

RESPONSIBILITY
AND CORPORATE
SUSTAINABILITY
REPORT

2021



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TO OUR CLIENTS, WORKERS, SHAREHOLDERS AND SOCIAL PARTNERS

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OUR COMMITMENT TO SUSTAINABLE DEVELOPMENT

We can trace the gradual and permanent progress throughout our history towards an organization that is highly compatible with the parameters of Sustainable Development. Over the years, Banesco has systemically included sustainability-oriented policies and has encouraged all levels of the organization to participate in their implementation. No Banesco employee, executive or shareholder remains unaware of these processes.

We have defined a purpose that guides the organization's decisions in the short, medium, and long term: to be economically, socially, and environmentally sustainable. We consider it a permanent goal, above and beyond any temporary nature.

By vocation and by purposeful action, we have established two general categories to ensure that our employees and our customers will be treated by the organization according to the highest standards of service quality and guaranteeing their human rights. The first of these categories, in force since Banesco's foundation, defines us as a customer-centric brand. The second, as an organization of closeness, which

summarizes the objective of always looking after the interests of Banesco's employees and customers.

While the Venezuelan economy has been characterized in recent decades by periods of instability, Banesco has striven to formulate policies that promote economic progress, such as the lending activity that we have developed to the extent possible –determined by the economic environment and government regulations– with particular emphasis on the encouragement and support of entrepreneurship, small and medium-sized industry, in favor of and the generation of quality employment; and the creation and execution of training programs for small economic actors.

We have particularly emphasized investments, ongoing professional training activities, among others, to comply with national and international guidelines in the fight against the laundering of illegal capital, the financing of terrorism and the sale of weapons of mass destruction.

For more than two decades, Banesco has been one of the benchmark organizations in



JUAN CARLOS ESCOTET RODRÍGUEZ

CHAIRMAN OF THE BOARD OF DIRECTORS
BANESCO BANCO UNIVERSAL



TO OUR CLIENTS, WORKERS, SHAREHOLDERS AND SOCIAL PARTNERS

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terms of transparency practices, accountability, dialogue with society, and development of social responsibility programs, aimed at Banesco's own employees and social organizations that develop educational, health promotion, cultural and other programs for the benefit of society.

make in favor of quality education, health and well-being, gender equality, transparency and corporate governance, inclusion, decent work, economic growth, reduction of inequalities, promotion of sustainable communities, and partnership policies for the achievement of the goals.

It is important to recognize in this introduction that Banesco has significant areas of opportunity ahead of it, where its performance has been, to some extent, insufficient or limited. I am referring to the fact that, in relation to our efforts and goals met, there are specific issues –our climate change policy, carbon footprint reduction and other environmental results– that deserve greater efforts on our part.

For more than two decades, Banesco has been one of the benchmark organizations in terms of transparency practices, accountability, dialogue with society, and development of social responsibility programs

Even in times of major difficulties, Banesco has managed to maintain its willingness to improve the performance of all indicators, and this will continue to be the promise that will guide our aspiration to be, with ever greater strength, a leading organization and brand in its progress towards sustainability.

JUAN CARLOS ESCOTET RODRÍGUEZ

CHAIRMAN OF THE BOARD OF DIRECTORS
BANESCO BANCO UNIVERSAL

Our goal is that our action in this regard should be equivalent to the contributions we



PROFILE OF OUR ORGANIZATION

MISSION, VISION, AND VALUES

102-1, 102-3, 102-4, 102-5, 102-6, 102-16



BANESCO BANCO UNIVERSAL, C.A. is an institution of integral financial services with 100% Venezuelan capital, dedicated to understanding the needs of its customers and satisfying them through relationships based on mutual trust, easy and secure access, and service quality excellence. Its headquarters is Ciudad Banesco, which is located in Colinas de Bello Monte, Caracas, Venezuela.

We have physical and digital channels through which we offer our financial products and services to individuals and legal entities throughout the country. Said channels are supported by the values of our employees.

Our total assets amounted to VED 1,24 million, with a year-on-year increase of VED 1,01 million (439.7%) and VED 525 million (72.6%) with respect to the first half of the year, which we have achieved thanks to the commitment, talent, and shared vision of our collaborators, as well as the trust of our customers and the constant support of our shareholders.

During 2021, due to the Covid-19 pandemic, we focused on digital and online customer service, expanding our offer to more and better products and services through electronic channels for natural and legal customers throughout the country. E-banking recorded more than 1.2 billion transactions, the Mobile Payment application 244 million transactions, and the points of sale 865 million.

MISSION

COMPREHENSIVE AND INNOVATIVE FINANCIAL SERVICES

- We are an organization of comprehensive financial services aiming at meeting the needs of our clients and satisfying them through relationships based on mutual trust, easy and secure access, and excellence in service quality.
- We combine tradition and innovation with the best human talent and advanced technology, and we work to offer a better customer experience.
- We are committed to the well-being of our community, develop win-win relationships with our suppliers and employees, and optimize shareholder returns.

VISION

INNOVATION AND HUMAN EFFICIENCY SENSE

- **To be leaders in customer experience:** This means providing attention and personalized services models, which are comprehensive, simple, fast, and reliable through the best Omnichannel network in the country.
- **To be pioneers in innovation:** To become so acquainted with our customers' needs and habits that we end up anticipating their requirements with innovative, technologically integrated products, services, and channels that result in a better life quality.
- **To be an example of Human Sense:** To continue to prepare the best human talent to promote a balance between profitability and human quality, leaving a mark of the highest standards of quality and performance.

With innovation, efficiency, and human sense, we will uphold the premise of being close to our customers. That is our Contigo's meaning.



Banesco Values



RESPONSIBILITY

- We fulfill our commitments to customers, employees, and society.
- We behave according to each of our statements.
- We keep focused until we ensure that we have met the customer's expectations.
- We respect valuable ideas, even if they are different from our own.



RELIABILITY

- We defend the interests of our customers and the organization above our own.
- We act with generosity, considering the impact of our decisions and prioritizing collaborative work.
- We speak openly about risks and limitations; we acknowledge and assume our mistakes.



QUALITY

- We work with passion on providing the best solution to the customer, making the best use of time and resources.
- We have agile, simple, and scalable processes that allow us to do things right from the beginning.
- We share best practices and question ourselves.



INNOVATION

- We encourage entrepreneurship and experimentation from the simplest things; we are tolerant of mistakes and learn from them.
- We are building a vision of future and transversality for our organization.
- We know the best technological and non-technological solutions and incorporate them in a timely and efficient manner.

3,045
EMPLOYEES



3,944,586
CUSTOMERS



5,935
SHAREHOLDER

1,247,657,504
TOTAL
ASSETS

214
POINTS OF SERVICE



397
ATM

Bs. 7,041 M
SOCIAL INVESTMENT

71,113
DIRECT BENEFICIARIES
OF OUR SOCIAL PROJECTS



Banesco Banco Universal maintained its performance despite the restrictions due to the Covid-19 pandemic that affected not only our country but also the rest of the world. This time, the changes and working pattern led us to revisit the business model, the customer experience, and the digital transformation.

These three fundamental aspects paved the way for the main purpose of this pandemic year: ensuring operational continuity, meeting the needs of our talents, and maintaining open communication with our different audiences.

The basic elements required such as the definition of Corporate Risk Governance, risk culture, risk appetite and methodologies are considered.

The financial sector accurately tackled the difficulties arising from operations maintenance by providing face-to-face attention, complying with all the necessary bio-security measures, and including the technological and logistical adjustments required to meet all our customers' needs. Preserving the health of our employees and their families, suppliers and customers continued to be one of our greatest challenges, compelling us to redesign the

processes and develop special contingency plans to serve every client in a reliable and timely manner.

COMPREHENSIVE RISK MANAGEMENT MODEL

The comprehensive risk management model of Banesco Banco Universal, C.A. is approved by the Board of Directors based on the guidelines proposed by international standards and are implemented locally to ensure compliance with the related legislation. The basic elements required such as the definition of Corporate Risk Governance, risk culture, risk appetite and methodologies are considered.

CORPORATE RISK MANAGEMENT

The structure of Corporate Risk Governance includes the definition of clear responsibilities and objectives, and starts from the inclusion of the Bank's Board of Directors as the main authority for the approval of the risk management model regarding the periodic updating of the risk appetite level, the adaptation of methodologies, procedures and tools for risk management in the face of changes in the economic and financial environment, and the development of a risk



management model for the Bank. It also fulfills the functions of global risk supervisor by monitoring results and defining action plans in line with the Bank's risk appetite levels.

The Board of Directors appointed the Risk Committee as a collective body to comply with the responsibility of supervising the Bank's comprehensive risk management and the fulfillment of the functions of the Vice-Presidency of Comprehensive Risk Management, responsible for proposing to the Risk Committee and the Board of Directors the annual risk planning, policies, risk appetite levels, methodologies, tools and procedures to address unforeseen changes in the economic and financial environment conditions or in a particular situation of the Bank. It is also responsible for implementing the approved risk framework and monitoring the results to ensure that the risk appetite level is met. The highest responsible for the Risk area is the Vice President of Comprehensive Risk Management, who is appointed by the Risk Committee and the Board of Directors, and is supported by a multidisciplinary team formed to manage credit, market and liquidity, operational, legal, reputational and legal risks.

For risk management, the Board of Directors created the Assets and Liabilities Committee, which is responsible for supervising and monitoring global risk management.

The Bank has Comprehensive Risk Delegates who are responsible for strengthening the risk framework approved in the areas they supervise, supporting the risk management assumed in the processes they execute. They also inform the Vice-Presidency of Comprehensive Risk Management about loss events that may have occurred in order to identify management strategies for the mitigation of future events that may generate losses to the Bank.

Finally, since risks are present in all business and support areas and are related to all products, processes and systems, employees are responsible for managing the risks generated by their activities.

The highest responsible for the Risk area is the Vice President of Comprehensive Risk Management, who is appointed by the Risk Committee and the Board of Directors

RISK APPETITE FRAMEWORK

The bank is organized into three pillars:

- The determination of the risk appetite, setting the levels and types of risk to be assumed and balancing the risk-return elements accepted by the shareholders.
 - Proactively act in risk management by identifying through constant review and monitoring of exposures.
 - The provision of risk quantification methodologies, which are in line with the new requirements in the environment for effective monitoring of the risk appetite set.
- Risk management and its governance structure is carried out in a consistent manner involving all the people who participate in the processes, their interrelations with other areas, as well as the areas of control and internal audit (2nd and 3rd line of defense) for the understanding of risk as a whole.



CREDIT RISK

Credit risk is the possibility of losses occurring as a result of non-payment by customers and/or counterparties with the stipulated contract.

The credit risk methodologies implemented are applied on the one hand to estimate regulatory capital through the Basel standard method. On the other hand, the

Organization has implemented the Behavior predictive statistical model for credit

cards and loans, which considers a set of variables to assess the payment behavior of the Bank's customers through the estimation of probabilities of default (PD) to obtain risk ratings, and is periodically adapted to the

most recent payment dynamics in order to ensure that lending decisions are based on updated information.

For monthly monitoring, a set of key credit risk indicators is estimated and combined

with the risk appetite levels approved by the Board of Directors, in order to measure the level of compliance with the Bank's objectives. If any deviation is observed, early warnings are presented for the definition of action plans by the owners of the processes to correct the compliance gaps.

MARKET RISK

Market risk is the possibility of losses occurring in the value of the positions held (assets and liabilities) as a result of adverse movements in market variables (interest rates, exchange rates, and prices and quotation of securities).

Market risk management is applied with the Value at Risk (VaR) technique, which is a statistical measure of risk that estimates the maximum loss that a portfolio could register in a time interval and with a certain level of probability or confidence.

It can also be conceived as the maximum expected loss for a given investment position or portfolio, which is not expected to change during the investment period, in the event of a change in the risk factors, during

a defined investment horizon and with a given level of probability.

This measure summarizes the Bank's risk exposure and expresses it in monetary terms; in other words, it allows the risk to be conceived as follows: We are "X%" sure that no more than "VaR amount in monetary units" will be lost, in the next "N" days.

LIQUIDITY RISK

Liquidity risk is the risk arising from the inability of financial institutions to purchase or otherwise obtain the necessary funds, either by increasing liabilities or converting assets to meet their on-and off-balance sheet obligations when due, without incurring unacceptable losses.

Due to the local economic and financial environment, the liquidity risk has become important for the follow-up and definition of plans to act and achieve adjustments in line with the risk appetite. To meet these needs, the Bank has applied the standards accepted by international convergences for management and follow-up.

The liquidity risk has become important for the follow-up and definition of plans to act and achieve adjustments in line with the risk appetite.



One of the structures applied for liquidity measurement is based on the estimation of liquidity gaps in the short and medium term, to evaluate the difference between the assets and liabilities of the organization's balance sheet, in order to anticipate liquidity difficulties by estimating the availability and use of funds. This analysis is applied under three scenarios: the first is contractual and takes into account the behavior of cash flows according to their specification included in the contracts that support such operations, referring to amounts, expirations, rates, terms and other previously stipulated clauses. The second one is the expected scenario, which is based on the contractual scenario and simulates the cash flows according to the behavioral assumptions normally observed. The third is the stressed scenario, which is developed taking into account the extreme behavior of the projected cash flows and is based on the contractual scenario and the expected scenario.

OPERATIONAL RISK

Operational risk is the probability of potential damages and losses due to organizational methods and the structure of its management processes, weaknesses in internal controls, errors in operational procedures,

security failures or the absence or outdatedness of its business contingency plans. The potential for unexpected losses due to inadequate systems, operational failures, external events, deficiencies in internal controls and information systems caused by, among others, human error, fraud, inability to respond in a timely manner or the attempt to avoid jeopardizing the financial institution's interests in one way or another.

The operational risk model is characterized by keeping a focus on processes; it covers the Bank transversally by evaluating the processes from beginning to end; it is a continuous cycle of application to identify, evaluate and mitigate risk situations and is supported by self-management on the part of the owners of the processes.

The Bank has a long-term database of loss events with and without financial impact, which details the classification based on the Basel structure, the identified situation and the management strategies applied by the owners of the processes. The basis

The operational risk model is characterized by keeping a focus on processes; it covers the Bank transversally by evaluating the processes from beginning to end

is also used as input for the estimation of capital requirements through operational risk VaR

For the control and monitoring of operational risks in processes, new products and services, the operational risk management model is applied in order to minimize unexpected events, as well as to safeguard the Organization's reputation.

In 2021, a structure was formally established for the measurement and analysis of the level of awareness and sensitivity in the Bank's operating and business units with respect to the risk environment in accordance with the COSO principles, through a proposal based on the definition of two measurement instruments aimed at a representative list of the Bank's employees: a first survey to objectively measure the level of basic knowledge of each respondent in terms of risk management, and a second survey to assess the perception of the level of awareness and sensitivity of the employees in terms of internal control and risk environment based on the 17 COSO principles. This survey is defined according



to the five COSO components: (1) Control Environment, (2) Risk Assessment, (3) Control Activities, (4) Information, and (5) Communication and Monitoring. The rating of each respondent would be considered to calculate the risk culture maturity level indicator through a weighted average. The result would be related to a risk culture maturity scale for the Organization.

The 2021 communication plan focused on reinforcing the basic concepts of Operational Risk and its Management Methodology, through face-to-face and virtual channels, aimed at reinforcing fundamental tools and processes for Risk Prevention. In addition, we aimed at highlighting the role of the owner of the process for risk management as a key factor.

The Vice-Presidency of Integral Risk Management supports the proposal of autonomies in the areas to be defined for the optimization

and decentralization of approving business activities.

Likewise, specific indicators for reputational risk such as print media, Twitter, digital media, Instagram and Facebook (both measured based on the identification of the publication of negative comments) are also considered. Finally, there is a set of technological risk indicators aimed at measuring reliability, availability of electronic channels, and cybersecurity.



The global risk vision must ensure the homogeneity of the tools, organizational structures, processes, and systems appropriate to the size of the financial institution; it must also facilitate the global management of all types of risks.

TANGIBLE VALUE CREATION BREAKDOWN BY STAKEHOLDER GROUP

(THOUSANDS OF VED)

STAKEHOLDERS	VALUE INDICATOR	2021	2020
Shareholders	Dividends ¹	2,829,322	623,488
Employees	Personal expenses ²	54,273,116	3,390,981
Clients	Interest and similar charges ³	16,940,079	666,112
Suppliers	Other general administrative expenses ⁴	154,046,629	10,582,339
Society	Taxes ⁵	55,366,409	6,249,304
	Funds destined to Community support ⁶	845,720	57,175

1 Source: Managerial Shareholders Unit.

2 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos de Transformación (Gastos de personal grupo 441).

3 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos de Captaciones del Público (Gastos Financieros por Captaciones Grupo 411).

4 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos de Transformación (Rubro 440 Gastos Generales y Administrativos excepto 441 Gastos de Personal, 449-12. Aportes al Fondo de Garantía de Depósitos y Protección Bancaria, 449-13 Aportes a la Superintendencia de Bancos y Otras Instituciones Financieras).

5 Source: CONRP (Estados Financieros de Banesco Banco Universal, C.A): Incluye Impuesto Sobre la Renta, Impuestos Municipales, Impuestos al Valor Agregado, Aportes a la SUDEBAN, FOGADE, SSO,SPF, LPH, INCE y LOSEP. (Cuentas 445-01 Impuestos municipales, 445-99 Otros impuestos y contribuciones, 441-22 Aportaciones patronales, 449-12 Aportes al Fondo de Garantía de Depósitos y Protección Bancaria, 449-13 Aportes a la Superintendencia de Bancos y Otras Instituciones Financieras, 471 Impuesto Sobre la Renta, Aporte de la LOSEP ver Balance de Publicación. Disposiciones de la Ley el Aporte Social a las Comunas y el Aporte de LOCTI).

6 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos Extraordinarios (grupo 450).



DIALOGUE WITH INTERESTS GROUPS, CONSULTATIONS TO CUSTOMERS AND EMPLOYEES

At Banesco Banco Universal, C.A., we have several communication channels that allow us to know and understand the opinion of our stakeholders and respond to their expectations. We maintain a continuous dialogue with them, conducting studies and meetings that allow us to improve our management according to their needs (see chapters Shareholders page 36, Human Capital page 38, Our Social Partners page 66, Our Customers page 76 and Our Suppliers page 96).



TANGIBLE DIRECT VALUE

The Economic Value Generated (EVG) at the end of 2021 was VED 449,30 million. During this period, among the items comprising the EVG, approximately 98.66% and 63.87% respectively (VED. 443,27 million and VED 30,00 million) correspond to the brokerage margin, while 0.05% and 36.09% correspond to net commissions.



ECONOMIC VALUE GENERATED & DISTRIBUTED

(THOUSANDS OF VED)

STAKEHOLDERS	2021	2020
Economic Value Generated (EVG)	449,304,243	46,973,442
Brokerage margin ⁷	443,279,809	30,001,018
Net commissions ⁸	211,794	16,954,917
Other ordinary income ⁹	44,127	17,809
Other profits and net loss ¹⁰	5,768,513	-302
Economic Value Distributed (EVD)	266,515,476	20,846,111
Dividends ¹	2,829,322	623,488
Suppliers and other general administrative expenses ⁴	154,046,629	10,582,339
Taxes ⁵	55,366,409	6,249,304
Personnel expenses ²	54,273,116	3,390,981
Economic Value Withheld (EVW=EVG-EVD)	182,788,766	26,127,331

⁷ Source: SUDEBAN Estado de Resultado de Publicación o CONRP (rubro 510 Ingresos Financieros menos 410 Gastos Financieros más 520 Ingresos por Recuperaciones de Activos Financieros menos 420 Gastos por Incobrabilidad y Desvalorización de Activos Financieros más 530 Otros Ingresos Operativos (exceptuando 533 Ingresos por Bienes Realizables, 537 Ingresos por Programas Especiales y 539 Ingresos Operativos Varios) menos 430 Otros Gastos Operativos (exceptuando 433 Gastos por Bienes Realizables, 435 Gastos por Depreciación, Amortización y Desvalorización de Bienes Diversos, 439 Gastos Operativos Varios).

⁸ Source: SUDEBAN Estado de Resultado de Publicación o CONRP (Rubro 530 Otros Ingresos Operativos, exceptuando 533 Ingresos por Bienes Realizables, 537 Ingresos por Programas Especiales y 539 Ingresos Operativos Varios) menos 430 Otros Gastos Operativos (exceptuando 433 Gastos por Bienes Realizables, 435 Gastos por Depreciación, Amortización y Desvalorización de Bienes Diversos, 439 Gastos Operativos Varios). (9) Source: SUDEBAN Estado de Resultado de Publicación o CONRP (Cuenta 539 Ingresos Operativos Varios). (10) Source: SUDEBAN Estado de Resultado de Publicación o CONRP (Cuenta 533 Ingresos por Bienes Realizables menos 433 Gastos por Bienes Realizables).

PERCENTAGE SHARE OF ECONOMIC VALUE GENERATED & DISTRIBUTED

(%)

ECONOMIC VALUE GENERATED (VEG)	2021	2020
Economic Value Generated (VEG)	100%	100%
Brokerage margin ⁷	98.66%	63.87%
Net commissions ⁸	0.05%	36.09%
Other ordinary income ⁹	0.01%	0.04%
Other profits and net loss ¹⁰	1.28%	0.00%
Economic Value Distributed (EVD)	100.00%	100.00%
Dividends ¹	1.06%	2.99%
Suppliers and other general administrative expenses ⁴	57.80%	50.76%
Taxes ⁵	20.77%	29.98%
Personnel expenses ²	20.36%	16.27%

INDIRECT AND INDUCED VALUE GENERATED

Indirect Value is the production of wealth and sustainable development resulting from the social, environmental and economic actions promoted by the bank, e.g.: indirect employment. These effects operate through multiple channels such as: the activities stimulated by the banking clients based on the products and services provided to them and the dynamics generated by suppliers through the operations they carry out to materialize the activities contracted by them. The identified effects may also be extended to the more indirect impacts on the environment and different stakeholders generated as a consequence of the entity's actions, multiplying its range of action and, therefore, the social value that is implemented from those measures.

The global environment and local factors conditioned sustainability as a classic resource of our operation

EMPLOYMENT AND GDP WITHIN THE FINANCIAL SYSTEM

According to information published by the Superintendency of Banking Sector Institutions (SUDEBAN), the Venezuelan financial system closed 2021 with 28 banking institutions, 22 private and 6 public. During this period, the national banking system had 2,868 offices, 35,924 workers and 2,454 ATMs throughout the country.

The financial sector has faced dizzying changes at the global level and, in particular, at our local level. We have adapted our digital service offerings to meet the expectations and needs of the market.

Customers interact naturally through multiple customer service channels and demand unique experiences from our banking organizations.

For Banesco Banco Universal, C.A., 2021 was the extension of all the fundamentals that make up our *raison d'être*: maintaining the continuity and reliability of critical services for our customers; doing

everything necessary to preserve the life and health of our employees and their families; related parties; maintaining closeness with our Social Partners, allies and related parties and, in addition, maintaining daily attention to management in order to ensure the best experience for our customers, through innovative ways and agile services, with the undisputed relevance and institutional strength of Banesco. The global environment and local factors conditioned sustainability as a classic resource of our operation; the pandemic taught us that we can continue to move forward in the most adverse scenarios when we share the objective of preserving ourselves as a species and as Banesco Citizens.

We addressed the necessary variables to guarantee the work and the possibility of carrying out operations remotely. We can assure that we are a Bank that allows our customers to operate from the comfort of their homes or offices; 98% of transactions are made through our electronic and digital platforms. We have spent a great deal of time and effort in developing the necessary applications and adaptations to meet the needs of our customers, our regulators, and the Venezuelan market.



FINANCIAL HIGHLIGHTS

(Stated in Million VES)

	First Half 2020	Second Half 2020	First Half 2021	Second Half 2021	GROWTH			
					Second Half 2021 First Half 2021		Second Half 2021 Second Half 2020	
					Absolute	%	Absolute	%
Total Assets	41.3	231.2	722.7	1,247.7	525.0	72.6	1,016.5	439.7
▸ Cash and Due from Banks	25.6	109.8	374.5	653.7	279.2	74.5	543.9	495.4
▸ Security Investments	3.7	19.5	49.7	63.6	13.9	28.0	44.1	225.8
▸ Credit Portfolio	5.0	68.8	125.8	251.8	126.0	100.1	183.0	266.2
▸ Gross Portfolio	5.1	70.1	128.7	257.7	129.0	100.2	187.6	267.7
Deposits from Clients	24.3	119.2	380.3	837.6	457.3	120.3	718.4	602.5
▸ Deposits in Current Accounts	23.0	112.7	339.6	779.8	440.2	129.6	667.1	591.9
▸ Savings Deposits	1.3	6.1	20.5	48.0	27.5	134.1	41.9	689.0
▸ Time Deposits	0.0	0.0	0.0	0.1	0.1	468.0	0.1	1,223.5
▸ Current Accounts according to Exchange Agreement No. 20	0.0	2.1	5.9	8.0	2.1	35.6	5.9	281.0
▸ Current Accounts Free Exchange System Convertibility	1.2	11.8	19.7	120.5	100.8	511.7	108.7	921.2
▸ Other Deposits	0.1	0.5	20.2	9.8	-10.4	-51.3	9.4	2,038.8
Total Stockholders' Equity	4.1	43.5	140.7	104.5	-36.2	-25.7	61.0	140.4
Trust Assets	1.4	7.4	22.4	11.9	-10.5	-46.7	4.5	60.3
▸ Financial Revenues	1.1	13.3	75.5	70.3	-5.2	-6.8	57.0	428.7
▸ Financial Expenses	0.2	0.9	10.6	15.1	4.5	42.8	14.2	1,578.6
▸ Gross Financial Margin	0.9	12.4	64.9	55.2	-9.7	-14.9	42.8	345.2
▸ Financial Intermediation Margin	3.5	26.5	137.5	305.8	168.3	122.4	279.3	1,054.9
▸ Transformation Expenses	2.0	12.4	53.0	155.4	102.4	193.4	142.9	1,150.9
▸ Income Taxes	0.2	2.4	5.9	0.8	-5.1	-86.3	-1.5	-65.6
Net Income	0.9	9.5	33.1	14.0	-19.1	-57.7	4.5	47.3

Ratios (%)

▸ Loan Portfolio Provisions / Non Accrual Loans	101,552.4	86,058,725.9	37,766,709.7	897,866.7
▸ Non Accrual Loans/ Gross Loan Portfolio	0.0	0.0	0.0	0.0
▸ Net Results / Average Assets *	7.6	15.6	14.4	6.6
▸ Net Results / Average Equity *	78.1	95.6	61.9	39.4
▸ Liquidity	105.6	92.1	98.5	78.1

* Annual Percentage

DIALOGUE WITH STAKEHOLDERS AND MATERIALITY GROUPS

Transparency is a fundamental value within the organization's way of acting, which is why at Banesco Banco Universal we have always held a constant open dialogue with our different stakeholders. This has allowed us to identify important issues for each one of them, and thus define a coherent and timely sustainability strategy. Through this dialogue process, we are able to identify challenges and obstacles, as well as opportunities for improvement in our daily management.

The Bank has maintained a process of identification, segmentation, and prioritization of its stakeholders, taking into consideration the specific characteristics of each one of them, based on the experience of the relationships we have strengthened over time. This has allowed us to set different goals and interact with each group in order to understand their needs and the environment in which they operate, and thus design strategies in order to meet their expectations throughout time.

In order to prepare the Materiality Matrix on which this Sustainability and Corporate Social Responsibility report is based, we



Through this dialogue process, we are able to identify challenges and obstacles, as well as opportunities for improvement in our daily management.

take into account the country context and the demands that our Stakeholders have expressed through the different forms of dialogue and attention that we have established for each of them.

This process was conducted in compliance with the GRI Standards and consists of 3 stages: Identification, Prioritization, and Validation.



N°	Issues and/or Material Topics	Stakeholders						Relevance Level		Main Actions	2021 Material Topic related to GRI Standards
		Shareholders	Human Capital	Clients	Social Allies Communities	Suppliers	Authorities	Bank	Stakeholders		
1	Maintain the highest ethical standards and transparency in operations by managing risks in a comprehensive manner.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Maintain and promote good corporate governance. ▶ Active response to new regulatory requirements. ▶ Continuous monitoring of the Control Systems. ▶ Generation of direct and indirect economic value through the efficient development of the banking activity. 	<ul style="list-style-type: none"> ▶ Economic performance ▶ Market presence ▶ Anti-corruption ▶ Money laundering prevention ▶ Risk
2	Ensure the Bank's Financial Solvency and report financial and corporate information adequately and sufficiently.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Maintenance of financial indicators, solvency, profitability, liquidity, among others. 	
3	Promote good corporate governance and application of best practices.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Follow-up on Compliance with the Banesco Citizen's Code of Ethics. 	
4	Market presence.	X	X	X	X	X	X	High	Mid	<ul style="list-style-type: none"> ▶ Support for inclusion and bankarization, and access to our platforms. Development of business diversification plans 	<ul style="list-style-type: none"> ▶ Market presence
5	Prevention of Banking or Financial Crimes and Training Programs on ML/FT Prevention and Control.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Maintain advanced technology and innovation of products and services adapted to people's needs. 	<ul style="list-style-type: none"> ▶ Anti-corruption ▶ Money Laundering Prevention ▶ Risk
										<ul style="list-style-type: none"> ▶ Continuous improvement of processes and health of systems 	<ul style="list-style-type: none"> ▶ Customer security and privacy



N°	Issues and/or Material Topics	Stakeholders						Relevance Level		Main Actions	2021 Material Topic related to GRI Standards
		Shareholders	Human Capital	Clients	Social Allies Communities	Suppliers	Authorities	Bank	Stakeholders		
6	Maintain long-lasting relationships with clients, with a long-term vision of permanence, through innovative products and services designed to meet needs and risk profiles.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> Continue conducting market surveys that enable the Bank to learn about the environment in which customers, the community and the general public operate, properly segmented to understand and meet their needs in a timely manner. 	<ul style="list-style-type: none"> Customer experience Accessibility Service and product portfolio Marketing and labelling
7	Organizational Climate Management, promote training and personal and professional development; Encourage Employee Dialogue with Senior Management; Promote non-contractual. Promote Non-Contractual Benefit Programs; Evaluation, Performance and Performance Appraisal Methods.	X	X	-	-	-	-	High	High	<ul style="list-style-type: none"> Training and Professional Development Program designed for all Bank personnel Corporate Volunteer Development Programs Carry out activities that benefit employees and their family environment - Programs and activities aimed at work-life balance. Collective Bargaining Agreement - Evaluations undertaken based on performance and level of responsibilities/functions performed. 	<ul style="list-style-type: none"> Employment Diversity & opportunities equality Talent attraction and retention Training and education Work environment Workplace health and safety



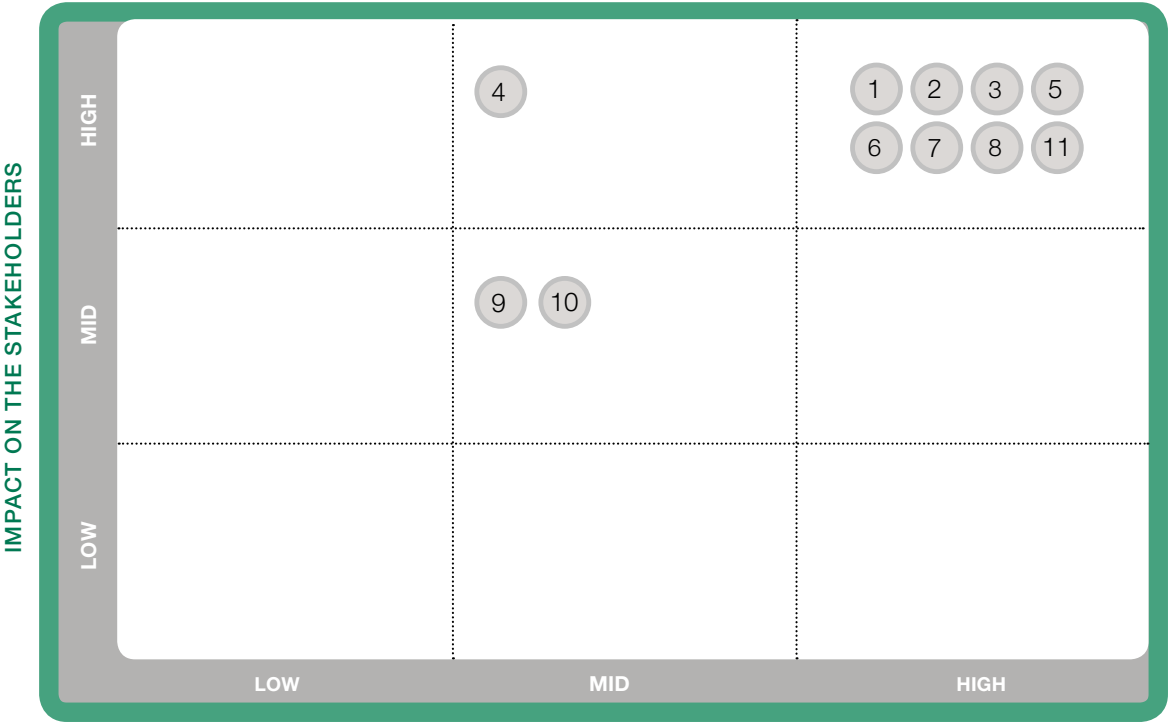
N°	Issues and/or Material Topics	Stakeholders						Relevance Level		Main Actions	2021 Material Topic related to GRI Standards
		Shareholders	Human Capital	Clients	Social Allies Communities	Suppliers	Authorities	Bank	Stakeholders		
8	Evaluation of the particular needs of the community; management of social programs that encourage the development of people and enterprises; increase the impact of our social investment through multi-sector alliances that strengthen corporate volunteering.	X	–	X	X	–	–	High	High	<ul style="list-style-type: none"> Manage initiatives to approach communities to meet their needs through social dialogue Microentrepreneurship Training Program and Participatory Budgeting. Build alliances to promote volunteer activities. 	<ul style="list-style-type: none"> Development of local communities Public-private articulation Stakeholder participation in social actions Impact on social investment
9	Contribute to the proper application of eco-efficiency.	X	X	–	X	–	–	Mid	Mid	<ul style="list-style-type: none"> Management of environmental programs 	
10	Supplier Contracting Process	X	–	–	–	X	–	Mid	Mid	<ul style="list-style-type: none"> Promote the development and training of our suppliers as well as adherence to and respect for the principles of the United Nations Global Compact. 	<ul style="list-style-type: none"> Environmental and social assessment of suppliers Local development
11	Digital Transformation	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> Adapt to new digital trends in order to improve the experience of both external and internal 	<ul style="list-style-type: none"> Customer Experience Accessibility Portfolio of products and services Marketing and Labeling



MATERIALITY MATRIX

Material issues included in the materiality analysis are under constant review and, if adjustments are required over time, they will be made and reported to all stakeholders in a timely manner, stating the impacts they cause, as well as the actions taken to ensure the strategies adopted. This is how we remain at the vanguard in order to consolidate our capacity to respond to future eventualities.

Our business model addresses the material issues which are important to our Stakeholders and the Bank. Managing the expectations of our Stakeholders is one of the priorities and strategies pursued by senior management.



CURRENT OR POTENTIAL IMPACT FOR BANESCO BANCO UNIVERSAL, C.A.



THE INTERNAL DIMENSION OF OUR SOCIAL RESPONSIBILITY

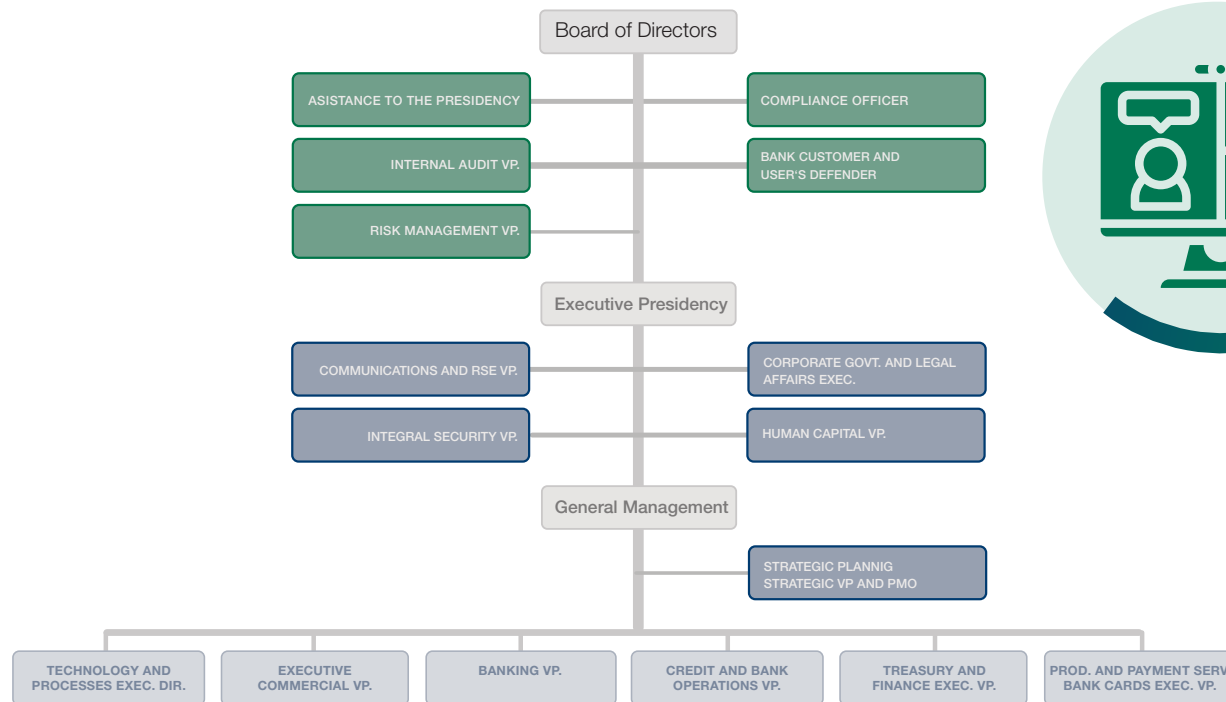


OUR MISSION

The Corporate Governance is the area in charge of promoting the efficient and appropriate management of the Organization's deliberation bodies. It articulates and acts jointly on rules, principles, and procedures that regulate its functioning and seek to ensure higher levels of efficiency in the decision-making process, with a focus on the profitability, transparency, and sustainability of the institution.

ORGANIZATIONAL CHART OF BANESCO BANCO UNIVERSAL

AS OF DECEMBER 31, 2020

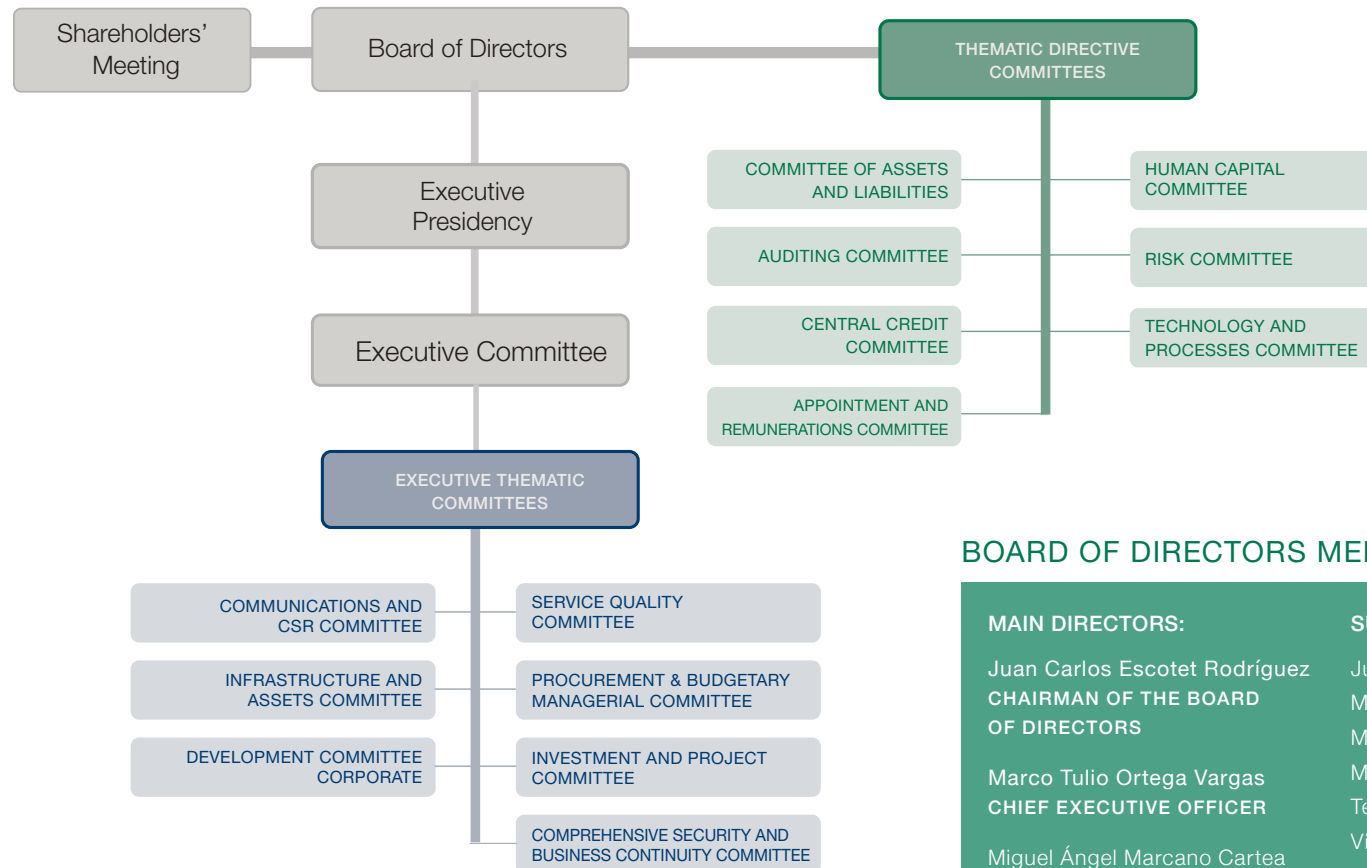


OUR MANAGEMENT

Throughout the year 2021, Corporate Governance promoted a mechanism that allowed the monitoring of the management of the Thematic Management and Executive Committees, managing to standardize operating practices with the guidelines of the Institution. Similarly, a communication plan was implemented, focused on reinforcing the standards of the deployment of the communication strategy and directed especially to the employees who act as coordinators, secretaries and presenters in the Committees.

In the context of the pandemic, in order to promote social distancing and ensure biosecurity standards, in-person attendance of the members with voice and vote of the governing bodies together with the Secretary was maintained, promoting the participation via video-conference and teleconference of the permanent guests and presenters.

CORPORATE GOVERNANCE CHART FLOW OF BANESCO BANCO UNIVERSAL



BOARD OF DIRECTORS MEMBERS *

MAIN DIRECTORS:

Juan Carlos Escotet Rodríguez
CHAIRMAN OF THE BOARD OF DIRECTORS

Marco Tulio Ortega Vargas
CHIEF EXECUTIVE OFFICER

Miguel Ángel Marcano Cartea
Carlos Alberto Escotet Alviarez
Carlos Eduardo Escotet Alviarez
José Grasso Vecchio
Emilio Durán Ceballos

SUBSTITUTE DIRECTORS:

Juan Carlos Alviarez Hurtado
María Clara Alviarez Hurtado
Mario Vladimir D'Alfonso Schaffino
Marlo Germán Ovalles Martínez
Teresa Yabuur Ebrimain
Vilma Angelina Rodríguez Vivas
María De La Cruz Campos Esteves

(*) Approved by the Superintendency of Banking Sector Institutions through an official letter identified with the acronym SIB-II-GGR-GA-09284 dated November 12, 2021, the minutes are in the registration process.

BODIES AND MECHANISMS OF THE CORPORATE GOVERNANCE SYSTEM

The Corporate Governance structure is derived from the Bylaws, the Banking Sector Institutions Law, the Code of Commerce, the regulations issued by the Superintendency of Banking Sector Institutions (SUDEBAN) and the decisions made by the Board of Directors, aligned with current trends, in order to apply the best practices.

The governance structure is composed of the Shareholders' meeting, the Board of Directors, the Chairman of the Board of Directors, the Chief Executive Officer, the Thematic Committees (Management and Executive), the different Executive Divisions and VPs, as well as the Compliance Officer and the Internal Auditor.

Other Committees, as well as the Compliance Officer, present a monthly report to the Board of Directors or the Executive Committee in order to be accountable for their management.

The Board of Directors is made up of qualified individuals, with broad experience in different areas of the banking business and recognized solvency and honorability.

SHAREHOLDERS' MEETING

This body represents the universality of the shareholders and has the ultimate management of the company. It holds annual meetings within 90 days following the close of each six-month period, and special meetings whenever the Board of Directors deems it convenient for the company's interests, or when so requested by a group of shareholders accounting for at least 20% of the company's share capital. Its acts and resolutions are binding for the Bank and all its shareholders.

The Shareholders' Meeting shall have the following powers: (i) Determine the number of Directors to be part of the Board of Directors; (ii) Appoint the members of the Board of Directors and fix their remuneration; (iii) Appoint the Commissioner and the Alternate and fix their remuneration; (iv) Discuss, approve or modify the Financial Statements submitted to it, in view of the Commissioners' report; (v) Dictate and amend the Company's Bylaws; (vi) Decide on the early dissolution, extension, merger with another company, sale of corporate assets, change of corporate purpose, increase, reduction or reinstatement of share capital and amendment of the Bylaws in the aforementioned matters; (vii) Decide on the distribution of dividends and the form of payment thereof, in the amount, with the frequency and at the time it deems convenient, in compliance with the Law and the Bank's Bylaws; (viii) Decide on the creation of reserves or special sections submitted for its consideration by the Board of Directors (ix) As well as to hear and decide on any matter within its competence, as per the Law and the Company's Bylaws.

BOARD OF DIRECTORS

The appointment of the members of the Board of Directors of Banesco Banco Universal, C.A. is made in compliance with the Banking Sector Institutions Law (LISB), other provisions issued by the Superintendency of Banking Sector

Institutions (Sudeban), and the Bank's Bylaws.

This governing body is in charge of the general administration of the business and operations, including its Corporate Social Responsibility policy. The Board of Directors is made up of qualified individuals, with broad experience in different areas of the



banking business and recognized solvency and honorability.

The Board of Directors is made up of more than 1/3 Independent Directors and is responsible for the definition and strategic direction of the Organization, approves the business principles and policies and regulates the autonomy of executive decisions. It also controls the work of the bank's operating and functional areas, evaluates and compares business forecasting and the results of each fiscal year with those of previous years.

This governance body is also responsible for identifying the various risks to which the Organization is subject, including economic, environmental and social risks. Accordingly, it establishes policies and processes to manage them. Some of these tasks are carried out jointly with the Risks Steering Committee, responsible for the comprehensive management of the risks to which the institution is exposed.

CHAIRMAN OF THE BOARD OF DIRECTORS

The Chairman of the Board of Directors exercises the legal representation of the Organization in the broadest manner before all authorities and any other persons or public/private entities, and presides over

PRESIDENT

He is appointed by the Board of Directors and shall have the powers pertaining to the daily management and operation of the Bank and its internal services, and shall report periodically to the Board of Directors on the financial situation of the Company and the results of its operations, as well as comply with and perform such other duties as the Board of Directors may designate. He is in charge of reviewing the Social Responsibility Report.

the deliberations of the Board of Directors. Among his attributions are the powers to represent the institution, to grant in its name contracts, agreements, conventions and, in general, all kinds of documents of any nature. The Chairman and the Board of Directors exercise the broadest powers of administration and disposition of the Bank.

CEO

He is in charge of directing and supervising the Executive Vice Presidencies of: (i) Commercial; (ii) Banking; (iii) Credit and Operations; (iv) Products, Services and Payment Methods; (v) Technology and Processes; and (vi) Treasury and Finance; he/she shall also report to the Chief Executive Officer of the Bank.



COMPLIANCE OFFICER

The Compliance Officer is a high-level official dedicated exclusively to the work of prevention and control of Money Laundering crimes, Financing of Terrorism and Financing the Proliferation of Weapons of Mass Destruction (ML/FT/FPWMD). This officer reports directly to the Board of Directors and is in charge of the supervision and control of the ML/FT/FPWMD Prevention and Control Unit. He or she has functional authority to make decisions in the framework of the execution of his attributions, among which are the following: a) To Promote and supervise the compliance with policies, procedures, provisions and controls related to the Prevention and Control of Money Laundering and Financing of Terrorism and Financing of the Proliferation of Weapons of Mass Destruction approved by the Board of Directors of the Obligated Party; b) To design together with the ML/FT/FPWMD Prevention and Control Unit the Annual Operational Plan; c) To submit annual and quarterly reports to the Chairman and Board of Directors of the Bank, which, which among other aspects, contain the progress of the Annual Operating Plan, Annual



The internal auditor is responsible for ensuring that the Bank's operations and procedures comply with the law and prudential regulations

Training Program in Prevention and Control of ML/FT/FPWMD, as well as its recommendations for improving undertaken actions; d)

To file to the National Financial Intelligence Unit (UNIF) the Suspicious Activity Reports deemed necessary, as well as the replies to requests for information related to the subject required by it and other competent authorities, within

the deadlines established by the Law and request for information among other.

INTERNAL AUDITOR

In compliance with the Decree with Value and Force of Law on Banking Sector Institutions, the internal auditor is responsible for ensuring that the Bank's operations and procedures comply with the Law, prudential regulations, internal manuals of the Organization's procedures and the accounting Principles approved by the Superintendency of Banking Sector Institutions. Likewise, he is in charge of overseeing the proper functioning of the internal control systems; ensuring compliance with the resolutions of the General Meeting of Shareholders, the Board of Directors and the Superintendency of Banking Sector Institutions; signing the financial statements, together with the legal representative and the general accountant; internally coordinating the analysis of the different operations of the Institution and, working together with the Audit Committee, informing the Board of Directors about the results of the different audits carried out in order to improve processes and to be able to correct any gap that may arise.



DIRECTIVE THEMATIC COMMITTEES

These are the bodies that support the exercise of the responsibilities of the Board of Directors, which aim at promoting compliance with corporate policies and the transparency of the business conducted by management. During 2021, the Bank had the following committees:

● ASSETS AND LIABILITIES COMMITTEE

It constitutes the body that is directly responsible for the management of market and liquidity risks (price, interest and exchange rate) and for the adequacy of assets. It periodically analyzes the degree of exposure to risks and defines the financial strategies in the short and medium term against the risks assumed in accordance with the foreseeable evolution of the markets. Its main purpose is to manage assets and liabilities, from a financial, commercial and risk perspective, managing to anticipate market threats and opportunities, in order to optimize results and achieve compliance with the goals set in financial planning.

● AUDITING COMMITTEE

The Auditing Committee is responsible for monitoring the efficiency of the Internal Control System based on the results obtained in internal and external audits, reporting and giving an opinion on the reports, audits, and inspections that are carried out, and



verifying that the points raised have been addressed.

The information provided by the Audit Committee promotes the internal control culture in the Organization and contributes to the improvement of the management and efficiency of operations, as well as to the strengthening of policies, standards and procedures adjusted to the current regulatory framework.

The Audit Committee abides by the Bank's Bylaws, the Law on Banking Sector Institutions, and the Regulations issued by

the Superintendency of Banking Sector Institutions (Sudeban). Its structure complies with current regulations and best international practices, allowing for transparent management based on the highest professional and ethical principles framing the relationship with shareholders, clients, employees and other stakeholders of the Institution. This Committee has Internal Regulations for its operation aligned with good corporate governance practices, it meets once a month and is chaired by an Independent Director.

The Audit Unit has conducted the quality assurance reviews established in the Annual Operating Plan, which included regulatory audits in the risk area and in the area of Prevention and Control of Money Laundering and Financing of Terrorism, and Financing of the Proliferation of Weapons of Mass Destruction (PCLC/ FT/FPADM), which are reported to the Audit Committee, the Bank's Board of Directors, and the regulatory agency in compliance with the existing regulations.



THE FOLLOWING IS A SUMMARY TABLE:

CONDUCTED AUDITS	Reports issued during 2021		Reports issued during 2020	
	1st Half	2nd Half	1st Half	2nd Half
GENERAL BRANCHES, BRANCHES IN BORDER ZONE AND HIGH-RISK CLIENTS				
Gran Caracas	—	69	—	122
Central Los Llanos	—	18	—	28
Carabobo	—	16	—	22
Los Andes	—	18	—	22
South-Eastern	—	16	—	28
North-Eastern	—	17	—	22
Center-Western	—	19	—	23
Zulia Sur	—	12	—	14
Zulia-Falcón	—	12	—	16
Gran Caracas Border Zone	—	—	—	—
Central Los Llanos and Carabobo Border Zone	—	4	6	—
Los Andes Border Zone	—	14	19	—
South and North-Eastern Border Zone	—	16	26	—
Southern Zulia and Falcón Border Zone	—	23	34	—
Central Western High-risk Customers	—	—	—	4
Gran Caracas High-risk Customers	—	—	—	16
High-risk customers and PEP	—	1	—	—
Sub-Total	0	255	85	317
Total General	255		402	

CONDUCTED AUDITS	CENTRALIZED AREAS			
	1st Half 2021	2nd Half 2021	1st Half 2020	2nd Half 2020
Centralized Areas	30	20	34	26
Comprehensive Risk	1	1	1	1
Compliance Office	6	4	6	6
Sub-Total	37	25	41	33
Total General	62		74	

● HUMAN CAPITAL COMMITTEE

It is the body in charge of contributing to the monitoring of compliance with the rules on values and principles established in the Banesco Citizen Code of Ethics and Conduct and the events that affect the integrity and image of the Organization. It evaluates the demands and requirements associated with talent management and organizational changes, ensuring the proper alignment between the best people management practices and the needs of the business and it also contributes to the monitoring of compliance with the rules on values and principles and the events that affect the integrity and image of the Organization.

● CENTRAL CREDIT COMMITTEE

The purpose of this committee is to decide on credit requests submitted to it, according to the levels of autonomy authorized by the Board of Directors and in compliance with the regulations in force on this matter, decide on credit requests, approval and release of credit guarantees, decide on proposals for renegotiations of any of the terms and conditions of the approved credits. Renegotiation includes, but is not limited to, modifications to the approved conditions regarding payment terms, interest rates, extensions for loan amortization, substitution,



addition or release of guarantees and any other aspect related to the credits approved by this committee. Additionally, it submits to the Board of Directors a monthly report on credit approvals according to the levels of autonomy.

● APPOINTMENT AND REMUNERATION COMMITTEE

It is a body that supports the management carried out by the Board of Directors and its responsibilities comprise giving advice regarding the selection, appointment and remuneration of the members of the Board of Directors, in addition to the development of the approach for executive human talent strategic management in terms of compensation, development and succession.

● RISK COMMITTEE

Its main function is the administration, identification, measurement, and mitigation of the risks to which the Organization is exposed, through a system that includes objectives, policies, procedures, abilities for identification, measurement, assessment, and monitoring of risks, which support the Board of Directors in strategic planning and reasonably ensure the achievement of its goals.

● TECHNOLOGY COMMITTEE

Its main function is to ensure that technological implementations are aligned with the Organization's strategies and objectives, maintaining a global and horizontal vision of the business, using resources responsibly and identifying and managing risks. It also proposes policies under the main standards in the area of technology.

● EXECUTIVE COMMITTEE

This is the executive body responsible for ensuring compliance with the policies, strategies, standards, procedures and guidelines

established and approved by the Board of Directors, since the latter has delegated this responsibility to it. It is also in charge of the execution and monitoring of the most relevant issues related to the administration, monitoring and control of the business plans, its financial results and the bank's profitability. The committee adopts the necessary actions for the effective and optimal control of the executive management in order to achieve the objectives, indicators and growth targets established in the Strategic Planning. Likewise, this body reviews and approves the material issues.

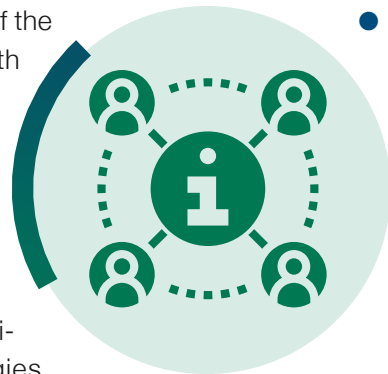
The main function of the technology committee is to ensure that technological implementations are aligned with the Organization's strategies and objectives



EXECUTIVE THEMATIC COMMITTEES

● **COMMUNICATIONS,
RESPONSIBILITY AND CORPORATE
SUSTAINABILITY COMMITTEE**

It is the committee in charge of designing implementing and ensuring compliance with the Corporate Strategic Communications Plan of the Organization, which ensures the alignment of the variables of the communication processes with the business strategy, facilitates the interrelation with the different audiences of interest and contributes to strengthen and improve the organizational identity and performance. Likewise, it defines and coordinates communication strategies that allow the incorporation of the company's culture in the Banesco Citizen, unifying its values and promoting the organizational philosophy in order to facilitate change processes. It works to generate identification and promote the company's mission, vision, values, and philosophy through internal communications. This governance body makes it possible to manage the business with a long-term view, incorporating the evaluation and monitoring of risks in economic, social and environmental matters. It is



appointed by the Bank's Board of Directors, reports to the Chief Executive Officer and is directly responsible for implementing and developing the Responsibility and Sustainability policy, with the participation of all areas of the bank.

● **PROCUREMENT &
BUDGETARY MANAGERIAL
COMMITTEE**

Its main function is to direct and govern the budget management and procurement processes from the formulation of the budget to the contracting of goods and services, guaranteeing efficiency levels of expenditure, as well as

the selection of the best option offered in the market, in order to achieve the Organization's strategic objectives.

● **INFRASTRUCTURE AND ASSETS COMMITTEE**

It is the body in charge of coordinating and promoting the design, development, and implementation of physical infrastructure projects in order to provide the Organization with spaces that meet its needs. It is also in charge of evaluating the destination of the institution's assets that, due to their conditions, have complied with the service for which they were acquired and are susceptible to being disposed of, as well as those assets that come from donations in payment, foreclosure sale, acquisitions and leases.



● PROJECTS AND INVESTMENT COMMITTEE

Its main objective is to ensure that the Project and Investment Portfolio, that will be recommended to the Executive Committee for its approval (annual or emerging), complies with those factors that justify the allocation of resources regarding the impact on the strategy achievement; value generated for the institution; business continuity; compliance with regulations; feasibility of the amount to be invested and the required execution capacity; ensuring the reasonability and feasibility of business cases for each of the approved investments; and finally, ensuring the control of the Portfolio of Projects and approved projects, with the return on investment as a promise of value.

● COMPREHENSIVE SECURITY AND BUSINESS CONTINUITY COMMITTEE

It is the management support body conducted by the Comprehensive Security area for the prevention and control of financial crimes and business continuity in order to guarantee the availability of critical services of the organization. Its responsibilities also comprise advising on information security, control and prevention of losses, financial and administrative investigations, as well as preparing and executing contingency plans

or measures in the event of unexpected or high-impact situations.

MANAGERIAL REPORT ON THE COMPLIANCE WITH GOOD GOVERNANCE REGULATIONS

For Banesco Banco Universal, compliance with the Principles of good Corporate Governance means carrying out its activity in accordance with the following standards:

Efficiency: Aimed at producing the highest value at the lowest cost in the shortest time and achieving the goals that have been set.

Equity: Strict respect for the right to equal treatment of shareholders, workers, clients and suppliers, as well as any person related to society.

Respect: For the economic and political rights of shareholders and clients.

Transparency, Communication and Information: Generate the greatest trust and credibility towards regulatory entities, internal bodies and our clients through the timely and truthful disclosure of information related to government bodies in order to contribute to the full knowledge of the company.

Banesco Banco Universal is therefore following the “one share, one vote” principle. Accordingly, it recognizes the proportionality that must be guaranteed between the percentage of participation in the capital and the corresponding right of participation in the formation of the will of the institution, always through the informed exercise of the shareholders’ political rights.

The Organization, through the Corporate Governance Direction and Legal Affairs Department, evaluates the governance mechanisms for the benefit and protection of the interests of its shareholders, clients and employees, as well as the creation of guidelines for the administration of the stimulus and managerial discipline that results in the satisfaction of our clients. In order to guarantee compliance with the world standards of good corporate governance, the performance of each of the government instances is evaluated annually, based on indicators that measure their management and with those results are evaluated. They undertake the necessary actions to optimize their operation, taking into account the criteria of efficiency and effectiveness in meeting the objectives of each committee.

It also conducts ongoing reviews before the Board of Directors of the composition,



objectives, and critical points of the governance bodies for purposes of optimization and follow-up.

REGULATION, CORPORATE AND UNIONS PARTICIPATION

Banesco Banco Universal is regulated in compliance with the Law on Banking Sector Institutions, the Law on the Central Bank Venezuela (BCV), prudential regulations issued by the Superintendency of Banking Sector Institutions (Sudeban), among others.

It is an active member of the Venezuelan Banking Association (ABV) and takes part in its various committees. It also takes part in several committees before the BCV and works with franchises and committees related to its businesses, such as: Suiche7B, Visa, MasterCard.

From a social action perspective, the Bank is a member of the Venezuelan-American Chamber of Commerce and Industry (Venamcham) at the national level, The Voluntary Dividend for the Community and the Caracas Chamber of Industry.

Banesco Banco Universal, C.A. is aware of social and environmental issues in all its activities.



OUR ETHICS AND HUMAN RIGHTS POLICY

We promote equality among our personnel and in the treatment with our clients without distinction as to ethnic origin, socioeconomic status, marital status, age, physical appearance, disability, political affinity, religious belief (or lack thereof), sexual

religious belief (or lack thereof), sexual orientation or any other particularity. We respect their dignity and guarantee equal opportunities. We base our business relationships on equity, fair transactions and mutual benefit, and a non-discriminatory policy for selecting suppliers.

Banesco Banco Universal, C.A., takes into account social and environmental issues in all its activities. We are signatories of the United Nations Global Compact. These are agreements by which organizations around the world make a voluntary commitment to establish in their strategies operations, principles related to labor standards, environment, human rights, corruption and transparency.

Banesco Banco Universal, C.A., takes into account social and environmental issues in all its activities. We are signatories of the United Nations Global Compact. These are agreements by which organizations around the world make a voluntary commitment to establish in their strategies operations, principles related to labor standards, environment, human rights, corruption and transparency.

Banesco reports annually its progress in implementing the 10 Principles of the United Nations Global Compact regarding human rights, work, environment, and anti-corruption, through the Responsibility and Sustainability Report, which is public.



Banesco Banco Universal seeks to implement these commitments as part of its business strategy. Therefore, it has complied with these initiatives:

- 56 contracts were signed with suppliers in 2020, 12 of which included Clause Number 20, Subsection J) related to the Ten Principles of the Global Compact,
- The content of the Ten Principles of the Global Compact through our internal and external media (blog).

based on the Universal Declarations and Conventions applicable to Human Rights, Environment, Labor Standards, and Anti-corruption.

OUR BANESCO RESPONSIBILITY AND SUSTAINABILITY POLICY

Our Responsibility and Sustainability Policy is aimed at achieving Economic, Social and Environmental Sustainability and a responsible management in all areas of the organization. We are committed to the Sustainable Development of our stakeholders and –to achieve the goal that we have established– we have established a value proposition, based on our products, services and programs that promote Economic, Social and Environmental Development in a balanced manner. Therefore, we assume our responsibility to respect and promote Human Rights; to contribute to the well-being in all its areas of operation; to interact, under ethical principles, with all its different interlocutors: workers, clients, suppliers, authorities, shareholders and society in general.

As a remarkable factor, Banesco Banco Universal, has decided to be an active agent in the support of small businesses and micro-entrepreneurs by training entrepreneurs and developing inclusive products and services that are an opportunity for all the sectors of population.

Banesco Banco Universal, C.A. is committed to contributing to the Sustainable Development Goals (SDGs) of the United Nations. That is why through our management and business activities, as well as our social programs, we contribute directly to the fulfillment of these goals.

During 2021 we developed an institutional campaign to educate and raise awareness among our stakeholders about the Sustainable Development Goals. The means of diffusion were social networks, the corporate blog, internal media and messages on radio stations.



This educational campaign began this year and will run until 2022. Among the points to be developed are:

1. What and what are the SDGs, their importance and background?
2. How does Banesco contribute to the SDGs?
3. Simple actions to contribute to the SDGs as citizens.

Likewise, for the second consecutive year, we were part of the organizing committee of the Business Sustainability Forum organized by the United Nations in order to promote the achievement of the 17 Sustainable Development Goals for the year 2030.





THE MAIN SDGS THAT WE COVER WITH OUR BANKING ACTIVITY AND SOCIAL MANAGEMENT ARE THE FOLLOWING:



NO POVERTY We promote support projects that boost the resilience of communities and people in vulnerable situations. Through our Microentrepreneur Training Program, we educate entrepreneurs to be more productive in their businesses in order to be sustainable and profitable.



ZERO HUNGER We offer our employees constant support and benefits for the nutrition of them and their families. We provide various options that contribute to putting an end to hunger, achieving food security and improving the nutrition of our employees and their families. Likewise, we contribute directly to feeding programs carried out by our partners and social allies in vulnerable populations.



GOOD HEALTH AND WELL-BEING We collaborate with health institutions to improve people's quality of life and meet their needs. Our employees and their families have a health policy for Hospitalization, Surgery, and Maternity as well as support in case of extreme illnesses. Our medical service located at the Bello Monte headquarters provides primary care to our employees in the region. In 2021, preventive and informative talks were given on health and COVID-19 issues.



QUALITY EDUCATION We promote education as a mechanism to overcome poverty and contribute to the progress of the communities in which we operate. Education is one of the main pillars of our Corporate Responsibility and Sustainability policy, and to be able to act we rely on alliances with our partners and social allies in the education sector. We contribute to projects that allow them to fulfill their objective of providing education, we grant university scholarships, we have an editorial collection that is disseminated through the Banesco Virtual Library, which is totally free of charge, and we educate through the Microentrepreneurship Training Program.



GENDER EQUALITY We are open to diversity; we understand and respect every human being. We have a Code of Ethics that contemplates non-discrimination, which is applicable to



our Human Capital and stakeholders. Our Microentrepreneurship Training Program reports a participation of more than 60% of women.



DECENT WORK AND ECONOMIC GROWTH We count on a trained Human Capital committed to the business that allows us to meet the needs of our customers immediately. We are competitive in the labor market with the aspiration of attracting and retaining the best talent and that its professionals feel motivated, committed and rewarded.



REDUCED INEQUALITIES We implement programs to boost the financial inclusion of communities and their capacity for entrepreneurship so that they obtain the necessary skills to manage their businesses successfully and contribute to the economic growth of their communities.



SUSTAINABLE CITIES AND COMMUNITIES We are committed to contributing to the progress and growth of people and businesses to support the sustainable development of communities.



RESPONSIBLE PRODUCTION AND CONSUMPTION We are careful and committed to the correct and transparent integration of ethical, social and environmental criteria for the development of a responsible activity.



PEACE, JUSTICE AND STRONG INSTITUTIONS We are a transparent organization in our business actions. We are committed to accountability to all our stakeholders and to ethical responsibilities, risks and anti-corruption issues.



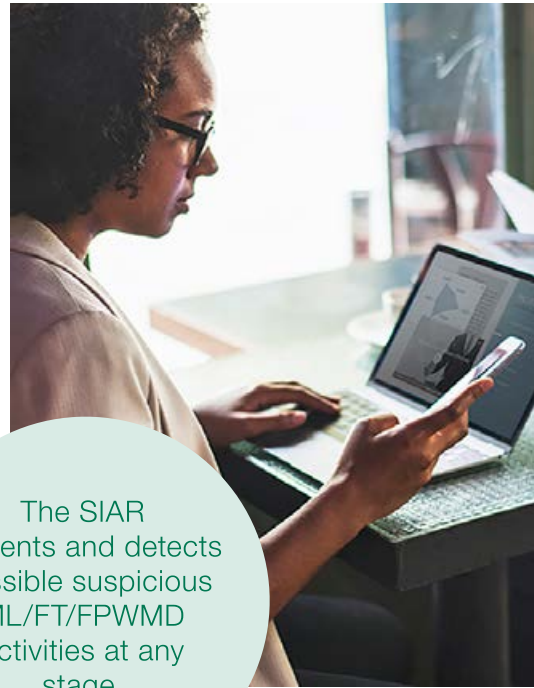
PARTNERSHIPS FOR THE GOALS We are convinced that strategic alliances between different sectors, organizations, and companies allow us to contribute exponentially to the sustainable development of communities. We respect the legal framework in force, which contributes to the application of poverty eradication policies.



MONEY LAUNDERING AND FINANCING OF TERRORISM COMPREHENSIVE RISK MANAGEMENT SYSTEM (SIAR ML/FT/FPWMD)

Banesco Banco Universal, with regard to Prevention and Control of Money Laundering, Financing of Terrorism and Financing of proliferation of weapons of mass destruction (PCML/FT/FPWMD) is governed by Resolution No. 083.18 issued by the Superintendency of Banking Sector Institutions (Sudeban), which lays down the “Rules for Management and control of risks related to Money Laundering, Financing of Terrorism and Financing of Proliferation of weapons of mass destruction applicable to Banking Sector Institutions. In addition, it is governed by the Organic Law against Organized Crime and Financing of Terrorism as well as the Organic Law on Drug.

At Banesco Banco Universal, the Comprehensive Risk Management System for Money Laundering, Financing of Terrorism and Financing of the Proliferation of Weapons of Mass Destruction (SIAR ML/FT/FPWMD), is adapted to the complexity of business, products and financial transactions offered and is in compliance with the legal



The SIAR prevents and detects possible suspicious ML/FT/FPWMD activities at any stage.

regulations governing the matter.

Through the SIAR, potential suspicious (ML/ FT/FPWMD) activities are prevented and identified, in any of their stages, taking the following steps:

- **Prevention:** In order to reduce the possibility that funds coming from activities related to (ML/FT/FPWMD) enter in the Banking System, by applying policies,

procedures and internal controls for the proper knowledge of the client and of the employees, complemented by a continuous communication and training of the Bank staff at all levels, in compliance with the training policies established in said Resolution.

- **Control and Detection:** Of activities intended to be carried out or that have been conducted in order to give semblance of legality to transactions related to ML/FT/FPWMD, by means of implementing proper, timely, and effective controls and monitoring tools.
- **Report:** Timely, efficient and effective report of the identified transactions that are pretended to be carried out or that had been conducted and that are suspected to be related to ML/FT/FPWMD.
- **Preservation:** For the legal term established in Article 70 of these regulations, of all files, transaction records and documentation, both in physical and electronic form, derived from the preceding tasks aimed at providing the competent authorities with these elements when they are required to advance their investigations.





OUR POLICY

When it comes to managing the business, transparency and dialogue with our stakeholders is one of the most important premises for Banesco Banco Universal, C.A. We promote the confidence of our shareholders by offering profitable and sustainable growth and a plural and participative management of the business. We sustain our business management with diverse ideas and thinking that benefit us and provide high profitability and solvency.

We responsibly fulfill our obligations to our shareholders through our Shareholders' Unit and hold ordinary and extraordinary meetings to inform them, in a transparent manner, about how the business is being managed.

OUR MANAGEMENT

We have a solid and transparent corporate governance framework that allows us to manage risks and opportunities prudently in order to protect the interests of our shareholders and society as a whole.

The capital remuneration policy seeks a balance between the payment of dividends and sufficient capitalization levels to meet

the challenges, opportunities and difficulties that may arise. We are respectful of the rights of all shareholders with regard to the dividend payout policy.

During the year 2021, in compliance with the established biosecurity measures, Ordinary and Extraordinary Assemblies were held on March 22 and September 22, respectively, as well as in 2020, when Ordinary and Extraordinary Assemblies were held.

SHAREHOLDERS' UNIT

For Banesco Banco Universal, C.A., transparency is a commitment not only to our shareholders but to all our stakeholders. For this reason, we maintain constant communication and fluid interaction with them, ensuring that their opinions are considered by management and governing bodies. We have a specialized unit to attend to the requirements, doubts and comments of our shareholders in an expeditious and transparent manner, where they can obtain information on historical statements of their dividends, claims, certifications, transfer of shares (in the event of death), warranties, delivery of reports and everything related to Banesco shares.

SHAREHOLDERS

As of December 31, 2021, Banesco Banco Universal, C.A., had 5,935 shareholders owning Banesco shares, preserving the same number as in 2020.



ANSWERED CALLS

2020	2021
1,780	845

E-MAILS SENT



2020	2021
11,204	8,300

Communication with our shareholders is customized. Likewise, if they wish, they can access them electronically through our web page, mailbox and permanent telephone lines.

During 2021, inquiries from our shareholders were mainly focused on the status of capital increases, the shareholder position and the amount of dividend cancellation.



BASIC FEATURES

SHARE CAPITAL (VED)

2021	Capital (VED) 1 Total Equity 104,483,067
2020	Capital (VED) 12,500.00 Total Equity 43,477,748,346,246

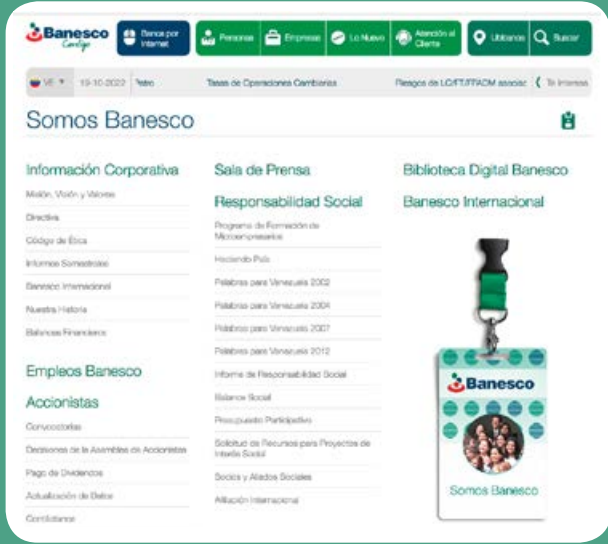

SHARES	2021	2020
Number of shares	9,125,000,000	125,000,000
Circulation	9,122,045,467	122,045,467
Treasury	2,954,533	2,954,533

N° OF SHAREHOLDERS	2021	2020
Total	5,935	5,935

To prevent Covid-19, biosecurity measures were implemented in the development of the meetings and in the customized attention to shareholders during this period, as well as the effective and immediate attention through:

- **E-mail:**
atencion_al_accionista@banesco.com
- **Telephone number:**
0212-501-92-59 / 77-34
- **Bank's website:**
www.banesco.com/category/somos-banesco

This section of the web site is updated in a timely manner on topics inherent to Banesco Banco Universal's shares.

DIALOGUE WITH OUR SHAREHOLDERS

Communication and information transparency is one of the principles that we have established in our policies. That is why we have established various communication spaces to maintain a close and close relationship with our shareholders and different interest groups. Among them are:

- Shareholders Unit.
- Ordinary and Extraordinary General Shareholders' Meetings.
- Semiannual Financial Reports.
- Annual Corporate Social Responsibility Report.
- Digital newsletter, sent via email to our clients.
- Contacts and direct meetings with shareholders.
- Agency network.
- The corporate website www.banesco.com, which offers relevant information related to financial information issued by the Bank and by external auditors, CSR reports, and semiannual financial reports.

OUR HUMAN CAPITAL

102-7, 102-16, 102-17, 102-25,
102-34, 103-1, 103-2, 103-3, 406-1,
408-1, 412-1, 412-2



OUR POLICY

At Banesco Banco Universal, C.A., we are focused on offering more humane and sustainable work environments aligned with our corporate values.

For the Organization it is important to enhance the capabilities and skills of our employees to develop their full potential and offer our customers a quality service to meet the demands of the market.

We are respectful of diversity and differences. We select, develop, promote and evaluate talents based on their results, values and potential as a distinctive cultural trait.

OUR MANAGEMENT

During the year 2021, we maintained our hybrid or mixed work strategies in order to continue providing service to our clients during the pandemic, prioritizing the care of our talents through the constant updating and monitoring of biosecurity measures, as well as improvements and support for leaders and employees during teleworking and mixed work shifts.

Our purpose is to generate stable sources of employment without discrimination of any

kind, in 2021 we covered vacant positions with 352 new admissions to close the year with 3,036 employees and 9 interns in our workforce.

BANESCO CODE OF ETHICS AND CONDUCT

The principles of ethics and conduct of all employees are incorporated in the Banesco Code of Ethics and Citizen Conduct and are aimed at respecting human rights and preventing and controlling money laundering. The code contributes

to the standardization of actions, roles and values, seeking excellence in relations with all those who are part of Banesco and with whom we interact.

Our Code of Ethics and Conduct is a public document that can be found on the Intranet Portal and on the website (<https://bit.ly/31y-G5yQ>) for consultation by interested parties.

During the year 2021, a Communication Plan was carried out aimed at reinforcing corporate values, through videos, notices and bulletins, highlighting the behaviors



expected from Banesco Citizens. This plan also emphasizes compliance with internal regulations regarding Conflict of Interest and compliance with the Prevention of Money Laundering, financing of terrorism and financing for the proliferation of weapons of mass destruction, specifically with regulations regarding the declaration of extraordinary income and the “know your employee” policy.

In this same vein, several training actions were carried out in order to strengthen the Leader’s Decalogue and the knowledge of the Code

of Ethics within the management and executive segment. Among them, it is worth mentioning the execution of Virtual Rallies, activities in which managers and collaborators participated and which were intended to reinforce the knowledge of the Code of Ethics and the regulations established in the Bank in a dynamic manner.

During the year 2021, two updates were made to the Code of Ethics, in order to improve the employee experience regarding



Extraordinary Income and to facilitate communication between employees and the Ethics Committee. We also have an e-mail address Contigo_Capital_Humano@banesco.co.com through which our employees can maintain constant and direct communication with the Coordination of the Human Capital Attention Center (CACH), an area that attends to the requirements of Banesco Citizens that are related to Human Capital management and require an immediate or short-term response. The requests received are handled in coordination with the areas involved in their resolution. The employee receives a response through the channels designed for this purpose.



During 2021, Banesco Banco Universal, C.A. did not receive any complaints regarding Human Rights related to employees, shareholders, customers, the community or suppliers.

AGE AND GENDER DISTRIBUTION

AVERAGE	2021			2020			Variation		
Age	Fem.	Male	Total	Fem.	Male	Total	Fem.	Male	Total
15-17	8	5	13	1	0	1	700%		1200%
18-25	153	124	277	196	157	353	-21.94%	-21.02%	-21.53%
26-30	212	127	339	255	149	404	-16.86%	-14.77%	-16.09%
31-35	271	139	410	348	161	509	-22.13%	-13.66%	-19.45%
36-40	364	144	508	400	180	580	-9%	-20%	-12.41%
41-45	319	142	461	332	154	486	-3.92%	-7.79%	-5.14%
46-50	288	144	432	292	149	441	-1.37%	-3.36%	-2.04%
51-55	166	123	289	171	136	307	-2.92%	-9.56%	-5.86%
56-60	113	98	211	117	93	210	-3.42%	5.38%	0.48%
61-65	44	27	71	36	26	62	22.22%	3.85%	14.52%
66-70	14	13	27	13	10	23	7.69%	30%	17.39%
71-75	5	0	5	6	3	9	-16.67%	-100%	-44.44%
>75	1	1	2	1	0	1	0%	—	100%
Total	1,958	1,087	3,045	2,168	1,218	3,386	-9.69%	-10.76%	-10.07%

GENDER DISTRIBUTION AND POSITION: CATEGORIES

	2021			2020			Variation		
LEVEL	Fem.	Male	Total	Fem.	Male	Total	Fem.	Male	Total
Interns / Apprentices	66	33	99	72	49	121	-8.33%	-32.65%	-18.18%
Base	664	245	909	832	329	1,161	-20.19%	-25.53%	-21.71%
Professional / Technical	891	621	1,512	905	636	1,541	-1.55%	-2.36%	-1.88%
Supervision	44	46	90	49	53	102	-10.20%	-13.21%	-11.76%
Managerial	273	114	387	288	124	412	-5.21%	-8.06%	-6.07%
Vice-presidents	20	23	43	19	21	40	5.26%	9.52%	7.50%
CEO	0	1	1	-	-	-	-	-	-
Directors	0	3	3	3	5	8	-100.00%	-40.00%	-62.50%
President	0	1	1	0	1	1	-	0.00%	0.00%
Total	1,958	1,087	3,045	2,168	1,218	3,386	-9.69%	-10.76%	-10.07%

AGE AND POSITION DISTRIBUTION CATEGORY

AGE GROUPS	2021						2020					
	15-17	18-30	31-40	41-50	> 50	Total	15-17	18-30	31-40	41-50	> 50	Total
Interns / Apprentices	13	86	0	0	0	99	1	120	0	0	0	121
Base	0	246	371	204	88	909	0	331	497	228	105	1,161
Professional / Technical	0	278	458	465	311	1,512	0	294	496	457	294	1,541
Supervision	0	4	19	38	29	90	0	6	28	38	30	102
Managerial	0	2	66	172	147	387	0	6	64	189	153	412
Vice-presidents	0	0	4	13	26	43	0	0	4	14	22	40
CEO	0	0	0	1	0	1	0	0	0	0	0	0
Directors	0	0	0	0	3	3	0	0	0	1	7	8
President	0	0	0	0	1	1	0	0	0	0	1	1
Total	13	616	918	893	605	3,045	1	757	1,089	927	612	3,386

CONTRACTING AND GENDER DISTRIBUTION

LEVEL	2021		2020		Variation	
	Fem.	Male	Fem.	Male	Fem.	Male
Apprentices	60	30	70	48	-14.29%	-37.50%
Interns	6	3	2	1	200.00%	200.00%
Contracted	49	35	6	11	716.67%	218.18%
Fixed	1,843	1,019	2,090	1,158	-11.82%	-12.00%
Total	1,958	1,087	2,168	1,218	-9.69%	-10.76%
Total	3,045		3,386		-10.07%	

NATIONAL DISTRIBUTION

The recruitment policy is the same for all regions of the country. During 2021, due to the Covid-19 pandemic, these processes were adjusted virtually, conducting interviews via telephone or Google Meet. Our Human Capital offices in the regions review and evaluate candidate profiles to validate that they are in line with organizational requirements.

The Vice Presidents responsible for the Sales Network in the different regions of the country are natives of each of these regions, which gives them a better understanding of the economic dynamics in each locality and of their customers.

In the regions, the recruitment of sales executives contributes to the benefit of local communities and at the same time provides a better understanding of the regional situation, which strategically strengthens decision making based on the particularities of each area.



Our territorial division corresponds to our business strategy and therefore represents an important source of employment in the different regions of the country. 94% of our workforce is made up of permanent employees.

TOTAL EMPLOYEES

Year	Total Employees
2021	3,045
2020	3,386
Variation %	-10.07%

GENDER DISTRIBUTION

Year	Female	Male
2021	1,958	1,087
2020	2,168	1,218
Variation %	-9.69%	-10.76%

SENIORITY AVERAGE

Year	Seniority Average
2021	10.77
2020	10.4
Variation %	3.56%

TOTAL EMPLOYEES
FOR WORKING HOURS

Hours	Quantity
Full Time	2,993
Part Time	52

NATIONAL DISTRIBUTION

REGION	2021		2020		Variation	
	Employees	Total in %	Employees	Total in %	Employees	Total in %
Capital	2,056	67.52%	2,258	66.69%	-202	59.24%
Center	271	8.90%	319	9.42%	-48	14.08%
Western-Andean	256	8.41%	284	8.39%	-28	8.21%
Eastern South	262	8.60%	299	8.83%	-37	10.85%
North-Western	200	6.57%	226	6.67%	-26	7.62%
Total General	3,045	100%	3,386	100%	-341	100.00%

VICE-PRESIDENTS OF THE NET

REGION	2021		2020	
	Quantity	% from local community	Quantity	% from local community
Capital	1	100%	2	100.00%
Central Western	1	0.00%	1	0.00%
Western-Andean *	1	0.00%	1	0.00%
Eastern South	1	100%	1	100.00%
North-Western **	1	100%	1	100.00%
Total General	4	75%	6	66%

* The Central-West Region and Western Andean Region were merged into one "Western Andean", however, the position title of the VP is "VP Commercial Western"

** The name of the Zulia-Falcón Region was updated to "Western North".



INCOME AND EXPENDITURE VARIATION

The employee turnover rate at Banesco Banco Universal is obtained from the percentage index between the number of income and expenditure, and the relationship with the number of employees in the area in a given period.

Between 2020 and 2021 this index went from 17.35% to 16.57%. Thus, the variations occur within the legal labor framework, aiming at better labor relations and excellent organizational climate in compliance with the provisions of the Organic Law on Prevention, Conditions and Working Environment (LOPCYMAT).

TURNOVER RATE

ITEM	2021	2020
Income	352	128
Expenditure	657	1,047
Population	3,045	3,386
Total	16.57%	17.35%

- In revenues, transfers to permanent employees and contract renewals were not considered. The turnover rate is calculated using the formula $[(\text{Revenues} + \text{expenses})/2] \text{population at the end of the year} \times 100$.

TURNOVER RATE BY REGION

REGION	2021			2020		
	Population	Income + Expenditure	Turnover rate	Population	Income + Expenditure	Turnover rate
Metropolitan Region	2,056	699	17.00%	2,258	764	16.92%
Los Llanos Center Region	271	76	14.02%	319	143	22.41%
Western-Andean Region	256	102	19.92%	284	136	23.94%
North-western Region	200	76	19.00%	226	64	14.16%
South-eastern Region	262	56	10.69%	299	68	11.37%
Total General	3,045	1,009	16.57%	3,386	1,175	17.35%

TURNOVER RATE BY REGION, AGE, AND GENDER

BANESCO BANCO UNIVERSAL	2020									
	<18		18-30		31-40		41-50		>50	
Metropolitan Region	28.57%	22.22%	22.88%	22.19%	13.02%	13.69%	8.66%	9.66%	10.45%	7.97%
Los Llanos Center Region	—	—	20.59%	38.71%	16.80%	20.27%	14.20%	10.00%	12.31%	7.89%
Western-Andean Region	—	—	36.46%	54.55%	13.15%	22.58%	10.91%	17.14%	4.76%	2.17%
North-western Region	—	—	13.73%	10.71%	11.94%	13.64%	6.73%	23.33%	9.72%	5.00%
South-eastern Region	—	—	14.29%	18.18%	10.56%	9.80%	10.75%	18.18%	6.82%	28.57%

BANESCO BANCO UNIVERSAL	2021									
	<18		18-30		31-40		41-50		>50	
Metropolitan Region	68.75%	50.00%	31.06%	38.36%	14.90%	19.54%	7.02%	10.87%	7.49%	5.94%
Los Llanos Center Region	-	-	26.47%	41.67%	20.24%	9.26%	7.64%	10.87%	6.06%	16.67%
Western-Andean Region	-	-	46.55%	41.67%	15.43%	22.00%	13.39%	16.07%	4.17%	15.38%
North-western Region	-	-	23.53%	33.33%	17.71%	31.25%	14.29%	22.73%	13.79%	19.05%
South-eastern Region	-	-	72.22%	30.00%	7.53%	16.67%	6.79%	11.76%	5.95%	8.82%



TURNOVER RATE BY REGION AND GENDER

REGION	2021						2020					
	Population		Income / Expenditure		Índice de Rotación		Population		Income / Expenditure		Índice de Rotación	
	Fem.	Male	Fem.	Male	Fem.	Male	Fem.	Male	Fem.	Male	Fem.	Male
Metropolitan Region	1,226	830	380	319	15.50%	19.22%	1,343	915	464	300	17.27%	16.39%
Los Llanos Center Region	206	65	58	18	14.08%	13.85%	247	72	105	38	21.26%	26.39%
Western-Andean Region	178	78	68	34	19.10%	21.79%	193	91	76	60	19.69%	32.97%
North-western Region	143	57	47	29	16.43%	25.44%	159	67	41	23	12.89%	17.16%
South-eastern Region	205	57	40	16	9.76%	14.04%	226	73	46	22	10.18%	15.07%
Total General	1,958	1,087	593	416	15.14%	19.14%	2,168	1,218	732	443	16.88%	18.19%

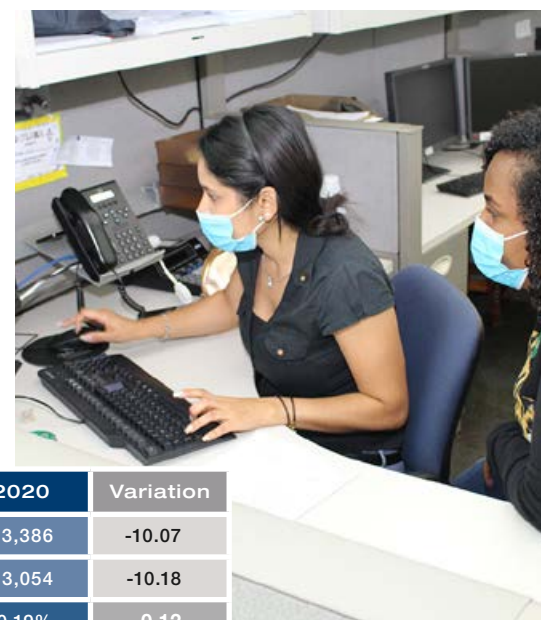
PERFORMANCE ASSESSMENT

This year, we conducted performance assessments for the entire population on a semiannual basis; considering the methodology for measuring quantitative objectives according to the results of the Bank's strategic indicators and those of the related Executive Unit. Likewise, we maintained the diagnosis of key competencies according to the role occupied by each collaborator, in order to deepen the development plans for the closing of gaps in critical roles and talents in 2022. The total number of citizens with performance evaluations in 2021 was 2,743 employees (86 of those evaluated belong to the Executive segment).

PERFORMANCE ASSESSMENT

Regarding the target population to be evaluated (without executives), 95.03% was achieved; the remaining percentage corresponds to inactive personnel or those who were not evaluated by their supervisors within the established timeframe at the time of the performance evaluation in 2021. Considering the final number of employees at the end of the year, 90.08% corresponded to this performance measurement.

REGION	2021	2020	Variation
Total Employees	3,045	3,386	-10.07
No. of assessed employees	2,743	3,054	-10.18
% of assessed employees	90.08%	90.19%	-0.12



PERFORMANCE ASSESSMENT BASED ON POSITIONS

REGION	2021				2020			
	Male		Female		Male		Female	
	Assess.	%	Assess.	%	Assess.	%	Assess.	%
Base	1,226	830	380	319	1,343	915%	464	300%
Professional/Technician	206	65	58	18	247	72%	105	38%
Supervision	178	78	68	34	193	91%	76	60%
Managerial	143	57	47	29	159	67%	41	23%
Vice-presidents								
Directors								
Gender total	205	57	40	16	226	73%	46	22%
Total General	1,958	1,087%	593	416%	2,168	1,218%	732	443%



POSITION PROMOTIONS

Our internal promotion policy allows our employees to grow internally to positions of greater responsibility, which is why, in 2021, we promoted 246 employees as a primary source for filling vacancies and as development options within the Organization.

POSITION PROMOTIONS

DIRECTORATE	2021	2020	Variation
General Management	1	—	—
Board of Directors	9	12	-25%
Executive Presidency	24	20	20%
Bank Exec. Dir.	8	—	—
Commercial Exec. Dir.	97	573	-83%
Credit and Logistics Exec. Dir.	43	55	-22%
Prod. Exec. Dir. and Pay. Methods Services	12	5	140%
Technology and Processes Exec. Dir.	31	29	7%
Treasury and Finances Exec. Dir.	18	16	13%
Exec. Dir. Corp. Gov. and Legal Affairs	3	5	-40%
Total General	246	715	-66%



REMUNERATION POLICIES

We are committed to improving the quality of life of our employees and their families; in this regard, during 2021 we made 2 minimum wage increases, in compliance with regulations and 01 additional increase as part of our salary policy, ending the year with an overall increase of 1008%. Likewise, improvements were made to the food bonus benefit in compliance with the regulations issued and in force.

REMUNERATION POLICIES FOR THE HIGH GOVERNMENT BODY AND THE TOP MANAGEMENT

We continually evaluate the needs of our employees and seek to provide them with better working conditions. In 2021, a general average increase of 151% was granted to all Banesco Citizens, at three different times; 8% in March, 263% in May and 189% in August, in compliance with the regulations in force, for a total accumulated general increase of 1008% for the year.

PROCESSES TO CALCULATE REMUNERATION

Banesco Banco Universal, C.A. establishes its payments by analyzing the relative weights of its positions in each of its work units, taking into consideration the decrees on this matter by the Executive branch, the budget defined for this purpose, macroeconomics indicators, and any other relevant variables that allow for the appropriate allocation to be established for each case. The yearly remuneration of a collaborator includes Basic Monthly Income, Vacation Bonus, Profits and a Company Contribution to Savings Bank of 11%.

PERCENTAGE INCREASE OF YEARLY PAYMENT REGARDING THE HIGHEST-PAID PERSON IN COMPARISON TO THE PERCENTAGE INCREASE OF YEARLY PAYMENT FOR THE REST OF THE BANK

PAYMENT	2021	2020
Highest-paid position	2,186%	331%
Average Salary	1,150%	580%
% of Annual Increase	1,008%	288%

- Given the local context in which the activities of Banesco Banco Universal, C.A. are carried out, there is information that is kept confidential to safeguard the personal safety of our employees and the Institution's senior management.

RELATION BETWEEN YEARLY REMUNERATION OF THE HIGHEST-PAID PERSON COMPARED TO YEARLY AVERAGE SALARY OF OTHERS IN THE ORGANIZATION

During this period, we have reduced the gap between the average yearly remuneration of the highest-paid person compared to others in the organization.

PAYMENT	2021	2020
Average Remuneration of the rest of the population	25,00	2.715.718
Total Annual Compensation Ratio	6,4	1,29

- The average salary of the remaining population is calculated at the end of the reported year, and it does not include the highest-paid person in the organization.
- The estimate includes full-time, part-time and contract workers.
- Given the local context where the activities of Banesco Banco Universal, C.A. are developed, information is kept confidential to safeguard the personal safety of our collaborators and the Institution's senior management.



EMPLOYEES WITH DISABILITIES

In line with our corporate values, we promote the integration and job training of people with disabilities in the Organization.

We develop strategies for the inclusion of people with special needs based on international and national guidelines that guide the management of these problems.

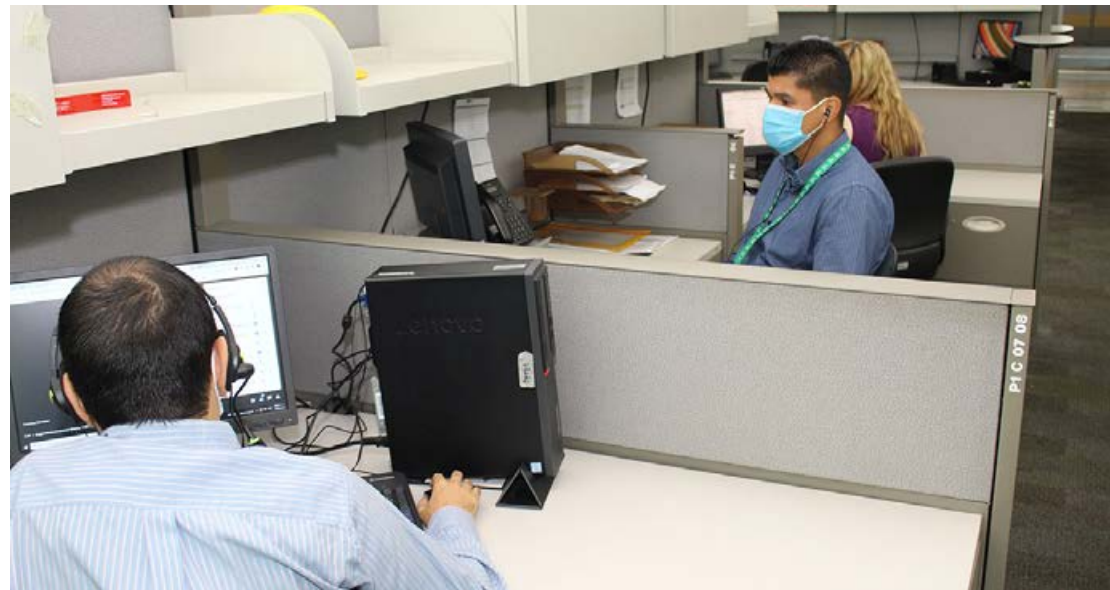
Their development has undoubtedly enabled them to both feel and be productive for society, making an example of their effort and perseverance in and outside the Bank.

DISABILITIES BY REGION

REGION	2021	2020	Var.
Metropolitan	9	12	-25%
Total	9	12	-25%

TYPE OF DISABILITY BY GENDER

TYPE	2021		2020	
	Female	Male	Female	Male
Visual, Musculoskeletal	0	0	1	0
Visual, Intellectual, Mental	0	0	1	2
Visual	1	0	2	0
Musculoskeletal	1	1	0	1
Intellectual, Mental, Musculoskeletal	0	0	0	1
Intellectual, Mental	2	4	1	2
Musculoskeletal disability and other	0	0	1	0
Total General by Gender	4	5	6	6
Total General	9		12	



TRAINING

During 2021, we designed and delivered learning experiences in accordance with the different learning modalities: on-site, remote and online, aimed at providing technical and professional improvement to Banesco Citizens for them to efficiently perform their functions and, with our support, to produce high quality results.

TRAINING BY POSITION LEVELS

LEVEL	Participation			Man Hours			Average Hours		
	2021	2020	Variation %	2021	2020	Variation %	2021	2020	Variation %
Base	6,257	2,094	198.81%	58,659	21,153	177.31%	9.37	10.10	-7.18%
Professional / Technician	16,261	24,861	-34.59%	117,875	202,619	-41.82%	7.25	8.15	-11.06%
Supervision	1,060	1,446	-26.69%	8,092	11,330	-28.58%	7.63	7.84	-2.63%
Managerial	6,845	5,764	18.75%	31,041	33,248	-6.64%	4.53	5.77	-21.41%
Vice-presidents	424	562	-24.56%	2,592	562	361.21%	6.11	1.00	511.32%
Directors	6	11	-45.45%	12	11	9.09%	2.00	1.00	100.00%
President	0	—	—	0	—	—	0.00	—	—
Total	30,853	34,738	-11.18%	218,271	268,922	-18.83%	7	7.74	-8.60%

TRAINING BY GENDER

LEVEL	Trained Employees 2021				2020			
	Female	%	Male	%	Female	%	Male	%
Base	4,747	22.44%	1,510	15.44%	1,229	5.38%	865	7.27%
Professional / Technician	10,535	49.79%	5,726	58.55%	16,363	71.62%	8,498	71.46%
Supervision	594	2.81%	466	4.76%	807	3.53%	639	5.37%
Managerial	5,021	23.73%	1,824	18.65%	4,339	18.99%	1,425	11.98%
Vice-presidents	261	1.23%	248	2.54%	104	0.46%	458	3.85%
Directors	0	0.00%	6	0.06%	4	0.02%	7	0.06%
President	0	0.00%	0	0.00%	—	—	—	—
Total	21,158	100%	9,780	100%	22,846	100%	11,892	100%

$$\text{AVERAGE HOURS} = \frac{\text{TOTAL MAN HOURS}}{\text{NO. OF PARTICIPATIONS}}$$

$$\text{AVERAGE HOURS} = \frac{268,922 \text{ HOURS}}{34,738 \text{ PARTICIPANTS}} = 7.741435$$



OPERATIONAL RISK WORKSHOPS

During 2021, we paid special attention to the specific training for Comprehensive Risk Delegates. The training was driven by the multiplier effect of the risk area in the rest of the organization, with the advice, the support, and the passing on of knowledge for risk management through a Theoretical and Practical Fundamental Program. It was carried out by means of a webinar and since it was an Internal Training program, it did not require an extraordinary economic investment.

In this regard, with the joint work and participation of those responsible for the processes within the Organization, the deployment of Banesco's Risk Culture Plan was a key initiative to reinforce and leverage the continuity of communication, assessment, and training activities for Banesco citizens regarding Comprehensive Risk Management and the methodology for its implementation.

These training programs were conducted by the team of expert facilitators in Risk matters, who provided in-depth training and analysis with practical cases related to the reality of the Organization.

TRAINING BY FIELD OF KNOWLEDGE

AREA OF KNOWLEDGE	TRAINING HOURS		
	2021	2020	Variation %
Banking or Regulations Knowledge	154,971,00	242,342,5	-36.05
Technical Knowledge	48,734	15,884	206.81
Skill Development	15,729	11,567	35.98
Total Training Hours	219,434,00	269,793,50	-18.67
Total Employees	3,045	3,086	-1.33
Average Training Hours	72,06	87	-17.17
Total Employees Trained	2,823	3,059	-7.71
% Employees Trained	92.71%	99.12%	-6.47

OPERATIONAL RISK WORKSHOPS AND TRAINING

NAME OF THE ACTIVITY	2021		2020	
	Participants	Certified / Approved	Participants	Certified / Approved
Specialized talks on AIR, Managerial Methodology of Risk and Operational Risk Tools // 2021: For Comprehensive Risk Delegates	1,249	1,249	255	255
Talks on Comprehensive Management of Risk, given to new employees	117	117	1,488	1,488
Training Program for Young Talented People	12	12	-	-
Total General	1,378	1,378	1,743	1,743



SKILL DEVELOPMENT

In 2021, through our SAP Successfactor Portal, and relying on several tools for online sessions, we kept Banesco Virtual Learning (AVB) working, thus complying with the training strategy and the latest trends in Organizational Learning. We managed 98% of the sessions through e-training and only 2% delivered on-site, with a total of 30,853 effective participations and 218,271 training hours.

Relying on the latest trends in Knowledge Management; always on the search for new methodological strategies for the learning generation of our Human Capital, and being oriented in a systemic, planned and permanent manner in the processes of organizational learning, during this 2021, we developed innovative learning experiences, aimed at generating the technical and professional improvement of the Banesco Citizen. Such experiences would allow the employees, regardless of the circumstance, to perform efficiently their tasks, yielding high-quality results. We therefore frame our most important initiatives in: training activities centered on key business areas, such as Sales, Collection or retrieval, Business Processes, Project Management, Financial

TRAINING IN PREVENTION AND CONTROL OF MONEY LAUNDERING AND OF TERRORISM FINANCING

LEVEL	Number of Employees			Amount in VED		
	2021	2020	Variation %	2021	2020	Variation %
New Recruits	341	128	166.41%	—	—	—
Active Personnel	3,910	4,746	-17.61%	519,306.17	32,549.61	1,495.43%
Total	4,251	4,874	-12.78%	519,306.17	32,549.61	1,495.43%



Logistics, and strengthening Collaborative Work Skills and Agile methodologies, as well as Team Work Leading and Direction regarding Digital Transformation, Leadership, Innovation, Service Orientation.

Collaborative work and self-instruction skills played a major role during this year, resulting from the coordination of online

learning spaces, led by employees from different areas of the Both our Virtual Learning Platform and the use of collaborative tools allow us to give all employees across the country a great value for the personal and professional development of every Banesco Citizen, enabling the boost of their self-development.

Organization, previously trained as Banesco Virtual Facilitators, imparting 15 Webinars and sharing the benefits of different Google APPs in the Organization, counting with the effective participation of 951 employees.

We kept Banesco Virtual Learning (AVB) working, managed 98% of the sessions through e-training.

INTERNSHIP PROGRAM

We actively comply with provisions set forth by Law, training 90 INCES apprentices, 28 of which are taking the Theoretical Phase in our branch office in Eastern Caracas, recognized by INCES as Banesco DAE (Business Learning Development Center). These latter apprentices are aiming to acquire technical knowledge and to develop skills allowing their incorporation in the banking area in the position of Comprehensive Financial Worker.

Furthermore, we have looked after 22 interns, 16 of which were university institutes students and six Banesco employees requesting our workspace to fulfill this higher education phase, which is a requirement to obtain their university degree.

INTERNSHIPS

INTERNS	2021	2020	Var. %
External*	16	3	433.33%
Internal **	6	4	50.00%
Total	22	7	214.29%

* External interns: These are High School and Advanced Technical students. In 2021, 16 external university interns were granted this program.

** Internal Interns: Employees who are currently studying and who wish to pursue internships within the organization. In 2021, 6 employees were granted this program.

OCCUPATIONAL HEALTH AND SAFETY

ABSENTEEISM BY DISEASE / ACCIDENT

TYPE OF DISEASE / ACCIDENT	2021			2020		
	Leaves	Missed Days	% Medical Absenteeism	Leaves	Missed Days	% Medical Absenteeism
Common disease	292	3,250	0.28%	438	3,184	0.20%
Work incidents	0	0	0.00%	3	15	0.00%
Common accidents	17	188	0.02%	65	586	0.04%
Total absenteeism due to Disease / Accidents	309	3,438	0.30%	506	3,785	0.24%

ABSENTEEISM DUE TO WORK INCIDENTS • AMOUNT OF LEAVES

REGION	2021			2020		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	0	0	0	0	0	0
Metropolitan	0	0	0	2	1	3
Western-Andean	0	0	0	0	0	0
South-Eastern	0	0	0	0	0	0
Zulia-Falcón	0	0	0	0	0	0
Total Absenteeism due to Work Incidents	0	0	0	2	1	3



ABSENTEEISM DUE TO COMMON ACCIDENTS • AMOUNT OF LEAVES

REGION	2021			2020		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	1	2	3	1	2	3
Metropolitan	6	7	13	24	35	59
Western-Andean	0	1	1	0	0	0
South-Eastern	0	0	0	0	2	2
Zulia-Falcón	0	0	0	0	1	1
Total Absenteeism due to Common Accidents	7	10	17	25	40	65

ABSENTEEISM DUE TO COMMON ACCIDENTS • AMOUNT OF DAYS

REGION	2021			2020		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	1	36	37	3	15	18
Metropolitan	50	86	136	214	313	527
Western-Andean	0	15	15	0	0	0
South-Eastern	0	0	0	0	24	24
Zulia-Falcón	0	0	0	0	17	17
Total Absenteeism due to Common Accidents	51	137	188	217	369	586

TOTAL GENERAL ABSENTEEISM BY N° OF LEAVES

GENERAL ABSENTEEISM	2021			2020		
	Male	Female	Total	Male	Female	Total
Total	60	249	309	146	360	506



2021 and 2020 data by type of Disease/ Accident are herein presented from a general perspective and from one divided by region, gender and No. of days missed.

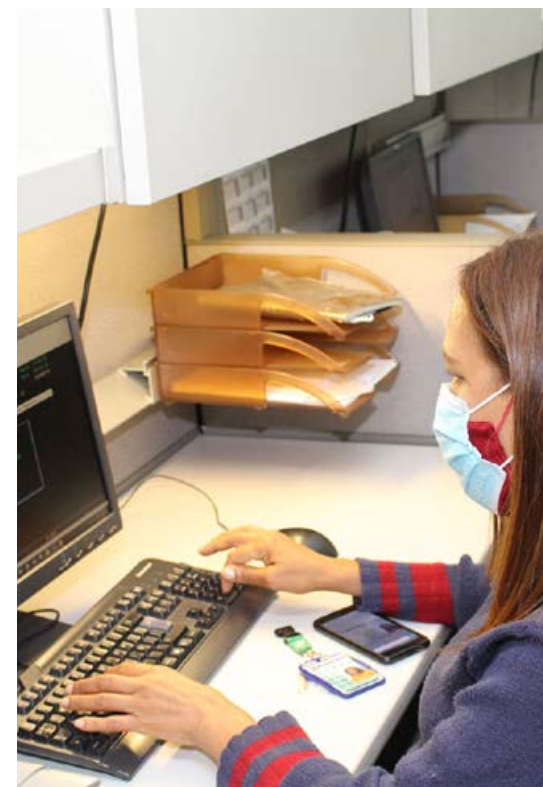


ABSENTEEISM DUE TO COMMON DISEASE • Nº OF DAYS

REGION	2021			2020		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	36	686	722	38	414	452
Metropolitan	13	72	85	16	198	214
Western-Andean	345	800	1,145	544	1,345	1,889
South-Eastern	178	1,028	1,206	134	269	403
Zulia-Falcón	0	92	177	37	189	226
Total Absenteeism due to Common Diseases	572	2,678	3,250	769	2,415	3,184

ABSENTEEISM DUE TO COMMON DISEASE • Nº OF LEAVES

REGION	2021			2020		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	3	64	67	5	37	42
Metropolitan	2	8	10	4	19	23
Western-Andean	34	70	104	96	225	321
South-Eastern	14	90	104	10	22	32
Zulia-Falcón	0	7	7	04	16	20
Total Absenteeism due to Common Diseases	53	239	292	119	319	438



The total of missed days due to common diseases during 2021 and 2020 amount to 3,2504 [SIC] and 3,158, representing 292 and 438 leaves respectively. The most frequent pathologies during 2021 and 2020 are considered within the range of common diseases, as it can be seen in the following chart:

MOST FREQUENT PATHOLOGIES CAUSING LEAVES

Year	Musculo-Skeletal and Articular	Respiratory	Gastro-intestinal	Gynecologic	Dermatologic	Viral Diseases
2021	56	28	19	43	10	84
2020	124	106	27	30	23	73





EMPLOYEES WITH PARENTAL LEAVE RIGHTS

	2021		2020	
	Male	Female	Male	Female
Amount of Employees with Parental Leave rights	681	1327	805	1532
Amount of Employees who used their Parental Leave	16	62	07	79
Amount of employees who came back to work after their parental leave	13	39	07	77
Return-to-work rate after parental leave	81.25%	62.9%	100%	97.47%
Amount of employees who are still in the Organization after a year of their parental leave	4	6	5	59
Employee Retention Rate	25%	9.68%	71.43%	74.68%

It is important to note that the following figures were obtained according to the following criteria:

- 1) Age for employees entitled to parental leave: 45 years of age, this is by virtue of the fact that the Insurance Policy keeps the coverage active until the age of 45.
- 2) The principle of uniformity over the age of 45 was established for the right to parental leave for both women and men.
- 3) It was taken for granted that 100% of the workforce who were granted a parental leave returned to the organization and that any subsequent decision is a cause for reentry.

OCCUPATIONAL HEALTH INDICATORS

ABSENTEEISM RATE *

Year	Percentage
2021	0.44%
2020	0.49%

* This does not include prenatal and postnatal leaves.

TOTAL LEAVE DAYS **

Year	Days
2021	3,438
2020	3,785
Variation	-9%

** Leave days include common diseases, as well as common and work-related accidents.

Regarding commuting accidents, Banesco Banco Universal, C.A. has emphasized the education of employees to avoid unsafe acts or conditions.

The Occupational Service, Safety and Health Management, through the Occupational Area reported zero commuting accidents in 2021.

The Employee Medical Service in Ciudad Banesco does not generate sanitary biological waste because it only offers primary care and uses disposable supplies. Emergencies are referred to Healthcare centers near the main headquarters.



INSURANCE POLICY

As part of the Collective Agreement and of the socioeconomic benefits offered by the Organization to its employees, a basic health policy has been contracted for all of them. This policy covers hospitalization, surgery and maternity (HSM). In addition, an extreme contingency policy has been contracted, which covers 8 types of specific pathologies. These are managed policies, completely free of charge for workers. Coverage is frequently reviewed and updated.

Further, employees are offered an excess policy, which allows them to complement their coverage with low-cost premiums.

During 2021, the Organization carried forward a SARS-CoV2 prevention campaign, considering it is the virus causing COVID-19.

Our Medical Service, through Telemedicine, gave primary healthcare, medical counseling, emotional counseling, and economic aid for the purchase of medicines to our employees who experienced symptoms related to this virus.

WORKPLACE SAFETY

We are aware of the importance of protecting our workers against possible occupational hazards and COVID-19 infection. That is why we promote safe working conditions in a suitable working environment for our employees' good performance, besides compliance with current labor legislation.

Our efforts are aimed at achieving the quality and reliability of the services

provided, by the organization. We focus our efforts on minimizing fraud, service interruption time, occupational accidents and diseases, maximizing the availability of our services, and maintaining effectiveness in all our activities. For safety purposes, we executed all the appropriate biosecurity measures.

As Banesco Banco Universal, C.A. is part of the financial sector, the activities carried out by the personnel working in this organization are considered to be of minimum and low risk, because most of them do office work. Taking this into account, we can affirm that the employees who work in the different warehouses of the organization are faced with the greatest risk for musculoskeletal pathologies. Moreover, cashiers and operational administrators, followed by

At the end of 2021, Banesco Banco Universal, C.A. had 360 employees representing both the employees and the employer in the Occupational Health and Safety Committees (CSSL), between agencies and headquarters, which are distributed as follows:

The CSSLs have worked in line with the directives of the Occupational Health and Safety Service Management, in order to help control and advise on the Occupational Health and Safety Programs required by the LOPCYMAT.

In the year 2021 in the Metropolitan and Eastern Zone due to the Pandemic (Covid-19), Inpsasel suspended its activities.

OCCUPATIONAL SAFETY AND HEALTH COMMITTEES DISTRIBUTION

REGION	2021		2020	
	CSSL	Employees	CSSL	Employees
Los Llanos Center	31	98	89	120
Metropolitan	18	58	19	19
Western-Andean	33	84	43	114
South-Eastern	18	54	10	10
Zulia-Falcón	24	66	29	88
Total	124	360	190	351



agency managers, are faced with psycho-social and physical risk. Prevention measures were developed for carrying out remote working.

WORKING CENTER WITH PROGRAMS FOR WORKPLACE SAFETY AND HEALTH

REGION	2021	2020
	CSSL	CSSL
Los Llanos Center	31	46
Metropolitan	18	19
Western-Andean	33	44
South-Eastern	18	10
Zulia-Falcón	24	30
Total	124	149



TRAINING ACTIVITIES PERFORMED

Every year we update and reinforce the technical knowledge on Occupational Health and Safety of all Banesco Citizens. This year, we are promoting it through Virtual Learning, in our SAP Cloud platform.

ONLINE TRAINING

NAME OF THE VIRTUAL COURSE 2021	FEMALE		MALE		TOTAL	
	Participations	Total Hours	Participations	Total Hours	Participations	Total Hours
T1 COVID-19: Myths and Truths	1,192	19,072	633	10,128	1,825	29,200
T2 Occupation Health in Telecommuting	946	15,136	533	8,528	1,479	23,664
T3 Let's talk about the vaccine to protect us from Covid-19	1,033	16,528	547	8,752	1,580	25,280
T4 Post Covid-19 Recommendations: How to Start Over	958	15,328	508	8,128	1,466	23,456
TOTAL	4,129	66,064	2,221	35,536	6,350	101,600

NAME OF THE VIRTUAL COURSE 2020	FEMALE		MALE		TOTAL	
	Participations	Total Hours	Participations	Total Hours	Participations	Total Hours
T1 - Prevention of Commuting Accidents	933	14,928	550	8,800	1,483	23,728
T2 - INFLUENZA_ 2020	1,198	19,168	675	10,800	1,873	29,968
T3 - ERGONOMY_ 2020	658	10,528	379	6,064	1,037	16,592
T4 - COVID 19_ 2020	736	11,776	402	6,432	1,138	18,208
TOTAL	3,525	56,400	2,006	32,096	5,531	88,496



Similarly, different training actions were carried out in SSLL, under the virtual learning modalities due to the lockdown measure established by the National Government; taking advantage of these technological resources, the following contents were developed:



TRAINING IN SSLL 2021

MODALITY	Content / Name of the Event	Participations	Hours
Online	Talk: Get to Know more about coeliac disease	13	19.5
Online	Talk: Gratitude is a Social Art	20	30
Online	Web Forum "Let's talk about the vaccine"	49	73.5
Online	Update program – Banesco Emergency Brigade #1: Webinar: Emotional Management	38	57
Online	Update program – Banesco Emergency Brigade #4: CATALYTIC Leadership	1	1.5
Online	Webinar #1: Me and my relationships in this New Normality	25	37.5
Online	Webinar #2: Me and my relationships in this New Normality	23	34.5
Online	Webinar #3: Me and my relationships in this New Normality	14	21
Online	Webinar: With you during Remote Work	141	211.5
Online	Webinar: The Love of your Life	76	114
Online	Webinar: Ergonomics in Remote Work	12	18
Online	Webinar: It's time to get moving!	7	10.5
Online	Webinar: Home school, a whole challenge	48	72
Online	Webinar: New times demand new skills	123	184.5
Online	Webinar: Active pauses during Remote Work	14	21
Online	Webinar: Tips and Recommendations Physical Safety in Agencies – Metropolitan Area	34	51
Online	Webinar: Tips and Recommendations Physical Safety in Agencies – Center and Western Region	21	31.5
Online	Webinar: Healthy Work, Healthy Life	6	9
Online	Session: Active Pauses, manage stress through laughter	27	40.5
Online	Session: Active Pauses to manage anxiety with joy	30	45
Online	Session: Active Pauses to reconnect us with joy	11	16.5
Total		733	1,099.5

COVID-19 ACTIONS

The year 2021 was kept under a dual work context: on-site and telecommuting, which required the Organization to develop strategies to support both modalities, with a view to preserving the health of employees. Among these strategies we can highlight the following:

- Assistance of Banesco Citizens in the hybrid work schemes, aimed at improving their remote work conditions and providing them with laptops, Mobile Broadband and chairs.
- The “Telecommuting Guidelines” were prepared, aimed at supervisors and employees, with recommendations for optimizing performance and productivity in a remote work environment. In addition, a Webinar was held to disseminate the recommendations set forth in the guides.
- Two surveys were conducted to obtain information on the situation of employees during telecommuting. The information collected allowed the organization to understand their experience and to take measures to improve it.

TRAINING IN SSLL 2020

MODALITY	Content / Name of the Event	Participations	Hours
On-site	Workplace Health, Safety, and Hygiene - New Recruits	11	22
Online	Online Training Program for the New Banesco Emergency Brigade	27	216
Online	Webinar: Experts talk about Covid-19	164	164
Online	Webinar: Wellbeing at the palm of your hand!	132	132
Online	Webinar: Remote work Ergonomics	139	139
Online	Webinar: Your happiness is on your hands	118	118
Online	Webinar: Active pauses for remote work	124	124
Virtual	Workplace Health and Safety Certificate	30	3,600
Microlearning	Don't let your guard down! Our health is at risk !	321	321
Microlearning	Don't let your guard down! Look after your health and after your family	310	310
Microlearning	Do you know how effective face masks are?	390	390
Microlearning	Ergonomic recommendations for remote work	259	259
Microlearning	Hand-washing technique	384	384
Total activities		2,409	6,179

- Digitalization of 90% of Talent Acquisition management, meeting the majority of the process through digital tools, enhancing the experience of new talent and of the internal client in pandemic contexts.
- Payroll and personnel services management focused on employee satisfaction in terms of client service, products and services; channeling the necessary

technological adaptations to comply with regulatory requirements.

- As regards Labor Relations, the following were achieved: Digitalization of the Process for the Payment of Social Benefits; Digitalization of the Process of Renewal of Contracts or Fixed Term Contracts and the Digital Notification of Covid-19 Prevention Measures.



- Being aware of the demands and the challenges presented by the current situation and of the surroundings' needs in 2021, and grounded on the e-learning online strategies, we implemented learning solutions regarding the timely and truthful information about health. For instance: Covid-19 myths and truths, Let's talk about the vaccine to protect us from Covid-19 and Recommendations Post Covid-19: How to start over.

WORKING RELATIONS

The Collective Labor Agreement of Banesco Banco Universal, C.A. was approved by the Directorate of National Inspection and other Collective Labor Affairs of the Private Sector on October 10, 2013, and it is still in force at the end of 2021.

According to its third clause, it covers all employees hired and under a working relation, who provide services in Banesco Banco Universal C.A., with the exception of the Presidents of the Board of Directors, Executive Presidents, Directors, Vice-Presidents and Executive Vice-presidents, Managers, Interns, and INCES Apprentices.

EMPLOYEES COVERED BY THE COLLECTIVE AGREEMENT

	2021	2020	Var. %
Total Employees	3,045	3,386	-10%
Employees covered by the Collective Agreement	2,021	2,362	-14%
% Employees covered by the Collective Agreement	66.37%	69.76%	-5%

In this regard, 66,37% of our employees are covered by the current agreement. The Collective Labor Agreement consists of preliminary, general, economic, and socio-economic clauses, as well as union clauses and final clauses.

This policy provides competitive socio-economic benefits in the market. It is focused on improving quality of life for workers and their families since, in addition to economic benefits, it offers benefits such as a hospitalization, surgery and maternity policy, which covers workers and their families (spouses and children), as well as scholarships for workers, toys for their children, and help with school supplies, among others. The result of applying the Principle of Social Responsibility to our main asset, talent, generates well-being, improvements in working conditions and the quality of life of our employees.

FREEDOM OF ASSEMBLY

At Banesco Banco Universal, C.A., each and every right enshrined in the Venezuelan Constitution, the Organic Law on Labor, Workers and their Regulations, and other labor laws are guaranteed, especially the right of assembly for lawful purposes and the right to unionize. It is also guaranteed that these rights are effectively exercised by the employees, without any restrictions other than those established by the same laws.

At the end of December 2021, 2,021 workers remained affiliated with the National Workers' Union of Banesco Banco Universal, C.A. (SITRABANESCO), which accounts for 66,37% of the Bank's total personnel.

In addition, as a further expression of the freedom to form unions: the right to carry out collective bargaining and to conclude Collective Labor Agreements is guaranteed.



The principal members of the Executive Committee of the trade union are recognized as having the right not to be removed from their posts, and a contribution from the organization to the trade union is envisaged. All of these are effective ways of recognizing the trade union organization.

COMPLIANCE WITH THE PREVENTION AND CONTROL OF MONEY LAUNDERING AND FINANCING OF TERRORISM AND FOR THE PROLIFERATION OF MASS DESTRUCTION WEAPONS

Banesco maintains a Comprehensive Risk Management System to tackle Money Laundering, Financing of terrorism and of the proliferation of mass destruction weapons (ML/FT/FPMDW). Its scope, design, structure, and obligations have been implemented in accordance with the regulations in force; for this reason, the banking institution adopts appropriate, effective, and sufficient practices aimed at identifying, evaluating, and implementing measures to reduce the possibility of being used as a mechanism to conceal illicit capital or to divert funds intended to finance terrorist groups or activities.

In this context, Banesco Banco Universal, C.A. prepares and executes an Annual Operational Plan (AOP), approved by the

Board of Directors and containing, among other components, the Annual Training Program (ATP), drafted on the basis of the training needs and adjusted to the Bank's operational profile, according to the specific functions of each area. The execution of this plan allowed for the active participation of the organization's employees through on-site and online learning, with different focuses and contents related to the basic aspects of the ML/FT/FPMDW, applicable regulations, the Know Your Employee Policy, the Know Your Client Policy, as well as specialized training for the employees responsible for compliance.



Likewise, the Bank fosters Communications Strategies aimed at Customers and Employees in the area of ML/FT/FPMDW Prevention and Control. Intranet has served as an information tool on this subject and it is intended to provide all the Institution's employees with information that helps to prevent, control, and detect attempts to do Money Laundering or finance terrorism. Our employees are also encouraged to support the actions of the Unit of Prevention and Control of Money Laundering and Financing of Terrorism and of Proliferation of weapons of mass destruction. We have direct lines of communication with the Ethics and Conduct Committee (see chapter on Corporate Governance), as well as a mailbox: "Banesco Unit for the Prevention of Money Laundering", in which unusual or suspicious activities, which may be detected in customers or employees, can be notified.

The main tool for reducing these risks is to maintain standards, policies, and procedures in accordance with current PML/FT/FPWMD provisions, including control mechanisms for the client knowledge ("Know Your Client" policy in the Sales Network). The objective is to avoid relationships with customers that pose a risk for our Financial Institution, which they may use as a means



for them to carry out illicit activities, such as fraud, money laundering, swindles or any act of corruption whatsoever.

In this regard, to ensure transparency and the application of the “Know Your Employee” policy, the institution’s personnel are required to notify the origin of any funds they may receive in their accounts, other than payroll payments.

EQUALITY AND NO DISCRIMINATION

At Banesco Banco Universal, C.A. we encourage equality between our employees, without distinction of age, race, color, creed, political or sexual preferences, or for any other reason that may generate prejudices. We therefore ensure the same opportunities for everyone and we promote tolerance, respect and inclusion campaigns.

We encourage our employees to strengthen their capacities, skills, and competences. To date, no incidents involving worker discrimination have been reported.

Internally, we also have rules that prevent discriminatory practices such as the Collective Agreement (Clause 2 of the General Declaration of Principles) and the Code of Ethics

and Conduct of the Banesco Citizen, which was last updated on September 29, 2021.

BASE SALARY RATIO OF MEN IN COMPARISON TO WOMEN ACCORDING TO THEIR PROFESSIONAL CATEGORY

In the Venezuelan labor market, there is more supply of men than of women for certain areas and positions. At Banesco Banco Universal, C.A. we offer equal opportunities by gender, as evidenced by the fact that, at the end of 2021, 64.30% of our employees are women and 35.70% are men.

SALARY RATIO BETWEEN MEN AND WOMEN

POSITION CATEGORY	2021	2020
Base	1	1
Director	-	1
Managerial	1.03	1.06
General Manager	-	N/A
Presidency	-	-
Professional/Technician	1	1.01
Supervision	1	1
Vice-presidency	1.29	1

CHILD EXPLOITATION

All the workers in the Banesco Banco Universal, C.A. personnel are of legal age, except for those working as apprentices and/or academic interns, whose work is focused on learning administrative and accounting functions, which are regulated and supervised by INCES and/or, in general, by any other academic institution. Thus, no risks of incidents concerning child exploitation have been identified.

FORCED LABOR

As a leading and socially responsible financial institution we have guaranteed, at all times, that the current legal framework in this area is met, in addition to all the international treaties signed by our country. Therefore, no cases involving forced or non-consensual labor have been recorded.

It is worth-highlight that the legal provisions in force in Venezuela regulate the contracting and performance of work, in its different modalities, and prohibit the exploitation of children and forced labor. These regulations also promote the establishment of measures of a mandatory nature for the protection of workers, and even young apprentices, whose activities are supervised by the Venezuelan state institutions.



BENEFITS RECEIVED BY OUR EMPLOYEES

The quality of life for our employees and their families is one of the most important aspects of the Organization. Our constant challenge is to remain a leading company in providing benefits and the best working conditions.

Efforts are made year after year to evaluate the socioeconomic conditions of our country to offer to our talent competitive benefits and the best conditions to improve their quality of life. That is why, our benefits program encompasses our entire personnel, regardless of their work status, including those who work both part-time and on a fixed-term basis. This keeps us at the forefront of the country's financial sector, mainly in the areas related to food, health, and housing.

Some of the main benefits include those covering fundamental aspects of wellbeing, especially those aimed at promoting preventive health, recreation and the positive use of free time.

CONTRACTUAL BENEFITS

BENEFIT	Investment (VED)			No. of Beneficiaries		
	2021	2020	Variation %	2021	2020	Variation %
Contributions to Savings Fund	59,567.14	4,446.44	1,239.66%	3,278	4,023	-18.52%
Aid to families due to the employee's Death	571.20	15.15	3,670.30%	5	4	25.00%
Aid for School Supplies	757,152.00	8,373.00	8,942.78%	1,511	1,933	-21.83%
Scholarships	115,943.00	5,084.00	2,180.37%	327	308	6.17%
Contribution to Cashiers and Promoters	16,773.55	473.46	3,442.78%	797	522	52.68%
Contribution due to death of immediate relative	9,900.00	0.00	100.00%	62	52	19.23%
Contribution due to Mother's Day	126,630.00	5,370.00	2,258.10%	1,404	1,790	-21.56%
Contribution due to Marriage	1,200.00	0.00	100.00%	11	6	83.33%
Contribution due to Birth of Children	3,000.00	0.00	100.00%	29	52	-44.23%
Christmas toys	333,920.20	34,771.20	860.34%	1,142	1,359	-15.97%
Award Policies - Recognition due to Seniority	23,800.01	0.00	100.00%	527	530	0.56%
HSM Collective Insurance Policy	3,678,058.95	262,199.81	1,302.77%	8,106	9,919	-18.28%
Family Subsidy	12,985.00	0.00	100.00%	917	1,131	-18.92%
Uniforms and Equipment	2,426.01	2,482.11	-2.26%	435	479	-9.19%
Vacations and Vacation Bonus	53,887.64	699.76	7,600.86%	2,046	837	144.44%
Total General	5,195,814.70	323,915.31	1,504.07%	20,597	22,945	-10.23%

* Updated figures.



NON CONTRACTUAL BENEFITS

BENEFIT	Investment (VED)			No. of Beneficiaries		
	2021	2020	Variation %	2021	2020	Variation %
Parking Subsidy	11,813.97	1,287.04	817.92%	7,080	6,960	1.72%
Dining Subsidy	3,196,290.58	123,081.70	2,496.89%	449,676	2,419	18,489.33%
Medical Service	751,187.75	7,986.40	9,305.84%	1,226	1,196	2.51%
Medical Aid for Severe Diseases	1,089.65	936.64	16.34%	4	12	-66.67%
Total General	3,960,381.95	133,291.78	2,871.21%	10,033	10,587	-5.23%

LEGAL OBLIGATIONS TABLE

BENEFIT	Investment (VED)			No. of Beneficiaries		
	2021	2020	Variation %	2021	2020	Variation %
Daycare	144.39	55.37	160.77%	4	81	-95%
INCES	12,303.08	1,041.17	1,081.66%	3,709	4,390	-16%
Law on Employees' Food	187,379.18	21,657.04	765.21%	3,650	4,206	-13%
Employment Law	10,935.33	860.94	1,170.16%	3,702	4,390	-16%
FAOV (Housing Law and Habitat Law)	41,868.88	3,310.17	1,164.85%	3,709	4,402	-16%
Mandatory Social Security	53,696.45	4,119.98	1,203.32%	3,702	4,390	-16%
Money Laundering Prevention Training	51,930.62	3,254.96	1,495.43%	4251	4,874	-13%
Total	358,257.93	34,299.63	944.50%	22,727	26,723	-15%



BASIC-NEED ITEMS DISTRIBUTION DAY

During 2021, in compliance with the biosafety COVID-19 measures, we kept supporting our employees in the acquisition of basic-need items. Food distribution days were organized, aiming at improving the workers quality of life. During this year, we held eight distribution days, with a total participation of 690 employees. With these activities, we contributed to the comprehensive wellbeing of the workers and their families.



YOUR HOUSE WITH BANESCO PROGRAM

BENEFIT	Investment (VED)		No. of Beneficiaries	
	2021	2020	2021	2020
Mortgage Purchase Loan (Faov + Own funds)	1,591,643.75	319,654.24	10	19
Mortgage House Renovation + Extension Loan (Faov + Own funds)	251,091.00	52,712.92	1	6
Total	1,842,734.75	372,367.16	11	25

OTHER BENEFITS GRANTED TO EMPLOYEES

BENEFIT	Investment (VED)			No. of Beneficiaries		
	2021	2020	Variation %	2021	2020	Variation %
Banesco Banco Universal Automobile Loan	838,503.73	103,180.00	712.66%	13	16	-18.75%
Vacation plan for the children of employees	0.00	0.00	9,305.84%	1,226	1,196	2.51%
Sport, Recreational and Cultural Activities	66,410.00	8,176.37	712.22%	2,300	1,612	42.68%
Training Programs	459,532.64	10,373.18	4,330.01%	2,823	3,059	-7.71%
Total	1,364,446.37	121,729.55	1,020.88%	5,136	4,687	9.58%



ENGAGEMENT ASSESSMENT AND ORGANIZATIONAL CULTURE

For the year 2021, the challenge remains to promote Engagement and Organizational Culture in a context of changes, environmental demands and employee fatigue in the face of the Pandemic, through the execution of three quarterly measurements, in which we have an average participation of 83% of employees, maintained in the different measurements.

During 2021, there were aspects to be noted regarding Bank Culture. First, within the context of the pandemic, there was a greater emphasis on Biosafety regulations, resulting in a greater attention to stopping employees' contagion rate. Second, within the same context, a digital transformation, innovation and flexibility was fostered both in employees and in leaders. To this end, the Program for the Strengthening to Transformation and Agility, the dissemination of information short pills, and their respective knowledge challenges, were conducted.

In support of telecommuting, two guides for a better management of remote work were developed for managers, supervisors and employees, with their respective webinars, in order to achieve a greater impact and awareness.

EMPLOYEE SATISFACTION INDEX

PROGRAM	2021	2020	Var. %
Dining service	9.40	8.77	7.18%
Satisfaction Index	N/A	8.77	-100%
Basic-need Items Distribution Activities	9.75	9.97	-2.21%



At the end of 2021, the annual Culture and Engagement measuring was conducted, with an 84% participation of employees (2,150), without any change during this period in the variables to be measured. As relevant results, the Global Culture Indicator reached an 84%, highlighting strengths such as Corporate Identity, Innovation, Continued Improvement and Development. In relation to the Engagement results, there was an 85% Global result, with no changes in comparison to the measures of the precedent year, remarking strengths such as: Strategy Alignment, Communication, Stability and Leadership.

In the Annual Plan for Culture and Engagement, we mentioned the actions conducted for Pandemic and Telecommuting Emotional Management and they are now detailed as follows: Assistance to people and teams affected by the loss of family members or of work colleagues due to COVID-19; Emotional Management infographics, Webinars to strengthen Telecommuting, Webinar for Emotional Management at Home, at Work and for New Parental Schooling Responsibilities; Meditation Rooms, Office and Agencies Virtual Tours, Active Pauses to Stimulate Joy, Wellbeing quick infos in a podcast format, Virtual Meetings to celebrate a team's results.



THE EXTERNAL DIMENSION OF OUR SOCIAL RESPONSIBILITY



OUR SOCIAL PARTNERS AND COMMUNITIES

102-12, 103-1,
103-2, 103-3,
203-1, 203-2



OUR POLICY

In Banesco Banco Universal, C.A., we are centered in creating value, transcending the offer of financial products and services in order to generate a positive impact in the quality of life of our clients, of the communities in which we operate, of our employees and of society as a whole.

Our social investment is envisaged from the business perspective and it aligns with our corporate strategy, with the respect and ethical values, with human rights, the community and the environment.

We conduct our social investment on the basis of trust, building transparent and ethical relations with our social partners and with the community for the development of the local economy.

We directed our strategic investment to programs with social value that meet the needs of the communities with which we have a close dialogue and who constitute an important link in our chain of value. The investment is directed to three specific areas: education, financial inclusion and healthcare.

During 2021, we made a social investment in our social partners' programs and in employees for VED 7.05 billion



OUR MANAGEMENT

In 2021, our management kept promoting investment with social impact in its three fundamental action pillars: education, healthcare and financial inclusion. During this period, we made a social investment in our social partners' programs and in employees for VED 7.05 billion, of which VED 5.94 billion (84.47%) correspond to social benefits for over 3.045 employees, whereas VED 1.09 billion (15.53%) were allocated for social projects in education, financial inclusion and healthcare, benefiting over fourteen thousand people.

The Organization's strategy for Sustainability and Social Responsibility is drafted, developed and executed by the Vice Presidency for Corporate Communications and Social Responsibility, which reports directly to the executive presidency and it counts with the Corporate Communications, Responsibility and Sustainability. In this body, sustainability strategies are designed, submitted and approved, along with the annual budget to use.

In the following pages, we will indicate the support that we have given for years to the institutions belonging to our Program of Corporate Social Responsibility.



Our Social Partners

Body / Institution	2021				2020			
	Project	Amount VED	Beneficiaries		Project	Amount VED	Beneficiaries	
			Direct	Indirect			Direct	Indirect
Micro Entrepreneurs Training Program	Micro Entrepreneurs Training Program	58,129	7,269	36,345	Micro Entrepreneurs Training Program	2,077.57	5,292	26,460
Fe y Alegría	Reparation of a Transformer, type Pad Mounted of 300 KVA (Administrative area) and major maintenance of a Transformer type Pad Mounted 300 KVA.	37,134.91	717	6,957	Equipment of the Dining Room of Instituto Universitario San Francisco	3,750.00	825	365
A.C. Red de Casas Don Bosco	Strengthening of the Protection Services (Bosco Bus-Patio)	83,000.00	1,200	4,800	ARIS Project-Bosco Bus Mobile Unit	3,392.66	135	540
Fundana	NutriFamilias	88,427.84	3,000	Not provided	Nutrifamilia Food Program	8,946.97	2,000	Not provided
UCAB	Scholarships	186,545.45	54	162	Caracas and Guayana UCAB Scholarship Program	14,634.35	54	162
	Sponsorship UCAB Western Fair	1,559.04	Indefinite	Indefinite	Sponsorship UCAB Western Fair	658.55	Indefinite	Indefinite
AVEC	Repairs and Equipment of Colegio Monseñor Sixto Sosa, Tachira State.	7,350.00	1,085	5,425	Installation of grills and CCTV Cameras for the Headquarters	700.00	95	475
Venezuelan Foundation Against Pediatric Paralysis	Sponsorship with beds for musculoskeletal surgery for low-income patients	27,440.00	16	64	Surgical Procedures	2,000.00	6	24
A.C. Apoye	Online Training Plan on Performing and Plastic Arts, AC Apoye. Duration: 6 weeks.	5,000.00	54	270	Strengthening of the Theatrical Training of People with Down's Syndrome	292.50	55	130
Salesian Sisters Civil Association	Construction of a roof for the children's playground, U.E. Inicial Monseñor Rufino Pérez, Consejo Ciruma, Zulia State.	5,689.60	45	100	Specialized Furniture for Preschool Children	250.00	15	292
Simon Bolivar Music Foundation	Restructuration and measurement of the perimeter wall of the building Núcleo Tamá. San Cristóbal, Tachira State.	5,925.21	550	3,000	Donations for the purchase of Technological Equipment	1,231.23	500,000	General Public
Total VED.		506,201,54	13,990	57,123		37,933,82	508,477	28,448

* Families



BANESCO PARTICIPATORY BUDGET

During April and May, participatory budgets were held in the following states: Zulia, Carabobo, Lara, Nueva Esparta, Anzoátegui, Mérida and the five municipalities of the Great Caracas, divided in two groups: Libertador and Sucre and The Hatillo, Baruta and Chacao municipalities.

During this season, the participating projects were varied and covered different areas of action such as health, education and vulnerable populations. In the Great Caracas area, the projects benefited were those of the Buena Voluntad and Hogar Bambi foundations. The former had a proposal to improve the computer classroom to provide computer courses to disabled people and the latter had a proposal for the inauguration of a pediatric clinic for the new Casa Hogar Bambi 5, which will provide medical attention to the children who live there.

As for the projects in the rest of the states, in Zulia and Anzoátegui the support will be for children and women with cancer. The children who are cared for by the Fundación Amigos del Niño con Cáncer Zulia, will use the money for the purchase of antibiotics, essential in their treatment, and in the case of women, Senos Ayuda will provide support with specialized medical examinations

for low-income patients with a high probability of suffering from breast cancer in Anzoátegui.

In the state of Mérida, the Don Bosco Foundation will implement its “Experimentarte” project, which through cultural, artistic and educational activities will benefit 120 children from the Casa Hogar, its Training Center and the community of El Rincon. In the state of Nueva Esparta, the benefit went to the Maria Luisa Tubores Coello School of Fe y Alegría for the construction of a roof for the multi-purpose space that will benefit the children and the nearby community.

In the states of Carabobo and Lara we had more than one winner. In each state, the prize was divided among three beneficiaries. In Carabobo, the Casa Hogar Maria Auxiliadora will repair bathrooms for their work training rooms, the Special Olympics Foundation will provide training and online sports support for young athletes with disabilities, so that they do not lose their skills while at home during the lockdown. Finally, the Coeliac Foundation of Venezuela will conduct medical examinations to screen for coeliac disease in children who are referred by specialists.

PARTICIPATORY BUDGET BY REGION

REGION	2021	2020
Zulia	3,000.00	150.00
Nueva Esparta	3,000.00	150.00
Mérida	3,000.00	150.00
Gran Caracas (Libertador, Chacao, Baruta, El Hatillo and Sucre)	6,000.00	300.00
Anzoátegui	3,000.00	150.00
Carabobo	3,000.00	150.00
Lara	3,000.00	150.00
Táchira	3,000.00	150.00
Total	27,000.00	1,350.00

In the state of Lara, the prize was shared threefold. The Fundación Trabajo y Persona with a proposal for the purchase of cell phones to facilitate communication between teachers and their students for distance education. The Concentroccidente Foundation will organize sports activities for children and young people from the low-income community of Tocuyo who are idle at home. Finally, the Asociación Larense de Planificación Familiar will conduct medical examinations for the prevention of cancer in women over 35 years of age in the communities of Ana Soto, Unión, Catedral and Santa Rosa de Barquisimeto.

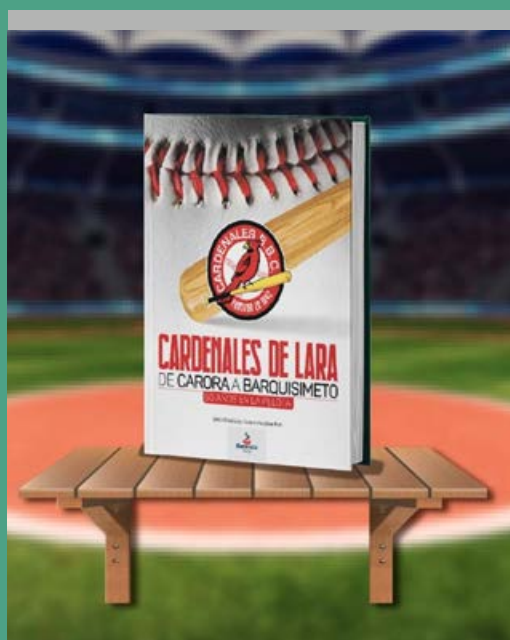


SCHOLARSHIPS AND BANESCO LIFETIME SCHOLARSHIPS

In Banesco Banco Universal, C.A., we are firmly committed to the progress of society and to higher education students. That is why, we promote and participate in higher education initiatives and programs developed by the country's universities with which, not only do we have a commercial relation, but also with which we have established agreements for the grant of scholarships.

INVESTMENT IN SCHOLARSHIPS

	2020		2019		Variation %	
INSTITUTION	Beneficiaries	Amount VED	Beneficiaries	Amount VED	Beneficiaries	Amount VED
UNIMAR	30	24,255.00	30	2,343.82	0	934.85%
Banesco Scholarship Program - UCAB	54	186,545.45	54	14,634.35	0	1,174.71%
Universidad Montevila	10	74,700.00	10	5,500.00	0	1,258.18%
IESA	10	41,500.00	6	3,250.00	66.67	1,176.92%
Total	104	327,000.45	100	25,728.17	4.00	1,170.98%



BANESCO PUBLISHING FUND

The Banesco Publishing Fund has become a reference in the Venezuelan publishing field and the academy. Its goal is to promote and support Venezuelan education, as well as the publishing activity in the country.

At Banesco Banco Universal, C.A., we sponsor books by Venezuelan authors and we publish books whose content contributes to the comprehensive education and buildup of citizenship. Banesco supports diversity and the different points of view that can explain to the Venezuelan national their identity traits, the different nature of their expressions, and their appreciation for peace and coexistence.

During 2021, we added seven more titles to the list: *El Vuelo de Las Águilas: 52 años en La LVBP*, *Antología 6° Concurso Nacional de Poesía Joven Rafael Cadenas y Cardenales de Lara de Carora a Barquisimeto*, *80 años en la Pelota* de la colección Patrimonio, *70 años de Semblanzas y Los testigos de afuera* de la colección Periodismo, *Nuevo país de la danza* de la colección Los rostros del futuro y *No es cuento es Historia* como Patrocinio from Banesco Banco Universal, reaching 44 books in our Publishing Fund.

These and all the texts from our Publishing Fund can be downloaded for free in our Virtual Library, found in our webpage: www.banesco.com



OUR COMMITMENT TO THE COMMUNITY BASED ON ATTENTION AREA

Care for Children at Risk, Senior Citizens and People with Disabilities



2021
2020

80,920.15

292.83

Variation
27,533.78%

Investment VED

Health



73,442.69

8,296.25

Variation
785.25%

Education



210,004.84

9,624.25

Variation
2,082.04%

Unions



6,284.88

0.00

Variation
100.00%

Culture



2021
2020

75,803.27

686.58

Variation
10,940.78%

Investment VED

Publishing Projects



95,121.89

2,565.52

Variation
3,607.71%

Community Events



15,839.89

3.00

Variation
527,193.28%

TOTAL INVESTMENT VED

557,417.61 2021

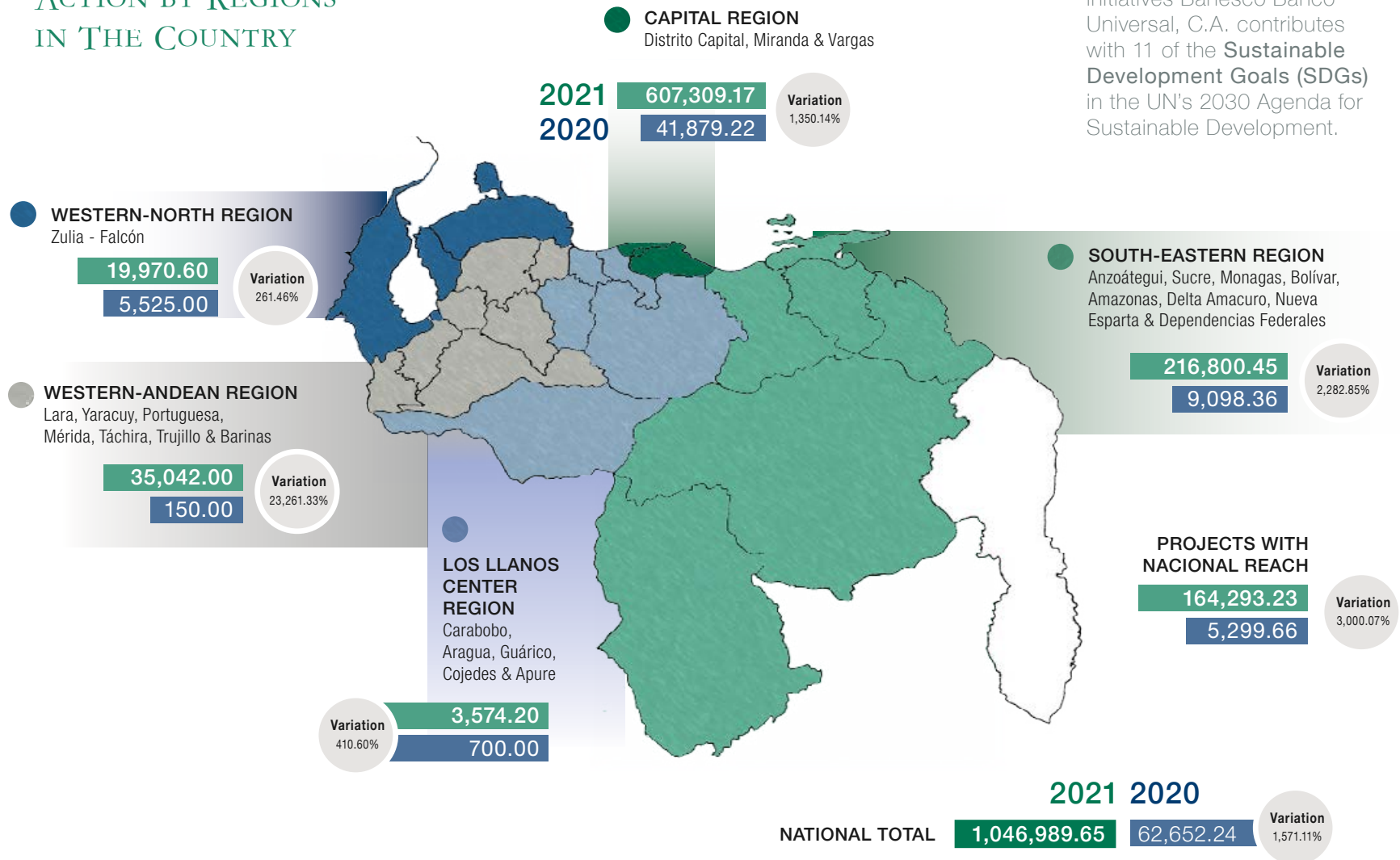
21,468.42 2020

Variation
2,496.45%

During 2021, there was no negative impact on the community due to our operations.



BANESCO SOCIAL ACTION BY REGIONS IN THE COUNTRY



With the promotion of these initiatives Banesco Banco Universal, C.A. contributes with 11 of the **Sustainable Development Goals (SDGs)** in the UN's 2030 Agenda for Sustainable Development.



ACCOUNTABILITY

Accountability is an exercise that we promote and request from each one of the foundations or institutions that benefit from our programs. This practice guarantees transparency and encourages trust between our main stakeholders. To facilitate the experience of our Partners and Allies, we created a simple and practical format containing the necessary information for the clear and concise accountability in the execution of each project.

This is how we can follow up on the different initiatives, as well as on the investment and advice we provide, in order to bring them to a successful completion. At the same time, we correct possible deviations and create indicators that allow measuring the impact of the programs in question. We also send a Satisfaction Survey to our Social Partners to assess our management and improve in the areas in which, according to them, there are some failures.

MICRO-ENTREPRENEURSHIP TRAINING PROGRAM

Thirteen years ago, we proposed ourselves to support Venezuelan micro-entrepreneurs not only economically but also by offering

INDICATORS OF SATISFACTION REGARDING OUR SOCIAL PARTNERS

INDICATOR	2021	2020	Variation
Banesco's response to request for support	98.5	93.4	5.46%
Guidance and support from CSR area regarding the conditions under which a project is approved or not	93.8	98.74	-5.00%
Information and channels to manage a project	98.5	98.74	-0.24%
Outcome of the Project in terms of the donation received	98.5	90.42	8.94%
Satisfaction Index	97.6	95.10	2.63%

them tools that help them to manage their business productively. It was then when the Micro-entrepreneurship Training Program was born. With this program, financial education is promoted and administrative, personal, managerial and technological tools are given to those people who would like to start up their business, so that they can acquire the necessary skills to succeed in the process.

During 2021, this educational program trained 7,269 Venezuelans –4,626 women and 2,643 men, between 15 and 65 years of age–, most of them university, technical studies and high school graduates, with businesses between less than a year in exercise (742) and more than a year of activity (1249). From this wide range of trained micro-entrepreneurs, 1,789 concluded the



Technological module to acquire the tools necessary to digitalize and commercialize their products and services through social networks. With this figure, the program accounts for a total of 72,954 graduates in thirteen years.

This achievement is possible thanks to the sustained effort of our allies from the Management and Technology University Institute (IUGT), FundAcción Social, the Universidad Posible, the Venezuelan Association of Catholic Schools (AVEC), and the Popular Education Promotion Association (APEP). Thanks to their effort, we could teach our Virtual Training Program in all the states of the country and even to those conationals in Argentina, Chile, Colombia, Ecuador, Spain, Mexico, etc.

During 2021, this educational program trained 7,269 Venezuelans –4,626 women and 2,643 men, between 15 and 65 years of age–

INNOVATION

As every year, the contents of the administrative and technological modules were revised and updated to adapt them to the new conditions in the country. New content regarding Successful Business management in an ever-changing environment, Inventory Management and restocking costs, possibilities of risk coverage for business, adversity management in business management, the need for networking to succeed, social network marketing, storytelling, productive applications, leadership, resilience, reinvention, innovation and productivity as key factors for managerial-level success, personal development, Strategic negotiation, marketing and sales plan, human resources and costs plan, accounting books, operational plan, and finances.

Next year, our program will carry on with its virtual visits to all the regions of the country. This is how Banesco is still committed to contributing to the sustainable development in Venezuela by training more and more micro-entrepreneurs.



OUR POLICY

As a part of our social commitment to the communities where we operate, Banesco Banco Universal, C.A. fosters the teamwork and solidarity spirit through our Corporate Volunteering. Therefore, we carry out social activities with our Social Partners or we create partnerships with private institutions that share our solidarity and commitment values.

Our Corporate Volunteering, in line with our Social Responsibility and Sustainability Policy, establishes that employees can dedicate several work hours each month or year to activities organized by the Life Quality Management, which is the office that manages and coordinates Corporate Volunteering.

As our main focus, Banesco Corporate Volunteering carries out activities, along with its social partners, in education, healthcare, environmental, and cultural programs.



OUR MANAGEMENT

In 2021, we focused our strategy in supporting initiatives that would alleviate the effects of the pandemic among the most vulnerable communities. Our usual volunteering and training programs kept working, in compliance with every sanitary preventive measure.

During 2021, our Corporate Volunteering devoted over 643 work hours to participate and contribute in the different programs and social initiatives, either ours or our Social Partners'.



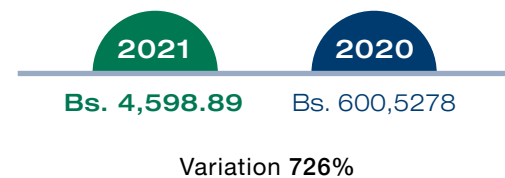
We promoted initiatives to support the elderly by means of food recollection for the most vulnerable communities, along with maintenance of common spaces. The commitment and the value of solidarity were elements that kept us active and adaptable to this new reality.

Training and awareness for our Corporate Volunteering is key for strengthening the social projects we carry forward. During 2021, we dedicated 100 hours to training our Corporate Volunteers through the workshop "Banesco Citizens in Social Action: Corporate Volunteering Management".

TYPES OF VOLUNTEERING

Specific Events	Group Projects	Professional Volunteering	Free Time Use
Those Volunteering actions where protocol or logistics support during corporate events is given.	Those Volunteering Actions where the volunteer group plans, designs and executes the activity with the supervision of the Volunteering Coordination.	Constituted by a team of professionals that facilitate learning experiences to our Social Partners through workshops, conferences, counseling and organizational aspects.	Volunteering actions, where one or several volunteers, by their own initiative, share their time or talent for the benefit of Social Partners.

INVESTMENT IN BANESCO VOLUNTEERING



DISTRIBUTION OF BANESCO CORPORATE VOLUNTEERING

BY POSITION/ MAN HOURS DEDICATED:

POSITION CATEGORY	2021		2020	
	Volunteers	% of Total	Volunteers	% of Total
Apprentices/ Interns/ Dissertation Students	0	0.00%	0	0.00%
Base	39	16.60%	18	9.63%
Professionals and Technicians	63	26.81%	37	19.79%
Supervision and Managerial	84	35.74%	128	68.45%
Vice-presidents	49	20.85%	4	2.14%
Total Volunteers	235	100.00%	183	100.00%
Total Man Hours	643	100.00%	343	100.00%
Annual Average Hours per Volunteer	2.73 Hours		1.83 Hours	



BY TYPE OF ACTION / MAN HOURS DEDICATED

PARTICIPATION MODEL	2021	2020
Specific Social Action Events	243	157
[2] Group Projects	0	0
[3] Environmental Volunteering	150	86
[4] Volunteer Training	250	100
Total Hours	643	343



SOCIAL VOLUNTEERING

During 2021, the most important activity was the one carried out for our Social Partner “Fundación Santo Domingo”, named “1 kilo of Solidarity”. The goal of this initiative was to collect nonperishable food and personal hygiene items, among others, for the elderly served in this Foundation. This campaign allowed us to provide for over 20 elderly men and women living in this specialized center. During this activity, 150 volunteers participated, accounting for 157 volunteering hours.

ACTIVITIES HELD WITH OUR SOCIAL PARTNERS

Social Partner	Activity	Volunt. Hrs.
Santo Domingo Foundation	1 kilo of Solidarity	157



OUR CLIENTS

102-2, 102-6, 103-1, 103-2, 103-3,
412-1, FS6, FS7, FS13



OUR POLICY

In Banesco Banco Universal C.A., we develop strategies that ensure the continued improvement of our products and services, the diversification of channels, the creation of new ones on the basis of artificial intelligence and the improvement of those that allow requirement self-management and information search. New digital banking trends have oriented a business strategy grounded in innovative technological solutions and within the framework of that orientation, we deliver to our clients the new services and adjustments of the existing channels.

Through mobile banking over 41 million financial operations were conducted, which accounts for a growth of 72% in comparison to the same period in 2020.

OUR MANAGEMENT

To achieve the operations continuity, we assessed as an opportunity and a challenge, the planning of new services and products – inside the electronic or digital portfolio- and the in-depth analysis of our clients' needs and expectations, in order to develop the adjustments and the new functionalities of the existing products and services.



This is why in 2021, we furthered a process of digital transformation in every possible field, that paved a way with no return in the financial service rendering and in the nature of our business.

During this period, Banesco Banco Universal C.A., stayed as a reference in the financial system and we ratified our leadership position in private banking. We ended 2021 with an amount in gross portfolio of VED 257.7 million, which represents 16.41% of the market. During this year, we liquidated a total of 1,205 credits, 779 of which were granted during the second semester of 2021. This reaffirms the orientation toward the mediation of Banesco loans, keeping excellent indicators of portfolio management, duly provision and of high quality and an arrears rate of 0.0003%.

As of December 2021, Banesco registered VED 837.6 million in the public collection account. With regard to Managed Portfolios, we liquidated a total of VED 28.5 million, among which the Agricultural credits by VED 14.5 million and the Microcredits by VED 9.0 million are to be highlighted.

An important effort was devoted to the implementation of the New Monetary Expression in all of our chain of value and to the promotion of operations in foreign currency, expressed in VED, mainly by means of the Green Account. Further, the Bureau of Exchange (a client's USD purchase-sale) was enabled both for online banking and for mobile banking. Through mobile banking over 41 million financial operations were conducted, which accounts for a growth of 72% in comparison to the same period in 2020.



It is also worth-remarking that 94% of our clients already carry out their operations digitally. Therefore, we have improved our offer for more and better products and services through electronic and digital channels. We offered our clients the new application Banesco Móvil (Mobile Banesco), which comprises the old Mobile Banking and the Mobile Payment service.

We kept a wide presence nationwide through the Electronic Digital Channels and we offered our clients an extensive Agencies network so that they may carry out all of their financial transactions. We concluded the year with 214 contact centers throughout the country, 397 ATMs, 122,384 points of sale, processing 865,741,251 transactions in said channel. During 2021, over 2.46 billion transactions in all of our channels were made, representing a decrease of 13.7% in comparison to 2020.

As a responsible organization, we have developed our financial activity in fulfilment of the Human Rights of all our groups of interest, implementing this compliance principle to a 100% in offered products and services. In addition, being committed to equality of opportunities to favor socioeconomic integration of people with disabilities, we constantly check the ATMs' and multifunctional



ATM's

REGION	2021	2020	Variation
Capital	160	188	-15%
Los Llanos Center	70	86	-19%
Western-Andean	64	75	-15%
South-Eastern	56	69	-19%
Zulia Falcon	47	61	-23%
Total	397	479	-17%

TOTAL LIQUIDATED CREDITS

BANK	2021	2020	Variation
Natural Persons + Legal Entities (SMEs)	284	2,999	-90.53%
Specialized Banking Natural Persons	150	5,098	-97.06%
Specialized Banking Legal Entities	771	5,573	-86.17%
Total	1,205	13,670	-91.19%

TOTAL CREDIT CARDS

NO. OF CARDS	2021	2020	Variation
Nº of Credit Cards	1,627,828	1,738,993	-6.4%

CONTACT CENTERS

REGION	2021	2020	Variation
Capital	79	88	-10%
Los Llanos Center	36	36	0%
Western-Andean	37	39	-5%
Eastern	37	39	-5%
Zulia Falcon	25	27	-7%
Total	214	229	-7%

PRODUCTS AND SERVICES

MAIN LIABILITY PRODUCTS

- ▶ Checking Account with Interests
- ▶ Checking Account with no Interests
- ▶ Electronic Account
- ▶ Savings Account
- ▶ Electronic Savings Account
- ▶ Investments: Time Deposits
- ▶ Green Account

MAIN CREDIT PRODUCTS

- ▶ UVCC Commercial Credits
- ▶ Microcredits
- ▶ Manufacturing Sector Credits
- ▶ Agricultural Credits
- ▶ Mortgage Credits

equipment's adaptation to allow the access and use of all users, including those who are limited in mobility or who require the use of a wheelchair.

DIGITAL TRANSFORMATION

Our Digital Transformation, is based on several pillars such as: Digital onboarding of products and services; digital contests for all of our employees; processes, proceedings, products, and services designed and improved with a digital mindset; Data driven approach, advanced data analysis, and development of permanent client knowledge through new technologies; client experience in each interaction with the Organization.

In 2021, 22 initiatives defined in the Digital Transformation Plan were conducted

and have been completed. The Artificial Intelligence use to support the assistance processes (Barti, the Virtual Assistant), the use of onboarding on the Mis Solicitudes website, and the new products designed with a digital mindset, for instance: green accounts, permanent improvements for Digital applications, such as Internet and Mobile Online banking, and our payment services.

The arrival of the Covid-19 pandemic to the country accelerated the digital transformation process of banking, varying work schemes and demanding both the adaptation of its physical infrastructure size and the offer of new online products and services. All of this was possible thanks to the important technology investments that the system had already been making, so that the new needs of both clients and the market as a whole were met.

Our Project's goal is to deliver solutions, new ITs, optimized processes and to give value to the client's digital experience so that it is adapted to the business' needs and supports the development of its objectives, boosting digital transformation and ensuring the services' continuity and stability.



While promoting digital culture, we implemented the “Debit Card Electronic Voucher”, that dematerializes the Voucher in the POS and our clients receive them by email. We also promoted our Mobile Banking by enabling the functionality “Bureau of Exchange Purchase”, that allows quickly and easily that the client purchases foreign currency (USD) by means of the bureau of exchange, with the online deposit in the Green Account.

We incorporated our Mobile Payment application to the Mobile Banking app in order to offer a unique experience to the client. This merging was very well received by our clients, according to the collected comments in social networks, which contributed to the value of the ISN of the channels, still positioned in the peer group’s first place.

Within the framework of regulatory compliance, the new Interbank Transfers/ Intrabank Transfers (LBTR) model was implemented. This allows us to incorporation with the new Global Gross Settlement System in real time, defined by the Venezuelan Central

We continued with the development of the “Mis Solicitudes Banesco” Portal and, always with a view to the continuous improvement of our services



Bank for all banks, as well as the Interbank Business Mobile Payment Service to People (C2P) registers and the Payment Button through the allowing the use of the product at the cash registers and the Payment Button through the business’ Web, thus expanding the range of digital payment options offered to clients and large retail chains.

Mitigating POS obsolescence, new Verifone brand models were certified, which support GPRS (3G and 4G) LAN, DIAL UP and WIFI

connections, in compliance with the circular issued by Sudeban to carry out actions to replace the Points of Sale devices based on 2G technology, optimizing the software update service in the Cloud and facilitating Technical Support Service Management.

We continued with the development of the “Mis Solicitudes Banesco” Portal and, always with a view to the continuous improvement of our services, we incorporated the “Green Account” product for individuals and legal entities. We continue to promote technology and its benefits within the philosophy of artificial intelligence, with our Virtual Assistant Dani, which supports clients by allowing them to meet their information needs, in a natural language format with the ability to answer questions or concerns about the products and value-added services.

Thinking about updating the knowledge of our employees, 6 Web Forums were held, with the participation of 1,327 Banesco Citizens. These forums sought to develop a vision of the transformation processes and generate interest in continuous learning in this strategic topic, with content related to: Developing an Agile Culture, Client Experience, The Digital Era, Agile Banesco Teams, Change Management in Transformation Processes, Virtual Assistants and Cryptocurrencies - Bitcoin.

ELECTRONIC, TELEPHONE, VIRTUAL AND MOBILE CHANNELS

We have an extensive network of physical and electronic distribution channels, through which we offer a wide range of products and services nationwide:

- 214 Points of Service (Agencies and Tellers)
- 122.384 Points of Sale (Physical and Virtual)
- 397 ATMs

During 2021, our customers carried out more than 2.46 billion transactions through all our channels. The most used electronic platforms were Internet Banking, Point of Sale and Mobile Payment.



CHANNEL	Amount of Transactions		
	2021	2020	Variation
Internet Banking	1,239,645,679	1,506,432,771	-18%
Mobile Banking	72,606,187	59,042,858	23%
ATMs (BE)	13,378,525	14,684,612	-9%
Points of Sale	865,741,251	1,041,453,864	17%
Telephone Banking (IVR-CAT-Online Chat- Telemarketing)	13,616,003	22,179,947	-39%
E-Payment (EDI)	13,575,524	15,849,752	-14%
Agencies Network	1,490,240	2,582,833	-42%
Mobile Payment (P2P)	244,010,016	194,267,313	26%
Total	2,464,063,425	2,856,493,950	-14%

DEBIT AND CREDIT CARDS

CREDIT CARD ISSUING BUSINESS

During 2021, the Banesco Credit Card business presented an increase in sales of 483.39% compared to 2020, leading to a growth in the CC portfolio balance of 350.35% at the end of 2021. The Extracredit product grew by 25.60% compared to 2020.

During 2021, card maintenance initiatives focused on serving different segments, benefiting 4,615 customers with limit increases on their cards.

DEBIT CARD ISSUING BUSINESS

Banesco Debit cards recorded a growth in sales of 902.78% at the end of 2021 compared to 2020, with a 99% participation in transactions during the year, with the point of sale being the channel most used by clients, with a year-on-year growth of 898.77%.

Likewise, the daily limits at Banesco's points of sale were improved to facilitate transactions for our clients, increasing the maximum daily amounts per transaction to VED 2,000 at the end of December.

In addition, we benefited 448,582 pensioners, representing 90% of Banesco's active pensioners, who now enjoy the convenience of mobilizing their pensions through points of sale and using digital means to make transfers, make inquiries and pay for services.

CLIENT AND BANK USER'S DEFENDER

At the end of 2021, the Client and Bank User's Defender answered 1,134 cases. From these figures, 247 requests were admitted, amounting to VED 80,880.29.



Non-admitted cases (887) were duly responded to, explaining the non-admission of the application, and were referred to the Client Service Unit, which is in charge of the follow-up until the cases are closed.

The main requirements that were met:

- Inconveniences with Mobile Payment / Payments made.
- Erroneous transfer.
- Rejected Operation for a not Concluded Negotiation.
- Failed or Duplicate Point-of-Sale purchases with Banesco MasterCard.
- Inconveniences with BanescOnline

In accordance to our value of Responsibility with our clients and groups of interest, Banesco Banco Universal, C.A. offers through its web page a section dedicated to the Banesco Client and Bank User's Defender. In this section, the stakeholders will find all necessary information to carry out procedures before this instance.

CLIENT AND USER'S REQUIREMENTS AND CLAIM MANAGEMENT

We manage in a timely manner and offer efficient and effective responses to our clients and users in accordance with the legal framework in force. For this purpose, we use the technological tool called Sistema Integral de Requerimientos (SIRWEB - Comprehensive Requirements System). Through this enabler, we manage requests, complaints and claims from clients and users filed through the different client service channels such as Banesconline, Agency Network, Social Networks, Corporate Mailbox atclient@banesco.com, Call Center and Administrative Offices.

During 2021, we managed 1,447 cases reported through the Comprehensive Requirements System (SIRWEB). Of the number of cases handled, 1,101 cases were ruled to be justified.

The distribution of claims and requirements by financial instrument during 2021 is detailed as follows:

YEAR	Credit Card (CC)		Debit Card (DC)		Savings Book		Checks		Client Service		Total Claims	Total
	No. of Claims	Amount of Claims VED	No. of Claims	Amount of Claims VED	No. of Claims	Amount of Claims VED	No. of Claims	Amount of Claims VED	No. of Claims	Amount of Claims VED		
2021	6	252.00	1,437	118,909.17	1	10	0	0	3	0	1,447	119,171.17
2020	35	46.9	519	7,932	2	1.2	0	0	2	0	558	7,980

INFORMATION TECHNOLOGY, PROCESSES FOR BUSINESS AND OPERATIONS

In Information Technology, Processes, Operations and Project Office, our goal is to offer solutions, new information technologies and optimized processes that conform to the need of the business and that support its goal development, strengthening also the digital transformation and ensuring service continuity and stability.

PROCESSES

We focused on guaranteeing the productivity of the areas through optimization strategies that allowed them to be more efficient. We continued to support the areas in their management through the creation of portals, using the Google suite, which allows them to manage and control in a more automated way, mitigating operational risks and closing audit findings.

In service quality, we review monthly compliance with service agreements for the products and services offered by the organization, in order to continuously improve the related processes. We closed the year with new robotized processes that allowed us to improve the productivity of the areas, automating repetitive tasks, dedicating



the personnel that performed these tasks to activities that add more value to the organization.

DEVELOPMENT AND MAINTENANCE OF APPLICATIONS

Promoting the digital culture, the “Video Banking” system was implemented, which leverages the bank’s digital transformation strategy, allowing our natural or legal entities clients to schedule an appointment to request personalized attention from an advisor of the Agency through a video call, from any place and device. With this new client service model, it will be possible to sell products and services, conduct interviews to get to know the client, deal with claims/requirements and any current management that does not require a face-to-face procedure.

Delivering technological solutions that support business strategies and aimed at

improving and boosting the experience of our clients, we implemented payment buttons with different Fintech, the C2P Payment Button, the new payment portal for natural persons, offering our clients different channels for online collection.

In order to strengthen our Foreign Currency systems, the following functionalities were enabled: balance inquiries and movements by electronic payment, as well as the purchase and sale of foreign currency at the foreign exchange bureau through Banesco Online.

In compliance with regulations, we introduced the New Monetary Expression within the times required by the regulator. Additionally, we implemented the new BCV Electronic Clearing House Modernization system with the functionality of immediate credit through Banesco Online, allowing transfers to be made in real time.



TECHNOLOGY OPERATIONS

We continue to focus on operational continuity, the availability of critical services and the optimal levels of the bank's technological infrastructure, products and channels, through continuous improvement plans for processes and system health, the application of preventive and corrective actions, providing a reliable experience to our clients, while maintaining a work scheme (telecommuting and occasional commuting to the offices) adapting to the global health situation, in order to maintain the bank's operational continuity.

We executed important implementations and migrations in the Fire Detection and Extinction System in the Data Centers and IT Infrastructure (Database platform of the Banesco Online service, Corporate OSB integrator, Technological Infrastructure of networks and Data Centers, Unix servers, among others), which allowed us to reduce the risks of obsolescence of hardware, software and services of the bank, as well as significant percentages of space in the Data Centers, wiring and energy consumption. Likewise, we achieved



SECURITY CERTIFICATES

The security of our clients is one of our top priorities, that is why at Banesco Banco Universal, C.A., we use the latest technologies to protect the confidentiality of your transactions.

Information sent over the Internet travels protected by a 128-bit cryptographic mechanism, which converts your data into disguised characters that can only be decrypted when they reach the Bank.

When you log in to the service, data is transmitted to our servers using SSL technology. This technology protects or encrypts your information so that it is impossible for any unauthorized person to read it.

Our portal [Banesco.com](https://www.banesco.com) and BanescOnline have the international security certification granted by the renowned companies McAfee and Norton to sites with the highest levels of security against Internet attacks.

significant improvements in Database switching times.

The management and monitoring tools were updated due to obsolescence for the bank's operations, ensuring compatibility and support from software manufacturers, and memory and bandwidth capacities were increased for the iSeries Banking Core platform, in order to offer performance improvements in process execution times, automatic allocation to memory needs in batch and online processes, and increased data transmission capacities.

SPECIALIZED SEGMENTS

NATURAL PERSONS SEGMENTS

In 2021, flexibility was expanded in view of the measures imposed by the National Government regarding the COVID-19 pandemic. Thus, practices that were previously implemented were resumed, increasing contact with clients and attention through our Agency Network, as well as developing the Videobanking Channel, which is mainly oriented to the attention of Natural Persons in Post-Sale processes, such as updating of



OUR CLIENTS

files, attention to claims for erroneous debits in TDD, etc. This significantly improves the value offer we provide to our clients and strengthens our commercial relationships with them.

Thanks to the flexibilization that took place in 2021, we increased the availability of Agencies for the face-to-face attention of our clients, which allowed the opening of more than 62,000 new accounts, which represents an increase of 27% compared to 2020 and meant a growth in new natural person clients, who preferred to choose us as their main bank.

The product offering for this segment of clients was expanded, leveraged mainly on the Green Account with the affiliation of almost 26,000 clients. In addition, the constant promotion of the use of Digital Banking for handling transactions electronically and a refreshment of transactional limits appropriate to the environment were held, with a focus on the Mobile Payment channel, which is an important means of payment, providing faster transactions.

LEGAL SEGMENTS

We remain committed to the support and growth of the country's productive sectors. We therefore continue to grant loans to our clients so that they can cover working capital needs, equipment, infrastructure expansions and productive development activities with priority to primary, food and health sectors. By the end of 2021, we reached a loan portfolio of VED 257.67 billion, which meant the settlement of 515 credit operations to our clientele.

Collection and Payment services recorded 348 million transactions, driven by the growth of electronic transactions



Among these sectors, the support to the Single Productive Portfolio, directed to the Agricultural Sector, stands out, closing with a balance of VED 14.49 billion.

In addition, more than 8,000 new accounts were opened for legal entities clients, thus strengthening the BBU ecosystem and facilitating transactionality among clients, as well as saving them transaction fees.

COLLECTION AND PAYMENT SERVICES

Collection and Payment services recorded 348 million transactions, driven by the growth of electronic transactions in Mobile Payment, Online Collection and Multi-payments.

As a strategy to mitigate the impact of the COVID contingency, the affiliation of legal clients to the P2C Mobile Payment service was maintained, in order to protect the collection and provide a digital channel for this service, both for natural person (payer) and legal entities (collector) clients.

In April 2021, with the objective of promoting digital transformation, the new Mobile Banking App was massified, incorporating P2P / P2C Mobile Payment and service payments to its functionalities, which significantly improves the client's experience and



OUR CLIENTS

is currently ranked first in the net satisfaction index (NSI) with respect to the peer group.

CLIENT'S EXPERIENCE

Banking clients always expect their bank to be proactive in meeting their financial needs with products and services that save them time and simplify their daily lives. In this sense, banking has faced a constant process of change and adaptation to the new demands of the market in this new era of digital transformation.

New technologies and digital advances have become protagonists to make a significant difference in the client experience in all areas of the relation, from the communication model to the interaction with the client service channels. This is why the banking sector has made a visible commitment to provide extraordinary experiences to its clients in order to sustain their loyalty to the brand.

At Banesco Banco Universal, C.A., we continue to face these challenges by listening to the voice of our clients, based on the importance of continuous improvement for the establishment of solid ties with the bank. Thus, from the Executive Management of Competitive Intelligence, we maintained



during 2021 the measurements of the Net Promoter Score, in its two aspects, both at the Relational and Benchmarking levels, in order to visualize the client's pain points and turn them into strengths.

We also evaluated the Customer Journey of each channel, which allowed us to identify possible gaps to establish strategies based on our clients' experiences in order to make a difference in terms of innovation and customer service.

In addition, together with Human Capital, we supported the strengthening of the relationship with our employees through the

management of the "Employed Journey" study, which allowed us to visualize opportunities for improvement in the work experience.

As part of the digital transformation, we incorporated to the "Mis Solicitudes Banesco" portal our foreign currency product, "Green Account", both for natural persons and legal entities, with the advantage of being able to make foreign exchange transactions through our Mobile Banking.

By leveraging technology and its benefits within the philosophy of artificial intelligence, we strengthened our Virtual Assistant, expanding its capacity for action by meeting the needs of diverse information associated with Points of Sales, Products, Green Account, among others, in a natural language format with the ability to respond to questions or concerns about the products and services of the value offer.

Improving the client experience, we promote advanced solutions with the new and innovative Banesco VideoBanking virtual client service, aimed at our natural persons and legal entities clients, where they can schedule appointments from any Mobile or PC device, receiving financial advice without the need to go to an agency.



Banks continue to work to innovate solutions aimed at enhancing the client's experience, offering cutting-edge products and services. At Banesco we continue to focus on listening to the voice of our clients in order to provide timely responses that differentiate us from the competition.

RELATIONAL MARKETING

We accompany our external and internal clients throughout their life cycle, through the personalization of our communications, as a fundamental strategy that allows us to promote the cross-selling of our products and services.

To this end, we analyze the behavior of the clients in the different channels in each interaction with the Organization, in order to design actions that seek to facilitate the relationship with them and provide them with the best experience. This is how we have built loyalty with our clients, using personalization in our communications about products and services. Outbound Marketing support was fundamental in the sales and

At Banesco we continue to focus on listening to the voice of our clients in order to provide timely responses that differentiate us from the competition.

post-sales actions of products and relationships, a good percentage of all the campaigns deployed by the Marketing team.

Within the framework of this strategy, and through the use of email marketing, during 2021 we will reach a significant number of clients with the sending of millions of personalized emails and where we have obtained significant open rates, today exceeding international standards for the business segment.

STAKEHOLDERS GROUPE DIALOGUE

NATURAL PERSONS	2021		2020		
Focus Groups / Interviews / Surveys	Amount	Participants	Amount	Participants	Segments
Client Experience Survey	12	53,250	12	45,360	Natural persons & legal entities
Brand Survey	1	800	0	0	Natural persons
Satisfaction Survey / Service Quality	15	4,851	0	0	Natural persons
Internal Client Service / Banesco employees	12	3,800	16	4,909	Banesco employees
LEGAL ENTITIES	2021		2020		
Focus Groups / Interviews / Surveys	Amount	Participants	Amount	Participants	Segments
Client Experience Survey	7	741	0	0	SMEs, Businesses, Large Enterprises and Corporate
Legal Entities: Enterprises- Qualitative Survey	1	24	0	0	SMEs, Businesses, Large Enterprises and Corporate





MESSAGES

We guarantee that the messages we transmit to our client/end consumer are in the most understandable and close way, aligned with the realities of the offer or service, respecting the fulfillment of what we offer.

We are also respectful of the existing regulatory framework in the country, from which we can cite the following as being of great importance for Banking:

- Law on Banking Sector Institutions, issued in Official Gazette No. 40.557, dated December 8, 2014.
- Resolution No. 339.08, dated December 18, 2008, whose standards regulate the Administrative Processes in relation to the issuance and the use of Credit, Debit, Prepaid Cards and other Financing or Electronic Payment Cards, whose articles 23, 24 and 25 (Chapter I, Obligations of Issuers) refer to cases of prize offers and promotions.
- Resolution No. 291.09 dated June 26, 2009, regarding Regulations on Advertising and Propaganda carried out by Banks, Savings and Loans Institutions and other

Financial Institutions on Financial Products and Services.

- Resolution No. 063.15 dated June 12, 2015. Regulations related to the Protection of Financial Services Users.

As per provisions set forth in the Circular SIB- DSB-CJ-OD-00240, date January 14, 2021, products and services, as well as their modifications, will require prior authorization from the Superintendence of Banking Sector Institutions (SUDEBAN), which may make observations or suspend the products if necessary to protect bank users and customers.

It is important to highlight that all advertising of the Bank's promotions contain the indication that they have been previously approved by SUDEBAN; likewise, in the case of the products or services to which they are applicable, it is stated that they are covered by the Deposit Guarantee and Banking Protection Fund (FOGADE).

The Central Bank of Venezuela (BCV) is the competent body to authorize and set commissions and fees.

BUSINESS PARTNERSHIPS AND PROMOTIONS

The main objective of the promotions and commercial alliances is to offer added value to our clients, strengthening their loyalty and stimulating the use of our products. We offer them exclusive benefits based on their tastes and preferences, generating a residual effect after the end of the campaigns. Likewise, we are able to increase sales of Banesco Credit Cards and contribute to the increase of the active portfolio.

CAMPAIGNS

With regard to marketing campaigns, we multiplied our efforts to keep our clients informed about all new products and services, as well as to promote behaviors that promote safety and prevention. We conducted around 214 campaigns to increase awareness of our products, support client service management, and promote CSR initiatives in our media.

In the following sections we will delve into each of the campaigns conducted during 2021:



WE STAYED CLOSED TO OUR CLIENTS AND PROMOTED SECURITY CAMPAIGNS

We carried out the deployment of regulatory and informative campaigns through the Social Networks, whose topics were focused on keeping our clients always informed and alert about the possible scams to which they may be exposed and the best way to prevent and protect their data and financial products.

WE KEPT PROMOTING THE PREVENTION OF MONEY LAUNDERING, FINANCING OF TERRORISM AND OF THE PROLIFERATION OF MASSIVE DESTRUCTION WEAPONS

We kept monthly preventive communications to remind our customers of the importance of protecting their third party data, as well as to avoid requesting assistance from strangers.

AWARDED MOBILE PAYMENT

We promote the service through the Awarded Mobile Payment campaign. With it, we offered our customers the option of participating in a monthly sweepstakes for prizes.

It was promoted in our Facebook, Twitter and Instagram social networks.

WE PROMOTED THE USE OF OUR BANESCO POINTS-OF-SALE WITH THE CAMPAIGN "WITH BANESCO, NO CARD DECLINE!"

We maintained publications related to the use of Banesco points of sale, to invite our customers to use Banesco points of sale for their purchases in stores.

WE KEPT OUR PENSIONERS CAMPAIGN

We continued to promote the use of Digital Banking with our pensioners, encouraging



OUR CLIENTS

them to use our electronic channels to carry out their transactions without having to go to the bank. This contributes to the instruction of our pensioners about the advantages offered by Banesco Digital Banking.

WE CONTINUED OUR POSTS RELATED TO THE NATIONAL HOLIDAYS IN OUR SOCIAL NETWORKS

We promoted the most relevant national anniversaries through our social networks.

WE KEPT PROMOTING SERVICE PAYMENTS THROUGH BANESCONLINE, BANESCOMÓVIL AND MULTIPAGOS

Through different campaigns, we endeavored to let our customers know that through our Digital Banking they can pay for all their services easily and securely.

WE PROVIDED INFORMATION ABOUT THE POINTS-OF-SALE SALE DAY MADE BY OUR COMMERCIAL PARTNER NATIVA'S

We continued to promote the sale of points of sales nationwide by our commercial partner Nativa.



GREEN ACCOUNT AND SALE OF FOREIGN CURRENCY

We kept promoting the benefits of our Banesco Green Account, adding the benefits of purchasing and selling foreign currency through our BanescOnline platform.

WE COMPLIED WITH THE NEW MONETARY EXPRESSION

Within the framework of the National Government's requests, we informed our clients in September about the simplification of the zeros for our currency. This new monetary expression came into force since October 01.

Said campaign was deployed in Facebook, Twitter, Instagram and LinkedIn.

WE LAUNCHED THE CAMPAIGN BANESCOMPAGOS (BANESCO PAYMENTS)

In the second half of the year, we promoted the BanescoPagos campaign, created to inform our customers that they can now make their administrative payments to the UCAB or Saime through our portal by accessing with their BanescOnline credentials and a special operations code.

Said campaign was deployed in Facebook, Twitter, Instagram.



OUR CLIENTS



WE KEPT THE FORCE OF OUR C2P MOBILE PAYMENT SERVICE

With this campaign, we showed our customers and stores that they can now pay at affiliated businesses without the need to have a card or telephone, with the generation of a dynamic code, through our businesses affiliated to C2P Mobile Payment.

WE LAUNCHED BANESCOTOKEN

With this campaign, we inform our customers about the launch of the BanescoToken app, created to generate dynamic code for our customers every time they need to make a withdrawal from their Banesco Green Account.

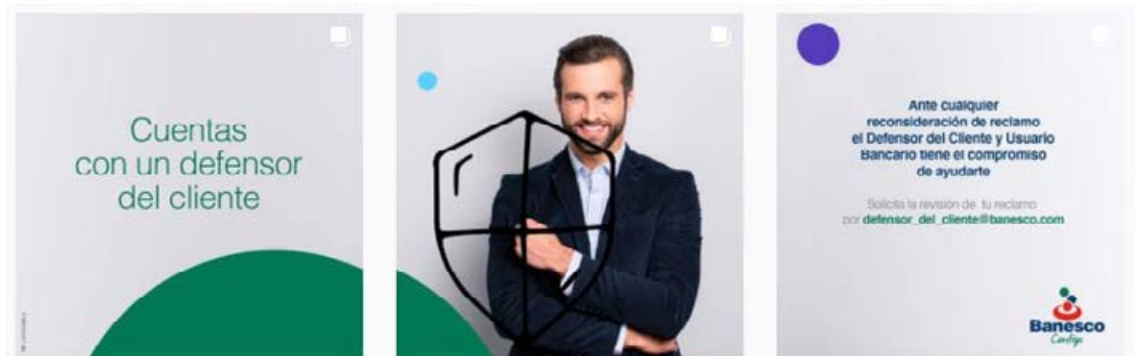
BANESCO VIDEOBANKING

We launched our new Banesco VideoBanking service where customers could communicate with a bank advisor through a video

call and manage their requirements. The campaign was deployed through our digital media (social networks and website), as well as radio and TV.

CLIENT'S DEFENDER CAMPAIGN

We promoted for our customers the support provided by the Client Defender when making a complaint, a campaign that was deployed on Facebook, Twitter and Instagram.



WE TRANSMIT A MESSAGE OF UNITY AND SHARING WITH THE FAMILY

To close the year, starting December 1, we launched our usual Christmas campaign focused on remembering and promoting the most emblematic Venezuelan traditions at this time.









SOCIAL NETWORKS

In order to maintain a constant dialogue and communication with all our stakeholders, we have relied on new technologies and 2.0 client service. Social networks have been an effective communication channel for our followers, as evidenced by the 25,941 cases, including queries and requirements, that were addressed through our different accounts via social networks.

Banesco Banco Universal, C.A. has official Twitter, Facebook, Instagram, YouTube and LinkedIn accounts, as well as a blog. As for its presence in social networks, Twitter –through the @Banesco account– remains the social network preferred by social network users, reaching 740,509 followers as of December 2021. In addition to serving as a link for queries and requirements, the account offers content of interest on personal finance, entrepreneurship, technology, commemorative holidays, history, sports, business, energy and news on the bank's products, services and promotions.

Meanwhile, Banesco's Facebook page reached 267,261 followers, while on Instagram it reached 242,837 followers last year.

SOCIAL NETWORKS		2021	2020	Var. %
 TWITTER	@Banesco	740,509	733,487	0.96 %
	@Baneskin	203,385	203,039	0.17 %
 FACEBOOK	Banesco Banco Universal	267,261	263,619	1.38 %
 YOUTUBE	Views	6,975,452	6,342,643	9.97 %
	Subscriptions	18,678	14,894	25.41 %
 LINKEDIN	Followers	114,672	98,189	16.79 %
 INSTAGRAM	Followers	242,837	216,800	12.01 %
 BLOG BANESCO	Visits	9,000,546	8,686,625	3.61 %

The videos posted on the YouTube channel "Banesco en Imágenes" have more than 6.9 million views and 18,678 subscribers.

At the end of December 2021, Blog.banesco.com reached 9,000,546 visits. On this site, in addition to corporate information on products and its Corporate Social Responsibility policy, the institution has exclusive content prepared by renowned journalists in their field.



OUR ENVIRONMENTAL POLICY

In Banesco Banco Universal, C.A., we are aware that the protection and preservation of the environment is a necessity for the benefit of this and future generations. Therefore, we are responsible regarding our consumption, so as to improve the way we use our resources. We do this through various initiatives that allow us to do a better job while we carry out our operations and care for our environment at the same time.

We are constantly carrying out assessments, as well as diagnostics, and we also establish indicators and set real goals to improve our use of natural resources, energy saving, and recycling of waste and materials so that our activities in our headquarters and branches do not impact the environment.

OUR MANAGEMENT

During 2021, we maintained our commitment to caring and raising awareness regarding environmental care. We continued this year the process of rationalization and spatial reorganization, which we started a few years back, thus optimizing the square meters occupied by our employees in all our offices.

Due to the nature of our activities, paper consumption is our main source of emissions related to material consumption. Therefore, we have established processes to diminish our consumption of paper, such as Electronic Document Management, which during 2021 helped digitalize over 142 thousand pages regarding commercial credits and over 30 pages regarding credit cards.

Furthermore, during this period, 54.41 thousand kilograms of paper and 110.13 thousand kilograms of electronic residues were recycled.

During 2021, we continued our rationalization and spatial reorganization process. This time, we applied it in our offices in the Metropolitan Area of Caracas, and other regions, so as to optimize the square meters we use, in accordance with the processes established by the institution, and to have a more rational use of our spaces and services.

ELECTRONIC DOCUMENT MANAGEMENT

We are aware of the fact that paper is one of the resources we use the most in the Organization. However, we have undertaken a strategy for the digitalization of records in order to support our environmental policy. Our Unit of Electronic Document Management (GELECON) has the goal to digitalize our records, so as to avoid the redundancy of unnecessary copies and make the workflow of the Organization more dynamic. The incorporation of Gelecon to the main areas of the bank contributes to a decrease on paper consumption rates and the optimization of our spaces, and by extension, the organization itself, when it comes to record keeping.

Due to the nature of our activities, Substances that destroy the ozone layer are not emitted by the Organization, as well as gases like NO and SO.,



ELECTRONIC DOCUMENT MANAGEMENT

Area	Número de Operaciones			Number of Pages		
	2021	2020	Var. %	2021	2020	Var. %
Commercial Credits	5,449	4,405	124%	142,515	49,000	291%
CC (Application/Services)	5,125	1,400	366%	30,746	3,000	1,025%

RECYCLING PROGRAM

During 2021, we maintained recycling program, which showed satisfactory results with the recycling of 54.41 thousand kg. of paper and cardboard, which accounts for VED. 1.26 thousand. These resources have been destined to the support of projects executed by our Social Partners.

Furthermore, through our Banesco Efficiency Culture, we reinforced the awareness campaign for the responsible use of multifunctional printing equipment with a special program for saving paper.

With this program, we were able to save 2.42 million printed pages, which represent VED. 158.30

PAPER SAVING

	2021	2020	Var. %
Number of pages saved	2,420,764	7,833,211	-69.00
VED Saved	158.30	442.20	-64.00

TOTAL PRINTS

YEAR	%
2021	5,927,410
2020	5,028,488
Variation %	17.88%

ENERGY CONSUMPTION

We have incorporated the use of advanced technologies in equipment and lighting, along with awareness campaigns about the efficient use of electricity, which has been crucial for the improvement of our environmental indicators.

The main source of energy used in our Organization is produced by hydroelectric plants, distributed through the national electricity grid. Our power consumption and 100% of the service. These generators are activated in the event of a power failure in the commercial network.

During 2021, we generated 3.38 thousand GJ (Gigajoules), a decrease of 11% regarding the previous year, mainly due to power failures in the commercial network. Consequently, there was a 37% decrease in CO2 emissions from the diesel generators. During 2021 was 133 thousand GJ which represents a decrease of 17% with respect to the previous year.

Along with the national power grid, we have six (6) diesel generators at our main headquarters, Ciudad Banesco, and two (2) diesel generators at our headquarters



in El Rosal and other administrative offices, in case of emergencies. They back up between 80% of a 100% of the services. These generators are activated in the event of a power failure in the commercial network.

During 2021 we generated 3,378 GJ, which means a decrease of 37% compared to the previous year, mainly caused by electrical failures in the commercial network. As a consequence of this, this represents a 37% decrease in CO2 emissions from diesel generating equipment.

By 2021, with a total of 214 branches, we got a consumption of 149.80 thousand gigajoules. On the other hand, we reached a per capita consumption of 43.7 gigajoules for a total of 3.39 thousand employees.



ENVIRONMENTAL INDICATORS

Consumption	Total Consumption			Consumption per Person		
	2021	2020	Var. (%)	2021	2020	Var. (%)
Water (m ³) ⁽¹⁾	147,288.00	177,521.00	-17%	48.4	52.4	-8%
Electricity Gigajoule National Electric System) ⁽¹⁾	133,000.00	160,300.00	-17%	43.7	47.33	-8%
Electricity Gigajoule / independent generation ⁽²⁾	3,378.60	5,364.00	-37%	2.3	3.54	-35%
Paper (Kg) ⁽¹⁾	1,307	7,807	-83%	0.42	2.30	-82%
Paper (Kg) / Clients ⁽⁵⁾	4,080	14,317	-72%	0.00	0.00	0%
Waste	Total Consumption			Consumption per Person		
	2021	2020	Var. (%)	2021	2020	Var. (%)
Recycled paper (Kg) ⁽¹⁾	54,410	88,670	-39%	17.86	26.16	-32%
Toner and/or Cartridges ⁽³⁾	0	0	0%	0	0	0%
Electrical and Electronic Waste (Kg) ⁽¹⁾	110,129.80	20,580.04	435%	36.16	6.01	502%
Greenhouse gas emissions	Total Consumption			Consumption per Person		
	2021	2020	Var. (%)	2021	2020	Var. (%)
CO ₂ emissions from diesel generators (Ciudad Banesco only) ⁽⁴⁾	916,183.13	1,518,295.5	-40%	623.3	1,001.51	-38%
CO ₂ emissions from Employee's vehicles ⁽²⁾	230,101.97	425,173.4	-46%	156.5	280.46	-44%
Total CO ₂ emissions ⁽²⁾	1,146,285.10	1,943,468.9	-41%	779.79	1,281.97	-39%

1. National totals. Based on 3,045 employees in 2021 and 3,387 in 2020. The national electricity consumption figures for 2021 and 2022 are estimates.

2. Ciudad Banesco and El Rosal 1,470 employees in 2021 and 1,516 in 2020.

3. Donated to FUNDANA: No donations made in 2020.

4. Independent generation in Ciudad Banesco and El Rosal. Based on 1,470 employees in 2021 and 1,516 in 2020.

5. 3,944,586 clients in 2021 and 3,935,751 clients in 2020 are taken into account.

WATER CONSUMPTION

Our water consumption during this period was 165.89 thousand m³, which represents a decrease of 17% regarding the previous year.

Regarding this, with a total of 3.05 thousand employees, we obtained 48.4 m³ of consumption per capita this year.

The water used in all our headquarters and agencies was withdrawn using the water network fed by the different reservoirs in the country.

The activities carried out by the bank do not produce spills of chemical substances, oils and/or fuels that could have negative effects on health, the environment, soil, water, and air, nor do they impact protected natural spaces or areas of high biodiversity that are not protected. We also do not produce significant spills or require the transportation of hazardous waste.

All our branches and administrative headquarters discharge their sewage waste into the national public sewer system.

For granting construction loans, we make feasibility studies not only to ensure the success of the Project but also to ensure the lowest environmental impact possible



on the area where the work will be carried out. We ensure that the projects we finance have the appropriate habitability certifications before we start the purchase process.

In 2021, we received no fines or demands for failure to comply with the local or national environmental norms.

PERSONNEL TRANSPORTATION

Employees are provided with transportation service from Ciudad Banesco to the nearest station of the Caracas Metro system in the morning for their arrival to the headquarters and in the afternoon to facilitate transportation to their homes, in order to make commutes easier and to contribute with their safety. In the case of events taking place outside of the headquarters, transportation units are hired to transport employees. The Organization assumes the cost of the service.

The medical service for employees located in Ciudad Banesco does not generate biological sanitary waste as it only provides primary care and uses disposable material. Emergencies are referred to health centers near the main office.

DONATION OF FURNITURE AND DISINCORPORATED COMPUTER EQUIPMENT'S

As a part of our recycling and reusing policy for our assets, we donate the furniture and computer equipment that is no longer in use in our headquarters and branches to organizations, preferably of social nature, so they can be used again.

DONATION OF DISINCORPORATED COMPUTER EQUIPMENT

	2021	2020	Var. (%)
Amount of equipment donated	446	316	41.14
Total Kg.	1,380	877	57.34

DONATION OF DISINCORPORATED FURNITURE

	2021	2020	Var. (%)
Amount of disincorporated furniture	577	480	20.21
Total Kg.	11,934	21,182	-43.66

CORPORATE VOLUNTEERING

Among the social action activities carried out by our Corporate Volunteering, there are the environmental care initiatives and incentives to care for natural resources. 86 man-hours were invested in environmental activities in 2021. Volunteers committed to the environment were invited to celebrate Arbor Day at home, planting sprouts and maintaining the green areas around their homes, as well as sharing pictures of the trees they planted the previous year, when this activity started being held from home. In addition to this, our Volunteers, as a means to contribute with the environment, alongside the organization Sembremos más Vida, and the National College of Journalism, planted new sprouts in the Botanical Garden of the Central University of Venezuela.



This small action helped raise awareness in the entire community regarding the many environmental benefits that keeping plants around us brings about, such as mitigating climate change, hosting different lifeforms, and embellishing our environment with flowers and colors.





OUR POLICY

The Vice-presidency of Procurement and Management is the entity in charge to select, approve and assess suppliers. We base our service relationship not only on traditional criteria like price and quality of the service, but also on trust and transparency, ensuring we meet the needs of our business and the value chain.

We engage with responsible suppliers who meet our ethical and social standards, as well as the criteria for diversity and inclusion, human rights, and sustainability, just as we do, because we understand their impact on society.

OUR MANAGEMENT

During 2021 we hired 932 local suppliers (96.78%) and 31 non-local suppliers (3.22%), with whom we maintained a relationship and transacted a purchase volume of VED 447.33

Thousand, which represents a 94.58% of local suppliers, i.e., companies operating in the same geographical area where the purchase, service, and invoicing takes place; while 5.42% corresponds to non-local suppliers.

Out of those, and as part of our commitment to the United Nations Global Compact, 79 service contracts were signed with suppliers, 22 of which included Clause number 20 sub-paragraph J) related to the Ten Principles of the Global Compact based on the Universal Declarations and Conventions applied in the areas of Human Rights, Environment, and Labor and Anti-Corruption Standards. The rest of the signed contracts are under the supplier's model, financial confidentiality agreements or signed agreements that do not include the clause identified above.

DISTRIBUTION OF SUPPLIERS BY NUMBER AND BY AMOUNT PAID

TYPE	Number of Suppliers		% of Total Suppliers		Amount Paid		% Over the Amount Invoiced	
	2021	2020	2021	2020	2021	2020	2021	2020
Local Providers	932	893	96.78%	98.78%	423,101,747.26	13,090,856.07	94.58%	97.30%
Non-Local Providers	31	11	3.22%	1.22%	24,224,770.16	362,978.13	5.42%	2.70%
Total	962	904	100%	100%	447,326,517.42	13,453,834.21	100.00%	100.00%



SUPPLIERS AND MOST SIGNIFICANT ITEMS BY REGION

We keep an inventory of our main suppliers of goods and services by geographic area.

CAPITAL REGION

Service	Service Suppliers		Amount		% of the Total		
	2021	2020	2021	2020	Var. %	2021	2020
Hardware, Software, and Technology	72	69	248,807,032.77	7,156,657.26	4.35%	70.16%	65.41%
Services	98	91	53,518,536.99	1,821,130.45	7.69%	15.09%	16.64%
Maintenance and Construction	52	51	29,967,934.49	482,046.31	1.96%	8.45%	4.41%
Condominium and Leases	130	127	8,110,448.98	1,153,867.07	2.36%	2.29%	10.55%
Fees and Consultancies	93	81	14,222,229.60	327,570.24	14.81%	4.01%	2.99%
Total	445	419	354,626,182.83	10,941,271.36	6.21%	100.00%	100.00%

SOUTH-EASTERN REGION

Service	Service Suppliers		Amount		% of the total		
	2021	2020	2021	2020	Var. %	2021	2020
Maintenance and Construction	2	2	4,167,323.16	74,938.58	0.00%	78.93%	44.87%
Services	10	11	56,752.90	2,592.92	-9.09%	1.07%	1.55%
Condominium and Leases	36	40	1,056,026.41	89,463.02	-10.00%	20.00%	53.57%
Total	48	53	5,280,102.47	166,994.54	-9.43%	100.00%	100.00%



LOS LLANOS CENTER REGION

Service	Service Suppliers		Amount		% of the Total		
	2021	2020	2021	2020	Var. %	2021	2020
Office Equipment, items, and Furniture	0	1	—	4.53	-100%	0.00%	0.00%
Maintenance and Construction	5	6	1,008,054.21	91,181.98	-16.67%	34.92%	45.38%
Condominium and Leases	59	56	1,352,689.96	78,819.43	5.36%	46.86%	39.22%
Services	24	29	526,077.35	30,943.25	-17.24%	18.22%	15.40%
Total	88	92	2,886,821.52	200,949.20	-4.35%	100.00%	100.00%

NORTH-EASTERN REGION

Service	Service Suppliers		Amount		% of the Total		
	2021	2020	2021	2020	Var. %	2021	2020
Fees and consultancies	2	2	16,173.18	3,666.56	0.00%	0.28%	4.37%
Maintenance and Construction	5	3	4,840,514.37	32,857.37	67.00%	83.24%	39.19%
Services	13	13	30,551.93	2,730.95	0.00%	0.53%	3.26%
Condominium and Leases	20	23	928,236.19	44,587.53	-13.00%	15.96%	53.18%
Total	40	41	5,815,475.67	83,842.43	-2.00%	100.00%	100.00%

RULES FOR PROCUREMENT PROCESS

Procurement and hiring processes for the acquisition of property, materials, works, and services must be carried out for the most convenient total cost, taking into consideration the pricing, the quality, the convenience of the delivery, and the services given after the acquisition, always ensuring equity and transparency in the selection of the supplier.

The Vice-presidency of Procurement and Management must ensure the fulfilment of the rules, processes, and guidelines established, pursuant to the autonomy and instances provided for the approval of the different phases of the purchase process.

For purchasing property and services, it is necessary to carry out processes of selection

with a minimum of three provides, with the exceptions that could ensue from the economic situation in the country.

The procurement process is centralized, and the requesting fields are the ones responsible for delivering the specifications regarding the purchases and/or hiring process and, when necessary, for creating a



OUR SUPPLIERS

technical assessment matrix in the framework of their area of expertise.

The documentation of the qualified providers registered in the Bank's database will expire in a yearly fashion. After that period, they must be reassessed to be able to participate in the supply of property and services in general. For the requisites that expire after a certain time, we reserve the right to request an update of the documents.

OUR POLICY TO HIRE SUPPLIERS

1. We have a policy for hiring suppliers, in which every supplier who is interested in providing us with any service must go through an assessment process regarding the legal, technical-commercial, and financial aspects. Therefore, they must provide us with documents that prove their legality and financial transparency.
2. Our procurement and hiring process for the acquisition of property, materials, works, and services must be carried out for the most convenient total cost, taking into consideration pricing, quality, the convenience of the delivery, and the services given after the acquisition, always ensuring equity and transparency in the selection of the supplier.

3. Every supplier who is interested in providing a service to the Institution must deliver the following documents:

4. Legal information (Copy of FRN, ID or passports of the Directors, Articles of incorporation, Shareholders' certificates, Affidavits Requested by Banesco (Conflict of Interest Compliance with Ethical Code, Origin of Legal Funds, Shareholder Distribution, and Compliance with Solvency and Legal Obligations).
5. Financial Documentation (Balance Sheet, Profit and Loss Statement, Trial Balance in the cases where the company's accounting close is over six months old, all of them expressed in historical values and their income tax return).

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2. Financial Documentation (Balance Sheet, Profit and Loss Statement, Trial Balance in the cases where the company's accounting close is over six months old, all of them expressed in historical values and their income tax return).
3. Technical-commercial documents (Commercial references).



OUR POLICY

In Banesco Banco Universal, C.A., we stick our organizational values on a daily basis. That is why we are responsible and transparent with all our stakeholders. Compliance with our obligations, as well as communication and transparency, are key to ensuring that we continue to be a strong, secure, and sustainable bank that contributes to the progress of people and businesses, and in broader terms, the progress of Venezuelan society.

OUR MANAGEMENT

We are responsible in the design of our products and services, adjusting them to the legal guidelines and regulations in force. Likewise, our contracts and general conditions contain a clause that limits the Bank's liability for non-compliance in the provision of the product or service derived from regulatory changes.

For this reason, our products and services are adjusted to the requirements of the regulatory bodies. Furthermore, risk analysis studies are conducted and submitted to the bank's depositors and investors on any new financial instrument or product, although this does not prevent the occurrence of eventual

inconveniences, the Bank is constantly adjusting its risk mitigation mechanisms.

The Bank's Legal Team constantly analyzes the regulations in force, including any new guidelines that may impact the way our products and services work, as well as any modifications to existing regulations, adapting our conduct to the new requirements

TAXES

Our tax policy is in line with the organizational values. We therefore, respect, adhere and comply strictly and faithfully with the current tax laws. We do so in an efficient and timely manner, based on the information reflected in our financial statements.

The Executive Management of Taxes and Compliance with Tax Obligations, attached to the Executive Direction of Treasury and Finances, is the area in charge of establishing the necessary controls and guaranteeing faithful and timely compliance with tax obligations, through the execution of the legal provisions of the tax regulations and the approved Guidelines, which have been published.

On the other hand, tax regulations are analyzed to ensure that the Organization's decisions comply with their contents



We plan all the required and mandatory activities for the compliance of our tax obligations in a timely manner, along with the national, state and municipality's bodies. The accrual and payment of such obligations are reflected in the bank's financial statements in accordance with local accounting standards. On the other hand, tax regulations are analyzed to ensure that the Organization's decisions comply with their contents and are in accordance with the general principles of tax law.



Regarding the Tax Transparency regime, specifically in the area of Transfer Pricing, the Organization complies with the principle of free competition or principle of independence, informing the tax administration of our economic operations with related parties, as established by the regulatory framework where it is evident that we comply with our tax burden, without transferring our assets to low tax jurisdictions.

We are aware of the importance of our contributions in fiscal matters, so that the Public Power, on all its different levels, can carry out the execution of its economic policies, that is why we fully comply with the payment of all our tax obligations, thus contributing directly and indirectly to the sustainable development of all our stakeholders.

The Executive Management of Taxes and Compliance with Tax Obligations seeks to raise awareness among the different areas of the business on the importance of complying with tax obligations and the risks to which the Organization may be exposed, either through meetings, e-mails and/or newsletters. In addition, employees are provided with specialized training courses on tax matters, so that they have the necessary technical tools for the performance of their duties.

TAXES DUE TO OWN OPERATIONS

(IN VED)

TAXES	2021	2020	Variation%
Income before taxes	101,526,926.03	15,876,968.78	639%
Income tax (1)	5,068,822.00	1,658,945.08	306%
Tax on Economic Activities	8,926,120.02	763,657.00	1.169%
Value Added Tax (*)	29,205,388.00	2,133,649.47	1.369%
Tax on Business Advertising	163,420.54	6,250.80	2.614%
Urban Property Tax	69,096.81	5,425.87	1.273%
Tax on Large Financial Transactions (IGTF)	7,988,420.00	660,728.37	1.209%
Tax on Large Assets	2,871,618.00	251,919.34	1.140%
Other Taxes (**)	78,629.66	4,926.95	1.596%
Sub Total VED	54,371,515.03	5,485,502.87	991%
Income after taxes	47,155,411.00	10,391,465.92	454%

* Including the total of the fiscal credit for national purchases and the payment of the VAT as responsible party (import of services)

** Other taxes: payments are registered for administrative fees.

We identify risks in advance and notify, if necessary, the Executive Direction of Treasury and Finances, in order to make assertive decisions to mitigate or eliminate them. Likewise, there are channels of constant communication between the various areas that make up the Organization, so that if there is a tax risk, it can be addressed in a timely manner.

For the internal control of risks, the Executive Management of Taxes and Compliance with

Tax Obligations maintains a Schedule of activities, where the mandatory deadlines and the actual dates of payment and declaration of each of the tax obligations are displayed, allowing the Managers of the area to supervise the due compliance, and to corroborate the information with digitalized supporting documents. Additionally, regarding the approval of the payment of the different taxes, the Executive Management has Tax Autonomy, duly authorized by the Risk Committee and the Board of Directors.



To ensure compliance with the activities carried out by the Executive Management for Taxes and Compliance with Tax Obligations, the Organization has an Internal Audit Vice-Presidency, which verifies that tax obligations are complied with, in accordance with the Venezuelan legal system. In addition, there is a Vice-Presidency of Business Models, which guarantees the existence of guidelines, and their efficiency and compliance with the best business practices.

The Organization has been characterized by maintaining assertive communication with all stakeholders, whether they are employees, clients, tax authorities, or the communities to which it belongs. We maintain continuous communication with government authorities, establishing cooperative relationships and partnerships with the collecting agency and local governments based on the principles of transparency and trust.

With regard to the management of tax-related concerns, there is a digital tool called @rqa-si. All tax-related queries from any business area of the Organization are received through it. The Executive Management of Taxes and Compliance with Tax Obligations is in charge of providing a timely response to the queries made through it and of

LEGAL CONTRIBUTION

(IN VED)

TAXES	2021	2020	Variation %
CONTRIBUTION TO THE SCIENCE, TECHNOLOGY AND INNOVATION ACT			
Contribution to the National Science, Technology, and Innovation Fund (FONACIT) ¹	177,778.00	7,953.10	2,135%
WORKERS' FOOD ACT			
Workers' Food Act	21,657,038.72	2,667,107.70	712.00%
CONTRIBUTION TO FOGADE, SUDEBAN, TO THE NATIONAL ANTI-DRUG OFFICE (ONA), SOCIAL CONTRIBUTION TO COMMUNES AND SPORT ACT			
FOGADE	2,993,565.10	206,719.32	1,348%
SUDEBAN	3,161,730.27	230,254.50	1,273%
LOSEP Contribution (ONA-FONA)	585,172.18	133,283.87	339%
Social Contribution to Communes ²	2,546,793.34	64,606.02	3,482%
Sport Act Contribution	475,826.00	111,620.00	326%

¹ The funds corresponding to these contributions are transferred to the Science, Technology and Innovation National Fund (FONACIT), which decides on the projects to be financed based on the guidelines and priorities defined in the National Economic and Social Development Plan, as well as the ethical implications and the potential cultural, social, environmental and economic impact of the projects.

² This contribution is administered by the Autonomous Service of the National Fund of the Communal Councils (SAFONACC), whose main activity is the administration of the resources allocated to the Communal Councils, financing community, social and productive projects of the People's Power in their financial components.

TAXES WITHHELD AND PAID ON BEHALF OF EMPLOYEES

(IN VED)

PARAFISCAL TAXES	2021	2020	Variation %
Housing and Habitat Act ¹	41,868.88	3,310.17	1,165%
Compulsory Social Security ²	53,696.45	4,119.98	1,203%
Employment Act ³	10,935.33	860.94	1,170%
INCES ⁴	12,303.08	1,041.17	1,082%
Income Tax ⁵	895,357.31	25,779.94	3,373%
Total	1,001,857.98	35,112	2,788%

¹ The contribution is equivalent to 3% of the monthly total wage of the employees (2% paid by the employer and 1% by the employee)

² All the persons providing services both to public and private companies make contributions to the IVSS (Venezuelan Institute of Social Security)

³ This contribution is aimed at guaranteeing the employee facing involuntary job loss, and who contributes to the employment security system, a benefit in cash for a given period. 2% is paid by the employer and 0.5 is paid by the employee.

⁴ INCES is a public institution in charge of the collective, comprehensive, continuing and permanent instruction of the employees, aimed towards the development of their abilities. The contribution is paid as follows: 2% paid by the employer and 0.5% paid by the employee.

⁵ This contribution is paid by those employees who estimate an annual income of 1 thousand tax units (T.U) or more.

following up on the solution of the matters that gave rise to the concerns, ensuring at all times that the Organization complies with its tax obligations.

In addition, it is important to point out that the Organization plays an active role in the Venezuelan Banking Association, specifically in the Tax Committee, where any new developments in the tax area are discussed, such as, for example, the impact of new taxes and positions that may be adopted on a given topic and seeking consensus in the guild. This way, opinions are contrasted and risks are mitigated, which guarantees the continuity of the business and our compliance with tax obligations.

Banesco Banco Universal plays an active role in the Venezuelan Banking Association, specifically in the Tax Committee

TAXES WITHHELD AND COLLECTED

(IN VED)

PARAFISCAL TAXES	2021	2020	Variation %
Tax on Large Financial Transactions (IGTF)	272,656,035.49	26,025,210.72	948%
Income tax withholding on Incidental Income	28,605.10	1,272.75	2.148%
Revenue Stamps	4,320,367.02	157,869.62	2.637%
Total VED	277,005,007.61	26,184,353.09	2.087%

TAXES WITHHELD AND PAID ON BEHALF OF SUPPLIERS AND CLIENTS

(IN VED)

PARAFISCAL TAXES	2021	2020	Variation %
VAT Withholdings from Suppliers	20,863,313.19	1,580,223.35	1.320%
Income Tax Withholdings	7,172,961.34	453,323.07	1.482%
Banking Transactions Withholdings	18,454,872.43	960,486.07	1.921%
Tax on Economic Activities Withholding	55,755.90	1,316.17	4.136%
Total VED	46,546,902.86	2,995,348.66	1.454%



TAXES COLLECTED

Through the corporate website and our Agency Network, Banesco Banco Universal, C.A., offers its clients the possibility of making the payment of centralized taxes to SENIAT, the tax collecting entity.

In 2021, this collection reached the amount of VED 434.5 million.

Likewise, we have established alliances with the 5 Mayors' Offices of the Capital Region and other cities in the country, as well as governmental agencies that belong to the central administration so that our clients can pay their municipal taxes through our electronic channels. In this regard, in 2021 an amount of VED 10.3 billion was collected.

During the reported period, Banesco Banco Universal, C.A. did not receive any claims or incidents regarding compliance with free competition.

or the Central Bank of Venezuela did not present instructions that had a significant impact on the Bank's financial situation and asset structure.

All our disputes and contingencies, as well as every, contractual and tax commitment are shown in the Bank's audited Financial Statements, on a semiannual basis. Regarding them, the Bank does not foresee any impact on the financial statements as a whole.

In Banesco Banco Universal, C.A., employees at all levels, including the Board of Directors, are vigilant regarding strict compliance with the provisions of law to which the Bank is subject as a financial institution.

Banesco Banco Universal, C.A. is a private banking institution and has not received any financial assistance from the public sector during the period under review. Neither has it provided financing to political parties, labor unions and related associations.

FINES OR NONCOMPLIANCE

During the reported period, Banesco Banco Universal, C.A. did not receive any claims or incidents regarding compliance with free competition or monopolistic practices.

The communications received from the Superintendence of Banking Sector institutions



PRINCIPLES TO DEFINE THE REPORT'S CONTENT

This Responsibility and Sustainability Report of Banesco Banco Universal, C.A. is the result of our management from January and December 2021. It includes our main actions and how we integrated sustainability strategies with our financial activity, managing to create long-term value with each of our stakeholders (Shareholders, clients, employees, suppliers, and community) and participating in the economic and social growth of the country.

As in previous editions, this edition highlights the relevant aspects of the year and the degree of compliance with our commitments and the objectives established during the previous year, as well as those foreseen for the following year. This report can be consulted digitally on our website (<http://ow.ly/Spp93>) and on the Banesco Blog: <http://blog.banesco.com/rse/>. The Responsibility and Sustainability Report is issued in an annual fashion.

This is the 18th report we have published and it maintains the same scope as our last report, which corresponded to the year 2020. This report has been drafted in accordance with the Financial Services Sector Supplement, and the "Community GRI" program, which reflects our relationship and commitment to the GRI.



The structure of this report is based on the GRI Standards and the Financial Services Sector Supplement issued by the Global Reporting Initiative (GRI) and is presented in the same format as in previous years, organized in two large blocks: the Internal and External Dimensions of our Social Responsibility, with specific chapters for each stakeholder.

This report is governed by the principle of completeness in terms of its scope, coverage and the periods herein included.

This is the 18th report we have published and it maintains the same scope as our last report, which corresponded to the year 2020.

This report covers only the operation of Banesco Banco Universal, C.A. in Venezuela. The materiality of the information is displayed in the indicators which reflect the significant impacts of the Organization in the economic, social and environmental spheres.

For the drafting of this report, we involved all business areas in the data collection process and we raised awareness on the importance of the timely submission of information.



The data presented is detailed for the years 2020 and 2021, along with their respective variation rates, which allows to make a comparison of our performance in these two periods. Likewise, regarding the cases where the information was restructured for presentation and comparability purposes, a reference is made.

Standards but also those that the senior management has decided to reveal, even if they are non-material topics, as they are considered relevant for the Bank's performance.

During the preparation of this report, there were no significant changes in the size, structure and ownership of the Organization or in the supply chain. There were also no changes in the restatement of information regarding the reports of previous years either.

Quantitative contents are generally reported together with the variables that give rise to their calculation, which facilitates the understanding of how they are obtained.

For the purposes of data collection, we have relied on the different information management systems or internal mechanisms that the organization has. In general terms, they correspond to information published and



reported to the regulatory bodies, i.e., it is perfectly verifiable.

Another premise is clarity. Hence the fact that this Report shows the most relevant elements, in a readable manner in terms of the simplicity of vocabulary, as well as the figures and graphics portrayed herein, and the number of pages it contains.

To ensure the reliability of the information presented and the procedures followed in

the preparation of the Report, all internal sources for each aspect reported are documented and submitted to the Executive Vice-Presidency of Internal Auditing for their verification prior to being published.

It is noteworthy that the contents here submitted not only cover those considered as material according to the analysis carried out following the parameters established in the GRI.

This report has been prepared in accordance with the Comprehensive option of the GRI Standards. As well as the Materiality Disclosure Service. Furthermore, we complied with the "Community GRI", program to reflect our relationship and commitment to the GRI.

We do not include an external verification. The executive management of institutional planning and dissemination validates and executes the materiality process and manages the data collection. Then, the Report is reviewed and audited by the Forensic Audit Management, affiliated to the Internal Audit Vice-Presidency of Banesco Banco Universal, C.A.

During the preparation of this report, there were no significant changes in the size, structure and ownership of the Organization or in the supply chain.



OUR COMMITMENTS

AREA	MAIN LINES OF ACTION 2021	COMMITMENTS 2022
CORPORATE GOVERNANCE	<ul style="list-style-type: none"> ▶ We fully reviewed the degree of compliance with the Code of Procedures of the governing bodies and with the corporate guidelines. ▶ We promoted and achieved full application of corporate standards and guidelines in the design and contents of our minutes, statements, and presentations, reinforcing the use of strategic communication in the management of governing bodies. ▶ We updated the objectives of the governing bodies and simplified the structure and composition of the committees, which allowed for greater agility and efficiency in the decision-making process. 	<ul style="list-style-type: none"> ▶ To continuously review the degree of compliance with the Code of Procedures of the governing bodies and with the corporate guidelines. ▶ To promote the application of corporate standards and guidelines in the design and contents of our minutes, statements and presentations, reinforcing the use of strategic communication in the management of governing bodies. ▶ To update the objectives of the governing bodies and simplify the structure and composition of the committees, seeking greater agility and efficiency in the decision-making process.
SHAREHOLDERS	<ul style="list-style-type: none"> ▶ We increased the bank's capital stock in order to further the strengthening of the bank's assets and the growth of the institution. 	<ul style="list-style-type: none"> ▶ To continue joining efforts for the strengthening of the bank's asset, by increasing the bank's capital stock and the undertaking of new related actions.



OUR COMMITMENTS

AREA	MAIN LINES OF ACTION 2021	COMMITMENTS 2022
HUMAN CAPITAL	<ul style="list-style-type: none"> ▮ We consolidated a high-performance culture that fosters engagement, efficiency, client experience, collaborative work, transversality, and innovation. ▮ We consolidated teleworking and promoted new ways of working with multifunctional teams, to contribute to our development as an agile, productive, and efficient Organization. ▮ We ensured an effective succession management for preserving talent, and safeguarding knowledge. ▮ We identified and implemented new benefit schemes (monetary and non-monetary), aimed at improving the quality of life of Banesco Citizens. ▮ We promoted behaviors that are aligned with the values of and faithful compliance with our Code of Ethics and the rules governing the PLC/FT/FPADM. 	<ul style="list-style-type: none"> ▮ To foster behaviors and actions in our Corporate Culture, which are oriented to offering our internal and external clients memorable experiences, and to continue fostering digital transformation, productivity, and high performance as a strategic practice and for the management of the bank. ▮ To strengthen the development of leaders and successors through experience-based learning and aware and inspiring leadership. ▮ To improve our benefit schemes (monetary and non-monetary), aimed at improving the quality of life of Banesco Citizens, thus improving their experience and our employment brand. ▮ To promote the fulfillment of the corporate norms and values established in our Code of Ethics as a prevention and management mechanism, as well as the rules governing the PLC/FT/FPADM. ▮ To Foster the learning of new skills to help our employees face all transformation challenges and to ensure the operational continuity.



OUR COMMITMENTS

AREA	MAIN LINES OF ACTION 2021	COMMITMENTS 2022
VOLUNTEERING	<ul style="list-style-type: none"> ► We carried out social work for the benefit of our social partners, through different Sport, Environmental, and social activities. 	<ul style="list-style-type: none"> ► To keep our social work along with the Bank's RSE area, collaborating for the benefit of our communities and social partners. ► To establish new indicators for measuring the work performed by our volunteering program. ► To create an Action Plan for our volunteers. ► To promote the participation of our employees and leaders.



OUR COMMITMENTS

AREA	MAIN LINES OF ACTION 2021	COMMITMENTS 2022
SOCIAL PARTNERS AND COMMUNITY	<ul style="list-style-type: none"> ▶ 7,269 people were trained through our training program for social partners and volunteers. ▶ We continued the dissemination of the Virtual Microentrepreneur-Training Program through our social networks, websites, and virtual events ▶ We established 19 new partnerships with social development organizations to carry out high impact programs for the communities. ▶ We strengthened the SDG-based Citizenship Building Campaign. ▶ We promoted new dissemination channels for the Digital Library. ▶ We coordinated the Corporate Sustainability Forum along with the United Nations. 	<ul style="list-style-type: none"> ▶ To raise more awareness regarding the Sustainable Development Goals. ▶ To extend the Participatory Budgeting to other lines of action. ▶ To continue our training for social partners and allies. ▶ To update the materiality analysis for 2022 and apply the new Global Reporting Initiative standards in this period's report.



OUR COMMITMENTS

AREA	MAIN LINES OF ACTION 2021	COMMITMENTS 2022
CLIENTS	<ul style="list-style-type: none"> ▶ We designed and implemented products and services oriented to meeting the needs of our clients. ▶ We maintained constant and dynamic reviews of our value offering, so that it would continue being a differentiating element of the Banesco brand. ▶ We continued to adjust our controls and transaction-monitoring processes to protect our clients from new types of cyber-attacks. ▶ We strengthened our knowledge regarding our clients' behavior, by carrying out different analyses, to support improvement and optimization decisions. ▶ We promoted digital transformation and customer experience by designing processes, products, and services within the framework of the new digital era. 	<ul style="list-style-type: none"> ▶ To design new products and services oriented to meeting the needs of our clients as much as possible. ▶ To conceptualize initiatives, features, products and services through a large-scale project that is based on empathy, collects information regarding the needs of our clients, and generates continuous feedback regarding our prototypes. ▶ To identify and mitigate risks from the starting phases, achieving the synchronization of the relevant areas in a collaborative system, so as to generate constant and quality deliverables in a timely manner. ▶ To make continuous efforts to foster and manage the strengthening of our products and services through seminars, selling lessons, information snippets, etc. thus increasing our collaborators' knowledge and furthering the sales of new features. ▶ To promote digital transformation and customer experience by designing processes, products, and services within the framework of the new digital era.



OUR COMMITMENTS

AREA	MAIN LINES OF ACTION 2021	COMMITMENTS 2022
ENVIRONMENTAL	<ul style="list-style-type: none"> ▮ We deepened our actions aimed at raising awareness among our employees in relation to the optimal use of resources in the different operations we carry out so that they have a progressively lower environmental impact. ▮ We continued our promise to be a green bank, decreasing the use of paper and using technology as an innovative alternative. 	<ul style="list-style-type: none"> ▮ To continue to deepen actions aimed at raising awareness among our employees in relation to the optimal use of resources in the different operations we carry out so that they have a progressively lower environmental impact. ▮ To continue with our promise to be a green bank, decreasing the use of paper and using technology as an innovative alternative.
SUPPLIERS	<ul style="list-style-type: none"> ▮ We established strategic alliances with key suppliers. ▮ We managed our processes in a transparent and efficient manner when tendering and/or contracting services. 	<ul style="list-style-type: none"> ▮ To continue to establish strategic alliances with key suppliers. ▮ To manage our processes in a transparent and efficient manner when tendering and/or contracting services.





SOCIAL BALANCE 2021



Together planting opportunities

**We work with you so
you can build up your dreams**

Microentrepreneurs Training Program Bs. 64,997.02	Fe y Alegría Bs. 40,892.71	Simón Bolívar Music Foundation Bs. 7,172.41	Association of Venezuelan Catholic Education (AVEC) Bs. 8,056.19	IESA Bs. 44,750.00	Universities and Other Institutions Bs. 373,931.14	Other Education Institutes and Organizations Bs. 0.01
Scholarships Bs. 0.00	Venezuelan Foundation against Child Paralysis Bs. 29,446.00	Other Health and Medical Care Organizations Bs. 73,199.02	FUNDANA Bs. 97,458.76	Civil Association Don Bosco Houses Network Bs. 86,552.67	Salesian Ladies Civil Association Bs. 5,994.61	Attendance to the childhood and people with special necessities Bs. 74,203.19
Toys donation to the communities Bs. 0.00	Editorial and Publishing Projects Bs. 98,182.09	Other Contributions Bs. 107,075.68	Solidarity Campaign for Natural Disasters Bs. 0.00	Events for the Community Bs. 18,511.92	Investment in Works in Colinas de Bello Monte Bs. 0.00	Mayoralties, regional governments and other State Organizations Bs. 0.00
Non-Contractual Social Benefits for Banesco Employees Bs. 6,313,782.50	Corporate Volunteering Contribution Bs. 1,526.29	Application Article 96 LOCTICSEP Bs. 0.00	Community Participative Budget Bs. 28,395.03			

ACCUMULATED 1998 - DECEMBER 2021

TOTAL SOCIAL INVESTMENT **Bs. 7,473,967.24**

TOTAL GENERAL SOCIAL INVESTMENT

PLUS COMMITMENTS MADE **Bs. 7,473,967.24**

Figures expressed in Bs.

Directors

Juan Carlos Escotet Rodríguez • José Grasso Vecchio • Miguel Ángel Marciano Cartea • Marco Tulio Ortega Vargas
Emilio Durán Ceballos • Carlos Alberto Escotet Alviarez • Carlos Eduardo Escotet Alviarez

Banesco once again transparently reports to its stakeholders with the publication of the Social Balance at the end of 2021. We are pleased to be the first Venezuelan institution to obtain the highest rating from the Global Reporting Initiative (GRI) in our Responsibility and Sustainability reports, with "Exhaustive Compliance"

[Banesco.com](https://www.banesco.com) [Banesco](https://www.facebook.com/Banesco) [Banesco Banco Universal](https://www.instagram.com/Banesco) [Banescoenimágenes](https://www.youtube.com/Banescoenimágenes) [Banescobancouniversal](https://www.youtube.com/Banescobancouniversal)

RIF: J-07013380-5



The following pages correspond to the contents of the GRI Standards and the GRI Financial Services Sector Supplement.

It should be noted that the contents presented here not only include those that have been considered material according to the analysis carried out in compliance with the parameters established by the GRI, but also the

non-material topics that the senior management has decided to reveal, as they were deemed to be relevant to the Bank's performance.

Regarding the Materiality Disclosures Service, GRI Services has checked that the GRI table of contents is clear, and that the references for Contents 102-40 to 102-49 correspond to the indicated sections of the report.



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
GRI 101: Foundation 2016								
GRI 102: General Disclosures 2016	Organizational Profile	102-1	Name of the Organization	5		√		
		102-2	Activities brands, products, and services	76 - 77		√		
		102-3	Location of the headquarters	5		√		
		102-4	Location of the operations	5		√		
		102-5	Ownership and legal form	5		√		
		102-6	Markets served	5; 76 - 86		√		
		102-7	Scale of the organization	36 - 39		√		
		102-8	Information on employees and other workers	39, 40		√	Principle 6	8.5
		102-9	Supply chain	96		√	Principle 7	
		102-10	Significant changes to the organization and its supply chain	105 - 106		√		
		102-11	Precautionary Principle or approach	7 - 11; 16 - 20; 39		√		
		102-12	External initiative	12 - 15; 46 - 48; 66 - 67		√	Principle 7	
		102-13	Membership of associations	33		√	Principle 1, 2, 5, 8, 9, 10	

GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
GRI 102: General Contents 2016	The Organization and its reporting practices	102-14	Statement from senior decision-maker	3, 4		√	Principle 1, 7, 8, 9	
		102-15	Key impacts, risks, and opportunities	7 - 11		√	Principle 7, 8, 9	
	Ethics and Integrity	102-16	Values, principles, standards, and norms of behavior	38 - 39		√	Principle 10	
		102-17	Mechanisms for advice and concerns about ethics	29 - 33; 38; 81 - 82		√	Principle 10	
	Governance	102-18	Governance structure	22 - 33; 35;		√		
		102-19	Delegating authority	22 - 25		√		
		102-20	Executive-level responsibility for economic, environmental, and social topics	29 - 32		√	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	
		102-21	Consulting stakeholders on economic, environmental, and social topics	29 - 32; 36 - 37; 39		√		
		102-22	Composition of the highest governance body and its committees	22 - 32		√		5.1, 5.5
		102-23	Chair of the highest governance body	23 - 25		√		
		102-24	Nominating and selecting the highest governance body	22 - 32		√		5.1, 5.5
		102-25	Conflicts of interest	29 - 33; 38, 39		√		
		102-26	Role of highest governance body in setting purpose, values, and strategy	22 - 33; 35		√		
		102-27	Collective knowledge of the highest governance body	17 - 19		√	Principle 10	
		102-28	Evaluating the highest governance body's performance	42 - 45		√	Principle 7, 8, 9	
		102-29	Identifying and managing economic, environmental, and social impacts	7 - 11; 16 - 20		√		
		102-30	Effectiveness of risk management processes	7 - 11; 29 - 32		√	Principle 10	
		102-31	Review of economic, environmental, and social topics	42 - 45		√		



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
GRI 102: General Contents 2016	Governance	102-32	Highest governance body's role in sustainability reporting	105 - 106		√		
		102-33	Communicating critical concerns	22; 24 - 25; 39		√		
		102-34	Nature and total number of critical concerns	24 - 25; 38, 39		√		
		102-35	Remuneration policies	43 - 45		√		
		102-36	Process for determining remuneration	43 - 45		√		
		102-37	Stakeholders' involvement in remuneration	43 - 45		√		
		102-38	Annual total compensation ratio	43 - 45		√		
		102-39	Percentage increase in annual total compensation ratio	43 - 45		√		
	Stakeholder Engagement	102-40	List of stakeholder groups	7 - 11; 17 - 19		√		
		102-41	Collective bargaining agreements	56 - 59		√	Principle 3	8.8
		102-42	Identifying and selecting stakeholders	17 - 19		√		
		102-43	Approach to stakeholder engagement	17 - 19		√		
		102-44	Key topics and concerns raised	17 - 19		√		



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
GRI 102: General Contents 2016	Reporting Practice	102-45	Entities included in the consolidated financial statements	105 - 106		√		
		102-46	Defining report content and topic Boundaries	17 - 19		√		
		102-47	List of material topics	17 - 19		√		
		102-48	Restatements of information	105 - 106		√		
		102-49	Changes in reporting	7 - 11		√		
		102-50	Reporting period	105 - 106		√		
		102-51	Date of most recent report	105 - 106		√		
		102-52	Reporting cycle	105 - 106		√		
		102-53	Contact point for questions regarding the report	138		√		
		102-54	Claims of reporting in accordance with the GRI Standards	106		√		
		102-55	GRI Content Index	114 - 132		√		
		102-56	External assurance	133 - 137	Verification by the Vice-presidency of Auditing Banesco Banco Universal, C.A.	√		



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
ECONOMIC PERFORMANCE								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 -20		√		
		103-2	The management approach and its components	7 - 15		√		
		103-3	Evaluation of the management approach	7 - 15		√		
GRI 201: Economic Performance 2016		201-1	Direct economic value generated and distributed	12 - 15		√		8.1, 8.2
		201-2	Financial implications and other risks and opportunities due to climate change	92		√	Principle 7 Criterion 10	
		201-3	Defined benefit plan obligations and other retirement plans	61 - 63		√		
		201-4	Financial assistance received from government	104		√		
MARKET PRESENCE								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√		
		103-2	The management approach and its components	5; 41 - 42		√		
		103-3	Evaluation of the management approach	5; 41 - 42		√		
GRI 202: Market Presence 2016		202-1	Ratios of standard entry level wage by gender compared to local minimum wage	43 - 45		√		1.2, 5.1, 8.5
		202-2	Proportion of senior management hired from the local community	40, 41		√		8.5
ECONOMIC IMPACTS								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	7 -11; 17-20		√		
		103-2	The management approach and its components	66 - 72		√		
		103-3	Evaluation of the management approach	66 - 72		√		
GRI 203: Indirect Economic Impacts 2016		203-1	Infrastructure investments and services supported	66 - 67		√		5.4
		203-2	Significant indirect economic impacts	66 - 70		√		1.2, 3.8, 8.2, 8.3, 8.5



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
PROCUREMENT PRACTICES								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17- 20; 96 - 98		√		
		103-2	The management approach and its components	96 - 98		√		
		103-3	Evaluation of the management approach	96 - 98		√		
GRI 204: Procurement Practices 2016		204-1	Proportion of spending on local suppliers	96 - 98		√	Principle	8.3
ANTI-CORRUPTION								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 -19; 59 - 60		√	Principle 10	
		103-2	The management approach and its components	17 -19; 59 - 60		√	Principle 10	
		103-3	Evaluation of the management approach	17 -19; 59 - 60		√	Principle 10	
GRI 205: Anti-corruption 2016		205-1	Operations assessed for risks related to corruption	26 - 28; 55		√	Principle 10	
		205-2	Communication and training about anti-corruption policies and procedures	33, 35; 59 - 60		√	Principle 10	
		205-3	Confirmed incidents of corruption and actions taken	35; 59, 60		√	Principle 10	
ANTI-COMPETITIVE BEHAVIOR								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 76 -83		√		
		103-2	The management approach and its components	76 - 83		√		
		103-3	Evaluation of the management approach	76 - 83		√		
GRI 206: Anti-competitive Behavior 2016		206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	100; 104		√		



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
TAX								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 100 - 104		√		
		103-2	The management approach and its components	100 - 104		√		
		103-3	Evaluation of the management approach	100 - 104		√		
GRI 207: Tax 2019		207-1	Approach to tax	100 - 104				
		207-2	Tax governance, control, and risk management	7 - 11; 101 - 104				
		207-3	Stakeholder engagement and management of concerns related to tax	101 - 104				
		207-4	Country-by-country reporting	101 - 104				
MATERIALS								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 92 - 95		√		
		103-2	The management approach and its components	92 - 95		√		
		103-3	Evaluation of the management approach	92 - 95		√		
GRI 301: Materials 2016		301-1	Materials used by weight or volume	94		√	Principle 8, 9	8.4
		301-2	Recycled materials	94		√	Principle 8, 9	
		301-3	Reclaimed products and their packaging materials	94		√	Principle 8, 9	8.4
ENERGY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 92 - 95		√	Principle 7,8, 9	
		103-2	The management approach and its components	92 - 95		√	Principle 7,8, 9	
		103-3	Evaluation of the management approach	92 - 95		√	Principle 7,8, 9	
GRI 302: Energy 2016		302-1	Energy consumption within the organization	93 - 94		√	Principle 7 y 8	8.4
		302-2	Energy consumption outside of the organization	93 - 94		√	Principle 8	8.4
		302-3	Energy intensity	93 - 94		√	Principle 8, 9	8.4
		302-4	Reduction of energy consumption	93 - 94		√	Principle 8, 9	8.4
		302-5	Reductions in energy requirements of products and services	93 - 94		√	Principle 8, 9	8.4



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
WATER AND EFFLUENTS								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 92 - 95		√		
		103-2	The management approach and its components	92 - 95		√		
		103-3	Evaluation of the management approach	92 - 95		√		
GRI 303: Water and Effluents 2018		303-1	Interactions with water as a shared resource	94		√	Principle 8	
		303-2	Management of water discharge-related impacts	94		√	Principle 8	
		303-3	Water withdrawal	92 - 93		√	Principle 8	
		303-4	Water discharge	93 - 94		√	Principle 8	
		303-5	Water consumption	93		√	Principle 8	
BIODIVERSITY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 92 - 95		√	Principle 8	
		103-2	The management approach and its components	92 - 95		√	Principle 8	
		103-3	Evaluation of the management approach	92 - 95		√	Principle 8	
GRI 304: Biodiversity 2016		304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	94		√	Principle 8	
		304-2	Significant impacts of activities, products, and services on biodiversity	94		√	Principle 8	
		304-3	Habitats protected or restored	95		√	Principle 8	
		304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	95		√	Principle 8	



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
EMISSIONS								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 92 - 95		√	Principle 7, 8	
		103-2	The management approach and its components	92 - 95		√	Principle 7, 8	
		103-3	Evaluation of the management approach	92 - 95		√	Principle 7, 8	
GRI 305: Emissions 2016		305-1	Direct (Scope 1) GHG emissions	94		√	Principle 7, 8	3.9
		305-2	Energy indirect (Scope 2) GHG emissions	94		√	Principle 7, 8	3.9
		305-3	Other indirect (Scope 3) GHG emissions	94		√	Principle 7, 8	3.9
		305-4	GHG emissions intensity	94		√	Principle 7, 8	
		305-5	Reduction of GHG emissions	94		√	Principle 7, 8	
		305-6	Emissions of ozone-depleting substances (ODS)	94		√	Principle 7, 8	
		305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	94 - 95		√	Principle 7, 8	3.9
RESIDUOS								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 92 - 95		√	Principle 7, 8	
		103-2	The management approach and its components	92 - 95		√	Principle 7, 8	
		103-3	Evaluation of the management approach	92 - 95		√	Principle 7, 8	
GRI 306: Waste 2020		306-1	Waste generation and significant waste-related impacts	94		√	Principle 7, 8	3.9
		306-2	Management of significant waste-related impacts	94		√	Principle 7, 8	3.9
		306-3	Waste generated	94 - 95		√	Principle 7	
		306-4	Waste diverted from disposal	95		√	Principle 7	3.9
		306-5	Waste directed to disposal	94		√	Principle 8, 9	



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
ENVIRONMENTAL COMPLIANCE								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20 ; 92 - 95		√	Principle 7	
		103-2	The management approach and its components	92 - 95		√	Principle 7	
		103-3	Evaluation of the management approach	92 - 95		√	Principle 7	
GRI 307: Environmental Compliance 2016		307-1	Non-compliance with environmental laws and regulations	95		√	Principle 7	
SUPPLIER ENVIRONMENTAL ASSESSMENT								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 96 - 98		√	Principle 8	
		103-2	The management approach and its components	96 - 98		√	Principle 8	
		103-3	Evaluation of the management approach	96 - 98		√	Principle 8	
GRI 308: Supplier Environmental Assessment 2016		308-1	New suppliers that were screened using environmental criteria	96 - 98		√	Principle 8	
		308-2	Negative environmental impacts in the supply chain and actions taken	96 - 98		√	Principle 8	
EMPLOYMENT								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 38 - 51		√		
		103-2	The management approach and its components	38 - 51		√		
		103-3	Evaluation of the management approach	38 - 51		√		
GRI 401: Employment 2016		401-1	New employee hires and employee turnover	42		√	Principle 6	5.1, 8.5, 8.6
		401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	43 - 45; 55		√		3.2, 5.4, 8.5
		401-3	Parental leave	53		√		5.1, 5.4, 8.5



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
LABOR/MANAGEMENT RELATIONS								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 38 - 51; 54 - 63		√		
		103-2	The management approach and its components	38 - 51; 54 - 63		√		
		103-3	Evaluation of the management approach	38 - 51; 54 - 63		√		
GRI 402: Labor/Management Relations 2016		402-1	Minimum notice periods regarding operational changes	40, 41		√	Principle 3	8.8
OCCUPATIONAL HEALTH AND SAFETY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√		
		103-2	The management approach and its components	54 - 63		√		
		103-3	Evaluation of the management approach	54 - 63		√		
GRI 403: Occupational Health and Safety 2018		403-1	Worker representation in formal joint management– worker health and safety committees	55		√	Principle 3	8.8
		403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	50 - 53		√		3.3, 3.9, 8.8
		403-3	Workers with high incidence or high risk of diseases related to their occupation 10	50 - 53		√		3.3, 3.9, 8.8
		403-4	Health and safety topics covered in formal agree- ments with trade unions	50 - 54		√	Principle 3	
		403-5	Worker training on occupational health and safety	50 - 53; 55				
		403-6	Promotion of worker health	50 - 53; 56 - 57;				
		403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	56 - 57				
		403-8	Workers covered by an occupational health and safety management system	54				
		403-9	Work-related injuries	53, 54				
		403-10	Work-related ill health	53				



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
TRAINING AND EDUCATION								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 38 - 51		√		
		103-2	The management approach and its components	38 - 51		√		
		103-3	Evaluation of the management approach	38 - 51		√		
GRI 404: Training and Education 2016		404-1	Average hours of training per year per employee	47 - 49		√		4.3, 4.4, 4.5, 8.2, 8.5
		404-2	Programs for upgrading employee skills and transition assistance programs	47 - 51		√		8.2, 8.5
		404-3	Percentage of employees receiving regular performance and career development reviews	43; 45, 47 - 51		√		5.1, 8.5
DIVERSITY AND EQUAL OPPORTUNITY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√		
		103-2	The management approach and its components	45 - 59		√		
		103-3	Evaluation of the management approach	45 - 59		√		
GRI 405: Diversity and Equal Opportunity 2016		405-1	Diversity of governance bodies and employees	39 - 40; 55		√	Principle 1, 6	5.1, 5.5, 8.5
		405-2	Ratio of basic salary and remuneration of women to men	44; 60		√	Principle 1, 6	5.1, 8.5
NON-DISCRIMINATION								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 -20; 38		√		
		103-2	The management approach and its components	38		√		
		103-3	Evaluation of the management approach	38		√		
GRI 406: Non-discrimination 2016		406-1	Incidents of discrimination and corrective actions taken	38; 60		√	Principle 1, 2	5.1, 8.8



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 58		√		
		103-2	The management approach and its components	58		√		
		103-3	Evaluation of the management approach	58		√		
GRI 407: Freedom of Association and Collective Bargaining 2016		407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	59		√	Principle 1, 2, 3	8.8
CHILD LABOR								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 60		√		
		103-2	The management approach and its components	60		√		
		103-3	Evaluation of the management approach	60		√		
GRI 408: Child Labor 2016		408-1	Operations and suppliers at significant risk for incidents of child labor	33; 38, 39		√	Principle 1, 2, 5	8.7
FORCED OR COMPULSORY LABOR								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 60		√		
		103-2	The management approach and its components	60		√		
		103-3	Evaluation of the management approach	60		√		
GRI 409: Forced or Compulsory Labor 2016		409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	96 -97		√	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	8.7



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
SECURITY PRACTICES								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√		
		103-2	The management approach and its components	56 - 59		√		
		103-3	Evaluation of the management approach	56 - 59		√		
GRI 410: Security Practices 2016		410-1	Security personnel trained in human rights policies or procedures	56 - 59		√	Principle 1, 2	
RIGHTS OF INDIGENOUS PEOPLES								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 60		√		
		103-2	The management approach and its components	60		√		
		103-3	Evaluation of the management approach	60		√		
GRI 411: Rights of Indigenous Peoples 2016		411-1	Incidents of violations involving rights of indigenous peoples	60		√	Principle 1, 2	2.3
HUMAN RIGHTS ASSESSMENT								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√		
		103-2	The management approach and its components	38 - 39		√		
		103-3	Evaluation of the management approach	38 - 39		√		
GRI 412: Human Rights Assessment 2016		412-1	Operations that have been subject to human rights reviews or impact assessments	33; 38 - 39; 56 - 59; 76 - 77; 96		√	Principle 1, 2	
		412-2	Employee training on human rights policies or procedures	38 - 39; 56 - 57		√	Principle 1, 2	
		412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	33; 96		√	Principle 1, 2	



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
LOCAL COMMUNITIES								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 67 - 74		√	Principle 1	
		103-2	The management approach and its components	67 - 74		√	Principle 1	
		103-3	Evaluation of the management approach	67 - 74		√	Principle 1	
GRI 413: Local Communities 2016		413-1	Operations with local community engagement, impact assessments, and development programs	67 - 75		√	Principle 1	
		413-2	Operations with significant actual and potential negative impacts on local communities	68 - 73		√	Principle 1	1.4, 2.3
SUPPLIER SOCIAL ASSESSMENT								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 96 - 98		√		
		103-2	The management approach and its components	96 - 98		√		
		103-3	Evaluation of the management approach	96 - 98		√		
GRI 414: Supplier Social Assessment 2016		414-1	New suppliers that were screened using social criteria	96		√	Principle 1, 2	5.2, 8.8
		414-2	Negative social impacts in the supply chain and actions taken	96		√	Principle 1, 2	5.2, 8.8
PUBLIC POLICY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	104		√		
		103-2	The management approach and its components	104		√		
		103-3	Evaluation of the management approach	104		√		
GRI 415: Public Policy 2016		415-1	Political contributions	104		√		



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
CUSTOMER HEALTH AND SAFETY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 83; 86 - 87		√		
		103-2	The management approach and its components	83; 86 - 87		√		
		103-3	Evaluation of the management approach	83; 86 - 87		√		
GRI 416: Customer Health and Safety 2016		416-1	Assessment of the health and safety impacts of product and service categories	78; 83; 86 - 88		√	Principle 1	
		416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	78; 83; 86 - 88		√	Principle 1	
MARKETING AND LABELING								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 86 - 87		√		
		103-2	The management approach and its components	86 - 87		√		
		103-3	Evaluation of the management approach	86 - 87		√		
GRI 417: Marketing and Labeling 2016		417-1	Requirements for product and service information and labeling	86 - 87		√		
		417-2	Incidents of non-compliance concerning product and service information and labeling	86 - 88; 100; 104		√		
		417-3	Incidents of non-compliance concerning marketing communications	86 - 88		√	Principle 10	
CUSTOMER PRIVACY								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20; 86-88		√		
		103-2	The management approach and its components	86 - 88		√		
		103-3	Evaluation of the management approach	86 - 88		√		
GRI 418: Customer Privacy 2016		418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	86 - 88		√	Principle 10	



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
SOCIOECONOMIC COMPLIANCE								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√	Principle 10	
		103-2	The management approach and its components	86 - 88		√	Principle 10	
		103-3	Evaluation of the management approach	86 - 88		√	Principle 10	
GRI 419: Socioeconomic Compliance 2016		419-1	Non-compliance with laws and regulations in the social and economic area	86 - 88		√	Principle 10	



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
FINANCIAL SERVICES SECTOR SUPPLEMENT (FSSS)								
GRI 103: Management Approach 2016		103-1	Explanation of the material topic and its Boundary	17 - 20		√	Principle 10	
		103-2	The management approach and its components	87		√	Principle 10	
		103-3	Evaluation of the management approach	87		√	Principle 10	
FSSS Product Portfolio	GRI FS1		Policies with specific environmental and social components applied to business lines	92 - 93		√		
	GRI FS2		Procedures for assessing and screening environmental and social risks in business line	92 - 93		√		
	GRI FS3		Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	33; 96		√		
	GRI FS4		Processes for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	75; 95		√		
	GRI FS5		Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	7 - 11, 68 - 72		√		
	GRI FS6		Percentage of the portfolio for business lines by specific region, size (e.g., micro/SME/large) and by sector	43 - 45; 76 - 82		√		
	GRI FS7		Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	76 - 82		√	Principle 1	
	GRI FS8		Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	95		√	Principle 7 y 8	



GRI Standard	Content	Number	Title	Pages	Omission	Internal Audit Verification	Global Compact	SDG
FINANCIAL SERVICES SECTOR SUPPLEMENT (FSSS)								
Audit		GRI FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	95		√		
Active Ownership		GRI FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	95 - 96		√	Principle 7 y 8	
		GRI FS11	Percentage of assets subject to positive and negative environmental or social screening	95		√	Principle 7 y 8	
		GRI FS12	Voting policies applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.	33		√		
Community		GRI FS13	Access points in low-populated or economically disadvantaged areas by type	42 - 45; 76 - 82		√	Principle 1	
		GRI FS14	Initiatives to improve access to financial services for disadvantaged people	42, 43 - 45		√	Principle 1	
Product and Service Labelling		GRI FS15	Policies for the fair design and sale of financial products and services	86 - 88		√		
		GRI FS16	Initiatives to enhance financial literacy by type of beneficiary	42 - 49; 73		√		





**LIMITED ASSURANCE REPORT ON
THE SOCIAL RESPONSIBILITY INDICATORS
INCLUDED IN THE "RESPONSIBILITY AND
CORPORATE SUSTAINABILITY REPORT 2021"**

FOR THE YEAR ENDED ON DECEMBER 31ST 2021

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I. INTRODUCTION

We have been requested to prepare the limited assurance report on the Social Responsibility Indicators presented in Annex I "GRI Content Index" included in the "Responsibility and Corporate Sustainability Report 2021", corresponding to the year ended on December 31, 2021, and drafted in accordance with the contents proposed by the Standards of the Global Reporting Initiative (GRI) and in the GRI Financial Services Sector Supplement.

Responsibility of the Bank Management

The Bank Management is responsible for the drafting, contents and presentation of the "Responsibility and Corporate Sustainability Report 2021" according to comprehensive options for reporting in accordance with the Global Reporting Initiative (GRI) and the GRI Financial Services Sector Supplement, including:

- The information and statements included in the report
- The determination of the Bank's goals, regarding the sustainability of results and reporting, including the identification of stakeholders and key topics
- The design, implementation and maintenance of appropriate internal controls so that the report does not include significant distortions due to errors or irregularities
- The maintenance proper records that support the reporting process is their responsibility.

Responsibility of the Auditors

Our responsibility is to issue a limited assurance report on the Social Responsibility Indicators presented in Annex I "GRI Content Index" included in the "Responsibility and Corporate Sustainability Report 2021", based on the procedures we have performed and the evidence we have gathered.

A limited assurance report has a substantially smaller scope than a reasonable assurance or an audit report, respectively, and therefore, it does not allow us to

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matters that could be identified in an audit or in a reasonable assurance report. Can be certain that we will be aware of all significant sequentially, we do not express an audit opinion or a reasonable assurance conclusion on the Social Responsibility Indicators presented in Annex I "GRI Content Index" included in the "Responsibility and Corporate Sustainability Report 2020".

II. PROCEDURE

The procedures that we carried out were based on our professional judgement. They included inquiries, supervision, and research regarding the activities carried out, as well as the inspection of documentation, analytical procedures, evaluation of the suitability of the quantification methods and evaluation of the policies used, which are described in general as follows:

- We interviewed the Board of Directors, as well as to the different units of BANESCO BANCO UNIVERSAL, C.A., that took part in the drafting of the "Responsibility and Corporate Sustainability Report 2021", and in the analytical procedures and sampling reviews for the compliance with the standards of the Global Reporting Initiative (GRI).
- We met with the members of the staff of BANESCO BANCO UNIVERSAL C.A. who were involved in the process of data collection for the information included in the "Responsibility and Corporate Sustainability Report 2021" and in the drafting of the indicators under review. These meetings were held in order to know the principles, systems and management approaches they took, as well as to obtain the necessary supporting documentation for their verification, in order to assess their compliance with the guidelines established by the Global Reporting Initiative (GRI).
- We reviewed the actions carried out throughout the year regarding the identification and consideration of the stakeholders, as well as the coverage, relevance and integrity of the data included in the "Responsibility and Corporate Sustainability Report 2021" based on the stakeholders' requirements through the analysis of internal information and third-party reports that were available.
- We verified that the contents of the "Responsibility and Corporate Sustainability Report 2021" do not contradict any relevant information provided by BANESCO BANCO UNIVERSAL, C.A.

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- We analyzed the sustainability indicators informed by the Bank and presented on Annex I of the "Responsibility and Corporate Sustainability Report 2021" and we confirmed that they corresponded to the ones suggested by Global Reporting Initiative (GRI), thus ensuring the relevance of the information presented therein, in relation to the Bank's situation.
- We analyzed the coverage, relevance, and integrity of the information included in the "Responsibility and Corporate Sustainability Report 2021"
- We reviewed the calculation of the quantitative, and qualitative data included in the "Responsibility and Corporate Sustainability Report 2021", regarding the year that ended on December 31st 2021 using verification tests based on sample selection. Furthermore, we ensured that they were compiled appropriately from the data provided by the Bank's information sources.
- We reviewed the actions carried out by the parties involved, throughout the fiscal year regarding identification, data collection, and relations made, through an analysis of the internal information provided.
- We verified that the sustainability indicators given by the Bank and presented on Annex I of the "Responsibility and Corporate Sustainability Report 2021" complied with the Global Reporting Initiative (GRI) standards and the Financial Services Sector Supplement.



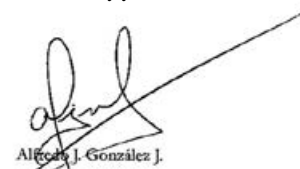


III. CONCLUSION

We believe that the evidence we gathered is sufficient and appropriate carry out with our limited assurance conclusion. Non-financial information is subject to inherent limitations different from financial information, given its nature and the methods used to determine, calculate, sample or estimate values. Qualitative interpretations of data relevance, materiality and accuracy are subject to individual assumptions and criteria. We have not carried out any work outside the scope agreed upon and, therefore, our conclusion is limited only to the previously identified and reviewed sustainability information.

Based on the work described in this report, nothing seemed to indicate to us that the Social Responsibility Indicators presented in Annex I "GRI Content Index" included in the "Responsibility and Corporate Sustainability Report 2021", corresponding to year ended on December 31st, 2021, contains errors or has not been drafted, in all their significant aspects, in accordance with the standards of the Global Reporting Initiative (GRI) and the GRI Financial Services Sector Supplement.

Sincerely yours



Alfredo J. Gonzalez J.
Internal Auditor



Vicepresidencia Auditoria

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Please, let us know your opinion about this report by sending this information to gaguirre@banesco.com. Thank you very much!

Name: _____ Physical Address: _____

Email: _____ Phone: _____

You are: ☐ Shareholder ☐ Employee of Banesco Banco Universal ☐ Client ☐ Supplier ☐ Contractor

☐ Representative of the authorities ☐ Other (please specify): _____

1. What is your general impression of this report?

☐ Excellent ☐ Good ☐ Regular ☐ Negative

2. What is your opinion on the organization of the chapters in this report?

☐ Excellent ☐ Good ☐ Regular ☐ Negative

If you wish to, propose the modifications that you deem necessary:

3. What is your opinion about each of the chapters?

☐ Excellent ☐ Good ☐ Regular ☐ Negative

Mission, Vision y Values	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Main Impacts, Risks, and Opportunities	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Corporate Governance	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Shareholders	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Human Capital	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Social Partners and Social Action in the Community	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Banesco Corporate Volunteering	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Clients	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Environmental Commitment	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Suppliers	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Commitment to Authorities	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N

If you wish to, propose the modifications that you deem necessary:

4. What do you think about the clarity of the presentation of the information?

☐ Excellent ☐ Good ☐ Regular ☐ Negative

If you wish to, propose the modifications that you deem necessary:

5. What do you think about the clarity of the presentation of charts and graphics?

☐ Excellent ☐ Good ☐ Regular ☐ Negative

If you wish to, propose the modifications that you deem necessary:

6. What is your opinion regarding the Corporate social Responsibility activities carried out by Banesco?

☐ Excellent ☐ Good ☐ Regular ☐ Negative

If you wish to, please explain:

7. Do you think that you are benefited by the fact that Banesco publishes its Responsibility and Corporate Sustainability Report? In what way?

8. What is your opinion regarding the international certifications that these reports have obtained?

☐ Very important ☐ Important ☐ Indifferent

9. Do you consider that Banesco is sufficiently accountable to its stakeholders? Please Explain:

10. Do you consider that it is necessary that these reports be published in paper or would it be sufficient to post a digital version on the internet?

