

2023 REPORT INTEGRATED



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LETTER FROM THE EXECUTIVE PRESIDENT

(GRI 2-22)

Dear readers,

After 16 years at Banco Guayaquil, in October 2023 I assumed the Executive Presidency with great pride. This year, the Bank also celebrated its first 100 years, adding to a recognized trajectory, new leadership, and the proposal of a new five-year strategic plan “Conecta”, to continue advancing in being a more collaborative, efficient and technological bank but, above all, a more connected bank.

As an institution, we will continue to prioritize our clients, improving the quality of our services, connecting through meaningful experiences and expanding the economic, social and environmental impact that our activities have in the country.

2023 was a year marked, nationally, by different political, electoral and security events that generated uncertainty, impacting the local economy and the banking business. These factors, added to an international scenario of increasing interest rates and armed conflicts, generated a very challenging environment with economic growth of just 1.4%, compared to 2.9% in 2022.

Despite this scenario, it was a good year for the Bank, and we continue to mobilize the delivery of credit. During 2023, Banco Guayaquil continued to contribute to the growth of Ecuador's economy through different financing options for individuals, companies and

microentrepreneurs, allocating a total of US\$ 7,850 million, 9% more than in 2022, placing us as the second bank in the country measured by gross portfolio.

This was possible due to the institution's liquidity and international funding collections.

Regarding the rest of our main indicators, we closed 2023 with a technical equity index of 15.19%, this is 6 percentage points above what national regulations require, which demonstrates the solidity of the institution. We also lead the banking indicators in Ecuador in ROE of 18.66%, and efficiency of 30.75%.

As part of the new strategic plan, we have continued the Bank's sustainability trajectory, with a solid roadmap, which integrates the development of products with social and/or environmental impact, attention to risks and opportunities for change. climate, the development of collaborators, among other topics, attending to the broadest set of interest groups.

Access to our products and services is key. One of the main enablers is technology, to be increasingly agile and always operational. Our mobile application is the best rated in the financial sector with a 4.8 out of 5. We have already reached 1,186,236 active users on our digital platforms, with 74% of new accounts and 61% of personal loans managed correctly. digital.

At the end of 2023, we are also the Bank with the greatest coverage nationwide with 20,326 service points,

an increase of 5.18% compared to 2022, reaffirming our attribute of being the largest network of banking services in Ecuador. The Neighborhood Banks stand out, having already reached 19,104 non-banking correspondents, 6% more than in 2022.

It fills us with satisfaction that our collaborators feel proud to be part of the Bank, recognized in 2023 by **Great Place to Work** as the **Best Place to Work** in Ecuador and the fifth Best Place to Work in Latin America, in companies of our size. All of this ratifies the Bank's commitment to providing the best work experience to our collaborators.

We now have **2,936 employees**, with a percentage of women of 54%, an almost equivalent fraction if we only consider management positions. We firmly believe that talent is not determined by gender, and we reinforce this vision with an equity and inclusion strategy.

Through our products and services, we seek to maximize positive impacts on the environment and people, being signatories of the **Responsible Banking Principles**, established by the Financial Initiative of the United Nations Environment Program **UNEP FI**, and of the Sustainable Finance Protocol of the Association of Banks of Ecuador **ASOBANCA**, whose update we ratify.

As part of the scope of the financial education program, we trained 57,421 people, which is 27% more than the previous year. Children and adolescents constitute our

main target audience, due to their high transformative potential in terms of managing personal finances; This is how they constitute 77% of the total beneficiaries.

Additionally, in relation to the credit delivered, the evolution of microcredit stands out, in which we reached US\$ 253 million in placement, 11.5% more than in 2022, with 47% of the beneficiaries being women.

The social impact of our financial services is complemented by an environmental focus. Through our Credit Environmental and Social Risk Analysis System (SARAS), we promote responsible environmental practices as a requirement for financing. At the beginning of the year we launched our **Crédito Terra**, specially designed for projects that benefit the environment. We also issued our first **Bono Verde**, for US\$ 80 million and after the experience of the social bond in 2020, with the objective of allocating the resources raised to this green credit with an environmental purpose.

Our performance in 2023 is available to you through this report, which applies international reference standards in transparency, as well as accounts for our contribution to the Sustainable Development Goals (SDGs) and progress in the **10 Principles of the Global Compact of the United Nations**.

Sincerely,

Guillermo Enrique Lasso Alcívar
CEO

MAIN FIGURES

As of December 31, 2023

Main indicators and results that position us as the second bank in credit portfolio, portfolio, investments and sales.

We are transforming into an increasingly digital Bank, our mobile application is the best rated.

GOVERNANCE AND ETHICS



20%
of the members of the Board of Directors are **women** (including holders)



Update of the Risk Management System for Money Laundering and Financing of Crimes such as Terrorism - **ARLAFDT**



Training for the Board of Directors about the **Anti-Bribery Management System (SGAS)** and **ARLAFDT**

CONNECTION WITH THE CLIENT



3'576,922
total clients
(+12% vs 2022)



1'186,236
digital users
(+35% vs 2022)



74%
of accounts (savings and current) opened digitally (+6% vs 2022)



90%
of policies are opened digitally



61%
of the multi-credit product has been placed online (same as in 2022)



4.8
Our App has the best rating on the market (same as in 2022)

FINANCIAL CULTURE AND ACCESS TO BANKING



19,104
Bancos del Barrio
(+6% vs 2022)



US\$82.5 millions
of transactions in
Bancos del Barrio
(+10% vs 2022)



57,421
people trained
in Financial
Education
(+27% vs 2022)



US\$243 million
granted in
microcredit
(+11% vs 2022)



45% of microcredit
aimed at women (-3
percentage points
vs 2022)

SUSTAINABLE FINANCING AND INVESTMENT



US\$1,018 million
for credits analyzed
through SARAS
(+33% vs 2022)



220 due diligences
carried out in SARAS
(+17% vs 2022)



Training for
242
employees in
SARAS



First issuance of a
Green Bond for US\$
80 million



US\$14.2 million
as the largest
individual
placement amount
of Crédito Terra

INTERNAL COMMITMENT



2,936 employees



54% employees
are women



56% management
positions with women



US\$1,739 million
invested in local training, virtual
courses and external training
for employees (+61% vs 2022)



1st place Great Place
to Work Ecuador 2023



5th place Great Place
to Work Latam 2023



31 kg paper/collaborator
(-13% vs 2022)



18.8 m³ water/collaborator
(-5.3% vs 2022)



Energy intensity of **4.5**
GJ/US\$ of assets (-4.6%
energy consumption vs 2022)



GHG emissions intensity of
0.619 g CO₂e/US\$
de activos (-2.3% GHG
emissions vs 2022)

BUSINESS RESULTS



US\$4,992 million
of commercial
credit delivered to
companies (-24%
vs 2022)



US\$5,569 million
in public deposits
(+4% vs 2022)



18.66% ROE
we are the bank
with the highest
profitability in the
country (+0.34 vs
2022)



US\$122 million
accumulated
profit (+11% vs
2022)

HOW TO READ THIS REPORT?

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



At Banco Guayaquil, we are dedicated to the strategic management of sustainability, enhancing value through our financial products, services, and commitment to transparency. In 2020, we developed a Sustainability Strategy valid until 2023, founded on key themes identified through materiality analysis. This strategy establishes a robust framework for long-term growth, bolsters our reputation, and strengthens our resilience against emerging challenges. It encompasses five key focuses: Governance and Ethics; Client Engagement; Financial Literacy and Banking Access; Sustainable Financing and Investment; and Internal Commitment.

Our Strategy aligns with our obligations under the Responsible Banking Principles, coordinated by the United Nations Environment Program Finance Initiative (UNEP FI), and the Sustainable Finance Protocol of Ecuador, established by Asobanca. Through these initiatives, we aim to maximize our contribution to the Sustainable Development Goals (SDGs).

» Greater detail about the Sustainability strategy

This report details the implementation of our Sustainability Strategy, structured around our materiality analysis. This analysis identifies critical issues based on the impacts we generate for our stakeholders (impact materiality) and the associated financial risks and opportunities (financial materiality). The latest update in 2022 allowed us to refine our priorities within the Strategy, reflecting the evolving context and the needs of our institution.

We provide a comprehensive overview of our activities, key results, and impacts from January 1 to December

31, 2023, maintaining the same corporate scope as our financial statements.

To enhance corporate integration, we established ourselves as a Financial Group in 2022, consolidating the operations of Banco Guayaquil and Peigo. However, the operational figures presented in this Integrated Report pertain exclusively to Banco Guayaquil, as its data are more significant. Peigo, being an emerging company, has only recently entered the market.

» Greater detail about the Materiality process

In this annual report, restatements of information, as indicated by the GRI 2-4 indicator, involve updates and adjustments in data and calculations. These restatements pertain to work-related injuries (GRI 403-9), energy consumption (GRI 302-1), energy intensity (GRI 302-3), and greenhouse gas emissions (GRI 305-1 and GRI 305-2).

The preparation of this report was overseen by the Executive Vice President of Comptrollership and Finance and validated by the Corporate Governance Committee and the Board of Directors. The involvement of the Bank's highest governing body was crucial, as their support ensured the accuracy and transparency of the information presented. Their commitment significantly enhanced the quality and credibility of the report.

Data compilation involved multiple departments within the Bank, ensuring that appropriate techniques and standards were applied throughout the process. Notably, this report has undergone external verification for the second consecutive year.



Other aspects to consider

The classification of regions presented in different sections of the content corresponds to:

Center: Guayas, Los Ríos, Manabí and Santa Elena.

North: Bolívar, Carchi, Chimborazo, Cotopaxi, Esmeraldas, Imbabura, Orellana, Pastaza, Pichincha, Santo Domingo de los Tsáchilas, Sucumbíos and Tungurahua.

South: Azuay, Cañar, El Oro, Loja and Morona Santiago.

The classification of the labor category, referred to in some sections, corresponds to the division established by the Superintendence of Banks.

» Verification letter

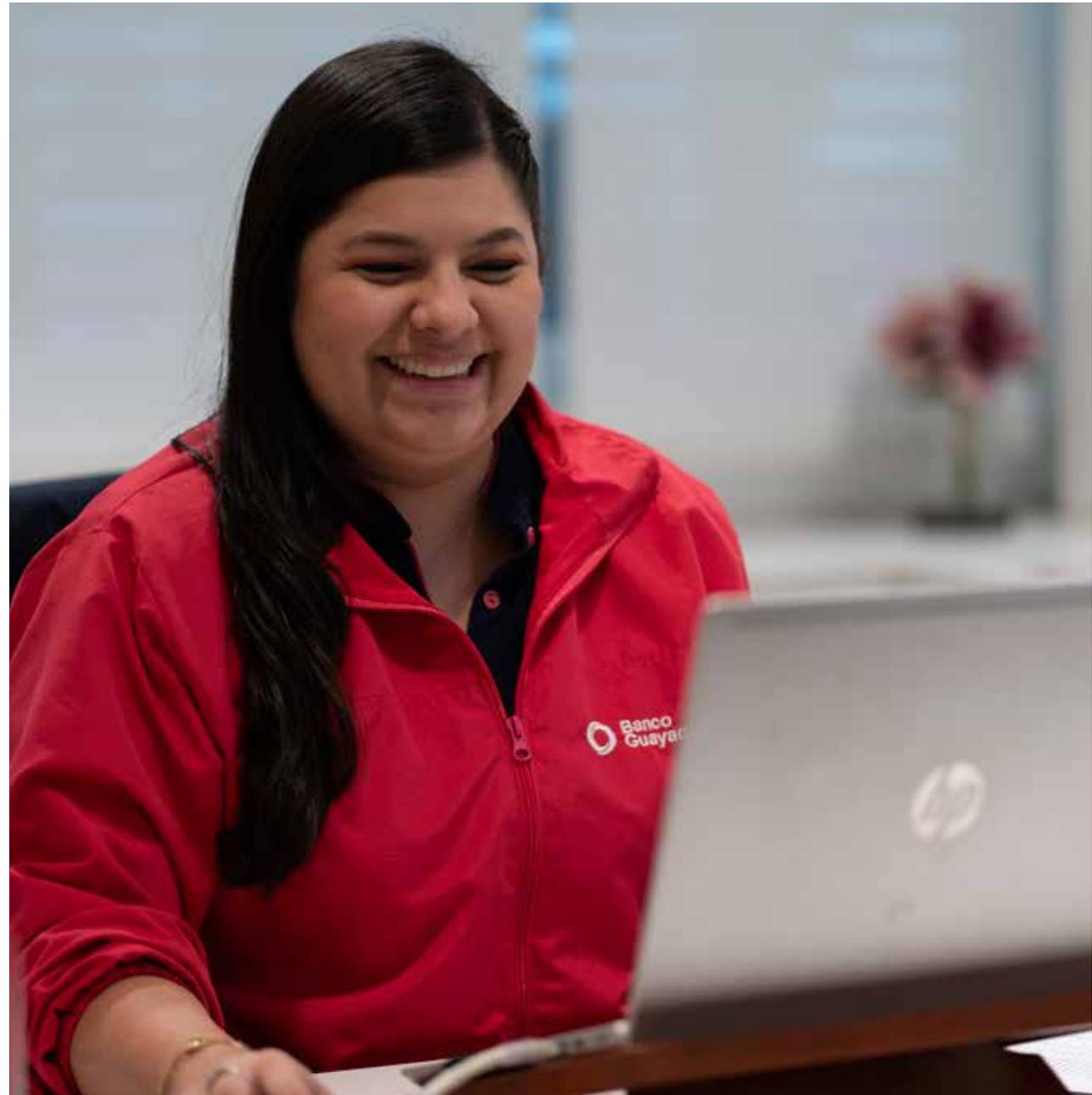
Frameworks, Standards, and Initiatives Addressed in the Report:

GRI The report has been prepared in accordance with **Global Reporting Initiative (GRI) Standards**, including the Universal Standards and the GRI Sector Supplement for financial services (version G4). These standards emphasize the materiality of social and environmental impacts, catering to a broad audience.

SASB STANDARDS The report integrates **Sustainability Accounting Standards Board (SASB)** relevant to commercial banking, consumer financing, and mortgage financing activities. These standards address financial materiality, meeting the information needs of risk rating agencies and funders.

TCFD The report complies with **Task Force on Climate-related Financial Disclosures (TCFD)** to provide recommendations, detailing our climate change roadmap, associated financial risks and opportunities, Greenhouse Gas (GHG) emissions, and governance structures.

- The report outlines contributions to **Sustainable Development Goals (SDGs)** set by the United Nations', targeting the primary social challenges to be addressed by 2030. We particularly focus on SDGs related to material impact issues.
- The report details our contribution to the **Sustainable Development Goals (SDGs)** established by the United Nations to address the main social challenges by 2030. We particularly focus on those related to material impact issues.
- It serves as support for the Communication on Progress (COP) we make for the United Nations Global Compact, reporting on our progress in implementing its 10 Principles.
- It includes our performance in applying the Responsible Banking Principles, an initiative coordinated by UNEP FI, of which we are founding signatories.



How to identify the contents



On the cover of each chapter there is a reference to the focuses/ pillars of the Sustainability Strategy and the SDGs related to its content.



At the beginning of each section, the contents of the GRI Standards and the SASB parameters are indicated.



At the end of the report our progress with respect to the SDGs, the Global Compact Principles and the Responsible Banking Principles is detailed.



Also included are the specific indices of the reporting frameworks and standards: GRI, SASB and the TCFD Recommendations.

SUSTAINABILITY STRATEGY



Spotlights/Pillars

1. Governance and ethics
2. Connection with the client
3. Financial culture and access to banking
4. Sustainable financing and investment
5. Internal commitment

SDGS TO WHICH WE CONTRIBUTE STRATEGICALLY

	End of poverty
	Health & Wellness
	Quality education
	Gender equality
	Decent work and economic growth
	Industry, innovation and infrastructure
	Reduced inequalities
	Responsible consumption and production
	Climate action
	Peace, justice and strong institutions

TCFD RECOMMENDATIONS: CENTRAL ELEMENTS



Governance: The organization's governance over climate-related risks and opportunities.



Strategy: The actual and potential impacts of climate-related risks and opportunities on the organization's business, strategy and financial planning.



Risk management: The processes used by the organization to identify, assess and manage climate-related risks.



Metrics and objectives: The metrics and objectives used to assess and manage relevant climate-related risks and opportunities.

1.

PROFILE AND CONTEXT

16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



1.1 PROFILE (GRI 2-1)

Banco Guayaquil is a multiple banking financial institution that celebrates 100 years of serving Ecuadorians.

Banking Empathy

We trust in the value of human relationships, recognizing the uniqueness of our clients, collaborators, allies and the community in general. Every day, we strive to offer customers an exceptional banking experience at every touchpoint, aware of the relevance this has in each person's life.

Our financial institution considers that being part of clients' daily lives is a fundamental responsibility, which is why we provide a service that satisfies their financial needs with excellence and closeness.

Responsibility and empathy are fundamental pillars that we embrace in our work. It is essential to listen, understand and adopt the perspective of the other, abandoning the mentality of a bank to adopt that of our clients. This approach, known as Banking Empathy, is at the core of our culture and our way of working. We rely on three principles:

Close relationship We believe in long-term relationships and know that to build them we must treat everyone

OUR PURPOSE

PERMANENTLY
WORK TO
OFFER THE
BEST BANKING
EXPERIENCE

with respect and equality. Talking to them how they want us to talk to them.

Simple We believe in solutions, more than problems. In that each of us has the ability to solve problems and make everything simpler. We believe that innovation is the best path to a simpler experience.

Transparent We believe in truth and clear accounts, in telling everything as it is, without surprises.

Customer focused

From 2017 to 2023 we implemented the Central Project, an initiative aimed at offering the best customer service. In this regard, we apply a plan focused on being the most profitable Bank, the second Bank in portfolio and deposits, expanding our national reach and being leaders in digital banking.

For this new period that begins after turning 100 years old, we have proposed in the next 5 years to be a more collaborative, efficient and technological bank, but, above all, a more connected bank, with the future; and thanks to our track record and experience, we launched the Conecta Strategic Plan starting in 2024.

» Customer-centric model

OUR VALUES

- EMPATHY
- INNOVATION
- TRANSPARENCY
- INCLUSION
- FLEXIBILITY

EMPATHY It is deeply understanding the perspectives and needs of our clients, both internal and external, and society, bringing that understanding to each interaction and service we offer, adapting to the needs and experiences of each one to build long-term relationships based on trust.

INNOVATION It is the commitment to change and continuous improvement, actively seeking new ideas, solutions and methodologies, constantly challenging existing paradigms and processes, to achieve results and simplify the internal and external customer experience.

TRANSPARENCY It is what guides all our actions and interactions, both internal and external. We believe in sharing information clearly and accurately, without surprises, providing all the information necessary for decision making, without fear of telling things as they are and open to criticism and admitting mistakes.

INCLUSION It is our commitment to equity and respect for all people, regardless of their origin or circumstances. We are committed to creating an environment where everyone feels valued and welcome, and where everyone has equal opportunities to grow and thrive.

FLEXIBILITY It is the ability to adapt with agility and effectiveness to a changing environment. Anticipating and adjusting to changes. It implies the willingness to change our approaches and procedures based on the changing needs of our clients, collaborators, market, environment and society.

OUR BEHAVIORS

1



We treat all with respect and

2



We speak clearly no complicated

3



We build relations in the long term, based on trust

4



We leave the accounts always clear

5



We solve problems agile and efficient. We are directly responsible to solve our client's problem

6



We are accurate and honest with the information we communicate

7



We simplify our client's experience is our obsession

8



We use the innovation as a way for a simpler experience



All these behaviors within our corporate culture give rise to the collaborator profile:

COLLABORATOR PROFILE

Be manager of the **best banking experience** based on **honesty, commitment and excellence.**

Understanding the importance of **teamwork**: being flexible to always be ready and serve adequately with **empathy, transparency and innovation**, and thus build a **sustainable, inclusive country**, with **equal opportunities.**

Products and services (GRI 2-6)

At Banco Guayaquil, we provide a wide range of products and services, adapted to the diverse needs of our clients. We focus on facilitating the development of your personal, professional and business projects through our Personal Banking and Business Banking offering.

Our business focus is to offer products and services that support financial inclusion through savings and credit solutions. Likewise, we promote the adoption of environmental and social practices in companies. This is achieved through two main routes: 1) Through evaluation through the Environmental and Social Risk Management System (SARAS), to identify and manage environmental and social impacts; 2) Through the development of financial products specifically designed to finance projects that generate positive impacts on society and the environment.

» **In detail: Financial culture and access to banking**

» **In detail: Financing and sustainable investment**



Breakdown of segments, products and services

<p>Persons</p>	<p>Accounts</p> <ul style="list-style-type: none"> - Savings Account - Checking Account - Cuenta Amiga <p>Cards</p> <ul style="list-style-type: none"> - Debit Card - Credit cards <p>Investments</p> <ul style="list-style-type: none"> - Accumulation Policies - Shares <p>Financing</p> <ul style="list-style-type: none"> - Educational credit - Autofacil - Casafacil - Multicredit <p>Transactional Services</p> <ul style="list-style-type: none"> - Payment of collections - Tax payments - Transfers to other banks and abroad - Remittances - Foreign exchange
<p>Companies</p>	<p>Accounts</p> <ul style="list-style-type: none"> - Business Checking Account - Business Savings Account <p>Cards</p> <ul style="list-style-type: none"> - American Express Business - Business Visa <p>Investment</p> <ul style="list-style-type: none"> - Accumulation policies <p>Financing</p> <ul style="list-style-type: none"> - Credit for Investment Capital - Agricultural Credit - Confirming - Distributor Credit - Credit Voucher <p>Foreign trade</p> <ul style="list-style-type: none"> - Bonds and Guarantees - Import Letter of Credit - Import Collections <ul style="list-style-type: none"> - Import Letter of Credit - Letter - Export Credit - Export Collections - Foreign Credit Line: BNDES - Correspondents <p>Treasury</p> <ul style="list-style-type: none"> - Buying and Selling Coins - Transfers abroad <p>Transactional Products and Services</p> <ul style="list-style-type: none"> - Business Digital Channels - Electronic Check Deposit - Recheck - Collections - Payment of payroll - Payments to third parties
<p>Financing</p>	<ul style="list-style-type: none"> - Savings and checking account - Credit - Remittances

With respect to the Business Banking segment, in 2023 we had a relaunch with a digital focus, what we sought with this was to renew our customers' experience in paying for online banking services and certificates. Likewise, we launched the new Business Banking App with approval of Cash Management payment orders from anywhere.

1.2 CONTEXT

International context

According to the IMF's economic perspective, the world economy slowed, going from 3.5% in 2022 to 3.0% in 2023, as a result of the monetary policy of developed economies and the crisis that China is going through. In 2023, the monetary authorities of the main countries continued with the policy begun in 2022, of combating inflation caused by the monetary stimulus that characterized 2020 and 2021.

In the United States, the Federal Reserve raised the interest rate, discouraging credit demand and slowing inflation. In this country, inflation reached its peak in July 2022 with 9.1%, and in November 2023 it dropped to 3.1%, although the official goal is still to lower it to 2.0%. The IMF estimates the growth of the US economy at 2.1% in 2023, like 2022.

A similar effect occurred in Europe, the policy of the European Central Bank reduced inflation from 10.1% in November 2022 to 2.4% in November 2023, but the cost in economic growth was considerable. The IMF estimates growth of 0.7% for the Eurozone in 2023, representing a drastic slowdown compared to 3.3% in 2022.

On the other hand, China is going through its greatest economic crisis since the seventies when it began its opening to the world. It faces a crisis in the real estate sector, this being one of the main economic drivers since the growth of its exports slowed. The IMF estimates that China had a recovery to 5.0% in 2023, still below its pre-COVID-19 growth.

For emerging markets, the monetary policy used in the main economies has a direct impact by raising interest rates on external debt, weakening their fiscal and balance of payments situation. Latin American economies slowed, going from 4.1% in 2022 to 2.3% in 2023. The economies of India, the Middle East and Sub-Saharan Africa are also slowing.

National context

The most recent forecast of the Central Bank is for a slowdown of the economy in 2023 to 2.7%, after the 2.9% obtained in 2022. The country had to face the difficult situation of the world economy: rise in the interest rate international interest, fall in the price of oil and little growth in demand from markets that import Ecuadorian products.

Regarding the economic sectors, the one with the best performance in 2023 was aquaculture, with an expansion of 15.7%. This enormous growth in a context of weak global demand caused a collapse in prices, which is reflected in export figures.

Services requiring personal attention, which were suppressed during times of social distancing, began to recover in 2022 and that recovery extended into 2023. The accommodation and food sectors expanded 4.8%; the transportation sector increased by 3.8%; and in other services, it reached 3.4% growth.

On the other hand, the sector with the lowest performance was fishing (except shrimp), which had a contraction of 13.3%, being the second consecutive year with a reduction. Both the volume and value of exports have fallen significantly. The performance of the tuna sector is a consequence of the fall in consumption and the increase in global inflation.

Faced with rising prices, consumers are opting for cheaper alternatives. Other sectors with annual reduction are agriculture (-1.7%); oil and mines (-0.6%); and manufacturing (-0.3%).

Financial services are transversal to the performance of the economy, and grew 2.5%, more than the use of goods and services.

Evolution of the financial sector

Private banks closed the balance of total deposits at US\$ 46 billion, with a variation of 5.9% versus the previous year. The greatest growth originates in Time Deposits, whose closing balance was US\$ 21.8 billion, a growth of 12.8%. Depositors were inclined to this type of deposits due to the high interest rates offered in the market. The reference deposit rate, which is a weighted average of the rates of the different terms, ended the year at 7.7%, the highest rate in the last 15 years.

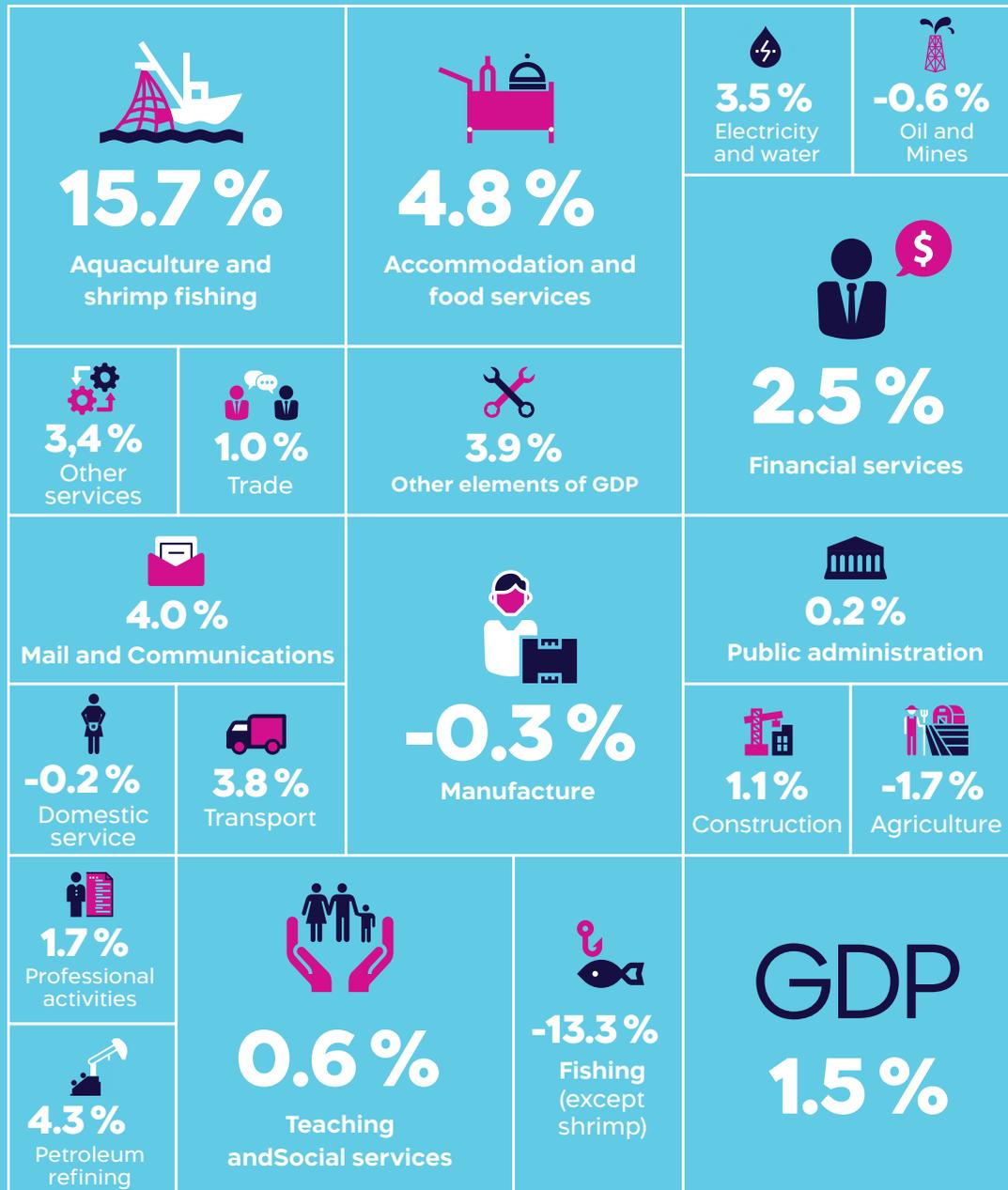
The credit portfolio, which includes credit portfolio and contingents, in 2023 amounted to US\$ 45.7 billion,

corresponding to a growth of 9.2%. While in 2022 the variation was 14.6%, a slowdown, since the excess liquidity that was accumulated in 2020 and 2021 because of social distancing is culminating.

Regarding the portfolio by type of credit, consumption was the one with the highest growth with 15% annually, followed by the microcredit segment with 9%, the housing portfolio with 8%, the commercial portfolio increased 5% and educational credit was the unique with a decrease of 16%.

The portfolio structure is leaning slightly towards credit segments that have a higher interest rate, precisely to try to compensate for the high financial cost due to high deposit rates.





GDP VARIATION BY ECONOMIC SECTOR

Growth in constant values

1.3 CAPITAL (GRI 2-1)

Banco Guayaquil SA is an entity established as a corporation, whose shares are traded on the Quito and Guayaquil Stock Exchanges.

At the end of 2023, the institution had a total of 7,350 shareholders, approximately 96.52% of whom were natural persons. In addition, 80.87% of the share capital is under the ownership of Corporación MultiBG SA. At the conclusion of the fiscal year as of December 31, 2023, the total value of the capital amounted to US\$ 537,165,000.

Distribution by shareholders' capital range

SHAREHOLDERS' CAPITAL RANGE	% STAKE
Shares <1,000	0.11%
Shares >=1,000 up to <=5,000	0.66%
Shares >=5,001 up to <=10,000	0.81%
Shares >=10,001 up to <=50,000	4.32%
Shares >=50,001 up to <=100,000	2.65%
Shares >100,000	91.44%
TOTAL	100.00%



Classification of shareholders by length of tenure

YEAR RANGE	NUMBER OF SHAREHOLDERS	% PARTICIPATION
< 1 year	288	3.92%
>=1 <= 3 years	292	3.97%
>3 < =5 years	416	5.66%
> 5 years	6,354	86.45%
TOTAL	7,350	100.00%

Thanks to the connections we maintain with multilateral organizations and the trust we have cultivated through the bank's efficient administration; we have access to external financing. It is important to highlight the international recognition that we have received, in terms of easy access to funding, from IDB Invest, Proparco and CAF - Development Bank of Latin America and the Caribbean, our Sustainability Strategy being key, since it is completely integrated into our business model and represents a significant contribution to economic and social development. He also highlights his interest in the climate change roadmap, approved in 2023.

At the end of the year, we maintain a total of international credits of US\$715 million. These credits help us finance the productive sector, MSMEs led by women, and green projects focused on renewable energy, sustainable construction and energy efficiency. We also maintain a Social Bond and a Green Bond in force.

» In detail: **Financing and sustainable investment**

1.4 RELATIONSHIP WITH THE SUPPLY CHAIN

(GRI 2-6, 204-1)

For the effective functioning of the Bank and the quality of the services offered, collaboration with our suppliers, who provide a wide variety of products and services, is key. We strive to cultivate long-term, mutually beneficial, trusting relationships to ensure excellence.

In the evaluation process, we have an external third party that analyzes the operational capacity and quality of our suppliers, ensuring that they comply with applicable legislation. In addition, we are integrating aspects related to the analysis of the social and environmental practices of these suppliers, beyond mere compliance with current regulations.

After being selected, we require our suppliers to comply with the ethical guidelines established by our institution. Within this context, our **Code of Ethics for Suppliers** was published during 2023, a regulatory body that guarantees the maintenance of high ethical standards in their commercial activities with the Bank.

These efforts are part of our Anti-Bribery Management System (SGAS), which covers the entire supplier selection, contracting, evaluation and payment process. This system is certified according to the international standard ISO 37001, which ensures that our practices and processes meet the standards and requirements established to prevent bribery and maintain high levels of integrity in our business relationships.

» In detail: Ethics and compliance

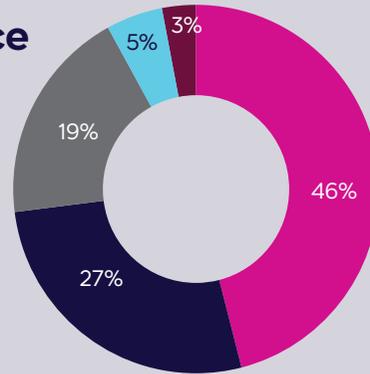
At the end of 2023 we have 326 active suppliers, who invoiced US\$ 244 million. 96% of the invoiced amount corresponded to national suppliers.



Types of Product/Service Providers 2023

Number Breakdown

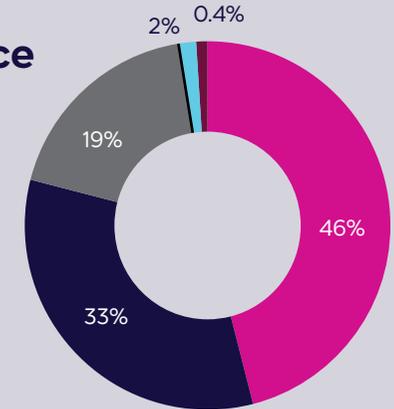
- GENERAL SERVICES
- TECHNOLOGY
- MARKETING
- OFFICE CONSTRUCTION
- OFFICE EQUIPMENT



Types of product/service providers 2023

Billing breakdown

- GENERAL SERVICES
- TECHNOLOGY
- MARKETING
- OFFICE CONSTRUCTION
- OFFICE EQUIPMENT



Likewise, the interannual evolution is presented below, from 2021 to 2023, with respect to spending according to supplier categories:

Total contracted amount (US\$) by categories

Type of product/service	2021	2022	2023
Technology	24'736,139	48'498,605	78'881,009
Office construction	1'990,143	1'642,349	4'371,987
Office equipment	971,130	778,787	2'541,264
Marketing	16'609,103	22'339,253	47'328,208
General services	40'654,427	30'620,659	110'825,395
TOTAL	84'960,942	103'879,654	243'947,863

2.

STRATEGY



2.1 CUSTOMER-CENTRIC MODEL

(GRI 2-1)

In our first hundred years, we have constantly worked on the evolution and continuous improvement of our operations. Along these lines and since 2018, the Centric Project, under the motto “You First”, marked the path towards the best experience for our customers, establishing a customer-centered service model, which today is part of the organizational culture of Guayaquil Bank.

Among the achievements, our consolidation as the second largest bank in Ecuador, in portfolio and deposits, as well as the following metrics stand out:



		December 2017	December 2023	Variation
	Cost effectiveness Be the most profitable Bank in Ecuador	10.51%	18.66%	+8.15%
	Market Leadership	Market share		
		Portfolio 9.80% Deposits 9.90%	Portfolio 12.32% Deposits 12.05%	Portfolio + 2.52% Deposits + 2.15%
	Service level	3.58	4.18	+0.60
	National Scope Be relevant in Quito	Market share		
		Portfolio 5.80% Deposits 6.30%	Portfolio 7.13% Deposits 7.70%	Portfolio + 1.33% Deposits + 1.40%
	Be a leader in Digital Banking	Digital Consumer Portfolio 0% Digital Account Opening 0% Opening Digital Policies 0%	61% 74% 90%	100% 100% 100%

2024 will be a year with a new horizon, marked by our **Conecta Strategic Plan**. In this regard, our vision for the first five years is to become a more collaborative, efficient and technological bank, but, above all, a more connected bank; seeking to maximize our value creation for different interest groups, strategically link ourselves to the future and project ourselves for one hundred more years.

To define this plan, we ask ourselves the following questions:

- *What bank do we want to be?*
- *What do we need to grow? and*
- *What do I have to solve for my clients to achieve this?*

The main components of the plan are the following:

connecta

Grow by linking our clients
through **EXPERIENCE**

STRATEGIC PILLARS

BUSINESS	PROCESSES	POSITIONING	EFFICIENCY	EXPERIENCE
----------	-----------	-------------	------------	------------



Objectives

Leading in Growth and Engagement	Simplify and automate	Be the most recommended bank	Profitable growth	Make a difference through experience
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Indicators

<ul style="list-style-type: none"> • Market Share • INC 	<ul style="list-style-type: none"> • Automated Processes • Internal Response Time 	<ul style="list-style-type: none"> • NPS • Brand Power • Top of Mind 	<ul style="list-style-type: none"> • ROE • RORAC • Efficiency 	<ul style="list-style-type: none"> • Digitalization • Retention • Derivation
---	---	---	--	---

Enablers

<p>CULTURE</p> <p>Agility and empathy as pillars of change</p>	<p>TECHNOLOGY</p> <p>World-class digital architecture</p>	<p>DATA</p> <p>Data-Driven Decisions and Continuous Improvement</p>	<p>RISKS</p> <p>Maximise opportunities by controlling profitability</p>
---	--	--	--

100 YEARS OF PROVIDING SERVICES TO ECUADORIANS



1923

Start of activities
Banco Italiano



1990

Merge
FINANSUR



1999

Financial Crisis
in Ecuador



2014

Banco Guayaquil
a National Bank



2020

Primero tú

conecta

2024

Strategic plan
Conecta



1941

Banco de
Guayaquil



1996

Definition of the
banking business
"FROM PEOPLE
FOR PEOPLE"



2001

Exclusiveness
AMERICAN
EXPRESS



2018

CÉNTRICO
Project



2023

100 YEARS

2.2. SUSTAINABILITY STRATEGY

(GRI 2-23, 2-24, 3-3)

Our Sustainability Strategy allows us, through a comprehensive and proactive approach, to address relevant current and future challenges related to environmental, social and governance issues that connect with our activity. It has been raised to create value and respond to the expectations of our interest groups.

This roadmap is based on the topics classified as critical due to the impacts we generate on our stakeholders, as well as the risks and opportunities for the business. To identify these issues, in 2020 we carried out a materiality analysis, as a basis for the strategy projected to 2023 (extended for one more year, due to the post-pandemic context). Additionally, in 2022 we update this analysis, seeking to reorient our efforts according to the evolution of the institution and the environment.

Through the Strategy, we contribute to:

- the 2030 Agenda;
- the Sustainable Development Goals (SDGs), and
- the Principles of the United Nations Global Compact.

Likewise, we meet the commitments acquired as subscribers to the Principles of Responsible Banking (a global initiative coordinated by UNEP FI), and the Sustainable Finance Protocol developed by ASOBANCA.

» See Annex II: Materiality Analysis

Priorities

The strategy is articulated in pillars and lines of action, which in turn integrate various initiatives, the execution of which is possible thanks to the efforts of different areas of the institution and the relationship with our interest groups.



Sustainability Strategy



LINES OF ACTION

- 1**
 - 1.1 Solidity of corporate governance
 - 1.2 Ethical management, prevention of corruption and culture of compliance
 - 1.3 ESG Governance
- 2**
 - 2.1 Digital transformation and inclusion
 - 2.2 Social and participative innovation
- 3**
 - 3.1 Accessibility
 - 3.2 Development of inclusive products and services
 - 3.3 Quality and transparency
 - 3.4 Financial education
 - 3.5 Development of SMEs
- 4**
 - 4.1 Analysis and management of portfolio risks
 - 4.2 Development of ESG products
 - 4.3 Commitment to climate action
 - 4.4 Consideration of ESG criteria in the investment
- 5**
 - 5.1 Diversity and inclusion in the team
 - 5.2 Employee development and well-being
 - 5.3 Shared responsibility with suppliers
 - 5.4 Direct environmental footprint

INTEREST GROUPS

- Collaborators
- Shareholders, investors, and other providers of capital
- Suppliers and contractors
- Customers
- Bancos del Barrio (correspondents)
- Government
- NGO's
- Media

DIMENSIONS

- Governance
- Social
- Environmental

The pillars were raised from the synergies between the material themes:

List of pillars and material themes

Spotlights	Material Topics
Governance and ethics	<ul style="list-style-type: none"> • Systemic risk management • Ethics and anti-corruption
Connection with the client	<ul style="list-style-type: none"> • Innovation in products and services • Security of the information • Marketing and information of products and services • Customer experience • Technology • Privacy and responsible use of customer information
Financial culture and access to banking	<ul style="list-style-type: none"> • Accessibility (customers) • Financial inclusion • Entrepreneurship support
Sustainable financing and investment	<ul style="list-style-type: none"> • Environmental and social evaluation of clients. (responsible financing) • Risks and opportunities of climate change
Internal commitment	<ul style="list-style-type: none"> • Talent attraction and retention • Diversity, inclusion and equity • Social investment • Operational efficiency
Cross-functional Competitiveness and market development, disclosure and transparency of sustainability information	

Symbology

Both materialities
Impact materiality
 Financial materiality

Self-regulation and governance

(GRI 2-13, 2-23, 2-24)

(TCFD GOB-A, GOB-B)

The Sustainability Strategy has materialized through various initiatives, which are detailed in this report. In relation to this, so that relevant decision-makers make decisions based on established priorities and actions, we maintain and implement policies to address key issues, including a cross-cutting sustainability policy.

Likewise, we seek to make these guidelines a reference in our relationships with our external stakeholders, including suppliers and customers.

As part of our strong commitment to transparency, we maintain the following documents on our website:

- » **Sustainability Policy**
- » **Human Rights Policy**
- » **Diversity Policy**
- » **Climate Change Policy**
- » **Anti-Corruption Policy**
- » **Financial Inclusion Policy**
- » **Environmental and Social Risk Policy**

Monitoring and tracking the progress of the Strategy and its indicators are the responsibility of the Corporate Governance and Sustainability Committee, which is made up of:

- a delegate of the Board of Directors, who presides over it;
- the Executive Vice President – General Manager, responsible for the Corporate Governance Unit;
- the Vice President of Comprehensive Risk or his delegate;
- the Vice President of Financial Comptrollership or his delegate;

- the Legal Vice President or his delegate;
- the Vice President of Marketing or his delegate, and
- the Manager of the Corporate Governance Unit, who is a permanent guest, and may invite any collaborator to the sessions, as well as allied entities or others that wish to present a proposal to the institution

Attention to the risks and opportunities of climate change
(TCFD MYO-C)

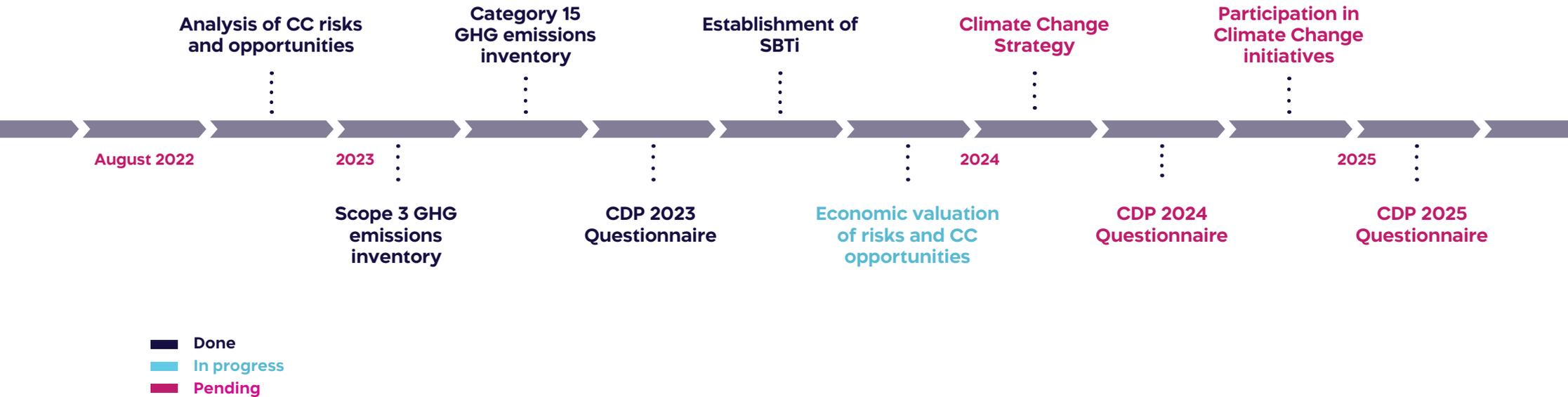
As a prelude to addressing the risks and opportunities of climate change, since 2013, the Corporate Governance Committee of Banco Guayaquil has addressed the results of the energy efficiency program, the calculation of Greenhouse Gas emissions, as well as the audit and certification for Carbon Neutrality.

In 2022, we plan our roadmap for the implementation of our **Climate Change Strategy**, within the framework of the following pillars and lines of action of the Sustainability Strategy:

- **Pillar 4. Financing and Sustainable Investment:** Lines 4.1 Portfolio risk analysis and management and 4.3 Commitment to the pillar's climate action.
- **Pillar 5. Internal Commitment:** Line 5.4 Direct environmental footprint.

To ensure the successful implementation of this strategy, we established governance guidelines, including decision making by the Board of Directors and Senior Management.

Next, with the analysis of risks and opportunities of climate change, the roadmap began, which is described below:



The objectives of the Climate Change Strategy are the following:

-  Ensure proactive management of direct and indirect climate change risks
-  Have the necessary resources for sustainable business management
-  Identify investment opportunities related to climate change
-  Possess data and results of goals and impact measurements on climate change issues
-  Encourage clients, suppliers and/or associates to apply mitigation and adaptation actions to climate change

In 2023, the Bank carried out the following main actions:

-  Scope 3 Greenhouse Gas emissions inventory (categories 1 to 14 applicable)
-  Category 15 Greenhouse Gas emissions inventory (bank portfolio)
-  Response to the CDP 2022 questionnaire
-  Establishing Science-Based Targets (SBTi) – in progress



Las principales áreas involucradas en la implementación de esta estrategia y sus actividades asociadas son las siguientes:

- Risks: incorporation of aspects related to the risks and opportunities of climate change to the Environmental and Social Risk Analysis System (SARAS).
- Comprehensive Security: application of preventive actions aimed at strengthening business continuity.
- Administration: monitoring the condition of physical assets and energy management.
- Sustainability: calculation of Greenhouse Gas emissions, promotion of the environmental agenda in business and risks, monitoring of progress in the management of risks and opportunities, among other actions.

These areas report their actions to the Corporate Governance and Sustainability Committee. Likewise, the main progress and decision-making are submitted to the Board of Directors, which is responsible for final approvals, validation of the necessary resources, and approval of policies, codes and other relevant guidelines.

Alliances

As Banco Guayaquil, we participate in associations and initiatives focused on sustainability, such as the following:

Associations	Initiatives
<ul style="list-style-type: none"> • United Nations Global Compact • Ecuadorian Consortium for Social Responsibility and Sustainability (CERES) 	<ul style="list-style-type: none"> • UNEP FI Responsible Banking Principles • Sustainable Finance Protocol promulgated by ASOBANCA • Guayaquil Water Fund Initiative FONDAGUA • Coalition for Water Security in Ecuador, established by The Nature Conservancy and the Latin American Alliance of Water Funds

» More details: in Annex II of the report

2.3. RESPONSIBLE BANKING APPROACH

Following the guidelines of our Sustainability Strategy, we practice responsible banking practices. This connects especially with 1) governance practices, 2) products, services and channels for financial inclusion, 3) products with an environmental purpose, 4) environmental and social risk assessment of credit (SARAS) and 5) financial education.



Chronological evolution



Commitments and objectives

Within the framework of the adoption of the Responsible Banking Principles, in 2020, we developed an analysis of the positive and negative impacts derived from our commercial offer, through the Portfolio Impact Analysis Tool provided by UNEP FI. This analysis considered the socioeconomic characteristics of the clients of the Personal Banking segments and the sectors of the activities of the Business Banking clients. In addition, sustainable development priorities in Ecuador (critical environmental and social issues) were considered.

Based on these themes, we prioritize the following objectives:



OBJECTIVE

1

OFFER COMPANIES AND ENTREPRENEURS THE NECESSARY CAPITAL, SO THAT THEY CAN OPERATE AND MAKE THE INVESTMENTS THEY REQUIRE

RATIONAL De este modo, se apoya el desarrollo del empleo y el negocio en las cadenas de valor de las que forman parte. Incluye el apoyo tanto a grandes empresas, como MiPymes y emprendedores.

LINKED IMPACT AREAS Employment, inclusive and healthy economies, economic convergence.

RELATED SDGs

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



OBJECTIVE

2

SUPPORT THE POPULATION TO HAVE THE RELEVANT SAVINGS AND CREDIT PRODUCTS

RATIONAL Facilitate their ability to undertake their personal and professional projects, addressing possible biases and inequalities in the financial industry for access by groups of the population.

LINKED IMPACT AREAS Inclusive and healthy economies, economic convergence.

RELATED SDGs

1 NO POVERTY



5 GENDER EQUALITY



10 REDUCED INEQUALITIES



OBJECTIVE

3

MITIGATE GREENHOUSE GAS EMISSIONS FROM BANCO GUAYAQUIL'S MAIN BUILDINGS, CORRESPONDING TO SCOPES 1, 2 AND 3, THROUGH THE IMPLEMENTATION OF EMISSIONS REDUCTION INITIATIVES

RATIONAL Contribute to the mitigation of climate change through the reduction of direct and indirect greenhouse gas emissions of Banco Guayaquil.

LINKED IMPACT AREAS Climate change mitigation.

RELATED SDGs

13 CLIMATE ACTION





N°	Indicator	Base year	Baseline value	Value 2023	Goal 2025	Degree of progress (%)
1	Microcredit delivered (companies) (millions US\$)	2019	142	243	350	69%
	Microcredits to women (millions of US\$)	2019	58	110	300	37%
	% total microcredit delivered to women	2019	44%	45%	50%	90%
	Credit to SMEs (millions of US\$)	2019	259	339	700	48%
	Credit to SMEs led by women (millions of US\$)	2019	13	66	32	206%
	Commercial credit delivered (millions US\$)	2019	2,815	3,313	3,250	102%
2	Consumer credit (millions US\$)	2019	1,464	2,200	2,650	83%
	Number of Friend Accounts (active)	2019	253,000	359,224	789,861	46%
3	GHG emissions intensity (g CO2e/active US\$)	2022	0.634	0.619	0.570	23%

In the last quarter of 2023, we began working on defining impact indicators related to our credit offer. In this regard, we focus on two key areas:

- financial inclusion, and
- the reduction of Greenhouse Gas emissions.

Due to the relevance of our social impact, we are also adhered to the **Commitment to Health and Financial Inclusion**, within the framework of the Responsible Banking Principles. This initiative focuses on segments such as the unbanked, underbanked or formerly banked population, households, microbusinesses and SMEs.

In this regard, in 2023 we advance with the following activities:

- Participation in meetings and workshops organized by UNEP FI regarding the establishment of objectives for Inclusion and Financial Health.
- Formation of the internal work team to define objectives, with the support of the areas of: Inclusion Banking, Business Development, Digital and Commercial Transformation.
- Review of information from the country and the Bank's context on Health and Financial Inclusion, for its respective update.

Later, we will disclose our objectives and indicators for engagement, based on the guidelines established by UNEP FI.

3.

CORPORATE GOVERNANCE

Focus 1 of the Sustainability Model

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



3.1. STRUCTURE AND OPERATION

(GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-17, 2-18, 2-19, 2-20, 405-1)

The structure and operation of our Corporate Governance has been designed to guarantee compliance with the Bank's strategic objectives and generate value for all our shareholders and other interest groups.

The conditions and principles of governance have allowed us to establish the duties and rights of the different members involved, including the mechanisms to avoid conflicts of interest.

Our governance model is based on rigorous compliance with Ecuadorian legislation and the adoption of best practices both nationally and internationally. This includes the Voluntary Standards recommended by the Superintendency of Companies, Securities and Insurance (SCVS) with the OECD and G20 Principles. These guidelines are in our Bylaws and the Corporate Governance Code.

Regarding this last document, the sixth reform is in force, and we are updating it in accordance with the new trends of the OECD and G20 Principles, as well as other aspects considered. The code responds to:

Internal self-regulation of the Bank:

- Social position
- New contents of the Code of Ethics
- Sustainability Policy Guidelines

National regulations:

- Organic Monetary and Financial Code
- Ecuadorian Standards for Good Corporate Governance of the Superintendency of Companies (Resolution SCVS-2020-0013 of September 2020)

International references:

- OECD and G20 Corporate Governance Principles
- Requirements of the IDB and CAF in their terms of reference and other obligations and/or recommendations for Banco Guayaquil in operations.

To ensure adequate performance, the Bank's governance structure is made up of the General Meeting of Shareholders, the Board of Directors, the different Regulatory and Management Committees and the legal representatives of the entity; each with specific roles and responsibilities. It is complemented by the set of formal regulations and practices that organize, regulate and govern the interactions between these key actors.

General meeting of shareholders

It is the supreme governing body of the Bank, which brings together all shareholders or holders of securities in a collegial manner.

It is in charge of the following functions:

- Appoint the main and alternate directors, the internal and external auditors, and set their remunerations.
- Approve the Financial Statements, the Report of the external auditors and the internal auditor, and the Commissioner's Report.
- Approve the destination of profits and the payment of dividends for the financial year, proposed by the Board of Directors and authorized by the Superintendency of Banks.
- Approve any reform to the Social Statute, among other actions.





It is convened once a year in an ordinary manner, within 90 days after the close of the annual financial year, and in an extraordinary manner if it is legally convened.

We find that the greatest competence of the Shareholders' Meeting is that it provides effective control of the management of the Bank's Administrators, through the Annual Report that they present in the ordinary session, without prejudice to other issues that are of exclusive competence of this collegiate body.

In 2023, 3 meetings were held: one ordinary (corresponding to Fiscal Year 2022) and 2 extraordinary.

Board of Directors

It is the highest body responsible for the administration of the Bank. Its main mission is its governance, direction, supervision and control, creating long-term value for the benefit of its shareholders, clients, suppliers, collaborators and society in general.

To do this, it must ensure the viability and competitiveness of the institution; as well as strict compliance with current regulations, our Code of Ethics and the Bylaws itself.

In compliance with the reform to the provisions corresponding to the Good Corporate Governance Standard of the Superintendency of Banks and the provisions of Art. 258 of the Monetary Code, all members, principal and alternate, that make up the Board of Directors of Banco Guayaquil have been appropriately qualified before the Superintendency of Banks.

Among its functions are:

- Define the financial and credit policy of the Institution and control its compliance.
- Approve corporate strategies, annual budget, general plans and policies of the Bank.

- Determine and permanently update the strategies, policies, processes and procedures that allow efficient administration and compliance with current legal provisions.
- Ensure the proper functioning of the internal control and management information systems.
- Control the efficiency of the Bank's Corporate Governance practices and evaluate the management of senior managers.

This body is appointed by the General Meeting of Shareholders for periods of two years with the option of re-election. For its part, the president of the Board of Directors is elected by the group of members of the body itself.

At the end of 2023, changes occurred in the Board of Directors, and we take into account in this report the new composition, as it is responsible for approving the results of the year.

The body was made up of five members, all of them professionals with proven financial, legal, commercial, environmental, social and operational experience.

The directors:

- They are appointed for periods of one year, with the possibility of re-election.
- They are ratified by the General Meeting of Shareholders, in accordance with the guidelines established in the Bylaws and the Corporate Governance Code.
- They must have the necessary competencies and skills to perform their functions, free of conflicts of interest.
- They receive remuneration for each session they attend, proposed by the Remuneration Committee and approved by the Ordinary General Meeting of Shareholders.

- They are accurately informed for decision-making and receive annual training on key topics for strategy and operation (see details in this chapter).

The Bank has taken steps to encourage diversity on its Board during its renewals. These measures take into account not only the training and experience of the members, but also aspects such as gender, age and other characteristics that can enrich the vision, thus promoting a broader and more representative perspective.

The Board of Directors meets once a month in ordinary sessions, and there is the possibility of making extraordinary calls if management so requires. In accordance with the provisions of the law, these meetings are constituted by an absolute majority of their members and the agreements are adopted in accordance with the sole participation of the directors attending the session.

In 2023, 11 ordinary sessions and 8 extraordinary sessions were held. During the aforementioned year, the average attendance percentage of all directors at Board meetings was 92%.

Some of the topics addressed during the year were:

- The role of the new committees in Corporate Governance
- Corporate ownership
- Digitization and digital transformation
- Institutional investors
- Governance of climate change risks
- Gender diversity on the Board of Directors and in senior management

The Board also has increasing responsibilities for overseeing the performance of environmental, social and governance (ESG) factors, which is reported in the **Profile and Context** Chapter.



Members of the Board of Directors during 2023

Name	Position	Election year	Office period	Type		Has independence ^a	
				Executive	Non-Executive	YES	NO
Angelo Luis Caputi Oyague	Chairman	2023	2023 - 2024		X	X	
Leonardo Adolfo Moreira Luzuriaga	Main	2018	2022 - 2024		X	X	
Raúl Carlos Gómez Ordeñana	Main	2004	2022 -2024		X	X	
Víctor Hugo Alcívar Álava	Main	2020	2022 - 2024		X	X	
Paola Cristina Ycaza Oneto	Main	2022	2022 - 2024		X	X	
Sandra Viviana Vargas López	Substitute ^b	2021	2021 - 11/2023		X	X	
José Julio Ayala Lasso	Main ^b	2005	2005 - 09/2023		X	X	
Galo Enrique García Feraud	Main ^b	1998	1998 - 09/2023		X	X	
Mario Fernando Jaramillo Paredes [†]	Main ^b	2012	2012 - 03/2023		X	X	

a. It refers to the conditions that allow members of the highest governing body to make independent decisions without any external influence or conflicts of interest.

b. Position held until the end of his term of office.

[†] In March 2023, Dr. Mario Jaramillo passed away. He contributed his knowledge and experience to Banco Guayaquil as a Director. We deeply regret his passing.

Board Meetings	N° of meetings in 2023
Ordinary meetings	11
Extraordinary meetings	8
Total meetings held	19

- 20% of Directors are women (considering regular and alternate directors)
- The average tenure of directors is 10.5 years.
- None of the directors hold administrative positions in the Bank

To guarantee the independence of the members of the Board of Directors, and in accordance with the provisions of Art. 26 of the Bank's Bylaws: it is the duty of the Directors to communicate to the collegiate bodies any situation of conflict, direct or indirect, that may arise, against the general interest of the Bank. In the event of a conflict of interest in any issue that is presented to the Board of Directors or in the committees in which he or she participates, the Director must abstain from voting.

Additionally, it is worth mentioning that:

- The Code of Ethics establishes sanctions for Directors who violate the guidelines related to conflicts of interest.

- The Bank's Ethics Committee manages issues related to conflicts of interest in accordance with the Code of Ethics, and
- The Bank maintains an Anti-Bribery Management System, certified in accordance with the ISO 37001 standard, to prevent internal and external bribery risks (which may cause conflicts of interest).

Within this context, all the significant positions and commitments held by the members of the Board of Directors are also taken into consideration:



Name	N° significant positions/ commitments ¹	Nature of significant positions/ commitments
Angelo Luis Caputi Oyague	6	He is part of four Bank committees and chairs one company and is General Manager of another company
Leonardo Adolfo Moreira Luzuriaga	1	He is part of a Bank committee
Raúl Carlos Gómez Ordeñana	7	He is part of four Bank committees, chairs two companies and is general manager of one company
Víctor Hugo Alcívar Álava	4	He is part of four Bank committees
Paola Cristina Ycaza Oneto	2	He is part of two Bank committees

1. A position or commitment of a member of the highest governing body is significant when the time and attention it demands compromises the member's ability to fulfill his or her obligations within the organization. A significant position may be membership on several boards.

Name	Position	Election year	Term of office
Angelo Luis Caputi Oyague	Chairman	2023	10/2023 - 2024
Leonardo Adolfo Moreira Luzuriaga	Main	2018	2022 - 2024
Raul Carlos Gomez Ordeñana	Main	2004	2022 - 2024
Victor Hugo Alcivar Alava	Main	2020	2022 - 2024
Paola Cristina Ycaza Oneto	Main	2022	2022 - 2024
Sandra Viviana Vargas Lopez	Alternate	2021	2021 - 11/2023
Jose Julio Ayala Lasso	Main	2005	2005 - 09/2023
Galo Enrique García Feraud	Main	1998	1998 - 09/2023
Mario Fernando Jaramillo Paredes †	Main	2012	2012 - 03/2023

† In March 2023, Dr. Mario Jaramillo passed away. He contributed his knowledge and experience to Banco Guayaquil as a Director. We deeply regret his passing.

Taking into account the description of the five directors who continued their activities until December 2023, the following distribution of these members is obtained considering gender, age group and region.

Breakdown of Board members by gender and age group - 2023

Gender	<30 years	% <30 years	30 - 50 years	% 30 - 50 years	>50 years	% >50 years	Total Gender	% Gender
Men	0	0.0%	0	0.0%	4	100.0%	4	80.0%
Women	0	0.0%	1	100.0%	0	0.0%	1	20.0%
Total Age Group	0	0.0%	1	100.0%	4	100.0%	5	100.0%

Breakdown of Board members by region and gender - 2023

Region	N° women	% Women	N° men	% Men	Total Region	% Region
Center	1	100.0%	4	100.0%	5	100.0%
North	0	0.0%	0	0.0%	0	0.0%
South	0	0.0%	0	0.0%	0	0.0%
Total Gender	1	100.0%	4	100.0%	5	100.0%

Regulatory and management committees

The members of the Board of Directors and Senior Management participate in various committees that form the Bank's corporate governance structure. They include regulatory committees; that is, required by legislation, as well as management committees, which are those created by the institution to strengthen decision-making.

The Board of Directors is kept informed of the efforts carried out within the committees directly through the participation of directors in both structures, in addition to having periodic presentations and having consolidated information it receives on the Bank's performance.

Regulatory committees:

The Board of Directors relies on the Regulatory Committees established in accordance with the law, and the resolutions of the Superintendency of Banks and the Financial Policy and Regulation Board. In this regard, these committees are:

Audit Committee: It is an advisory and consultation unit of the Board of Directors, whose main function is to provide effective support to audit management, as well as ensure compliance with the objectives of internal controls, monitoring compliance with the Bank's mission and objectives.

Business Continuity Committee: Its main objective is to coordinate the actions required to mitigate the impact generated by an external event and provide support for the organization to return to normal operation.

Comprehensive Risk Management Committee: Its main objective is to design, propose strategies, policies, processes, risk appetite and tolerance levels, and comprehensive risk management procedures, ensuring their correct execution.

Compliance Committee: Its functions are to propose to the Board of Directors the general policies and processes for the prevention of money laundering and the financing of crimes such as terrorism, the key money laundering risk indicators, the internal control manual; as well as receive, analyze and rule on the reports presented by the Compliance Officer.

Remuneration Committee: Its main functions are to propose to the General Shareholders' Meeting the policy on which the remuneration and compensation scale of executives and members of the Board of Directors will be built, as well as to monitor the remuneration of said officials.



Ethics Committee: Its objective is to establish appropriate guidelines for compliance with the Code of Ethics of Banco Guayaquil, analyze cases of non-compliance and determine sanctions when appropriate.

Joint Occupational Health and Safety Committee: Its function is to approve the Occupational Health and Safety management system-SART; approve OHS plans and programs and promote compliance with the provisions on prevention of professional risks.

Technology Committee: Its function is to establish, conduct and evaluate the internal policies under which investment decisions are made and the results of technology projects will be measured, ensuring that they are in accordance with the strategic planning of the institution in commercial and control matters.

Security Management and Information Security Committee: Its function is to evaluate and supervise the Bank's comprehensive security system, physical, cyber, information and fraud prevention; establishing controls and monitoring of the action plans maintained by the entity for the security of its operations.

It is the responsibility of these committees to deliver to the Board of Directors a report on their functions, matters discussed in their sessions and agreements adopted, at least annually.

Management Committees

The Management Committees complement the activity of the Regulatory Committees, allowing the Bank to manage the issues with the greatest impact on the operation and address those emerging that result from the context. In this regard, these committees are:

Executive committee: This committee is in charge of reviewing the weekly financial report and carrying out the analysis of the corresponding assets and liabilities (ALCO), including the budget review and projection of results, as well as project proposals and their respective progress. In addition, you are familiar with the current regulations, official documents and updated status of the processes carried out by the Bank with the control entities.

Credit committee: Responsible for approving credit operations and investments in financial instruments on a weekly basis, taking into consideration the exposure limits allowed by the applicable legal and regulatory provisions, as well as the Bank's internal policies.

Corporate Governance and Sustainability Committee: Controls and monitors compliance and application of the Good Corporate Governance standards proposed in the Corporate Governance Code. Proposes, if applicable, the appropriate improvement measures and the updating of the aforementioned standards when appropriate.

Growth Committee

Efficiency Committee

Process Committee

Experience Committee

Talent and Culture Committee

Positioning Committee

The Board of Directors is kept informed of the efforts carried out within the management committees directly through the participation of directors, in addition to having periodic presentations and receiving consolidated information annually on the Bank's performance.

The highest government bodies in charge of supervising the impacts on the economy, the environment and people are the following:

- **Impacts on the economy:** are supervised in their various aspects by the Comprehensive Risk Management, Audit, Business Continuity, Compliance, Executive, and Credit Committees.
- **Impacts on the environment:** are supervised by the Corporate Governance and Sustainability Committee, which monitors the progress of the initiatives that make up the institution's Sustainability Strategy, including the evolution of the qualitative and quantitative indicators established in the design of the Strategy, which indicates the Bank's environmental, social and governance (ESG) framework.
- **Impacts on people:** are supervised in their different aspects by the Audit, Ethics, Corporate Governance and Sustainability, and Joint Occupational Health and Safety Committees.

The main interest groups of the Bank are related to the Board of Directors, and the regulatory committees and management committees.

- **Shareholders:** The General Meeting of Shareholders is represented in the following ways:
 - + In the Board of Directors, through the appointment of the main and alternate Directors, and
 - + In the Ethics and Remuneration Committees through a designated representative in each of them.
- **Collaborators:** In accordance with the provisions of the Bylaws, collaborators cannot be part of the Board of Directors. However, in accordance with the pertinent legal provisions, they are represented on the Audit, Comprehensive Risk Management, Compliance, Ethics, Business Continuity, Corporate Governance and Sustainability, Joint Occupational Health and Safety, Comprehensive Safety, Executive committees, Credit and Technology.

- **Other interest groups:** such as clients, suppliers, contractors, neighborhood bankers, the State, the media and NGOs do not have direct representation on the Board of Directors or its committees. However, their needs and expectations are considered in the decision-making of these bodies.



Membership of directors on regulatory and management committees - 2023

Name	Committees chaired	Committee Membership (X)											
		Regulatory Committees									Management Committees		
		Audit	Comprehensive Risk Management	Risk Asset Rating	Compliance	Remunerations	Ethics	Joint Occupational Safety and Health	Business Continuity	Technology	Comprehensive Security	Executive	Credit
Angelo Luis Caputi Oyague	Audit, Comprehensive Risk Management, Credit, Technology	X	X							X		X	
Leonardo Adolfo Moreira Luzuriaga	Credit											X	
Raúl Carlos Gomez Ordeñana	Ethics, Business Continuity, Comprehensive Security, Corporate Governance and Sustainability						X			X			X
Victor Hugo Alcivar Alava	Audit, Risk Asset Rating, Compliance, Remuneration	X		X	X	X							
Paola Cristina Ycaza Oneto	Remuneration, Corporate Governance and Sustainability					X							X

Number and seniority of members of the regulatory and management committees - 2023

Type	Name	Minimum member seniority	Maximum member seniority	N° Members by professional category		Do they have independence? (X) ^a	
				Executive	Non-Executive	YES	NO
Regulatory Committees	Audit	11 days	3 years	2	3	X	
	Comprehensive Risk Management	11 days	6 years	5	1	X	
	Risk Asset Rating	11 days	14 years	4	1	X	
	Compliance	3 months	11 years	10	1	X	
	Remunerations	2 months	7 years	3	3	X	
	Ethics	5 years	11 years	2	2	X	
	Joint Safety and Health at Work	6 months	12 years	7	1	X	
	Business Continuity	9 months	8 years	8	1	X	
	Technology	11 days	8 years	8	1	X	
	Comprehensive Security	6 months	12 years	7	1	X	
Management Committees	Executive	2 months	14 years	16	0	X	
	Credit committee	11 days	15 years	8	2	X	
	Corporate Governance and Sustainability Committee	6 months	11 years	7	0	X	

a. It refers to the conditions that allow members of the highest governing body to make independent decisions without any external influence or conflicts of interest.



Breakdown of policy and management committee members by gender – 2023

Comité	N° women	% Women	N° men	% Men	Total Committee	% Committee
Audit	1	3.03%	4	5.63%	5	4.81%
Comprehensive Risk Management	1	3.03%	5	7.04%	6	5.77%
Risk Asset Rating	1	3.03%	4	5.63%	5	4.81%
Compliance	6	18.18%	5	7.04%	11	10.58%
Remunerations	2	6.06%	4	5.63%	6	5.77%
Ethics	1	3.03%	3	4.23%	4	3.85%
Joint Safety and Health at Work	5	15.15%	3	4.23%	8	7.69%
Business Continuity	2	6.06%	7	9.86%	9	8.65%
Technology	3	9.09%	6	8.45%	9	8.65%
Comprehensive Security	2	6.06%	6	8.45%	8	7.69%
Executive	3	9.09%	13	18.31%	16	15.38%
Credit committee	2	6.06%	8	11.27%	10	9.62%
Corporate Governance and Sustainability Committee	4	12.12%	3	4.23%	7	6.73%
Total Gender	33	100.00%	71	100.00%	104	100.00%

Breakdown of regulatory and management committee members by age group – 2023

Committee	30 - 50 years	% 30 - 50 years	>50 years	% >50 years	Total Committee	% Committee
Audit	1	3.13%	4	5.56%	5	4.81%
Comprehensive Risk Management	2	6.25%	4	5.56%	6	5.77%
Risk Asset Rating	1	3.13%	4	5.56%	5	4.81%
Compliance	6	18.75%	5	6.94%	11	10,58%
Remunerations	2	6.25%	4	5.56%	6	5.77%
Ethics	0	0.00%	4	5.56%	4	3.85%
Joint Safety and Health at Work	3	9.38%	5	6.94%	8	7.69%
Business Continuity	2	6.25%	7	9.72%	9	8.65%
Technology	2	6.25%	7	9.72%	9	8.65%
Comprehensive Security	1	3.13%	7	9.72%	8	7.69%
Executive	7	21.88%	9	12.50%	16	15.38%
Credit committee	4	12.50%	6	8.33%	10	9.62%
Corporate Governance and Sustainability Committee	1	3.13%	6	8.33%	7	6.73%
Total Grupo de Edad	32	100.00%	72	100.00%	104	100.00%



Breakdown of regulatory and management committee members by region – 2023

Committee	Center	% Center	North	% North	South	% South	Total Committee	% Committee
Audit	5	5.15%	0	0.00%	0	0.00%	5	4.81%
Comprehensive Risk Management	6	6.19%	0	0.00%	0	0.00%	6	5.77%
Risk Asset Rating	5	5.15%	0	0,00%	0	0,00%	5	4,81%
Compliance	9	9.28%	1	25.00%	1	33.33%	11	10.58%
Remunerations	6	6.19%	0	0.00%	0	0.00%	6	5.77%
Ethics	4	4.12%	0	0.00%	0	0.00%	4	3.85%
Joint Safety and Health at Work	7	7.22%	1	25.00%	0	0.00%	8	7.69%
Business Continuity	9	9,28%	0	0.00%	0	0,00%	9	8.65%
Technology	9	9.28%	0	0.00%	0	0.00%	9	8.65%
Comprehensive Security	8	8.25%	0	0.00%	0	0.00%	8	7.69%
Executive	14	14.43%	1	25.00%	1	33.33%	16	15.38%
Credit committee	8	8.25%	1	25.00%	1	33,33%	10	9.62%
Corporate Governance and Sustainability Committee	7	7.22%	0	0.00%	0	0.00%	7	6.73%
Total Region	97	100.00%	4	100.00%	3	100.00%	104	100.00%

Total number of meetings of the regulatory and management committees - 2023

Committee	N° Annual meetings
Audit	12
Comprehensive Risk Management	15
Risk Asset Rating	4
Compliance	13
Remunerations	2
Ethics	3
Joint Safety and Health at Work	7
Business Continuity	4
Technology	10
Comprehensive Security	5
Executive	47
Credit committee	50
Corporate Governance and Sustainability Committee	4
TOTAL	176

Training and performance evaluation of Directors

From the institution, we provide support to all members of the Board of Directors through the Financial and Regulatory Update Program, which aims to provide detailed information on the latest regulations issued by the economic and financial supervision authorities of the country. In addition, it offers an exhaustive analysis

of the macroeconomic panorama at a global, regional and national level, along with the evaluation of possible risk scenarios for the Bank.

This initiative seeks to enhance the profiles and keep the members of the Board of Directors updated regarding regulatory changes and economic trends that could affect the operations and strategies of the entity.

Training/communication Matters	N° Participating Members	Date	Duration (h)
Methodology of Analysis and Risk Rating of companies Banco Guayaquil	5	14/04/2023	2
Economic and political situation of Ecuador and the world; opportunities and threats for the financial sector	5	20/04/2023	2
Organic Law on Protection of Personal Data: status of the Regulation and appointment of Superintendent; and implementation progress status at Banco Guayaquil	6	25/05/2023	2
Government Information and Analytics Office OGA	5	22/06/2023	2
Peigo	4	20/07/2023	2
Fintech and Neobanks	7	17/08/2023	2
Relevant current aspects in banking, from the regulator's view on ARLAFDT matters	5	06/09/2023	2
Leadership that transcends	7	15/09/2023	2
Anti-Bribery Management System	4	19/10/2023	1,5

To promote continuous improvement, directors carry out an annual self-evaluation of the functioning of the Board and the performance of the sessions. This exercise can be complemented by an external evaluation by third parties.

Senior Management / Administration

- It is responsible for the implementation of the strategies and guidelines approved by the Board of Directors.
- It is made up of the Executive President, the Executive Vice President of Comptroller and Finance, and the General Manager, who are elected by the Board of Directors for five-year terms, with the possibility of re-election.
- The executive team is accompanied by 13 vice presidents of specific areas of the organization, who are responsible for directing, under their role, the respective responsibilities of their departments.
- The general representatives are added, officials who represent the Bank in both public and private events, by designation of the executive president, with prior authorization of the Board of Directors.
- In compliance with the reform to the provisions corresponding to the Good Corporate Governance Standard of the Superintendency of Banks and the provisions of Art. 258 of the Monetary Code, the legal representative of Banco Guayaquil has been appropriately qualified before the Superintendency of Banks.
- Their remuneration mechanisms are established by the Vice Presidency of Talent and Culture under the Bank's salary scale.

Complementing the stated responsibilities of monitoring and control, and externally to the Bank's structure, is the institution's external auditor, who in

accordance with the Organic Monetary and Financial Code exercises the position of Commissioner, and is in charge of ensuring balances in financial results. He is appointed annually by the General Shareholders' Meeting, to which he reports.

In addition, the Bank has an internal auditor whose responsibility is crucial in the independent supervision and evaluation of internal processes.

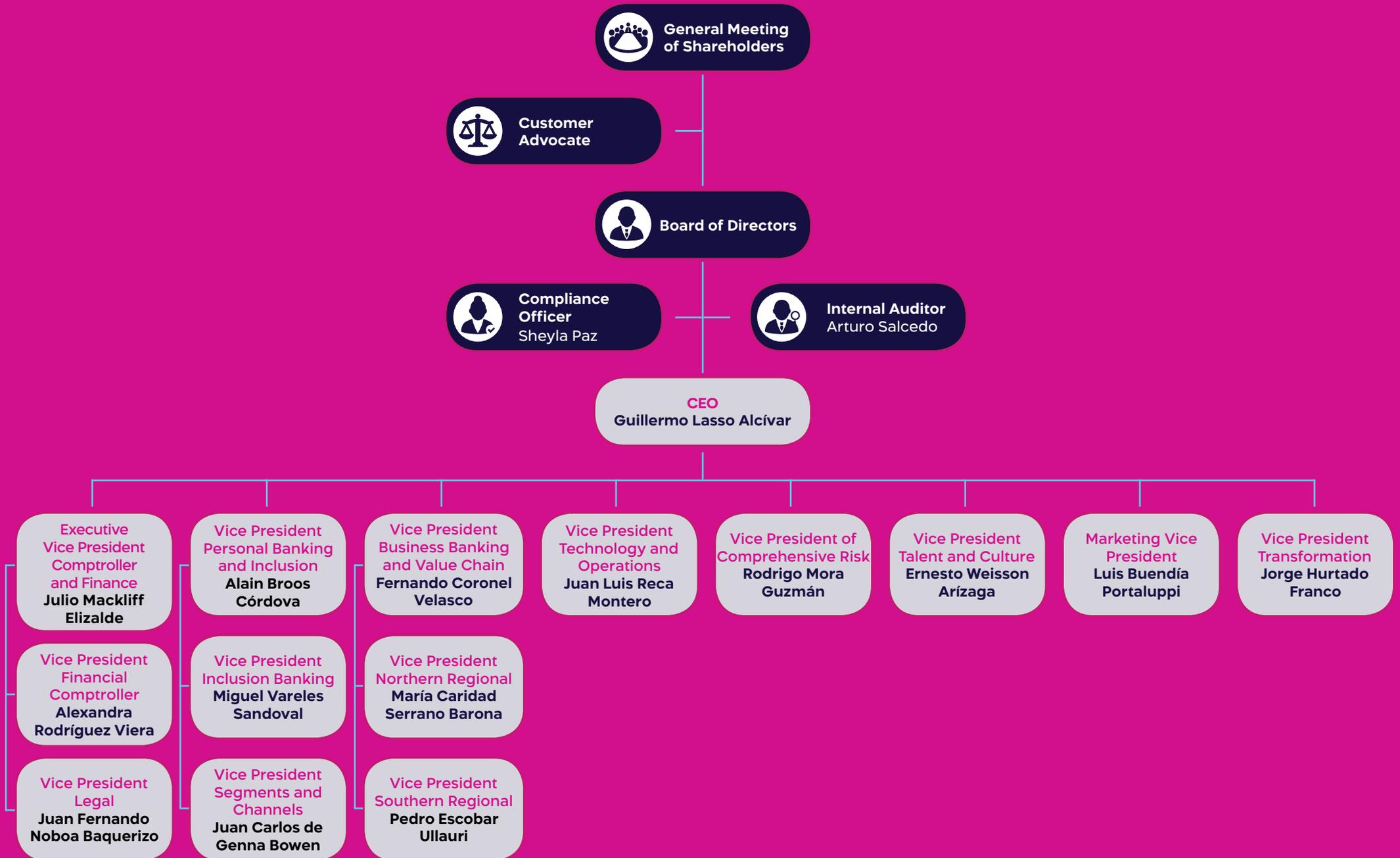
In the field of internal control, the essential work of the compliance officer is also highlighted. This professional is in charge of managing the management of the Risk of Money Laundering and Financing of Terrorism (ARLAFDT), as well as coordinating the corresponding actions.

Both professionals, the internal auditor and the compliance officer, are directly accountable and report to the Board of Directors.

Another important role is that of the client ombudsman, whose main function is to receive and manage claims submitted by clients, seeking to reach agreements between the parties involved. He is an external and independent figure, appointed by the State, and collaborates closely with the Superintendency of Banks of Ecuador. In addition, he annually presents a detailed report on his performance to the General Meeting of Shareholders. His work is essential to guarantee a transparent and fair process in resolving the concerns and complaints of the Bank's clients.



Institutional Organización Chart





4.

ETHICS AND COMPLIANCE

Focus 1 of the Sustainability Model

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



4.1 FRAMEWORK FOR ACTION, CULTURE AND TRAINING

(GRI 2-15, 2-23, 2-24, 2-25, 2-26, 3-3, 201-4, 205-2, 206-1)

Our institutional commitment to regulatory and regulatory compliance is essential to ensure ethical and responsible operations. We require all employees and the Board of Directors to strictly adhere to current regulations and standards.

The Board of Directors, as the highest governing body, has the responsibility and authority to establish general guidelines and supervise the ethical and compliance culture. Delegates the task of monitoring and managing the compliance system to the Ethics Committee, which has the function of guaranteeing that the ethical

and legal principles established by the institution are met, ensuring integrity, transparency and correct performance in all activities and operations. from the bank.

Our Code of Ethics was updated at the end of 2022 and constitutes a complete guide with the fundamental principles that govern the interactions and conduct of collaborators, both among themselves and in their relationships with external stakeholders. The Code addresses issues such as the prevention of conflicts of interest, corruption and money laundering, and also emphasizes aspects of diversity, inclusion and non-discrimination. It is complemented by the Internal Labor Regulations and other internal policies of the Bank.

As part of our Anti-Bribery Management System (ABMS), and within the procurement process, we also

encourage adherence to a specific Code of Ethics among our suppliers, which was developed during 2023. In this regard, suppliers formally commit to comply with this code as a measure to promote integrity in our business relationships.

The Anti-Bribery Management System (ABMS) includes the process of selecting, evaluating and compensating suppliers. It is certified in accordance with the ISO 37001 standard, and is subject to internal and external audits.

With respect to the aforementioned, the following table indicates the total number and percentage (classified by communicated topic) of business partners (suppliers) broken down by region, to whom the Bank's anti-corruption policies and procedures were communicated with court as of December 31, 2023

Communication in anti-corruption policies and procedures to suppliers - 2023

Reported subject matters	Communication date	N° of suppliers reported				Total number of suppliers reported	% of reported suppliers, compared to the total ¹
		Center Region	North Region	Southern region	Abroad		
Communication on the Anti-Bribery Management System	23/08/2023	357	136	27	27	547	39.9%
Communication on the Anti-Bribery Management System	20/09/2023	357	133	27	27	544	39.7%
Invitation to Supplier Workshop: How to comply with the anti-bribery policy?	02/10/2023	356	131	27	27	541	39.4%
Anti-Bribery Policy	24/10/2023	354	130	26	28	538	39.2%
Supplier Code of Ethics	01/11/2023	107	58	7	9	181	13.2%
Supplier Code of Ethics	09/11/2023	243	125	21	16	405	29.5%
Gift Policy	07/12/2023	210	97	22	18	347	25.3%

1. The total number of suppliers corresponds to 1,372, which were active suppliers in 2023. The percentages presented in this table were calculated with respect to this number.

2. The total number and percentage of suppliers reported by topic are revealed, given that the reported topics listed in the table, although they correspond to anti-corruption issues, are different, so it is not appropriate to establish a global total number and percentage. Communication.

Regarding anti-corruption policies and procedures, we make sure to communicate them to our collaborators, through the intranet and institutional email. In this regard, the table presented below shows the total number and percentage (classified by

topic communicated) of collaborators to whom the Bank's anti-corruption policies and procedures were communicated as of December 31, 2023, broken down by job category and region.



Communication on anti-corruption policies and procedures to collaborators - 2023

Reported subject matters	Labor category	N° of reported collaborators			Total number of reported collaborators	% of reported collaborators, compared to the total ²
		Center Region	Northern Region	Southern Region		
ARLAFDT ¹	Operational	696	416	142	1,254	42.71%
	Tactical	632	182	57	871	29.67%
	Executives	165	34	8	207	7.05%
	Strategic	13	1	1	15	0.51%
	TOTAL	1,506	633	208	2,347	79.94%
Code of Ethics Collaborators	Operational	875	481	159	1,515	51.60%
	Tactical	682	207	64	953	32.46%
	Executives	190	42	11	243	8.28%
	Strategic	13	1	1	15	0.51%
	TOTAL	1,760	731	235	2,726	92.85%
Code of Ethics Supplier	Operational	891	480	169	1,540	52.45%
	Tactical	684	210	67	961	32.73%
	Executives	184	42	11	237	8.07%
	Strategic	13	1	1	15	0.51%
	TOTAL	1,772	733	248	2,753	93.77%
Anti-Bribery Policy	Operational	954	496	165	1,615	55.01%
	Tactical	705	213	68	986	33.58%
	Executives	197	42	11	250	8.51%
	Strategic	13	1	1	15	0.51%
	TOTAL	1,869	752	245	2,866	97.62%

1. Risk Management of Money Laundering and Financing of Crimes, such as Terrorismo (ARLAFDT).

2. Considering the total number of collaborators with cut-off as of December 31, 2023 (2,936), according to the payroll.

3. The total number and percentage of collaborators reported by topic are revealed, given that the reported topics listed in the table, although they correspond to anti-corruption matters, are different, so it is not appropriate to establish a global total number and percentage. Communication.

Additionally, the following table presents the total number and percentage (classified by training topic) of collaborators who received training during the year 2023, broken down by labor category and region. It should be noted that the total number of

collaborators trained in the Comprehensive Security Course corresponded to 2,870, which is 89% of the general total of Bank collaborators participating in training in 2023.

Anti-corruption training for collaborators - 2023

Training subject matters	Modality	Labor category	N° of trained collaborators			Total number of trained collaborators	% of trained collaborators, compared to the total ⁴
			Center Region	Northern Region	Southern region		
Comprehensive Security Course ¹	Virtual	Operational	963	494	169	1,626	50.4%
		Tactical	690	217	69	976	30.3%
		Executives	196	44	12	252	7.8%
		Strategic	14	1	1	16	0.5%
		TOTAL	1.863	756	251	2,870	89.0%
Anti-bribery ²	In person	Operational	-	-	-	-	0.0%
		Tactical	23	-	-	23	0.7%
		Executives	7	-	-	7	0.2%
		Strategic	-	-	-	-	0.0%
		TOTAL	30	-	-	30	0.9%
Money laundering ³	In person	Operational	2	-	1	3	0.1%
		Tactical	3	-	1	4	0.1%
		Executives	5	-	-	5	0.2%
		Strategic	6	1	1	8	0.2%
		TOTAL	16	1	3	20	0.6%

1. Anti-bribery, ARLAFDT, Ethics and Anti-Corruption.

2. Warning signs associated with the crime of transnational bribery; Consultative Forum Congress: Fraud Prevention Days; Good practices foster an anti-bribery culture.

3. Prevention of money laundering; Trends and typologies of financial crimes in Latin America; Webinar: Financial fraud and money laundering; Webinar: Money laundering affects our global society in general and our national community in particular; Relevant current aspects and trends in the prevention of money laundering and terrorist financing.

4. Total according to the consolidated database of in-person and virtual training during the year 2023 (3,224).

5. The total number and percentage of providers trained by topic are revealed, given that the training topics listed in the table, although they correspond to anti-corruption issues, are different, so it is not appropriate to establish a total number and percentage. Global training.

The following chart indicates the total number and percentage (classified by topic communicated) of members of the Bank's governing body (Board), broken down by region, to whom the Bank's anti-corruption policies and procedures were communicated as of December 31 from 2023.

Communication on anti-corruption policies and procedures to members of the Board of Directors - 2023

Subject matters reported to members of the Board of Directors	N° of board members who were reported			Total number of Board members who were notified	% of Board members communicated, compared to the total ¹	Communication month
	Center Region	Northern Region	Southern region			
ARLAFDT Manual Update	7	-	-	7	100.0%	Julio
Code of Ethics Suppliers and Update Code of Ethics Collaborators BG	7	-	-	7	100.0%	Septiembre
Anti-Bribery Policy	5	-	-	5	83.3%	Noviembre

1. In the months of July to September 2023, there were 7 Directors. During the month of November 2023, the number of Directors was 6.

2. The total number and percentage of Directors communicated by topic is revealed, given that the communicated topics listed in the table, although they correspond to anti-corruption matters, are different, so it is not appropriate to establish a global total number and percentage Communication.

Additionally, the chart presented below indicates the total number and percentage (classified by reported subject matters) of members of the Bank's governing body (Board), broken down by region, who received anti-corruption training during the year 2023.

Anti-corruption training for members of the Board of Directors - 2023

Training subject matters	N° of board members trained			Total number of trained Board members	% of trained Board members, compared to the total ¹	Training month	Duration (hours)
	Center Region	Northern Region	Southern region				
Prevention of Money Laundering	5	-	-	5	71.4%	September	1
Anti-Bribery Management System (SGAS)	4	-	-	4	66.7%	October	1.5

1. During the months of September and October 2023, the total number of Directors was 7 and 6, respectively.

2. The total number and percentage of Directors trained by topic are revealed, given that the training topics listed in the table, although they correspond to anti-corruption matters, are different, so it is not appropriate to establish a total number and percentage. global training.

4.2 COMMITMENT TO COMPLIANCE CULTURE

(GRI 2-27, 3-3, 205-1, 205-3, 415-1, 416-2, 417-2, 417-3)

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

We have an Ethics Line to report non-compliance in our activities, accessible through the intranet for collaborators and open to clients, suppliers and the general public on the Bank's website by email (preventdependedeti@bancoguayaquil.com). In addition, our internal audit team carries out an annual program of evaluations to identify possible cases that violate ethics or their respective regulatory frameworks.

Cases reported through the Ethics Line in which a collaborator is involved are evaluated and treated in a phased manner by the Vice Presidency of Talent and Culture and the Department of Occupational Safety and Health (SSO). The sanctions may lead to the dismissal of the collaborator in any of the ways contemplated by law, without prejudice to the civil and criminal sanctions that may apply.

In more serious situations or those that involve Senior Management, the Ethics Committee takes responsibility for the review and sanction. The Board also plays a crucial role as it is informed about these cases. In addition, the Ethics Committee regularly reports to the Board of Directors on the level of knowledge and adherence to the Code of Ethics by employees.

The structure and functions of the Ethics Committee are aligned with the established legal requirements. The selection of its members is governed by rigorous criteria, since they must be approved by the Board of Directors and have validation from the Superintendence of Banks. The members of the Ethics Committee are diverse, including representatives of the

shareholders, the Board of Directors and employees, along with the participation of the Bank's executive president. This design ensures broad representation and a comprehensive vision in ethical decision-making within the institution.

During the year 2023, although there were no legal claims for bribery or corruption directed towards Banco Guayaquil, its collaborators or officials, 79 internal cases were identified through the established controls, in which the corresponding measures were applied according to the policies. No complaints of discrimination were registered, either by the Ethics Line or by the corresponding internal or external authorities.

Prevention of money laundering

We rigorously adhere to the Organic Law for the Prevention of Money Laundering and Financing of Crimes such as Terrorism, along with its corresponding regulations (ARLAFDT). At Banco Guayaquil we maintain an ARLAFDT Institutional Program that is based on principles of corporate governance, internal regulation, culture and technology. In addition, we follow the recommendations of prominent international organizations, such as the Financial Action Task Force (FATF), which addresses relevant topics such as digital identity, risk indicators in virtual assets and the risks associated with money laundering.

In the month of July we updated the ARLAFDT Manual, in accordance with the modifications to the regulations of the Superintendence of Banks and the Economic Financial Analysis Unit (UAFE).

During 2023, the semiannual monitoring of adherence to the ARLAFDT standard was carried out very satisfactorily. Our operations are permanently evaluated, through the parameters of an ARLAFDT risk and control matrix.



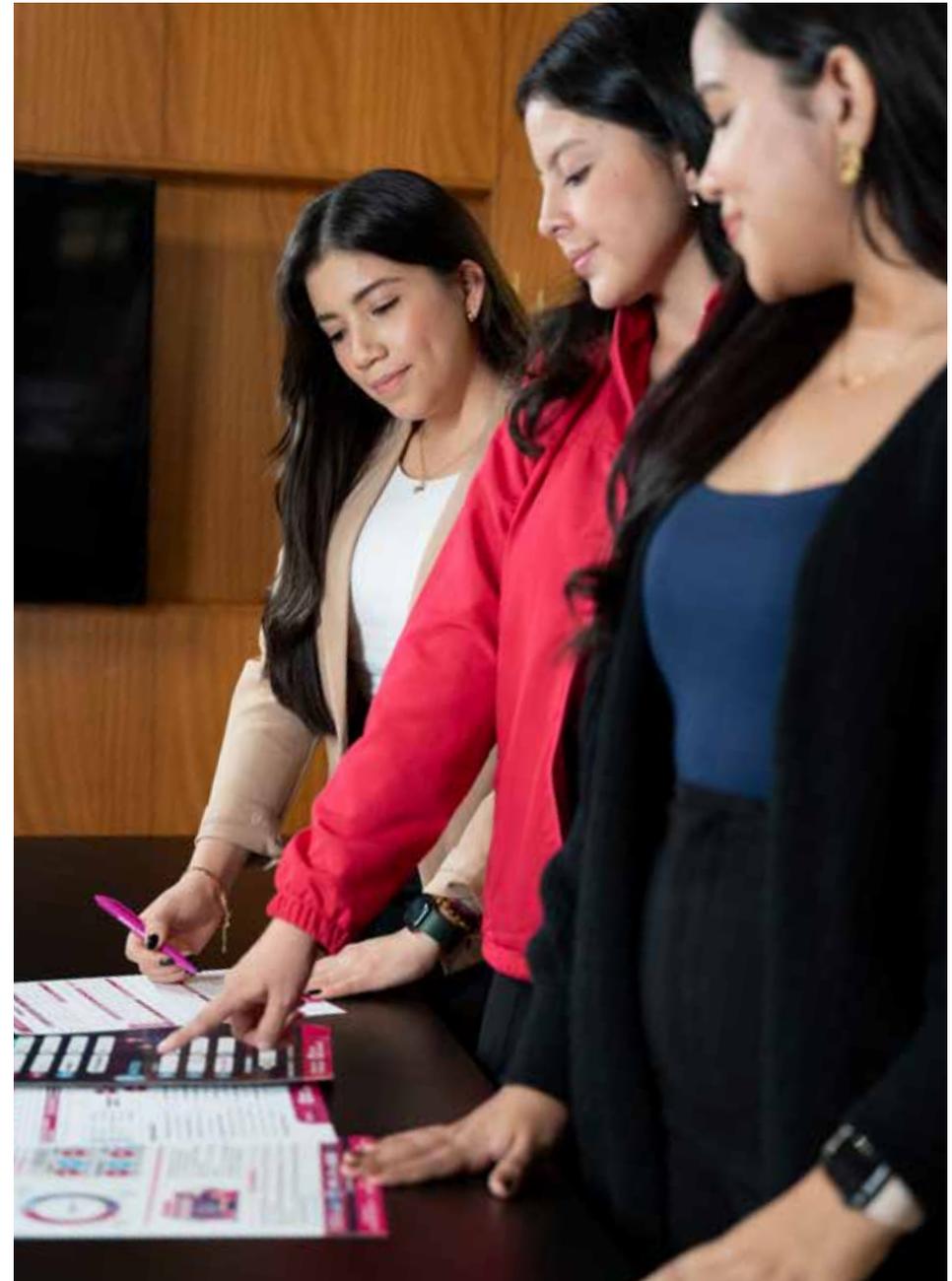
Operations evaluated based on risks related to corruption

N° of operations			N° of operations evaluated in anti-corruption			Percentage (%) 2023
2021	2022	2023	2021	2022	2023	
20,455	23,126	20,500	311	606	675	3%

During 2023 we developed the report on Banco Guayaquil's money laundering prevention procedures, which was sent to the Superintendency of Banks, whose focus was the ARLAFDT procedures and policies. We comply 100% with the requirements of this institution regarding reviews focused on risk methodologies.

Thanks to all these efforts, in 2023 we managed to remain free of fines and sanctions for non-compliance. Additionally, no arbitration cases were filed, including those related to anti-competitive practices (anti-competitive behavior, unfair competition and monopolistic practices), product and service information, marketing communications and labor law.

Additionally, as part of our efforts to avoid any corrupt practices, we do not make contributions to political parties or lobbying organizations.



5.

RISK MANAGEMENT



5.1 PREVENTION AND MONITORING

(GRI 2-12, 2-13, 3-3)

(SASB FN-MF-450a.3)

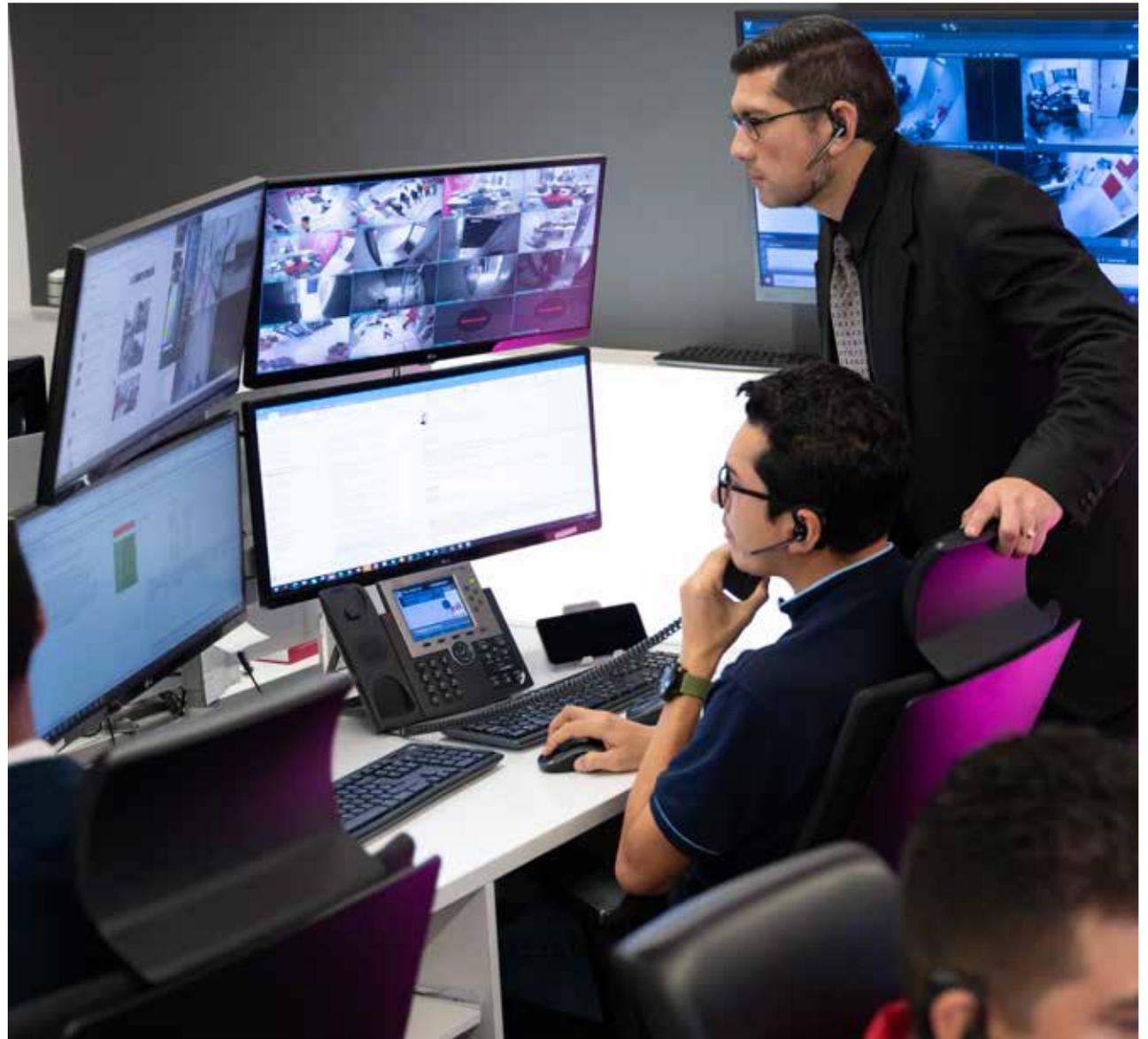
Risk Management is essential to safeguard the stability and operational continuity of the institution in a dynamic and complex financial environment. Our robust and proactive structure focuses on the identification, evaluation and mitigation of a wide range of risks, including credit, operational, market, liquidity, legal and technological aspects, among others. This strategic approach allows us to make informed decisions and take preventive and corrective measures to preserve the integrity of our assets, protect our reputation and comply with regulatory standards.

The Board of Directors has the responsibility of establishing the global risk management framework, and participates in the identification and analysis of potential risks. It also receives risk management information annually for follow-up. It is supported by the Comprehensive Risk Management Committee, which evaluates the projections of the impact of risks on the Bank's operational and financial results, with the participation of Senior Management.

The Comprehensive Risk Management Committee has the responsibility of proposing to the Board of Directors the strategies, policies and processes for risk management. These proposals require the approval of the Board of Directors, and the Committee is responsible for overseeing their proper implementation.

Risk management is reinforced by the culture of prevention and the active participation of our collaborators. We ask you to be attentive and able to identify possible risks in your processes and activities, including those that may arise emergently, and to report them to the institution.

We also request the participation in the initiatives proposed by the risk management team and the corresponding areas.



Main risks and the keys to their management

Risk	Description	Keys in management	Indicators of performance
Credit	Non-compliance by borrowers with the payment of obligations acquired with the Bank.	<ul style="list-style-type: none"> - Analysis of applicant information. - Development and calibration of robust evaluation methodology. - Environmental and Social Risk Analysis System (SARAS). - Complementary and decision-making evaluation of the Risk Management Committee. - Monitoring customer payment behavior. 	<p>General default rate: 2.74%</p> <p>Delinquency rate in the commercial segment: 1.46%</p> <p>Delinquency rate in consumer loans: 3.54%</p> <p>Delinquency rate in microcredit: 6.33%</p> <p>Credit risk coverage ratio: 151.10% and US\$ 215 million of provisions</p>
Liquidity	Shortage of funds to meet our obligations as a financial entity	<ul style="list-style-type: none"> - Analysis of different liquidity gap scenarios. - Monitoring of the adequate availability of resources, the stability and concentration of public deposits and that the gaps between assets and liabilities are covered with liquid assets. - Compliance with the limits determined by the Superintendency of Banks and the Central Bank. 	<p>Liquidity ratio: 34.2%</p> <p>US\$ 1,853 million of available liquid assets</p>
Market	Decrease in the value of the investment and credit portfolio, due to changes in the variables that determine it: interest rate, exchange rate and stock market dynamics	<p>Particularities depending on risk:</p> <ul style="list-style-type: none"> - Interest rate risk: The sensitivity of the financial margin and equity value is measured. - Stock market risk: monitoring of the local and international investment portfolio. - Exchange rate risk: monitoring through methodologies for identifying and analyzing potential exposure, due to variations in currency prices. 	<p>Interest rate risk: indicator of 0.24% of the Bank's Technical Equity</p> <p>Stock market risk: indicator of 0.38% of the Bank's Technical Assets</p> <p>Exchange rate risk: 0.001% of the Bank's Technical Equity</p>
Operational	Failures in systems and processes, due to external and internal agents (fraud, human and/or technological failures, etc.)	<ul style="list-style-type: none"> - Identification of risks for their management. - Risk matrices. - Business Continuity Management System (BCM), aligned with the ISO 22301 standard. - Business Impact Analysis (BIA) to establish critical processes. - Establishment of preventive measures, with the participation of the Continuity Committee. - Implementation of continuity tests, to verify that the required levels of functionality are maintained in the event of critical events. 	<p>The amount of operational losses represents 0.12% of the Bank's Equity</p>

Durante el 2023 los procesos de administración de los principales riesgos se enfocaron en:

1. Strengthen the risk management culture by updating roles and responsibilities in the identification and control of risks.
2. Update policies, methodologies, processes and controls of business and operational processes, particularly those related to digitally managed products.
3. Identify risks early, in order to implement proactive actions to mitigate them.

Emerging risks

By monitoring the evolution of risks, we are attentive to those that could have a relevant impact on the institution in the long term, especially those emerging that may arise due to the dynamic and changing nature of the technological and environmental environments.

We particularly highlight the risks associated with cybersecurity, given the evolution towards digital banking models. We have strengthened data protection, information security and the prevention of possible cyber attacks, recognizing the importance of safeguarding the confidentiality and integrity of the information of both our clients and the entity itself.

In addition, we remain alert and prepared to address the risks linked to climate change. We are aware of the possible impacts of extreme weather events on our client portfolio and our operations, as well as associated with possible regulatory changes, technological restrictions or alterations in the operational and financial dynamics of our clients.

In 2022 and 2023 we carried out a comprehensive identification of the risks and opportunities related to climate change, following the guidelines and nomenclature established by the **Task Force on Climate-related Financial Disclosures (TCFD)**. The results are detailed in the third section of this same chapter.



Emerging risks and their management

Factor	Impacts	Bank Management	More information
Cybersecurity	<ul style="list-style-type: none"> - Locking remote/digital channels - Theft of customer data - Identity theft of clients and/or collaborators (phishing) 	<ul style="list-style-type: none"> - Implementation of the Cybersecurity Strategy, to detect, prevent and respond to internal and external threats directed towards the Bank's technological and information infrastructure. - Performance of the Integrated Intelligent Monitoring Center (CIMI), which coordinates the supervision of the different Bank teams that work on prevention. 	<ul style="list-style-type: none"> » Security of the information
Climate change	<ul style="list-style-type: none"> - Commercial credit recovery - Regulatory requirements for evaluating credit clients - Request to establish provisions (capital requirements) - Loss of value of assets in which it has been invested - Availability of more efficient technologies in the use of energy (for the Bank's operation) - Clients favored and/or economically harmed by related regulations and rules - Regulatory requirements for business clients in their fields of activity - Increase in social inequalities (impact of extreme climate phenomena). 	<ul style="list-style-type: none"> - Evaluation of environmental risks of credit applicants through SARAS. - Support within the ASOBANCA framework for the preparation of Sector Guides to mitigate environmental risks in the granting of credit. - Development of Green Lines: credit product for energy efficiency and renewable energies. - Raising awareness among business clients regarding environmental practices. - Preparation for the measurement of credit portfolio emissions (companies). - Offsetting GHG emissions: carbon neutrality certification. - Availability of Microcredit. 	<ul style="list-style-type: none"> » Financing and Sustainable Investment » Environmental management

5.2 CYBERSECURITY (SASB FN-CF-230a.3)

We carry out comprehensive management to ensure the protection of our clients' confidential data and all the information generated in our banking operations. We implement rigorous security systems and controls to prevent any potential threats, thus guaranteeing the confidentiality, integrity and availability of data. For this, we train our collaborators and periodically update security measures, seeking to stay at the forefront against cyber threats and associated risks.

We have international certifications that guarantee adequate information security management within the Bank, such as:

- Information security management system, certified in accordance with the international standard ISO 27001: 2022 - Information Security Management System.
- Alignment with the standard or regulation ISO/IEC 27032:2012, Information technologies - Security techniques - Guidelines for Cybersecurity.
- International cardholder data security standard PCI-DSS (Payment Card Industry Data Security Standard)
- Visa International PCI PIN Security Standard
- CSP SWIFT Security Program

During 2023, we develop institutional projects and adopt good practices that favorably impact the organization's cybersecurity, incident detection and response systems, software used, and identity and access management systems.

Main concrete measures in the year:

- Supplier risk assessment, including cyber risk assessment

- Strengthening the management of identities and privileged accounts
- Strengthening vulnerability management in web and mobile Virtual Banking channels
- Strengthening the cyber threat monitoring and detection service
- Execution of the annual ethical hacking project
- Automation in the ingestion of indicators of compromise (IoC) that allows reducing threat detection time
- Improvements in security controls in Personal Mobile Banking such as shielding and code evaluations
- Optimization of the process of incorporating and assigning access to new collaborators

Likewise, in 2023 we recertify in:

- PCI-DSS v3.2.1
- ISO 27001:2022 (Information Security Management System)
- PCIPIN 3.1 Security
- SWIFT Security Program 2023

All these efforts have allowed us to strengthen the respective controls against the following cyber threats:

- **Malware infection via emails:** Phishing is the oldest cyberattack that exists and continues to be one of the most used because it directly affects the user and could infect an organization. In 2023 we carried out phishing tests on end users, trained collaborators on how to detect suspicious emails and also trained the support team on reviewing and validating suspicious emails.



- **Ransomware infection:** This is one of the most used cyberattacks to extort and/or damage the reputation of an institution, so intrusion tests were executed on the networks validating the response of the end user, the support to the end user and the monitoring control of the grid.
- **Information leak attempts by email:** The scope of the information leak rules was expanded, detecting an increase in outputs and attempted outputs of information from files with sensitive information. Some of the corrective and preventive measures carried out were dialogue with the collaborators involved and their management and the strengthening of data loss prevention (DLP) rules.

Additionally, other awareness-raising and training initiatives were developed aimed at employees on cybersecurity issues, in order to increase the prevention of these crimes.

5.3 ANALYSIS OF RISKS AND OPPORTUNITIES OF CLIMATE CHANGE

Process

(GRI 3-3, 201-2)

(TCFD GDR-A)

We follow the following process, with the support of external specialists, and the active participation of our sustainability and risk teams.

1. **Sensitivity analysis,** we study the distribution of our credit portfolio by type of economic activity and determine which are most vulnerable to climate change in Ecuador, according to official/specialized documents (ENCCE, IDB, ECLAC, among others).

2. **Internal study,** on a representative sample of clients subject to SARAS from the sectors identified in the Sensitivity Analysis, we carried out a survey to analyze the maturity of their climate management.

3. Transition risk matrix.

4. Opportunity matrix.

5. **Climate scenarios and threats,** with the customer database and the location of their facilities, the physical climate risk and its level were determined in accordance with the most pessimistic scenario, RCP 8.5, using the information prepared by the Ministry of the Environment, Water and Ecological Transition (MAATE).

The risks and opportunities were rated:

- By the probability of occurrence: as highly probable, probable, low probability or unlikely.
- By the level of impact: in high, medium high, medium low and low.

The combination of both variables gives the risk level.

The main risks were categorized according to the TCFD nomenclature:

- **Transition risks:** Those associated with changes on the path towards a low-carbon economy. For example, in legislation to address climate change mitigation and adaptation.
- **Physical risks:** Those associated with higher intensity events (acute) and/or long-term changes in weather patterns; for example, variations in temperature (chronic). These can cause damage to infrastructure, affect operational continuity, among others.



TRANSITION RISKS

(TCFD EST-A, EST-B)

Nomenclature:

LP-Long term; MP-Medium Term; CP-Short Term

NEITHER-Impact level; P-Probability; M-Magnitude

Main risks by magnitude

CLASSIFICATION	RISKS AND DESCRIPTION	TIME HORIZON	NI	P	M
REGULATION AND LEGAL					
Emerging regulation: Mandates and regulation of existing products and services.	R.4.1 In a transition scenario, new regulations are expected to restrict the extraction of fossil fuels, which would result in stranded assets associated with: 1. oil and gas reserves that would remain unburned; 2. infrastructure for exploration and development without utility; 3. facilities for production and processing without operation; and 4. unused distribution channels.	LP	3	3	9
MARKET					
Uncertainty in market signals	R.9.1 Difficulty or impediment to correct price formation, allocation of financing or investment amounts.	MP	4	2	8
Financial Impact: Risk of loss derived from the inability or failure of a client to comply with its obligations	R.11.1 Risk of a considerable increase in the cost of financing for clients with greater exposure to climate risks (increase in the severity and frequency of climate events) could cause monetary losses in a way that affects their solvency, making it more difficult for them to meet their credit commitments.	CP	3	3	9
Increase in credit risk.	R.12.2 Risk of the credit rating of clients exposed to climate change risks worsening, with the adverse effects this entails for BG.	MP	3	3	9
REPUTATION					
Changes in consumer preferences.	It could hinder the growth of our business, compromise our competitive position or adversely affect our business, results of operations, cash flows and financial condition.	CP	3	4	12
	Responding to new or additional requirements (calculating financed emissions) that stakeholders see regarding climate action could result in adverse publicity and adversely affect our reputation, business, results of operations, cash flows and financial condition.	CP	2	3	6

PHYSICAL RISKS

(TCFD EST-A, EST-B)

To determine physical risks, we use the projection of the RCP 8.5 scenario, which considers increases of 0.8°C in the period 2011-2040. In Ecuador, it translates into differential increases depending on the region: +0.9°C in the Amazon, +0.66°C in the Highlands, +0.87°C in the Coast and +1°C in the Galapagos.

Regarding rainfall, they would increase by at least 10% in most of the country, with the highest increases in the Central Highlands and in the center and south of the Amazon.

The analysis was carried out by region and also by sector of economic activity; It included a sample of 417 clients.

1. By region:

Clients distributed 53% in the Coastal Region, 41% in the Highlands Region, 6% in the Amazon Region and 1% in the Island Region.

The main threats are very high temperatures and intense rains, where most of the facilities are exposed to high and moderate levels; while with drought low and very low levels are recorded, and with respect to frost the majority present very low levels.

2. By sector of economic activity:

As mentioned above, the main risks by location are intense rains and very high temperatures.

The facilities with high exposure to intense rains are: banana (30.3%), rice (57.1%), and fishing industry (33.3%). The percentages refer to the proportion of clients in that sector with that degree of exposure (e.g. 57.1% of rice clients have high exposure).

The facilities with high exposure to very high temperatures are: banana (45.5%), sugar cane (47.1%),

livestock (55.5%), poultry (44.2%), shrimp (78.9%), fishing industry (66.7%), agricultural inputs (64%), construction and infrastructure (47%), cargo transportation (60%) and shipping transportation (50%).

OPPORTUNITIES

(TCFD EST-A, EST-B, EST-C)

Below we point out the main opportunities identified, based on the survey carried out with our clients:



General sector	Opportunity classification	Identified opportunities	Temporal horizon
Agricultural and forestry sector	Resource efficiency	O.1. Efficient use of pesticides and fertilizers to reduce their climate impact.	CP
	Power source	O.2. Financing to modernize tractors and agricultural machinery.	CP
		O.3. Opt for efficient irrigation systems and replace those that are not efficient to promote efficiency and better use of resources.	
	Products and services	O.4. Diversification of crops that are more resilient and adaptable to extreme climatic conditions.	CP
	Markets	O.5. New market niches with demand for organic products.	CP
Resilience	O.6. New cultivation techniques and practices that encourage adaptability to possible extreme conditions.	CP	
Infrastructure and power generation	Resource efficiency	O.7. Application of value engineering techniques for the correct management of waste, reusing and recycling materials, and the acquisition of more sustainable products.	MP
	Power source	O.8. Financing to modernize construction equipment.	MP
	Products and services	O.9. New materials from recycled raw materials. O.10. Participation with the cement industry to generate carbon reservoirs through the reabsorption of carbon dioxide.	LP
Transportation, storage and communications	Resource efficiency	O.11. Efficiency of mobile equipment through the replacement of more current equipment that is less intensive in energy consumption.	CP
	Products and services	O.12. New services for consolidation with product distribution logistics.	MP
	Markets	O.13. Increase in demand for home delivery of products.	CP
Tourism	Resource efficiency	O.14. Reduced water consumption per occupied room by investing in new water efficiency projects, including low-flow toilets, faucets and shower heads across the hotel portfolio.	CP
	Power source	O.15. Participation in renewable energy and energy efficiency programs.	CP
	Products and services	O.16. Change in consumer preferences. Development of one or several iconic properties that are at the forefront of sustainability practices, for example, a hotel with a carbon footprint or zero water footprint.	MP
	Markets	O.17. Several studies consider it very likely that the tourism sector will move to higher latitudes and altitudes, these being the weather conditions that attract tourism.	LP
	Resilience	O.18. Access to new assets and locations that need insurance coverage. Strengthen communication with investors by maintaining and improving the response to questionnaires or communications such as CDP, SAM, TCFD, among others, of extra-financial interest.	LP

MANAGEMENT AND GOVERNANCE

(TCFD GOB-A, GOB-B, GDR-B, GDR -C)

The process of analyzing risks and opportunities related to climate change has been led by the Corporate Governance and Sustainability team, with the collaboration of the Comprehensive Risk team. The main purpose of this initiative is the development and execution of a portfolio strategy based on previously obtained results.

In this sense, the Comprehensive Risk team plays a fundamental role in decision management by integrating climate aspects along with other environmental variables when evaluating the granting of credits. This strategy strengthens our ability to assess and mitigate climate risks, while allowing us to support and promote sustainable practices among our clients.

The results of this analysis were presented to the Corporate Governance and Sustainability Committee for review in the first quarter of 2023, and subsequently submitted to the Board of Directors.

The Board plays a critical role in the governance of the risks and opportunities associated with climate change, especially in terms of reviewing and approving the priority scheme under the TCFD (Task Force on Climate-related Financial Disclosures).

- As the highest level of government in the Bank, the Board of Directors has the responsibility of supervising strategies, policies and actions related to climate change management.
- It is the body that ultimately reviews and evaluates the initiatives proposed by the Comprehensive Risk and Corporate Governance and Sustainability teams.
- It has the power to establish strategic priorities to address identified risks, thus providing a leadership vision in decision-making related to the management of climate risks in the banking context.



OPERATIONAL INTEGRATION

(SASB FN-MF-450a.3)

At the Bank, all credit applications that involve a mortgage are subject to an appraisal prior to approval and implementation, which is carried out by an expert qualified by our Board of Directors and certified by the Superintendency of Banks. This is how, within the standard format of the Appraisal Report defined by the Bank, the expert's review and opinion has been incorporated regarding environmental risks identified in each property to be mortgaged.

Among the environmental factors on which the expert must rule is the identification of whether the property is located or adjacent to environmentally protected areas, areas reserved for indigenous peoples, areas of historical or cultural heritage, among other protection conditions.

If a positive response for environmental risks in the report is noticed, the operation is declined.

On the other hand, in all credits related to the agricultural and livestock sector, the analysis obtained from the Agroclimatic Platform is incorporated, which concludes in a score that covers the following risks: climate, crop and soil.

In the particular case of Ecuador, climatic phenomena are mainly related to the La Niña and El Niño phenomena, which cause floods that occur periodically. In the event that the presence of these phenomena is latent in the fiscal year of analysis of a credit application, the results of the analysis of the Agroclimatic Platform are transferred to the respective committee, which has the power to condition or reject the application.



6.

ECONOMIC RESULTS

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



6.1 RELEVANT FINANCIAL DATA

In 2023, we will position ourselves as the second bank in credit portfolio, portfolio, investments and sales; In total deposits we reached third position.

We had the ability to expand credit faster than deposits grew, making use of liquidity and with a very successful strategy of attracting resources from abroad.

During the year, our institution continued to strengthen key indicators:

- Return on equity (ROE) of 18.66%, the highest value in the top 10 banks ranking. Taking it as the basis for the new Conecta Strategic Plan, it allows us to set the goal of an ROE of 23.02% by 2028.
- Solvency level at a solid 15.19%; which represents 6.19% more than the legal requirement. This represents an equity surplus of US\$357 million.

- Efficiency of 30.75%, the best value on the market among our peers.

6.2 PROFIT AND LOSS

We presented excellent results, generating a profit of US\$ 122 million, which demonstrates solvency levels and the sustainability of the business; This is 11% more than the previous year.

MAIN FINANCIAL AND BUSINESS INDICATORS – BANCO GUAYAQUIL

Monto total contratado (US\$) por categorías

	2021	2022	2023	Δ23-22
Assets and contingents (millions of dollars)	8,247	9,033	9,666	633
Credit portfolio (millions of dollars)	4,608	5,183	5,705	522
Deposits (millions of dollars)	5,011	5,362	5,569	207
Operational Efficiency Index (%)	35.36	34.02	30.75	-3.27
ROE (%)	13.92	18.82	18.66	-0.16
ROA (%)	1.25	1.68	1.72	0.04
Liquidity Ratio (%)	37.25	35.82	34.23	-1.59
Solvency Index (Technical Equity) (%)	14.62	15.21	15.19	0.14
Default Rate (overdue portfolio) (%)	1.12	1.43	2.74	1.31
Net profit (millions of dollars)	74	110	122	12

Note.

- The Operational Efficiency Index expresses the relationship between operating costs and income.
- The ROE expresses the net profits of a period for the total equity; ROA shows the net profit margin to average assets ratio
- The Technical Equity is made up of the sum of the paid-in capital, reserves, total profits for the current year, accumulated profits from previous years, contributions to future capitalizations, convertible obligations less the deficiency. of provisions, required amortizations and depreciations, losses and other items that the financial institution has not recognized as losses and that the Superintendency of Banks classifies as such.
- The Delinquency rate measures operations that at the time of expiration have not been canceled or renewed by the clients.

Profit and loss

As of December 31, 2023 (In thousands of dollars)

CUENTA	Dec-21	Dec-2022	Dec-2023	Var. Annual	Var. %
INCOME	623,825	737,704	912,143	174,439	24%
Earned Interests	415,687	499,811	630,163	130,352	26%
Service Revenues	124,655	129,005	146,167	17,162	13%
Commissions Earned	39,041	66,670	87,717	21,047	32%
Other Income	22,351	27,883	25,675	-2,208	-8%
Financial Profits	21,351	13,883	21,171	7,288	52%
Other Operating Income	740	452	1,250	798	177%
EXPENSES	549,442	627,958	790,324	162,366	26%
Operating Costs	187,467	161,270	267,755	106,485	66%
Interest Accrued	144,809	214,041	259,149	45,108	21%
Provisions	114,010	113,795	155,224	41,429	36%
Taxes And Contributions	51,868	69,521	35,263	-34,258	-49%
Commissions Paid	27,935	31,479	34,832	3,353	11%
Workers Participation	15,419	24,565	27,347	2,782	11%
Other expenses	4,356	6,412	5,026	-1,386	-22%
Financial losses	3,315	3,139	3,307	168	5%
Other operational expenses	261	3,737	2,421	-1,316	-35%
NET UNIT	74,383	109,746	121,819	12,073	11%

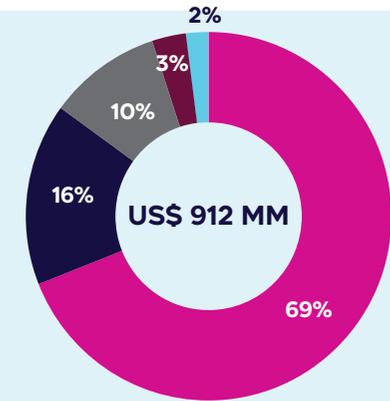


Income

Sales amounted to US\$912 million, with an increase of 24% compared to the previous period.

Sales Structure (In millions of dollars)

- Interest Earned / US\$ 630 MM
- Income from Services / US\$ 146MM
- Commissions Earned / US\$ 88 MM
- Other income / US\$ 27 MM
- Financial Profit / US\$ 21 MM

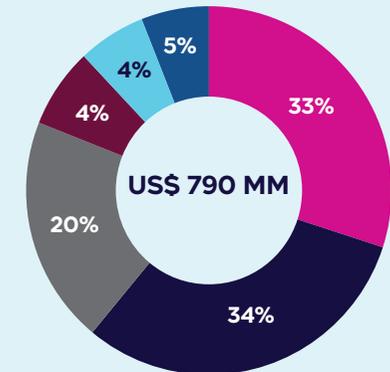


Costs

The costs were US\$ 790 million, that is, an increase of 26% compared to the previous period, which was mainly due to the increase in interest rates demanded by the Ecuadorian market.

Costs Structure (In millions of dollars)

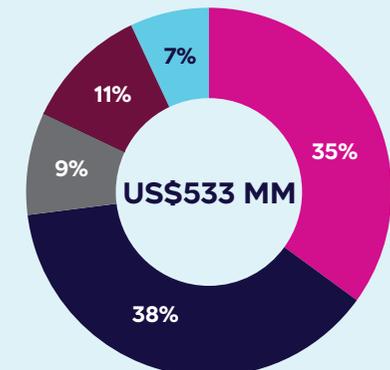
- Interest Paid / US\$ 259 MM
- Operating Expenses / US\$ 268 MM
- Provisions / US\$ 155 MM
- Taxes / US\$ 35 MM
- Commissions Caused / US\$ 35 MM
- Others / US\$ 38 MM



Total Taxes and Contributions over the last 10 years

Structure (In millions of dollars)

- COSEDE - AGD / US\$ 187 MM
- Income Tax / US\$ 204 MM
- Foreign Assets Tax / US\$ 46 MM
- Superintendency of Banks / US\$ 56 MM
- Other Taxes / US\$ 40 MM



Summary Balance Sheet

Below, we present the Balance Sheet, as of December 31, 2023²

Balance Sheet (in thousands of dollars)

	2021	2022	2023	Var. Annual	Var. %
Assets	6'364,654	6'887,220	7'379,960	492,740	7%
Liabilities	5'762,317	6'205,773	6'622,383	416,610	7%
Equity	602,337	681,447	757,577	76,130	11%
Total: Liabilities + Equity	6'364,654	6'887,220	7'379,960	492,740	7%
Net Contingents	1'882,521	2'145,945	2'291,431	145,486	7%
Total: Assets + Net Contingents	8'247,175	9'033,165	9'671,391	638,226	7%

6.3 BREAKDOWN OF THE CREDIT PORTFOLIO

(GRI GRI 3-3, 203-2, FS6)
(SASB FN-MF-000.A, FN-CB-240a.1,
FN-CB-410a.1, FN-CB-000.B, FN-CF-270a.2)

During 2023, we continue to contribute to the economic development of Ecuador through the provision of financing for people, companies and microentrepreneurs.

	2021	2022	2023
Number of active credit accounts	745,919	862,855	922,298

The credit portfolio increased by US\$ 522 million, reaching a balance of US\$ 5,705 million at the end of the period. Our market share increased slightly to 12.49%.

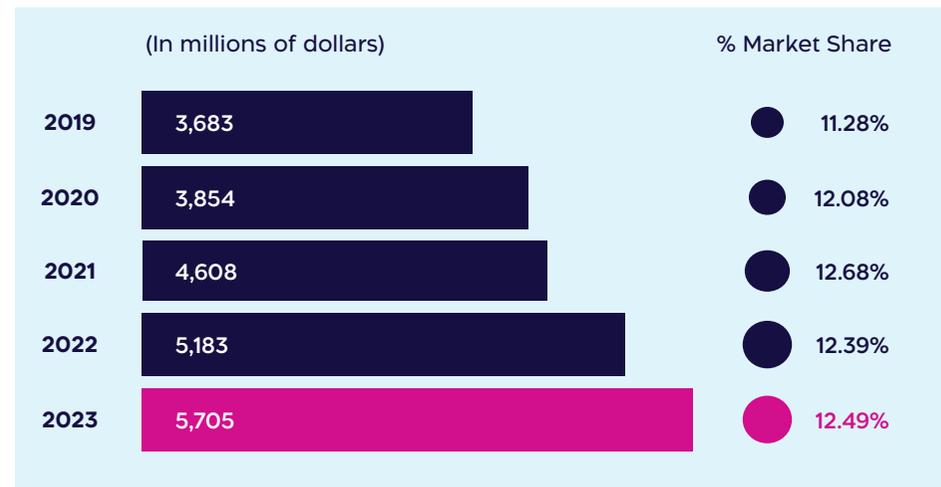
2. The detailed Balance Sheet table is found in the Annexes section of this Report.





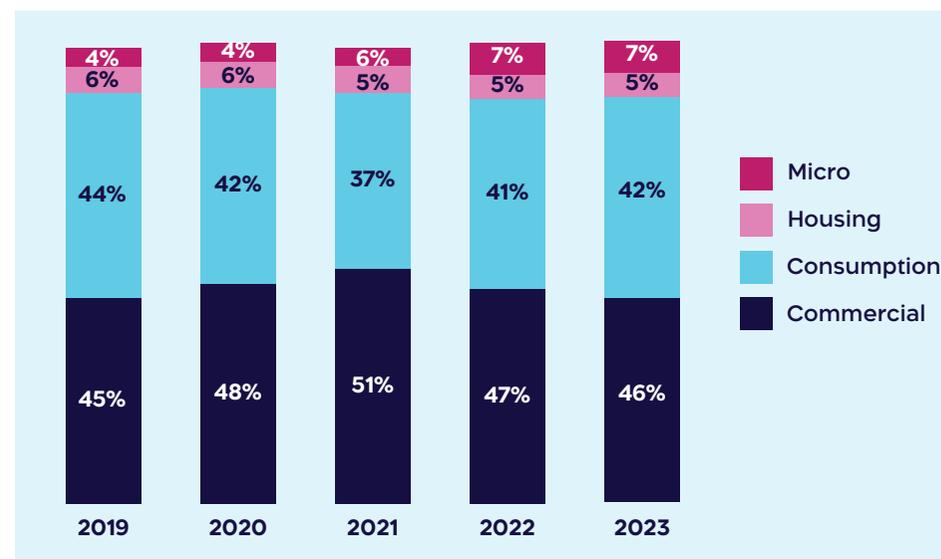
Below, we present the breakdown of the portfolio at the end of the year in the different categories.

Credit Portfolio



Below, we present the breakdown of the portfolio at the end of the year in the different categories.

Evolution of credit segments



Loans

Credits granted by segment: value and number of loans (1/2)

	People			SME		
	2021	2022	2023	2021	2022	2023
Number of loans	745,919	862,855	922,298	55,169	56,461	44,453
Value (US\$ thousands):	1'977,306	2'484,013	2'780,387	245,272	273,788	385,347

Credits granted by segment: value and number of loans (2/2)

	Companies			Corporate		
	2021	2022	2023	2021	2022	2023
Number of loans	15,160	14,691	15,020	3,428	3,613	2,333
Value (US\$ thousands):	691,328	760,179	969,803	1'256,416	1'173,786	1'054,278



Credits granted by segment: value and number of clients by gender and seniority

Segment	Gender	Existing		New		Total		Total by segment		
		N° clients	Amount (US\$)	N° clients	Amount (US\$)	N° clients	Amount (US\$)	N° clients	Amount (US\$)	Average amount (US\$/client)
Advance Companies	Man	1,047	\$36'629,942	7	\$144,224	1,054	\$36'774,166	2,119	\$83'559,407	\$39,433.42
	Women	461	\$15'804,678	3	\$38,295	464	\$15'842,972			
	Not available	592	\$30'642,231	9	\$300,038	601	\$30'942,269			
Avanti	Man	5,567	\$227'063,673	46	\$1'263,265	5,613	\$228'326,938	9,127	\$341'751,780	\$37,444.04
	Women	2,999	\$78'815,041	23	\$1'230,601	3,022	\$80'045,642			
	Not available	492	\$33'379,200			492	\$33'379,200			
Corporate	Not available	32	\$6'353,574			32	\$6'353,574	32	\$6'353,574	\$198,549.19
Business	Not available	84	\$6'400,139	1	\$99,334	85	\$6'499,474	85	\$6'499,474	\$76,464.40
Evolution	Man	11,803	\$153'702,619	206	\$3'683,532	12,009	\$157'386,151	21,572	\$269'532,134	\$12,494.54
	Women	8,991	\$99'120,516	129	\$2'258,839	9,120	\$101'379,355			
	Not available	441	\$10'735,022	2	\$31,606	443	\$10'766,628			
Institutional	Not available	1	\$13,358			1	\$13,358	1	\$13,358	\$13,358.00
Micro	Man	27,400	\$173'147,893	4,807	\$21'694,364	32,207	\$194'842,257	61,181	\$352'427,864	\$5,760.41
	Women	24,613	\$139'005,646	4,022	\$16'259,299	28,635	\$155'264,945			
	Not available	333	\$2'098,425	6	\$222,237	339	\$2'320,662			
Persons	Man	80,879	\$401'335,405	5,735	\$35'688,690	86,614	\$437'024,095	154,938	\$782'471,859	\$5,050.23
	Women	63,096	\$315'627,939	4,394	\$26'417,916	67,490	\$342'045,855			
	Not available	816	\$3'259,853	18	\$142,056	834	\$3'401,909			
SME	Man	4,808	\$45'491,904	49	\$1'413,246	4,857	\$46'905,151	8,979	\$89'218,631	\$9,936.37
	Women	3,430	\$27'340,934	29	\$529,641	3,459	\$27'870,575			
	Not available	641	\$13'807,687	22	\$635,218	663	\$14'442,905			
Grand Total		238,238	\$1.819'775,680	19,508	\$112'052,401	257,746	\$1.931'828,081	257,746	\$1.931'828,081	\$7,495.08

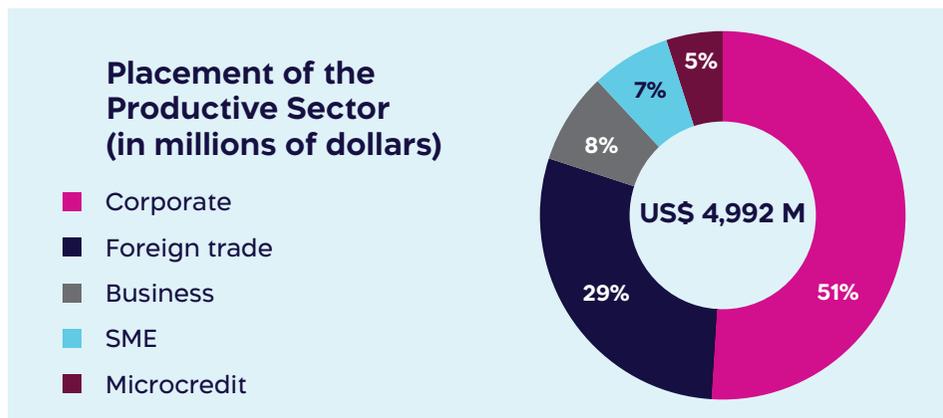
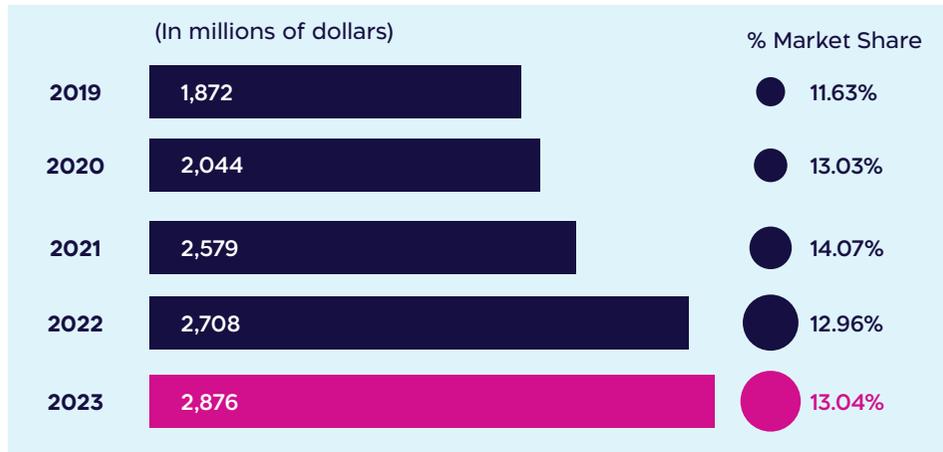
Note. New customers: all customers who joined after 2023. Existing customers: all customers who joined before 2023.

Commercial Credit

In December of this year, commercial credit, which includes contingents, had a balance of US\$ 2,876 million. This represents an annual variation of US\$ 168 million, that is, an increase of 6.20%. In this way, the Bank closed this period with a market share in commercial loans of 13.04%.

New credit delivered (US\$ million)	Closing balance (US\$ million)	Δ Balance 22-21 (%)	Market share (%)
4,992	2,876	6.20	13.04

Commercial Portfolio + Contingents



Commercial credit granted in 2023

	Benefited customers (of the new credit)	Closing balance	Δ22-21 (%)	Market share (%)
	Corporate	Business	SME	Commercial (Total)
N° of operations	15,067	8,031	12,630	35,728
Placement amount (US\$)	\$2.565'915,659	\$407'880,640	\$338'963,769	\$3.312'760,068
N° placement clients	706	914	1,605	3,225
Average amount per operation (US\$/ operation)	\$170,300.37	\$50,788.28	\$26,837.99	\$92,721.68
Average amount per client (US\$/client)	\$3'634,441.44	\$446,258.91	\$211,192.38	\$1'027,212.42
Portfolio balance (US\$)	\$1,828'977,850	\$310'412,580	\$224'141,990	\$2,363'532,420
N° clients with portfolio balance	963	1,662	3,831	6,456
Average balance per client (US\$/client)	\$1'899,250.10	\$186,770.51	\$58,507.44	\$366,098.58

Commercial credit delivered in 2023 - by gender

Variable	Gender	Corporate	Business	SME	Commercial (total)	
N° clients placements	Hombre	421	539	1.040	2.000	3,225
	Mujer	285	375	565	1.225	
Placement amount (US\$)	Hombre	\$1,655'141,047.00	\$292'345,148.70	\$272'892,122.90	\$2.220'378.318,60	\$3.312'760.067,34
	Mujer	\$910'774,611.50	\$115'535,491.30	\$66'071,645.94	\$1.092'381.748,74	

Regarding the distribution of commercial credit between different economic sectors; The following stand out above 20%: services and commerce, followed by manufacturing and the grouping of agriculture, livestock and fishing activities.

Commercial Credit

At December 31 of 2023 (In millions of dollars)



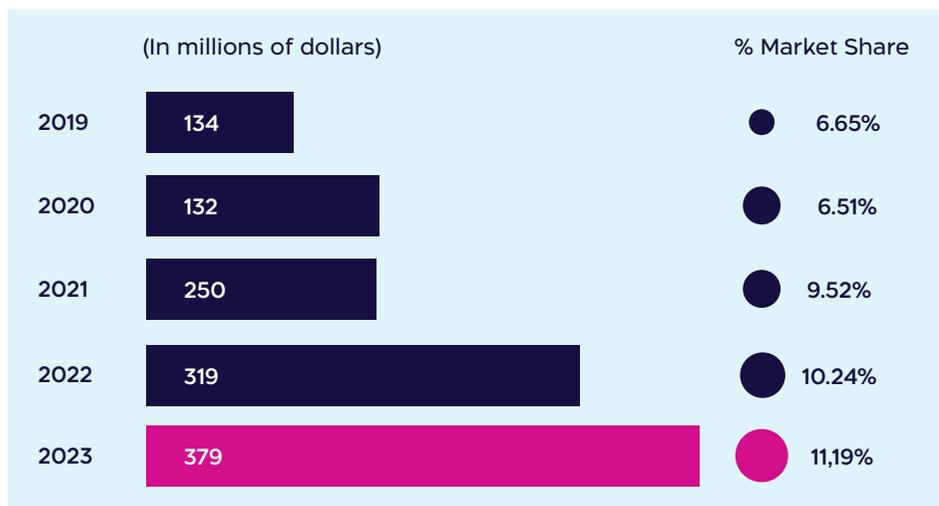
MICROCREDIT

(SASB FN-CB-240a.1)

During this year, we promoted the granting of new loans for small business entrepreneurs. This is reflected in the notable growth of the portfolio by US\$ 59 million, which allowed us to reach a balance of US\$ 379 million.

New credit delivered (US\$ million)	N° of clients benefited	Closing balance (US\$ million)	Δ Balance 23-22 (%)	Market share (%)
253	51,817	379	19	11.19

Microcredits Portfolio



Microcredit Segment 2023

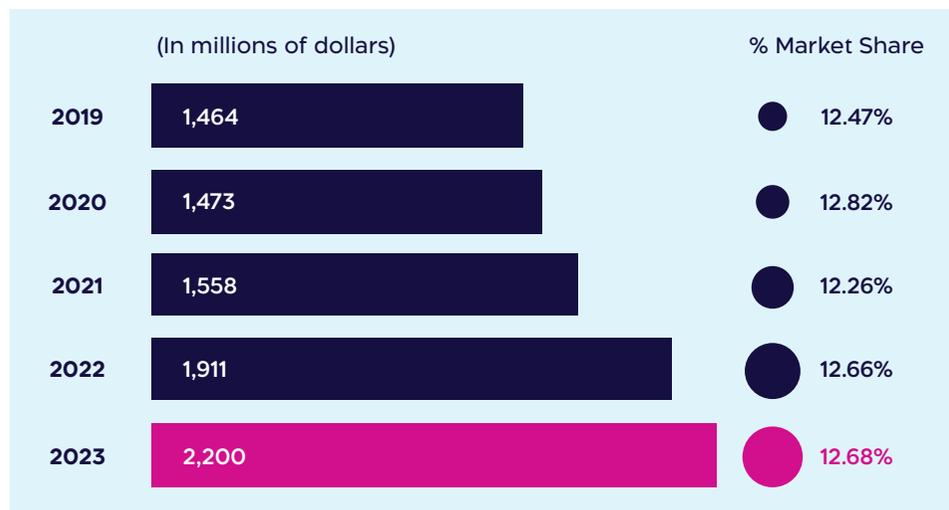


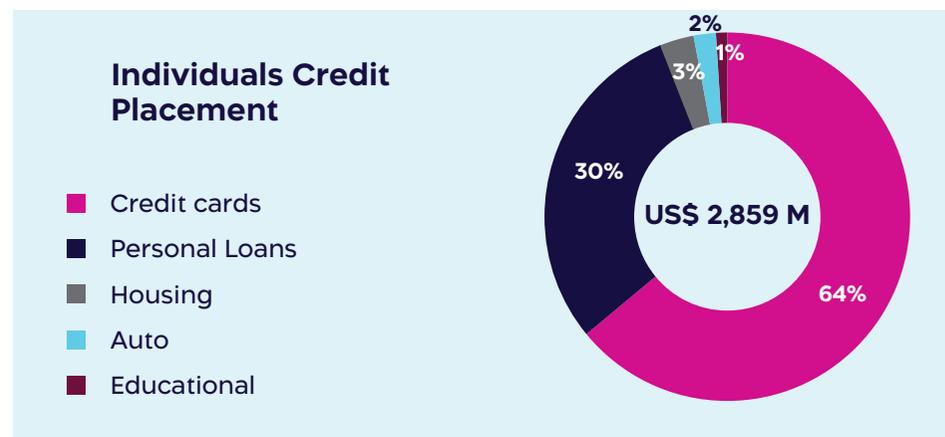
Consumer Portfolio

The balance of consumer credit amounted to US\$ 2.2 billion, showing an annual growth of US\$ 289 million, that is, 15.11% higher than the financial system.

New credit delivered (US\$ million)	Benefited clients	Closing balance (US\$ million)	Δ Balance 23-22 (%)	Participación de mercado (%)
2,859	922,298	2,200	15.11	12.68

Consumer Portfolio





Credit cards

In addition to the consumer portfolio figures, the evolution of the number of credit card accounts is also included:

	2021	2022	2023
Number of credit card accounts	802,446	961,990	1'082,618

Likewise, the total number of credit card customers with a balance at the end of 2023 is presented, according to their type of segment and divided between previously existing customers and new acquisitions from the last year:

Number of credit card customers by segment

Customer segment	Gender	Seniority		
		New	Existing	Total
Legal person		111	3,441	3,552
Natural person	Hombre	40,291	273,037	313,328
	Mujer	34,606	234,842	269,448
Total Natural Person		74,897	507,879	582,776
Overall Total		75,008	511,320	586,328

Under the same criteria, their respective closing balances and average amount are presented:

Balances at the end of 2023 of credit cards by segment (US\$)

Customer segment	Sexo	Antigüedad		
		Nuevos	Existentes	Total
Legal person		\$2'069.646	\$59'991.495	\$62'061.141
Natural person	Hombre	\$26'153.925	\$446'756.720	\$472'910.645
	Mujer	\$22'331.931	\$351'670.034	\$374'001.965
Total Natural Person		\$48'485.856	\$798'426.754	\$846'912.610
Overall Total		\$50'555.502	\$858'418.249	\$908'973.750





Average amount of credit cards by segment (US\$/person)

Customer segment	Antiquity		
	New	Existing	Total
Legal person	\$18,645	\$17,434	\$17,472
Natural person	\$647	\$1,572	\$1,453
Overall Total	\$674	\$1,679	\$1,550

Housing Portfolio

The balance of the housing loan as of December 31, 2023 also reflected an increase compared to the 2022.

New credit delivered (US\$ million)	Clients benefited (from the new credit)	Closing balance (US\$ million)	Δ Balance 23-22 (%)	Market share (%)
92	509	248	2.45	9.51

Housing Portfolio



Casa Fácil

Mortgage Financing

Financed Amount US\$ 92 MM	Financed Homes 509
---------------------------------------	-------------------------------

Originated mortgages	Amount			Value (US\$ thousands)		
	2021	2022	2023	2021	2022	2023
Residential						
Commercial	2,609	2,557	2,468	212,692	236,521	243,140

Additionally, Banco Guayaquil does not acquire a portfolio of mortgages issued by third parties.

6.4 EVOLUTION OF DEPOSITS

(GRI 3-3)

(SASB FN-CF-000.B, FN-CB-000.A)

At the end of 2023, the balance of deposits was US\$5,569 million, with an annual growth of US\$207 million, that is, 3.9%. The market share was 12.05%. These figures are a reflection of the loyalty and trust of our customers.

Total Deposits



This growth in savings has also been reflected in the number of existing accounts, as well as the availability of debit cards.

	2021	2022	2023
Number of active debit accounts	2'806,993	3'039,526	3'620,916
Number of accounts with debit cards	1'380,874	1'658,902	2'023,697

Likewise, regarding savings, we present the data corresponding to our customer segments and account types:

	People			SME		
	2021	2022	2023	2021	2022	2023
Number of checking accounts	290,432	310,639	338,798	39,466	39,363	28,727
Balance of current accounts (US\$) (as of December 31) (from deposits)	383'815,074	380'555,285	385'556,897	125'705,639	131'876,579	151'080,675
Number of savings accounts	2'516,561	2'728,887	3'282,118	110,262	105,283	60,261
Balance of savings accounts (US\$) (as of Dec 31) (from deposits)	1,019'788,665	1,078'928,643	1,112'643,456	56'971,776	60'593,905	46'286,408
Total number	2'806,993	3'039,526	3'620,916	149,728	144,646	88,988
Total balance (US\$) (as of Dec 31) (from deposits)	1,403'603,738	1,459'483,928	1,498'200,352	182'677,415	192'470,484	197'367,083

	Companies			Corporate		
	2021	2022	2023	2021	2022	2023
Number of checking accounts	10.031	9.932	10.162	1.472	1.513	928
Balance of checking accounts (US\$) (as of December 31) (from deposits)	879'723.172	638'714.780	750'975.117	501'739.374	526'381.536	427'184.976
Number of savings accounts	5.458	4.340	5.385	284	177	133
Balance of savings accounts (US\$) (as of Dec 31) (from deposits)	151'955.112	129'569.229	92'883.634	11'496.806	12'937.758	13'280.809
Total number	15.489	14.272	15.547	1.756	1.690	1.061
Total balance (US\$) (as of Dec 31) (from deposits)	1.031'678.283	768'284.009	843'858.751	513'236.181	539'319.294	440'465.785

Our collection mechanisms also include fixed-term deposits, an alternative that is analyzed below, together with the components of the liability balances corresponding to checking and savings accounts:

Evolution of deposits (in millions of dollars)

	2021	2022	2023	Δ22-21%	Market share 2022
In checking accounts	1,891	1,675	1,715	2.39%	14.21%
In savings accounts	1,235	1,272	1,256	-1.26%	10.47%
In term	1,814	2,342	2,532	8.11%	11.61%

Note. The difference with respect to the annual total corresponds to other types of deposits.

Regarding fixed-term deposits corresponding to personal banking, the number of clients and the balance of the value of deposits at the end of 2023 are presented below:



Closing balance of personal banking fixed-term deposits in 2023

Gender	N° de clientes	Saldo de los depósitos a plazo fijo (US\$)	Saldo promedio (US\$/persona)
Man	14,796	\$527'713,177	\$35,665.94
Women	19,325	\$545'341,138	\$28,219.46
Not available	2,210	\$1.458'960,421	\$660,163.09
Grand Total	36,331	\$2.532'014,736	\$69,692.95

Likewise, we present the 2023 closing balances corresponding to the fixed-term deposits of the commercial banking segments:

Closing balance of commercial banking fixed-term deposits in 2023

	Corporate	Business	SME	Commercial (Total)
Balance of fixed-term deposits (US\$)	\$161'644,496	\$21'654,502	\$14'778,587	\$198'077,585

6.5 DISTRIBUTION OF ECONOMIC VALUE (GRI 201-1, 201-4)

At the Bank we constantly seek to create value for our different interest groups, which implies the consequent distribution of the economic value that has been generated.

Economic value generated and distributed (VEG and VED) (US\$ thousands)

Income (Economic Value Generated, VEG)	2021	2022	2023	VAR 23-22(%)
Expenses (Distributed Economic Value, VED)	623,825	737,704	912,143	24%
1) Operating expenses	549,442	627,958	790,324	26%
2) Salaries and benefits	337,375	364,779	521,902	43%
3) Payment to capital providers	100,279	120,890	141,505	17%
4) Payments to the government (taxes and contributions)	59,443	72,615	91,196	26%
5) Community programs	51,868	69,521	35,263	-49%
Retained (VEG-VED)	146	153	458	199%
Retenido (VEG-VED)	74,383	109,746	121,819	11%

The revenue growth is mainly attributed to the expansion of the credit portfolio, which experienced an increase of 522 million dollars, with the consequent increase in the *operating expenses items*.

The percentage decrease in the category of *Payments to the government (taxes and contributions)* is mainly due to the reduction in the contribution to the Deposit Insurance Corporation (COSEDE). From October 2022, a

reduction in the contribution to COSEDE was applied because a target ceiling on insurance coverage had been reached. This circumstance caused this tax to be reduced by 19 million dollars compared to 2022.

In a notable push towards social and economic development, we have experienced a notable increase in resources for community programs, evidencing our firm commitment to well-being in the environment.



7.

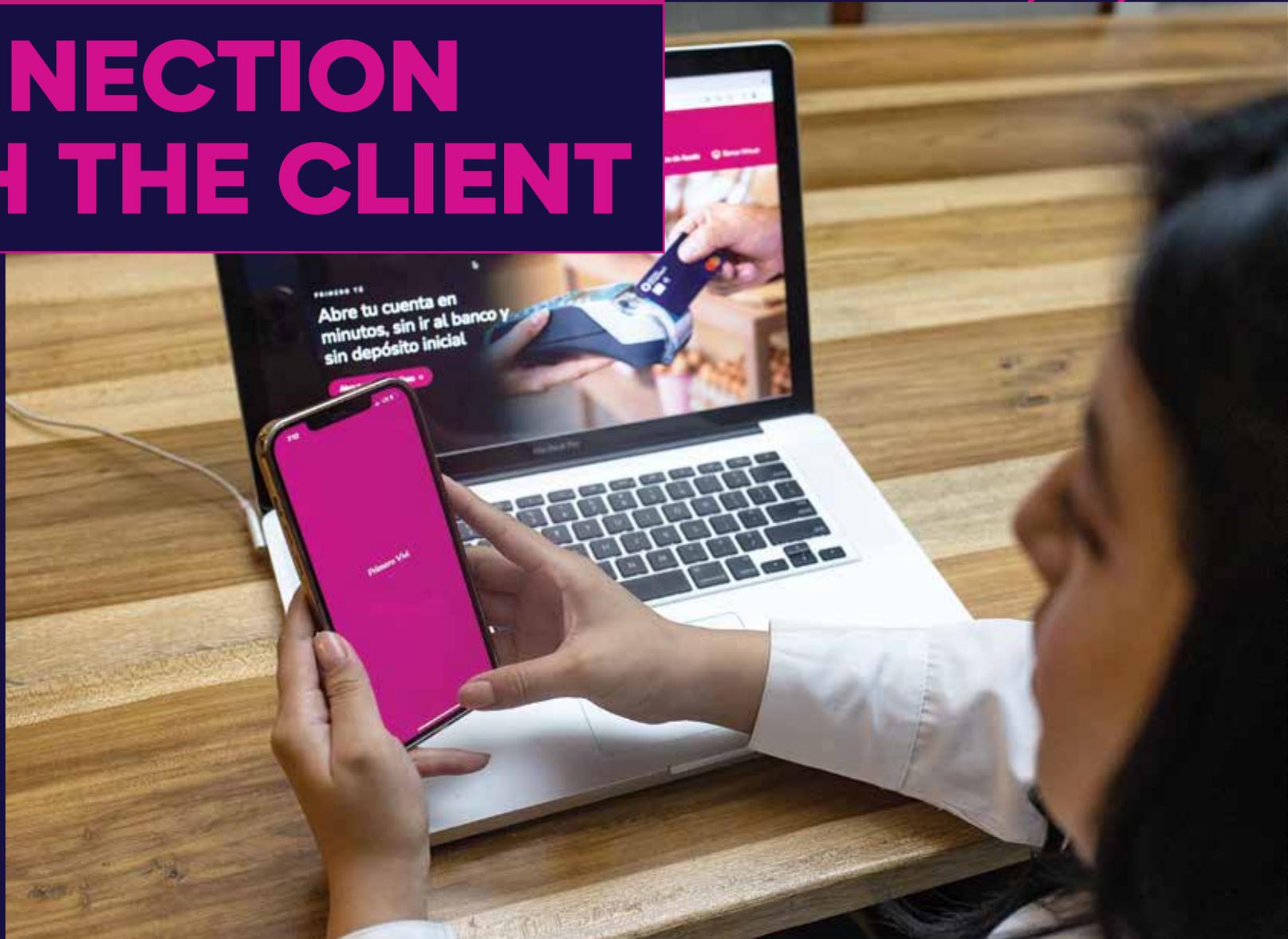
CONNECTION WITH THE CLIENT

Foco 2 del Modelo de Sostenibilidad

10 REDUCED INEQUALITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS





7.1 EXPERIENCE

(GRI 3-3, 203-1, 417-1)
(SASB FN-CF-230a.2, FN-CF-270a.1,
FN-CF-270-a3, FN-MF-270a.4)

We focus on satisfying the needs of our clients, with an approach of banking empathy.

- We provide our clients with a wide range of products and services, presented with transparent terms and conditions, for which we instruct our collaborators in responsible marketing, ensuring that clients understand all aspects of products and services.
- As allies of our clients, we strive to be available whenever and wherever they need us. We offer a wide variety of access channels, both physical and virtual. We continue to make progress in implementing an omnichannel approach, which means that our customers can carry out any process with us regardless of the channel they choose to interact.

Our objective in the new Conecta Strategic Plan is to achieve an increasingly greater connection with our customers, with differentiated experiences and products, taking advantage of the potential of technology.

To achieve this, we have defined a roadmap with important actions, which are already being implemented:

- Simplification and automation of all our processes, taking into account internal and external response times.
- Approach of the Growth teams, multidisciplinary groups with a digital focus that have been fundamental in the development of products and in facilitating their placement.
- Analysis of key indicators such as NPS (Net Promoter Score), Brand Power and Top of Mind.

Notable milestones:

- Increase in placement: In 2023 we have placed 670 thousand products, compared to 568 thousand products in 2022. It is worth mentioning that 100 thousand new products (accounts, policies, multicredits, credit cards) were placed digitally; and 1 in every 4 new accounts opened has been through the application.

Indicator	2021	2022	2023
Active digital users (number)	586,684	877,720	1'186,236
Digital placement of accounts (Savings and Checking)	60%	68%	74%
Digital placement of Credits (Multicredit)	70%	61%	61%
Policy opening	-	84%	90%

Mobile app

Within the framework of the app, innovations such as:

- Launch of **Circulos**, a new functionality that simplifies and facilitates collections and payments between groups of people.
- Redesign of the **service payment section**, making it much friendlier and allowing payments to be grouped in a personalized way. As a result, revenue from this item grew 78.5% in this period.
- Strengthening the **My Finances** section, which seeks to boost the financial health of clients through the availability of their updated credit score, financial advice and the annual graphed summary of income and expense behavior. Likewise, we provide support mechanisms for managing your liabilities through reminders and scheduled payments. Additionally, in the application we include the **Savings Goal** function, with an annual increase of 328% in the number of savings goals created.

All this work has allowed Banco Guayaquil to consolidate itself as the institution with the best application of the country's financial system in 2023. The high customer rating is reflected on social networks and in the rating of iOS and Android online stores.

Our App has a rating of 4.8 points, the best on the market (average rating of application stores).

Another relevant milestone was the launch of the new business application. We have the only application on the market that allows you to manage corporate finances from anywhere, including approvals, payments and transfers.



Digital processes

We have developed a robust credit contracting channel through a 100% digital process, which also involves the availability of pre-approved products. During 2023 we enable online contracting of new types of credit. This is the case of SME credit, with instant qualification, and the retanqueo microcredit that allows clients to pre-cancel their current loan and obtain new funds with automatic accreditation within a period of 24 hours, through a procedure 100% via WhatsApp.

In addition, we have been the first bank to provide a credit settlement process with biometric validation, electronic signature, all through WhatsApp.

Regarding the distribution of credit placement through the different channels, the percentage of allocation of the following products is presented below, in aggregate: Microcredit, Multicredit, Mortgages and Autofácil.

Placement of credits by channels

Sales channel	Percentage of Clients (%)	Percentage of placement amount (%)
Digital	49.66%	35.53%
Physical	49.40%	61.48%
Undefined	0.94%	2.99%
General Total	100.00%	100.00%

Other products and services that can be obtained entirely digitally include opening accounts, obtaining policies, taking out insurance and processing credit cards.

Likewise, data analytics is being strongly integrated into the processes as a business enabler. Information allows us to be closer to the client, which is why in 2023 the

vision of being a **data-driven** financial institution has been consolidated. This new initiative is supported by four pillars: Government and security, Competencies and skills, Analytics and Technologies and data. This project has even been awarded the title of Best Tech Project by Data Magazine.



Total Placement of Products - Online



Online Hiring Figures

	2022	2023
Accounts	458 mil	592 mil
Policies	45 mil	75 mil



Online Transactions



Data strategy

GOVERNMENT AND SECURITY



It facilitates the guidelines and definitions for the development of business cases and the provision of information in an efficient, orderly manner, obeying the aspects of governments, security and data protection.

COMPETENCE AND SKILLS



Manages the seed plan, development, training and retention of essential personnel for the development of the data strategy.

ANALYTICS



Define clear use cases to generate new experiences, rethink old processes that generate value from the use of data as a competitive advantage.

TECHNOLOGY AND DATA



Optimize existing data infrastructure and plan future capabilities to support business case challenges.

In the last year, Artificial Intelligence (AI) took center stage in some of the Bank's processes. The most popular use case is an assistant for customer service advisors that can answer queries immediately. By 2024, AI's major project is the launch of a help center for all collaborators who require information on internal processes related to the Bank.

Banking Empathy

The Banking Empathy area has been strengthened and now includes the Experience and Communication departments. This strategic change responds to our firm conviction to continuously understand the needs of our clients, through active and constant listening.

The initiatives through which we measure the level of satisfaction are the following:

- The net promoter score (NPS) to identify the likelihood that a customer will recommend us to their friends or family. In 2023 we achieved an NPS of 52 points, four points above the same indicator calculated in 2022.



- The customer satisfaction index (CSAT) to understand how satisfied you are with the service provided by the Bank. We close 2023 with a General CSAT of 3.94.
- The customer effort index (CES) to measure the level of ease of the user experience (UX) in digital channels, seeking to generate loyalty by reducing customer efforts.

During the year we comprehensively redesigned our **Voice of the Customer** program. We measure not only

your level of satisfaction, but also your willingness to recommend us, the perception of effort in self-service through digital channels, and other key aspects that influence your overall experience.

In addition to listening better to our customers, we have taken a momentous step with the creation of an Internal Help Center, a solid knowledge base where processes, procedures, product data and campaigns are centralized. This resource becomes the backbone of our operation, ensuring that the information we

provide as a bank is always unified and up-to-date, providing our customers with a consistent and reliable experience at all touchpoints.

2023 also marked the launch of our experience policy, with the aim of standardizing service across all touchpoints. To ensure the effectiveness of these practices, we implement continuous audits through ghost clients.

We present a summary of the number of queries, claims and complaints received by the Bank during the year.

N° of queries and complaints received in 2023

Channel	N° of queries	N° of complaints
Call center	837,501	85,592
Social networks	48,930	7,336
Web	185,769	-
TOTAL	1'072,200	92,928



N° of complaints filed with the office for the protection of financial users in 2023

N° of complaints filed by clients	N° of complaints investigated by the Institution	N° of complaints resolved					N° of procedures that remain open
		N° of cases with monetary sanction	Value of monetary sanctions (US\$)	N° cases with non-monetary sanctions	Of the resolved procedures, number of contested	N° of procedures resolved in favor of the Institution	
56	56	1	60,000	55	2	33	23

Information transparency

We seek to keep our clients always informed so that they can make conscious decisions about contracting our financial products and services. We firmly believe that this decision-making must be supported by the expert advice of our executives. Additionally, we comply with all applicable national legislation, ensuring that information about our product and service rates is publicly available to all our customers through **our website**.

We promote business practices that prioritize the offering of products most suitable for the individual needs of each client. We implement rigorous guidelines and a culture rooted in ethics to prevent any form of abusive placements. In addition, we maintain a compensation structure that provides a significantly higher proportion of fixed salary compared to the variable part, thus ensuring the alignment of incentives with the long-term interests of our clients.

Credit policies and manuals by segment and product establish maximum debt limits that applicants must meet. To determine these limits, both the indebtedness in Banco Guayaquil and in the entire financial system is considered. Additionally, in the case of the portfolio of natural persons, the analysis is complemented with an over indebtedness score that evaluates the probability of loss due to exposure to this risk.

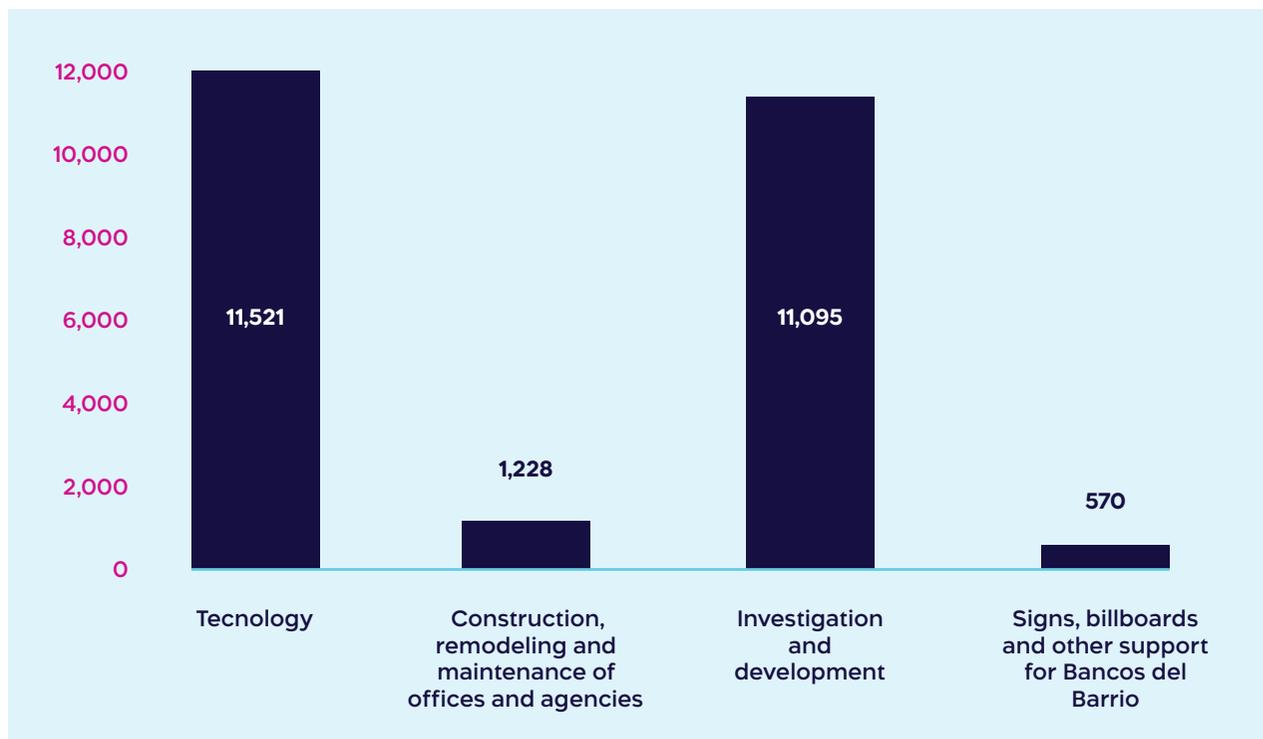
In addition, we are committed to avoiding any form of misuse of our clients' personal information, in strict compliance with national legislation and consistent with our own internal guidelines. We recognize and fully respect the rights of our clients as financial users, ensuring the protection of their privacy and confidentiality at all times.

As a result of these practices, there have been no reported cases of non-compliance with the national legal framework, nor with regulations or voluntary codes related to the impacts of products and services on customer safety.

Infrastructure

We continue to make progress in allocating resources to drive our digital transformation. This commitment is reflected both in the constant improvement of our digital channels and in the optimization of our physical service points.

2023 Investments (US\$ thousands)



7.2 COMPREHENSIVE SECURITY

(GRI 3-3, 416-1, 418-1)

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

Achieving a culture of banking security has been our main challenge this year, considering the permanent evolution and innovation. Having an effective protection system is essential to prevent breaches in channels.

Our integrated security structure adds value by effectively converging on the prevention of logical, physical and fraud attacks. To achieve this, we have an **Integrated Intelligent Monitoring Center (CIMI)** that monitors the transactional activity of our clients 24 hours a day. In 2023 we have strengthened data-based management to make strategic decisions in control and monitoring, improving the detection of fraud and unusual transactions.

The comprehensive security program adds value to the business proposal and includes security campaigns aimed at internal and external customers. One of the main activities is **Prevention Week**, developed for 8 years, which consists of conferences, communications through briefings, emails, as well as the dissemination of messages on our networks, among others. All of this with the purpose of instilling in our clients and collaborators a culture that allows them to contribute to minimizing risks.

Likewise, we updated a virtual course, with a practical and based approach on topics of Channel and Product Security, Compliance and Anti-Bribery, and Physical Security. The course aims to help the employee learn to make decisions and included current regulatory changes and a final evaluation.

Communications aimed at all collaborators have also been maintained on a permanent basis, through the **Preventing depends on you campaign**.



Compliance and Anti-Bribery

The Bank has a Risk Management Program for Money Laundering and Financing of Crimes such as Terrorism (ARLAFDT) and an Anti-Bribery Management System (SGAS), as well as zero tolerance for acts or attempts of bribery, corruption and money laundering. assets, at any level of the institution and in all operations and transactions.

Regarding the personnel that make up the Compliance Unit, they were 100% trained. Among its main trainings in 2023, those provided by the UAFE and workshops of the Superintendence of Banks stand out.

Money Laundering and Financing of Crimes such as Terrorism Risk Management Program (ARLAFDT)

Within the context of ARLAFDT, this year highlights a project aligned with digitalization and self-management focused on monitoring external clients, as well as the use of robotic processes used in linking validations, accompanied by methodologies and analytical models related to the new trends.

The fight against money laundering is constant, for which it is crucial to keep up to date with trends in Ecuador and the region; For this reason, we are part of important committees of compliance officers in FELABAN (Latin American Federation of Banks), at the country level we are part of the Private Sector Consultative Subcommittee – CONALAFDT and we lead the Asobanca Compliance Officers Committee. These committees have allowed us to share ideas and evaluate the situation of the industry regarding these types of events.

It is notable that, at the beginning of 2023, there was an average number of alerts for unusual transactions of 23 thousand per month; This figure, thanks to the collaborative work with the Product and Channel Security team, has been able to be substantially reduced to an average number of 20 thousand per month at the end of the year, allowing the activities of the commercial platform to be decongested while processes are refined. alert.

Likewise, it should be noted that the commitment to confront and prevent money laundering is reflected in the Suspicious Transaction Reports (ROS) transmitted

to the UAE, closing the last two years with an average annual report of 610, which represents a increase of more than 70% compared to previous years.

Anti-Bribery Management System (ABMS)

The System includes the evaluation, selection, contracting and payment of suppliers at the national level; It is recertified until 2025 in accordance with the ISO 37001 Standard.

Additionally, considering that one of the objectives of the system is the awareness that guarantees the Bank's anti-bribery culture, during 2023 we carry out different training programs:

- 134 suppliers attended the Good Practices workshop with Ernest &Young
- 21 internal auditors were certified with the AENOR Company
- In addition, we provided training to 4 directors of the Bank.

As part of the SGAS controls, we maintain the permanent dissemination and socialization of the Anti-Bribery Policy and the process of formal adherence to the policy is carried out by each of the collaborators. In this regard, with the deadline until December 31, 2023, 97.62% of the collaborators joined.

Taking the best international practices, we keep the SGAS information and complaint mailbox available for the entire institution on the Vamos internal information portal. Likewise, it is fully available for clients, shareholders, managers, suppliers and the community in general on the **Bank's website**.

During 2023, we have not received complaints related to bribery in the relationship we maintain with our suppliers, in accordance with the scope certified in the ISO 37001: 2016 standard.

Product and Channel Security

Currently, financial institutions require accessible and widely spread technologies that drive the growth of the system through the use of new channels for products and services. This has generated innovation in the business model but has also brought with it new risks of varying complexity, which has prompted us to develop a new prevention model.

In this context, the **Channel and Product Security** area was born, which has the consolidation of the investigation process, unifying the view of internal and external fraud, in addition to having specialized teams, cutting-edge technological tools and maintaining, of transversally, collaborative work groups, which contribute to meeting the objectives of the area's strategic plan.

Consequently, we have a robust prevention program, which includes continuous risk assessments to implement preventive measures against fraud events. We recognize that both internal and external users are key factors in avoiding or effectively managing these types of situations, which is why we promote a culture of prevention at all levels of the organization. During 2023, 1,053 employees and Neighborhood Bankers were trained on prevention issues.

Other notable milestones:

- Implementation of real-time monitoring mechanisms to maintain a preventive scheme against fraud.
- Restructuring of the area, based on specialized groups, in order to ensure effective fraud prevention.
- Incorporation of new authentication controls in channels and products considered sensitive.
- Creation of key indicators and performance measurement to monitor fraud levels and the impact of rule parameterization.

- Adoption of statistical techniques and data models suitable for the creation and automatic execution of rules.

Total number of claims recorded as external fraud events	Total number of cases that, after analysis, were determined to correspond to an external fraud typology
8,820	3,783

In addition, we apply prevention guidelines, recognized worldwide by the brands we work with regarding credit cards. In total, losses due to credit card fraud amounting to US\$2'219,010.

Thanks to the measures implemented, despite the new forms of cyberattacks and online fraud, none of the 179 incidents of data leaks detected involved the loss of personal information or violations of customer privacy. In all cases, threats were blocked and information recovered

Physical security

With the purpose of safeguarding the physical integrity of our clients, collaborators and the Bank's facilities, we effectively implement schemes aimed at preventing, monitoring, controlling and remedying any criminal event or disturbance of order that may affect our physical points of service.

Within the current context of digital transformation, the Physical Security area has achieved important achievements focused on the implementation of increasingly digital tactics, with platforms that allow comprehensive monitoring aligned with data analysis and correlation of events. Added to this is the development of video analytics, a project that will strengthen the detection of cases in real time.

Notable milestones:

- Comprehensive physical security event monitoring platform – SOFTGUARD.
- Video analytics in model agency.
- Preventive training program in situations of kidnapping and extortion of personnel.
- Training programs and working groups with control authorities to reinforce security in offices.
- Digitization of physical security control processes.
- Reinforcement program for protection schemes for officials.
- Reinforcement of security surveillance processes in offices through the use of metal detectors, frequent training, controlled supervision and control plans.
- Application of criteria and preparation of physical security risk matrices for automated teller machines (ATM), service extension windows and agencies.
- Implementation of physical security contingency plans.
- Renewal of regulatory required security certificates for all agencies and extension windows nationwide.

Personal Data Security

The management of the privacy and security of personal data is of utmost importance, since it constitutes an ethical and legal commitment with our clients, collaborators and suppliers, as well as with other interest groups. We constantly strive to protect confidential information provided by clients and generated during our operations.

In strict compliance with the Organic Law on the Protection of Personal Data, we have the required controls. Our institution has implemented the necessary security and confidentiality measures to

guarantee the adequate treatment and protection of the information.

Likewise, we foster an organizational culture focused on awareness and prevention of privacy threats. All Bank employees have participated in training on this topic. It is complemented by campaigns, which include information capsules and are distributed through internal channels.

From January to December 2023, the personal data protection area received 373 requests for rights related to the protection and processing of your personal data, of which 198 (53%) were entered through the institutional CRM and 175 (47%) They entered through

the electronic mailbox **protecciondatospersonales@bancoguayaquil.com** More than 80% of these requests correspond to the cessation of advertising notifications. The Personal Data Protection area responded to 100% of these requests.

N° of requests related to data protection in 2023

Raised by clients	Raised by regulatory bodies
373	5



8.

FINANCIAL CULTURE AND ACCESS TO BANKING

Focus 3 of the Sustainability Model

1 NO POVERTY



10 REDUCED INEQUALITIES



4 QUALITY EDUCATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



5 GENDER EQUALITY



8.1 FINANCIAL INCLUSION

(GRI 3-3, 203-2, FS1, FS15)

In 2023 we incorporated the management and financial inclusion strategy into the new Inclusion Banking, which additionally includes the Microfinance, Banco del Barrio and Remittances verticals.

For our institution, financial inclusion is a set of strategies and management model that is based on the following pillars:

- Access
- Use
- Financial Education
- Quality and Transparency

8.2 ACCESS

(GRI FS13, FS14)

We have the largest service network in the country led by Banco del Barrio, a channel that continues to reactivate the economy of the sectors where it is present, promoting financial inclusion. In this way, Bancos del Barrio facilitate accessibility for an increasing number of customers in their residential and work areas. These non-bank correspondents, strategically located in neighborhoods and areas of economic activity, provide communities with closer and more convenient access to a wide range of financial services.

- In access points, we went from 18,067 non-banking correspondents at the end of 2022 to 19,104 as of December 2023, which represents a net growth of 1,037, equivalent to 6%. Constituting the largest network of non-banking correspondents in Ecuador.
- In transactions, we grew from US\$75 million in 2022 to US\$82.5 million in 2023, an annual growth of 10%.
- The economic amount processed by the channel was US\$3,142 million, which represents an annual growth of 10.5%, compared to 2022.

A través de los Bancos del Barrio, nuestros clientes pueden realizar depósitos, retiros, transferencias y pagos de servicios e impuestos. Además, pueden recibir giros, o realizar cobros de bonos del Gobierno mediante biometría con reconocimiento facial, así como también hacer el pago mensual de microcréditos y abrir su Cuenta Amiga.

Through Bancos del Barrio, our clients can make deposits, withdrawals, transfers and payments for services and taxes. In addition, they can receive money orders or collect government bonds through biometrics with facial recognition, as well as make monthly microcredit payments and open their Amiga Account.

The Bancos del Barrio cover 100% of the provinces and 100% of the cantons or municipalities of the country. At the urban parish level, we reached 264 (99%) and 707 rural parishes (72%).

It should be noted that 65% of the Bancos del Barrio are led by women.

In our commitment to strengthen the network of non-banking correspondents, we have also provided financial education initiatives that include topics related to savings, budgeting, financial products and services, and banking security, among the most important. These training sessions reached 3,724 participants.

Banco del Barrio Provincial Coverage

Parameter	2021	2022	2023
N° of provinces with coverage	24	24	24
Total number of provinces in Ecuador	24	24	24
Coverage percentage	100%	100%	100%

Banco del Barrio Cantonal Coverage

Parameter	2021	2022	2023
N° of cantons with coverage	221	221	221
Total number of cantons in Ecuador	221	221	221
Coverage percentage	100%	100%	100%

Banco del Barrio Parish Coverage

Parameter		2021	2022	2023
N° of Parishes with Coverage	Urbanas	266	263	264
	Rurales	955	987	971
	Total	1,221	1,250	1,235
Total N° of Parishes	Urbanas	267	267	267
	Rurales	1,250	1,250	1,250
	Total	1,517	1,517	1,517
Coverage Percentage	Urbana	99.6%	98.5%	98.9%
	Rural	76.4%	79%	77.7%
	Total	80.5%	82.4%	81.4%





Leadership By Gender At Banco Del Barrio

Category		2021	2022	2023
N° of Bancos del Barrio led by men		4,462	6,230	6,632
N° of Bancos del Barrio led by women		8,396	11,837	12,472
Total N° of Bancos del Barrio		12,858	18,067	19,104
Leadership Percentage	Men	35%	34%	35%
	Women	65%	66%	65%

Training for Neighborhood Bankers

Chat name	Modality	Trained
Microcapsules of the Financial Education initiative "Learning for my business"	Virtual	3,724

The availability of physical service channels in sparsely populated or economically disadvantaged areas of Ecuador is key to guaranteeing the accessibility of Banco Guayaquil's financial services to all its clients, promoting economic development and social balance. In this sense, as mentioned above, the Bancos del Barrio are the access points with the greatest presence in the Ecuadorian territory. In turn, the bank has agencies (including self-banks) and automated teller machines (ATM) located at strategic points.

Below is the information on the active access points of Banco Guayaquil in the years 2023 and 2022, broken down into the different geographical regions of Ecuador (Coast, Highlands, Amazon and Insular) and concerning the sparsely populated provinces and cantons and economically disadvantaged in which the financial institution operates.

It is worth mentioning that the information has been taken from the monthly coverage report with which the bank works and which is presented to control entities.

Access points in sparsely populated provinces of Ecuador 2022 - 2023

INEC provincial code	Provinces with the lowest population density ¹	Population density (inhabitants/km ²) ²	Access points in regions of the provinces with the lowest population density - 2023				Bancos del Barrio in the provinces 2022 - 2023				Agencies in the provinces 2022 - 2023				ATMs en las provincias 2022 - 2023			
			Ecuador Region	N° Bancos del Barrio in the region 2023	N° Agencies in the region 2023	N° ATMs in the region 2023	Total number of Bancos del Barrio in the provinces by 2023	% with respect to Bancos del Barrio in the region 2023	Total number of Bancos del Barrio in the provinces by 2022	Var. 2023-2022 in the province (%)	Total number of agencies in the provinces by 2023	% with respect to the agencies in the region 2023	Total number of agencies in the provinces by 2022	Var. 2023-2022 in the province (%)	Total number of ATMs in the provinces by 2023	% with respect to ATMs in the region 2023	Total number of ATMs in the provinces by 2022	Var. 2023-2022 in the province (%)
20	Galápagos	3.6	Insular	26	-	-	26	100.0%	26	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
16	Pastaza	3.8	Amazon	915	3	16	113	12.3%	111	1.8%	1	33.3%	1	0.0%	2	12.5%	3	-33.3%
14	Morona Santiago	8.0	Amazon	915	3	16	99	10.8%	95	4.2%	-	0.0%	-	0.0%	1	6.3%	1	0.0%
22	Orellana	8.4	Amazon	915	3	16	168	18.4%	158	6.3%	1	33.3%	1	0.0%	7	43.8%	7	0.0%
19	Zamora Chinchipe	10.5	Amazon	915	3	16	88	9.6%	70	25.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
15	Napo	10.5	Amazon	915	3	16	136	14.9%	114	19.3%	-	0.0%	-	0.0%	2	12.5%	2	0.0%
21	Sucumbíos	11.0	Amazon	915	3	16	311	34.0%	292	6.5%	1	33.3%	1	0.0%	4	25.0%	4	0.0%
08	Esmeraldas	34.3	Coast	10,479	71	647	501	4.8%	526	-4.8%	2	2.8%	2	0.0%	16	2.5%	16	0.0%
04	Carchi	40.0	Highlands	7,684	51	359	195	2.5%	196	-0.5%	1	2.0%	1	0.0%	2	0.6%	2	0.0%
11	Loja	42.9	Highlands	7,684	51	359	560	7.3%	532	5.3%	2	3.9%	2	0.0%	9	2.5%	9	0.0%
02	Bolívar	50.5	Highlands	7,684	51	359	81	1.1%	78	3.8%	1	2.0%	1	0.0%	3	0.8%	3	0.0%

1. Considering the population density variable.

2. According to INEC census data (2022), considering the provinces of Ecuador with a population density lower than the national population density (66.1 inhabitants/km²). This criterion was taken into account since there is no established population density classification in the country.

Access points in sparsely populated cantons of Ecuador 2022 - 2023

INEC cantonal code	Cantons with the lowest population density ¹	Population density (inhabitants/km2) ²	Puntos de acceso en provincias de los cantones con la menor densidad poblacional - 2023					Bancos del Barrio en los cantones 2022 - 2023				Agencias en los cantones 2022 - 2023				ATMs en los cantones 2022 - 2023			
			INEC provincial code	Province	N° Bancos del Barrio in the province 2023	N° Agencias in the province 2023	N° ATMs in the province 2023	Total number of Bancos del Barrio in the cantons by 2023	% with respect to the Bancos del Barrio of the province 2023	Total number of Bancos del Barrio in the cantons by 2022	Var. 2023-2022 in the canton (%)	Total number of agencies in the cantons by 2023	% with respect to the agencies of the province 2023	Total number of agencies in the cantons by 2022	Var. 2023-2022 in the canton (%)	Total number of ATMs in the cantons by 2023	% with respect to the ATMs of the province 2023	Total number of ATMs in the cantons by 2022	Var. 2023-2022 in the canton (%)
2002	Isabela	0.6	20	Galápagos	26	-	-	6	23.1%	6	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
2202	Aguarico	0.6	22	Orellana	168	1	7	5	3.0%	4	25.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1604	Arajuno	1.1	16	Pastaza	113	1	2	2	1.8%	2	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1411	Pablo Sexto	1.6	14	Morona Santiago	99	-	1	5	5.1%	5	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
2105	Sucumbíos	2.1	21	Sucumbíos	311	1	4	1	0.3%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
2107	Cuyabeno	2.3	21	Sucumbíos	311	1	4	18	5.8%	16	12.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
2103	Putumayo	2.5	21	Sucumbíos	311	1	4	8	2.6%	5	60.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1504	El Chaco	2.6	15	Napo	136	-	2	21	15.4%	21	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1903	Nangaritza	3.2	19	Zamora Chinchipe	88	-	-	5	5.7%	4	25.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1507	Quijos	4.1	15	Napo	136	-	2	14	10.3%	13	7.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

1. Considering the population density variable.

2. According to INEC census data (2022), considering the 10 cantons of Ecuador with the lowest population density. These cantons were taken into account as there is no established population density classification in the country.

Access points in economically disadvantaged provinces of Ecuador 2022 – 2023

INEC provincial code	Poorest provinces by NBI ¹	Poverty by NBI ² (%)	Access points in regions of the provinces with the highest poverty by NBI - 2023					Bancos del Barrio in the provinces 2022 - 2023				Agencies in the provinces 2022 - 2023				ATMs in the provinces 2022 - 2023			
			Ecuador Region	N° Bancos del Barrio in the region 2023	N° Agencies in the region 2023	N° ATMs in the region 2023	Total number of Bancos del Barrio in the provinces by 2023	Total number of Bancos del Barrio in the provinces by 2023	% with respect to Bancos del Barrio in the region 2023	Total number of Bancos del Barrio in the provinces by 2022	Var. 2023-2022 in the province (%)	Total number of agencies in the provinces by 2023	% with respect to the agencies in the region 2023	Total number of agencies in the provinces by 2022	Var. 2023-2022 in the province (%)	Total number of ATMs in the provinces by 2023	% with respect to ATMs in the region 2023	Total number of ATMs in the provinces by 2022	Var. 2023-2022 in the province (%)
22	Orellana	77.6%	Amazon	915	3	16	168	18.4%	158	6.3%	1	33.3%	1	0.0%	7	43.8%	7	0.0%	0.0%
16	Pastaza	77.0%	Amazon	915	3	16	113	12.3%	111	1.8%	1	33.3%	1	0.0%	2	12.5%	3	-33.3%	0.0%
21	Sucumbíos	70.8%	Amazon	915	3	16	311	34.0%	292	6.5%	1	33.3%	1	0.0%	4	25.0%	4	0.0%	0.0%
14	Morona Santiago	70.1%	Amazon	915	3	16	99	10.8%	95	4.2%	-	0.0%	-	0.0%	1	6.3%	1	0.0%	0.0%
15	Napo	69.7%	Amazon	915	3	16	136	14.9%	114	19.3%	-	0.0%	-	0.0%	2	12.5%	2	0.0%	0.0%
08	Esmeraldas	53.1%	Coast	10,479	71	647	501	4.8%	526	-4.8%	2	2.8%	2	0.0%	16	2.5%	16	0.0%	0.0%

1. Considering the poverty variable due to Unsatisfied Basic Needs (UBN).

2. According to INEC data (2023), considering the provinces with a poverty percentage per UBN in the highest range established in the classification given by INEC (53.1% to 77.6%).

Access points in economically disadvantaged cantons of Ecuador 2022 - 2023

INEC cantonal code	Poorest cantons by consumption ¹	Consumption poverty ² (%)	Puntos de acceso en regiones de las provincias con la mayor pobreza por NBI - 2023					Bancos del Barrio en las provincias 2022 - 2023				Agencias en las provincias 2022 - 2023				ATMs en las provincias 2022 - 2023			
			INEC provincial code	Province	N° Bancos del Barrio in the province 2023	N° Agencies in the province 2023	N° ATMs in the province 2023	Total number of Bancos del Barrio in the cantons by 2023	% with respect to the Bancos del Barrio of the province 2023	Total number of Bancos del Barrio in the cantons by 2022	Var. 2023-2022 in the canton (%)	Total number of agencies in the cantons by 2023	% with respect to the agencies of the province 2023	Total number of agencies in the cantons by 2022	Var. 2023-2022 in the canton (%)	Total number of ATMs in the cantons by 2023	% with respect to the ATMs of the province 2023	Total number of ATMs in the cantons by 2022	Var. 2023-2022 in the canton (%)
1409	Taisha	91%	14	Morona Santiago	99	-	1	2	2.0%	1	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1407	Huamboya	85%	14	Morona Santiago	99	-	1	6	6.1%	7	-14.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1412	Tiwintza	82%	14	Morona Santiago	99	-	1	4	4.0%	3	33.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
0606	Guamote	81%	06	Chimborazo	461	4	16	14	3.0%	9	55.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1604	Arajuno	81%	16	Pastaza	113	1	2	2	1.8%	2	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1410	Logroño	74%	14	Morona Santiago	99	-	1	3	3.0%	1	200.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
0602	Alausí	71%	06	Chimborazo	461	4	16	19	4.1%	22	-13.6%	1	25.0%	1	0.0%	1	6.3%	1	0.0%
0507	Sigchos	69%	05	Cotopaxi	359	3	10	4	1.1%	5	-20.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
0603	Colta	68%	06	Chimborazo	461	4	16	12	2.6%	13	-7.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
0504	Pujilí	66%	05	Cotopaxi	359	3	10	26	7.2%	31	-16.1%	-	0.0%	-	0.0%	1	10.0%	1	0.0%
0807	Río Verde	65%	08	Esmeraldas	501	2	16	34	6.8%	31	9.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
0803	Muisne	64%	08	Esmeraldas	501	2	16	43	8.6%	42	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
0802	Eloy Alfaro	63%	08	Esmeraldas	501	2	16	39	7.8%	40	-2.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1311	Pichincha	63%	13	Manabí	1.468	8	59	15	1.0%	13	15.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1116	Olmedo	61%	13	Manabí	1.468	8	59	4	0.3%	4	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

1. Considering the poverty variable due to consumption.

2. According to INEC data (2020), considering the 15 cantons of Ecuador with the highest percentage of poverty due to consumption.

8.3 USE OF INCLUSIVE PRODUCTS

(GRI FS7)

(SASB FN-CB-240a.1, SASB FN-CB-240a.3)

Cuenta Amiga, microcredit and money transfers

Regarding our products, the **Amiga Account**, designed for deposits, is acquired and activated directly at Banco del Barrio points. It can be opened without the need to make an initial deposit and only requires the presentation of the citizenship card. During 2023, 70,160 new Amiga Accounts were opened, reaching a total of 359,224 accounts by the end of the year, with transactions recorded in a period of up to three months prior.

Our **microcredit** offer is aimed at financing Microentrepreneurs with annual sales of up to US\$ 100,000. These microcredits, intended to promote business growth, range in amounts from US\$1,000 to US\$40,000, with terms that vary between 12 and 48 months. During 2023, we granted more than 38,483 loans, for an amount of US\$243 million. This represents increases of 11% and 11.5% respectively.

Since 2022, we have maintained constant growth in market share. At the end of 2023, we are the third entity at the bank level with the largest Microcredit portfolio, with a participation of 11.19%. At the same time, it is important to mention the participation of microcredit placement in women.

Number of operations and amount placed through microcredit

Gender	N° of Operations			Placed Amount (US\$)		
	2022	2023	Var. 2023 - 2022	2022	2023	Var. 2023 - 2022
Men	17,754	20,053	11.5%	118,527.723	132,969.114	10.9%
Women	16,943	18,430	8.1%	99,800.865	109,853.443	9.2%
Total	34,697	38,483	-	218,328.588	242,822.557	-

GRI 2-4. Restatement of information on the value of microcredit granted to women in the period 2022, based on the review and adjustment of information.

Our **money transfer** product focuses on serving beneficiaries of remittances received from abroad. During 2023, we managed a significant and constantly increasing volume, which reached US\$ 490 million in 1.8 million payments, which represent increases of 22% and 29% respectively in relation to 2022.

Indicators of use of inclusive products

Parameter	2021	2022	2023	VAR 2023 -2022
Total N° of Bancos del Barrio	12,858	18,067	19,104	6%
N° of transactions in Bancos del Barrio (thousands)	59,945	74,984	82,523	10%
Volume of transactions in Bancos del Barrio (millions of US\$)	2,289	2,843	3,142	11%
Remittances (millions of US\$)	342	397	490	23%

The guidelines for managing and administering savings, checking and Cuenta Amiga products, which allow achieving customer acquisition objectives, are included in the policies for their administration, as well as in the associated procedures. With respect to the aforementioned, below is information on the number of no-cost retail accounts (savings, checking and friend) provided to previously unbanked customers in 2023,

which, in accordance with the definition of the indicator SASB FN-CB-240a.3, are defined as individuals and families who have rarely, if ever, had a checking account, savings account, or any other type of transaction or check-cashing account at an insured depository institution.

No-cost retail accounts¹ provided to Banco Guayaquil customers in 2023

Account type	N° of customer accounts in general						N° of unbanked customer accounts ²					
	N° total banked customer accounts in the period January - December 2023			N° total accounts of unbanked clients in the period January - December 2023			N° total accounts opened in the period January - December 2023			N° total accounts closed ⁴ in the period January - December 2023		
	N° Men ³	N° Women ³	Subtotal	N° Men ³	N° Women ³	Subtotal	N° Men ³	N° Women ³	N° Total	N° Men ³	N° Women ³	N° Total
Savings accounts ³	199,531	187,886	387,417	76,881	80,514	157,395	76,881	80,514	157,395	399	399	798
Checking accounts ³	1,751	3,224	4,975	29	67	96	29	67	96	-	-	-
Cuenta Amiga ³	79,004	55,930	134,934	53,085	41,886	94,971	53,085	41,886	94,971	1,993	1,977	3,970
Total	280,286	247,040	527,326	129,995	122,467	252,462	129,995	122,467	252,462	2,392	2,376	4,768

1. Bank accounts that provide basic services with no additional charges, no monthly or annual maintenance fees, or no minimum average balance requirements. Basic services include, but are not limited to, access to a debit card, access to online and mobile banking, and access to deposits or withdrawals.

2. For Banco Guayaquil, they correspond to customer accounts that appear in the financial system as Unbanked, with a score of 0 or Null, without a bank reference and without other financial products, and who have the account status Active or Closed.

3. There are clients who have more than one account that are replicated for the account count.

4. There are closed accounts that are included in the count of open accounts, because they were opened and closed in 2023.

8.4 FINANCIAL EDUCATION

(GRI 3-3, FS16)

(SASB FN-CB-240a.4)

As part of our commitment to financial inclusion, we also implement financial education programs and initiatives. The goal is to strengthen our target groups' understanding of financial products.

These initiatives therefore provide information, instruction and advice to empower our clients to make informed financial decisions, thus contributing to improving their financial well-being.

We also develop initiatives for society, and we seek that our collaborators have an active participation. To this end, we have implemented the **"Financial Education Masters"** program, a voluntary initiative in which participants sign up to give sessions to various groups on concepts, access and responsible use of financial products.

In 2023, a total of:



Women	Men	Total registered
108	78	186

Of the total training we provide, 22% of the training was carried out by Bank employees through the "Financial Education Masters" program.

During the year we trained 57,421 people, an increase of 27% compared to the previous year. Of the 6 target groups, the main one was adolescents between 13 and 17 years old, who represented 80%. 943 in-person workshops and 36 virtual workshops were given in the provinces of Azuay, Bolívar, Carchi, Chimborazo, Cotopaxi, Guayas, Los Ríos, Manabí Pichincha, Sucumbios and Tungurahua.

Number of participants in financial education initiatives for unbanked, underbanked or underserved customers – 2023

Category	N° Children ²	N° Adolescents ³			Total
		N° Men	N° Women	Subtotal	
Unbanked population ¹	3.672	20.824	19.816	40.640	44.312

1. Those who lack a checking or savings account and can turn to alternative financial services (AFS), such as payday loans, non-bank money orders, non-bank check cashing services, non-bank remittances, rent with option to own, pawn shops or repayment anticipation loans.

2. According to the Code of Children and Adolescents: person who is up to 11 years old.

3. According to the Code of Children and Adolescents: person who is between 12 and 18 years old.

Description of the initiatives and/or financial programs to improve the financial education of the unbanked population

Initiative name	Type	Aim	Description	N° Beneficiaries	
				Unbanked clients	
				Children	Adolescents
Learning from a young age	Program	Promote an initial understanding of financial principles from an early age.	It is a financial education program for boys and girls ages 5 to 12 on basic financial principles.	3,672	-
Learning to Grow	Program	Empower them with practical knowledge and financial skills that help them make responsible and effective decisions throughout their lives.	It is a financial education program for adolescents 13 to 17 on financial concepts.	-	40,640

8.5 QUALITY

We maintain the Cerise + SPTF Customer Protection Certification in force until September 2025, related to eight principles:



By measuring 78 indicators, we obtained the Gold Category, the highest on the certification scale. We were the first bank in Ecuador to obtain the aforementioned rating

9.

FINANCING AND SUSTAINABLE INVESTMENT

Focus 4 of the Sustainability Model

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



At Banco Guayaquil we are committed to promoting the improvement of the environmental and social performance of our clients, through:

- the minimization, management and control of environmental and social risks of key financings.
- the offer of products and services with a focus on sustainable development.

9.1 ANALYSIS OF ENVIRONMENTAL AND SOCIAL RISK IN CREDIT

(GRI 3-3, FS1, FS2, FS3, FS4, FS5, FS9, FS10, FS11)
(SASB FN-CB-410a.2)

Our **Environmental and Social Risk Management System (SARAS)** considers the evaluation of compliance with national and sectoral environmental and social regulations, and the analysis of the Performance Standards on environmental and social sustainability of the International Finance Corporation (IFC), acronym in English).

SARAS is based on the bank's environmental and social risk management policies and considers an exclusion list of activities due to adverse environmental and social effects.

It contemplates the following processes: analysis, categorization, due diligence, approval and monitoring of environmental and social risk, which are applied in the different stages of the credit cycle.

- Applies to individual or accumulated financing equal to or greater than US\$500,000, for types of clients that have significant environmental and social risks (high, medium and low).
- To safeguard and reduce additional financial risks, clients with individual or accumulated amounts between US\$250,000 and US\$500,000 with high environmental and social risks have also been included in this type of financing.

- For clients with credit amounts greater than US\$5,000,000 or total project costs greater than US\$10,000,000 and with loan terms greater than 36 months, IFC Performance Standards apply.

The financed operations that contemplate environmental and social commitments are periodically monitored, in order to verify compliance with the previously suggested actions and current environmental and social regulations. Monitoring can be semiannual, annual or biennial depending on the risk category obtained. All operations that have obtained a high risk category contemplate, within their due diligence process, an on-site visit to the facilities of the evaluated client.





1

SARAS applies to the analysis of individual or accumulated financing of the same client for certain credit value thresholds.

2

When receiving a credit application, we evaluate all types of risks; this in addition to the respective verification of the client's (or future client's) basic and economic information. We also include an analysis of the data on its environmental and social management.

3

For those with greater exposure, we previously establish mandatory compliance commitments, which we subsequently monitor periodically.

4

Authorization of the delivery of financing corresponds to the Credit Approval Committee.

As additional measures, the initiatives carried out by clients to improve their management are evaluated, such as calculating their carbon footprint, obtaining sustainability certifications, engaging with communities, among others.

In order to maintain validity in the different aspects of risk, the personnel involved in the application of SARAS is constantly trained on topics such as IFC Performance Standards, Net Zero, Conservation and Sustainable Use of Biodiversity, Nature-Based Solutions, Climate Change and TCFD, Environmental and Social Risk, Bono Verde, among others. We also include training on SARAS, within the induction process of new collaborators.

In relation to the formal supervision for the incorporation of ESG factors through SARAS, those in charge are:

- 1. The Comprehensive Risk Management Committee**, whose responsibility is to propose strategies and guidelines for the management of environmental and social risks and submit them to the approval of the Board of Directors.
- 2. The Corporate Governance and Sustainability Committee**, whose responsibility is to verify that the bank complies with the strategies, policies and procedures for the management of environmental and social risks.
- 3. The Vice Presidency of Comprehensive Risk** is responsible for the implementation, compliance verification and continuous improvement of SARAS.

As part of the credit process, we direct recommendations, action plans and/or environmental and social commitments to clients, if this is determined after due diligence.



Credit evaluated during 2023

During 2023, we evaluate through SARAS: 43.08% of the total value of commercial credits and 56.12% of the total number of clients of that type of product. In summary, we have evaluated a total of 220 investment projects, representing a total credit amount of US\$ \$1,018'181,787.50

Clients subject to environmental and social due diligence

Analysis type	N° of clients analyzed in the commercial portfolio within the framework of SARAS	Loan amount (US\$)	N° of clients analyzed who apply for Bono Verde	Loan amount (US\$)
Performance Standards on Environmental and Social Sustainability (IFC)	78	647'313,259.64	3	40'065,862.00
National environmental and social regulations	142	370'868,527.86	1	2'000,000.00
Total	220	1,018'181,787.50	4	42'065,862.00

Risk assessment in the agroindustrial sector

In relation to the environmental, social and financial impact of agricultural activity, we use the Agroclimatic tool to evaluate several risk parameters inherently associated in the business and microbusiness credit segments.

Global Risk	Business Credit	Microenterprise	Overall Total
High	33	290	323
Low	93	2,516	2,609
Medium	234	896	1,130
Overall Total	360	3,702	4,062

Crop Risk	Business Credit	Microenterprise	Overall Total
High	5	32	37
Low	252	2,063	2,315
Medium	103	1,607	1,710
Overall Total	360	3,702	4,062

Climate Risk	Business Credit	Microenterprise	Overall Total
High	22	314	336
Low	290	2,741	3,031
Medium	48	647	695
Overall Total	360	3,702	4,062

Classification CO ₂	Business Credit	Microenterprise	Overall Total
Capture, high	59	33	92
Capture, low	12	1,701	1,713
Catch, medium	12	48	60
Emission, high	164	89	253
Emission, low	102	1,599	1,701
Emission, medium	2	31	33
Emitter, high	4	1	5
Fixer, low	1		1
Fixer, medium	1	1	2
Neutral	2	173	175
Unrated	1	26	27
Overall Total	360	3,702	4,062

Soil Risk	Business Credit	Microenterprise	Overall Total
High	234	873	1,107
Low	36	1,581	1,617
Medium	90	1,248	1,338
Overall Total	360	3,702	4,062

9.2 GREEN LINES

(GRI 201-2, FS8)

Within the framework of our Sustainability Strategy, we launched in February 2023 a specialized green credit product called **Crédito Terra**, aimed at the exclusive financing of activities that contribute to the fight against climate change, conservation and environmental

protection, which promote design environmental and circular economy.

The credit offers benefits to clients, such as terms and grace periods differentiated according to the projects, and especially highlights the possibility of having technical validation from experts.



- **Energy efficiency.** Equipment and machinery replacement projects, process improvements/ conversion, especially taking advantage of technology.
- **Renewable energy.** Projects for the generation of energy from renewable sources that displace the use of fossil fuels.
- **Sustainable agriculture.** Projects in the agricultural, livestock, aquaculture, fishing and forestry sectors that apply practices, technologies and/or certifications that help resource efficiency and resilience to climate change.
- **Sustainable construction.** Infrastructure projects for construction and remodeling that incorporate positive environmental impacts; includes specialized certifications [e.g. LEED (Gold or Platinum), EDGE and BREEAM (Very Good)].
- **Sustainable industry.** Projects aimed at making more efficient use of natural resources, preventing and controlling pollution in industrial establishments.

Complementary to the delivery of financing, we facilitate training in sustainable practices, adapted to potential certifications according to the nature of the client's activity, especially with the support of the eco-business Fund.

The largest Crédito Terra managed in 2023:

Cliente: Logistics Parks EFFITEK SAS-Itulpark

Operation valuen:

US\$ 14'200,000

Credit Destinations:

- **Sustainable Construction (Green Buildings)**
- **Renewable energy**

Applicable climate change activities according to the Superintendency of Banks form:

Climate Change Mitigation.

9.3 THEMATIC ISSUES AND OTHER FUNDING COLLECTIONS WITH IMPACT

At the Bank we set out to take advantage of international financing opportunities connected to the progress of our Sustainability Strategy, through the issuance of thematic bonds, whether environmental, social or sustainability. In this way, we seek to obtain resources for our inclusion and green products.

Currently, these include financing for the productive sector, microcredit, credit for micro, small and medium-sized enterprises (MSMEs), especially those led by women, green projects focused on renewable energy, energy efficiency and sustainable construction. At the end of 2023, we had a total of international credits of 715 million dollars.

The issuance of our social bond occurred in 2020, for US\$20 million and subscribed by IDB Invest. The funds obtained were allocated to loans for MSMEs, which were especially affected by the economic crisis generated by the pandemic. Additionally, a significant portion of these funds went specifically to supporting women entrepreneurs.

» **See social bonus reports**

In January 2023 we issued **Bono Verde**, for US\$ 80 million, with the participation of Proparco. The resources raised are destined for the Terra Credit.

» **See Green Bonus reports**

For the issuance of the aforementioned bonds we have applied the Social Bond Principles (SBP) and the Green Bonus Principles (GBP) of the International Capital Markets Association (ICMA, for its acronym in English).

On the other hand, in December 2023, the Development Bank of Latin America (CAF) approved a loan of 100 million dollars under the A/B modality in favor of the Bank. This investment will be used to support MSMEs led by women and green lines. As leader of the operation, CAF will lend 20 million dollars, which will allow the mobilization of additional resources from other financial institutions in the region for up to 80 million dollars.





10.

TEAM

Focus 5 of the Sustainability Model

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10.1 INTRODUCTION

(GRI 2-7, 2-30, 3-3, 401-1, 405-1)

At Banco Guayaquil we also live the philosophy of Banking Empathy within our organization. Therefore, we are close to our collaborators, through active listening, and we provide them with a safe work environment, caring about their health and well-being, and offering them development opportunities.

According to Great Place to Work (GPTW), we are the best place to work in Ecuador and 5th in Latin America.

As in the rest of the areas of our organization, digital transformation is revolutionizing human talent management, promoting a more agile and collaborative organizational culture. Through the implementation of innovative technological tools such as cloud-based human resource management platforms, the use of artificial intelligence and data analysis, we are optimizing our recruitment, selection, training and personnel development processes.

DESGLOSE DE LA PLANTILLA

(GRI 2-7, 405-1)

At the end of 2023, our payroll consisted of 2,936 collaborators. In this regard, all our collaborators have indefinite contracts and work full time.

In relation to this, the information on our collaborators is presented below, based on the collaborator breakdown by type of contract and gender, with a cut-off date of December 2023.

Desglose de la plantilla por tipo de contrato y género - En 2023

Type of contract	Women	% Women	Men	% Men	Total type of contract	% Type of contract
Permanent collaborators ¹ , which in turn correspond to full-time collaborators	1,599	54.5%	1,337	45.5%	2,936	100.0%

1. Permanent collaborator/employee: employee who has an employment contract for an indefinite period (i.e., indefinite contract).

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.



It is necessary to mention that Banco Guayaquil does not have any of the following contracting modalities (according to GRI definitions):

- **Collaborator/temporary employee:** employee with a contract for a limited period.
- **Collaborator/employee for non-guaranteed hours:** An employee who is not guaranteed a minimum or fixed number of hours of work per day, week or month, but who may need to be available to work when necessary.
- **Collaborator/part-time employee:** An employee who has fewer hours of work per week, month, or year than a full-time collaborator.

Below is the detail of the workforce by type of contract and region as of December 2023. In relation to this, the regions defined by the Bank are the following, including the provinces of Ecuador contemplated in them:

- **Center:** Guayas, Los Ríos, Manabí and Santa Elena.
- **North:** Bolívar, Carchi, Chimborazo, Cotopaxi, Esmeraldas, Imbabura, Orellana, Pastaza, Pichincha, Santo Domingo de los Tsáchilas, Sucumbíos and Tungurahua.
- **South:** Azuay, Cañar, El Oro, Loja and Morona Santiago.

Collaborator breakdown by contract type and region - 2023

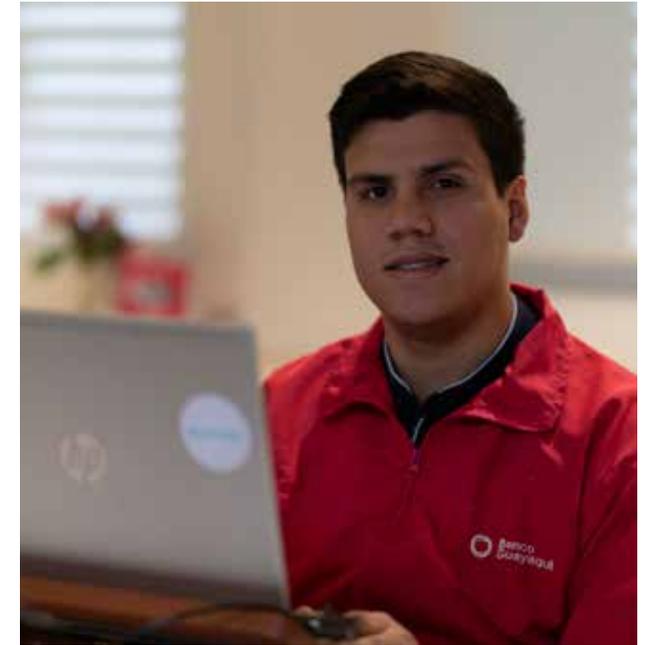


Type of contract	Center	% Center	North	% North	South	% South	Total Type of Contract	% Type of contract
Permanent collaborators, who in turn correspond to full-time collaborators	1,917	65.3%	762	25.9%	257	8.8%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

In 2022, the workforce was made up of 2,964 collaborators (-0.9% in 2023), while in 2021 it was made up of 2,989 collaborators (-1.8% in 2023). In this regard, the main causes of voluntary resignations correspond to job offers, trips abroad, retirements, studies, family care, among others. It is worth mentioning that a threshold has not been defined to classify fluctuations in the number of collaborators as significant and non-significant.

Next, we disclose the diversity of our collaborators, considering the variables of gender, professional category, age group, region, disability and educational category. In relation to this, Banco Guayaquil has a Human Rights Policy and a Policy for Talent and Culture Administration, which contain the guidelines applied by the financial institution to respect and guarantee diversity and equal opportunities for all collaborators.



Collaborators breakdown by gender and professional category - 2023

Gender	Strategic	% Strategic	Executive	% Executive	Tactical	Tactical %	Operational	Operating %	Total Gender	% Gender
Men	13	86.7%	111	44.0%	440	44.3%	773	46.1%	1,337	45.5%
Women	2	13.3%	141	56.0%	553	55.7%	903	53.9%	1,599	54.5%
Total professional category	15	100.0%	252	100.0%	993	100.0%	1,676	100.0%	2,936	100.0%

Collaborator breakdown by age group and professional category - 2023

Age group	Strategic	% Strategic	Executive	% Executive	Tactical	Tactical %	Operational	Operating %	Total age group	% Age group
<30 years	0	0.0%	12	4.8%	227	22.9%	835	49.8%	1,074	36.6%
30 - 50 years	8	53.3%	191	75.8%	709	71.4%	768	45.8%	1,676	57.1%
>50 years	7	46.7%	49	19.4%	57	5.7%	73	4.4%	186	6.3%
Total professional category	15	100.0%	252	100.0%	993	100.0%	1,676	100.0%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Collaborator breakdown by region and professional category - 2023

Region	Strategic	% Strategic	Executive	% Executive	Tactical	Tactical %	Operational	Operating %	Total Region	% Region
Center	13	86.7%	197	78.2%	710	71.5%	997	59.5%	1,917	65.3%
North	1	6.7%	44	17.5%	214	21.6%	503	30.0%	762	26.0%
South	1	6.7%	11	4.4%	69	6.9%	176	10.5%	257	8.8%
Total professional category	15	100.0%	252	100.0%	993	100.0%	1,676	100.0%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Collaborator breakdown by gender and age group - 2023

Gender	<30 years	% <30 years	30 - 50 years	% 30 - 50 years	> 50 years	% >50 years	Total Gender	% Gender
Men	588	54.7%	932	55.6%	79	42.5%	1,599	54.5%
Women	486	45.3%	744	44.4%	107	57.5%	1,337	45.5%
Total age group	1,074	100.0%	1,676	100.0%	186	100.0%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Breakdown of collaborators with disabilities by gender and age group - 2023

Region	N° Women	% Women	N° Men	% Men	Total Region	% Region
Center	1,021	63.9%	896	67.0%	1,917	65.3%
North	448	28.0%	314	23.5%	762	26.0%
South	130	8.1%	127	9.5%	257	8.8%
Total gender	1,599	100.0%	1,337	45.5%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Breakdown of collaborators with disabilities by gender and age group – 2023

Gender	<30 years	% <30 years	30 - 50 years	% 30 - 50 years	>50 years	% >50 years	Total Gender	% Gender
Men	4	30.8%	33	41.8%	6	40.0%	43	40.2%
Women	9	69.2%	46	58.2%	9	60.0%	64	59.8%
Total age group	13	100.0%	79	100.0%	15	100.0%	107	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Desglose de los empleados con discapacidad por región y género - 2023

Region	N° Women	% Women	N° Men	% Men	Total Region	% Region
Center	47	73.4%	30	69.8%	77	72.0%
North	14	21.9%	10	23.3%	24	22.4%
South	3	4.7%	3	7.0%	6	5.6%
Total gender	64	100.0%	43	100.0%	107	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Breakdown of the collaborators by gender and study category – 2023

Gender	Postgraduate	% Postgraduate	Superior	% Superior	Secondary	% Secondary	Total Gender	% Gender
Men	132	43.7%	635	42.2%	570	50.4%	1,337	45.5%
Women	170	56.3%	868	57.8%	561	49.6%	1,599	54.5%
Total category of studies	302	100.0%	1.503	100.0%	1.131	100.0%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

Collaborators breakdown by region and study category - 2023

Region	Postgraduate	% Postgraduate	Superior	% Superior	Secondary	% Secondary	Total Region	% Region
Center	230	76.2%	967	64.3%	720	63.7%	1,917	65.3%
North	57	18.9%	400	26.6%	305	27.0%	762	26.0%
South	15	5.0%	136	9.0%	106	9.4%	257	8.8%
Total category of studies	302	100.0%	1.503	100.0%	1.131	100.0%	2,936	100.0%

Note. The figures in this table are presented as staff and were extracted from the database of active collaborators as of 12/31/2023, which appears in the Evolution system Banco Guayaquil.

On the other hand, we respect the freedom of association of our collaborators. In practice, the entire workforce is part of the National Association of Banco Guayaquil Employees, a network that facilitates access to different collective benefits such as private health insurance coverage. The validity of the negotiation agreement is indefinite

Collaborators covered by collective bargaining agreements by region - 2023

Type of collaborators	Center	% Center	North	% North	South	% South	Total Type of Collaborators	% Type of Collaborators
N° collaborators covered by collective bargaining agreements	1,917	65.3%	762	25.9%	257	8.8%	2,936	100.0%

Regarding workers who are not employees of Banco Guayaquil (third-party employees), who were assigned to work in the facilities of the financial institution during the year 2023, the following figures are presented:

Collaborators who are not employees of Banco Guayaquil, who worked at the facilities in 2023

Type of job	Men	% Men	Women	% Women	Total type of work	% Type of job
Physical security	229	65.2%	2	1.3%	231	45.8%
Accounting services	7	2.0%	5	3.3%	12	2.4%
Catering services	4	1.1%	12	7.8%	16	3.2%
IT services	40	11.4%	14	9.2%	54	10.7%
Cleaning and maintenance services	71	20.2%	120	78.4%	191	37.9%
Total	351	100.0%	153	100.0%	504	100.0%

Note. The figures in this table are presented as staff numbers and were obtained from the information provided by the suppliers.

It is worth mentioning that, since 2023 is the first year in which this information is reported, it will serve as a basis for reports in subsequent years, including the corresponding analysis of fluctuations in the number of workers who are not employees.

TALENT ATTRACTION AND RETENTION (GRI 401-1)

We are committed to being the best place to work, attractive to new collaborators and with the commitment and satisfaction of those who are already part of the institution.

Our hiring processes are carried out in accordance with the provisions of the Labor Code and our Talent Management and Culture Policy and Human Rights Policy.

In addition to strengthening the employer brand, we seek to incorporate young talent through our internship program, and we also have the talent hotbed: BG Lab.

In relation to this, below are the figures for the hiring of new collaborators and staff turnover at Banco Guayaquil in 2023.



Number of hires and terminations (voluntary and involuntary) 2019 - 2023

Parameter	2019	2020	2021	2022	2023
N° of Hires	359	123	354	337	345
N° of Casualties	395	138	203	361	373

Hiring breakdown by age group and gender - 2023

Age Group	N° Female Hires	% Female Hires	N° Male Hires	% Male Hires	Total, Age Group Hires	Total Collaborators Age Group ¹	Hiring Rate Age Group ²
< 30 years	99	69.2%	136	67.3%	235	1,074	21.9%
30 - 50 years	44	30.8%	65	32.2%	109	1,676	6.5%
> 50 years	0	0.0%	1	0.5%	1	186	0.5%
Total gender hires	143	100.0%	202	100.0%	345	-	11.8%
Total collaborators gender ³	1,599	54.5%	1,337	45.5%	-	2,936	-
Hiring rate gender ⁴	8.9%	-	15,1%	-	11.8%	-	-

1. Total number of Bank employees in the corresponding age group.

2. $(N^{\circ} \text{ hires by age group} / \text{Total employees by age group}) * 100\%$

3. Total number of Bank employees in the corresponding gender.

4. $(N^{\circ} \text{ hires by gender} / \text{Total employees by gender}) * 100\%$

Hiring breakdown by region and gender - 2023

Region	N° Female Hires	% Female Hires	N° Male Hires	% Male Hires	Total Hiring In The Region	Total Collaborators Region ¹	Region ² Hiring Rate
Center	91	63.6%	125	61.9%	216	1,917	11.3%
North	32	22.4%	51	25.2%	83	762	10.9%
South	20	14.0%	26	12.9%	46	257	17.9%
Total gender hires	143	100.0%	202	100.0%	345	-	11.8%
Total collaborators gender ³	1,599	54.5%	1,337	45.5%	-	2,936	-
Hiring rate gender ⁴	8.9%	-	15.1%	-	11.8%	-	-

1. Total number of Bank employees in the corresponding region.

2. (N° hires per region / Total employees per region) * 100%

3. Total number of Bank employees in the corresponding gender.

4. (N° hires by gender / Total employees by gender) * 100%

Breakdown of casualties by age group and gender - 2023

Age Group	N° Low Women	% Low Women	N° Casualties Men	% Casualties Men	Total, Age Group Declines	Total Collaborators Age Group ¹	Casualty Rate Age Group ²
< 30 years	85	44.3%	79	43.6%	164	1,074	15.3%
30 - 50 years	93	48.4%	82	45.3%	175	1,676	10.4%
> 50 years	14	7.3%	20	11.0%	34	186	18.3%
Total gender casualties	192	100.0%	181	100.0%	373	-	12.7%
Total collaborators gender ³	1,599	54.5%	1,337	45.5%	-	2,936	-
Casualty rate gender ⁴	12.0%	-	13.5%	-	12.7%	-	-

1. Total number of Bank employees in the corresponding age group.

2. $(N^{\circ} \text{ Leaves by Age Group} / \text{Total employees by Age Group}) * 100\%$

3. Total number of Bank employees in the corresponding gender.

4. $(N^{\circ} \text{ Leaves by Gender} / \text{Total employees by Gender}) * 100\%$

Breakdown of casualties by region and gender - 2023

Region	N° Low Women	% Low Women	N° Casualties Men	% Male Casualties	Total Casualties Region	Total Collaborators Region ¹	Region ² Casualty Rate
Center	119	62.0%	104	57.5%	223	1,917	11.6%
North	51	26.6%	52	28.7%	103	762	13.5%
South	22	11.5%	25	13.8%	47	257	18.3%
Total gender casualties	192	100.0%	181	100.0%	373	-	12.7%
Total collaborators gender ³	1,599	54.5%	1,337	45.5%	-	2,936	-
Casualty rate gender ⁴	12.0%	-	13.5%	-	12.7%	-	-

1. Total number of Bank employees in the corresponding region.

2. $(N^{\circ} \text{ Leaves per Region} / \text{Total employees per Region}) * 100\%$

3. Total number of Bank employees in the corresponding gender.

4. $(N^{\circ} \text{ Leaves by Gender} / \text{Total employees by Gender}) * 100\%$

10.2 DIVERSITY AND INCLUSION

(GRI 2-20, 3-3, 401-2, 401-3, 405-2, 406-1)

At Banco Guayaquil we value talent, respect diversity and promote the inclusion of our collaborators. We are committed to maintaining a culture to avoid any form of discrimination.

We prevent the occurrence of biases in critical processes such as talent attraction, performance evaluation and internal promotion. Not only do we have policies and codes that ensure equal opportunities, but we also work to raise the awareness of our collaborators to promote an inclusive culture.

As we mentioned previously, 54.5% of our staff is made up of women. 43.5% of female employees hold strategic, executive and tactical positions. Additionally, 30% of women in our organization have responsibilities in areas related to Science, Technology, Engineering and Mathematics (STEM), including fields such as data engineering and digital transformation.

On the other hand, we offer job opportunities to people with disabilities, identifying suitable positions through a precise diagnosis. Currently, we have 107 colleagues on our team who are part of this inclusive commitment; 80 of them have different degrees of disabilities and 27 are substitutes.

The efforts dedicated to promoting a culture of respect among our collaborators, combined with the aforementioned performance, have resulted in the absence of complaints of cases of discrimination through our internal channels (ethics line, Family Responsible Company – EFR mailbox and communication with Másfamilia Foundation) and/or in judicial instances. Within this context, it is important to highlight that our Bank has zero tolerance for discrimination, harassment and violence.

Equity and inclusion strategy

Within our Diversity and Inclusion pillars, we placed special emphasis on the articulation of initiatives, based on best international practices, including the components of the Bloomberg Gender Equality Index, which are based on the following pillars of action:





We manage staff attraction, retention and development practices focused on talent and its diversity.

As a notable initiative, in 2023 we implemented the Women, **Leadership and Influence Program**, which reinforces the skills and role of women in the workplace; in which 32 women leaders in the Bank participated.

In the case of remuneration, we apply the HAY methodology, with a scale scheme and annual reviews, which systematize the process and results.

Woman/Man Salary Ratio 2023

Total Remuneration

(fixed + variable) (annual average US\$)

Professional category	Salary Ratio (M:H)
Strategic	0.91
Executive	0.90
Tactical	1.00
Operational	0.92

Note. The differences are due to the different representation of sexes within each job category and other factors in male and female professionals, such as seniority and the variable for results obtained.

Pro-women brand - First all

Proposal that was born in 2021 and was strengthened during 2022 and 2023. It is the product of listening to our clients, collaborators, athletes, entrepreneurs; to all. Through a series of initiatives, we support and empower women to be owners of their actions and leaders of their lives, providing them with opportunities and tools to achieve their goals.

Primero Todas It is a call to action and unity, a cry for empowerment, through stories of women who inspire others under the motto When one grows, we all grow. The different actions focused on the various target audiences of this program are the following:

- **Platform for listening to internal and external clients:** It provides the space to listen to needs to understand the needs of the female environment.
- **Gender equality: channels the offer of programs such as:** Banqueras del Barrio and El Futbol es de Niñas.
- **Stories from the neighborhood - Financial education:** connects inclusion with financial education. 65% of the Banqueros del Barrio are women microentrepreneurs, who, through capacity building, strengthen their decision-making processes in managing their finances.



Policies for the Prevention of Workplace Harassment and all forms of violence

To guarantee a work environment free of harassment, discrimination and all forms of violence, we have designed codes and policies that allow us to prevent and take corrective actions to guarantee equity and inclusion within the Bank, some of them are:

1. Code of Ethics
2. Internal Work Regulations
3. Diversity and Inclusion Policy
4. Protocol for the prevention of harassment, discrimination and violence in work spaces.

Labor Flexibility

Its objective is to promote a balance between the personal and work lives of employees, and includes:

- Hour bank, so that collaborators can attend to personal matters.
- Flexible schedule scheme in which employees can set their entry and exit times within intervals established by the Bank.
- Design of new teleworking modalities (flexible, home office, mobile).
- Actions to facilitate the roles of motherhood and fatherhood.

Distribution of collaborators according to work modalities in 2023

Modality	N° Collaborators	Percentage (%)
Flexible	851	29.0%
Home office	140	4.8%
Mobile	737	25.1%
In-person	1,208	41.1%
TOTAL	2,936	100.0%

During 2023, 113 men and 164 women took paternity/ maternity leave, of which 100% returned to work once their leave period had expired. Of those who exercised the license the previous year, 95.67% continue to work at the Bank at the end of 2023.

Recognitions

During 2023, our institution managed to obtain 12 distinctions for good practices in safety, health, well-being, diversity and inclusion, and work environment:

- Best place to work in Ecuador and 5th in Latin America according to Great Place to Work (GPTW).
- Healthy Company Certification by AENOR.
- Family Responsible Company Certification from Fundación Másfamilia.
- 100% Smoke-Free Spaces by the Ministry of Public Health.
- Safe Company Seal by the production chambers of Ecuador.
- Inclusive Company Seal by UNHCR.
- Activate and Live Certificate from the Ministry of Public Health.
- Recognition for SDG 8: Decent work and economic growth by Primicias magazine.
- Companies with Triple Impact by Ekos magazine.
- Certification of Breastfeeding Support Rooms by the Ministry of Public Health.

10.3 TRAINING AND CAREER DEVELOPMENT

(GRI 3-3, 201-3, 404-1, 404-2, 404-3)

We support the professional development of our collaborators by strengthening their knowledge, skills and abilities. We have a training and internal evaluation system that allows them to stay updated on topics relevant to their functions, as well as other aspects that contribute to their comprehensive development.

TRAINING

(GRI 404-1)

In 2023, we achieve the following milestones:

- 3,224 trained employees
- 86.1 hours of training per participant, on average
- US\$ 1,739,132 investment in training (It corresponds to the total training budget for the year 2023,

allocated to local trainings: internal and external, virtual courses, and external trainings).

In this regard, below are the figures for the average number of training hours per year per employee, relating to 2023.



Average number of training hours per year for collaborators, by job category and gender - 2023

Laboral category	N° of participants	Total number of training hours	Number of hours / participant	N° of women	Total number of training hours for women	Number of hours / woman	N° of men	Total number of training hours for men	Number of hours / man
Operational	1,881	26,649.20	14.17	1,000	14,222.40	14.22	881	12,426.80	14.11
Tactical	1,062	22,330.65	21.03	586	13,245.70	22.60	476	9,084.95	19.09
Executives	264	8,244.50	31.23	148	4,699.55	31.75	116	3,544.95	30.56
Strategic	17	334.15	19.66	2	46.50	23.25	15	287.65	19.18
Total	3,224	57,558.50	86.08	1,736	32,214.15	91.83	1,488	25,344.35	82.93

Note 1. The figures in this table are presented as number of personnel, considering the employees trained between 01/01/2023 to 12/31/2023. In this regard, the workers who were on the bank's payroll throughout 2023 are taken into account, which is why the total number of participants is higher than the total number of collaborators as of December 2023 (2,936).

Note 2. The data presented on training corresponds to virtual and in-person training; in this regard, attendance records appear on The Campus (the Bank's virtual training platform) and in the databases of the Talent and Culture area personnel. (face-to-face training).

Among the training courses and workshops executed in the year 2023, it is important to highlight the following:

- **Sustainability Virtual Course:** developed to raise awareness among employees about the basic aspects of sustainability, within the framework of our activity as a value generator for our stakeholders.
- **Safety, Occupational Health, and Well-being Virtual Course:** conducted so that employees become familiar with the relevant aspects to promote a culture focused on the prevention of occupational risks.
- **Comprehensive Security Virtual Course:** developed to spread among employees the integrated cross-cutting approach on banking security topics of the financial institution, promoting a security culture aligned with the Strategic Plan Conecta.

- **Data Literacy Virtual Course:** carried out for employees to learn how to interpret, analyze, and present data to make objective and informed decisions, in order to achieve optimal results.
- **Auditing Virtual Course:** developed to train employees on how to participate actively, collaboratively, and effectively in the audit process, for the benefit of strengthening and continuous improvement of Banco Guayaquil's Internal Control System.
- **Banking Empathy Virtual Course - Culture Module:** developed with the purpose of disseminating the principles involved in Banco Guayaquil's Banking Empathy manifesto, seeking to strengthen the organizational culture regarding this fundamental topic.

- **Banking Empathy Bootcamp:** It allowed all employees to be trained on the strategic vision of the organization so that they could live it and transmit it on a day-to-day basis.

Some specific training programs, developed by area, can be found in the following chapters:

- Ethics and compliance
- Risk management
- Connection with the client.

During 2023, we continue to support the professional and academic development of our collaborators, through the granting of scholarships at the master's and bachelor's level.

Study scholarships awarded in 2023

New scholarships	25
Scholarship renewals	1
Total number of scholarships awarded	26
Total amount of scholarships awarded (US\$)	\$45.519,50

EVALUACIÓN DEL DESEMPEÑO

(GRI 404-3)

In accordance with the provisions of our Policy for Talent and Culture Management, as well as other internal guidelines, performance evaluations are carried out annually (connotation that performance and career development evaluations have internally) of collaborators with greater seniority. to 6 months. With these evaluations, we seek to design development strategies that allow human talent to be enhanced.

Regarding this topic, in 2023, our performance evaluation model was based on a 180° methodology, with the participation of the following actors:

- **Direct supervisor:** Evaluating organizational competencies, critical tasks of the position and exceptional behaviors (this last component is optional). Likewise, identifying strengths, opportunities for improvement and action plans.
- **Additional Evaluator:** Evaluating only organizational competencies. These were analyzed in all collaborators, from the tactical to the strategic level.

In 2023, 92.4% of the Bank's employees were subjected to a performance evaluation (with respect to the workforce as of December 2023). In this regard, the following table presents the percentage of total collaborators by gender and job category evaluated in 2023.



Employee performance evaluation by gender and job category - 2023

Gender	Strategic	% Strategic	Executive	% Executive	Tactical	Tactical %	Operational	Operating %	Total Gender	% Gender
Women	2	0.1%	141	5.2%	512	18.9%	851	31.4%	1,506	55.53%
Men	13	0.5%	99	3.7%	392	14.5%	702	25.9%	1,206	44.47%
Total Category	15	0.6%	240	8.9%	904	33.3%	1,553	57.3%	2,712	100%

Note. The figures in this table are presented as number of personnel, considering collaborators with more than 6 months of service undergoing a performance evaluation in 2023.

Succession plan

We have a succession program that responds to the planning and execution of the orderly replacement of collaborators in key positions in the organization. This ensures the professional development of officials and business continuity, in compliance with the organizational strategy.

Consequently, in 2023, 69.4% of vacancies were filled with internal candidates.

10.4 SECURITY AND HEALTH

(GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10)

Based on the Occupational Health and Safety Policy, one of the main commitments of our institution is to provide well-being and protect the safety and health of collaborators, promoting healthy lifestyles, implementing programs that allow the achievement of the stated objectives and maintaining continuous improvement in the individual, family and community environment of collaborators.

In addition, the Bank is certified as a Healthy Organization (SIGOS) by the international certification company AENOR. This management framework allows the maintenance of a continuous improvement process with respect to the institution's health and safety commitments.

Under this framework, during 2023, strategies were developed, and good practices aligned with the Healthy Organization scheme were developed and implemented, which includes the pillars of:

- Healthy mind;
- Healthy body;
- Healthy work, and
- Healthy community.

In this sense, key indicators were established to measure the preventive and reactive management of the model, guaranteeing a safe and healthy work environment for all employees and their families, reaching 97.4% compliance in management.

Key performance indicators in the management of the safety, health and well-being model

SSO&B Management	97.4%
Welfare	100.0%
Major risks	97.5%
Integral Health	96.7%
Occupational security	95.4%

Healthy Mind

We taught collaborative psycho workshops in the areas of physical and comprehensive security, with the aim of providing spaces for listening and emotional containment, which helped to confront crisis situations and emergencies generated in the country.

We develop communication strategies for action protocols in dangerous situations, with the aim of transmitting safety tools.

To support the mental health of employees and family, we offered the free benefit of psychological, psychiatric support and family therapy. In 2023, a total of 2,058 psychological consultations were carried out, 9 psychiatric, and 10 family counseling, benefiting 402 employees and 285 family members.

Healthy Body

Support for sport has also been a great pillar of our well-being strategy. Within this framework, the launch of BG Sports was carried out, an initiative that makes various sports clubs available for soccer, softball, cycling and runners, thus contributing to the creation of physical activity habits. A total of 586 people participated in the different clubs.

Healthy Work

The training, training and coaching program was complied with, through the Virtual Safety, Occupational Health and Wellbeing Course available to all employees. Likewise, more than 200 brigade members were trained theoretically and practically, the 122 agencies were trained in safety, occupational health and emergencies, as well as suppliers and other interest groups.

Comprehensive Visitation Program

We are closer to front office collaborators. A brigade of doctors and technicians visited all offices nationwide, sharing activities such as the SSO talk, medical control, cervical therapies, active breaks, on-site technical inspections, and drills. In 2023, visits were made to 100% of agencies.

Healthy Community

During 2023, through the Health Surveillance program, 2,385 employees were served, achieving a reach of 95%.

All collaborators who benefit from the program receive medical recommendations and the respective follow-up for their well-being.

We have 1.3% absenteeism and 7.45% morbidity.

Others

- Campaign of relaxing massages, active breaks and dance therapy.
- Oral health control (prophylaxis).
- Healthy coaching.
- Influenza vaccination program.
- Other health benefits: medical clinics in main buildings; periodic laboratory examinations; Nursing service; delivery of ergonomic furniture for offices and home offices, delivery of biosecurity implements, flex time, hours bank and glasses bonus.
- Talk for pregnant and lactating women, Healthy heart, Maternal and paternal club.

HAZARD IDENTIFICATION, RISK ASSESSMENT AND INCIDENT INVESTIGATION

(GRI 403-2)

The processes used to identify work-related hazards and evaluate occupational risks are contained in the Internal Regulations for Hygiene and Safety at Work of our institution, in accordance with the provisions of Resolution 957 - Regulations of the Andean Instrument for Safety and Health in the Workplace. Labor and Executive Decree 2393 - Regulations on Safety and Health of Workers and Improvement of the Work Environment.

In relation to this, the methodology used for the identification of hazards and evaluation of occupational risks corresponds to that stipulated in the Prevention Technical Note (NTP) 330: Simplified accident risk

evaluation system, published by the National Institute of Safety and Hygiene. in Spain (INSST), in this regard, for the general positions of the Bank's collaborators, the following actions are carried out:

- Consideration of the risk to be analyzed (type and risk factor)
- Definition of standard exposure hours
- Estimation of deficiency level
- Determination of exposure level
- Estimation of the probability level from the level of deficiency and the level of exposure
- Determination of the level of consequences
- Estimation of the level of risk, based on the level of probability and the level of consequences
- Establishment of intervention levels.

The results of the application of this methodology appear in the *Occupational Risk Matrix* presented to the Ministry of Labor, which is reviewed annually by the area responsible for OHS.

Based on the identified and prioritized hazards, the risks present in the facilities are measured to adopt the necessary controls, aimed at the prevention and mitigation of incidents, accidents and occupational diseases. In relation to this, to measure risks, we annually apply the appropriate national and international methodologies, depending on the risk factor to be measured.

For ergonomic and physical risk factors, measurements are made at the positions, and, in the case of high-risk and/or special jobs, their procedures are reviewed (a process carried out sporadically).

To control the risk, the operation, effectiveness and compliance of the protection measures is analyzed, in order to determine and adjust their deficiencies. In this

regard, the processes used to apply the hierarchy of controls, in order to eliminate dangers and minimize risks, respond to controls in:

- **The fountain:** identification of risk at the root, in which equipment and/or processes are changed or modified.
- **The means:** Once the risks are defined, equipment or means to mitigate or eliminate the risk are acquired and/or adapted.
- **The receptor:** Employees are provided with appropriate personal protective equipment (PPE) and training to minimize the impact of risk.

Additionally, if the implementation of some control mechanism is necessary, a reengineering of the process is carried out.

To ensure the quality of the aforementioned occupational health and safety processes, the area responsible for OHS adopts the following management principles and practices, which apply to all jobs and collaborators of the Bank, in addition to other interest groups:

Planning	Execution	Monitoring and continuous improvement
<ul style="list-style-type: none"> • At the beginning of each year, risk management is planned, defining the activities that will be carried out in a Risk Management Plan. • The plan details the time period for executing the activities, those responsible for executing them, and a reference budget. • Planning is integrated into all the Bank's activities, involving all hierarchical levels and being programmed for a specific period, measured and evaluated every six months, prioritizing its development based on the magnitude of the risks detected and the number of collaborators who are affected. 	<ul style="list-style-type: none"> • The area responsible for SSO defines the roles in risk management and assigns the people involved in its execution, once the planning is approved by Senior Management. • Planned prevention measures are executed in accordance with the schedule of activities. • Risks considered critical are prioritized, with monthly, quarterly, semiannual and annual evaluations. • Audits of the OHS management system are carried out. 	<ul style="list-style-type: none"> • Planning, evaluations and non-conformities found in audits are monitored. In this regard, monitoring is carried out by the area responsible for SSO and the Joint Committees, considering the four management pillars (Wellbeing, Comprehensive Health, Occupational Safety and Major Risks). • New objectives are set based on annual performance.

To validate **the competencies of the collaborators** who will be part of the area responsible for OHS (executor of the aforementioned processes), as part of the hiring processes, it is verified that these collaborators meet the professional profile appropriate to the activities (training, experience and training in OHS). Additionally, both the staff in this area and the other collaborators of Banco Guayaquil are trained annually in risk prevention, based on the identified risk factors and their priority. In turn, all contractors and new collaborators receive training on the Biosafety Protocol.

As part of the operation, our institution maintains some jobs associated with a higher level of risk, such as managers of Banco del Barrio and Microcredit; kitchen staff, courier staff, constant telephone management, agency service, maintenance; conductors and protectors, all established in the Occupational Risk Matrix. In relation to these risks, they are prioritized to adopt the necessary controls to prevent and mitigate incidents or accidents at work, and occupational diseases.

In this regard, faced with the highest risk scenarios, in 2023 we execute the following initiatives:



- The training and training program was developed to continue strengthening the occupational health and safety skills of collaborators, brigade members and leaders.
- Staff were trained in emergency management, action in the event of floods, volcanic eruption, social unrest, assault, robbery, earthquake and bomb threat.
- A test schedule for the fire water system was established, with a quarterly frequency in the main buildings, to ensure the proper functioning of the system.
- Emergency buttons were placed in the window areas of all offices.

On the other hand, **to notify dangers or dangerous situations at work and/or withdraw from work situations that they consider may cause injuries, ailments or illnesses**, employees must promptly inform their superiors about any work situation that, in their opinion, entails, for reasonable reasons, a danger to life, personal integrity or health. This includes promptly informing your superiors about any ailment you suffer and that you presume has arisen as a result of the work you perform, or the work conditions and environment.

In the event that, under notification scenarios of risky work situations, in which possible retaliation could occur, employees can file complaints through the following channels:

- **Ethics line:** This mechanism is available to all collaborators on the internal portal, through which the confidentiality and integrity of the complainant is guaranteed.
- **Department of Talent and Culture:** through managers or vice president.

Este procedimiento se encuentra debidamente documentado en el Protocolo de Prevención y Atención de Casos de Discriminación, Acoso Laboral y toda forma de Violencia en los Espacios de Trabajo.

This procedure is duly documented in the Protocol for the Prevention and Attention to Cases of Discrimination, Workplace Harassment and all forms of Violence in the Workplace.

With respect to the processes used for the investigation of work incidents, following the guidelines of Resolution 957 - Regulation of the Andean Instrument for Safety and Health at Work and Resolution No. CD 513 - Regulation of the General Occupational Risk Insurance, the Work incidents that take place at the Bank are, in all cases, investigated by the Occupational Health and Safety Unit and those responsible for Occupational Risk Prevention at each work site, in conjunction with the areas involved. These bodies will be in charge of investigating and recording incidents, accidents and occupational diseases, and must maintain records of the results of risk assessments and proposed control measures, records to which authorities and collaborators may have access.

The same processes used to apply the hierarchy of controls are used to determine the corrective actions and necessary improvements to the Bank's Health and Safety Management System with respect to workplace incidents.

FORMACIÓN DE TRABAJADORES SOBRE SALUD Y SEGURIDAD EN EL TRABAJO (GRI 403-5)

As part of the guidelines established in the Internal Regulations of Hygiene and Safety at Work of Banco Guayaquil, there is the development of an annual training program aimed at all collaborators in the prevention of occupational risks, based on the factors of identified risks and their priority.

Within this framework, in 2023, the *Virtual Course on Safety, Occupational Health and Wellbeing* (general training) was carried out, aimed at all collaborators, the content of which was prepared by the personnel of the area responsible for OHS (no specialist expenses were incurred), external) and applied on the internal



El Campus platform, including interactive audiovisual material and evaluations to measure the effectiveness of the course. It should be noted that the calls were sent to collaborators through institutional emails, in the internal newsletter *Comunicándonos*; Likewise, reminders were made through *El Briefing* (weekly internal newscast).

In this regard, the topics taught in this course were:

Part 1

- Psychosocial risks and mental health
- Types of psychosocial risks
- Consequences of psychosocial risks
- Preventive measures
- Psychotropic substances
- Classification of psychotropic substances
- Addiction and types of substance use syndromes
- Main effects of substance use
- Prevention of the consumption of psychotropic substances

Parte 2

- Prevention of occupational hazards
- Occupational risk factors
- Action in emergencies
- Protocols for action in emergency cases
- emergency resource

The following table shows the numbers of Bank employees trained in the *Virtual Safety, Occupational Health and Wellbeing Course* in 2023.



General training (training) on health and safety at work for collaborators in 2023

Training topics	Objective group	Laboral category	N° of participants	Total number of training hours	Number of hours / participant	Modality	Instructor type	Frequency	Training evaluation	
									YES/NO	Total average grade achieved (/10)
Virtual Course on Safety, Occupational Health and Wellbeing	General collaborators	Operational	1,657	745.7	0.5	e-learning	Bank staff, specialist in the subject	Annual	YES	9.9
		Tactical	961	432.5	0.5					10.0
		Executives	248	111.6	0.5					9.9
		Strategic	6	2.7	0.5					10.0
Total			2,872	1,292.4	0.5					9.9

Additionally, the annual training plan also includes annual OHS courses aimed at workers who are not employees (third-party employees), but whose work or workplace is controlled by the Bank. These courses are adjusted considering the risk factors to which said workers are exposed.

Regarding this topic, in 2023, the Occupational Health and Safety Guidelines course for third parties was carried out, the content of which was designed by the collaborators of the area responsible for OHS (no expenses were incurred by external specialists) and applied to through virtual platforms, incorporating audiovisual material and evaluations to measure the effectiveness of the course. It is worth mentioning that the calls were sent to the suppliers by email.

In this regard, the content of this course was the following:

- Introduction (Banco Guayaquil, institutional values)
- Structure of Banco Guayaquil
- Definitions of occupational safety and health
- Safety, occupational health and healthy organization policy
- Obligations of third parties in safety, occupational health and healthy organization
- Emergency plan
- Types of emergency
- Types of alarms (yellow alert, red alert and green alert)
- Evacuation protocol in case of emergency
- Meeting points in main buildings
- Requirements to carry out work within Banco Guayaquil (AST and IEES membership certificate)
- What are work accidents?
- Occupational risk factors (physical, chemical, biological, mechanical, ergonomic)
- What are MSDS
- High risk jobs at Banco Guayaquil (work at heights, work in confined spaces and electrical work)

The following table shows the numbers of workers who are not employees of the Bank, trained in the Occupational Health and Safety Guidelines for Third Parties course in 2023.

General training (training) on health and safety at work for workers who are not employees of the Bank in 2023

Training topics	N° of participants	Total number of training hours	Number of hours / participant	Modality	Instructor type	Frequency	Training evaluation	
							YES/NO	Total average grade achieved (/10)
Occupational health and safety guidelines for third parties	61	61	1	Online (teams, zoom, others)	Bank staff, specialist in the subject	Annual	YES	8.03
Total	61	61	1					

WORK ACCIDENT INJURIES

(GRI 403-9)

The following tables present information related to injuries due to work-related accidents in Banco Guayaquil employees in 2023, in accordance with the GRI 403-9 standard. It should be added that all accidents that occur with respect to any of the Bank's employees are recorded in the Evolution system.

Injuries due to work accidents in collaborators - 2023

Parameter	Worth
Calculation basis for hours worked	200,000
N° hours worked ¹	6'489,722
N° deaths due to a work-related injury ²	0
Rate of deaths resulting from a work-related injury ²	0
N° injuries due to work accidents with major consequences ³ (not including deaths)	0
Injury rate due to work accidents with major consequences ³ (not including deaths)	0
N° injuries due to recordable work accidents ⁴ (including deaths)	7
Rate of recordable occupational accident injuries ⁴ (including deaths)	0.22

- Sum of the work hours recorded in the internal system by the collaborators subject to clocking in/out and the estimate of the working hours of the collaborators who are not subject to said clocking (subtracting the hours not worked due to national holidays , absenteeism and vacations).
- Negative impact on health derived from exposure to hazards at work.
- Injury due to a work accident that results in damage such that the worker cannot recover, does not recover, or is not expected to fully recover the state of health prior to the accident, within a period of six months.
- Work-related injury, illness or illness resulting in any of the following: death, sick leave, work restrictions or transfer to other positions, fainting or medical treatment beyond first aid; or serious injury or illness diagnosed by a physician or other certified healthcare professional, even if it does not result in death, sick leave, work restrictions or transfer to other positions, fainting, or medical treatment beyond first aid.

Note. The figures in this table were obtained from the Evolution system Banco Guayaquil.

With respect to the indicated recordable workplace accident injuries, the figures and types of incidents indicated below correspond, including the breakdown by gender, age group and professional category. In this regard, the main types of injuries corresponded to musculoskeletal, skin and integument conditions.

Recordable work accident injuries according to the type of incident - 2023

N° injuries due to recordable work accidents ¹	Incident type
4	Collision with vehicles
1	Fall at the same level
1	Hitting stationary objects
1	Crushing between objects

1. Work-related injury, illness or illness resulting in any of the following: death, sick leave, work restrictions or transfer to other positions, fainting or medical treatment beyond first aid; or serious injury or illness diagnosed by a physician or other certified healthcare professional, even if it does not result in death, sick leave, work restrictions or transfer to other positions, fainting, or medical treatment beyond first aid.

Nota. The figures in this table were obtained from the Evolution system Banco Guayaquil.

Recordable workplace accident injuries: gender and age group - 2023

Gender	<30 years	% <30 years	30 - 50 years	% 30 - 50 years	>50 years	% >50 years	Total Gender	% Gender
Men	1	50%	3	75%	1	100%	5	71.4%
Women	1	50%	1	25%	0	0%	2	28.6%
Total age group	2	100%	4	100%	1	100%	7	100.0%

Note. The figures in this table were obtained from the Evolution system Banco Guayaquil.



Recordable workplace accident injuries: gender and age group - 2023

Gender	Strategic	% Strategic	Executive	% Executive	Tactical	Tactical %	Operational	Operating %	Total Gender	% Gender
Men	0	0%	0	0%	2	100%	3	75%	5	71.4%
Women	0	0%	1	100%	0	0%	1	25%	2	28.6%
Total professional category	0	0%	1	100%	2	100%	4	100%	7	100.0%

Note. The figures in this table were obtained from the Evolution system Banco Guayaquil.

In turn, the following table presents other relevant data on the incidents and near-misses identified in 2023.

Other data on work incidents and near misses identified - 2023

Parameter	Worth
N° High potential ¹ workplace incidents identified	0
N° Near misses ² identified	0
N° Workplace accident injuries that resulted in lost work days	7
Rate of workplace accident injuries resulting in lost work days	0.22
N° Days lost due to work accident injuries	325
Average number of days lost due to work accident injuries	46.43
Workplace absenteeism rate due to work accident injuries	10.02

1. Workplace incident with a high probability of causing an injury with major consequences.

2. Workplace incident in which injuries or deterioration of health do not occur but have the potential to cause them.

Note. The figures in this table were obtained from the Evolution system Banco Guayaquil.

Additionally, the following table presents the 2019 - 2023 historical report of work accidents, in accordance with the provisions of Resolution No. CD 513 of the IESS, Art. 57.

Historical report of occupational accidents 2019 – 2023 in accordance with Resolution N° CD 513 of the IESS

Parameter	2019	2020	2021	2022	2023
N° Accidents (no accidents in itinere)	8	1	4	5	7
Calculation basis	200,000	200,000	200,000	200,000	200,000
N° Hours worked	5'459,685	4'703,471	6'124,800	6'286,192	6'489,722
Frequency index	0.29	0.03	0.13	0.1	0.22

Nota (GRI 2-4). Restatement of information for the period 2019 - 2022, since at the moment the presentation of data is considered based on the provisions of Art. 57 of Resolution No. CD 513 corresponding to the Regulation of the General Occupational Risk Insurance.

The process followed for the registration and investigation of injuries due to work accidents, in accordance with current labor regulations, is as follows:

- Contact with the injured collaborator;
- Accident investigation;
- Entry and registration of the accident in Occupational Risks;
- Accident registration in the Evolution System;
- Additional accident report, and
- Monitoring by SSO until the case is closed.

Occupational hazards that involve potential injuries with major consequences for Banco Guayaquil employees and workers who are not employees (third party employees) who work at the Bank's facilities, were identified using the NTP 330 methodology (described in the Identification subchapter). of hazards, risk assessment and investigation of incidents of this report) and appear in the *Occupational Risk Matrix*, corresponding to the following:

Dangers that involve potential injuries with major consequences for Banco Guayaquil collaborators and non-employee workers

Risk factor's	Hazards involving potential injuries with major consequences	
	Collaborators	Workers who are not employees
Mechanics	Serious consequence level: criminal threat; travel by means of transport (land, air or river); defective machines, equipment and tools; work at different levels, and use of cutting/ sharp tools.	Very serious consequence level: work at height (over 1.8 m). Serious consequence level: work in excavations (less than 1.2 m) / underground.
Chemicals	Does not apply.	Serious consequence level: handling of chemical products (solid or liquid).
Electrical	Does not apply.	Very serious consequence level: contact with electricity (direct/ indirect).
Ergonomic	Serious consequence level: dragging or pushing loads and manual lifting of loads.	Does not apply.

In this regard, none of these dangers caused or contributed to injuries with major consequences in the year 2023.

It is important to mention that measures have been taken and planned to eliminate these dangers and minimize the associated risks through the control hierarchy, in accordance with the level of intervention established in the Occupational Risk Matrix. In relation to this, these measures, as well as other actions aimed at managing other hazards and risks, are generally described in the Hazard Identification, Risk Assessment and Incident Investigation subchapter of this report, and are detailed in the annual planning of the area responsible for SSO.

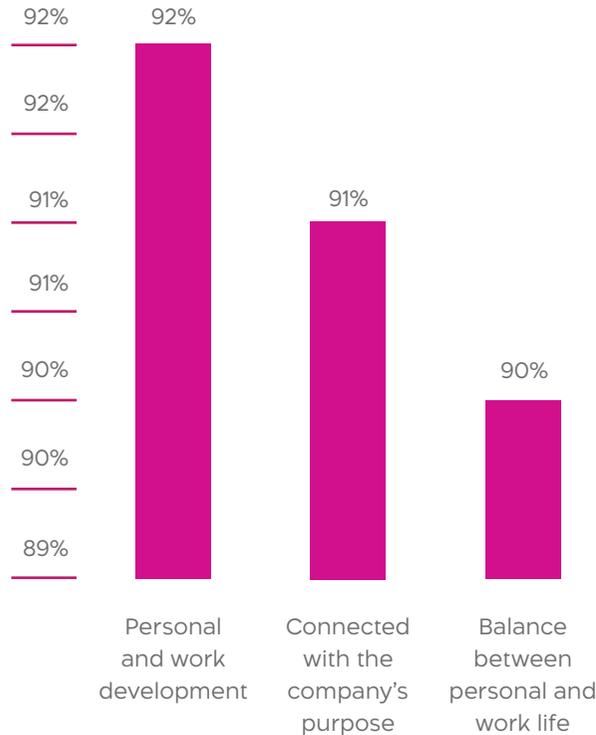
Finally, it is necessary to mention that there have been no injuries due to work accidents in workers who are not employees of Banco Guayaquil (third party employees), who worked at the institution's facilities from January to December 2023 for a total of 781,858 hours

10.5 COMPROMISO Y CLIMA LABORAL (GRI 3-3, 401-2)

It is crucial to recognize that we are in an environment of constant change, however, we maintain constant attention to the expectations and satisfaction of our collaborators.

For us, it is important to analyze these perceptions through the surveys developed throughout the year, such as the work environment, psychosocial study, work spaces and social support. This has resulted in 94% of our collaborators stating that Banco Guayaquil is the best place to work and among what is most valued by them is:

Reasons for permanence



To measure the work environment, we apply the Great Place to Work® (GPTW) methodology, which includes the following dimensions: Credibility, Respect, Impartiality, Pride and Camaraderie. This year we were recognized again, in the rankings for companies with more than 500 employees:

- 1st best place to work in Ecuador
- 5th best place to work in Latin America

Along with training and health benefits, we also support financial stability, through fair remuneration, financial education and additional benefits such as payment

of personal contributions, in addition to employer contributions to social security, income tax, as well bonuses higher than what is established and other subsidies for mobilization and food. We also have the Belonging Fund, which helps our collaborators prepare for their retirement; Starting from the third month in the company, the Bank contributes 3% of the employee's monthly remuneration for this purpose.

United First

Aligned with the culture of banking empathy, this year we promoted solidarity practices through the Primero Unidos program. A fund was created with the monthly voluntary donation of collaborators, whose resources are destined to support their co-workers, their families and the community in situations of domestic calamity, disability, situations of vulnerability and natural disasters. At the end of the year, US\$6,203.78 had been raised, contributed by 286 collaborators, which supported 37 children of collaborators, 6 foundations, homes and therapy centers.

Additionally, resources were provided in Esmeraldas for the purchase of school backpacks through the Unidos por la Educación Foundation. Also, to the community of Alausí, with food donation through the Quito Food Bank. It was also contributed through the TASE foundation with the sponsorship of the sports walk, whose funds raised were destined to support people with Alzheimer's.



11.

ENVIRONMENTAL MANAGEMENT

7 AFFORDABLE AND
CLEAN ENERGY



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



ENVIRONMENTAL MANAGEMENT

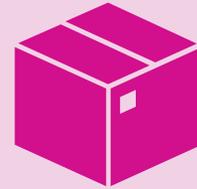
(GRI 3-3, 302-1, 302-3, 302-4, 305-1, 305-2, 305-4, 305-5)

At Banco Guayaquil, we recognize that environmental management is a strategic and fundamental aspect of our operations.

In this sense, within the framework of our Yo Cuido environmental program, we plan and continually apply actions to monitor consumption and efficiently manage resources; quantify, reduce and offset our greenhouse gas (GHG) emissions, and promote good environmental practices among our clients and collaborators, seeking the prevention, control and mitigation of potential impacts on the environment.

Internal environmental communication and training

Through periodic communications, we inform and raise awareness among all collaborators about the good environmental practices that they can apply in their activities. Emphasis has been placed on the following topics:



Responsible use of resources
(electricity and water) and supplies
(paper and office supplies)



Waste and disposal
management



Transportation and mobility



Responsible use of resources and supplies

In relation to this, during 2023:

- 8 communications of good practices were disseminated to all staff of the institution, and
- Four training sessions were carried out on topics related to the sustainability aspects of the institution, aimed at staff from different areas of the bank.

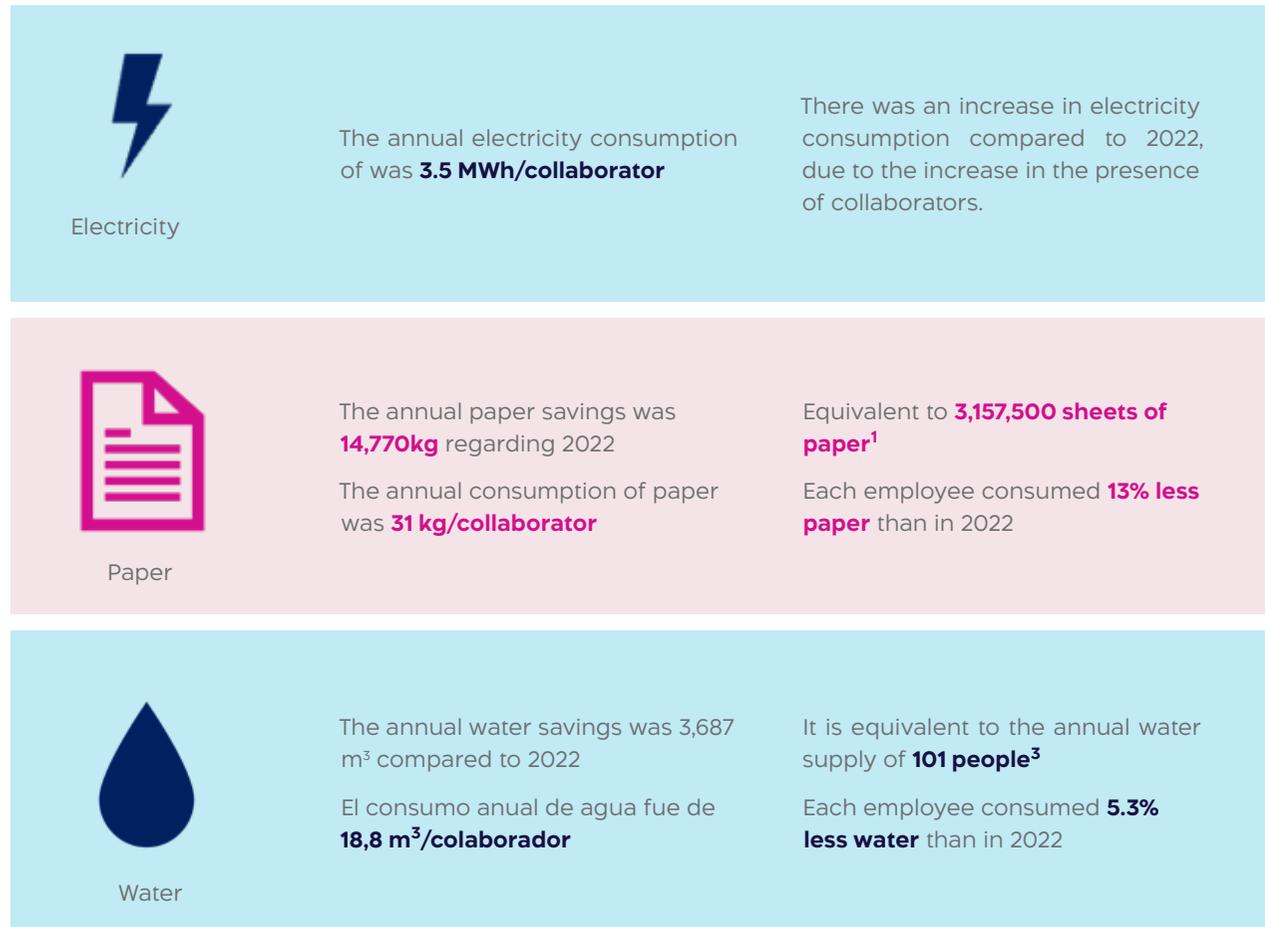
Responsible use of resources and supplies

The resources and supplies most used at Banco Guayaquil, as well as our actions to manage their responsible use, are specified in the following chart:

Resource or input	Application	Responsible use measures	Related Initiatives/ Certifications
Electric power	Power supply for electronic equipment (air conditioners, computers, ATMs, etc.) and lighting	<ul style="list-style-type: none"> • Installation of photovoltaic panels • Periodic maintenance of electrical equipment and installations • Automation of operating schedules of equipment and luminaires • Replacement of conventional equipment and lighting with alternatives with better energy efficiency 	<ul style="list-style-type: none"> • Ecuadorian Environmental Certification “Punto Verde” • “I Care” Program
Paper	Printing of internal documentation and documentation for the provision of services	<ul style="list-style-type: none"> • Promotion and provision of digital services (Banco Guayaquil App and Virtual Banking) • Acquisition of stationery supplies according to needs • Digital review of internal documents • Electronic signature of documents • Reuse of correspondence sheets and envelopes • Double-sided printing 	<ul style="list-style-type: none"> • Paper Management Project • Good Environmental Practices (MAATE)
Office supplies	Internal operations and service provision	<ul style="list-style-type: none"> • Acquisition of material according to needs • Material reuse 	<ul style="list-style-type: none"> • Good Environmental Practices (MAATE)
Water	<p>Employee consumption</p> <p>Operation of toilet services</p> <p>Cleaning of facilities</p>	<ul style="list-style-type: none"> • Maintenance of saving toilets and sinks • Periodic inspections of toilet services • Maintenance of efficient irrigation technologies in green areas 	<ul style="list-style-type: none"> • Good Environmental Practices (MAATE)
Fuels (diesel, gasoline, ecopaís and LPG)	<p>Supply of emergency electrical generators</p> <p>Cooking and heating food</p> <p>Vehicle fleet supply</p>	<ul style="list-style-type: none"> • Acquisition of fuels according to needs • Efficient kitchen practices • Periodic vehicle maintenance • Use of biofuels (Ecopaís) 	<ul style="list-style-type: none"> • Good Environmental Practices (MAATE)

MAATE: Ministry of the Environment, Water and Ecological Transition.

Below is data on the use of resources and inputs in all facilities in 2023:



Waste and disposal management

We encourage our collaborators to adopt good waste and waste management practices, with the aim of preventing and reducing their generation. In this sense, the facilities, especially the main buildings, are equipped with clean points so that waste can be disposed of in a differentiated manner by our collaborators, for subsequent delivery to authorized managers. In relation to this initiative:

- Recyclable waste: cardboard, paper, PET, are delivered to managers who are responsible for its use (it may include recycling, reuse, among others, carried out by managers authorized by the Ministry of the Environment, Water and Ecological Transition).
- Hazardous waste (active biohazardous, sharp objects, used batteries) and special waste (used electronic equipment, used vegetable oils) are delivered to managers in charge of their treatment and final disposal.
- Common waste is delivered to municipal collectors in charge of its final disposal.

Below is data on waste and waste management in main buildings in 2023:

1. Sheet equivalent estimated with the weight of a sheet of paper (0.00467775 kg/sheet).
 2. Estimated water consumption based on payments to drinking water companies.
 3. Considering that the water consumption recommended by the WHO is 100 L/day*person.

Common waste



The annual generation of common waste was **88.62 tons**

There was an increase in the generation of common waste compared to 2022, due to the increase in the presence of collaborators.

Recyclable waste



The quantities of recyclable waste delivered to environmental managers for use were:

4,126.62kg of cardboard

126kg PET

19.8kg of aluminum

1,623.98kg of paper

23.8kg of plastic

12kg of other metals

ENERGY CONSUMPTION

(GRI 302-1, 302-3)

During the year, we monitor energy consumption in our five main buildings, covering both fuel and electrical energy use in those facilities.

It is important to highlight that energy consumption derived from non-renewable sources represents 98.1% of the total energy consumption associated with fuels. While the remaining 1.9% comes from renewable sources; corresponding to the fraction of bioethanol that is part of ecopaís gasoline.

Regarding electrical energy, according to the latest available consultation source, in Ecuador it is produced 87% by renewable sources, composed mainly of hydraulic sources and 13% by biomass, biogas, wind sources. and solar (**Ministry of Energy and Mines, 2022**).

The methodology used to calculate fuel and electrical energy consumption involves:

- The uploading of information and means of verification (forms and invoices) of energy consumption is carried out on the SIM CO2e platform.
- The transformation of units of each of the energy consumptions to gigajoules (GJ), using the calorific value and density data from the Department for Environment Food & Rural Affairs (**DEFRA, Fuel properties, 2023**), for each of the calculation years.

In this regard, the energy consumption figures in Banco Guayaquil's main buildings (fuel and electricity) are presented in the following tables, including their breakdown by type of source (non-renewable and renewable):

Fuel consumption in main buildings¹ (Gigajoules, GJ) 2021 - 2023

Type	Source	2021	2022	2023	Var 2023-2022 (%)	% source
Diesel (vehicles)	Non-renewable	602.6	368.1	391.7	6.4%	98.1%
Gasoline (vehicles)		2,358.6	2,624.9	2,715.9	3.5%	
Diesel (generators)		82.1	230.0	311.0	35.2%	
LPG (facilities)		205.7	289.4	329.8	14.0%	
Ecopais (gasoline)		3,247.2	4,070.7	4,786.1	17.6%	
Ecopais (bioethanol)	Renewable	109.8	137.6	161.5	17.4%	1.9%
Total		6,606.0	7,720.8	8,696.0	12.6%	100%

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

Note 1 (GRI 2-4). Restatement of 2021 Ecopais gasoline data due to conversion calculation correction, and restatement of 2022 data, due to correction of information during the third-party verification of Carbon Neutrality.

Note 2. Ecopais gasoline is divided into the fraction obtained from non-renewable sources (gasoline) and renewable sources (bioethanol).

Electricity consumption of main buildings¹ (Gigajoules, GJ) 2021 - 2023

Fountain	Unit of measurement	2021	2022	2023	Var 2023-2022 (%)	% source
Non-renewable	GJ	1,012.5	1,726.63	1,900.6	10.1%	13.0%
Renewable	GJ	12,488.1	11,555.1	12,719.2	10.1%	87.0%
Total	GJ	13,500.6	13,281.8	14,619.8	10.1%	100.0%
	kWh	3'750,174.6	3'689,380.8	4'061,054.8	10.1%	-

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

Nota (GRI 2-4). Restatement of information for 2022, based on the update of the verification means:

The data for 2022 and 2023 have been calculated considering the information obtained from Table 2.21: Electrical energy generation (GWh) of the National Energy Balance 2022, published by the Ministry of Energy and Mines. At the moment the 2023 energy balance document is not counted.

Global energy consumption of major buildings¹ (Gigajoules, GJ) 2021 - 2023

Energy type	Source	2021	2022	2023	Var 2023-2022 (%)	% Total 2023
Fuel	Non-renewable	6,496.1	7,583.2	8,534.5	12.5%	36.6%
	Renewable	109.8	137.6	161.5	17.4%	0.7%
Electricity	Non-renewable	1,012.5	1,726.6	1,900.6	10.1%	8.2%
	Renewable	12,488.1	11,555.1	12,719.2	10.1%	54.6%
Total Non-Renewable		Renewable	9,309.8	10,435.0	12.1%	44.8%
Total Renewables		12,597.9	11,692.8	12,880.8	10.2%	55.2%
Total		20,106.5	21,002.6	23,315.8	11.0%	100.0%

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

Nota 1 (GRI 2-4). Restatement of 2021 data for non-renewable fuel due to conversion calculation correction, and restatement of 2022 data, due to correction of information during the third-party verification of Carbon Neutrality.

Additionally, the following table presents the details of the electrical energy consumption of all the Bank's facilities. In relation to this, the electrical consumption of the five main buildings corresponds to 42.8% of global consumption.

Total electricity consumption 2021 - 2023

Unit of measurement	2021	2022	2023	Var 2023-2022 (%)
GJ	31,723.7	31,003.1	34,123.4	10.1%
kWh	8'812,126.0	8'611,983.0	9'478,730.8	

Finally, the following table indicates the energy intensity ratio of the five main buildings, calculated by dividing the energy consumption in said buildings by the number of collaborators who worked in those facilities in the indicated period.

Energy intensity ratio of main buildings¹ 2021 - 2023

Unit of measurement	2021	2022	2023	Var 2023-2022 (%)
Global energy consumption (GJ) ²	20,106.5	21,002.6	23,315.8	11.01%
Assets of main buildings (US\$) ³	1,550	1,606	1,663	16.31%
Energy intensity ratio (GJ/US\$ of assets)	13.0	13.1	14.0	-4.6%

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

2. Corresponds to the sum of the consumption of electrical energy and fuel in the main buildings.

3. The parameter (denominator) of assets (US\$) was selected to calculate the ratio, due to the nature of Banco Guayaquil's financial services, since these are related to the organization's operations.

Nota (GRI 2-4). Restatement of 2022 data, due to correction of information during the third-party verification of Carbon Neutrality.

FIGHT AGAINST CLIMATE CHANGE

(TCFD EST-C)

At Banco Guayaquil we believe that climate action and climate risk management must be at the top of the institution. That is why, during 2023, we decided to approve the climate risk governance hierarchy, since we consider it essential to recognize the importance of this issue, also in accordance with the framework of The Task Force on Climate-Related Financial Disclosures (TCFD) to address the climate challenge. Below, we present how our governance hierarchy for climate and environmental issues was outlined:



1. Governance: It should always be about climate-related risks and opportunities.

3. Risk Management: The processes used to identify, evaluate and manage climate risks must be analyzed from the Risk and Sustainability areas.

2. Strategy: The real and potential impact of climate risks and opportunities on business is in the institution's strategy and financial planning.

4. Metrics and Objectives: The parameters and objectives used to assess and manage climate-related opportunities and risks are of the highest standards, as is the methodology.

The details of the activities carried out on Climate Change are found in the following chapters:

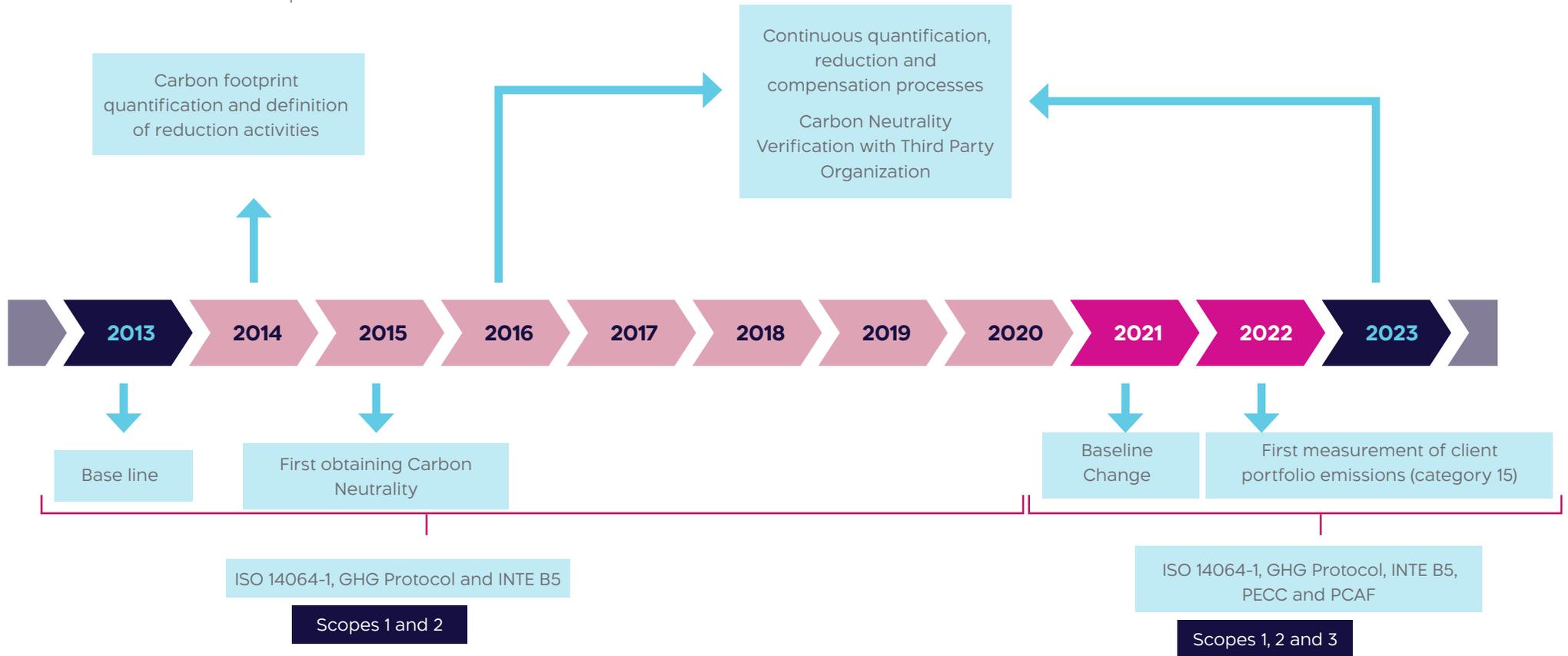
- » See Chapter 2: Strategy
- » See Chapter 5: Risk Management
- » See Chapter 9: Financing and sustainable investment

The management of greenhouse gas emissions, related to the mitigation of Climate Change, is also described below.

Greenhouse gas (GHG) emissions management

(TCFD MYO-A, MYO-B)

Aware of the importance of proactively addressing the challenge of climate change, at Banco Guayaquil we implement measures to manage greenhouse gas (GHG) emissions through the Carbon Neutrality Program, both internal and associated with our portfolio.



ISO 14064-1 Standard Greenhouse Gases-Part 1: Organization-level specification with guidance for the quantification and reporting of greenhouse gas emissions and removals

GHG Protocol Greenhouse Gas Protocol Corporate Accounting and Reporting Standard

PECC Technical Standard of the Ecuador Zero Carbon Program with Organizational Scope

INTE B5 Standard to demonstrate Carbon Neutrality. Requirements

PCAF (Partnership for Carbon Accounting Financials). Alliance for Carbon Accounting in the Financial Industry. Financed methodology to measure emissions

QUANTIFICATION

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

The identified GHG emission sources on which the quantification is carried out are indicated below:

Scope	General category	Emission source ¹	Main references of emission factors	
Scope 1	Direct emissions from stationary combustion	Generator-fossil fuel LPG dining room	IPCC 2006 (2019 update).	
	Direct emissions from mobile combustion	Vehicle fuel (diesel, gasoline and bioethanol)		
	Direct fugitive emissions caused by GHG releases in anthropogenic systems	Refrigerant gases		
Scope 2	Indirect emissions from imported electricity	Electric power	Ministry of Energy and Mines (2022), "CO ₂ emission factor of the National Interconnected System of Ecuador".	
Scope 3 ²	Category 1: Purchased goods and services	Paper	DEFRA (2023).	
	Category 2: Capital goods	Capital goods	Simapro with Ecoinvent modules based on item inventory from Lindgreen et al., 2018.	
	Category 3: Activities related to fuels and energy (not included in Scope 1 or Scope 2)	Losses of electrical energy due to transmission and distribution		Ministry of Energy and Mines (2022), "CO ₂ emission factor of the National Interconnected System of Ecuador". Agency for the Regulation and Control of Energy and Non-Renewable Natural Resources. Annual and multinational statistics of the Ecuadorian electricity sector 2021 and 2022.
		Fuel from generator, vehicles and upstream dining room (diesel, gasoline, bioethanol and LPG)		DEFRA, (2023, WWT-Well To Tank).
		Upstream electrical energy		Ecoinvent-Simapro-Annual and multinational statistics of the Ecuadorian electricity sector 2022 DEFRA, (2023, WWT-Well To Tank) Idemap
	Category 6: Business trips	Air flights		ICAO (2023).
		Taxi		DEFRA (2023).
Category 15: Investments	Emissions from the client portfolio of the commercial segment of relevant sectors		Pinargote (2021). ECLAC (2010).	

1. Only the significant emission sources of Banco Guayaquil's GHG inventory for the year 2023 are included.

2. According to the applicable Scope 3 upstream (1, 2, 3 and 6) and downstream (15) emissions categories established in the "Corporate Value Chain (Scope 3) Accounting and Reporting Standard" of the GHG Protocol, Table 5.3 List of Scope 3 categories, considering significant GHG emissions.

To calculate the organizational carbon footprint of Banco Guayaquil (without considering category 15), an operational control approach is applied, taking into account the facilities where the financial institution has operational control (main or strategic buildings) and the processes associated with them, considering that in these sites larger transactions are handled and the Bank's main operational processes are concentrated, and then disseminated to the other facilities. This, in accordance with the definition of the ISO 14064-1 standard and Art. 5 of the Ministerial Agreement 047, Technical Standard of the Ecuador Zero Carbon Program.

For the quantification of GHG emissions of scopes 1, 2 and 3 (without considering category 15), the following considerations are taken:

- The loading of activity data for calculations (related to each emission source) and their backups is carried out on the SIM CO₂e platform.
- The methodology of the Intergovernmental Panel on Climate Change (IPCC) 2006 (2019 update) is used, which consists of multiplying the relevant emission factors (according to the criteria of the ISO 14064-1 standard) by the activity data.
- The values for the Global Warming Potential (GWP) of each greenhouse gas are taken from AR5. Within the GHG inventory, a differentiation is made between methane from fossil sources (with a GWP of 30) and methane from biogenic sources (with a GWP of 28).
- The result of the calculation of the emissions of each GHG (CO₂, CH₄, N₂O, etc.) is expressed in t CO₂e/year.

To calculate the GHG emissions of the client portfolio (downstream, category 15), the methodology established by PCAF is applied, which includes:

- Selection of assets that apply to the Bank.
- Definition of the sectors of the main portfolio.



- Identification of the data necessary for measurement.
- Calculate the attribution and emissions factor, for the definition of financed emissions.

It is worth mentioning that 2022 was defined as the new base year for quantifying the carbon footprint. This is due to the fact that, in August 2023, the National Electricity Operator (CENACE) published a new electric energy emission factor corresponding to the year 2022, which generated significant differences in the

associated GHG emissions, which exceeded 10 % established in the Banco Guayaquil methodology.

In 2023, the GHG emissions of our five main centers were 3,198.3 t CO₂eq, which represents an increase in the absolute indicator of GHG emissions of 13.7% compared to the previous year. In this regard, the table below presents the breakdown of GHG emissions from the main buildings (scopes 1, 2 and 3).

Gross value of direct GHG emissions (Scope 1), indirect GHG emissions associated with energy (Scope 2) and other GHG emissions (Scope 3) from main buildings¹ 2022 - 2023

Emission sources	Gases included in the estimate ²	Scope	GHG emissions by source (t CO ₂ e)		GHG emissions by scope (t CO ₂ e)		Var. 2023-2022 by scope (%)
			2022 (base year)	2023	2022 (base year)	2023	
Generator-fossil fuel	CO ₂ , CH ₄ , N ₂ O	Scope 1	16.8	2023	2022	779.9	14.9%
LPG dining room	CO ₂ , CH ₄ , N ₂ O		18.9	2023			
Gasoline vehicles-fossils	CO ₂ , CH ₄ , N ₂ O		185.2	191.3			
Diesel vehicles	CO ₂ , CH ₄ , N ₂ O		27.1	29.1			
Eco-country gasoline vehicles-fossils	CO ₂ , CH ₄ , N ₂ O		287.2	337.1			
Refrigerant gases	HFCs		143.6	178.0			
Electrical energy ³	CO ₂ e	Scope 2	339.4	373.6	339.4	373.6	10.1%
Category 1: Purchased goods and services ³ : paper	CO ₂ e	Scope 3 ⁴	14.9	12.0	1,785.2	2,033.2	13.9%
Category 2: Capital goods ³	CO ₂ e		1,152.4	1,380.8			
Category 3: Activities related to fuels and energy (not included in Scope 1 or Scope 2) ³ : losses of electrical energy through transmission and distribution; upstream generator, vehicle and dining room fuel (diesel, gasoline, bioethanol and LPG), and upstream electrical energy	CO ₂ e		344.4	382.4			
Category 6: Business trips ³ : air flights and taxis	CO ₂ e		273.5	258.0			
Total			2,803.3	3,186.7	2,803.3	3,186.7	13.7%

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

2.1 All emission sources that generate the greenhouse gases considered in the Kyoto Protocol (CO₂, CH₄, N₂O, hydrofluorocarbons - HFCs and sulfur hexafluoride - SF6) are taken into account, however, both in the base year, As in the year 2023, SF6 was not generated.

2.2 In addition, the Montreal Protocol gases (hydrochlorofluorocarbons - HCFCs and chlorofluorocarbons - CFCs) are considered, which were not emitted in the years described in the table.

2.3 No perfluorocarbons - PFCs, nor nitrogen trifluoride - NF3 are generated in Banco Guayaquil facilities.

3 In these cases, it is referred to directly as CO₂e, because the emission factors used for the estimation are expressed in said unit (without differentiation from other gases).

4. In accordance with the applicable Scope 3 upstream emissions categories established in the "Corporate Value Chain (Scope 3) Accounting and Reporting Standard" of the GHG Protocol, Table 5.3 List of Scope 3 categories, considering significant GHG emissions (without considering category 15).

The following table presents the biogenic GHG emissions of the main buildings:

Biogenic GHG emissions from main buildings¹ 2022 - 2023

Emission sources	Gases included in the estimate ²	Scope	GHG emissions (t CO ₂ e)		Var. 2023-2022 (%)
			2022 (base year)	2023	
Ecopaís-ethanol vehicles - anthropogenic biogenic (CH ₄)	CH ₄	Scope 1	0.07	0.08	17.4%
Ecopaís-ethanol vehicles - anthropogenic biogenic (CO ₂)	CO ₂		9.77	11.46	17.4%
Total			9.84	11.55	17.4%

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

Additionally, the GHG emissions intensity ratio of the main buildings is presented:

GHG emissions intensity ratio of main buildings¹ 2022 – 2023

Emission sources	2022 (año base)	2023	Var. 2023-2022 (%)	
Total GHG ² emissions (t CO ₂ e)	2,813.1	3,198.3	13.7%	0.08
Assets of main buildings (US\$) ³	4,438'854,988.4	5,162'934,664.4	16.3%	16.3%
GHG emissions intensity ratio (g CO ₂ e/US\$ of assets)	0.634	0.619	-2.3%	11.55

1. The main buildings are: Headquarters, Annex, Multiparqueo, Mayor Quito Branch and Cuenca Branch.

2. Corresponds to the sum of biogenic and anthropogenic emissions of Scopes 1, 2 and 3 (without considering category 15), with the gases referred to in the table Gross value of direct GHG emissions (scope 1), indirect GHG emissions associated with energy (scope 2) and other GHG emissions (scope 3) from the main buildings 2022 – 2023 of this report.

3. The parameter (denominator) of assets (US\$) was selected to calculate the ratio, due to the nature of Banco Guayaquil's financial services, since these are related to the organization's operations.

As can be seen, the GHG emissions intensity ratio (g CO₂e/US\$ of assets) presented a reduction compared to the base year (2022). However, there was an increase in total GHG emissions (t CO₂e), due to the following causes:

- the increase in the presence of collaborators, and
- the use of fossil fuels for the generation of electrical energy, in response to the national energy crisis that will arise at the end of 2023.

On the other hand, with respect to the GHG emissions of the client portfolio (downstream, category 15), the following results were obtained for the period 2022. On the other hand, with respect to the year 2023, the emissions are in the process of calculation.

GHG emissions from the client portfolio (category 15) 2022

Sector	Financed emissions (t CO ₂ e)
Construction and Infrastructure	102,270.8
Food products	90,254.3
Shrimp	189,666.1
Oil and Gas	5,386.2

REDUCTION

(GRI 305-5)

Compared to 2013, the year in which we began quantifying our GHG emissions, in 2023 we have reduced 73.3% (3,173.9 t CO₂e) of our Scope 1 and 2 GHG emissions.

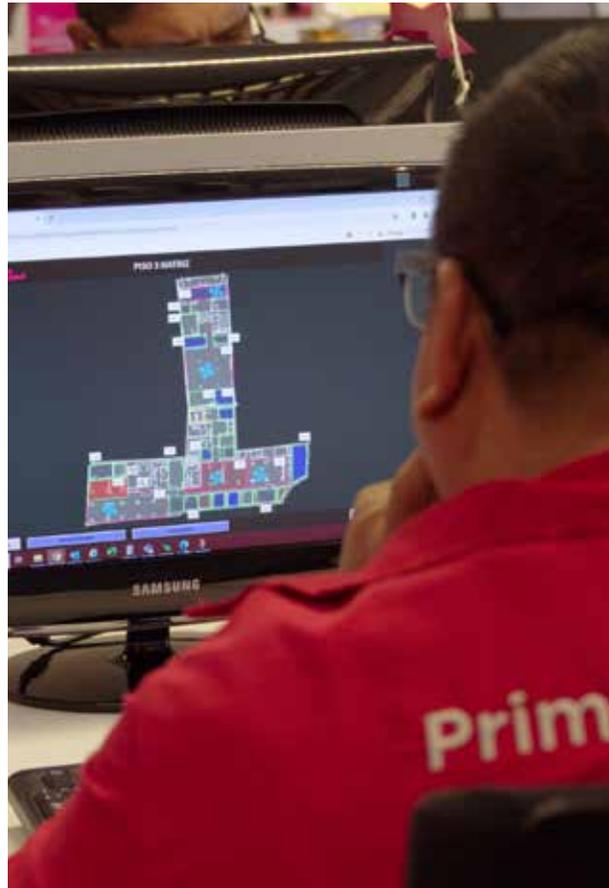
The reduction initiatives that we apply are mainly related to energy efficiency measures and good practices in the use of resources and inputs.

In relation to this topic, among the most relevant measures applied and maintained in 2023 are the following:

- Installation of photovoltaic panels at the El Dorado agency (Samborondón).
- Replacement of UPS with more efficient alternatives in the Annex building (Guayaquil).
- Change of conventional LED lamps for alternatives with greater luminous efficiency in the Cuenca Branch (Cuenca).
- Replacement and reduction of hardware security modules in the Mayor Quito Branch building (Quito).

We have also planned the following GHG emissions reduction initiatives, whose implementation began in the last half of 2023 and which have GHG emissions reduction potentials of 53.3 t CO₂e (in the main buildings) and 69.9 t CO₂e (in all Bank facilities), projected to the year 2025:

- Replacing servers with more efficient alternatives.
- Reprogramming of the operation of the air conditioning and lighting system of the Main, Annex and Multipark buildings, based on data information from the SCADA system.



- Reduction of paper in processes with greater consumption of this input.
- Renewal of air conditioning equipment.
- Analysis of implementation of photovoltaic panels in other buildings and agencies.

In a complementary manner, we are reviewing and analyzing the emissions reduction goals aligned with climate science (Science Based Targets Initiative - SBTi, for its acronym in English) with the objective of reducing emissions of scopes 1, 2 and 3 by 2030, so as not to exceed the temperature increase of 1.5°C, in accordance with the provisions of the Paris Agreement.

Compensation

We compensate for those GHG emissions that cannot be reduced, applying authorized compensation schemes, such as sponsorship of conservation or other efficiency projects, endorsed by the United Nations. Additionally, we participate in reforestation initiatives with native species, with our collaborators as volunteers.

Verification

We verify the quantification, reduction and compensation of GHG emissions through a third-party organization, for which we apply recognized national and international methodologies. In this way we have also been awarded by the Ecuador Zero Carbon Program, in reduction issues. In turn, in 2023 we obtained the following recognitions for the execution of the Carbon Neutrality program:

- Triple Impact Company, in the Banks category, awarded by EKOS, and
- Recognition of Good Sustainable Development Practices, SDG 7, conferred by the Global Compact Ecuador Network.

The impact of the Carbon Neutrality Program is summarized with the following indicators, compared to 2013:



Reduction of indirect GHG emissions (scope 2) in a 87.3% (2,568.7 t CO₂e), which are approximately equivalent to:



128,435 trees¹
planted



74 families²
benefited from the redistribution of unconsumed electrical energy

1. Considering an annual CO₂e capture of 20 kg CO₂e/tree, according to data from the Aquae Foundation.
2. Considering the annual consumption of electrical energy of a family of four members, having an annual consumption of electrical energy of 1,569.1 kWh/inhabitant, according to data from the "National Energy Balance 2022", published by the Ministry of Energy and Mines.

In addition, we have achieved the following achievements throughout the development of the program:

- Achievement of **verification statements of** the quantification, reduction and compensation of GHG emissions by third-party organizations.
- Obtaining the **Ecuadorian Green Point Environmental Certification for the Services Sector** of the Ministry of the Environment, Water and Ecological Transition, for the application of energy efficiency projects within the framework of the program.
- More than **2,900 employees raised awareness** through email campaigns on the **efficient use of energy**.

Green Point Certification

During the year 2023, the verifier Istituto Certificazione Etica e Environmentale (ICEA) carried out surveillance of the Ecuadorian Green Point Environmental Certification to the Services Sector for our five main buildings. The compliance reports were delivered to the Ministry of the Environment, Water and Ecological Transition, maintaining the honorary incentive that we received in 2022.

Surveillance Dates

Matrix Buildings, Annex and Multipark: 24/04/2023
Quito Major Branch Building: 25/04/2023
Cuenca Branch Building: 26/04/2023

Surveillance Criteria

- Current status of energy efficiency projects.
- Behavior of environmental indicators.
- Legal compliance matrix.
- Compliance with good environmental practices.
- Area inspections.



ANNEXES



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ANNEX I BALANCE SHEET

As of December 31, 2023 (In thousands of dollars).



ACCOUNT	Dec-21	Dec-22	Dec-23	Δ23-22 (overall)	Δ23-22%
ASSETS	6'364,654	6'887,220	7.379,960	492,740	7%
FUNDS AVAILABLE	1'010,882	1'060,344	844,058	-216,286	-20%
INVESTMENTS	977,440	944,528	1'113,873	169,345	18%
CREDIT CARD	3'992,819	4'490,447	4'977,662	487,215	11%
ACCOUNTS RECEIVABLE	66,558	67,165	76,128	8,963	13%
ASSETS AWARDED FOR PAYMENT	25,220	22,622	31,952	9,330	41%
PROPERTIES AND EQUIPMENT	111,107	110,490	110,243	-247	0%
OTHER ASSETS	180,665	191,624	226,044	34,420	18%
LIABILITIES	5'762,317	6'205,773	6'622,383	416,610	7%
OBLIGATIONS TO THE PUBLIC	5'010,624	5'362,093	5'569,007	206,914	4%
IMMEDIATE OBLIGATIONS	50,129	30,286	29,246	-1,040	-3%
ACCOUNTS PAYABLE	173,983	219,889	253,729	33,840	15%
FINANCIAL OBLIGATIONS	458,091	502,049	636,650	134,601	27%
MANDATORY CONV. ACCIO. CONTRIBUTION FUT. CAPITAL	49,975	74,990	75,000	10	0%
SECURITIES IN CIRCULATION AND OTHER LIABILITIES	19,514	16,466	58,751	42,285	257%
EQUITY	602,337	681,447	757,477	76,130	11%
SOCIAL CAPITAL	449,900	483,370	537,165	53,795	11%
BOOKINGS	72,784	80,225	91,196	10,971	14%
SURPLUS DUE TO VALUATIONS	5,270	8,106	7,349	-757	-9%
RESULTS	74,383	109,746	121,867	12,121	11%
TOTAL LIABILITIES + EQUITY	6'364,653	6'887,220	7'379,960	492,740	7%
NET CONTINGENTS	1'882,521	2'145,945	2'291,431	145,486	7%
TOTAL ASSETS + NET CONTINGENTS	8'247,175	9'033,165	9'671,391	638,226	7%

ANNEX II

ESG

MANAGEMENT

DETAIL

Relationship with our interest groups

(GRI 2-28, 2-29, 3-3)

Communication and active commitment with a wide range of interest groups are fundamental pillars for the comprehensive development of our operations and the generation of value.

We seek to foster continuous and effective interaction among our collaborators, as well as nurture and strengthen ties with various stakeholders, such as clients, local non-banking correspondents, suppliers and shareholders.

Through various communication channels, we cultivate relationships that are based on trust and align with our values, ethical regulations and applicable external legislation. In addition, we carry out regular consultations, such as work environment surveys, and perform comprehensive analyzes for different stakeholders as part of our materiality assessment process.

We consider these stakeholders as fundamental actors who significantly influence our activities and who contribute to the achievement of our business and sustainability objectives.

Banco Guayaquil interest groups



Interest Group	Value creation	Channels
Clientes	<p>Have relevant financial products and services, according to your needs.</p> <p>Facilitate the achievement of your personal and professional goals, based on savings and credit, including the development of products and services with a special focus on inclusion.</p> <p>Opportunity for them to choose solutions judiciously, through the information provided and transparency in the conditions.</p> <p>Live an experience appropriate to each moment, combining digital channels and in-person attention. Accessibility when and where they need it.</p> <p>Promote the incorporation of best environmental, social and good governance (ESG) practices.</p>	<ul style="list-style-type: none"> • Offices • Remote channels (web, mobile application) • Customer advocate performance • Social networks and email notifications • Help Center (Personal Banking and Business Banking) • Service Quality Platform (satisfaction monitoring) • Training sessions: financial education, sustainable practices • Integrated report
Colaboradores	<p>Support training and career development, generating highly competitive professional profiles.</p> <p>Ensure professional and personal well-being, through employment security, the work environment and specific health and conciliation initiatives.</p> <p>Guarantee equal opportunities and non-discrimination, framed in a culture of respect.</p>	<ul style="list-style-type: none"> • Work environment evaluation • Complaint channel • Weekly summaries (briefing) and internal corporate email • intranet • General and area meetings • Training sessions • Focus groups and surveys • Integrated report
Shareholders, investors and other capital providers	<p>Invest in a company with a solid financial track record, profitable and demanding in risk management, which advances in accordance with a clear strategic plan that includes ESG aspects.</p> <p>The strength of the company's financing from multilateral banks.</p>	<ul style="list-style-type: none"> • Shareholders Meeting • Specific section on the website • Shareholder Report (annual and quarterly) • Performance of the Shareholder Service Office • Information requests from capital providers • Performance of the Commissioner • Social bond report • Integrated report

Interest Group	Value creation	Channels
Guilds and business organizations	<p>Actively participate in promoting sustainability in companies, exchanging learning and mobilizing other institutions. Especially, promote it in the financial sector, due to its transformative capacity.</p> <p>Likewise, address at the union level, the risks and opportunities for the operation and results of financial entities.</p>	<ul style="list-style-type: none"> • Attendance at events • Participation in directories
Government	<p>Contribute to the socioeconomic development of the country, under criteria of general interest included in compliance with applicable legislation and regulations.</p> <p>Participate in the relationship between the public and private sectors to advance in addressing the country's main problems, including the achievement of the Sustainable Development Goals (SDGs).</p>	<ul style="list-style-type: none"> • Formal reports/documentation required • Monitoring of the Superintendency of Banks (SB) • Monitoring of the Superintendency of Companies, Securities and Insurance (SCVS) • Report to other authorities. Ex. SRI, Ministry of Finance and COSEDE • Shareholder report with information required by regulations
Media	<p>Report on the Bank's performance and contribution through its channels and platforms, as well as raise awareness about the importance of financial management and create a culture of savings and prevention.</p>	<ul style="list-style-type: none"> • Performance of the communication and marketing team • Integrated report • Participation in union events and/or events of a different nature
Social Organizations	<p>Offer opportunities for the development of projects through social investment.</p> <p>Participate in alliances that address different social and environmental issues, especially those that are related to the Bank's operations.</p> <p>Promote financial education, especially among children and young people.</p>	<ul style="list-style-type: none"> • Performance of the financial education program • Social investment initiatives • Sectoral actions and support for multilateral initiatives • Participation in alliances and/or organizations linked to the sustainable development • Integrated report
Suppliers and contractors	<p>Be allies of the Bank, both in the construction and delivery of products and services, as well as in the generation of customer experience, with quality criteria that, added to innovation, contribute to the advancement of the business of both parties and the increase of their degree of competitiveness.</p> <p>Build mutually beneficial long-term relationships under a win-win approach.</p>	<ul style="list-style-type: none"> • Contracting and service provision operational meetings • Evaluation processes (including anti-corruption) • Focus groups and surveys • Supplier Code of Ethics • Complaint channel • Integrated report

Interest Group	Value creation	Channels
Bancos del Barrio	<p>Provide its clients with added value through the provision of financial services, in addition to increasing the flow of its establishments.</p> <p>Contribute to financial inclusion in their communities, becoming agents of local change.</p>	<ul style="list-style-type: none"> • Networking calls • Training sessions • Monitoring of the executives in charge • Focus groups

Third Party Initiatives and Memberships

At Banco Guayaquil, we understand that sustainable development is fundamental for the integral progress of society. We are actively committed to the Sustainable Development Goals (SDGs) outlined by the United Nations in its 2030 Agenda. As a financial entity, we aspire to promote a banking model that not only drives economic growth, but also contributes to social development, and also respects, protect and restore the environment.

This commitment has been strengthened through the adoption of the Responsible Banking Principles, coordinated by the United Nations Environment Program Financial Initiative (UNEP FI).

We participate in ASOBANCA, where we collaborate to promote the advancement of sustainable finance, in addition to contributing to other union aspects. In addition, we are involved in various chambers and associations, thus strengthening our efforts for a more responsible and sustainable financial and business system.

On the other hand, we continually support specific national initiatives that promote social and environmental development. We contribute to programs that promote youth employment, we work for gender equality and we support projects for more responsible management of our natural resources.



Ambit	Institution/Initiative	Related to Sustainability
Associations	Association of Private Banks of Ecuador (Asobanca)	X
Chambers	Chamber of Commerce of Guayaquil	
	Chamber of Commerce of Cuenca	
	Chamber of Industries of Guayaquil	
	Chamber of Industries and Production of Quito	
	Ecuadorian-American Chamber of Commerce-AMCHAM	
	Ecuadorian-German Chamber of Industries and Commerce	
	British Ecuadorian Chamber of Industries and Commerce	X
Other organizations and forums	Ecuadorian Corporation for Social Responsibility and Sustainability (CERES)	X
	Ecuador Network Global Compact	X
	Carbon Disclosure Project (CDP)	X
	United Nations Environment Program Finance initiative (UNEP FI)	X
	Task Force on Climate-Related Financial Disclosures (TCFD)	X
Main initiatives supported	Women's Empowerment Principles (UN Women, Global Compact)	X
	Principles of Responsible Banking (UNEP FI)	X
	Alliance for Youth (promoted by Nestlé)	X
	Initiative of the Guayaquil Water Fund (FONDAGUA)	X
	Coalition for Water Security of Ecuador	X

Specifically, as part of ASOBANCA, during 2023 we participate in multiple projects and activities led by the Sustainable Finance Committee.

Project/Activity	Description
Signing of the Sustainable Finance Protocol 2.0	<p>Support in the review of the Sustainable Finance Protocol 2.0 and adherence to it (adherent bank).</p> <p>The Sustainable Finance Protocol is a voluntary agreement signed for the first time in 2016 and renewed, in person, on June 20, 2023 in Quito, Ecuador.</p> <p>It should be noted that, seven years after its signing (2016), this important and necessary renewal of the banking sector's commitment to the fight against climate change, the reduction of social inequities and the new challenges of inclusive development, which the country.</p>
Sustainable Finance Project 2023 -2024	<p>Support in activities and reviews related to the development of a Green Sector Taxonomy and the IT Platform that will facilitate the use of sector guides.</p> <p>Both components are part of the Sustainable Finance Project of Asobanca and its Committee for the period 2023-2024.</p>
Ecuador's First Sustainable Finance Forum	<p>Banco Guayaquil was a sponsor and speaker on the panel "Actions of private banks in Ecuador to contribute to the 2030 development agenda."</p> <p>This panel was part of the First Sustainable Finance Forum of Ecuador, an event that promoted debate and analysis of trends, opportunities and challenges to promote sustainable financing that contributes to the fight against climate change and the sustainable development of the country.</p>
Financial well-being and climate change workshop	<p>Bank participating in the practical and theoretical workshop given by Bancolombia in which the ESG strategy was learned, with a focus on the climate part and the elements that lead it to be an institution at the forefront of sustainability. Additionally, it was learned how financial well-being is integrated with other efforts in the climate, gender, among others. The Workshop was taught by two international experts from UNEP FI and Bancolombia.</p>
SPRACC, tool to identify Climate Change risks	<p>Bank Participant in the theoretical and practical workshop on the use of the Information System, Projections, Climate Risk and Adaptation to Climate Change (SPRACC), which provides information on climate projections, threats, vulnerability indicators and adaptation measures that have been and are implementing.</p> <p>The training was given by officials from the Climate Change Secretariat of the Ministry of the Environment, Water and Ecological Transition.</p>
Climate Change and Green Finance Working Group	<p>Member bank of the Asobanca Climate Change and Green Finance Working Group. The aforementioned group was created by the Risk Department of the Superintendency of Banks and it defines the work plans and generates joint work spaces, between Asobanca and the Superintendency, for the sustainable development of the country.</p>

MATERIALITY ANALYSIS

(GRI 3-1, 3-2)

The concept of double materiality is a comprehensive approach that considers two complementary perspectives: impact materiality and financial materiality.

Socio-environmental or impact materiality: It reflects the most significant impacts of the company abroad: on the economy, the environment and people. These impacts can have positive or negative consequences (operation, reputation, financially). It serves for the application of the Global Reporting Initiative (GRI) Standards.

Financial materiality: Reflects ESG factors that could be reasonably likely to affect the financial condition, operating performance and cash flows within the company. It is used for the application of the Sustainability Accounting Standards Board (SASB) Standards.

The update to the materiality exercise developed in 2022 focused on several key objectives. First, it allowed us to align our objectives with emerging needs. Furthermore, in this exercise we maintained a dialogue with our stakeholders, allowing us to better understand their concerns and expectations in relation to sustainability.

Another objective was to strengthen the internal awareness of the management team and the vice presidencies about the strategic value that sustainability brings to our institution. This step was instrumental in fostering a comprehensive understanding and strong commitment to sustainable practices in all areas of our operation.

Below, we detail the participatory process for **impact materiality:**

1) Revision

Analysis of the material topics determined in the previous exercises. Opportunities for improvement were identified in

the consultation with interest groups, including the scope and incorporation of the company's strategic priorities.

2) Identification

Update of the list of potentially relevant topics, considering:

- Sectoral reference documents that propose key topics. Includes those related to international extra-financial reporting standards (GRI, SASB), UNEP-FI and related reference initiatives, sectoral risks and opportunities of rating agencies (e.g. S&P) and union initiatives such as the ASOBANCA Sustainable Finance Protocol. .
- References of the operating context, such as the analysis of global risks presented annually by the World Economic Forum (WEF) and the progress of the status of the Sustainable Development Goals (SDG) in Ecuador.
- The investment positions of the main international asset managers (e.g. BlackRock, Vanguard) and the criteria of multilateral and/or development banking.
- The pre-existing consultations that we already had as part of the relationship that our different teams have with the interest groups (e.g. results of the work environment survey, media appearances).

3) Prioritization

In fiscal year 2022 we expanded the consultations to interest groups that we had been carrying out previously; both in the categories of the participating groups, as well as the depth in each case. The list of potentially relevant topics was evaluated from two perspectives:

1. Institutional Priority for the Bank, in accordance with the corporate strategy, through interviews with a selection of vice presidents.

2. Importance for interest groups, according to qualitative consultation methodologies, such as focus groups with collaborators, neighborhood bankers and suppliers. For greater scope, in the 2022 materiality exercise, the application of quantitative methods such as online surveys objectivated at collaborators and suppliers was also added. Interviews were also carried out with funders, regulatory entities, unions and other associations. Additionally, we included the customer perspective by interviewing the managers of the different segments in which we have organized the banks and the digital transformation team

From this, we developed the impact materiality matrix, with the significance of the different topics

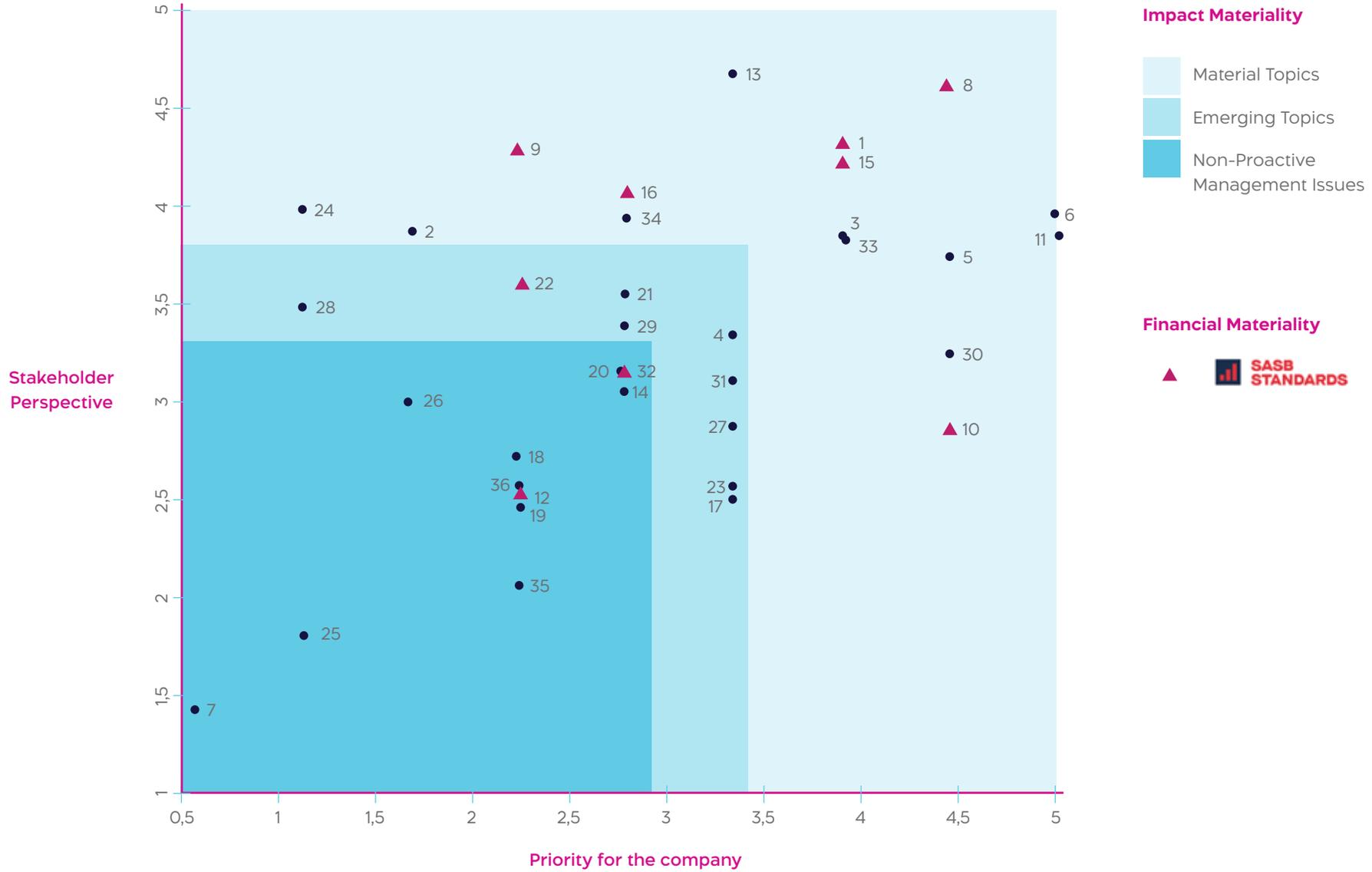
4) Validation

The results were presented within the framework of the Corporate Governance and Sustainability Committee.

For **financial materiality**, we apply the key topics established by the Sustainability Accounting Standards Board (SASB) for the industries that apply to us (of the 77 in which SASB has organized its standards): Commercial Banking, Consumer Financing and Mortgage Financing.

The materiality analysis is oriented towards the relationships that our Bank establishes with a variety of interest groups, including collaborators, clients, suppliers, communities and regulatory entities. On the other hand, a portfolio impact analysis, such as the one presented in **Annex IV: Advancing Responsible Banking**, specifically evaluates how our financial products can directly influence the lives and activities of our clients, and how they participate the collaborators in it.

Dual materiality matrix



N°	Material Issues	Total
▲ 8	Innovation in products and services	9.09
6	Customer experience	8.96
11	Technology	8.85
▲ 1	Accessibility (customers)	8.24
5	Operational efficiency	8.18
▲ 15	Systemic risk management	8.13
13	Competitiveness and market development	8.01
3	Financial inclusion	7.76
33	Diversity, inclusion and equity	7.74
30	Attraction and talent retention	7.7
10	Data safety	7.32
▲ 16	Customer environmental and social assessment (financiamiento responsable) (responsible financing)	6.86
34	Social investment	6.72
▲ 9	Marketing and information concerning products and services	6.52
2	Support entrepreneurship	5.54
24	Sustainability disclosure and transparency	5.1

N°	Emerging issues	Total
4	Green financing	6.68
31	Training and career development (collaborators)	6.45
21	Regulatory compliance	6.34
27	Relationship with authorities	6.22
29	Financial health (customers)	6.17
23	Corporate Government	5.89
17	Issuances (from credit portfolio)	5.85
▲ 22	Ethics and anti corruption	5.81
28	Financial education	4.6

N°	Non Proactive Management issues	Total
▲ 20	Climate Change Risks and Opportunities	5.94
32	In-house communication and leadership (work environment)	5.93
14	Financial results	5.84
18	Own issuances (Banco Guayaquil)	4.96
36	Health and safety (collaborators)	4.76
▲ 12	Privacy and responsible use of Customer's information	4.73
26	Access to external funding	4.67
19	Corporate environmental management	4.64
35	Remuneration and benefits (collaborators)	4.28
25	Dissemination and transparency of financial information	2.92
7	Supplier and contractors management	2.01

RESPECT FOR HUMAN RIGHTS

(GRI 2-23, 2-24, 2-25, 2-26)

At Banco Guayaquil, respect for human rights is a priority that guides both our internal practices, as well as our relationships with clients, suppliers and all other external stakeholders. Our commitment is based not only on the legal framework in force in the country, but also on the main international guidelines that govern this area.

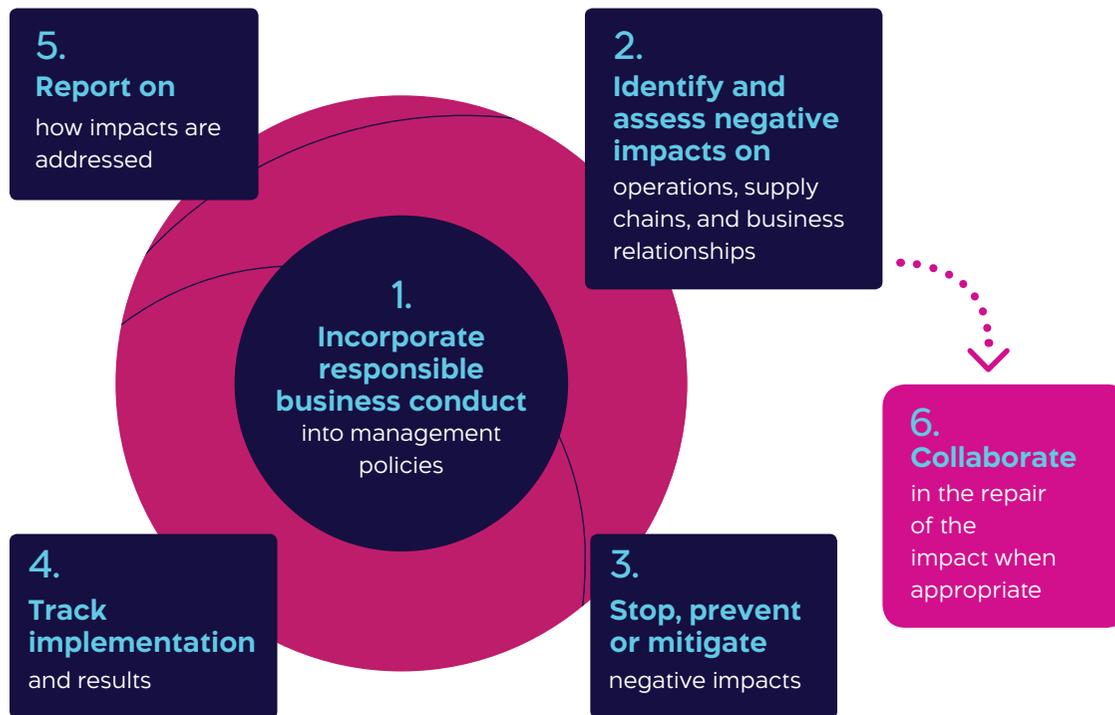
We consider the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, as well as the Guidelines for Multinational Enterprises and other recommendations of the Organization for Economic Cooperation and Development (OECD) as important pillars. These frameworks provide us with clear guidance on how to ensure and respect fundamental rights in all our operations and business relationships.

In addition, we remain attentive to the publication of the National Action Plan for Human Rights and Business (PAN), in which the Government works together with various multilateral organizations. This initiative will be a key element to strengthen our practices and policies regarding human rights, aligning our operations with the most updated national standards and promoting an organizational culture based on respect and protection of human rights.

As a financial institution, we have a triple role in relation to human rights:

- 1. In administrative operation, very similar to other companies:** The entity recognizes the importance of treating its employees ethically, guaranteeing adequate working conditions and avoiding discrimination. Likewise, it evaluates and treats its suppliers fairly and cares about the security of its clients' information, demonstrating a commitment to work ethics and data protection.
- 2. In financing, in the relationship with our clients:** Banco Guayaquil recognizes its responsibility in the relationship with clients, not only in equal access to financial products and services, but also in providing transparent information. In addition, it is aware of the indirect impact that its clients' activities can have with the capital granted, which is why it applies a rigorous Environmental and Social Risk Analysis (SARAS) and promotes the development of products with positive social and environmental impact.
- 3. In our direct investment, due to the impact of the recipients of the investment:** the impact of the Bank's investments in public and private institutions is recognized, in addition to the need to integrate ESG (environmental, social and governance) criteria as part of its investment process, showing a commitment to sustainability and corporate social responsibility in their resource allocation decisions

Hemos implementado también una hoja de ruta de debida diligencia, que detallamos a continuación. La misma está alineada con las recomendaciones OCDE:



Our commitment also extends to the Human Rights Policy, which we launched in 2021.

Process	Performance	More detail
<p>1. Incorporate responsible business conduct into management policies and systems.</p>	<ul style="list-style-type: none"> • The Bank's Code of Ethics constitutes the main framework of guidelines for the exercise of our activity and promotes respect for diversity and non-discrimination. • Additionally, the Diversity and Inclusion Policy has been in force since 2021, with which we seek to facilitate the experience of personal differences without barriers or biases. • We also incorporate these principles in the guidelines of the hiring and remuneration establishment processes, as well as in the management of well-being. • As a fundamental part of the commitment, the Human Rights Policy, already mentioned, is also in force. • All these regulatory bodies serve as a basis for decision-making by all those agents involved in directly related processes. • We inform collaborators about current regulations and require their application. • We comply with external legislation and the main international reference initiatives, including the United Nations framework to "Protect, Respect, Remedy". 	<ul style="list-style-type: none"> » Ethics and compliance » Team

Process	Performance	More detail
<p>2. Identify and evaluate the negative impacts of operations, supply chains and business relationships.</p>	<ul style="list-style-type: none"> • Risk identification includes proactive analysis processes and other avenues for reactive response thanks to the collaboration of our interest groups: - Annual internal and external process audit processes; Also performance of the compliance team in promoting and evaluating adherence to internal and external regulations. - Application of the Environmental and Social Risk Management System (SARAS) in the granting of credit, which allows identifying possible negative impacts. - Monitoring the work environment through the annual survey and other exercises. - Monitoring customer satisfaction and complaints. - Attention to reports that arrive through the Ethics Line. • In the identification of potential risks, consultation with the group(s) of interest that could be affected is incorporated. 	<ul style="list-style-type: none"> » Ethics and compliance » Sustainable financing and investment » Team
<p>3. Stop, prevent or mitigate negative impacts.</p>	<ul style="list-style-type: none"> • Customers 1) The SARAS exercise itself allows us to identify risks and establish prevention and mitigation measures. Furthermore, in accordance with best international practices, we have established a series of high-risk activities that we do not finance. 2) The approach with which we have carried out the technological transformation is inclusive, both in the design and operation of the channels and in the coexistence with the operation of branches and bankers in the neighborhood. 3) The offer of products for the segments with greatest difficulties, base accounts and micro financing, favors opportunities and avoids exclusion. • Collaborators 1) Permanent awareness of diversity, initiatives to support the development of employees. 2) Systematization of performance evaluation and remuneration setting, to avoid biases. 3) Wellness program and strict health and safety measures, to protect the integrity of employees. • Supply chain 1) We require suppliers to have ethics and anti-corruption guidelines, as part of our Anti-Bribery Management System, certified in accordance with the ISO 37001 standard, which has as part of its scope the supplier evaluation and contracting process. 2) We pay special attention to the practice of our physical security providers, regarding respect for clients. • Society 1) We have participation in organizations that promote sustainability and respect for Human Rights: Global Compact Ecuador Network and CERES. 2) We also promote financial education as a vehicle to reduce inequalities. 	<ul style="list-style-type: none"> » Sustainable financing and investment » Connection with the client: experience » Financial inclusion » Diversity and inclusion » Security and health » Relationship with the supply chain » Contribution to the SDGs » Financial education

Process	Performance	More detail
<p>4. Track implementation and results.</p>	<ul style="list-style-type: none"> • The initiatives are monitored by different committees and working groups depending on the case. • The Ethics Committee monitors compliance with the different policies and codes, including diversity, as well as analyzes cases of possible non-compliance detected. • The Corporate Governance and Sustainability Committee monitors the pillars and initiatives of the Sustainability Strategy, including those related to Human Rights. 	<ul style="list-style-type: none"> » Corporate governance » Ethics and compliance » Sustainability Strategy
<p>5. Report on how impacts are addressed.</p>	<ul style="list-style-type: none"> • We maintain internal communication campaigns and call for the active participation of our collaborators in the initiatives. • We are part of different networking spaces, communicating our practices and learning from the experience of other organizations. • Likewise, we publish our ESG (environmental, social and governance) performance annually. This report is key to informing all our interest groups about our work in Human Rights and the entire Sustainability Strategy. • We are therefore transparent about the risks inherent in our activities, about the policies and means implemented to manage these risks and about the results of these measures. 	<ul style="list-style-type: none"> » Relationship with our interest groups
<p>6. Repair or assist in repairing the impact when appropriate.</p>	<ul style="list-style-type: none"> • Our preventive management has allowed us to have no significant negative impacts that need repair. • Likewise, adherence to external legislation. • Through the Ethics Committee, once the possible cases have been evaluated, the pertinent measures and sanctions derived from the magnitude of the case are established. 	<ul style="list-style-type: none"> » Ethics and compliance

ANNEX III

CONTRIBUTION TO REFERENCE INITIATIVES

ADVANCEMENT TO THE GLOBAL COMPACT PRINCIPLES

	Human rights
	Labor Standards
	Environment
	Anti-corruption

	Principle	Commitment	Performance (presented in the integrated report)
1	Companies must support and respect the protection of internationally recognized fundamental Human Rights, within their sphere of influence.	<p>Creed: A business by people for people</p> <p>Code of ethics (updated) Human Rights Policy Diversity Policy Financial Inclusion Policy Sustainability Policy</p>	<p>Strategy</p> <p>Ethics and Compliance</p> <p>Financial Culture and Access to Banking</p> <p>Annex 2.3: Respect for Human Rights</p>
2	Companies must ensure that they are not in complicity in the violation of Human Rights.	<p>Code of Ethics for Suppliers</p> <p>Operational standards (includes the Internal Labor Code)</p>	<p>Profile and Context: Relationship with the supply chain</p> <p>Team</p>
3	Companies must support freedom of association and the effective recognition of the right to collective bargaining.	<p>Code of ethics (updated)</p> <p>Operational standards (includes the Internal Labor Code)</p>	<p>Team</p>

	Principio	Compromiso	Desempeño (presentado en el informe integrado)
4	Businesses must support the elimination of all forms of forced or coerced labor.	Code of ethics (updated) Code of Ethics for Suppliers Human Rights Policy Supplier evaluation process	Ethics and Compliance Annex 2.3: Respect for Human Rights
5	Companies should support the eradication of child labor.		
6	Companies must support the abolition of discriminatory practices in employment and occupation.	Code of ethics (updated) Code of Ethics for Suppliers Human Rights Policy Diversity Policy Gender strategy Supplier evaluation process	Team Annex 2.3: Respect for Human Rights
7	Companies must maintain a preventive approach that favors the Environment.	Sustainability Policy Climate Change Policy Environmental and Social Risk Management Policy (SARAS) Climate strategy: identification of risks and opportunities and roadmap	Strategy Risk Management: Risks and Opportunities of Climate Change Environmental Management
8	Companies must encourage initiatives that promote greater environmental responsibility.		Financing and Sustainable Investment
9	Companies must promote the development and dissemination of environmentally friendly technologies.		Financing and Sustainable Investment Environmental Management
10	Companies must work against corruption in all its forms, including extortion and bribery.	Code of ethics (updated) Corporate Governance Code Anti-Corruption Policy Anti-Corruption Management System (Purchasing Process)	Corporate Governance Ethics and Compliance Profile and Context: Relationship with the supply chain

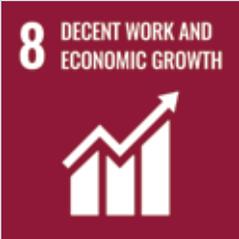
Contribution to the Sustainable Development Goals (SDGs)

At Banco Guayaquil we have identified the Sustainable Development Goals (SDGs) in which we can have a significant impact, considering our activity and the country's environment. We focus on those where we can make a difference through our operations, products and services, collaborating closely with our stakeholders.

The 2030 Agenda, which includes the SDGs, represents the international guide established by the United Nations to address the main challenges of society, in close collaboration with companies, academic institutions and the population in general.

Below, we highlight our primary contribution to these SDGs and strategic goals, efforts that are detailed throughout the report.

SDG	Goals	Contribution	Results and Impacts
	1.4 1.5	<ul style="list-style-type: none"> We have financial products and services for different segments, including those with greater barriers to banking through Amiga Account, microcredit and money transfers. We have microcredit for women (see SDG 5). We have Bancos del Barrio, a network of correspondents to facilitate financial operations for clients located in remote, sparsely populated and economically disadvantaged areas. 	<ul style="list-style-type: none"> > 359,224 active Amiga Accounts at the end of the year > 19,104 Bancos del Barrio. > 36% of transactions are carried out in Bancos del Barrio. > US\$ 490 million in transfers
	3.8	<ul style="list-style-type: none"> We promote the health, safety and well-being of our collaborators, with the Me Cuido strategic plan, focused on prevention activities. 	<ul style="list-style-type: none"> > Healthy Organization Certification (SIGOS) recertified with 100% compliance. > Periodic evaluation of psychosocial risks

SDG	Goals	Contribution	Results and Impacts
 <p>4 QUALITY EDUCATION</p>	<p>4.3</p> <p>4.4</p> <p>4.7</p>	<ul style="list-style-type: none"> We train children, young people and adults through financial education. Training is also included as a value proposition for the collaborators of our corporate clients. We offer our collaborators possibilities for professional development, through training programs to strengthen their knowledge and skills, including the alternative of scholarships. 	<ul style="list-style-type: none"> > 57,421 people trained in financial education > 86.08 average hours of training per employee. > US\$ 1,739,132 invested in employee training.
 <p>5 GENDER EQUALITY</p>	<p>5.1</p> <p>5.5</p>	<ul style="list-style-type: none"> We offer microcredit for women. We also promote the gender approach in commercial practice. We work on segmenting deposit and credit data by gender, identifying and addressing opportunities. We promote equal opportunities in our work team, safeguarding the guidelines established in our Code of Ethics and Diversity and Inclusion Policy. We are guided by a strategy based on Bloomberg indices. We adhere to the Principles for the Empowerment of Women of the UN Global Compact. 	<ul style="list-style-type: none"> > 45% of microcredit aimed at women. > 56% of women in management positions. > 54% of women in the total workforce. > Safe Company Seal (free of violence and discrimination against women). > Gender strategy.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>8.2</p> <p>8.3</p> <p>8.5</p> <p>8.6</p> <p>8.10</p>	<ul style="list-style-type: none"> We contribute, through credits, to the financing of the operations and projects of businessmen and entrepreneurs. Through the BG business website, we also support the strengthening of skills and abilities linked to business administration. We allocate credits for the growth of MSMEs. We are direct employment generators, offering indefinite contracts to our team members. 	<ul style="list-style-type: none"> > Financing of US\$253 million granted to 52,346 microentrepreneurs (microcredit). > Financing of US\$ 3,313 million granted to 3,225 projects in the Corporate, Business and SME segments (in commercial credit) > 2,936 collaborators.

SDG	Goals	Contribution	Results and Impacts
	9.2 9.3 9.4	<ul style="list-style-type: none"> We promote innovation and the use of technology in our services and operations. We work on optimizing the user experience of our digital channels. Through Commercial Credit (companies), we make it easier for our clients to invest in technology and innovation, which translates into reducing operational costs for their businesses. 	<ul style="list-style-type: none"> > 1,186,236 digital users. > 61% of multicredit placed online. > 74% of accounts (Savings and Current) opened digitally. > 90% of policies are opened digitally. > App with the best rating on the market.
	10.2	<ul style="list-style-type: none"> We promote financial inclusion through different products and services, close to all market segments. The financing granted to increase the working capital of microenterprises generates development and employment opportunities. 	<ul style="list-style-type: none"> > Close application for microcredit through Banco del Barrio (national coverage). > 65% of the Bancos del Barrio are led by women. > Advice and support for microbusinesses.
	12.2 12.6 12.8	<ul style="list-style-type: none"> Through our Environmental and Social Risk Management System (SARAS) we evaluate the impacts of the credit; In addition, we establish requirements and monitor their compliance. In this way we promote good practices and the efficient use of financial resources. A green bond has been raised internationally and products with environmental purposes have been developed, aimed at financing energy efficiency projects, renewable energy, agriculture, construction and sustainable industry. Banking Empathy Department and specialized teams to care for and monitor customer satisfaction. 	<ul style="list-style-type: none"> > US\$ 1,018 million analyzed with SARAS in 220 projects. > Training 242 employees in good environmental and social credit practices. > International fundraising of US\$80 million through the Green Bond, destined for energy efficiency projects, renewable energy, sustainable management of natural resources and green buildings.

SDG	Goals	Contribution	Results and Impacts
	13.1 13.3	<ul style="list-style-type: none"> • We train our clients in best environmental practices. • We develop our operations within the framework of our Climate Change Policy, with the company's commitments and guidelines. • We have structured a Climate Change Strategy based on: 1) CDP requirements, 2) identified climate change risks and opportunities (including in relation to clients) and 3) measurement of GHG emissions. • We report our performance using the Recommendations of the Task Force for Financial Disclosure (TCFD). • We establish environmental and social commitments with clients receiving financial products as part of SARAS. • Energy management in our operations, calculation of Scope 1, 2 and 3 emissions, and compensation of these emissions (carbon neutrality). 	<ul style="list-style-type: none"> > 2,3% de reducción de emisiones de GEI por volumen de activos. > Ahorro de agua de 3.687m³ de agua con respecto a 2022. > Reducción del consumo de papel en un 13% respecto a 2022. > Modernización de equipos con alta eficiencia energética en sucursales y agencias. > Respuesta al cuestionario de CDP. > Programa de carbono neutralidad. > Uso de las Recomendaciones de TCFD.
	16.5 16.6 16.7	<ul style="list-style-type: none"> • We have a solid corporate governance structure, in compliance with legislation and best international practices. • We have an Anti-Bribery Management System, certified in accordance with the ISO 37001 standard, for the supplier selection process. • We make the Ethics Line publicly available for any type of complaint related to our operations. • We train directors in risks and emerging trends, reinforcing strategic decision making. 	<ul style="list-style-type: none"> > Updated Code of Ethics. > Current ISO 37001 certified Anti-Bribery Management System. > Current Corporate Governance Code. > Training and self-assessment of directors.

ANNEX IV

ADVANCES IN RESPONSIBLE BANKING

Banco Guayaquil is a founding member of the Responsible Banking Principles, an initiative promoted by several financial institutions worldwide and coordinated by the United Nations Environment Program Financial Initiative (UNEP FI).

Regarding the topic, in this annex we report the following:

- The process followed to identify and prioritize areas of potential impact, as a basis for establishing our responsible banking commitments. (See **Banking Approach, in the Strategy chapter**).
- The response to the *Responsible Banking Principles Self-Assessment Questionnaire*, developed by UNEP FI.

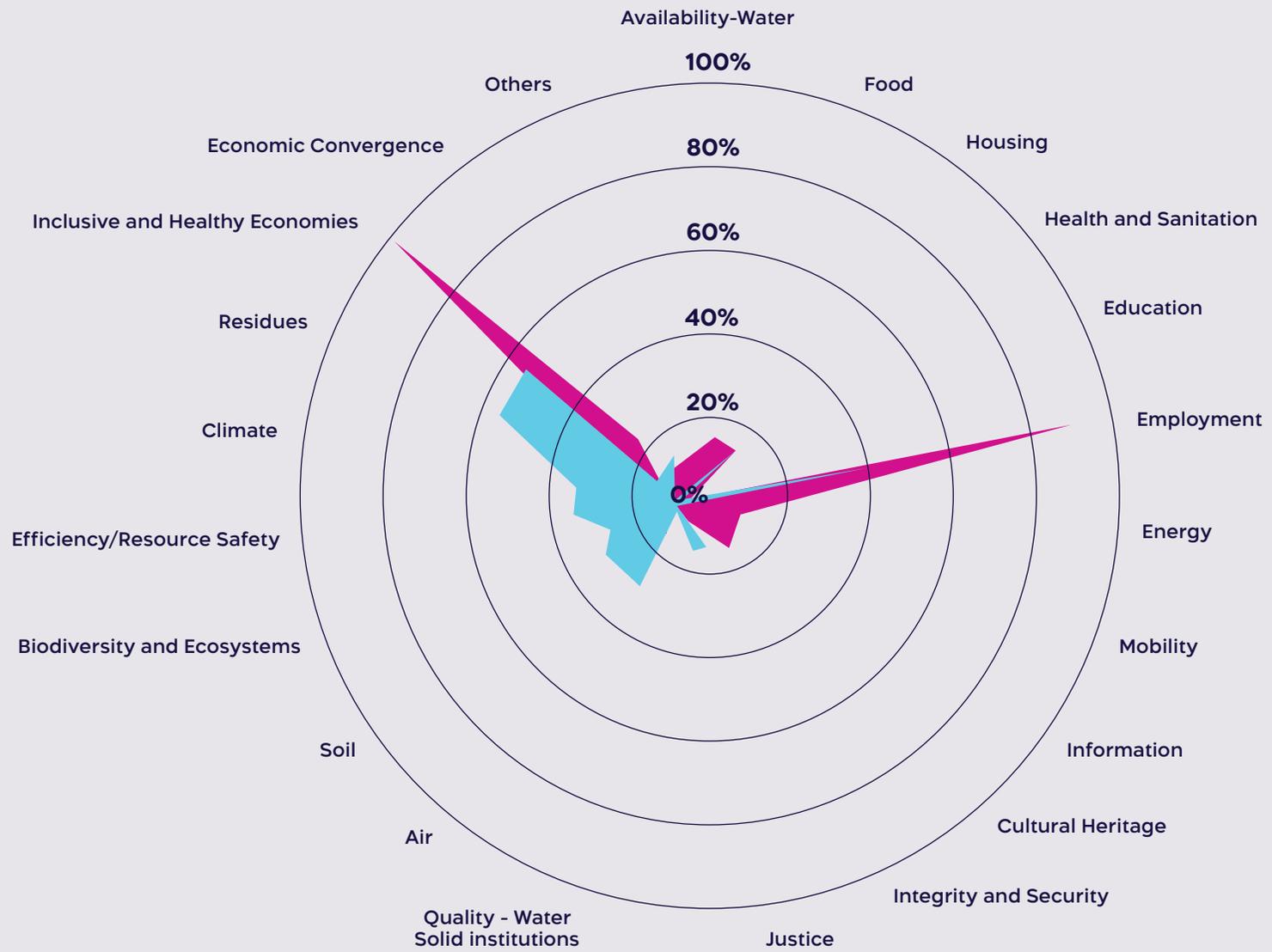
Potential impact mapping process

Between 2019 and 2020, using the *Portfolio Impact Analysis Tool* developed by UNEP FI, we identified and prioritized the positive and negative impacts of our commercial offer, including credit and savings products, as well as other products and services. In relation to this, for prioritization we consider the criticality of each issue for our portfolio, as well as the context of our operations in Ecuador.

Steps followed:

1. Determination of our cartography of products and services: categories and incorporation of portfolio data (e.g.: distribution of commercial credit by sector of economic activity).
2. Weighting of impact categories with respect to Ecuador.
3. Generation of the impact map with a quantitative approximation of its weight, over 100% that our institution could impact positively and/or negatively in each category, according to the classification provided by UNEP FI (for more information, visit the institutional website). This map is shown in the following figure.

■ POSITIVE
 ■ NEGATIVE



Responsible Banking Principles Self-Assessment Questionnaire

We present an executive summary of our application of the Principles of Responsible Banking (PBR), through the response to the questionnaire posed by UNEP FI. Additionally, we provide links to the sections of the report where related information is offered in greater detail.

Principle 1: Alignment

We will align our business strategy to be consistent and contribute to people's needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business model

Describe (at a high level) your bank's business model, including the main customer segments served, the types of products and services provided, the main sectors and types of activities in the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing, for example, the distribution of your bank's portfolio (in %) in terms of geography, segments (i.e. on-balance sheet and/or off-balance sheet) or disclosing the number of clients served.

Respuesta

- Banco Guayaquil is a multiple banking institution that operates in Ecuador, raising funds from people and companies, and offering different financing alternatives, organized into commercial, consumer, housing, and microenterprise portfolios.
- Regarding deposits, we offer savings accounts, checking accounts and time deposits, as the main alternatives.
- We are customer-focused with our “You First” value promise: Thinking less like the Bank and more like the customer, which connects us emotionally with others to listen and understand their needs regardless of any particular distinction, the customer is the center of attention and actions and changes for improvement.
- As of December 2023, the figures for credit placement and deposit collection were as follows:

Enlaces y referencias

- Profile (Integrated Report 2023)
- Breakdown of the credit portfolio (Integrated Report 2023)
- Evolution of deposits (Integrated Report 2023)
- Financial culture and access to banking (Integrated Report 2023)
- <https://www.bancoguayaquil.com/conocenos/>

Credit placement figures in the different portfolios 2023

Portfolio	Balance 2023 (US\$ million)	Var. 2023 – 2022 (%)
Commercial	2,876	6.20%
Consumption	2,200	15.12%
Housing	248	2.48%
Microenterprise	379	18.81%

Deposit collection figures 2023

Deposits	Balance 2023 (US\$ million)	Var. 2023 – 2022 (%)
Checking accounts	1,715	2.39%
Savings accounts	1,256	-1.26%
In term	2,532	8.11%

In chapter **6. Economic Results**, greater detail of these figures is presented.

Strategy Alignment

Does your corporate strategy identify and reflect sustainability as a strategic priority(s) for your bank?

Yes

No

Describe how your bank has aligned and/or plans to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement and relevant national and regional frameworks.

Does your bank also reference any of the following sustainability frameworks or regulatory reporting requirements in its strategic priorities or policies for implementing them?

- United Nations Guiding Principles on Business and Human Rights
- Fundamental Conventions of the International Labor Organization
- United Nations Global Compact
- United Nations Declaration on the Rights of Indigenous Peoples
- Any applicable regulatory reporting requirements on environmental risk assessments, for example on climate risk; specify which ones.

We apply the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) on risk analysis and scenario consideration (in addition to the guidelines for public reporting). Also the climate contents of the GRI and SASB Standards (the latter of the industries applicable to Banco Guayaquil).

- All applicable regulatory reporting requirements on social risk assessments, for example on modern slavery; specify which ones apply.

We present our progress in the articulation of due diligence in human rights, using the OECD recommendations in the Due Diligence Guide for Responsible Business Conduct, which also responds to the OECD Guidelines for Multinational Enterprises, a reference framework. We also consider the United Nations Guiding Principles on Business and Human Rights. We respond to aspects related to diversity and financial inclusion through the use of the GRI and SASB Standards (the latter from the industries applicable to Banco Guayaquil).

- None of the above.

Alignment of the strategy with the SDGs, the Paris Climate Agreement and relevant national and regional frameworks

We have a Sustainability Strategy, developed in 2020 based on our material themes and work history. This strategy was reviewed in 2022 within the framework of a new materiality analysis, in which we integrated for the first time the determination of critical issues due to the impacts we generate (impact materiality), and those associated with the most financial risks and opportunities. significant (financial materiality).

The priorities and lines of action of the Sustainability Strategy are focused on the Sustainable Development Goals of the 2030 Agenda and its goals, specifically with those linked to our impact and financial materiality, in which we can make a contribution through our business model and operations. In this regard, the related SDGs are 1, 3, 4, 5, 8, 9, 10, 12, 13 and 16, and Banco Guayaquil's contribution to these is described in Annex III: Contribution to reference initiatives.

In relation to climate change management, we have a Climate Change Policy and we are developing a Climate Change Strategy, following a roadmap, with respect to which we have made progress in the following: analysis of risks and opportunities of climate change, applying the Recommendations of The Task Force on Climate-Related Financial Disclosures - TCFD (2022 - 2023); the annual inventory of GHG emissions Scope 1, 2 (since 2013) and 3 (since 2021, not including category 15); quantification of GHG emissions from the credit portfolio - category 15 (2022) and the response to the CDP questionnaire (fiscal years 2021 and 2022). In this regard, when defining the strategy in question, we will set GHG emissions reduction objectives aligned with the Paris Agreement, the National Climate Change Strategy and the Nationally Determined Contribution (NDC) of Ecuador. It should be noted that, as endorsement of these efforts, we maintain the Carbon Footprint Reduction Certificate within the framework of the Ecuador Zero Carbon Program, established by the Ministry of Environment, Water and Ecological Transition; as well as the verification opinion of the Standard to demonstrate Carbon Neutrality - INTE B5.

Additionally, it is necessary to mention that Banco Guayaquil is a signatory of the Sustainable Finance Protocol agreed by the members of ASOBANCA in 2016 to strengthen the management of sustainable finances in the financial sector and renewed in 2023, with a focus on incorporating equity. gender and financial inclusion.

Links and references

- Sustainability strategy (Integrated Report 2023)
- Responsible banking approach (Integrated Report 2023)
- Contribution to the SDGs (Annex III section; Integrated Report 2023)
- <https://www.bancoguayaquil.com/conocenos/sostenibilidad/>
- Climate change risks and opportunities (Integrated Report 2023)
- Respect for human rights (Annex II section; Integrated Report 2023)

UN Guiding Principles on Business and Human Rights, Fundamental Conventions of the ILO and the UN Global Compact

We have a **Human Rights Policy**, which is aligned with the Guiding Principles on business and Human Rights (2011); the Declaration of the International Labor Organization - ILO (1988) on Fundamental Principles and Rights at Work and the eight fundamental conventions established by the organization; the objectives of the 10 Principles of the United Nations Global Compact (2000), as well as other international instruments and agreements.

Regulatory requirements for applicable information on environmental risk assessments

We comply with the requirements on Environmental and Social Risk Management established in Resolution N° SB-2022-1212 of the Superintendency of Banks, through the maintenance of our Environmental and Social Risk Management System (SARAS).

Additionally, we apply the recommendations of The Task Force on Climate-Related Financial Disclosures (TCFD) on risk analysis and consideration of climate scenarios (in addition to the guidelines for public reporting), as well as the applicable environmental and climate disclosure guidelines established in GRI and SASB standards.

Regulatory reporting requirements for social risk assessments

We have established a Human Rights Due Diligence process that is implemented continuously, to identify and prioritize risks, propose prevention and/or mitigation initiatives, and implement them, taking into account the progress. In this regard, we follow the process recommended in the Organization for Economic Co-operation and Development (OECD) Guide to Responsible Business Conduct (2018).

We are committed to reporting our performance for Human Rights Due Diligence, including the application of our Human Rights Policy, for this, we use the channels and mechanisms in which we report our sustainability progress.

It should be noted that we respond to aspects related to diversity and financial inclusion through the use of the applicable GRI and SASB Standards.

Principle 2:

Impact and goal setting

We will continually increase our positive impacts while reducing negative impacts and managing risks to people and the environment resulting from our activities, products and services. To this end, we will set and publish goals where we can have the most significant impacts.

2.1 2.1IMPACT ANALYSIS (KEY STEP 1)

Demonstrate that your bank has conducted an impact analysis of its portfolio(s) to identify its most significant impact areas and determine priority areas for goal setting. All impact analyzes must be updated periodically and meet the following requirements/specifications (ad):

- a. **Scope:** What is the scope of your bank's impact analysis? Please describe which parts of the bank's main business areas, products/services in the main geographies in which the bank operates (as described in point 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included and why.

Methodology: We use the "Portfolio Impact Analysis Tool" developed by UNEP FI, with which we carry out a holistic analysis of the positive and negative impacts of our portfolio, in the three dimensions of sustainable development: economic, environmental and social, considering our different products and services. In this regard, the organizational and geographical scope of the impact analysis were the following:

- **Organizational scope:** The credit portfolio was considered for the commercial, consumer, housing, microbusiness, and other financial services segments as of December 2019. In this regard, all sectors and industries in the portfolio were considered, as well as all profiles. socioeconomic aspects of the consumer credit portfolio.
- **Geographic scope:** all operations of Banco Guayaquil in Ecuador.

- b) **Portfolio composition:** Has your bank considered the composition of your portfolio (in %) in the analysis? Provide a proportional composition of your portfolio globally and by geographic scope:

i) by sectors and industries for corporates, corporates and investment banks (i.e. sector exposure or industry breakdown in %), and/or

ii) by products and services, and by types of clients for consumer and retail banking portfolios.

If your bank has taken another approach to determining the scale of the bank's exposure, please provide more detail, to show how you have considered where the bank's core or core activities are in terms of industries or sectors.

Links and references

- Potential impact mapping process (Annex IV section; Integrated Report 2023)

The analysis was carried out with the composition of the portfolio as of December 2019. In this regard, the composition of the credit portfolio in 2023, by credit segments, was as follows:

Briefcase	Composition (%)	Var. 2023 – 2022 (%)
Commercial	46%	2.39%
Consumption	42%	-1.26%
living place	5%	8.11%
Microenterprise	7%	

In chapter **6. Economic Results**, greater detail about these segments is presented.

Links and references

- Breakdown of the credit portfolio (Integrated Report 2023)

c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or its clients operate? Describe how you have been considered, including the stakeholders you have engaged to help inform this element of the impact analysis.

Through the Country Needs module of the “Portfolio Impact Analysis Tool” developed by UNEP FI, we determined that the most relevant challenges and priorities in Ecuador in terms of sustainable development and addressed by Banco Guayaquil, correspond to inclusive economies and healthy; mobility; strong institutions, peace and stability; land use; waste, and economic convergence.

Additionally, in 2022 we updated our 2020 materiality exercise, carrying out a double materiality analysis (impact materiality and financial materiality). In this regard, the topics addressed were based on sectoral documents, references of the operating context, investment positions of the main international asset managers, and consultations with our interest groups (clients, collaborators, neighborhood bankers, suppliers, funders, regulatory entities, unions, and other associations). As a result of this analysis, material themes were identified, including aspects related to sustainable development, which are detailed in Annex II. Materiality analysis.

Banco Guayaquil addresses these sustainable development priorities through its related policies, as well as with the Sustainability Strategy and its lines of action, which are associated with different programs with specific actions in environmental, social matters (external relations, executed by the relevant areas of the organization).

Links and references

- Potential impact mapping process (Annex IV section; Integrated Report 2023)
- Materiality analysis (section of Annex II; Integrated Report 2023)

Based on these first 3 elements of an impact analysis, what areas of positive and negative impact has your bank identified? Which (at least two) areas of significant impact did you prioritize to pursue your goal-setting strategy (see 2.2)? Please disclose.

The most significant areas of potential impacts are the following, according to their net positive and/or negative contribution:

Positive (net contribution)	Negative (net contribution)
Employment	Waste
Inclusive and healthy economies	Resource efficiency/security
Housing	Water (quality)
Information	Soil
Energy	Air
Food	
Economic convergence	
Mobility	

Note. Those categories above 10% of balance are indicated (difference between the highest and lowest, if the highest is positive it is placed in the net positive contribution column, if it is negative, in the net negative contribution).

Considering these areas, we established two responsible banking objectives, which we present below (including the linked impact areas):

Objective	Linked Impact Areas
Objective 1: Offer companies and entrepreneurs the necessary capital, so that they can operate and make the investments they require.	Employment, Inclusive and healthy economies, Economic convergence.
Objective 2: Support the population to have the relevant savings and credit products.	Inclusive and healthy economies, Economic convergence.

Additionally, and taking into account the recommendations of UNEP FI for Banco Guayaquil and the critical global issues, the following objective related to the mitigation of climate change was proposed, to be achieved through the specific strategy available to the institution:

Links and references

- Potential impact mapping process (Annex IV section; Integrated Report 2023)
- Responsible banking approach (Integrated Report 2023)
- Environmental management (Integrated Report 2023)

Objective	Linked Impact Areas
Objective 3: Mitigate Banco Guayaquil's greenhouse gas emissions, corresponding to scopes 1, 2 and 3, through the implementation of emissions reduction initiatives.	Climate change mitigation.

Complementarily and in line with our subscription to the Commitment to Health and Financial Inclusion carried out in 2022 (within the framework of the PBR), in 2024 we will finalize the approval and dissemination of the objective related to this commitment, taking into account the guidelines stipulated by UNEP FI in the **Goal Setting Guide for Financial Inclusion and Health**.

- d) For these (minimum two prioritized impact areas): Performance measurement: Has your bank identified which sectors and industries, as well as the types of clients funded or invested in, are causing the strongest actual positive or negative impacts? Describe how you evaluated their performance, using appropriate indicators related to significant impact areas that apply to your bank's context.

For the aforementioned impact areas, when establishing the objectives, the sectors of the portfolio where it was pertinent to focus our efforts were considered, in order to determine indicators that would allow us to evaluate their performance. In this regard, these indicators are the following:

Links and references

- Responsible banking approach (Integrated Report 2023)
- Breakdown of the credit portfolio (Integrated Report 2023)
- Environmental management (Integrated Report 2023)

Objetivo	Indicators
Objective 1: Offer companies and entrepreneurs the necessary capital, so that they can operate and make the investments they require.	Microcredit delivered (companies) (millions of US\$)
	Microcredits to women (millions of US\$)
	% total microcredit delivered to women
	Credit to SMEs (millions of US\$)
	Credit to SMEs led by women (millions of US\$)
Objective 2: Support the population to have the relevant savings and credit products.	Commercial credit delivered (millions US\$)
	Consumer credit (millions of US\$)
	Number of Friend Accounts (active)

With respect to the new objective related to climate change mitigation, the following indicator was considered for measuring performance:

Objective	Indicators
Objective 3: Mitigate greenhouse gas emissions from Banco Guayaquil's main buildings, corresponding to scopes 1, 2 and 3, through the implementation of emissions reduction initiatives.	GHG emissions intensity (g CO ₂ e/active US\$)

This indicator was selected due to the nature of the bank's activities, obtaining from this an emissions metric related to financial operations.

Subsequently, during the definition of our Climate Change Strategy, we will establish impact indicators for category 15: investments, in accordance with the recommendations established in the annex of the "Reporting and Self-Assessment Template" of the Principles of Responsible Banking, published by UNEP FI.

Self-assessment summary:

Which of the following impact analysis components has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?

Scope: Yes In progress No

Portfolio composition: Yes In progress No

Context: Yes In progress No

Performance measurement: Yes In progress No

What most significant areas of impact have you identified for your bank, as a result of the impact analysis?

Employment, Inclusive and healthy economies, Economic convergence.

How recent is the data used and disclosed in the impact analysis?

- Up to 6 months before publication
- Up to 12 months before publication
- Up to 18 months before publication
- More than 18 months before publication

Open text field to describe possible challenges, aspects not covered by the above, etc.

Although the climate change mitigation impact area was not initially considered, it has been incorporated into a new associated objective.

2.2 GOAL SETTING (KEY STEP 2)

Demonstrate that your bank has established and published a minimum of two objectives that address at least two different areas of greatest impact that you identified in your impact analysis.

Objectives should be specific, measurable (qualitative or quantitative), achievable, relevant and time-bound (SMART). Indicate the following elements of the objective configuration (ad), for each objective separately:

a) Alignment: What international, regional or national policy frameworks to align your bank's portfolio have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment and greater contribution to the appropriate Sustainable Development Goals, the goals of the Paris Agreement and other relevant international, national or regional frameworks.

The responsible banking objectives, as well as their impact areas and associated indicators, are aligned with the following international, regional or national policy frameworks:

Objective	Alignment
Objective 1: Offer companies and entrepreneurs the necessary capital, so that they can operate and make the investments they require.	<ul style="list-style-type: none"> • Sustainable Development Goals: 8 and 9
Objective 2: Support the population to have the relevant savings and credit products.	<ul style="list-style-type: none"> • Sustainable Development Goals: 1.5 and 10
Objective 3: Mitigate greenhouse gas emissions from Banco Guayaquil's main buildings, corresponding to scopes 1, 2 and 3, through the implementation of emissions reduction initiatives.	<ul style="list-style-type: none"> • Sustainable Development Goals: 13 • Paris Agreement • National Climate Change Strategy of Ecuador • Nationally Determined Contribution (NDC) of Ecuador • Ecuador Zero Carbon Program (voluntary)

Links and references

- Responsible banking approach (Integrated Report 2023)
- Financial inclusion (Integrated Report 2023)
- Environmental management (Integrated Report 2023)

b) Baseline: Have you determined a baseline for the selected indicators and assessed the current level of alignment? Please indicate the indicators used, as well as the year of the baseline.

If your bank has prioritized climate mitigation and/or financial health and inclusion as (one of) its most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like the one below that includes the impact area, all relevant indicators and the corresponding indicator codes:

In case you have identified other and/or additional indicators as relevant to determine the baseline and evaluate the level of alignment towards the impact-driven objectives, please indicate them.

For the indicators of objectives 1 and 2, the year 2019 was considered as the baseline, in which the objectives were set, after the subscription of the Responsible Banking Principles and the mapping of the areas of potential impact.

For the indicator of objective 3, the baseline was placed in the year 2022, taking into account that the value of GHG emissions of scopes 1, 2 and 3 is available for that year, including category 15 emissions: portfolio of clients, as well as corresponds to the updated base year of Banco Guayaquil's GHG inventory.

In this regard, the baseline metrics are indicated below:

Objective	Indicator	Base year	Baseline value
1	Microcredit delivered (companies) (millions US\$)	2019	142
	Microcredits to women (millions of US\$)	2019	58
	% total microcredit delivered to women	2019	44%
	Credit to SMEs (millions of US\$)	2019	259
	Credit to SMEs led by women (millions of US\$)	2019	13
	Commercial credit delivered (millions US\$)	2019	2,815
2	Consumer credit (millions US\$)	2019	1,464
	Number of Friend Accounts (active)	2019	253,000
3	GHG emissions intensity (g CO2e/active US\$)	2022	0.634

Enlaces y referencias

- Enfoque de banca responsable (Reporte Integrado 2023)
- Inclusión financiera (Reporte Integrado 2023)
- Gestión ambiental (Reporte Integrado 2023)

c) SMART goals (including performance indicators (KPI)): Indicate the objectives for your first and second most significant impact areas, if they already exist (as well as other impact areas, if they exist). What KPI are you using to monitor progress toward achieving the goal? Please disclose.

They are indicators chosen by the Bank in order to monitor progress towards goals

Below are the responsible banking objectives established by Banco Guayaquil, including the metrics updated to 2023.

Objective	Indicator	Base year	Baseline value	Value 2023
1	Microcredit delivered (companies) (millions of US\$)	2019	142	243
	Microcredits to wom-en (millions of US\$)	2019	58	110
	% total microcredit delivered to women	2019	44%	45%
	Credit to SMEs (mil-lions of US\$)	2019	259	339
	Credit to SMEs led by women (millions of US\$)	2019	13	66
	Commercial credit delivered (millions of US\$)	2019	2,815	3,313
2	Consumer credit (millions US\$)	2019	1,464	2,200
	Number of Friend Accounts (active)	2019	142	359,224
3	GHG emissions inten-sity (g CO ₂ e/active US\$)	2022	0.634	0.619

d) Action plan: What actions that include milestones have you defined to meet the established objectives? Please describe.

Also demonstrate that your bank has analyzed and recognized significant (potential) indirect impacts of the established objectives within the impact area or in other impact areas and that it has established relevant actions to avoid, mitigate or compensate for possible negative impacts.

Below are the general actions applied to meet the responsible banking objectives, which are framed in:

- Objectives 1 and 2: Central Project and later the Conecta Strategic Plan (from 2024), Sustainability Strategy, policies, plans, standard work processes, instructions and other associated documents.
- Objective 3: Sustainability Strategy, Sustainability Policy, Climate Change Policy, plans, standard work processes, instructions and other related documents.

Objective	Actions
Objective 1: Offer companies and entrepreneurs the necessary capital, so that they can operate and make the investments they require.	<p>Credit placement (Microcredit, SME, Commercial and Consumer)</p> <ul style="list-style-type: none"> • Strengthening passive product placement in clients and non-clients through promotions, bonuses or prizes. • Management of customer and non-customer data extraction campaign bases to enhance products. • Definition, allocation and adjustment of monthly budget for Microcredit, Productive Credit (includes Commercial and SME credit) and Multicredit (includes Consumer credit). • Market and competition analysis. • Entry, registration of data and offer of products to qualified customers. • Request and regularization of documentation, filling out the application, analysis, negotiation, approval, and settlement of credits. • Customer satisfaction management. • Follow-up on requirements or claims. <p>Dissemination and opening of Amiga Accounts</p> <ul style="list-style-type: none"> • Opening of new Bancos del Barrio. • Product offer. • Entry of customer data and delivery of receipt.
Objective 2: Support the population to have the relevant savings and credit products.	
Objective 3: Mitigate green-house gas emissions from Banco Guayaquil's main buildings, corresponding to scopes 1, 2 and 3, through the implementation of emissions reduction initiatives.	<ul style="list-style-type: none"> • Quantification of scope 1, 2 and 3 GHG emissions from main buildings. • Planning and implementation of initiatives to reduce GHG emissions in main buildings. • Compensation of scope 1, 2 and 3 GHG emissions from main buildings, through the acquisition of carbon credits.

Links and references

- Responsible banking approach (Integrated Report 2023)

1 The credits offered by the bank (Microcredit, Productive, Multicredit and others) are included, as well as Amiga accounts, savings accounts, checking accounts, among other passive products.

To mitigate the negative impacts associated with these objectives, Banco Guayaquil applies the following:

- Objectives 1 and 2: With respect to loan portfolio placements, we have the Environmental and Social Risk Management System (SARAS), through which the environmental and social risks of the projects and activities of clients financed by the Bank are managed.
- Objective 3: The objective seeks to address the negative impacts associated with GHG emissions, which are mitigated with the reduction and compensation measures described.

Self-assessment summary

Which of the following components of goal setting in line with PRB requirements has your bank completed or is currently in an evaluation process for your...

	...first area of greatest impact: Employment, Inclusive and healthy economies, Economic convergence (as a whole).	...second area of greatest impact: Employment, Inclusive and healthy economies, Economic convergence (as a whole).	(If you are setting goals in more impact areas) your third area(s) of impact: Climate change mitigation
Alignment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Reference	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
SMART goals	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No
Action plan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No

The third impact area refers to the grouping of environmental aspects: Waste, Resource Efficiency and Safety, Water (quality), Soil and Air.

2.3 2.3 IMPLEMENTATION AND MONITORING OF OBJECTIVES (KEY STEP 2)

For each objective separately:

Demonstrate that your bank has implemented the actions you had previously defined to meet the established objective.

Report on your bank's progress since the last report towards achieving each of the stated objectives and the impact your progress resulted in, using the indicators and KPIs to monitor progress that you have defined in 2.2.

Or, in case of changes to the implementation plans (relevant only for the 2nd report and the following): describe potential changes (changes to priority impact areas, changes to indicators, acceleration/revision of objectives, introduction of new milestones or revisions to action plans) and explain why these changes have been made, become necessary.

The progress in the responsible banking objectives is shown below, indicating the degree of progress of each indicator with respect to the goals set for 2025:

Objective	Indicator	Value 2023	Goal 2025	Degree of progress (%)
1	Microcredit delivered (companies) (millions of US\$)	243	350	69%
	Microcredits to women (millions of US\$)	110	300	37%
	% total microcredit delivered to women	45%	50%	90%
	Credit to SMEs (millions of US\$)	339	700	48%
	Credit to SMEs led by women (millions of US\$)	66	32	206%
	Commercial credit delivered (millions of US\$)	3,313	3,250	102%
2	Consumer credit (millions of US\$)	2,200	2,650	83%
	Number of Friend Accounts (active)	359,224	789,861	46%
3	GHG emissions intensity (g CO ₂ e/active US\$)	0.619	0.570	23%

Links and references

- Responsible banking approach (Integrated Report 2023)

It is worth mentioning that, as part of the actions established to increase credit placements and achieve the set goals, taking into account the approach of the Conecta Strategic Plan, the use of the digital channels available to the Bank (website and App) has been promoted. , and in turn, the ease and speed of use in these media is continually improved.

To increase access to Amiga Accounts, the financial institution is continuously working on opening new Bancos del Barrio nationwide, service points where these accounts are activated.

Principle 3: Customers

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

3.1 COMMITMENT TO THE CLIENT

Does your bank have a customer engagement policy or process to encourage sustainable practices?¹⁰

Yes in progress No

Does your bank have a policy for the sectors where you have identified the greatest (potential) negative impacts?

Yes in progress No

Describe how your bank has worked and/or plans to work with its customers to encourage sustainable practices and enable sustainable economic activities). It should include information on relevant policies, planned/implemented actions to support clients' transition, selected indicators on client engagement and, where possible, impacts achieved.³

In its **Environmental and Social Risk Management Policy**, Banco Guayaquil establishes its commitment to promoting the improvement of the environmental and social performance of clients, as well as compliance with applicable environmental and social regulations and other guidelines, which are implemented through the Environmental and Social Risk Management System (SARAS).

In turn, through the **Sustainability Policy**, a culture of sustainability is promoted in the organization and performance in accordance with the best international ESG practices. This commitment is extended to our clients, suppliers and others, promoting their performance in accordance with sustainability criteria.

Finally, it is necessary to mention that in 2023 actions were carried out around sustainable financing, with the first issuance of Green Bonds, and the launch of the Terra Credit.

Links and references

- Financial culture and access to banking (Integrated Report 2023)
- Financing and sustainable investment (Integrated Report 2023)

3.2 BUSINESS OPPORTUNITIES

Describe what strategic business opportunities in relation to increasing positive impacts and reducing negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (US\$ or local currency) and/or as a percentage of your portfolio, and in which SDGs or impact areas you strive to have a positive impact (e.g. example, green mortgages – climate, social bonds – financial inclusion, etc.).

The actions carried out in 2023 to enhance the positive impacts and reduce the negative impacts associated with our responsible banking objectives are described in point 2.2, literal d) of this annex, as well as in chapter 2. Strategy, **8. Culture Financial and Access to Banking**, and **11. Environmental Management**.

With respect to sustainable products developed in 2023, the following refers:

- **Terra Credit:** launch and placement for an amount of US\$ 14.2 million. This product is aimed at financing sustainable agriculture, sustainable construction, energy efficiency, renewable energy, sustainable industry and transportation projects.

To enhance the placement of Terra Credit, Banco Guayaquil issued a green bond.

Links and references

- Responsible banking approach (Integrated Report 2023)
- Financial culture and access to banking (Integrated Report 2023)
- Financing and sustainable investment (Integrated Report 2023)

- **Green Bond Issuance:** first issue for an amount of US\$ 80 million, whose resources will be used to finance or refinance energy efficiency projects, renewable energy, sustainable management of natural resources with life and green buildings. It has a Green Bond Framework based on the Green Bond Principles (GBP) of the International Capital Market Association (ICMA).

Principle 4: Interested parties

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve partnership objectives.

4.1 Identification and consultation of interested parties

Does your bank have a process to regularly identify and consult, engage, collaborate, and partner with stakeholders (or stakeholder groups) that you have identified as relevant in relation to the impact analysis and goal setting process?⁴

Yes in progress No

Describe which stakeholders (or stakeholder groups/types) you have identified, consulted, engaged, collaborated with or partnered with in order to implement the Principles and improve your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they contributed to the action planning process.

To develop the impact map, consultations were made with staff from different areas of Banco Guayaquil, seeking to size the portfolio of products and services, as well as the expectations and profiles of the associated clients, and, based on these considerations, identify the potential impacts.

Additionally, as part of the double materiality analysis carried out in 2022, to map the topics to be considered for the selection of material topics, consultations were carried out with our interest groups (customers, collaborators, neighborhood bankers, suppliers, funders, regulatory entities, unions, and other associations). With this analysis we sought:

- Redirect efforts to implement the Sustainability Strategy (to address material issues and their potential associated impacts);
- Continue the dialogue with the consulted interest groups;

Links and references

- Relationship with interest groups (section of Annex II; Integrated Report 2023)
- Materiality analysis (section of Annex II; Integrated Report 2023)

³ Sustainable economic activities promote the transition towards a low-carbon, more resource-efficient and sustainable economy.

⁴ As regulators, investors, governments, suppliers, clients, academia, civil society institutions, communities, representatives of the indigenous population and non-profit organizations.

- Strengthen the sensitivity of Senior Management regarding the contribution of sensitivity to the institution, and
- Address the international evolution of the concept of double materiality.

The details of this analysis are described in **Annex II. Materiality analysis**.

Additionally, we maintain communication with our interest groups, making available to them different channels managed by Bank staff.

Principle 5:

Governance and culture

We will implement our commitment to these Principles through effective governance and a responsible banking culture.

5.1 5.1 GOVERNANCE STRUCTURE FOR THE APPLICATION OF THE PRINCIPLES

Does your bank have a governance system that incorporates PRB?

Yes in progress No

Please describe the relevant governance structures, policies and procedures that your bank has established/plans to put in place to manage significant positive and (potential) negative impacts and support the effective implementation of the Principles. This includes information about

- which committee has responsibility for the sustainability strategy, as well as the approval and monitoring of objectives (including information on the highest level of governance to which the PRB is subject),
- details about the committee chair and the process and frequency for the board to monitor the implementation of the PRB (including corrective actions if objectives or milestones are not achieved or unexpected negative impacts are detected), as well as
- remuneration practices linked to sustainability objectives.

The responsible banking objectives are integrated into the Sustainability Strategy of Banco Guayaquil, whose supervision and modification are the responsibility of the Corporate Governance and Sustainability Committee, and its implementation is the responsibility of the Corporate Governance and Sustainability, Talent and Culture, and Comprehensive Risk areas. , Business Banking and Value Chain, Personal Banking and Inclusion, Treasury, Transformation, Marketing, among others.

In this regard, the actions developed by these areas around the Sustainability Strategy are approved and reported both in the Corporate Governance and Sustainability Committee, as well as in other relevant committees, in which their representatives participate (vice presidents, managers, assistant managers, among others).

The Corporate Governance and Sustainability Committee meets quarterly to review, among others, the issues of responsible banking objectives associated with the Responsible Banking Principles and is made up of a delegate from the Board of Directors, who chairs it; the Executive President; the

Links and references

- Sustainability Strategy; Integrated Reports 2021, 2022 and 2023

Executive Vice President – General Manager responsible for the Corporate Governance Unit; the Vice President of Comprehensive Risk or his delegate; the Legal Vice President or his delegate, and the General Secretary of the Bank, with the permanent invitation of the Corporate Governance Manager.

5.2 PROMOTE A RESPONSIBLE BANKING CULTURE:

Describe your bank's initiatives and measures to foster a culture of responsible banking among its employees (for example, capacity building, e-learning, sustainability trainings for customer-facing roles, inclusion in remuneration structures and performance management and communication of leadership, among others).

In 2023, 75 employees from the Corporate Banking and Value Chain area were trained in the relevant aspects of the Terra Credit. Additionally, it is worth mentioning that different communications on Good Environmental Practices were disseminated, as well as our progress in sustainability to all Bank staff, through the “Comunicandonos” newsletter (institutional emails).

Links and references

- Sustainability strategy (Integrated Report 2023)
- Focus on responsible banking (Integrated Report 2023)
- Environmental management (Integrated Report 2023)

5.3 5.3 DUE DILIGENCE POLICIES AND PROCESSES

**¿Su banco cuenta con políticas que abordan los riesgos ambientales y sociales dentro de su cartera?
Sírvasse describir.**

Does your bank have policies that address environmental and social risks within your portfolio? Please describe.

Describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This may include aspects such as identifying significant/ outstanding risks, mitigating environmental and social risks and defining action plans, monitoring and reporting on risks and any existing complaints mechanisms, as well as structures governance you have in place to oversee these risks.

In its **Environmental and Social Risk Management Policy**, Banco Guayaquil establishes its commitment to promoting the improvement of the environmental and social performance of clients, identifying, managing and controlling the environmental and social risks of key financings, based on regulations applicable national.

This commitment is fulfilled through the Environmental and Social Risk Management System (SARAS), which is managed by the Comprehensive Risk Management, under the direct supervision of the Vice Presidency of Comprehensive Risk and the Comprehensive Risk Management Committee.

Within the framework of SARAS, the following key actions are carried out:

- Application of an exclusion list, with the purpose of not financing projects/activities that involve critical environmental and/or social impacts, are illegal, among other situations;
- Execution of Environmental and Social Due Diligence, to verify compliance with current environmental and social regulations in projects/activities, because of which clauses, recommendations, action plans and/or environmental and social commitments can be established in contracts. of credit. In this regard, in 2023, 220 Due Diligences were carried out, and
- Periodic monitoring for those financed operations that contemplate environmental and social commitments, seeking to verify compliance with said commitments, as well as current environmental and social regulations.

It should be added that:

- SARAS performance evaluations are carried out and opportunities for improvement are established;
- Reports are prepared for multilateral organizations on the operation of the system, and
- Complaints and/or reports regarding environmental and social issues from clients are received from the public through the Bank's website. The SARAS Coordinator is in charge of addressing these issues.

Links and references

- Financial culture and access to banking (Integrated Report 2023)
- Financing and sustainable investment (Integrated Report 2023)

Self-assessment summary

Does the CEO or other C-suite officials have regular oversight over the implementation of the Principles throughout the bank's governance system?

Yes No

Does the governance system involve structures to oversee the implementation of the PRB (e.g. including impact analysis and setting of objectives, actions to achieve these objectives and corrective action processes in case the objectives/milestones are not achieved or unexpected impacts are detected)?

Yes No

Does your bank have measures to promote a culture of sustainability among employees (as described in 5.2)?

Yes In progress No

Principle 6: Transparency and accountability

We will periodically review our individual and collective implementation of these Principles and will be transparent and accountable for our positive and negative impacts and our contribution to societal objectives.

6.1 INSURANCE

Has this publicly disclosed information about your PRB commitments been assured by an independent insurer?

Yes Partially No

If applicable, include the link or description of the statement of assurance.

In 2023, in accordance with the commitments acquired with the subscription of the Responsible Banking Principles, we obtained limited assurance of our responsible banking exercise corresponding to 2022, in points 2.1 Impact analysis, 2.2 Establishment of objectives, 2.3 Implementation and monitoring of objectives, and 5.1 Governance structure for the application of the Principles.

Limited assurance for fiscal year 2023 is in process, and corresponding evidence will be posted once obtained (2023 Limited Assurance Report).

Links and references

- [How to read this report \(Integrated Report 2023\)](#)

6.2 REPORTING ON OTHER FRAMEWORKS

Does your bank disclose sustainability information in any of the standards and frameworks listed below?

- GRI
- SASB
- CDP
- IFRS Sustainability Disclosure Standards
- TCFD
- Otros:

In our integrated reporting, we use the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) Standards. In this way, we address impact materiality (with the related GRI standards) and financial materiality (with the parameters of the topics established by SASB for the financial sector industries in which we operate – commercial banks, consumer financing and mortgage financing.).

We also respond to the recommendations of The Task Force on Climate-Related Financial Disclosures (TCFD) and the requirements of the Carbon Disclosure Project (CDP) climate change questionnaire, this within the framework of our work on the actions of the roadmap for the establishment of our Climate Change Strategy.

All of these disclosure actions form our approach to subsequent disclosure in accordance with the IFRS Sustainability Disclosure Standards.

We are preparing for the adoption of IFRS S1 through the financial materiality exercise already carried out, included in double materiality. Likewise with the pioneering adoption of SASB Standards three years ago.

On the other hand, for IFRS S2, we have made progress in the analysis of risks and opportunities of climate change, applying scenarios, as well as in the measurement of emissions, including scope 3; We are working on setting reduction objectives, in accordance with recognized reference methodology

Links and references

- How to read this report (Integrated Report 2023)
- Annex V: Reporting frameworks and standards (Integrated Report 2023)

6.3 PERSPECTIVE

What are the next steps your bank will undertake in the next 12-month reporting period (particularly in impact analysis, goal setting and governance structure to implement PBRs)? Please describe briefly.

- Definition of impact indicators for category 15: investments, within the framework of our objective 3 of responsible banking, in accordance with the recommendations of UNEP FI.
- Approval of the objective related to the Commitment to Health and Financial Inclusion signed by the Bank, as well as the definition and collection of impact indicators in accordance with the UNEP FI guidelines.
- Permanent promotion of the culture of sustainability and responsible banking among collaborators and clients.

Links and references

- Responsible banking approach (Integrated Report 2023)

6.4 6.4 CHALLENGES

Here is a brief section to learn about the challenges your bank is likely facing regarding the implementation of the Responsible Banking Principles. Your comments will be helpful in contextualizing the collective progress of PRB signatory banks.

What challenges have you prioritized addressing when implementing the Responsible Banking Principles? Choose what you consider to be the top three challenges your bank has prioritized addressing over the past 12 months (optional question).

If you wish, you can explain the challenges and how you are addressing them:

- Incorporating PRB oversight into governance
- Gain or maintain momentum in the bank
- How to get started: where to start and what to focus on at the beginning
- Conducting an impact analysis
- Assessment of negative environmental and social impacts
- Choosing the appropriate performance measurement methodology(ies)
- Goal Setting
- Engagement with the client
- Stakeholder participation
- Data availability
- Data quality
- Access to resources
- Reports
- Assurance
- Prioritize actions internally
- Another thing_____

If you wish, you can explain the challenges and how you are addressing them:

ANNEX V

REPORTING FRAMEWORKS AND STANDARDS

GRI CONTENT INDEX UNIVERSAL STANDARDS

GRI Standard	GRI Content	GRI Content Title	OMISSION			EXTERNAL VERIFICATION	PAGES
			Omission	Reason	Explanation		
GRI 1: Fundamentals 2021							
GRI 2: General Contents 2021							
The organization and its re-orting practices	GRI 2-1	Organization details					13, 18, 23
	GRI 2-2	Entities included in the organization's sustainability reports					8
	GRI 2-3	Reporting period, frequency and point of contact					8
	GRI 2-4	Re-expression of information					8, 110, 150, 157, 158
	GRI 2-5	External verification					8

GRI Standard	GRI Content	GRI Content Title	OMISSION			EXTERNAL VERIFICATION	PAGES
			Omission	Reason	Explanation		
Activities and collaborators	GRI 2-6	Activities, value chain and other commercial relationships					15, 20
	GRI 2-7	Employees	b. indicate the total number of: ii. temporary employees, and break it down by gender and region; iii. non-guaranteed hourly employees, and break it down by gender and region; v. part-time employees, and break it down by gender and region;	Not applicable	100% of Banco Guayaquil employees have an indefinite contract and work full time.	✓	123
			e. describe significant fluctuations in the number of employees during the reporting period and between different reporting periods.	Information not available or incomplete	A threshold has not been defined to determine significant fluctuations, therefore, the significance of the figures described cannot be established.		
	GRI 2-8	Workers who are not employees					-
Gobernanza	GRI 2-9	Governance structure and composition					35
	GRI 2-10	Nomination and selection of the highest governing body					35

GRI Standard	GRI Content	GRI Content Title	OMISSION			EXTERNAL VERIFICATION	PAGES
			Omission	Reason	Explanation		
Governance	GRI 2-11	President of the highest governing body					35
	GRI 2-12	Role of the highest governing body in supervising impact management					35, 61
	GRI 2-13	Delegation of responsibility for impact management					28, 35, 61
	GRI 2-14	Role of the highest governing body in the preparation of sustainability reports					8
	GRI 2-15	Conflicts of interest					35, 53
	GRI 2-16	Communication of critical concerns	<p>a. describe whether critical concerns are communicated to the highest governing body and, if so, how;</p> <p>b. indicate the total number and nature of critical concerns reported to the highest governance body during the reporting period..</p>	Confidential information	Confidential information, due to the organization's internal guidelines.		-

ESTÁNDAR GRI	CONTENIDO GRI	TÍTULO DEL CONTENIDO GRI	OMISIÓN			VERIFICACIÓN EXTERNA	PÁGINA
			Omisión	Razón	Explicación		
Gobernanza	GRI 2-17	Collective knowledge of the highest governing body					35
	GRI 2-18	Evaluation of the performance of the highest governing body					35
	GRI 2-19	Remuneration policies					35
	GRI 2-20	Process to determine remuneration					35, 135
	GRI 2-21	Annual Total Compensation Ratio	<p>a. presents the ratio of the annual total compensation of the highest-paid person in the organization to the median annual total compensation of all employees (excluding the highest-paid person);</p> <p>b. presents the ratio of the percentage increase in annual total compensation of the highest-paid person in the organization to the median percentage increase in annual total compensation of all employees (excluding the highest-paid person);</p> <p>c. presents the contextual information necessary to understand the data and how it was collected.</p>	Confidential information	Confidential information, due to the organization's internal guidelines.		-

GRI Standard	GRI Content	GRI Content Title	OMISSION			EXTERNAL VERIFICATION	PAGES
			Omission	Reason	Explanation		
Strategy, policy and practices	GRI 2-22	Declaration on sustainable development strategy					4
	GRI 2-23	Policy commitment					26, 28, 53, 182
	GRI 2-24	Incorporation of policy commitments					26, 28, 53, 182
	GRI 2-25	Processes to remedy negative impacts					53, 182
	GRI 2-26	Mechanisms to seek advice and raise concerns					53, 182
	GRI 2-27	Compliance with laws and regulations					58
	GRI 2-28	Associations in which you participate					172

GRI Standard	GRI Content	GRI Content Title	OMISSION			EXTERNAL VERIFICATION	PAGES
			Omission	Reason	Explanation		
Commitment to interest groups	GRI 2-29	Approach to stakeholder engagement					172
		Collective bargaining agreements					123
GRI 3: Material issues 2021							
	GRI 3-1	Process for determining material issues					178
	GRI 3-2	List of material topics					178
	GRI 3-3	Management of material issues					Se responde a lo largo del informe para cada tema material, ver segunda tabla.

SPECIFIC GRI CONTENT BY TOPIC MATERIAL IMPACT

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Accessibility (customers)	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					103
	Sector Supplement Financial Sector	FS13	Access points in sparsely populated or economically disadvantaged areas by type				✓	103
			Initiatives to improve access to financial services for disadvantaged people					103
Entrepreneurship support	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					26, 76
Talent attraction and retention	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					125

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Talent attraction and retention	GRI 401: Employment 2016	401-1	New employee hires and staff turnover				✓	123, 131
		401-2	Benefits for full-time employees that are not given to part-time or temporary employees					135, 151
		401-3	Parental leave					135
Competitiveness and market development	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					53, 76, 88
	GRI 206: Unfair competition 2016	206-1	Legal actions related to unfair competition, monopolistic practices and against free competition					53

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Competitiveness and market development	Sector Supplement Financial Sector	FS6	Percentage of portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.					76
Diversidad, inclusión y equidad	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					35, 135
	GRI 405: Diversity and equal opportunities 2016	405-1	Diversity in governing bodies and employees				✓	123
		405-2	Ratio of base salary and remuneration of women to men					135
	GRI 406: Non-discrimination 2016	406-1	Discrimination cases and corrective actions taken					135
Disclosure and transparency of sustainability information (ESG)	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					4, 53

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Operational efficiency	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					153
	GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers					20
	GRI 302: Energy 2016	302-1	Energy consumption within the organization					153, 156
		302-2	Energy consumption outside the organization	<ul style="list-style-type: none"> a. Energy consumption outside the organization, in joules or multiples. b. The Standards, methodologies, assumptions or calculation tools used. c. The source of the conversion factors used. 	Not applicable	Banco Guayaquil does not have energy consumption outside the organization.		-
		302-3	Intensidad energética					153, 156
		302-4	Reducción del consumo energético					153

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Operational efficiency		302-5	Reduction of energy requirements of products and services	<p>a. The reductions in the energy requirements of the products and services sold achieved during the reporting period, in joules or multiples.</p> <p>b. The basis of the energy consumption reduction calculation, such as the base year or baseline, including the justification for the selection.</p> <p>c. The Standards, methodologies, assumptions or calculation tools used.</p>	Not applicable	Banco Guayaquil provides financial products and services that do not require significant energy consumption for their use/operation.		-
	GRI 305: Emissions 2016	305-1	Direct GHG emissions (scope 1)					161-164
		305-2	Indirect GHG emissions when generating energy (scope 2)					161-164
		305-3	Other indirect GHG emissions (scope 3)					161-164
		305-4	GHG emissions intensity					164
		305-5	Reduction of GHG emissions					165

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Operational efficiency	GRI 305: Emissions 2016	305-6	Emissions of substances that deplete the ozone layer (ODS)	<ul style="list-style-type: none"> a. ODS production, imports and exports in metric tons of CFC-11 (trichlorofluoromethane) equivalent. b. The substances included in the calculation. c. The source of the emission factors used. d. The Standards, methodologies, assumptions or calculation tools used 	Not applicable	Banco Guayaquil's activity essentially generates GHG emissions and no other type.	-	
		305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions	<ul style="list-style-type: none"> a. The significant emissions to air, in kilograms or multiples, for each of the following: <ul style="list-style-type: none"> i. NOX; ii. SOX; iii. Persistent organic pollutants (POPs); iv. Volatile organic compounds (VOCs); v. Hazardous air pollutants (HAPs) saw. Particles (PM); vii. Other air emissions categories identified in relevant regulations 	Not applicable	Banco Guayaquil's activity essentially generates GHG emissions and no other type.	-	

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Operational efficiency	GRI 305: Emissions 2016		Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions	b. The source relating to the emission factors used. c. The Standards, methodologies, assumptions or calculation tools used.				
Social and environmental evaluation of clients (responsible financing)	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					115
	GRI Sector Supplement Financial Sector	FS2	Procedures for the evaluation and detection of environmental and social risks in business lines					115
		FS3	Processes to monitor clients' implementation and compliance with environmental standards and social requirements included in agreements or transactions					115

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Social and environmental evaluation of clients (responsible financing)	GRI Sector Supplement Financial Sector	FS4	Process(es) to improve staff competencies to implement environmental and social policies and procedures applied to business lines					116
		FS5	Interactions with clients/investees/business partners on environmental and social risks and opportunities					115, 116, 117, 118
		FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each line of business broken down by purpose.					119, 120

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Social and environmental evaluation of clients (responsible financing)	GRI Sector Supplement Financial Sector	FS9	Coverage and frequency of audits to evaluate the implementation of environmental and social policies, and risk assessment procedures					115, 116, 117
		FS10	Percentage and number of companies in the company's portfolio with which it has interacted on environmental or social issues					117, 118
		FS11	Percentage of assets subject to positive and negative environmental or social evaluation					117, 118
Customer experience	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					73-98

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Customer experience	GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption					59
		205-2	Communication and training on anti-corruption policies and procedures				✓	53-57
		205-3	Confirmed corruption cases and measures taken					58
	GRI 416: Customer health and safety 2016	416-1	Assessment of health and safety impacts of product or service categories					100
		416-2	Cases of non-compliance relating to the health and safety impacts of product and service categories					59

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Customer experience	GRI Sector Supplement Financial Sector	FS1	Policies with specific environmental and social components applied to business lines					103, 115, 116
		FS15	Policies for the fair design and sale of financial products and services					103
Systemic risk management	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					61, 64
	GRI 201: Economic Performance 2016	GRI 201-2	Financial implications and other risks and opportunities arising from climate change					66-71, 119-120

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Financial inclusion	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					103
	GRI Sector Supplement Financial Sector	FS7	Monetary value of products and services designed to provide a specific social benefit for each line of business broken down by purpose					110
		FS16	Initiatives to improve financial education by type of beneficiary					112, 113
Innovation in products and services	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					93-98
Social investment	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					98, 112, 151

Material Topics	GRI Standard	GRI Content	GRI content title	Omission			External Verification	Pages
				Omisión	Razón	Explicación		
Marketing and in-formation of Products and Services	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					93-98
	GRI 417: Marketing and labeling 2016	417-1	Requirements for information and labeling of products and services					98
		417-2	Cases of non-compliance related to information and labeling of products and services					59
		417-3	Non-compliance cases related to marketing communications					59
Security of the information	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					99-101
	GRI 418: Customer Privacy 2016	418-1	Substantiated claims regarding violations of customer privacy and loss of customer data					99-101
Tecnología	GRI 3: Material issues 2021	GRI 3-3	Management of material issues					93-98

IN ADDITION TO MATERIALITY, THE FOLLOWING GRI CONTENTS ARE INCLUDED:

GRI Standard	GRI Content	GRI content title	Omission			External Verification	Page
			Omisión	Razón	Explicación		
GRI 403: Health and safety at work 2018	403-2	Hazard identification, risk assessment and incident investigation				✓	142-144
	403-5	Training workers on health and safety at work				✓	144-147
	403-9	Work accident injuries				✓	147-151
GRI 404: Training and education 2016	404-1	Average training hours per year per employee				✓	138, 139
	404-3	Percentage of employees who receive periodic evaluations of their performance and career development				✓	140, 141

SASB PARAMETER INDEX

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Consumer financing	Customer Privacy	Privacy and responsible use of customer information	FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Not available.		NA
			FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings related to customer privacy			59, 100
	Data security	Security of the information	FN-CF-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected			100
			FN-CF-230a.2	Card-related fraud losses (1) with card absent and (2) with card pre-sent and other types of fraud	We have consolidated information (with and without the presence of the card).		100
			FN-CF-230a.3	Description of the approach to identifying and addressing data security risks			65, 66
	Sales practices	Marketing and information of products and services	FN-CF-270a.1	Percentage of total compensation of covered employees that is variable and linked to the number of products and services sold	Not available.		NA

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Consumer financing	Sales practices	Marketing and information of products and services	FN-CF-270a.2	Approval rate for (1) credit and (2) prepaid products for applicants with FICO scores above and below 660	Not available.		NA
			FN-CF-270a.3	(1) Average fee for complementary products, (2) Average APR, (3) Average age of accounts, (4) Average number of commercial lines, and (5) Average annual commissions for prepaid products, for customers with a FICO score above and below 660			https://www.bancoguayaquil.com/conocenos/transparencia/
			FN-CF-270a.4	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage of them with monetary or non-monetary compensation, (3) percentage of them disputed by the consumer, (4) percentage of them that ended in an investigation by the CFPB	Not available.		NA
			FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings related to the sale and maintenance of the products			59
	Activity parameter		FN-CF-000.A	Number of unique customers with (1) active credit account and (2) debit account			NA

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Consumer financing	Activity parameter		FN-CF-000.B	Number of (1) credit card accounts and (2) debit accounts			88
Commercial Bank	Security Data	Security of the information	FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected			100
			FN-CB-230a.2	Description of the approach taken to identify and address data security risks			101
	Financial inclusion and capacity development	Financial inclusion	FN-CB-240a.1	(1) Number and (2) amount of qualified outstanding loans for programs designed to promote small business and community development	1) Answer 2) Not available		110
			FN-CB-240a.2	(1) Number and (2) amount of qualified non-performing and non-performing loans for programs designed to promote small business and community development	Not available.		NA
			FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers			111
FN-CB-240a.4	Number of participants in financial education initiatives for unbanked, underbanked, or underserved customers		✓	112, 113			

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Commercial Bank	Incorporation of environmental, social and corporate governance factors in credit analysis	Environmental and social evaluation of clients (responsible financing)	FN-CB-410a.2	Description of the environmental, social and governance (ESG) factors approach in credit analysis			115-118
	Financing of emissions	Issuances (from the credit portfolio)	FN-CB-410b.1	Absolute gross financed emissions, broken down by(1) Scope 1(2) Scope 2(3) Scope 3	Not available.		NA
			FN-CB-410b.2	Gross exposure of each industrial sector by asset class	Not available.		NA
			FN-CB-410b.3	Percentage of gross exposure included in the calculation of financed emissions	Not available.		NA
			FN-CB-410b.4	Description of the methodology used to calculate financed emissions	Not available.		NA
	Business ethics	Ethics and anti-corruption	FN-CB-510a.1	Total amount of loss as a result of legal proceedings associated with fraud, anti-competitive behavior, market manipulation, malpractice or other financial regulations			59
			FN-CB-510a.2	Description of complaints policies and procedures			58-59

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Commercial Bank	Gestión de riesgo sistémico	Gestión del riesgo sistémico	FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	This SASB topic does not apply to Banco Guayaquil.		NA
			FN-CB-550a.2	Description of the approach to incorporating mandatory and voluntary stress testing results into capital adequacy planning and long term corporate strategy	This SASB topic does not apply to Banco Guayaquil.		NA
	Activity parameter		FN-CB-000.A	(1) Number and (2) value of check-in and savings accounts by segment: (a) personal and (b) small business			89
	Activity parameter		FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business and (c) corporate			89
Mortgage Financing	Credit practices	Marketing and information of products and services	FN-MF-270a.1	(1) Number and (2) value of residential mortgages of the following types: (a) hybrid or option variable rate mortgages (HTV), (b) with early termination fee, (c) higher rate, (d) total, with FICO (Fair Isaac Corporation) scores above or below 660	Not available.		NA
			FN-MF-270a.2	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660	Not available.		NA

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Mortgage Financing	Credit practices	Marketing and information of products and services	FN-MF-270a.3	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators			59
			FN-MF-270a.4	Description of the remuneration structure of loan issuers	Not available.		NA
	Préstamos discriminatorios	Inclusión financiera	FN-MF-270b.1	(1) Number, (2) value, and (3) weighted average loan-to-value (LTV) range of mortgages issued to (a) minorities and (b) other borrowers, by FICO scores above and below 660	Not available.		NA
			FN-MF-270b.2	Total amount of economic losses as a result of legal proceedings associated with discriminatory lending	Not available.		NA
			FN-MF-270b.3	Description of policies and procedures to ensure that discriminatory mortgages are not formed	Not available.		NA
	Environmental risks for mortgaged properties	Risks and opportunities of climate change	FN-MF-450a.1	(1) Number and (2) amount of mortgage loans in 100 year flood zone	Not available.		NA

STANDARD	SASB TOPIC	BG FINANCIAL MATERIALITY ISSUE	CODE	DESCRIPTION OF THE ACCOUNTING OR ACTIVITY PARAMETER	OMISSION	EXTERNAL VERIFICATION	PAGE/LINK
Mortgage Financing	Environmental risks for mortgaged properties	Risks and opportunities of climate change	FN-MF-450a.2	(1) Total expected loss and (2) total loss given due to default attributable to the mortgage loan and delinquencies due to weather conditions such as natural disasters, by geographic region	Not available.		NA
			FN-MF-450a.3	Description of how climate change risks or other environmental risks are incorporated in the origination and modification of mortgages	Not available.		71
	Activity parameter		FN-MF-000.A	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial			87, 88
	Activity parameter		FN-MF-000.B	(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	This SASB topic does not apply to Banco Guayaquil.		NA

TCFD Recommendation Index

Recommendations	Recommended report	Code	Pages	Additional information
Governance	a) Describes the board's oversight of climate-related risks and opportunities.	GOB-A	70	<p>The risks and opportunities of climate change have been identified in a specialized exercise, the results of which were presented to the Corporate Governance and Sustainability Committee in the first quarter of 2023. The Corporate Governance and Sustainability management has also submitted the main findings to the Board of Directors.</p> <p>Previously, in 2021, the Directors received a comprehensive session on sustainability trends for the financial sector, in which the risks and opportunities of climate change were addressed at a macro level.</p> <p>The institution's Sustainability Strategy, launched in 2020, already included climate actions, both for direct operation and in the financing delivered to clients. This strategy was approved by the Board of Directors, which has received annual progress information, previously presented to the Corporate Governance and Sustainability Committee.</p> <p>During 2023, the climate risk governance hierarchy was also approved, which includes four layers: Governance, Strategy, Risk Management, and Metrics and objectives. A specific climate change roadmap has also been approved.</p> <p>As a next step, the Board of Directors and Senior Management will receive the results of the first financial assessments of climate risks, as well as the results of the measurements of portfolio emissions in the first sectors of the client portfolio with which the year has started.</p>

Recommendations	Recommended report	Code	Pages	Additional information
Governance	b) Describes the climate-related risks and opportunities that the organization has identified in the short, medium and long term.	GOB-B	70	<p>The identification of climate change risks and opportunities has been developed collaboratively between the sustainability and risk teams, with the support of external specialists.</p> <p>Starting in 2023, the result is being integrated into the planning of the following areas:</p> <ul style="list-style-type: none"> - Risks: especially to add the findings to the current SARAS (credit environmental and social risk assessment system). - Comprehensive security: in the prevention part to strengthen operational continuity. - Administration: in the state of physical assets and energy management. - Sustainability: with activities that are its own such as the calculation of GHG emissions, the promotion of the environmental agenda in business and risks and the comprehensive monitoring of progress in the risks and opportunities of climate change. <p>The Corporate Governance and Sustainability Committee is in charge of analyzing the progress in the initiatives, the indicators and the commitments assumed by the areas and the institution as a whole, such as those presented within the framework of the Principles of Responsible Banking (UNEP FI).</p>
Strategy	a) Describes the climate-related risks and opportunities that the organization has identified in the short, medium and long term.	EST-A	67-69	<p>The risks and opportunities have been identified in an exhaustive process, which is described in this report. This has had the participation of related areas and the TCFD nomenclature has been used for its categorization and reporting.</p>

Recommendations	Recommended report	Code	Pages	Additional information
Strategy	b) Describes the impact of climate-related risks and opportunities on the organization's business, strategy and financial planning.	EST-B	67-69	<p>The risks and opportunities are presented with an explanation of their operational connection, with the business model and with the value chain, especially with customers.</p> <p>In next steps, we will be financially sizing the risks and opportunities, which will strengthen decision making and budget allocation for CAPEX and related OPEX.</p> <p>Likewise, the approach to prevention and mitigation measures will be deepened, which will be integrated into the Sustainability Strategy, as well as into the particular strategies of each related area (e.g. risks, administration, comprehensive security).</p>
	c) Describes the resilience of the organization's strategy, taking into account different climate-related scenarios, such as a 2°C or lower scenario.	EST-C	68, 69	<p>The scenarios used and the results of the application are presented in detail in this report.</p> <p>The RCP 8.5 scenario was used, less and more pessimistic respectively, regarding the increase in temperature.</p> <p>(RCP, representative concentration trajectory, for its acronym in English).</p>
Risk management	a) Describes the organization's processes to identify and evaluate climate-related risks.	GDR-A	66	<p>The risks were identified:</p> <ol style="list-style-type: none"> 1) with an analysis of the distribution of the credit portfolio by type of economic activity and the exposure of said activities to climate change considering official sources; 2) Studying the maturity of climate management of a sample of clients, the object of SARAS. 3) Determination of priority risks by probability of occurrence and impact. 4) Analysis at client level considering RCP scenario 8.5. <p>It is detailed in the Risk Management chapter.</p>

Recommendations	Recommended report	Code	Pages	Additional information
Risk management	b) Describes the organization's processes to manage climate-related risks.	GDR-B	70	<p>We are already establishing prevention and mitigation measures based on the re-sults of the analysis. They will be added to the measures that we already had as part of our ordinary management and the previous progress of the Sustainability Strategy.</p> <p>For example, to the commitments to advance ecoefficiency and carbon neutrality.</p>
	c) Describes how processes to identify, assess and manage climate-related risks are integrated into the organization's overall risk management.	GDR -C	70	<p>In the Bank, there is specialized risk management by different areas depending on their nature, highlighting the credit risk team (which carries out the socio-environmental evaluation), comprehensive risk (physical security, systems) and compliance. In addition, other teams are key in the action plans, such as administration in relation to real estate and human capital with collaborators.</p> <p>The identified climate change risks and opportunities have been built with the teams, as have prevention and mitigation plans.</p>
Metrics and objectives	a) Discloses the metrics used by the organization to evaluate climate-related risks and opportunities in accordance with its risk strategy and management process.	MYO-A	160	<p>We have already been measuring and reporting metrics related to energy efficiency and Greenhouse Gas (GHG) emissions. They are closely related to transition risks, with possible regulatory and/or market limitations.</p>

Recommendations	Recommended report	Code	Pages	Additional information
Metrics and objectives	b) Discloses Scope 1, Scope 2 and, if applicable, Scope 3 of greenhouse gas (GHG) emissions and their related risks.	MYO-B	161-164	The calculation of GHG emissions was carried out following the guidelines established in the Greenhouse Gas Protocol (GHG Protocol I) and other relevant standards, for Scopes 1 and 2. The Bank is also advancing in the measurement of Scope 3 emissions, with special emphasis on the incorporation of the calculation of those associated with the credit portfolio (category 15 of Scope 3, categorization of the GHG Protocol).
	c) Describes the objectives used by the organization to manage climate-related risks and opportunities and performance against the objectives.	MYO-C	29, 30	<p>The objectives that we have set for 2023 as part of the climate change roadmap include:</p> <ol style="list-style-type: none"> 1. Ensure proactive management of direct and indirect climate change risks. 2. Identify investment opportunities related to climate change. 3. Have the necessary resources for sustainable business management. 4. Possess data and results of goals and impact measurements on climate change issues. 5. Encourage clients, suppliers and/or associates to apply mitigation and adaptation actions to climate change. <p>Regarding products with environmental criteria and measurement of credit portfolio emissions, medium-term goals have been established. We have applied the SBTi methodology for emissions reduction objectives.</p>

Verification letter

Banco Guayaquil S.A.

Informe de Aseguramiento Limitado sobre la información de sostenibilidad seleccionada incluida en el Reporte Integrado 2023 de Banco Guayaquil S.A.

BANCO GUAYAQUIL S.A.

INFORME DE ASEGURAMIENTO LIMITADO SOBRE LA INFORMACIÓN DE SOSTENIBILIDAD SELECCIONADA INCLUIDA EN EL REPORTE INTEGRADO 2023 DE BANCO GUAYAQUIL S.A.

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Abreviaturas:

GRI	Global Reporting Initiative
IESBA	Consejo de Normas Internacionales de Ética para Contadores
NIEA	Norma Internacional de Encargos de Aseguramiento
SASB	Sustainability Accounting Standards Board



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INFORME DE ASEGURAMIENTO LIMITADO SOBRE LA INFORMACIÓN DE SOSTENIBILIDAD SELECCIONADA INCLUIDA EN EL REPORTE INTEGRADO 2023 DE BANCO GUAYAQUIL S.A.

A los Accionistas y miembros del Directorio de Banco Guayaquil S.A.

Informe de Aseguramiento Limitado sobre la información de sostenibilidad seleccionada incluida en el Reporte Integrado 2023 de Banco Guayaquil S.A.

Hemos llevado a cabo un trabajo de aseguramiento limitado sobre la información de sostenibilidad seleccionada detallada en el Anexo A (en adelante, información objeto de aseguramiento), incluida en el Reporte Integrado 2023 de Banco Guayaquil S.A. (en adelante, Reporte Integrado) por el año terminado el 31 de diciembre de 2023. Este compromiso de aseguramiento fue llevado a cabo por un equipo multidisciplinario que incluye profesionales de aseguramiento y especialistas en sostenibilidad.

Nuestro compromiso de aseguramiento limitado se realizó únicamente en relación con la información objeto de aseguramiento incluida en el Reporte Integrado. Nuestro informe de aseguramiento no se extiende a información de períodos anteriores ni otra información incluida en el Reporte Integrado, incluyendo otra información relacionada a dicho reporte que pudiera contener imágenes, audios o videos.

Criterios utilizados para la elaboración de la información objeto de aseguramiento incluida en el Reporte Integrado

Los criterios utilizados por la administración del Banco Guayaquil S.A. para preparar la información objeto de aseguramiento incluida en el Reporte Integrado fueron establecidos considerando los conceptos, requerimientos y principios expuestos en los estándares Global Reporting Initiative ("GRI", por sus siglas en inglés) y los estándares Sustainability Accounting Standards Board ("SASB", por sus siglas en inglés), los cuales se detallan en el anexo A adjunto.

Responsabilidad de la Administración sobre la información objeto de aseguramiento incluida en el Reporte Integrado

La administración es responsable de la preparación de la información objeto de aseguramiento incluida en el Reporte Integrado de acuerdo con los criterios establecidos en los estándares GRI y SASB. Esta responsabilidad incluye el diseño, la implementación y el mantenimiento del control interno relevante para la preparación de la información objeto de aseguramiento que esté libre de errores materiales, ya sea debido a fraude o error.

Deloitte se refiere a una o más entidades de Deloitte Touche Tohmatsu Limited ("DTTL"), su red global de firmas miembro y sus sociedades afiliadas a una firma miembro (en adelante "Entidades Relacionadas") (colectivamente, la "organización Deloitte"). DTTL (también denominada como "Deloitte Global") así como cada una de sus firmas miembro y sus Entidades Relacionadas son entidades legalmente separadas e independientes, que no pueden obligarse ni vincularse entre sí con respecto a terceros. DTTL y cada firma miembro de DTTL y su Entidad Relacionada es responsable únicamente de sus propios actos y omisiones, y no de los de las demás. DTTL no provee servicios a clientes. Consulte www.deloitte.com/ec/conozcanos para obtener más información.

Limitaciones inherentes del encargo de aseguramiento

La información de sostenibilidad seleccionada está sujeta a incertidumbre inherente debido al uso de información no financiera la cual es objeto de mayores limitaciones inherentes que la información financiera dada la naturaleza de los métodos utilizados para determinar, calcular, hacer muestreos o estimar dicha información. En la preparación de la información seleccionada, la Entidad efectúa interpretaciones cualitativas sobre la relevancia, la materialidad y la exactitud de la información que están sujetas a supuestos y juicios.

Nuestra Independencia y Control de Calidad

Hemos cumplido con los requerimientos éticos y de independencia del código de ética profesional del contador público emitido por el International Ethics Standard Board for Accountants (IESBA), el cual se basa en los principios de integridad, objetividad, competencia profesional y debido cuidado, confidencialidad y comportamiento profesional.

La firma aplica el International Standard on Quality Management ("ISQM") 1 y, por lo tanto, mantiene un sistema integral de control de calidad que incluye políticas y procedimientos documentados relacionados con el cumplimiento de requisitos éticos, estándares profesionales y requisitos de ley y regulaciones aplicables.

Responsabilidad de los profesionales independientes

Nuestra responsabilidad es expresar una conclusión de aseguramiento limitado sobre la información objeto de aseguramiento con base en los procedimientos que hemos efectuado y la evidencia que hemos obtenido. Llevamos a cabo nuestro trabajo de aseguramiento limitado de acuerdo con la NIEA 3000 (revisada) Norma Internacional de Encargos de Aseguramiento distintos de la auditoría o de la revisión de información financiera histórica emitida por el "International Auditing and Assurance Standards Board" (IAASB). Este estándar requiere la planeación y realización del trabajo para obtener la seguridad limitada acerca de si la información objeto de aseguramiento incluida en el Reporte Integrado está libre de errores materiales.

Los procedimientos que realizamos se basaron en nuestro juicio profesional e incluyeron indagaciones, observación de los procesos realizados, inspección de documentos, procedimientos analíticos, evaluación de la idoneidad de los métodos de cuantificación y políticas de informes y acuerdo o conciliación con los registros subyacentes.

Dadas las circunstancias del compromiso, hemos realizado los siguientes procedimientos:

- a. Obtener una comprensión de los requisitos establecidos en los estándares GRI y SASB para la información de sostenibilidad.
- b. Entrevistas con miembros de la dirección del Banco responsables de los procesos de generación de la información de sostenibilidad seleccionada.
- c. A través de indagaciones, obtuvimos un entendimiento del ambiente de control y de los sistemas de información relevantes del Banco, pero no evaluamos el diseño de actividades específicas de control ni obtuvimos evidencia sobre su implementación, ni probamos su efectividad operativa.

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- d. Comprensión de las herramientas utilizadas para generar, agregar y reportar información no financiera a través de indagaciones con los responsables de los procesos relacionados.
- e. Pruebas sustantivas sobre la base de información objeto de aseguramiento, elaborada por la Administración, para determinar los datos e indicadores y corroborar que los datos se hayan medido, registrado, recopilado e informado adecuadamente a través de:
 - i. Inspección de políticas y procedimientos establecidos por el Banco.
 - ii. Inspección de documentos soporte de origen interno.
 - iii. Recálculos
 - iv. Comparaciones de los contenidos presentados por la Administración con lo establecidos en la sección de criterios de este informe.

En el anexo A se detalla la información objeto de aseguramiento incluida en el alcance de nuestro trabajo.

Nuestro encargo de aseguramiento limitado se realizó solamente con respecto a la información objeto de aseguramiento incluida en el Anexo A, por el año terminado el 31 de diciembre de 2023; y no hemos realizado ningún procedimiento con respecto de períodos y años anteriores, proyecciones y metas futuras, o cualquier otro elemento de otra información incluida en el Reporte Integrado por el año terminado el 31 de diciembre de 2023 y, por lo tanto, no expresamos una conclusión al respecto.

Un trabajo de aseguramiento limitado implica evaluar lo apropiado, en la circunstancia, del uso de los criterios por parte de la administración como base para la preparación de la información objeto de aseguramiento; evalúan todos los riesgos de errores materiales de la información objeto de aseguramiento debido a fraude o error; respondiendo a los riesgos evaluados según sea necesario en las circunstancias; y evaluando la presentación general de la información objeto de aseguramiento incluida en el Reporte Integrado. El alcance de un trabajo de aseguramiento limitado es sustancialmente menor que el de un trabajo de aseguramiento razonable en relación tanto con los procedimientos de evaluación de riesgo, incluido un entendimiento del control interno, así como con los procedimientos realizados en respuesta a los riesgos evaluados. Por lo anterior, no expresamos una conclusión de aseguramiento razonable acerca de si la información objeto de aseguramiento ha sido preparada en todos los aspectos materiales, de conformidad con lo establecido en la sección de criterios de este informe.

Consideramos que la evidencia obtenida es suficiente y apropiada para proveer una base para nuestra conclusión de aseguramiento limitado.

Conclusión del Aseguramiento Limitado

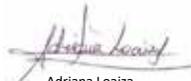
Con base en los procedimientos llevados a cabo y la evidencia obtenida, no ha llegado a nuestro conocimiento ninguna cuestión que nos lleve a pensar que la información objeto de aseguramiento incluida en el Reporte Integrado de Banco Guayaquil S.A. por el año terminado el 31 de diciembre de 2023, no ha cumplido en todos los aspectos materiales, de conformidad con lo establecido en la sección de criterios de este informe.

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Restricción del uso del Informe

Nuestro informe se emite exclusivamente con el propósito expuesto en el primer párrafo y, no debe utilizarse para ningún otro propósito ni ser distribuido a otras partes por sí solo. Este informe se refiere solamente a los asuntos mencionados en las secciones precedentes y la información objeto de aseguramiento incluida en el Anexo A y no se extiende a ninguna otra información financiera y no financiera incluida en el Reporte Integrado del Banco Guayaquil S.A. por el año terminado el 31 de diciembre de 2023, ni a sus estados financieros, tomados en su conjunto.


Guayaquil, 31 de mayo del 2024


Adriana Loiza
Socia

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BANCO GUAYAQUIL S.A.

ANEXO A
(1 de 1)

CRITERIOS UTILIZADOS PARA LA ELABORACIÓN DE LA INFORMACIÓN OBJETO DE ASEGURAMIENTO INCLUIDA EN EL REPORTE INTEGRADO 2023

A continuación, se detallan los estándares GRI y SASB, utilizados para la elaboración de la información objeto de aseguramiento incluida en el Reporte Integrado.

Estos criterios de evaluación forman parte integral de nuestro informe de aseguramiento limitado sobre la información objeto de aseguramiento incluida en el Reporte Integrado 2023 del Banco Guayaquil S.A. por el año terminado el 31 de diciembre de 2023.

Estándares	Descripción
GRI 2-7 (2021)	Empleados
GRI 205-2 (2016)	Comunicación y formación sobre políticas y procedimientos anticorrupción
GRI 401-1 (2016)	Contrataciones de nuevos empleados y rotación de personal
GRI 403-2 (2018)	Identificación de peligros, evaluación de riesgos e investigación de incidentes
GRI 403-5 (2018)	Formación de trabajadores sobre salud y seguridad en el trabajo
GRI 403-9 (2018)	Lesiones por accidente laboral
GRI 404-1 (2016)	Promedio de horas de formación al año por empleado
GRI 404-3 (2016)	Porcentaje de empleados que reciben evaluaciones regulares de desempeño y desarrollo profesional
GRI 405-1 (2016)	Diversidad en órganos de gobierno y empleados
GRI FS13	Puntos de acceso en áreas de escasa densidad de población o desfavorecidas económicamente según el tipo
SASB FN-CB-240a.3 (2023)	Número de cuentas corrientes minoristas sin coste proporcionadas a clientes previamente no bancarizados o infra bancarizados



2023 REPORT INTEGRATED



100 años

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