Banco Davivienda:
ESG Supporting Document DJSI 2025
(FY 2024)

This document provides complementary information to the Annual Report, prepared with the purpose of offering further detail and responding to specific aspects requested by the Corporate Sustainability Assessment. On March 21, 2025, the Annual Report was presented to the General Assembly of Shareholders for its approval, and this additional material is intended to enrich and expand on that presentation.

1.8.1 Information Security Governance

Davivienda has a Chief Information Security Officer (CISO) role, which is appointed by the Information Security and Cybersecurity Committee. On July 22, 2024, this committee designated the Assistant Vice Presidency - Operational Risk, a position held by Anuar Torres.

Some of the responsibilities of the role, as described in our Information Security Governance Manual are:

- Design the information security and cybersecurity strategy along with the Corporate Cybersecurity department. Seek the approval before the Cybersecurity committee and develop its execution
- Administer the information security, data protection and cybersecurity programs
- Lead the risk management process for information security and cybersecurity
- Assess risks and design logical and functional controls over the information security and cybersecurity architecture
- Define, establish and monitor information security and cybersecurity policies
- Monitor compliance with the information security and cybersecurity strategy

Davivienda has a Chief Technology Officer (CTO) role, which is appointed to the Technology Vice President and designated by the Executive Technology and Operations Vice President.

Some of the responsibilities of the role, included in the description letter are:

- Lead the planning, execution, and implementation of the department's own projects, and participate in committees, meetings, and the follow-up of the Bank's strategic projects.
- Manage the approval and control of software for servers, communication equipment, technological security, and end-user computing devices installed on workstations (licensing).
- Adopt best practices for management and support in accordance with the service

levels established with the Bank's various departments, third parties, and service providers.

- Lead the staff under their responsibility in communicating and executing the department's vision, mission, and goals, while promoting professional development through training programs.

1.9.8 Sustainable Financing Products & Services

Sustainable Financing

During 2024, the Bank expanded its sustainable taxonomy to establish all eligible activities for defining its sustainable portfolio, which was framed under our policy "The World is Our Home" and whose categories are explained in our 2024 Annual Report (pages 48 to 52). In addition, this report presents the balance of our sustainable portfolio (Environmental, Social, and Sustainable) amounting to COP $22.55 trillion, as shown in the "Balance Colombia 2024" column of the table on page 56.

Furthermore, the Annual Report presents figures broken down by banking segment on a consolidated basis, including balances from Colombia and Central America: COP $24.66 trillion (page 57), which are composed as follows:

Banking segment	Colombia 2024 balance (COP)	CAM 2024 balance (COP)	2024 Balance (COP) (Pág 56 Informe)
Construction	$ 1.940.724.236.082,00 **(A)**	$0	$ 1.940.724.236.082,00
Corporate	$ 5.538.414.386.571,12[1] **(B)**	$136.438.567.397,25	$ 5.674.852.953.968,37
Business	$ 356.286.832.600,35 **(C)**	$1.127.296.898.753,00	$ 1.483.583.731.353,35
Retail	$ 13.546.810.670.006,30 **(D)**	$615.057.165.656,90	$ 14.161.867.835.662,80
SME	$ 1.170.184.406.404,47 **(E)**	$232.652.265.342,00	$ 1.402.836.671.746,52
TOTAL PORTFOLIO	$ 22.552.420.531.664,20	$2.111.444.897.149,15	$ 24.663.865.428.813,00

Total Bank Portfolio

The Bank's total portfolio balance for 2024 was COP $105.93 trillion, as indicated on page 83 of the separate financial statements, in the column corresponding to the balance as of

[1] This amount includes the balance of sustainability linked loans $217,233,730,839

December 31, 2024.

This figure is composed of the Commercial Portfolio (Corporate Finance) **(F)**, which includes SMEs, construction, government, institutional, territorial, corporate, and business segments; and the Consumer **(G)** and Mortgage **(H)** portfolios, which represent Consumer Financing.

Banking segment	Saldo (COP)	Categories	Balance (COP)
Commercial	**$49.109.455.128.894 (F)**	*Constructor*	$7.775.075.939.130
		Corporate	$23.336.560.391.137
		Official segment	$5.117.649.908.689
		Enterprises	$2.983.345.334.889
		Institutional	$541.653.225.666
		Other Consumer	$29.406.997
		SME	$6.037.963.095.438
		Mortgage	$34.525.060.744
		Territory	$20.174.505.590
		International Subsidiaries	$3.262.478.260.614
Mortgage	**$33.240.823.729.923 (G)**	*VIS**	$13.056.277.324.042
		*Greater than VIS**	$20.184.546.405.881
Consumer	**$23.586.616.923.254 (H)**	*Individuals*	$23.586.616.923.254
TOTAL PORTFOLIO			**$105.936.895.782.070**

***VIS stands for Social Housing for its acronym in spanish (Vivienda de Interés Social)**

Corporate Finance

For sustainable financing within corporate finance, the applicable segments are: Construction **(A)**, Corporate **(B)**, Business **(C)**, and SME **(E)**.

In turn, the total balance of Corporate Credit corresponds to the balance of the Commercial Portfolio **(F)**, as presented in the table **"Total Bank Portfolio."**

The corresponding portfolio balances are detailed below:

Category	Monetary Value FY 2024
Corporate finance applicable segments	**Total sustainable corporate finance**: **$7,618,191,724,414** Sum of: -Construction segment (A): **$1,940,724,236,082** -Corporate segment: $ 5.538.414.386.571 (B) - $217,233,730,839[2] =**$5,321,180,655,732** -Business segment (C): **$356,286,832,600**
Sustainability-linked corporate loans	**$217,233,730,839**
SME-tailored sustainable financing	**$ 1.170.184.406.404,47 (E)**
Total value of corporate lending **(F)**	**$49.109.455.128.894**
Total sustainable value	$7,618,191,724,414 + $217,233,730,839 + $1.170.184.406.404 **= $9,005,609,861,657**
Percentage of total sustainable value over total value	**18.33%**

Consumer Finance

For sustainable financing in consumer lending, the applicable segment is Retail, which includes the green lines of Eco-Friendly Vehicles and Green Mortgages, as well as the social lines of Social Housing (VIS) and Social Housing (VIS) for women.

In turn, the total balance of Personal and Mortgage Credit corresponds to the balance of the Mortgage Portfolio **(G)** plus the balance of the Consumer Portfolio **(H)**, as presented in the table **"Total Bank Portfolio."**

The corresponding portfolio balances are detailed below:

[2] Saldo de los créditos atados a indicadores de sostenibilidad

Category	Monetary Value FY 2024
Sustainable loans and mortgages	**Total sustainable consumer finance: $13,546,810,670,006 (D)** Sum of: Green mortgages: $ 1,009,646,560,980 Electric and hybrid vehicles:$ 194,629,931,396 Social housing $ 6,925,842,066,116 Social housing for women $ 5,416,692,111,514
Total value of personal and mortgage lending **(G) + (H)**	**$56,827,440,653,176**
Percentage of total sustainable value over total value	**23.83%**

2.4. Climate strategy (2.4.1, 2.4.2, 2.4.3,2.4.13)

We continue to refine, update, and expand our process for measuring the Greenhouse Gas (GHG) inventory. Below, we present the most recent and updated figures compared to the information disclosed in the Annual Report.

GHG Emissions Inventory Banco Davivienda				
Direct GHG (Scope 1)	**Unit**	**FY 2023**	**FY 2024**	**Goal 2024**
Total direct GHG emissions (sope 1)	metric tonnes CO_2 equivalents	1375,68	671	Reduce a 5% (Max.1894 Ton) compared to the previous year
Data coverage (as% of denominator)	percentage of:	100,00%	100,00%	1894

IGHG (Scope 2)	Unit	FY 2023	FY 2024	Goal 2024
Location based	metric tonnes of CO_2 equivalents	4722,11	4689,00	Reduce a 5% (Max.4486 Ton) compared to the previous year
Data coverage (as % of denominator)	Percentage of:	100,00%	100,00%	4486

IGHG (Scope 2)	Unit	FY 2023	FY 2024	Goal 2024
Market-based	metric tonnes of CO_2 equivalents	97,75	95,12	Reduce a 5% (Max.1399,76 Ton) compared to the previous year
Data coverage (as % of denominator)	percentage of:	100,00%	100,00%	92,86

IGHG (Scope 3)	Unit	FY 2023	FY 2024	Goal 2024
Total indirect GHG emissions (Scope 3) metric tonnes of CO2 equivalents	metric tonnes of CO_2 equivalents	5.281.668,24	7.100.746,66	Our goal was to increase the number of categories reported. Including category 15, in total we report on 12 categories

Scope 3 Category	Unit	FY 2023	FY 2024	Emissions calculation methodology and exclusions
1. Purchased Goods and Services	metric tonnes of CO_2 equivalents	41.886,46	34.706,32	Methodology based on money (expenses)
2. Capital Goods	metric tonnes of CO_2 equivalents	5.648,50	5.061,15	Methodology based on money (expenses)
3. Fuel-and-energy-related-activities (not included in Scope 1 or 2)	metric tonnes of CO_2 equivalents	4,74	5,56	average data method
4. Upstream transportation and distribution	metric tonnes of CO_2 equivalents	1.325,88	1.112,57	fuel based method and Methodology based in money (expenses)

Scope 3 Category	Unit	FY 2023	FY 2024	Emissions calculation methodology and exclusions
5. Waste generated in operations	metric tonnes of CO_2 equivalents	199,90	191,34	Waste type specific method
6. Business travel	metric tonnes of CO_2 equivalents	661,88	464,54	Fuel based method
7. Employee commuting	metric tonnes of CO_2 equivalents	6.653,38	5.927,22	Average data method
8. Upstream leased assets	metric tonnes of CO_2 equivalents	Fuel and energy consumption from leased assets was included within the Bank's organizational boundaries under Scopes 1 and 2	Fuel and energy consumption from leased assets was included within the Bank's organizational boundaries under Scopes 1 and 2	Fuel and energy consumption from leased assets was included within the Bank's organizational boundaries under Scopes 1 and 2
9. Downstream transportation and distribution	metric tonnes of CO_2 equivalents	20.839,80	21.706,75	Methodology based on money (expenses)
10. Processing of sold products	metric tonnes of CO_2 equivalents	Since Davivienda does not develop products that require processing, transformation, or incorporation into other products before use, this category does not apply to our business model.	Since Davivienda does not develop products that require processing, transformation, or incorporation into other products before use, this category does not apply to our business model.	Since Davivienda does not develop products that require processing, transformation, or incorporation into other products before use, this category does not apply to our business model.

Scope 3 Category	Unit	FY 2023	FY 2024	Emissions calculation methodology and exclusions
11. Use of sold products	metric tonnes of CO_2 equivalents	5.433,41	9.400,15	Indirect use phase emissions (electricity consumption per use of products)
12. End of life treatment of sold products	metric tonnes of CO_2 equivalents	10,04	7,82	Average data method
13. Downstream leased assets	metric tonnes of CO_2 equivalents	3,41	114,22	Average data method
14. Franchises	metric tonnes of CO_2 equivalents	As Davivienda does not operate under a franchise model, this category does not apply.	As Davivienda does not operate under a franchise model, this category does not apply.	As Davivienda does not operate under a franchise model, this category does not apply.
15. Investments	metric tonnes of CO2 equivalents	5.199.000,84	7.022.049,02	PCAF Methodology
Other upstream	metric tonnes of CO_2 equivalents	-	-	
Other downstream	metric tonnes of CO_2 equivalents	-	-	

Emissions related to Category 15: Investments account for 98.87% of the total emissions in the inventory, and the remaining 1.13% corresponds to 1.11% from Categories 1 to 14 of Scope 3, and 0.02% from Scope 1 and 2 (market based).

Goal Scope 1 and 2: According to targets by SBTi to reduce in absolute terms Scope 1 and 2 GHG emissions by 42% by 2030 compared to base year 2022 and maintain carbon neutral certification by 2030. This target covers all our operations in Colombia, Costa Rica, El Salvador, Honduras and Panama.

Goal Scope 3 Category 15. Investments: We are working on the development of intermediate target/s for the loan and investment portfolio according to the methodologies provided by SBTi for the year 2030, in order to subsequently initiate the validation process of these targets by the initiative. Likewise, as soon as SBTi has the standard for the definition of Net Zero target/s for financial institutions, we will apply it in order to define our targets for the credit and investment portfolio for 2050.

2.4.13 Internal Carbon Pricing

In line with our commitment to advancing toward low-carbon operations, we have implemented an internal carbon fee that assigns a differentiated charge (%) to each area, according to the amount of greenhouse gas (GHG) emissions generated by business travel (Scope 3, Category 6). This mechanism has been designed to:

- Anticipate GHG regulations.
- Drive internal behavioral changes.
- Encourage energy efficiency.
- Promote low-carbon investments and opportunities.
- Align with carbon tax pricing.
- Ensure alignment with international standards and science-based guidance.

In 2024, this mechanism collected COP $419,702,600, equivalent to an internal carbon price of COP $633,036 per ton of CO2e. The resources were allocated to projects that support the decarbonization of our operations and the achievement of our emissions reduction goals, including: energy efficiency initiatives, the purchase of certified renewable energy (RECs), the acquisition of carbon credits, and carbon neutrality and renewable energy certification processes.

The internal carbon price was defined by taking into account the social cost of carbon established by international organizations, as well as the evolution of carbon markets in the region. This value will be reviewed annually by the Administrative Vice Presidency, which is also responsible for its implementation, monitoring, and reporting to senior management.

In addition, this approach is not only designed to evolve over time but also to expand its scope to other relevant emission sources. In this way, we strengthen the integration of environmental costs into our operational decisions, investment evaluations, and climate transition risk management. Thus, the mechanism contributes not only to financing decarbonization projects but also to identifying and leveraging opportunities to accelerate the transition toward more sustainable and resilient operations.

3.1.2 Labor Practices Programs

Here, caring for people is part of who we are

At Davivienda, we believe work should be a place to grow, contribute, and live with well-being. That's why our labor practices are designed with a clear purpose: to support our personnel by ensuring fair, equitable, and respectful conditions that enhance their quality of life while helping us achieve our business goals.

As part of this commitment, we have introduced a range of initiatives to promote the development and well-being of everyone in our organization:

Fair and Competitive Compensation

- **Market benchmarking:** To ensure our compensation structure remains competitive, we regularly conduct market salary surveys. These studies keep us informed of compensation trends and allow us to align our practices with recognized methodologies and leading standards, strengthening both our market position and internal equity.

- **Living wage:** We have adopted an organizational practice that guarantees compensation levels sufficient to maintain the purchasing power of our personnel. In setting salaries, we consider factors such as cost of living, the Consumer Price Index (CPI), the statutory minimum wage, labor market conditions, and our existing labor agreements.

- **Gender pay equity supervision:** We actively monitor pay equity between men and women by carrying out comparative analyses across our workforce. These reviews enable us to identify gaps, take corrective action where necessary, and ensure equal opportunities and recognition for all, regardless of gender.

Responsible Management of Working Hours and Overtime

At Davivienda, we are committed to protecting the well-being of our personnel. We structure work schedules in line with local regulations in every country where we operate. This ensures compliance while promoting a healthy balance between work and personal life.

- We have a clear internal policy for authorizing, processing, and paying overtime, supported by awareness campaigns that guide leaders on responsible management of extra hours.

- Employees have access to a digital tool that allows them to record overtime directly and independently.

- Our internal control teams conduct regular audits to ensure these guidelines are followed.

Ongoing Dialogue with Employee Representatives

- We foster an open-door culture that encourages continuous dialogue between our personnel and their leaders.

- We create and promote spaces for conversation where topics of common interest can be discussed in an atmosphere of mutual respect.

- In addition to the collective agreements we have signed, we hold regular sessions to address matters relevant to the employment relationship.

- We also have representatives freely elected by employees in accordance with the law. These representatives serve on committees such as the Workplace Coexistence Committee and the *Joint Committee on Occupational Safety and Health* (COPASST). Membership in these committees is renewed periodically, and their purpose is to safeguard workplace relations and promote a harmonious, close, trustworthy, safe, and healthy work environment.

Supplementary Benefits

Inspired by our higher purpose of "*Enriching life with integrity*" and by our commitment to the well-being of our personnel and their families, we have created a portfolio of supplementary benefits that support different stages of life for everyone in our organization.

These benefits are the result of active listening, close engagement, and a deep understanding of our personnel´s needs, combined with our collective agreements. They broaden social coverage and promote comprehensive well-being across financial, health, and education dimensions, among others, always with the goal of enhancing the quality of life of our personnel and their families.

Benefits Portfolio:

At Davivienda, our personnel have access to a broad portfolio of benefits, designed to support their well-being across different aspects of life. These benefits are organized into the following categories:

- Education
- Housing
- Well-being
- Health
- Leisure

Vacations

At Davivienda we see rest as essential to well-being and balance. With the support of their leaders and through our self-service talent management platform, personnel can plan and request vacation time with flexibility. To ensure this time is protected, we also generate regular reports that track and safeguard periods of rest across the organization.

We complement this with an additional financial benefit, granted on top of the legal entitlement, which reinforces the importance of taking time off and encourages personnel to enjoy meaningful breaks with their families.

Our commitment to well-being, equal opportunity, and respect for each individual is deeply rooted in our culture. By creating an environment where development and care go hand in hand, we strengthen both our personnel and our organization.

3.3.2 Employee Development Programs

At Davivienda, the development of our personnel is a strategic priority that drives cultural transformation and long-term results. Through our Comprehensive Development Model, together with the Leadership Model and our corporate university UXplora, we strengthen talent with **coaching, structured mentorship, collaborative teams and networks, and leadership programs that expand skills and knowledge**. These initiatives reinforce our culture, support the digital transition, and guide strategic role changes, building greater commitment, productivity, and collaboration.

Our learning ecosystem delivers personalized experiences that address real business challenges and generate measurable impact, from onboarding to consolidation in strategic positions. We also provide support for key moments in life, such as the retirement transition program, which offers tools, guidance, and spaces for reflection to approach this

stage with confidence and well-being. All of these programs are available to employees under apprenticeship, fixed-term, or permanent contracts, turning collective knowledge into a sustainable competitive advantage.

Learning methods

Our learning methods turn leadership into measurable business results. Through three key pillars: **coaching, structured mentorship, and team-based networking**, we create experiences that connect personnel with real challenges, speed up their adaptation to changing environments, and extend their impact beyond their immediate roles. Each approach is designed to strengthen critical capabilities, encourage innovation, and build networks of collaboration that multiply value across the organization.

1. **Coaching:** At Davivienda, coaching is a strategic tool to strengthen leadership and drive high performance.

Through NOVA, we strengthened the leadership of high-potential personnel with strategic coaching, reaching 71 leaders in 2024. Sixty-two percent improved their engagement results, with an average gain of +0.13 points in the Conectados survey.

Our Integral Development Model supports Successors and High Potentials with a structured approach to self-awareness and career management, equipping them with both technical and interpersonal skills. In 2024, 164 successors participated in these programs, laying the foundation to grow talent and expand their impact.
Coaching has also been central to organizational change. In the Role Transformation Program, more than 570 Administrative Directors strengthened their commercial, strategic, and adaptive capabilities to align with the new incentive model. Likewise, the Onboarding 2024 Program offered personalized learning paths that achieved 93 percent satisfaction and accelerated the integration of new talent into strategic roles.

To amplify these initiatives, UXplora University combines tools such as Workplace with a broad mix of virtual and in-person solutions, enabling continuous interaction, discussion forums, and collaborative learning across the organization.

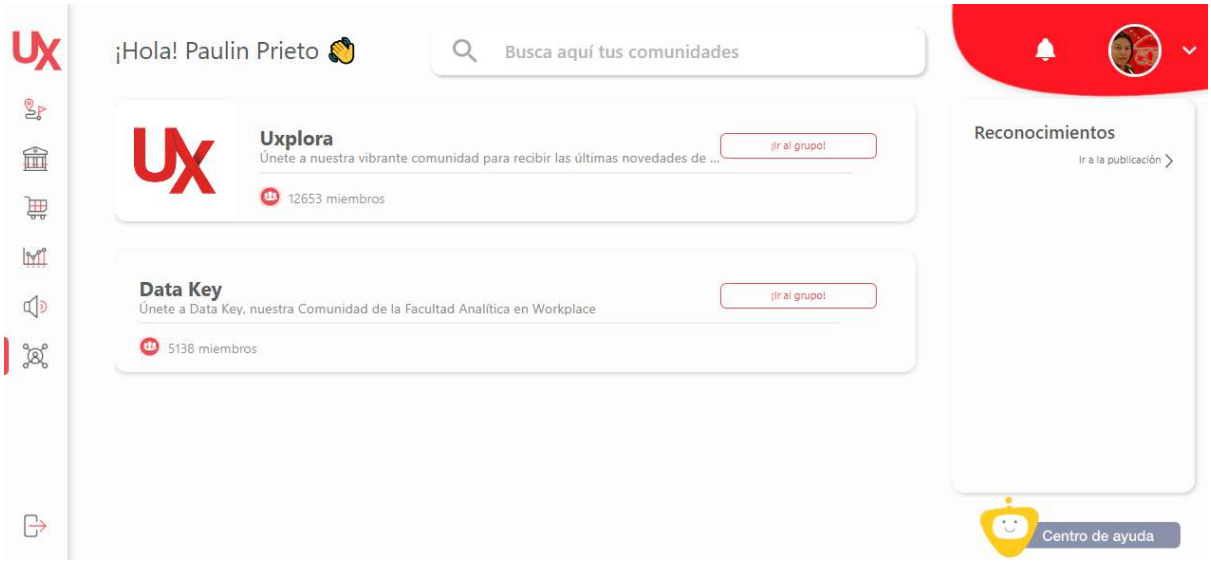


Image: Community session

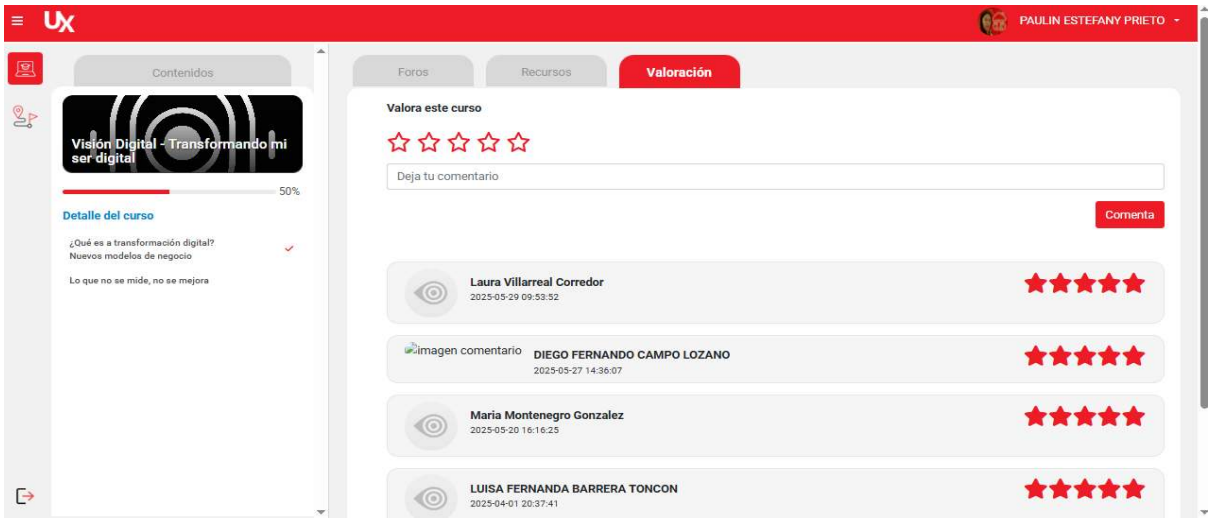


Image: Learning initiatives assessment session

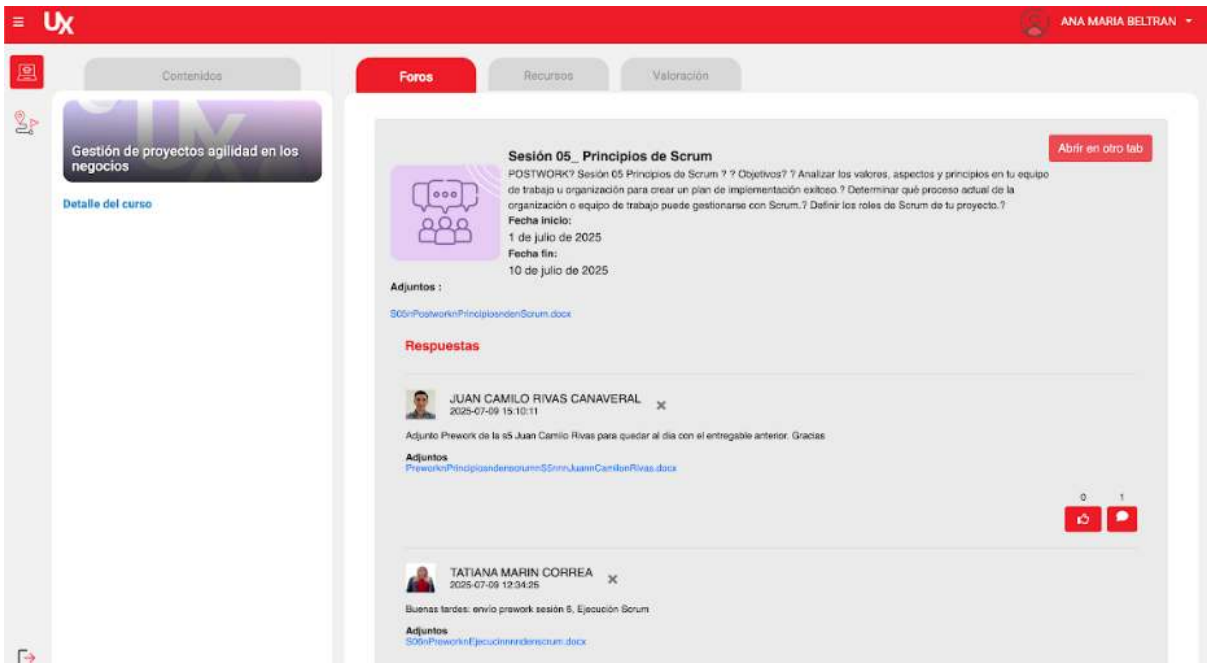


Image: Forum session in each course to promote employees interactions

2. **Structured Mentorship:**

Mentorship is a cornerstone of how we transfer knowledge and build leadership networks. One of our flagship initiatives, **GB Cross-Mentoring,** brings together leaders from across Bolivar Companies for mutual mentoring. In 2024, we created 28 pairs (56 leaders) and tracked the entire process through an in-house platform. The results spoke for themselves: 43% of participants were promoted or took on new roles, and 62% saw higher engagement scores.

We complement this with the **Executive Tutoring program for Successors and High Potentials**. Guided by senior leaders, participants accelerate their personal and professional growth in safe spaces designed for learning, reflection, and the exchange of knowledge.

Through UXplora, we also run **Upskilling and Reskilling programs**, where business mentors help talent move into digital roles. Every participant in 2024 completed the transition successfully, blending technical training with close, ongoing support. Short-format initiatives such as "**Prepare Your Pitch**" further boosted communication skills and gave our people the confidence to shine in high-visibility and innovation forums.

3. **Teams and networking:**

At Davivienda, we see networks and communities as powerful engines of learning and organizational change. We create spaces where people collaborate beyond their roles, exchange experiences, and turn shared knowledge into collective strength.

In 2024, some of the most impactful initiatives included:

- **Value Assessment Ambassadors: Your Development Depends on You**

In 2024, we trained 62 employees in Colombia and 18 in our international subsidiaries as Value Assessment Ambassadors. The program gave them practical tools, grounded in the Davivienda dialogue method, to hold purposeful, results-oriented conversations with leaders.

This initiative strengthened our culture of open dialogue and reduced the number of cases escalated to the help desk by sharing knowledge from our Performance Assessment process more effectively.

- **Engagement Champions: Strengthening Commitment**

In 2024, we trained 30 high-performing leaders, recognized through the engagement survey's leadership index, as Engagement Champions across Colombia and our international subsidiaries. Through a specialized program delivered by an external partner, these leaders acted as multipliers of best practices, guiding peers whose teams had reported low engagement in 2023.

The impact was significant. Of the 199 teams initially identified, 73% improved their results in the latest survey, with an average increase of 0.23 points in their engagement index. This demonstrates the value of activating internal leadership as a driver of cultural transformation, reinforcing our capacity to learn from peers, spread effective practices, and scale solutions built on real experience.

- **DEI Trainers: A Team that Champions Inclusion**

In 2024, we trained 26 specialists in unconscious bias to guide leaders and teams across Davivienda and our subsidiaries. Their role is to promote an inclusive mindset, foster awareness, and create safe spaces for open dialogue on diversity, equity, and inclusion. By strengthening trust and visibility around these conversations, they help ensure that every individual feels respected and valued for who they are.

- **Reframing the Role of Administrative Directors in the Commercial Network**

In 2024, we redefined the role of Administrative Directors across our Commercial Network—moving it from a primarily administrative focus to a position that actively drives commercial performance. This upskilling initiative marked a turning point in how our branch offices create value.

To accelerate the shift, we launched a 10-hour certification built on a Train-the-Trainer model. Thirty-four HR professionals from seven regions were equipped with the tools to

lead the change, cascading the training to 594 Administrative Directors nationwide.
The results were clear: Directors strengthened their leadership skills, commercial activity gained new momentum, team productivity rose, and the role itself became fully aligned with the organization's strategic priorities.

At the same time, the **UXplora Academies** expanded their reach with over 70 active programs and 800 updated courses, empowering more than 1,500 employees to take ownership of their learning. This thriving ecosystem fosters collaboration, the exchange of best practices, and collective knowledge growth. New formats—such as the "Voices that Inspire" and "Escúchate" podcasts—have further opened access to development, leadership, and well-being content, making learning more social, agile, and engaging.

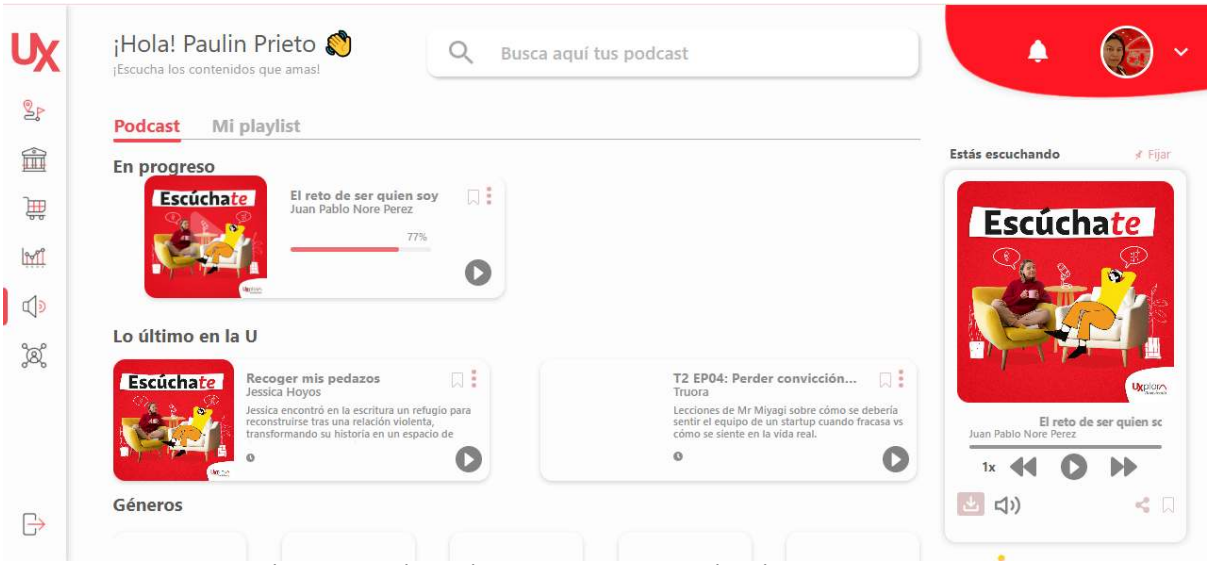


Image: Podcast session featuring diverse content, which in 2024 began to focus on mental health.



Image: Social network in which the UXplora corporate university participates, as an initiative to raise awareness.

Retirement Transition Program

As part of our commitment to development and well-being, we accompany our employees on their path toward retirement, equipping them with practical tools, expert guidance, and meaningful spaces for reflection. Our goal is to help each person approach this life stage with clarity, confidence, and peace of mind.

Beginning up to ten years before retirement, participants engage in experiential workshops led by a multidisciplinary team of professionals who address the family, social, emotional, legal, and financial dimensions of this transition. Through this holistic approach, we ensure that individuals feel supported not only in planning their future but also in embracing this new chapter of life with purpose and security.



As retirement nears, employees can join **DaVida Club, Davivienda's retirees' network**. This community offers members and their families access to various benefits, activities, and experiences to enhance their retirement. Key benefits include:

- Comprehensive health insurance coverage
- Strategic insurance alliances
- Preferential rates and fee benefits on financial products
- Funeral insurance
- Sports partnerships

These initiatives build a unified model that boosts skills, develops culture, and ensures equal opportunity. They result in leaders who motivate, teams focused on shared value, and an organisation that learns, adapts, and grows from onboarding new staff to supporting those leaving