

Responsible Banking Report 2025

ESG Criteria



Banco General

Responsible Banking Report (ESG Criteria) 2025

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Message from the President



Juan Raúl Humbert
President
Banco General, S.A.

In 2025, Banco General strengthened its position as market leader, achieving extraordinary financial results marked by ample liquidity, growing efficiency levels, and very strong capitalization indicators. Beyond these results, the year held special meaning for all of us who are part of this organization: we celebrated 70 years of history, seven decades built on the trust of millions of Panamanians and a clear purpose: to be a responsible financial partner for our clients, our communities, and our country. This anniversary invited us not only to look back with gratitude, but also to renew our commitment to a more sustainable, more humane, and more inclusive future.

During the year, we concluded our 2023-2025 ESG Strategic Plan, an effort that strengthened our vision and allowed us to move forward with greater clarity on the current environmental, social, and governance issues that profoundly shape the role of banking in sustainable development. It was not a path without challenges, but one of great lessons and achievements. Through this, we reaffirmed our commitment to the United Nations Global Compact Principles, the Principles for Responsible Banking, and the Sustainable Development Goals.

On the environmental front, we made progress in reducing our carbon footprint and increasing operational efficiency. We expanded the installation of solar panels across our branches and strengthened the measurement of our footprint, particularly for Scope 3 emissions.

Likewise, we actively promoted financing for renewable energy, supporting both corporate and residential clients in the adoption of more sustainable solutions.

Along these lines, we actively participated in the pilot program for the implementation of Panama's Sustainable Finance Taxonomy, contributing technical capabilities and validation of criteria for its adoption in the country's financial system. We also launched awareness-raising initiatives with commercial and business clients, strengthening their understanding of standards, risks, and opportunities related to climate change.

In the social sphere, financial inclusion remained one of our most important strategic commitments. During 2025, we significantly expanded access to the formal financial system through accessible and secure digital solutions. We granted more than 39,300 first-time loans to individuals with no prior credit history, 60% of which were extended to clients earning less than \$1,000 per month. We also opened more than 194,600 first digital savings accounts, with 91% belonging to lower-income individuals. These advances were complemented by the growth of our digital platform, which reached 1.77 million subscribed clients and recorded a 94% active usage rate across Online Banking and the mobile app.

Yappy solidified its leadership as the country's leading payment platform, reaching 1.7 million affiliated clients and merchants. The incorporation of new banks further expanded its reach, enabling more Panamanians to access agile, secure, and accessible payment methods.

We also continued to promote our financial education program, surpassing the goal of training more than 10,000 people over three years, and impacting thousands of students, young adults, and adults with tools to make better financial decisions.

President's Message

"Reaching 70 years with the strength, reputation, and trust that characterize Banco General today is not an end point, but a starting point."

Our Sus Buenos Vecinos Foundation once again served as a cornerstone in supporting vulnerable communities, allocating more than \$11 million to initiatives impacting key areas such as education, health, and food security. As part of the celebration of our 70th anniversary, we made an extraordinary donation of \$1 million to 25 organizations, selected with the support of more than 187,000 clients who participated in the "Tu Voto Cuenta" initiative, reaffirming that solidarity is a value we share as a society. Another important milestone that marked the year: the first graduating class from the Centro ¡Supérate! Fundación Sus Buenos Vecinos, located in Santiago de Veraguas, completed their studies, providing a robust complementary education to 50 students from public schools.

Our team of more than 5,100 employees continued to be at the heart of everything we do. This year, we strengthened physical and emotional well-being programs, expanded our training and professional development offerings, and continued to advance mental health initiatives that grow in relevance each year. In addition, we made progress in diversity, equity, and inclusion practices, reflecting our commitment to a healthy, respectful, and safe work environment.

In terms of governance, we continued to consolidate structures and practices that ensure transparency, ethics, and accountability at all levels of the organization. This year, we reinforced our regulatory framework through key updates, including revisions to the Code of Ethics and Conduct and the Anti-Corruption and Anti-Bribery Policy, to ensure the highest standards of integrity. These advances, together with continuous oversight of ESG criteria at the highest levels, strengthen our ability to manage risks and ensure responsible, long-term-oriented decision-making.

Looking back, 2025 left us with valuable lessons; above all, it reaffirmed that we are building on solid foundations. Reaching 70 years with the strength, reputation, and trust that characterize Banco General today is not an end point, but a starting point.

I extend my deepest gratitude to our 5,100 employees for their unwavering commitment to our corporate culture and the values that guide us, as well as to our clients, suppliers, partners, and the community for accompanying us along this journey. We will continue to work with dedication and conviction, honoring our legacy and building opportunities for Panama and future generations.

Juan Raúl Humbert
President
Banco General, S.A.

About This Report

About this Report

This Report contains information on Banco General and all of its subsidiaries, the achievements reached in 2025, and the goals set for the coming years.

The content and structure of this Report are based on environmental, social, and governance criteria identified as material and significant by our organization, as well as on the Sustainable Development Goals. In addition, this Report uses as reference the universal standards of the Global Reporting Initiative and the Principles for Responsible Banking.

External verification

The information included in this Responsible Banking Report, covering the period from January 1 to December 31, 2025, has been verified by KPMG, in its role as an independent assurance service provider, with the scope set out in its Verification Report, which is included at the end of this Report. KPMG was selected as the verifying agent with the approval of the Corporate Responsibility Committee.

Report scope

This Report covers programs and progress from January 1 to December 31, 2025 and is published annually, covering the same period as the Financial Statements; the most recently published report corresponds to the year 2024.

When reference is made to Banco General in this Report, it should be understood to include all of its subsidiaries and regional operations. When data are not available for regional offices or are not provided for a subsidiary, this is indicated in the information presented. Given that the bank's operations are primarily focused in Panama, the 2025 ESG Report mainly reflects initiatives and progress related to environmental, social, and governance criteria at its Panama offices, while presenting the most relevant data from the other countries in which the bank operates.

It should be noted that on December 31, 2024, the subsidiary BG Valores, S.A. absorbed by merger the subsidiary BG Investment Co., Inc.; as a result, all assets, liabilities, and equity accounts of the latter were incorporated into the the financial position statement of the subsidiary BG Valores, S.A. as of that date.

Information updates

In this report, there are no updates to information presented in prior reporting periods.

Other considerations

In this Report and in the GRI indicators table, Panama is considered the local community. It should be noted that this Report includes certain information about our suppliers, limited to matters relevant to our stakeholders; additional information may exist that has not necessarily been 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.

For questions or suggestions, please contact the Sustainability Department (aalfaro@bgeneral.com).

About us

In 2025, Banco General commemorates 70 years of history, consolidating its position as one of the country's leading financial institutions. Since its founding in 1955 as the first privately owned Panamanian bank, we have evolved to offer comprehensive solutions encompassing retail, corporate, wealth management, and investment banking, as well as insurance, reinsurance, pension and severance funds, and broker-dealer services, among others. Banco General, S.A. operates under a General License granted by the Superintendency of Banks of Panama, which allows it to conduct business both domestically and internationally. It is a wholly owned subsidiary of Grupo Financiero BG, S.A., its sole shareholder and holding company, which is listed on the Latin American Stock Exchange (Latinex).

Our operations are primarily concentrated in Panama, where we serve more than two million clients across all segments: individuals with formal and informal employment, entrepreneurs, merchants, and local and international companies. Internationally, we operate a universal bank in Costa Rica and maintain representative offices in Guatemala, El Salvador, Colombia, and Peru, strengthening our connection with the region.

In 1997, we became the first Panamanian bank to obtain an international Investment Grade rating from Fitch Ratings and Standard & Poor's, a rating we have maintained uninterruptedly to date, reaffirming our stability and the market's confidence in our management.

Commitment to sustainability

We reaffirm our adherence to the United Nations Global Compact, as the first Panamanian company to sign in 2001, committed to promoting and strengthening the ten principles to which we subscribe.

Likewise, since 2019, we have aligned ourselves with the Principles for Responsible Banking, advancing the integration of Environmental, Social, and Governance (ESG) criteria into our daily operations. Through this effort, we reflect our ongoing commitment to promoting the Sustainable Development Goals (SDGs).



Banco General at a glance

Total assets:

\$20,879,794,387

Equity:

\$3,495,470,247

Net Income:

\$829,342,681

Clients (individuals and businesses):

+2 million

Clients subscribed to digital channels*:

+1.77 million

*Online Banking and the mobile app

Clients and merchants affiliated
with Yappy:

+1.74 million

5,129 employees

622 ATMs

75 branches

Banco General, S.A. and Subsidiaries

Overseas Capital Markets, Inc. and Subsidiaries
International banking and reinsurance

General de Seguros, S.A.
Insurance and reinsurance

BG Valores, S.A.
Securities brokerage

BG Trust Inc.
Trust management in Panama

ProFuturo, Administradora de Fondos de Pensiones y Cesantías, S.A.
Management of pension and severance funds

Yappy, S.A.
Payment processor for person-to-person and merchant transactions

Banco General (Costa Rica), S.A.
Universal bank

Vale General, S.A.
Administration and commercialization of food vouchers in Panama

Sus Buenos Vecinos Foundation
Implementing arm of the bank's social investment

Awards and recognitions 2025

LATIN FINANCE

Bank of the Year Panama 2025

EUROMONEY

Best Bank 2025

THE BANKER

Bank of the Year - Panama 2025

MERCO EMPRESAS

#1 Company with the best reputation in Panama

#1 Most responsible company in Panama

#1 Best company for attracting and retaining talent in Panama



Ratings

Standard & Poor's

Investment grade (BBB-/A-2)
Stable outlook
1997-present
Date of last report:
April 21, 2025

Moody's

Investment Grade (Baa3/P-3)
Negative outlook
2017-present
Date of last report:
June 27, 2025

Fitch Ratings

Investment Grade (BBB-/F3)
Stable outlook
1997-present
Date of last report:
June 11, 2025

Economic performance

Economic performance	2024	2025
Direct economic value generated	\$1,651,815,565	\$1,747,004,333
Revenue minus provisions plus net commissions	\$1,651,815,565	\$1,747,004,333
Economic value distributed	\$1,435,042,150	\$1,544,314,387
Operating costs	\$148,159,117	\$156,137,679
Salaries and employee benefits	\$202,828,221	\$216,618,978
Payments to providers of capital	\$963,942,801	\$1,058,297,282
Payments to governments (by country)		
Panama	\$108,252,923	\$99,761,942
Costa Rica	\$1,055,637	\$915,906
Community investment	\$10,803,451	\$12,582,600
Economic value retained	\$216,773,415	\$202,689,946
Dividends paid	\$576,300,000	\$632,000,000
Deferred taxes	\$8,536,197	\$5,347,265
Net income	\$784,537,218	\$829,342,681

For more information, please refer to Banco General, S.A.'s Consolidated Financial Statements at www.bgeneral.com/financialstatements.

Our ESG approach

Within the context of our 70 years of history, we reaffirm that sustainability is an essential component of our organizational culture. Since our inception, we have acted with integrity and responsibility toward our stakeholders, progressively integrating Environmental, Social, and Governance (ESG) criteria into each of our decisions and processes. This approach is continuously supported by our Senior Management, which actively drives and supports the evolution of our ESG strategy in line with the Sustainable Development Goals, the Principles for Responsible Banking, and the commitments assumed under the United Nations Global Compact.

Definition of priorities: Double materiality assessment

Double materiality is a tool that identifies the ESG topics most relevant to the bank, considering both the impact we generate on our environment and the risks and opportunities these topics represent for our operations. This approach strengthens our strategy by guiding priorities and decision-making with a more comprehensive perspective, aligned with current contextual expectations.

In 2024, we conducted a [Double Materiality Assessment](#), which included a review of trends, an analysis of international standards, and engagement with stakeholders. The process confirmed the importance of areas such as financial inclusion, education, operational eco-efficiency, and climate risk management, while also highlighting the key role of governance, ethics, and information security.

These results allow us to move forward with greater clarity and focus, strengthening our ability to respond to ESG challenges, and to continue building sustainable, responsible management aligned with the most pressing needs.



2023-2025 Strategic Plan

In 2025, we concluded the 2023-2025 Responsible Banking Strategic Plan, which guided our efforts around three main priorities: advancing our climate management, deepening financial inclusion, and strengthening our social investment in education. On the environmental front, we closed the period by implementing actions aligned with our emissions reduction targets, technological transition, and preparation for the path toward carbon neutrality. In terms of financial inclusion, we expanded access opportunities to products and services for more people by promoting digital solutions that foster participation in the financial system. Lastly, in education, we reaffirmed our commitment to the country's development through sustained support for training programs and projects that generate long-term impact.

With the completion of this strategic cycle, we have continued working on defining initiatives that will allow us to project our management strategy into the coming years, integrating the lessons learned and capitalizing on the progress achieved. This forward-looking approach, aligned with double materiality, reinforces our determination to continue strengthening our ESG agenda, maintaining it as a cross-cutting pillar that guides both our internal management and our contribution to Panama's sustainable development.



Strategic Pillar	Goal	2025 Status	Our Actions
Climate Change 	Reduce the carbon footprint of our operations by 33% (base year 2021)	Partially Achieved	<ul style="list-style-type: none"> 30 locations equipped with solar panels 95% of lighting systems and air conditioning units are energy efficient 100% of the sedan fleet is electric and in operation, reducing emissions by 85%
	Achieve carbon neutrality in operations by 2025	Partially Achieved	<ul style="list-style-type: none"> Significant advances in preparation to offset (in 2026) the footprint corresponding to 2025 Reforestation through partnerships with ANCON and Pro Eco Azuero
	Finance US\$105M in solar energy (corporate portfolio) by 2025	Not Achieved	<ul style="list-style-type: none"> Solar market analysis to assess needs and define realistic targets
Financial Inclusion 	Include more people in the financial system through innovative and accessible products and services for all	Achieved	<ul style="list-style-type: none"> Opening of more than 194,600 first digital savings accounts More than 39,300 first-time loans granted to individuals with no credit history Launch of 100% digital pre-approved loans via commercial mobile banking for SME clients More than 1.7 million clients and merchants affiliated with Yappy
	Grow and strengthen the financial education program, impacting 10,000 people by 2025	Achieved	<ul style="list-style-type: none"> 3,476 people received financial education workshops Expansion of the financial education program to elementary school students
Investment in Education 	Invest US\$10 million in educational programs in Panama by 2025	Achieved	<ul style="list-style-type: none"> Community investment exceeding \$11.3 million Extraordinary investment of more than \$1 million through the "Tu Voto Cuenta" social initiative Graduation ceremony for the first graduating class of the Centro ¡Supérate! Fundación Sus Buenos Vecinos

Path toward the Sustainable Development Goals:

SDGs

Our actions

1	No Poverty	We offer a range of accessible financial products, including savings accounts, insurance, and payment solutions such as Yappy, which promote inclusion and help strengthen our clients' personal finances. Likewise, through the Sus Buenos Vecinos Foundation, we promote social programs focused on addressing different dimensions of poverty and contributing to community well-being.
4	Quality Education	Two thirds of the annual budget of the Sus Buenos Vecinos Foundation is allocated to educational initiatives aimed at improving the quality of learning and creating opportunities for thousands of students. In addition, through our financial education program, we continue to strengthen our commitment to support banking clients in the development of their financial capabilities.
7	Affordable and Clean Energy	We promote the transition toward cleaner energy sources by offering loans with special rates for solar panels and electric vehicles. In addition, within our facilities we have advanced the integration of renewable energy, increasing its share in our operations over recent years.
8	Decent Work and Economic Growth	The banking sector contributes to the dynamism of the national economy through financing that enables progress across various productive sectors. We also support small and medium-sized enterprises by facilitating financial services that foster their development. In addition, we generate quality employment for more than 5,100 employees who are part of our organization.
11	Sustainable Cities and Communities	We support the development and construction of affordable and social-interest housing projects, and provide families with mortgage loans that allow them to access this type of housing.
12	Responsible Consumption and Production	We work continuously to make more efficient use of natural resources, incorporating actions such as water reuse, reduced paper consumption, energy-conscious practices, and recycling programs. We also encourage our clients to adopt these same practices.
13	Climate Action	We align our efforts with Panama's climate goals under the Paris Agreement, promoting both the reduction of our own carbon footprint and the financing of clean technologies, including solar panels and electric vehicles with special rates. In addition, we incorporate climate risk considerations into the analyses carried out when granting credit to companies.
17	Partnerships for the Goals	The Sus Buenos Vecinos Foundation maintains active partnerships with 134 non-profit organizations, working jointly to promote initiatives that benefit communities throughout the country.

Who are our stakeholders and how do we listen to them?

Stakeholder group	Communication method	Frequency	Description
Shareholders	General Shareholders' Meeting	Annual	On April 29, 2025, the General Shareholders' Meeting of Grupo Financiero BG was held.
	Shareholder Services Office	Ongoing	Banco General has a person dedicated exclusively to managing shareholder relations and addressing their concerns. The office is located in Torre Banco General.
	Communication from the President	Quarterly	Shareholders receive a quarterly communication from the President in which he makes himself available to receive any inquiries.
Employees	Coffee meetings with the President	Periodic	In-person sessions with the President of Banco General, with voluntary participation on a first-come, first-served basis.
	Secure hotline	Ongoing	Phone line available to all employees where violations of the Code of Ethics and Conduct can be reported anonymously.
Clients	Suggestion boxes at branches and websites	Ongoing	Suggestions deposited in physical boxes or submitted through the website are received and evaluated by the Customer Service area.
	Social media	Ongoing	Inquiries and complaints received through social media are channeled through the Customer Service department (call center).
	Client surveys and interviews	Ongoing	Through digital surveys and personalized interviews, we integrate the customer's voice into decision-making for product development and continuous improvement.
	Customer service call center	Ongoing	Call center available during extended hours.
	Client service via chat and WhatsApp	Ongoing	Clients can chat with Customer Service executives through www.bgeneral.com .
Suppliers	Procurement management	Ongoing	The procurement department is available to receive calls and complaints from suppliers.
Community	Visits to non-profit organizations	Ongoing	In 2025, we visited 40% of the non-profit organizations (NPOs) that we support through the Sus Buenos Vecinos Foundation.
	Personal appointments	Ongoing	The Sus Buenos Vecinos Foundation team receives various NPOs at their offices weekly to address requests and concerns.
Regulatory Entities	In-person/regulatory engagement	Ongoing	As stated in our Code of Ethics, we maintain open communication with regulatory entities through appropriate channels. Many of these entities visit the bank and are received by different departments.

Environment

Facing Climate Change

At Banco General, we consider environmental responsibility an essential part of our corporate strategy. Accordingly, we have defined climate change as one of the strategic pillars of our sustainability management. This phenomenon, considered one of the greatest challenges of the 21st century, calls for concrete and sustained action. Each year, its impact becomes increasingly evident, and we are firmly convinced that addressing it is a shared responsibility.

Panama, as a signatory country to the Paris Agreements since 1996, maintains its commitment to advancing toward global mitigation objectives. At Banco General, we join this effort by actively contributing to the transition toward a decarbonized future.

The year 2025 marked the conclusion of our 2023-2025 ESG Strategic Plan, a period that allowed us to learn, reflect, and more clearly define our future direction. Over these three years, we worked with determination to achieve the objectives set forth:

- Reduce the carbon footprint of our operations by 33% (base year 2021).
- Achieve carbon neutrality in our operations.
- Finance \$105 million in solar energy projects within the corporate portfolio.

Below, we present the progress made, results achieved, and challenges faced in this area of management.



Carbon footprint: Scope 1 and 2

As part of our reduction target, we implemented various actions to improve the bank's operational eco-efficiency; however, by the end of the period, we did not achieve the 33% reduction expected when compared to the 2021 base year. The bank's official carbon footprint for 2024 was 2,650.16 tCO₂e. For the calculation of Scope 2 emissions (purchased energy), we used the emission factor published by the National Energy Secretariat of Panama. This information was verified by an independent third party and registered under the Ministry of Environment's Reduce Your Footprint - Corporate program, using the platform provided by the program for this purpose. In the specific case of the Reduction Seal, the reduction validated by the external verifier corresponds to 5.89 tons of CO₂e associated with the Los Pueblos Branch.

We identified two main factors to explain these results:

1. Changes in the emission factor, which increased significantly compared to the base year, affecting the final calculation, particularly in 2023, when we faced a drought caused by the El Niño phenomenon.
2. Exceptional conditions in 2021, a year marked by the pandemic, with in-person activity levels well below normal, resulting in a baseline that was not fully representative.

These lessons have led us to reassess the methodology selected for future targets, prioritizing metrics that the bank can better control.

Reduce Your Footprint (RYF) - Corporate program seals



Carbon footprint: Scope 1 and 2

	2021	2022	2023	2024
Scope 1	978	631.53	620.99	649.04
Scope 2	1,357.62	1,329.92	2,682.48	2,001.12
Panama's energy emission factor	0.103	0.103	0.1971	0.1501
Total emissions (tCO₂e)	2,335.62	1,961.45	3,303.47	2,650.16

GHG emission source	2021	2022	2023	2024
Electricity*	1,357.62	1,329.92	2,682.48	2,001.12
Stationary sources				
Fuel and lubricants for generators, LPG, fire extinguishers	39.18	87.78	103.5	113.69
Mobile sources				
Fuel for the fleet, lubricants, and fire extinguishers	297.56	282.77	260.05	231.86
Fugitive sources				
HFC refrigerant gases	448.87	248.29	244.74	290.53
Sources under assessment				
Fertilizers	12.69	12.69	12.69	12.70
Total carbon footprint (Ton CO₂)	2,155.92	1,961.45	3,303.47	2,650.16
Number of employees	4,224	4,410	4,691	4,847
Ton CO ₂ eq per employee	0.51	0.44	0.70	0.54

Emission factor used in 2021: 0.103 Ton CO₂e/kWh

Emission factor used in 2022: 0.103 Ton CO₂e/kWh

Emission factor used in 2023: 0.1971 Ton CO₂e/kWh

Emission factor used in 2024: 0.1501 Ton CO₂e/kWh

*Does not include ProFuturo or Banco General Costa Rica

Operational eco-efficiency

Despite not reaching the official carbon footprint reduction target for our operations, we achieved substantial advances in energy efficiency. Through the use of solar energy, we avoided the emission of 340.41 tons of CO₂ in 2024, a direct result of the installed capacity at our branches and buildings.

By the end of 2025, solar panels had been installed at 30 locations, reaching a total capacity of 1.89 MW. This allowed approximately 18-20% of the bank's energy consumption to come from renewable sources. This initiative contributes significantly to reducing our greenhouse gas emissions. In 2026, we plan to install panels at additional branches and to initiate Phase 3 of panel installation at the Operations Center, further increasing our capacity to meet electricity demand through solar energy. Our goal is for all branches with available surface area to be equipped with this technology.

In parallel, we advanced the replacement of equipment to improve energy efficiency. Currently, 95% of our lighting systems are LED and 95% of our air-conditioning units are high-efficiency models, helping to keep our emissions low.

The year 2025 also marked an important milestone in sustainable mobility: for the first time, we operated with 100% of our sedan fleet running on electric vehicles, totaling 71 units. This transition achieved an 85% reduction in emissions by replacing gasoline-powered vehicles with electric ones. In 2026, we will begin replacing pickup trucks and vans with electric units.

Finally, we installed energy meters in more than 26 branches, allowing us to identify consumption patterns and detect inefficiencies in order to implement corrective actions that reduce energy use. Through these actions, we continue to maintain low energy consumption indicators.

Route toward carbon neutrality

Our commitment to achieving carbon neutrality in our operations remains firm. Although we were unable to offset our carbon footprint by the end of 2025 due to the limited availability of the carbon market in Panama, we have made progress in structuring the mechanisms needed to meet this objective in 2026, and we plan to offset the emissions generated in 2025.



Carbon footprint, Scope 3: Value chain and financed emissions

For the second consecutive year, we conducted the Scope 3 carbon footprint measurement exercise, which includes indirect emissions associated with our value chain and the financing provided. This process was carried out with the support of a recognized international consulting firm, albeit with an important difference when compared to the previous year: in 2025, the process was led internally by teams from various areas of the bank, who actively participated in data collection and analysis based on the selected categories. The consulting firm provided advisory support and verified the results, strengthening the quality of the process.

As with Scope 1 and 2, the emissions calculated correspond to the period from January 1 to December 31, 2024.

Categories 1 to 14

For the measurement of Categories 1 to 14, we followed the GHG Protocol Supply Chain (Scope 3) Accounting and Reporting Standard, with the aim of providing a reliable overview of emissions generated across our value chain. We focused on the six categories most relevant to our operations: purchased goods and services, capital goods, fuel- and energy-related activities (not included in Scope 1 and 2), business travel, and employee commuting.

Although we maintained the same categories reported in 2023, we achieved significant improvements in the quality and specificity of the information collected. This year, we used a broader database for each category. For example, in the purchased goods and services and capital goods categories, a greater number of assets were incorporated, and for employee commuting, the entire workforce was considered rather than a representative sample.

As a result, the total Scope 3 carbon footprint for these categories amounted to 7,768.40 tCO₂e, a figure lower than that reported in 2023. This reduction is mainly attributable to improved data accuracy. For future measurements, our objective is to continue enhancing data quality and, where possible, to expand the number of categories included.

Emissions corresponding to Categories 1 to 14 (tCO₂e)

Category	2023	2024
1. Purchased goods and services	472.45	207.54
2. Capital goods	811.88	2,543.36
3. Fuel- and energy-related activities (not included in Scope 1 and Scope 2)	716.62	172.90
5. Waste generated in operations	2.17	2.63
6. Business travel	82.06	71.76
7. Employee commuting	7,204.09	4,770.20
Total	9,289.26	7,768.40

Category 15: Financed Emissions

Financed emissions, corresponding to Scope 3 Category 15, were also included in the exercise in accordance with the methodology provided by the Partnership for Carbon Accounting Financials (PCAF), Part A (second edition).

As in the previous year, three asset classes and three sectors were analyzed, selected based on their emissions intensity and relevance within the bank's corporate and commercial credit portfolio. This analysis was carried out in line with the methodology's recommendations for establishing metrics, which suggest reviewing at least five years of historical data in order to better understand overall emissions trends.

Asset class	Sector considered
Corporate loans and unlisted equity	Energy
Project finance	Construction
Commercial real estate	Real estate

During this second year, the applied methodology was consolidated, increasing the portion of the portfolio analyzed within the same sectors assessed in the previous period. In addition, specific adjustments were made to improve data quality in the Energy sector. Despite these advances, limitations in data availability persist, which continue to represent a challenge for future measurements.

The calculation corresponding to the 2024 reporting period resulted in a total of 368,727.142 tCO₂e of financed emissions, representing an increase equivalent to 5.63 times the value reported in the prior year. This increase is explained by the inclusion of a larger proportion of the portfolio in sectors with high emissions intensity, as well as by improvements in data quality.

Financed Emissions

Asset	Sector	Annual Emissions (tCO ₂ e)		Data quality level according to PCAF score	
		2023	2024	2023	2024
Corporate loans and unlisted equity	Energy	4,639.77	182,103.514	2.9	2.78
Project finance	Construction	43,760.46	174,181.723	4	4
Commercial real estate	Real estate	17,084.51	12,441.905	5	5
Total		65,484.73	368,727.142	3.9	3.24

The results show a higher level of maturity for the Energy sector when compared to the other two sectors assessed. For this reason, our approach will continue to focus on strengthening awareness-raising and support for clients in the construction and real estate sectors, promoting better sustainability practices. This effort began in 2025 through various initiatives that will be detailed later on in this report.

Looking ahead to the coming years, we aim to improve data quality in line with the classification established by PCAF, expand portfolio coverage within the sectors analyzed, and eventually incorporate new sectors into the measurement. Our ultimate objective is to have reliable data that will enable us to work together with our clients to drive the transition toward an increasingly decarbonized and resilient economy.

Responsible water management

During 2025, our Operations Center consumed 10,996,608 gallons of water, representing an 11.26% decrease compared to the previous year. This progress was complemented by the reuse of 995,330 gallons through our rainwater collection system, which helps reduce the use of potable water.

Water consumption and reuse in 2025: Banco General Operations Center

	2023	2024	2025
Reuse (gal)	859,614	505,322	995,330
Consumption (gal)	13,025,109	12,391,677	10,996,608

As part of the improvements implemented, in 2025 we installed three water controllers at the Operations Center. These systems allow us to continuously monitor and verify the pumping systems' operation, as well as track the water level of the reserve tanks, optimizing the use of water resources and strengthening system efficiency.

Additionally, solenoid valves were installed at the main water supply of 36 branches, allowing for more efficient control and preventing potential flooding and waste of potable water. This year, we once again participated in the Ministry of Environment's Reduce Your Footprint - Water program, calculating our official water footprint for 2024, totaling 85,099 m³/unit, and obtaining the corresponding Quantification Seal.

Green Product Financing

We recognize that addressing climate change requires joint action by all stakeholders. For this reason, at Banco General we promote financial products that facilitate the transition to cleaner and more sustainable solutions for our clients.

Solar panels for businesses, commercial clients, and residences

Since 2022, we have offered financing for corporate and commercial solar panels, incorporated as part of the objectives of our 2023-2025 ESG Strategic Plan, which includes allocating \$105 million to these types of projects within our corporate portfolio. As of December 2025, and upon completion of the plan, we reached a total of \$26.5 million in financing between 2023 and 2025, well below the established target. Of this amount, \$4.2 million corresponds to financing granted in 2025.

These results led us to reflect on the need to better understand the market and its dynamics. During the year, we held meetings with industry associations, clients, and electricity generators to gain deeper insight into the sector's behavior, which is characterized by a high level of technical complexity. These teachings will allow us to define more realistic goals aligned with current market conditions in Panama.

In the residential segment, we financed \$218,030 in solar panels for self-consumption. Previously, this financing was offered only to clients with a mortgage in Banco General; it is now also available through personal loans for those without one, making it more accessible.

Electric and hybrid vehicles

As part of our commitment to the National Electric Mobility Strategy, we continued to offer financing for electric and hybrid vehicles to individual and corporate clients. In 2025, we disbursed \$8.5 million in loans for these types of vehicles, contributing to emissions reduction in the transportation sector.

Panama's Sustainable Finance Taxonomy

In 2025, we participated in the pilot program for Panama's Sustainable Finance Taxonomy, an initiative aimed at establishing clear criteria for what is considered sustainable financing in the banking and insurance sectors. The objectives of this project include preventing greenwashing, identifying opportunities for improvement in existing products, and strengthening capacities to develop new sustainable financial solutions. Through our participation, we reaffirm our commitment to continued innovation and to the development of a more responsible and transparent financial system.



Toward a future with less waste

At Banco General, we work to reduce our environmental impact by implementing responsible waste management practices. We maintain a robust recycling program aimed at repurposing the materials we use, fostering an internal culture based on awareness and the commitment of our employees.

Our primary focus, however, is to reduce consumption and avoid the use of disposable materials. For this reason, all new employees receive, during the Basic Organizational Induction Program, a kit with reusable items such as a mug, a cup, and cutlery, helping to minimize the use of single-use plastics.

Total volume collected during 2025:

46,501 lbs



Total products collected 2025*

Material	Withdrawn (lbs)
Paper	15,128.10
Cardboard	13,501.20
Security bags	2,270.90
Plastic/PET	3,162.90
Fluorescent tubes (units)	338
Aluminum (cans)	1,195.90
Glass	4,661.30
Batteries	508
Tetra Pak	564.50
Electronic waste	5,204.70
Other	303.70

**Recycling Report
Banco General Operations Center and buildings
Paper recycling 2025**

Month	Consumed (lbs)	Recycled (lbs)
January	6,436.26	381.30
February	8,260.02	924.10
March	8,487.96	860
April	1,570.80	1,012.10
May	1,749.96	1,223.80
June	3,683.10	1,869.9
July	4,749.66	946
August	2,599.02	2,121.10
September	4,122.24	1,129
October	1,833.66	1,431.10
November	1,612.80	1,118
December	3,225.06	994.60

*Of these, 29,677.6 lbs correspond to material collected from the bank and 16,823.60 lbs correspond to material collected from the community through the AutoRecicla con BG program.

Since 2023, we have maintained a partnership with Botellas de Amor, a nonprofit organization that transforms plastic bottles into furniture, thereby promoting the circular economy. In 2025, our employees collected 5,582.09 pounds of plastic material for reuse. In addition, we are proud to report that, thanks to the material collected in 2024, we were able to build and donate a park to the community of Juan Díaz, reinforcing our commitment not only to the environment, but also to the social well-being of our neighborhood.

This year, we once again brought recycling to communities through the AutoRecicla con BG program, events held at bank branches where clients are invited to bring their waste and dispose of it without leaving their vehicles. In 2025, we expanded this initiative to Panamá Oeste, collecting 16,823.60 pounds of waste that would otherwise have ended up in landfills. Through these actions, we reaffirm our commitment to promoting recycling and waste reduction in the communities where we operate.

Efforts toward a greener future: promoting biodiversity

Panama is recognized as one of the richest, most diverse countries in flora and fauna, a natural heritage that must be protected. At Banco General, preserving biodiversity is part of our environmental management program, and we do so through strategic partnerships that contribute to ecosystem conservation.

For more than a decade, we have supported ANCON, a nonprofit organization dedicated to environmental protection. In 2025, our contribution helped promote reforestation efforts in the Canal watershed, an area vital to the national economy. In addition, volunteer employees participated in tree-planting activities and in the removal of *paja canalera*, or canal grass, an invasive species that negatively affects ecosystem balance.

For the second consecutive year, we supported the work of the Pro Eco Azuero Foundation, contributing to the reforestation of two hectares, equivalent to 2,400 trees planted. This initiative strengthens the biological corridor in the Azuero region and contributes to the conservation of the habitat of the Azuero spider monkey, a species classified as Critically Endangered according to the Red List of the International Union for Conservation of Nature (IUCN). Volunteer employees in the region actively participated in planting the seedlings.

In 2025, we also established a strategic partnership with the Museum of Biodiversity, also known as the Biomuseo, through an extraordinary donation aimed at supporting its operations, infrastructure, and educational programs. Through this contribution, we seek to promote environmental education from an early age, foster scientific knowledge, and raise awareness on climate change and ecosystem conservation.



Promoting a more sustainable culture with our stakeholders

Employees: sowing the seed from within

In 2025, we continued strengthening the culture of sustainability within the bank through training, experiences, and learning opportunities for our employees. We conducted specialized training sessions in partnership with the Panama Green Building Council for teams involved in construction and design, reinforcing their knowledge of sustainable practices and certifications.

As donors to Marea Verde, we participated in La Casa de Wanda's first anniversary, an activity where employees and their families gained firsthand insight into innovative solutions for waste management in the Juan Diaz river. We also ensured that all new hires received information about our environmental initiatives during the Basic Induction Program, embedding our commitment to environmental stewardship from day one.

Clients: driving sustainability in the construction sector

The year 2025 marked progress in raising awareness among our clients in the construction and real estate sector, a priority identified during the 2024 climate consultancy and a key factor in reducing emissions within our Scope 3. We developed specific initiatives, including a training session aimed at developers, architects, engineers, and other industry stakeholders, focused on energy optimization and high-impact interventions for green buildings. This session had 26 participants and received very positive feedback.

We also hosted the event A New Model Through Leadership Transformation, together with the Family Business Network (FBN), aimed at Private Banking clients to help integrate ESG criteria into family wealth management. In addition, we distributed a specialized newsletter with relevant sustainability information to clients in the construction and real estate sector, as part of our communication strategy.

Community: sharing knowledge and generating impact

During 2025, we strengthened our relationship with the community by participating in dialogue and knowledge-sharing spaces on sustainability, including the Building Tomorrow RE Forum, the FELABAN Sustainable and Inclusive Banking Congress, the IFRS Sustainability Symposium, and the Ring the Bell for Climate ceremony organized by Latinex. These engagements allow us to exchange best practices and remain aligned with global trends.

In environmental education, we sponsored the 2025 Interschool Recycling Competition for the second consecutive year, partnering with a public school to promote responsible habits among students. We also reinforced our commitment to the circular economy through the Recicletas program, donating more than 1,290 containers to the Don Bosco community to collect used cooking oil and ensure its proper disposal, preventing water and soil contamination.



Environmental, Social and Climate Risk Management System

The Environmental, Social and Climate Risk Management System (ESMS) is an essential component of our credit and risk management, ensuring that financial decisions consider not only the client's economic soundness, but also their environmental and social performance, as well as the climate risks associated with their activities.

During credit evaluations, we analyze factors such as risk profile according to economic activity, the size of the operation and the level of environmental maturity identified, along with the geographic location of the project and its exposure to environmental risks and future climate scenarios.

Identification and classification of climate risks

Within the framework of the ESMS, Banco General identifies and classifies climate risks by considering their nature, origin, and potential impacts on the portfolio, in alignment with international best practices such as the Task Force on Climate-related Financial Disclosures (TCFD) recommendations and applicable regulatory references.

The climate risk analysis carried out included a portfolio-level assessment, prioritizing economic sectors with the greatest potential exposure to physical and transition risks within Panama's context.

The sectors included in this exercise were:

- Real estate activities
- Construction
- Energy
- Hotels and restaurants
- Manufacturing industry
- Transportation, storage, courier and messaging services

This selection made it possible to focus the analysis on those sectors that, due to the nature of their assets, operations and geographic location, show greater sensitivity to the impacts of climate change and the risks arising from the transition to a low-carbon economy.

Transition risk methodology

The identification of transition risks was conducted in accordance with the TCFD typology, which classifies these risks into technological, reputational, regulatory, and market risks, as well as with the requirements of the Superintendency of Banks of Panama, incorporating the analysis of legal liability risks.

This exercise considered, at an aggregate level, the scenarios proposed by the International Energy Agency (IEA) –including the WEO 2023 / LAEO 2023 (NZE 2030) scenarios– and by the Network for Greening the Financial System (NGFS, 2023), such as current policies (3.8 °C) and NZE 2050, adapted to the national context.

Physical risk methodology

The identification and assessment of physical risks associated with climate change was carried out through a combined approach that integrates climate, geographic and sectoral vulnerability variables, aligned with international best practices.

For this analysis, physical climate scenarios from the Intergovernmental Panel on Climate Change (IPCC) were considered, including SSP2-4.5 and SSP5-8.5 scenarios, evaluated for short- and medium-term horizons. The analysis was supported by regionalized climate information for Panama, considering variables such as temperature, precipitation and the occurrence of extreme weather events.

In aggregate, the physical risk assessment incorporated the following components:

- Exposure, considering the geographic location of assets and their potential exposure to climate phenomena such as droughts, heavy rainfall and extreme temperatures.
- Sensitivity, based on historical information, sectoral characteristics and portfolio concentration in certain geographic areas.
- Response and adaptation capacity, assessed qualitatively, including management practices, climate-related event readiness and level of sustainability maturity.

Physical risks were classified as:

- Acute risks, arising from extreme weather events of a sudden nature.
- Chronic risks, associated with gradual and sustained long-term changes in climate conditions.

The results of this analysis are used as input for the qualitative risk assessment within the ESMS and to guide the definition of mitigation measures, credit conditions and monitoring.

Identified climate risks, impacts and transmission channels*

Risk type	Classification	General risk description	Main potential impacts	Risk level (indicative)	Type of impact for the bank	Current management approach
Physical risks	Acute	Extreme weather events such as heavy rainfall, droughts, very high temperatures, and cold or heat waves.	Operational disruptions, damage to assets and collateral, pressure on clients' cash flows.	High / Medium	Credit / Operational	Identification through geospatial analysis and qualitative assessment of exposure, with mitigation measures and monitoring for higher-risk operations.
Physical risks	Chronic	Gradual changes in climate patterns, such as gradual and sustained long-term temperature variations.	Sustained increase in operating costs, greater vulnerability of assets, and long-term impact on project viability.	Medium	Credit	Integration of long-term climate variables in credit evaluation and periodic analysis of the portfolio risk profile.
Transition risks	Regulatory and legal	Changes and strengthening of environmental, climate and social regulations, including legal liability risks.	Increased compliance costs, operational adjustments, and potential impact on clients' profitability.	High / Medium	Credit / Legal / Operational	Regulatory monitoring, aggregate sectoral analysis, and consideration of risk in financing structuring and terms.
Transition risks	Market	Changes in client preferences, demand, prices, and access to financing for exposed sectors.	Revenue reduction, loss of competitiveness, and deterioration of credit risk profiles.	Medium	Credit / Market	Aggregate sectoral assessment, market trend analysis, and qualitative prioritization of risk within the portfolio.
Transition risks	Technological	Need to adopt new low-emission technologies or risk of obsolescence of existing assets.	Additional investment requirements, margin pressure, and potential asset devaluation.	Medium / Low	Credit	Assessment of client's level of technological maturity as part of the environmental and social evaluation.
Transition risks	Reputational	Changes in the perception of clients, investors, regulators or other stakeholders regarding ESG performance.	Reputational damage, indirect restriction of business relationships, and access to financing.	Medium / Low	Reputational / Indirect financial	Qualitative ESG profile analysis, application of the ESMS, and monitoring of higher-exposure operations.

*The information presented corresponds to an aggregate synthesis of the main climate risks identified and their potential impacts, prepared for disclosure purposes in accordance with GRI standard 201-2. Detailed sector- and scenario-level analyses are managed internally as part of the Environmental, Social and Climate Management System.

Integration into credit assessment and monitoring

As a result of this assessment, for projects classified as medium or high risk, we establish specific conditions and socio-environmental and climate mitigation measures (where required) that are suggested to strengthen the financing proposal. Subsequently, we implement rigorous monitoring to verify the application of these measures, ensuring ongoing risk management.

In 2025, aligned with SDG 13 (Climate Action), we advanced the integration of climate criteria in our evaluation process, especially for interim construction projects and residential mortgages. This analysis is supported by geographic information systems with updated digital mapping, incorporating environmental and climate variables such as potable water supply disruptions, flood risk, and projections of climate change impacts, including sea level rise, droughts, wildfires, and variations in precipitation and temperature patterns.

Additionally, in 2025 we digitized our evaluation form (FERAS), enabling us to obtain results in digital and georeferenced format. This innovation facilitates the identification of physical risks associated with the portfolio, enabling internal analyses, control dashboards, and the guidance of strategic decisions to mitigate risks in specific sectors and locations.

Portfolio analysis and future evolution

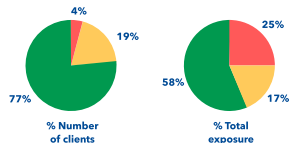
As part of this comprehensive management approach, each year we conduct an analysis of the environmental, social and climate risk profile of our portfolio and of the cases evaluated during the year. This analysis helps identify trends and sectors with higher levels of exposure, serving as a key tool for preventive risk management.

Currently, the impacts arising from environmental, social and climate risks are assessed primarily through qualitative and semi-qualitative approaches. The specific financial quantification of economic impacts and costs associated with these risks represents a future pathway for the ESMS, subject to the maturity of methodologies, data availability, and the strengthening of internal capabilities.

Environmental and social risk assessment and profiles as of December 31, 2025

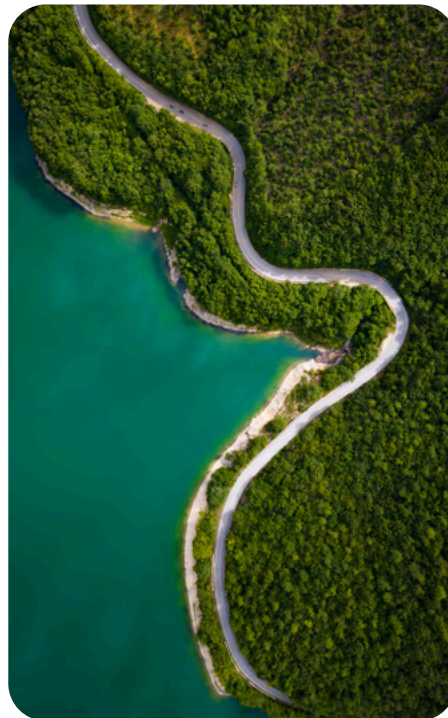
Category	Number of clients	Amount (US\$MM)
A	470	2,542
B	1,983	1,762
C	8,128	5,867
Total	10,581	10,171

■ A: High risk
 ■ B: Medium risk
 ■ C: Low risk



ESMS evaluated cases (Jan. - Dec. 2025)

Sectors	Approved amount (USD thousands)	Percentage of loan amounts for the period	Number of loans approved for the period	Average amount for the period (USD thousands)	Types of services or sub-sectors
Construction	(Panama) \$1,224,026	23.7%	95	\$12,884	Residential and commercial project development, contractors.
	(Region) \$8,500	0.2%	2	\$4,250	
Industry	(Panama) \$423,027	8.2%	49	\$8,633	Production of food products, paper industry, cement manufacturing.
	(Region) \$937,220	18.2%	27	\$34,712	
Energy	(Panama) \$552,000	10.7%	2	\$276,000	Electricity generation and distribution
	(Region) \$73,000	1.4%	3	\$24,333	
Other	(Panama) \$1,355,996	26.3%	213	\$6,366	Financial services, real estate, wholesale and retail trade of various products, restaurants, hospitality.
	(Region) \$586,598	11.3%	26	\$22,331	
Total	\$5,154,367	100%	417	\$12,361	



Social

Our people

Our more than 5,100 employees are the heart that drives every step of our operations. With dedication and commitment, they make it possible each day for our services to reach millions of people. Their constant effort sustains the strong trust relationships we have built with our clients, and we recognize that their work is fundamental to the growth and strength of our institution. Every action they take reflects the spirit that unites us as a team and drives us forward.

At the bank, we firmly believe that rewarding our employees is more than a commitment – it is a priority. That is why we work to offer them professional development opportunities, training programs that enhance their talents, and a safe, comfortable, and motivating work environment where they can grow. We understand that their well-being and development are the key to moving forward together and achieving new milestones; therefore, our gratitude translates into actions that strengthen their future and the future of our organization.

Work environment and organizational health

During the reporting period, 32 discussion sessions were held with the aim of strengthening workplace well-being, active listening, and employee participation. Of these sessions, 25 were organized and facilitated by the Human Capital team, including 6 sessions with Executive and Middle Management staff and 19 with employees in general. Additionally, 7 meetings led directly by the President—known as “Coffee with the President”—were conducted.

The sessions were held at the Operations Center and at other organizational buildings, with the purpose of fostering unity, listening to concerns, and gathering input to identify improvement opportunities. These spaces promoted transparent dialogue among employees, leaders, the Human Capital team, and, in the case of “Coffee with the President,” with senior management directly.





As a result, employees submitted requests focused primarily on strengthening overall well-being, expanding benefits, improving workspace comfort, increasing training offerings and integration initiatives, optimizing operational and service processes, and continuing to strengthen clear and approachable institutional communication.

Employee health and well-being

Satellite offices

Our satellite office in Panamá Oeste, located in Market Plaza, remains open to 394 employees who reside in this region. This initiative has helped improve their quality of life by significantly reducing commuting times to the city.

During 2025, we made progress in planning a new, self-owned operations hub in Panamá Oeste, designed under the same standards as the Metro Park Operations Center. This new space is conceived to replace the current Market Plaza location, offering facilities with high levels of quality, work environment, technology, innovation, and comfort.

The new hub will also allow for expanded capacity to accommodate a greater number of employees. Construction is expected to begin in 2026.



Employee health and well-being

Comprehensive Health Program

In 2025, we continued to promote our comprehensive health programs, designed to support each employee in adopting a more active and healthy lifestyle. Throughout the year, we offered free classes including FitCombat, Zumba, yoga, running training, and more, held at both the Operations Center and at specific branches and buildings. We also maintained our sports leagues, with padel, soccer, and softball tournaments. A total of 1,252 employees participated in one or more comprehensive health activities, strengthening camaraderie and physical well-being.

In April and for the third consecutive year, we held our much-anticipated BG Race-Walk, with 5- and 10-kilometer routes. More than 2,000 employees joined this unique wellness experience, which included not only walking, jogging, and running, but also dance and aerobics classes, music, and a special performance by a well-known Panamanian band that filled the event with energy and joy.

As part of our commitment to health, we maintained our annual vaccination session at office buildings and branches, offering employees free immunization against illnesses such as influenza, during working hours. Thanks to this initiative, 1,725 employees received safe and timely vaccinations, complemented by the opportunity to take an InBody test – a detailed body composition analysis that includes fat, mineral, muscle, and hydration levels.

Finally, through the on-site medical clinic at the Operations Center, we provided timely care to 2,868 employees, ensuring a rapid response to any health concerns.



Mental health

Mental health care is increasingly important. For this reason, the bank offers a free emotional support program for our employees and their immediate family members. This service is available 24 hours a day, 7 days a week, virtually and with absolute confidentiality, and is provided by qualified professionals. For those who prefer in-person care, appointments are also available at a preferential rate. In 2025, 263 employees received timely support through 1,004 sessions.

During October and for the second consecutive year, we celebrated our Mental Health Week, in recognition of World Mental Health Day. We shared content through our internal channels to raise awareness about the importance of emotional well-being and held 8 training opportunities. Among these, a virtual session with renowned Spanish psychiatrist Marian Rojas Estapé stood out, with the participation of 1,170 employees, strengthening awareness and learning on this fundamental topic.

Some 2025 highlights

1,252 EMPLOYEES PARTICIPATED IN SPORTS LEAGUES



1,725 EMPLOYEES BENEFITED FROM THE VACCINATION PROGRAM



263 PEOPLE WERE SERVED THROUGH THE EMOTIONAL SUPPORT HOTLINE



Diversity and inclusion

At Banco General, we reaffirm our commitment to inclusion and equity, which are essential pillars of our organizational culture. Living our values means putting people first, ensuring that every employee feels respected and valued. Fostering a safe, fair, and welcoming work environment is not just a goal; it is a conviction that guides each of our actions. We are convinced that diversity strengthens our team and drives us to build a more humane and sustainable future.

Our Code of Ethics and Conduct, a living and publicly available document, establishes the following principles in the section *Relationship with Employees*:

- Fair and equitable treatment: All employees must be treated with respect, without discrimination based on gender, age, religion, sexual orientation, disability, or other conditions.
- Inclusive work environment: Promotes diversity and equal opportunity in recruitment, development, and promotion processes.
- Respect for human rights: Guarantees decent and safe working conditions.
- Non-harassment policy: Prohibits any form of workplace or sexual harassment, fostering confidential reporting channels.

Regarding this last point, in November and December 2025 the annual awareness campaign on workplace harassment and bullying was carried out. This initiative included detailed information on what constitutes harassment, practical examples, and available reporting channels. Through these actions, we reinforced our commitment to promoting a safe, respectful work environment free from harassment and intimidation.

Maintaining our commitment to inclusion and gender equity, the bank continues its efforts to create a safe, comfortable, and fair work environment for all. In 2019, Banco General obtained the *Sí Género* Seal, Gold level, a distinction which we continue to hold, with the most recent validation conducted in 2024. This initiative, promoted by the Ministry of Labor and Social Development (MITRADEL) in partnership with the United Nations Development Programme (UNDP), demonstrates our commitment to gender parity.



In December 2025, Banco General was recognized by the Ministry of Labor and Social Development (MITRADEL) for turning the training received under the *Aula Talento Sin Barreras 'Anita Correa'* program into real action, through the hiring of people with disabilities and the strengthening of inclusive practices within the business sector. This program seeks to raise awareness in the private sector and promote the integration of people with disabilities into the workforce.

Additionally, in 2025 the bank participated in Panama's Gender Parity Initiative (GPI), a public-private initiative led by the Ministry of Social Development (MIDES), aimed at increasing female labor force participation, reducing the gender pay gap, and fostering the participation of women in leadership positions.

In May 2025, the bank had the privilege of participating in the "Ring the Bell for Gender Equality" ceremony, sponsored by the Latin American Stock Exchange (LATINEX), as a demonstration of our commitment to promoting fair and equitable treatment for both clients and employees.

Lactation rooms

We maintain 7 lactation rooms in offices and branches to support our female employees in extending their breastfeeding period.

Internship programs

We maintained our important strategic alliance with Fundación Hazme Brillar, a non-profit organization dedicated to increasing youth employability through formative internships. Thanks to this collaboration, in 2025 we provided internship opportunities to 8 young adults from within the community, particularly from the Juan Díaz area, where our Operations Center is located. Of these, 2 were permanently hired by the bank.

We also participated in MITRADEL's *Mi Primer Empleo* (My First Job) program, focused on providing first work experience to young adults between the ages of 17 and 24. Through this initiative, we granted internships to 42 young adults, of whom 9 were considered for permanent employment opportunities within the organization.

We also offer internship opportunities to university students. In 2025, 25 young adults completed internships at Banco General and its subsidiaries, contributing to the development of future professionals. As a result, 5 of these young adults were hired into roles within the organization. Additionally, we welcomed 26 interns from public and private high schools, reinforcing our commitment to developing talent from an early age.

7

LACTATION
ROOMS



42

YOUNG
INTERNS





Other benefits

We reaffirm our commitment to the well-being of our employees through the Meal Voucher benefit, granted to those in administrative and specialist positions. This financial support, designed to help cover the cost of the basic household food basket, was increased by 16%, reaching \$140 per month. During 2025, the benefit reached an average of 3,302 employees, reflecting our efforts to improve the quality of life of our team.

Through the *En Mi Ruta* (On My Route) program, employees who own vehicles can commute with colleagues to and from the office, and the bank reimburses a portion of the fuel used for the trip. During the year, an average of 165 employees transported colleagues and received fuel credits as a benefit. With this program, we seek to offer our employees alternative transportation options and reduce emissions generated by commuting to work.

We also continued to offer the transportation benefit connecting the Pedregal Metro Station and our Operations Center, providing free transportation for employees and an additional option to travel home safely and comfortably.

In 2025, we held our first career fair, under the theme "Connecting dreams: the future is yours to decide!". This initiative was created as a space for discovery, reflection, and projection for those ready to take the next step in their academic or professional development. The event was designed especially for employees' children who are about to enter university, are currently studying, or have not yet defined their career path, as well as for employees who wish to resume their studies, redirect their careers, or specialize in new areas.



Performance conversation

In 2025, we continued to strengthen a culture based on trust, with honesty and integrity as fundamental pillars. Through our performance conversation model, we foster open and constructive feedback opportunities that allow us to recognize employees' strengths and opportunities for improvement in increasingly dynamic and challenging environments.

This model incorporates specific behaviors for key competencies that ensure sustainability and responsible leadership, such as ethics and organizational values, commitment, communication and negotiation, adaptability/flexibility, work execution, solution management, service orientation, leadership, empowerment and delegation, team and resource management, and decision-making.

This comprehensive approach ensures that our employees are prepared to face future challenges, fostering a culture of continuous improvement and performance excellence that reflects our purpose as a responsible bank. In this way, we strengthen our relationship with our team and contribute to the sustainable development of the organization and society.

The figures for our performance conversation model are presented below:

Performance Conversation

Indicator		2023	2024	2025
Number of employees participating in the process		4,827	4,885	5,094
Number of employees evaluated		4,784	4,859	5,069
% of population evaluated		99.11%	99.47%	99.51%
Percentage of employees evaluated by profile	Executive and management positions	10.20%	9.71%	10.04%
	Middle management positions	23.47%	24.94%	24.49%
	Specialist positions	15.28%	15.52%	15.58%
	Administrative positions	51.05%	50.28%	49.44%
	Male	33.61%	33.85%	34.41%
	Female	66.39%	66.15%	65.59%

*Permanent staff of Banco General, S. A. and subsidiaries in Panama, Costa Rica, and the region.

Training and Development

Growing as an organization means, above all, strengthening our human talent. In a rapidly-changing environment, keeping our employees updated and prepared is an essential component of our commitment to them. Driving upskilling and reskilling initiatives allows us to respond to business challenges and reflects our conviction that talent development is a genuine way of caring for, valuing, and rewarding those who make our mission possible every day.

With this purpose, Banco General Corporate University (UCBG) promotes high-quality learning experiences that strengthen technical skills, power skills, and organizational culture. Through programs developed in partnership with prestigious international universities, as well as workshops with local and international experts, we support our teams in their continuous evolution.

During 2025, 5,329 employees benefited from these initiatives. Notable programs included the Innovative Leadership and Strategic Management of Business Analytics diploma, aimed at strengthening strategic leadership, innovation, and data-driven decision-making; the Enhancing Performance program, focused on developing key skills for effective team management and fostering a high-performance culture; the Specialized Sales Program, comprised of five modules that integrated technical knowledge, customer focus, and emotional intelligence; and the Innovation Bootcamp, a comprehensive learning experience combining technical training, personal development, agile methodologies, and hands-on exercises to drive an innovative and action-oriented mindset.

It also is worth noting that UCBG offers three programs designed to support the transition to retirement, including JubilARTE - How to Reinvent Yourself After 60, Cultivating Healthy Lifestyles, and Savings and Retirement Planning, which provide tools for comprehensive planning at this stage of life.

Additionally, UCBG develops e-learning courses that reinforce an organizational culture based on ethics, compliance, and prevention. These programs address key topics such as the Code of Ethics and Conduct, anti-money laundering prevention, information security, as well as risk management and comprehensive security. In 2025, we achieved a 99% compliance rate in regulatory courses, reflecting our employees' commitment to responsible and transparent banking.

This commitment to continuous learning and the comprehensive development of our people is reflected in the following Training and Development indicators for 2025:

TRAINING AND DEVELOPMENT DATA

Indicator		2023	2024	2025
Total employees trained		5,281	5,402	5,329
Total man-hours of training*		178,487	167,085	177,602
Average training hours per employee		33	30	33
Average training hours per employee	Executive and management positions	48	40	49
	Middle management positions	41	41	42
	Specialist and administrative positions	28	25	27
	Male	35	32	33
	Female	32	30	33
Total investment in internal training		\$991,853	\$1,162,584	\$1,453,363
Total investment in external training		\$690,665	\$846,262	\$1,001,154
Total training investment		\$1,682,518	\$2,008,846	\$2,454,517

*For greater data clarity, total hours shown correspond to rounded numbers.

WORKFORCE DATA

INDICATOR		2023	2024	2025	
Total employees ¹		4,995	5,112	5,155	
Women		66%	66%	65%	
Men		34%	34%	35%	
Age	18 - 35 years	2,310	2,354	2,290	
	36 or older	2,685	2,758	2,865	
Employees by contract type ²	Permanent ³	4,983	5,089	5,129	
		Women	3,285	3,346	3,356
	Men	1,698	1,743	1,773	
	Temporary ⁴	12	23	26	
		Women	10	16	12
	Men	2	7	14	
Permanent employees by region	Panama	4,831	4,941	4,992	
		Women	3,193	3,255	3,274
		Men	1,638	1,686	1,718
	Costa Rica	134	130	118	
		Women	83	81	72
		Men	51	49	46
	Region	18	18	19	
		Women	9	10	10
Men		9	8	9	
Temporary employees by region	Panama	12	23	26	
	Women	10	16	12	
	Men	2	7	14	
Employees by region	Panama	4,843	4,964	5,018	
		Women	66%	66%	65%
		Men	34%	34%	35%
	Costa Rica	134	130	118	
		Women	62%	62%	61%
		Men	1,638	1,686	1,718
	Representative Offices (Guatemala, El Salvador, Colombia and Peru)	18	18	19	
		Women	50%	56%	53%
Men		50%	44%	47%	

¹Includes permanent and temporary employees of Banco General S.A. and Subsidiaries according to personnel inventory as of December 31, 2025.

²At Banco General, all employees work full-time (as defined by the laws of each country in which we operate); there are no part-time contracts or contracts with non-guaranteed hours.

³Permanent employees hold a full-time, open-ended employment contract, covered by the labor laws of the countries where we operate.

⁴Temporary employees hold a full-time, fixed-term employment contract, covered by the labor laws of the countries where we operate. They are hired for temporary support such as coverage for leaves or vacations, projects, or other required support. As of the reporting date, all temporary employees are based in Panama.

WORKFORCE DATA

INDICATOR		2023	2024	2025	
Employees by position	Executives ⁵	115	115	116	
	Age	18 - 35 years	1	1	1
		36 or older	114	114	115
		Women	53%	52%	52%
		Men	47%	48%	48%
	Management ⁶	381	390	408	
	Age	18 - 35 years	24	25	30
		36 or older	357	365	378
		Women	72%	73%	72%
		Men	28%	27%	28%
	Middle management ⁷	1,158	1,222	1,273	
	Age	18 - 35 years	417	454	462
		36 or older	741	768	811
		Women	58%	58%	57%
		Men	42%	42%	43%
	Specialists ⁸	751	793	801	
	Age	18 - 35 years	339	357	353
		36 or older	412	436	448
		Women	64%	64%	66%
		Men	36%	36%	34%
Administrative ⁹	2,590	2,592	2,557		
Age	18 - 35 years	1,529	1,517	1,444	
	36 or older	1,061	1,75	1,113	
	Women	70%	70%	69%	
	Men	30%	30%	31%	

⁵Includes President, Vice Presidents, Assistant Vice Presidents, and Executive Vice Presidents (Levels 9-12)

⁶Includes Executive Managers and Managers (Level 8)

⁷Includes Middle Management (Levels 6 and 7)

⁸Includes Specialists (Level 5)

⁹Includes Administrative staff (Levels 1-4)

HIRING INDICATORS

Indicator		2023	2024	2025
Total hires*		605	400	269
By gender	Female	60%	57%	55%
	Male	40%	43%	45%
	18-35 years	577	372	250
By age	36 or older	28	28	19
	Panama	576	366	248
By region	Costa Rica	28	31	18
	Region	1	3	3

*Permanent staff of Banco General, S. A. and subsidiaries in Panama, Costa Rica, and the Region. Employer substitutions, transfers, and Fundación Sus Buenos Vecinos and IGP are not included. Calculation based on annual average number of permanent employees.

TOTAL TURNOVER RATE

Indicator		2023	2024	2025
By gender	Female	6.06%	5.85%	4.45%
	Male	5.27%	5.05%	4.12%
	18-35 years	7.60%	7.38%	5.07%
By age	36 or older	8.75%	10.50%	7.07%
	Panama	3.65%	2.31%	2.55%
By region	Costa Rica	5.79%	5.24%	3.94%
	Region	14.87%	26.75%	23.84%
	Region	15.93%	20.34%	10.76%

*Permanent staff of Banco General, S. A. and subsidiaries in Panama, Costa Rica, and the Region. Employer substitutions, transfers, and Fundación Sus Buenos Vecinos and IGP are not included. Calculation based on annual average number of permanent employees.

COMPENSATION AND GENDER EQUITY

Indicator		2023	2024	2025
Minimum wage ratio in Panama¹	Minimum wage paid at Banco General and subsidiaries ²	\$670	\$725	\$725
	Minimum wage paid in Panama	\$666	\$706	\$706
% paid above the legal minimum wage		0.6%	2.7%	2.7%
Average salary ratio between genders³	Average monthly male salary - Executive and management positions	\$7,108	\$7,481	\$7,758
	Average monthly female salary - Executive and management positions	\$5,451	\$5,587	\$5,724
Monthly variation		30.39%	33.91%	35.53%
Average salary ratio between genders	Average monthly male salary - Middle management and specialist positions	\$2,226	\$2,300	\$2,366
	Average monthly female salary - Middle management and specialist positions	\$2,053	\$2,095	\$2,124
Monthly variation		8.39%	9.77%	11.39%
Average salary ratio between genders	Average monthly male salary - Administrative positions	\$1,030	\$1,073	\$1,119
	Average monthly female salary - Administrative positions	\$964	\$999	\$1,048
Monthly variation		6.84%	7.42%	6.77%

¹We consider Panama as the sole significant location since 97% of our workforce is based there.

²Panama's minimum wage is calculated at an hourly rate; the monthly amount shown assumes a 46-hour workweek. It is noted that the minimum wage set by decree does not differentiate by gender; for banking services, the hourly rate remains consistent across the region.

Driving financial inclusion

Including people traditionally excluded from the financial system is one of the fundamental pillars of our ESG strategy. The World Bank defines financial inclusion as “[...] access to useful and affordable financial products and services that meet their needs—transactions, payments, savings, credit and insurance—delivered in a responsible and sustainable way.” This concept is directly linked to 7 of the Sustainable Development Goals, reinforcing its global relevance.

The first step toward financial inclusion is opening a deposit account, preferably a digital one, that allows the client to transact quickly and securely, both personally and professionally. These accounts are the gateway to medium- and long-term savings through products such as *Mi Meta*, *FutuYa*, and *ProFuturo*, and to more complex solutions such as credit and insurance.

At Banco General, we feel a deep social commitment to expanding inclusion and equity throughout the country. For this reason, in our 2023-2025 ESG Strategic Plan we incorporated the objective of “including more people in the financial system through innovative and accessible products and services for all.” Thanks to solutions such as digital savings accounts with mobile onboarding, *Bancaseguros* products, digital microcredits, Yappy, and others, we have made significant progress toward this goal.



+194,600

**First digital
savings accounts**

+39,300

First credit products

+54,700

**Insurance products
acquired through
Bancaseguros**

Our robust digital platform also plays a key role. By the end of 2025, 1,773,925 customers were subscribed to our digital channels (Online Banking and the mobile app), and of these, 94% were active users. Through analytics, we are able to learn from our customers' information and digital footprint to offer them financial solutions – especially credit – that they may not have been able to previously access due to a lack of credit history.

Likewise, we continue working to further promote inclusion among populations that have traditionally been excluded, both in personal finance and in entrepreneurship, as well as micro and small enterprises.

Some of our key achievements in personal finance include:

- We closed the year with 1.9 individual clients; that is, 63% of the adult Panamanian population maintains a relationship with us.
- We opened 194,642 first digital savings accounts, of which 91% belong to clients with monthly incomes below \$1,000.
- Recognizing the importance of savings, 54,603 *Mi Meta* accounts and 18,029 fixed-term deposits were opened. In addition, 51,411 fixed-term deposits were renewed during the year.
- For long-term savings, 8,155 *FutuYa* accounts and 5,731 *ProFuturo* accounts were opened.
- We granted 39,354 first credit products – including mortgages, auto loans, digital loans, personal loans, and credit cards – to people with no prior credit history at APC; 60% of these were granted to people with monthly incomes below \$1,000. We monitor the delinquency of these loans to ensure responsible lending.
- 54,781 clients obtained insurance through *Bancaseguros*, which offers life, home, accident, critical illness, and hospitalization policies. For many, this was their first coverage, expanding the range of financial possibilities we offer.
- 30,302,723 mobile phone top-ups and 21,696,329 transportation card top-ups were made through the bank's app and/or Online Banking.

One of the objectives defined in 2023 regarding financial inclusion is to increase by 3% the penetration of clients with one or more credit products—including mortgage loans, personal loans, auto loans, and digital loans— within mass market segments (individuals with monthly incomes below \$1,000) by 2026. At the end of 2025, penetration stood at 8.09%, with 1,200,054 clients of whom 97,041 had a credit product. This figure falls below the 8.47% recorded in the base year (2023), when there were 1,024,767 clients in mass segments, of whom 86,827 held credit products.

This result does not reflect a decline in credit placement within the segment, as the number of mass-market clients who obtained a credit product did increase during the period. However, the total client base in these segments grew at a faster pace, proportionally reducing penetration. In net terms, this confirms a positive advance in credit access within the segment, even though penetration itself did not increase.

Independent workers, entrepreneurs, and micro, small, and medium enterprises

In addition to driving financial inclusion at the individual level, Banco General strives to be a strategic partner for independent workers, entrepreneurs, and leaders of micro, small, and medium enterprises. These segments are increasingly relevant to the Panamanian economy, and in 2025 we took important steps to strengthen our support.

To ensure that our customers are properly served within business banking, adjustments were made to the service model, reassigning customers to the specialized teams best suited to address their needs.

In terms of products, 2025 marked a milestone with the launch of 100% digitally pre-approved loans through commercial mobile banking for SME customers, supported by an innovative model that makes it possible to determine repayment capacity and establish personalized credit limits. This enabled us to disburse more than \$1 million by the end of December, optimizing the customer experience.

Clear and consistent communication remains a priority. This year, we designed new communication strategies targeting these segments and made significant improvements to our website, redesigning the SME Business section, which serves independent clients and entrepreneurs through to small businesses. On the digital front, we incorporated features such as 24/7 international transfers, creation of new payments, and downloading of referenced reports in Online Banking.

As part of our 70th anniversary, we launched the podcast *Construyendo Historias* (Building Stories), highlighting six inspiring stories of entrepreneurs and leaders from different sectors who are transforming their businesses. Episodes are available on our YouTube channel (@bancogeneral).



Yappy: inclusion and convenience for all

Yappy maintains its position as the most widely used platform for sending and receiving money between individuals and businesses in Panama. As a financial inclusion tool, it has enabled thousands of Panamanians to make payments easily, readily, and securely. By the end of 2025, 1,746,407 customers and merchants were affiliated with Yappy, conducting an average of 55.3 million monthly transactions; in December alone, this figure rose to 68.2 million.

In addition, three new banks joined Yappy in 2025, bringing the total to seven participating banks and expanding the customer base. Another significant milestone involved the addition of a functionality which allows customers to pay public utility bills directly through Yappy, further simplifying daily life for our users.

Financial education: inclusion with responsibility

Beyond opening accounts or granting loans, we believe that true financial inclusion must be accompanied by sound financial management education. For this reason, within our 2023-2025 ESG Strategic Plan we committed to "growing and strengthening our financial education program, impacting more people: 10,000 by 2025." We are proud to report that we surpassed this goal, reaching more than 10,300 people between 2023 and 2025. In 2025 alone, we reached 3,476 adolescents and adults with topics such as the importance of saving, responsible use of credit cards, types of credit, APC credit history, and retirement planning.

This year, we achieved significant milestones. For the first time, we brought our initiative to the primary school level through a recreational activity held as part of International Savings Day, where 267 children learned about the importance of saving in a fun and interactive way. In May, we launched a campaign with 16 short, powerful messages displayed on LED screens throughout Panama City, reinforcing the importance of financial education in public spaces. Lastly, we published educational capsules on the websites of two major national newspapers, expanding our reach and connecting with a more diverse audience.

Furthermore, in 2025 we continued strengthening our financial education page, hosted on the bank's website, where we offer articles, tips, and educational videos on financial topics of interest, in addition to sharing educational messages on social media, our mobile app, and email communications.



Five-star service: Customer service and satisfaction

Today, 1.9 million people trust Banco General, meaning that approximately 63% of adults in Panama maintain some form of relationship with us. This figure reflects a significant responsibility that we do not take lightly: being a strategic ally to each customer by providing tools that enable them to leverage banking services to improve their well-being and quality of life.

Our priority is to deliver exceptional service, characterized by efficiency, transparency, and warmth. To achieve this, we continuously invest in technology, training, and process optimization, ensuring that every interaction is addressed quickly and satisfactorily.

During 2025, we made progress in evolving our customer satisfaction measurement mechanisms. Rather than relying solely on traditional surveys, we incorporated a relational study with a comprehensive approach, aimed at holistically understanding all the elements that shape the relationship between the brand and the bank's customers.

This new model made it possible to identify the strategic drivers of satisfaction, repurchase, and loyalty, as well as the functional, emotional, and relational factors that influence brand perception and the building of sustainable long-term relationships. The relational approach provided a deeper understanding of the client experience and served as a solid foundation for defining strategic actions and designing future measurement frameworks.

As part of the analysis, the following key indicators were considered, with results presented below:

Net Promoter Score ¹	Net Satisfaction Score ²	Net Repurchase Score ³
41	42	66

¹Net Promoter Score

²Net Satisfaction Score

³Net Repurchase Score



Requests and complaints management

We recognize that swift and effective handling of requests and complaints is essential. In 2025, we received 596,166 cases, representing a 1% increase compared to the previous year. The average resolution time was 2 business days, and 99% of cases were resolved within service level agreements, maintaining the same level of efficiency as in 2024.

Of the total number of cases, 140 complaints were filed with the Superintendency of Banks and 74 complaints with the Consumer Protection and Competition Defense Authority (ACODECO). Fines totaling \$41,700.00 were paid, corresponding to 9 complaints (including cases from prior years).

Relationship with our suppliers

At the end of 2025, Banco General maintained active relationships with 3,578 suppliers, who provide essential contributions to our operations. In accordance with the guidelines of our Code of Ethics and Conduct, we seek to build sustainable relationships based on integrity and trust. All suppliers formally commit to these principles, and any breach may result in the termination of the business relationship.

Our supplier base includes companies of different sizes—large, medium, and small—primarily located in Panama. Most are concentrated in key services such as security, consulting, legal advisory, maintenance, and technology solutions.

During this period, we carried out due diligence processes for 719 new suppliers that joined our network and updated the information of 907 suppliers, ensuring transparency and efficiency in every interaction.



INDICATOR	2023	2024	2025
Number of active suppliers	2,919	3,124	3,578
Number of suppliers who received payments	1,696	1,848	1,925
Average payment period*	15 days	15 days	15 days
Total disbursed to local suppliers (headquarters: Panama)	\$316,933,460	\$357,811,449	\$407,201,693
Percentage paid to local suppliers (headquarters: Panama)	94.48%	94.43%	95.01%
Total disbursed to foreign suppliers	\$18,504,160	\$21,114,757	\$21,364,081
Percentage paid to foreign suppliers	5.52%	5.57%	4.99%
Total disbursed in supplier payments	\$335,437,628.83	\$378,926,206	\$428,565,774

*From the date the invoice is received.

Community support: Sus Buenos Vecinos Foundation



For nearly three decades, the Sus Buenos Vecinos Foundation has been the primary vehicle for channeling Banco General's social investment. In 2025, the Foundation allocated resources to 134 nonprofit organizations, mostly in Panama and some in the region, through contributions that support programs aimed at improving the quality of life of at-risk populations. In addition to these donations, the Foundation develops its own initiatives, implemented directly or in collaboration with strategic partners.

Our work is grounded in a comprehensive approach that encompasses education, nutrition, health, older adults, foster care homes, inclusion, housing, and the environment, with more than 57% of the budget allocated to educational projects. During the year, total social investment reached \$11.3 million, reflecting our commitment to sustainable development.

The Foundation works through 5 community intervention models:

- **Partnership development and the Tu Voto Cuenta initiative**
129 nonprofit organizations (NPOs) in Panama, 4 in Costa Rica and 1 in the United States
- **Scholarship program**
National level
- **Centro ¡Supérate! Fundación Sus Buenos Vecinos**
Santiago, Veraguas
- **Mejorando Mi Comunidad Center**
Juan Díaz, Panama City



The fund allocation process is governed by the Donations Policy, a public document that establishes eligibility criteria, the application and approval process, and the responsibilities of the parties involved.

We present the breakdown of the social investment made and how it was allocated across each of our impact areas:

Area of Focus	Investment (\$)
● Education*	6,402,808.50
● Nutrition	1,162,798.48
● Foster homes	876,655.88
● Health	1,224,875.04
● Inclusion	655,438.06
● Older adults	520,748.82
● Housing	294,010.00
● Environment	125,000.00
● Social works	49,401.40
	11,311,736.18

*Investment in education is disbursed in two ways: \$5,312,557.27 was allocated through donations to other nonprofit organizations and scholarships, while \$1,090,251.23 was invested in infrastructure and operations of the two centers: ¡Supérate! and Mejorando Mi Comunidad.

Tu Voto Cuenta: an anniversary with purpose

As part of the 70th anniversary celebration, Banco General made an extraordinary donation of \$1 million to 25 Panamanian nonprofit organizations, all current beneficiaries of the Sus Buenos Vecinos Foundation. One of the most meaningful aspects of this initiative was the active participation of our clients: more than 187,000 people voted for the organizations that inspire them most, reaffirming the social commitment we share with our community. In addition, organizations that were not selected through voting received an additional contribution of \$2,000 each, because we believe that the best way to celebrate is by supporting those who need it most. The total investment directed to nonprofit organizations as a result of this initiative was \$1,180,000.

Centro ¡Supérate! Fundación Sus Buenos Vecinos

Located in Santiago de Veraguas, the ¡Supérate! Center offers a supplementary educational program for students in public schools, from 10th through 12th grade, reinforcing key areas such as computer science, English, and values. Its goal is to prepare young adults for the workforce, by providing tools that enhance their personal and professional development.

In 2025, the Center reached a historic milestone: its first graduating class completed the program, an achievement that will be celebrated with a graduation ceremony in January 2026. In addition, a purpose-built facility was inaugurated, designed to provide comfortable spaces and cutting-edge technology that foster learning. The Center is 100% funded by the Sus Buenos Vecinos Foundation.

Scholarship programs: 15 years transforming lives

This year, our Beca Sus Buenos Vecinos a la Excelencia program celebrated 15 years of supporting education, consolidating itself as one of the most important pillars of our social strategy. Together with Beca Mi Buen Vecino, both programs closed 2025 with 178 and 71 students, respectively.

These scholarships enable outstanding students to complete their entire secondary education at renowned private schools, complemented by English courses and workshops to develop personal and leadership skills. As part of this comprehensive support, a select group of graduates was chosen to continue university studies at international institutions such as Universidad de los Andes (Colombia) and the Tecnológico de Monterrey (Mexico), as well as in Panama, with a focus on strategic careers such as medicine. Currently, we support 13 university scholarship recipients, reflecting our commitment to the country's future. These scholarships are 100% funded by the Sus Buenos Vecinos Foundation.



Federico José Humbert Azcárraga School

The Federico José Humbert Azcárraga School, located in Burunga, Arraiján, is a charter-style school operating under the San Pedro Nolasco Foundation, and is comprised by four organizations: the Order of Mercedarian Religious, the Pro Niñez Panameña Association, the Federico Humbert Foundation, and the Sus Buenos Vecinos Foundation. The school offers education ranging from early childhood stimulation all through 9th grade, with plans to expand up to 12th grade in the future. At the end of 2025, the school serves 694 students and is 60.5% funded by the Sus Buenos Vecinos Foundation.

Mejorando Mi Comunidad Center

Located in Juan Díaz, the Mejorando Mi Comunidad Center benefits 557 children, adolescents, and adults through four programs:

- Early Childhood Stimulation (Pro Niñez Panameña Association): 132 children aged 0 to 4 received care alongside their caregivers. Additionally, speech-language therapy is provided to improve both expressive and receptive language skills. Through parent education sessions, we help ensure that the stimulation work carried out in the classroom continues at home in an informed manner.
- Vocational Training (CAPTA program) (Calicanto Foundation): 142 adults – 109 women and 33 men – were trained in job-related and entrepreneurship skills. As an added value, the Conexiones Program ensures continuity of impact through follow-up with CAPTA program graduates via mentoring, mental health support, and the provision of technological equipment for their professional development.
- Community Strengthening (Casa Esperanza): 135 children and families received comprehensive guidance in nutrition, health, education, and personal development.
- Community Empowerment (Fútbol con Corazón): 148 children, adolescents, and their families developed life skills through sports.

This Center is 100% funded by the Sus Buenos Vecinos Foundation.



Corporate volunteering program: Vecinos en Acción (Neighbors in Action - VEA)

Since its launch in 2001, following Banco General's adherence to the United Nations Global Compact, the corporate volunteering program Vecinos en Acción (VEA), or Neighbors in Action, has embodied the strong spirit of solidarity of our employees. In 2025, this commitment translated into concrete actions: 519 activities were carried out and 13,371 hours were dedicated to the community, thanks to the time, effort, and generosity of our volunteers.

In total, 2,508 employees actively participated in VEA initiatives, becoming ambassadors of the organization's values and examples of empathy, commitment, and purpose-driven leadership.

This year, the program renewed its pillars:

- Education and culture: education, arts, tools for entrepreneurship, and more
- Solidarity and inclusion: support for at-risk populations, health, and inclusion
- Sustainability and animal welfare: environmental preservation and animal well-being
- VEA in Action: miscellaneous activities

Family members of employees and retired former employees also participate in the program.



Active Neighbors in Action volunteers

Country	VEA Employees	VEA Youth	VEA Family Members	VEA 5 Estrellas (retired pensioners)
Panama	2,458	90	213	4
Costa Rica	45	N/A	28	N/A
Colombia	2	2	5	N/A
Guatemala	3	N/A	3	N/A
Total	2,508	92	249	4

Key achievements of the year include:

Education and Culture

- 109 workshops and 3,476 beneficiaries reached through the financial education program aimed at adolescents and professional adults, surpassing the three-year goal of 10,000 beneficiaries.
- 376 children and adolescents benefited from educational workshops and sports activities led by our volunteers, in partnership with the Federico José Humbert Azcárraga School, the Nutre Hogar Foundation, the Casa Esperanza Foundation, and the Ciudad del Niño Foundation.
- 173 specialized mentoring sessions for adolescents focused on university preparation, project development, cybersecurity, and the *Hour of Code*, delivered by our volunteers.

Solidarity and Inclusion

- 25 wishes fulfilled in partnership with the Make-A-Wish Foundation, creating memorable moments of joy for children with critical illnesses.
- 6 homes built by more than 70 volunteers and their families in collaboration with TECHO.
- More than 8,000 food bags distributed to residents of the Casco Antiguo neighborhood and surrounding areas, in partnership with the Panama Food Bank and Los Preferidos.
- 5 blood donation campaigns held at the bank's facilities, successfully collecting 136 pints of blood.
- 56 breakfasts distributed to families of patients at Hospital del Niño, Hospital Aquilino Tejera, Hospital Nicolás Solano, and Hospital Rafael Estévez, benefiting more than 6,000 people.
- 586 Special Olympics athletes accompanied by our volunteers across 173 sports activities, promoting social inclusion and respect for diversity.
- 8 caregiving activities for 44 older adults.

Sustainability and Animal Welfare

- 1,270 trees planted by VEA Ambiente volunteers, in partnership with the Rotary Club Panama Northeast chapter and the Pro Eco Azuero Foundation.
- 7 beach clean-ups conducted at La Barqueta Beach, El Salado Beach, the Costa del Este viewpoint, the Río Abajo river mouth, and the Cinta Costera.
- 698 spay and neuter procedures performed on stray dogs and cats, representing a significant public-health contribution by helping control overpopulation, abuse, and animal abandonment.

Futurín Tour

In 2025, we carried out a new edition of our children's tour, titled "The Magic Book of Adventures." Throughout the tour, we reached 3,000 girls and boys between the ages of 4 and 9, bringing them educational content in a fun and engaging way.



Governance

An organization built on trust

Banking is, above all, a business built on trust. Our clients, employees, suppliers, and communities entrust us with a responsibility that we take very seriously. Acting ethically, with integrity and transparency, is part of our DNA and is reflected in a solid, responsible governance structure capable of evolving without compromising the values that define us.

Board of Directors and Senior Management

The organization's highest governing body is the Board of Directors, responsible for setting strategic direction and overseeing its operations, while promoting an environment of transparency, risk control, responsible management, and financial soundness. Its functions and responsibilities are duly established in the [Corporate Governance Manual](#).

By the end of 2025, the composition of the Board of Directors was as follows:

Composition of the Board of Directors of Banco General, S.A.

		2024	2025
Total Directors		15	14
Gender	Women	2	2
	Men	13	12
Age	50-59	6	5
	60-69	5	5
	70-75*	4	4

*Figures correspond to Banco General; subsidiaries are excluded, as they have their own Boards of Directors.



The year 2025 also marked a significant strengthening of Senior Management, with the appointment of four new Executive Vice Presidents. These appointments bring fresh perspectives and support a key generational succession process, ensuring continuity and sustained leadership within the organization.

At year-end, the Senior Management structure was as follows:

Composition of Senior Management		2024	2025
Total Executives		7	11
Gender	Women	2	3
	Men	5	8
Age	50-59	5	8
	60-69	2	3

Governance and sustainability

At Banco General, sustainability is an integral part of our strategy and how we conduct business. Environmental, Social, and Governance (ESG) criteria are overseen at the highest level of the organization.

At the Board of Directors level, the Human Capital, Corporate Governance, and ESG Criteria Committee is responsible for approving and monitoring the sustainability strategy, as well as promoting ongoing ESG-related training for Board members.

At the executive level, the Corporate Responsibility Committee (ESG criteria) leads the implementation of the ESG strategy, supports the development of related policies, and oversees compliance with established objectives. Permanent members of this committee include the Chief Executive Officer, the Chairman of Grupo Financiero BG, S.A., the Chairman of Banco General, S.A., and a member of the Board of Directors, reflecting the relevance and strategic importance we assign to these matters.

Complementarily, other Board-level committees that indirectly oversee key ESG aspects include:

- Risk Committee of Banco General, S.A. and Subsidiaries
- Anti-Money Laundering Committee of Banco General, S.A. and Subsidiaries
- Ethics and Compliance Committee (subsidiaries regulated by the SMV)

Additionally, in 2025 we made progress in consolidating our ESG structure with the creation of a new Director of Sustainability position, responsible for leading the bank's sustainability strategy and ensuring its effective implementation, management, and measurement across the organization.

Regulatory framework and internal policies

Our actions are governed by a set of policies, procedures, and manuals that ensure an ethical, values-driven culture. The main governing documents currently in force include:

- [Code of Ethics and Conduct of Grupo Financiero BG, S.A. and Subsidiaries](#)
- [Corporate Governance Manual of Grupo Financiero BG, S.A. and Subsidiaries](#)
- Environmental and Social Risk Policies and Procedures Manual of Banco General, S.A. and Subsidiaries
- Reputational Risk Policies and Procedures Manual of Banco General, S.A. and Subsidiaries
- Anti-Corruption and Anti-Bribery Policy
- [Climate Management Policy](#)
- [Donations Policy of the Sus Buenos Vecinos Foundation](#)

These documents are periodically reviewed to ensure their relevance and alignment with regulatory mandates and business models. Some policies and manuals are for internal use only due to their confidential nature. Our employees have access to these commitments through our intranet (*Mi Red Estrella*).





Transparency and accountability: reporting channels

To report potential violations of the Code of Ethics and Conduct, we have a confidential whistleblower hotline, known as *Linea Segura* (Secure Line), managed by an independent third party, available to employees from 7:00 a.m. to 7:00 p.m. This channel guarantees confidentiality, impartiality, and protection for whistleblowers.

Additionally, employees may submit complaints directly to the Human Capital Executive Vice President and/or their Human Capital advisor. All complaints are handled with absolute discretion, and no retaliation is taken against individuals who raise concerns.

The Human Capital Department, with the support of the Security Department, is responsible for investigating cases and defining the corresponding corrective measures, in accordance with internal procedures.

Risk management: an institutional priority

Proactive and efficient risk management is a cross-cutting priority throughout the organization. In compliance with Agreement 11-2018 issued by the Superintendency of Banks of Panama (SBP), we have established a governance framework for operational risk management, supported by clearly defined roles and responsibilities, as well as a structure that ensures independence and effective oversight. Our risk management approach is supported by policies and procedures aligned with international standards, spanning processes for identifying, measuring, mitigating, monitoring, and reporting risks related to processes, people, technology, information, and external factors.

The following are key developments and results achieved in 2025:

- We strengthened the operational risk management culture, keeping exposure within the defined risk appetite. We closed the year with only one very high-risk and one high-risk event, both duly reported to the Executive Risk Committee. 73% of risks were classified as "medium-low," followed by 18% as "low." By category, 62% corresponded to "Execution, delivery, and process management," while "Business interruption and system failures" represented 21%.
- Net losses remained below established limits, with no events of significant impact and timely recovery of incidents from prior periods. 48% of these losses were concentrated in "Clients, products, and business practices," followed by "Execution, delivery, and process management" at 27%, both within defined appetite and risk tolerance levels.
- We achieved 100% documentation of business continuity plans and 95% coverage in testing, thanks to a decentralized strategy that strengthened organizational preparedness in the face of disruptive events.
- We conducted three institutional drills involving activation of the Crisis Management Committee, all with satisfactory results, reinforcing response capacity and organizational resilience.
- In cybersecurity, we strengthened the role of the second line of defense by initiating the mapping of controls under NIST standards, advancing toward international best practices.
- We promoted initiatives to enhance first-line cybersecurity risk management, increasing the maturity of the control model and the bank's ability to anticipate and respond to emerging threats.

Every employee is aware of his or her responsibility in identifying, preventing, and reporting risk-related incidents. In this context, we recognize that continuous professional development is essential; therefore, we implement internal communication mechanisms and mandatory annual training for all employees and subsidiaries. These trainings cover topics such as the Code of Ethics and Conduct, Information Security, Anti-Money Laundering, Counter-Terrorism Financing and Proliferation of Weapons of Mass Destruction, as well as Risk, Prevention, and Security.

Cybersecurity

We are committed to increasing our level of maturity in the area of cybersecurity, in order to mitigate to the greatest extent possible a risk that has become one of the most significant worldwide.

Through ongoing investments in technology, training, prevention, policies, and processes, we maintain a high level of vigilance to protect our information assets and the bank's systems.

Additionally, we conduct internal awareness campaigns using technological solutions that include micro-learning capsules and simulations, fostering a culture of continuous vigilance among our employees. Likewise, we maintain ongoing communication with our customers through social media, email, and other channels, recognizing that cybersecurity and fraud prevention are a shared responsibility.

Data privacy

Information privacy is an absolute priority. As a trust-based business, protecting the data and privacy of customers, suppliers, and employees is non-negotiable. Our practices are governed by Law 81 on Personal Data Protection, which establishes the principles and guidelines for the proper handling of information in Panama.

During 2025, we reinforced this commitment by incorporating a specific personal data protection clause into the [Banking Services Agreement](#) signed by our customers. This update clarifies the responsibilities of both parties and ensures an even more secure and ethical handling of information.

Additionally, we began formalizing our Data Governance framework, a cross-cutting initiative aimed at strengthening information management, quality, availability, privacy, and security processes throughout the organization. This initiative will continue its development during 2026, laying the foundation for more efficient data management aligned with international standards.

Since 2023, we have an assigned Data Protection Officer, responsible for promoting the ethical use of information, strengthening our internal data protection culture, ensuring regulatory compliance, and establishing procedures that guarantee the privacy, integrity, and security of personal data.

We also maintain our [Privacy Notice](#) available on our website, where we transparently explain how we collect, use, store, transfer, and protect the personal data of all parties with whom we interact.





Human Rights

At Banco General, we are firmly committed to respecting and protecting human rights, as formally established in our Code of Ethics and Conduct. Throughout this Responsible Banking Report, we disclose how we manage, prevent, and mitigate our impacts on fundamental rights such as privacy, equality and non-discrimination, fair labor conditions, and the promotion of greater economic equity.

In the banking sector, human rights due diligence is essential to ensuring ethical and responsible operations, as well as preventing risks arising from direct or indirect involvement in potential violations. For this reason, our credit approval processes and supplier contracting evaluations incorporate criteria aimed at identifying and mitigating environmental, social, and human rights risks.

We have robust due diligence processes, supported by management systems and periodic information updates. These processes are strengthened through the application of the Environmental and Social Risk Management System within the business risk area, as well as the Know Your Supplier Policy, which establishes clear parameters for evaluating the ethical conduct of third parties.

With regard to our employees, the Know Your Employee Policy is a fundamental pillar of our strategy. Through mechanisms for identification, verification, and annual information updates, we promote work environments based on respect, equity, and non-discrimination, ensuring fair treatment for all.

This approach is further reinforced through other corporate policies, such as the Anti-Corruption Policy and Compliance Policies, which strengthen an organizational culture based on ethics, transparency, and respect for human rights.

Complementarily, through the Sus Buenos Vecinos Foundation and the corporate volunteering program Neighbors in Action, we support community initiatives that promote fundamental human rights such as access to education, health, and adequate nutrition, contributing to the social development of the communities where we operate.

GRI Content Index

Banco General has prepared the information cited in this GRI Content Index for the period from January 1 to December 31, 2025, in accordance with the GRI Standards.
GRI 2 - General Disclosures 2021

GRI Standard	Content	Location	Related links
GRI 2: GENERAL DISCLOSURES			
1. The organization and its reporting practices			
2-1	Organizational details	Banco General, S.A. operates under a General Banking License granted by the Superintendency of Banks of Panama, which allows it to conduct business both domestically and internationally. It is a wholly owned subsidiary of Grupo Financiero BG, S.A., its sole shareholder and parent company, which is listed on the Latin American Stock Exchange (Latindex). Our operations are primarily concentrated in Panama and, at the international level, we operate a universal bank in Costa Rica and maintain representative offices in Guatemala, El Salvador, Colombia, and Peru.	About us, page 6 Corporate Information Bolsa Latinoamericana de Valores
2-2	Entities included in the organization's sustainability reporting	This Report contains information on Banco General and all its subsidiaries, the achievements reached in 2025, and the goals proposed for the coming years. When reference is made to Banco General in this Report, it should be understood to include all its subsidiaries and regional operations. When data are not available for regional offices or are not provided for a subsidiary, this is indicated in the data presented. Given that our operations are mainly concentrated in Panama, this Report primarily reflects initiatives and progress related to environmental, social, and governance (ESG) criteria at the Panamanian offices, while also presenting the most relevant data from the other countries in which the bank operates. It should be noted that on December 31, 2024, the subsidiary BG Valores, S.A. absorbed BG Investment Co., Inc. through a merger; accordingly, all assets, liabilities, and equity accounts of the latter were incorporated into the statement of financial position of BG Valores, S.A. as of that date.	About this Report, page 5 Corporate Information
2-3	Reporting period, frequency and contact point	This Report, published in April 2026, covers programs and progress from January 1 to December 31, 2025, and is published annually, covering the same period as the Financial Statements of Banco General, S.A. and its subsidiaries; the previous Report was published in 2024. If any information presented does not cover this period or covers a longer period, it is detailed within the Report. Contact: aalfaro@bgeneral.com	About this Report, page 5
2-4	Restatements of information	If a restatement is required, it is explained and noted in the text and footnotes of this Report or in the related data tables.	About this Report, page 5
2-5	External assurance	The information included in this Responsible Banking Report, covering the period from January 1 to December 31, 2025, has been verified by KPMG in its capacity as an independent verification services provider, with the scope indicated in its Verification Report, which appears at the end of this Report. KPMG is also responsible for auditing the Consolidated Financial Statements of Banco General, S.A. and its subsidiaries.	Verification letter
2. Activities and workers			
2-6	Activities, value chain and other business relationships	Banco General, S.A. and its subsidiaries offer customers a broad and comprehensive portfolio of financial solutions. This includes consumer banking products such as mortgages, personal and auto loans, credit cards, savings and checking accounts, and time deposits, among others, as well as corporate, wealth, and investment banking services. Additionally, the Group provides insurance and reinsurance, manages pension and severance funds, and operates a brokerage firm. The bank's main operations are carried out in Panama, where it serves a broad segment of the population. This includes individuals formally employed in the public and private sectors—even at minimum wage levels—as well as independent workers, entrepreneurs, and national and international companies of all sizes, including small, medium, and large organizations. The institution also maintains a network of more than 3,500 suppliers that support its operations.	https://www.bgeneral.com/ https://www.profuturo.com.pa/ https://www.yasoy.com.pa/ https://www.general.desequeros.com/
2-7	Employees	Banco General has 5,155 employees. All workforce data can be found in the Our People - Workforce Data section, page 35.	Our people, page 27

GRI Content Index

Banco General has prepared the information cited in this GRI Content Index for the period from January 1 to December 31, 2025, in accordance with the GRI Standards.
GRI 2 - General Disclosures 2021

3. Governance				
2-9	Governance structure and composition	Our corporate governance structure is described in detail in the Corporate Governance Manual. Section VIII presents the committees of the highest governing body, including those responsible for overseeing economic, environmental, and social impacts. Information on the composition of this governing body is developed throughout the document, with a specific description provided in Section V.	Governance, page 49	Corporate Governance Manual
2-10	Nomination and selection of the highest governance body	Corporate Governance Manual, Section V, item B.	Governance, page 49	Corporate Governance Manual
2-11	Chair of the highest governance body	The Chairman of the Board of Directors of Banco General, S.A. is Juan Raúl Humbert, who does not serve as an executive of the organization.	Governance, page 49	Corporate Governance Manual
2-12	Role of the highest governance body in overseeing the management of impacts	The Board of Directors oversees impact management through the Human Capital, Corporate Governance, and ESG Criteria Committee. Likewise, environmental, climate, and social risks that may affect operations are assessed by the Board Risk Committee. The bylaws and responsibilities of each committee are described in detail in the Corporate Governance Manual.	Governance, page 49	Corporate Governance Manual
2-15	Conflicts of interest	In our Code of Ethics and Conduct, Section IV, page 30, the policies related to the management of conflicts of interest are described, including those that may arise in relationships with clients, in employees' activities, and in the handling of gifts or courtesies. In addition, the Corporate Governance Manual, page 10, details the incompatibilities applicable to the Board of Directors, including provisions related to conflicts of interest.	Governance, page 49	Corporate Governance Manual
2-17	Collective knowledge of the highest governance body	In 2025, no formal sustainability-related training sessions were conducted for the Board of Directors.		
4. Strategy, policies and practices				
2-22	Statement on sustainable development strategy	Responsible Banking Report 2025, Message from the President, page 3	Message from the President, page 3	
2-23	Policy commitments	The values that guide Banco General include integrity, honesty, respect, confidentiality, moral integrity, and solidarity. The main policies and commitments related to the responsible management of operations are formalized in various documents, including the Code of Ethics and Conduct, the Corporate Governance Manual, the Environmental and Social Risk Policies and Procedures Manual of Banco General, S.A. and Subsidiaries, the Reputational Risk Policies and Procedures Manual, the Anti-Corruption and Anti-Bribery Policy, the Climate Management Policy, and the Donations Policy of the Sus Buenos Vecinos Foundation, in addition to other institutional policies that address aspects related to responsible business management.	Governance, page 49	Corporate Governance Manual Code of Ethics and Conduct
2-27	Compliance with laws and regulations	In the Customer Care and Satisfaction section, details are provided on complaints filed with regulatory authorities and fines imposed. Likewise, the Reputational Risk Policies and Procedures Manual of Grupo Financiero BC, S.A. and its subsidiaries establishes the thresholds used by the bank to define significant non-compliance. Significant fines under this criterion are included within the \$41,700 amount reported in the Customer Care and Satisfaction section. The appropriate actions were taken to assess and implement improvements.	Customer service and satisfaction, page 42	
2-28	Membership associations	Banco General actively participates in various national and international associations. Among the most relevant are the Panamanian Banking Association, the Panama Chamber of Commerce, Industries, and Agriculture, the American Chamber of Commerce of Panama, the Panamanian Association of Real Estate Brokers and Developers, and the Panamanian Association of Insurers, among others.		
5. Approach to Stakeholder Engagement				
2-29	Approach to Stakeholder Engagement	Banco General maintains ongoing communication with its various stakeholder groups, including shareholders, employees, customers, suppliers, regulatory authorities, and the community. A range of channels and dialogue mechanisms are used with each of these groups in order to listen to their perspectives and promote open and transparent relationships. The Our ESG Approach section explains how we carry out this active listening process and how we identify the actual or potential impacts that our operations may have on these stakeholders.	Our ESG approach, page 10	

GRI Content Index

Banco General has prepared the information cited in this GRI Content Index for the period from January 1 to December 31, 2025, in accordance with the GRI Standards.
GRI 2 - General Disclosures 2021

GRI 9: MATERIAL TOPICS				
3-1	Process to determine material topics	In 2024, we carried out a Double Materiality Assessment with external support, confirming the relevance of issues previously identified and managed: financial inclusion, education, operational eco-efficiency, climate risk, governance, ethics, and information security. These results guide our ESG approach and drive future ESG initiatives.	Our ESG approach, page 10	Double Materiality Study
3-2	List of material topics	See Our ESG Approach, page 10.	Our ESG approach, page 10	Double Materiality Study
3-3	Management of material topics	Throughout the Responsible Banking Report, we describe how impacts related to the material topics defined in our Materiality Study are managed.	Responsible Banking Report	
ECONOMIC PERFORMANCE				
201 Economic Performance				
201-1	Direct economic value generated and distributed	In our Responsible Banking Report, we detail the direct economic value generated and distributed. Our Consolidated Financial Statements may also be consulted.	About us, page 6	Consolidated Financial Statements
201-2	Financial implications and other risks and opportunities due to climate change	Through our Environmental, Social, and Climate Risk Management System, we assess the risks associated with our credit portfolio. In the Environment section, we detail how we evaluate and mitigate these risks.	Environment, page 14	
202 Market Presence				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The data can be found in the Our People - Workforce Data section, page 35.	Our people, page 27	
202-2	Proportion of senior management hired from the local community	On Banco General's Board of Directors, only one Director is not Panamanian; within Senior Management, only two Executive Vice Presidents are not Panamanian.	Our people, page 27	Corporate Information
203 Indirect Economic Impacts				
203-1	Infrastructure investments and services supported	Through the Sus Buenos Vecinos Foundation, we make significant investments in infrastructure that strengthen the communities where we operate. In 2025, we inaugurated our own building for the Centro Superior de Fundación Sus Buenos Vecinos, a space dedicated to providing supplementary education to students from 10th to 12th grade.	Sus Buenos Vecinos Foundation, page 44	Sus Buenos Vecinos Foundation
204 Procurement Practices				
204-1	Proportion of spending on local suppliers	Spending on local suppliers is detailed in the Relationship with Our Suppliers section.	Suppliers, page 43	
206 Anti-competitive Behavior				
206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	There were no actions related to monopolistic practices or unfair competition.		
GRI 300: ENVIRONMENT				
305 Emissions (GHG)				
305-1	Direct (Scope 1) GHG emissions	Our Scope 1 greenhouse gas (GHG) emissions, in addition to being published in this Report, are reported on the Reduce Tu Huella - Corporate platform of Panama's Ministry of Environment, which also requires verification by an independent third party.	Environment, page 14	Reduce Your Footprint - Corporate
305-2	Energy indirect (Scope 2) GHG emissions	Our Scope 2 greenhouse gas (GHG) emissions, in addition to being published in this Report, are reported on the Reduce Tu Huella - Corporate platform of Panama's Ministry of Environment, which also requires verification by an independent third party.	Environment, page 14	Reduce Your Footprint - Corporate
305-3	Other indirect (Scope 3) GHG emissions	As of 2024, we measure our Scope 3 greenhouse gas emissions, which are published in the Environment section.	Environment, page 14	

GRI Content Index

Banco General has prepared the information cited in this GRI Content Index for the period from January 1 to December 31, 2025, in accordance with the GRI Standards.
GRI 2 - General Disclosures 2021

305-4	GHG emissions intensity	The intensity of our greenhouse gas emissions, in addition to being published in this Report, are reported on the Reduce Tu Huella - Corporate platform of Panama's Ministry of Environment, which also requires verification by an independent third party.	Environment, page 14	Reduce Your Footprint - Corporate
305-5	Reduction of GHG emissions	Efforts to reduce Scope 1 and Scope 2 greenhouse gas emissions are published in the Environment section (p. 14). These efforts are also reported on the Reduce Tu Huella - Corporate platform of Panama's Ministry of Environment and are verified by an independent third party.	Environment, page 14	Reduce Your Footprint - Corporate
306 Waste				
306-4	Waste diverted from disposal	In the Environment section, we detail the bank's recycling and reuse management of discarded materials.	Environment, page 14	
GRI 400: SOCIAL				
401 Employment				
401-1	New employee hires and employee turnover	Our People, page 27	Our People, page 27	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	At Banco General, we exclusively employ full-time staff. All employees hired under this modality receive the benefits established by applicable legislation, along with a wide range of additional benefits described in the Our People section (page 27). Likewise, individuals hired under temporary contracts also have access to all labor guarantees provided by law.	Our People, page 27	
404 Training and Education				
404-1	Average hours of training per year per employee	In the Our People section, Training and Development subsection, page 34, we provide detailed data on employee training.	Our People, page 27	
404-2	Programs for upgrading employee skills and transition assistance programs	Through the Our People section, we describe how we support employees in the development of their careers.	Our People, page 27	
404-3	Percentage of employees receiving regular performance and career development reviews	Our employees receive annual performance evaluations. Complete data are detailed in the Performance Conversation section, page 33.	Our People, page 27	
405 Diversity and Equal Opportunity				
405-1	Diversity of governance bodies and employees	65% of our workforce is female, and 35% is male. In the Our People - Workforce Data section, we detail how profiles are distributed. On our Board of Directors, we have two female Directors, representing 14% of the total Board.	Our people, page 27 Board of Directors and Senior Management, page 49	
405-2	Ratio of basic salary and remuneration of women to men	The ratio between base salary and total remuneration at Banco General, as well as the differences between men and women, are detailed in the Our People section.	Our people, page 27	
415 Public Policy				
415-1	Political contributions	As stated in our Code of Ethics and Conduct, Banco General does not make donations to political parties or similar entities.	Code of Ethics and Conduct	
417 Marketing and Labeling				
417-1	Requirements for product and service information and labeling	As required by Banking Law, rates, fees, and commissions for all our products and services are publicly disclosed on our website, www.bgeneral.com/ .	https://www.bgeneral.com/	
417-2	Incidents of non-compliance concerning product and service information and labeling	There were no instances of non-compliance.		
417-3	Incidents of non-compliance concerning marketing communications	There were no instances of non-compliance.		
418 Customer Privacy				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no instances of non-compliance.		

Principles for Responsible Banking

Executive Summary - Banco General 2025

Principle 1: Alignment	Response	Links and references																								
<p>We will align our business strategy to be consistent with and to contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p>In 2025, we completed our 2023-2025 ESG Strategic Plan, the progress and results of which are integrated throughout this Report. Key milestones include:</p> <ul style="list-style-type: none"> • Advances in climate management, including emissions measurement (Scopes 1, 2, and 3) and operational eco-efficiency, as described in the Environment section (p. 14). • Expansion of financial inclusion through digital products, first-time credit, medium- and long-term savings, and financial education, documented in the Financial Inclusion section (p. 38). • Strengthening of social investment through the Sus Buenos Vecinos Foundation and its flagship programs (Sus Buenos Vecinos Foundation, p. 44). • Enhancement of ESG governance, including policy, risk management, and data privacy updates, presented in the Governance section (p. 49). <p>Along these lines, we highlight the lessons learned and challenges faced in the 2023-2025 ESG Strategic Plan, particularly regarding the financing of solar panels for the corporate portfolio and options for offsetting our emissions in Panama.</p> <p>As approved by the Corporate Responsibility Committee in 2025, we have designed a 2026 ESG Plan, which establishes specific goals and KPIs that provide continuity to the actions of the previous cycle. This new plan incorporates a biodiversity component, ensuring that our environmental management evolves beyond climate to also address ecosystem protection and restoration, in line with the Principles for Responsible Banking recommendations. Likewise, during 2026 we will develop the new 2027-2029 Strategic Plan, which will integrate these guidelines and deepen ESG priorities defined for the period.</p> <p>Additionally, we note that complementary information regarding the organization and its management can be found in: Who We Are (p. 6), the 2025 Consolidated Financial Statements, and our website, which details the full range of products and services offered by the bank.</p>	<p>About us, page 6 Our ESG Approach, page 10 www.bgeneral.com/financialstatements www.bgeneral.com/corporateinformation https://www.bgeneral.com/responsible-banking/</p>																								
Principle 2: Impact & Target Setting	<p>Based on the 2023 Impact Analysis conducted with the support of the UNEF FI Portfolio Impact Analysis Tool for Banks (which remains valid given that the portfolio composition remained stable), and the 2024 Double Materiality Study, we focused our efforts on Climate Change and Financial Inclusion. This approach is reflected in the Our ESG Approach section (p. 18).</p> <p>Financial inclusion</p> <p>In 2025, we advanced our financial inclusion efforts by focusing on mass market segments, defined as individuals with a monthly income below \$1,000, who have historically had fewer opportunities within the formal financial system. Throughout the year, we continuously monitored key indicators such as digital accounts opened, medium- and long-term savings, first-time loans granted, and low-cost insurance, and reported their progress to the Corporate Responsibility Committee.</p> <p>This monitoring was supported by more robust analytics, which enabled us to better understand the financial behavior of these customers and to continue adjusting our product offering to better respond to their needs. (See Financial Inclusion section, p. 38.)</p> <table border="1" data-bbox="443 767 938 902"> <thead> <tr> <th>Indicator</th> <th>2023</th> <th>2024</th> <th>2025</th> </tr> </thead> <tbody> <tr> <td>% of customers actively using digital channels</td> <td>83%</td> <td>84%</td> <td>85%</td> </tr> <tr> <td>Number of Yappy transactions per year</td> <td>348 millones</td> <td>433 millones</td> <td>664 millones</td> </tr> <tr> <td>Individuals receiving credit for the first time (no prior credit with a financial institution)</td> <td>39,500</td> <td>48,061</td> <td>39,354</td> </tr> <tr> <td>Number of people reached through financial education initiatives</td> <td>2,439</td> <td>4,395</td> <td>3,476</td> </tr> <tr> <td>Number of active partnerships to advance inclusion objectives</td> <td>3</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Indicator	2023	2024	2025	% of customers actively using digital channels	83%	84%	85%	Number of Yappy transactions per year	348 millones	433 millones	664 millones	Individuals receiving credit for the first time (no prior credit with a financial institution)	39,500	48,061	39,354	Number of people reached through financial education initiatives	2,439	4,395	3,476	Number of active partnerships to advance inclusion objectives	3	3	3	<p>Financial Inclusion, page 38 Environment, page 14</p>
Indicator	2023	2024	2025																							
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Principles for Responsible Banking

Executive Summary - Banco General 2025

Regarding our objective to increase the penetration of credit products within mass segments by 2026, the 2025 analysis showed that although penetration closed the year at 8.09%, below the 8.47% recorded in the 2023 baseline year, there was an increase in credit placement. In other words, more customers in this segment gained access to a credit product in 2025. This occurred because the total number of people within mass segments grew at a faster pace, which reduced its proportion, even though the absolute number of customers with credit products increased. In practical terms, this represents a positive step forward: more lower-income Peruvians were able to obtain their first credit product, a key milestone for building a financial track record and expanding their opportunities.

Looking ahead, the 2026 ESG Plan incorporates concrete and measurable targets to further deepen financial inclusion. Among these are the promotion of medium- and long-term savings within mass segments and the expansion of first-time credit for this population. These targets will serve as the foundation for the 2027-2029 Strategic Plan, which will ensure continuity and greater scale for programs, products, and initiatives that promote financial participation among populations that have traditionally been excluded.

Climate change

In 2025, we continued to strengthen our climate management efforts, focusing on two priority areas: improving energy efficiency and reducing our carbon footprint. Although we did not achieve the goal of reducing our operational carbon footprint by 33%, we recorded significant improvements in energy efficiency and remain on track to achieve carbon neutrality in 2026.

A key milestone of the year was the completion, for the second consecutive year, of the Scope 3 carbon footprint measurement exercise. Unlike the previous year, this process was led internally by employees from different areas of the bank, with the support of a specialized consulting firm. This approach allowed us to strengthen internal capabilities and better understand emission sources linked to our value chain.

With regard to green financing, performance in solar energy financing fell short of the cumulative target of \$195 million established in our 2023-2025 ESG Strategic Plan. To better understand the market, during 2025 we conducted an analysis based on meetings with various ecosystem stakeholders, including energy distributors, solar panel companies, and industry associations. This process enabled us to identify real needs, adjust expectations, and define next steps. (More information is available in the Environment section, p. 14.)

Looking ahead, the 2026 ESG Plan explicitly incorporates a biodiversity component, thereby expanding the scope of our environmental strategy beyond climate change. We also aim to improve the quality and coverage of the information used to measure Scope 3 emissions, which will allow us to include more sectors and strengthen decision-making. These lines of work will also be part of the 2027-2029 Strategic Plan, currently under development, ensuring continuity and greater maturity in our environmental management.

Principle 3: Clients & Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Financial Inclusion

Regarding financial inclusion, in 2025 we expanded our educational and information channels through initiatives such as displaying financial literacy messages on LED screens and publishing educational segments in two of the country's leading newspapers. We also expanded our financial education program to include activities for primary school students, and we plan to continue its implementation under the 2026 ESG Plan. (See Financial Inclusion section, p. 38.)

In terms of products, 2025 marked a significant milestone with the launch of 100% digitally pre-approved loans, available to SME customers through commercial mobile banking.

For its part, Yappy consolidated its position as a key tool for inclusion. In 2025, three additional banks joined the ecosystem, reaching a total of seven banks, and the functionality to pay utility bills directly from the app was added. These enhancements have made daily life easier for users and expanded the reach of digital financial services.

Climate Change

In 2025 we continued expanding our product offerings that support the transition toward a more sustainable energy model. At the commercial and residential levels, we offered financing for solar panels and electric and hybrid vehicles, assisting clients in adopting clean technologies. This year, we introduced a residential solar panel financing option through personal loans at special rates, complementing the option previously available to clients with a mortgage at the bank.

<https://www.bgeneral.com/educacion-financiera/>
<https://www.yappy.com.pe/>
<https://www.bgeneral.com/responsible-banking/>

Principles for Responsible Banking

Executive Summary - Banco General 2025

	<p>Following the climate consultancy conducted in 2024, which confirmed that setting decarbonization targets for our portfolio was not yet feasible due to its maturity level, we focused our efforts on raising awareness and supporting key sectors. During 2025, we carried out activities specifically aimed at clients in the construction and real estate sectors, including workshops and a specialized newsletter, with the objective of promoting sustainable practices. (See Environment section, p. 14.)</p> <p>Likewise, we continued to strengthen the intersection between environmental and social issues. Through reforestation programs carried out in partnership with the Pro Eco Azuero and ANCON foundations, and with the active participation of volunteers from Neighbors in Action, we contributed to ecological restoration efforts. Similarly, we advanced our circular economy strategy through a robust recycling program, including an alliance with the Botellas de Amor Foundation, which transformed plastic material collected at the bank's buildings and branches into a community park for the Juan Diaz neighborhood. These initiatives concretely and collaboratively integrate biodiversity, sustainability, and social well-being.</p>	
<h3>Principle 4: Stakeholders</h3>		
<p>We will proactively and responsibly consult, engage, and partner with relevant stakeholders to achieve society's goals.</p>	<p>During 2025, the bank strengthened its engagement with different stakeholder groups, as described in the Our ESG Approach section, which details the communication channels and mechanisms established for each stakeholder group. In addition, we participated in the national pilot program for the implementation of Panama's Sustainable Finance Taxonomy, contributing to the development of a common framework for the country's financial system. We also maintained an active presence in sustainability-related forums, workshops, and conferences—either as speakers or participants—exchanging knowledge and strengthening our internal capabilities. Furthermore, we continued to support organizations such as the Mareva Verde Foundation, the Pro Eco Azuero Foundation, ANCON, and the Biodiversity Museum, thereby reinforcing our commitment to initiatives that promote environmental conservation and sustainability education.</p>	<p>Environment, page 14</p>
<h3>Principle 5: Governance & Culture</h3>		
<p>We will implement our commitment to these Principles through effective governance and a culture of responsible banking.</p>	<p>In 2025, we strengthened our ESG governance structure, as detailed in the Governance (p. 49) and Our ESG Approach (p. 10) sections. During the year, key documents were updated and strengthened, including the Corporate Governance Manual, the Code of Ethics and Conduct, and the Anti-Corruption and Anti-Bribery Policy, to account for best practices and applicable regulatory frameworks. We also created the Director of Sustainability position, dedicated to overseeing the strategy, implementation, measurement, and monitoring of ESG initiatives at the institutional level. Likewise, we made progress in consolidating a cross-cutting approach to sustainability: ESG topics are addressed in a coordinated manner by different departments through cross-functional teams, reflecting a deeper integration of these priorities into our organizational culture and the bank's day-to-day operations.</p>	<p>Our ESG Approach, page 10 Governance, page 49 Corporate Governance Manual Code of Ethics and Conduct</p>
<h3>Principle 6: Transparency & Accountability</h3>		
<p>We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.</p>	<p>This Executive Summary and the ESG content referenced within the 2025 Responsible Banking Report have been reviewed and verified by KPMG as part of the external assurance process. For more information, please refer to the About this Report section (p. 5).</p>	<p>About this Report, page 5 Verification Letter 2025, page 61</p>



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INDEPENDENT LIMITED ASSURANCE REPORT

To the Board of Directors and Shareholders
Banco General, S. A.

Independent limited assurance report on the Contents of the Standards of the Global Reporting Initiative (GRI Standards) and the Principles for Responsible Banking of the United Nations Environment Programme Finance Initiative (UNEP FI) included in the Responsible Banking Report 2025 of Banco General, S. A.

Conclusion

We have performed a limited assurance engagement on whether the Contents of the Standards of the *Global Reporting Initiative* (GRI Standards) and the Principles for Responsible Banking of the *United Nations Environment Programme Finance Initiative* (UNEP FI) (hereinafter, "the Contents") included in the Responsible Banking Report 2025 of Banco General, S. A. (hereinafter, the "Bank") as of and for the year ended on December 31, 2025, have been prepared with reference to the criteria established in the GRI Standards, as well as the Principles for Responsible Banking of the UNEP FI and its guidance document, which are detailed in Annex A.

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the Contents are not properly prepared, in all material respects, with reference to the criteria established in the GRI Standards, as well as the Principles for Responsible Banking of the UNEP FI and its guidance document, which are detailed in Annex A.

Basis for conclusion

We conducted our engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

Our firm applies International Standard on Quality Management (ISQM) 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.



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Restriction on use of our report

We draw attention to the Contents detailed in Annex A, which are only available to the Deputy Vice President for Corporate Communications and Social Development and the Bank's Board of Directors. Therefore, the Contents may not be suitable for persons other than the parties specified, and our report is not intended for, nor should it be used by, persons other than those mentioned. Our conclusion is not modified in respect of this matter.

Our report is submitted to the Deputy Vice President for Corporate Communications and Social Development and the Bank's Board of Directors on the basis that it will not be copied, referenced, or disclosed, in whole (except for the Bank's own internal purposes) or in part, without our prior written consent.

Responsibilities of the Bank regarding the Contents

The Bank's management, through its Deputy Vice President for Corporate Communications and Social Development, is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Contents such that they are free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Contents and appropriately referring to or describing the criteria used; and
- preparing the Contents based on the requirements of the GRI Standards, as well as the Principles for Responsible Banking of the UNEP FI and its guidance document;
- preventing and detecting fraud;
- selecting the information for the Contents, including identifying and interacting with intended users to understand their information needs;
- establishing objectives and goals, and implementing actions to achieve them;
- supervising the staff involved in the development of the Contents.

Limitations of the Contents

Due to the inherent limitations of any internal control structure, it is possible that errors or irregularities in the information presented in the Contents could occur and not be detected. Our work is not designed to detect all weaknesses in internal controls over the preparation and presentation of the Contents, since our work has not been carried out continuously throughout the period and the procedures were performed on a sample basis.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Contents are free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and



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- informing our conclusion to the Deputy Vice President for Corporate Communications and Social Development and the Bank's Board of Directors.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Contents that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Contents, and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of:

- conducting inquiries to gain an understanding of the Bank and its environment;
- conducting inquiries to gain an understanding of the process carried out by the Bank to determine its material topics and identify its stakeholders;
- conducting inquiries to gain an understanding of the process and activities carried out by the Bank in preparing and presenting the Contents;
- conducting inquiries to gain an understanding of the control environment and relevant information systems used in the process of development and presentation of the Contents, however, we did not evaluate the design and implementation of these controls or obtain evidence of their operational effectiveness;
- conducting inquiries to understand the process for collecting, consolidating and presenting the Contents;
- reading the Contents and comparing the information presented with the requirements established in the Standards of the Global Reporting Initiative (GRI Standards) and the Principles for Responsible Banking of the United Nations Environment Programme Finance Initiative (UNEP FI);
- performing a recalculation of the Contents and inquiring to obtain an explanation for any significant differences identified;
- comparing the information used to prepare and present the Contents with the underlying source information and evaluating its reliability.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Other legal information requirements

In compliance with Law 280 of December 30, 2021, which regulates the profession of certified public accountant in the Republic of Panama, we declare the following:

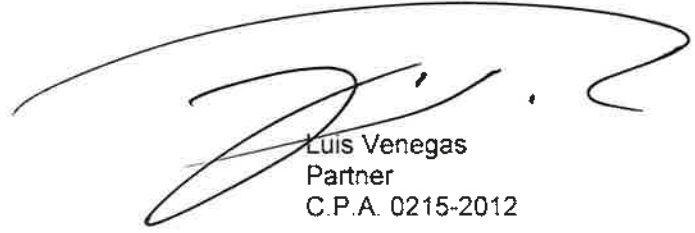


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- The direction, execution and supervision of this assurance work has been physically performed in the Panamanian territory.
- The partner that has prepared this independent limited assurance report is Luis Venegas

KPMG

Panama, Republic of Panama
April 6, 2026



Luis Venegas
Partner
C.P.A. 0215-2012



Annex A

Description of the Contents object of the independent limited assurance work:

GRI Standard	Content	
GRI 2 General Disclosures 2021	2-1-a	Organizational details
	2-1-b	
	2-1-c	
	2-1-d	
	2-2-a	Entities included in the organization's sustainability reporting
	2-2-b	
	2-3-a	Reporting period, frequency and contact point
	2-3-b	
	2-3-c	
	2-3-d	
	2-4-a-i	Restatements of information
	2-4-a-ii	
	2-5-a	External assurance
	2-5-b-i	
	2-5-b-ii	
	2-5-b-iii	
	2-6-a	Activities, value chain and other business relationships
	2-6-b-i	
	2-6-b-ii	
	2-6-b-iii	
	2-6-c	
	2-6-d	Employees
	2-7-a	
	2-7-b-i	
	2-7-b-ii	
	2-7-b-iii	
	2-7-b-iv	
	2-7-b-v	
2-7-c-i		
2-7-c-ii		
2-9-a	Governance structure and composition	
2-9-b		
2-9-c-ii		



Annex A, Cont.

GRI Standard	Content	
	2-9-c-iv	
	2-9-c-v	
	2-9-c-vii	
	2-10-a	Nomination and selection of the highest governance body
	2-10-b-i	
	2-10-b-ii	
	2-10-b-iii	
	2-10-b-iv	
	2-11-a	Chair of the highest governance body
	2-11-b	
	2-12-a	Role of the highest governance body in overseeing the management of impacts
	2-12-b-i	
	2-12-b-ii	
	2-12-c	
	2-15-a	Conflicts of interest
	2-15-b-i	
	2-15-b-ii	
	2-15-b-iii	
	2-15-b-iv	
	2-17-a	Collective knowledge of the highest governance body
	2-22-a	Statement on sustainable development strategy
	2-23-a-i	Policy commitments
	2-23-a-ii	
	2-23-a-iii	
	2-23-a-iv	
	2-23-b-i	
	2-23-b-ii	
	2-23-c	
	2-23-f	
	2-27-a-i	Compliance with laws and regulations
	2-27-a-ii	
	2-27-b-i	



Annex A, Cont.

GRI Standard	Content	
	2-27-b-ii	
	2-28-a	Membership associations
	2-29-a-i	Approach to stakeholder engagement
	2-29-a-ii	
GRI 3 Material Topics 2021	3-1-a-i	Process to determine material topics
	3-1-a-ii	
	3-1-b	
	3-2-a	List of material topics
	3-2-b	
	3-3-a	Management of material topics
	3-3-b	
	3-3-c	
	3-3-d-i	
	3-3-d-ii	
	3-3-d-iii	
	3-3-e-i	
	3-3-e-ii	
	3-3-e-iii	
	3-3-e-iv	
	3-3-f	
GRI 201 Economic Performance 2016	201-1-a-i	Direct economic value generated and distributed
	201-1-a-ii	
	201-1-a-iii	
	201-1-b	
	201-2-a-i	Financial implications and other risks and opportunities due to climate change
	201-2-a-ii	
	201-2-a-iii	
	201-2-a-iv	
	201-2-a-v	
GRI 202 Market Presence 2016	202-1-b	Ratios of standard entry level wage by gender compared to local minimum wage
	202-1-c	
	202-1-d	
	202-2-a	Proportion of senior management hired from the local community
	202-2-b	



Annex A, Cont.

GRI Standard	Content	
	202-2-c	
	202-2-d	
GRI 203 Indirect Economic Impacts 2016	203-1-a	Infrastructure investments and services supported
	203-1-b	
	203-1-c	
GRI 204 Procurement Practices 2016	204-1-a	Proportion of spending on local suppliers
	204-1-b	
	204-1-c	
GRI 206 Anticompetitive Behavior 2016	206-1-a	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices
	206-1-b	
GRI 305 Emissions 2016 Note: The issuances presented in the Responsible Banking Report (ESG Criteria) 2025 correspond to the year 2024	305-1-a	Direct (Scope 1) GHG emissions
	305-1-b	
	305-1-c	
	305-1-d-i	
	305-1-d-ii	
	305-1-d-iii	
	305-1-e	
	305-1-f	
	305-1-g	
	305-2-a	Energy indirect (Scope 2) GHG emissions
	305-2-b	
	305-2-c	
	305-2-d-i	
	305-2-d-ii	
	305-2-d-iii	
	305-2-e	
	305-2-f	
	305-2-g	
	305-3-a	Other indirect (Scope 3) GHG emissions
305-3-b		
305-3-c		
305-3-d		
305-3-e-i		



Annex A, Cont.

GRI Standard	Content				
	305-3-e-ii				
	305-3-e-iii				
	305-3-f				
	305-3-g				
		305-4-a	GHG emissions intensity		
		305-4-b			
		305-4-c			
		305-4-d			
			305-5-a	Reduction of GHG emissions	
			305-5-b		
			305-5-c		
			305-5-d		
	305-5-e				
GRI 306 Waste 2020	306-4-a	Waste diverted from disposal			
	306-4-b-i				
	306-4-b-ii				
	306-4-b-iii				
	306-4-c-i				
	306-4-c-ii				
	306-4-c-iii				
	306-4-d-i				
	306-4-d-ii				
	306-4-e				
GRI 401 Employment 2016	401-1-a	New employee hires and employee turnover			
	401-1-b				
		401-2-a-i	Benefits provided to full-time employees that are not provided to temporary or part-time employees		
		401-2-a-ii			
		401-2-a-iii			
		401-2-a-iv			
		401-2-a-v			
		401-2-a-vi			
		401-2-a-vii			
		401-2-b			
GRI 404	404-1-a-i	Average hours of training per year per employee			



Annex A, Cont.

GRI Standard	Content	
Training and Education 2016	404-1-a-ii	
	404-2-a	Programs for upgrading employee skills and transition assistance programs
	404-3-a	Percentage of employees receiving regular performance and career development reviews
GRI 405 Diversity and Equal Opportunity 2016	405-1-a-i	Diversity of governance bodies and employees
	405-1-b-i	
	405-2-a	Ratio of basic salary and remuneration of women to men
	405-2-b	
GRI 415 Public Policy 2016	415-1-a	Political contributions
	415-1-b	
GRI 417 Marketing and Labeling 2016	417-1-a-i	Requirements for product and service
	417-1-a-ii	
	417-1-a-iii	
	417-1-a-iv	
	417-1-a-v	
	417-1-b	
	417-2-a-i	Incidents of non-compliance concerning product and service information and labeling
	417-2-a-ii	
	417-2-a-iii	
	417-2-b	
	417-3-a-i	Incidents of non-compliance concerning marketing communications
	417-3-a-ii	
	417-3-a-iii	
	417-3-b	
GRI 418 Customer Privacy 2016	418-1-a-i	Substantiated complaints concerning breaches of customer privacy and losses of customer data
	418-1-a-ii	
	418-1-b	
	418-1-c	

	Content	
Principles for Responsible Banking	UNEP - FI 2.1	Impact Analysis
	UNEP - FI 2.2	Target Setting
	UNEP - FI 2.3	Target implementation and monitoring
	UNEP - FI 5.1	Governance structure for Implementation of the Principles