guatemala, El Salvador, Colombia and Peru. The operation in Panama represents more than 97% of our operations.



100%

The company holding 100% of the shares of Banco General, S.A. and subsidiaries is Grupo Financiero BG, which is listed on the Latin American Stock Exchange (Latinex). Grupo Financiero BG is, in turn, held by Empresa General de Inversiones (60%) and 490 registered shareholders (40%). Empresa General de Inversiones is also listed on the Latin American Stock Exchange (Latinex).



2001

In 2001 we were the first Panamanian company to sign the United Nations Global Compact. In addition, we are members of the United Nations Environment Program Finance Initiative and in 2019 we signed the Principles for Responsible Banking.

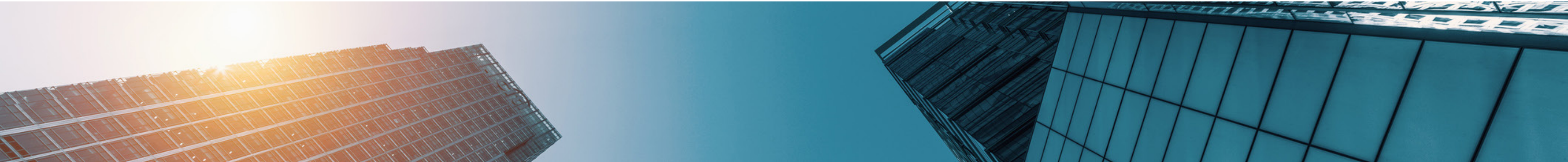


1997

Banco General was the first Panamanian bank to obtain International Investment Grade from Fitch Ratings and Standard and Poor's in 1997, a rating that we have maintained without interruption to date. We have also been rated Investment Grade by Moody's since 2017.

Subsidiaries of Banco General

Overseas Capital Markets, Inc & Subsidiaries	International banking and reinsurance
General de Seguros S.A.	Insurance and reinsurance
BG Valores, S.A.	Securities Brokerage House
Profuturo, Administradora de Fondos de Pensiones y Cesantía S.A.	Administration of pension and severance funds
Yappy, S.A.	Money transfer and payments
BG Investments Co., Inc.	Securities firm and investment management
Banco General (Costa Rica), S.A.	Universal bank
BG Trust, Inc.	Trust administration
Vale General, S.A.	Administration of food vouchers



Banco General in figures

\$18,406.73million
Total assets



73
Branches

\$2,576.62million
Total equity



+650
ATM

\$538.25million
Net income



+1.5 million
Customers



+4,600
Employees



+1.3 million
Clients affiliated to Yappy



+19,000
Commercial Yappy Affiliates

Banco General and Subsidiaries

as of December 31

Economic performance	2021	2022
Direct Economic Value created	\$1,008,941,337	\$1,205,629,331
Revenues less provisions plus net commissions	\$1,008,941,337	\$1,205,629,331
Distributed Economic Value	\$884,568,867	\$956,570,379
Operating Costs	\$127,222,357	\$147,778,437
Salaries and Employee Benefits	\$162,629,168	\$ 170,970,910
Payments to capital providers	\$544,045,730	\$559,315,052
Payments to governments (by country)	-	-
Panama	\$42,695,610	\$69,351,129
Costa Rica	\$958,033	\$1,898,718
Community investments	\$7,017,969	\$7,256,133
Retained Economic Value	\$124,372,470	\$249,058,952
Dividends Paid	\$265,000,000	\$295,038,710
Deferred taxes	\$(18,815,020)	\$5,841,254
Net Profit	\$408,187,490	\$538,256,408

For more information, please refer to the Consolidated Financial Statements of Banco General, S.A. at www.bgeneral.com/estadosfinancieros.

Our Approach

“

Ethics, transparency and social commitment to the sustainable development of our country are a fundamental part of Banco General's way of doing business. Environmental, social and governance criteria transcend throughout the organization, as we understand that we maintain a commitment to all our stakeholders: shareholders, employees, customers, suppliers, community and regulatory entities.”

BANCO GENERAL



How we prioritize our ESG approach

In order to develop a focused corporate responsibility approach with clear objectives, we have aligned ourselves with the Sustainable Development Goals of the United Nations, but we have also taken into account the social problems facing our country and region, the maturity of certain criteria in our business context as well as constantly talking to our stakeholders.

In 2019, we signed the Principles for Responsible Banking and, using its impact analysis model, we are expanding our understanding of where we can make the most impact, sharpening our pencil further to focus on priority issues. However, we recognize that our impacts are changing, that our country is small and that there are few companies as large as ours so our stakeholders expect a lot from us.

In addition, some of the social and environmental issues we face are new to us, and we have chosen to take cautious but firm steps to do things well and responsibly.

“

...we are expanding our knowledge of where we can make the most impact.”

OBJETIVOS DE DESARROLLO SOSTENIBLE





Listening to Our Stakeholders

Stakeholders	Communication Method	Frequency	Description
Shareholders	General Shareholders' Meeting	Annual	On April 29, 2022, the General Shareholders' Meeting of Grupo Financiero BG was held.
	Shareholder Service Office	Permanent	Banco General has a person dedicated exclusively to dealing with shareholder relations and attending to their concerns.
	Communication from the President	Quarterly	Shareholders receive a quarterly communication from the President in which he makes himself available to address any concerns.
Employees	Open virtual discussion "Conversemos (Let's Talk)"	Periodically	Virtual discussions with the VPE of Human Capital and Corporate Services with voluntary participation by order of inscription.
	Secure line	Permanent	A hotline is available to all employees to report Code of Ethics and Conduct violations anonymously.
Clients	Suggestion boxes in branches and websites	Permanent	Suggestions deposited in mailboxes or sent through the website are received and evaluated by the Customer Service area.
	Social Networking	Permanent	Queries and complaints received through social networks are channeled through the Customer Service area.
	Personalized surveys outside branches	Quarterly	They are performed by an external supplier and analyzed by the Customer Service area.
	Customer service	Permanent	Call center available during extended hours.
Suppliers	Customer service via chat and Whatsapp	Permanent	Customers can "chat" with Customer Service executives through www.bgeneral.com
	Purchasing Management	Permanent	The purchasing area is available to receive calls and complaints from suppliers.
Community	Project visits	Permanent	In 2022 we visited social programs and projects that we support as well as new projects.
	Personal appointments	Permanent	The team at Sus Buenos Vecinos Foundation receives in its offices on a weekly basis several NGOs to attend to their requests and concerns. In 2022 we returned to face-to-face appointments.
Regulatory Entities	Presential/regulatory	Permanent	As indicated in our Code of Ethics, we maintain open communication with regulatory bodies through the appropriate channels. Many visit the bank and are received by different areas.

ESG Strategy

In 2022, Banco General initiated a business-wide strategic planning process, incorporating environmental, social and governance criteria as a strategic focus. After analyzing the current context, listening to our stakeholders and using the impact analysis tool offered by the Principles for Responsible Banking, **the 2023-2025 Strategic Plan will focus on three major themes:**

Climate change and circular economy



- **Reduce our own operation's carbon footprint** by 33% by 2025.
- **Be carbon neutral** in our own operation by 2025.
- **Finance \$105 million in solar energy** in the company's portfolio by 2025.
- **Incorporate climate risk** into credit portfolio risk analysis.



Financial inclusion



- **To grow and strengthen** our Financial Education Program impacting more people.
- **To include more people in the financial system** through innovative products and services accessible to all.



Investment in education



- **Invest \$10 million in education programs in Panama**, through the Sus Buenos Vecinos Foundation.



02 Environment





Aligned to Panama's National Climate Action Plan, which specifies the actions that will allow us to achieve our country's environmental commitments in line with the Paris Agreement and the SDGs, **Banco General has assumed its leadership position to achieve a more sustainable and climate resilient economy, green financing, responsible practices and the inclusion of environmental and climate risks** in our operations.

Climate Change

As mentioned in the Our Approach section of this report, we are committed to reduce our carbon footprint by 33% (Scope 1 and 2) and to become carbon neutral in our own operation by 2025.

To achieve this, we will install solar panels in 14 new branches, replace air conditioning equipment and lighting fixtures and, as a transitional measure, offset the remaining footprint. In addition, we will begin to understand the tools for measuring the financed carbon footprint and to touch base with our corporate clients on this issue.

 **33%**
reduction in our
carbon footprint

 **14**
branches with
solar panels



How do we measure our footprint?



As we reported in previous years, starting in 2021 we will calculate our Carbon Footprint using a calculation tool provided by the Ministry of Environment of Panama as part of the **Reduce your Corporate Carbon Footprint program (RTH- Corporate Program)**. We are one of the first companies to do so.

We began by measuring the 2020 Carbon Footprint of our own operation with this tool, a figure that we use as a baseline for the following years. The figure calculated for 2020 was 2,824.53 Ton CO2 eq/year; this figure is higher than the one we reported in the 2021 Social Responsibility Report, because the tool has been refined and there were changes in the way it was calculated during 2022, which led to rectify the figure reported last year. **In 2021 we received INVENTORY recognition from the Ministry of the Environment** for participating in this program and inventorying the 2020 carbon footprint.

For 2021 we recalculated our Carbon Footprint using the same tool and also participated in 3 recognitions of the RTH-Corporate program: Inventory, Inventory Plus and Reduction, for which we required to hire a third party verification company to certify that all our calculations were correct in order to present our reduction programs.

By 2021 our total verified Carbon Footprint was 2,155.92 Ton CO2 eq/year. This figure is lower than the one reported in the 2021 Social Responsibility Report, because the tool has been improved and there were changes in the calculation formula in 2022. In addition, it is important to note that this measurement is made with an emission factor provided by the Ministry of Environment of Panama, which

may vary every year because it depends on the National Electricity Market, since the type of energy generation that supplies the country is dependent on them. To understand our footprint reduction and reach our goals, we will take this into account.

We must report that this emission factor for electric power is obtained in the middle of the following year, so at the close of this report we are not yet able to calculate the 2022 footprint.

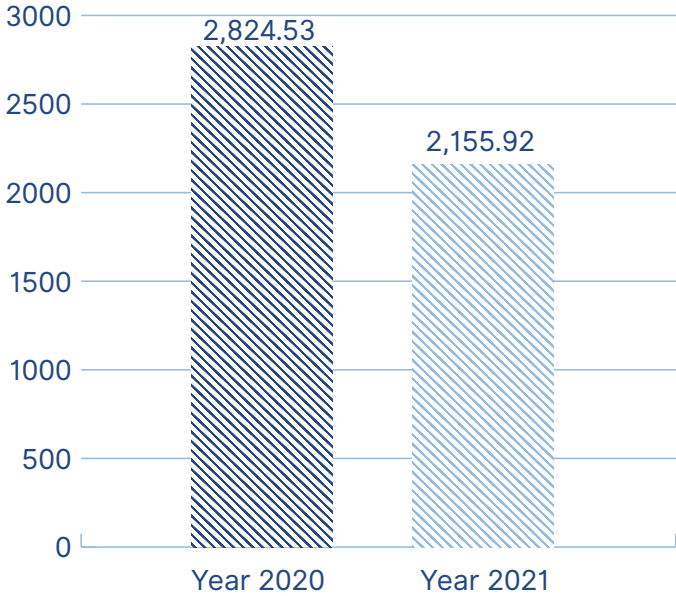
In the following graphs we present the results of the Carbon Footprint 2022 and 2021 with the corrections and presented in a different way than previous years, as required by the Ministry of Environment.

“... we participated in 3 awards from the RTH-Corporate program.”

TON CO ² EQ/ANNUAL		
	2020	2021
Electric power	2,005.53	1,357.62
Stationary Sources		
Fuel and lubricants for generators, LPGv, fire extinguishers	35.29	39.18
Mobile Sources		
Fleet fuel, lubricants and fleet fire extinguishers	198.13	297.56
Fugitive Sources		
HFC refrigerant gases	533.98	448.87
Sources in Process		
Fertilizers	51.88	12.69
TOTAL CARBON FOOTPRINT	2,824.53	2,155.92
Number of employee*	4,235	4,224
Ton CO² EQ x employee	0.66	0.51

Emission factor used in 2020: 0.152 kgCO² eq/kWh
 Emission factor used in 2021: 0.103 kgCO² eq/kWh
 *Does not include ProFuturo or Banco General Costa Rica.

Comparative Total Carbon Footprint
(Tons CO² eq/year)



What are we doing to reduce our carbon footprint?

2021

By 2021 we report CO² reductions in the order of 78.97 Ton CO² eq/year as a result of the installation of solar panels at the Operation Center and Villa Lucre branch.

2022

In 2022 we continued to invest in renewable energy, installing solar panels in the David branch, where 80kWp were installed, with a projected annual generation of 100,000 kwh, which represents an annual energy saving of 50 to 60% in that branch and an estimated reduction of 10.3 ton CO² eq/year.

In addition, **1,180 fluorescent-type luminaires were replaced with LED luminaires** in 12 branches, reducing lighting energy consumption by 40 to 50%.

We also replaced 22 air-conditioning units with more efficient machines; in total, this replacement represented 84.75 tons, with an average savings of 15 to 20% in energy consumption. In all these projects, by reducing energy consumption, we reduced CO² eq emissions.

2023

By 2023, we will install solar panels at 14 branches with an estimated total capacity of 1,000.7 kWp.

78.79

Ton CO²

CO² reduction

50-60%

annual energy savings

14

branches with solar panels

Financed Carbon Footprint (Scope 3)

We know that as a leading financial institution in our marketplace we must drive the reduction of the carbon footprint we finance. Our market is still understanding the issue, so the first phase is to start conversations with our clients, learn about the scientifically based tools that exist to make these measurements and set goals for the future.

In 2023, we will start with a pilot plan to measure our financed footprint and approach our customers.

Green financing

Solar energy

In 2022 we will start with the promotion and sale of corporate loans for the installation of photovoltaic energy. We made strategic alliances with suppliers of solar panels giving them discounts in the interest rate and exemptions in commissions to promote their business.

For the end customer and also companies, we offer leasing for the installation of solar panels, as well as commercial loans with discounted interest rates and commissions, financed up to 100% of the purchase and installation of the panels.

This is a young market in our country, but as of December 31, 2022, we have approved more than \$12.5 million and we are committed to approve at least \$105 million by 2025.

Electric and hybrid cars

In the consumer portfolio, we continue to offer loans with reduced rates and special conditions for electric and hybrid cars. In our market, electric cars are still few and mostly luxury, but we understand that they will grow, so we are helping to drive this transition.

Responsible practices

For Banco General it is important to promote an environmentally conscious culture within the organization and to have responsible consumption practices that promote a circular economy. With this objective, we developed and strengthened several initiatives in 2022.

Water footprint: Operational Center water reuse system

Although Banco General is a service company, we understand that our operation has a water footprint and that Panama has a National Water Security Plan 2015 - 2050: Water for All, to which we must contribute. In 2020, Banco General installed a water reuse system for our Operations Center and in 2021 we joined the Reduce Your Water Footprint program of the Ministry of the Environment to measure and manage our water footprint.

Our water reuse system consists of harvesting rainwater and using the water generated by our Operation Center's air conditioning system. The collected water is stored in a 21,000 gallon flexible tank and is used for irrigation of green areas, exterior cleaning and vehicle washing.

In 2022, 1,057,714.61 gallons of water were reused. Of this reused water, 64% came from rainwater harvesting and the remaining 36% came from the use of water from air conditioning processes, whose condensation and purge water is normally wasted and usually goes to storm drains.

Compared to 2021, water reuse has increased by more than 200% by 2022, thanks to these proactive measures.

1,057,714.61

Gallons of water were reused

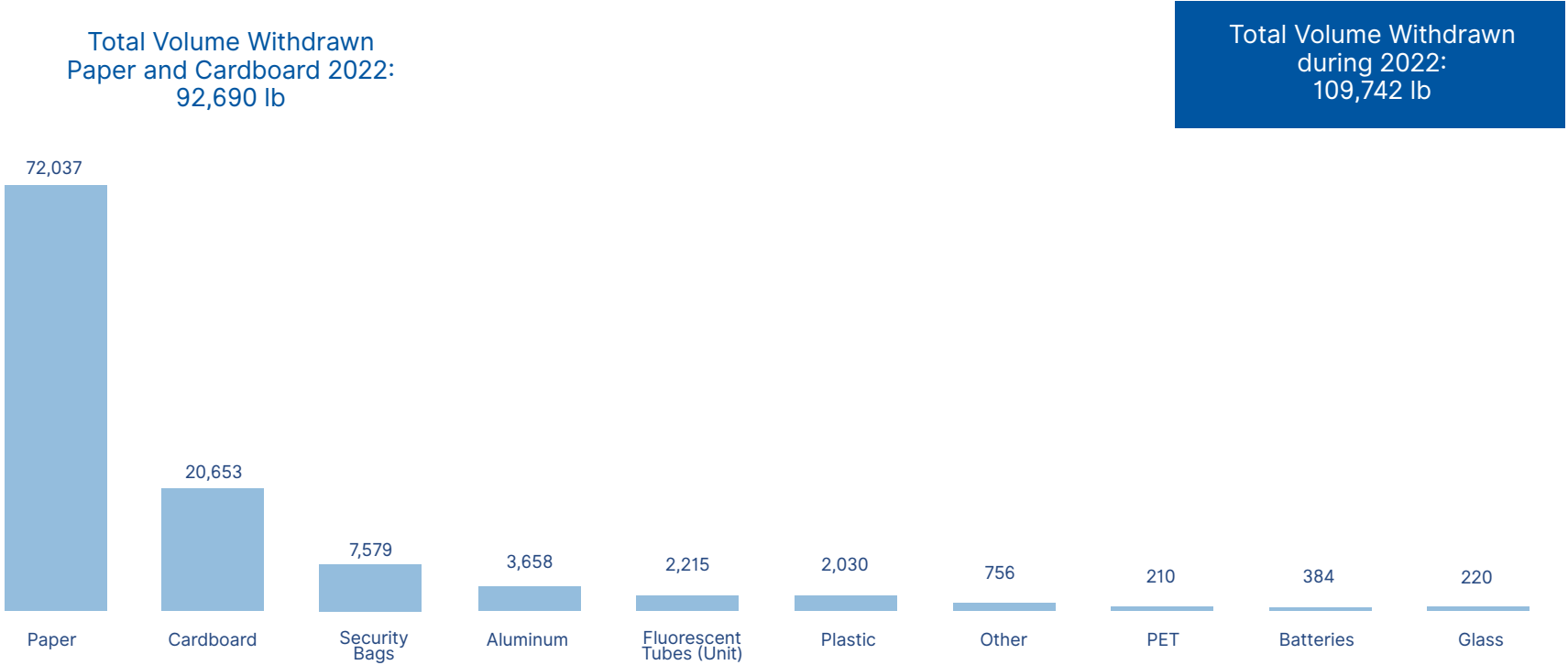
Reduction, reuse and recycling

In 2022, we will continue with our internal program to reduce, reuse and recycle materials. **This year, for the first time, we set up a collection point for Botellas de Amor (Bottles of Love) Foundation**, where we collect flexible plastic waste with complex structures to be transformed into RPL (Recycled Plastic Lumber), which is used to build parks.

As for paper, we can report a slight increase in paper purchases as we return to the office after the pandemic, but with a healthy recycling rate. We also continue to collect other materials that we use in the Bank for recycling, such as cardboard, security bags, fluorescent tubes, plastics, among others.

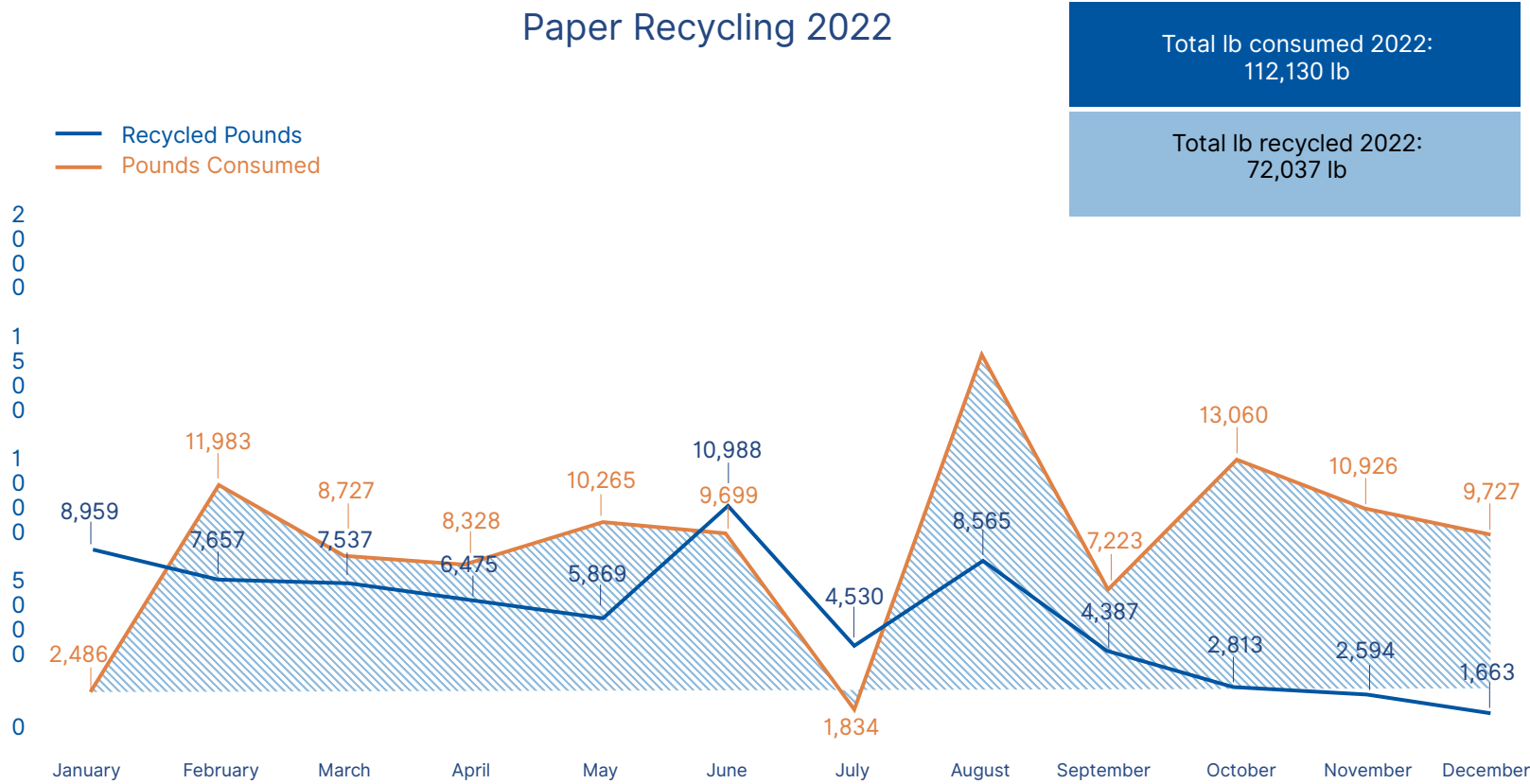


Total Products Withdrawn 2022



Recycling Report - Operating Center and Banco General Buildings

Paper Recycling 2022

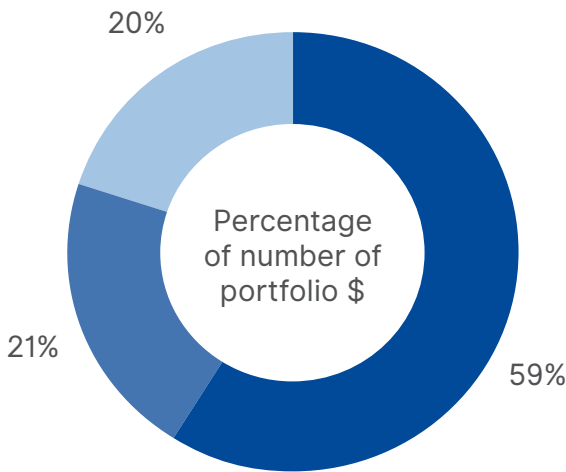
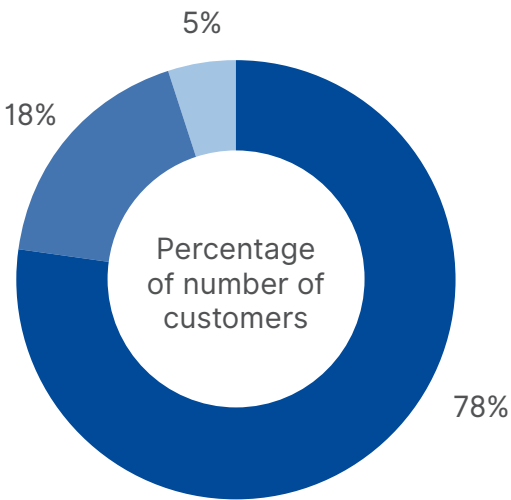


Environmental and Social Risk

Our Environmental and Social Risk Management System (ESMS) consists of an analysis of environmental and social risks within our lending process. When analyzing the granting of credit, not only the financial status of the company is analyzed, but also the client’s performance is evaluated through the management of potential environmental and social risks inherent to its sphere of action. Clients are classified by risk profile and industries with high risks are closely monitored. There is also an Exclusion List detailing specific industries in which Banco General does not participate due to environmental and social risks associated with them.

In 2023 and beyond, the Bank will be learning to incorporate climate and transition risk into risk analysis to see a more complete picture of the risks arising from climate change.

Category		Quantity	Amount (US\$MM)
<div><div></div><div></div><div></div></div>	A	314	\$ 1,743
	B	1177	\$ 1,809
	C	5222	\$ 5,189
Total		6713	\$ 8,741



Evaluated Cases (ESMS) (Jan. 2020 - Dec. 2020)

SECTORS	APPROVED AMOUNT (THOUSANDS OF USD)	PERCENTAGE OF LOAN AMOUNTS FOR THE PERIOD	NUMBER OF LOANS APPROVED FOR THE PERIOD	AVERAGE AMOUNTS FOR THIS PERIOD (THOUSANDS OF USD)	TYPES OF SERVICES OR SUB-SECTORS
CONSTRUCTION	(Panama) 903,716	24.1%	62	\$14,576	Development of residential and commercial projects, contractors.
	(Region) 143,000	3.8%	2	\$71,500	
INDUSTRY	(Panama) 352,858	9.4%	47	\$7,508	Food processing, paper industry, cement manufacturing.
	(Region) 448,500	12.0%	25	\$17,940	Refineries, plastic products manufacturing, water processing and bottling, food processing.
ENERGY	(Panama) 195,200	5.2%	5	\$39,040	Generation and distribution of energy.
	(Region) 30,000	0.8%	2	\$15,000	
OTHER	(Panama) 1,269,142	33.9%	226	\$5,616	Financial, real estate, wholesale and retail sales of various products, restaurants, hotels.
	(Region) 402,750	10.8%	24	\$16,781	
TOTAL	3,745,167	100%	393	\$9,530	

03 Social




+4,600
Employees

Our People

We will close the year 2022 with more than 4,600 employees, who make up the most important asset of our organization. As we reported last year, in 2021 we conducted an organizational health survey in which all employees participated and, after analyzing the results, in 2022 we implemented several programs and initiatives to strengthen certain aspects of the relationship with our human capital, focusing especially on the employees' experience.

Work environment, organizational health and equity

In order to maintain open and constant communication with our colleagues, **in 2022 we created the "Conversemos" (Let's Talk) program, a small and regular virtual panel discussion with the Executive Vice President of Human Capital and Corporate Services**, where each participant can express their opinions and ideas without a defined agenda and in an intimate way. This helps us improve our business management on a daily basis. In this space we also learn about their concerns, desires and perceptions of the Bank's management.

From January to August 2022, more than 60 employees from different areas participated, giving ideas and proposing new initiatives.

As a result of these sessions, activities requested by employees were carried out, such as: training on health insurance benefits and personal finances, transfers to other areas, promotion of training programs, among others.

Remote work and satellite offices

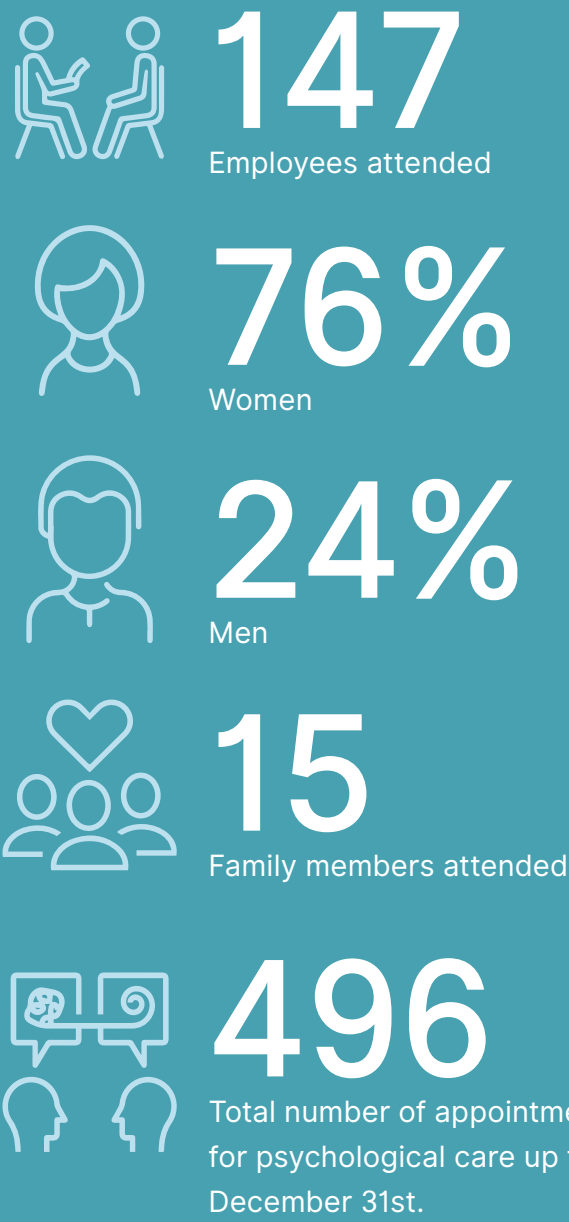
The hybrid work model is maintained in the organization, now formalized with various models that adapt to the needs of each area and provide our colleagues with flexibility. Additionally, in 2022 we opened offices in Panama Oeste (west of the city), providing employees living in the area with offices close to their homes, giving them a better quality of life. To date, 170 colleagues work in our Panama Oeste office.


170

Employees work in our Panama Oeste office

Emotional assistance program

In September 2022, the Bank launched a support service for employees and their families that allows them to access a psychologist in an unlimited, confidential and free way, via telephone or videoconference and find support to reduce anxiety, resolve conflicts, grief, sleep hygiene and many other situations related to mental health in order to improve their health and quality of life.



Disease prevention

From June to August 2022, a disease prevention campaign through immunization was organized for employees. Visits were made to all the Bank’s buildings and branches with a team of doctors and nurses applying the adult immunization schedule, with vaccines against Influenza, Covid, Hepatitis, Pneumococcus, Measles and others.

Vaccine type	Applied dose
INFLUENZA	915
COVID	325
TETANUS	328
MEASLES	133
PNEUMOCOCCUS	149
OTHER	88
TOTAL DOSES APPLIED	1,938



Breastfeeding promotion

Since 2016, the Bank has been promoting breastfeeding, for which it has **set up spaces where mothers can use a private space that allows them to prolong their breastfeeding period**, favoring the babies’ immune health. As of 2022, we have three breastfeeding rooms in the Operations Center, Banco General Tower and Plaza Banco General.

Seal for gender equality

During 2022, Banco General ratified its commitment to Gender Equality, an initiative that supports the reduction of gender gaps and the improvement of the living conditions of men and women, in compliance with the country standard, the 2030 Agenda and the Sustainable Development Goals (SDGs) on the elimination of inequalities, achieving rectification and maintaining the Gold category in this program led by the Ministry of Labor with the assistance of the United Nations Development Program.



Moving for you

Since 2020, the Human Capital area has incorporated the agile methodology as part of its daily management, in order to serve our colleagues in a more effective and closer way. One of the teams in place has focused on creating high-impact, high-value initiatives for the department that will deliver easy-to-manage processes to the organization.

In 2022, the internal campaign #moviendonosparati (moving for you) was launched, designed to strengthen ties between Human Capital and the bank's most important asset: our human talent. The campaign has managed to open spaces with colleagues and convey to them that we firmly believe in our people, in their potential, and in always being there to serve them - offering unparalleled benefits and first-class advice, with the backing of a great organization committed to them.



Other benefits


In 2022, we continue with the Food Voucher Benefit, formerly called the Food Subsidy Program. This benefit is granted to permanent personnel in administrative and specialist positions working in the Republic of Panama.

Its main purpose is to contribute to the monthly expenses of the family's basic food basket. Committed to our colleagues and as a socially responsible company, this year we approved an increase of 20%, which makes the new Food Voucher for \$120.00 per month, redeemable for food, medicine and school supplies in various establishments in the country. In 2022, the average number of employees benefited was 2,938 and the total investment was \$3,988,095.

In addition, 537 colleagues completed 10, 15, 20, 25, 30, 35 and up to 40 years of service at Banco General and subsidiaries. This year, each employee was able to choose from a catalog of awards the one that best suited his or her wishes, and received a personalized message from the Executive Vice President and Chief Executive Officer.

 **\$120**
Monthly Voucher

 **2,983**
Employees benefited

 **537**
Colleagues celebrated anniversary of service at Banco General

Training and Development

To promote the integral development of each one of its employees, the organization has the Banco General Corporate University (BGCU), which works in the development of continuous learning programs with the purpose of promoting the growth of our people.

In 2022 we promoted programs based on the latest business trends, focused on the growing need to strengthen the digital, analytical, agility and leadership skills of the different teams, considering an environment of constant change and the post-pandemic economic and social challenges.

Our strategic alliance with the Institute for Advanced Management Studies (IAMS) allowed us to co-create diploma programs for the leaders of our organization.

Through the Innovative Leadership and Agile and Analytical Management diploma programs, we were able to enhance the development of leadership competencies necessary to inspire, lead and mobilize work teams, taking into account the technological evolution and the incorporation of new generations and work methodologies that move us to reinvent and transform ourselves.

From the Digital Faculty we designed four training paths for technical roles, such as Architects, DevSecOps, QAs and Developers. At the same time, diagnostic tests were applied in order to identify the levels of knowledge and depth of the training, thus giving our colleagues the opportunity to reinforce and level their knowledge, which fosters a collaborative environment and a culture of continuous learning.

Aware of the digital transformation and the importance of data analysis that promotes strategic decision making, in 2022 we developed the Basic Program for Data Analysts and continued for the second consecutive year our partnerships with the Monterrey Institute of Technology and the Data Science Institute. All programs implemented were developed under the principle of collaborative learning and the revision and adaptation of content to establish a robust knowledge that can be shared among collaborators.

The year 2022 was marked by the return of face-to-face training and the continuation of the virtual modality. We continued the upskilling and reskilling programs that prepare our intellectual talent to face the challenges of a changing and competitive market; at the same time, we resumed the Risk and Cybersecurity Congress that connects us with the importance of recognizing the risks that surround us, minimizing them and preparing us to develop productive plans for their proper management.

More than 40,000 participants and 130,000 hours of training reflect not only the bank's commitment, but also the desire of our colleagues to learn, stay updated and develop their skills through diverse learning experiences, which have the capacity to transform lives, our communities and our country.



INDICATOR		2020	2021	2022
TOTAL NUMBER OF EMPLOYEES TRAINED		4,740	4,740	4865
TOTAL MAN-HOURS OF TRAINING		97,665	122,558	136,202
TOTAL AVERAGE HOURS OF TRAINING PER EMPLOYEE		20	26	27
AVERAGE NUMBER OF TRAINING HOURS PER EMPLOYEE	Executive and management positions	33	33	37
	Middle management	38	38	33
	Specialist and administrative positions	20	20	24
	Male	30	31	33
	Female	23	23	24
TOTAL INVESTMENT IN INTERNAL TRAINING		\$392,799.95	\$533,452.65	\$889,742.67
TOTAL INVESTMENT IN EXTERNAL TRAINING		\$210,228.24	\$159,361.65	\$345,899.72
TOTAL TRAINING INVESTMENT		\$603,028.19	\$692,814.30	\$1,235,642.39

For clarity of data, the total hours shown are round numbers.



Performance discussion

Our model aims to establish a space for feedback to our staff, strengthen the work team, highlight the strengths and reinforce the aspects to be improved by the employee through an open, objective and empathetic communication within a changing environment that presents us with great challenges. As the name “Performance discussion” **indicates, it conveys a message that reaffirms our culture of trust, honesty, integrity and commitment.** Its content incorporates behaviors for each of the competencies observed: adapting to change, organizational ethics and commitment, communication and negotiation, work execution, team and resource management, decision making, empowerment and delegation.

INDICATOR		2020	2021(*)	2022(*)
NUMBER OF EMPLOYEES PARTICIPATING IN THE PROCESS		4,513	4,456	4,533
NUMBER OF EMPLOYEES EVALUATED		4,376	4,394	4,443
% OF THE POPULATION EVALUATED		96.96%	98.61%	98.01%
PERCENTAGE OF COLLABORATORS EVALUATED	Executive and management positions	8.98%	9.87%	9.65%
	Middle management	19.90%	22.18%	23.52%
	Specialist positions	15.13%	14.74%	15.23%
	Administrative positions	55.99%	53.18%	51.58%
	Male	31.83%	32.81%	33.33%
	Female	68.17%	67.18%	66.67%

(*) Indefinite-term employees of Banco General, S.A. and subsidiaries in Panama, Costa Rica and Region.

Workforce data

INDICATOR		2020	2021	2022
TOTAL NEW HIRES		** 80	** 210	** 421
BY GENDER	Women	51%	39%	54%
	Men	49%	61%	46%
BY AGE	Age 18 - 35	66	180	385
	Age 36 or more	14	30	36
BY REGION	Panama	72	165	399
	Costa Rica	8	45	21
	Region	0	0	1

*Classification based on the table of levels of Banco General and Subsidiaries.
**Indefinite-term employees of Banco General, S.A. and subsidiaries in Panama, Costa Rica and Region. Employer substitutions and transfers are not considered.

INDICATOR		2020	2021	2022
TOTAL TURNOVER RATE		5.20%	5.63%	5.62%
BY GENDER	Women	4.77%	5.09%	4.77%
	Men	6.13%	6.74%	7.30%
BY AGE	Age 18 - 35	4.20%	6.25%	8.59%
	Age 36 or more	6.07%	5.06%	3.21%
BY REGION	Panama	4.77%	4.52%	5.10%
	Costa Rica	17.23%	43.26%	22.05%
	Region	9.96%	0.00%	18.18%

Remuneration and Gender Equity Indicators

INDICADOR		2020	2021	2022
MINIMUM WAGE RATIO IN PANAMA*.	Minimum wage paid at Banco General and Subsidiaries	\$ 655	\$ 655	\$ 670
	Minimum wage paid in Panama**	\$ 652	\$ 652	\$ 666
% PAID ABOVE THE LEGAL MINIMUM WAGE		0.5%	0.5%	0.6%
AVERAGE SALARY RATIO BETWEEN GENDERS	Average monthly salary for men - Executive and managerial positions	\$ 7,232	\$ 7,339	\$ 7,250
	Average monthly salary for women - Executive and managerial positions	\$ 5,362	\$ 5,309	\$ 5,358
MONTHLY VARIATION		34.88%	38.25%	35.30%
AVERAGE SALARY RATIO BETWEEN GENDERS	Average monthly salary for men - Middle management and specialist positions	\$ 2,117	\$ 2,158	\$ 2,202
	Average monthly salary for women - Middle	\$ 1,979	\$ 1,996	\$ 2,034
MONTHLY VARIATION		6.98%	8.12%	8.24%
AVERAGE SALARY RATIO BETWEEN GENDERS	Average monthly salary for men - Administrative positions	\$ 993	\$1,025	\$ 1,024
	Average monthly salary for women - Administrative positions	\$ 943	\$ 962	\$ 967
MONTHLY VARIATION		5.28%	6.54%	5.91%

*We consider Panama as the only significant location since 97% of our workforce is located here.
**Panama's minimum wage is calculated on an hourly rate; the monthly amount posted assumes a 46-hour workweek.

Inclusion and financial education

At Banco General we understand that financial inclusion is a key enabler to reduce poverty and promote prosperity. Additionally, the Panamanian government is promoting a National Financial Education Strategy in which all financial institutions can support and join this effort, aligned with the State's vision.

We understand that inclusion is measured along four dimensions: availability, accessibility, affordability and quality. In this sense, we are touching all these components through products and services that reach more and more unbanked people.

Digital account opening

In 2022, Banco General added 345,358 new customers (natural person) and 5,425 legal customers, to end the year with a total of 350,783 new customers, a growth driven by the opening of 100% digital savings accounts.

As of December 31, 2022, we can report that 202,110 first accounts were opened 100% digitally through our application, only with the ID card. Many of these accounts are from people who are entering the formal financial system for the first time and who easily open their first account, paying a minimum annual fee.

In addition, 302,980 new savings accounts [for Christmas, Mi Meta (My Goal), Ahorros Regular (Regular Savings), among others] were opened digitally; this promotes savings among the population since it is very easy to open accounts and motivate people to save.

In 2022, we also launched the “Cuenta Joven” (Youth Account), an account for young people between 12 and 17 years of age that allows them to have a Visa Debit Card and Yappy. With this account and the supervision of their parents, young people begin to understand what it means to have a bank account. As of December 31, 2022, 13,281 such accounts had been opened.



Yappy: promoting digital banking and inclusion

Yappy, a mobile-only money transfer platform in the Banco General app, launched in 2019, continued to grow rapidly. We ended 2022 with more than 1.3 million customers affiliated with Yappy, who can order and send money with just their cell phone number. In the month of December 2022, more than 26 million transactions were made through Yappy, a record that demonstrates the penetration of the platform in our country.

Additionally, by the end of 2022 there are more than 20,000 businesses and enterprises affiliated to Yappy Commercial that can easily receive payments from more than 1 million customers. During the year we organized 17 events called “Mercaditos Yappy” (Yappy Markets), in which entrepreneurs affiliated to the platform can exhibit their products - free of charge - to customers to grow their business. We also offered 25 webinars with interesting topics related to entrepreneurship.

Yappy Commercial is a platform that helps entrepreneurs and business owners receive payments, keep better control of their finances and understand other details of their business.

 **20,000**
Companies affiliated to Yappy

 **17**
“Mercaditos Yappy”

 **25**
Webinars

Financial Education


For Banco General, financial education is a fundamental part of the inclusion process. In 2022, we continued to offer in-person training in schools and companies to young people and adults with financial concepts.

Together with the Panama Banking Association and volunteers from Banco General, in 2022 we trained 614 students from 6 schools, who each received 5 lectures on various financial topics such as savings, credit and the importance of budgeting.

In addition, we offered several webinars on how to use our products aimed at entrepreneurs and the general public. In 2022 more than 2,500 people participated in our webinars.

We continued to promote a digital platform, “Mi Guía Financiera” (My Financial Guide), where we publish articles on personal finance topics. In addition, every month we publish valuable and entertaining content on our social networks.

Additionally, we are promoting in our social networks and internally, the platform “Tu Balboa con Sentido” (Your Balboa with Sense), developed by the Superintendency of Banks. Through our publications we estimate a reach of 600,000 people with these messages.

 **614**
Students received training

 **2,500**
People participated in webinars





Customers and suppliers

Understanding that our responsibility to our customers is to offer them excellent service and that this is one of our main competitive advantages, we continue to work constantly to ensure customer satisfaction in the Bank’s different segments.

Likewise, we continue to enhance our customer service through the use of digital channels, making it easier for them to deal with all their queries, claims and requests without the need to leave home.

Service Quality

During 2022, 9 comprehensive studies were conducted to determine the level of satisfaction of our customers. These studies were conducted by specialized external suppliers.

INDICATOR	1st Semester 2022	2nd Semester 2022
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Overall Experience with Banco Genera	4.4	4.5
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*General Experience Indicator of the survey conducted by UNIMER. The range of the calculation is from 1 to 5, with 1 being very bad and 5 being excellent.

“
we continue to work
steadily to ensure
customer satisfaction.”

Handling of requests and complaints

In 2022, the Customer Service area continued to focus its efforts on the adaptation of users to the new Customer Service System, Engage. Despite being a new tool, the migration to Engage has been imperceptible to our customers.

In 2022, we received 481,850 cases categorized as requests and complaints, representing a 1% increase over the previous year. Of these cases, 25% were concentrated in Stars (Points) Redemption for Credit Cards.

Claims and requests were processed in an average time of 2 working days, and 97% of the cases were resolved within the service agreements agreed with the client, which is equivalent to an increase of one percentage point compared to 2021.

Cases submitted to regulatory entities

Of the total customer complaints and requests received in 2022, 67 complaints were filed with the Superintendency of Banks and 41 with ACODECO (Association for the Rights of the Consumer).

A fine was paid to the Superintendency of Banks for \$25,000.00 corresponding to an administrative complaint raised in 2017 and fines to ACODECO for a total of \$6,000.01 corresponding to two complaints from previous years.

Suppliers

In 2022, the “Know Your Supplier” policy model implemented during the pandemic, which consists of requesting information from suppliers digitally, continued to be used. This represents considerable savings in the use of paper, the implementation of digital files and better organization of information.

During 2022, efforts were made to create 382 suppliers. We currently have a total of 3,191 active suppliers.

Here we present the most important indicators regarding suppliers:

INDICATOR	2022	2021
NUMBER OF ACTIVE SUPPLIERS	3,191	2,827
NUMBER OF ACTIVE SUPPLIERS WHO RECEIVED PAYMENTS	1,472	1,415
AVERAGE PAYMENT PERIOD	15 días	15 días*
TOTAL PAID TO LOCAL SUPPLIERS	\$270,215,049	\$218,397,767
TOTAL PAID TO FOREIGN SUPPLIERS	\$15,919,501	\$15,008,340
TOTAL PAID TO SUPPLIERS	\$286,134,551	\$233,406,108

*As of invoice processing

 **3,191**
Suppliers

Sus Buenos Vecinos Foundation: committed to social development

2022 was a year of evolution for the Sus Buenos Vecinos Foundation. The organizational structure was strengtened and governance was reinforced with important processes and firm steps in our commitment to the development of the country. Aware of our impact, we continue to respond to national challenges, aligned with the SDGs and Banco General’s ESG criteria strategy, with the goal of being a key player in Panama’s social development.

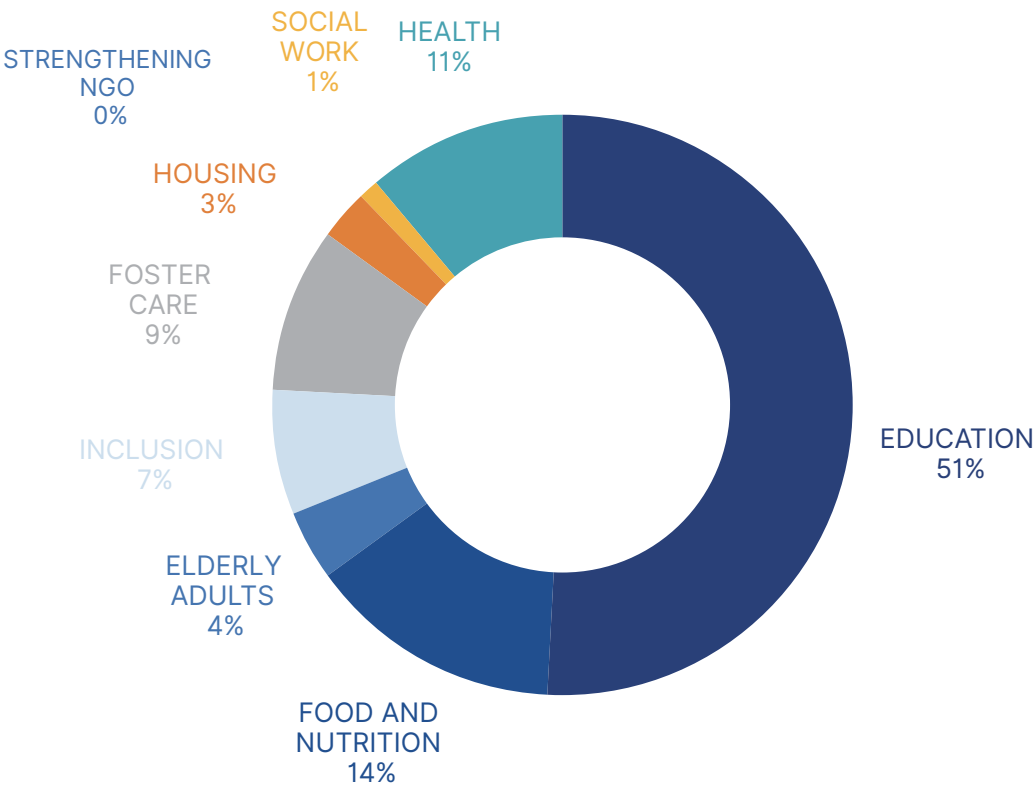
The Covid 19 pandemic left us with great social challenges and has revealed deep flaws in our systems, so we have focused on the most important and transformative, which are quality education at all levels: early childhood, primary education, secondary education, academic reinforcement and post-university education and specialization.



Total investment in 2022:
\$7,229,160.26

AREA OF ATTENTION	2022
EDUCATION	B/. 3,691,990.03
FOOD AND NUTRITION	B/. 987,605.16
HEALTH	B/. 827,127.28
FOSTER CARE	B/. 647,300.00
INCLUSION	B/. 496,369.20
ELDERLY ADULTS	B/. 266,963.70
HOUSING	B/. 222,265.00
SOCIAL WORK	B/. 62,539.89
STRENGTHENING OF NGOs	B/. 27,000.00
TOTAL	B/. 7,229,160.26

Source: Payment Report Programs and Expenses - Eskema Cloud
To view the Consolidated Financial Statements of the Sus Buenos Vecinos foundation visit: <https://www.fundacionsusbuenosvecinos.org/sobre-la-fundacion/>



San Pedro Nolasco School and Federico Jose Humbert Azcarraga School

The San Pedro Nolasco Educational Foundation is the result of an alliance between the Association of Religious Mercedarians, the Pro Niñez (Pro Childhood) Panameña Association, the Sus Buenos Vecinos Foundation and the Federico Humbert Foundation with the objective of providing quality services and education in the community of La Alameda in Burunga, Arraijan, one of the areas with the highest population growth. The foundation manages and administers the San Pedro Nolasco Early Stimulation Center, the San Pedro Nolasco School and the Federico Jose Humbert Azcarraga School, the latter in a public-private partnership with the Ministry of Education.

In 2022, the school year continued to be fully face-to-face and full time with our students, parents, faculty, staff and administrators. This is an important achievement in terms of the quality of education, since public schools nationwide suspended classes as a result of the strikes and civil demonstrations that took place in the country during the month of July.

Currently there are 566 students, attended in a comprehensive manner, both in their formal education as well as in their nutrition and extracurricular activities.

In early childhood interventions, the early stimulation program attended 98 children from 0 to 2 years of age, and the total enrollment in nursery and kindergarten this year was 72 children.

This year the school experienced the great achievement of celebrating the first ninth grade graduation with 26 students completing their middle school education, as established by the Ministry of Education.



All graduates will continue their studies in high school. Seven students won scholarships through the John Paul II Educational Foundation and 19 enrolled in public or private schools.

As part of Banco General's commitment to this project, the Vecinos en Acción (Neighbours in Action) took on the challenge of developing and executing the school's extracurricular activities program, such as folklore classes, the Coding Hour, theater and music classes, etc.

Construction began on a new building with 16 classrooms, including a science and a technology laboratory, with appropriate spaces for cultural and recreational activities.

 **16**
Classrooms

This building has a value in excess of \$2,200,000.00 and is projected to be operational by the 2023 school year.

Sus Buenos Vecinos Scholarships for Excellence

This program offers scholarships to public school students with academic excellence to study their entire middle and high school education in a private school of recognized trajectory. It is complemented with an English course of up to 5 years and human development workshops, as well as support to their families in developing their potential.

The program is measured by two impact indicators: the retention of the selected students until they finish high school, and the number of graduates who complete their university studies and get a job.

167
Scholarship recipients

98%
Continued to university degree

95.8%
Withholding rate

23
Students have finished their undergraduate degree

197
Alumni

23%
Have entered the workforce



Mi Buen Vecino (My Good Neighbor) Scholarships

This program offers scholarships to children of employees of Banco General and subsidiaries who maintain a good academic performance throughout elementary school, so they can attend middle and high school in a private school of recognized trajectory. This program is complemented with human development workshops for scholarship holders and their families, contributing to the strengthening of the family circle.

University Scholarships for Excellence

The program is an initiative to give continuity to the university education of students who have graduated from the Sus Buenos Vecinos Scholarship Program for Excellence, who have also excelled during their high school years with academic, sports and cultural achievements, and the exercise of values and ethics.

We currently have 3 scholarship recipients studying their university degree in Mexico, and in 2022 three new scholarship recipients were chosen to start their degree in 2023.

FSBV-ICGES Scholarship Program

In 2021, to commemorate the 25th anniversary of the FSBV (Sus Buenos Vecinos Foundation) and with the objective of increasing the impact and quality of the research conducted at the national level, the Fellowship of Improvement in Science was created between the Gorgas Memorial Institute of Health Studies and the FSBV. In 2022, the first two fellows traveled to the Netherlands and South Africa for their internships.

Magister Claudia Gonzales returned to the country after 3 months in South Africa at the University of Stellenbosch learning about virus migration, while Dr. Erika Guerrero continues her specialization in the Crispr technique at the European Research Institute for the Biology of Aging. Additionally, two fellows were selected in 2022, Dr. Davis Beltran and Magister Juan Castillo. Dr. Beltran traveled in November to the Max Perutz Labs at the Vienna Biocenter in Austria and Magister Juan Castillo will travel in 2023 to the Center for Research in Molecular Medicine and Chronic Diseases at the University of Santiago de Compostela in Spain and to the School of Medicine at the Universidade Nova de Lisboa, Portugal.



The first two fellows traveled to the Netherlands and South Africa for internships.

“¡Supérate!” FSBV Center Santiago, Veraguas

In April 2022, the Sus Buenos Vecinos Foundation signed an agreement with the Sagrera Palomo Foundation of El Salvador, which became one of the 4 organizations to be franchised by the “¡Supérate!” Business Program in Panama.

The “¡Superate!” Centers aim to provide complementary education in English, computer skills and values to public school students during the last three years of high school, as a complement to their high school studies.

During the year 2022, the Sus Buenos Vecinos Foundation started the implementation of the “¡Superate!” Center in Santiago, Veraguas, which will formally open its doors in 2023. Notable achievements were the hiring of staff, the purchase of land and the design of the plans for the construction of the project.



“Mejorando Mi Comunidad” (Community Improvement) Center

The “Mejorando Mi Comunidad” (Community Improvement) Center continues to provide a joint and multisectoral response to the situation of social vulnerability and citizen insecurity affecting the communities of Ciudad Radial and La Concepcion in the town of Juan Diaz. The Sus Buenos Vecinos Foundation leads the execution of this project in conjunction with 4 non-profit organizations of recognized trajectory: Casa Esperanza (House of Hope), the Pro Niñez (Pro Childhood) Panameña Association, Fundacion Calicanto (Calicanto Foundation) and Fundacion Futbol con Corazon (Football with Heart Foundation), also collaborating with multiple actors of the community. In 2022 the need to expand the capacity of the Center arose due to the demand for early stimulation services, thus demonstrating the interest of the population in this transformative intervention.

During 2022, the 4 social interventions of “Mejorando Mi Comunidad” (Community Improvement) reached 499 direct beneficiaries and their families in the target communities:



Early Stimulation Service Stimulation Service executed by the Pro Niñez (Pro Childhood) Panameña Association: 85 children from 0 to 4 years old received early stimulation with their adult caregiver.



Program for Employment Training (CAPTA) implemented by the Calicanto Foundation: 89 adults (65 women and 24 men) were trained in various skills and have access to follow-up and support from the organization.



Community Strengthening Program implemented by Casa Esperanza (House of Hope): 125 children and their families received comprehensive guidance and follow-up on nutrition, health, education and personal development.



Community Empowerment Project implemented by Futbol con Corazon (Football with Heart): 200 children and adolescents and their families were educated in life skills through soccer.



**Mejorando
mi comunidad**



Investment in Social Development in the Republic of Panama

In 2022, with an execution of 95% of the budget, we continued our partnership with 113 nonprofit organizations in 165 programs, mostly focused on education, food and health.

The FSBV works to support the professionalization of the NGOs so that they in turn improve the quality of their programs and projects and their impact on the beneficiary population in the following ways: we actively participate in the Panamanian Chamber of Social Development, we carried out the third version of the FSBV Special Fund and we conducted visits and follow-up meetings with the allied NPOs. This year, we can report that 70% of the NPOs receiving funds from the FSBV comply with the delivery of their corresponding annual reports.

 **165**
Programs

The Sus Buenos Vecinos Foundation Special Fund was created in 2020 to support the social programs and projects of FSBV's beneficiary organizations. The organizations apply their projects in a structured way and with specific guidelines and an independent jury chooses the winners. In this way they also learn the process of applying for national and international social funds and strengthen their processes.

*As of December 31, 2022

**Calculated based on the total number of employees of Banco General, S.A. and Subsidiaries as of December 31, 2022.

Vecinos en Accion (Neighbors in Action): corporate volunteering

For 21 years, our corporate volunteering program, “Vecinos en Accion” (Neighbors in Action), has sought to involve and promote the participation of employees and their families in initiatives in support of our community.

In 2022 we had a total of 3,431 employees enrolled in our volunteer programs, of which 1,646 participated in at least one activity. This represents around 35%** of the workforce. All have had the opportunity to share their talent, skills, time and effort to support the achievement of the Sustainable Development Goals in areas such as education, health and the reduction of inequalities.

In the past year we can highlight the growth of the “Patitas en Accion” (Paws in Action) initiative, with the objective of promoting care and respect for pets through actions that improve their quality of life, promoting adoption, providing foster homes, and giving workshops on the care and responsibility of including pets in the family.



We also highlight the participation of our volunteers with the students of the San Pedro Nolasco School who, on weekends, receive theater classes, reading club, soccer classes, music classes, programming classes and entrepreneurship workshops from our volunteers.

Our volunteers also mentored 21 scholarship students from the Sus Buenos Vecinos Foundation, helping them in the development of their personal life purpose and tutoring the children of employees, further strengthening our educational approach.

In 2022 a new group of “retired volunteers” was also formed; this group is composed of 20 former employees of Banco General, who took their well-deserved retirement and continued their social work as volunteers of Banco General.

We also organized blood donation days, reforestation and beach clean-ups, visits to homes for the elderly, recreational activities with children in foster homes, among many other initiatives.

Promoting Savings: “Futurin Tour”

Since 2010, our subsidiary ProFuturo has been taking the “Futurin Tour” to schools, in which the message on the importance of saving, as well as caring for the planet through recycling, water and energy saving, is transmitted to children in a creative and fun way.

With the opening of on-site classes in 2022, the “Futurin Tour” resumed after a two-year break, reaching 4,815 children between the ages of 4 and 8, through the presentation of the video “Gran Circo Futurin” (Futurin’s Great Circus), which through a magic show teaches ways to save, recycle and take care of the environment.

04 Governance



Corporate governance and ESG indicators

For the Board of Directors of Banco General S.A. and its Subsidiaries, good corporate governance practices are fundamental for the good management of the business. All of the organization's Corporate Governance policies and guidelines are available in our [Corporate Governance Manual](#), a public document published on our website www.bgeneral.com. This document also details the benefits and remuneration policies for Directors, succession plans, among others.

Environmental, social and governance criteria are integrated in different areas of the business, but the execution of the objectives outlined is under the leadership of the Corporate Responsibility Committee, an Executive Committee in which the Chairman of the Board of Directors, the Executive Vice President and General Manager and other members of Senior Management participate. This Committee is responsible for following up on the objectives and ensuring their fulfillment.

The Human Capital and Corporate Governance Committee, as well as the Ethics and Compliance Committee, both committees of the Board of Directors, address issues related to ESG criteria. The Environmental and Social Risk Committee, likewise, ensures that these types of risks are considered in the business.

Banco General actively participates in the Sustainability Committee of the Panama Banking Association, and was a founder of the Panama Sustainable Finance Group, which seeks to ensure that the financial system supports the goal of achieving an inclusive, resilient and sustainable economy that promotes human welfare, social equity and environmental conservation, as well as the objectives of global policy frameworks on sustainable development, such as the United Nations Sustainable Development Goals and the Paris Agreement on Climate Change.



Ethical culture and risk management

The corporate culture of Banco General, S.A. and subsidiaries is based on clearly defined values, which are detailed in our Code of Ethics and Conduct, a living document that must be known and strictly complied with by the directors, executives and employees of the organization. This document is presented and explained to all new employees who join Banco General and we also conduct a mandatory annual training for all employees, reminding them of certain concepts associated with our ethical culture.



In 2022, we drafted and published internally an Anti-Corruption and Anti-Bribery Policy, in which we expanded what was already published in the Code of Ethics and Conduct, with the objective of communicating in more detail what is expected of all directors and employees of Banco General S.A. and subsidiaries regarding the fight against corruption in all its forms. The policy is published for all employees on the Bank's intranet and its launch was communicated on the banks' internal media.

Anonymous ethical line

We understand that an important mechanism to combat any misconduct within the company is to maintain an anonymous and direct reporting channel. We have a telephone line to that matter so that any employee can make a complaint anonymously. This telephone line is managed by an expert third party, who then channels the complaints to the Bank.

Risk Management

Banco General has a comprehensive risk management system based on a set of objectives, policies, procedures, structures and limits of comprehensive risk management; supported by appropriate documentation and records generated in the process; personnel with the necessary skills and experience to fulfill the roles of responsibility; resources necessary to carry out the work; and tools and information technologies in accordance with the sophistication of the corresponding methodologies and activities.

The Risk Vice-Presidency oversees the work of the risk area, which monitors various types of risks and has detailed manuals of procedures, responsibilities and roles. **The Comprehensive Risk Management Manual describes how Banco General identifies, measures, monitors, controls, mitigates and informs** the operating areas of the different types of risk to which they are exposed.

Cybersecurity and data privacy

The digital transformation of banking and the economy in general, brings with it more risks related to information security. Aware of this, Banco General has strengthened its Information Security area, its policies, processes and structure to provide the organization with the required protection.

Information security is the function that facilitates the design, implementation and continuous monitoring of the controls and processes necessary to manage the information and technology risks associated with IT operations and the management of customer information and the organization's operations.

As such, this function is related to the protection of IT resources against loss through misuse, disclosure of confidential information or unauthorized loss or alteration of information. In this context, Information Security collaborates with other risk functions defined in the organization to achieve a comprehensive management of the relevant issues and risks. **In 2022, the area was strengthened with personnel, ongoing training and contingency testing.**

Ensuring the protection of the data handled by the Bank is also a priority for the organization. We have policies and processes to manage data in accordance with the laws, rules and regulations of the countries in which we operate, with strict internal controls, policies, technology and constant training.



Ensuring the protection of the data handled by the Bank is also a priority for the organization."

United Nations Global Compact INDEX

In 2022, Banco General was one of the first companies to adopt the new Global Compact progress communication format in the “early adopter” program. This report complements what is already reported directly to the Global Compact.



PRINCIPLE	SECTION OF THE REPORT OR OTHER DOCUMENTATION
HUMAN RIGHTS	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.	Code of Ethics and Conduct
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	Code of Ethics and Conduct
LABOR PRACTICES	
Principle 3: Businesses should respect freedom of association and the effective recognition of the right to collective bargaining.	Banco General does not have any mechanism that allows the establishment of associations that promote the right to collective bargaining. Therefore, we are committed to implementing initiatives that seek to provide space and opportunities for employees to express their opinions. For this purpose, we have an organizational health survey, email inboxes, a secure line for anonymous complaints and an environment of trust among the different hierarchies.
Principle 4: Businesses should eliminate all forms of forced or compulsory labor.	Code of Ethics and Conduct
Principle 5: Businesses should eliminate discrimination in respect of employment and occupation.	Code of Ethics and Conduct
Principle 6: Businesses should eliminate discrimination in respect of employment and occupation.	Code of Ethics and Conduct Social Section, page 17
ENVIRONMENT	
Principle 7: Businesses should maintain a precautionary approach to environmental challenges.	Code of Ethics and Conduct Environment, page 11-16
Principle 8: Businesses should encourage initiatives that promote greater environmental responsibility.	Code of Ethics and Conduct Environment, page 11-16
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.	Code of Ethics and Conduct Environment, page 11-16
ANTI CORRUPTION	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Code of Ethics and Conduct Environment, page 30

Global Reporting Initiative Content Index GRI STANDARDS

Banco General has prepared the report in accordance with GRI standards for the period from January 1 to December 31, 2022.

GRI 1: Fundamentals 2021		
GRI Standard	Content	Location
2-1	Organizational details.	Who we are, p.6 Banco General by the numbers, p.7 www.bgeneral.com/informacion-corporativa
2-2	Entities included in the preparation of organizational sustainability reports.	About this Report, p.5
2-3	Reporting period, frequency and contact point.	About this Report, p.5
2-4	Restatements of information.	About this Report, p.5
2-5	External Verification.	Page 36
2-6	Activities, value chain and other business relationships.	Who we are, p.6 Banco General by the numbers, p.7 Suppliers, p.24
2-7	Employees.	Our People, p.17-22
GOVERNANCE		
2-9	Governance structure and composition.	Corporate Governance Manual
2-10	Appointment and selection of the highest governance body.	Corporate Governance Manual
2-11	President of the highest governance body.	The Chairman of the Board of Directors does not serve as an executive officer of the organization.
2-12	Functions of the highest governance body in the supervision of impact management.	Governance, p.30
2-13	Delegation of responsibility for impact management.	Governance, p.30
2-14	Functions of the highest governance body in presenting sustainability reports.	Sustainability Reports are prepared by the Corporate Communications and Social Development area and verified by a third party.
2-15	Conflict of interest.	Code of Ethics and Conduct Corporate Governance Manual
2-16	Communication of critical concerns.	Through the Corporate Governance and Human Capital and Risk Committees, critical impact concerns are communicated.

2-17	Collective knowledge of the highest governance body.	They are presented once a year to the Board of Directors.
2-18	Performance evaluation of the highest governance body.	No evaluations are performed.
2-19	Compensation policies.	Corporate Governance Manual
2-20	Process for determining compensation.	Corporate Governance Manual
2-21	Total annual compensation ratio.	Corporate Governance Manual
2-22	Statement on sustainable development strategy.	Message from the Chairman, p.3 and 4
2-23	Commitments and policies.	Code of Ethics and Conduct Corporate Governance Manual
2-24	Incorporation of commitments and policies.	Code of Ethics and Conduct
2-25	Processes to remediate negative impacts.	Code of Ethics and Conduct
2-26	Mechanisms for seeking advice and raising concerns.	Code of Ethics and Conduct
2-27	Compliance with laws and regulations.	Code of Ethics and Conduct
2-28	Membership in associations.	Governance, p.30
2-29	Focus on stakeholder participation.	Listening to our stakeholders.
2-30	Collective bargaining agreements.	Banco General does not have any mechanism that allows the establishment of associations that promote the right to collective bargaining. Our Code of Ethics and Conduct details the values and principles that should govern the relationship between the organization and its employees and vice versa, and encourages employees to raise any concerns through the various channels identified in the Code.
3-1	Process for determining material issues.	Our Approach, p.8 Listening to our stakeholders, p.9
3-2	List of material issues.	ESG Strategy, p.10
3-3	Management of material issues.	ESG Strategy, p.10
ECONOMIC PERFORMANCE (2016)		
3-3	Management of material issues.	Our Approach, p. 810
201-1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Banco General by the numbers, p.7
201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Environment, p.16

201-3	Coverage of the organization's obligations due to social benefit programs.	Banco General complies with the mandatory retirement plans in the countries in which it operates.
201-4	Significant financial assistance received from governments.	No significant government assistance was received.
MARKET PRESENCE (2016)		
3- 3	Management of natural issues.	Code of Ethics and Conduct
202-1	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Our People, p.22
202-2	Proportion of senior management drawn from the local community at significant locations of operation.	On the Board of Directors, only one director is not Panamanian; in senior management, only one Executive Vice President is not Panamanian.
INDIRECT ECONOMIC IMPACTS (2016)		
3- 3	Management of material issues.	Our Approach, p.8-10
203-1	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, pro bono, or in-kind commitments.	Sus Buenos Vecinos Foundation in action, p.29
203-2	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not reported.
SOURCING PRACTICES (2016)		
3- 3	Management of material issues.	Code of Ethics and Conduct
204-1	Spending on local suppliers in significant locations of operation.	Suppliers, p.25
ANTI CORRUPTION (2016)		
3- 3	Management of material issues.	Code of Ethics and Conduct
205-1	Operations assessed for corruption-related risks.	Through the Operational Risk area, we promote the integral analysis of operational risk in all areas, including risks related to corruption.
205-2	Communication and training on anti-corruption policies and procedures.	Governance, p.30
205-3	Confirmed incidents of corruption and actions taken.	If an incident of internal corruption occurs, the Human Capital area decides on the disciplinary action to be taken.
UNFAIR COMPETITIVE BEHAVIOR (2016)		
3- 3	Management of material issues.	Code of Ethics and Conduct
206-1	Total number of legal actions for anti-competitive behavior and monopolistic practices and their outcomes.	There were no actions for antitrust or monopolistic practices.

ENVIRONMENTAL PERFORMANCE		
ENERGY		
3- 3	Management of material issues.	Our Approach, p. 8-10
302-1	Energy consumption within the organization.	Environment, p.12-13
302-4	Reduction of energy consumption.	Environment, p.12-13
302-5	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy consumption as a result of such initiatives.	Environment, p.12-13
WATER AND EFFLUENTS (2018)		
3- 3	Management of material issues.	Our Approach, p. 8-10 Environment, p.12 - 14
303-	Water consumption.	Environment, p. 14
EMISSIONS, DISCHARGES AND WASTE		
3- 3	Management of material issues.	Our Approach, p. 8-10
305-1	Direct greenhouse gas emissions (Scope 1).	Environment, p. 12-13
305-2	Indirect greenhouse gas emissions (Scope 2).	Environment, p. 12-13
305-3	Other greenhouse gas emissions (Scope 3).	Environment, p. 14
305-4	Greenhouse gas emissions intensity.	Not measured
305-5	Greenhouse gas reductions.	Environment, p. 12-13
305-6	Emission of ozone-depleting substances (ODS).	Environment, p. 12-13
ENVIRONMENTAL COMPLIANCE		
3- 3	Management of material issues.	Our Approach, p. 8-10
307-1	Non-compliance with environmental laws and regulations.	There were no noncompliances.
EVALUATION OF SUPPLIERS WITH ENVIRONMENTAL CRITERIA		
3- 3	Management of material issues.	Code of Ethics and Conduct
308-1	New suppliers that were analyzed on environmental issues.	All of Banco General's suppliers sign a CSR agreement that establishes the environmental policies they must follow.
308-2	Significant current and potential negative environmental impacts in the supply chain and actions taken.	We do not assess current or potential negative environmental effects in the supply chain.
SOCIAL: LABOR PRACTICES AND DECENT WORK		
CHILD LABOR (2016)		
3- 3	Management of material issues.	Code of Ethics and Conduct
401-1	Hiring of new employees and staff turnover.	Our People, p. 21
401-2	Benefits for full-time employees that are not provided to part-time or temporary employees.	There are no part-time employees.
401-3	Parental leave.	Banco General complies with the mandatory maternity leave plans in the countries in which it operates.

EDUCATION AND FORMATION (2016)		
3- 3	Management of material issues.	Code of Ethics and Conduct
404-1	Average number of training hours per year per employee.	Our People, p. 19-20
404-2	Programs to develop employees' competencies and programs to assist in the transition of their performance and career development.	Our People, p. 19-21
404-3	Percentage of employees receiving regular performance and career development reviews.	Our People, p. 21
DIVERSITY AND EQUAL OPPORTUNITIES		
3- 3	Management of material issues.	Code of Ethics and Conduct
405-1	Diversity of governing bodies and employees	Our People, p. 21-22
405-2	Ratio between basic salary and remuneration of women and men.	Our People, p. 22
NONDISCRIMINATION (2016)		
3- 3	Management of material issues.	Code of Ethics and Conduct
406-1	Cases of discrimination and corrective actions taken.	No discrimination incidents reported.
CHILD LABOR (2016)		
3- 3		
408-1	Operations and suppliers with significant risk of child labor cases.	There are no operations or suppliers with significant risk of child labor cases.
SOCIAL: HUMAN RIGHTS		
INVESTMENT AND SOURCING PRACTICES		
3- 3	Management of material issues.	Code of Ethics and Conduct
412-1	Percentage and total number of operations that have been subject to human rights reviews or impact assessments.	No human rights impacts assessed.
SOCIAL: SOCIETY		
LOCAL COMMUNITIES		
3- 3	Management of material issues.	Our Approach, p. 8-10

413-1	Percentage of operations with implemented development programs, impact assessments, and local community engagement.	Sus Buenos Vecinos Foundation p. 25-29
413-2	Operations with significant potential or actual significant negative impacts on local communities.	There were no impacts.
414-3	Percentage and total number of operations that have been subject to human rights reviews or impact assessments.	No operations have been reviewed or evaluated against these criteria, other than our Social and Environmental Risk Management System.
EVALUATION OF SUPPLIERS FOR THEIR IMPACT ON SOCIETY		
3- 3	Management of material issues.	Code of Ethics and Conduct
414-1	Percentage of new suppliers that were evaluated with labor criteria.	Our suppliers are not formally evaluated on labor criteria but we send letters of commitment, see Fair Operating Practices.
PUBLIC POLICY		
3- 3	Management of material issues.	Code of Ethics and Conduct
415-1	Total value of financial and in-kind contributions to political parties or related institutions by country.	Banco General did not make financial or in-kind contributions to any political party or related institution in any country where it has operations.
LABELING OF PRODUCTS AND SERVICES		
3- 3	Management of material issues.	Code of Ethics and Conduct
417-1	Types of product and service information required by procedures and regulations, and percentage of products and services subject to such information requirements.	We are 100% compliant with regulations regarding the types of information that are required for products and services.
417-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling by type of outcomes.	There was no noncompliance.
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	There was no noncompliance.
CLIENT PRIVACY (2016)		
3- 3	Management of material issues	Code of Ethics and Conduct
418-1	Substantiated complaints regarding breaches of customer privacy and loss of customer data.	There was no noncompliance.



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Informe de Aseguramiento de Seguridad Limitada sobre los Contenidos de los Estándares del Global Reporting Initiative (“GRI”) (Información no Financiera)

A la Administración de
Banco General, S.A.

Fuimos contratados por la Administración de Banco General, S.A. (en lo sucesivo “Banco General”) para reportar sobre los Contenidos de los Estándares del Global Reporting Initiative (“GRI”) (Información no Financiera) preparados y presentados por la Gerencia de Mercadeo y RSE de Banco General incluidos en el Informe de Responsabilidad Social 2022 de Banco General, S.A. por el periodo comprendido del 01 de enero al 31 de diciembre de 2022 (El Informe), que se detallan en el Anexo A, en la forma de una conclusión independiente de seguridad limitada, respecto a si, con base en nuestro trabajo realizado y la evidencia obtenida, nada llamó nuestra atención que nos lleve a creer que los Contenidos no están preparados en todos los aspectos materiales, de conformidad con los criterios establecidos en los requerimientos de los Estándares del GRI.

Responsabilidades de la Administración

La Administración de Banco General, a través de su Gerencia de Mercadeo y RSE, es responsable de la preparación y presentación libre de errores del Informe de Responsabilidad Social 2022 y de la información allí contenida. La administración también es responsable que la información cumpla con los requisitos de los contenidos de los estándares GRI. La Administración de Banco General es responsable del diseño, implementación y mantenimiento del control interno relevante para la preparación y presentación de la información sujeta a nuestra revisión, que está libre de errores materiales, ya sea por fraude o error. Así mismo la Administración de Banco General, a través de su Gerencia de Mercadeo y RSE, también es responsable de prevenir y detectar el fraude, así como de identificar y asegurar que Banco General cumple con las leyes y regulaciones aplicables a sus actividades.

La Administración de Banco General, a través de su Gerencia de Mercadeo y RSE, también es responsable de asegurar que el personal involucrado en la preparación de los Indicadores se encuentra adecuadamente capacitado, los sistemas de información están debidamente actualizados y que cualquier cambio en la presentación de datos y/o en la forma de reportar, incluya todas las unidades de reporte significativas.

Nuestras responsabilidades

Nuestra responsabilidad es revisar la información concerniente a los Contenidos incluidos en El Informe y reportar sobre ello en la forma de una conclusión independiente de seguridad limitada con base en la evidencia obtenida. Realizamos nuestro trabajo con base en la Norma Internacional sobre Trabajos de Aseguramiento (ISAE) 3000, “Trabajos de Aseguramiento Distintos a Auditorías o Revisiones de Información Financiera Histórica”, emitida por el Consejo de Normas Internacionales de Auditoría y Aseguramiento (International Auditing and Assurance

Standards Board), dicha norma requiere que planeemos y realicemos nuestros procedimientos para obtener un nivel de seguridad o fiabilidad limitada respecto a si, con base en nuestro trabajo y la evidencia obtenida, nada llamó nuestra atención que nos lleve a creer que los Contenidos incluidos en El Informe por el periodo comprendido del 01 de enero al 31 de diciembre de 2022, no están preparados en todos los aspectos materiales, de conformidad con los criterios establecidos en los requerimientos de los estándares del GRI, que se adjuntan como Anexo A en este informe.

KPMG en Panamá (la Firma) aplica la Norma Internacional sobre Control de Calidad 1 y, por consiguiente, mantiene un sistema integral de control de calidad, incluyendo políticas y procedimientos documentados sobre el cumplimiento de requisitos éticos, normas profesionales y requerimientos legales y regulatorios aplicables. Hemos cumplido con los requerimientos de independencia y demás requisitos éticos del Código de Ética para Contadores Profesionales emitido por el Consejo de Normas Internacionales de Ética para Contadores, que se basa en los principios fundamentales de integridad, objetividad, competencia profesional y debido cuidado, confidencialidad y comportamiento profesional.

Los procedimientos seleccionados dependen de nuestro entendimiento y experiencia en los Contenidos incluidos en El Informe y otras circunstancias del trabajo, y nuestra consideración de las áreas en las que es probable que surjan errores materiales.

Al obtener un entendimiento de los Contenidos incluidos en El Informe, y otras circunstancias del trabajo, hemos considerado el proceso utilizado para preparar los Contenidos, con la finalidad de diseñar procedimientos de aseguramiento que sean adecuados en las circunstancias, mas no con la finalidad de expresar una conclusión en cuanto a la efectividad del control interno de Banco General sobre la preparación de los Contenidos incluidos en El Informe.

Nuestro trabajo también incluye la evaluación de lo apropiado de la preparación del Informe, la idoneidad de los criterios utilizados por Banco General en la preparación de los Contenidos, evaluando lo apropiado de los métodos, políticas y procedimientos, y modelos utilizados.

Los procedimientos aplicados en un trabajo de seguridad limitada difieren en naturaleza, oportunidad y alcance que en un trabajo de seguridad razonable. Por consiguiente, el nivel de aseguramiento que se obtiene en un trabajo de seguridad limitada es significativamente menor que el aseguramiento que se habría obtenido en caso de efectuar un trabajo de seguridad razonable.

Limitaciones inherentes

Debido a las limitaciones inherentes a cualquier estructura de control interno es posible que pudieran ocurrir errores o irregularidades en la información presentada en el Informe y no ser detectados. Nuestra revisión no está diseñada para detectar todas las debilidades en los controles internos sobre la preparación y presentación del Informe, ya que nuestra revisión no



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se ha llevado a cabo de manera continua durante todo el período y los procedimientos fueron realizados con base en una muestra.

Criterios

Los criterios sobre los cuales se ha evaluado la preparación de los Contenidos de conformidad con los requerimientos de los Estándares del GRI se detallan en el Anexo A.

Conclusión

Nuestra conclusión ha sido formada con base a y está sujeta a lo que se detalla en este informe.

Consideramos que la evidencia que hemos obtenido proporciona una base suficiente y adecuada para nuestra conclusión.

Basados en nuestra revisión y la evidencia obtenida, no tuvimos conocimiento de situación alguna que nos haga pensar que los Contenidos mencionados en el segundo párrafo de este informe, preparados por la Gerencia de Mercadeo y RSE, e incluidos El Informe de Banco General por el periodo comprendido del 01 de enero al 31 de diciembre de 2022, no están preparados en todos los aspectos materiales, de conformidad con los criterios de los requerimientos de los Estándares del GRI, que se adjuntan detallan en el Anexo A.

Restricción de uso de nuestro informe

Nuestro informe no debe ser considerado como adecuado para usarse ni considerarse por cualquiera de las partes que deseen adquirir derechos frente a nosotros distintos de la Gerencia de Mercadeo y RSE y la Junta Directiva de Banco General para ningún propósito o bajo cualquier otro contexto. Cualquier parte distinta de la Gerencia de Mercadeo y RSE y la Junta Directiva de Banco General que obtenga acceso a nuestro informe o una copia de este y elija basarse en nuestro informe (o en cualquier parte de él) lo hará bajo su propio riesgo. En la medida en que lo permita la ley, no aceptamos ni asumimos ninguna responsabilidad y negamos cualquier responsabilidad de nuestro trabajo a cualquier parte que no sea Banco General por este informe independiente de seguridad limitada o por las conclusiones a las que hemos llegado.

Nuestro informe es emitido para Banco General sobre el entendimiento que este informe no debe ser copiado, ni hacer referencia a él o divulgado en su totalidad o en partes sin nuestro previo consentimiento por escrito.



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Otros requerimientos legales de información

En cumplimiento con la Ley 280 del 30 de diciembre de 2021, que regula la profesión del contador público autorizado en la República de Panamá, declaramos lo siguiente:

- Que la dirección, ejecución y supervisión de este trabajo de aseguramiento se ha realizado físicamente en territorio panameño.
- El socio que ha elaborado este informe de aseguramiento independiente es Jorge Castrellón.

KPMG

Panamá, República de Panamá
21 de abril de 2023


Jorge Castrellón
Socio de Auditoría
C.P.A. 5505



Anexo A

Descripción de los Indicadores objeto del trabajo de aseguramiento de seguridad limitada:

Índice de Contenido del Global Reporting Initiative GRI STANDARDS	
Banco General ha elaborado el informe conforme a los estándares GRI para el periodo comprendido entre el 1 de enero y el 31 de diciembre de 2022.	
Estándar GRI	Contenido
GRI 1: Fundamentos 2021	
2-1	Detalles organizacionales
2-2	Entidades incluidas en la elaboración de informes de sostenibilidad de la organización
2-3	Periodo objeto del informe, frecuencia y punto de contacto
2-4	Reexpresiones de información
2-5	Verificación externa
2-6	Actividades, cadena de valor y otras relaciones comerciales
2-7	Colaboradores
GOBERNANZA	
2-9	Estructura de gobierno y composición
2-10	Designación y selección del máximo órgano de gobierno
2-11	Presidente del máximo órgano de gobierno
2-12	Función del máximo órgano de gobierno en la supervisión de la gestión de los impactos
2-13	Delegación de la responsabilidad de gestión de los impactos
2-14	Función del máximo órgano de gobierno en la presentación de informes de sostenibilidad
2-15	Conflictos de interés
2-16	Comunicación de inquietudes críticas
2-17	Conocimientos colectivos del máximo órgano de gobierno
2-18	Evaluación del desempeño del máximo órgano de gobierno
2-19	Políticas de remuneración
2-20	Proceso para determinar la remuneración
2-21	Ratio de compensación total anual
2-22	Declaración sobre la estrategia de desarrollo sostenible
2-23	Compromisos y políticas
2-24	Incorporación de los compromisos y políticas
2-25	Procesos para remediar los impactos negativos
2-26	Mecanismos para solicitar asesoramiento y plantear inquietudes
2-27	Cumplimiento de la legislación y las normativas
2-28	Afiliación a asociaciones
2-29	Enfoque para la participación de los grupos de interés
2-30	Convenios de negociación colectiva
3-1	Proceso de determinación de los temas materiales
3-2	Lista de temas materiales
3-3	Gestión de los temas materiales
DESEMPEÑO ECONÓMICO (2016)	
3-3	Gestión de los temas materiales
201-1	Valor económico directo generado y distribuido, incluyendo ingresos, costes de operación, retribución a empleados, donaciones y otras inversiones en la comunidad, beneficios no distribuidos y pagos a proveedores de capital y a gobiernos.
201-2	Consecuencias financieras y otros riesgos y oportunidades para las actividades de la organización debido al cambio climático.



Anexo A, Cont.

DESEMPEÑO AMBIENTAL	
ENERGÍA	
3-3	Gestión de los temas materiales
302-1	Consumo de energía dentro de la organización.
302-4	Reducción del consumo energético.
302-5	Iniciativas para proporcionar productos y servicios eficientes en el consumo de energía o basados en energías renovables, y las reducciones en el consumo de energía como resultado de dichas iniciativas.
AGUAS Y EFLUENTES (2016)	
3-3	Gestión de los temas materiales
303-	Consumo de agua
EMISIONES, VERTIDOS Y RESIDUOS	
3-3	Gestión de los temas materiales
305-1	Emisiones directas de gases de efecto invernadero (Scope 1)
305-2	Emisiones indirectas de gases de efecto invernadero (Scope 2)
305-3	Otras emisiones de gases de efecto invernadero (Scope 3)
305-4	Intensidad de las emisiones de gases de efecto invernadero
305-5	Reducción de gases de efecto invernadero
305-6	Emisión de sustancias ozono-depletting (ODS)
CUMPLIMIENTO AMBIENTAL	
3-3	Gestión de los temas materiales
307-1	Incumplimiento de leyes y regulaciones ambientales
EVALUACIÓN DE PROVEEDORES CON CRITERIOS AMBIENTALES	
3-3	Gestión de los temas materiales
308-1	Nuevos proveedores que fueron analizados en temas ambientales
308-2	Efectos ambientales negativos actuales y potenciales significativos en la cadena de suministro y acciones tomadas
SOCIAL: PRÁCTICAS LABORALES Y TRABAJO DIGNO	
TRABAJO INFANTIL (2016)	
3-3	Gestión de los temas materiales
401-1	Contratación de nuevos empleados y rotación de personal
401-2	Prestaciones para los empleados a tiempo completo que no se dan a los empleados a tiempo parcial o temporales.
201-3	Cobertura de las obligaciones de la organización debidas a programas de beneficios sociales.
201-4	Ayudas financieras significativas recibidas de gobiernos.
PRESENCIA EN MERCADO (2016)	
3-3	Gestión de los temas materiales
202-1	Rango de las relaciones entre el salario inicial estándar desglosado por sexo y el salario mínimo local en lugares donde se desarrollen operaciones significativas.
202-2	Proporción de altos directivos procedentes de la comunidad local en lugares donde se desarrollen operaciones significativas.
IMPACTOS ECONÓMICOS INDIRECTOS (2016)	
3-3	Gestión de los temas materiales
203-1	Desarrollo e impacto de las inversiones en infraestructuras y los servicios prestados principalmente para el beneficio público mediante compromisos comerciales, pro bono, o en especie.
203-2	Entendimiento y descripción de los impactos económicos indirectos significativos, incluyendo el alcance de dichos impactos.
PRÁCTICAS DE ABASTECIMIENTO (2016)	
3-3	Gestión de los temas materiales
204-1	Gasto en proveedores locales en lugares donde se desarrollen operaciones significativas
ANTICORRUPCIÓN (2016)	
3-3	Gestión de los temas materiales
205-1	Operaciones evaluadas en función de los riesgos relacionados a la corrupción
205-2	Comunicación y formación sobre políticas y procedimientos anticorrupción
205-3	Incidentes de corrupción confirmados y medidas tomadas
COMPORTAMIENTO DE COMPETENCIA DESLEAL (2016)	
3-3	Gestión de los temas materiales
206-1	Número total de acciones por causas relacionadas con prácticas monopolísticas y contra la libre competencia, y sus resultados.



Anexo A, Cont.

401-3	Permiso parental.	413-1	Porcentaje de operaciones donde se han implantado programas de desarrollo, evaluaciones de impactos y participación de la comunidad local.
FORMACIÓN Y EDUCACIÓN (2016)		413-2	Operaciones con impactos negativos significativos posibles o reales en las comunidades locales.
3-3	Gestión de los temas materiales	414-3	Porcentaje y número total de operaciones que han sido objeto de revisiones o evaluaciones de impactos en materia de derechos humanos.
404-1	Promedio de horas de formación al año por empleado	EVALUACIÓN DE PROVEEDORES POR SUS IMPACTOS EN LA SOCIEDAD	
404-2	Programas para desarrollar las competencias de los empleados y programas de ayuda a la transición de su desempeño y del desarrollo de su carrera.	3-3	Gestión de los temas materiales
404-3	Porcentaje de empleados que reciben evaluaciones periódicas de su desempeño y del desarrollo de su carrera.	414-1	Porcentaje de nuevos proveedores que fueron evaluados con criterios laborales
DIVERSIDAD E IGUALDAD DE OPORTUNIDADES		POLÍTICA PÚBLICA	
3-3	Gestión de los temas materiales	3-3	Gestión de los temas materiales
405-1	Diversidad de órganos de gobierno y empleados	415-1	Valor total de las aportaciones financieras y en especie a partidos políticos o a instituciones relacionadas, por países.
405-2	Ratio entre el salario básico y la remuneración de mujeres y de hombres	ETIQUETADO DE PRODUCTOS Y SERVICIOS	
NO DISCRIMINACIÓN (2016)		3-3	Gestión de los temas materiales
3-3	Gestión de los temas materiales	417-1	Tipos de información sobre los productos y servicios que son requeridos por los procedimientos en vigor y la normativa, y porcentaje de productos y servicios sujetos a tales requerimientos informativos.
406-1	Casos de discriminación y acciones correctivas emprendidas	417-2	Número total de incumplimientos de la regulación y de los códigos voluntarios relativos a la información y al etiquetado de los productos y servicios, distribuidos en función del tipo de resultado de dichos incidentes.
TRABAJO INFANTIL (2016)		417-3	Número total de incidentes por incumplimiento de las regulaciones relativas a las comunicaciones de marketing, incluyendo la publicidad, la promoción y el patrocinio, distribuidos en función del tipo de resultado de dichos incidentes.
3-3		PRIVACIDAD DEL CLIENTE (2016)	
SOCIAL: DERECHOS HUMANOS		3-3	Gestión de los temas materiales
PRÁCTICAS DE INVERSIÓN Y ABASTECIMIENTO		418-1	Reclamaciones fundamentadas relativas a violaciones de la privacidad del cliente y pérdida de datos del cliente.
3-3	Gestión de los temas materiales		
412-1	Porcentaje y número total de operaciones que han sido objeto de revisiones o evaluaciones de impactos en materia de derechos humanos.		
SOCIAL: SOCIEDAD			
COMUNIDADES LOCALES			
3-3	Gestión de los temas materiales		



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