

Sustainable Development
2019

Banco Promerica 



**Banco Promerica
Costa Rica**
believes in sustainable
development!

This publication is printed on 100% algae recycled paper, according to our environmental policies.



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Our Chairman's message

CEO's message



Twenty-seven years ago, when I imagined the strategy for the Promerica Banking Group, one of the key components was that our banks should have a positive influence on the communities we serve. By endorsing the Principles of Responsible Banking, we reaffirm this commitment and ratify that we understand our role and responsibility in society to channel financial resources towards sustainable development. It is very satisfying that Banpro (Nicaragua), Banco Promerica (Costa Rica) and Produbanco (Ecuador) are founding banks of the Principles for Responsible Banking.”

Ramiro Ortiz Mayorga
CEO and Chairman of Group Promerica

“Our society faces serious challenges. The world is at a crossroads and each of us must play an active role in shaping the future. At Banco Promerica de Costa Rica, we understand the responsibility we share with our stakeholders and with the world we aspire to achieve.

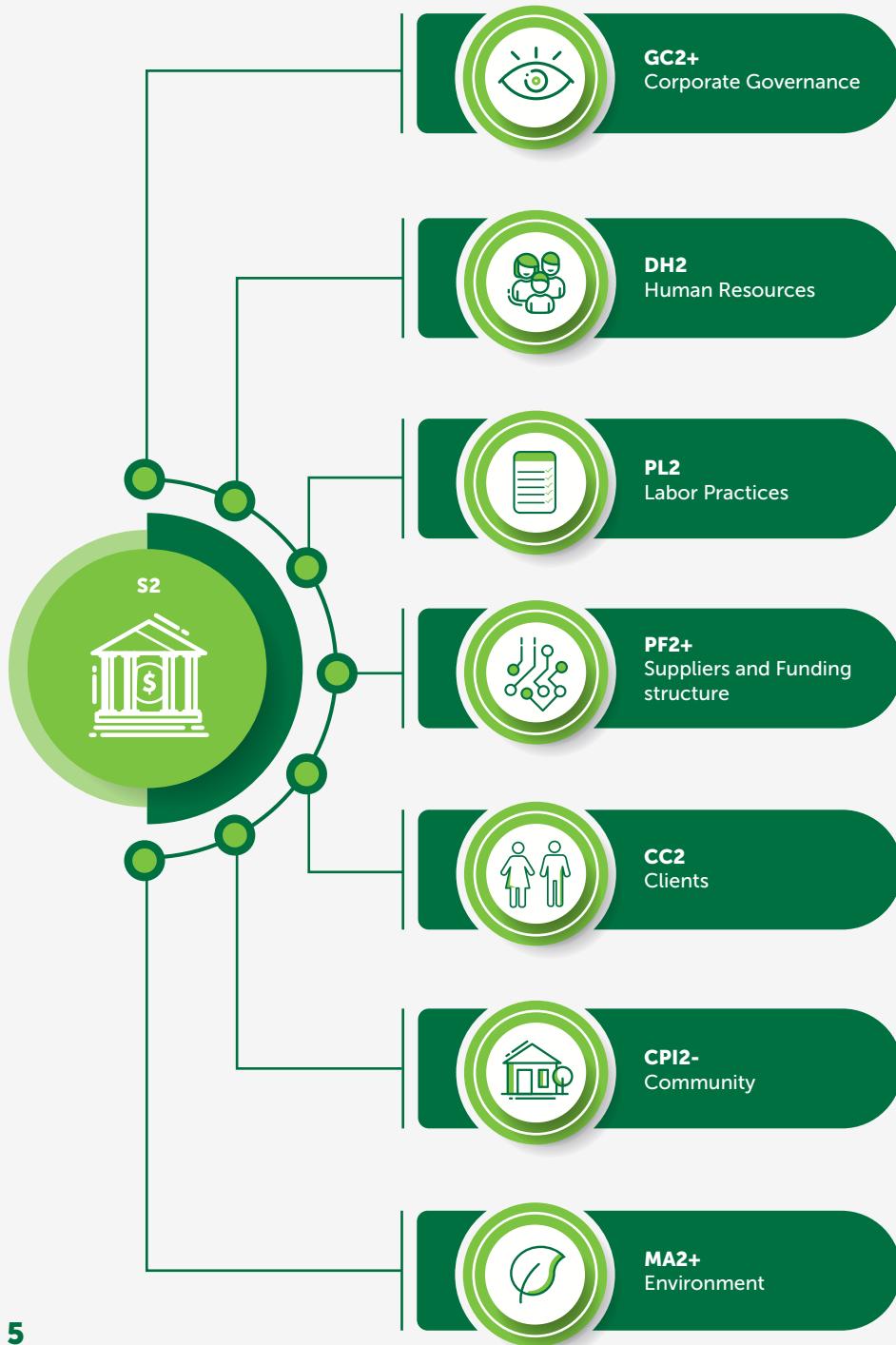
Banks are agents of change; we believe in the Sustainable Development Goals and are determined to support them with our day-to-day banking activities.

For these reasons, we are proud to be the first Costa Rican bank to endorse the Principles of Responsible Banking and to have been present at the launch ceremony at the United Nations, New York, on September 22, 2019”

John Keith
CEO Banco Promerica CR



PRINCIPLES FOR
**RESPONSIBLE
BANKING**





Sustainability Certification

Sociedad Calificadora de Riesgo Centroamericana (SCRiesgo) carried out an exhaustive rating of the sustainability strategy of Banco Promerica CR, determining that our management of all seven subjects evaluated is done with high levels of accomplishment.

“We are the first bank to obtain this rating from SCRiesgo, very proud with the results and motivated to continue being agents of change for the sustainable development of CR.”

Luis Carlos Rodríguez
VP of Finance and Operations

Banco Promerica stands out at PRE COP 25

- 1) We signed the Green Protocol along with the Chamber of Banks, SUGEF, SUGESE, and MINAE which seeks the common effort to create and implement best banking practices and policies towards sustainable banking.
- 2) Our Sustainable Bank manager, moderated the roundtable "Access to financing for Climate Change in Latin America".
- 3) "We are delighted to sponsor "Efecto Colmena" as we share the motivation to raise awareness of the challenges and actions needed to decarbonize the economy; and what better way to do it than by supporting local artists working on recycled materials to create bees, which have such an important role in sustainability. "said Federico Chavarría, Business VP.







Launching of Banca para un Mundo Mejor

We are proud to have hosted the launching event of “Banco para un Mundo Mejor”.

Both authors were present and explained key elements of why banks play an important role in sustainability.

Then a panel of key participants commented on the book from their field of expertise:

Mr Eduardo Lizano speaking from the government’s point of view, Mrs Frouke Hoekstra (FMO) representing the DFI’s, Mr John Keith (Promerica CR) explaining the role of Comercial banks and Marianne Hütt for the civil society.

FMO

Entrepreneurial
Development
Bank



Sustainable Strategy

4 key pillars



ESGMS – Environmental Social Governance Management System

Sustainable Portafolio

The first is to do it from our core business by providing financial solutions to encourage clients to include sustainability in their own strategy.



SMEs

SMEs are key for countries to develop, Banco Promerica was born as an SME (14 persons working on top of furniture store), therefore we understand that an SME needs a advising and a long term relationship with their bank.

We are grateful with Proparco for providing technical assistance to host events to provide seminars to our clients and improving our credit process.



Our SMEs client location

Escuela Santa Ana San José, Costa Rica



Hotel Quepos Puntarenas, Costa Rica



Green is our competitive Edge!

During 2019 we have been working in mainstreaming our green portfolio.

Special thanks to IDB for providing technical assistance to measure impact of our communication's campaign and with GCPF for the awesome training for our sales forces.







Success Stories



Carazo y Arquitectos

Rodrigo Carazo and his team share the vision of joining the change, by opening its new and remodeled EDGE certified offices, in a conservation effort that allowed them to maintain the historical legacy and connect us with the past.

EDGE certifies the reduction of water, energy and materials; and with the offices they will inspire their own clients to build sustainable cities and communities, through innovation and climate actions.



Success Stories



Avenida Escazú

Portafolio Inmobiliario has installed a total of 3,079 solar panels in its commercial, residential and office development Avenida Escazú, which provide a power of 1,090 kW and covers 6,700 m² of roofs.

This system replaces 49% of the energy consumed in the common areas of Escazú Avenue, thus obtaining a monthly saving of 30% on your electricity bill. With this Avenida Escazú manages to provide lower costs for its condominium owners and mitigate CO₂ emissions to the environment, thus joining the National Decarbonization Plan. This solar system was built and funded by the company Sunshine Solar Energy with the support of Banco Promerica.



Star Product

Finally we have a strong pipeline of Green developers!!

We develop an innovative product with FMO to provide better conditions to convince developers to build green homes...

And ladies and gentlemen... **we have a pipeline of US\$17 MM!**



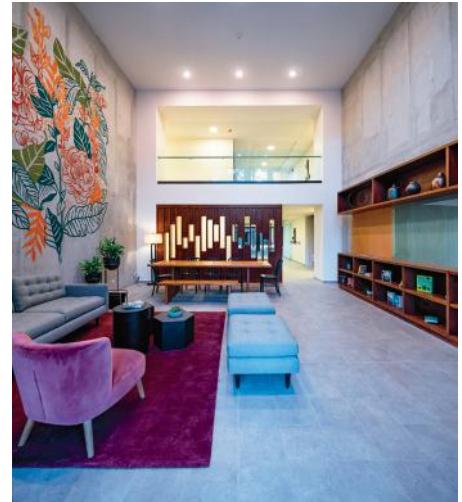
We have green mortgages!

Nine-84 the first residential building of ALESTE sustainable city has been completed.

It has EDGE Certification



We are financing our first 100% green mortgages!!



A bank account with the power of sustainability!

With the green account Banco Promerica´s customers have the satisfaction of knowing that their savings are invested by the bank to finance projects that contribute to the environment.

We faithfully believe that each contribution adds to the fight against climate change and as a bank we must be an example for our clients, as well as provide them with accessible solutions so that they can join us.



We are raising the bar in our Environmental and Social Risk management.

We incorporate the IFC PS to loans greater than \$10 MM USD and the term of more than 3 years.



Performance Standards



Thanks to FMO for providing technical assistance.

FMO

Entrepreneurial
Development
Bank

Coming soon...

**SUSTAINABLE
BONDS!**

Social Responsibility

Second, we engage our personnel through volunteer work and social responsibility programs to fulfill our founder's vision to have a positive impact in the communities in which we operate.

In alliance with local the governments of our "Green territories " we have done volunteer work to plant native trees to fix CO2 emissions.



Social Responsibility

We build a better world through Private Public partnerships!!

The bank has designed a program with Acción Joven to provide training in technical and soft skills, for students from public schools in vulnerable areas.

Our volunteers use their personal stories of success inspite of challenges to motivate them to see there are opportunities for those who strive.





Social Responsibility

Financial Education

We signed a commitment with the Government of Costa Rica to provide financial education.

It is the role of the bank to educate our stakeholders in the correct use of the bank services.

Up to date 800 persons have better skills to take financial decisions in their daily activities.

We plan to set a ambitious goal for 2020!





Banco Promerica 



Lead by example

Third is to lead by example, making the effort ourselves—in Costa Rica we already have five branches that work with solar panels, we own and operate a composter, and have installed a charging center for electric vehicles.

We have an ICONIC branch!!

Sucursal Cartago has 87 solar panels, parking lot for bicycle and is LEED Gold certified.

We are so proud and expect all future branches will all have Sustainable design and operation.





Bebera orgánica con gran
valor de fósforo, nitrógeno y calcio.
Es un buen sustrato de nutrientes.
**¡AGRI SU PASADORA SE
TRANSPARMA EN AGRIOS!**
Se utiliza para producir compost de alta calidad,
para la siembra de hortalizas, frutas,
legumbres y plantas medicinales.
Se usa en la agricultura orgánica y ecológica.



Lead by example

To Lead by Example we compost our organic waste into fertilizer.

And share it with clients to raise conscious and also use it in our social responsaibility work...



Impact Measuring

We are closer to measuring impact!!

We have developed our own Impact Measuring tool “PROSOS” that is link to the bank´s core system.

IDB Invest has been working with us through TA on the important questions of “what and how to measure?”

And also will be helping us to gather the information for our existing portfolio.

Thank you IDB Invest for partnering with us, for this important task.



8 TRABAJO DECENTE
Y CRECIMIENTO
ECONÓMICO



Metric	Dec 2018	Sept 2019	Y-Y%
Bank Employees	1,214	1,258	3.6%
Bank outsourcing employees	297	341	14.8%
SMEs Employees	12,432	11,854	-4.6%
Corporate Employees	35,520	35,927	1.1%

9 INDUSTRIA,
INNOVACIÓN E
INFRAESTRUCTURA



Metric	Dec 2018	Sept 2019	Y-Y%
SME Clients	640	665	3.9%
Average Disbursement SME	\$617,000	\$673,000	9.1%
SME Portfolio	\$287.7	\$323.1	12.3%
% SMEs Outside GAM	22.30%	19.50%	-12.6%

Strategic Partners



Impossible becomes possible when we partner with the best!

Thanks to you we were able to accomplish our 2019 plans towards the SDGs making goal 17 a reality.







Join us in our vision to keep contributing to the United Nations Sustainable Development Goals

And inspire more stakeholders to join us for a better world!



**Banco
Promerica**

