



Reporting and Self-Assessment Template

Principles for Responsible Banking



Reporting and Self-Assessment Template

The following template sets out the reporting and self-assessment requirements for Signatories of the Principles for Responsible Banking (PRB). Your bank discloses which actions it has undertaken to implement the PRB by self-assessing its progress on each of the 6 Principles. This template is therefore structured in accordance with the 6 Principles that signatories have committed to.

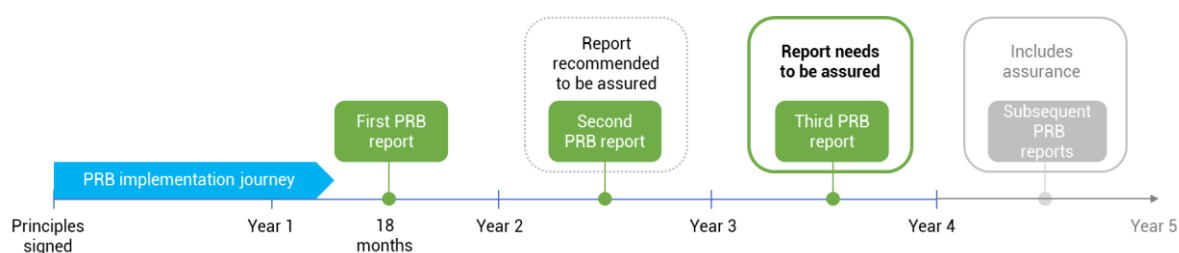
Three [Key Steps](#) are critical to showing that your bank is fulfilling its commitments as a signatory of the PRB, i.e. Impact Analysis, Target Setting & Implementation and Assured Reporting/Accountability. The sections in the Reporting and Self-Assessment Template that relate to the 3 Key Steps also require a self-assessment summary to demonstrate the extent to which the bank has fulfilled the respective requirements of the Key Steps.

Accommodating different starting points

Your bank has an initial four-year period from signing to implement the 6 Principles including to bring its reporting fully in line with the requirements. Your bank may not be able to provide all information required in this template in the first report. You should build on your implementation progress annually. Feedback, support, capacity building, training and peer learning are available to all signatory banks to help them progress with both implementation and reporting.

Timeline for reporting and assurance

Signatory banks need to report on their implementation of the Principles on an annual basis. The first PRB report has to be published within 18 months of signing the Principles, to give the bank some flexibility to align the PRB reporting with its reporting cycle. Publishing the first PRB report at any point earlier than 18 months after signing the Principles is therefore an option. After the first PRB reporting has been published, subsequent reports have to be published annually thereafter, i.e. within 12 months at the latest after the prior report.¹



Assurance

The last report within the initial 4 year implementation period (and subsequent reports thereafter) needs to be assured, which means that at least the third PRB report needs to be assured. Banks are encouraged to put the assurance process in place well before that and have earlier PRB reports already assured.

¹ Early reporting is permitted, although sufficient time to show progress from one year to the other should be taken into account.

All items that relate to the three [Key Steps](#) (highlighted in yellow) require limited assurance by year four of signing the PRB, undertaken by an independent third party with relevant expertise in the field. These are:

- 2.1 Impact Analysis
- 2.2 Target Setting
- 2.3 Target Implementation and Monitoring
- 5.1 Governance Structure for Implementation of the Principles

An assurer provides limited assurance of your self-assessment in these listed areas. You can do this by including it in your existing assured reporting. Where third-party assurance is not feasible, an independent review may be conducted. Assurance requirements are described in more detail in the [Guidance for Assurance providers: Providing limited assurance for reporting](#).

Purpose of the template

The purpose of this template is to assist signatories in disclosing their progress on implementing the PRB. The disclosed information is used by the UNEP FI Secretariat as the basis for the individual review of each bank's progress, as well as for reporting the collective progress made by the PRB Signatory Group. To measure collective progress in a consistent manner, some standardized questions to be completed by the banks are integrated in to the template. The open questions give banks the flexibility to disclose the progress they make, considering the diverse business models and various contextual differences in which banks operate.

How to use this template

This template gives banks the chance to provide summaries of the annual progress made in implementing each Principle. It is designed for your bank to provide references/links to where in your existing reporting/public domains (websites) the required information can be found to support your answers. The aim is to keep any additional reporting burden to a minimum whilst ensuring transparency and accountability as set out in Principle 6. When referring to other documents, please specify the pages where the exact information appears.

The Reporting and Self-Assessment Template shall not be amended structurally and content-wise. The content and text of the template can be applied to corporate layout and designed accordingly, without omitting parts of the texts. The Reporting and Self-Assessment Template can be integrated into your bank's reports (annual report, sustainability report or relevant reporting formats) or can be published as a stand-alone document. It needs to be publicly available and will be listed on the UNEP FI Signatories page.

The reporting needs to be published in English. Information that is referenced to within the Reporting and Self-Assessment Template should also be available in English. Where that is not possible, it is recommended to include the summary of relevant information as text in the Template, so that all necessary information can be taken into account when the UNEP FI Secretariat reviews the bank's performance.

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 customer segments served, types of products and services provided, and 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, segments (i.e. by balance sheet and/or off-balance sheet), or by disclosing the number of customers and clients served.

Produbanco is a financial institution member of Promerica Financial Corporation PFC (with operations in 9 countries in Central and South America) that provides financial solutions to retail, equity, corporate, and investment banking business areas. Produbanco has updated its Strategic Plan in 2022 and has defined Sustainability as one of the two strategic objectives for its long-term growth and development. Produbanco, as the largest PFC bank and the third largest private bank in Ecuador, understands its crucial role within the Ecuadorian economy and financial group, by developing a solid strategy to contribute to the Paris Climate Agreement (GHG reduction) and the Sustainable Development Goals (SDGs), by offering financial solutions to improve the operations of companies, generating efficiencies, best practices, and sustainable initiatives (energy, water).

Its strategy is based on a strong Environmental and Social Risk Analysis (ESRA) and the development of a commercial product called "Green Lines", which was built to finance companies and projects with positive environmental impacts. Green loans are analysed using science-based templates with external consultants to reach and collect information on the impacts developed by each client. The green impact criteria used to define green projects or clients (operations or business models), are based on an international basis developed by multilateral organisations (6 categories: renewable energy, energy efficiency, sustainable certifications, green business, resource efficiency, and technological efficiency of agribusiness), which have seen significant growth in recent years.

In 2016, we launched the Green Lines programme, which is aimed at companies that support the evolution of production towards economically, socially, and environmentally efficient and sustainable management. Since its launch in 2016, the Programme has generated over \$500 million in credit disbursements.

Links and references

[Green Lines - Produbanco](#)

Our portfolio is distributed in terms of geographies and segments as presented below:

SME SEGMENT		
Province	#Clients	%
Tunguragua	688	2.79%
Cañar	61	0.25%
Azuay	978	3.97%
Esmeraldas	122	0.50%
Guayas	7,665	31.13%
Imbabura	480	1.95%
Cotopaxi	200	0.81%
Loja	205	0.83%
El Oro	474	1.93%
Manabí	975	3.96%
Los Ríos	247	1.00%
Pichincha	12,314	50.01%
Chimborazo	50	0.20%
Santo Domingo de los Tsáchilas	37	0.15%
Santa Elena	44	0.18%
Morona Santiago	2	0.01%
Sucumbíos	16	0.06%
Orellana	8	0.03%
Napo	9	0.04%
Zamora	9	0.04%
Pastaza	13	0.05%
Bolívar	15	0.06%
Carchi	10	0.04%
SME Total	24,622	

CORPORATE SEGMENT		
Province	#Clients	%
El Oro	52	0.07%
Esmeraldas	5,834	8.32%
Guayas	2,440	3.48%
Los Ríos	20,331	29.01%
Manabí	8,032	11.46%
Santa Elena	11,583	16.53%
Morona	1,194	1.70%
Napo	200	0.29%
Orellana	521	0.74%
Pastaza	280	0.40%

Sucumbíos	633	0.90%
Zamora	155	0.22%
Azuay	561	0.80%
Bolívar	3,671	5.24%
Cañar	760	1.08%
Carchi	753	1.07%
Chimborazo	17	0.02%
Cotopaxi	428	0.61%
Imbabura	1,143	1.63%
Loja	878	1.25%
Pichincha	2,990	4.27%
Santo Domingo de los Tsáchilas	6,707	9.57%
Tunguragua	923	1.32%
Corporate Total	70,086	

BUSINESS SEGMENT		
Province	#Clients	%
Esmeraldas	11	0.49%
Guayas	1	0.04%
Los Ríos	923	40.91%
Manabí	8	0.35%
Santa Elena	97	4.30%
Morona	1	0.04%
Orellana	1	0.04%
Bolívar	91	4.03%
Carchi	1	0.04%
Imbabura	15	0.66%
Loja	7	0.31%
Santo Domingo de los Tsáchilas	1,100	48.76%
Business Total	2,256	

The Bank developed alliances with specialised external consultants endorsed by local and foreign organisations to provide complete support to clients by understanding and detailing all environmental impacts of the Project.

We are open to serving clients – prioritising SMEs – from all industries, where the key factor is that positive impacts are generated in economic, social and environmental aspects. Within this framework, in 2021, we launched our Green Housing Loan product to accompany customers who acquire a property that generates positive impacts in the use of materials, water, and energy. These homes are certified with international seals such as LEED or BREEAM: EDGE certifications.

Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

☒ Yes

☐ No

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 relevant national and regional frameworks.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?

☐ UN Guiding Principles on Business and Human Rights

☐ International Labour Organization fundamental conventions

☒ A Global Compact

☐ UN Declaration on the Rights of Indigenous Peoples

☒ Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: TCFD

☐ Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: -----

☐ None of the above

Produbanco's Sustainability Strategy is working transversally in all operational areas. Firstly, as we have defined sustainable concepts in the construction of the bank's strategy, purpose and culture, all colleagues know and understand the relevance of sustainability as a key factor in creating long-term value for the Bank.

We begin by aligning our credit risk analysis with environmental and social issues and exposures. Based on this, we have developed a strong ESRA aligned with local and international legislation (most of it aligned with the SDGs and the Paris Climate Agreement). Our goal is to allocate resources until 2023 to impact the following SDGs: 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 15, and 17.

Our loan portfolio is analysed taking into account environmental and social risks and client exposures. As key players for our clients, we have developed automated tools with external consultants to reach and generate useful information to identify risks and recommendations to reduce such risks.

Another main pillar of the strategy is related to Big Data. We constantly conduct analyses of our portfolio to assess how we could strategically contribute to positive environmental and social impacts (considering our sustainable criteria - reduction of CO₂ emissions and efficient use of materials and resources, decent employment, prevention of child labor, among others).

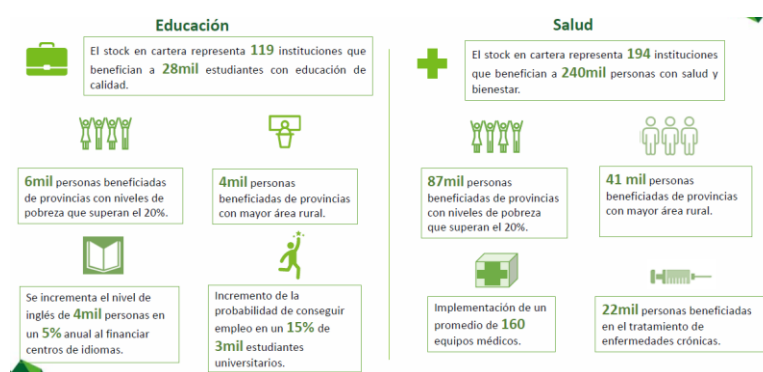
We have also worked with governmental institutions related to the environment, regulation, and production to help improve legislation,

Links and references

<https://www.produbanco.com.ec/media/711328/metast-nzba.pdf>

incentives, and practices for the real sector (companies and individuals). These workshops allow us to increase information for the market and align legislation for the financial system and the real sector (related to Principle 4).

At present, we have expanded our sustainable analysis to consider the impacts of SDGs of our loan portfolio that have a positive environmental impact. This tool that is within the credit process in the banking core, allows us to monitor the real impact that our green portfolio is generating. As an example, we have generated the impact that our credit lines caused on SDG 3 and SDG 4 during the year 2022:



As part of the Environmental and Social Risk Analysis (ESRA), the identification of E&S risks in terms of risks for the Bank is also analysed, such as: credit risk, risk of loss of collateral assets and reputational risk. Therefore, economic sanctions or suspension of a company's activity due to environmental and social non-compliance with national and local legislation are considered in our analysis, as this could trigger a possible default or rescheduling of payments.

Likewise, as part of our ESRA, Produbanco identifies the natural risks associated with the geographical location of the production facilities in our commercial portfolio. At this time, we are in the transition of georeferencing processes and have advanced in 70% of all facilities of our Extended Due Diligence Clients to be able to analyse the risk of devaluation, as well as climate risk. For now, we consider the geographical position to determine this type of risk. Thus, the factors considered are natural risks such as: floods, earthquakes and volcanic activity, among others. In addition, we consider proximity to environmentally sensitive areas or proximity to local communities.

We can indicate that at the moment, the E&S risk analysis is handled as part of the traditional credit risk analysis, and then the recommendations for each credit operation are considered.

Sustainability-related data such as GHG emissions from customers and users, energy efficiency of mortgages, marking possibilities, e.g. women-owned businesses and unbanked users, sustainability and climate risk data, human rights risks in the customer database etc., are collected, with a

structured data management and IT process for sustainability-related data being established.

- Concerning greenhouse gas emissions of customers and other customers (SI), as of December 2022, Produbanco avoided the emission of 911,000 tCO₂e/year in the Green Lines Programme.

- Energy efficiency of mortgages (YES). Produbanco has financed the sustainability certifications of 7 construction projects, of which 4 are residential projects representing 43 units and 3 are commercial projects.

- Ability to mark women-owned businesses in your loan book (YES). In the loan book, Produbanco marks SMEs owned by women when more than 50% of the shareholding composition is held by women and/or if 20% of the shareholding composition belongs to women and if at least one woman holds a managerial, vice-president, or president position. As of 2022, we have around 1,600 active customers identified as women-led businesses.

- Possibility to mark vulnerable customer groups (YES). Produbanco has identified in its client portfolio, SME companies in vulnerable sectors that are determined by the activity and economic sector where the percentage of employees with basic education is low. As of 2022, around 1,800 active clients have been identified as SME companies operating in vulnerable economic sectors.

- Sustainability and/or climate risk data (YES): As of December 2022, Produbanco has avoided the emission of 443,441 tCO₂e in Scopes 1 and 2.

- Human rights risks in the database (e.g. to identify salient issues/human rights risks, or to flag operations/transactions/negotiations that may potentially pose a human rights risk).

In the case of sustainable investment products, such as green bonds, social bonds, sustainability bonds, etc., these are issued or purchased. Produbanco issued a sustainable bond for USD 50 million which covers the following categories: Women's SMEs, Young SMEs, SMEs, Green Lines, and Vulnerable Sectors.

As agents of change, we seek to spread our sustainable best practices. We joined the Net-Zero Banking Alliance that seeks for global banking to generate Net-Zero Emissions by 2050, and in 2022, we published our portfolio *Decarbonisation Objectives By 2023* focused on 5 sectors: agriculture, aquaculture, energy generation, natural resource extraction, and food manufacturing.

We are a Green Bank: we have a portfolio of sustainable products and we are the first bank in the country to commit to promoting a portfolio of credits and investments with Net-Zero Carbon Emissions. We currently have the action plan to comply with these actions and achieve the objectives set.

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Principle 2: Impact and Target Setting



We will continuously increase our positive impacts whilst 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.

2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and ²fulfil the following requirements/elements (a-d)³:

a) Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

Produbando has decided to use impact analysis tools to execute this process. We strongly believe that the combination of these tools will help the Bank focus its efforts to continuously increase its positive impacts and reduce negative impacts. Below, we present a detail of how Produbanco conducts its impact analysis process:

- All green line products have an impact analysis to identify the environmental and social criteria for their placement.
- Methodologies and tools, such as UNPEFI's Impact Tool, are applied to identify the positive and negative impacts of the commercial portfolio.
- Impact analysis seeks to identify quantitative and qualitative results. For them, international taxonomies are applied to identify impacts and homologations are made to relate them to other criteria such as the SDGs.
- The identification of impacts is mainly managed by the Credit Risk team, which comprises the counterpart of the Business team and seeks to provide objectivity to the analysis.

Links and references

² That means that where the initial impact analysis has been carried out in a previous period, the information should be updated accordingly, the scope expanded as well as the quality of the impact analysis improved over time.

³ Further guidance can be found in the [Interactive Guidance on impact analysis and target setting](#).

<ul style="list-style-type: none"> • In 2022, we launched the georeference analysis system for the commercial portfolio. This tool seeks to provide information to the credit team for the analysis of climate and social risks. <p>In 2022, we created the "Green Matrix" which aims to include in the banking core the impacts being generated with the green portfolio: in this manner, we can have the identification of impacts by operation within the credit process.</p>	
<p>b) <u>Portfolio composition:</u> Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope</p> <p>i) by sectors & industries⁴ for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or</p> <p>ii) by products & services and by types of customers for consumer and retail banking portfolios.</p> <p>If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.</p>	
<p>Produbanco manages its information based on the highest standards, which allows it to carry out segmentations according to needs.</p> <p>The portfolio has been identified by sector, industry, banking, geographical location, level of risk, credit products acquired, type of E&S risks, greenhouse gas emissions, and further variables.</p> <p>As an example, below is a detail of our portfolio by segment, geography, balances, and percentage of participation.</p>	<p><i>Links and references</i></p>

⁴ 'Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

Segment	Province	Balance (MM)	%
SME Segment	Tungurahua	19,285	3%
	Cañar	944	0.2%
	Azuay	18,040	3%
	Esmeraldas	3,385	1%
	Guayas	145,427	26%
	Imbabura	24,468	4%
	Cotopaxi	3,010	1%
	Loja	6,982	1%
	El Oro	103,064	18%
	Manabí	34,929	6%
	Los Ríos	11,094	2%
	Pichincha	159,607	28%
	Chimborazo	6,326	1%
	Santo Domingo de los Tsáchilas	29,244	5%
	Carchi	646	0.1%
	TOTAL BUSINESS	566,452	
Business Segment	Tungurahua	32,422	11%
	Azuay	39,547	13%
	Guayas	207,320	69%
	Manabí	20,018	7%
	Total Empresarial	299,308	

Corporate Segment	Pichincha	173,506	9%
	Tungurahua	20,593	1%
	Azuay	71,758	4%
	Guayas	620,813	33%
	Imbabura	5,976	0.3%

c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate? Please describe ⁵how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.

This step aims to put your bank's portfolio impacts into the context of society's needs.

One of the impact areas selected by Produbanco is climate. In this particular case, Ecuador is working towards the goal of reducing GHG emissions in its NDC, and has developed a national plan through the Ministry of Environment, Water, and Ecological Transition for companies to measure, reduce and offset their emissions termed the Ecuador Zero Carbon Programme. This programme also seeks to recognise companies committed to this management effort, and in 2022, Produbanco became the first company in Ecuador to obtain the Carbon Footprint Reduction Certification of the Zero Carbon Programme.

Likewise, our commitment to the Net-Zero Banking Alliance and the quantification of the bank's carbon footprint has allowed us to identify opportunities with our clients, such as setting intermediate decarbonisation goals towards 2030 for 5 sectors based on carbon monetary intense objectives.

The decarbonisation targets were constructed based on UNEPFI's Guide to Defining Climate Objectives, a weighting of the national context, and available scientific resources based on a 1.5°C scenario.

This is the first step in a very ambitious portfolio decarbonisation plan whose main objective is to accompany our clients on their way to sustainability and achieve their own carbon neutrality, consolidating us as a strategic ally and maintaining ourselves as a reference at local and regional level.

In addition, Produbanco is developing a comprehensive strategy to meet the objectives of the Alliance and is working to publish its first report framed around the TCFD methodology, and has committed to periodically reviewing its goals and objectives as the development of methodologies and availability of new information allow.

Climate change and a transition to a more sustainable and resilient economy has also allowed us to initiate conversations with our customers and identify opportunities for improvement.

Links and references

Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritise to pursue your target setting strategy (see 2.2)? Please disclose.⁶

⁵ Global priorities might alternatively be considered for banks with highly diversified and international portfolios.

⁶ To prioritize the areas of most significant impact, a qualitative overlay to the quantitative analysis as described in a), b) and c) will be important, e.g. through stakeholder engagement and further geographic contextualisation.

<p>Within its impact analysis process, Produbanco was able to identify that the areas of negative impact are:</p> <ul style="list-style-type: none"> • Resource efficiency • Climate • Waste <p>Whilst the areas of positive impact identified are:</p> <ul style="list-style-type: none"> • Employment • Foodstuffs • Health and hygiene 	<p><i>Links and references</i></p>
<p>d) For these (min. two prioritised impact areas): <u>Performance measurement:</u> Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context.</p> <p>In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services. If you have identified climate and/or financial health&inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex.</p> <p>If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this.</p> <p><i>The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.</i></p>	
<p>Based on the impact analysis of Climate as the first prioritised area, Produbanco published its portfolio decarbonisation objectives through 2030, and during the first quarter of 2023, it will publish its financing objectives for the destination of resource financing.</p> <p>Its second specific objective is Resource Efficiency. Work will be done on this objective through Produbanco's Green Lines Programme. The categories covered are: green business, renewable energy, energy efficiency, and resource efficiency.</p>	<p><i>Links and references</i></p>

Self-assessment summary:

Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?⁷

Scope: Yes In progress No	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portfolio composition: Yes In progress No	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Context: Yes In progress No	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance measurement: Yes In progress No	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

Climate change mitigation, climate change adaptation, resource efficiency & circular economy, biodiversity, financial health & inclusion, human rights, gender equality, decent employment, water, pollution, other: please specify

How recent is the data used for and disclosed in the impact analysis?

- ☐ Up to 6 months prior to publication
- ☒ Up to 12 months prior to publication
- ☐ Up to 18 months prior to publication
- ☐ Longer than 18 months prior to publication

Open text field to describe potential challenges, aspects not covered by the above etc.: *(optional)*

⁷ You can respond "Yes" to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

a) Alignment: which international, regional or national policy frameworks to align your bank's portfolio with have you identified as relevant? ⁹Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

You can build upon the context items under 2.1.

Produbanco has established Climate as its first specific objective, through the decarbonisation of its portfolio until 2030 by impacting SDG 13, the Paris Agreement, and according to other frameworks, such as:

- NZBA
- SBTi
- IEA (International Energy Agency)
- IPCC (The Intergovernmental Panel on Climate Change)

By the first quarter of 2023, it will publish its funding targets for the resource efficiency destination.

In its second specific objective, which is resource efficiency, and that will be implemented through Produbanco's Green Lines, it will impact SDG 7, SDG 9, and SDG 11, as this line is destined to fall into the following categories: green business, renewable energy, energy efficiency, and resource efficiency.

Links and references

<https://www.produbanco.com.ec/media/711328/metaz-nzba.pdf>

b) Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the [Annex](#) of this template.

If your bank has prioritised climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes:

Produbanco has defined goals for its two established objectives: in the case of the first objective corresponding to Climate, it has estimated its intermediate decarbonisation goals to 2030 for 5 sectors based on carbon monetary intensity objectives (i.e. GHG issued for deflated incomes), considering as a baseline the year 2021:

- Agriculture, livestock, hunting, and others – 24%
- Fisheries and aquaculture – 24%
- Electrical power supply – 36%
- Farm support activities – 18%
- Food processing – 24%

In the case of the second objective established, we considered resource efficiency through the implementation of Produbanco's Green Lines in the following categories: green business, renewable energy, energy efficiency, and resource efficiency, considering 2022 as a baseline. This has allowed us to generate the indicators in the two most relevant economic sectors: Agriculture and Manufacturing, which are also aligned with the study conducted regarding Net-Zero goals. In both cases, there is a growth factor of 2.4 in relation to the Baseline of 2022.

Impact Area	Indicator code	Answer
Climate change mitigation	A.1.1	<i>Produbanco is working with the Swiss consultancy BASE on the NZBA roadmap; therefore, the prioritised sectors have already been defined and at the moment we are developing the strategy for the fulfillment of said agreement.</i>
	A.1.2	<i>Produbanco is a signatory to the NZBA; therefore, by 2050, we will become Net-Zero with respect to our financed emissions. Nevertheless, we have also defined the following intermediate goals for 5 prioritised sectors:</i> <i>-Agriculture, livestock, hunting, and others: 24%</i> <i>-Fisheries and aquaculture: 24%</i> <i>-Electrical power supply: 36%</i> <i>-Support activities for hydrocarbon exploitation: 18%</i> <i>-Processing of food products: 24%</i> <i>The portfolio baseline is 410,795 t CO₂eq and the baseline of the prioritised sectors is 284,283 t CO₂eq; the base year used is 2021. Furthermore, the climate scenarios used were the following:</i> <i>- present through 2025: based on Ecuador's NDC</i> <i>- 2025-2030: IPCC scenario C2,</i> <i>- 2030-2040: International Energy Agency for Ecuador.</i> <i>- 2040 onwards: a linear decrease was performed to 0.</i>
	A.1.5	<i>Green loans – represent 4% of the portfolio</i>
	A.3.1	<i>Produbanco has green lines, within these we have financed:</i> <i>\$27,069,211 geared to energy efficiency projects.</i> <i>\$13,550,503 in renewable energy.</i>

⁸ Operational targets (relating to for example water consumption in office buildings, gender equality on the bank's management board or business-trip related greenhouse gas emissions) are not in scope of the PRB.

⁹ Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.

	A.2.1	Yes <i>Specifically for customers involved in the agricultural and manufacturing sectors within the SME and business segments, throughout the country. Training events and "Green Talks" are held to educate our clients regarding climate change and the sustainable practices they can implement. It also encourages the accompaniment of customers for access to sustainability certifications and technical assistance.</i>
	A.2.2	<i>Portfolio baseline is 410,795 tCO₂eq and the baseline of the prioritised sectors is 284,283 tCO₂eq; the base year used is 2021.</i> <i>Prioritised sectors:</i> - Agriculture, livestock, hunting, and others - Fisheries and aquaculture - Electricity supply - Support activities for hydrocarbon exploitation - Processing of food products
	A.3.1	<i>Produbanco's "Green Lines" green loans aim to finance green projects in relation to low-carbon technologies. As of December 2022, the amount disbursed was \$484,939,646.67, along with the balance of \$190,419,189.17, which represented 4% of the bank's total portfolio.</i>
	A.3.2	<i>Of the 5 prioritised sectors, monetary intensity emissions have been determined to be 9,025 tCO₂e/sales/deflator*1MM</i>
	A.4.1	<i>As of December 2022, the emission of 911,000 tCO₂e/year was avoided.</i>
	A.4.2	<i>The 5 prioritised sectors represent 69% of the total commercial portfolio</i>
	A.2.3	<i>Of the 5 prioritised sectors, it has been determined that the following comprise monetary intensity emissions (tCO₂e/sales/deflator*1MM):</i> - Agriculture, livestock, hunting, and others: 587 - Fisheries and aquaculture: 260 - Electricity supply: 5,571 - Support activities for hydrocarbon exploitation: 2,607 - Processing of food products: 85
In case you have identified other and/or additional indicators as relevant to determine the baseline and assess the level of alignment towards impact driven targets, please disclose these.		
For Produbanco, it has been essential to determine its SMART indicators, which have been defined considering our contribution to global initiatives such as the Paris Agreement and the SDGs. Therefore, our commitment to monitor compliance with them and the established goals falls within our actions, and for the moment, we have not considered additional indicators.		<p><i>Links and references</i></p> <p>https://www.produbanco.com.ec/media/711328/metaz-nzba.pdf</p>

c) SMART targets (incl. key performance indicators (KPIs)¹⁰): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.

In the case of our first impact area, Climate, the KPI we use is Carbon Monetary Intensity (i.e. GHG issued for deflated revenues), and with respect to our second area of impact, resource efficiency through the implementation of green lines, portfolio growth is used in the most relevant economic sectors defined, which are Agriculture and Manufacturing.

Links and references

<https://www.produbanco.com.ec/media/711328/metas-nzba.pdf>

d) Action plan: which actions including milestones have you defined to meet the set targets? Please describe.

Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.

For Produbanco to define its Action Plan, it has conducted a consultancy with the Swiss Consultancy *BASE*. At the date of issuance of this report, we are evaluating and reviewing the results of the consultancy with the aim of raising our action plan, which we will announce in our next report.

Links and references

Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your...

	... first area of most significant impact: ... (please name it)	... second area of most significant impact: ... (please name it)	(If you are setting targets in more impact areas) ... your third (and subsequent) area(s) of impact: ... (please name it)
Alignment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input checked="" type="checkbox"/> No
Baseline	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input checked="" type="checkbox"/> No
SMART targets	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input checked="" type="checkbox"/> No

¹⁰ Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

Action plan	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input checked="" type="checkbox"/> No
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2.3 Target implementation and monitoring (Key Step 2)

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target.

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

Or, in case of changes to implementation plans (*relevant for 2nd* and *subsequent reports only*): describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

There is neither record of the progress of KPIs, nor of the evolution or application of the action plan: as soon as the goals have been defined during 2022, these will be measured in keeping with established dates.

Links and references

Principle 3: Clients and 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.

3.1 Client engagement

*Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices?*¹¹

☐ Yes ☒ In progress ☐ No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

☐ Yes ☒ In progress ☐ No

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 relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.¹²

This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).

To promote sustainable practices and enable sustainable economic activities, in first instance, Produbanco considers its Sustainable Value Chain. To this end, it is working with large companies to implement sustainable standards for their suppliers.

We are continuously tracking and analysing the client portfolio to ensure that customers are identified having the greatest impact.

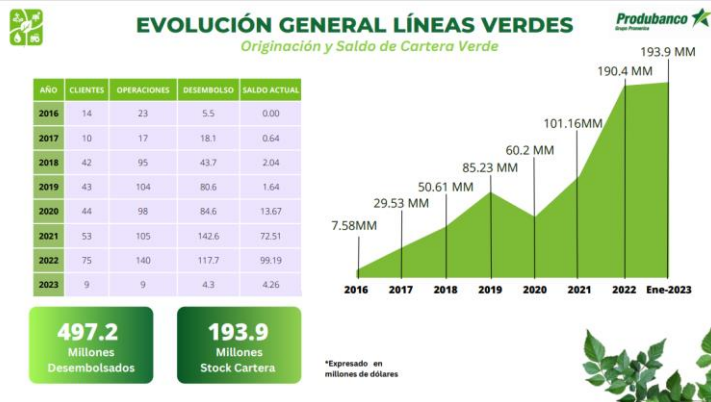
The commercial team is in continuous communication with our customers to advise them regarding possible green products that can include technical assistance provided by Produbanco with the help of our allies. Next:

- Chart depicting growth of our Green Lines programme:

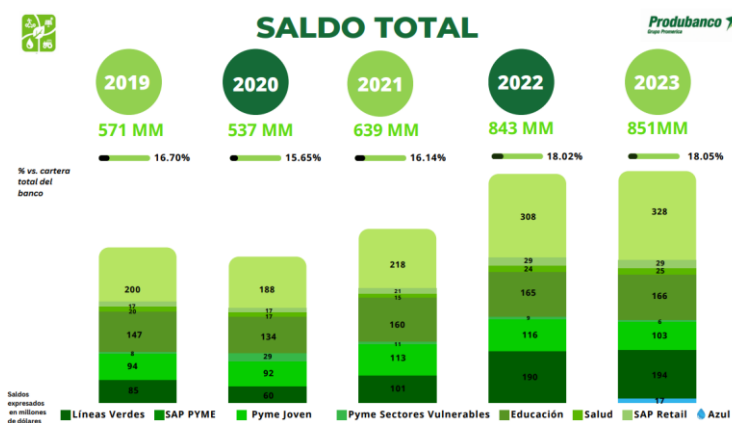
Links and references

¹¹ A client engagement process is a process of supporting clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

¹² Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.



- Evolution of the Sustainable Portfolio consisting of 7 categories of environmental and social impacts.



In addition, we have generated a value chain for the Sustainable Construction sector to reduce impacts on this industry.





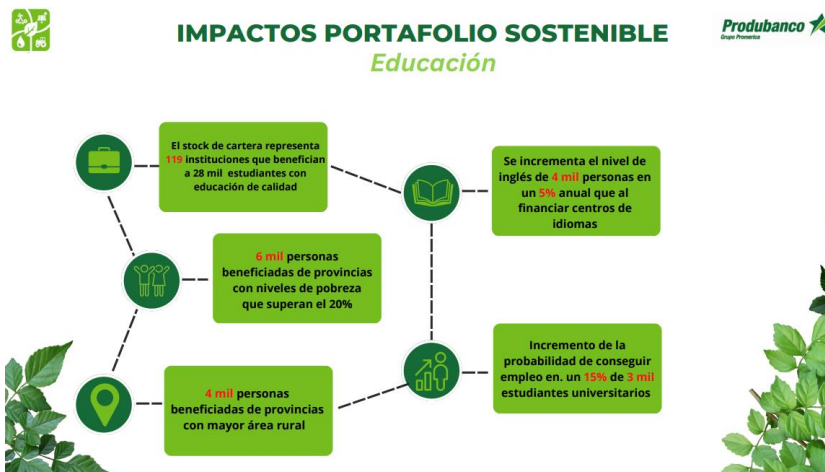
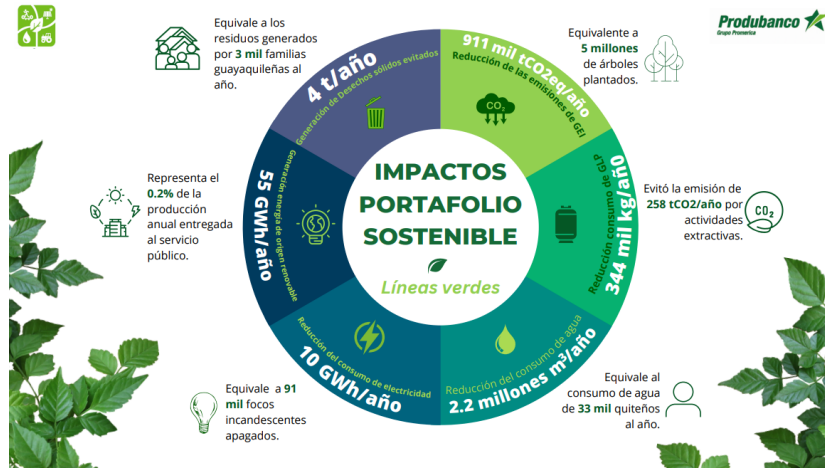
As a measure to channel resources towards the urgent challenge of financing sustainable development, laudable initiatives have been launched, such as:

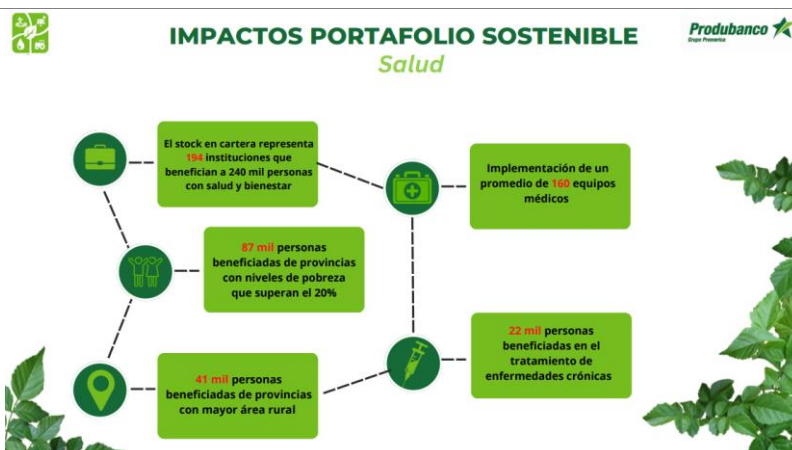
- Promotion of usability of access to digital channels to ensure that customers become familiar with the use of products, services, and financial channels efficiently to increase the welfare of society as a whole. A total of 75.3% of customers, enrolled at the end of 2022, was reached.
- Use and technological innovations of digital financial services in our clients to promote access and use of financial products and services to increase the welfare of society as a whole. 59.34% of digital transactions were reached, and 53.5% of digital sales of products were reached at the end of 2022.
- Implementation of banking correspondents that allow generating greater inclusion and financial coverage by reducing the access gap in undersupplied areas of the country.
- Support in the financing of sustainable housing to encourage the acquisition of this type of housing thus allowing savings in energy consumption, water, and energy incorporated in materials. \$1.2 million in this type of financing was awarded in 2022.
- Support in the financing of hybrid or electric cars in order to encourage the acquisition of this type of vehicles thus fostering the reduction of polluting gases.
- **"Green Awareness" was implemented**, which is a concept allowing the client to accept that the balance of their liability products is green and with a view to financing sustainable projects; in this manner, we facilitate alignment of our commercial strategy with the objectives of society. We have achieved that over 62,000 people form part of this change which adds to the December 2022 cut of \$ 30.7 million dollars.
- In 2022, the **Protagonistas programme was continued**, which aims for us to be recognised at the Regional level as a Financial Group that supports and promotes the high-potential segment (women), both internally and externally, seeking to produce greater efficiency in the organisation whilst enhancing the business of the Promerica Group through a segment that is not being exploited in its capacity. Produbanco participated in the first sustainability bootcamp in the

<p>region, where growth and monitoring objectives were defined for individuals, SMEs and internal customers, which will be followed-up through financial and non-financial actions.</p> <ul style="list-style-type: none"> - In this 2022, we connected with the community through several non-financial actions such as the dissemination of financial education talks to more than 2,600 people who work in 26 companies conducting payroll activities with us. This is part of the benefits offered by Produbanco to this customer segment. 	
<h3>3.2 Business opportunities</h3> <p>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 you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).</p>	
<p>The demand for green loans registers a sustained growth in the local industry. Produbanco, one of the most important players in this line of financing since its inception in 2016 and through 2023, has delivered over USD \$ 500 million to the productive sector for the development of projects that generate positive impacts on the environment.</p> <p>Líneas Verdes (Green Lines) responds to Produbanco's Sustainability strategy whose frame of reference is the 2030 Agenda for Sustainable Development that commits us to develop initiatives to support the fulfillment of the Sustainable Development Goals (SDGs) and achieve our Net-Zero proposed goal.</p> <p>Produbanco's Sustainable Portfolio has aligned itself with the Sustainable Development Goals in seven categories: women's SMEs, SMEs in vulnerable sectors where the workforce has had little access to education, SMEs that operate in healthcare, SMEs that operate in education, women's retail, SMEs led by young people under 32 years of age, and the green lines programme. A fundamental characteristic of this channeling of resources is that it must have impacts that are verifiable and that are effectively contributing to the preservation of the environment and the promotion of social development. The general evolution of Produbanco's Sustainable Portfolio reached a balance of USD 850 million in January 2023.</p>	<p><i>Links and references</i></p>



It is essential to measure the impacts so that we produce a rigorous monitoring of the impact generated by the Sustainable Portfolio.





In line with this programme, and thinking about a community committed to the environment, "Green Awareness" for Produbanco savings products seeks for funds raised to be destined exclusively to finance projects focused on environmental and social care, and with it, to invite people to participate in this change that we as a society require, and in this manner allow us to align our commercial strategy with the objectives of society. In 2022, we closed with a total of 62 thousand customers who follow Green Awareness and that presents a balance of \$ 29 million.

Likewise, support in the financing of sustainable housing helps us to encourage our clients to acquire this type of housing that allows them to produce savings in energy consumption, water, and energy incorporated in materials. For this product, \$1.2 million in financing was awarded in 2022.

We are also promoting the financing of hybrid or electric cars in order to encourage the acquisition of these types of vehicles that foster a reduction in polluting gases. This project is being conducted as well for 2023.

Principle 4: Stakeholders



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

4.1 Stakeholder identification and consultation

*Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process?*¹³

☒ Yes ☐ In progress ☐ No

Please describe which stakeholders (or groups/types of stakeholders) you have 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 how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

The design of the value proposition for our stakeholders is structured through the exploration and knowledge of their needs and motivations; this allows determining the opportunities for improvement in terms of services, products, risks, and management of possible conflicts of interest. To achieve this knowledge, we use active dialogue and perform specialized research through materiality studies with the support of external consultants.

In line with Global Reporting Initiative Standards in their 2022 version, we are currently conducting a Stakeholder Mapping and Materiality Study in keeping with the new guidelines issued, which apply from this year onward.

Following our planning efforts, the outcome of this activity will be published in Produbanco's 2022 Sustainability Report to be released in June 2023.

The relationship with the various stakeholders is managed by each of Produbanco's areas regarding their respective roles, functions, and competences. For the administration of this relationship, along with the ensuing dialogue summoned with the groups, we maintain mechanisms such as: specialised studies on services provision, customer satisfaction, and work environment, among others, and even visits to clients to strengthen relationships (especially at the corporate level).

Partnering with relevant stakeholders helps the Bank reduce negative impacts, achieve or expand positive impacts, and deliver more than it could on its own. Produbanco works with public and private sector actors to promote joint initiatives that lead to the establishment of social and environmental standards at the local level, in addition to actively participating in discussion panels and other dialogue forums specialised in sustainable issues, such as:

- Ecuador Zero Carbon Programme: Produbanco is part of this initiative of the Ministry of Environment, Water and Ecological Transition as a strategic partner, which allows the private sector to measure, reduce and offset the carbon footprint in the country. In 2022 we were the

Links and references

¹³ Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations

first company in Ecuador to obtain the Carbon Footprint Reduction Certification of the Zero Carbon Programme.

- **Together to Reduce the Carbon Footprint Programme:** Within the framework of the leadership of the SDG 13 Table of Leaders for the SDGs of the Global Compact, and in addition as part of Produbanco's initiatives with its stakeholders, work has been conducted on this programme, which is also part of the actions that support the commitments made to the Net-Zero Banking Alliance. It is a mentoring programme closely related to the reality of companies that seek starting carbon footprint management. It includes mentoring companies that will share experiences and lessons learned during their respective measurement processes, as well as recommendations on the various stages to follow. A webpage was generated that contains all the information on the programme, its characteristics, and the ease in effort for those interested in applying to receive specialised mentoring. Furthermore, it has a didactic and dynamic technical guide that explains the whole process, step by step and in a user-friendly manner. As strategic allies, *Green Wise* was included on the technical side together with the United Nations Development Programme (UNDP), the Ministry of Environment, Water and Ecological Transition (MAATE), and the Galapagos Ecological Airport.
- **Coalition for Water Security.** In line with the objective of protecting the country's water sources and resources, Produbanco joined the Coalition for Water Security as a founding member, which seeks to work collaboratively with the public, private, academic, and civil society sectors, focused especially on the productive sector and with the aim of rallying public policy. Articulate actions and support capacity-building of business management of the water resource in the country.
- **Sector guides:** Through the Sustainable Finance Committee of the Association of Banks of Ecuador (ASOBANCA), we participated in this collaborative project in which several banks participated in the process of developing and reviewing sector guides. The first stage has already been completed and was sponsored by the *eco.business* Fund, and the second stage, which is ongoing, by the Dutch Development Bank, FMO, and IDB Invest. 12 sectoral guides were developed, which are public and are posted on the EBF website: 1. Banana cultivation; 2. Coffee cultivation; 3. Rice processing; 4. Sugar cultivation; 5. Flower production; 6. Vegetable cultivation; 7. Poultry farms; 8. Poultry slaughtering; 9. Shrimp farming laboratories; 10. Shrimp processing; 11. Production of cattle, milk and meat, and 12. Manufacture of paper and cardboard. All of these comprise a relevant tool for the topics of financial risk analysis, environmental risks, customer prospecting, green line issues, and others.
- **Conserving Our Water Sources: The Páramos (Moorlands) of Ecuador:** Within the framework of this flagship programme, the agreement with the Ministry of Environment, Water, and Ecological Transition (MAATE), was renewed for the financing of conservation agreements with the owners of the páramos, who receive economic incentives for the care and sustainable use of the ecosystem. In 2022, 8,081 hectares of páramo were conserved with a beneficiary population of 2,715

<p>residents of the provinces of Carchi (Ancestral Commune of Pasto Libertad Indigenous People, and Commune of the Association of Agricultural Workers of Tufiño), Imbabura (Zuleta Commune), Chimborazo (Guacona San Isidro Commune), and Azuay (Sombrederas Commune).</p> <p>We form a part of the following organizations: United Nations Global Compact Ecuador Network, the Board of Directors of the Ecuadorian Corporation of Social Responsibility and Sustainability (CERES), the Sustainability Committee of the Ecuadorian American Chamber of Commerce (AMCHAM), and the Board of Directors of the Association of Private Banks of Ecuador (ASOBANCA).</p>	
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Principle 5: Governance & Culture



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

5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?

☒ Yes ☐ In progress ☐ No

Please 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 and support the effective implementation of the Principles. This includes information about

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

Produbanco is committed to sustainability and our strategic plan includes, in one of its objectives, the generation of value to its stakeholders to be agents of change in sustainable development. As part of the goal of becoming a sustainable bank and certified as a B Corp, on March 25, 2021, the Shareholders' Meeting approved an amendment to the Bank's Bylaws in order to introduce the best environmental practices related to Produbanco and its stakeholders.

The Bank's Bylaws are directed to the Chief Executive Officer (CEO) or to those who exercise the legal representation of the Bank, as responsible for considering the effects of their decisions or actions with respect to: (i) the Shareholders; (ii) Bank employees and Bank subsidiaries; (iii) Bank Vendors; (iv) Clients and Consumers of the Company; (v) the Community; (vi) the Local and Global Environment; (vii) the Execution of Short and Long-Term Banking; and (viii) the Bank's Ability to Fulfill its Corporate Purpose.

Therefore, as established in Produbanco's Bylaws, the Bank, in compliance with its corporate purpose, included as a guiding principle the search for a positive material impact on society and the environment, considering both as a whole, which is assessed taking into consideration the standards of an independent third party specialised in the matter.

Links and references

The structure of the present Ethics Committee was modified, and the Sustainability Committee was then created in March 2021 with the approval of the Shareholders' Meeting and modification of its bylaws, thus expanding its agenda to the various aspects and procedures conducted by the institution in its role as a responsible bank. In September 2021, literal g) of the functions of the Sustainability Committee was modified, allowing it to serve as a liaison with other Committees, if required. This committee meets bimonthly and is made up of two directors and 13 senior management administrators.

Among the objectives of this collegiate body, it is stated that its main objective is to achieve a responsible, sustainable and culture-oriented banking committee that helps the Board of Directors and the Administration to fulfill their supervisory responsibilities in relation to responsible banking strategy, sustainability and culture.

It is important to note that among the functions of the Sustainability Committee are the following: Assist the Board of Directors in the supervision of the sustainability strategy and initiatives related to the Sustainable Banking Programme in terms of governance, labor standards, eco-efficiency of resources, impact measurement, the Green Lines Programme, and supply chain management. In addition, review policies and programmes on sustainability, climate change, human rights, and other ESG material aspects with stakeholders. This committee prepares an annual report containing the management performed during that period along with the fulfillment of designated functions.

Regarding the Principles for Responsible Banking, the Net-Zero Banking Alliance, and other sustainability commitments assumed by the Bank, the Sustainability Committee has the responsibility to monitor their implementation.

The Ethics and Responsible Management Committee included functions, in particular, of respecting and valuing the identities and differences of employees, thus promoting diversity. Accordingly, acts of harassment and discrimination based on race, creed, gender, age, disabilities, sexual orientation, skin colour, nationality or any other political reason, are prohibited. Moreover, it is established that all employees will be selected, promoted, and remunerated according to their achievements, considering standards of equity and inclusion.

Likewise, the Ethics and Responsible Management Committee is responsible for preparing an annual report containing accountability on the management and compliance with Good Corporate Governance practices and the Code of Ethics whilst making it known to the General Shareholders' Meeting and the public through its website.

In addition, with regard to the required supervision, the Bank's Bylaws stipulate that environmental principles will be evaluated considering the standards of an independent third party specialised in the matter. This was included as a requirement for Body B.

In addition, against the backdrop of the amendment to the Bank's Bylaws, it was necessary to adapt other internal rules of a lower rank. In particular, we adapted the Corporate Governance Code, and the Committees and Commissions Policy.

A new "Sustainability and Climate Change Policy" was developed, updating the strategic axes of sustainability, the transparency policy, and indicators, in addition to considering the new climate change policies contemplated in the operation of Produbanco and its subsidiaries, in such a manner that Produbanco not only approaches the management of climate risks from the perspective of direct impacts on its operation as a company, but in addition the indirect ones through the management of its portfolio.

In addition, the policy and methodology of the Environmental and Social Risk Analysis System – ESRA – was updated, contemplating the inclusion of the 8 fundamental conventions of the International Labour Organisation. As such, an internal procedure was established between the E&S risk department and the integrated risk department to manage the monitoring and action plan of clients identified.

Based on the Sustainability Programme defined with the various Champions, clear roles, responsibilities and adequate resources have also been assigned.

In May 2022, this and other actions allowed us to obtain the COMPANY B Certification with a verified score of 100.3 points when compared to the minimum score of 80 required, thus making us the first Latin American private equity bank to obtain this certification.

This process considers the following steps: 1. Reform of bylaws to expand its fiduciary duty, 2. Evaluation of the structure and scope of the business model of Produbanco and its subsidiaries, 3. Measurement in the evaluation of Impact B and subsequent application of improvements. 4. Rigorous review by B Lab (independent third party and subject matter expert), which includes a virtual review to verify what is reported, and 5. Commitment to continuous improvement that fosters a culture of purpose. By being a B company, this commits Produbanco to creating continuous improvements that foster a culture of purpose, as well as to addressing the importance of its business to building a more sustainable and inclusive economy. Another of its commitments is maintaining

integral and ethical work to achieve a positive impact on the parties involved.

5.2 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, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Response

Links and references

5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio? Please describe.¹⁴

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, 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 you have in place to oversee these risks.

Produbanco, with the aim of promoting a responsible banking culture among its employees, has the following teams comprised of bank employees:

- Dedicated sustainability team, termed Sustainability Champions, which is a cross-functional work team.
- Specific sustainability committee (involving senior management, i.e. decision makers from the three highest management levels).

The Sustainability Committee meets bimonthly, the tactical team of the sustainability champions monthly, and the support team every three months. Furthermore, these teams lead, coordinate, and execute the sustainability approach defined by the organisation.

Likewise, the Bank is concerned with executing actions such as:

- Training programs: Progress was made in the training plan with the business credit team. Five officials were trained in the ARAS programme conducted by UNEPFI and INCAE.
- Environmental and Social Personnel: The E&S risk team, 3 employees, participated in the following training sessions: Green Ecuador Programme (Ministry of the Environment); Training on IFC (Futuris Consulting Group) performance standards; ARAS Training (UNEPFI and INCAE).
- Training of the new version of SARAS was directed to the 226 employees of the business, credit, and follow-up control teams. This

Links and references

¹⁴ Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; zero-tolerance policies; gender-related policies; social due diligence policies; stakeholder engagement policies; whistle-blower policies etc., or any applicable national guidelines related to social risks.

same training was imparted to senior management, where the Vice Presidents of Produbanco participated.

- Green Talks: aimed at commercial executives of the SME, Business, and Corporate areas with the aim of sharing knowledge regarding sustainability standards and eco-efficient investment measures that contribute to the competitiveness and sustainability of our clients.
- Sustainability onboarding for new employees.
- Sustainability e-learning for all Produbanco employees.
- Training programme in corporate governance for women.

The "People PRO: Recognition Programme" was launched for employees, which stemmed from the idea of connecting people with the Bank's purpose, and which has been created transversally so that people may grow, develop, learn, and in the same manner, help the strategy through their participation. The programme includes sustainability champions, since it seeks recognising people who meet the Bank's sustainability objectives, as well as other initiatives such as volunteering, among others.

In this manner, Produbanco has included sustainability actions such as KPIs to achieve this cultural change and adequate governance. Thus, progress in the implementation of the Principles of Responsible Banking comprises one of the indicators of our Strategic Plan.

For this reason, it has been essential to present indicators in our strategic plan to monitor our progress in the implementation of the Principles for Responsible Banking and to incorporate the PRBs into the Bank strategy through performance indicators.

The Bank has also incorporated various initiatives and means to communicate and promote a responsible banking culture; among them we have:

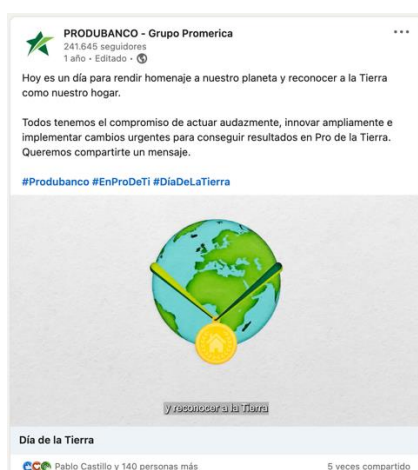
- Press releases.
- Regular communications (from Senior Management) on the status quo, current projects, and future prospects.
- *Intrapreneur* – initiative of disruptive and triple impact ideas arising out of multidisciplinary teams.
- Thematic sustainability days/weeks.
- Educational campaigns with sustainability themes.
- Interviews on the actions that the bank implements concerning sustainability issues.

When there is a sustainability milestone at Produbanco, we analyse the impact and the best way to share it with all our stakeholders, customers, and employees. The sustainability area, together with the marketing area, evaluates, plans, and implements the statement. In its drafting, the best format, segmentation, and means are analysed to look for the best socialisation of the message. We currently have the following channels for the communication of sustainability news: Press release (PR), mailing, social

networks, institutional website, and the internal communication channel Yammer / Al Día.



As for the results of communications in advertising media, the impact generated has been 89.5% of publications published in a medium categorised as strategic for the brand with 41 million readers reached. In social networks, we obtained 847,868 views on our LinkedIn platform, and 6'289,106 impressions. Furthermore, an institutional campaign was performed for the month of December called The Most Important Match: the concept of this campaign was to convey that the most important match has already begun and that if it is not possible to develop a sustainable conscience, there will no longer be a World Cup or another world even, having a hit rate of 11'253,767 people and 110,485,614 impressions on social networks. In addition, a Brand Lift was held in Meta, where we could observe that the audience exposed to the campaign remembers having seen the ads of the most important Match: with this, we obtained a 5.1 lift.



Self-assessment summary

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?

☒ Yes

☐ No

Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?

☒ Yes

☐ No

Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?

☒ Yes

☐ In progress

☐ No

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.

6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

☒ Yes ☐ Partially ☐ No

If applicable, please include the link or description of the assurance statement.

This report will be subject to the verification process of an independent verifier following its publication. Once this verification is obtained, a link will be included for public knowledge.

Links and references

6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

- ☒ GRI
- ☐ SASB
- ☐ CDP
- ☐ IFRS Sustainability Disclosure Standards (to be published)
- ☐ TCFD
- ☐ Other:

Produbanco's sustainability reports are developed according to GRI Standards in their Exhaustive option whilst also considering the particular Financial Services Sector Supplement that allows us to align the disclosure of the Bank's annual administration with the progress made in the PRB.

The last published report corresponds to the 2021 period and is available to the public on our site:

<https://www.produbanco.com.ec/sostenibilidad/informes-de-sostenibilidad/>

The report corresponding to the 2022 period will be published in June of this year.

We are also preparing our first TCFD report which will be published on our website soon.

Links and references

<h3>6.3 Outlook</h3> <p>What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis, target setting and governance structure for implementing the PRB)? Please describe briefly.¹⁵¹⁶</p>	
<p>Setting objectives for resource efficiency: the following objectives have been defined for the following period:</p> <ul style="list-style-type: none"> ▪ Grow our sustainable portfolio to 1000MM towards the end of the year, which would represent 20% of the portfolio. ▪ Support with customer certification. ▪ Increase in training and talks on sustainable issues to our clients from various sectors. ▪ Increase the placement of green credits aimed at efficiencies in strategic sectors such as Agriculture and Manufacturing to contribute to the Net-Zero commitment. The metrics with which the impact will be measured will be portfolio growth on an annual basis until reaching the goal set in 2030 resulting in an increase of 50%. <p>TCFD: In 2023, the first TCFD report will be released. Similarly, a self-evaluation is being conducted regarding the recommendations of this framework in order to draft a work plan and schedule for their inclusion.</p> <p>NZBA: <i>With the results of the consultancy performed with Base Consulting, a roadmap will be established to achieve the emission reduction goals established for 2030 and 2050, as well as the development of the actual strategy.</i></p>	<p><i>Links and references</i></p>

¹⁵ For example outlining plans for increasing the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement

¹⁶ For example outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans etc.

6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).

If desired, you can elaborate on challenges and how you are tackling these:

- | | |
|--|--|
| <input type="checkbox"/> Embedding PRB oversight into governance | <input checked="" type="checkbox"/> Customer engagement |
| <input type="checkbox"/> Gaining or maintaining momentum in the bank | <input type="checkbox"/> Stakeholder engagement |
| <input type="checkbox"/> Getting started: where to start and what to focus on in the beginning | <input type="checkbox"/> Data availability |
| <input checked="" type="checkbox"/> Conducting an impact analysis | <input type="checkbox"/> Data quality |
| <input type="checkbox"/> Assessing negative environmental and social impacts | <input type="checkbox"/> Access to resources |
| <input checked="" type="checkbox"/> Choosing the right performance measurement methodology/ies | <input type="checkbox"/> Reporting |
| <input type="checkbox"/> Setting targets | <input type="checkbox"/> Assurance |
| <input type="checkbox"/> Other: ... | <input type="checkbox"/> Prioritizing actions internally |

If desired, you can elaborate on challenges and how you are tackling these:

Annex

A set of indicators has been produced for the impact areas of climate mitigation and financial health & inclusion. These indicators will support you in your reporting and in showing progress against PRB implementation. Banks are expected to set targets that address minimum two areas of most significant impact within the first four years after signing the PRB. That means that Banks should ultimately set targets using impact indicators. Acknowledging the fact that banks are in different stages of implementation and on different levels of maturity and therefore might not be able to report on impact from the beginning, a Theory of Change approach has been used to develop the set of indicators below.¹⁷ The Theory of Change shows the **pathway** to impact and considers the relationship between inputs, actions, outputs, and outcomes in order to achieve impact. The Theory of Change for climate mitigation can be found [here](#), the Theory of Change for financial health & inclusion can be found [here](#).

How to use: Both practice (action, outcome and output) and impact performance need to be understood because practice is the conduit for achieving desired impacts (including targets). The Theory of Change allows to identify metrics and set targets which align with a bank's maturity. The indicators below are all connected to a bank's impact and can be considered as steps towards measuring impact. Some of the practice indicators (on the action, output, and outcome levels respectively) are connected to portfolio composition and financial targets (highlighted in ¹⁸green) or to client engagement targets (highlighted in ¹⁹blue), which enable your overall target. If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex to measure your performance and baseline. Once you have set the target, you can use the indicators as guidance for your action plan as well as defining Key Performance Indicators (KPIs) which you can then use to measure progress against the set targets.²⁰

¹⁷ It is not required from banks to work with the Theory of Change concept internally. In fact, the Theory of Change has been used to structure the requirements of setting SMART targets using relevant indicators.

¹⁸ Financial targets also aim for real economy outcomes but are not directly expressed as such. Instead, they are expressed with financial indicators and metrics, e.g., to redirect flows of lending and investments to sectors, activities or projects aligned with SDGs and/or related to the selected impact area. Banks can also set financial targets related to specific types of customers e.g., low-income customers or female entrepreneurs.

¹⁹ Client engagement targets involve engaging relevant clients and customers to enable your overall target. The purpose of client engagement is to support clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

²⁰ You might not be able to report on all indicators and/or levels of practice (i.e. from left to right), in which case you should report on all applicable indicators on the respective level of practice no matter if it is an action, output or outcome indicator.

- ➔ **For Signatories of the Net-Zero Banking Alliance:** please report on the climate targets set as required in the [Guidelines for Climate Target Setting](#). As a member of the Alliance, you are required to publish first 2030 targets for priority sectors within 18 months and further sectoral targets within 36 months after signing. You can use the PRB template to disclose the required climate target information if its publication date is in line with the committed NZBA timeframe.

- ➔ **For Signatories of the Collective Commitment to Financial Health & Inclusion:** please report on financial health and/or financial inclusion targets set as required in the [Financial Health and Inclusion Commitment Statement](#). As a signatory to the Commitment, you have agreed to set a SMART ambitious target within 18 months after signing. To facilitate your process, please refer to the [Guidance on Target Setting for Financial Health and Inclusion](#) and the [Core Indicators](#) to measure financial health and inclusion. Keep in mind that signatories of the Commitment are encouraged to measure as many indicators as possible from the Core Set or their equivalent to be able to set a SMART impact driven target.

Impact area	Practice (pathway to impact) ²¹									Impact ²²		
	1. Action indicators			2. Output indicators			3. Outcome indicators			4. Impact indicators		
	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics
A. Climate change mitigation	A.1.1	Climate strategy: Does your bank have a climate strategy in place?	Yes / In progress / No	A.2.1	Client engagement process: Is your bank in an engagement process with clients regarding their strategy towards a low(er)-carbon business model (for <i>business</i> clients), or towards low(er)-carbon practices (for <i>retail</i> clients)?	Yes / Setting it up / No; <i>If yes:</i> Please specify for which clients (types of clients, sectors, geography, number of clients etc.)	A.3.1	Financial volume of green assets/low-carbon technologies: How much does your bank lend to/invest in green assets / loans and low-carbon activities and technologies?	bln/mn USD or local currency, and/or % of portfolio; <i>Please specify</i> the definition of green assets and low-carbon technologies used	A.4.1	Reduction of GHG emissions: how much have the GHG emissions financed been reduced?	% over time; baseline and tracking GHG emissions in kg of CO ₂ e (or applicable metrics) ²³
	A.1.2	Paris alignment target: Has your bank set a long-term portfolio-wide Paris-alignment target? To become Net-Zero by when?	Yes / In progress / No; <i>If yes:</i> - Please Specify: To become Net-Zero by when? - Emissions baseline / base year: What is the emissions	A.2.2	Absolute financed emissions: What are your absolute emissions (financed emissions = scope 3, category 15) in your lending and/or investment portfolio?	Total GHG emissions or CO ₂ e (<i>please also disclose what is excluded for now and why</i>)	A.3.2	Financial volume lent to / invested in carbon intensive sectors and activities and transition finance: How much does your bank lend to / invest in carbon-intensive sectors	bln/mn USD or local currency, and/or % of portfolio	A.4.2	Portfolio alignment: How much of your bank's portfolio is aligned with Paris (depending on the target set [A.1.2] either 1.5 or 2 degrees)?	% of portfolio (<i>please specify which portfolio; for corporate and business clients: % of sectors financed</i>)

²¹ Practice: the bank's portfolio composition in terms of key sectors, its client engagement, and its relevant policies and processes, and, if applicable, its advocacy practices

²² Impact: the actual impact of the bank's portfolio

²³ If possible and/or necessary, please contextualize the progress: Greenhouse gas emissions might even increase initially because the scope of measurements is extended and financed emissions from a growing proportion of the portfolio are measured, emission factors are updated etc. Emission reductions made by the clients should over time lead to a decrease in GHG emissions financed.

			baseline / base year for your target? - Climate scenario used: What climate scenario(s) aligned with the Paris climate goals has your bank used?					and activities? How much does your bank invest in transition finance? ^{24,25}			
	A.1.3	Policy and process for client relationships: has your bank put in place rules and processes for client relationships (both new clients and existing clients), to work together towards the goal of transitioning the clients' activities and business model?	Yes / In progress / No	A.2.3	Sector-specific emission intensity (per clients' physical outputs or per financial performance): What is the emission intensity within the relevant sector?	Please specify which sector (depending on the sector and/or chosen metric): kg of CO ₂ e/ kWh, CO ₂ e / m ² ; kg of CO ₂ e/USD invested, or kg of CO ₂ e/revenue or profit					
	A.1.4	Portfolio analysis: Has your bank analyzed (parts of) its lending and/or investment portfolio in terms of financed emissions (Scope 3, category 15); technology mix or carbon-intensive sectors in the portfolio?	Yes / In progress / No; If yes: please specify which parts of the lending and investment portfolio you have analyzed	A.2.4	Proportion of financed emissions covered by a decarbonization target: What proportion of your bank's financed emissions is covered by a decarbonization target, i.e. stem from clients with a transition plan in place?	% (denominator: financed emissions in scope of the target set)					

²⁴ A list of carbon-intensive sectors can be found in the [Guidelines for Climate Target Setting](#).

²⁵ Transition finance is defined as financing the transition towards a low-carbon future in alignment with the Paris climate goals. It entails any form of financial support for non-pure play green activities to become greener and reduce emissions.

	A.1.5	Business opportunities and financial products: Has your bank developed financial products tailored to support clients' and customers' reduction in GHG emissions (such as energy efficient mortgages, green loans, green bonds, green securitisations etc.)?	Yes / In progress / No; Please specify which ones, and what financial volume and/or % of the portfolio they account for									
B. Financial health	B.1.1*	# of products and services in the portfolio with a focus on financial health	Internal data based. Measures how many of the products and services in the portfolio have a financial health focus. We deem a product or service to have this focus when it facilitates decision making and supports financial health increase based on our definition of financial health. This covers products and services embedded with nudges to simplify decision making, round-up, high yield savings accounts, easy investment tools, etc.	B.2.1*	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective means that the bank has measured if the initiative is	B.3.1*	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	B.4.1	% of customers with a high level of financial health	Survey and/or transactional data based. Measures the percentage of customers with a high level of financial health according to the score chosen by the financial institution.

						successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.						
	B.1.2*	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of stronger skills, and thus, any individual that is supported with the initiative will achieve the	B.2.2*	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including financial health tools)	B.3.2	% of customers who use the bank's services to create a financial action plan with the bank	Transactional and/or survey data based. Measures the percentage of customers who create a financial action plan with the bank using the bank's services. A financial action plan is anything that helps the customer build financial resilience. It is done "with the bank" if the bank can visualize, through the transactions of the customer, the results of the plan.	B.4.2	% of customers for which spending exceeded 90% of inflows for more than 6 months last year	Survey and/or transactional data based. Measures the percentage of customers with a transaction account and/or savings/investment accounts for which spending exceeded 90% of inflows for more than 6 months in the year within the reporting period compared to the total of customers within PRB scope. Focus on main financial institution customers.

			desired results. Relevant employees are those the bank prioritizes in the training programme due to their direct impact on the customers' financial health									
	B.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.				B.3.3	% of customers using overdraft regularly	Transactional data based. Measures the percentage of customers using the overdraft option in their accounts or credit cards, regularly. Overdraft can be used to handle unexpected emergencies but more than 1/3 of the year (banks may deviate if proper reasons are provided) denotes regularity and a precursor to lower financial health	B.4.3	% of customers that feel confident about their financial situation in the next 12 months	Survey based data. Measures the percentage of customers that answered positively to feeling confident about their financial situation in the next 12 months compared to the total number of customers surveyed. By confident we mean not feeling worried about their financial situation.
							B.3.4	% of customers with a non-performing loan	Transactional data based. Measures the percentage of customers with past-due loans ("past due" defined by policies at each bank) compared to the total amount of customers with loans in the bank's lending portfolio.	B.4.4	% of customers with products connected to long-term saving and investment plans	Transactional and/or survey data based. Measures the percentage of customers with products connected to long-term saving and investment plans. "Long-term" will depend on each bank's definition.

								B.3.5	% of customers showing an increase or stable amounts in savings, deposit and/or investment account balances, quarter on quarter.	Transactional data based. Measures the percentage of customers showing an increase or stable amounts in savings and/or deposit AND/OR investment accounts balances, quarter on quarter.	B.4.5	% of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense	Survey based data. Measures the percentage of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense. We consider a major unexpected expense, one that the customer hadn't planned for and would require them to spend more than what they have available for secondary expenses in their monthly budget or 1/20th of the country's Gross National Income (banks may deviate if proper reasons are provided). A good example is: unforeseen medical bills, large appliance malfunctioning, car repair, etc. Survey based using the question: "If a major unexpected expense arises, how can you cover it right now?" and give the multiple choice options of insurance, emergency funds,
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												loan, credit card, family/friends, etc.
C. Financial Inclusion	C.1.1*	# of products and services in the portfolio with a focus on financial inclusion	Internal data based. Measures how many of the products and services in the portfolio have a financial inclusion focus. We deem a product or service to have this focus when its design facilitates the access and usage by the prioritized customer. For example, no-fee savings account, low interest microloan, offline access or sim-based banking apps, etc	C.2.1	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective means that the bank has measured if the initiative is successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A	C.3.1*	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	C.4.1	% of customers with 2 or more active financial products, from different categories, with the bank	Transactional data based. Measures the percentage of customers with 2 or more active financial products, from different categories, with the bank. By active we mean there's at least one usage per month. By category we mean credit/debt, savings/deposit/payment, insurance, investment, etc. Once a target has been set for this indicator, we encourage banks to ensure responsible selling policies or other initiatives so that the target doesn't become a toxic incentive.

					bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.						
	C.1.2*	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of stronger skills, and thus, any individual that is supported with the initiative will achieve the desired results. Relevant employees are those the bank prioritizes in the training programme due to their direct impact on the customers' financial health	C.2.2	% of customers with effective access to a basic banking product	Transactional data based. Measures the percentage of customers with effective access to a basic banking product. By effective we mean the usage beyond first access. Basic banking products vary by bank. Good examples are: checking accounts, payment accounts, credit cards, saving accounts, deposit accounts, e-money accounts, etc.	C.3.2	% of customers supported with dedicated customer journey/advisory services	"Transactional data based. Where dedicated customer journey/advisory services are in place for prioritized groups, this indicator measures the percentage of customers using such services. Depending on size of bank, either number or percentage can be the unit of measure.		

	C.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.	C.2.3	# of new customers per month	Transactional data based. Measures the number of new customers per month. Once the bank sets a target, this indicator can become a KPI to measure the percentage of new customers from the prioritized groups, per month.	C.3.3*	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including financial health tools, if applicable)			
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