

Sustainability

Support ESG Information



GLOBAL
BANK

Primerο la gente

Content



Primero la gente

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Statement of non-political contributions

Political contributions

Global Bank employees are free to make political contributions, as long as it is in a personal capacity and is not directly or indirectly related to the organization.

Political contribution is the delivery of money, goods, services, rights or any other resource, to political parties, organizations and/or associations of a political nature, as well as to candidates to occupy any position of popular election.



Employee turnover rate

TURNOVER RATE*							
Type	Age groups	2021-2022			2022-2023		
		Mujeres	Hombres	Total	Mujeres	Hombres	Total
Voluntary	15 - 30	1.74	1.33	3.07	1.56	1.08	2.64
	31 - 45	1.74	0.75	2.49	1.80	1.14	2.94
	46 - 60	0.35	0.46	0.81	0.36	0.24	0.60
	61 or more	0.00	0.00	0.00	0.00	0.00	0.00
	Total	3.82	2.55	6.37	3.72	2.46	6.19
Non-voluntary	15 - 30	0.58	0.69	1.27	0.84	0.60	1.44
	31 - 45	1.39	0.64	2.03	1.80	0.60	2.40
	46 - 60	0.41	0.29	0.69	0.66	0.48	1.14
	61 or more	0.00	0.23	0.23	0.00	0.00	0.00
	Total	2.37	1.85	4.23	3.30	1.68	4.98

**The turnover rate does not include those workers with defined contracts.*



Workforce breakdown

Workforce breakdown: Women in management positions in revenue-generating functions

	2021-2022	2022-2023
% Women in management positions in revenue-generating functions	36%	36%

Regarding Share of women in management positions in revenue-generating functions as % of all such managers, considering Women in Front Office positions: $95/266 = 35.7\%$

Workforce breakdown: Nationality

Nationality	# of employees	% of total employees
Panamanians	1648	98.56
Venezuelans	7	0.42
Colombians	7	0.42
Other nationalities	10	0.60

Workforce breakdown: Management positions by Nationality

Nationality	# employees in management positions	% of total number of employees in management positions
Panamanians	252	94.74
Venezuelans	2	0.75
Colombians	4	1.50
Other nationalities	8	3.01

Management positions: Senior Management, Vice Presidents, Assistant Vice Presidents, Managers.



Employee Development Programs

Top employee development programs

Details	Top program 1	Top program 2
Program title	Leadership towards agility in Global Bank (Managers, Assistant Managers)	Expanding sales culture
Description of program objective/business benefits	Training project aimed at developing conceptual and practical tools for agile management at two levels of organizational leadership: vice presidents and managers; applying agile as a practical approach.	Strengthening the skills of sales leaders is essential as the sales profession is at an inflection point to transform their organizations and respond to the demands of today's marketplace, while guiding their teams towards the expected results.
Quantitative impact of business benefits	<ul style="list-style-type: none"> • Increased employee engagement. • Increased efficiency and productivity 	Increased efficiency and productivity
% of FTEs participating in the program	30.3%	9.1%



Absenteeism rate

EMPLOYEE ATTENDANCE CONTROL

We have a marking system that records the attendance and punctuality of the organization's employees.

Fiscal year	Jul-2019 a Jun-2020	Jul-2022 a Jun-2023
Months recorded	8 (from July 2019 to February 2020)	(from January to June 2023)
Total Active Collaborators	1700	1516
Days of Absenteeism (accumulated)	928	282
Absenteeism Rate	0.26244344	0.11924092

Formula used for absenteeism: [Number of days absent in the accounting period / Total days scheduled to work in the accounting period] x 100



SARAS - ENVIRONMENTAL AND SOCIAL ISSUES

DETALLADO DE PROCESO



SISTEMA DE ADMINISTRACIÓN DE RIESGOS AMBIENTALES Y SOCIALES (SARAS)



Fecha: 19 de diciembre de 2022

Versión: 8.0

In general, without this meaning that it is limited to these aspects; environmental factors and social problems to be identified, managed and mitigated are the following:

Environmental	Social	Governance
Water management (including wastewater)	Local communities (including health and safety)	Licenses, certifications, permits
Energy management	Indigenous peoples	Policies related to: Environmental and social management, human resources, community management.
Input and hazardous material management	Involuntary resettlement	Legal and regulatory compliance (environmental and social)
Waste and pollution management	Landscape Impacts	Structure - Person responsible for socio-environmental management
Animal health	Cultural Heritage	Business ethics and transparency (environmental and social)
Biodiversity, forests, protected and high conservation value areas	Labor	
Natural hazards	Labor conditions	
Atmospheric emissions and air quality	Occupational health and safety	

Material Topic (Extract). Among the material topics, not limited to these, are:

- Moderate to High Risks or negative impacts on the environment, community health and safety, biodiversity, cultural heritage and involuntary resettlement.
- Child and forced labor, as well as aspects that cover gender discrimination, equal opportunities, health and safety and the risk of gender violence and sexual harassment, etc.
- Problems related to working conditions, such as lack of drinking water supply in plantations/workplaces.



Contributions & Other Spendings

Contributions to trade associations

	Total spend in FY 2021-2022	Total spend in FY 2022-2023
Lobbying, interest representation or similar	0	0
Local, regional or national political campaigns / organizations / candidates	0	0
Trade associations or tax-exempt groups	111,167	139,792
Other (e.g. spending related to ballot measures or referendums)	0	0
Total contributions and other spending	111,167	139,792



Investment Portfolio

Investment Portfolio by Industry

Industry	% de participación
Comercial	82.8%
Energy	5.5%
Industrial	4.9%
Construction	4.1%
Transportation	0.3%
Coal	0.0%
Oil and gas	2.4%

•Investment portfolio as of Jun-2023



Leverage Ratio

BIS Leverage Components	FY 2021-2022	FY 2022-2023
(Basel III) Tier 1 Capital	546,780,935.00	495,288,817.00
(Basel III) Total exposure (on and off balance sheet exposures)	7,914,715,757.00	7,967,677,859.00
(Basel III) Leverage Ratio	0.06908	0.06216

The calculation of the leverage ratio follows the requirements of Panamanian regulations. And Panamanian regulation, for this indicator, is aligned with Basel III.



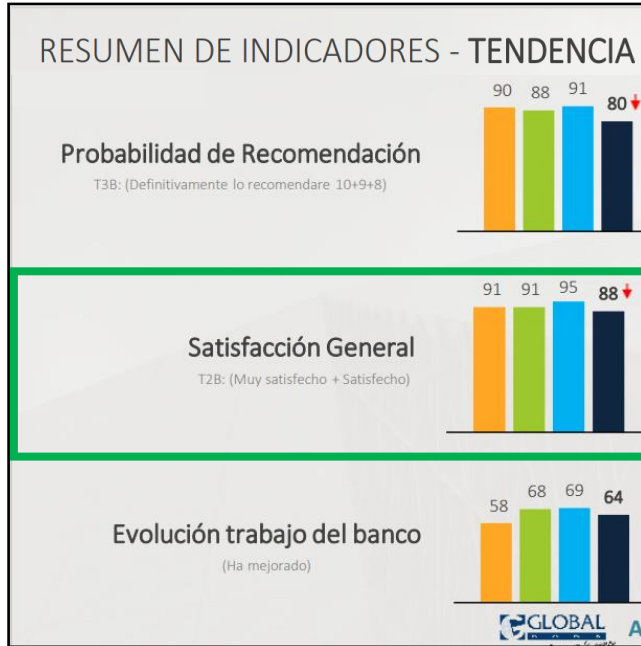
Financial Inclusion Products

Details	Product 1	Product 2	Product 3
Product & service name	Digital savings account with no opening minimum	Preferential residential housing loans for women, credit cards for women, and SMEs run or owned by women.	Retirees and pensioners of the Social Security Fund and the Comptroller's Office of the Republic of Panama, who have the payment capacity in their salary for the discount.
Targeted clients	<ul style="list-style-type: none"> Poor and/or low-income individuals Women 	<ul style="list-style-type: none"> Microbusinesses Women 	Eldery people
Number of clients reached	2758	2587	24303
Number of transactions/contracts	2758	2798	24379

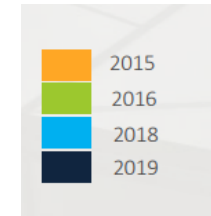
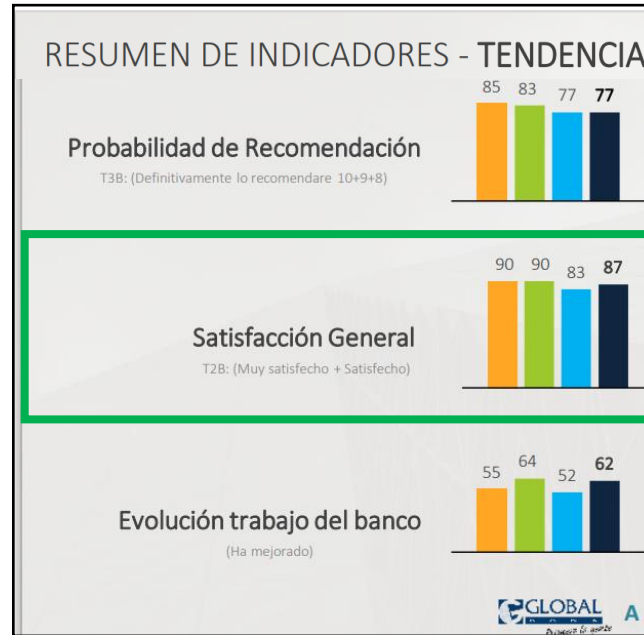


Customer Satisfaction Measurement

Personal Banking 2019



Business Banking 2019



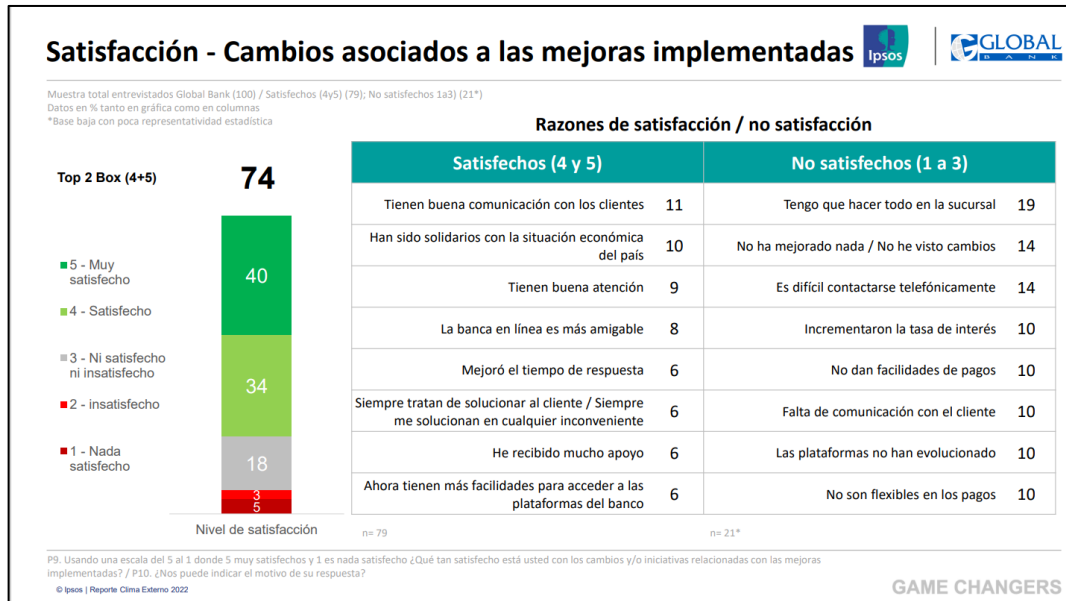
At Global bank, we measure customer satisfaction in all our service channels, allowing us to diagnose areas of opportunity in terms of service indicators, customer service, complaints, responses to queries, etc., and to evaluate overall performance by contact area to identify the main drivers of satisfaction and dissatisfaction, which also helps us to identify the perception that customers have of the Bank.



Customer Satisfaction Measurement

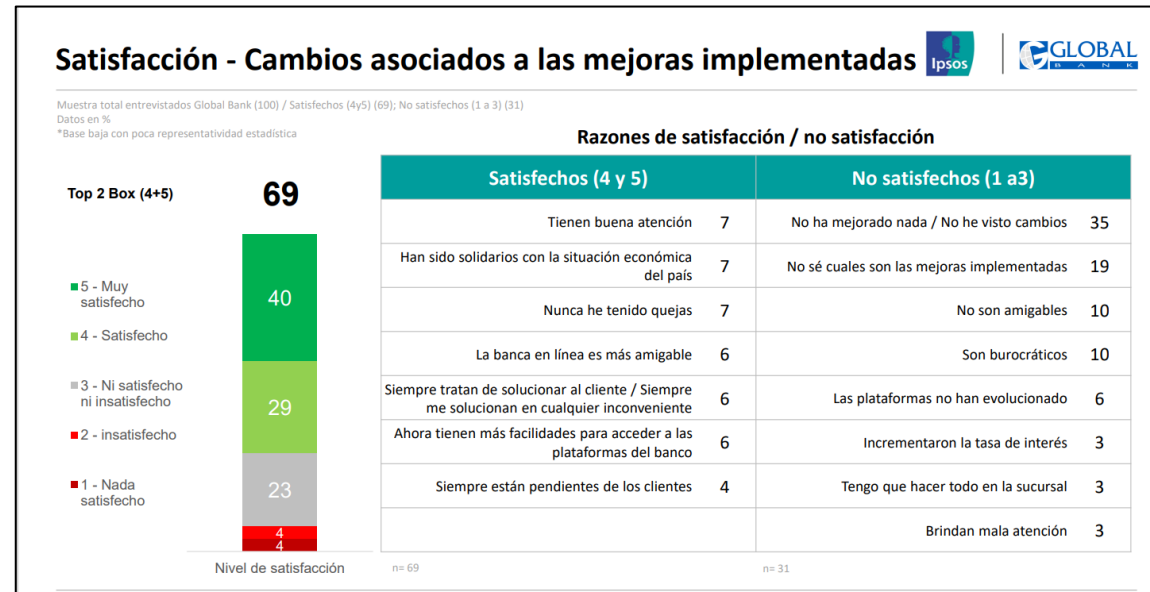
Personal Banking 2022

En el rubro de personal banking logramos un nivel de satisfacción de 74 puntos.



Business Banking 2022

En el rubro de business banking logramos un nivel de satisfacción de 69 puntos.



The methodology we use to obtain a single value for customer satisfaction is to average the satisfaction results for personal and business banking.

	2019-2020	2021-2022
Satisfaction Measurement	87.5	71.5

Note: Fiscal Periods ending in Jun-2022 and Jun-2023 were atypical in terms of customer satisfaction evaluation as a result of the global situation experienced in relation to the pandemic – Covid 19.



Integral Risk Management Policy - Extract

12. Integral Risk Matrix

The comprehensive risk matrix covers the main risk categories in which the Banking Group has its most significant exposures.

All risks must be catalogued in the integral risk matrix according to the risks defined as main risks, for their respective management and control.

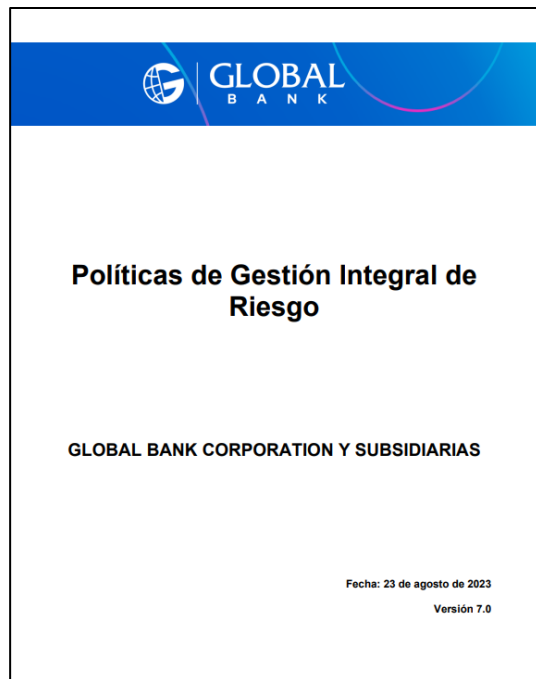
Risks are grouped into four (4) categories as follows: Business Risks, Financial Risks, Operational Risks and Compliance Risks.

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Ratificado por: Junta Directiva
Unidad de Administración de Riesgo

02 de agosto de 2023
23 de agosto de 2023
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Cover of the Integral Risk Management Policy



Integrated Risk Management Policies

At its first level, the comprehensive risk matrix includes the following risks:

Business Risks:

- **Strategic Risk:** Defined as the possibility of incurring losses due to decisions of the Banking Group's senior authorities associated with the creation of sustainable competitive advantages. It is related to failures or weaknesses in market analysis, trends and uncertainties in the environment, key competencies of the Banking Group and in the process of value generation and innovation.
- **Contagion Risk:** Possibility of loss that the Banking Group may suffer directly or indirectly due to adverse occurrences in companies of its own economic group, or of companies that carry out similar activities in its location or in the financial system of another country.
- **Climate Related Risk:** The actual or potential negative impacts that may arise from climate change or efforts to mitigate climate change. These impacts include economic and financial consequences on an entity or organization. These risks can be classified into physical, transitional and liability risks.
 - **Physical Risks:** These are risks arising from potential losses caused by the occurrence of extreme weather events or by gradual and long-term changes in weather patterns. Physical risks can be acute or chronic.
 - **Transition Risks:** These are those associated with the transition to a low-carbon economy, which may generate political, technological and market changes to address climate change-related mitigation and adaptation measures. Depending on the nature, speed and focus of these changes, transition risks may entail risks of different levels for organizations.
 - **Climate-Related Legal Liability Risks:** These are those arising from potential losses that may be generated by actions or omissions that cause losses or damages associated with climate change and that through legal proceedings seek compensation by repairing the damage caused, implementing prevention and mitigation measures, and assuming the corresponding costs.



Integral Risk Management Policy - Extract

Table 1. Communications Plan by Risk Type to the Risk Steering Committee

Tabla 1. Plan de Comunicaciones por Tipo de Riesgo a Comité Directivo de Riesgo	
Tipo de Riesgo	Periodicidad de Comunicación
Riesgos de Negocios	
• Riesgo Estratégico	Anual
• Riesgo de Contagio	Anual
• Riesgo Relacionado con el Clima	Anual
Riesgos Financieros	
• Riesgo de Capital	Trimestral
• Riesgo de Crédito	Trimestral
• Riesgo de Contraparte	Trimestral
• Riesgo de Liquidez	Trimestral
• Riesgo de Precio	Trimestral
• Riesgo de Tasa de Interés	Trimestral
• Riesgo de Tipo de Cambio	Anual
• Riesgo País	Trimestral
• Riesgo de Concentración	Trimestral
Riesgos Operativos	
• Riesgo Operativo	Trimestral
• Riesgo de Tecnología de la Información	Trimestral
Riesgos de Cumplimiento	
• Riesgo de Reputación	Anual
• Riesgo Legal	Trimestral
• Riesgo Normativo	Anual
• Riesgo de Blanqueo de Capitales, Financiamiento del Terrorismo y Financiamiento de la Proliferación de Armas de Destrucción Masiva	Semestral
• Riesgo Social y Ambiental	Semestral
• Riesgo de Protección de Datos	Semestral

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Depending on the type of risk, these have a communication periodicity (quarterly, half-yearly and annual).

It is important to mention that within the business risks there are Climate Related Risks, which have their own taxonomy, aligned with Agreement No. 011-2022 of the Superintendency of Banks of Panama “Which adds paragraph 13 to article 4 of Agreement No. 8-2010, on Comprehensive Risk Management”

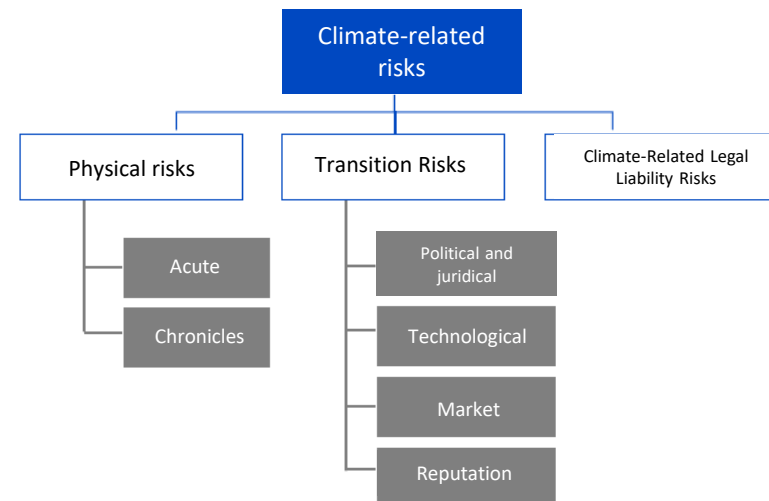
Annexes - 1. Comprehensive Risk Matrix

Anexos

1. Matriz Integral de Riesgo

ENFOQUE INTERNO	
14	MATRIZ INTEGRAL DE RIESGO [20]
Riesgos de Negocios [3]: <ul style="list-style-type: none"> • Riesgo Estratégico • Riesgo de Contagio • Riesgo Relacionado con el Clima 	Riesgos Operativos [2]: <ul style="list-style-type: none"> • Riesgo Operativo <ul style="list-style-type: none"> • Operaciones de Seguros • Riesgo de Tecnología de la Información <ul style="list-style-type: none"> • Ciberriesgos
Riesgos Financieros [9]: <ul style="list-style-type: none"> • Riesgo de Capital • Riesgo de Crédito • Riesgo de Contraparte • Riesgo de Liquidez • Riesgo de Precio • Riesgo de Tasa de Interés • Riesgo de Tipo de Cambio • Riesgo País • Riesgo de Concentración 	Riesgos de Cumplimiento [6]: <ul style="list-style-type: none"> • Riesgo de Reputación • Riesgo Legal • Riesgo Normativo • Riesgo de Blanqueo de Capitales, Financiamiento del Terrorismo y Financiamiento de la Proliferación de Armas de Destrucción Masiva • Riesgo Social y Ambiental • Riesgo de Protección de Datos Personales

Taxonomy of Climate Risks



Occupational Health and Safety (OHS)

Salud y Seguridad ocupacional (SySO)

MANUAL DE PROCESO



MANUAL DE PREVENCIÓN DE RIESGOS LABORALES



Fecha: 26 de mayo de 2023

Versión: 1.0

Occupational Risk Prevention Manual

- ✓ Page 10: OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health and safety incidents.
- ✓ Pages 14-18: Labor Risk Identification Process. includes inspections, Occupational Risk Assessment Methodology, among others.
- ✓ Pages 19-24: Occupational Accident and Illness Management Process
- ✓ Pages 25-28: Risk Level Measurement Process



Occupational Health and Safety (OHS)

Salud y Seguridad ocupacional (SySO)

GUÍA DE USUARIO



PLANES DE EMERGENCIA



Fecha: 26 de mayo de 2023

Versión: 1.0

Document: User Guide - Emergency Plans

- ✓ Page 3: How to carry out an egression in general and How to combat a fire outbreak
- ✓ Page 4: How to act in the event of a public demonstration
- ✓ Page 5: How to act when starting a seismic movement. How to proceed in case of natural disaster alerts
- ✓ Page 6: How to proceed in case of a Bomb Threat call
- ✓ Page 7: How to proceed if you receive suspicious mail or find an abandoned suspicious object
- ✓ Page 8: How to proceed in the event of a flood outside of working hours
- ✓ Page 9: How to proceed in the event of a flood during working hours
- ✓ Page 10: How to act in case of a medical emergency. What to do if you move to hard-to-reach areas
- ✓ Page 11: How to complete the Post – Emergency report
- ✓ Page 12: How to use the Automatic External Defibrillator



Goals

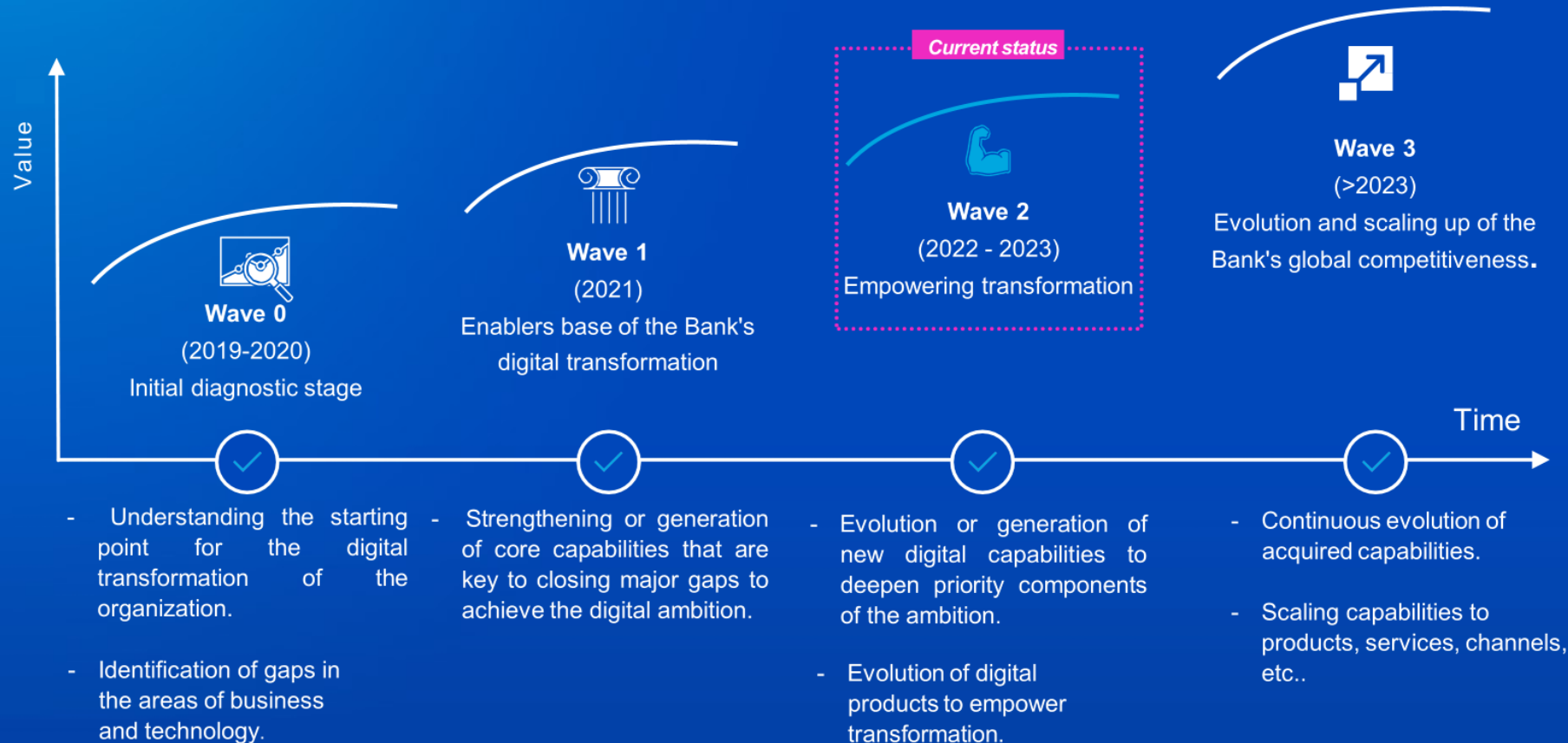
Occupational Health and Safety (OHS)

TYPE OF OBJECTIVE	DESCRIPTION	
Strategic Objectives	1	Guarantee and protect the health of employees by promoting a culture of occupational risk prevention at the organizational level in coordination with the different functional units, ensuring the implementation of the measures, plans and programs required to mitigate or reduce occupational risks arising from work processes.
Operational Objectives	2	Training and advice on occupational risk prevention issues.
	3	Ensure that new and remodeling projects comply with standards related to the Human Safety Code, indoor air quality standards, ergonomics and occupational hygiene, and NFPA.
	4	Ensure the implementation of emergency plans in all locations of the organization.
	5	Participate as risk manager for the organization's contingency plan.
	6	Manage the budget allocated to the department.
	7	Investigate and analyze work accidents, occupational diseases, vehicular accidents and post-emergency incidents.
	8	Follow up on prevention plans and programs in conjunction with area managers.
	9	Supervise, follow up and support the SISO team in the management of occupational risk prevention programs.
	10	Ensure the proper functioning of fire detection and firefighting systems.
	Information Objectives	12
13		CSS Accident Reports
Compliance Objectives	14	Comply with the norms established by the Ministry of Health, Social Security Fund and Fire Department.
	15	Keep updated the legal framework that applies to the operation.



Digital transformation

We continue with the second wave of the digital roadmap, scaling agility and strengthening digital capabilities at Global Bank.



Digital transformation

In line with our Digital Transformation action plan, we planned to develop and offer 100% digital products. Two minimum viable products were developed, the first being a savings account and the second a personal loan.

DIGITAL TRANSFORMATION NEWSLETTER N°6 - September 2021

DIGITAL TRANSFORMATION NEWSLETTER N°6 - June 2022

► DISEÑO Y DESARROLLO DEL MVP (Producto Mínimo Viable)

¿Qué características tiene este producto?

Creamos una Cuenta de Ahorros que ofrece atributos diferenciales para los clientes...

... y contará con un proceso de vinculación, servicio y transaccionalidad 100% digital!

- Solo requiere la cédula para la apertura
- No requiere depósito inicial
- Tasa de interés de hasta 1.5%
- Tarjeta Visa Débito incluida, con membresía gratuita el primer año y seguro de fraude gratis hasta el 31/10/21
- Transferencias ACH sin costo el primer año (mediante Banca en Línea)
- Permite débitos y créditos menores a \$10mil al mes, cada uno
- Permite un saldo contable de hasta \$50,000



Validación virtual de identificación

Permite validar cédula y autenticar identidad de manera digital



Sin monto inicial de apertura

No requiere un depósito inicial mínimo inmediato



Sin documentos de ingresos

Elimina requisito de documento de sustentación de ingresos, mitigando riesgo con controles definidos²



Transaccionalidad 100% digital

Transacciones exclusivas a canales digitales, online, POS y ATMs



Entrega de Visa Débito a domicilio

No requiere asistencia a sucursal



Modelo de servicio virtual

Atención y procesos durante y posterior a la venta 100% digitales

Diseño y Desarrollo del MVP #2
Producto Mínimo Viable

Préstamo Personal Global Tap

Es un producto mínimo viable con un proceso de vinculación 100% digital, desarrollado para clientes nuevos y existentes del Banco y subsidiarias, panameños, entre 20 y 52 años, residentes en Panamá, asalariados del sector público o privado.

Global Bank
¡Evolucionamos para ti!

¡QUIERO MI PRÉSTAMO!

Ingresar código de seguimiento





Primero la gente