

UN   
environment  
programme

finance  
initiative

Principles for  
Responsible Banking

# Responsible Banking Progress Statement for PRB Signatories



# Summary

## Banco Promerica Costa Rica 2025

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers												
<p>Banco Promerica has a Sustainability Model aligned with the SDGs, the Principles for Responsible Banking, the Paris Agreement, and national frameworks like the Decarbonization Plan and NDC. It is structured around four pillars—Sustainable Business, Impact Measurement, Leading by Example, and Social Investment—along with cross-cutting elements such as Communication, and Environmental Risk Management. The bank promotes sustainable investments, reduces its carbon footprint, ensures strong social and labor practices, supports local communities and NGOs, and leverages digital platforms to enhance financial inclusion and operational efficiency.</p> <p>For 2024, Banco Promerica integrated Digital Engagement into its main strategy, recognizing its broad impact across the Sustainable Development Goals (SDGs). Our Environmental, social, governance management risk system (ARAS-G) by its Spanish acronym, was transformed into ARCAS-G to include climate risk assessments.</p>	<p>Banco Promerica has published its science-based targets for the strategic sectors: mortgage, vehicle, commercial real estate using the SBTi methodology to comply with the Net-Zero Banking Alliance and a roadmap that has been approved by the Sustainability Committee to reach these targets</p> <p>For the period 2023-2024:</p> <table border="1" data-bbox="817 746 1420 962"> <thead> <tr> <th>Sector</th> <th>2023-2024 (KgCO<sub>2</sub>e/m<sup>2</sup>)</th> <th>Target 2030 (KgCO<sub>2</sub>e/m<sup>2</sup>)</th> </tr> </thead> <tbody> <tr> <td>Real State</td> <td>2,76</td> <td>2,57</td> </tr> <tr> <td>Mortgages</td> <td>12,66</td> <td>9.58</td> </tr> <tr> <td>Vehicles</td> <td>183,32</td> <td>135*</td> </tr> </tbody> </table> <p>* grCO<sub>2</sub>e/km</p> <p>To promote gender equality, we launched the 'Protagonistas' program to boost lending to women-owned businesses and provide training and networking opportunities. We also integrated a gender focus into our financial education initiatives and set internal targets to support this commitment. We have achieved Leader status in the WEPs with a score of 75%. Women Led SMEs Disbursement Amount is in track with the SMART target, the percentage of women in our Financial Education program is 57%. No gender payment gap was identified within the bank.</p>	Sector	2023-2024 (KgCO <sub>2</sub> e/m <sup>2</sup> )	Target 2030 (KgCO <sub>2</sub> e/m <sup>2</sup> )	Real State	2,76	2,57	Mortgages	12,66	9.58	Vehicles	183,32	135*	<p>The bank engages responsibly with clients by identifying opportunities to support their transition to sustainable practices. Using <b>climate risk tools</b>, we are assessing how to help clients adapt to climate change—especially relevant in Costa Rica, a country highly exposed to climate and biodiversity risks.</p> <p>By 2024, we aimed to analyze our client portfolio in greater detail to identify tailored adaptation and financing solutions.</p> <p>We are also evaluating top clients for decarbonization opportunities aligned with national and international climate goals.</p> <p>On the social side, we've identified gender-focused opportunities and actively working to attract and support female clients and women-led businesses through targeted programs.</p>
Sector	2023-2024 (KgCO <sub>2</sub> e/m <sup>2</sup> )	Target 2030 (KgCO <sub>2</sub> e/m <sup>2</sup> )												
Real State	2,76	2,57												
Mortgages	12,66	9.58												
Vehicles	183,32	135*												
<p>Links &amp; references</p> <p><a href="https://www.promerica.fi.cr/sostenibilidad/">https://www.promerica.fi.cr/sostenibilidad/</a></p>	<p>Links &amp; references</p> <p>(Libro de Metas Climáticas-Spanish version))</p> <p><a href="https://www.promerica.fi.cr/nuestro-banco/sostenibilidad/informes/">https://www.promerica.fi.cr/nuestro-banco/sostenibilidad/informes/</a></p>	<p>Links &amp; references</p> <p><a href="https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/">https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/</a> (page 84 and 63, 59)</p>												

<p><b>Principle 4: Stakeholders</b></p>	<p><b>Principle 5: Governance &amp; Culture</b></p>	<p><b>Principle 6: Transparency &amp; Accountability</b></p>
<p>Banco Promerica engages a wide range of stakeholders to advance its sustainability goals. The Board of Directors is informed on progress and projects through their meetings and the sustainability committee.</p> <p>Business clients are offered sustainable financial solutions and consulted via market studies and interviews.</p> <p>Employees are engaged through volunteer work and surveys. Suppliers are assessed in the registration process for their environmental and gender practices.</p> <p>The bank also works with regulatory entities to ensure compliance, and partners with local governments on community impact projects. Strategic allies contribute through joint projects, while Development Financial Institutions (DFIs) provide funding and technical support, with ongoing consultation and reporting.</p>	<p>Banco Promerica has advanced its Sustainability Strategy since 2009, with a formal policy in place since 2015.</p> <p>A Sustainability Committee, created in 2021 and supported by the Board of Directors, oversees strategy implementation and impact measurement.</p> <p>A dedicated Sustainable Banking unit leads efforts, supported by KPIs integrated into leadership scorecards and cascaded across business areas. The bank also engages employees through Pro Sustainable Leaders.</p>	<p>An internal assessment of sustainability information was conducted by the Internal Audit Department.</p> <p>As a result, several improvements were identified, including the need to update the materiality assessment, integrate sustainable banking into the risk management matrix, and ensure that all relevant data is updated in the next Sustainability Report.</p> <p>No external assurance has been undertaken at this stage.</p>
<p><b>Links</b></p> <p><a href="https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/">https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/</a> (page 88 and 62)</p>	<p><b>Links &amp; references</b></p> <p><a href="https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/">https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/</a> (page 87)</p>	<p><b>Links &amp; references</b></p> <p>All internal audit minutes are classified as confidential and are not published on our website</p>

# Supplements

**Principle 1:  
Alignment**

We will align our business strategy to be consistent with and contribute to individuals’ needs and society’s goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

**Business model**

Describe (high-level) your bank’s business model, including the main business lines, customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank’s portfolio (%) in terms of geographies, business areas or by disclosing the number of customers and clients served.

Links:<https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/> (page 11)  
[https://www.promerica.fi.cr/media/4pufwqzs/080425\\_prospecto-2025-banco-promerica-costa-rica.pdf#book/](https://www.promerica.fi.cr/media/4pufwqzs/080425_prospecto-2025-banco-promerica-costa-rica.pdf#book/) (page 93 and 98)

Banco Promerica de Costa Rica began operations in 1992 as a financial company and became a licensed bank in 1996. It operates as a private bank under Costa Rican law and is part of the National Banking System, offering a full range of banking services permitted to private institutions. The bank does not have subsidiaries and is structured as a corporation. It is a member of the Promerica Financial Network, a strategic alliance of nine financial institutions across Latin America and the Caribbean. A key strength of this network is its multinational team of bankers with deep knowledge of the local and international markets in which they operate.

Grupo Promerica is driven by a mission to empower individuals and businesses in its communities to overcome barriers—whether cultural, economic, personal, or geographic—and achieve the success they deserve. The bank emphasizes building strong relationships and delivering tailored financial products and services that support community growth and development. This customer-centric approach reflects its commitment to inclusive banking and regional integration.

**Portfolio Distribution for 2024**

Sector	%	Sector	%
Retail (Credits cards and vehicles)	28,66%	Other Services	1,02%
Real Estate	17,77%	Manufacturing Industries	1,00%
Commerce	12,05%	Manufacturing	0,83%
Adm and Services	11,38%	Education	0,78%
Housing	7,09%	Electricity	0,51%
Artes, entertainment and recreation	5,11%	Professional, Scientific, Technical Serv.	0,50%
Hotels and restaurants	3,85%	Information and Communication	0,45%
Agriculture	3,06%	Public Adm	0,10%
Construction	2,78%	Activities of Households	0,04%
Transports	1,98%	Water	0,02%
Health Services	1,03%	<b>Total</b>	<b>100%</b>

**Strategy alignment**

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and other international frameworks such as the Kunming-Montreal Global Biodiversity Framework (GBF), the United Nations Guiding Principles on Business and Human Right (UNGPs), the forthcoming instrument on plastic pollution etc.

Include any other national and/or regional frameworks that your bank has a strategy to align with where relevant.

Links: <https://www.promerica.fi.cr/sostenibilidad/>

Banco Promerica de Costa Rica is committed with the sustainability, this is one of the strategic pillars and has the support of the founding partner and shareholders, the board of directors, as well as senior management.

The strategy seeks to contribute to the fulfillment of international goals such as the 2030 agenda of the Sustainable Development Goals (SDG), the Principles of Responsible Banking (PRB), the Paris Agreement, as well as national frameworks such as the Decarbonization Plan and the Nationally Determined Contribution of Costa Rica presented in 2020 to the United Nations.

Within the organization, the sustainability strategy is developed in four axes (sustainable businesses, impact measurement, Leading by example and social investment), in addition to mainstreaming through both internal and external communication and at the base of the strategy the Environmental, Social and Governance Risk Management System (ARAS-G).

<p><b>Sustainable Business</b></p> <p>We work every day to provide better service and guide our clients in aligning their investments with sustainability, helping them become more efficient in their businesses</p>	<p><b>Leading by Example</b></p> <p>Sustainability is the path we must follow, and we are committed to leading by example to demonstrate the benefits it brings. We divide this focus into two key areas: environmental and social.</p>	<p><b>Social Investment</b></p> <p>To support the country on its path toward economic growth and the development of more sustainable communities, we invest human and financial resources to support the communities where the Bank operates.</p>
<p><b>Impact Measurement</b></p> <p>We measure sustainability indicators that support our decision-making, help monitor progress toward our goals, and ensure transparency in our actions.</p>	<p><b>Environmental, social, climate governance Risk Management System</b> We have a process to assess environmental, social, climate and governance risks called (ARCAS-G). This process also identifies opportunities to help our clients, mitigate, reduce, or compensate for these risks.</p>	<p><b>Communication</b></p> <p>We use communication to share our sustainability actions and create a positive impact on society and our clients through best practices, updates, commitments, and outcomes.</p>
<p><b>Digital Engagement</b></p> <p>Digital engagement is a core pillar of a bank's sustainable strategy, as it expands access to financial services while reducing environmental impact through lower resource use and emissions. It also strengthens transparency, convenience, and client inclusion, driving sustainable growth.</p>		



Climate, Environmental, Social, and Governance Risk Management (**ARCAS**)

## Principle 2: Impact & Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

### Impact Analysis

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target-setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement.

The impact analysis should include assessment of the relevance of the four priorities laid out in [Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector](#), as part of its initial or ongoing impact analysis.

<https://www.promerica.fi.cr/nuestro-banco/sostenibilidad/informes/>

### -Portfolio Composition:

Business Portfolio: 61%, Credit Cards: 25%, Residential Mortgages: 8%, Auto/Vehicle Loans: 6%

In alignment with our climate targets, we have also included the retail segments of vehicle financing and residential mortgages, which together account for an additional 14% of the credit portfolio. As a result, our impact assessment and decarbonization roadmap now cover 75% of the total loan portfolio.

Our investment portfolio has also been evaluated for emissions exposure. We have implemented an exclusion list for carbon-intensive sectors and introduced a temperature alignment metric as an additional investment criterion. Through this analysis, we identified that the country's most pressing needs and impacts are related to climate change and employment.

Banco Promerica de Costa Rica has determined some actions to advance towards the achievement of the goals, but is also clear that it is necessary to continue developing actions to strengthen the action plan:

- Improve the quality of the data
- Set commercial targets, green targets for business areas
- Train business executives in green technologies and green loans.
- Develop a value proposition for clients in the most relevant sectors
- Raise awareness among the clients

The action plan for financial health and inclusion is to continue implementing "Protagonistas", that focuses in:

#### External:

- Strengthen Relationship Banking
- Provide recognition to women-led SMEs
- Create Networking spaces
- Create financial education spaces for women and women led SMEs

#### Internal:

- Make a diagnosis to measure the wage gap between men and women within the bank

### **Targets, Target Implementation, and Action Plans/Transition plans**

Show that your bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that your bank identified in its impact analysis. Once targets are set, explain the actions taken and progress made. Include details regarding: Alignment, Baselines, Targets, Target Implementation & Monitoring (and KPIs), Action Plans/ Transition plans and Milestones.

Banks are encouraged to disclose information regarding actions they are taking in four priorities laid out in [Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector \(2024\)](#).

(Libro de Metas Climáticas) <https://www.promerica.fi.cr/nuestro-banco/sostenibilidad/informes/>  
 (Informe de Género) [https://www.promerica.fi.cr/media/fonfcwxl/170625\\_banco-promerica-informe-de-g%C3%A9nero-2025.pdf?=#](https://www.promerica.fi.cr/media/fonfcwxl/170625_banco-promerica-informe-de-g%C3%A9nero-2025.pdf?=)

Banco Promerica has published its science-based targets for the strategic sectors: mortgage, vehicle, and commercial real estate sectors using the SBTi methodology to comply with the Net-Zero Banking Alliance and a roadmap that has been approved by the Sustainability Committee to reach these targets.

- Real State: 2,76 Kg CO<sub>2</sub>e/m<sup>2</sup> (target:2,57)
- Mortgages: 12,66 Kg CO<sub>2</sub>e/m<sup>2</sup> (target: 9.58)
- Vehicles: 183,32 gCO<sub>2</sub>e/km (target:135)

For gender equality we have set targets and developed a program called “Protagonistas” (Protagonist) to increase the amount of lending provided to women-owned companies and to offer benefits to potentiate women business with the bank. We have also given gender focus to our financial education program in social investment and set targets internally.

We have defined 3 Main Objectives for gender equality using the SMART methodology.

1. To increase the lending and number of SMEs led by women in our client portfolio over the next 3 years (including 2024), we will implement specific support programs, facilitating access to financing, training, and networking opportunities.
2. Reaching a greater number of women in the financial education program, empowering them with knowledge, skills, and tools to make informed and responsible financial decisions.
3. Reduce the gender pay gap within a period of 6 years in the Bank.

Progress on these objectives can be found in the Banco Promerica Gender Report

## Principle 3: Clients & Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

### Client and Customer engagement

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on the client engagement strategy including but not limited to the impact areas identified/ targets set, awareness raising activities with clients and customers, relevant policies and processes, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

Links: [https://www.promerica.fi.cr/media/tgamnl1n/151124\\_metas-climaticas-2024.pdf](https://www.promerica.fi.cr/media/tgamnl1n/151124_metas-climaticas-2024.pdf) (page 26)

The following table outlines Banco Promerica strategic initiatives aimed at fostering sustainability in collaboration with its clients and customers. As part of its commitment to responsible banking, the institution is actively working to promote environmentally and socially conscious practices, while also enabling sustainable economic activities. These efforts reflect Banco Promerica broader vision of integrating sustainability into its core operations and supporting the transition toward a more resilient and inclusive economy.

### Strategy

Sector	Strategy
Real estate development and housing	<i>Implementing a comprehensive financing and advisory program aimed at financed real estate developers, with the goal of ensuring that 95% of their projects achieve certification as sustainable developments.</i>
Green mortgages	<i>Finance at least 50% of homes of the green projects financed by the bank by the year 2030.</i>
Commercial rentals	<i>Focus on current customers, offering cost-saving reduction measures.</i>
Agriculture	<i>Work our way down with our main clients in the agricultural sector. Our most important client has already measured their carbon footprint and is in the process of quantifying the carbon sequestration of their forest reserve. We are currently evaluating the methodology from B4ICA.</i>
Electric vehicles	<i>Increase the percentage of electric vehicles in the overall portfolio and continue strengthening the charging network at branches and shopping centers.</i>
SME	<i>Creation of a tool to calculate emissions and savings in decarbonization processes. Provide advice to current clients on reduction, offsetting, and adaptation measures.</i>
Cross sector	<i>Continue financing renewable energy.</i>

### **Business opportunities**

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how your bank has developed these in the reporting period. Provide information on sustainability-related products and services and frameworks in place that support the transition needs of clients, size of the sustainable finance portfolio in USD or local currency and/or as a % of your bank's portfolio,\* and which SDGs or impact areas you bank is striving to make a positive impact on (e.g. green mortgages—climate, social, sustainability bonds—financial inclusion, etc.).

\* Provide information on the sustainable finance frameworks/standards/taxonomies used to label sustainable finance volumes

Links & references N/A

### **Strategic Business Opportunities and Sustainability Portfolio**

During the reporting period, Banco Promerica identified and advanced several strategic opportunities aimed at increasing its positive social and environmental impacts while reducing negative externalities. The Bank continued to integrate sustainability into its business model by expanding sustainable finance offerings, strengthening risk management frameworks, and aligning with international standards.

#### **Sustainability-related products and services**

1. Development of tools to assess climate risks in key sectors such as agriculture, tourism, and real estate, supporting clients in their adaptation and resilience strategies.
2. Collaboration with real estate developers to promote sustainable construction and encourage certification of projects, driving long-term environmental and financial value. For 2026 we want to develop a green mortgage that will provide a value proposition to help these developers to sell their houses faster and the homeowners to enjoy the savings of their certified homes with less credit risk.
3. Green loans tailored for SMEs and corporate clients committed to reducing their carbon footprint or improving social practices.
4. Continue issuing sustainability bonds: to channel resources toward climate action, financial inclusion, and gender equality.

#### **Frameworks and alignment**

The Bank has embedded ESG criteria across its credit approval and supplier assessment processes, and reports in line with the Principles for Responsible Banking (PRB), the Net-Zero Banking Alliance (NZBA), and the UN Sustainable Development Goals (SDGs). Internal governance includes oversight by the Sustainability Committee and reporting to the Board of Directors and sustainability committee.

## Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

### Stakeholder identification and consultation

Describe which stakeholders (or groups/types of stakeholders) your bank has identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of the bank's engagement strategy following criteria for effective engagement and advocacy, how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

**Link** <https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/> (page 88 and 62)

Banco Promerica has engaged, consulted, and collaborated with diverse stakeholders to advance its sustainability agenda:

1. The Bank involves its **Board of Directors** through regular updates in board meetings and through the Sustainability Committee.
2. **Business clients** are engaged via market research and interviews and are offered tailored sustainable finance solutions.
3. **Employees** participate through volunteering initiatives and provide input through surveys.
4. **Suppliers** are evaluated during the onboarding process on environmental standards and gender practices.
5. The Bank maintains close dialogue with **regulators** to ensure compliance, and partners with **local governments** to drive community development initiatives.
6. **Strategic allies** contribute through joint projects, while **Development Finance Institutions (DFIs)** with financing, technical expertise, and continuous dialogue and reporting.

## Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

### Governance Structure for Implementation of the Principles

Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts (including accountability at the executive leadership level, clearly defined roles and responsibilities for sustainability matters in internal processes, etc.) and support the effective implementation of the Principles.

Links <https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/> (page 87)  
[https://www.promerica.fi.cr/media/4pufwqzs/080425\\_prospecto-2025-banco-promerica-costarica.pdf#book/](https://www.promerica.fi.cr/media/4pufwqzs/080425_prospecto-2025-banco-promerica-costarica.pdf#book/) (page 98)

Banco Promerica started its Sustainability Strategy in 2009, which has been improved year after year to cover the different aspects that sustainability encompasses. Since 2015, there has been a social responsibility and sustainability policy which is reported to all employees upon entering the bank.

Currently, the Board of Directors maintains a constant interest in advancing the topics of this strategy. A Sustainability Committee was created in 2021, with this approval from the Board of Directors, we ensure that they will be informed quarterly about the actions and agreements that are taken on this Committee. Two members of the Board of Directors participate in the Sustainability Committee.

There is a Sustainable Banking area in the bank which oversees leading the sustainable strategy. Sustainability indicators were included in CEO's Balance Scorecard, as follows:

$\frac{\sum \text{Sustainable Portfolio}}{\text{Total Portfolio}}$	Data
Sustainable Funding	Data

The business areas have a cascade indicator and other KPIs that will be monitored throughout the year.

There is a group of collaborators called ProSustainable leaders, they are key for the communication of actions inside their areas.

The main objective of the Sustainability Committee is to become a support body for the Board of Directors for the establishment, monitoring and evaluation of sustainability management; this includes impact measurement, and creation of operational or business strategies with a focus on sustainability.

The Sustainability Committee must collectively comply with at least the following functions:

1. Follow up on the agreements reached in the previous sessions of this Committee.
2. Coordinate the sustainability strategy of the family of products axis / sustainable businesses.
3. Develop strategies and financial solutions to manage to place the resources obtained from the multilaterals/DFIs and investment funds.
4. Evaluate the bank's management and/or its progress in compliance with the public commitments assumed, these being:

- Principles of Responsible Banking (PBR)
  - Net Zero Banking Alliance (NZBA)
  - Women Empowerment Principles (WEPs)
5. Analyze and monitor the technical assistance received from multilaterals/DFIs and investment funds.
  6. Review and approve the Bank's sustainability reports.
  7. Identify and monitor the objectives and key indicators related to sustainability in the different management areas of the bank.

Maintain adequate communication between the Bank's Sustainability Committee and PFC's sustainability governance bodies, whether general or specific; in such a way that if there are important issues or topics to report, there can be interaction between both control bodies.

Develop and periodically review policies related to sustainability issues. In addition to the above, perform other functions assigned by the Board of Directors.

**Promoting a culture of responsible banking:**

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, learning & development, sustainability training for relevant teams, inclusion in remuneration structures and performance management and leadership communication, amongst others).

**Links** <https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/> (page 50,73,81)

At Banco Promerica there is a training and development department within human talent management. Through this department, training, workshops and courses are provided for employees. There is a system called CECAVIP in which courses on different topics are published for the different segments of Bank employees as required.

Additional training is coordinated on sustainability issues such as circular economy, sustainability strategy, gender equality, inclusive communication, physical and mental health issues, as well as information for a better balance between work and personal life.

To maintain well-being of employees, health fairs are being held and there is a company doctor on site.

**Risk and due diligence processes and policies**

Describe what processes your bank has installed to identify and manage environmental and social risks associated with your bank's portfolio. This can include aspects such as identification of significant/salient risks, due diligence processes, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.

**Links** <https://www.promerica.fi.cr/pdfs-genericos/reporte-sostenible-2023/#book/> (page 63)

Banco Promerica has policies that address environmental and social risks like the following:

- Environmental and Social Risk Management Policy
- Environmental and Social Analysis Procedure
- List of exclusions
- Instructional ARAS Questionnaires
- Sustainability Committee Regulations
- Sustainable Banking Policy

The analysis, evaluation, and mitigation of environmental and social risks in customer operations is an integral part of the credit analysis process and decision-making regarding the granting of financing. To this end, the Bank uses the best regional and international practices adapted to the portfolio, the needs of the Bank, its business partners, and other relevant stakeholders. These practices are based on:

- The level of environmental and social risk of the clients' economic activities and how these activities affect the credit portfolio.
- Observance of the national regulatory framework on the environment, health, communities and labor rights.
- The standards and requirements of its international partners and other Agreements and Pacts in which the Bank participates, including the IFC Performance Standards.
- It is the responsibility of the Bank's Board of Directors to establish the policies that will govern its Environmental and Social Risk management process, as well as provide the conditions that favor the management of these risks flowing throughout the organization.
- The ARAS (Environmental and Social Risk Assessment) has been improved by adding Climate Risks variants in the process.

Principle 6:  
**Transparency & Accountability**

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

The information provided in the Responsible Banking Progress Statement is sufficient. If third-party assurance has been undertaken, provide details on the scope of assurance and the reference/link to the Independent (Limited) Assurance Report

An internal assessment of sustainability information was conducted by the Internal Audit Department. As a result, several improvements were identified, including the need to update the materiality assessment, integrate sustainable banking into the risk management matrix, and ensure that all relevant data is updated in the next Sustainability Report. No external assurance has been undertaken at this stage.