



POLICY “THE WORLD IS OUR HOME: Let's Make It More Prosperous, Inclusive, and Green”

We enrich life with integrity, driving the transformation of people, businesses, communities, and the planet through innovative actions, products, and services that promote inclusive growth, well-being, and a resilient, low-carbon economy with positive impacts on nature.

Our commitment to prosperity, people, and the planet is not only achievable but also essential and enduring. It is not a separate goal from our strategic objectives; rather, it is integrated into every decision and action we take. At Davivienda, sustainability isn't just a strategy—it's the core of our business approach.

We understand that sustainability's true value comes when it aligns with and is managed within the organization's strategy. This includes incorporating ESG (environmental, social, and governance) factors into our opportunity analysis, risk management, and proactive decision-making. That's why we recently reaffirmed our commitment to the sustainable growth of our business and the countries where we operate by declaring: **"The World is Our Home: Let's Make It More Prosperous, Inclusive, and Green."**

- **Prosperous:** We empower individuals, families, and businesses to realize their aspirations through innovative, sustainable solutions that drive progress and enhance the competitiveness of the countries where we operate.
- **Inclusive:** We work to ensure that everyone has access to financial and non-financial services, fostering the financial well-being of individuals, families, businesses, and communities.
- **Green:** We lead initiatives that contribute to a resilient, low-carbon economy with positive results for nature.



This declaration highlights key issues for our bank—acknowledging that, if not managed proactively, they could become risks, yet they also present significant opportunities to create long-term value for the bank and its stakeholders.

In this context, this policy document defines, for the bank in Colombia and its international subsidiaries, which assets or activities align with our purpose of contributing to the prosperity, inclusive growth, and green development of the countries where we operate.

1. GENERAL

1.1. OBJECTIVE

The policy "**The World is Our Home: Let's Make It More Prosperous, Inclusive, and Green**" is crafted to define the assets and activities that the bank aims to support, encourage, and develop through its various business divisions. This focus is driven by their potential to enhance the progress and competitiveness of countries, foster social inclusion, improve general well-being, and promote low-carbon growth in harmony with nature. The policy also outlines which assets and activities are transitioning toward more sustainable economies and those that the bank will avoid due to misalignment with its core purpose.

1.2. SCOPE

This policy governs Banco Davivienda S.A. in Colombia and its operations in Costa Rica, El Salvador, Honduras, Panama, and Miami. It enhances existing policies by integrating the bank's previously adopted Environmental and Climate Change Policy and establishes the framework for our commitments to sustainable finance and financial inclusion.

1.3. GOALS

Implementing the guidelines outlined in this policy will help us achieve the following goals:



- Our sustainable portfolio should account for 30% of our overall portfolio by 2030.
- Become a carbon-neutral organization.
- Reach net-zero carbon emissions by 2050.

1.4. ALIGNMENT WITH THE 2030 AGENDA

At Banco Davivienda, we are committed to the United Nations' call to end poverty, address inequalities, build peaceful and inclusive societies, and protect our shared environment—key goals of the 2030 Agenda for Sustainable Development. Our dedication is evident in how we integrate the Sustainable Development Goals (SDGs) into our business strategy, focusing on specific goals and targets where we can have a meaningful impact.

We employ the prioritization methodology from the Center for Sustainable Development Goals for Latin America and the Caribbean (CODS), based on the Corporate Ecosystem Services Review (ESR). This methodology provides us with the tools to understand the SDGs from a business perspective and align our activities with the 2030 Agenda. It allows us to effectively manage risks and opportunities related to our economic, social, and environmental impact and dependencies.

Our strategic analysis has led us to prioritize seven SDGs and sixteen targets, detailed in Annex 1. These priorities reflect areas where our operations can make a substantial difference and are aligned with our material issues, stakeholder interests, strategic business goals, and our core values as a sustainable company. Material issues¹ are those deemed critical by the bank for creating value for both the institution and its stakeholders.

- **SDG 5** - Gender Equality
- **SDG 8** - Decent Work and Economic Growth
- **SDG 9** - Industry, Innovation, and Infrastructure
- **SDG 10** - Reduced Inequalities

¹ Prosperity, economic capital, trust, service, inclusion, well-being and natural capital.



- **SDG 11** - Sustainable Cities and Communities
- **SDG 12** - Responsible Consumption and Production
- **SDG 13** - Climate Action

1.5. Alignment with International and National Frameworks and Standards

To showcase our dedication to the highest standards in sustainable management and to strengthen stakeholder trust, we present below key endorsements, best practices, and significant milestones. These highlights illustrate our continuous progress toward a comprehensive and effective sustainable business strategy.

1.5.1. Memberships

We are committed to the highest standards of sustainable finance through our affiliation with the United Nations Environment Programme Finance Initiative (UNEP-FI) and its Principles for Responsible Banking (PRB)², as well as the Principles for Responsible Investment (PRI).

In 2023, we advanced our efforts by joining the global Net Zero Banking Alliance (NZBA) and the Glasgow Financial Alliance for Net Zero (GFANZ). These commitments highlight our determination to contribute significantly to the Paris Agreement's goal of limiting global warming to 1.5°C by 2030 and achieving Net Zero emissions by 2050.

To drive this progress, we have established short- and medium-term targets with the Science Based Targets Initiative (SBTi). We understand the importance of science-based targets in ensuring our decarbonization strategies effectively combat climate change.

From a social perspective, we uphold the ten principles of the Global Compact and are a member of the Financial Alliance for Women (FAFW). Additionally, as signatories of the PRB, we adhere to the guide for Setting Targets and Pathways

² The Principles of Responsible Banking are: alignment, impact and objective setting, customers and users, stakeholders, governance and culture, transparency and accountability.. [Documento Guía Principios de Banca Responsable](#)



for Financial Inclusion and Health³, further promoting the financial inclusion and well-being of our clients.

1.5.2. Frameworks and best practices

For over a decade, we have seamlessly integrated social and environmental risks into our Comprehensive Risk Management Framework. This commitment led us to adopt the Environmental and Social Risk Management System (SARAS), encompassing the management of climate risks—both physical and transitional—as well as human rights (HR). SARAS guides our financing and investment activities, underpinned by a methodology aligned with the performance standards and exclusion lists of the International Finance Corporation (IFC), the Inter-American Development Bank (IDB), and the Equator Principles (EP), which we formally adopted in 2024.

Our dedication to sustainability extends to the responsible management of our greenhouse gas (GHG) emissions and the adoption of global standards to combat climate change. We proudly joined the Partnership for Carbon Accounting Financials (PCAF), utilizing its internationally recognized methodology to assess the carbon emissions we finance, invest in, and insure. Furthermore, we have implemented the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to effectively identify, manage, and disclose climate-related opportunities, risks, and financial impacts.

To advance our sustainable finance initiatives and clearly define what qualifies as inclusive and green, we established our Sustainable Taxonomy. This framework draws on leading references such as the European Union's (EU) draft Social Taxonomy and the Social Bond Principles⁴ of the International Capital Market Association (ICMA), among others. These frameworks provide clear and measurable criteria for financing projects that deliver tangible social and environmental benefits.

³ [Establecimiento de Objetivos y Ruta para la Inclusión y Salud Financiera](#), 2022.

⁴ [Principio de los Bonos Sociales](#) - ICMA, 2021.



On the green finance front, our Sustainable Taxonomy is aligned with the ICMA’s Green Bond Principles, Climate Bonds guidelines, and Colombia’s Green Taxonomy (TVC). These standards offer a transparent and precise classification of economic activities and assets considered green, encouraging the adoption of business and financial practices that support the transition to a low-carbon economy. Our taxonomy is further aligned with the sectors, criteria, and activities covered by the credit lines of territorial development banks, such as the Financiera de Desarrollo Territorial S.A. (FINDETER), the Financiera de Desarrollo Nacional (FDN), the Agricultural Sector Financing Fund (FINAGRO), and the Business Development Bank of Colombia (BANCOLDEX), among others—institutions that drive sustainable development and fund projects with clear environmental and social benefits.

Recently, we embraced the Colombian Banking Association’s Social Protocol, which aims to unify efforts between the Colombian State, its institutions, and affiliated entities, reinforcing our commitment to Diversity, Equity, and Inclusion (DEI).

1.5.3. Reporting Frameworks

We adhere to the guidelines of the Global Reporting Initiative (GRI) and the standards set by the Sustainability Accounting Standards Board (SASB). Our commitment is reflected in our reporting to the Carbon Disclosure Project (CDP) and the Corporate Sustainability Assessment (CSA) of S&P Global, as well as our inclusion in the S&P Dow Jones Sustainability Index. Additionally, we contribute to industry reports and comply with local regulatory requirements.



2. LET'S MAKE THE WORLD A MORE PROSPEROUS HOME

We empower **individuals, families, and businesses** to achieve their dreams through innovative and sustainable solutions that drive **progress** and enhance the **competitiveness** of the countries where we operate.

We recognize that the prosperity of our customers and communities is not only strategic to our business but also vital to the economic and social development of the regions we serve. We believe in the transformative power of our actions, offering innovative financial and non-financial solutions that help individuals, families, businesses, and governments reach their goals and improve their quality of life.

We also understand that true value creation and lasting prosperity are achieved when we address environmental challenges and enhance people's well-being. Aligned with the SDGs, we are committed to promoting financial and non-financial products and services that foster a robust, inclusive economy, close social gaps, build resilience, and create a positive impact on the planet.

In this chapter, and throughout the following sections, we highlight the assets and activities that positively impact these three dimensions, supported through our various business channels. While all lawful activities contribute to prosperity, we have chosen to emphasize, in the inclusion chapter, those efforts that not only drive progress but also make a tangible difference in the financial and social inclusion of underserved populations. In the section dedicated to our commitment to greener progress, we focus on activities that promote environmental stewardship. This section also encompasses other activities that don't fall within the previously mentioned categories.

2.1. ACTIVITIES ELIGIBLE FOR THEIR CONTRIBUTION TO PROSPERITY

Building on this, the bank will consider as assets or activities that significantly contribute to prosperity those lawful initiatives that are not listed in the exclusion



criteria in Numeral 2.2. These initiatives should drive progress and enhance competitiveness for our clients and the regions where we operate and can be supported by our financial solutions. Activities that focus on inclusion and green progress are covered separately in Numerals 3 and 4 herein.

We can support these initiatives through the value propositions detailed in Annex 2, Financial Products Banco Davivienda, Numeral 2.1.

2.2. LIST OF EXCLUDED OR LIMITED ACTIVITIES

At our organization, we are committed to ensuring that our financing aligns with our Higher Purpose. To achieve this, we exclude activities, practices, and projects that do not meet our ethical standards and core values.

From the scope of ESG issues (environmental, social and governance), this exclusion list is a key component of SARAS⁵ and complements other restrictive lists within the Bank's risk management systems. Our aim is to guarantee that all financing operations adhere to ethical principles, guided by benchmarks from reputable institutions like the IFC and the IDB, as well as our own internal criteria.

We publicly affirm our pledge to avoid engaging in initiatives that could negatively impact society or the environment. This list also excludes activities that are illegal or controversial. The processes for verifying that financed activities and projects align with our policies and criteria, and incorporate ASG (environmental, social, and governance) factors, are detailed in Annex 3.

- a. Production, marketing, or use of pharmaceuticals subject to phase-outs or international bans.
- b. Production, marketing, or use of pesticides/herbicides subject to phase-outs or international bans.
- c. Production, marketing, or use of substances harmful to the ozone layer subject to phase-outs or international bans.

⁵ Social and Environmental Risk Management System



- d. Production or marketing of wildlife or products regulated by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).
- e. Logging operations in primary tropical rainforests.
- f. Production or trade of timber or other forest products not derived from legally managed forests.
- g. Production or trade of alcoholic beverages (excluding beer and wine), weapons and ammunition, and tobacco.
- h. Gambling, casinos, and equivalent enterprises.
- i. Production, marketing, or use of radioactive materials⁶.
- j. Production, marketing, use, or trade of non-adhered asbestos fibers⁷.
- k. Unsustainable fishing methods, such as fishing with explosives or using gillnets and drift nets longer than 2.5 km in the marine environment.
- l. Production, marketing, or use of polychlorinated biphenyl (PCB) compounds subject to phase-outs or international bans.
- m. Production, trade, or use of Persistent Organic Pollutants (POPs).
- n. Cross-border movement of waste or discarded products, except for harmless waste intended for recycling.
- o. Destruction of high conservation value areas.
- p. Production or activities involving forced labor or child labor⁸.
- q. Non-compliance with fundamental labor principles and rights.
- r. Pornography or prostitution.
- s. Racist or anti-democratic media.
- t. Companies, activities, or individuals subject to sanctions by the UN, the EU, and Canada.
- u. Companies discovered or suspected of involvement in corruption, serious violations of ethical standards, or other unethical business practices.
- v. Production or activities affecting lands owned by or claimed by Indigenous Peoples without their documented full consent.

⁶ This does not apply to the purchase of medical equipment, quality control (measuring) equipment and any equipment for which it can be demonstrated that the source of radioactivity will be negligible or adequately covered.

⁷ This does not apply to the purchase and use of bonded asbestos cement sheets where the asbestos content is less than 20%.

⁸ Forced labour means any work or service, not performed voluntarily, which is extracted from an individual under threat of force or penalty. Harmful child labour means the employment of children which is economically exploitative, or is likely to be hazardous to or interfere with the child's education, or is detrimental to the child's health, physical, mental, spiritual, moral or social development.



- w. Practices that promote land use changes in areas of special ecological importance, impact protected areas (e.g., national parks and natural reserves), or occur outside the national agricultural frontier.
- x. Deforestation activities, including logging, burning, cutting, uprooting, or destroying areas equal to or greater than one hectare of natural forest for productive uses (e.g., livestock farming).



3. LET'S MAKE THE WORLD A MORE INCLUSIVE HOME

We create a more inclusive world by expanding access to financial and non-financial services, fostering the financial well-being of individuals, families, businesses, and communities.

We view sustainable development as achieving economic growth that includes everyone and remains in harmony with nature. Under the 2030 Agenda, the SDGs focus on ensuring universal access to essential services—such as health, education, food security, and social protection—while striving to reduce inequality and leave no one behind.

Aligned with these principles, we reaffirm our commitment to financial inclusion and social financing as essential drivers of a more inclusive future. By mobilizing resources and providing access to financial and non-financial services for all, we contribute to the social goals of the countries where we operate, helping to bridge social gaps, reduce inequality, and promote economic growth and community well-being.

3.1. OUR COMMITMENT TO FINANCIAL INCLUSION

We define financial inclusion as the ability to access and use high-quality financial and non-financial products in a friendly, simple, and reliable manner. This commitment enhances the financial well-being of individuals and businesses, aligning with our Higher Purpose of enriching lives with integrity. We support our clients through key life moments, guiding them towards achieving their goals and dreams.

In our sustainable business strategy, we prioritize Inclusion as one of the seven material topics⁹ and Financial Inclusion as one of our four strategic focuses¹⁰. Our aim is to enhance the well-being of our clients by ensuring that everyone has access to, utilizes, and benefits from our high-quality products and services.

⁹ Material topics: Prosperity, economic capital, service, trust, well being, inclusion and natural capital

¹⁰ Strategic focuses: Financial inclusion, sustainable enterprises, sustainable infrastructure and responsible investment.



We recognize that certain populations face unique challenges due to factors such as age, gender, ethnicity, physical ability, and nationality, as well as varying business sizes and stages. These challenges, often structural—such as those related to the labor market—result in gaps in financial service access.

To address these challenges, we identify specific groups and apply tailored approaches to understand their unique needs, the financial gaps they face, and the underlying causes related to our business. This enables us to implement actions that create equitable conditions, facilitating their access to the formal financial system and supporting their progress and well-being.

We understand that factors like employment dynamics, poverty, informality, lack of credit history, perceived risk, and social constructs create barriers for individuals in vulnerable situations seeking banking services. We see this as an opportunity to improve their quality of life with relevant solutions that drive economic development, productivity, and overall growth.

Driven by our commitment to contributing to our countries, we offer innovative products and services for everyone, including historically underserved populations. Our solutions encompass savings, investment, credit, payment methods, digital wallets, and insurance, supporting clients through various life stages—such as education, employment, home purchasing, business development, and retirement. Details of these offerings are outlined in Annex 2. Banco Davivienda Financial Products, Section 2.2 of this policy.

We leverage technology and our expertise in innovation to create affordable products and services based on universal design principles. These solutions are designed to meet the needs of all individuals, including those with limited access, such as women, youth, rural communities, small agricultural producers, and micro-entrepreneurs. Adhering to a human-centered model, we ensure our products are equitable, flexible, simple, and intuitive, making them accessible to everyone, regardless of their abilities, skills, gender, age, or location.¹¹

¹¹ University of North Carolina. Center for Universal Design.



In keeping with our management model, which prioritizes providing reliable, friendly, and straightforward client experiences, we continuously update our people for optimal client relationship management¹². This is guided by our bank’s values, policies—including our Human Rights policy—and current regulations. We also provide appropriate channels for client support and guidance¹³, along with a range of non-financial services and value-added offerings designed to support client progress, detailed in Annex 4. Banco Davivienda Non-Financial Products.

3.2. APPROACHES AND SEGMENTS FOR FINANCIAL INCLUSION

In accordance with the aforementioned commitment, we seek to contribute to the financial inclusion of all people, recognizing their differential conditions and the particular challenge of access to financial services faced by specific segments of people. That is why we embrace, based on the principles of universal design, differential approaches that may be intersectional and are associated with different aspects such as life cycle or geographic location, among others, in order to: identify populations, understand their needs, gaps, barriers and causes, and thus mobilize actions that favor their access to banking.

Below, we detail each of the differential approaches considered and the scope of each one adopted for the purposes of this document:

Chart 1 Differential Approaches Considered

Approach	Description	Scope
Lifecycle differential approach	Addressing financial inclusion from this perspective means recognizing that throughout the life cycle, individuals have unique needs, abilities, expectations, and	Minors: Individuals aged 0 to 17 years ¹⁴ . Youth: Individuals aged 18 to 29 years.

¹² In terms of questions, complaints, claims and compliments with an emphasis on due diligence, the provision of clear and sufficient information during the sale of products and the prevention of practices defined as abusive by the regulations applicable to each country in which we operate, among other aspects.

¹³ Service channels that adapt to customer preferences, always ensuring that they are also easily accessible for priority groups in the financial inclusion strategy.

¹⁴ Daviplata's +14 strategy to bring children closer to financial inclusion



	<p>responsibilities. These differences should be integrated into relationships and value propositions to facilitate access to and responsible use of financial services across various age groups.</p>	<p>Seniors: Individuals over 60 years.</p>
<p>Disability differential approach</p>	<p>Similarly, addressing financial inclusion requires understanding that some individuals have physical, sensory, cognitive, or psychosocial limitations. These abilities must be acknowledged in relationships and in developing value propositions to ensure access to and appropriate use of financial services for people with disabilities that do not affect their decision-making capacity.</p>	<p>Physical: Individuals with limitations in walking, holding objects, or performing other daily activities, as defined by each country’s regulations.</p> <p>Sensory: Individuals with limitations in hearing, speaking, or seeing, as defined by each country’s regulations.</p> <p>Cognitive: Individuals with limitations in mental capacities that may impact their adaptation, independence, communication, social participation, education, or employability, as defined by each country’s regulations.</p>
<p>Ethnic differential approach</p>	<p>Addressing financial inclusion from this perspective means recognizing that the countries in which we operate are pluri-ethnic and multicultural, with individuals belonging to groups that have unique values, concepts, practices, and customs. These distinctive aspects must be considered in our interactions and in crafting value propositions to ensure</p>	<p>In Colombia¹⁵</p> <ul style="list-style-type: none"> • Indigenous Population • Black, Afro-Colombian, Raizal, and Palenquero Population (NARP)

¹⁵ For CAM countries the equivalent will apply.



	effective access to and use of both financial and non-financial services.	<ul style="list-style-type: none"> • Romany or Rrom¹⁶ Population
Gender differential approach	This approach also requires understanding the specific circumstances and experiences that individuals face based on their gender and related social roles. Acknowledging these factors in our interactions and in developing value propositions is crucial for improving access to financial and non-financial services.	Male Female
Gender identity and sexual orientation differential approach	Furthermore, it is essential to recognize that a person's gender identity may differ from the sex assigned at birth, and their sexual preferences may diverge from traditional expectations. Embracing these realities in our relationships and value propositions can significantly enhance access to and use of financial and non-financial services.	Gender Identity: Male Female Transgender Male Transgender Female Sexual Orientation: LGBTQ+ Population, among others not encompassed by heterosexuality or binarism.
Territorial differential approach	Addressing financial inclusion through this lens means fully grasping that individuals in the countries where we operate inhabit diverse environments. These range from varying territorial extents and population sizes to differing distances from urban centers, economic activities, and experiences with conflict. Integrating these	In Colombia¹⁷: Rural Municipalities: Municipalities with fewer than 25,000 inhabitants in the main town and a population density between 10 and 100

¹⁶ [Romany Romm Population](#) - DNP 2010

¹⁷For CAM countries the equivalent will apply.



	<p>distinctive elements into our interactions and value propositions is vital for effectively enhancing access to and utilization of both financial and non-financial services.</p>	<p>inhabitants per square kilometer¹⁸.</p> <p>Dispersed Rural Municipalities: Areas not organized into municipalities, with small main towns and a population density of less than 50 inhabitants per square kilometer.</p> <p>ZOMAC (Territorial Zones of Strategic Importance for the Economic and Social Development of the Region)¹⁹</p> <p>Municipalities with PDET (Territorial Development Programs)²⁰</p>
<p>Other differential approaches</p>	<p>Migrants:</p> <p>From this perspective, financial inclusion involves a deep understanding of individuals who have been compelled to leave their homeland to establish themselves either permanently or temporarily in new countries. Recognizing this reality in our interactions and value propositions is crucial for facilitating their seamless access to and use of financial and non-financial services.</p>	<ul style="list-style-type: none"> • Individuals with foreign citizenship • Special Permit for the Promotion of Formalization

¹⁸ [Definition of Rurality Categories](#) - DNP 2014.

¹⁹ Zones Most Affected by the Armed Conflict

²⁰ Municipalities with Territorially Focused Development Programs. Decree 8093 of 2017



	<p>Actors in the Popular Economy: Approaching financial inclusion with this perspective requires acknowledging that a substantial portion of the production, distribution, and commercialization of goods and services, along with domestic and community-based activities, is managed by small-scale economic units—whether personal, family-run micro-businesses, or micro-enterprises. Embracing this understanding in our interactions and value propositions is key to unlocking their full potential and improving their access to and use of financial and non-financial services.</p>	<ul style="list-style-type: none"> ● Sole proprietorships ● Family-run businesses ● Microbusinesses ● Microenterprises ● Individuals or organizations involved in the care economy
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At Davivienda, we recognize the transformative potential of providing underserved or overlooked individuals with access to the formal financial system. This can be achieved through a variety of financial instruments and services, including savings, investments, credit, mobile wallets, and insurance. Moreover, we remain open to new solutions that may emerge, further advancing universal banking access.

Chart 2. Typology of financial services applicable to inclusive growth

Type of Service	Objective
Savings and Investment	We offer solutions that help individuals grow their wealth and assist businesses in managing their daily finances, globalizing their operations, and investing intelligently.
Loans	We enable individuals to acquire and achieve their goals, and help businesses continue to grow by providing access to financing with various applications, including free investment, working capital, mortgage loans, leasing, and credit cards, among others.



<p>DaviPlata Mobile Wallet</p>	<p>Our offerings are designed to make it easy for individuals to conduct transactions and access products that help manage their money and build their future, including credit services, savings, insurance, and a marketplace, among others.</p>
<p>Insurance</p>	<p>We provide products to help individuals protect their assets and effectively support their families.</p>

For details on the bank's products associated with the financial instruments mentioned in the previous table, please refer to Annex 2, Section 2.2, Financial Products.

3.3. OUR COMMITMENT TO INCLUSIVE FINANCING

Sustainable finance involves making financing decisions that drive sustainable development through the integration of Environmental, Social, and Governance (ESG) factors, which mobilize resources as a transformative vehicle to respond to current challenges. These decisions utilize resources as a transformative tool to address contemporary challenges. At Davivienda, we define **inclusive financing** as the strategic allocation of resources to support sustainable economic development and tackle social issues in the countries where we operate, enhancing overall quality of life and well-being.

We recognize our pivotal role in the financial sector and our capacity to direct capital towards achieving the Sustainable Development Goals of the 2030 Agenda. By promoting inclusive financing, we foster socioeconomic progress and empower individuals by ensuring access to economic resources, assets, financial and non-financial services, and equitable participation in economic and social spheres.

This is why within our sustainable portfolio, we include financing with social benefit to leverage activities, projects and investments that contribute to the reduction of inequalities, access to decent work, the achievement of decent living standards and, in general, the well-being of communities and the improvement in the quality of life for all. This connects with our sustainable business strategy from



the material issues of **Economic Growth** and **Inclusion** and with our strategic focuses of **Sustainable Business** and **Sustainable Infrastructure**, promoting a just transition for all and socially responsible economic growth.

To this end, we offer innovative instruments to promote inclusive financing, such as investment funds with ESG criteria and financial and non-financial products and services with social benefits. On the other hand, we generate alliances and inter-institutional cooperation to increase the placement of resources and the commitment with their destination in socially responsible projects, for example through the issuance of thematic bonds, to contribute to a dignified and wellbeing life²¹, and to: **Make the World Our Home: A More Inclusive Home**.

3.4. ACTIVITIES PREFERENTIALLY ELIGIBLE FOR FINANCING FOR THEIR CONTRIBUTION TO INCLUSIVE GROWTH

To define the scope of inclusive financing, Davivienda has developed our Sustainable Taxonomy. This taxonomy identifies categories of activities with social financing potential due to their meaningful contribution to social goals in the countries where we operate (see Table 3).

Our taxonomy is based on sectors and economic activities outlined by the European Union (EU) Social Taxonomy, the ICMA Social Bond Principles, and the credit lines of development banks such as the Territorial Development Financial Institution (FINDETER) and the National Development Financial Institution (FDN), as well as other references detailed in Section 1.5 of this policy on *Alignment with International and National Frameworks and References*.

Below, we provide detailed definitions for each category with significant social impact. This taxonomy is applicable to Personal Banking, Corporate Banking, Business Banking, Construction, SME Banking, and Official Banking, covering all economic sectors and individuals without distinction. It includes the following subcategories, projects, and investments.

²¹ United Nations General Assembly, 2022.



Chart 3: Eligible Activities by Categories and Subcategories for Their Contribution to Inclusive Growth.

Category	Subcategory	Details
Sustainable infrastructure and construction	Healthcare and education infrastructure	Infrastructure projects, investments, or activities encompassing (construction, renovation, enhancement, expansion, equipping, operation, or maintenance) of facilities dedicated to delivering educational or healthcare services.
	Affordable housing construction	Housing initiatives within the frameworks of Social Affordable Housing (Affordable Low-Income) and Priority Social Housing (Priority Affordable Low-Income) programs.
	Infrastructure for territorial development	Infrastructure projects, investments, or activities (Construction, repair, improvement, expansion, equipment, operation or maintenance) that align with urban development plans and address the necessary facilities to bolster the competitive capacity, social welfare, and public safety of cities and regions.
Sustainable water management	Drinking water management	Projects, investments, or activities focused on the purification and efficient utilization of water resources, thereby improving community access to potable water services.
	Wastewater management	Projects, investments, or activities essential for the comprehensive treatment of wastewater, including collection, conveyance, treatment, storage, transport, and discharge, aimed at enhancing community access to sewerage services.
Transportation and mobility	Access to public transportation	Projects, investments, or activities aimed at improving urban public transportation services. This includes advancing traffic solutions, infrastructure, and alternative systems to enhance regional connectivity and competitiveness. The focus encompasses both passenger



		and freight transportation and the infrastructure needed for their efficient operation and logistics.
Sustainable energy	Access to power	Projects, investments, or activities dedicated to generating, transmitting, distributing, and storing energy, with the objective of expanding community access to essential energy services.
	Access to gas	Projects, investments, or activities for generating, transmitting, distributing, and storing gas, designed to increase community access to gas services.
Sustainable agricultural development	Agricultural and rural financing	Projects, investments, or activities intended to enhance production across various stages, strengthen the agricultural sector, boost employment, facilitate technology transfer, support sustainable production practices, ensure food security in urban and rural areas, promote equitable income distribution, bolster the external sector of the economy, and improve social, economic, and sustainability conditions in rural regions.
Social well-being and financial inclusion	Healthcare and education services	Projects, investments, or activities focused on acquiring and deploying equipment and instruments that improve the quality of health and education services.
	Financial inclusion and economic development	Projects, investments, or activities aimed at increasing economic participation among underserved populations, including (micro, small, and medium-sized) enterprises (MiPymes), with particular emphasis on women-led MiPymes and access to affordable housing.
Crosscutting : Loans tied to sustainability indicators	Loans tied to social indicators	Financial instrument designed to drive the achievement of sustainability goals through the joint definition, measurement, verification, and monitoring (by both the Client and the Bank) of key performance indicators (KPIs). Meeting these goals and KPIs will enhance the client's credit conditions. For instance, a social KPI might be the percentage increase in women's representation on boards or in leadership roles.



For more details on eligible activities, see *Annex 6: Davivienda Bank Sustainable Taxonomy*.

3.5. LIST OF EXCLUDED OR RESTRICTED ACTIVITIES

The list of excluded activities, from an ESG perspective and as part of SARAS, is outlined in *Numeral 2.2* of this policy. For insights into how we assess whether our clients' activities and projects align with our policies and criteria, and how ESG criteria are integrated into these processes, please refer to *Annex 2*.



4. LET'S MAKE THE WORLD A GREENER PLACE

Making the World a Greener Place: We drive initiatives that contribute to a resilient, low-carbon economy with positive outcomes for nature.

Just as we are committed to inclusion, Davivienda's dedication to a greener world is rooted in identifying and managing opportunities and risks in both our operations and business model.

We align with national commitments to environmental protection and emission reduction, as well as with current international frameworks and agreements on environmental and climate change issues. Through green financing, we mobilize resources that support sustainable economic development aimed at addressing the triple planetary crisis: climate change, pollution, and biodiversity loss. These crises are interconnected, sharing both causes and consequences.

Climate change leads to increased frequency and severity of hydrometeorological events, forest fires, rising sea levels, and disruptions to the ecosystems that sustain life on Earth. Meanwhile, air, ocean, and soil pollution is a leading cause of global illness, driven by factors such as fossil fuel use and forest fires. Biodiversity loss is linked to changing temperature patterns and ecosystem pollution, threatening climate, water, food security, and human health.

Humanity's dependence on stable climates and healthy ecosystems is undeniable. It is estimated that over half of the global GDP relies moderately or heavily on nature and its services—about \$44 trillion. In Colombia alone²², according to the Ministry of Finance and Public Credit, climate and disaster risks represent by far the largest contingent liability, potentially impacting economic activity by up to 4.4% of GDP²³. Addressing the triple crisis requires substantial capital flows, much of which is expected to come from the private sector.

²² [Securing everyone's future through biodiversity](#) - World Bank, 2022.

²³ Climate and Country Development Report - World Bank, 2023



4.1. OUR COMMITMENT TO GREEN GROWTH

At the heart of green financing, our mission is to advance the environmental goals of the countries where we operate. We are dedicated to channeling resources into impactful solutions across various areas, including climate change mitigation and adaptation, land and water management, biodiversity protection, conservation and restoration, circular economy, and pollution prevention and control.

To drive this mission, our portfolio features environmental benefit financing designed to support activities, projects, and investments that accelerate the transition to a greener economy. This initiative is seamlessly integrated into our sustainable business strategy, addressing key areas such as **Natural Capital** and focusing on **Sustainable Enterprises** and **Sustainable Infrastructure**.

We proudly offer an innovative suite of instruments to foster green growth, including both financial and non-financial products and services with environmental benefits, as well as investment funds with ESG criteria. Our approach involves forming strategic alliances and fostering institutional cooperation to enhance resource allocation to green projects²⁴. This includes issuing thematic bonds and leveraging other funding sources to fulfill our vision of **Making the World Our Home: A Greener Home**.

Our unwavering commitment to ecosystem conservation, natural resource regeneration, and a low-emission, climate-resilient economy is embodied in our value propositions, which drive positive impacts on the prosperity and protection of natural capital:

Chart 4: Types of Financial Services Applicable to Green Growth

Type of Service	Objective
Savings and Investments	Green-Centric Products crafted to empower individuals to build their future and manage their finances effectively, while

²⁴ Which include matters relating to biodiversity and blue items.



	enhancing the growth of their wealth. For businesses, we provide solutions to streamline daily financial operations, expand globally, and invest wisely.
Loans	Green-Centric Products designed to help individuals reach their goals and enjoy the things they desire. For companies, we offer a range of financing options to drive growth, including flexible investments, working capital, mortgage loans, leasing, credit cards, and more.
Daviplata (Mobile Waller)	Crafted for ease and efficiency, our products help individuals manage their finances and shape their future with confidence. Explore our suite of services, including credit options, savings plans, insurance, and a dynamic <i>marketplace</i> .
Insurance	Green-Centric Products dedicated to helping individuals protect their wealth and provide for their families with peace of mind.

For detailed information about each product, please refer to Section 3.3 of the **Green** Dimension in *Annex 2 of Financial Products from Banco Davivienda*, and *Annex 4 of Non-Financial Products from Banco Davivienda in this policy*.

4.2. ACTIVITIES PREFERENTIALLY ELIGIBLE FOR FINANCING DUE TO THEIR CONTRIBUTION TO GREEN GROWTH

We understand the pivotal role of **green financing** in achieving the 2030 Development Agenda, fulfilling Paris Agreement commitments, adhering to the Convention on Biological Diversity, and meeting the Nationally Determined Contributions (NDCs) of the countries where we operate. By aligning our resources with these global goals, we are not just supporting but actively driving the shift towards a fair, equitable, low-carbon, and zero-emissions economy. Our commitment extends to advancing climate change adaptation and mitigation, as well as the protection and restoration of nature and ecosystem services.



Our greatest environmental impacts are mainly associated with our financing activities, and this is where we have a privileged role in sending signals to the market and accompanying our clients with initiatives that, in addition to raising awareness, can lead them to reduce their footprint and stimulate the development of a greener economy. Therefore, in line with these global, regional and national commitments, within our sustainable portfolio we include financing with environmental benefits to leverage projects and investments to support our clients on the road to a low-carbon, more resilient economy with positive results for nature, together with a climate engagement strategy to promote and encourage the decarbonization of their productive activities. (See *Annex 5. Decarbonization and Engagement Strategy*).

We recognize our capacity to generate value with products that promote opportunities for the transition to a greener economy, and guarantee the adoption of processes for the identification of risks and analysis of credit portfolios and investment portfolios of those sectors that contribute substantially to the objectives outlined, and of those that require greater efforts to reduce polluting emissions and curb the impact on biodiversity.

In both green and inclusive financing, Davivienda has set its commitment through the Sustainable Taxonomy with green potential. This taxonomy is adapted to the context of the countries we serve and aligns with the Green Taxonomy of Colombia (TVC) from the Financial Superintendence of Colombia (SFC), ICMA, and other development bank credit lines such as FINDETER and FDN, as detailed in Section 1.5 of this policy on Alignment with International and National Frameworks and Standards.

We recognize that green financing also addresses critical social challenges, as climate change and biodiversity loss threaten development by exacerbating poverty, damaging infrastructure, and reducing productivity across various sectors.²⁵

²⁵ [Climate and Development Country Report - World Bank Group, 2023.](#)



Below, we outline the definitions of each category and subcategory with substantial contributions and positive environmental impacts. These are prioritized by the bank, provided they meet the established conditions. This applies to the Personal, Corporate, Business, Construction, SMEs, and Official Banking sectors, and includes the following subcategories, projects, or investments.

Chart 5: Eligible Activities by Categories and Subcategories for Their Contribution to Green Growth.

Category	Subcategory	Details
Sustainable infrastructure and construction	Green building	Projects, investments, or activities that implement measures in the design and construction of buildings to achieve water and energy savings, mitigate CO2 impact on the environment, and meet sustainable building certification standards such as EDGE, CASA, HQE, LEED, BREEAM, etc.
	Infrastructure for territorial development	Infrastructure projects, investments, or activities (including construction, repair, improvement, expansion, equipping, operation, or maintenance) that align with sustainable and inclusive city development plans. These initiatives focus on climate change adaptation and mitigation and include infrastructure designed for climate resilience. Examples of such activities include infrastructure for low-emission vehicles, projects to address droughts and floods, and sustainable urban renewal projects (such as parks and streets).
Sustainable Production and Circular Economy	Waste management and circular economy	Projects, investments, or activities essential for the sustainable management of waste, encompassing collection, separation, transportation, treatment, recovery, recycling, and final disposal. This also includes



		investments required to implement circular economy initiatives.
	Sustainable manufacturing	Projects, investments, or activities focused on manufacturing and optimizing production processes to minimize environmental impact. This includes reducing pollution (emissions, discharges, waste) and enhancing the efficient use of natural resources. Examples are: components for sustainable cement and steel production, carbon removal (CDR) projects and technologies, carbon capture and storage (CCUS) technologies, and components for primary plastic production.
Sustainable water management	Drinking water management	Projects, investments, or activities necessary for water purification and the efficient use of water resources, complying with the Technical Regulations for the Potable Water and Basic Sanitation Sector (RAS).
	Wastewater management	Projects, investments, or activities required for the treatment of wastewater, including collection, conveyance, treatment, storage, and discharge, in accordance with the Technical Regulations for the Potable Water and Basic Sanitation Sector (RAS).
Transportation and mobility	Low-emission transportation and mobility	Projects, investments, or activities aimed at reducing emissions from transportation and the mobility of passengers and cargo, including low- and zero-emission technologies.
ICT for sustainability	Green ICT	Projects, investments, or activities that involve the development and application of digital and information technologies to cut greenhouse gas emissions. This includes initiatives outlined in Colombia's green



		taxonomy, such as data processing, hosting, and related activities, along with data-driven solutions for reducing greenhouse gases (GHG).
Sustainable energy	Generation and cogeneration	Projects, investments, and initiatives that harness renewable energy sources—solar, wind, tidal, hydroelectric, geothermal, biomass, and green hydrogen—for efficient generation and cogeneration.
	Transmission and storage	Projects, investments, and ventures dedicated to the seamless transmission and storage of energy derived from renewable sources like solar, wind, tidal, hydroelectric, geothermal, biomass, and green hydrogen.
	Energy efficiency	Projects, investments, and activities committed to cutting energy consumption by adopting innovative technologies and optimizing energy processes and flows.
Sustainable agricultural development	Sustainable agricultural practices	Projects, investments, activities, or basic, intermediate, and advanced technologies for the conversion of coffee, rice, fruit crops, and cocoa in line with TVC guidelines, including sustainable agriculture certifications, Finagro’s green allocations, and bioinputs for agriculture.
	Sustainable livestock practices	Projects, investments, activities, or basic, intermediate, and advanced technologies for livestock in accordance with TVC guidelines, including sustainable livestock certifications, veterinary bioinputs, and practices, investments, and technologies for sustainable poultry, aquaculture, fish farming, and pig farming.
	Sustainable forestry practices	Projects, investments, activities, or basic, intermediate, and advanced technologies for livestock in accordance with TVC guidelines, including sustainable livestock certifications, veterinary bioinputs, and practices,



		investments, and technologies for sustainable poultry, fish farming, aquaculture, and pig farming.
Conservation and use of biodiversity	Bioeconomy	Projects, investments, and activities that harness the potential of natural capital, science, technology, and innovation to enhance and safeguard ecosystem services.
	Biodiversity management	Projects, investments, and activities that support the restoration and conservation (both direct and indirect) of terrestrial areas, and finance sustainable production practices that minimize negative impacts on biodiversity. This includes investments that achieve co-benefits for biodiversity, conservation, and restoration, and embrace nature-based solutions.
	Blue economy	Projects, investments, and activities focused on managing, restoring, and conserving marine and coastal ecosystems, boosting climate adaptation and resilience, and supporting tourism, value chains, transportation, ports, and marine renewable energy. These also address the reduction and control of pollution.
Transversal: Créditos atados a indicadores de sostenibilidad	Credits tied to environmental indicators	A financial instrument that incentivizes achieving sustainability goals by defining, measuring, verifying, and jointly monitoring (with the client and the bank) key performance indicators (KPIs). Meeting targets for these KPIs can result in improved credit conditions for the client. For example, an environmental KPI could be the reduction of greenhouse gas emissions from a baseline.

We have established procedures for updating the list of eligibility criteria related to the categories and subcategories that define Green Financing. This includes mechanisms for verifying compliance with these criteria to effectively identify and manage environmental and social risks when applicable, specifically for green line financing in the context of companies. For detailed information on eligible activities, please refer to Annex 6: Sustainable Taxonomy Banco Davivienda.



To focus our efforts and drive decarbonization, we have identified and prioritized the following sectors as carbon-intensive: iron and steel manufacturing, cement production, air and maritime transport, automobile manufacturing, and livestock farming.

Chart 6. Sectors or activities with preferential and/or conditional financing:

Sector Scope	Activities That We Don't Finance	Activities With Preferential Financing
Iron and steel manufacturing	See the list of activities excluded from funding.	<ul style="list-style-type: none"> • Furnaces designed to minimize coal consumption and CO2 emissions, including Electric Arc Furnaces (EAF) and those incorporating advanced CO2 capture and storage technologies, such as enhanced pollution control systems. • Direct Reduction Iron (DRI) or iron ore electrolysis projects aimed at promoting the use of non-fossil fuels. • Coking coal transition projects (considered within the value chain of the iron and steel sector), such as the adoption of hearth furnaces, coal washing plants, photovoltaic systems, utilization of residual heat from furnaces, and mine mechanization, among other advancements.



<p>Cement Manufacturing</p>	<p>See the list of activities excluded from funding.</p>	<ul style="list-style-type: none"> • Projects and activities focused on enhancing the use of industrial mineral components to reduce clinker consumption. • Projects and activities aimed at implementing carbon capture, utilization, and storage technologies within the clinker production process.
<p>Air and maritime transportation and automobile manufacturing</p>	<p>See the list of activities excluded from funding.</p>	<ul style="list-style-type: none"> • Projects aimed at acquiring aircraft that comply with the International Air Transport Association (IATA) guidelines for reducing emissions. • Fleets of vehicles for inland waterway or maritime transport with zero direct emissions (e.g., electric or low-carbon hydrogen-powered). • Vessels using sustainable biofuels or biogas, guaranteed. • Projects to enhance efficiencies in logistics operations, including energy management, waste reduction, water conservation, procurement of electric or hybrid vehicles, and adoption of efficiency technologies. • Energy efficiency projects and activities within vehicle production facilities.



<p>Livestock</p>	<ul style="list-style-type: none"> • Livestock practices that promote land use changes in areas of special ecological importance, affect protected areas or are carried out outside the national agricultural frontier. These areas must be so defined by regulation and the competent environmental authority. • Deforestation activities²⁶, including logging, burning, cutting, uprooting, or destroying natural forest areas equal to or greater than one hectare—whether continuous or fragmented—for the purpose of cattle ranching. • See the list of activities excluded from funding. 	<ul style="list-style-type: none"> • Projects focused on the efficient management and protection of water sources are essential. • Projects and activities for the adoption of silvopastoral systems are also important. • Projects and activities for the implementation of sustainable livestock practices (conservation, restoration and use of natural resources). • Projects and activities related to the effective use of manure and effluents. • Projects and activities for the division and rotation of paddocks, including the establishment of live fences, forage hedges, and improved pasture and forage management. • Projects and activities to integrate complementary technologies, such as biodigesters, aquatic plant and aquaculture systems, oxidation ponds, composting, and vegetative systems.
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Likewise, as part of the carbon-intensive productive sectors defined to accompany their decarbonization, we include thermal coal operations and the production of oil and gas from non-conventional sources. For these sectors, we have established the following specific policies.

²⁶ Deforestation, source Law 2111/2021



Chart 7. Sectors or activities with conditional financing:

Sector Scope	Activities That we Do Not Finance	Activities with Preferential Financing	Conditions for Financing
Oil and Gas: Non-conventional oil and gas extraction	<p>As of 2023, credit lines and project financing intended for the development of new projects, or the expansion of existing projects (capacity increases) related to unconventional oil and gas production include the following:</p> <ul style="list-style-type: none"> • Oil sands. • Shale oil and gas. • Arctic oil and gas. • Liquefied Natural Gas (LNG) derived from unconventional fossil fuels. • Ultra-deepwater (UDW) oil and gas. 	<p>Projects that Foster the transition:</p> <ul style="list-style-type: none"> • Energy optimization initiatives. • Utilization of alternative fuels (e.g., biomass, hydrogen). • Circular economy practices. • Transition to renewable energy sources. • Carbon capture and offsetting. 	<p>As of 2025, the client must have a climate strategy for the project or business. This strategy should outline planned initiatives and objectives related to environmental, social, and climate change issues, including the following components:</p> <ul style="list-style-type: none"> • Calculation of the carbon footprint, covering at least Scope 1 and Scope 2 emissions • Emission reduction plan
Thermal coal²⁷:	Beginning in 2025, credit lines and project financing will be	Projects that Promote the transition:	Starting in 2025, the client must have a climate strategy for the project or

²⁷ This policy does not include metallurgical coal, also known as coking coal, which is considered in the value chain of the steel sector,



<ul style="list-style-type: none"> • Thermal coal mining • Thermal coal-based power generation. 	<p>available for the development of new projects or the expansion of existing ones.</p> <p>Starting in 2040, no financing will be provided to companies primarily engaged in mining or thermal coal-based power generation²⁸.</p>	<ul style="list-style-type: none"> • Initiatives to expand the non-conventional renewable energy (NCRE) generation matrix • Energy efficiency projects aimed at reducing thermal coal consumption by at least 15%. <p>Disbursements will be subject to a maximum payment deadline of December 31, 2040.</p>	<p>business that outlines planned initiatives and objectives related to environmental, social, and climate change issues. The strategy should include the following elements:</p> <ul style="list-style-type: none"> • Calculation of the carbon footprint, including at least Scope 1 and Scope 2 emissions • CO2 emissions reduction plan <p>If the client does not have a carbon footprint measurement and a CO2 emissions reduction plan, they will be required to participate in our climate engagement program.</p>
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For investments, Banco Davivienda will progressively reduce its exposure to the thermal coal mining and thermal coal-based power generation sectors within its investment portfolio, achieving zero exposure by 2040. Additionally, for other prioritized carbon-intensive sectors, the bank will implement a robust system for periodic tracking and monitoring of exposures.

4.3. LIST OF EXCLUDED OR RESTRICTED ACTIVITIES

The list of excluded activities, based on our ESG approach and as part of the SARAS framework, is detailed in *Section 2.B.* of this policy. For information on

²⁸ Policy subject to change according to the country's regulations and contingency plans.



how we evaluate whether client activities and projects align with our policies and criteria, as well as the integration of ESG factors into these evaluations, please refer to *Annex 2*.

5. OTHER PROVISIONS:

Focused on achieving the objective of this policy, we define the following guidelines with scope for our business and stakeholders:

- Comply with the laws, regulations and other environmental provisions of each country, including those related to climate change, applicable to the Bank's activities.
- Foster a culture of sustainability by actively managing environmental and social impacts through ongoing awareness, training, and education for our stakeholders.
- Promote continuous improvement by diligently monitoring and reporting on our actions and progress.

6. OVERSIGHT:

The Corporate Governance and Sustainability Committee, composed of members of the Board of Directors, oversees the implementation of this policy. It is responsible for presenting progress updates to the full Board of Directors. The Board is the body to which any proposed adjustments to the policy content will be submitted and where changes will be approved.

7. APPROVAL OF THIS POLICY:

This policy was discussed and approved by the Board of Directors of Banco Davivienda before its publication. Any updates to this policy will follow the same procedure. Additionally, a comprehensive review will be conducted at least every five years to ensure its continued alignment with the Bank's other policies.



APPENDICES:

ANNEX 1.

DAVIVIENDA'S PRIORITIZATION AND CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)

At Davivienda, in alignment with the commitments outlined in this policy, we have prioritized seven Sustainable Development Goals (SDGs) and sixteen specific targets. These priorities reflect our substantial contributions and align with our material issues, stakeholder interests, strategic business focuses, and core values as a sustainable organization.

Chart 8: Prioritized Sustainable Development Goals (SDGs)

SDG	Target	Own Indicator
SDG 5 - Gender Equality	Target 5.5: Ensure full and effective participation of women and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.	Number of women financially empowered through savings, investment, credit products, payment methods, Daviplata, and insurance.
SDG 8 - Decent Work and Economic Growth	Target 8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity, and innovation, and encourage the formalization and growth of micro, small, and medium-sized enterprises, including through access to financial services.	Loan portfolio balance and number of micro, small, and medium-sized enterprises (SMEs).
	Target 8.4: Improve progressively, by 2030, the global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework	Loan portfolio balance and number of enterprises and individuals with access to green financing.



	<p>of Programmes on Sustainable Consumption and Production Patterns, with developed countries taking the lead.</p>	
	<p>Target 8.5: Achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, by 2030, and equal pay for work of equal value.</p>	<p>Number of employees, including the percentage of women and youth.</p>
	<p>Target 8.10: Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance, and financial services for all.</p>	<p>Number of individuals and businesses with access to financial services through Davivienda.</p>
<p>SDG 9 - Industry, Innovation, and Infrastructure</p>	<p>Target 9.1: Develop reliable, sustainable, resilient, and quality infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</p>	<p>Loan portfolio balance, number of projects, and estimated number of beneficiaries from social financing.</p>
	<p>Target 9.2: Promote inclusive and sustainable industrialization and, by 2030, significantly raise the industry's share of employment and gross domestic product in accordance with national circumstances, and double that of the least developed countries.</p>	<p>Loan portfolio balance and number of projects financed in the commercial portfolio with green financing, broken down by economic sectors.</p>
	<p>Target 9.3: Increase the access of small-scale industries and other enterprises, particularly in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.</p>	<p>Loan portfolio balance for SMEs and sole proprietors, and number of enterprises with access to financial services through Davivienda products.</p>



	Target 9.4: By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and the promotion of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.	Commercial portfolio balance (excluding the SME segment) and number of enterprises with green financing.
SDG 10 - Reduced Inequalities	Target 10.2: By 2030, empower and promote the social, economic, and political inclusion of all regardless of age, sex, disability, race, ethnicity, origin, religion, economic status, or other status.	Number of individuals and businesses in our differential focus areas financially empowered through transactional, savings, investment, credit, and insurance products.
SDG 11 - Sustainable Cities and Communities	Target 11.1: By 2030, ensure access for all to adequate, safe, and affordable housing and basic services, and upgrade slum settlements.	Loan portfolio balance and number of affordable housing units financed.
	Target 11.2: By 2030, provide access to safe, affordable, accessible, and sustainable transport systems for all, and improve road safety, notably by expanding public transport, with special attention to the needs of vulnerable populations, women, children, persons with disabilities, and older persons.	Loan portfolio balance and number of low-emission vehicles and transportation systems financed.
	Target 11.3: By 2030, increase the inclusiveness and sustainability of urbanization and enhance the capacity for participatory, integrated, and sustainable human settlement planning and management in all countries.	Loan portfolio balance and number of certified sustainable construction projects financed.
SDG 12 - Responsible Consumption and Production	Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources.	Percentage reduction in water and energy consumption in



		sustainable construction projects and green mortgages.
	Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse activities.	Percentage reduction in waste generation and increase in waste utilization from the bank's direct operations.
SDG 13 - Climate Action	Target 13.2: Integrate climate change measures into national policies, strategies, and planning.	Intensity of financed emissions specific to each sector outlined in the decarbonization roadmap.



ANNEX 2.

DAVIVIENDA BANK FINANCIAL PRODUCTS

2.1. Financial products Inclusive dimension:

Below are the financial products and services that Banco Davivienda has incorporated into the **INCLUSIVE** dimension as of the publication of this policy.

Chart 9: Financial Products and Services in the Inclusive Dimension

Type	Populations	Product	Description	Indicators
Savings and Investment	Minors and Youth	Children's Account	An individual savings account for children and teenagers aged 0 to 17.	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.
		G Zero Plan Account	This account features exclusive benefits for the young segment, including lower management fees, no withdrawal costs, virtual channel management, and the option to link a digital debit card for transactions and online purchases.	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.
		Savings Pockets in Davivienda Accounts and DaviPlata	This service allows clients to make monthly savings and occasional contributions based on their saving goals. Funds are visible and available through transfers. Although not exclusively for young clients, this product promotes early savings habits.	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment



				Products.
		Investment Segment Enrollment	While there are no exclusive investment products for young clients, they can connect with the Bank through Davivienda Brokers or Fiduciaria Davivienda to open available products for all clients, such as Term Deposits (CDTs/CDATs), High-Yield Accounts, Dafuturo, Goal-Based Investments, Collective Investment Funds (FICs), E-trading, and securities brokerage.	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.
	Senior Citizens (Retirees)	Pension Account	A transactional account for pensioners. Clients can receive their pension and other funds into a Davivienda Mobile Pension Account, and perform payments and transactions. This account has no management fee for pensioners.	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.
		Preferential Rate CDTs (Term Deposit Certificate)	Given the risk profile of the segment and high interest in secure investments, we offer preferential rates on Term Deposits at our branches for senior clients with pension accounts.	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.
	Rural / Agricultural	Rural Savings Account	A traditional savings account allowing clients to manage their money easily, securely, and reliably. The account supports two holders and is for clients located in rural areas identified and categorized as rural by the Bank according to the National Census and Statistics Agency (DANE).	Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.



		<p>Profitable Agricultural Savings Account</p>	<p>An exclusive savings account for agricultural clients, offering returns based on specific amounts. Funds are available at any time, and interest is calculated daily on the account balance.</p>	<p>Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.</p>
	<p>Popular Economy</p>	<p>Savings or Checking Account Linked to My Business</p>	<p>A transactional account supporting the My Business feature for receiving payments from sales through virtual or physical means. This account does not have a management fee.</p>	<p>Amounts Saved and Invested and Number of Clients with Access to Savings and Investment Products.</p>
<p>Loans</p>	<p>Minors and Youth</p>	<p>G Zero Credit Card</p>	<p>A credit card designed for the young segment with benefits such as \$0 management fee, 1% cashback at selected establishments with the option to donate to environmental causes or to the card balance. Ideal for building credit history.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		<p>Educational Loans Offering</p>	<p>Our educational loans mainly target young clients pursuing higher education. We offer fixed, revolving, and preferential loans with mortgage guarantees, primarily for master's and doctoral studies.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		<p>Nanocredit Guarantee Fund (FGA)</p>	<p>A low-amount loan that can be requested in minutes through the DaviPlata App. This loan can be the first credit experience for some clients, with fixed interest rates from \$50,000 to \$4,490,000, terms up to 36 months, and a</p>	<p>Amounts Financed and Number of Clients with Access to</p>



			fully digital application process.	Credit Products
Senior Citizens (Retirees)	Pension Advance		A revolving credit line available to clients with an active pension account at Davivienda, allowing them to advance their next payroll payment as needed.	Amounts Financed and Number of Clients with Access to Credit Products
	Pensioner Payroll Loans		Pension clients who are part of Davivienda's payroll agreements can apply for personal loans or debt consolidation through our digital channels, with repayments deducted from their pension payments.	Amounts Financed and Number of Clients with Access to Credit Products
Women	Working Capital (Free Investment) for Women's SMEs		A personal loan with preferential rates and terms of up to 36 months for general use.	Amounts Financed and Number of Clients with Access to Credit Products
	Revolving Crediexpress for Women's SMEs		A revolving credit facility that can be used fully or partially through the transactional portal. As payments are made, the credit limit is restored for future use. Female clients in the SME sector receive preferential rates on this product.	Amounts Financed and Number of Clients with Access to Credit Products
	Agricultural and Coffee Grower Credit Card for Women's SMEs		A credit card designed for clients in the agricultural sector, intended for use in agricultural and agro-industrial activities to meet capital needs for productive projects.	Amounts Financed and Number of Clients with Access to Credit Products



		Credit Card for Women's SMEs	<p>A credit line with a permanent credit limit managed through a physical card with no management fee. Female clients in the SME sector receive preferential rates with the option to defer purchases up to 36 months.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		Productive Assets for Women-owned SMEs	<p>All our leasing options for the acquisition of productive assets are available to our women-owned SMEs clients, with special benefits on interest rates.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		Social Affordable Housing for Women	<p>Loans to assist women in acquiring social interest housing (with a maximum value of 50 legal monthly minimum wages). These are guaranteed by mortgages or housing leasing arrangements.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
	Rural / Agricultural	Agricultural and Coffee Grower Credit Card	<p>A revolving credit facility designed to meet the working capital needs of agricultural clients at various stages of production or commercialization. This product is aimed at individual entrepreneurs and legal entities in the agricultural sector. The credit line is managed via a national-use credit card. Repayment depends on the agricultural activity.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		Finagro Credit for Small Producers	<p>Financing provided through the resources of the Agricultural Sector Financing Fund (FINAGRO) for the production, transformation, and commercialization of agricultural or rural activities, aimed at individuals who meet small producer requirements in terms of assets and income.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>



		<p>Special Finagro Credit Lines</p>	<p>Rediscount lines with subsidized rates for beneficiaries in the agricultural and rural sectors, directed at municipalities prioritized by the Ministry of Agriculture and Rural Development based on location, sociodemographic conditions, and other criteria.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		<p>FNG Lines (EMP 280 and EMP 319)</p>	<p>Credit lines backed by the National Guarantee Fund (FNG), aimed at individuals or legal entities in the agricultural sector belonging to the micro, small, and medium enterprise segments. Funds are allocated for working capital, investment in fixed assets, or business capitalization.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		<p>FGA Nanocredit</p>	<p>A low-amount credit requested in minutes through the DaviPlata app, allowing clients to access funds immediately from their cell phones. This microcredit can be a client's first credit experience, helping them start their credit history. It is covered by the Guarantee Fund (FGA), which corresponds to 8.4% of the requested amount plus VAT.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>
		<p>DaviPlata Nanocredit for Community Popular Economy (EPC)</p>	<p>Low-value unsecured loans backed by the National Guarantee Fund, offered digitally through the DaviPlata app, providing greater accessibility and security to our users. We offer the EPC nanocredit for clients who are entrepreneurs or business owners, aligning with the National Government's program that promotes financial inclusion for the Popular Economy and Community sectors. This contributes to the growth of the Popular Economy and small businesses by providing credit opportunities to entrepreneurs with or without credit history to start or boost their business.</p>	<p>Amounts Financed and Number of Clients with Access to Credit Products</p>



	Popular Economy	Business Credit Card	A payment method allowing clients to make physical or virtual purchases for their business with exclusive benefits at selected establishments. This card is intended for individual entrepreneurs or independent professionals who are bank clients through a savings or checking account.	Amounts Financed and Number of Clients with Access to Credit Products
		Progress Credit for the Popular Economy / United for Change Credit	Credit covered by the FNG, disbursed directly to the client's account. This credit offering aligns with FNG programs, enabling individuals across all economic sectors to access credit lines under favorable conditions, promoting business growth and financial inclusion. Credit availability depends on government resource allocation for the program, with ongoing innovation and evaluation to support economic development in the Popular Economy.	Amounts Financed and Number of Clients with Access to Credit Products
Products for Transaction s and Digital Wallets	Minors and Youth	DaviPlata + 14	A low-amount electronic wallet enabling youths aged 14 to 17 to manage their money via their cell phones, transfer funds, recharge, pay bills, and make purchases without transactional costs or maintenance fees.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
		DaviPlata ECard	A fully digital, rechargeable card with available balance in DaviPlata. This card allows online purchases, application subscriptions, and automatic payments.	Transaction amounts, number of transactions,



				and number of customers with access to transactional products.
		Youth Income Subsidy	Disbursement of subsidies from the "Youth in Action" Program by the National Department of Social Prosperity (DPS) to financially support the education of youths aged 14 to 28 who do not yet hold a university degree.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
		Digital Debit Card	A fully digital card associated with the Plan G-Zero, focused on the youth segment. This card allows online purchases, application subscriptions, and automatic payments.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
	Rural / Agricultural	DaviPlata	Although not exclusive to the agricultural segment, our digital wallet has achieved 97% nationwide coverage, reaching 15% of the rural population, with 7% of our clients located in rural areas as of the end of 2023.	Transaction amounts, number of transactions, and number of customers with access to transactional products.



		Bank Correspondents	Retail establishments selected for their security and quality standards to serve as additional channels for Banco Davivienda. Through bank correspondents, we provide access to our financial services in 320 of the 344 ZOMAC municipalities (93%) and 39 of the 170 PDET municipalities (23%).	Transaction amounts, number of transactions, and number of customers with access to transactional products.
	Popular Economy	My Business	A 100% digital solution for onboarding individual merchants to accept electronic payments (DaviPlata, neobanking). With My Business, clients can immediately request various sales solutions for multiple payment methods (DaviPlata, neobanking), such as POS terminals, QR EMVC, or payment links for in-person sales, and shopping carts and web checkouts for online sales. It also supports payments with cards (Diners, MasterCard, and Visa) and DaviPlata, allowing clients to view sales information, generate statements, track transactions, and obtain tax certificates.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
		Interoperable Bank QR	A solution for individual business owners enabling their customers to pay via mobile phone by scanning a QR code from the DaviPlata app. It also supports credit or debit card payments at participating establishments.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
		My Business Profile DaviPlata	A profile in the DaviPlata app allowing small businesses to organize products into catalogs, quickly charge via QR codes or PSE, receive payments with DaviPlata or from any bank account, manage their Business Profile at no cost, learn to manage	Transaction amounts, number of transactions, and number of customers



			business finances, and quickly move money via the app.	with access to transactional products.
		Bank Correspondents	Retail establishments and DaviPlata clients selected for their security and quality standards to become additional channels for Banco Davivienda. This initiative helps us reach communities lacking financial services, contributing to the country's economic development. Clients and users can pay for public and private services, withdraw money, receive government incentives, deposit into DaviPlata and accounts, and make credit and credit card payments.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
		DaviPlata Payment Button	An option for making payments for products and services using DaviPlata directly at each merchant's channel. It offers multiple benefits for merchants, including better approval rates, improved purchase experience, and lower processing costs compared to the market.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
		Interoperable DaviPlata QR	A solution for small businesses to receive payments from various entities and ensure ongoing sales. The code provides a digital payment alternative within minutes by simply scanning from a mobile phone.	Transaction amounts, number of transactions, and number of customers with access to transactional products.



Insurance Products	Minors and Youth	Specialized Assistance Package for Young People	Assistance services for clients, their families, and pets, with automatic debit to credit cards or Davivienda accounts. This is a value offer for Davivienda clients in partnership with Servicios Bolívar S.A., includes well-being services, home and legal tech assistance, entrepreneurial and professional development support, and entertainment services, among others.	Amounts insured and number of clients with access to insurance products.
	Senior Citizens (Retirees)	Modular Assistance for Pensioners	Special assistance packages for seniors and their families, with automatic debit to credit cards or Davivienda accounts. This value offer, in partnership with Servicios Bolívar S.A., provides medical, home, legal, tech, and well-being assistance services.	Amounts insured and number of clients with access to insurance products.
	Women	SME Peace of Mind	Insurance that comprehensively covers small and medium enterprises and individuals with business against material and financial losses. It is a flexible insurance based on protection needs, offering exclusive assistance services for the segment.	Amounts insured and number of clients with access to insurance products.
		SME Business Group Life Insurance	Insurance protecting the family of an entrepreneur or the business in the event of death, hospitalization, or total and permanent disability of the client.	Amounts insured and number of clients with access to insurance products.
	Rural / Agricultural	Cocoa Insurance	Insurance aimed at small cocoa producers, ensuring the well-being and economy of cocoa farmers and their families by protecting them against excessive or insufficient rainfall affecting crop productivity and income.	Amounts insured and number of clients with access to insurance products.



		Coffee Insurance	Insurance providing protection, peace of mind, and stability for coffee growers by safeguarding the harvests of thousands of Colombian families. It monitors precipitation via satellite images to identify rainfall deficiencies or excesses affecting productivity.	Amounts insured and number of clients with access to insurance products.
		Rural Peace of Mind Insurance	Insurance aimed at improving the resilience of rural families against natural and climatic risks (excess rainfall, drought, earthquakes) that could impact their productive activities' stability.	Amounts insured and number of clients with access to insurance products.
	Popular Economy	SME Peace of Mind	Insurance that comprehensively covers small and medium enterprises and individual entrepreneurs against material and financial losses. It is a flexible insurance based on protection needs, offering exclusive assistance services for the segment.	Amounts insured and number of clients with access to insurance products.
		SME Business Group Life Insurance	Insurance protecting the family of an entrepreneur or the business in the event of death, hospitalization, or total and permanent disability of the client.	Amounts insured and number of clients with access to insurance products.
		Multi assistance Package for Entrepreneurs	A package offering 18 services supporting businesses in areas such as well-being, tech advice, home computer cleaning and repair, fumigation, installations, and legal advice, in partnership with Servicios Bolívar S.A.	Amounts insured and number of clients with access to insurance products.
		Multi-Risk Insurance	Insurance for all businesses involving the financing of productive assets, ensuring that any financed asset is fully covered against all risks.	Amounts insured and number of clients with



			access to insurance products.
	Life Insurance in DaviPlata	This insurance covers death from any cause with no requirements or exclusions. It also includes coverage for funeral expenses and provides the beneficiary with one year of free insurance in the event of the insured's death.	Amounts insured and number of clients with access to insurance products.
	Pet Insurance in DaviPlata	This insurance covers expenses incurred from veterinary emergencies or accidents, provides funeral assistance in the event of the pet's death, and covers damages to third parties up to the policy limit. Additionally, it includes legal advice in cases of accidents and damage to third parties.	Amounts insured and number of clients with access to insurance products.
	Bicycle Insurance in DaviPlata	This insurance covers theft of the bicycle and damages caused to a third party in the event of an accident. It also includes return transportation assistance and legal advice in case of accidents.	Amounts insured and number of clients with access to insurance products.
	Personal Accident Insurance in DaviPlata	This insurance covers accidental death, including death resulting from traffic accidents. If the death is caused by a traffic accident, the insurance payout is doubled.	Amounts insured and number of clients with access to insurance products.
	Daily Income Insurance in DaviPlata	This insurance covers additional expenses incurred due to hospitalization from an accident or COVID-19. The insured receives daily assistance for up to 180 days, with the payout doubling if the hospitalization is in an intensive care unit for up to 30 days.	Amounts insured and number of clients with access to insurance products.



	Cancer Insurance in DaviPlata	This insurance provides financial support in case of cancer diagnosis or death due to cancer. It includes comprehensive support for the insured and their family before, during, and after the cancer diagnosis, including basic nursing care, nutritional guidance, medical advice, psychological support, and transportation assistance for radiotherapy/chemotherapy.	Amounts insured and number of clients with access to insurance products.
	Payment Protection Insurance in DaviPlata	This insurance is available for individuals who have acquired a nanocredit, with the value depending on the monthly installment of the nanocredit. It covers temporary disability, hospitalization, severe illnesses, fractures, protected expenses, and accidental death.	Amounts insured and number of clients with access to insurance products.

Additionally, and since integrating the approach of sustainable finance for individuals, Davivienda has developed the following additional financial inclusion strategies:

Chart 10: Other Financial Products and Services in the Inclusive Dimension

Approach	Description
Disability approach	At our core, we are committed to constant innovation to enhance access, appropriate utilization, and trust in our financial products and services. We proactively adapt our infrastructure and technology to meet the evolving needs of our clients and users, including those with disabilities, whom we carefully identify and track in our databases.
Migrants	With DaviPlata, we recognized the imperative to support Venezuelan migrants in their journey of integration into the country. We have streamlined the onboarding process to ensure seamless access to the financial system, support their formalization, and foster financial inclusion for this crucial demographic. Today, Venezuelan migrants rely on DaviPlata as their preferred digital mobile wallet. We take immense pride in offering financial solutions that are thoughtfully tailored to diverse approaches and population groups. Our unwavering commitment is to deliver access, inclusion, and support to all our clients, irrespective of their origin or economic situation.



Accessibility Lab	<p>Our initiative stems from a profound need to grasp the specific requirements of individuals with disabilities in relation to digital banking channels and their interactions with financial institutions. Our goal was to uncover key challenges and pain points to ensure that our accessibility efforts make a meaningful impact on their lives and digital experiences. This research project engaged a multidisciplinary team, including UX designers, content creators, UX researchers, and developers, who conducted in-depth interviews and direct dialogues with individuals with disabilities. In the project's final phase, we collaborated with our commercial network and the service culture team to pinpoint and address opportunities for enhancing accessibility across the bank's channels. The result is a comprehensive implementation plan featuring actionable insights and opportunities, which has been shared with the teams responsible for bringing these improvements to fruition.</p>
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2.1.1. Other financial inclusion strategies and specialized attention models:

To address communities, populations, territories, or sectors previously identified as priorities for promoting financial inclusion, Davivienda has chosen to develop, in addition to our traditional offerings, specialized service models. These models aim to tailor our financial services through:

- Social and Environmental Impact Ecosystems of DaviPlata
- Agro Ecosystem

2.1.1.1. Social and environmental impact ecosystems of DaviPlata

Our financial offering from DaviPlata, leveraged by Social and Environmental Ecosystems, is a fundamental part of our financial inclusion strategy. Through DaviPlata provides services such as nanocredits, microinsurance, and payment QR codes with no handling fees, targeting specific communities to enhance their financial well-being. We strive to close gaps in financial access for vulnerable groups—including women, youth, the elderly, and ethnic communities—through digital adoption and Nanocredit. Our approach involves building *ecosystems* that create new opportunities for our clients. Present in 11 departments across



Colombia, we engage with diverse sectors to generate value and drive social development. Through these ecosystems, we tailor our financial offerings to the unique needs of specific communities, connecting them via our digital wallet and financial education initiatives. Our objective is to foster financial well-being and make a positive impact on their social and environmental contexts.

Chart 11: Financial Products and Services Specific to Ecosystems with Social and Environmental Impact

Populations	Description
Indigenous population of the Zenú community – TUCHÍN	<p>Through our specialized service models, we address communities using Social and Environmental Ecosystems as a key strategy for engaging ethnic groups. These ecosystems enable us to connect with indigenous communities and address populations with specific characteristics of occupation, poverty, and informality that require tailored support to meet their unique needs.</p> <p>For example, our ethnotourism ecosystem in the Zenú indigenous reserve aims to create a significant social impact by integrating financial inclusion, strengthening social fabric, and fostering innovation in sustainable tourism. This initiative, driven by DaviPlata, has transformed critical areas for the Zenú community, enhancing their quality of life and providing long-term opportunities through access to digital financial tools, financial education, and credit.</p>
Youth + 14	<p>DaviPlata facilitates the inclusion of minors aged 14 to 17, promoting the financial integration of young people and providing them with a secure, user-friendly and efficient digital financial tool. We support their initial engagement with financial products through responsible financial education that encourages good money management practices from an early age, helping them become more financially responsible.</p>
Solidarity Financial Ecosystem of the San Andrés, Providencia, and Santa Catalina Archipelago	<p>The “Cashless Archipelago and Solidarity Ecosystem” strategy aims to revitalize the tourism sector, which has seen a significant decline in visitors due to the economic impacts of COVID-19, Hurricane Iota, and the departure of low-cost airlines. This strategy addresses growing inequality by promoting financial inclusion for both the population and local businesses, thereby facilitating access to financial products and services.</p> <p>By promoting financial integration and education, we provide communities with the tools needed for effective financial management. We also champion gender equity and support local entrepreneurs and traders, integrating them into the</p>



	digital economy and bolstering the archipelago's economy and culture. Our collaboration with public service companies and strategic alliances addresses critical environmental issues, supports sustainable development, and enhances the quality of life for residents.
Rural population with an agricultural economic orientation	Recognizing that financial inclusion is essential for sustainable development and social cohesion, especially in areas affected by armed conflict in Colombia, we are committed through the international cooperation project " <i>Finance for Equity</i> ". In partnership with the United States Agency for International Development (USAID), Seguros Bolívar, and Davivienda, this project aims to transform the lives of thousands of Colombians in 124 PDET municipalities in Nariño, Cauca, Antioquia, and Córdoba. The initiative seeks to increase these communities' financial capabilities and improve access to essential financial services for agricultural development, including digital payment tools, low-value and agricultural credits, and parametric insurance for rainfall-related risks.
Informal sector – Popular Economy	We have also developed a financial offering for other segments such as street vendors, artisans, and independent market traders, both formal and informal. We support the adoption of new digital tools for product sales and payment processing, enabling traders to grow their businesses, reach new customers, and build their credit history with DaviPlata.

2.1.1.2. Agro Ecosystem:

In a concerted effort by Bolívar Group companies—Davivienda, Seguros Bolívar, and Fundación Bolívar Davivienda—the Sustainable Agro Ecosystem has been launched. This initiative is designed to invigorate the agricultural and rural sectors through innovative solutions that foster inclusion, deliver specialized technical support, mitigate risks, enhance commercialization, and promote the overall well-being and development of the communities within the ecosystem.

Chart 12: Financial Products and Services Unique to the Agro Ecosystem

Population	Description
Rural population	<p>Our four strategic pillars of implementation</p> <ul style="list-style-type: none"> • Integration Strategy: In collaboration with leading real sector companies, we empower small and medium-income producers, associations, and key supply chain actors. Our goal is to boost production and ensure steady revenue through the effective purchase of their harvests.



- **Strengthening Non-Traditional Export Sectors:** We facilitate investment in sustainable agricultural certifications and seals to enhance competitiveness in international markets, thus fostering growth in non-traditional export sectors.
- **Promoting Local Production:** Our focus is on substituting imported products such as corn and soybeans with locally sourced alternatives, thereby bolstering regional agricultural output.
- **Mobilizing Social Inclusion and Financial Well-Being:** We are dedicated to enhancing the associativity, productivity, and sustainability of producers, processors, and marketers within the sector, driving social inclusion and financial well-being.

These pillars are supported by a robust suite of financial and non-financial solutions that integrate the granting of credit or financial integration, insurability, transactionality, assistance, digital tools and other added values to promote the development of new businesses and the growth of the agribusiness sector. The Ecosistema Agro includes the following financial and non-financial offerings:

- **Insurance:** Our tailored insurance offerings include ‘Cacao Seguro,’ ‘Café Seguro,’ and ‘Tranquilidad Rural’ (detailed in Table in Annex 2(see details in the table in Annex 2 of this document).
- **Credit:** We provide a range of credit options tailored to the specific needs of the Agro Ecosystem. Davivienda offers financing for the acquisition and renewal of various certified sustainable agricultural seals. These seals support practices that ensure environmental stewardship and social responsibility. Financing is available for land preparation, medium and late-harvest crops, inputs, labor, fertilizers, and more.

Additionally, through rediscount lines with Finagro, we offer green financing for initiatives such as rural and ecological tourism, efficient water management, and forest conservation. Our suite also includes agricultural and coffee credit cards (see description in Table in Annex 2).

Within the implementation areas described above, other financing models for agriculture can also be developed, including factoring; working capital and investment for clients who are part of the agricultural chain in processing, marketing and/or support services; financing through associative models; strengthening packing houses; among others.

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	<ul style="list-style-type: none"> • Early Warning Systems: Our advanced tools enable agro-sector clients to monitor critical conditions (e.g., weather) impacting their production units, allowing for proactive management and risk mitigation. • Al Grano: This WhatsApp-based virtual assistant offers producers a wealth of resources, including educational content, best practices, financing options, and risk management strategies. Producers can easily access personalized credit and insurance offers, enhance their financial literacy, view weather forecasts, and check local product prices—all from their mobile devices. • Financial Education: Our comprehensive financial education strategy is detailed in section 4.1 of Annex 4, of this document.
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2.2. Green dimension financial products

The following are the financial products and services offered by Banco Davivienda that integrate the GREEN dimension as of the publication of this policy.

Chart 13: Financial products and services of the green dimension

Type	Populations	Product	Description	Indicators
Savings and Investment	Individuals	Global sustainable portfolio	A long-term investment portfolio that primarily targets international fixed income and equity markets using ESG methodologies in asset selection. This portfolio is designed to maintain moderate risk volatility while striving for capital growth.	Amounts saved and invested and number of clients with access to savings and investment products.
Loans	Individuals	Vehicle loan	Our vehicle loans adhere to Green Financing criteria, providing funding for the acquisition and modernization of low-emission transportation through hybrid and electric vehicles.	Amounts financed and number of clients with access to credit products



		Home leasing loan	This product allows customers to fulfill their dream of homeownership through a lease arrangement where the property is owned by the Bank but leased to the customer. It facilitates financing for homes with environmental certifications, promoting energy, water, and material savings.	Amounts financed and number of clients with access to credit products
		Mortgage loan	Similar to our leasing housing credit, this mortgage option enables customers to acquire homes through financial leasing, with a focus on properties that meet Green Financing criteria, ensuring energy and resource efficiency.	Amounts financed and number of clients with access to credit products
		G Zero credit card	Designed for the youth segment, this credit card offers exclusive benefits including zero management fees and 1% cashback on selected purchases, with the option to donate to environmental causes such as jaguar and Andean bear protection.	Amounts financed and number of clients with access to credit products
	Companies	Vehicle financing or leasing	Our vehicle loans support the purchase and modernization of productive, low-emission vehicles, adhering to Green Financing criteria for hybrid and electric models.	Amounts financed and number of clients with access to credit products
		Foreign currency services	Provides access to foreign currency loans for financing projects that meet Green Financing criteria, covering operational costs for exporting/importing businesses and facilitating international commercial operations efficiently.	Amounts financed and number of clients with access to credit products
		Builder's credit	Tailored for small, medium, and large construction firms, this credit supports projects that comply with environmental certification standards	Amounts financed and number of clients with access to credit products



			(e.g., LEED, EDGE, CASA). It offers customized financial solutions to advance projects responsibly.	
		Commercial financial leasing	Our financial leasing options allow businesses of all sizes to acquire productive assets that contribute to climate change adaptation and mitigation. This includes machinery, vehicles, and equipment that reduce greenhouse gas emissions and optimize resource use.	Amounts financed and number of clients with access to credit products
		Agricultural and coffee credit card	This credit card helps businesses manage their commercial expenses securely and conveniently while promoting environmentally responsible practices in agriculture, aligning with Green Financing criteria.	Amounts financed and number of clients with access to credit products
		Standard credit line (Long and short term)	This flexible credit solution can be used for free investment, revolving credit, or as a replacement credit. It supports businesses in adopting environmentally responsible practices, aligning with Green Financing criteria.	Amounts financed and number of clients with access to credit products
Transactions – Digital wallet	Individuals and companies	DaviPlata: Environmental and social ecosystems	DaviPlata leads the implementation of Social and Environmental Ecosystems, connecting specific communities through our digital wallet and financial education to enhance access to products and services that promote financial well-being and positively impact their social and environmental surroundings.	Transaction amounts, number of transactions, and number of customers with access to transactional products.
Insurance Products	Individuals	Cocoa safe insurance	Insurance designed for small cacao producers to safeguard their livelihoods against excessive or insufficient rainfall, ensuring the	Amounts insured and number of clients with access to insurance



			productivity and income stability of cacao cultivation.	products.
		Coffee safe insurance	Insurance that offers protection, peace of mind, and stability for coffee growers, monitoring rainfall through satellite imagery to safeguard their harvests and overall well-being.	Amounts insured and number of clients with access to insurance products.
		Rural peace of mind insurance	Insurance aims at enhancing the resilience of rural families by protecting them from natural and climatic risks (such as excessive rainfall, drought, and earthquakes) that may impact their productive activities.	Amounts insured and number of clients with access to insurance products.



ANNEX 3:

INTEGRATION OF ESG CRITERIA

We integrate ESG²⁹ (Environmental, Social, and Governance) criteria into our business model and comprehensive risk management framework by applying a responsible action framework as follows:

- **Comprehensive Risk Management Structure:** The risk management framework of the Bank and its subsidiaries is based on a governance structure aimed at achieving strategic objectives and controlling various types of associated risks. The Comprehensive Risk Management Model is implemented within a clear framework of role segregation to ensure timely identification of risks and independence between management and risk control functions. This is achieved through three lines of defense involving the participation of all organizational areas:
 - **First Line of Defense:** Business, operations, and commercial lines.
 - **Second Line of Defense:** Risk management, internal control, and regulatory compliance areas.
 - **Third Line of Defense:** Internal and external audits.

In this context, the Environmental and Social Risk Management System SARAS, which includes ESG factors, is part of the Bank's Integrated Risk Management.

- The integration and application of policies for due diligence start from the client onboarding process and extend to our partners, issuers, and counterparties. This includes verification procedures against restrictive lists, including ESG exclusion lists that are part of SARAS.
- When granting loans to individuals and businesses, we apply policies focused on verifying aspects such as the client's ability and intention to

²⁹ Environmental, social and corporate governance issues.

repay. Simultaneously, we conduct due diligence on environmental and social risks, particularly for financing projects and business activities, including environmental, social, and governance issues. For sustainable financing, we enforce policies to verify compliance with environmental and social eligibility criteria.

- After closing and disbursing loans, we continue with portfolio monitoring, including tracking the environmental and social risks of our corporate clients. This ongoing engagement helps in managing risks and opportunities according to established conditions.
- We conduct ESG evaluations for investment portfolios. In addition to considering financial performance, investment decisions take ESG factors into account in the selection process.

The following diagram illustrates the integration of ESG criteria:





3.1. Environmental and Social Risk Management System (SARAS):

As part of our sustainability strategy, within the framework of our Comprehensive Risk Management, we have implemented the [Sistema de Administración de Riesgos Ambientales y Sociales \(SARAS\)](#). This system is managed by the Environmental and Social Risk Department within the Credit Risk Vice Presidency and reports to the Corporate Risk, Corporate Governance and Sustainability, Credit Risk, and Investment Committees.

Our SARAS methodology is aligned with the International Finance Corporation (IFC) performance standards and the Equator Principles, to which we formally adhered in 2024. It includes an Environmental and Social Exclusion List based on multilateral banking references. Since its inception in 2011, we have continuously improved and expanded our procedures across various management areas, and our system now encompasses:

- Environmental and Social Risk Assessment and Underwriting: Applied to credit applications from our corporate and construction clients, as well as the assessment of the Bank's strategic suppliers.
- Climate Risk Management: Both physical and transition risks.
- Human Rights Risk Management.
- ESG Assessment in Responsible Investment.
- Definition and Evaluation of Categories and Criteria for Sustainable Financing.

The SARAS process for credit evaluation and underwriting includes specific policies considering amounts, terms, sensitive activities, local regulations, and, when required by credit approval instances, prioritizes projects or activities with potential environmental or community impacts.

For large infrastructure projects (project finance), the environmental and social risk assessment and underwriting follow the Equator Principles methodology. This ensures that an independent advisor conducts environmental and social due diligence, and the process is monitored from credit structuring to the completion of the client's obligation to the Bank.



SARAS evaluates the following Environmental, Social, and Governance (ESG) aspects:

- **Environmental and Social Risk and Impact Management:** Includes project or activity policies on environmental and social matters, risk identification, impact management programs for prevention, mitigation, and control, emergency preparedness and response, and ongoing monitoring and evaluation.
- **Governance Factors:** Such as the existence of an organizational structure with responsibilities for environmental and social programs.
- **Labor and Working Conditions:** Ensuring employment generation aligns with worker rights protection, fair treatment, and compliance with Occupational Health and Safety Systems, as well as non-discrimination, equality of opportunity, and the prohibition of child and forced labor.
- **Resource Efficiency and Pollution Prevention:** Adherence to technical standards and best sector practices.
- **Community Health and Safety:** Minimizing risks and impacts on community health and safety where projects or activities are developed.
- **Land Acquisition and Involuntary Resettlement:** Ensuring improved living conditions for affected individuals.
- **Biodiversity Conservation and Sustainable Natural Resource Management:** Activities to protect and conserve biodiversity, manage ecosystem services, and sustainably manage living natural resources.
- **Community Engagement and Free, Prior, and Informed Consent:** For affected ethnic communities (Indigenous, Black, Afro-Colombian, Raizales, Palenqueras, and Romani) impacted by the project or activity.
- **Cultural Heritage Protection:** Mitigating adverse impacts on cultural heritage from project activities.



To conduct the environmental and social risk assessment and underwriting, we request clients provide project or activity information, applying a methodology to identify environmental, social, and climate risks. This includes risk categorization from A (high impact) to C (low impact), risk and impact evaluation, legal compliance, external research, and management measures (prevention, mitigation, compensation). This process results in an environmental and social risk assessment that guides technical feasibility and establishes action plans with monitoring and follow-up measures, identifying opportunities as well.

The environmental and social risk assessment and underwriting are essential information for the Credit Committees' decision-making. We include environmental and social clauses in credit agreements. Client compliance with commitments helps determine the environmental and social risk level throughout the credit term, sometimes requiring additional measures, which are communicated through ongoing engagement. Our goal is to apply the assessment and underwriting to 100% of credit applications meeting the established criteria.

The Environmental and Social Information Form (FIAS) is used as part of the risk assessment tools, completed by the Bank's clients or suppliers. This form gathers information about the project or activity, such as project type, size, location, environmental and social management policies, permits, regulatory compliance, management and control measures for potential impacts, proximity to sensitive areas, and water and energy use practices. Climate change and human rights are transversal issues in this information. Additionally, the assessment process utilizes procedures and formats to collect information and evidence on the client's project or activity performance.

SARAS is managed by specialized internal officials with expertise, professional training, and experience in these risks, within the same organizational unit. It is integrated with other credit cycle procedures, defining functions and responsibilities for commercial, credit, credit risk, disbursement, and legal staff, among others.

Climate risk assessment (physical and transition) is part of SARAS. For physical risks, we prioritize climate threats relevant to the project, considering past climate



events and potential environmental impacts, allowing risk identification and categorization. We evaluate existing management and mitigation measures. Physical risk assessment is also applied to loan portfolios to determine exposure to climate-related threats across different geographies. Transition risks are considered based on the credit portfolio's exposure to high CO2 emission sectors. Climate change management aligns with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

In alignment with our Human Rights Declaration and through SARAS, we identify, evaluate, and manage potential risks for our stakeholders: clients, communities, suppliers, and employees. We support Human Rights Risk Management through differentiated procedures tailored to meet management area needs and segmented by stakeholder groups. This includes transparency for Bank employees and valuation for clients and strategic suppliers, ensuring comprehensive risk management as a second line of defense.

Human rights due diligence incorporates context-related aspects, potential threat interactions, and required control activities based on current regulations and best practices. It also prioritizes vulnerable groups such as women, children, ethnic groups, migrant and subcontracted workers, and local communities.

As part of SARAS, we develop training plans for both technical environmental and social staff and those involved in the credit process, including commercial, credit, disbursement, and legal areas.



ANNEX 4:

NON-FINANCIAL PRODUCTS OFFERED BY BANCO DAVIVIENDA FOR FINANCIAL INCLUSION

At Banco Davivienda, we are passionate about the transformative impact of financial inclusion. It not only strengthens the economy but also plays a crucial role in reducing inequalities and promoting more equitable and sustainable development. To support this vision, we offer a diverse range of non-financial services that connect us with our clients and provide them with exceptional value. This commitment underscores our dedication to enhancing access to the banking ecosystem.

In Part I of this document, we delve into our initiatives in financial education and well-being. Part II presents a comprehensive overview of additional non-financial products and services designed to foster financial inclusion. These offerings are tailored to support a broad spectrum of clients, including women, youth, rural communities, small producers, individual entrepreneurs, and micro, small, and medium-sized enterprises (MSMEs).

4.1. FINANCIAL EDUCATION AND WELL-BEING

4.1.1. Introduction

Recognizing the crucial role of financial well-being in the lives of individuals, families, and businesses, we understand that responsible money management is key to achieving goals and building a better future. Our commitment is to enhance your financial well-being by bolstering trust in banking, guiding you in the responsible use of both financial and non-financial products and services, and supporting you on your journey toward a more secure and prosperous future.

4.1.2. Financial Education and Well-Being Statement

At Davivienda, financial education and well-being are pivotal to the holistic development of our clients and the communities we serve. Beyond merely



meeting current financial obligations, financial well-being encompasses security and confidence in maintaining a stable financial future.

This concept is enhanced by the ability to make informed and effective decisions that not only ensure personal economic stability but also foster family and community growth.

Financial well-being is thus the balance between the following dimensions:

- **Management:** Handling daily finances to meet short-term needs and support long-term goals. This dimension pertains to everyday financial management.
- **Planning:** The ability to strategize, implement, and achieve long-term objectives.
- **Resilience:** Possessing tools and capacities to absorb financial shocks and find solutions.
- **Confidence:** Feeling secure and in control of personal and business finances.

Financial education, within this framework, plays a crucial role. It is defined as the process through which individuals enhance their understanding of financial products and services, concepts, and risks, and develop the skills and confidence needed to recognize financial risks and opportunities. We believe that this education not only empowers our clients to manage their income and expenses effectively but also strengthens their trust in the financial products and services available to them.

4.1.3. Financial Education Strategy

We integrate specialized and relevant financial education solutions into our bank's products, ensuring the promotion of the four key elements of financial well-being at critical moments in the customer's life. To achieve this, we design all interventions based on the following principles:

- **Timely:** Reaching and supporting consumers at the moment they make financial decisions.
- **Easy:** Creating mental shortcuts that help convert learning into habit.
- **Practical:** Encouraging consumers to practice using financial products through simple, user-friendly, and reliable tools.



- **Personalized:** Tailoring recommendations to the specific situation of an individual or group.
- **Social:** Leveraging social forces to reinforce positive financial habits.

4.1.4 Financial Education and Wellness Services and Programs at Davivienda

Recognizing the importance of financial wellness for the development and prosperity of individuals, families, and businesses, and acknowledging the positive impact of financial education as a key enabler, we have designed educational programs and tools specifically tailored to the needs and expectations of various segments.

4.1.4.1 Digital Tools: Our commitment is to enrich the lives of both our customers and financial consumers who are not yet clients, ensuring they have access to the knowledge and skills needed to effectively manage their finances and build solid wealth.

Finance Coach:

<https://misfinanzasencasa.davivienda.com/chat>

- **Description:** An interactive tool powered by artificial intelligence that offers personalized guidance and instant responses on financial matters.
- **Target Audience:** General public.
- **Contribution:** This tool provides access to financial advice, delivering precise and tailored information to individual needs, reducing the risk of financial missteps, and promoting better planning.

My Finances at Home:

<https://misfinanzasencasa.davivienda.com/>

- **Description:** A web application that guides users in effectively managing their finances to achieve their financial goals.
- **Target Audience:** General financial consumers.



- **Contribution:** Assists users in achieving their financial goals through proper financial management, preventing over-indebtedness, and improving savings capacity.

Make Budgets:

<https://hagacuentas.davivienda.com/inicio>

- **Description:** A web application designed to simplify personal budget control.
- **Target Audience:** General public.
- **Contribution:** Provides tools for daily budget management, enhancing awareness of spending and encouraging saving habits.

My Finances for My Business:

<https://www.misfinanzasparaminegocio.com/>

- **Description:** A portal for entrepreneurs and small business owners featuring tools and educational content for business consolidation and growth.
- **Target Audience:** Small business owners and entrepreneurs.
- **Contribution:** Facilitates business management education, contributing to the sustainability and growth of small businesses, and fostering financial and economic inclusion.

My Finances for Investing:

<https://www.misfinanzasparainvertir.com/>

- **Description:** A portal that guides novice investors, providing informed criteria for decision-making.
- **Target Audience:** Beginner investors.
- **Contribution:** Offers education and tools for informed investing, increasing participation in financial markets and enhancing financial security.



Finance in Jeans:

<https://www.finanzasenjeans.com/>

- **Description:** A strategy aimed at young people, featuring videos, TikTok content, and a gamified platform to teach financial concepts in a fun way.
- **Target Audience:** Young people.
- **Contribution:** Boosts financial literacy among youth, preparing them for better personal financial management in the future.

Monetarium:

<https://www.monetarium.co/>

- **Description:** An educational portal for children aged 6 to 12, featuring activities, games, and videos about finance.
- **Target Audience:** Children.
- **Contribution:** Introduces basic financial concepts at an early age, fostering healthy financial habits from childhood.

4.1.4.2 In-person Tools: At our in-person sessions, we offer employees, their families, and individuals reached through our volunteer programs a chance to master responsible financial management through interactive live conferences.

Our in-person conference offerings include:

- **Achieving Your Goals:** Dive into essential topics such as goal-setting, income management, budgeting, credit, and asset protection, helping you align your financial actions with your personal and professional aspirations.
- **Home Buying:** Gain crucial insights and tools for managing your finances throughout the home buying journey, ensuring a smooth and informed purchase process.
- **Discussing Finances with Your Children:** Discover 8 actionable tips for fostering financial literacy within your family, particularly focusing on how to educate and engage minors in financial discussions.



- **Elevating Your Business:** Access practical strategies and resources designed to strengthen and expand your business or startup, equipping you with the tools needed for growth and success.
- **Enjoying Your Pension:** Receive tailored advice and strategies to manage your finances effectively during retirement, ensuring you can enjoy this stage of life with confidence.
- **Saving and Controlling Expenses:** Explore various savings options, financial products, and practical tips for reducing expenses, empowering you to make informed financial decisions and improve your financial health.
- **Mastering Money Management:** Specifically designed for teenagers, this session offers three practical tips for mastering money management and building a solid foundation for financial independence.

These conferences not only feature interactive Q&A sessions but also provide valuable digital resources during and after each event. Our expert trainers, equipped with specialized knowledge and supportive materials, are dedicated to addressing common questions and offering continuous support. All materials are accessible at any time and are regularly updated to reflect the latest financial insights and best practices.

4.1.5. Performance Indicators (KPIs) and Expected Outcomes

Our performance evaluation extends beyond financial figures. We not only measure the quantitative reach and results of our financial education and wellness initiatives, but we also deeply value the quality of interactions and client satisfaction with various components of our strategy. Below, we present a table of indicators that reflects how we measure the comprehensive impact of our actions,



ensuring that each step we take significantly contributes to strengthening the financial well-being of our clients and communities.

- **Reach indicators:**

Chart 14:

Non-clients	Individuals participating in a financial education strategy offered by Banco Davivienda but who are not active clients of the bank.
Clients:	Current clients of Banco Davivienda who participate in a financial education strategy.
Businesses:	Legal entities that have benefited from a financial education strategy.

The sum of non-clients and clients is referred to as Financial Consumers.

- **Activity indicators**

Chart 15:

Interactions	Actions taken by financial consumers through any communication channel as part of the financial education strategy.
Courses completed	Financial consumers who successfully complete financial education training offered by Banco Davivienda.

- **Result indicators**

Chart 16:

Satisfaction	Valuates the level of satisfaction of participants with respect to the training activities offered by Banco Davivienda.
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Usefulness	The degree to which participants perceive that Banco Davivienda's training activities have been useful or beneficial for their financial development.
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4.1.6. Innovation and Future:

In a world where the range of financial products and services is rapidly expanding, managing money has become an increasingly complex challenge for individuals. Whether it's saving for the future, investing wisely, or simply handling daily finances, each person faces unique challenges. Our program is designed to meet these needs with initiatives such as:

- **Artificial Intelligence:** We will continue to implement advanced technologies to personalize and automate financial education.
- **Continuous Improvement:** Based on market studies and customer feedback, we constantly develop and enhance our digital tools to better meet the needs of underserved groups.
- **Adaptation to Needs and Preferences:** We tailor our programs and delivery methods to the local needs and preferences of the target audience.
- **Gamification and Games:** We will increase the use of playful methodologies to teach complex financial concepts in an accessible and engaging way.
- **Data Analysis:** We will use continuous data and analysis to adapt our strategies to the evolving needs of our customers.
- **Financial Wellbeing Index (FWI):** We will implement the FWI to continuously measure and improve our clients' financial wellbeing, enabling us to offer personalized and effective recommendations.



4.2. OTHER NON-FINANCIAL AND VALUE-ADDED PRODUCTS AND SERVICES:

In addition, we offer a range of non-financial products and services designed to enhance the knowledge and skills of our clients and users, improve their experience with financial products and services, create opportunities for learning and networking, support them during key life moments, and provide tools to help them reach their full potential.

Within our value-added offerings, we have services and products tailored to meet the specific needs of prioritized demographic groups, while also making accessible solutions available to everyone.

Chart 17: Other Non-Financial Products and Services

Populations	Product	Description	Indicators
Rural / Agricultural	Al grano (Straight to the Point)	Virtual advisor through whatsapp, for our rural clients. This interactive tool allows producers to access educational content, best practices, information on financing options, and climate risk mitigation, all in a user-friendly and straightforward format.	Number of interactions with the platform.
	Rural Venture Nation	Agropreneur mentorship program developed by the Bolívar Davivienda Foundation, this program focuses on the agricultural sector. It aims to support small producers and emerging leaders in the sector to enhance their business goals and expand opportunities.	Number of small producers, Davivienda clients, participants in the mentorship program, and percentage of successful mentorships.



Senior Citizens (Retirees)	Retiree's Exclusive Hub	Exclusive Pensioners' Site: A dedicated site for retirees that includes information on partnerships, Davivienda experiences tailored for this segment, specialized products, and resources for financial education and digital adoption support.	Site visits and duration of visits.
Minors and Youth	Artist's Nook	Artists' Corner App: A children's app designed to preserve Colombian artistic heritage. Through missions, adventures, and puzzles, children aged 4 to 12 can explore and develop their artistic skills while learning about Colombia's great masters.	Number of app activations.
	Davivienda eSports Arena	A strategy to engage young people creatively by hosting eSports competitions, also known as cyber sports. Access to these events can be paid with the DaviPlata eCard, which can be used for virtual currency, battle passes, skins, and virtual coins.	Number of participants in contests.
	Cultivarte	A program that enhances talent development by creating safe spaces for constructive leisure activities, leading to significant transformations in the lives of children, teens, and young adults.	Number of participants.
Emprendedores, personas naturales con negocio, MiPymes y Pymes:	Entrepreneurship Month	A mechanism to celebrate Entrepreneur Day during April, featuring training and networking activities. Both clients and non-clients are invited to register and participate in experiences designed to strengthen their businesses. This initiative targets independent individuals, small business owners, and those interested in entrepreneurship as a primary or supplementary activity.	Number of effective registrations and number of sessions.



	PY+	A portal offering free content and tools for SMEs, aimed at promoting digital transformation, financial education, and leveraging new technologies for business growth. It provides downloadable resources and practical tools to address specific business challenges, along with a newsletter subscription for updated content.	Monthly visits and total annual visits to the portal.
	Digital Platform for SME Talent	A digital training platform where clients can diagnose their business, identify key challenges, and develop a growth and training plan with new business skills.	Number of SME clients using the platform's tools.
	Efectoi	A platform that teaches innovation methodologies to young entrepreneurs, helping them apply these strategies to elevate their business ideas to the next level.	Number of registered youth and number of youth who completed the full course and received certification.
	Social Skin	An award recognizing, supporting, and motivating young entrepreneurs in Colombia and Central America who contribute to solving social and environmental problems aligned with the SDGs, creating value and impacting overall community well-being.	Number of participating youth by country.
	Entrepreneurial Hand Podcast	A podcast developed by Social Skin and Grupo Bolívar in partnership with Naranja Media. It offers tools and advice from well-known regional entrepreneurs, providing valuable insights and guidance.	Number of plays per episode and number of podcast followers.



	Entrepreneur Profile in Super App	In our new Davivienda Super App, we've created a specialized profile for individual business owners. This feature allows clients to manage their business independently from their personal finances, offering access to specialized products and services tailored to their needs.	Number of profile activations.
	Support to Street Vendors	Support sessions encouraging street vendors and their families to continue formalizing and adopting digital solutions by developing digital skills and life projects, and enhancing their visibility as merchants.	Number of people participating in social support sessions.
Salud, bienestar y acompañamiento a nuestros clientes en sus proyectos de vida	Dr Aki	Exclusive discounts on the platform for our clients, with options for automatic payments from payroll accounts for employees and retirees. The platform provides easy access to private specialists for appointments and virtual consultations at affordable prices, without needing supplementary health service affiliation.	Number of registered users, number of affiliated clients, and number of scheduled consultations.
	Hundred Squares	A digital platform that assists clients with the purchase or rental of homes. We provide comprehensive services, including real estate, valuation, and preparation for sale or rental, as well as support for housing credit management. We also offer moving services and legal and insurance advisory for properties.	Number of Registrations and Number of Services Contracted by Category
	Davivienda Experiences	A space where clients and their families can access experiences related to health and wellness, art and culture, gastronomy, home and decor, and entertainment.	Number of Registrations per Event and Service Category



ANNEX 5:

DECARBONIZATION STRATEGY AND ENGAGEMENT

One of the essential actions needed to mitigate the effects of climate change is reducing greenhouse gas emissions across various industries and economic sectors. The rising levels of emissions, coupled with current national and international commitments, necessitate that companies undergo transformations, adjust their production processes, develop transition plans, enhance efficiencies, and adopt practices that lead to a low-carbon and climate-resilient economy.

At Davivienda, we recognize this reality and our responsibility to act accordingly. We are actively committed to reducing emissions from both our own operations and those we finance through credit distribution and investments. In line with our sustainability declaration, “The world is our home; let’s make it more prosperous, inclusive, and green,” we are dedicated to decreasing the carbon emissions associated with our financed and invested activities. We also aim to collaborate with our clients and issuers to promote responsible practices that promote decarbonization.

In this way, at Davivienda we seek to strengthen the close relationships we have with customers and issuers to jointly encourage the reduction of GHG emissions from their productive activities, accompanying them with our financial and non-financial services, thus contributing to the reduction of carbon emissions for which we are responsible through credit or investment.

In this regard, we align with the decarbonization objectives set forth in various international and local agreements and frameworks to achieve carbon neutrality and reinforce our commitment to sustainability and climate change management.

5.1. Objective of the decarbonization strategy: Establish joint actions and open, constructive communication channels with the Bank's clients and issuers to effectively reduce greenhouse gas emissions, manage climate change efficiently, and promote the implementation of sustainability strategies that advance a low-carbon and climate-resilient economy.



5.2. Scope: Applies to Banco Davivienda across all countries where it operates, covering credit activities for businesses and projects as well as investments. Special emphasis will be placed on sectors and activities with the highest greenhouse gas emissions from their production processes.

5.3. Engagement Plan: Focused on achieving the objectives of the strategy and guided by the report "*Leadership Strategies for Client Engagement: Advancing Climate-Related Assessments*", which is designed to help the financial sector improve client assessments and interactions in line with decarbonization plans under the UNEP-FI program, we have defined the following guidelines and phases for implementing the engagement strategy with our credit clients and investment portfolio issuers:

- Develop a Model for Identification and Prioritization: Establish a model to identify and prioritize credit clients and investment portfolio issuers based on climate risk and opportunity analysis. This model will take into account key elements such as high-emission sectors and the periodic measurement of financed and invested carbon emissions (expressed in CO₂eq).
- To propose and apply the following phases for an effective relationship with the prioritized credit clients and issuers of the investment portfolio:
 - Establish a Baseline: Gather existing information from the bank and publicly available data on prioritized clients and issuers. This will set a starting point and identify potential *engagement* actions, such as understanding, deepening, and promoting carbon emission reduction initiatives.
 - Evaluate and Align Information: Conduct collaborative meetings with clients or issuers, and bank representatives from commercial, sustainability, and risk teams, to update and complement collected information. Identify opportunities for bank support in transitioning or decarbonization strategies through both financial and non-financial services.



- Promote Decarbonization Plans: Assist credit clients or investment issuers in establishing or strengthening their decarbonization plans. Preferably, these plans should be based on climate goals, science-based targets, or similar methodologies for effective tracking and reporting. Identify financing opportunities for short-, medium-, and long-term transition projects and activities.
- Structure Financial and Non-Financial Solutions: Develop and offer tailored financial and non-financial solutions as part of our role as financiers and investors. As part of this engagement strategy, the bank may directly support clients where applicable or connect them with third-party partners to achieve their decarbonization goals.
- Agree on Financing Structures and Indicators: Define the terms, conditions, and performance indicators for the financing structures or partnerships established through the *engagement* process.
- Monitor Progress: Track the implementation of agreed-upon measures and encourage a net-zero agenda on the decarbonization path.
- Measure Impact: Use key performance indicators to assess the reduction of financed and invested emissions.
- Educate and Raise Awareness: Provide training and awareness activities for involved staff and conduct sensitization actions.

5.4. Dissemination Plan: This strategy will be communicated to all employees of Banco Davivienda across the countries where we operate, with a special focus on those in the Commercial, Sustainability, and Risk departments, whose functions could be directly related to the *engagement* process with corporate clients or investment issuers.



ANNEX 6.

SUSTAINABLE TAXONOMY AT BANCO DAVIVIENDA

In response to the need to strengthen sustainable finance and identify new market financing opportunities, Davivienda has developed its Sustainable Taxonomy. This taxonomy is structured based on local and international criteria and best practices adopted by the market, including Colombia's Green Taxonomy, guidelines published by the International Capital Markets Association (ICMA), the International Finance Corporation (IFC), among others.

Below are the categories, subcategories, and specific activities that the Bank can finance through its range of sustainable products:

Chart 18: Categories, Subcategories and Activities:

Category	Subcategory	Activity
Sustainable Infrastructure and Construction	Certified Construction	Construction of New Buildings
		Renovation of Buildings
		Acquisition and Ownership of Buildings
	Affordable Housing Construction	Construction, Adaptation, Expansion, and Maintenance of Affordable Housing (Affordable Low-Income or Priority Affordable Low-Income)
	Healthcare and Education Infrastructure	Construction, Adaptation, Expansion, and Maintenance of Healthcare Infrastructure
		Construction, Adaptation, Expansion, and Maintenance of Educational Infrastructure
	Territorial Development Infrastructure	Urban Development Infrastructure
		Cultural Infrastructure
		Recreational Infrastructure
		Climate Resilience Projects (excluding water supply and lighting systems)
		Sustainable Cities Projects



		Infrastructure for Road, Rail, River, Air, and Maritime Transport
		Low-Emission Transport Infrastructure
Sustainable Production and Circular Economy	Waste Management and Circular Economy	Treatment of Wastewater Sludge
		Separate Collection and Transport of Non-Hazardous Waste from Segregated Waste Streams
		Anaerobic Digestion of Organic Waste with Methane Capture or Use
		Composting of Organic Waste
		Utilization of Non-Hazardous Waste Materials
		Energy Production from Non-Recyclable Waste Fractions (Thermal Treatments)
		Landfill Gas Capture and Utilization
		Artificial Capture, Transport, and Storage/Use of Greenhouse Gases (GHG)
		Extended Producer Responsibility Distribution and Practices
		Sustainable Design and Eco-Design
	Savings in Raw Materials or Inputs	
	Sustainable Manufacturing	Manufacturing for Low-Carbon Technologies
		Components for Cement Production
		Components for Aluminum Production
		Components for Iron and Steel Production
		Components for Chlorine Production
		Components for Organic Chemical Products Production
Components Involved in Primary Plastic Production		
Investments for Reduction and Control of Air Emissions		
Substitution of Virgin and Polluting Raw Materials		
Sustainable Water Management	Potable Water Management	Water Supply Systems
		Water Supply Systems, including Drinking Water Treatment Plants (not meeting TVC thresholds)
		Investments for Efficient Water Use



		Investments for Efficient Water Use (not meeting TVC thresholds)	
	Wastewater Management	Sanitary and Combined Sewer Systems	
		Sanitary and Combined Sewer Systems (not meeting TVC thresholds)	
		Wastewater Treatment Systems	
		Wastewater Treatment Systems (not meeting TVC thresholds)	
Sustainable Transport and Mobility	Low-Emission Transport and Mobility	Urban Public Transport	
		Micromobility	
		Intercity Transport (Freight and Passengers)	
		Private Transport	
		Low-Emission Machinery	
			Replacement of High-Emission Vehicles or Machinery (Fuel Efficiency)
		Access to Public Transport	Urban Public Transport (not meeting TVC thresholds)
			Intercity Transport (Freight and Passengers) (not meeting TVC thresholds)
			Manufacturing and Assembly of Public Transport Vehicles and Equipment
	ICT for Sustainability	Green ICT	Data Processing, Hosting, and Related Activities
Data-Based GHG Reduction Solutions			
Sustainable Energy	Generation and Cogeneration	Electricity Generation from Photovoltaic Solar Energy	
		Electricity Generation from Concentrated Solar Energy	
		Electricity Generation from Wind Energy	
		Electricity Generation from Ocean Energy	
		Electricity Generation from Tidal Energy	
		Electricity Generation from Geothermal Energy	
		Electricity Generation from Biomass, Biofuels, and Biogas	
		Low-Carbon Hydrogen Production	
Biomass, Biofuel, and Biogas Manufacturing			



		Combined Heat/Cooling and Power Generation from Concentrated Solar Energy
		Combined Heat/Cooling and Power Generation from Geothermal Energy
		Combined Heat/Cooling and Power Generation from Biomass, Biofuels, and Biogas
		Heat/Cooling and Power Production Using Residual Heat
	Transmission and Storage	Transmission and Distribution of Electricity from Renewable Sources
		Electricity Storage
		Thermal Energy Storage
		Low-Carbon Hydrogen Storage
	Energy Efficiency	Energy Consumption Savings
		District Heating Systems
	Access to Energy	Energy Generation, Transmission, and Storage Projects in Remote and Vulnerable Communities
		Natural Gas Distribution and Storage Projects in Remote and Vulnerable Communities
	Sustainable Agricultural Development	Agricultural and Rural Financing
Investment Credit Lines		
Agricultural and Rural Microcredit		
Agricultural Credit Card		
Sustainable Agricultural Practices		Basic Practices, Investments, and Technologies for Coffee Crop Conversion
		Intermediate Practices, Investments, and Technologies for Coffee Crop Conversion
		Advanced Practices, Investments, and Technologies for Coffee Crop Conversion
		Basic Practices, Investments, and Technologies for Rice Crop Conversion
		Intermediate Practices, Investments, and Technologies for Rice Crop Conversion



	<p>Advanced Practices, Investments, and Technologies for Rice Crop Conversion</p> <p>Basic Practices, Investments, and Technologies for Fruit Crop Conversion</p> <p>Intermediate Practices, Investments, and Technologies for Fruit Crop Conversion</p> <p>Advanced Practices, Investments, and Technologies for Fruit Crop Conversion</p> <p>Basic Practices, Investments, and Technologies for Cocoa Crop Conversion</p> <p>Intermediate Practices, Investments, and Technologies for Cocoa Crop Conversion</p> <p>Advanced Practices, Investments, and Technologies for Cocoa Crop Conversion</p> <p>Transition from monoculture to diversified cropping systems.</p> <p>Cultivation of native or naturalized species that can more easily adapt to variations in production cycles, water quality/quantity, and temperatures.</p> <p>Efficient irrigation (drip irrigation, micro-sprinkling, sprinkler irrigation, and climate-smart irrigation practices).</p> <p>Agricultural and grazing practices that, among other benefits, rebuild soil organic matter and restore biodiversity in degraded soil.</p> <p>Agro-Sustainable Labels</p> <p>Green Destinations Finagro</p> <p>Bioinputs for Agriculture</p> <p>Social Focus in Agriculture</p>
Sustainable Livestock Practices	<p>Basic Practices, Investments, and Technologies for Sustainable Livestock</p> <p>Intermediate Practices, Investments, and Technologies for Sustainable Livestock</p> <p>Advanced Practices, Investments, and Technologies for Sustainable Livestock</p>



		Sustainable Livestock Labels (also includes associative and integrative models)
		Practices, Investments, and Technologies for Poultry Farming
		Practices, Investments, and Technologies for Aquaculture
		Practices, Investments, and Technologies for Pig Farming
		Poultry Bioinputs
	Sustainable Forestry Practices	Basic Practices for Restoration of Degraded Soils
		Intermediate Practices for Restoration of Degraded Soils
		Advanced Practices for Restoration of Degraded Soils
		Basic Practices for Conservation, Management, and Sustainable Use of Natural Forests
		Intermediate Practices for Conservation, Management, and Sustainable Use of Natural Forests
		Advanced Practices for Conservation, Management, and Sustainable Use of Natural Forests
		Basic Practices for Commercial Reforestation
		Intermediate Practices for Commercial Reforestation
		Advanced Practices for Commercial Reforestation
Collection, Post-Harvest Management, Processing, or Marketing of Non-Timber Forest Products		
Sustainable Forest Management Labels		
Biodiversity Conservation and Utilization	Bioeconomy	Extraction of Natural Ingredients, Bioactive Compounds, and Development of Bioproducts from Biodiversity
		Rural and Nature Tourism
		Biotechnology
		Alternative Foods
		Bioeconomy in the Health Sector
	Biomass and Green Chemistry	
Biodiversity Management	Investments Generating Co-Benefits for Biodiversity	



		Investments for Biodiversity Conservation and Restoration
		Nature-Based Solutions for Biodiversity and Ecosystem Conservation and Restoration
	Blue Economy	Conservation and Restoration of Aquatic, Marine, and Coastal Ecosystems
		Sustainable Use of Biological Resources from Aquatic, Marine, and Coastal Ecosystems
Social Well-being and Financial Inclusion	Healthcare and Education Services	Provision and Acquisition of Equipment and Instruments for Health Services
		Provision and Acquisition of Equipment and Instruments for Educational Services
		Research and Development
	Financial Inclusion and Economic Development	Acquisition of Affordable Low-Income Housing with Gender Focus
		Acquisition of Affordable Low-Income Housing
		Acquisition of Priority Affordable Low-Income Housing with Gender Focus
		Acquisition of Priority Affordable Low-Income Housing
		Gender-Focused SMEs (Micro, Small, Medium, and Large)
		SMEs (Micro, Small, Medium, and Large)
		Inclusive Portfolio - Prioritized Individuals
Loans tied to sustainability indicators	Loans tied to sustainability indicators	Loans Tied to ESG Indicators