

# Sustainability Report 2024

15 Years of Transparent Reporting



OBJETIVOS DE DESARROLLO SOSTENIBLE

Principios del Pacto Global de Naciones Unidas



SASB  
STANDARDS  
Basados en Principios

# Content

About this Report	2
International Standards	3
Who are We?	4
Recognitions	5
Messages	7

## 1 Corporate Governance

1.1 Company Profile	10
1.2 Corporate Governance	10
1.3 Risk Management	18
1.4 Sustainability Strategy	24
1.5 Ethics and Compliance	26

## 2 Employee Well-being

2.1 Payroll and Growth	37
2.2 Onboarding Program	38
2.3 Organizational Culture	40
2.4 Health and Safety	41
2.5 Diversity, Equity and Inclusion	42
2.6 Fico's Corporate University	46

## 3 Client-centric Culture

3.1 Service Points	50
3.2 Quality and Client Experience	51
3.3 Evolution and Digital Transformation	56
3.4 Responsible Banking	58
3.5 Entrepreneurship, Education and Financial Inclusion	61
3.6 Information Security	70

## 4 Social and Environmental Change Promoters

4.1 Community	76
4.1.1 Fico's Foundation	78
4.1.2 More Sustainable Initiatives	79
4.2 Environment	82

## 5 Solvency and Economic Performance

5.1 Relevant data from Fico's Group	91
5.2 Relevant data by country	92
5.3 Economic value generated and distributed	100

## Annexes

I Details of Management	100
II Verifications	117
III GRI Content Index	126
IV Index of parameters, Alerts	144

# About this Report

(GRI 2-1, 2-2, 2-3, 2-4)

Picose Group (GP) submits its fifteenth (15th) sustainability report, covering the period from January 1, 2024 to December 31, 2024 (Fiscal Year 2024). This report seeks to clearly communicate the progress and results achieved in Economic, Environmental, Social (EES) and corporate governance aspects.

This Sustainability Report 2024 considers the most relevant issues for GP and its stakeholders, and reflects the work of all those who contribute to the implementation of business models, which includes sustainability among its strategic priorities.

The contents of the following report have been validated in the first instance by the Corporate Social Responsibility Committee and Senior Management, with the support of all the areas involved. In addition, there is external verification by an independent third party, such as the Honduran Foundation for Social Responsibility (FUNDAR-HSE), who through the verification letter, has established the statement of concordance of the contents of this report with the international standards of the Global Reporting Initiative (GRI).



# Sustainability international standards as a support to this report



Qualitative and quantitative data on non-financial performance are presented, using the international standards of the Global Reporting Initiative (GRI), with special emphasis on general contents related to organization, activities, governance, strategy and interest groups.



Major contributions to the UN Sustainable Development Goals of the 2030 Agenda are reported.



The Sustainability Accounting Standards Board (SASB) is incorporated for the fifth consecutive year for the following sectors: Commercial Banking, Consumer Finance, Asset Management, Custody Activities, Mortgage/Financing, Investment Banking, Brokerage and Insurance. This methodology responds to investor information requirements on ESG issues that affect the financial stability of the company.



The commitment to the UN Global Compact Principles, which Pwobra Honduras has been a signatory since 2018, is maintained. For the presentation of this report, new updates to the Communication on Progress (COP) were adopted.

## How to read the contents of this report?

The contents of the GRI Standards and SASB metrics are referenced at the beginning of each section and below the headings.

In the annexes' section of this report you will find a list of GRI and SASB standards, as well as the SDGs and Global Pact Principles.



# Who are We?

Ficores Group began its entrepreneurial career in 1966 in the wood industry, focusing on the import of wood and its derivatives. It always accompanied its entrepreneurial efforts with a strong social commitment, especially in education, an element that would mark the history of the Group in a particular way.

In 1994 Ficores Bank was founded, thus beginning its incursion into the financial world. During the first decade, the Group's efforts focused on Honduras and diversified its activities, entering the insurance sector and creating the Ficores Foundation.

In 2011 a new phase of expansion began in Central America, covering the banking and insurance business. This expansion led us to cross borders, and today we have operations in Honduras, Guatemala, Nicaragua, Panama, El Salvador and the United States.

## International Presence



# Awards and Recognitions 2024

## Sustainability

### **Socially Responsible Enterprise 2024**

18 consecutive years recognized by FUNDACIÓN as a socially responsible company.



### **Recognition for good recycling practices**

FUNDACIÓN recognized Aesolica for good recycling practices that contribute to sustainability.



### **Safe Mobility Award- Road Mobility**

The International Automotive Federation (FIA), at the Americas Awards 2024, highlighted Ficocha Insurance's commitment through road safety and education campaigns.



### **Global Brand Frontier Awards 2024**

Excellence in Corporate Social Responsibility - Honduras, 2024.

### **Andhuac Award for Social Responsibility 2024.**

This award recognizes the positive impact of the "De Mi Tierra" program on sustainable development and community well-being.



### **Award for social commitment and business development.**

Ficocha Bank was recognized for the distinction in social responsibility and support to local business growth. In the II edition of recognitions to the commercial and business sector of Olanchito, Yoro-Honduras.



## Reputation

### **Recognition of Institutional Reputation**

The Interco-Banking recognized Ficocha Group as the company with the best global reputation in Honduras, highlighting it as a benchmark in the banking sector.

### **Recognition of Business Leader**

The Interco-Banking gave Camilo Azula recognition as the second most reputable business leader in Honduras.

### **Forbes Magazine**

In its issue #116 it positioned Aesolica as the company with the best reputation in El Salvador.

### **Strategy & Business Magazine**

Recognition for Ficocha Insurance as #1 brand in the insurance category in Honduras and Top 10 in Central America.

### **Economy & Business Magazine**

In the Loversuato category, the magazine recognized Aesolica as a preferred brand in the insurance market, according to its issue #217.

### **Summa Magazine**

Highlighted Ilicio Riquero, CEO of Aesolica, as one of the leading insurance experts, in its issue #167.

## Financial Strength

**The European's Global Sustainability & ESG Awards**  
Best Sustainable Corporate Governance 2024

**Euramoney Awards for Excellence 2024**  
The best bank in Honduras

**Global Business Magazine Awards**  
-Most Innovative Digital Bank Honduras 2024  
-Best Socially Responsible Bank Honduras 2024  
-Best CSR Bank Honduras 2024  
-Best Sustainable Environmental Bank Honduras 2024

**World Economic Magazine Awards 2024**  
-Best Digital Bank of Honduras 2024  
-Best Banking Group of Honduras 2024

**Global Finance**  
The Best Bank in Honduras for 2024

**AA Fitch Ratings**  
Awarded the AA rating to Ficoles Insurance, a recognition that guarantees strength and commitment to excellence.

**The Global Excellence Chronicle Magazine 2024**  
Best CSR Programs Bank Honduras 2024

**Global Banking and Finance**  
The Next 100 Global Awards 2024

## Diversity, equity and inclusion

**Summa Magazine**  
Aesuvia highlighted among the most diverse, inclusive and equitable companies in El Salvador, recognition published in its issue #160.





## Camilo Atala Faraj, Chairman of Ficohsa Group

It is a time of great challenges and opportunities for the Central American region. I am very pleased to share these thoughts with you. At Ficohsa Group, this year we have taken firm steps to continue acting and promoting sustainability, contributing in a tangible way to the well-being and development of all. These are the principles that guide us with determination towards a more just, resilient and prosperous future.

For more than 80 years, we have worked inspired by the core values of our parents, Juan and Tanya Atala Faraj, who taught us that development only makes sense when it is aligned with the well-being of all, especially through access to education, inclusion and generation of opportunities.

Given the need for greater financial inclusion, we have also seen opportunities to adapt, innovate and move forward with greater determination. These challenges have driven the evolution of our strategy, strengthening our digital capabilities, promoting gender equity and allocating investments to key productive sectors. As a result, this year we managed to double our digital placement and take the cost per acquisition.

Our growth has been made possible by a clear vision and consistent execution, always in line with the Sustainable Development Goals. In 2024, after a multidisciplinary work of our teams, and thanks to our good transparency practices, we achieved a milestone in our history: we consolidated a strategic alliance with the government of the United States, through IDPC (U.S. International Development Finance Corporation) and CFI<sup>(\*)</sup>, giving us a \$250 million loan, the largest in Central America and second largest in all of Latin America, which aims to empower small and medium-sized enterprises, especially those led by women.

We continue to expand the "Mujeres, liderando" program, which benefits more than 1,000 women entrepreneurs, and strengthen our "De Mi Tierra" program, with more than USD 58.35 million in agricultural financing. Through initiatives such as "First Financial Awareness," we have promoted financial inclusion and education in the region, reaching more than 100,000 people while continuing to generate opportunities that drive entrepreneurship, equity and sustainable social development.

We have advanced our digital transformation, reaching 88% of digital penetration in people banking and modernizing our operations with artificial intelligence, advanced analytics and predictive risk models. We also strengthen our governance with the ISO 37001 certification, which not only

strengthens our position as a leader in the financial industry, but also sets a standard in the region for responsible and sustainable business practices, what connects with the recognition as the company with best reputation in Honduras by Mexico ranking.

These achievements reflect our conviction that sustainability is not just a goal, but a permanent path. We see the Ficohsa Group as a key actor in the economic consolidation of the region, guided by innovation, inclusion and the creation of shared value among all parts of society, including the state. In this sense, we feel that our tax contribution, which in 2024 reached US\$ 72.8 million, means not only the transparent fulfillment of formal duties in the field of taxes, but a contribution to the aspiration that the countries where we operate can go further and further.

With 6,000 employees and a presence in six countries, we are convinced that together we can transform lives, empower our communities and build a more sustainable future. I deeply thank each of them for being part of this journey. I invite you to continue joining efforts, from your spaces, to continue building a present with purpose and a tomorrow with hope. Because when we reach for, we all reach for.

(\*) CFI is a registered brand of Citigroup Inc.



## Luis Atala Faraj, Vice-Chairman Ficohsa Group

Sometimes looking back helps us to reaffirm our vision for the future. This is the case of this 2024 Sustainability Report, with which we reach 10 consecutive years reporting with transparency our performance as a financial group.

The satisfaction comes not only from doing our duty, but also from seeing that our sustainability management comprehensively

addresses the economic, environmental, social and governance aspects that are fundamental for both Ficohsa Group and our stakeholders.

Our sustainability strategy is fully integrated into the business areas and acts as a key pillar in the transformation that drives our Galileo Mission, an initiative that projects us towards the future with vision and commitment.

We are driven by the goal of strengthening environmental, social and governance (ESG) sustainability in every instance of our operation, promoting entrepreneurship, education and financial inclusion, in a healthy work environment and with concrete actions to reduce our environmental footprint. In this sense, as far as the environment is concerned, work began on the zero-carbon roadmap in 2024, which will guide the organization's objectives in the short-term, medium and long term to reduce our emissions in direct consumption of operations related to fuels and/or refrigerants and indirect consumption related to the supply of electricity.

Economically, we can proudly say that all the financial and strategic decisions of the Ficohsa Group aspire to serve as an agent for change and sustainable progress for everyone, be it partners, clients, allies, or different communities, whom we continually listen to in order to understand and address their priorities. In 2024, the update of the materiality analysis began, a participatory process with the different interest groups in the region, to identify priority themes that should guide efforts in this area and ensure a sustainable future for all.

As an important social milestone, I can proudly say that we completed the restoration of 26 elementary education centers located in different parts of Honduras, under The Alliance for Education, an initiative that transformed the future of Honduras through education, leaving as a result 300 renovated classrooms in various communities

of the country and benefiting 14,680 students, with significant improvements in school infrastructure, helping to ensure adequate spaces for learning and development.

In governance, reinforcing the ethical leadership that guides us, at Grupo Ficohsa we reaffirm our commitment to acting with ethical conduct adhering to solid corporate values, as evidenced by obtaining the ISO 37001:2021 Compliance Management System certification. This commitment is complemented by the continuous implementation of the Management and Integrity System, through which we firmly maintain a position of zero tolerance for any form of corruption.

These, and other achievements that are summarized in this 2024 Sustainability Report, are made possible primarily thanks to the talent of more than 4,910 employees at regional level, who daily make our aspiration to be one of the most important financial groups in Central America a reality, and a generator of positive impact on people's lives.



# 1 Corporate Governance

# 1.1 Company Profile

(GR) 2-1, 2-2, 2-4, F96)

The Group's performance relies on principles and values rooted in transparency, consistently committed to ethical, honest, and excellent management, which underpin the organizational culture, which inspires trust in clients and other stakeholders.



## Mission:

Provide the most innovative financial products and services with high quality standards and the best technology, provided by a qualified human resource, generating security and satisfaction in those who have given us their trust, always committed to be a socially responsible company.



## Visión:

Ficahua will be recognized as a solid and reliable group committed to the development of countries where it is present, where clients will find effective, agile and innovative financial solutions.

## Organizational Values



### Integrity

Conduct each function in a moral and ethical manner.



### Commitment

Have passion for what you do with a positive, fighting attitude.



### Service

Requirements are met with speed, efficiency and precision.



### Respect

We treat colleagues and clients with kindness, attention and consideration.



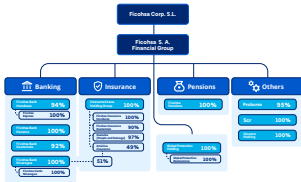
### Sustainability

Ensuring that business is conducted in a responsible and sustainable manner is a priority.

## 1.1.1 Corporate Structure

FIOSHIA FINANCIAL GROUP S.A. is constituted as a public limited company, with a majority share of the property in the hands of Honduran capital. The registered office is located in Panama City (Panama) and the operating headquarters in Tegucigalpa (Honduras). With operations also in Guatemala, Nicaragua, El Salvador and the United States.

We operate under a corporate-governance-led organizational structure that promotes efficiency and specialization of teams by service and country.



\*\*The ownership percentages represent the ownership of the company by Fiochsa S. A. Financial Group, a subsidiary of the company.



## 1.1.2 Details of the Business

The range of products and services offers innovative, high-quality financial solutions tailored to the needs of individuals, micro, small, medium and large companies to achieve client loyalty and trust in the countries where the group operates.



 Financial Services

 Insurance

 Pensions and Severances

 Brokerage House

## Business presence by country



2001年 2月 3-11 3-12 3-13 3-15 3-17 3-18 3-20 3-22 3-23 3-25

**1 Sustainable and responsible**

**2 Development and long-term growth giving an strong foundation**

**3 Compliance with the requirements of the legal framework**

**4 Fulfillment of commitments with different interest groups**

**Competences and guides to good corporate governance**

The organizational chart for the Fire Protection Department (FPD) is structured as follows:

- Board of Directors** (FPD Board of Directors)
  - 5 Council Members** (FPD Council Members)
  - FPD Chairman**
    - Chief of Fire Protection** (FPD Chief of Fire Protection)
      - Fire Protection Division** (FPD Fire Protection Division)
        - Fire Protection Unit** (FPD Fire Protection Unit)
        - Fire Protection Unit** (FPD Fire Protection Unit)
        - Fire Protection Unit** (FPD Fire Protection Unit)
        - Fire Protection Unit** (FPD Fire Protection Unit)
        - Fire Protection Unit** (FPD Fire Protection Unit)
      - Fire Protection Unit** (FPD Fire Protection Unit)
      - Fire Protection Unit** (FPD Fire Protection Unit)
      - Fire Protection Unit** (FPD Fire Protection Unit)
    - Fire Protection Unit** (FPD Fire Protection Unit)
    - Fire Protection Unit** (FPD Fire Protection Unit)
    - Fire Protection Unit** (FPD Fire Protection Unit)
  - Fire Protection Unit** (FPD Fire Protection Unit)
  - Fire Protection Unit** (FPD Fire Protection Unit)
  - Fire Protection Unit** (FPD Fire Protection Unit)

## 1.2.1 General Meeting of Shareholders

They are the supreme and sovereign organ of PG, bringing together the holders of securities in a collegial way, articulating their right to intervene in decision-making, is responsible for approving the financial statements, the allocation of profits and the payment of dividends. Appoints the external auditor and approves or ratifies certain strategic or extraordinary operations.

The sessions of the assemblies may be ordinary or extraordinary; in the case of ordinary meetings, the first shall be convened within 120 calendar days after the end of the fiscal year.

The General Meeting of Shareholders meets at least once a year on an ordinary basis, with the possibility of extraordinary meetings as determined by the Board of Directors. They are carried out in accordance with the provisions of the Social Pact and the applicable law.



**In 2024, 98% of the assembly members attended the ordinary sessions.**



## 1.2.2 Ficohsa Group Board of Directors

Followed by the Shareholders' Meeting, the Board of Directors is the highest body responsible for the management of the Group.

Its functions include establishing the corporate strategy and authorizing the annual budget, as well as approving and ensuring compliance with internal policies and procedures, including the operation of internal control systems.

The composition of GFF's Board of Directors is presented, reflected at the 2024 Ordinary Assembly.

Name	Position	Audit and Regulatory Compliance Committee	Risk Committee	Nominations and Compensation Committee	LA-FT Compliance Committee	Financial Committee	Corporate Governance Committee
Camilo Atala F.	Chairman					President	
Luis Atala F.	Vice Chairman					Member	
Jorge Paraj F.	Director						
Juan Atala F.	Director			Member			Member
Diana Asfura M.	Director						
José Alejandro Piedrahíta	Director		President			Member	Member
Juan José Delgado A.	Director			Member			President
Richard Alkenhead C.	Director					Member	
Bruce M. Bandetti	Director	Member		President	Member		
Agustín Gutiérrez	Director		Member				

Each subsidiary has its own Board of Directors



**10**  
Years

Average seniority of its members in the role of directors.

# On the appointment and evaluation of Board members

For their appointment, both the Shareholders' Meetings and the Boards of Directors have the power to propose their candidates, supported by the Corporate Governance Committee, in charge of evaluating, according to the needs of the business, the skills and knowledge of these.

Directors should therefore have a professional profile with extensive experience in positions in the financial industry and knowledge of trends in the sector.

**1.**

**Internal Directors or Executives**

These professionally trained and paying the Group companies may be shareholders.

**2.**

**External Patrimonial Directors**

These persons who do not work in the companies of the Group.

**3.**

**External Independent Directors**

These whose affiliation to the Pricolia Group is solely and exclusively as members of the Board.



Their participation may be for periods of three years with the option of reelection without limitations.

The remuneration of the Board of Directors and its committees is the responsibility of the General Meeting of Shareholders, which consists of remuneration for attendance.



## 1.2.3 Ficohsa Group Committees and their functions

The Board of Directors is supported by a number of Governing Committees, with functions of support, study and proposal.

The Board itself appoints the members of the committees in accordance with their professional training, integrity, competence and experience; they are represented by directors who have experience appropriate to the functions and objectives of each of these bodies.



Committee	Description	Members	Position
<b>Audit and Regulatory Compliance Committee</b>	Responsible for assisting the Board in fulfilling its monitoring responsibilities regarding internal control systems, internal and external audit services, compliance, conflicts of interest and related party operations.	Colin Glen Walker-Walker Nora Elías-González (PJ) Bruce Watson-Burdett	President Member Member
<b>Risk Management Committee</b>	Serves as a support to the Board of Directors in monitoring potential business risks. Responsible for overseeing the integrity and adequacy of the risk management function of PG and its member companies. In this sense, the planning and execution of the strategy is fully the responsibility of the members of the Senior Management.	José Alejandro Pineda-Hita Luis Eduardo Roldán-Pérez Agustín Gutiérrez	President Member Member
<b>Nomination and Compensation Committee</b>	Supports the Board of Directors in defining and organizing the development of the Group's human talent, as well as reviewing and proposing remuneration structures for Group officials and providing a nomination or replacement in a planned manner of the Executive Chairman and other members of senior management.	Bruce Watson-Burdett José Ignacio Guzmán-Cabe Juan Carlos Roldán-Pérez Juan José Calvo de Alcala	President Member Member Member

## 1.2.3 Ficohsa Group Committees and their functions

Committee	Description	Members	Position
LA-FT Compliance Committee	Its role is to assist the Board of Directors in managing the compliance system aimed at preventing and identifying crimes related to money laundering, terrorist financing and anti-corruption. Together with the Corporate Compliance Unit, it ensures the implementation and effectiveness of the various prevention programs in the Group.	Colin Claver/Heather Walker Nora Clara Gonzalez Faj Bruce Walukins Bunkert	President Member Member
Financial Committee	Advises the Board of Directors to maintain a coordinated focus in policy in relation to the Group's investment and financing structure in accordance with its strategic plan.	Carolina Aljazeera Alade Faj Luis Alberto Alade Faj Julian Salcedo Alade Faj Richard Alexander Canillo José Alejandro Pineda de la Torre José Arturo Alvarado Cortés Colin Claver/Heather Walker	President Member Member Member Member Member Corporate Secretary
Corporate Governance Committee	Supports the Board of Directors in the regular assessment of compliance with corporate governance practices included in the Bylaws, Regulations and Government Code. In turn, evaluates the experience of the Board Members, Committees and Member Companies/Institutions. It is also responsible for reviewing and approving the Annual Corporate Governance Report.	Juan José Osorio José Alejandro Pineda de la Torre Juan Carlos Alade Faj	President Member Member

The structure of Ficohsa Group's Board of Directors Committees is organized in a staggered form into the following two (2) levels or components:

1. Committees of the Board of Directors of Grupo Ficohsa, S.A.
2. Country Committees for the areas of Audit, Risk and AML/FT.



Under this scheme, the structure of Board Committees always originates in the Board of Directors of the parent company, Ficohsa Group, S.A. and for some specific areas, such as Audit, Risk and LA-FT, it descends at country level.

# 1.3 Risk Management

(GR 1-13; 2-13; 3-13) (SASB FN-IN-450a.1; FN-IN-450a.2; FN-MF-450a.3)

The Board of Directors is responsible for ensuring an appropriate environment for risk management, as well as providing an internal environment that facilitates its development, for which purpose it established a Risk Management System consisting of adequate governance and risk appetite, based on creating a risk culture in the organization.

This system focuses on managing risks, at times to reduce them, others to optimize them, according to the strategy and finally to anticipate those that are outside its influence, ensuring regulatory compliance and maturity in their management.

Governance

Appetite

Culture





## 1.3.1 Credit Risks

During 2021, credit risk management focused on deepening the monitoring and follow-up models for commercial portfolio, as well as collaborating consumer banking agencies, all this with the aim of seeking a portfolio of credit portfolio more resilient to sectoral and macroeconomic vulnerabilities in the different geographies where Scotiabank is present.

Similarly, the transformation and evolution agenda in credit risk management focused on four dimensions: information, tools, models and monitoring and reporting.



## 1.3.2 Financial Risks

During 2024, financial risk management focused significantly on managing the group's liquidity in both the short and long term and on counterparty and issuer risk, seeking to reinforce each of the stages of the risk process, namely identification, measurement, control and monitoring.

Financial risks include the management of liquidity risk, market risk and interest rate risk.



Identification	Measurement	Control	Monitoring	Information
<b>Economics Team</b> <p>Performs macro analysis to identify trends and monitor the interaction of countries in the region and their main trading partners. This enables it to anticipate potential sources of risk and to take advance to position the Organisation in the most appropriate way to minimise impacts and maximise advantage of potential opportunities.</p>	<b>Short and Long Term Liquidity Risk</b> <p>Continuous review of measurement methodologies to ensure that metrics remain accurate. Stay ahead and anticipate regulatory requirements by using the NSRF (practicable funding ratio) indicator to advance.</p>	<b>Risk Appetite</b> <p>Revision of limits to keep them in line with the group's risk appetite. This is done by means of quantitative analysis that makes it possible to measure potential impacts on these indicators.</p>	<b>Availability and automation of reports</b> <p>Through the use of state-of-the-art technological tools and procedures, timely and interactive reporting is achieved.</p>	<b>Centralized and validated data</b> <p>Centralized and validated data allowing high availability of information for financial risk analysis reporting.</p>

### 1.3.3 Non-financial Risks

During 2024, non-financial risk management focused on strengthening controls by prioritizing critical processes, preparing to mitigate the increasingly frequent and increasing cyber risks in the market, continuously training all areas in proper identification, risk reporting and management. Also, the implementation of new technological tools that allow process automation and decrease operational error. Non-financial risks include operational, technological, cyber, legal, LAFT, Anti-corruption and bribery, reputational and business continuity risks.



Identification	Measurement	Control	Monitoring	Information
Management	Controls	Risk Culture	Tools and Reporting	
Improved governance of accounting and reporting of operating losses, more in-depth review of risk matrices, strategy to make a good inventory of technological assets.	Implementation of internal controls with segregation of duties, periodic and crosschecks. Reengineering of process automation and controls in synergy with the area of continuous improvement by prioritizing critical processes.	Continuous training for employees to strengthen the proper identification, reporting and management of risks by strengthening the risk culture within the organization. Specialized team training in cyber risk, LAFT, business continuity, anti-bribery and corruption as part of the greater involvement of the risk unit in identifying, assessing, measuring and mitigating these risks.	Process automation and digitalization to reduce reliance on hand tools and move towards automated systems that improve the efficiency and accuracy of risk identification and monitoring.	

## 1.3.4 Climate, Environmental and Social Risks

*Analyses the possibility of damage or disaster to the natural environment, communities and individuals in the area where credit clients operate.*

Ficocha has been a leader in implementing the Environmental and Social Risk Analysis System (SARAS) since 2008. This system aims to identify and manage the socio-environmental risk of commercial clients in each credit decision, from its initial analysis to continuous monitoring.

Through SARAS, clients are supported and encouraged to adopt and implement best practices to prevent and mitigate risks arising from their activities and promote sustainable development.



# 1.4 Sustainability Strategy (GRI 1-22, 2-30)

## 1.4.1 Commitment with Sustainability

Ficosa through its Sustainability Strategy, aligned with the criteria of Environment, Social and Governance (ESG), implements different initiatives and/or programs that drive the growth and development of countries in the region.

The strategy reaffirms the commitment to doing responsible business, generating a positive impact on society and the environment. The social part is focused on employee well-being, socio-economic empowerment through financial inclusion, banking, entrepreneurship and education through Ficosa Foundation; in the environmental field we are working on reducing the environmental impact of our Group operations and through Corporate Governance-GI values are continuously reinforced, doing business with integrity and transparency.

Sustainability is a driver of business strategy.



## 1.4.2 Dual Materiality Analysis (Impact and Financial) (GRI 1-1, 3-2)

Ficosa Group, committed to advancing its sustainability agenda strategically and transparently, developed a participatory process with the region's various stakeholders.

In 2014, Ficosa Group began updating this analysis, using the dual materiality methodology under the European Financial Reporting Advisory Group (EFRAG) framework. This process allowed it to identify and prioritize the most relevant sustainability issues for Ficosa, as well as understand how these issues impact its stakeholders and, therefore, business performance.

In this sense, the most relevant risks and opportunities in the value chain

of Ficosa Group and its companies were identified and evaluated, to be subsequently complemented by a stakeholder consultation process, in which the participation of the following actors is highlighted:

More than  
**900**  
Clients

**127**  
Representatives  
of strategic allies

More than  
**590**  
Employees

**13**  
Senior Executives

**15**  
Suppliers

More than  
**80**  
Executives of  
different areas

## Double Materiality Process

1. Context analysis: review and analysis of internal and external information.
2. Identification and prioritization of Impacts, Risks, and Opportunities (IROs).
3. Prioritization of material topics. Consultations with interest groups.
4. Determining material issues: Doubly material, Impact material, Financial material.

The double materiality results from:

Assessment of  
Impacts, risks and  
opportunities



Assessment of  
Impacts, risks and  
opportunities

Interest groups involved



## Double Materiality Matrix



**Doubly material issues (high materiality):**

- Risk management and assessment
- Financial inclusion and banking
- Corporate Governance
- Client experience
- Empowerment for entrepreneurship
- Digitization and innovation of services and products
- Integral employee development

**Financial material issues (Greater environmental impact on PG):**

- Cybersecurity and information security
- Decarbonization and climate resilience
- Integrity and ethical conduct
- Corporate transparency
- Regulatory and tax compliance
- Financial stability

**Impact material issues (Greater environmental impact on PG):**

- Client privacy protection
- Social investment
- Promotion of financial education
- Supplier management

\*For further details on the methodology, please refer to pages T14 and T15 of annex.

# 1.5 Ethics and Compliance

## 1.5.1 Ethical Conduct

(SRI 3-23, 3-24, 3-25, 3-26, 3-27, 305-1, 305-2, 306-1, 410-1, 413-1, 413-2, 413-3, 414-1) (SASB FN-CB-S18a.2, FN-AC-S18a.2)

The Ficoha Group reaffirms its commitment to ethical conduct consistent with its corporate values and compliance with its existing self-regulation mechanisms, as well as with the regulations and legislation in force in the countries where it operates.

It has a Code of Ethics and Conduct, which is periodically updated according to the needs of the Group and its environment, and is applicable regionally to all its companies. It also has Codes for Suppliers and Clients, which establish the guidelines to follow for strong business relationships.

See the Code of  
Conduct for  
Suppliers

See the Code of  
Conduct for  
Clients

There is also a Conflict of Interest Policy, which is part of the Corporate Governance Manual and applies to both clients and employees.

See the Conflict of Interest  
Policy (page 62)

## 1.5.2 Reporting and concerns channel

Ficoha has a secure, easy, confidential and anonymous platform to report unethical behavior or integrity. The system is operated by a third party independent report management specialist called EthicGlobal. It also has other totally anonymous and private reporting channels that strengthen confidentiality, such as:



Portal/Web  
[eticafico.hsa.com](http://eticafico.hsa.com)



Mobile App  
**Ethics Global**



Free telephone line  
**For each**



WhatsApp messages  
**+1 805 590 4460**



E-mail  
[etica@fico.hsa.com](mailto:etica@fico.hsa.com)

## Know the reporting channels

The follow-up of reported or identified cases is carried out by the Ethics Committee, an advisory and resolving body, functionally independent and solely subordinate to the Board of Directors, whose role/purpose is to ensure compliance with the Code of Ethics and Conduct by all employees of all companies in the group. It is composed of five full members, five alternate members and a secretary. This body is responsible for assessing possible sanctions, according to each of the offenses.

For the follow-up of cases with groups outside the organization, we have the support of an independent third party in charge of carrying out the analysis and reporting them directly to the Ethics Committee.

## Statistics of reports received:

During 2024  
were received

**197**  
reports

**100%**

were received  
through the  
EthicsGlobal  
system.



### Reports by country

	Honduras	173
	Guatemala	11
	Nicaragua	11
	Panamá	2
	El Salvador	0



### Type of Report

EthicsReport	182
Consultation	13
Recognition	2



### Channel Used

Website	182
Chat	2
E-mail	8
WhatsApp	3
Telephone	2



### Anonymous Reports

Anonymous	106
Referenced	91



### Distribution by gender

(of the 91 referenced  
reports)

Feminine	53
Masculine	38

\*The data are number of reports.



## 1.5.2.1 Anti-Corruption and Bribery Management System (SGAS)

As a success story, the AIMS has 4 years since its implementation, over this period it has provided PG with strong methodologies in mitigating the risks of corruption and bribery.

### System Components:

- Anti-corruption and Bribery Policy
- Code of Ethics
- Ethical requirements for business partners
- Conflict of Interest management policy
- Corruption and bribery risk matrix
- Training and Awareness Program
- Supplier certification policy
- Donation and sponsorship policy
- Reporting channels.

A review of the system's components is conducted annually, among these, the update of the corruption and bribery risk event matrix is key. Each process integrates the potential corruption and bribery risks to which they are exposed and determines the controls necessary to mitigate them.



**The entire system is reviewed by internal entities.**

It has a specialized process for granting credit products to Politically Exposed Persons (PEPs), allowing for adequate reputational risk management.

The SGAS has a regional scope and has been designed as a component that complements and strengthens the Compliance Program for the Prevention of Money Laundering, Terrorism Financing, and the Financing of the Proliferation of Weapons of Mass Destruction (IAFTFP).

**There were 106 escalations of cases related to PEP at the regional level, of which 88% were recommended, allowing the operation to continue its process and for 12% no granting was recommended**



**In 2024 99% of employees on anti-corruption and bribery issues.**

One of the mechanisms to strengthen the EIMS is Ecuador's commitment to ongoing training and awareness-raising through an annual training plan designed to consider the competencies of both new hires and permanent employees.

The EIMS's scope is based on the Anti-Corruption and Bribery Policy, which establishes guidelines for expected conduct for directors, officers, employees, and counterparties. It emphasizes zero tolerance for corruption and bribery practices in GP's activities. This document is available on the internal information portal.

The Integrity Committee is the operational pillar of the EIMS, and its purpose is to ensure the application, execution, and maintenance of the entire system.

## Among its main attributions:

- Receipt, investigation and resolution of complaints.
- Manage the appropriate disciplinary measures or actions.
- Ensure that all staff are aware of and have access to confidential reporting procedures.
- Coordinate and promote ongoing training on the ABMS.
- Reputational risk analysis of potential business with politically exposed people, in funding applications.

## ABMS Governance



## Featured Activities:

- Presentation of the ABMS and related cases to the United States Treasury.
- Partnership for Central America (PCA) and Transparency International launched the ACT Project, which is an initiative against dishonesty in the management of public finances and in favor of corporate transparency in Central America.
- Representation of Ficosa Group in the first working table of PCA and Transparency International.



# Certification ISO 37301:2021 Compliance Management System (CMS)

In 2024, the implementation and external audit process, conducted by representatives of the certifying body (SGS), was successfully completed, making Fiscoa the first financial institution in Honduras and one of the first in the region to obtain this certification.

This international certification endorses the Compliance Management System, which is part of the high-level structure and addresses the organization transversally, starting with the governing body observing legal and regulatory obligations. It also verifies the company's ability to manage compliance risks, comply with regulations, safeguard its reputation, and strengthen the trust of its clients, stakeholders, supervisors, investment banks, correspondent banks, among others. It provides tools for analyzing the organization's context, promoting leadership planning, support, performance evaluation, and systematic continuous improvement.



To achieve a Compliance Management System certification, organizations must demonstrate their commitment, among other aspects:

- Comply with relevant laws and regulatory requirements.
- Comply with industry and organizational standards.
- Strengthen governance, empowering leadership through a strong culture of compliance.
- Systematically promote accepted best practices (continuous improvement).
- Commitment to the ethics and expectations of relevant stakeholders.

## Scope of the Certification

The ISO 37301 certification covers administrative control activities for regulatory compliance in a wide range of services, including deposits, placement, corporate, business, mortgage, private, and personal banking, remittances, and trusts, both through physical and digital channels. It also covers operations at the Plaza Victoria and Plaza Fiscoa locations in Tegucigalpa.

## Principles of the System



Integrity



Sustainability



Proportionality



Good Governance



Transparency



Accountability

## The Compliance Management System through ISO 37301 integrates the PDVA model (Plan - Do - Verify - Act)



## Compliance System Policy (CMS) of Ficohsa Honduras Bank

Ficohsa Bank provides the most innovative financial products and services with high quality standards and the latest technology delivered by qualified personnel. This generates security and satisfaction for those who have placed their trust in us, always committed to being a socially responsible company. This commitment is:

- Comply with and enforce the applicable requirements, including compliance obligations.
- Continuously improve the Compliance Management System.
- Encourage the raising of concerns, prohibiting any kind of retaliation.

The Vice President of Compliance is responsible for overseeing the operation of the Compliance Management System and has been appointed by the Board of Directors. To ensure its authority, autonomy, and independence in the exercise of its functions, it is provided with the necessary resources to acquire the appropriate skills and has direct access to the Governing Body.

Failure to comply with the obligations, policies, processes, and procedures of the Compliance Management System could result in consequences related to comprehensive risks.

## 1.5.3 Compliance

(GRI 419-1) (SASB FM-CF-220a.1, FM-CF-270a.5, FM-MF-270a.1, FM-CB-510a.1, FM-AC-510a.1, FM-IB-510b.4)

This commitment is reflected in the development of best practices in our activities and businesses to ensure strict compliance with current laws and ethical behavior. To achieve this, all policies, codes, processes, and the Anti-Corruption and Bribery Management System (ABMS) are designed to strengthen the organization and ensure transparency in each of our operations by preventing fraud and money laundering and protecting user data.

At the regional level, there is a Vice President of Compliance who engages with the leaders of the Group's Audit and Compliance Committee. The leaders in each country are also involved, which is key to overseeing the application of standards and the effectiveness of internal controls.

During this year, no sanctions were recorded for noncompliance with national and local regulations in Guatemala, Nicaragua, Panama, and El Salvador. In Honduras, a monetary penalty of USD \$10,000 was imposed for late submission of information to the National Banking and Insurance Commission.

**Ficohsa, an organization that seeks to mitigate and maintain efficiency in its processes, periodically evaluates its compliance program by an independent firm specializing in risk management with global reach, which supports the adoption of top-level procedures.**

The company's commitment to customer compliance remains unwavering, offering financial products with the highest standards of transparency. To this end, it has developed a marketing, communications, and sales strategy that highlights the features and specifications of each of its products, such as fees, interest rates, and restriction clauses, to name a few.

## 1.5.3.1 Compliance with Human Rights

Ficohsa is committed to strengthening a culture of human rights, aligned with ethical conduct, principles, and values in all its companies and countries where it operates. This constitutes a fundamental element in its vision to strengthen responsible and sustainable business practices.

In 2024, the Outsourcing Policy was developed and approved to ensure that suppliers with commercial relationships with the Group internally comply with the minimum labor rights of their employees in their operations, thereby ensuring that their actions are aligned with the Ficohsa Group's culture of respect for human rights.

Actions in the area of Human Rights continue to be strengthened under 3 fundamental phases:

Phase 1

**Development or review of Human Rights policy**

Phase 2

**Human Rights impact assessment**

Phase 3

**Complaint mechanisms at the operational level**

This commitment translates into continuing to work day after day, improving business practices to ensure compliance with and respect for human rights.

## 1.5.3.2 Relationship to the value chain

(GRI 204-1, 205-1)

For Ficohsa, suppliers are a fundamental part of its operations. By generating a commercial commitment, they become strategic allies, committed to the timelines and quality of their services, and complying with all guarantees. They support the group's growth through value-added solutions.

All suppliers undergo due diligence to certify them. This serves as a tool for validation and building trust, confirming that the contracting process is stable, effective, and reliable, ensuring compliance with all regulatory commitments that allow for the legalization of direct relationships with various local and international suppliers.



Suppliers	2023	2024
Annual value of purchases	USD 6,028,288,207.73	USD 6,148,808,283.88
Total of suppliers	1350	1480
% of national suppliers	80%	80%
% of foreign suppliers	20%	20%

This year, a radical approach was adopted for the continuous improvement process, implementing monitoring and evaluation processes for critical suppliers. These processes have served to recognize the best-performing strategic partners, awarding them larger contracts based on their results. Suppliers with opportunities for improvement, opportunities to reinvent themselves, and seeking to adopt continuous improvement in their processes within their organizations have also been considered.

Ecobank's main initiative is the empowerment of women, taking proactive measures in procurement to expand relationships and contracting with women-led companies throughout the value chain.



**+300**

Micro-business women  
and entrepreneurs

They have been trained on the minimum requirements for documenting themselves as suppliers to a multinational company, complying with tax regulations, and assisting them with training and courses from the Mujeres Adelante program.

Academia also carried out some outstanding activities:

**Supplier training:** More than 50 suppliers were trained in sustainability management, environmental management law, money and asset laundering prevention, information security, and new regulatory frameworks in the country.

**"Wiles for a Safe Planet" Program:** 18 suppliers participated in the implementation of good environmental management practices. They were trained and provided with tools for waste management and reducing their carbon footprint.

**Diversity and inclusion:** We work with 15 suppliers from businesses led by women entrepreneurs and small taxpayers, promoting diversity and inclusive development.

Suppliers 2024

**USD \$65,196,256** Amount  
purchased

**98%**

of national  
suppliers

**2%**

of foreign  
suppliers



2

## Employee Well-being



Picovis Group's human talent is distinguished by its passion, innovation, and diversity. The company is proud to have a team of people who seek, find, and integrate their life's purpose with the Organization's mission: "To achieve and support others to achieve." Through various Organizational Culture initiatives, they remain attentive to the experiences of employees and customers, aligning their expectations and making Picovis Group the best place to work.

Furthermore, they continually measure factors related to inclusion, ensuring that all employees develop in a safe environment. They seek to foster an environment where their ideas are valued, their individuality respected, and where everyone can contribute based on their own experiences and learnings.



## 2.1 Workforce and talent growth

(GR1 2-7, 2-8, 2-28, 201-2, 401-1, 401-2, 401-3, 403-1, 405-1) (SASB FN-AC-200a.1)

Picosta Group is convinced that the organization's achievements are achieved by and through the people who choose to join them as their employees. They are the ones who are part of the teams that dream, design, plan, and make goals a reality.

They believe that their attributes as an employer brand allow them to stand out in the labor market. They understand the needs of today's talent, their constant pursuit of learning, and the opportunity to be part of the innovation they offer to clients.

As part of their initiatives to attract the best talent, they continue to strengthen strategic alliances. An example of this is the collaboration with UNAD's "Creating My Future Here," Junior Achievement's "Major Digital," and Handulturno, which aims to increase employment opportunities for youth at risk of migration.

With these new hires, the talent pool within the organization has been strengthened, actively contributing to the region's economic growth by generating new employment opportunities.

### Employees by country

Country	2023			2024		
	Employees	Men	Women	Employees	Men	Women
Honduras	2,776	40%	60%	4,223	40%	60%
Guatemala	973	48%	52%	901	50%	50%
Nicaragua	1,322	40%	60%	1,248	40%	60%
Panamá	183	38%	62%	198	41%	59%
El Salvador	271	40%	60%	288	40%	60%
Total	6,325	43%	58%	6,659	43%	58%

\*The 2023 data has been corrected.



**348** New positions created in 2024



**6,659** Employees at the regional level

### New Hires (%)

Country	2023			2024		
	Employees	Men	Women	Employees	Men	Women
Honduras	826	38%	62%	1,023	41%	59%
Guatemala	556	48%	52%	277	52%	48%
Nicaragua	256	38%	62%	463	39%	61%
Panamá	47	32%	68%	44	45%	55%
El Salvador	48	40%	60%	57	38%	62%
Total	1,831	43%	58%	1,864	43%	57%

Promoted Employees						
Country	2023			2024		
	Employees	Men	Women	Employees	Men	Women
Honduras	239	43%	57%	348	46%	54%
Guatemala	84	56%	44%	49	58%	42%
Nicaragua	58	47%	53%	93	38%	62%
Panamá	15	60%	40%	19	58%	42%
El Salvador	17	30%	70%	36	58%	42%
Total	313	46%	54%	545	46%	54%

Voluntary and involuntary layoffs						
Country	2023			2024		
	Total layoffs	Men	Women	Total layoffs	Men	Women
Honduras	658	42%	58%	684	42%	58%
Guatemala	537	52%	47%	483	46%	54%
Nicaragua	173	35%	65%	327	42%	58%
Panamá	33	52%	47%	38	32%	68%
El Salvador	55	52%	47%	42	47%	53%
Total	1,456	45%	55%	1,584	43%	57%

Temporary contracts						
Country	2023			2024		
	Employees	Men	Women	Employees	Men	Women
Honduras	8	25%	75%	18	22%	78%
Guatemala	3	100%	0%	2	50%	50%
Nicaragua	0	0%	0%	5	60%	40%
Total	11	43%	57%	25	38%	62%

79% (20%) of Freshfields' contracts are permanent.



## 2.2 Onboarding Program

The main objective is to provide new employees with the best possible experience upon joining Pricolux Group. We recognize that the first day is a unique moment and represents the beginning of an exciting journey within the organization.

Therefore, from the first contact with the company, we strive to offer an exceptional onboarding experience, based on actively listening to their opinions and offering:



### 1. Attraction processes with an inclusive approach:

Ensuring that selection processes are fair and accessible to all candidates.



### 2. Organizational induction close and personalized:

Sharing the pillars of our culture, values, and business strategy in an individualized and thoughtful manner.



### 3. Creating a memorable experience:

Facilitating participation in your first corporate volunteering activity, creating a positive impact from the start.



### 4. Providing tools for a standardized induction plan:

Providing the necessary resources to facilitate and optimize the integration process in each area.



### 5. Active listening to the employee's voice:

Actively gathering feedback through surveys, focus groups, and one-on-one interviews to continually improve the onboarding experience.



## 2.3 Organizational Culture

At Pileos Group, organizational culture is the fundamental pillar that drives success and differentiates us as an employer. It permeates every interaction, from the way we work as a team to the way we interact with customers and the community. We strive to ensure that every employee feels proud to be part of the organization and finds purpose in their work, contributing to achieving internal goals and building a better future for all through our initiatives.

### 2.3.1 Leadership Program

**★ RicoTalks and RicoTalks Podcast:** An in-person and virtual space where the organization's leaders share their personal stories to provide guidance for employees' learning and growth.

**★ Leading with Passion:** The goal is to share with regional teams the values and philosophy that must be adopted to transform the organization.



**Recognition Programs:** Recognizing and appreciating employees for their work and contributions to the organization. This has resulted in increased productivity, strengthened employee engagement and teamwork, improved mental health and overall well-being, and improved customer satisfaction.



**Employee Experience:** In 2024, we were able to offer new and improved experiences to more than 4,000 employees regionally. This was achieved through a focus on purpose-driven initiatives and activities, giving renewed direction to the organizational culture plan, encompassing social, physical, and mental spheres.



Among the most notable achievements are the launch and implementation of the **Six Dimensions of Comprehensive Well-being** (Rest, Diet, Exercise, Intellectual, Spiritual, and Financial Diet), as well as the strengthening of the four organizational capacities.



## 2.4 Health and Safety

(SGS 3-18, 3-20, 301-3, 3-3, 403-3, 403-3, 403-4, 403-6, 403-7, 405-1, 406-1)

The Fincasa Group has a health and safety committee. Employees are a fundamental priority, maintaining a comprehensive approach to addressing their specific needs, with the goal of protecting their physical, social, and psychological integrity.



**+9,460**

Medical care provided in clinics located in the group's main buildings at the regional level.



**+1,332**

Employees benefited from health fairs in partnership with POREALUD and Fincasa Seguros.



**+2,246**

Regional psychological assistance as part of our commitment to a comprehensive well-being.

Accidents in 2024	Women	Men	Total	Total Days
Disability due to Work-Related Accidents	6	4	10	384 days

### Active brigade members at regional level 2024

Unlike other industries, the banking sector does not present potentially high risks; however, the management system is focused on prevention at both corporate facilities and branches.

Consequently, occupational risk assessments are conducted to identify areas where an eventuality is most likely. The process begins with an assessment of the work area—in this case, a corporate building or a branch—followed by the identification of the different areas comprising these spaces, as well as the personnel who operate them. An assessment is then made of the probability of risk, potential consequences, and damage. Finally, we establish preventive measures to reduce or eliminate the detected risks.

We comply with all safety protocols and have the necessary equipment to prevent and respond to accidents at corporate facilities and branches.

The Health and Safety system covers 100% of employees. At the same time, various response programs are maintained for potential emergencies in the work areas. This plan is the responsibility of the Crisis Committee, which in turn has support teams composed of twelve regular members and twelve alternates, trained with the necessary equipment to deal with eventualities.

Country	Active Brigade members	Training hours
Honduras	362	3,523.95
Guatemala	0	0
Nicaragua	111	888
Panamá	25	300
El Salvador	31	12

Four evacuation drills were conducted to enable response in times of crisis.

The firefighters in San Pedro Sula obtained fire prevention and safety certification from the Fire Department.

## 2.5 Diversity, Equity and Inclusion

Equal opportunities and equal treatment for all are fundamental pillars. We strive to ensure a safe environment for all employees and promote inclusion as a daily ethical practice, especially to support those who are most vulnerable. This firm commitment to diversity and inclusion not only reflects institutional values but also drives the organization's success.

It has a representative workforce, significantly strengthening innovation, creativity, technology, and agility processes. It also increases the ability to adapt to changes and take advantage of many other benefits derived from a diverse and equitable team.


Ficores has a Regional Diversity, Equity, and Inclusion Committee comprised of leaders who understand the value of diversity, equity, and inclusion for people, teams, the business, and customers. It also has a Regional Diversity, Equity, and Inclusion Policy, which aims to create a favorable environment that facilitates and promotes equal opportunities and treatment, non-discrimination, diversity, equity, and inclusion for all Ficores Group employees.

With the aim of reaffirming our support for women's empowerment and in line with the principles of UN Women, Ficores's flagship leadership program, "Women@Women," has been established. It includes both a mentoring program and a training program, strengthening the leadership capacities of 489 female employees regionally. It also:

At regional level:

 **59%**  
of employees  
are women







 **41%**  
of employees  
are men

 **616** Women in leadership positions  
**5%** of growth more than the previous year

 **184** Female employees in STEM positions



Employees by gender and job positions

Job Position	2023			2024		
	 Employees	 Men	 Women	 Employees	 Men	 Women
Presidents / Vicepresidents	40	73%	27%	44	75%	25%
Manager	282	53%	47%	290	53%	47%
Middle Management	442	46%	54%	498	43%	57%
Professional / Specialists	368	52%	48%	384	50%	50%
Operations	4,614	60%	40%	5,232	39%	61%
Total	5,484	42%	58%	6,458	42%	58%

Ficohsa also has a diverse generational population, which helps build synergy and leverage the strengths and uniqueness of each generation to facilitate solutions that transform lives.

Generational diversity				
Generation	2023		2024	
Silenti	1	0.02%	0	0
Baby Boomers	119	2.50%	113	1.70%
Generation X	603	11.50%	723	10.99%
Generation Y	2,789	49.23%	3,030	45.26%
Adults	2,083	37.02%	2,794	41.99%
Total	5,605	100%	6,659	100%

**87%**  
of Ficohsa Group  
employees are  
under 45 years old.

By promoting family co-responsibility and promoting balance, we help employees achieve a work-life balance by offering paid maternity and paternity leave and encouraging them to enjoy this right.

Leaves 2024		
Country	Maternity	Paternity
Honduras	136	0
Guatemala	30	12
Nicaragua	26	8
Panamá	6	3
El Salvador	5	8

**8** Private nursing  
rooms

At the regional level (4 in Honduras, 3 in Panama, 1 in El Salvador and 1 in Guatemala), as part of the commitment to the well-being of mothers and babies, they are hygienic, equipped and accessible so that employees during their breastfeeding period can use them.

Ficohsa ensures equal access to employment and creates diverse and inclusive teams throughout the organization.

**40** Employees  
with disabilities  
continuously working  
to provide better  
conditions.

**100**  
Employees

**24**  
Agencies

Trained in a sign language program, the goal is to facilitate communication with deaf people, strengthening customer inclusion, and providing a memorable and sustainable experience.



Within the gender equality strategy, significant progress has been made in reducing the gender pay gap year-over-year.

The gender pay gap indicates the difference between the average salary of women and the average salary of men by professional category, over the same period and in similar job positions.

The data for 2024 is presented below, by country and by position.



## Salary variation

Guatemala			
Job Position	Men	Women	Total
	6.00%	15.50%	11.00%
Official	5.00%	-3.00%	0.45%
Chief	16.46%	6.50%	12.08%
Officer	54.00%	15.71%	36.54%
Assistant	27.36%	-1.90%	13.00%

Panamá			
Job Position	Men	Women	Total
	3.67%	-5.56%	-1.33%
Official	-13.89%	10.48%	1.55%
Chief	-10.48%	-7.19%	-6.83%
Officer	98.81%	104.64%	112.57%
Assistant	-10.54%	-10.97%	-10.54%

Nicaragua			
Job Position	Men	Women	Total
	9.52%	14.83%	11.99%
Official	1.69%	15.39%	5.66%
Chief	15.50%	1.80%	7.60%
Officer	13.00%	25.10%	18.29%
Assistant	27.63%	12.17%	17.64%

Average			
Men	6.67%	Women	14.11%
		Total	10.34%

# Young Talent Development Program "Everest"

The young talent development program seeks to identify, empower, and mentor high-potential professionals in the early stages of their careers. It currently has 12 participants, all of them graduates from world-renowned universities. Their academic training and innovative vision represent a valuable contribution to the organization's future.

This program is designed to provide them with tools, practical experience, and mentorship that allow them to develop their technical and leadership skills in a dynamic and challenging environment.

The diversity of perspectives and the commitment of the participants are the driving force behind the program's success.

Through strategic projects and a support network of experienced leaders, these young professionals have the opportunity to significantly contribute to the organization's growth while accelerating their own personal and professional development. This approach not only fosters innovation but also ensures that young talent is prepared to take on future challenges and lead the way toward transformation.

## Digital Woman Program

A high-impact regional training and employability program co-designed by Junior Achievement with the IDC, CSCS, IBM, and AWS, focused on vulnerable women and designed to promote the inclusion and professional development of young women in the technology sector. This program seeks to close gender gaps in key areas of the labor market by offering internships that connect participants with the technological areas of Fishtec Group. This experience allows them to acquire practical knowledge, develop technical skills, and build a solid foundation for their entry into the workforce.

Our commitment to female talent goes beyond technical training. The Digital Woman program fosters an inclusive learning environment where young women can explore their potential, receive mentorship, and build professional networks. By providing them with meaningful tools and experiences, we help empower future leaders in the technology sector, strengthening their confidence and their ability to face the challenges of a constantly evolving industry.



## 2.6 Ficohsa Corporate University (FCU) (SGS 3-3, 404-1, 404-2, 404-3)

The Ficohsa Group has a training policy aimed at establishing guidelines for all employees to successfully perform in their jobs through the acquisition and development of competencies, knowledge, and/or skills previously established in a structured training plan.

In 2024, a significant step was taken in technical knowledge management within the Ficohsa Group, with the creation of various academies that allow employees to access specialized programs in key areas. This effort was consolidated with the creation, launch, and implementation of the Agility and Human Talent academies and the structuring of the Operations, Insurance, and Risk academies.

### Relevant training and development programs



#### 1. Business Schools

**Commercial Schools:** With the goal of standardizing and professionalizing commercial training, we implemented the 70-20-10 methodology, which combines practical learning, development through mentoring, and formal study. Virtual courses with knowledge tests were created, ensuring that employees receive comprehensive and ongoing training.

#### Trained Employees

Country	2023	2024	Var (%)
Honduras	350	520	+48%
Guatemala	311	381	+23%
Nicaragua	48	131	+172%
Panamá	N/A	N/A	N/A
Total	709	932	+31%

#### Hours invested in training

Country	2023	2024	Var (%)
Honduras	74.3	111.90	+51%
Guatemala	14.8	36.08	+143%
Nicaragua	8.33	22.69	+173%
Panamá	N/A	N/A	N/A
Total	97.43	170.68	+74%



#### 2. Trainer of Trainers

This program aims to train experienced employees so they can share their knowledge and experience with other team members, ensuring that best practices and internal knowledge remain alive within the organization. Trainers are trained in pedagogical techniques and effective communication, allowing for more dynamic teaching tailored to the learning needs of their colleagues.



### 3. Coaching

Through personalized sessions, the Coaching program is designed to enhance the leadership skills and personal development of employees, especially those in strategic positions. This professional support process allows them to identify opportunities for improvement, set clear goals, and reach their full potential in their work environment.



### 5. Micro-learning capsules (FCU spaces):

This program offers brief, practical educational content designed to be consumed when people have limited free time. Through these capsules, employees can quickly and effectively reinforce specific knowledge, improving their daily performance.



### 7. Continuing Education

Promoting a culture of constant learning through ongoing training programs, which allow employees to stay current in their area of expertise and be better prepared to take on new challenges. These programs range from technical training to soft skills and leadership development.



### 4. Webinars (FCU Sessions)



To keep up with the changing environment and challenges, we organize webinars focused on topics of global and local relevance. These events allow employees to update their knowledge and discuss emerging trends impacting the financial industry and other business areas.



### 6. Educational platforms

Through strategic partnerships with global educational platforms, such as Udemy, LinkedIn Learning, and ADEN's Acropolis Lab, we provide access to a wide range of courses, certifications, and training resources. These platforms are an extension of our commitment to employee professional development, offering flexibility and access to up-to-date content.

### Trainings 2024

 Country	2023		2024	
	Total hours	Average hours by employee	Total hours	Average hours by employee
 Honduras	256,070	50.05	284,763	57.87
 Guatemala	48,336	48.84	64,865	56.18
 Nicaragua	34,892	66.82	65,835	76.75
 Panamá	7,268	38.18	7,267	36.16
 El Salvador	N/A	N/A	6,783	23.57
<b>Total</b>	<b>356,636</b>	<b>503.95</b>	<b>421,043</b>	<b>55.88</b>
* Includes trainings inside and outside of FCU programs.				



# 23%

**Increment of average training by employee.**

Trainings by gender		
Country	Men	Women
Honduras	2,347	3,122
Guatemala	588	629
Nicaragua	429	684
Panamá	28	43
El Salvador	91	145
Total	3,583	4,623

Soft skills program								
Business	Honduras		Guatemala		Nicaragua		Panamá	
	2023	2024	2023	2024	2023	2024	2023	2024
Bank	11,487	9,593	1,826	14,095.56	1,771	4,268.50	862	568.5
Insurance	2,615	878	123	370.6	N/A	N/A	N/A	N/A
Card	1,731	1,736	N/A	N/A	46	91	N/A	N/A
Pensions	332	383	N/A	N/A	N/A	N/A	N/A	N/A
Total	22,165	12,590.9	1,949	14,467	1,817	4,359.2	862	568.5

\* Data in thousands



## Impacts 2024

Creation of five specialized academies, contributing to the development of internal technical knowledge in key areas such as Operations, Insurance, Risk, Agility, and Human Talent.

Establishment of a standardized sales training methodology through Business Schools, improving the effectiveness of sales training using the 70-20-10 methodology.

Expansion of external educational offerings through partnerships with educational platforms, providing employees with access to ongoing and up-to-date training.

Support for the "Galileo Mission" Organizational Strategy through a series of virtual, in-person, and reading workshops aimed at strengthening the "customer-centric" pillar.



### 3 Client-centric Culture

For Ficoresa Group, its customers are at the heart of its existence. It strives to offer an experience focused on the needs of each of them, addressing different needs and expectations. Therefore, it offers a wide range of increasingly innovative and high-quality products and services to help them achieve their life goals and objectives.

## 3.1 Service points and digital channels

(GR) 3-28, SASB FN-IN-276a.4, FN-IN-H16b.2, FS13)

Ficoresa is always innovating with digital platforms, in addition to continuing to add new physical branches. At the regional level, its official social media channels are available to address any questions or queries from its customers.



Interbanca, the Ficoresa App, and the Agile Automatic Response Service (SARA) are the main non-physical service points for account management and/or service contracting.

Service Points 2023	Honduras	Guatemala	Nicaragua	Panamá	El Salvador	USA
Agencies	88	10	16	1	3	12
TENGO	1,000	-	-	-	-	-
ATM	1573	-	95	1	-	-
Kiosks	23	-	-	2	-	-
Multipayment (payment agency)	-	10	5	136	-	-
Drive-through	10	-	2	-	-	-
Tellers	93	-	1	-	-	-
Atoll	-	1,000	978	-	-	-
<b>Total</b>	<b>3,783</b>	<b>1,010</b>	<b>1,090</b>	<b>138</b>	<b>3</b>	<b>12</b>



## Ficohsa is where customers need it

In Honduras, eight new branches were opened this year in the departments of Bay Islands, Interoceanic, Francisco Morazan, Santa Bárbara, Cortés, La Paz, Ocotepeque, and El Paraiso.

## 3.2 Quality and Client Experience

At Ficohsa, we work with a commitment to providing solutions for the financial needs of the countries where we operate, businesses, and individuals. Our products and services are tailored to offer each client a solution that allows them to use their money, as well as address their savings, credit, and investment needs, based on their current stage of life. The same applies to companies and businesses of all sizes, which find a trusted partner here.

*We work to provide reliable, accessible, timely, and easy-to-use experiences that have a direct impact on the well-being of people and businesses.*

*Always in constant transformation, evolving every day to improve the experience and offer the best care and services through innovation and quality to earn your loyalty and trust.*

One of the main elements of the business model is customer segmentation, which allows the company to provide specialized service through each of its business units, dedicated to developing products and services focused on the needs of each customer.





## 3.2.1 Details of business

Business unit	Details	Products and Services	Achievements
<p><b>Corporate Banking</b></p>	<p>It offers support and financial solutions tailored to its clients' specific needs. Each of its products and services has been developed to help companies efficiently manage their treasury.</p> <p>Present in Honduras, Guatemala, Nicaragua, and Panama.</p>	<ul style="list-style-type: none"> <li>Treasury (Savings and Checking Accounts, Trust Services, Finance Accounts, Investments, Cash Management)</li> <li>Credit Solutions (Corporate and Business Loans including Bridge Loans, Syndicated Loans, M&amp;A Financing, Working Capital, Public-Private Partnership Financing, Factoring, Financial Leasing, Bank Guarantees)</li> <li>Payment Solutions (Suppliers and/or Third Parties, Corporate Credit Cards, Confirmed Cheques, Services, Taxes)</li> <li>Collection Solutions (PostPDI, Securities Collection, Corporate Wireless, Collections, Cash/Payroll)</li> <li>International Services (Buying and Selling Foreign Currency, International Transfers, Sending SWIFT Account Statements, International Local Payrolling, Foreign Trade)</li> <li>Integration Solutions (Point to Point, Bulk to Bulk)</li> <li>Digital Services</li> </ul>	<p>New virtual office of the Business Administration Service (SARL), positioning it as one of the first banks in collecting these payments, reaching USD \$125 million in the second half of 2024.</p> <p>Launch of the new deposit collection system through securities collection companies and their teams known as "Dependency Tellers"</p> <p>Financing options available for Women's Banking, designed to support women's economic empowerment. Through accessible loans, favorable terms, and personalized service, the aim is to boost entrepreneurship, strengthen existing businesses, and foster the personal and professional development of women in all corners of Honduran society.</p>

Business Unit	Details	Products and Services	Achievements
Private Banking	<p>Specially designed to offer comprehensive financial solutions to clients.</p> <p>Present in Honduras, Guatemala, Nicaragua, and Panama.</p>	<ul style="list-style-type: none"> <li>▫ Savings accounts</li> <li>• Certificate of deposit</li> <li>▫ Insurance</li> <li>▫ Credit and debit cards</li> <li>• Tailored financial advice</li> <li>▫ Checking accounts</li> <li>▫ Loans</li> <li>▫ Digital services</li> </ul>	<p>In 2024, Private Banking reached a milestone by implementing the commercial system as part of the Galileo Project. The goal was to optimize and transform the way we work, guiding our teams toward a culture of efficiency and personalized service.</p> <p>In 2025, we plan to expand these initiatives with new professional development programs to continue driving business growth and profitability.</p>
People Banking	<p>Characterized by being an innovative bank, capable of offering services tailored to its customers' needs, personalizing the value proposition.</p> <p>Present in Honduras, Guatemala, Nicaragua, and Panama.</p>	<ul style="list-style-type: none"> <li>▫ Accounts and deposits</li> <li>▫ Remittances</li> <li>▫ Savings accounts</li> <li>▫ Checking accounts</li> <li>▫ Credit and debit cards</li> <li>▫ Loans</li> <li>▫ Banking and insurance</li> <li>▫ Digital services: (Mobile Banking, Interbanca, GASA, PAGOCAJAS, Financa App)</li> <li>• Certificate of deposit</li> </ul>	<p><b>Liabilities:</b> 10% growth in 10% market share 10% increase in market share</p> <p><b>Assets:</b> National benchmark, #1 innovative products</p>
Mortgage Banking	<p>Provides financing options tailored to each client's needs and payment capabilities.</p> <p>Present in Honduras, Nicaragua and Panama.</p>	<ul style="list-style-type: none"> <li>▫ Home loans</li> <li>▫ Temporary assets</li> </ul>	<p>During 2024, a total of 1,698 mortgage loans were granted, reflecting the institution's commitment to developing the sector through favorable conditions for Honduran families to access homeownership.</p> <p>A 10% increase in the mortgage portfolio compared to 2023.</p>

Business Unit	Details	Products and Services	Achievements
<b>Corporate Banking</b>	<p>It offers a broad portfolio of financial products and services for businesses.</p> <p>Presence in Honduras and Nicaragua.</p>	<ul style="list-style-type: none"> <li>• Savings and Checking Accounts</li> <li>• Bill Depositories</li> <li>• Lines of Credit</li> <li>• Letters of Credit</li> <li>• Loans for fixed investments, machinery, and/or vehicles</li> <li>• Securities Collection</li> <li>• Special Finance Payments</li> <li>• Fee Payments</li> <li>• International Transfers</li> <li>• Foreign Currency Purchases and Sales</li> <li>• Confirmed Checkbook</li> <li>• Automatic Disbursement Under a Line of Credit Through Interbank</li> <li>• Credit Cards</li> </ul>	<p>The Mujeres Adelante program continues to promote the growth of many entrepreneurs who have decided to go for it.</p> <p>The pasteurized milk portfolio grew by 14%, representing greater focus introduction.</p> <p>Attractive rates starting at 1.7%</p>
<b>Ficohsa Express</b>	<p>The care unit is dedicated to providing care to the Hispanic community, especially Hondurans residing in the United States.</p>	<ul style="list-style-type: none"> <li>• Remittance payments and transfers</li> <li>• Account transfers</li> <li>• Cash in hand</li> <li>• Cell phone top-ups</li> <li>• Utility payments</li> <li>• University payments</li> </ul>	<ul style="list-style-type: none"> <li>• Remittance sending throughout Latin America and payment for basic services in Honduras are facilitated.</li> <li>• Work continues on positioning the digital platform with Fintech.</li> </ul>
<b>Ficohsa Insurance</b>	<p>A leading insurance company in Honduras, Guatemala, and El Salvador with licensing and Nicaragua with American Insurance, it provides peace of mind to its policyholders, taking care of their tangible and intangible assets through a wide range of products and services.</p>	<p><b>Personal Insurance</b></p> <ul style="list-style-type: none"> <li>• Medical Expense Insurance</li> <li>• Life Insurance</li> <li>• Accident Insurance</li> <li>• Personal Accident Insurance (Individual or group)</li> </ul> <p><b>Auto Insurance</b></p> <ul style="list-style-type: none"> <li>• Collision</li> <li>• Comprehensive</li> <li>• Liability</li> <li>• Medical Insurance</li> </ul> <p><b>Casualty Insurance</b></p> <ul style="list-style-type: none"> <li>• Comprehensive for water lighting insurance</li> <li>• Collision</li> <li>• Theft</li> <li>• Fire</li> <li>• Theft</li> <li>• Auto Insurance</li> </ul>	<p>Growth of 11.1% in the insurance sector, positioning us as the strongest insurer in Honduras.</p> <p>Insurance America received its first independent risk rating from Fitch Credit Rating (FCR) with a high capacity rating for its short- and long-term obligations (AAA) with a stable outlook.</p>

Business Unit	Details	Products and Services	Achievements
<b>Fioohsa Pensions and Severances</b>	<p>Founded with the vision of offering Hondurans financial independence for retirement through a pension fund, Fioohsa Pensiones y Cesantías is committed to fulfilling its responsibility of security and transparency by offering members to understand its portfolio and investment policies. Investments are made based on the principles of security, liquidity, and diversification aimed at maximizing the profitability of members' assets.</p>	<ul style="list-style-type: none"> <li>Individual Pension Fund</li> <li>Business Pension Fund</li> <li>Comprehensive Protection Plan</li> <li>Business Severance Pay</li> <li>Secured Loans</li> <li>Future Credit Card</li> </ul>	<ul style="list-style-type: none"> <li>More than 70,000 affiliates.</li> <li>Second place in market share in Honduras.</li> </ul>
<b>Fioohsa Brokerage House</b>	<p>It is one of the five brokerage firms that comprise the country's stock market sector. It has been authorized by the Central American Stock Exchange, S.A. (CECA) and registered in the Public Registry of the Securities Market to provide representation services to issuers and investors involved in the trading of domestic and international securities.</p>	<ul style="list-style-type: none"> <li>Advice and intermediation in the purchase of securities (primary and secondary markets).</li> <li>Underwriting of issues.</li> <li>Design, structuring and registration of issues.</li> </ul>	<p>Fioohsa Casa de Bolsa remains at the forefront, leading both on-exchange and off-exchange trading in the national secondary market for the 10th consecutive year, trading a total of \$243.22 million in 2020.</p> <p>This year, it was the first brokerage firm to back a new instrument called a Structured Note, issued by Morgan Stanley; it also played a leading role in brokering the first Bilingual Stock Market Repurchase Agreement (BRI) between two of its main clients, through the Central American Stock Exchange.</p>

## 3.3 Evolution and Digital Transformation (SAR 2023-1; PS13)

At GF, we continue to work to provide solutions that transform lives, increasing in the digital age through the offering of digital products and services designed to meet customer needs, facilitating fast, secure, and convenient access.



### Connecting communities through innovation and technology.

Along with the constant connectivity facilitated by mobile networks and devices, another major change behind digital transformation is the increase in capabilities and the necessary conditions to process the exponentially increasing volume of operations in the digital environment. This offers greater efficiency, flexibility, and scalability than traditional centralized systems.

As part of the digital evolution and to stay ahead of the curve, this year SARA incorporated artificial intelligence into its virtual channel to enhance easy and rapid communication with customers.



Likewise, the QR payment functionality was implemented, making it easy for Ficocha customers to transfer money quickly and securely.

### Achievements

- Digital penetration of 48% of personal banking customers was achieved, maintaining digitalization across channels.
- The virtual assistant SARAI managed to exceed the digital sales goal for extra-financing by 9%.
- To implement and reinforce the security of digital transactions, a security mechanism was implemented that allows online transactions to be secured from anywhere, requiring users to register their device as secure.



### 3.3.1 Digital Factory

Innovation is the answer to the sometimes unspoken demands of users. Following this strategy has allowed us to serve, attract, and retain customers. During 2024, the Foshua Digital team continued working on its objective, focusing on strengthening the digital products launched to achieve greater transformation in these products: savings accounts, personal loans, and credit cards.

Similarly, it launched a hybrid insurance acquisition flow and made a major commitment to developing analytics models to support decisions across different areas.

#### Achievements in digital products for personal banking



##### Savings account

A pilot program for selling digital accounts in branches was implemented, reducing customer service time to just 4 minutes and facilitating the opening of traditional accounts.

The assignment of assistants to branches was automated in internal banking systems, facilitating call tracking at each branch and paving the way for the introduction of other digital products to this service channel.

Focusing on following up with digital customers who were unable to complete their account opening, reaching out over the phone to provide assistance.

Several improvements were made to the digital account opening workflow, such as:

- Improvements to customer service across different job categories, include the option to make a first deposit without having to log in to
- online banking for customers with existing Foshua accounts, improve several steps in the workflow, especially biometrics.
- 

Work has been done to offer Dinefuta little accounts as a second digital product, which will be available in 2025. This account offers the best interest rate on the market and accumulates points for purchases made with your debit card.

Placement through digital channels was doubled, while the cost of acquisition was halved.



##### Personal loans:

Optimizations were made to the personal loan flow to mitigate customer friction and improve their experience. Customers are directed to a simplified landing page that allows them to learn about the product features and quickly begin the flow.

**The number of screens a customer must complete to receive an offer has been reduced from 3 to 1.**

A 100% digital workflow was developed for the extra financing product, which will allow us to continue serving existing customers through new channels and maximize the profitability of our existing offering.

A short workflow is maintained for pre-approved customers, eliminating steps that lengthen the experience to significantly improve their interaction.

**The flow rate went from being completed in 15 minutes to 7 minutes.**



## Credit card

The existing credit card flow for pre-approved Honduran customers was simplified by creating a new, dedicated landing page to provide targeted offers for specific products, eliminating biometrics, shortening same screens, and including pre-filling personal/work information.

**These changes improved the experience, reducing screen time by up to 60% for existing customers.**

An automated lead recovery process was implemented through communication campaigns targeting customers who dropped out of the credit card flow after biometrics. For these customers, biometrics were waived for their return to complete the process, reducing friction and facilitating the return process and completing their card application.

Security in digital workflows continues to be improved. The new cross-functional OVP component is being integrated, which connects with the banking platform to verify that the contact number entered by the customer is the same as the one stored as transactional data.

Constantly committed to complying with bank regulations, adjustments to the customer file architecture continue to be made to automate the process of keeping them organized and complete.



## Insurance

In December 2024, the hybrid minor medical expense insurance flow was launched, providing fast and secure access to insurance purchases for existing Ficores customers. The flow offers an efficient and customer-centric experience. Within three minutes, customers can purchase their insurance online and then receive a phone call to confirm their purchase. Digitizing the product has increased operational efficiency, potentially leading to greater productivity and lower transaction costs.

## Analytical models

Analytical models are mathematical and statistical representations that allow information to be processed to help organizations make better decisions and make predictions about the future.

Ficores Group made the important decision to implement teams of advanced analytics experts under an agile operating model to develop the predictive risk scoring models required by the institution at a more advanced level of development.



These teams were formed with experts in data science, data engineering, development, and security. Likewise, cloud-based technology implementation was improved to ensure the development of these models with the latest technologies and cutting-edge methodologies required by best practices.

In this way, Ficores created teams responsible for building new analytical models to better inform decisions related to credit origination and collection processes.

## Credit origination

The focus was on improving models to optimize the accuracy of the origination score, which would minimize credit risk at this stage of the customer journey and increase loan viability.

The use of improved machine learning algorithms and monitoring and maintenance practices for these models is what makes the difference.

The ongoing optimization of the scoring model also aims to drive greater efficiency, reduce the time and costs associated with the origination process, minimize exposure to customers at high risk of default, and improve the customer experience by providing faster response times to requests.

## Collections

The Collections Analytics team was also created based on the same algorithm optimization guidelines, best practices, and improvements in the development and deployment of risk scores. It implemented a predictive model for portfolio management at all stages, thereby reducing the group's credit losses.

## 3.4 Responsible Banking

(GRI 3-16, FSI, FSI5)

We are committed to generating value for our diverse stakeholders so that, through our products and services, they can achieve their dreams, goals, and purposes, thus building a better future for themselves and their families by providing solutions that transform lives.

### 3.4.1 Environmental and Social Credit Assessment

(FS2, FS3, FS4, FS5, FS6, FS10, FS11) (SASB FN-CB-450a.2)

Under the commitment to responsible banking, environmental and social assessments continue to be implemented through the Environmental and Social Risk Analysis System (SARAS) for the Corporate Banking loan portfolio and specific sectors of Business Banking, which helps mitigate impacts on the communities where projects are developed.



**SARAS applies to credits in the corporate portfolio: category A and category B with credit exposure ≠ USD \$1.0MM and business: category A, category B with credit exposure ≠ USD \$1.0MM and specific sectors with exposure ≠ USD \$250.0M.**



## SARAS Categories:

### Category A

Potential significant adverse environmental and social risks and/or impacts that are diverse, irreversible, or unprecedented. These are assessed under national legislation and the IPC Performance Standards.

### Category B

Those that can generate adverse environmental and social impacts, limited and reversible through mitigation measures. They are assessed under national law.

### Category C

Risks and/or environmental and social impacts are minimal or not adverse. These cases are only classified as risk by the Environmental and Social Team.

### Category Z

Cases or their operations that, after determining their environmental and social risk category and other characteristics established in the SARAS, are found to be outside the scope of said system. This category was recently incorporated only for Banco Ficocha Honduras at the request of the CHES.



**359**  
Employees  
trained at  
regional level

**61%**  
more than the  
previous year

With attendance and  
course approval of

**97%**

Additionally board members  
were trained at the regional  
level

The structure of the Environmental  
and Social Risk area was  
strengthened by adding a total of 6  
specialists at the regional level.



## Evaluations conducted at the regional level

Honduras			
	2023	2024	Δ2024-2023
Total cases analyzed	1,204	1,202	0%
A%	0%	0%	0%
B%	11%	12%	0%
C%	88%	88%	-0%
Z%	-	0%	0%

Guatemala			
	2023	2024	Δ2024-2023
Total cases analyzed	60	60	-0%
A%	0%	0%	0%
B%	20%	20%	-0%
C%	80%	80%	0%

Nicaragua			
	2023	2024	Δ 2024-2023
Total cases analyzed	67	52	-19%
A%	8%	8%	0%
B%	18%	27%	9%
C%	76%	65%	-10%

Panamá			
	2023	2024	Δ 2024-2023
Total cases analyzed	106	139	33%
A%	5%	9%	4%
B%	49%	42%	-7%
C%	46%	49%	3%

Total cases analyzed at regional level		
2023	2024	Δ 2024-2023
1,457	1,523	4.5%

### 3.4.2 Green Financing (FS6)

Fulfilling a key role to involve and guide investors and entities, offering financial solutions that positively impact the environment and society as part of the commitment to responsible banking.



Ficohas Bank Honduras within its loan portfolio has financed 10 renewable energy projects (solar, wind, hydroelectric, biomass), with a value of +USD 92.28 MM

## 3.5 Entrepreneurship, Education and Financial Inclusion

(GRI 203-2, FS1, FS2, FS8, FS14, FS15) (SASB FN-CB-248a.1)

Ficohas Group is committed to the well-being of the economy and its various sectors, promoting initiatives that generate growth, diversification, employment, and opportunities for all, encouraging entrepreneurship as a driver of development, accompanied by education and financial inclusion.



### Boosting entrepreneurship as a driver of development

DFC (U.S. International Development Finance Corporation) along with CITI, granted Ficohas Group a loan of USD 1250 million to support small and medium enterprises that dynamize the economy of Honduras, with a special focus on those led by women.

This funding represents the most important in Central America and the second largest in Latin America, reaffirming the commitment to continue fostering inclusive and sustainable growth in the region.

As a second phase for the placement of these funds, the “Ya Empresa Llegó Lejos” program has been set up targeting three sectors:

- Agro-industry production and manufacturing.
- Education, health and trade.
- Construction and renewable energy.

Aimed at: Entrepreneurial clients, corporate clients, business and women banking clients, offering the best rates in the market.

For more information click here



### 3.5.1 Mujeres Adelante

A program designed to promote the empowerment, inclusion, and development of women in Honduras, Guatemala, and Panama, providing them with tools and opportunities to strengthen their skills and access financial products and non-financial services.

This year, new partnerships were signed with the Wella program, Vital Voices Honduras, and “Tercer Metrópoli” Mercado Fiest to provide spaces for entrepreneurs in the program who offer fresh and artisanal products. These partnerships will benefit many more women entrepreneurs.

This segment's confidence in Honduras is reflected in the following indicators:



*mujeres*  
adelante



## Complementary non-financial services:

Aligned with the corporate purpose of "facilitating solutions that transform lives," we continue to work on the pillars of non-financial services: Recognition, access to information, partnerships, networking, and education.

With the commitment to creating spaces for female entrepreneurs to sell and promote their products and services, the following were created:



**+900** spaces in different fairs and bazaars



**+30** women entrepreneurs benefiting from mentoring



**+1,700** women trained in various subjects

## Mujeres Adelante Award:

The third edition of the Mujeres Adelante Award, an event aimed at celebrating and supporting the fighting spirit of Honduran women, was held. More than 150 applications were received for diverse projects and inspiring stories.

The selection of the winners was a meticulous process that considered various criteria, including social impact, sustainability, innovation, and job creation, among others, thus highlighting an impressive array of skills and talents.

Category	Winner	Company
Business Leadership	Marlene Sepúlveda	DPL Honduras
Economic Empowerment	Glennarda Rodríguez	Clasid Casa/Elema
Entrepreneurs w/children	Cecilia Obeso/Cher	La Higuera de Pan
Disruptive Entrepreneurship	Yadira Huch	Repostería Valeria

## 3.5.2 Hecho en Casa

This program was launched in 2013 with the goal of promoting initiatives that foster productive activities, entrepreneurship, innovation, and the growth of micro, small, and medium-sized enterprises (MSEs).

Currently, more than 1,800 entrepreneurs/business owners are supported to reinforce the concept of buying homemade products. The goal is to support them and boost their growth. We are working to generate a sense of pride in consuming local products and raise awareness about purchasing habits by choosing products 100% made by Honduran hands, since by consuming locally we all grow.

We have provided spaces, in partnership with the Saturday Bazaar, for the sale and promotion of these entrepreneurs' products and services.



**Hecho  
en Casa**

### 3.5.3 De Mi Tierra

In partnership with Supermarkets La Colonia and the Foundation for Rural Business Development (FUNDOR), Ficocha continues to promote this program to support the agricultural sector in Honduras, contributing to the integral development of small and medium-sized farmers.

The program provides financing, technical training and a secure market for the marketing of its products.

#### Historical Indicators:



**+USD  
\$8.35 MM**  
in financing.

**+2,900**  
Credits granted to  
produce +40  
products in 12  
departments.

**+1,140**  
direct beneficiaries and  
+5,300 indirect  
beneficiaries.

**+16,000**  
jobs generated in  
+4,300 hectares  
harvested

**+USD  
\$39.20 MM**

In purchases by La Colonia Supermarkets,  
+USD \$71 MM in 2024, 78% more than the previous year.

#### Important milestones:

- > First Fair "De Mi Tierra", for sale of products to Ficocha partners.
- > Technical training for more than 811 farmers on pest and disease management and good agricultural practices in different crops.
- > Signature of USAID - Conagrah agreement. Conagrah is the entity that unifies the farmers' associations benefiting from the program.
- > Support to new agricultural sectors, serving farmers engaged in the production of food of animal origin as diverse-added products.



This year the University of Anáhuac of México awarded "Social Responsibility Award" to Ficocha for its contributions with the De Mi Tierra program.



#### Success stories 2024:

**Maynor Paredano:** A producer with over 12 years of experience growing crops such as camellota, malanga, pineapple, and castana. Despite having special needs, he has overcome adversity and challenges by dedicating himself to farming with a lot of love and a desire to grow every day. Thanks to the support of the De Mi Tierra program, he went from growing 6 manzanas to 12 manzanas.

**Félix Zelagay:** A producer and founding member of "Hidroponía Las Cruces," originally from Marcala, La Paz. He is dedicated to the production of hydroponic crops such as different varieties of lettuce. Félix was in another country illegally and decided to return and invest in entrepreneurship through the use of technology. De Mi Tierra has been a key ally, promoting the adoption of these systems and allowing him to double his production, directly impacting his income and the well-being of his family and employees.

## 3.5.4 Other Entrepreneurship Initiatives

### Asesuisa CREE Program

With the aim of contributing to micro and small businesses, Asesuisa has implemented the Asesuisa CREE program since 2020. The program stands for Competitiveness/Resilience/Business Strategy. The program seeks to strengthen entrepreneurs by providing tools, knowledge, and connections with experts to develop competencies and business strategies that enable them to make better decisions and achieve long-term sustainable growth.

During 2024, 4,000 entrepreneurs were impacted through 60 training events delivered in partnership with the Chamber of Commerce and other partners. In addition, 36 insured micro and small entrepreneurs were certified, improving their skills and capabilities in entrepreneurship and business development.

In a strategic alliance with the Tegucigalpa Chamber of Commerce and Industry (CCII), the International Organization for Migration (IOM), and Glasswing International, 48 young entrepreneurs from the city of Tegucigalpa were trained in 2024. They will be trained using the methodology implemented for the Start and Improve Your Business (SIYB) training process, which is certified by the International Labor Organization (ILO).

Ficohsa's commitment to this initiative is to provide financial education and provide seed capital for entrepreneurship kits. Likewise, the participating women will become part of the Mujeres Adelante Ficohsa Program and other programs promoted by the Group.

## 3.5.5 Financial Education

Ficohsa has a robust Financial Education Program (PEF) "Your Financial Awareness," which has helped promote a culture of financial health among its customers, employees, and the community at large over the years through various initiatives that seek to encourage good management and use of personal finances.

This also promotes inclusion and banking, facilitating people's access to financial services and products.

Historical  
Indicators

TU CONCIENCIA  
FINANCIERA.COM

**+100 thousand people**  
reached with financial inclusion and banking.

**+254 thousand clients**  
reached and trained in Honduras.

### Young Entrepreneurs

Since 2020, the "Young Leaders of Impact for Central America" program has been supported through banking access, given the impacts and results achieved. They have also received support in entrepreneurship to continue promoting the growth, innovation, and development of small and medium-sized businesses in the country.



**70%**  
of these new young  
entrepreneurs are women

**+12 million people**

reached through social networks at regional level.

**+3 million people**

reached through the Financial Education Podcast.

**+24 thousand visits**

to the Your Financial Awareness Portal.

**+175 employees**

(65% women) received advice and personalized support to improve their financial health.

**+3 thousand employees**

trained in financial education in Honduras.

**+3 thousand children**

trained in financial education Aflatoun/Aflatot through Ricohsa Foundation.



Recognition for the "Most Inclusive" Stand at Financial Education Week, organized by the CNBS.

## Highlighted Activities

**Global Money Week:** +664,700 children and young people reached through various initiatives, such as: Education and Cybersecurity Circles, educational campaigns on social media, a podcast, and an international forum with Aflatoun.

**Promoting opportunities to provide financial education talks to young university students:** Partnerships with the National Autonomous University of Honduras, the Catholic University of Honduras, the Metropolitan University of Honduras, the Central American Technological University of Honduras, and young people from other elementary schools benefiting from the Ricohsa Foundation.

**Establishing important strategic partnerships to provide financial education and inclusion to young people:** Glasgow Honduras - Young Leaders of Impact Program for Central America, Creating My Future Here - USAID, Chambers of Commerce (CCITACCION), and Ricohsa Foundation Communities.

**Two seasons of the podcast Your Financial Well-being:** Seasons two and three, together with Ali Rallo, have become a key format for fostering a solid financial culture. Through dynamic and accessible episodes, the podcast offers practical advice on personal finance management, savings, investments, and financial planning.

**Ricohsa Group implemented the PIF impact assessment survey with a representative sample of active portfolio clients, highlighting:**



### Ficohsa Insurance

**93%** client rating of Ficohsa Insurance for the Financial Education Program

Life insurance is the main type of insurance used and preferred by clients.

**91%** of the clients surveyed believe that financial education content can drive behavior change.



### Ficohsa Bank

**91%** satisfaction of Banco Ficohsa clients with the financial education

Savings account is the main product preferred by clients.

**85%** of the clients surveyed believe that financial education can lead to a change in behavior.

Increasing savings is the main motivation of clients when receiving financial education content.

Clients consider the FEP to be highly relevant for identifying and preventing financial fraud.



### Ficohsa Pensions and Severances

**82%** client satisfaction with the Financial Education Program.

**80%** of the clients are aware of the benefits of the pension fund.





## 3.5.6 Financial Inclusion

### Social Impact through Financial Technology

In recent years, TENGO has been a key player in the modernization and transparency of financial inclusion in Honduras, facilitating the electronic disbursement of funds for various social programs. This technological platform has enabled vital resources to reach thousands of beneficiaries across the country quickly, securely, and efficiently.

To date, TENGO has disbursed more than \$17 million in funds through various projects serving several local and international organizations. Over the next three years, it expects to participate in grants of nearly \$40 million after signing an agreement with UNDP at the end of 2024.



Dedicated to transforming access to financial services in Honduras, it offers more than 180 payment types through the TENGO app and more than 4,000 service points. This allows it to reach and penetrate new markets and regions, enabling more people to access banking services through innovative financial services tailored to their customers' needs.



The physical card is available in 17 departments of Honduras, in different channels and allies: supermarkets, pharmacies, convenience stores, own kiosks.

### Reference in Innovation

- > Instant issue.
- > Digital administration.
- > Best loyalty program.  
**More than 280 million COINS credited to clients rewarding their loyalty and use.**
- > No membership required.



TENGO has positioned itself as a pioneer in payment solutions

**+83%**  
Transactions

**+87%**  
New Users

**+26%**  
Processed Amounts

**+64%**  
Amounts collected from beneficiaries in Cash

In 2024 TENGO processed its historic maximum and the physical network of TENGO points was consolidated as the most relevant of the financial system.

## Strengthening financial inclusion in Honduras

Empowering self-employed workers, women, young people and new entrepreneurs.

**77%** of users are "nonprofessionals".

**46%** of users are women.

**38%** of users are Generation Z.

TENGO is the #1 rechargeable card in Honduras



## 3.6 Information Security

(GRI 3-3, FN-CB-238a.1, FN-CB-238a.2, FN-CF-238a.1, FN-CF-238a.2)

Flores continues to strengthen existing security controls and implement new technologies to enhance its cybersecurity posture and strengthen customer confidence in the products and services it provides.

With the security of its customers and stakeholders in mind, it continues to invest and strengthen its strategy and governance to maintain the highest information security standards, based on the alignment of policies, regulations, and international best practices.

In 2024, Flores joined a new Financial Computer Security Incident Response Center (CSIRT). It also achieved a prominent position and obtained an outstanding rating in cyber resilience exercises with the participation of various representatives of the financial sector in Latin America.

In addition, internal cyberattack simulation exercises were conducted to identify potential breaches, identify areas for improvement in security processes, and strengthen the institution's response capacity.

These initiatives were complemented by ongoing awareness-raising activities for employees and clients, fostering a culture of cybersecurity both within and outside the institution to prevent and identify potential risks.



**+800 thousand**  
clients reached.



**+6 thousand**  
employees reached

By 2025, the institution's objectives focus on promoting a secure environment for clients, employees, and partners, consolidating a robust and sustainable information security model aligned with the highest international standards.

Flores is committed to continuously strengthening its security governance by integrating cybersecurity solutions and technologies that reduce vulnerabilities and protect information in the digital age.



## 3.7 Transparency and Client Satisfaction

(GRI 3-3, 416-1, 416-2, 417-1, 417-2, 417-3, FN-CF-276a.1, FN-CF-276a.2, FN-CF-276a.4, FN-CF-276a.5, FN-IN-276a.1, FN-IN-276a.2, FN-IN-276a.4, FN-MF-276a.2, FN-IB-S50b.1)

Aware that customers are the center and heart of the entire operation, we are constantly evolving and strengthening internal regulations, as well as mitigation, control, and monitoring frameworks in the area of customer protection. We also consider the priorities of the regulator and supervisor, working for our clients, incorporating a protection perspective from the creation and design of new products, as well as existing ones.

Our actions are governed by ethical values and guidelines; consequently, we offer transparent and fair services.

Transparency and customer satisfaction are two interrelated concepts that can help build long-term relationships. Each word contributes to the perception users have. Ficoha's communication strategy is based on the following principles:

- Transparency of information provided.
- Clarity in language, structure and design.
- Responsibility for the client's interests at all stages of his financial life.
- We set communication standards to achieve consistency and consistency in tone, style, word and phrase usage across all PG platforms.

All clients are informed of the terms and conditions of the products offered.  
During this year none of the Group's employees were involved in legal proceedings initiated by clients.

[Click to know the tariffs](#)

To ensure the customer experience, Ficoha constantly seeks feedback and monitors the level of service offered. For several years, it has used the Net Promoter Score (NPS) tool, using a top-down and bottom-up methodology to validate the alignment between customer needs and expectations and the initiatives implemented. This allows for the establishment of plans to address any gaps identified and thus provide the best possible experience.

Annually and every three months, the methodology is applied to the different business lines/countries to determine the net recommendation rate given to us by customers. This ensures that potential areas for improvement are identified.

Country	Score	Achieved	Comments
Honduras	52	100.00%	In
Guatemala	29	94.67%	In
Nicaragua	63	-	By August 1st 2024, the study
Panamá	82	-	(Ficoha Santiago) (pending)

## 3.7.1 Details of claims by products

(GRI 418-1)

We are always attentive to the main complaints and observations that arose during the reporting period, with the aim of achieving fair resolutions in each case.

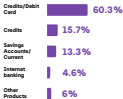
	Total regulatory claims	% of favorable resolutions for clients
Honduras	496	23%
Guatemala	186	48%
Nicaragua	22	18%
Panamá	22	21%
Ficoha Insurance	36	17%



In Honduras, of the 496 financial user complaints received during 2024, 23% were resolved favorably for the customer, with an average response time of 7 business days. Extensions were requested in 10% (12) of the complaints received. The monthly average of complaints received during 2024 was 41 complaints per month.

A favorable resolution for the client may be issued due to exceptional issues, the application of regulations, policies, or operating rules; however, these are not specifically recorded as operating losses. If the client disagrees with the resolution, they can appeal as a second instance to file their claim with each country's regulatory body, such as the National Banking and Insurance Commission / Superintendency of Banks.

## Claims by product



For Ficofisa, the best way to provide quality customer service is by listening to their recommendations, opinions, and proposals. These are analyzed and managed to provide a favorable resolution.

## Approaches 2025 to improve the client experience:



Clients



Governance  
and culture



Products  
and services



Channels





## 4 Social and Environmental Change Promoters

We are committed to generating value in communities through programs that promote inclusive and sustainable growth. We establish lines of action to reduce inequalities, create opportunities for all through education, promote respect and care for the environment, and support other initiatives that guarantee community development.

## 4.1 Community

(SGR 2-22, 2-23)

Ficohsa Group's commitment is realized by helping to reduce the main problems associated with inequality through social investment and environmental programs for the sustainable development of the communities where the Group operates, including donations and volunteer activities.

In this way, our employees join in, generating a two-way impact under the sense of social responsibility that characterizes us. We develop projects, programs, and initiatives that generate a positive impact on communities by addressing their needs, within the following areas of action:



Education



Financial  
Inclusion



Health



Environment



Other Social  
Investment  
Projects



Entrepreneurship

**+USD \$23 million**  
invested in sustainable social  
projects over the past 12 years.

### 4.1.1 Ficohsa Foundation

2024 was a year of great achievements for the Ficohsa Foundation (FF), marking 26 years of continuous impact working for education and the sustainable development of the communities where it operates regionally. It reaffirmed its commitment, expanding its coverage to new communities to benefit more children from preschool to university.

Efforts have been directed toward educational programs and projects that generate a transformative impact, implemented under a participatory model that articulates the state, private sector, and the community, promoting sustainable, quality education.



#### Regional coverage 2024



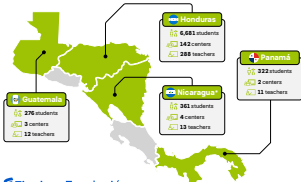
**7,640** Children benefited regionally in Ficohsa Foundation classrooms.



**151** preschool education centers at the regional level.



**324** trained teachers.



**Ficohsa Fundación**



\*At the end of 2024, the Ficohsa Fundación voluntarily concluded its operations in Nicaragua under procedures and legal requirements.

\*This closure allows employees in that country to direct their corporate volunteering initiatives to other areas, always maintaining the purpose of having a positive impact on communities. Ficohsa thanks the country for its support during this journey.



## Financial Resources

**64%**

Ficohsa Group  
Donation

**12%**

Give to Receive program  
Educar(Clients of La  
Colonia Supermarkets)

**13%**

Other income  
(Interests generated by  
certificates of deposit  
and savings accounts)

**11%**

Fundraising, strategic  
alliances and community  
contributions



### 4.1.1.1 Educating our future

A program designed more than two decades ago to strengthen access to inclusive, quality education for children ages 3 to 6 at the pre-primary level. It is currently implemented in 162 centers in Honduras, benefiting more than 175,000 children over 26 years.

#### Impacts and benefits in pre-school education 2024



##### **School Meals and Supplies:** **+USD +217,000 invested**

with the delivery of 1.2 million food rations and more than 6,000 school kits, ensuring that they not only have access to education but also adequate nutrition and tools.



##### **Infrastructure and Furniture:** **+USD +130,637 invested**

in construction, rehabilitation, and annual maintenance of the centers. The goal is to provide students with decent and safe spaces. Maintenance is scheduled annually for the 162 sponsored preschool centers in Honduras.



##### **Special Programs:** **More than 31,600**

children and young people have benefited from social and financial education and English programs, for which more than 200 teachers have been trained and implemented in their classrooms.



##### **Teacher training and support:** **More than 300 teachers trained**

in person and online through the Ficohea Foundation's Educational Portal, which seeks to promote the training, growth, and development of educators, followed by pedagogical support that ensures quality education for future generations.



##### **[www.portalfundacionficohea.com](http://www.portalfundacionficohea.com)**

This portal is free and open to anyone interested in learning and incorporating innovative and effective methodologies for their children's and students' learning.



#### Impact on elementary education "Alliance for Education"

Since 2020, the Ficohea Foundation has expanded its coverage to the elementary level to continue the development of students in the same communities where it already operates, through the "Alliance for Education," an initiative in collaboration with the private sector, USAID, and the Ministry of Education.

This year, the rehabilitation project for 26 basic education centers nationwide was completed. These improvements not only optimize learning spaces but also strengthen the comprehensive development of Hic duran children and youth.

**\$** **+USD**  
**\$1,000,000.00**  
invested.

**+****10,600**  
students benefited ages  
7 - 15 years.

**+****300**  
classrooms  
renovated.

**+****400**  
teachers benefited.



Cities  
benefited



## Fostering sustainable communities

This year, the Focivsa Foundation, in collaboration with strategic partners such as USAID and PROCEMILAR, strengthened the communities where it operates by providing training to parents on entrepreneurship and employability through the Creating My Future Here and Emprende programs.

This initiative provided key tools to improve job opportunities and business growth. Additionally, it provided parents with access to education and inclusion through the TINGO digital platform, allowing them to better manage their resources and strengthen their economic sustainability.



### 4.1.1.2 Other contributions in Education

The Focivsa Foundation, along with other organizations, continues to support the HONDUFUTURO program, a nonprofit organization with 11 years of experience that continues to strengthen its commitment to promoting the socioeconomic development and competitiveness of Honduras.

It promotes, guides, and finances Honduran professionals who wish to pursue graduate studies at universities abroad and then return to contribute to the development of Honduras.

> **248 youths**

beneficiaries to date.



> **+USD \$7 millions**

invested.

> **24 countries**

have been venues for the development of these professionals.

> **12 areas**  
of study.

> **+65% of the beneficiaries**

have returned to Honduras after completing their studies.

## Recognition

Ficohsa Foundation receives recognition from UNHCR and FUNDARISE for its commitment to inclusive education 2024.

As part of her commitment to education and social inclusion, she was recognized by the United Nations High Commissioner for Refugees (UNHCR) and the Honduran Foundation for Corporate Social Responsibility (FUNDARISE) for her outstanding work promoting inclusive practices in education.



## 4.1.2 More Sustainable Initiatives

### 4.1.2.1 Foundation Growing with Diabetes

GF, through Ficohsa Seguros, supports this non-profit organization, founded in 2018 with the goal of raising awareness about diabetes in Honduras.

Through its various initiatives, the Foundation seeks to provide patients and their caregivers with relevant information that empowers them, empowers them with greater commitment to their treatment, and, as a result, achieves a better quality of life.

> **+USD \$ 147,000**

Invested up to date.

> **+2,000 kits**

with medical supplies for glucose measurement delivered to date.

> **+230,00 people**

reached through digital channels and social networks to raise awareness.

> **14,216 participants**

achieved through the various initiatives carried out on-line and in-person with patients, families and the general population.



> **1,319 participants**

in diagnostic days, as a collaboration with the community and thus avoiding the increase in the numbers of diabetes and its complications.

## Featured Initiatives

In partnership with FORSAUD, the first free medical guidance line for patients living with diabetes was launched. Through this line, it is hoped that patients and their families will receive guidance and education that will allow them to achieve self-management of their condition, prevent complications, and empower them, thereby achieving a better quality of life.



Dialing directly

**(+504) 2280-5654**

In commemoration of World Diabetes Day, the fourth edition of the Blue Run was held in November. This sporting activity includes 5 and 10-kilometer runs. The event aims to raise awareness, promote family sports, and encourage the Honduran public to take action against diabetes.



**This year the participation exceeded 800 runners.**

In order to strengthen the community of patients living with type 1 diabetes, the support group was launched in conjunction with the Honduran Society of Endocrinology, Hospital María, the Honduran Social Security Institute, and the Escuela Hospital. This group aims to share experiences, knowledge, as an opportunity for training, as well as connect with other people living with the condition and their families.

**Know more about the Foundation**

[www.fccdhm.org](http://www.fccdhm.org)

## 4.1.2.2 Corporate Volunteering

Foodsa Group has a corporate volunteer program comprised of employees and their families, who participate in social and environmental activities with a high impact on the regional communities where it operates. Each member of the Foodsa family becomes a champion for people, an ally who inspires, guides, and supports others to become agents of change, transforming lives together.

Corporate values define the actions of volunteers. Commitment drives them to be persistent in their pursuit of doing good. Service reminds them that their purpose goes beyond themselves, extending to the community they serve. Sustainability guides their actions toward a lasting impact, building a better future for all.

Foodsa has a regional corporate volunteer policy, which serves as a guideline for the program.

### Impacts 2024

> **+15,000 hours**

invested in corporate volunteering during 2024 at the regional level.

> **95% participation**

+8,682 employees participated in at least 5 volunteer activity.

> **2.9 hours**

average per employees invested in volunteering.



> **+5,000 boys, girls and young people**

were benefited in the Children's Day celebrations.

> **+5,000 families**

were benefited in the region with food through the "One Day to Blue" initiative.

> **+500 employees**

participated in Onboarding, as part of their first volunteer activity with the company.

> **+450 employees**

participated in reflection days at the regional level.

As part of International Volunteer Day, the most outstanding teams, agencies, and volunteers were recognized.



## 4.1.2.2 Technological Innovation Award(PIT)

The Technological Innovation Award (PIT) is a competition organized by Pictiva and the Central American Technological University (UNITEC). Its seventh edition was held in 2024, seeking to discover and support young people with innovative projects that use any type of technology to generate social and business impact in the Central American region.

200 applications were received



### Special Events





As part of environmental initiatives in 2023, the scope of the analysis was expanded to include Ecological Footprint measurements using data from Guatemala and Nicaragua. In the case of Panama, measurements were not taken this year, so it will be incorporated into Ficohso Group standardized measurements for 2025.






At the end of 2024, work began on the carbon-zero roadmap, which will guide the organization's short-, medium-, and long-term objectives to reduce emissions from direct consumption of fuels and/or refrigerants in operations and indirect consumption related to the supply of electricity.

The environmental strategy directly impacts three Sustainable Development Goals:



The results for 2024 for Honduras and 2023 for the other countries of the region are presented below.



	 Honduras	 Guatemala	 Nicaragua
Ecological Footprint	2023/2024	2023/2023	
SCOPE 1 (g/tw)			
Direct Fuel consumption in transport and emergency installations, plus built up areas	104,487 (121.74)	66,132 (127.84)	1,079,698 (142.48)
SCOPE 2 (g/tw)			
Power (buying sugar and coffee for offices)	1,670.88 (1,689.77)	1,091.02 (1,091.42)	1,031.31 (1,701.08)
SCOPE 2 (g/tw)	60,558.92 (1,690,606.75)	248,291 (1,683.83)	1,080.70 (1,682.47)
Power (Purchase of sugar and coffee for offices)	-	-	-
Office Purchase of furniture and office supplies for various materials, (including electronics products, and manufactured from wood, plastic, paper and their combinations.	1,009,916 (1,701.48)	-	-
Transportation (Own cars/insurance), Own cars (other business units), Card delivery, Card collection/Manager business	1,796.76 (1,188.52)	-	-
Consumer goods (Purchase of uniforms, organizational, advertising material) first aid supplies and cards.	11.43 (1,024.43)	-	-
Services: Driving motor, transport of inputs, business travel, employee displacement, airport and accommodations.	1,463,407 (1,138,614)	-	-



- > **Scope 1:** Direct consumption of operations related to fuels or refrigerants.
- > **Scope 2:** Indirect consumption related to electricity supply.
- > **Scope 3:** Consumption related to goods, services purchased, as well as activities of the employees.

#### Notes:

The main change in the estimate is due to the methodological adjustment of the employees' transport carbon footprint to include the approximation to the total population, which influences the substantial increase in CO2e emissions.

Methodological adjustment to fit emission factors assigned in scope 3 emissions is also performed.

The report of the carbon footprint of Guatemala and Nicaragua as in previous years is reported until the second half of the period.

Nicaragua: Total ecological footprint (ghe)			
	2023	2024	Δ2024-2023
Total	2,902.67	249.33	-79.70%
by employee	0.14	0.48	-89.41

\*Negative signs in the variation represent a reduction, positive signs represent an increase.

## 4.2.2 Energy and Emissions

(GR 305-1, 305-2, 305-3, 305-4, 305-5)

To reduce energy consumption, the objective is clear:

- 1) reduce consumption relative to operation (measured in terms of intensity),
- 2) increase the use of renewable sources, including self-generation by us through solar panels.

Currently there are

### > 11 agencies and 8 buildings

with solar farms (- 8,000 m2 of solar panels).

### > 71% of clean energy

consumed in the buildings.

### > 1.2 million Kilowatt hours (kWh)

are produced annually.

### > 549,600kg CO2

are not generated annually by solar energy production.

### > +USD \$59 thousand invested

on the farms of the two main buildings in the cities of Tegucigalpa and San Pedro Sula, Honduras.

All the electrical energy consumed by Asesoria comes from renewable sources. This is due to the fact that the company has a photovoltaic system of own generation, which started operations in October and produced 7,607kWh at the end of 2024. The supplementary energy consumption, equivalent to 321,676kWh, was compensated through Renewable Energy Redemption Certificates (REC's).

The commitment is to continue working on the evaluation of new agencies and buildings, for the installation of solar panels and opt. for LED certifications.

Honduras: Total ecological footprint (ghe)			
	2023	2024	Δ2024-2023
Total	5,287.80	28,360.27	+435.30%
by employee	1.25	4.00	+302.40%

Guatemala: Total ecological footprint (ghe)			
	2023	2024	Δ2024-2023
Total	452.34	529.18	15.66%
by employee	0.46	0.62	36.95%

Honduras: Energy consumption (kWh)			
	2023	2024	Δ2024-2023
Bank	8,300,973.00	8,547,233.25	2.94%
Insurance	523,945.00	559,960.00	6.90%
Cards	795,360.00	872,855.97	9.74%
Total	9,620,278.00	9,980,049.24	3.74%

\*Negative signs in the variation represent a reduction, positive signs an increase.

**12 new  
installations**

**added to the data on  
energy consumption  
during 2024.**



**⚡ - 4.99%**

**reduction in energy  
consumption by  
collaborator at regional  
level.**

Energy consumption in the region 2024-2023 (kwh)			
Country	2023	2024	Δ2024-2023
Honduras	8,620,179	8,660,040.04	3.94%
Guatemala	1,343,870	1,357,207	6.60%
Nicaragua	1,483,827	1,581,637	6.66%
Panamá	344,636	339,735	1.43%
El Salvador	341,600	329,263	3.64%
Total	12,693,732	12,447,632.04	3.98%

Negative signs in the variation represent a reduction, positive signs an increase.

Energy intensity by regional employees (kwh/employee)		
2023	2024	Δ2024-2023
1,957.68	1,812.39	-8.99%

Fossil fuels are used for various power plants used in emergencies, both in corporations and agencies. They are also used for card deliveries and mobile insurance services, to name a few.

Fuel consumption			
Type of fuel	Honduras		
	2023	2024	Δ2024-2023
Gasoline (lit)	275,260.44	328,630.55	19.10%
Diesel (lit)	54,067.36	54,986.55	-15.30%



## Emissions

Greenhouse gas (GHG) emissions are calculated annually at our operations, analyzing the impact of the measures implemented in terms of energy efficiency and the use of renewable sources. Our carbon footprint is generated by applying the Greenhouse Gas Protocol (GHG Protocol) developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).

Direct Scope 1 emissions, as well as indirect Scope 2 and 3 emissions, are reported in terms of carbon-dioxide equivalent (tons of CO<sub>2</sub>e).

	Paraguay		
GHG emissions	2023	2024	Δ2024-2023
SCOPE 1 (ton CO <sub>2</sub> e)			
Fixed sources	82.33	82.30	-0.04%
Mobile sources	730.68	690.80	-5.46%
Fugitive sources	1,344.63	1,329.09	-1.16%
<b>Total</b>	<b>2,157.63</b>	<b>2,102.19</b>	<b>-2%</b>
SCOPE 2 (ton CO <sub>2</sub> e)			
Electrical network	1,348.76	1,348.47	-0.02%
SCOPE 3 (non CO <sub>2</sub> e)			
Category 1. Purchased goods and services	4,422.98	1,369.03	-72.3%
Category 3. Fuel and energy consumption not included in scope 1 and scope 2	-	874.83	New category
Category 4. Upstream transport and distribution	-	6,344.88	New category, methodological adjustment and scope
Waste generated in operations	18.01	76.13	328%
Business travel	206.56	459.73	121.3%
Employee displacements**	609.98	75,687.73	The coverage of the total population estimate is expanded
End-of-life of sold products/total	0.50	-	-
<b>Total</b>	<b>5,268.03</b>	<b>84,406.68</b>	<b>1,603%</b>

\*The negative signs in the variations represent a reduction, the positive ones represent an increase.

\*\*This data varies depending on the sample of employees.

	El Salvador: GHG emissions in Scope 1 and 2		
GHG Emissions	2023	2024	Δ2024-2023
SCOPE 1			
Total emissions (ton CO <sub>2</sub> e)	38	36	-5.26%
Coverage (% of employees)	0.06	0.05	-16.67%
SCOPE 2			
Total emissions (ton CO <sub>2</sub> e)	85	62	-26.35%
Coverage (% de employees)	0.3	0.2	-33.33%

\*The negative signs in the variations represent a reduction, the positive ones an increase.

As part of its commitment to promoting sustainability and fostering the circular economy, Amulsa has maintained its carbon neutrality goals in Scopes 1 and 2 since 2023. Carbon neutrality aims to contribute to the reduction and management of greenhouse gas emissions generated directly or indirectly by company operations. It is achieved when carbon dioxide emissions reach zero, as a result of emission reduction and offset strategies.







## 4.2.3 Other Environmental Aspects

### Responsible consumption of water

Although the financial sector does not represent a large water consumption compared to other industries and sectors, it is known that water is essential for life. Therefore, water consumption is constantly monitored within our facilities and we implement saving initiatives as part of our environmental commitment. Flowmeters and water-saving faucets have been installed in the restrooms of our buildings and branches.

Water consumption (m <sup>3</sup> )**	2023	2024	Δ2024-2023
 Honduras (Bank)	33,779	34,573.07	-0.24%
 Nicaragua	13,743	13,875.25	-12.85%
 El Salvador	1,695	1,578	5.53%
Regional (total sum)	53,620	50,024.32	-6.56%
Regional (incl. employees)	9,027	7,802	-12.26%

\*Negative signs in the variation represent a reduction, positive signs represent an increase.

\*\* In Guatemala and Panama water consumption is not included, as they are not branches of the bank network.



**water consumption was reduced in the Group's own buildings in the region.**

## Materials and Waste

### Waste generated at regional level

To make the most of waste that cannot be completely reduced or eliminated, we are making progress in signing agreements with certified and accredited suppliers who can guarantee a second life for waste through proper recycling management. By doing so, we promote a circular economy that has a dual benefit:

- 1) Social, by creating new jobs.
- 2) Environmental, by preventing pollution from untreated waste.

**In the main offices of Tegucigalpa, Honduras, during the month of September 2024 we began with the pilot of proper separation of waste (organic, inorganic, plastic and aluminum), through a partnership with the Association of Recyclers of Honduras, who are responsible for the proper treatment and disposal of waste.**

**+5,800 pounds  
of waste generated and  
recycled in 4 months.**

Efforts are also being made to replicate the same initiative in all regional offices.

Recycled waste in pounds (Honduras, Nicaragua, Guatemala and Panama)	
Waste Electronics	2024
Paper and cardboard	3,680
Organic	20,674
Plastic	1,257
Aluminum	930
<b>Total</b>	<b>26,830</b>



**+35,800  
pounds**  
of properly  
recycled  
waste

The 11.26 tonnes of waste generated at Asesuisa El Salvador were offset by carbon credits, together with emissions from direct and third-party fuel consumption by air and land travel.

## Paper Consumption at regional level

The digital transition continues, with paper consumption as the main input for companies and financial services increasingly reduced, and internal and external campaigns are continually being launched to reduce consumption.

Additionally, a quarterly report is generated to monitor the areas or departments that consume the most or the least paper.

	Boxes of paper consumed		
	2023	2024	(2024-2023)
Honduras	26,214	26,196	-0.07%
Guatemala	2,894	2,875	-0.6%
Nicaragua	2,659	4,649	75.2%
Panama	1,037	752	-26.67%
El Salvador	609	745	23.8%
<b>Regional Total</b>	<b>33,413</b>	<b>34,217</b>	<b>2.40%</b>
<b>Regional by employee</b>	<b>4.05</b>	<b>3.54</b>	<b>-12.59%</b>

\*Negative signs in the variation represent a reduction, positive signs represent an increase.



**12.10%**  
reduced paper  
consumption per  
employee in the  
region.

Initiatives for the care and preservation of the environment continue to be promoted. During 2024, together with the employees, 13,000 trees were planted to reforest different spaces and areas at a regional level; to date, 83,580 trees have been planted.

El Salvador: Waste generated in tons		
Waste	2023	2024
Ordinary waste	4	4
Recyclable waste	5	3.3
Hazardous waste	0.24	0.04
Paper	2	3
<b>Total</b>	<b>11.74</b>	<b>11.36</b>
<b>Coverage (% of employees)</b>	<b>0.01</b>	<b>0.03</b>
	<i>Ton/employee</i>	<i>Ton/employee</i>



## 5.1 Relevant Data

### Ficohsa Group

(S&P 3-28, 201-1) (S&S FN-CB-000.A)

Ficohsa Group firmly believes that sustainable success is the result of responsible, committed management focused on the well-being of all. Its strength, experience, and strong performance allow it to be a trusted financial partner for clients, shareholders, and other stakeholders, reflecting its commitment to providing solutions that transform lives.

This commitment does not end there; it always seeks to evolve every day to respond to the major economic, environmental, and social challenges it faces as a business and sector. It also contributes to economic development in the countries and communities where the group operates.

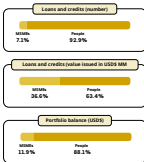


Following, we present the main financial indicators at Ficohsa Group level at the end of fiscal year 2024.

#### Financial and business indicators (regional)

Indicators	2023	2024	2024-2023 (%)
Net assets (US\$ MM)	8,990.44	9,644.00	7%
Loan Portfolio (US\$ MM)	5,496.23	5,710.05	5%
Deposits (US\$ MM)	5,813.55	6,305.30	9%
ROE (%)	14.65%	15.2%	3%
Capital Adequacy Ratio (%)	12.42%	13.05%	5%
Delinquency rate (%)	1.60%	2.07%	0.3%

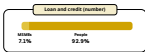
#### Credit portfolio breakdown (Regional) (S&S FN-CB-000.B)



## 5.2 Relevant Data by country

(P&G) (SASB FN-CB-000.A, FN-CB-410a.1)

Honduras			
Financial and business indicators	2023	2024	2024-2023 (%)
Net assets (USD \$ MM)	4,092.15	4,185.45	6%
Loans (USD \$ MM)	3,989.98	4,225.74	6%
Market share of loans (%)	17.40%	18.9%	-1%
Deposits (USD \$ MM)	4,032.0	4,278.1	6%
Market share of deposits (%)	16.6%	16.6%	0%
ROE (%)	15.7%	16.6%	5.7%
Capital adequacy ratio (%)	12.3%	12.9%	0.6%
Delinquency rate (%)	1.9%	2.2%	0.3%



### Credit Breakdown delivered by Sector (P&G) (SASB FN-CB-410a.1)

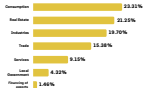


\*Other: Poultry, Fisheries, livestock farming, transport, communications, export/finance and decentralized institutions.



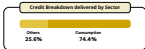
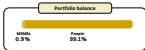
Guatemala			
Financial and business indicators	2023	2024	2024-2023 (%)
Net assets (USD MM)	652.53	669.32	2.70%
Loans (USD MM)	643.91	603.19	-6.32%
Deposits (USD MM)	654.6	650.4	-1.54%
ROE (%)	6.87%	5.30%	-3.54%
Capital adequacy ratio (%)	19.03%	18.04%	-1.02%
Delinquency rate (%)	1.78%	5.36%	3.48%

## Credit Breakdown delivered by Sector



Nicaragua			
Financial and business indicators	2023	2024	2024-2023 (%)
Net Assets (USD MM)	760.54	762.79	7.4%
Loans (USD MM)	358.55	378.44	19.0%
Deposits (USD MM)	504.94	569.93	12.7%
ROE (%)	10.36%	18.27%	+31%
Capital adequacy ratio (%)	11.00%	13.45%	0.4%
Delinquency rate (%)	0.90%	1.38%	0.5%





\*Others: management (logistics, trade), manufacturing, construction, public administration and defense, financial and insurance activities, administrative and support services activities, real estate activities, agriculture, forestry, fishing, hunting, mining, human health and welfare activities and other service activities.

Panamá			
Financial and business indicators	2023	2024	2024-2023 (%)
Net Assets (USD\$ MM)	1,047.75	1,183.67	13.4%
Loans (USD\$ MM)	756.66	728.69	-3.7%
Deposits (USD\$ MM)	883.62	1,031.76	16.8%
ROE (%)	16.07%	17.0%	1.0%
Capital adequacy ratio (%)	12.66%	12.9%	+0.2%
Delinquency rate (%)	1.6%	0.3%	-0.7%

## Breakdown of Credit Provided by Sector



\*Others: poultry, fisheries, livestock, transport, communications, export financing and decentralized institutions.



## Entrepreneur Banking

(SAGB FM-CB-248a.1)

The dimensions of the product portfolio by type of client within the entrepreneurial segment in Honduras at the end of 2024 are presented:

Product	Clients	Products	Total (USD)
Savings	26,883	28,052	383,623,026.34
CDs	603	752	54,634,544.05
Checking	8,056	9,263	68,623,084.51
Total	35,482	48,066	506,880,654.90

## Mortgage Banking

(SAGB FM-MF-008.A, FM-MF-270b.1)

Specializing in providing high-quality housing financing options designed to guarantee access to decent housing, our goal is to make it easier for the region's population to acquire a suitable home, providing affordable options tailored to their financial needs. Through comprehensive benefits, we seek to boost housing development and improve families' quality of life.

Offering additional benefits and services, including competitive interest rates, terms up to 30 years, life and property damage insurance, bank-paid appraisal, rapid resolution, and personalized credit processing advice before, during, and after the process.

### Significant achievements during 2024:

Disbursement of  
**> USD \$168.11 MM**

**> 1,690 loans**  
new mortgage

Growth of  
**> 15.23%**  
with respect to the 2023 mortgage portfolio

## Representative Office in the United States of America

With over 10% growth in its account portfolio for receiving remittances sent from the US, the Ficohsa Bank Representative Office consolidated its banking and financial inclusion strategy during 2024. The balance of deposits in personal savings accounts held by Honduran citizens residing in the US reached USD \$28.46 million, distributed across over 7,000 account holders.

The ease and security of the onboarding process for customers, from the initial contact to opening the account to the final step of activating their debit card, strengthens the trust Hondurans have in Banco Ficohsa's savings products in the US.

The results confirmed the alignment of the benefits of the US account with the financial needs of customers abroad.

The home financing product for the purchase and development of properties in Honduras also achieved record production figures, with USD \$4.29 million invested in mortgage financing. Additionally, the significant and symbolic mark of USD \$20 MM in active portfolio was surpassed.

It is important to emphasize the value of the US housing product, not only as a sustainable and profitable service for Ficohsa Bank operations in the US, but also as a contributor to the sustainable development of Honduras.

In terms of net income, the contribution margin also showed a positive growth trend for the 2024 period. With a net income of USD \$1.49 million as a result of its management, the Representative Office confirms its mission to be a cross-border contributor to the results of Ficohsa Bank Honduras, strengthening its institutional assets, as well as those of Ficohsa Group at the regional level.

## Ficohsa Insurance

(SABF FN-IN-000.A, FN-IN-418a.1)

For 48 years, we've been making history and innovating in the region. Today, we're the fastest-growing insurance group, thanks to our experience, financial strength, and commitment to the families and businesses that are part of this great company.



Market Share

Market Position

\*\*Market Share at the end of December 2024.

# Ficohsa Group leader of the insurance groups where it operates.



Ficohsa Insurance  
continues to implement  
the Quality Management  
ISO 9001/2015  
certification.

## Premiums issued

Premiums issued by Pinaros Insurance Honduras (MM USD)			
	2023	2024	Δ2024-2023
Damage	84.8	83.4	-1.14%
Fire	46.0	45.8	-0.22%
Autos	18.1	22.4	26.28%
Transport	3.1	3.2	1.33%
Surety bonds	1.2	1.0	-26.87%
Other damages	16.5	16.9	20.60%
People	21.9	80.3	11.48%
Life	440.6	44.3	9.32%
Medical/hospital	29.6	34.3	15.89%
Personal accidents	1.7	1.6	5.89%
Total	156.5	175.7	12%

Premiums issued Pinaros Insurance Guatemala (MM USD)			
Segment	2023	2024	Δ2024-2023
Life	3.86	3.30	8.39%
Accidents and Diseases	0.69	0.62	26.52%
General Insurance	27.98	22.28	23.82%
Other General Insurances	3.02	1.79	68.25%
Surety bonds	1.60	1.74	-80.52%
Total	36.27	39.63	12.49%

Premiums issued by American II Salvador (MM USD)	
Premiums	2024
Individual and collective life	9.26
Banking insurance	32.76
Health	28.36
Auto	25.65
Other People segments	0.72
Sub Total Life	96.66
Fire and Allied lines	18.34
Autos	22.73
Other technical branches	22.45
Sub Total General	63.52
Total	160.18

Premiums issued by American Insurance Nicaragua (MM USD)	
I. Life Insurance	21.69
II. Personal accidents	1.68
III. Health	6.25
IV. Property Insurance	60.67
V. Compulsory Insurance	19.79
VI. Surety bonds	1.15
Total General	77.46



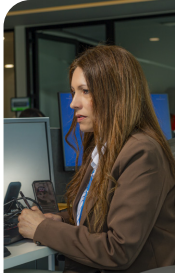
## Claims

Claims Ficafe Insurance Honduras (MM USD)			
	2023	2024	Δ2024-2023
Damages	49.4	32.3	-34.84%
Fire	16.1	6.9	-56.52%
Auto	9.0	12.8	28.89%
Transport	0.9	0.3	-66.67%
Surety/bonds	10.2	0.1	-99.02%
Other damages	13.1	9.3	-29.08%
People	34.7	40.9	17.87%
Life	19.1	14.9	-21.99%
Medical/hospital	21.1	25.4	20.38%
Personal accidents	0.5	0.6	20%
Total	84.0	63.1	-24.88%

Claims Ficafe Insurance Guatemala (MM USD)			
Segment	2023	2024	Δ2024-2023
Life	0.1	0.33	230%
Accidents and Diseases	0.38	0.42	10.53%
General Insurance	1.57	1.78	2.07%
Other General Insurance	1.19	0.27	-77.31%
Surety/bonds	0.1	0.12	20%
Total	3.43	3.90	13.62%

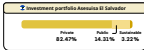
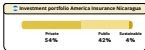
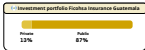
Claims America El Salvador (MM USD)	
	2024
Individual and Collective Life	1.09
Banking Insurance	17.76
Health	24.35
Debt	6.02
Other People segments	0.21
Sub Total life	39.43
Fire and Allied Lines	0.41
Auto	17.55
Other technical/branches	0.14
Sub Total Generales	18.10
Total	48.13

Claims America Insurance Nicaragua (MM USD)	
Total General	20.15
I. Life Insurance	3.31
II. Personal Accidents	6.27
III. Health	4.42
III. Property Insurance	13.76
III. Compulsory Insurance	8.44
IV. Surety bonds	0.50



## Investment breakdown

Insurance subsidiaries invest under a prudent strategy in accordance with the fiduciary duty owed to insurers.



Asesurisa investment portfolio included a USD 1,100,000.00 bond to support sustainability projects in line with sustainable investment.

## Ficohsa Brokerage House

(SABE FN-18-000.A, FN-18-000.B)

From the Ficohsa Stock Exchange, we contribute to the group's performance through the following operating and economic results:

Indicator	2023	2024	(2024-2023)
Maintenance of product or service	43%	40%	-3%
Monetary revenue generated	USD 680,343	USD 688,128	7.8%
Number of clients served	23	24	4.3%
Services/line activity	USD 1000,000.00	USD 680,000.00	-32%



**El 97.6% of the investments**  
in stock exchanges come  
from the public sector.



Ficohsa Brokerage House remains at the forefront, leading both on- and off-exchange trading in the national secondary market for the 18th consecutive year, transacting a total of \$240.22 million in 2024.

In 2024, it was the first brokerage firm to negotiate a new instrument called a Structured Note, issued by Morgan Stanley. It also played a key role in brokering the first Bilingual Stock Market Repurchase Agreement (SR5) between two of its main clients, through the Central American Stock Exchange.

## Ficohsa Pensions and Severances

With nearly 10 years of experience in the Honduran market, Ficohsa Pensiones y Cesantías excels in managing more than \$400 million in assets, offering innovative services through various digital channels: website, app, WhatsApp, and interbanca, in addition to tools for members to self-serve.

Amounts in USD \$ (MM)	2024
Fund Administered	\$400.10

## 5.3 Economic value generated and distributed

From a sustainability perspective, taxes are a key tool for promoting responsible business practices that lead to the generation of shared value. Convinced of this, and in compliance with its formal obligations, in 2024, Ficohsa Group made contributions in base taxes and other taxes totaling US\$72.49 million in the countries where it operates.

The following shows the distribution of revenues across different categories, impacting stakeholders: suppliers, employees, capital providers, government, and the community.

Economic value generated and distributed (In thousands of USD\$)	2023	2024	Δ2024-2023
Income (Economic value generated, EVA)	602,979.23	738,811.93	19.1%
Expenditures (Economic value distributed, VED)	584,754.36	643,376.87	8.2%
Operating expenditures	229,631.07	240,059.93	5.0%
Salaries and benefits	157,946.37	171,325.90	8.5%
Payment to capital providers	138,386.35	166,626.38	6.2%
Payment to government*	58,726.47	72,946.52	24.2%
Regulators & Associations	8,675.40	9,620.66	11.0%
Social investment	1,625.69	1,624.52	0.0%

\*Payments to government include income tax (Iscat) as well as other taxes, real estate, on dividends and industry and commerce.





A man and a woman are sitting at a desk in a modern office, looking at a laptop. The woman is on the left, wearing a black top and glasses. The man is on the right, wearing a white shirt and glasses. They are both looking down at the laptop screen. A blue banner with the word "Annexes" is overlaid on the image.

# Annexes

# Annex I: Detail of ESG Management

## Alliances and Memberships

(GRI 3-28)

In order to generate value, share knowledge, and anticipate the most important industry trends, we maintain a close relationship with the main chambers of commerce in the countries where we operate, as well as with other national and international organizations in the sector.

### Business Organizations in Honduras

- ▶ Honduran Association of Banking Institutions (AHIBA)
- ▶ Chamber of Commerce and Industries of Tegucigalpa (CCIT)
- ▶ Chamber of Commerce and Industries of Comayagua (CCIC)
- ▶ Honduran Chamber of Insurers (CHDA)
- ▶ American Honduran Chamber of Commerce (AMCHAM)
- ▶ Association of Pension and Severance Fund Administrators of Honduras (AJUMFONDH)
- ▶ Honduran Council of Private Enterprise (CONEP)

### Business Organizations in Guatemala

- ▶ Banking Association of Guatemala

### Business Organizations in Panama

- ▶ Banking Association of Panama

### International Business Organizations

- ▶ Latin American Business Council (CEAL)
- ▶ Latin American Federation of Banks (FE LABAN)
- ▶ International Network of Insurance Companies (INIA)
- ▶ Inter-American Federation of Insurance Companies (FIDEI)

## Relations with authorities

The organization ensures that communication channels with government and regulatory entities are open, thus maintaining a constant dialogue with the authorities.

### Government Authorities in Honduras

- ▶ Central Bank of Honduras (BCH)
- ▶ National Banking and Insurance Commission (CNBS)
- ▶ National Congress (CN)
- ▶ National Electric Energy Company (ENEE)
- ▶ Economic Cabinet
- ▶ Property Institute (IP)
- ▶ Secretary of Finance
- ▶ Revenue Administration Service (SAR)
- ▶ Superior Court of Accounts

### Government Authorities in Panama

- ▶ Superintendence of Banks of Panama

### Government Authorities in Guatemala

- ▶ Superintendence of Banks of Guatemala

### Government Authorities in Nicaragua

- ▶ Superintendence of Banks and other Financial Institutions of Nicaragua (SBFIN)
- ▶ Revenue General Directorate (DGR)
- ▶ Nicaraguan Social Security Institute (INSS)
- ▶ Ministry of Labor (MTTR)



# Partnerships Ficohsa Foundation

As part of the projects' sustainability, partnerships are established with various social organizations for program implementation, as well as with companies, corporate foundations, and other organizations that contribute to them.

Ficohsa Foundation National Partners	
Paraguay	
<ul style="list-style-type: none"> <li>➤ Ecuador</li> <li>➤ ChildFund</li> <li>➤ Cliente La Colonia Supermarkets</li> <li>➤ Farinter Group</li> <li>➤ FERIMA</li> <li>➤ LACTHOSA</li> <li>➤ LUPUSA</li> <li>➤ American School ACD</li> <li>➤ José Cecilio del Valle University</li> <li>➤ CEPUDO</li> <li>➤ Zamora Tesis Foundation</li> <li>➤ Ministry of Education</li> <li>➤ UNITIC</li> </ul>	

Ficohsa Foundation National Partners	
Panama	
<ul style="list-style-type: none"> <li>➤ Ministry of Education</li> </ul>	

Ficohsa Foundation International Partners	
<ul style="list-style-type: none"> <li>➤ Biotin</li> <li>➤ Afekson Internacional</li> <li>➤ PROMADER</li> <li>➤ Savin Capital, LLC</li> <li>➤ Intermex</li> <li>➤ Microsoft</li> <li>➤ MoneyGram Foundation</li> <li>➤ More Money</li> <li>➤ Programa Mundial de Alimentos</li> <li>➤ Transatlantia SA</li> <li>➤ Visa</li> <li>➤ Wells Fargo</li> </ul>	



# Our Stakeholders

(GRI 2-26, 2-30)

For Finidea, it is of vital importance to identify the various stakeholder groups with which it has a relationship. Efforts are made to maintain a constant and close communication with them, informing them of major news and internal changes, as well as understanding their expectations or concerns.

Stakeholders	Stakeholder Subgroups	Value Proposal	Communication Channels by Stakeholder	Relevant Issues to Stakeholders
PGI Shareholders	Shareholders Directors Board of Directors (Internal and External Members)	Provide transparency in working on the company's financial stability and business plan development. Similarly, fostering a culture of control, ensuring transparency of information and achieving the company's performance objectives.	<ul style="list-style-type: none"> <li>Financial Reports</li> <li>Sustainability Report</li> <li>Corporate presentations and relevant events</li> <li>Shareholders' Meeting</li> <li>Corporate Secretary</li> </ul>	<ul style="list-style-type: none"> <li>Structure and functioning of corporate governance</li> <li>Ethics and compliance culture</li> <li>Financial performance (financial)</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>Technology (Acquisition of equipment, infrastructure, telecommunications)</li> <li>Information security</li> <li>Software development</li> <li>Accounting</li> <li>Promotional material</li> <li>Marketing</li> <li>Miscellaneous maintenance (ATM, POS, Hardware)</li> <li>Legal advice (Legal Department)</li> <li>Other services (Administration, consultancy, telephone)</li> <li>Transport of securities</li> <li>Lessors</li> </ul>	Enable the operation through the products and/or services provided. Support development through stable relationships and mutual benefits. Promote high quality standards and innovation, fostering competitiveness.	<ul style="list-style-type: none"> <li>Performance Assessments</li> <li>Procurement Department</li> <li>Supplier portal</li> </ul>	<ul style="list-style-type: none"> <li>Data privacy and cybersecurity</li> <li>Ethics and anti-corruption</li> <li>Client experience</li> <li>Prices and credit opportunity</li> <li>Payment management and timing</li> </ul>

Stakeholders	Stakeholder Subgroups	Value Proposition	Communication Channels by Stakeholder	Relevant Issues to Stakeholders
Clients	Consumers Entrepreneurs Empresas Group/yr Corporations	Boosting the prosperity of industries and families through access to finance and savings. Offer products relevant for different needs, through multiple channels that facilitate access. Transparency in conditions and best use of products.	<ul style="list-style-type: none"> <li>Advertising campaigns</li> <li>Social networks</li> <li>Satisfaction surveys (NPS)</li> <li>Call Center/Channel of attention and suggestions</li> <li>Customer service centers</li> <li>Chatbot "BAMA"</li> <li>Finches Mobile App</li> <li>Service points ATM, BANCOS</li> </ul>	<ul style="list-style-type: none"> <li>Client experience (service and services)</li> <li>Education and financial inclusion</li> <li>Prevention culture (insurance)</li> <li>Client business development (product portfolio)</li> <li>Digitalization of processes</li> </ul>
Authorities and regulators	Municipalities Central Bank of Honduras (BCH) National Banking and Insurance Commission (CNB) Secretariat of Finance Superior Court of Accounts Revenue Administration Service (SER) Property Institute (IP) Secretaries/Ministries of Education of the countries Economic Cabinet (ME) National Congress Superintendence of Banks of Panama Superintendence of Banks of Guatemala Superintendence of Banks and other Financial Institutions of Nicaragua (SIBICIF) Revenue General Directorate (DGR) Nicaraguan Social Security Institute (CASS) Ministry of Labor (MT) Regulation, Registry and Monitoring of Civil Associations Directorate (DIRREGAC)	Compliance with applicable local legislation in each of the countries where it operates. Thus, protect the rights of clients and other interest groups.	<ul style="list-style-type: none"> <li>Reports and results reports to regulatory agencies</li> <li>Open dialogue</li> <li>Public alliances</li> </ul>	<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Regulatory compliance</li> <li>Reputation (relation with the client)</li> </ul>

Stakeholders	Stakeholder Subgroups	Value Proposition	Communication Channels by Stakeholder	Relevant Issues to Stakeholders
<ul style="list-style-type: none"> <li>• Certifiers and verifiers/auditors</li> </ul>	<ul style="list-style-type: none"> <li>• PwC Ratings (PricewaterhouseCoopers)/</li> <li>• Pricewaterhouse</li> <li>• Deloitte &amp; Touche S. de R.L.</li> <li>• Horwath Central America Group</li> <li>• Bureau Veritas Group</li> </ul>	<ul style="list-style-type: none"> <li>• Comply beyond the law with certifications of the sector, as well as own certifications of business.</li> <li>• Ensure good management and governance of our operations inside and outside the company.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance reports.</li> <li>• Open dialogue</li> <li>• Website in headquarters and agencies</li> <li>• Public information on the web</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Regulatory compliance</li> <li>• Experience (relation with the client)</li> <li>• Quality of life</li> <li>• Cyber security and data privacy</li> </ul>
<ul style="list-style-type: none"> <li>• Correspondent Banks</li> </ul>	<ul style="list-style-type: none"> <li>• JPMorgan</li> <li>• Wells Fargo</li> <li>• Citibank</li> <li>• Bank of America</li> <li>• BNP Mellon</li> <li>• Comandante</li> <li>• Bofina</li> <li>• Citicel</li> <li>• Dreyfusbank</li> <li>• Morgan Stanley</li> <li>• Citibanca</li> <li>• UBS Bank</li> <li>• Bankinter</li> <li>• Mitsui Banking Corporation</li> <li>• Breda</li> <li>• UBS</li> <li>• Banco Santander</li> </ul>	<ul style="list-style-type: none"> <li>• Register and monitor the collaboration agreements with the co-responsible banks, in order to guarantee the operations and client personal data.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance reports.</li> <li>• Open dialogue</li> <li>• Website</li> <li>• E-mail messages and communication</li> <li>• Responsible for relations with banks.</li> </ul>	<ul style="list-style-type: none"> <li>• Client privacy (personal information)</li> <li>• Ethics and anti-rugby</li> <li>• Economic performance</li> <li>• Soundness/financial stability</li> </ul>
<ul style="list-style-type: none"> <li>• Development Banks</li> </ul>	<ul style="list-style-type: none"> <li>• BID Inveni</li> <li>• Norfund</li> <li>• BID</li> <li>• DFC</li> <li>• Cofin</li> <li>• Finance in Motion</li> <li>• CPFI</li> <li>• Propana</li> <li>• Cofin</li> </ul>	<ul style="list-style-type: none"> <li>• Guarantee the financing obtaining the Development Banks, through good corporate governance practices and sustainability in the company's operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance reports.</li> <li>• Open dialogue</li> <li>• Public information on the web</li> <li>• Questionnaires and assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Regulatory compliance</li> <li>• Experience (relation with the client)</li> <li>• Quality of life</li> <li>• Cyber security and data privacy</li> <li>• Environment</li> <li>• Social development</li> </ul>

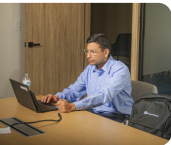
Stakeholders	Stakeholder Subgroups	Value Proposition	Communication Channels by Stakeholder	Relevant Issues to Stakeholders
<p>External organizations (national and international)</p>	<p>Honduran Association of Banking Institutions (AHBIA)</p> <p>Honduran Council of Private Enterprise (COHEP)</p> <p>Central Chamber of Commerce and Industry (CCCI)</p> <p>Tegucigalpa Chamber of Commerce and Industry (CCCI)</p> <p>Latin American Business Council (CLBC)</p> <p>Honduran Chamber of Commerce (CARGA)</p> <p>Honduran American Chamber of Commerce (AACCHAM)</p> <p>Banking Association Guatemala Banking Association Panama</p> <p>Association of Private Banks of Nicaragua (ASOBANP)</p> <p>Nicaraguan Chamber of Commerce and Services (CCCS)</p> <p>American Chamber of Commerce of Nicaragua (AACCHAM)</p> <p>Latin American Banking Federation (FELABAN)</p> <p>International Network of Insurers (INSIA)</p> <p>Latin American Federation of Insurers (FOLAS)</p>	<p>Being part of the business guild, contributing with our participation in priority issues for the sector. Trying to be a benchmark in the region, we promote economic development and the promotion of policies and guidelines that strengthen the operations of the financial sector in the countries where we operate.</p>	<ul style="list-style-type: none"> <li>Performance reports.</li> <li>Open dialogue</li> <li>Public information on the web.</li> <li>Participation in guild, national and business sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Communication of legal practices</li> <li>Exchange of sector expertise</li> <li>Transparency and corporate ethics</li> </ul>
<p>Organizations promoting CSR and sustainability</p>	<p>FUNDARISE</p> <p>CEP/FAISE</p> <p>ESMAISE</p> <p>UNICEF</p> <p>PAID</p> <p>Public Global de Naciones Unidas</p>	<p>Realize a commitment for CSR and sustainability by being part of the organizations which promote good practices in this area in each of the countries where we are present.</p>	<ul style="list-style-type: none"> <li>Performance reports.</li> <li>Open dialogue</li> <li>Public information on the web.</li> <li>Attendance at events and congresses</li> <li>Participation in local and international CSR and sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Communication of best practices on social responsibility and sustainability</li> <li>Dialogue and communication with NGOs</li> <li>Transparency and corporate ethics</li> </ul>

Stakeholders	Stakeholder Subgroups	Value Proposition	Communication Channels by Stakeholder	Relevant Issues to Stakeholders
Media	National International Specialized in CSR/Sustainability	Maintain a good relationship with the media, transmitting a sense of transparency that strengthens the Group's actions on a reputational level.	<ul style="list-style-type: none"> <li>Performance reports</li> <li>Open dialogue</li> <li>Public information on the</li> </ul>	<ul style="list-style-type: none"> <li>Communication effort positions on social responsibility and sustainability</li> <li>Transparency and corporate ethics</li> <li>Credibility and business reputation</li> </ul>
Diplomatic relations	American Embassy Peruvian Embassy Guatemala Embassy Nicaragua Embassy Honduras Embassy in DG European Union Embassy Spain Embassy German Embassy Dutch Embassy	Establish diplomatic relations based on cooperation with the different embassies representing the countries in which it operates and respond to requests or requirements.	<ul style="list-style-type: none"> <li>Performance reports</li> <li>Open dialogue</li> <li>Public information on the web.</li> </ul>	<ul style="list-style-type: none"> <li>Transparency and responsiveness to country-specific requests of socio-economic nature.</li> <li>Information on major changes in the bank's operation in countries.</li> </ul>
Community	Civil Society Organizations (NGOs) Local Communities (general population) Stewards (national and international agencies and/or companies) Parents Strategic partners Academy Teachers	Contribute to social development through the promotion of inclusion and financial education. Address the main problems of the environment and support in emergencies, as part of corporate citizenship and commitment with the environments where it operates. Work with different civil society organizations (CSOs).	<ul style="list-style-type: none"> <li>Finkeas Foundation Programs</li> <li>Initiatives of corporate volunteering</li> <li>Dialogue with CSOs and</li> </ul>	<ul style="list-style-type: none"> <li>Education, inclusion and financial health</li> <li>Child education</li> <li>Health support</li> <li>Creation of employment and</li> </ul>



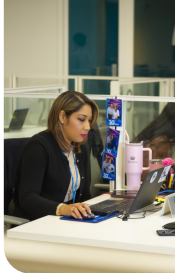
# Contribution to the Sustainable Development Goals

The region's work on sustainability is reflected in 16 of the 17 Sustainable Development Goals (SDGs), which 6 of them are prioritized as part of the commitment to drive development in sustainable communities, promote the inclusion and growth of SMEs in the countries where it operates.



ODG	Contribution	Indicators
 <p><b>4 QUALITY EDUCATION</b></p>	<p>Generating knowledge and accompanying strategies for clients, employees and the wider community to make the best financial decisions through the platform <a href="https://www.financialinclusion.com">financialinclusion.com</a>.</p> <p>Promoting quality integrated education through Fundación Párraga and access to educational credits so that more people can access quality education through Fundación.</p>	<ul style="list-style-type: none"> <li>+ 185,000 children and young people who have benefited since 2008 from education in Honduras and Nicaragua.</li> <li>+ 289 thousand clients reached during 2023 with the financial education program at regional level.</li> <li>+ 10 million of people reached during 2023 with the regional financial education program through social media campaigns.</li> </ul>
 <p><b>5 GENDER EQUALITY</b></p>	<p>Contributing to the Diversity, Equity and Inclusion strategy, which works for gender equity by supporting employees, suppliers, investors, clients and the community at large. Under the Mujeres Jolán program, more women-led SMEs are encouraged to be competitive and productive, thus helping to mitigate the negative effects of migration.</p>	<ul style="list-style-type: none"> <li>+ 89% of our employees are women.</li> <li>18 women occupy leadership positions.</li> <li>+ 6,200 women registered on the Mujeres Jolán platform to date.</li> <li>+ 83% new clients in Corporate Banking (December 2023 vs June 2023).</li> </ul>
 <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p>Generating quality employment directly and indirectly in the region for the well-being of all and promoting growth in the value chain. Fostering the entrepreneurship for and accompanying during its growth so that productivity and job creation increase and have a positive impact on the economy of the countries where it operates. Through the DeM-Terra program, agro and rural are promoted with value propositions that drive the growth of this important sector in the economy.</p>	<ul style="list-style-type: none"> <li>+ 6,800 employees at regional level.</li> <li>+ 102 08.10 million in agricultural financing to date.</li> <li>+ 102 160 million in 2023.</li> <li>+ The DeM-Terra program has granted + 2,600 credits in 10 departments of the country, benefiting + 300 communities for the production of + 40 products.</li> </ul>

ODS	Contribution	Indicators
	Climate change is a key part of the strategy, moving forward on a roadmap to zero carbon in the future, measurements are already being made on the carbon and environmental footprint, which serve as a basis for building roadmaps.	<ul style="list-style-type: none"> <li>+3,000 cases analyzed during the last three years in the region of the Business, Corporate and Entrepreneur Banking (BME)/Integrated Loan Portfolio through the Environmental and Social Risk Analysis Systems (IASAS).</li> <li>+83,000 trees planted to date in the region on different reforestation days.</li> <li>13% overall reduction of the environmental impact of Finance operations in the countries of the region.</li> </ul>
	Promoting and reinforcing the commitment to act in accordance with ethical conduct following its corporate values and compliance with the self-regulatory mechanisms available, as well as the regulations and legislation in force in the countries where they are present promoting a peaceful and inclusive society, ensuring justice for all.	<ul style="list-style-type: none"> <li>1 Certification ISO 37001:2017 Compliance Management System (CMS).</li> <li>Declaration of Anti-Corruption and Bribery by the Honduran Foundation for Corporate Social Responsibility (Fundahon).</li> <li>100% Compliance in 2024 of activities in the training and assessment of the Anti-Corruption and Bribery Management System (ABMS).</li> </ul>
	Promoting business with purpose and ensure that, with strategic allies, it builds projects for sustainable communities, working together to achieve well-being for all.	<ul style="list-style-type: none"> <li>91% participation of employees in at least one corporate volunteering activity in the region.</li> <li>+8,100 Families benefited in the region with food through "A Day for Giving" in 2024.</li> <li>+60,000 Young people benefiting from elementary education in Honduras through the U.E. Alliance for Education/ Ministry of Education.</li> </ul>





Labor		
Principle	Commitment	Actions
3. Companies should defend freedom of association and the effective recognition of the right to collective negotiation.	Commit to compliance with all provisions governing the right of association, privacy, collective negotiation, investigation, working hours, wages, and hours in addition to legislation prohibiting child labor, forced or compulsory and discrimination in employment.	<ul style="list-style-type: none"> <li>Through the Code of Ethics, the right of employees' freedom of association is respected, in accordance with the labor legislation of each country.</li> <li>Over the years, benefit plans have been developed and adapted to provide working</li> </ul>
4. Companies should advocate the elimination of all forms of forced or compulsory labor.	Under no circumstances is forced labor allowed, aligned with the Code of Ethics and the Internal Labor Regulation the parameters for which the employees will provide their services in the institution are established.	<ul style="list-style-type: none"> <li>The Code of Ethics establishes the premises to evaluate forced labor both internally for employees, and in the "Ethical Requirement for Business Partners" establishes the commitment of suppliers and clients to eliminate all types of forced labor in its area of operation.</li> <li>The Internal Labor Regulation establishes the premises under which the employees will provide their services for the institution.</li> </ul>
5. Companies should advocate the effective abolition of child labor.	No child labor is allowed in PD operations.	<ul style="list-style-type: none"> <li>The Code of Ethics for Employees and the "Ethical Requirement for Business Partners" states that under no circumstances will child labor be tolerated in the areas of operation of clients and suppliers.</li> <li>In the recruitment and selection process, Ficoah ensures that all contracted personnel are of legal age according to the legislation of each country.</li> <li>For school education is promoted at regional level, with more than 8,000 children attending classes annually, an average of 99% attendance in the Ficoah Foundation centers.</li> </ul>



Labor		
Principle	Commitment	Actions
<b>6.</b> Companies should advocate the elimination of discrimination with respect to employment and recognition.	We promote a work environment that accepts diversity and respects and values differences. Discrimination and harassment is prohibited, whether by supervisor, co worker, client, supplier or visitor.	<ul style="list-style-type: none"> <li>• We hire without prejudice to gender, ethnicity, religion, etc.</li> <li>• Promoting an environment of equity and the integral development of employees.</li> </ul>

Environment		
Principle	Commitment	Actions
<b>7.</b> Companies should support a preventive approach to environmental challenges.	Promote a corporate environmental responsibility actions with respect to our administrative activities and facilities in Main Offices and branches.	<ul style="list-style-type: none"> <li>• Report of our good practices, each year campaigns are carried out to raise awareness and improve efficiency in the use of resources such as water, energy and paper, paper being one of the greatest impacted by the business. This yearly programs are implemented in water, reuse and recycle paper.</li> <li>• The main buildings in Tegucigalpa and San Pedro Sula in Honduras, the main building in Nicaragua and Panama, in addition to El Guapiles consume energy from solar panels, which represents 55% of clean energy.</li> </ul>
<b>8.</b> Companies should take initiatives to promote greater environmental responsibility.	We take action of our environmental responsibility through a correct management of the resources we consume.	<ul style="list-style-type: none"> <li>• Annual investment in equipment to prevent environmental damage.</li> <li>• In the end of 2024, PwC has started working on its own carbon roadmap.</li> </ul>



Environment		
Principle	Commitment	Actions
<p><b>9.</b></p> <p>Companies should promote the development and dissemination of environmentally friendly technologies.</p>	<p>Under the Environmental and Social Management System applied at regional level, based on a Sustainable Environmental Credit Policy and its respective</p>	<ul style="list-style-type: none"> <li>Since 2020 Pineda supports its clients to identify and develop the processes and measures established by national legislation, as well as opportunities for improvement, implementation of good practices and international parameters that lead to a more efficient operation friendly with the environment.</li> </ul>

Anti-corruption		
Principle	Commitment	Actions
<p><b>10.</b></p> <p>Companies should work against corruption in all its forms, such as bribery and bribery.</p>	<p>Under the Anti-Corruption and Bribery policy, prohibitions and approvals are established to verify bribery or corruption cases and the means of investigation are specified to prevent these from happening within the institution.</p>	<ul style="list-style-type: none"> <li>Consolidating a culture of integrity, transparency, honesty and compliance in business relationships as part of responsible finance positions.</li> <li>We have the Anti-Corruption and Bribery Management System (ABMS).</li> <li>Training is provided to 99% of employees so that they can recognize and avoid the use of bribery, intermediaries and others.</li> <li>Employees are encouraged to be alert and report any suspicion of bribery.</li> <li>In addition, cases of corruption are rigorously investigated and we assist the competent authorities.</li> </ul>



# Double Materiality Analysis (Impact and Financial)

GRI 3-1, 3-2

In order to identify priority sustainability issues for Pileeva, an update of the materiality analysis was carried out in 2020, adopting the double materiality approach.

The first step consisted of conducting a global analysis of environmental, social, and governance (ESG) trends, using peer companies and international industry standards as references, such as the Global Reporting Initiative (GRI) Standards, the Sustainability Accounting Standards Board (SASB) sector standards, and the Morgan Stanley Capital International (MSCI) sector materiality map, among others. This exercise allowed for the development of a preliminary list of relevant issues, aligned with current sustainability expectations for the financial sector.

For each issue identified in this list, a detailed analysis of environmental risks and opportunities with a potential impact on the business was conducted. Likewise, the impacts generated by the Pileeva Group and its business lines on their surroundings were assessed, considering all its stakeholders, including nature.

The assessment of material impact topics was developed based on the most recent recommendations of the 2021 GRI Standards and the OECD methodology for assessing human rights impacts, incorporating criteria such as scale, scope, likelihood, and remediation. For the financial materiality analysis, the guidelines of International Financial Reporting Standards (IFRS) 51, published in 2021, and the Committee of

Sponsoring Organizations of the Treadway Commission (COSO) methodology were considered, assessing likelihood and financial impact.



As a result of this process, prioritization matrices were developed that allow for the visualization of both material and financially material impacts, identifying the most relevant impacts, risks, and opportunities for the business. Finally, a Dual Materiality Matrix was consolidated, presenting the priority topics for Pileeva's sustainability strategy.



N.	Topic	Category
23	Risk management and evaluation	Double
14	Financial inclusion and banking	Double
3	Corporate Governance	Double
13	Client experience	Double
15	Empowerment of entrepreneurs	Double
8	Digitalization and innovation of services and products	Double
10	Integral employee development	Double
7	Cybersecurity and information security	Impact
20	Decarbonisation and climate resilience	Impact
1	Integrity and ethical behavior	Impact
2	Business transparency	Impact
4	Regulatory and tax compliance	Financial
5	Financial stability	Financial
6	Protection of client privacy	Financial
21	Social investment	Financial
16	Promotion of financial education	Financial
22	Supplier management	Financial
9	Commitment to employee well-being	Continuous management
27	Sustainable portfolio building	Continuous management
19	Environmental footprint	Continuous management
18	Raising capital for ESG financing	Continuous management
11	Employee safety and health	Continuous management
12	Promotion of a diverse, equitable and equal environment	Continuous management





## Annex II: External Verifications

### GRI Verifications by FUNDAHRSE

#### To the stakeholders of the Ficohsa Financial Group

##### Introduction

The Honduran Foundation for Corporate Social Responsibility (FUNDAHRSE) is a private sector organization in Honduras. Founded in 2004, it has a code of ethics to ensure high standards of transparency and integrity and thus prevent potential conflicts of interest. FUNDAHRSE, as an external auditor, was responsible for conducting the analysis of GRUPO FINANCIERO FICOHSA's 2024 Sustainability Report, implementing a series of evaluation techniques.

##### Scope of the Verification

FUNDAHRSE's main function is to provide a statement of truthfulness regarding the information presented in GRUPO FINANCIERO FICOHSA's 2024 Sustainability Report in accordance with the requirements of international norms and standards.

- GRI-Standard Universal
- Sustainable-Development Goals
- GLOBAL COMPACT
- ISO 26000:2010
- SASB: Sustainability Accounting Standards Board

To this end, a methodology was defined following the GRI-Standard Universal process, which included a review of the content of this report, basic and specific content data, and associated sector documents. The verified information is based on the operations of GRUPO FINANCIERO FICOHSA and the data provided by the reporting organization.

##### Methodology Used

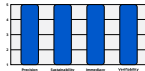
FUNDAHRSE verified the consistency of the information based on the principles for determining the content of a GRI-Standard Universal report. This was achieved by verifying the relevant and pertinent documentation provided by GRUPO FINANCIERO FICOHSA, interviewing key individuals involved in generating the indicators, accessing records of stories and testimonies, analyzing sector documents, and sampling the organization's main performance indicators. The corresponding table is attached with details of the methodology for verifying the indicators.

##### Conclusions

Based on the verification work, it has been concluded that GRUPO FINANCIERO FICOHSA's 2024 Sustainability Report was prepared in compliance with the GRI Standards Universal Sustainability Reporting Guidelines and the quality standards outlined above. The following graph reflects the level of application of the principles established by the international criteria used. It shows the application of the principles that

allow GRUPO FINANCIERO FICOHSA's 2024 Sustainability Report to be considered in accordance with the GRI Standard Universal criteria.

##### Application Level of GRI Universal Standards



##### Highlights

- Highlights include the Ficohsa Group's integration into the Sustainable Development Goals, its alignment with ISO 26000, the principles of the Global Compact, the Sustainable Development Goals, and SASB standards as benchmarks for the organization's sustainable development management. Thus, compliance with the principles of sustainability and verifiability is maintained.
- The analysis of dual materiality and adherence to the principles of the GRI Universal Standard, especially those of accuracy and verifiability, is maintained.

#### Areas for Improvement

- Strengthen initiatives to consolidate ESG criteria.
- Prepare the organization on the Green Taxonomy promoted by the World Bank.
- Continue monitoring the commitments adopted by the organization and establish a process for disseminating their progress.

San Pedro Sula, May 31, 2024



## Assurance Report Honduras

Karla Colla Simón Salda,

Vice President of Sustainability, BANCO FINANCIERA COMERCIAL HONDUREÑA S.A.

We have been contacted by the Management of BANCO FINANCIERA COMERCIAL HONDUREÑA S.A. to report the Environmental Footprint (primary matter), which includes the 2024 carbon and ecological footprint inventory for the period from January 1 to December 31, 2024, in the form of an independent, limited assurance conclusion regarding whether the Environmental Footprint prepared by FICOMSA Management is prepared, in all material respects, in accordance with the methodologies shared by the World Footprint Network and the accounting and reporting principles of the GHG Protocol 1.

### Management Responsibility

Ficosa's Management, through the Social Responsibility area, is responsible for preparing the 2024 Environmental Footprint, free of material misstatements, in accordance with the applicable Voluntary Criteria, and for the information contained therein.

The Management of BANCO FINANCIERA COMERCIAL HONDUREÑA S.A. is responsible for the design, implementation, and maintenance of internal control relevant to the preparation and presentation of the 2024 Environmental Footprint, ensuring that it is free from material misstatement, whether due to fraud or error. It also ensures that the

information is prepared in all material respects in accordance with the methodologies of the World Footprint Network and the accounting and reporting principles of the GHG Protocol.

Ficosa's Management is responsible for preventing and detecting fraud and for identifying and ensuring that Ficosa complies with the laws and regulations applicable to its activities. Ficosa's Management is responsible for ensuring that the personnel involved in preparing the 2024 Environmental Footprint are properly trained, that systems are adequately updated, and that any changes that may be made cover all significant reporting activities.

### Our Responsibilities

Our responsibility is to examine the information concerning the Environmental Footprint of BANCO FINANCIERA COMERCIAL HONDUREÑA S.A. and report on it in the form of an independent, limited assurance conclusion based on the evidence obtained. We conduct our work in accordance with International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information," issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform our procedures to obtain a limited level of assurance regarding whether the Environmental Footprint is prepared in all material respects in accordance with applicable Regulatory Criteria for the period from January 1 to December 31, 2024. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the Environmental Footprint due to fraud or error.

In conducting these risk assessments, we considered the controls

relevant to the preparation of the Environmental Footprint for the purpose of designing assurance procedures that are appropriate under the circumstances, but not for the purpose of expressing a conclusion regarding the effectiveness of Ficohsa's internal control over the preparation of said document.

Our work also included evaluating the appropriateness of the Principal Subject Matter, the suitability of the criteria used by Ficohsa in the preparation of the Environmental Footprint in the circumstances of the engagement, evaluating the appropriateness of the methods and procedures used in the preparation of the Environmental Footprint, and the reasonableness of the estimates made by BANCO FINANCIERA COMERCIAL HONDUREÑA S.A., and evaluating the overall presentation of the Environmental Footprint. Limited assurance is less than absolute assurance.

As part of this work, we have not performed any procedures such as an audit, review, or exhaustive verification of the underlying records or other sources from which the Environmental Footprint was derived.

## Characteristics and limitations of the information corresponding to Ficohsa's Environmental Footprint

### Scope:

The scope of the review covers data corresponding to Ficohsa's operations in Honduras, covering the period from January 1 to December 31, 2024.

### Final values:

The final verified values are as follows:

Carbon Footprint	Verified emissions (tCO2e)
Scope 1	3,383.08
Scope 2	3,388.27
Scope 3	81,428.68
<b>Total</b>	<b>88,199.03</b>

Ecological Footprint	Verified values (gha)
Scope 1	375.38
Scope 2	680.57
Scope 3	28,854.75
<b>Total</b>	<b>29,910.70</b>

### Criteria

The criteria on which the Environmental Footprint has been assessed refers to the Voluntary Criteria.

## Conclusion

Our conclusion has been formed based on and is subject to the details in this report.

We believe that the evidence we have obtained provides a sufficient and adequate basis for our conclusion.

In our opinion, the Environmental Footprint for the period from January 1 to December 31, 2024, of the Administration of BANCO FINANCIERA COMERCIAL HONDUREÑA S.A. is prepared in all material respects in accordance with the principles established in the GHG Protocol. Based on the information presented to Ficohsa, the corresponding adjustments were made to ensure the reliability of the information.

### Restriction on the use of our report and others

Our report should not be considered suitable for use or consideration by any party seeking to acquire rights against us other than Ficohsa's Social Responsibility area, for any purpose or in any other context. Any party other than the Social Responsibility Department of BANCO FINANCIERA COMERCIAL HONDUREÑA S.A. who accesses our report or a copy thereof and chooses to rely on our report (or any part of it) does so at their own risk. To the extent permitted by law, we do not accept or assume any responsibility, and we disclaim any liability for our work to any party other than Ficohsa, for this independent limited assurance report or for the conclusions we have reached.

Our report is issued to Ficohsa with the understanding that this

report should not be copied, referenced, or disclosed in whole or in part without our prior written consent.

Finally, this report does not attempt to, does not, and does not provide any certification to Ficohsa regarding ISO (International Organization for Standardization) 14004, 14040, 14044, or any other ISO-related standards.

Valora Sustainability and Innovation S.A. de C.V.

Cynthia Alfaro Martínez  
Legal Representative  
Mexico City, May 23, 2023

## Assurance Report Guatemala

Juan Miro  
General Manager  
BANCO FICOHSA GUATEMALA S.A.

We have been contacted by the Management of BANCO FICOHSA GUATEMALA S.A. to report the Environmental Footprint (main issue), which includes the 2023 carbon and ecological footprint inventory, for the period from January 1 to December 31, 2023, in the form of an independent, limited assurance conclusion regarding whether the Environmental Footprint prepared by FICOHSA Management is prepared in accordance with the methodologies shared by the World Footprint Network and the criteria established in ISO 14004:1:2018, and the accounting and reporting principles of the GHG Protocol 1.

### Management Responsibility

Ficohsa's Management, through the Social Responsibility area, is responsible for preparing the 2023 Environmental Footprint, free of material misstatements, in accordance with the applicable Voluntary Criteria, and for the information contained therein.

The Management of BANCO FICOHSA GUATEMALA S.A. is responsible for the design, implementation, and maintenance of the internal control relevant to the preparation and presentation of the 2023 Environmental Footprint, ensuring that it is free from material misstatement, whether due to fraud or error. It also ensures that the information is prepared in

accordance with the methodologies shared by the World Footprint Network and the criteria established in ISO 14004:1:2018, and the accounting and reporting principles of the GHG Protocol.

Ficohsa's Management is responsible for preventing and detecting fraud and for identifying and ensuring that Ficohsa complies with the laws and regulations applicable to its activities. Ficohsa Management is responsible for ensuring that the personnel involved in preparing the 2023 Environmental Footprint are properly trained, that systems are adequately updated, and that any changes that may be made cover all significant reporting activities.

### Our Responsibilities

Our responsibility is to examine the information concerning the Environmental Footprint of BANCO FICOHSA GUATEMALA S.A. and report on it in the form of an independent, limited assurance conclusion based on the evidence obtained. We conducted our work in accordance with International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information," issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform our procedures to obtain a limited level of assurance regarding whether the Environmental Footprint is prepared in accordance with applicable Regulatory Criteria for the period from January 1 to December 31, 2023.

The procedures selected depend on our judgment, including the assessment of risks of material misstatement of the Environmental Footprint due to fraud or error.

In conducting these risk assessments, we considered the controls relevant to the preparation of the Environmental Footprint for the purpose of designing assurance procedures that are appropriate under the circumstances, but not for the purpose of expressing a conclusion regarding the effectiveness of Ficohsa's internal control over the preparation of said document.

Our work also includes evaluating the appropriateness of the Principal Subject States, the suitability of the criteria used by Ficohsa in the preparation of the Environmental Footprint in the circumstances of the engagement, evaluating the appropriateness of the methods and procedures used in the preparation of the Environmental Footprint, and the reasonableness of the estimates made by BANCO FICOHSA GUATEMALA S.A., and evaluating the overall presentation of the Environmental Footprint. Limited assurance is less than absolute assurance.

As part of this work, we have not performed any procedures such as an audit, review, or exhaustive verification of the underlying records or other sources from which the Environmental Footprint was derived.

## Characteristics and limitations of the information corresponding to Ficohsa's Environmental Footprint

### Scope:

The scope of the review covers the data reported by Ficohsa in Guatemala corresponding to operations from January 1 to December 31, 2023.

### Final values:

The final verified values are as follows:

Carbon Footprint	Verified emissions (tCO2e)
Scope 1	27,888
Scope 2	269,289
Scope 3	1,324,818
<b>Total</b>	<b>1,621,995</b>

Ecological Footprint	Verified values (gha)
Scope 1	17.16
Scope 2	58.43
Scope 3	623.83
<b>Total</b>	<b>699.42</b>

### Criteria

The criteria on which the Environmental Footprint has been assessed refer to the Voluntary Criteria.

## Conclusion

Our conclusion has been formed based on and is subject to the details in this report.

We believe that the evidence we have obtained provides a sufficient and adequate basis for our conclusion.

In our opinion, the Environmental Footprint for the period from January 1 to December 31, 2023, of the Administration of BANCO FICOHSA GUATEMALA S.A., is prepared in accordance with the principles established in the GHG Protocol. Based on the information submitted to Ficohsa, the corresponding adjustments were made to ensure the reliability of the information.

### Restriction on the use of our report and others

Our report should not be considered suitable for use or consideration by any party seeking to acquire rights against us other than Ficohsa's Social Responsibility department, for any purpose or in any other context. Any party other than the Social Responsibility Department of BANCO FICOHSA GUATEMALA S.A. who accesses our report or a copy of it and chooses to rely on our report (or any part of it) does so at their own risk. To the extent permitted by law, we do not accept or assume any responsibility, and we disclaim any liability for our work to any party other than Ficohsa, for this independent limited assurance report or for the conclusions we have reached. Our report is issued to Ficohsa with the understanding that this report should not be copied, referenced, or disclosed in whole or in part without our prior written consent.

Finally, this report does not attempt to, does not, and does not provide any certification to Ficohsa regarding ISO (International Organization for Standardization) 14064, 14060, 14064, or any other ISO-related standards.

VALUE SUSTAINABILITY AND INNOVATION S.A. DE CV.



Luis Miguel Villaseca Riva  
Legal Representative  
Mexico City, December 20, 2021

## Assurance Report Nicaragua

Rubén Francisco Collaurogo/Vogel  
General Manager  
BANCO FICOHSA NICARAGUA S.A.

We have been contacted by the Management of BANCO FICOHSA NICARAGUA S.A. to report the Environmental Footprint (main issue), which includes the 2020 carbon and ecological footprint inventory, for the period from January 1 to December 31, 2020, in the form of an independent, limited assurance conclusion regarding whether the Environmental Footprint prepared by FICOHSA Management is prepared in accordance with the methodologies shared by the World Footprint Network and the criteria established in ISO 14064-1:2018, and the accounting and reporting principles of the GHG Protocol 1.

### Management Responsibility

Ficohsa's Management, through the Social Responsibility area, is responsible for preparing the 2020 Environmental Footprint, free of material misstatements, in accordance with the applicable Voluntary Criteria, and for the information contained therein.

The Management of BANCO FICOHSA NICARAGUA S.A. is responsible for the design, implementation, and maintenance of the internal control relevant to the preparation and presentation of the 2020 Environmental Footprint, ensuring it is free from material misstatement, whether due to fraud or error. It also ensures that the information is prepared in

accordance with the methodologies shared by the World Footprint Network and the criteria established in ISO 14064-1:2018, and the accounting and reporting principles of the GHG Protocol.

Ficohsa's Management is responsible for preventing and detecting fraud and for identifying and ensuring that Ficohsa complies with the laws and regulations applicable to its activities. Ficohsa Management is responsible for ensuring that the personnel involved in preparing the 2020 Environmental Footprint are properly trained, that systems are adequately updated, and that any changes that may be made cover all significant reporting activities.

### Our Responsibilities

Our responsibility is to examine the information concerning the Environmental Footprint of BANCO FICOHSA NICARAGUA S.A. and report on it in the form of an independent, limited assurance conclusion based on the evidence obtained. We conducted our work in accordance with International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information," issued by the International Auditing and Assurance Standards Board. This standard requires us to plan and perform our procedures to obtain a limited level of assurance regarding whether the Environmental Footprint is prepared, in accordance with applicable Regulatory Criteria, for the period from January 1 to December 31, 2020.

The procedures selected depend on our judgment, including the assessment of risks of material misstatement in the Environmental Footprint due to fraud or error.

In performing these risk assessments, we considered the controls relevant to the preparation of the Environmental Footprint for the purpose of designing assurance procedures that are appropriate in the circumstances, but not for the purpose of expressing a conclusion regarding the effectiveness of Ficohsa's internal control over the preparation of said document.

Our work also includes assessing the appropriateness of the Principal Subject Matter, the suitability of the criteria used by Ficohsa in preparing the Environmental Footprint under the circumstances of the engagement, assessing the appropriateness of the methods and procedures used in preparing the Environmental Footprint, and the reasonableness of the estimates made by BANCO RICOHSA NICARAGUA S.A., and evaluating the overall presentation of the Environmental Footprint. Limited assurance is less than absolute assurance.

As part of this work, we have not performed any procedures such as an audit, review, or exhaustive verification of the underlying records or other sources from which the Environmental Footprint was derived.

## Characteristics and limitations of the information corresponding to Ficohsa's Environmental Footprint

### Scope:

The scope of the review covers the data reported by Ficohsa in Nicaragua corresponding to operations from January 1 to December 31, 2023.

### Final values:

The final values verified are as follows:

Carbon Footprint	Verified emissions (tCO <sub>2</sub> e)
Scope 1	227.88
Scope 2	202.76
Scope 3	1,672.72
<b>Total</b>	<b>2,103.36</b>

Ecological Footprint	Verified values (gha)
Scope 1	12,433
Scope 2	73,000
Scope 3	483,192
<b>Total</b>	<b>568,625</b>

### Criteria

The criteria on which the Environmental Footprint has been assessed refer to the Voluntary Criteria.

## Conclusion

Our conclusion has been formed based on and is subject to the details in this report.

We believe that the evidence we have obtained provides a sufficient and adequate basis for our conclusion.

In our opinion, the Environmental Footprint for the period from January 1 to December 31, 2023, of the Administration of BANCO RICOHSA NICARAGUA S.A., is prepared in accordance with the principles established in the GHG Protocol. Based on the information presented to Ficohsa, the corresponding adjustments were made to ensure the reliability of the information.

### Restriction on the use of our report and others

Our report should not be considered suitable for use or consideration by any party seeking to acquire rights against us other than Ficohsa's Social Responsibility area, for any purpose or in any other context. Any party other than the Social Responsibility Department of BANCO RICOHSA NICARAGUA S.A. that accesses or relies on our report (or any part of it) does so at their own risk. To the extent permitted by law, we do not accept or assume any responsibility, and we disclaim any liability for our work to any party other than Ficohsa, for this independent limited assurance report or for the conclusions we have reached.

Our report is issued to Ficohsa with the understanding that this report may not be copied, referenced, or disclosed in whole or in part without our prior written consent.

Finally, this report is not intended to provide, does not provide, and does not provide any certification to Ficohsa regarding ISO (International Organization for Standardization) 14001, 14000, 14004, or any other ISO-related standard.

NUORA SOSTENIBILIDAD E INNOVACIÓN S.A. DE CV.



Luis Miguel Villalobos Riva  
Legal Representative  
Mexico City, December 16, 2024





# Annex III: Index of GRI contents

## GRI 2: General Contents January 1 to December 31, 2024

Section	GRI Content	Page	Commentary/Omission	SDG and Goals
GRI 1: Fundamentals 2024				
GRI 2: General Contents 2024				
Organization profile and reporting practices	2-1	2-3		
	2-2	10		
	2-3	3		
	2-4	3		
	2-5			
Activities and employees	2-6	10		
	2-7	27		
Governance	2-8	22		SDG 8
	2-9a	22		SDG 8
	2-9b	22		SDG 8
	2-10	22		SDG 8
	2-11	22 y 26		SDG 8
	2-12	22 y 26		SDG 8
	2-13	22 y 26		SDG 8
	2-14		The CIB Regional Committee reports progress to the Board of Directors	
	2-15	22 y 26		SDG 8
	2-16	28		SDG 8
	2-17	13		SDG 8
	2-18	13		SDG 8
	2-19	41		SDG 8
	2-20	22, 27 y 42		
	2-21	13	Confidential	

Section	SDG Content	Page	Commentary/Omission	SDG and Goals
Strategy, policies, and practices	2-23	24		
	2-25	24 and 74		12.3
	2-24	24		
	2-26	24		12.3
	2-28	24		
	2-27	24		12.3
	2-29	24		
Stakeholder Participation	2-29	24 and 22.3	No agreements are registered	
	2-30	24 and 22.3		
SDG 12 Material Topics 2023	2-1	24		
	2-2	24		
	2-3	Discussed throughout the report		

# Contents by material topic from January 1 to December 31, 2024

Material Issue	Standard	Content	Page / response	Commentary/Overviews	SDG and Goals
Ethics and Anti-corruption	ENIC 3 (Material Issues 2021)	3-5	Is shown throughout the report		
	ENIC 200 Anti-corruption 2024	200-1	20 and 21		SD 8
		200-2	26		SD 8
		200-3	26		SD 8
	ENIC 204 Anti-competitive behavior 2024	204-1	26		SD 3
	ENIC 400 Diversity and Equal Opportunity 2024	400-1	27 and 62		SD 5, SD 8, SD 9
		400-2			SD 5, SD 8, SD 9
	ENIC 406 Non-discrimination 2024	406-1	61		SD 5, SD 8
	ENIC 408 Security Practices 2024	408-1	26		SD 2
	ENIC 410 Public Policy 2024	410-1			SD 8
Regulatory Compliance	ENIC 3 (Material Issues 2021)	3-5	61, 64 and 70		SD 3
Corporate Governance	ENIC 3 (Material Issues 2021)	3-5			
	ENIC Section	F101			SD 3
		F102	18		SD 3
		F103	18		
		F104	18		SD 3

Material Issue	Standard	Content	Page / response	Discussion/Comments	SDG and Goals
Economic Results	SDI 3: Material Issues 2023	3-5	65,66 and 70		
	SDI 300: Economic Performance 2024	200-1	66		8.1, 8.2, 8.4, 8.4,
		200-2			8.8
		200-3	67 and 68		11.1
		200-4		No financial support was received from the government	8.10
		200-5	66		8.1, 8.4
	SDI 300: Impactive monitoring Indicators 2024	203-2	65		3.3,3.4,8.1,8.3,8.8
	SDI 300: Acquisition Practices 2024	204-1	33		8.1
	SDI Sectoral	F100	66		
Financial Inclusion	SDI 3: Material Issues 2023	3-5	65,66 and 70		
	SDI Sectoral	F100			
		F102	60 and 64		2.4, 8.10, 10.2
		F104	65		2.4, 8.10, 10.2
Client experience	SDI 3: Terms and conditions 2023	3-5	65,66 and 70		
	SDI 450: Client Health and Safety 2024	450-1	70		
		450-2	70		10.3
	SDI Sectoral	F103	66		8.10
		F105	66		8.10
		F106	60 and 64		8.10
		F107	65		1.4, 8.1, 8.10, 8.3, 10.2, 10.3

Material Issue	Standard	Content	Page / response	Omission/Commentary	SDO and Goals
Client experience	SDC13 Material Issues 2021	D-3	61,68 and 70		
	SDC 15B – Client Health and Safety 2020	63B-1	70		
		63B-1	70		SD 3
	SDC Standard	F121	18		SD 10
		F121	18		SD 10
		F126	30 and 60		SD 10
		F127	61		14, 61, 63B, 64, 66, 68, 70, 71
Transparency to Providers and Services	SDC13 Material Issues 2021	D-3	61,68 and 70		
	SDC 122: Marketing and Labeling	622-1	70		SD 8
		622-2	70		SD 3
		622-2	70		SD 3
	SDC Standard	F124	18		SD 10
		F126	61		SD 10
		F126	18 and 61		SD 8
Data Security (cybersecurity)	SDC13 Material Issues 2021	D-3	61,68 and 70		
	SDC 15B – Client Privacy 2020	63B-1	70		SD 3, SD 10
Client privacy (use of information)	SDC13 Material Issues 2021	D-3	61,68 and 70		
	SDC 15B – Client Privacy 2020	63B-1	70		SD 3, SD 10

Material Issue	Standard	Content	Page / response	Omission/Commentary	ODG y Index
Training and development of opportunities (Employees)	ISO 3: Material Issues 2021	3-5	61,69 and 70		
	ISO 401: Employment 2020	401-1	37		401-1
		401-2	37		401-2
		401-3	37		401-3
	ISO 404: Training and Education 2020	404-1	10		"4.1, 4.1.1, 4.1, 4.1.1.1, 4.1.1.2, 4.1.1.3"
		404-2	10		4.2, 4.3
		404-3	10		4.1, 4.3, 4.3.3
	ISO Sectional	154	10		
Health and safety of employees	ISO 3: Material Issues 2021	3-5	61,69 and 70		
	ISO 403: Occupational Health and Safety 2020	403-1 + OHS-C70	10	We do not have an occupational safety and health management system according to standards standards. However, we have a defined process and prevention and response measures.	4.4
		403-2	61		4.4
		403-3	61		4.4
		403-4	61		4.4, 4.6.7
		403-5	61		4.4
		403-6	61		3.3, 3.4, 3.7, 3.8, 4.4
		403-7	61		4.4
		403-8			
		403-9			3.4, 3.6, 4.4, 4.6
		403-10			3.3, 3.4, 3.6, 4.4, 4.6

## Complementary GRI Indicators

GRI Standard	GRI Content	Page	SDG and Goals
GRI 302: Energy (SMA)	GRI 302-1	82	7, 13, 14, 15, 17, 18
	GRI 302-2	82	7, 13, 14, 15, 17, 18
	GRI 302-3	82	7, 13, 14, 15, 17, 18
GRI 303: Water and effluents (SMA)	GRI 303-1	82	6, 14
	GRI 303-2	82	
GRI 304: Emissions (SMA)	GRI 304-1	82 and 84	7, 13, 14, 15, 17, 18, 19
	GRI 304-2	82 and 84	7, 13, 14, 15, 17, 18, 19
	GRI 304-3	82 and 84	7, 13, 14, 15, 17, 18, 19
	GRI 304-4	82 and 84	13, 14, 15, 18, 19
	GRI 304-5	82 and 84	13, 14, 15, 18, 19
GRI 305: Waste (SMA)	GRI 305-1	82	7, 13, 14, 15, 18
	GRI 305-2	82	7, 13, 14, 15, 18
	GRI 305-3	82	7, 13, 14, 15, 18, 19
	GRI 305-4	82	7, 13, 14, 15, 18, 19

# COMMERCIAL BANK STANDARD 2018

SASB Topic	Code	Description	Measurement Unit	Omissions and/or modifications	Page(s) Complementary Response
Activity Parameters					
Activity parameter	FR-CB-000A	(1)(2) Number and (3) value of checking and savings accounts by segment: (a) personal and (b) small business.	Number, Reporting currency	We present the value of deposits by country.	B1 and B2
Activity parameter	FR-CB-000B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate.	Number, Reporting currency	Not publicly available.	
Accounting Parameters					
Data security	FR-CB-230a.1	(1) Number of data breaches; (2) percentage involving personally identifiable information (PII); (3) number of associated entities affected.	Number, Percentage (%)		30
	FR-CB-230a.2	Description of approach to identifying and addressing data security risks.	N/A		30
Financial inclusion and community development	FR-CB-240a.1	(1) Number and (2) amount of loans originating qualified for programs designed to promote small business and community development.	Number, Reporting currency		B1 and B2
	FR-CB-240a.2	(1) Number and (2) amount of paid dividend monies from qualified for programs designed to promote small business and community development.	Number, Reporting currency	Not publicly available.	



SASB Topics	Code	Description	Measurement Unit	Disclosures and/or modifications	Page(s) Complementary Response
Accounting Parameters					
Financial Inclusion and Affordability Development	FI-CB-ESGx.3	Number of new and initial lending accounts provided to previously unbanked or underbanked clients	Number	Not publicly available	
	FI-CB-ESGx.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or unaffordably banked clients	Number	Not publicly available	
Incorporation of environmental, social, and governance criteria in credit analysis	FI-CB-ESGx.1	Commercial and industrial credit exposure, by industry	Reporting currency		81
	FI-CB-ESGx.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	N/A		88
Business ethics	FI-CB-ESGx.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anti-competition behavior, market manipulation, malpractice, or other related financial industry law or regulations	Reporting currency	Description of substantiating policies and procedures	FI-CB-ESGx.1
	FI-CB-ESGx.2	Description of substantiating policies and procedures	N/A		
Systemic Risk Management	FI-CB-ESGx.1	Global Systemically Important Bank (G-SIB) score, by category	Ratio points (bps)	Does not apply. Name of the Financial Bank companies in the countries, not the financial group itself, are considered as a bank of global systemic importance (BSIB) by the Basel Committee on Banking Supervision (BCBS) of the Bank for International Settlements (BIS).	
	FI-CB-ESGx.2	Description of the approach for incorporating the results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Ratio points (bps)		

# CONSUMER FINANCE STANDARD 2018

SASB Topic	Code	Description	Measurement unit	Omissions and/or modifications	Page(s) Complementary Response
Activity Parameters					
Activity parameter	FR-CF-000A.6	Number of unique consumers within active credit card account (3) and prepaid debit card account (2)	Number	Not publicly available.	
Activity parameter	FR-CF-000B.6	Number of (1) credit card accounts and (2) prepaid debit card accounts	Number	Not publicly available.	
Accounting Parameters					
Client privacy	FR-CF-030a.1	Number of account holders whose information is used for secondary purposes	Number		
	FR-CF-030a.2	Total amount of monetary losses as a result of illegal practices associated with customer privacy	Reporting currency		32
Data security	FR-CF-030a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Number Percentage (%)		30
	FR-CF-030a.2	Card related fraud losses for (1) card not present fraud and (2) card present fraud and other fraud	Reporting currency	Not publicly available.	
	FR-CF-030a.3	Description of the approach to identifying and addressing data security risks	N/A		30

SASB Topics	Code	Description	Measurement Unit	Omissions and/or modifications	Page(s) Complementary Response
Accounting Parameters					
Sales practices	PI-CF-270a.1	Percentage of total compensation of senior employees that is variable and linked to the quantity of products and services sold.	Percentage (%)		30
	PI-CF-270a.2	Approval rate for (1) credit and (2) prepayment products for applicants with FICO scores above and below 660.	Percentage (%)	Not publicly available.	
	PI-CF-270a.3	(1) Average Additional Product Sales, (2) Average APR, (3) Average Loan term Age, (4) Average Number of Business Lines, and (5) Average Annual Rates for Repaid Products, for Clients with FICO Scores Above and Below 660.	Reporting currency, Percentage (%), Months, Number, Reporting currency	Not publicly available.	30
	PI-CF-270a.4	(1) Number of complaints filed with the Consumer Financial Protection Office (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by the consumer, (4) percentage that resulted in an investigation by the CFPB.	Number, Percentage (%)		30
	PI-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with the sale and service of products.	Reporting currency		32

# Insurance Standard 2018

SASB Topic	Code	Description	Measurement Unit	Omissions and/or modifications	Page(s) Complementary Response
Activity Parameters					
Activity parameter	IN-06-000-A	Number of policies in effect, by segment (1) property and auto clients, (2) life, (3) reinsurance assumed.	Number		88
Accounting Parameters					
Transparent information and disclosures for clients	IN-04-070a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of information related to insurance products to new and recurring clients.	Reporting currency		
	IN-04-070a.2	Proportion of claims to claims.	Rate	Not publicly available.	
	IN-04-070a.3	Client retention rate.	Rate	Not publicly available.	30
	IN-04-070a.4	Description of the approach to informing clients about products.			
Incorporation of environmental, social and governance factors in investment management	IN-04-080a.1	Total assets invested by sector and asset type.	Reporting currency		88
	IN-04-080a.2	Description of the approach for incorporating environmental, social and governance (ESG) factors into investment management strategies and processes.	Risk		Our insurance subsidiaries are working on incorporating ESG criteria into investment decisions.

SASB Topics	Code	Description	Measurement Unit	Omissions and/or modifications	Page(s) Complementary Response
Accounting Parameters					
Policies designed to encourage responsible behavior	PA-SB-ESBn.1	Ret subscriptions related to energy efficiency and low carbon technology.	Reporting currency		We do not yet have specific insurance products with environmental criteria.
	PA-SB-ESBn.2	Discussion of products and /or product characteristics that encourage actions and /or behaviors of health, safety and / or environmentally responsible.	N/A		We promote road safety and the responsible driver as part of insurance.
Exposure to environmental risk	PA-SB-ESBn.1	Maximum probable loss (MPL) of products insured for climate related natural situations.	Reporting currency	Not publicly available	28
	PA-SB-ESBn.2	Total amount of monetary losses attributable to insurance payments of (1) modelled natural disasters and (2) non-modelled natural disasters by type of event and geographical segment (retail and general insurance).	Reporting currency	Not publicly available	28
	PA-SB-ESBn.3	Description of the environmental risk main measuring approach in (1) the individual contract signing process and (2) enterprise level risk management and capital adequacy.	N/A		In the process of lifting the conditions of the policies the accident rate is considered, which can be conditionally the occurrence of extreme and/or progressive climate phenomena (e.g. temperature increase).

SASB Topics	Code	Description	Measurement Unit	Omissions and/or modifications	Page(s) Complementary Response
Accounting Parameters					
Management of systemic issues	PG-DS-000a.1	Exposure to derivative instruments by category: (1) total potential exposure to centrally counterparty derivatives, (2) total fair value of non-eligible collateral deposited with the Central Clearing House, and (3) total potential exposure to centrally counterparty derivatives.	Reporting currency	Not publicly available.	
	PG-DS-000a.2	Total fair value of assets as collateral for securities lending.	Reporting currency	Not publicly available.	
	PG-DS-000a.3	Description of the approach to managing capital and liquidity risks associated with systemic risk insurance activities.	NA	Not publicly available.	

# Asset Management and Custody Activities Standard 2018

ISAE Topic	Code	Measurement Unit	Measurement Unit	Omissions and/or modifications	Page(s) Complementary Response
Activity Parameters					
Activity parameter	PM-AC-000.A	(1) Total recorded and (2) total unrecorded assets under management (AUM).	Reporting currency	N/A publicly available.	
Activity parameter	PM-AC-000.B	Total assets under custody and supervision	Reporting currency		
Accounting Parameters					
Transparency information and fee advice for clients	PM-AC-200a.1	(1) Number and (2) percentage of employees covered within history of investment related investigations, consumer complaints, private civil litigation or other regulatory proceedings.	Number, Percentage (%)		In 2024, there were no related investigations.
	PM-AC-200a.2	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of information related to financial products to new and existing clients.	Reporting currency		During 2024, no monetary losses were recorded.
	PM-AC-200a.3	Description of the approach to informing clients about products and services.	N/A		
Employee Diversity and Inclusion	PM-AC-300a.1	Percentage of gender and racial group ethnic representation for (i) executive management, (ii) non-executive management, (iii) professional and (iv) all other employees.	Percentage (%)	N/A publicly available.	37

SASB Topics	Code	Description	Measurement Unit	Conclusions and/or modifications	Page(s) Complementary Response
Accounting Parameters					
Incorporation of Environmental, Social and Governance factors in Investment management and advice	FS-AC-ESGn.1	Number of assets under management, by asset class, employing (1) integration of environmental, social and governance (ESG), (2) thematic sustainability investment and (3) selection.	Reporting currency		Active ESG portfolio not yet available.
	FS-AC-ESGn.2	Description of the approach for the incorporation of environmental, social and governance factors (ESG) in investment processes and strategies and / or portfolio management.	NA		Finbus Perimeter is evaluating how to incorporate ESG criteria into the investment process.
	FS-AC-ESGn.3	Description of voting by proxy and participation policies and procedures.	NA	Not publicly available.	
Business ethics	FS-AC-ESGn.1	Total amount of monetary losses resulting from legal proceedings associated with fraud, insider trading, antitrust, anti competitive, market manipulation, negligence or other loss or regulation related to the financial industry.	Reporting currency		22
	FS-AC-ESGn.2	Description of ethical training policies and procedures.	NA		



# MORTGAGE FINANCING STANDARD 2018

ISAE Topic	Code	Measurement Unit	Measurement Unit	Omissions and/or modifications	Page/ Complementary Response
Activity Parameters					
Activity parameter	FR-MP-000.A	(2) Number and (3) value of mortgages originated by category: (a) residential and (b) commercial	Number, Reporting currency		86
Activity parameter	FR-MP-000.B	(4) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	Number, Reporting currency	Not publicly available.	
Accounting Parameters					
Credit practices	FR-MP-230a.1	(2) Number and (3) value of residential mortgages of the following types: (a) Hybrid mortgages or adjustable rate option (ARM), (b) Prepayment penalty, (c) Higher rate, (d) Total, by FICO score ranges as below 660.	Number, Reporting currency	Not publicly available.	
	FR-MP-230a.2	(4) Number and (2) value of (a) modifications of residential mortgages, (b) foreclosures and (c) short sales or deeds in lieu of foreclosures, by FICO score ranges as below 660.	Number, Reporting currency	Not publicly available.	
	FR-MP-230a.3	Total amount of monetary losses as a result of legal procedures associated with communications to clients or communication officers obligations.	Number, Reporting currency		32

SASB Topics	Code	Description	Measurement Unit	Disclosures and/or modifications	Page(s) Complementary Response
Accounting Parameters					
Credit provisions	FS-MP-230a.1	Description of the commercial structure of loan obligations.	\$/A	Not publicly available.	
Discriminatory loans	FS-MP-230a.1	(1) Number, (2) value and (3) loan-to-value ratio (LTV) weighted average of mortgages issued to (a) minorities and (b) all other borrowers, by FICO scores above and below 680.	Number, Reporting currency, Percentage (%)		86
	FS-MP-230a.2	Total amount of monetary losses as a result of asset proceedings associated with discriminatory mortgage loans.	Reporting currency		Reportedly has been imposed for information.
	FS-MP-230a.3	Descripción de pérdidas y provisiones por discriminación en originación de hipotecas sin discriminación.	\$/A		70
Environmental risk for financed property	FS-MP-480a.1	(1) Number and (2) value of mortgage loans in 100-year flood zones.	Number, Reporting currency		We do not yet have such an analysis.
	FS-MP-480a.2	(1) Total expected loss and (2) Default loss (100%) attributable to mortgage default and late payment due to climate-related natural disasters, by geographical region.	Reporting currency, Percentage (%)		We do not yet have such an analysis.
	FS-MP-480a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting.	\$/A		

# Annex IV

## STAKEHOLDERS CAPITALISM CONTENTS - WEF

WRIER Governance Principles				
Topic	Metric	Central/Expanded	Description	Page
Governance Purpose	Establish a Purpose	Central	The purpose establishes the company as an expression of the means used by the company to propose solutions to economic, environmental and social problems. Corporate purpose should create value for all stakeholders, including shareholders.	13
	Management driven by the purpose	Expanded	How the company's purpose is included in its strategies, policies and objectives	13
Quality of Corporate Governance	Composition of the Corporate Governance	Central	Composition of the Senior Management and its committees.	17
Stakeholders' Commitment	Material issues that impact stakeholders	Central	List of topics that are material for stakeholders and the company, how these issues were identified and how stakeholders are committed to them.	24
Ethical behavior	Anti corruption	Central	1) Percentage of Senior Management members, employees and business partners involved in the organization's anti corruption policies and procedures by region.	28
		Central	1.a) Total number and nature of corruption incidents confirmed this year, broken down by region.	32
		Central	1.b) Total number and nature of corruption incidents confirmed during this year, relative to this year.	32
		Central	2) Discussion of initiatives and the commitment of stakeholders to improve the operating environment and its culture, to combat corruption.	36

Pillar Governance Principles				
Topic	Metric	Central/Expanded	Description	Page
Ethical behavior	Information mechanisms and ethical advice	Central	<p>Anti-trial and internal description of mechanisms for:</p> <p>1. Seeking advice on ethical and legal behavior and organizational integrity.</p> <p>2. Reporting concerns about unethical or illegal behavior and lack of organizational integrity.”</p>	20
	Monetary losses due to unethical behavior	Expanded	Total amount of monetary losses as a result of illegal practices associated with fraud, trading/influence, and/or competitive behavior, market manipulation, bad practices or violations of other related laws and regulations	22
Monitoring risks and opportunities	Integration of opportunities and risks in corporate risk management	Central	Information on risks factors and opportunities that the company clearly identifies in the main risks and material opportunities that it specifically faces (unlike generic risks in the sector), the appetite of the company with respect to those risks, how those risks have material opportunities over time and the response to those changes. These opportunities and risks must integrate economic, environmental and material social issues, including climate change and data management.	28

Topic	Metric	Central/Expanded	Description	Page
Equality and Diversity	Diversity and inclusion (%)	Central	Percentage of employees by job category, by age group, gender and other diversity indicators (e.g. ethnicity)	42
	Equal pay (%)	Central	Relation/ratio between the base salary and the remuneration of each category of employees, by significant operating phases for priority areas of equality: women in men, major majority and minority ethnic groups, and other relevant areas of equality.	Female male pay ratio available for occupational category. The difference represents the gender proportion within the different categories. (Page 44)
	Salary gap	Expanded	Average salary gap of the base salary and remuneration of the relevant full-time employees according to gender (women in men) and diversity indicators at a company level or by significant operational location.	Female male pay ratio available for occupational category. The difference represents the gender proportion within the different categories. (Page 44)
	Salary level (%)	Central	1. Relationship between the standard starting salary by gender and the local minimum wage. 2. Relationship between the CEO's total annual remuneration (or the average of the total annual remuneration of all his employees except the CEO).	Confidential metrics
	Incidents of discrimination and harassment (H) and the total number of monetary (or economic) losses	Expanded	1. Number of incidents of harassment and discrimination, status of incidents and actions taken. 2. Total amount of economic losses as a result of legal processes associated with a) violations of the law b) Discrimination against employees.	27 y 32
	Freedom of association and collective bargaining at risk (%)	Expanded	1. Percentage of active workers under collective bargaining agreements. 2. An exploration of the assessment made to suppliers so that the right to freedom of association and collective bargaining is at risk, including the measures taken by the organization to address these risks.	In the process of evaluating suppliers, prior to their registration and establishment of the commercial relationship, the Bank ensures compliance by the supplier with labor requirements (P.32)
	Risk of incidents of forced and compulsory labor	Central	Explanation of operations and suppliers considered to be at significant risk of child, forced or compulsory labor.	Due to the type of activity in the financial sector there are no significant risks in the suppliers of the Financial Group. (p. 302)

Pillar: People				
Topic	Metric	Central/Expanded	Description	Page
Equality and Dignity	Review of human rights, impact of injuries and modern slavery (R/N)	Expanded	<p>1. Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.</p> <p>2. Number and type of complaints reported associated with impacts related to human rights topics in the reporting period and an explanation of the type of impact.</p> <p>3. Number and percentage of operations and suppliers considered to have significant risk of child labour, forced or compulsory labour incidents.</p>	<p>1. Pg 33</p> <p>2. Pg 37</p> <p>3. Pg 33</p>
Health and Well-being	Health and safety (N/E)	Central	<p>Number and rate of deaths as a result of work-related accidents, injuries with serious work-related consequences (excluding deaths), registered work-related injuries, main types of work-related injuries, and number of hours worked.</p> <p>An explanation of how the organisation facilitates access to non-occupational health and medical services, and the extent of an emergency provided to employees and workers.</p>	<p>We did not register fatalities in the year ended at this company.</p> <p>As for health services, we have medical services within the facilities and external partnership with private clinics.</p> <p>(P-42)</p>
	Employee well-being (N)	Expanded	<p>1. The number of deaths as a result of work-related health problems, registered work-related ill health injuries and major types of work-related diseases for all employees and workers.</p> <p>2. a) Percentage of employees participating in health and wellness "best practices" programs, and b) Absenteeism (SR) rate of all employees.</p>	<p>2) We did not register fatalities in the year ended at this company.</p> <p>2) Pg 41</p>
Skills for the Future	Training (N/E)	Central	<p>1. Average number of training hours per person that employees of the organisation have completed during the reporting period, by gender and employee category (total number of training hours provided to employees divided by number of employees).</p>	61
			<p>2. Average expenditure on training and development per full-time employee (total cost of training provided to employees divided by number of employees).</p>	Not available

Pillar: Prosperity				
Topic	Metric	Central/Expendit	Description	Page
Employment and wealth generation	Absolute number and ratio of job generation	Central	<p>1. Total number and ratio of new recruitment of employees during the reporting period, by age group, gender, and other diversity indicators and region.</p> <p>2. Total number and turnover ratio of employees during the reporting period by age group, gender and other diversity indicators and region.</p>	<p>(1) Page 37</p> <p>(2) Page 38</p>
	Economic Contribution	Central	<p>1. Direct economic value generated and distributed, as an annual basis, covering the core components for the organization's overall operations.</p> <p>2. Financial outcomes including the Government's total monetary value of financial outcomes including the organization of any Government during the reporting period</p>	<p>(1) Page 19</p> <p>(2) We did not receive any kind of assistance from government entities</p>
	Contribution to financial investment	Central	<p>1. Total capital expenditures minus depreciation, supporting a narrative to describe the company's investment strategy.</p> <p>2. Share repurchase plus dividend payment, including a narrative to describe the company's strategy for capital return to shareholders.</p>	<p>(1) Page 19</p> <p>(2) Not available yet.</p>
	Investment in infrastructure and support services	Expendit	<p>Qualitative information to describe the following components:</p> <p>1. Scope of development of digital and infrastructure investments and support services.</p> <p>2. Current or expected impacts on local communities and economies, including positive and negative impacts where relevant.</p> <p>3. If these investments and/or services are substantial, report a commitment to fund or perform.</p>	<p>(1) Page 19</p> <p>(2) More than 800 farmers have benefited from the loans we provide for rural areas.</p>
Innovation of better products and services	Total R & D expenditure (%)	Central	Total expenditure on research and development.	Not available.
	Value Social Economic (%)	Expendit	Percentage of revenues from products and services designed to deliver specific social benefits or address sustainability challenges.	74
Community and Social Wellbeing	Total taxes paid (%)		The total global tax payable by the company, including corporate income taxes, property taxes, non-creditable VAT and other sales taxes, payroll taxes paid by the employer and other taxes that constitute costs to the company, by tax category.	88

Pillar: Planet				
Topic	Metric	Control/Expenditure	Description	Page
Climate Change	Emissions of greenhouse gases (GHG)	Control	<p>Partial relevant greenhouse gases (e.g., carbon dioxide, methane, nitrous oxide, F-gases, etc.), reported in metric tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) (Greenhouse Gas Protocol (GHG) Scope 1 and Scope 2)</p> <p>Estimate and report material emissions upstream and downstream (Scope 3 GHG Protocol) as appropriate.</p>	<p>Flintco Financial Group has participated in the calculation of the Scope 1 and 2 emissions, which have been verified by an external third party.</p> <p>In the following years, it will incorporate the calculation of the Scope 3 issues, including those corresponding to category 11 of those.</p>
	Implementation of TCFD	Control	Fully implement the recommendations of the "Task Force on Climate-related Financial Disclosures (TCFD)"	<p>In relation to climate change, Flintco Financial Group already has in place a series of action lines, which are reported in the report and are refer to below:</p> <ul style="list-style-type: none"> <li>- Governance of energy and emissions issues as part of the sustainability strategy, which is first mentioned by the Corporate Social Responsibility Committee, and also stems from the Corporate Risk Presidency (obtained by the Committee) to the Executive Presidency.</li> <li>- With customers, implementation of the Environmental and Social Risk Management System (RSMAE), which creates good environmental practices in clients and, therefore, a lower contribution to climate change (by generating 0% emissions).</li> <li>- Calculation and verification of the carbon footprint emissions, that is, consumption of fuels and electricity (production and commercial operations). From this, identification of opportunities for more efficiency and efforts to reduce the footprint, and implementation.</li> </ul> <p>In the short term, Flintco Financial Group will continue in identifying the relevant opportunities that climate change generates, according to the Task Force on Climate-related Financial Disclosures (TCFD).</p>



Pillar: Planet				
Topic	Metric	Control/Expenditure	Description	Page
Loss of nature	Landscape and environmental awareness	Control	Report the number and area (in hectares) of sites owned, leased or managed alongside protected areas and/or key biodiversity areas (KBAs).	<p>Due to the type of activity in the financial sector, it is not a material issue for Pirella Financial Group.</p> <p>However, the Group calculates its ecological footprint systematically in Central America, which it also verifies. This allows to reduce the tasks needed to modify the activity, as is stipulated in the report (Pg.10).</p> <p>On the other hand, credits for larger projects are submitted to the System of Environmental and Social Risk Analysis (SESAR), (page 60)</p>
Availability of water (drinking)	Water consumption and extraction in areas with water stress	Control	Report for operations where material extracted water megatons, consumed water megatons and the percentage of each in regions with highest extremely high reference water stress, according to the WRI Aqueduct Water Risk Atlas Tool. Estimate and report the same information for the entire value chain (upstream and downstream), where applicable.	<p>Due to the type of activity in the financial sector, it is not a material issue for Pirella Financial Group.</p>



15 YEARS REPORTING WITH TRANSPARENCY