

Sustainability Report 2024



Banco del Pacífico

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GRI 2-1

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MESSAGE FROM THE BOARD'S CHAIR

GRI 2-22



I am proud to be part of Banco del Pacífico S.A.'s success and transformation story and to share with you, for the third consecutive year, our Sustainability Report, in which we highlight significant achievements in economic, social, and environmental management, in a year 2024 marked by a difficult but challenging external and internal environment.

The year 2024 was marked globally by natural disasters that highlighted the effects of climate change. In Ecuador, we are facing the most severe drought in the last sixty years, which caused a serious energy crisis, mainly in the final months of the year. We also experienced ongoing armed conflicts, both internationally and, in the country's case, internal armed conflicts due to growing insecurity. It was also one of the most intense years in terms of electoral processes: more than 60 countries went to the polls. Some of these elections are already generating a global impact, especially on issues related to foreign trade and immigration policies, such as the return of Donald Trump to the White House, the controversial electoral victory of Nicolás Maduro, and the historic election of Claudia Sheinbaum as Mexico's first female president.

In Ecuador, we also experienced electoral processes that brought with them a climate of uncertainty. All of this affected the country's economic performance and productivity, creating a challenging environment for investment and sustained growth.

In this context, both international and local, the Ecuadorian financial system played a crucial role during 2024, maintaining its sustainability, profitability, and public trust. Despite the complex situation, the Bank achieved historic results, positioning itself as the second-largest bank in the country by total deposits, which grew by 25%, surpassing the national banking system's 15% growth. The Bank also injected a significant amount of resources into the economy, with annual growth of 12% in its loan portfolio, compared to 9% for the banking system. Throughout the year, we maintained our active financing offering for the country's various productive sectors, promoting the democratization of credit and guaranteeing equal access for men and women.

The actions implemented have allowed us to overcome our own challenges for the third consecutive year. At the end of 2024, the Bank recorded the highest annual net profit in its 52 years of operation, ranking first among all private banks in the system in efficiency and profitability.

In 2024, we obtained certifications for our Environmental Management System, Anti-Bribery, Compliance, Business Continuity, and Information Security, reflecting our commitment to creating value within a sustainable management framework. Our focus remains on the common good, with special attention to education, financial inclusion, and strengthening the productive ecosystem, while also protecting the environment.

By the end of 2024, we will have trained 100,000 people in financial education and are developing digital spaces such as the "FinancieraMente" podcast, which in five months reached more than 10,000 listeners. We are convinced of the importance of providing adequate resources, tools, and training that enable Ecuadorian society to make informed and responsible financial decisions, thus contributing to a more prosperous and equitable future for all.

The year 2025 undoubtedly poses significant challenges for the Bank. However, thanks to the strength achieved, the excellence in the Bank's leadership and professional management, the constant reinvention of our business models, and committed corporate governance, we will continue to improve our market presence. We will maintain a high level of loan placement and financial services, managed, as always, prudently and efficiently. The Bank reaffirms its primary mission of contributing to the country's development with social responsibility and transparency.

On behalf of the Board of Directors, I express our sincere gratitude to all our stakeholders: our shareholders, for their support and trust; our customers, whose loyalty and preference inspire us to continue improving; our valued team of collaborators, for their daily effort and commitment to providing excellent service; as well as our suppliers, authorities, and other related groups. You are the driving force that drives us to grow, innovate, and improve every day, reaffirming our commitment to building a better future for all. I make this Annual Report available to you.

Alexandra Dávila Toro
Chairwoman of the Board of Directors of Banco del Pacífico S.A.
Sustainability Report

EXECUTIVE PRESIDENT'S LETTER

GRI 2-22



Thanks to the ongoing efforts of all of us at Banco del Pacífico, we have established ourselves as the most efficient and profitable institution in the Ecuadorian financial system. Our resilience and adaptability have allowed us to strengthen long-term relationships so that our clients can manage their resources safely and efficiently. In 2024, we reaffirm our commitment to supporting the country's development with a primary focus on financing the personal banking segment.

A culture oriented towards responsible credit management

Our comprehensive credit management has been a fundamental pillar over the past three years, ensuring that every resource allocated drives the growth and well-being of our clients. In this sense, our culture strives to ensure that financing not only supports their projects and goals, but also allows them to move forward safely, without compromising their financial stability. We have incorporated a collection model

that combines closer collaboration with responsible management, based on the best banking practices. With a proactive and preventive approach, we anticipate potential financial difficulties, allowing our clients to access solutions that help them maintain control of their finances, protect their credit history, and strengthen the sustainability of our organization.

All of this allowed us to close out 2024 with positive results. Furthermore, thanks to the Bank's capital support, we achieved non-performing loan coverage of over 176%, making it possible to continue providing financing services to our clients.

A strengthened commercial rhythm with potential for expansion

Deposits reached a balance of \$6.835 billion, placing us in second place in the banking market with a 12.88% share of the total system. At the same time, our short-term liquidity ratio reached 26.46%, demonstrating our strength and long-term vision, key to promoting initiatives that promote collective well-being.

Furthermore, in terms of the loan portfolio, a significant amount of \$1.868 billion was channeled through 17,335 transactions (new, refinanced, and restructured), allowing us to expand our non-performing loans portfolio to \$5.263 billion, expanding the availability of financing for our customers. This performance was primarily driven by consumer loan financing.

Closer and safer point-of-care coverage

At the end of 2024, we continued to shift our in-person services to digital channels, strengthening our service model to offer our customers a more agile and efficient experience. Regarding our in-person coverage, we continue expanding access to our financial services, with a network that currently includes 78 branches, 857 ATMs, and 8,764 agent banking outlets.

Results and projection

In 2024, the Bank achieved a net profit of \$158.1 million, the highest in its history. This result not only reflects solid financial performance but also significantly strengthened its equity structure. Starting in March 2025, the Bank established new business development objectives, focusing on boosting financing for the country's productive sectors.

The Bank's strategy is based on a firm focus on customer service, the establishment of strategic international alliances, and a constant commitment to social responsibility for the country. I reiterate my gratitude to each of our employees, who have been key players in consolidating this management model. It is also important to highlight the continued and timely support of our shareholders, which has allowed us to achieve a solid financial and equity structure.

Iván Andrade Apunte
Banco del Pacífico's Executive President



Digital and interactive memory

This Sustainability Report has been designed as a digital and interactive document that offers a streamlined and dynamic reading experience. It features icons that allow access to links, videos, and images, allowing readers to explore the content intuitively. This format not only facilitates navigation but also enhances understanding of the sustainable initiatives carried out by Banco del Pacífico during 2024.

For additional information or to resolve any concerns regarding this report, please contact:

sostenibilidadbdp@pacifico.fin.ec



CHAPTER 1

THE INSTITUTION

BUSINESS PHILOSOPHY



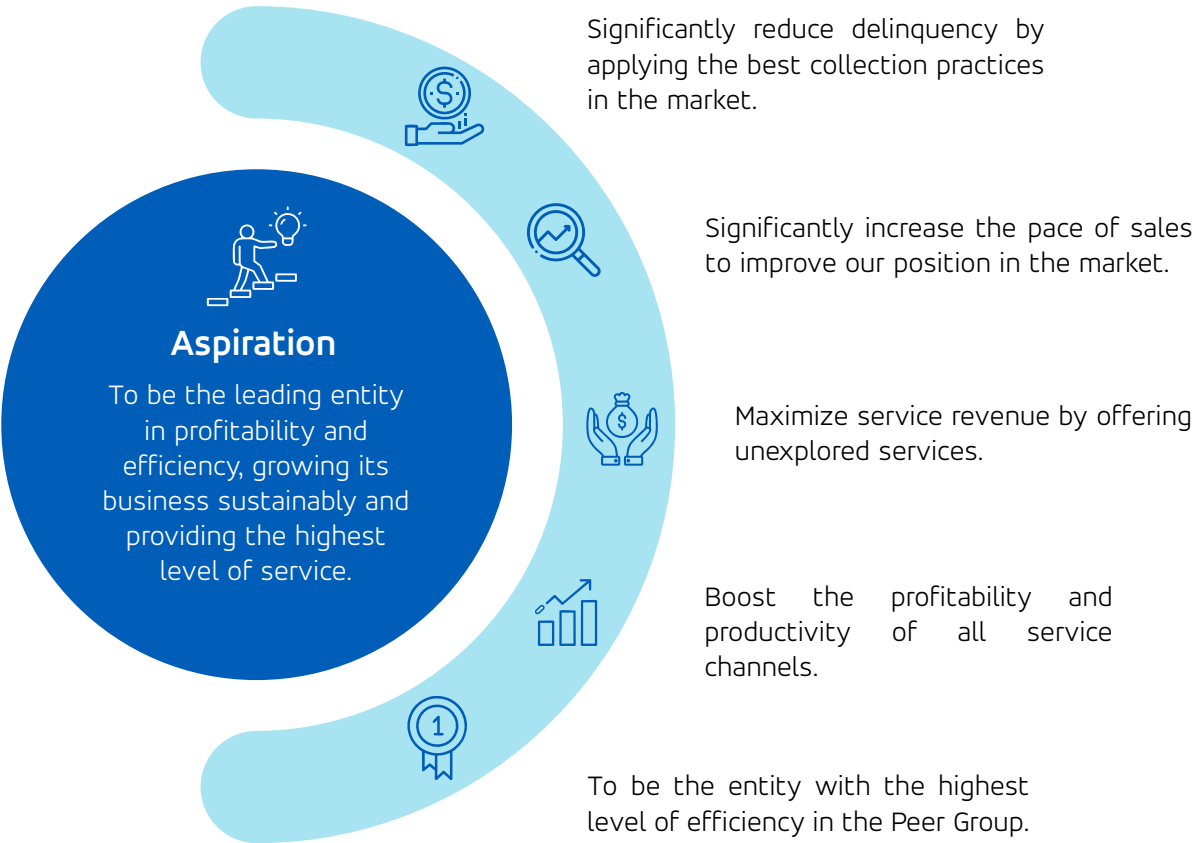
GRI 2-23, 2-24

Our strategy

We adhere to strategic guidelines with firmness and commitment, orienting each action toward sustainable growth and excellent financial service.



Strategic guidelines



THE BUSINESS



GRI 2-23

With more than five decades of experience supporting Ecuador's economic and social development, we have established ourselves as a solid, accessible, and reliable financial institution, focused on providing comprehensive solutions tailored to our clients' needs.

Our experience and commitment have allowed us to generate sustainable value and maintain our position as a benchmark within the national financial system.



MISSION

"We are a universal, sustainable, and responsible bank that provides comprehensive solutions through products and channels designed to support the country's productive sector and promote financial inclusion."



VISION

"To be the leading bank nationwide, promoting economic and social development with universal banking with broad coverage, accessible to all, with a solid international image, supported by cutting-edge technology, and an exceptional customer service experience."

Organizational Values



RELEVANT MILESTONES



GRI 2-28

We have earned several significant recognitions and awards that reflect our commitment to excellence:



Ekos Triple Impact

Recognized as one of the most sustainable companies in Ecuador.



Vistazo Magazine

Recognized as one of the 50 companies most committed to the Sustainable Development Goals (SDGs).



Ekos productive companies

Recognized as the most productive company in Guayaquil.



Best Customer Experience

Recognized as the third-best company in the banking sector.



América Economía

Positioned among the top 3 most influential brands in the country.

Effie Latam

Awarded in the “The Gamer Loan” campaign, which earned 1 Grand Effie, 1 Gold, and 1 Bronze. Also honored in the “Promo of the Year” campaign, which earned 1 Gold.



Eye of Ibero-America

Awarded in the “The Gamer Loan” campaign, receiving 5 Gold, 3 Silver, and 2 Bronze awards.



Cannes Lions

Galardonados en la campaña “The Gamer Loan”, de la cual se obtuvo 1 León de Oro y 3 de Plata.



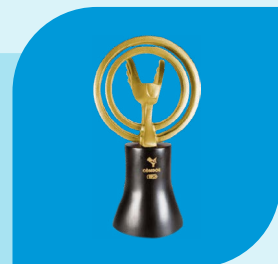
Lux Awards

Awarded in the “The Gamer Loan” campaign, receiving a Grand Prix, 1 Gold, and 1 Silver.



Cóndor

Awarded in the “The Gamer Loan” campaign, receiving 1 Grand Prix, 4 Gold, and 1 Silver.

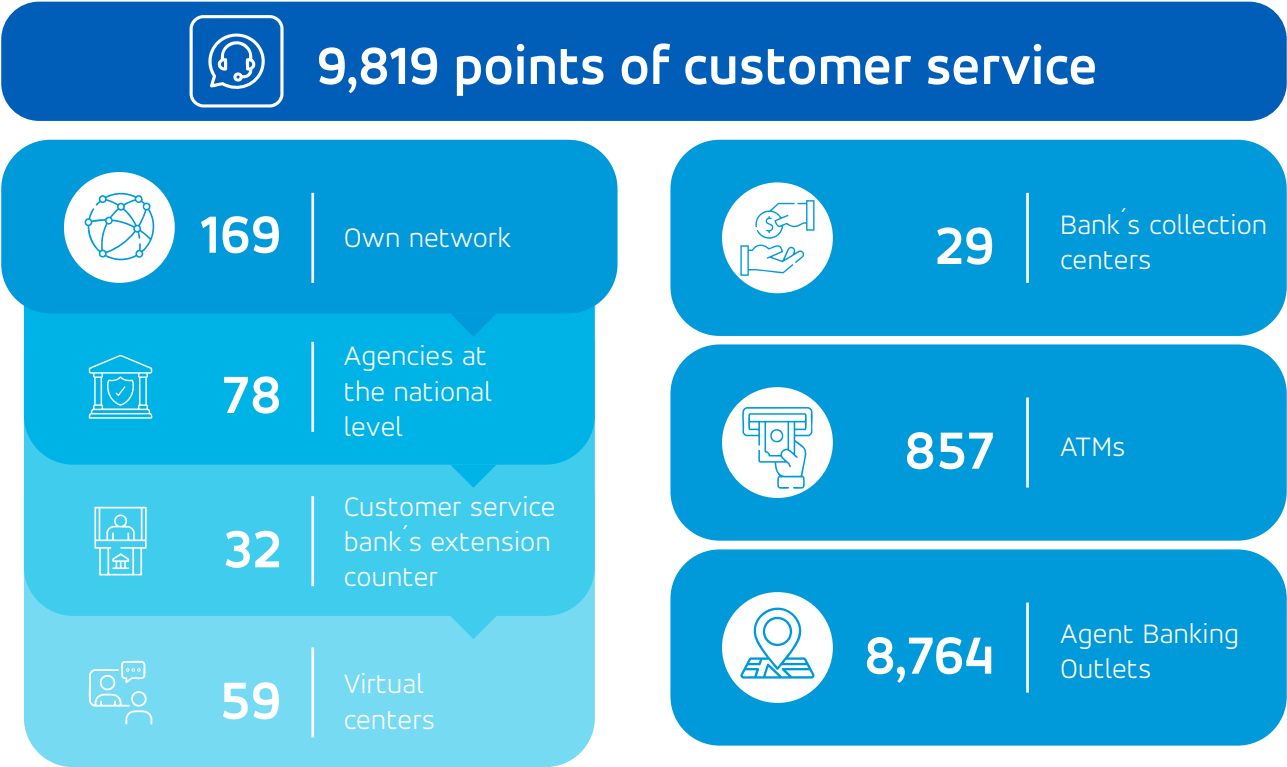


SIZE OF THE ORGANIZATION

GRI FS13



We are present in 16 of Ecuador’s 24 provinces through various channels, including:



Main products

GRI 2-6, 416-1



We offer a variety of products designed to support our clients at every stage of their financial lives:



Savings Account

A product that allows you to make payments, inquiries, withdrawals, and transfers quickly and securely.



Credit Card

A line of credit that facilitates domestic and international purchases, with benefits such as mileage accumulation, cash advances, online purchases, deferred financing, and assistance abroad.



Certificate of Deposit

Investment products designed to optimize the profitability of your investment, based on the agreed-upon amount and term.



Pacific Mortgage

Credit designed for the purchase of your own home, with the most favorable terms and conditions available on the market.



Checking account

A financial tool that provides flexibility to manage funds through checks or our Pacificard debit card.



Scheduled Savings

It helps our clients plan their finances, allowing them to set a savings goal and a timeframe to achieve it.



Pacificard Debit Card

It allows you to make purchases quickly and securely, both nationally and internationally, with the support of Mastercard Secure Code for greater protection when purchasing online.



Pacific Credit

A product that provides comprehensive financing for consumer expenses, such as the purchase of household goods, travel, or medical services.



Commercial Credit

A product that provides access to financing to cover needs, whether through the acquisition of fixed assets, working capital, or specific projects that the client wishes to undertake.

AFFILIATIONS AND ALLIANCES

GRI 2-28



We maintain affiliations with various organizations to strengthen strategic alliances that allow us to proactively engage with our stakeholders, driving sustainability and business development. These include:



The partnership with the Ecuadorian-American Chamber of Commerce - Guayaquil allows members to apply for the AMCHAM Pacificard Gold or Platinum Affinity Card with a variety of benefits at no charge.



We actively participate as a member and partner of the Guayaquil Chamber of Commerce.



In January 2021, we joined the United Nations Global Compact, committing to its ten universal principles in four key areas.



CHAPTER 2

ORGANIZATIONAL GOVERNANCE AND MANAGEMENT

GOVERNANCE AND ETHICS



GRI 3-3 Corporate Ethics and Responsible Governance, 206-1



Corporate governance is the foundation that regulates the relationships between our management and administrative bodies, as well as with the various stakeholders with whom we interact. It establishes the guidelines for responsible decision-making, aimed at the management, control, and sustainable development of our business.

We are committed to implementing a robust governance framework that allows us to comply with current regulations and standards. To this end, we work to consolidate corporate governance practices based on ethics and transparency, thereby maintaining the trust of our customers, users, and other stakeholders.

Aware that good governance is key to ensuring the sustainability of our institution, we promote policies aimed at fostering effective and responsible management. We strive to align our actions with international best practices, particularly with regard to the composition, independence, and remuneration of our governing bodies. We also promote transparency and combat anti-competitive and monopolistic practices.

ETHICAL GOVERNMENT AND COMPLIANCE

GRI 2-15

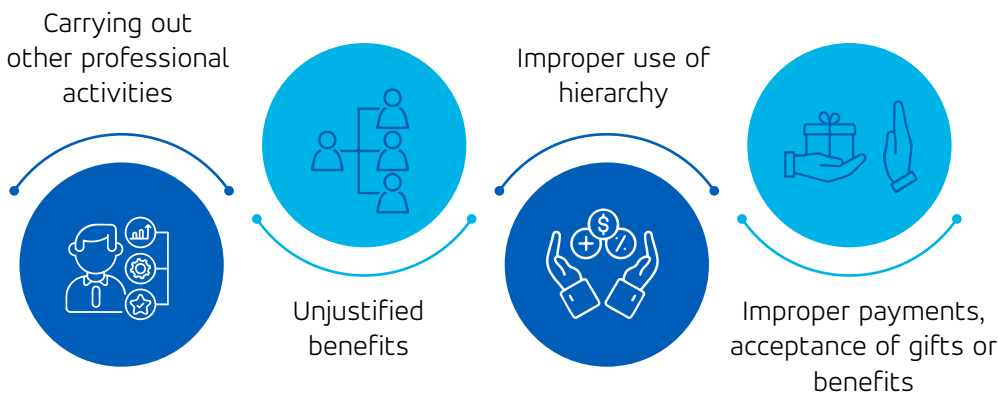


Prevention of conflicts of interest

We actively encourage shareholders, the Board of Directors, and all our employees to act with integrity, ensuring that their personal interests are always aligned with those of the institution and our clients.

To this end, we have implemented a Code of Ethics and Conduct, as well as a Policy Manual for the Prevention of Conflicts of Interest, along with other documents that form part of our corporate governance.

These instruments establish clear and specific criteria that allow us to promptly identify, prevent, and manage any potential conflicts of interest arising from our activities within Banco del Pacífico. We have regulated guidelines that reinforce this commitment and cover, among others, the following aspects:

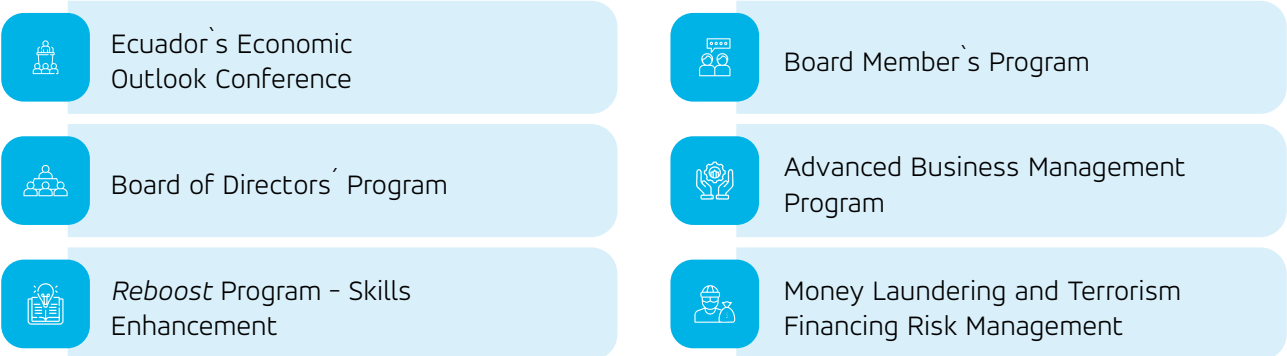


Capacity building

GRI 2-17

During 2024, we reaffirmed our commitment to continuously strengthening corporate governance through the training and development of Board members.

Among the most relevant training programs implemented during this period are:



Ethics and integrity

GRI 3-3 Corporate Ethics and Responsible Governance; Integrated Risk Management, 2-23, 2-24, 2-27, 205-2

Ethics and compliance management are fundamental pillars of our corporate governance.

These principles are supported by international standards, legal regulations, and our Code of Ethics, contributing to value creation and meeting the expectations of our stakeholders.

In line with the requirements of the Banking regulator, we established an Ethics committee, whose main purpose is to define, promote, and ensure behavior based on high standards of professional and personal excellence for all our employees.

This committee meets quarterly and is responsible for evaluating and monitoring the implementation of the Code of Ethics and Conduct. It also addresses issues related to internal complaints, which can be submitted through the mailbox provided on the bank's intranet or through the official email address, which is used to report any behavior that does not align with established ethical principles.

etica@pacifico.fin.ec



During 2024, the Ethics Committee received 18 complaints through its inbox, all of which were addressed and resolved by the end of the fiscal year, in accordance with our regulations and internal policies.

Code of Ethics and Conduct

The Code of Ethics and Conduct is mandatory for all members of the board of directors, legal representatives, and officers, both at the bank and our subsidiary.

This document reflects the organizational values and institutional principles and establishes the guidelines that should govern our internal relations, as well as the relationships we maintain with shareholders, clients, users, suppliers, and other stakeholders with whom we interact. Its content is communicated to all our employees and is available to our stakeholders through the bank's official dissemination channels.

The structure of the Code of Ethics and Conduct includes the following sections:



Organizational values and principles of action



Compliance with current laws and regulations



Respect for stakeholder preferences



Conflicts of interest



Information's Transparency and confidentiality



Code's management



Accountability

Money Laundering Risk Management, Terrorist and Mass Destruction Weapon Financing and Proliferation.

Banco del Pacífico's Compliance Unit is responsible for managing this risk based on the regulations issued by the Superintendency of Banking, the Financial and Economic Analysis Unit (UAFE), and the Organic Law for the Prevention, Detection, and Eradication of Money Laundering and Financing of Crimes. Its main objective is to safeguard the institution, ensuring that it is not used, directly or indirectly, for illicit activities.

Our Money Laundering Risk Management System is comprised of policies, procedures, methodologies, due diligence mechanisms, reports, auditing, technological infrastructure, organizational culture, and training programs.

Anti-Bribery Management System

GRI 205-1

We have an Anti-Bribery Management System to prevent acts of bribery and corruption, with policies, procedures, controls, training, and a secure reporting channel, in accordance with ISO 37001.

Anti-Bribery Policy

Banco del Pacífico is committed to contributing to the development of the country and the financial system, with social responsibility, aimed at maintaining and strengthening the institutional image, as a strategy to build trust among our clients, shareholders, and stakeholders, through:

A sustainable business model and service excellence that generates a continuous, timely, and competitive offering of quality products, services, and financial channels.

The application of institutional values and the commitment to comply with the requirements of the Anti-Bribery Management System and legal regulations.

Ensure the operation of the Anti-Bribery Management System and its continuous improvement, led by the Compliance Function with independence, authority, and direct reporting to the governing body.

Freedom of expression for its employees and stakeholders regarding acts contrary to the anti-bribery management system, without risk of retaliation.

Do not accept or permit acts of bribery and corruption, violations of which carry penalties stipulated in the internal regulations, independent of the civil and criminal actions stipulated by law.

Compliance's Management System

We comply with laws, regulatory requirements, industry codes, and internal regulations, which is why we obtained ISO 37301 certification for our Compliance Management System in early 2024.

Compliance's Management System Policy:

We are committed to fostering national development through socially responsible financial practices, adhering to compliance standards and aiming to maintain and strengthen the institutional image as a strategy to build trust among our clients, shareholders, and stakeholders, through:



A sustainable business model focused on excellence, with services that generate a continuous, timely, and competitive offering of quality products, services, and financial channels.



The application of institutional values, compliance with compliance obligations, and the execution of legal requirements and assumed commitments.



Operational and cultural efficiency.



Governance principles' senior management support



Compliance's function exercised with independence, responsibility, and authority to ensure the management system's operation and its continuous improvement.



Freedom of expression regarding acts contrary to the Compliance Policy.



Sanctions for non-compliance with the policies, processes and procedures of the "Institution".

FATCA Law (Foreign Tax Compliance Act)

The United States Foreign Account Tax Compliance Act, known by its acronym FATCA, aims to combat tax evasion by US citizens or residents who maintain investments or accounts abroad.

In compliance with this regulation, we have established processes, policies, procedures, and technological systems that allow us to identify individuals with US citizenship or tax residency who maintain accounts or financial assets outside the United States. This identification is done for the purpose of reporting the corresponding information to the US Internal Revenue Service (IRS).

Annex of Non-Resident Financial Accounts – CRS Annex

As a financial institution, we are required to submit the Annex of Non-Resident Financial Accounts (CRS Annex) to the tax authorities. This document meets the requirements arising from Ecuador’s adherence to the Global Forum on Transparency and Exchange of Information for Tax Purposes.

To ensure compliance with this international regulation, manuals, forms, internal policies, reports, and IT tools have been implemented to properly identify the tax residency of reportable clients, obtain a self-certification of tax residency, and obtain authorization to report to the tax authority.

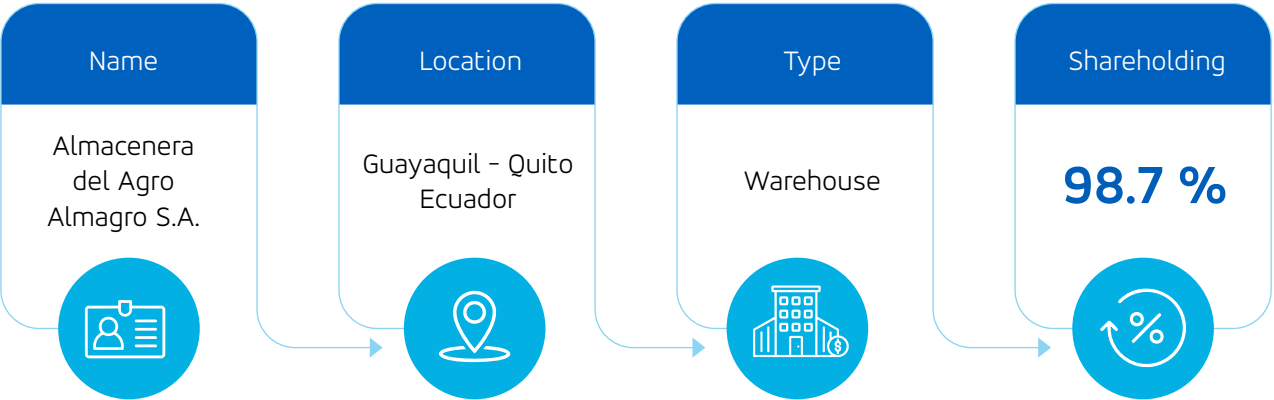
Subsidiary



Banco del Pacífico is the main shareholder of the subsidiary ALMAGRO S.A. – Almacenera del Agro S.A., located in Guayaquil and Quito.

Since 1976, Almagro has provided warehousing, inventory management, shipping, and distribution services tailored to its customers’ needs. It is also authorized by the National Customs Service of Ecuador (SENAE) to operate as a bonded warehouse.

Regulated by the Superintendency of Banking and Customs (SENAE), it is governed by the provisions of the Monetary and Financial Organic Code and the Regulations of the Organic Code of Production, Commerce, and Investment.



In this context, and within the framework of its role as an active shareholder, this report presents only information pertaining to the interactions between Banco del Pacífico and Almacenera del Agro S.A.

Our Executive President serves as Chairman of the Board of Almacenera del Agro S.A.; on this basis, and thanks to his shareholding, we permanently contribute to our subsidiary with guidelines that guarantee its ethical and sustainable management.

OUR GOVERNANCE

Governance Structure

GRI 3-3 Corporate Ethics and Responsible Governance; Business Leadership and Value Creation, 2-9, 2-10, 2-11, 2-12, 2-13, 2-14

General Shareholders' Meeting (GM)

It constitutes the supreme authority of our institution. The resolutions and recommendations it issues are framed within mandatory compliance with current legal provisions, as well as our bylaws. These guidelines give rise to the standards, areas, and responsibilities for managing ethical, economic, social, and environmental programs, the execution of which is the responsibility of our staff.

We also have Regulations for the General Shareholders' Meeting, the purpose of which is to establish its action's principles.

Since 2012, the National Financial Corporation (CFN) has been our sole shareholder, with whom we have a close relationship established by the financial nature of both institutions.

Board of Directors

This constitutes the highest body of our corporate governance and is made up of members elected by the General Shareholders' Meeting to serve for a two-year term, with the possibility of reelection.

Our directors are selected based on their personal merits, professional career, and academic training in the financial, economic, and social fields. All of them also hold the corresponding qualifications issued by the supervisory body. Its main mission is to perform governance, supervision, and evaluation functions, delegating the bank's day-to-day management to senior management and other bodies. Its work focuses especially on oversight and control.

This corporate governance body has its own regulations, which govern its operation and organization. These regulations clearly set forth the matters on which the Board of Directors must make decisions, in accordance with legal regulations, the bylaws, and other internal documents that govern its operations.

Currently, the Board of Directors is composed of the following members:



**MBA. Rosa Antonieta
Alexandra Dávila Toro**

Chairwoman of the board



**MBA. Ruth Noemí
Panchana Matamoras**

Principal Director



**MBA. Juan Francisco
Jaramillo Castillo**

Principal Director



**MSc. Salvador Patricio
Orellana Bajaña**

Principal Director



On March 10, 2025, our Board of Directors appointed Dr. Iván Andrade Apunte as Executive President of Banco del Pacífico for a five-year term, in compliance with the law and the provisions of the bylaws.

Dr. Iván Andrade Apunte was appointed by the regulatory body on March 11, 2025, demonstrating extensive experience in the private and public sectors, with notable experience in the administration of industrial companies and in banks' management in the United States with operations in Latin America and Europe.

As Executive President, he represents the bank legally, judicially, and extrajudicially, assuming the necessary responsibilities to ensure compliance with the institutional objectives and purposes.

Senior Management

The leadership of our institution rests with the Executive Presidency, from which strategic direction is established. This responsibility is concentrated in our main headquarters, located in the city of Guayaquil.

To ensure effective management, as well as efficient delegation and control, we have implemented a pyramid-shaped organizational model with a functional approach:

- 01 In compliance with the regulations established by regulatory bodies, the Internal Audit and Compliance Unit areas report directly and functionally to the Board of Directors.
- 02 The Executive Presidency relies on the direct advice of two Executive Vice Presidencies, responsible for the legal, commercial, and operational aspects of the institution.
- 03 The General Executive Vice President (GEVP) leads the definition and execution of the Bank's commercial and operational strategy, with the goal of achieving institutional objectives. To this end, the GEVP coordinates closely with the teams led by the eight vice presidents and the National Management Offices, ensuring aligned and efficient management at all levels of the organization.
- 04 Finally, the Executive Vice President of Legal Counsel and the General Secretariat are supported by the Debt's Enforcement Court, Collections, Administration, and Human Resources departments.

Committees and Commissions

Good Corporate Governance to encourage greater participation in management and achieve an efficient distribution of responsibilities, we established a structure composed of various committees and commissions. These bodies support the work of the Board of Directors and senior management, covering business development as well as economic, environmental, social, and institutional control aspects. They also ensure the effective, impartial, transparent, and timely application of our corporate governance system.

Each committee plays a fundamental role in the management of different strategic areas of the institution, assuming specific responsibilities and providing specialized knowledge for the evaluation and supervision of key issues.

Thanks to the coordinated work of these committees, the Board of Directors remains informed about the most relevant aspects of institutional management and the actions taken.

We currently have fourteen committees, nine of which are regulatory committees and five are non-regulatory committees:

Regulatory committees and commissions	Frequency of sessions
Ethics Committee	Quarterly
Compensation Committee	Annual
Audit Committee	Monthly
Comprehensive Risk Management Committee (CAIR)	Monthly
Compliance Committee	Monthly
Special Committee for Risk Asset Rating	Quarterly
Occupational Health and Safety Committee	Bi-monthly
Business Continuity Committee	Quarterly
Information Technology and Security Committee	Quarterly

Non-Regulatory Committees	Periodicity of sessions
Corporate Governance and Sustainability Committee	Quarterly
Assets and Liabilities Committee	Weekly
Credit Committee	Weekly
Procurement Committee	Weekly
Digital Transformation and Technology Acceleration Committee	Bimonthly

Good corporate governance

Governing bodies

We are proud to have strong corporate governance, which focuses especially on the role and functioning of the General Shareholders' Meeting, as well as its leadership in defining the main policies and strategies of our institution.

Over time, we have seen a progressive strengthening of our governing bodies, particularly with regard to sustainability management and associated risks, following the highest international standards.

Within our organizational structure, there are various corporate governance bodies that, in accordance with the law and our bylaws, establish the guidelines for conducting our activities. All their actions are geared toward fulfilling our institutional purpose.

The General Shareholders' Meeting and the Board of Directors govern the entity, while administration is the responsibility of the Executive President, the Executive Vice Presidents, Vice Presidents, National Managers, Departmental Managers, and other officers. Each of these positions has powers and responsibilities clearly defined by the legal regulations, the bylaws, their respective appointments and powers, as well as by the regulations and our procedures manual.

Board of Directors' Relevant Aspects

Regarding the resolution-making process, each member of the Board has the right to vote, and resolutions are approved by majority vote, considering only the directors present at the meeting. In the event of a conflict of interest, the member involved will abstain from voting and from participating in the deliberation of the matter in question.

The Board of Directors makes decisions and issues resolutions in strict compliance with the law and the bylaws, regarding the following aspects:

- 1 The Institutional Strategic Plan, which includes the Business Plan.
- 2 The reports and work plans submitted by the Legal Representative, Senior Management, Committees, and Commissions.
- 3 The approval of policies, procedures, methodologies, internal measurement systems, codes, regulations, and other regulatory documents.
- 4 Matters related to comprehensive risk management.
- 5 Aspects related to managing the risk of money laundering and criminal financing.
- 6 Financial Education Programs and Initiatives.



In the Sustainability area, the axes reported and measured by the Board of Directors are:



SUSTAINABILITY

GRI 2-23, 2-24



Under a responsible banking approach, we design and offer financial products and services that promote economic development, always guided by high ethical standards and exceptional customer service. In this regard, our commitment is evident in our relationships with our main stakeholders:

With our shareholders: Maintain direct, transparent, and ethical communication.	With our employees: Contribute to the continuous improvement of their quality of life and professional development.	With authorities and regulatory entities: Fully comply with current legal provisions.	With our suppliers: Establish sustainable relationships that generate mutual benefits.	With our clients: Offering responsible financial solutions that adapt to their needs.
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In this context, we contribute to the fulfillment of the United Nations Sustainable Development Goals (SDGs). Through our actions and initiatives, both internal and external, we identify significant contributions to achieving the following objectives:



Sustainability's Key Policies

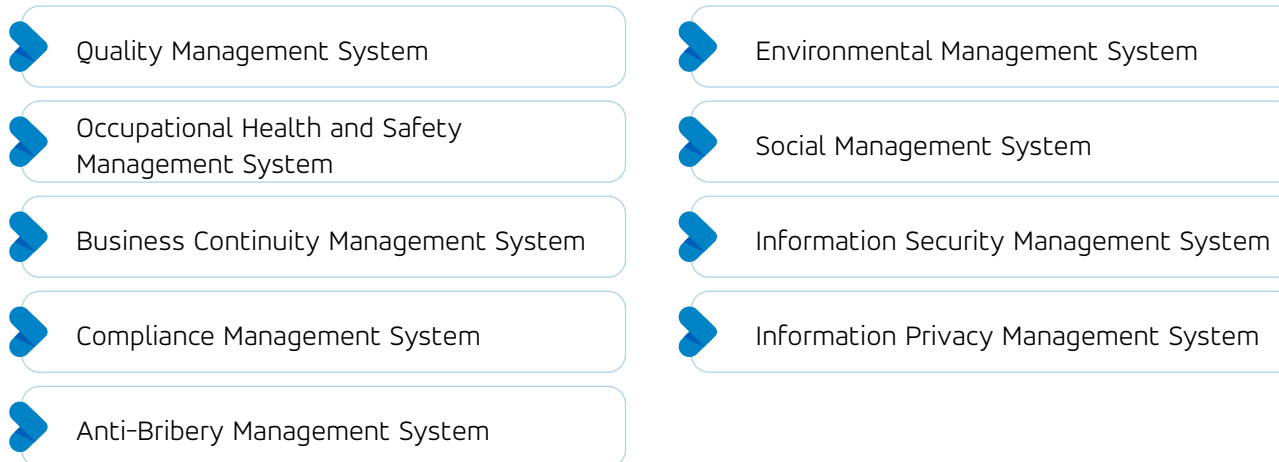
We ensure the integration of sustainability throughout our organization, following the principles established in International Standards ISO 26000 and 14001. Under these frameworks, we have developed policies that reaffirm our voluntary commitment to our various stakeholders.

We have an Environmental and Social Management System Manual that provides clear guidelines on ethical, social, and environmental aspects and also allows us to adopt best practices in corporate responsibility by focusing on seven key themes:



Sustainability's Management standards

Management Systems implemented



International and voluntary



Our Materiality Study

GRI 2-2

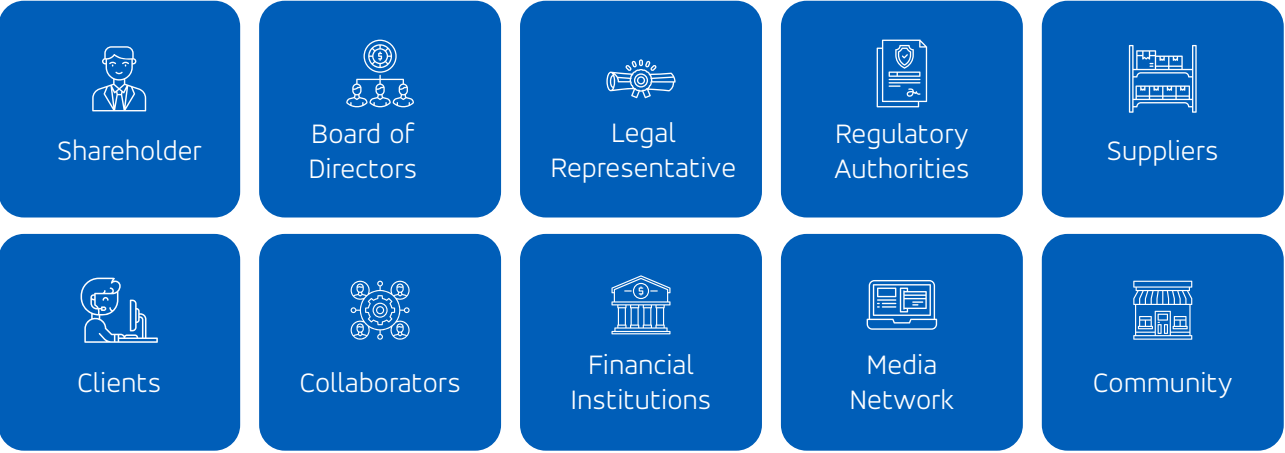
We work with a future-oriented vision, where sustainability and social responsibility are fundamental pillars of our daily work. For this reason, we periodically conduct materiality analyses that allow us to identify the most relevant environmental, social, and governance issues for our main stakeholders.

Banco del Pacífico's Stakeholder Groups

GRI 2-16, 2-26, 2-29

Our relationships with stakeholders are based on philosophy and general guidelines aimed at providing them with full guarantees, adequate protection of their rights, and equitable treatment. To this end, we seek to promote the participation and cooperation of each stakeholder group to create shared value. We also seek to share relevant information in a complete and timely manner on the issues in which they participate, in accordance with current regulations and laws, and we ensure that these relationships are conducted with transparency. We also promote effective resolution of any conflicts that may arise with our stakeholders.

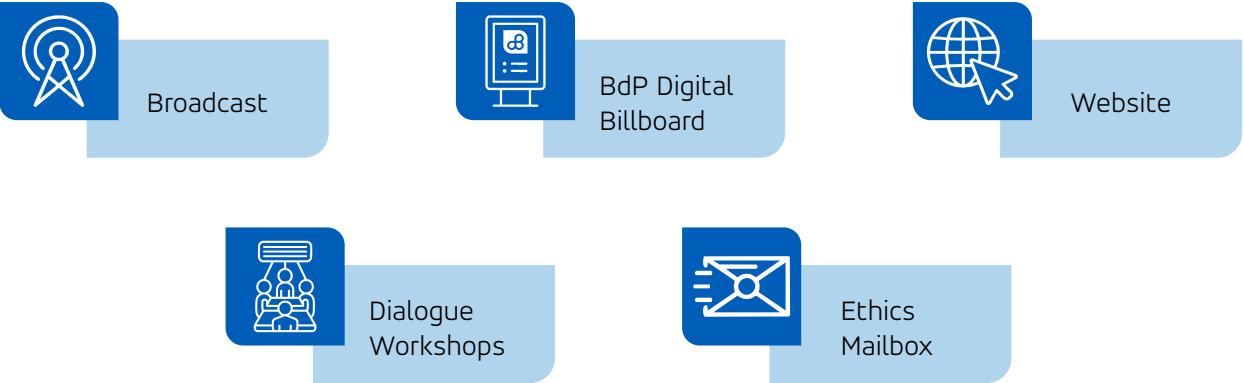
We identify as stakeholders those individuals, entities, or organizations that maintain some type of relationship with us and that also have the ability to influence the development of our commercial activities. These groups include:



Dialogue's Channel with the stakeholders



The bank has implemented various communication channels with its stakeholders, including the following:



Material issues' prioritization by stakeholder group

As a result of the materiality study conducted during this period, six topics of greatest importance to our stakeholders were identified, which are being incorporated as a priority into the Bank's sustainability strategy.



Information's security and responsibility with our customers.



Corporate ethics and responsible governance.



Customer-centric value experience strategy.



Business leadership and value creation.



Sustainable financial management and economic growth.

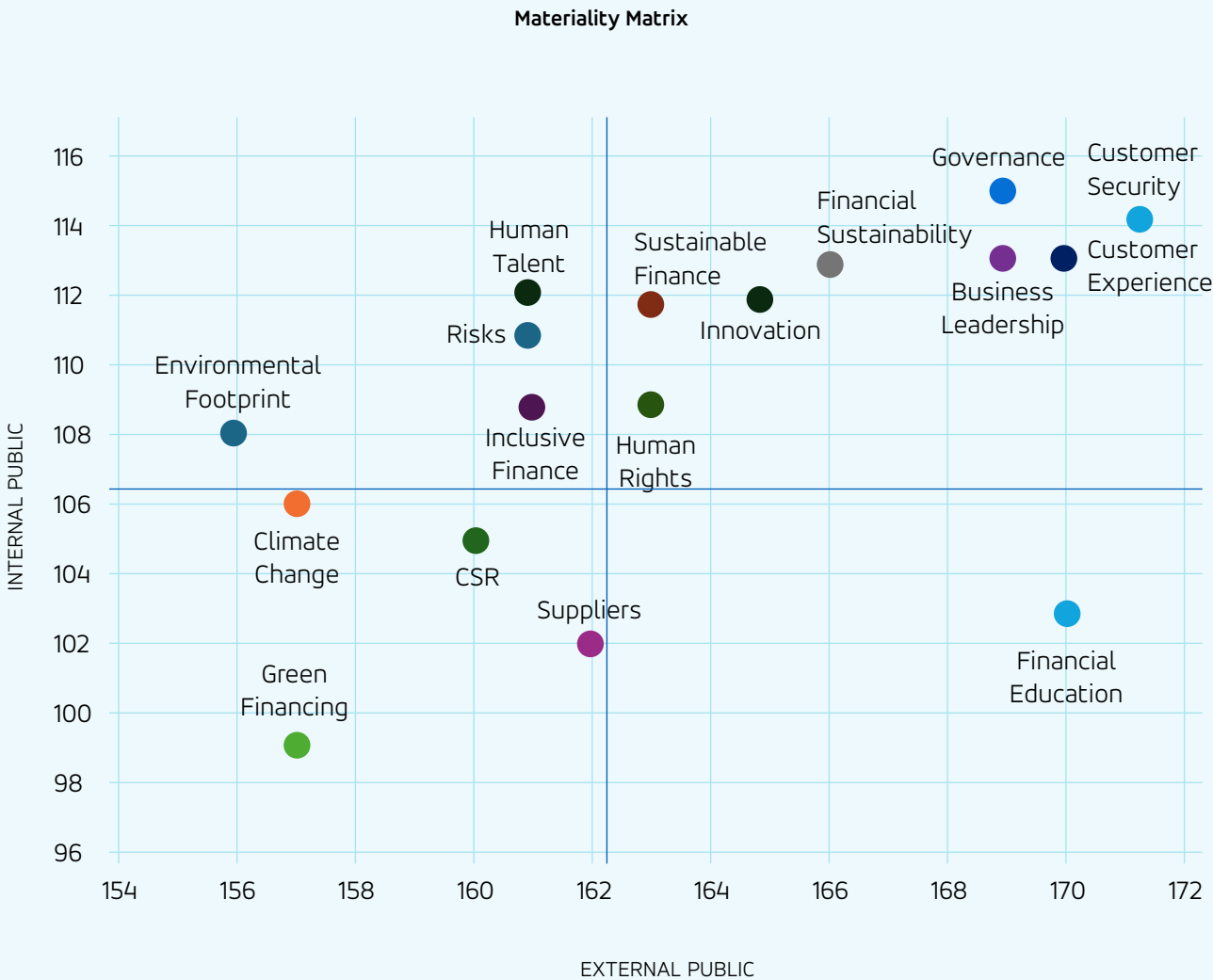


Financial education.

Materiality Matrix

GRI 2-2

We recognize the importance of addressing material issues that directly impact our interest groups. Through a consultation and analysis process, we have identified and prioritized those issues that are most relevant to each of them, focusing on the areas that have a direct impact significant in our sustainable performance and in meeting your expectations.



REPORT PROFILE

GRI 2-3

This is our fourteenth sustainability report and is prepared in accordance with the GRI (Global Reporting Initiative) and SASB (Sustainability Accounting Standards Board) standards. It is an annual publication in which we reported our economic, social, and environmental performance for the period from January to December 2024.

This report highlights some aspects and guidelines regarding our management in 2025.

RELATIONSHIP WITH SUPPLIERS



We strive to maintain business relationships with suppliers who have adopted codes of conduct or other equivalent instruments based on good practices and that ensure compliance with the legal provisions applicable to their activities.



In this regard, we conduct supplier qualification and selection processes fairly and equitably, strictly adhering to our policies and procedures, in order to avoid situations that could affect the objectivity and impartiality of those involved. We reject any attempt at influence or pressure from suppliers seeking to obtain privileged or exceptional conditions in their business relationships with us.

Furthermore, we require our suppliers to respect human rights and comply with the working conditions established in the Labor Code. We also communicate our anti-bribery guidelines, which must be strictly adhered to at all stages of the business relationship.



CHAPTER 3

FINANCIAL SUSTAINABILITY

ECONOMIC PERFORMANCE



GRI 3-3 Sustainable Financial Management and Economic Growth; Sustainability and Sustainable Finance



We once again achieved significant results in our key indicators. Regarding deposits, we achieved US\$6.835 billion, an increase of US\$1.355 billion, equivalent to a 25% increase compared to the same period last year. This result is particularly significant because, despite experiencing a context marked by rapidly rising interest rates, we managed to consolidate our customers' trust.

In this regard, one of the areas that had the greatest impact on this growth was fixed term deposits, with a balance of US\$3.763 billion, representing annual growth of US\$1.028 billion (+38%). This positive change has positioned us as a trusted financial partner and a secure entity for our clients, even in an environment of high and, in some cases, homogeneous interest rates in the Ecuadorian market. Sight deposits, represented by checking and savings accounts, totaled a combined balance of US\$3.072 billion, an increase of US\$327 million (+12%).

The aforementioned results allowed us to close the period with a short-term liquidity ratio of 26.46%, the highest among the country's major banks and our peer group. With this, we will focus on an accelerated placement strategy in the coming period to significantly contribute to the development of the country's various productive sectors.

At the end of 2024, we surpassed our profit record for the third consecutive year, consolidating our position as the leading institution in the Ecuadorian financial system. Not only is our bank the largest profit-generating bank, but we are also the only one within our peer group to record optimal growth.

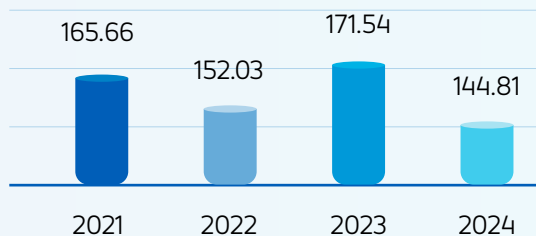
These achievements reflect our ongoing efforts to maintain a balance between profitability and efficiency, even in a challenging macroeconomic environment, which continues to present obstacles to the recovery process.

Total gross portfolio		Obligations to the public		Net income	
2023	2024	2023	2024	2023	2024
US\$ 4,868 millions	US\$ 5,456 millions	US\$ 5,480 millions	US\$ 6,835 millions	US\$ 123 millions	US\$ 158 millions

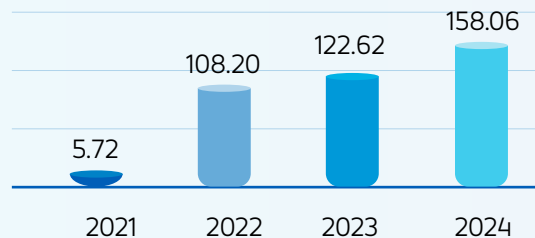
Efficiency and profitability

Figures expressed in millions of US\$

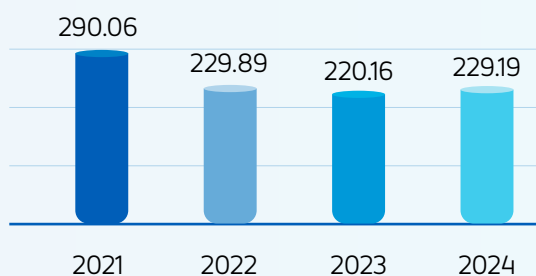
Provisions for loan losses



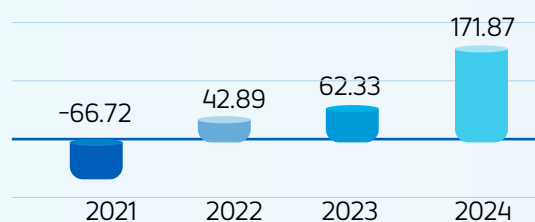
Net income



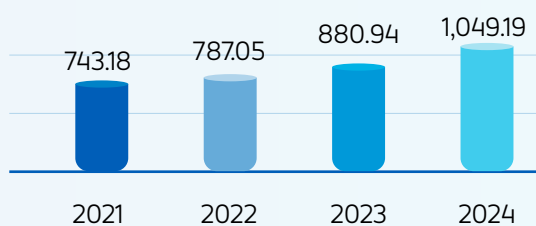
Operating expenses



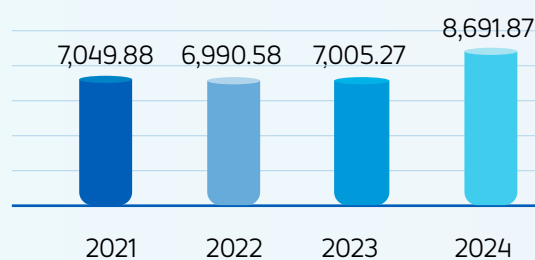
Net operating margin



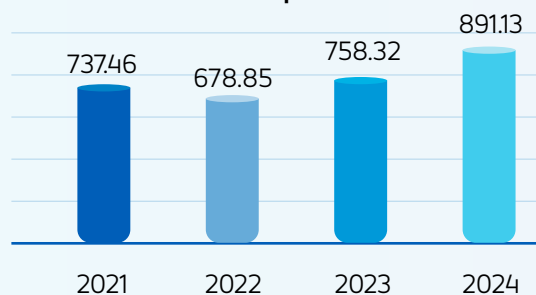
Total income



Total assets



Total expenses



Income statement account

Income statement from January 1 to December 31, 2024
Figures expressed in millions of US\$

Account	Description	Dic 2023	Dic 2024
Financial income			
51	Interest earned	506.82	665.22
52	Commissions earned	56.60	55.44
53	Financial profits	30.15	38.89
54	Service income	143.50	148.51
Financial expenses			
41	Interest paid	232.31	333.14
42	Commissions paid	58.47	46.79
43	Financial losses	1.36	0.79
Gross Financial Margin		444.94	527.35

Other operating income and expenses			
Operating income			
55	Other operating income	25.35	36.14
Operating expenses			
45	Operating expenses	181.33	193.82
46	Other operating losses	1.19	2.35
Operating margin before provisions		287.77	367.31

Provision, depreciation and amortization			
44	Provisions	186.61	160.08
4505	Depreciation	11.73	9.95
4506	Amortization	27.10	25.41
Net operating margin		62.33	171.87

Non-operating income and expenses			
56	Other income	118.51	104.99
47	Other expenses and losses	17.35	56.20
48	Income tax	40.87	62.59
Net income		122.62	158.06

Balance and results

Statement of Financial Position as of December 2024

Figures expressed in millions of US dollars

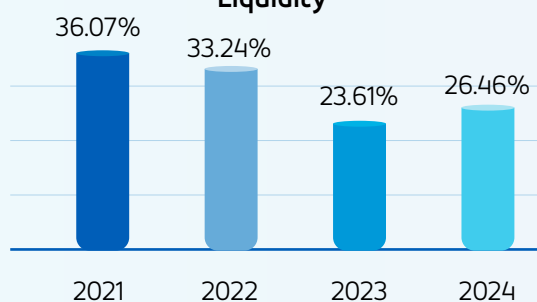
Account	Description	Dic 2023	Dic 2024
11	Available funds	945.59	1,281.86
13	Investments	795.60	1,503.05
14	Net loan portfolio	4,536.59	5,113.68
15	Acceptance debtors	5.32	2.22
16	Accounts receivable	105.09	134.13
17	Foreclosed assets	6.92	8.85
18	Fixed assets	115.79	112.84
19	Other assets	494.36	535.25
Total assets		7,005.27	8,691.87
21	Obligations to the public	5,479.65	6,834.76
23	Immediate obligations	24.07	35.39
24	Acceptances in circulation	5.32	2.22
25	Accounts payable	260.57	313.55
26	Financial obligations	225.04	415.72
29	Other liabilities	42.20	55.24
Total liabilities		6,036.84	7,656.87
31	Equity capital	611.69	633.77
33	Reserves	160.16	172.43
35	Valuation surplus	60.96	64.55
36	Earnings	135.61	164.25
3601	Retained earnings	12.99	6.20
3603	Profit for the year	122.62	158.06
Total assets		968.43	1,034.99
Total liabilities and equity		7,005.27	8,691.87



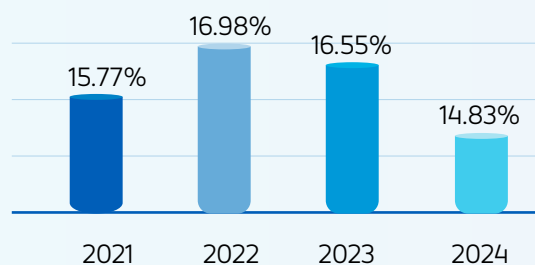
Financial indicators

Statement of financial position as of December 2024

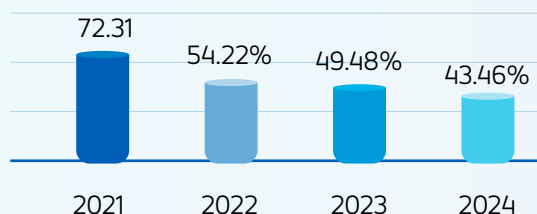
Liquidity



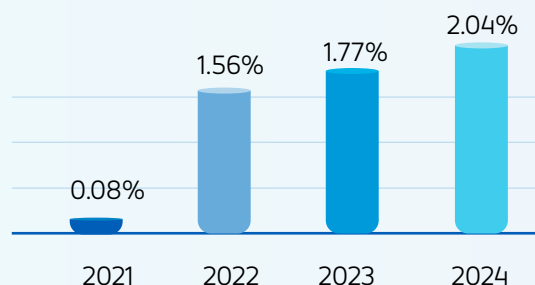
Solvency



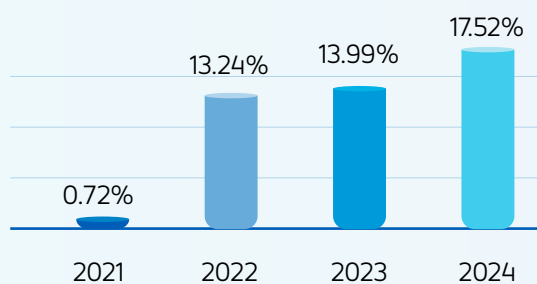
Efficiency (gross operating expenses/ financial margin)



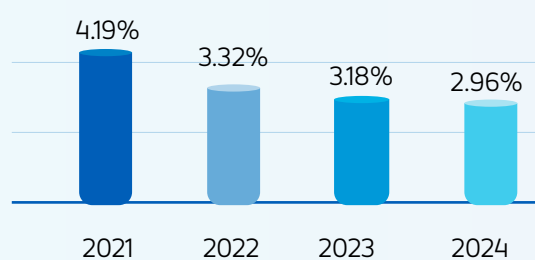
ROA



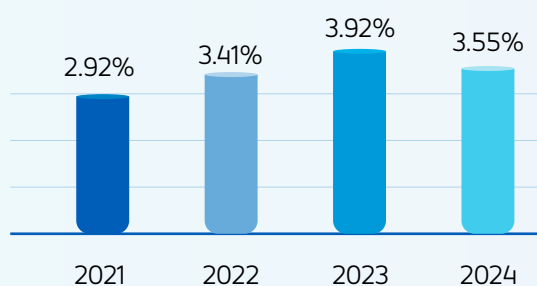
ROE



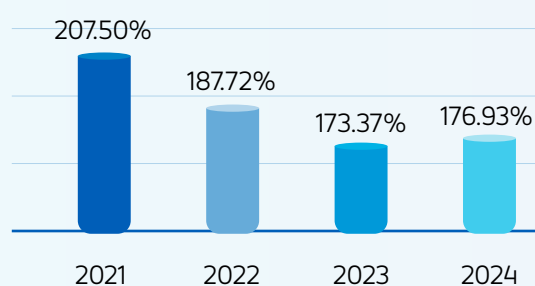
Administrative efficiency



Default



Default portfolio coverage



Financial sustainability indicators

GRI 201-1, 204-1, FS7

Figures expressed in millions of US\$

Significant sustainability indicators	2023	2024	% Variation
Economic value generated	409.9	480.5	17.25%
Economic value distributed	287.2	322.5	12.27%
Operating expenses	110.3	109.5	-0.78%
Worker salaries and benefits	80.4	89.7	11.59%
Payments to capital providers	26.2	30.7	17.19%
Payments to the State	62.0	84.1	35.73%
Contributions to the Superintendency of Banks	8.3	8.4	1.60%
Contributions to the community	0.1	0.1	35.76%
Retained economic value	122.6	158.1	28.90%

Profitable and efficient business growth

Credit segments

Row labels	Number of operations	Amount placed (expressed in millions of US\$)
Consumption	10,510	221.30
Real Estate	484	41.92
Expanded Accumulation Microloan	21	0.27
Profitable Corporate	6,320	1,605.20
Grand Total	17,335	1,868.69

Consumer Loan Portfolio

Credit Card

2023

US\$ 2,506,885,689.40

2024

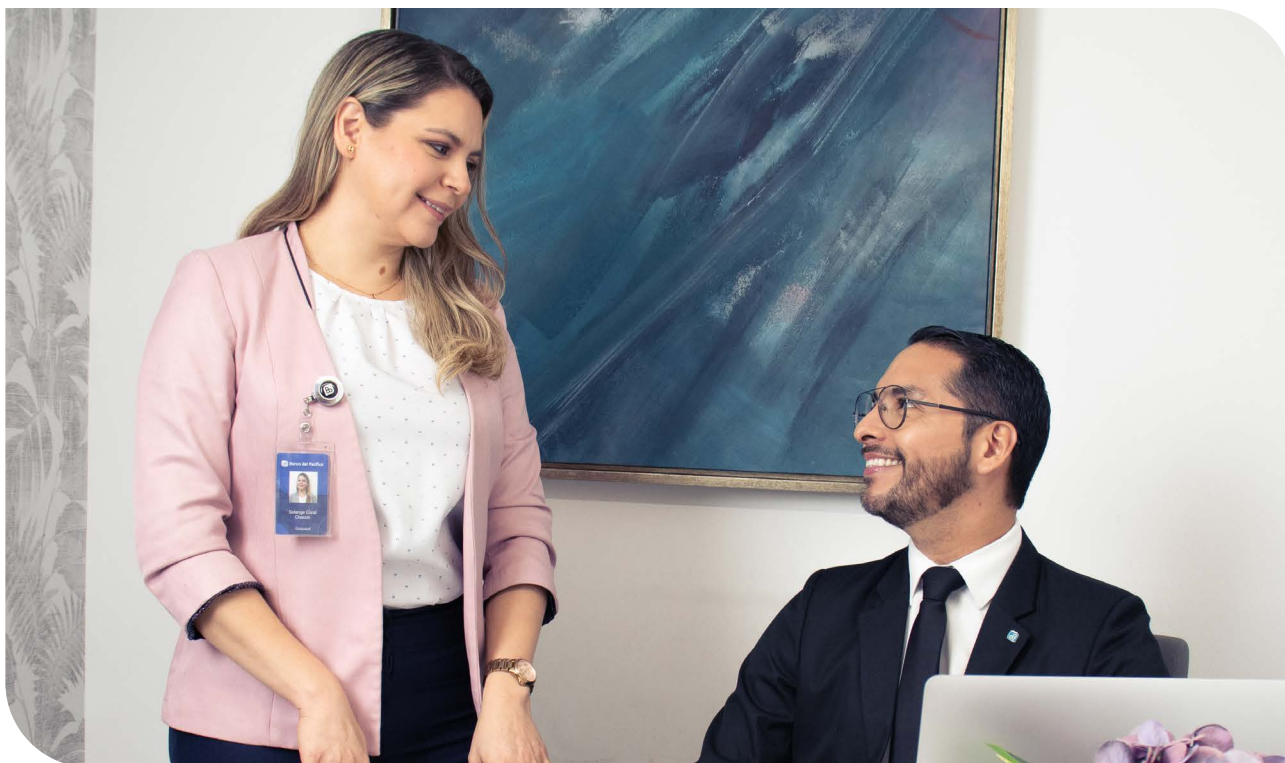
US\$ 2,979,287,771.50



RISK MANAGEMENT

Importance of risk management

GRI 2-25, 205-1



Comprehensive risk management is key to our institutional strategy and decision-making process, as it aims to prevent financial losses and ensure the long-term sustainability of our institution. To this end, we have a Comprehensive Risks department that operates independently of the commercial and operational areas and reports through the Comprehensive Risks Vice President to the General Executive Vice President.

The main risks to which we are exposed are:



Technological Risk and
Business Continuity
Management



Liquidity and Market
Risk



Credit risk



Operational Risk



Legal Risk



Environmental
and Social Risk

It should be noted that, to ensure effective management, we have policies, methodologies, and procedures duly approved by the Board of Directors that allow us to identify, measure, control, and mitigate risks, as well as conduct ongoing monitoring of them.

Liquidity and Market Risk Management

Liquidity Risk



We manage Liquidity Risk by implementing strategies that include: developing effective policies and limits, continuous monitoring, scenario analysis, diversifying funding sources, managing liquid assets, and conducting stress tests.



The main objective of this management is to ensure adequate liquidity levels that allow us to efficiently meet our obligations to the public and other financial liabilities. This is achieved through constant monitoring of resources, evaluation of deposit stability, analysis of contractual scenarios, coverage of asset-liability gaps with liquid assets, and compliance with regulatory limits.

Market Risk



Managing Market Risk, on the other hand, involves identifying, assessing, and managing the risks associated with fluctuations in financial markets, such as changes in interest rates, stock market risk, exchange rates, or asset prices.

To do this, we implement mitigation strategies, conduct ongoing monitoring, and adjust strategies as needed to protect against potential financial losses.



The main objective of this management is to mitigate risks related to interest rates, stock market risk, and exchange rates, thereby ensuring our financial stability.

Credit Risk Management

To prevent financial losses due to debtor default in direct and indirect transactions, such as non-payment, partial payment, or lack of timely payment of agreed obligations, we manage credit risk through defined processes aligned with our policies. These processes allow us to identify, measure, control, mitigate, and monitor our exposure to this type of risk.

For credit risk analysis, we have established internal policies such as: general acceptance criteria, transaction approval, guarantees, customer ratings, and refinancing and restructuring policies. We have also defined non-performing loan tolerance limits and exposure limits by credit's segment, all aligned with our strategy and current Ecuadorian regulations.

Regarding credit portfolio management, we implement internal policies, procedures, and reports to monitor credit operations, provisions, and delinquencies, considering the following stages: granting, monitoring, control, and recovery.



Operational Risk Management

Operational risk management is designed to identify and assess potential risks arising from failures or inadequacies in processes, people, information technology, and external factors. Its main purpose revolves around creating and protecting value, improving performance, and contributing to the achievement of strategic objectives.

These risks can be managed through various strategies, such as accepting, reducing, sharing, or avoiding. In this way, risks and events are prevented and mitigated.

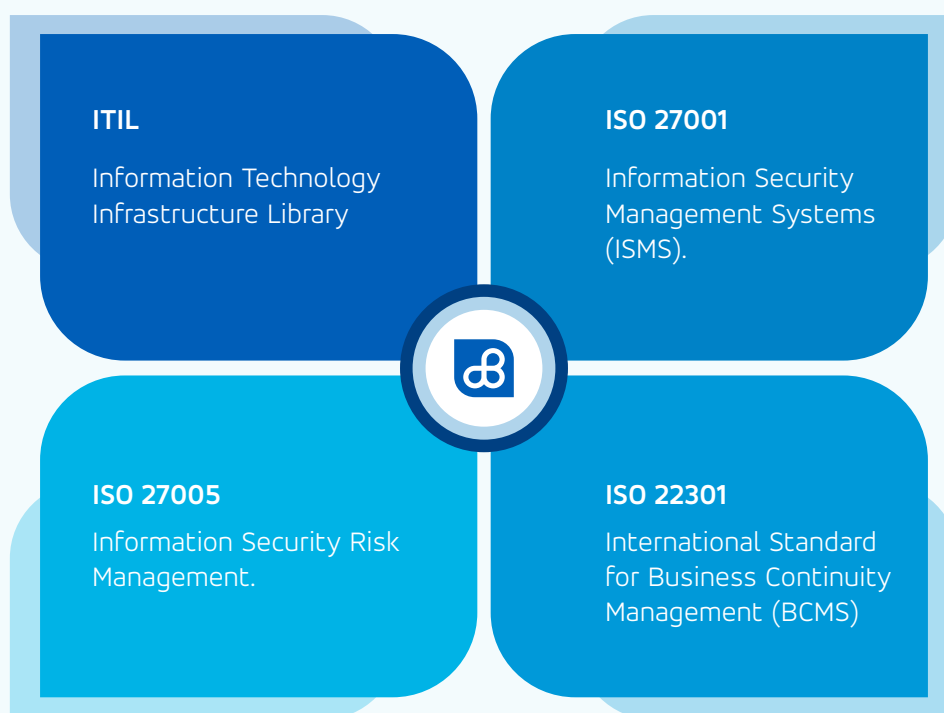
The adopted methodology includes the following stages: identification, analysis, measurement, control, monitoring, and follow-up. These allow for mitigating risks that exceed accepted levels.

Technological Risk Management

At Banco del Pacífico, we manage technological risk through the constant monitoring of indicators such as availability and security. Additionally, we identify, analyze, measure, and control risks associated with information technology, which could have a significant impact on our business.

To comprehensively address technological risk, we consider three dimensions. First, infrastructure, which encompasses physical elements such as hardware. Second, we analyze the logical domain, which focuses on software, data, and potential system vulnerabilities.

Finally, we consider risks associated with the human factor, such as operational errors or misuse of technology. The interaction of these factors generates a wide range of potential threats and challenges. In this context, processes related to information technology and security are reviewed to adopt best practices and international standards, such as:



Business Continuity Management



We have maintained ISO 22301 Business Continuity Management System certification since 2019.

Business continuity is defined as an organization's ability to ensure the uninterrupted delivery of products and services within established levels, even after an incident. In this regard, at Banco del Pacífico, we have implemented a robust Business Continuity Management framework supported by policies, procedures, and the adoption of a specific methodology to manage continuity across all operations.

This approach is supported by the existence of continuity plans, which are designed to ensure operational efficiency is maintained, even in adverse situations. Additionally, tests and simulation exercises are conducted on an ongoing basis to train staff, evaluate, and improve our business continuity plans.

Environmental and Social Risk Management



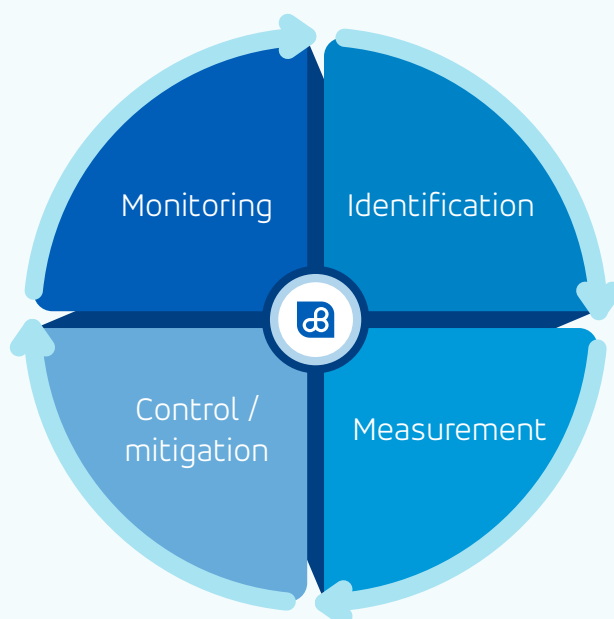
Our Environmental and Social Risk Management System is comprised of specific policies, procedures, and tools for identifying, assessing, managing, and monitoring environmental and social risks that may arise from the economic activities of our clients in the productive segment. This approach allows us to obtain a more complete and detailed view of the client, which in turn facilitates sound decision-making in the loan portfolio placement process.

ESRMS is fully integrated into the credit granting process and is aligned with both the local regulatory framework and international best practices.

Legal Risk Management

In order to minimize the likelihood of incurring losses derived from Legal Risk, at Banco del Pacífico we have established policies, procedures, and methodologies for proper management, defining a maximum tolerated risk limit.

As part of this methodology, Legal Risk is managed through the following phases:



FRAUD PREVENTION

GRI 2-25, 205-1



During 2024, we strengthened and promoted the use of our electronic channels, particularly those accessible by the web and mobile devices, incorporating new features that provide our customers with a broader range of possibilities for conducting transactions quickly and securely. This progress, however, also entails a greater responsibility: that of protecting our users against the risks associated with fraud and various forms of digital scams, such as phishing and smishing, among other techniques used by cybercriminals.

In this context, we reaffirm our commitment to the security and trust of our stakeholders by implementing a fraud prevention strategy. To this end, we have a tool that allows us to detect, investigate, respond, and act proactively against cyberthreats. This solution offers us a comprehensive view of the risk associated with our customers' payment transactions, facilitating the early identification of unusual or suspicious activity.

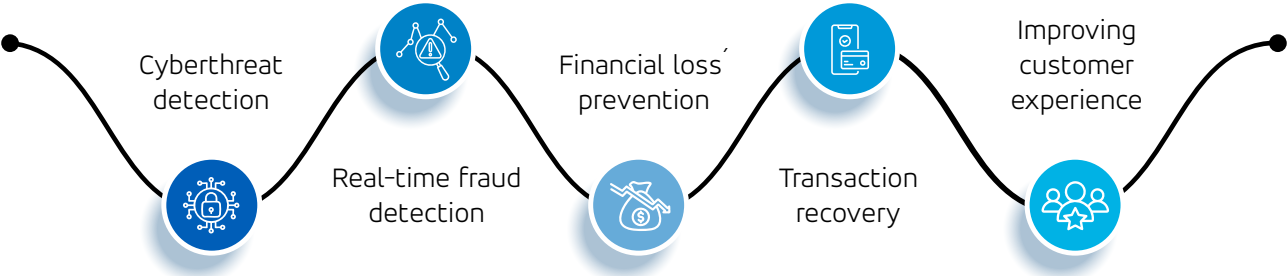
We complement this effort with tools provided by credit and debit card companies, designed to combat transactional fraud in real time. Thanks to these solutions, we were able to prevent suspicious transactions totaling \$4.9 million. These platforms, enriched with artificial intelligence, allow our specialized fraud team to act proactively, relying on the analysis of behavioral patterns that reveal potential risk signals.

Additionally, we continue to use a tool aimed at recovering transactions not recognized by our customers. This solution operates through a collaborative network between banks and merchants and has recovered a total of \$1.2 million in these types of transactions. This not only improves the cardholder experience but also reduces operating costs and minimizes disputes with acquiring banks.



As part of our fraud prevention strategy, we have significantly strengthened controls, in line with the growth of digital transactions, both in our electronic channels and in the payment ecosystem. While this environment entails greater exposure to cybercrime and fraudulent activities, intensifying monitoring of these transactions represents a proactive protection measure.

Fraud prevention's action



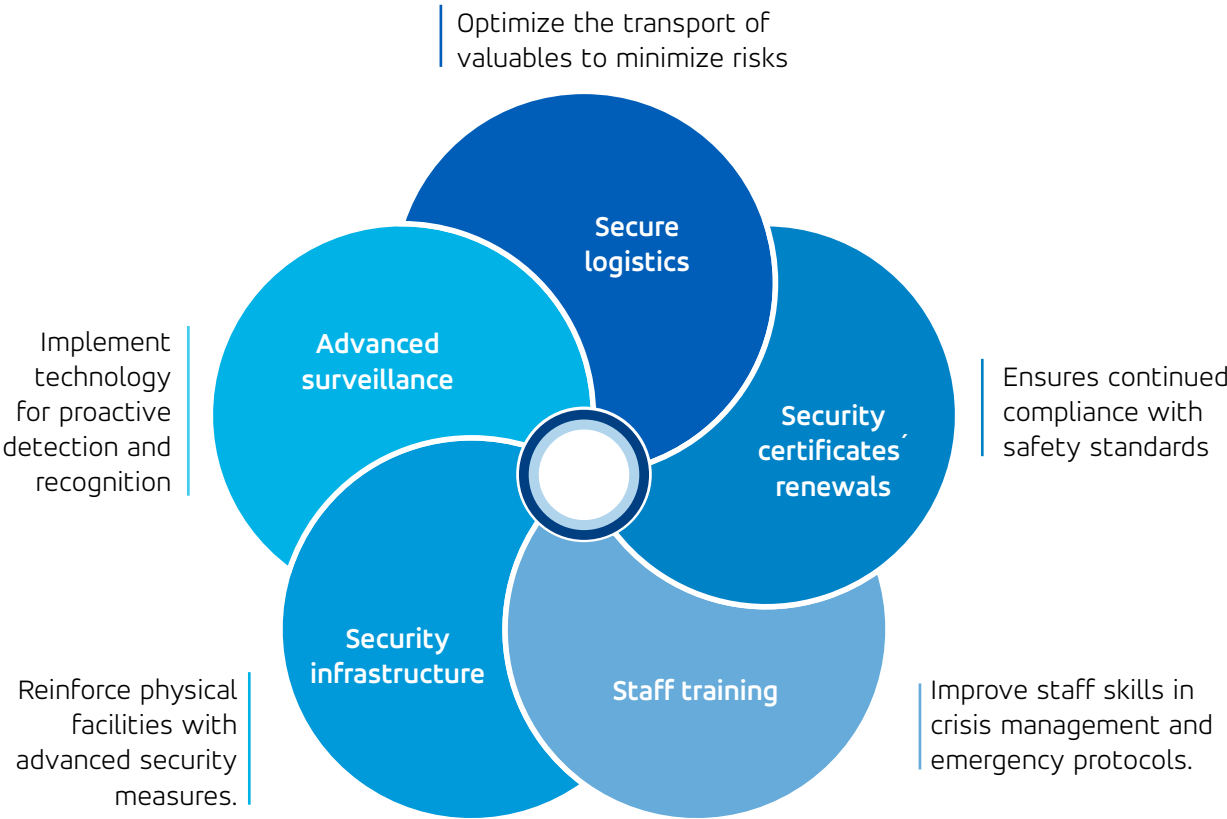
Physical security and values’ transportation

During 2024, we continued to strengthen our physical security and valuables transportation strategy to protect our customers, employees, and financial assets in the face of the rising crime rate across the country.

To this end, we reinforced our protocols by incorporating advanced technology and optimizing our operating procedures. Among the main improvements implemented are:

- Full compliance with security regulatory certificate renewals.
- Ongoing training for our security personnel, including crisis management, incident response, and emergency protocols.
- Strengthening the security infrastructure at our branches and ATMs, with the installation of additional deterrent mechanisms and early warning systems.
- Migration from analog video systems to IP technology, enabling the implementation of video analytics such as person detection, perimeter protection, and facial recognition.

We remain committed to security and efficiency in valuables transportation logistics. Through our specialized provider, we have strengthened our risk assessment to ensure that the service is provided under strict security protocols, minimizing exposure to threats and optimizing operational management.





CHAPTER 4

CUSTOMER EXPERIENCE

CUSTOMER-CENTRIC VALUE



OUR CUSTOMERS

GRI 3-3 Customer-centric experience and value strategy



Types of clients

Business Banking

 **30,651**

Personal Banking

 **2,631,729**

Clients by gender

Male

 **1,198,753**

Female

 **1,439,470**

Note: Customers who have at least one active product are considered eligible.

Claims consultation and resolution

We offer various channels for managing complaints, with the aim of addressing them efficiently and in accordance with current policies and regulations. These channels include: our website, social media, direct support from our loan officers, the contact center (3731500), our virtual agent Sophi, among others.

During 2024, we maintained our commitment to providing the best possible experience to our customers, as reflected in the indicators related to the attention and resolution of inquiries and complaints:

We managed a total of 1,764,365 customer interactions through our contact center, including phone calls, social media, and emails.

92.49% of these interactions were by phone, 3.69% through social media, and 3.82% by email.

126,035 complaints were filed by users of our financial services.

Only 0.92% of the complaints (1,161 cases) were escalated to the Superintendency of Banks as a final instance.

95.69% of the complaints (120,601 cases) were resolved directly by us.

The Superintendency of Banks resolved 762 of the complaints registered.

CUSTOMER PRIVACY AND SECURITY



GRI 3-3 Information Security and Responsibility to Customers, 2-23, 2-24



Our primary objective is the protection of personal data to safeguard the privacy, confidentiality, and personal information we collect and manage from our financial users. This commitment is part of strict compliance with the Organic Law on Personal Data Protection (LOPDP) and other applicable regulations.

Thus, we have established internal policies and practices for the ethical and secure handling of the personal information of all our stakeholders.

Personal data protection involves the implementation of technical and organizational controls designed to minimize the risks of unauthorized access, loss, alteration, or improper disclosure of information.

This effort is based on a preventive approach based on privacy and data protection risk management, in accordance with our Data Protection Policies, which govern all our operations.



<https://www.bancodelpacifico.com/proteccion-de-datos-personales>

Within the framework of our information privacy management system, and as data controllers, we believe that control objectives should include: the conditions for data collection and processing, obligations to the holders of personal identifiable information, privacy by design and by default, and the sharing, transfer, and disclosure of personal identifiable information.

Below is a summary of the initiatives implemented to strengthen the protection of personal data:



We have also facilitated the exercise of the rights established in the LOPDP, which include: the right to information, access, update, object, elimination, portability, suspension of processing, and not to be subject to decisions based on automated assessments, as well as consultation and digital education. To exercise these rights, data subjects must visit our offices or write to:

protecciondatospersonales@pacifico.fin.ec



Insecurity at the national level: a different challenge

The country’s security environment continues to pose a significant challenge for the banking sector. During 2024, we faced challenges associated with the rise in organized crime and attacks targeting banking infrastructure. These circumstances have prompted us to redouble our efforts and plan firm actions for the coming years.



Continue expanding security coverage at our facilities and in the transportation of valuables through new investments in technology and improvements in operational processes.



Strengthen cooperation with public security agencies to consolidate a more effective and timely response to incidents.



Continue innovating and strengthening security measures at our ATMs, with the goal of reaching 100% of our ATM fleet identified as high-risk.



Continue implementing innovative technological solutions that optimize cash monitoring and management in a safer and more efficient manner.

With these actions, we reaffirm our commitment to the security of our customers and employees, ensuring reliable banking operations aligned with the highest security standards.

PRODUCTS AND SERVICES

GRI 3-3 Innovation and digital transformation for competitiveness, 2-6, 2-25



Credit card

We closed 2024 with a total of 1,057,750 active credit cards. Our catalog includes the following card types:

- Black (Mastercard)
- Platinum
- Gold
- Internacional
- Corporate
- Infinite (Visa)



One of the year's key milestones was the incorporation of the MasterCard Priceless platform, a proposition that goes beyond financial transactions by offering cardholders exclusive experiences and unique benefits.

The philosophy behind this initiative is based on the idea that some experiences are priceless, and that MasterCard can be the key that unlocks the door to unforgettable moments.

Through MasterCard Priceless, our customers have access to special events, exclusive discounts, personalized offers, and unique travel, dining, and entertainment opportunities. Among its key benefits and achievements, we highlight:

 Added value for PacifiCard customers' portfolios, in debit and credit.	 A differentiating proposal for role-playing clients.
 Access to virtual Priceless experiences.	 Interaction with content related to travel and lifestyle.
 Local and international promotions and benefits.	 Greater exposure to the bank's products and services.

DP World Business Credit Card

In partnership with Pacificard, DP World, and Mastercard, we launched the DP World business credit card in the Ecuadorian market, the first card specifically designed to support executives and corporate clients in the logistics and port sector.

This card has the following features:

- 01 Credit card with chip and contactless technology, which guarantees security and speed in every transaction.
- 02 Financial relief benefits, offering up to 45 days to pay without incurring late payments.
- 03 International coverage, with Mastercard merchant acceptance, both in Ecuador and around the world.
- 04 Deferred and cash payment options, providing financial flexibility for the needs of our corporate clients.
- 05 Mileage plan, which includes welcome miles and additional miles for the first time, along with a free mileage plan.

In addition, the DP World corporate credit card allows users to make payments through various DP World channels, such as the Cash Management system, Intermatic, and the DP World Payment Button, simplifying financial management for customers in the port sector.

Market share

In 2024, the Pacificard credit card ranked first in portfolio balances among its major peers, achieving a 25.67% share and a balance of \$3.119 billion.

Acquisition

Through our partners, we make it easier for merchants to accept credit and debit card payments. Currently, we have 189,000 affiliated establishments nationwide, where our Pacificard customers can make revolving and deferred purchases.

Additionally, in response to market challenges, we provide new and existing online stores with the necessary tools to adopt easy and agile payment methods. Currently, 17,900 merchants have enabled payment buttons and links, such as:



In conjunction with the Datafast network, and with the goal of improving coverage and merchant acceptance, we have incorporated a new service through payment aggregators, called “Ten Ten.” This model, successful in other countries in the region, allows merchants at the base of the pyramid to collect credit and debit card payments at affordable costs, ensuring the economic sustainability of the service and promoting their inclusion in the financial system. In 2024, we will enable 1,500 new merchants through this scheme.

Datafast is a leading company in in-person and digital payment solutions for credit and debit cards. We hold 33.33% of the shares, while the remaining shares are distributed equally between two major banks in the peer group.

Key milestones in 2024:

-  PacifiCard Debit positioned itself as an innovative product aligned with our customers’ lifestyles, integrating sustainability and design into its catalog
-  We highlighted the introduction of sustainable cards, made with 87% biodegradable materials, prioritizing environmental protection and minimizing the environmental impact of their production.
-  We launched special editions, such as the Messi edition, and a new model specifically aimed at women, such as the Pink Woman edition, expanding the options to connect with our customers’ needs and aspirations.
-  Finally, we updated our institutional designs, including Transactional, Dynamo, and Sigma, reaffirming our commitment to innovation and the cutting edge.

Model	Number of cards	Billing in US\$
Pink Women’s Card	68,329	32,468,519
Messi Card	6,222	1,722,373

Information´s Transparency

GRI 417-1, 418-1

Day after day, we focus on improving the transparency and clarity of the information we provide to our customers and users. This is reflected in the commercial offerings for each product and channel available, as well as in strict compliance with orders and instructions received. We guarantee accurate and truthful information about all our products and services, supported by contracts that clearly detail the terms, interest rates, expenses, duties, responsibilities, and any other relevant information, thus facilitating informed decisions by our customers.

Likewise, our advertising clearly and accurately presents the essential conditions of each product or service. To ensure effective service, we provide various channels and media for our customers to ask questions or express any inconvenience they may experience.

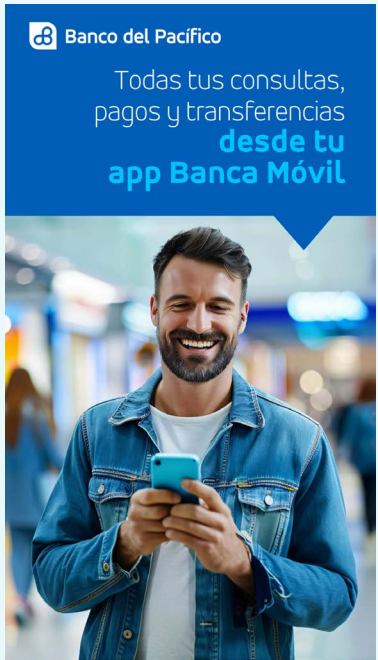
TRANSACTIONAL CHANNELS

Digital Channels

GRI 203-2, 413-1



Mobile Banking



This channel continues to establish itself as a key tool for our financial management, offering our customers fast and secure access to a wide range of services from their mobile devices. Through our app, we allow users to check balances and transactions, make utility payments, make domestic and international transfers, block cards, make cardless withdrawals, open investments and savings accounts, among other features.

In 2024, we are incorporating new improvements to expand our digital offering and facilitate the usability of this channel.



Scheduled savings charged to a credit card to foster financial discipline.



Back-to-Back Credit, a financing option backed by investments.



Direct payments, streamlining transactions without intermediaries.



Cash advances with a credit card, allowing immediate liquidity.



Debit card applications directly from the app.



QR code transfers, simplifying money transfers.



Addition of pre-approved loans, with immediate availability.



Option to withdraw or send a debit card when opening a savings account.



Cardless withdrawals at agent banking outlets (ABOs) through our Mobile Banking, providing greater flexibility.

Transactions made **+ 247** millions

Active Clients **19.04%**

Remittances

Our remittance service remains a reliable alternative for Ecuadorian migrants wishing to send money to their families. Funds can be deposited directly into our accounts or withdrawn at authorized teller windows and locations throughout the country, ensuring speed and security in every transaction.

Transactions made **+ 54** thousand

Virtual Banking



Skip the lines and make transactions through Intermático Virtual Banking.

This channel continues to evolve to provide our customers with a more intuitive and efficient experience from any computer.

Through our platform, you can make inquiries, utility payments, local and international transfers, defer bill payments, request checkbooks, top up your cell phone, and much more.

During 2024, we implemented key improvements to its design and other features to optimize our users' experience.



Scheduled savings charged to a credit card, promoting financial planning.



Back-to-back credit, allowing access to financing with investment guarantees.



Direct payments, facilitating faster transactions.



Multiple features' redesign, including payments for non-declarable services, prepayment of deferred payments, transfers abroad, investments, and debit card applications.



New deferred options, such as Flex and Flex Plus.



Incorporation of pre-approved credits, with immediate availability.



Option to withdraw or send a debit card when opening accounts online.



Cardless withdrawals at agent banking outlets, providing greater flexibility for digital transactions.

Transactions made **+ 172** millions

Active Clients **21.64%**

Cash Management



This digital channel is designed to allow businesses to manage their payments and collections in an agile and secure manner. We also offer our users the option of self-management, through balance and transaction inquiries for both business accounts and corporate cards.

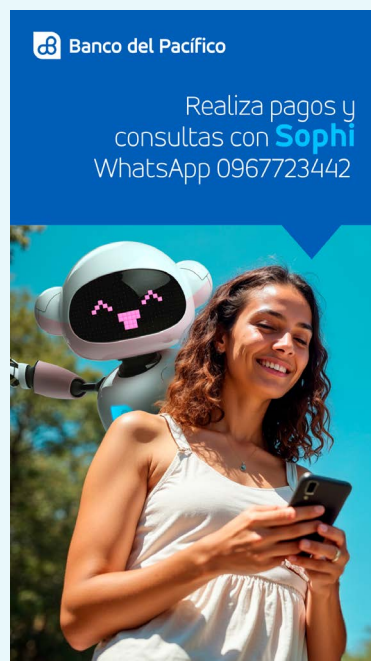
During 2024, we implemented design improvements and new features, optimizing our users' experience:

-  Request for bank certificates.
-  Direct payment for online transfers.
-  Quotes for other currencies for transfers abroad.
-  ISD's Request for exemption
-  Mass transfers abroad.

Transactions made **+ 39** millions

Active Clients **25.60%**

Virtual Agent Sophi



We designed this channel to interact directly with our customers and provide them with information about our products and services.

Through Sophi, our virtual agent, users can perform transactions such as balance and transaction inquiries, password delivery, credit card and basic service payments, locate our branches, ATMs, and agent banking outlet and issue bank certificates, among other features. In addition, Sophi is available on social media such as WhatsApp and Facebook Messenger, providing fast and efficient service.

In 2024, our virtual agent Sophi recorded a 22.58% increase in interactions compared to the previous year. Balance inquiries were the most frequently performed transaction.

Monthly average chats **+ 450** thousand

Number of interactions **+ 45** millions

Physical channels

“Tu Banco Aquí” agent banking outlets



Our partner service points offer our users the ability to carry out transactions such as cash withdrawals and deposits, Pacificard credit card payments, cash advances, and collections and payments. By the end of 2024, we had nationwide coverage of 8,484 agents, located in stores, cybercafes, convenience stores, pharmacies, and retail chains.

Additionally, we added 24 new services to our transaction portfolio from public and private institutions that contributed to this revenue. Among the most notable are cardless withdrawals, the Claro unlimited cell phone recharge, Civil Registry and IESS payments, among other services.

Number of transactions **5.2** millions

Income **\$1.3** millions

ATMs



In 2024, we continued to strengthen our ATM network, reaching a total of 857 units in operation.

We expanded our coverage at new strategically located locations to provide better service to our users in rural or hard-to-reach areas.

With the goal of promoting self-service, 66% of our operating ATMs offer Cash In transactions, such as cash and check deposits, utility payments, and Pacificard credit card payments. Additionally, in line with our commitment to a sustainable and accessible system, we implemented seven new collection payments for vehicle and pedestrian services, municipal and educational center payments, achieving more than 59 million transactions during the year. Ultimately, our efficient ATM network not only improves the user's experience but also strengthens our operations and promotes financial inclusion.

Self-service kiosk



Our self-service kiosks are distributed throughout our branches and virtual centers, offering our users multiple benefits, such as greater speed and efficiency, ease of use, an improved experience, and a diverse range of services.

Through these kiosks, users can request the printing of bank certificates, credit card statements, investments, and credit transactions, make checkbook requests, check and print account and credit card balances and transactions, and print product and debit card requirements.

In 2024, we achieved a 19.62% increase in transactions made at our self-service kiosks compared to the previous year.

Number of transactions **+ 3** millions

Kiosks' coverage **164**

Virtual centers



As part of our goal of strengthening coverage and accessibility for our customers, we have established virtual centers in strategic locations. During 2024, we will open new centers in the cities of Milagro, Villamil Playas, Santo Domingo, Cuenca, and Guayaquil. These self-service spaces facilitate access to our banking services without having to visit a branch.

Through these virtual centers, our users can make withdrawals, deposits, pay bills, cash checks, print certificates, request checkbooks, and more.

Currently, our virtual centers' network cover the following locations: El Puyo, Cayambe, Quevedo, Esmeraldas, Quito, Manta, Tulcán, Latacunga, La Libertad, Santo Domingo, Riobamba, Guayaquil, Machala, Babahoyo, Portoviejo, Ballenita, Durán, Daule, Salitre, Milagro, Villamil Playas, Ambato, and Cuenca.

CYBERSECURITY AND BANKING SECURITY

GRI 3-3 Information Security and Customer Responsibility, 2-23, 2-24



Cybersecurity

We maintain proactive monitoring of events occurring in our technological infrastructure, consolidating a solid cybersecurity posture that enables actions that directly contribute to the protection of our clients' assets.

Through the use of data analytics, artificial intelligence, and automation tools, we maintain a cycle of continuous improvement that allows us to anticipate risk situations. Through automated management of indicators of compromise, we have analyzed more than 59 billion interactions, optimizing our analysis and response times by more than 1,250 man-hours, achieving reaction times of less than one minute to potential threats.

Our highly trained, specialized staff, supported by standards and best practices, is actively engaged in researching new threats and emerging methodologies, ensuring we remain at the forefront of defending our institution and our financial users.

During the 2024 operation, we highlight the following achievements:

- 1 Alignment of tools and procedures with the PCI DSS v4 standard, strengthening the trust of our clients and partners.
- 2 Implementation of policies aimed at protecting sensitive data, with the aim of maintaining a high level of security for our clients' information.
- 3 Incorporation of new incident response plans, which strengthen the preparedness of our cyber defense team.



Monitored interactions on the network
+ 59 billions



Optimized operational workload
In 1,250 hours



***Phishing's* containment**
More than 1,500 sites, apps and profiles contained



Cybersecurity management's Key points

Improve cybersecurity capabilities for better protection

Monitor personal data to prevent breaches

Implement measures to contain *phishing* attacks

Strengthening cybersecurity tools

Personal data's monitoring

Containing *phishing* attacks

Analysis times' optimization

Monitoring network interactions

Improving security posture

Reduce workload and response times

Monitor network interactions to detect threats

Automate the management of compromise's indicators

Banking Security

GRI 3-3 Information Security and Customer Responsibility



We approach security from a comprehensive perspective. Our banking security strategy seeks to ensure high levels of protection, both physically and digitally. We manage confidential and critical information belonging to our financial users, such as personal data, transactions, records, and financial information. Therefore, implementing cybersecurity strategies is essential to prevent attacks that could lead to data loss, identity theft, financial fraud, or interruptions in our services.

We know that trust in the financial system is directly related to data security. Therefore, we protect our clients' financial assets, contributing to economic stability and strengthening trust in our sector through responsible cybersecurity management.

In compliance with the regulatory body, we keep our customers constantly informed about the security measures they must take into account when making transactions through electronic channels or using payment cards.

During 2024, our security actions included:



Strengthening the Information Security Management System.



Active management of cybersecurity incidents.



External audits for PCI DSS and SWIFT CSP compliance, best practices for payment card use, and transactional exchange.



Proactive responsibility for privacy and the personal data's protection.



Implementation of threat intelligence and protection mechanisms for our technological and physical infrastructure.



Strengthening cyber resilience in our digital channels and critical services.

Information security governance

Information security governance at Banco del Pacífico is a fundamental pillar for protecting sensitive data and strengthening the trust of our financial users in a highly regulated environment exposed to cyberthreats.

We strategically manage the risks associated with accessing and processing financial information, ensuring the confidentiality, integrity, and availability of critical data. This allows us to guarantee the continuity of our banking services and comply with industry regulations that strengthen trust in the national financial ecosystem.

In a constantly evolving digital environment, adequate security and privacy governance not only protects our financial and information assets but also boosts the competitiveness and sustainability of our institution. Always committed to maintaining the peace of mind and satisfaction of our customers, we highlight the following actions within the framework of digital security:

	Awareness and training	We educate our employees and financial users about good security practices and responsible behavior in the face of potential threats.
	Awareness and training	We educate our employees and financial users about best security practices and responsible behaviors in the face of potential threats.
	Audit and monitoring	We conduct regular audits and ongoing monitoring to ensure compliance with our security policies, identify potential vulnerabilities, and detect suspicious activity.
	Policies and procedures development	We establish clear security policies and standard operating procedures to guide our institutional practices throughout the organization.
	Collaboration with other areas of the bank	We work closely with other areas of the bank to ensure security is integrated into all aspects of operations and projects.



CHAPTER 5

ORGANIZATIONAL CULTURE

TALENT MANAGEMENT



GRI 3-3 Sustainable talent management and workplace well-being, 2-7, 2-23, 2-24



Our Employees

Workforce Distribution by Hierarchical Level, Age, and Gender. We are characterized by a strong organizational culture, built on principles and values that prioritize the well-being of all those who are part of this great family. We recognize our team as a fundamental pillar for the development and success of our institution, which is why we constantly work to foster their professional and personal growth. We are also committed to maintaining high standards of occupational health and safety, ensuring an optimal working environment for all our employees.



Total number of employees

 **2,522**

Employees by gender

 **1,107**

Male

 **1,415**

Female

Distribution of staff by hierarchical level, age and gender

Job Category	Hierarchical level	18 to 30 years		31 a 50 years		51 and older		Total
		Female	Male	Female	Male	Female	Male	
Operational	1	269	221	50	68	0	19	627
Administrative	2	203	163	244	139	8	14	771
	3	80	68	423	333	29	22	955
Middle Management	4	0	0	30	17	12	9	68
	5	0	0	39	18	17	10	84
Senior Management	6	0	0	0	3	9	3	15
Management	7	0	0	0	0	2	0	2
Total		552	452	786	578	77	77	2,522

Number of employees by region, age and gender

Region	18 to 30 years		31 a 50 years		51 and older		Total
	Female	Male	Female	Male	Female	Male	
Coast	377	320	492	400	55	63	1,707
Island	10	5	12	4	1	1	33
Mountain	165	127	282	174	21	13	782
Total	552	452	786	578	77	77	2,522

Nuevas contrataciones por región, edad y género

Región	18 to 30 years		31 a 50 years		51 and older		Total
	Female	Male	Female	Male	Female	Male	
Coast	95	83	17	26	0	0	221
Island	1	2	0	1	0	0	4
Mountain	47	28	4	4	0	0	83
Total	143	113	21	31	0	0	308

General staff turnover

Work Area	Total thru Dec. 2023	Total thru Dec. 2024	Difference	EM Factor	Entries + Exits	Cumulative staff turnover
Staff turnover indicator	2,451	2,522	71	2,486.5	584	23.49%
Average Annual Turnover						1.96%

Employees' Entries and Exits Notices

Entries Notices 308

Exits Notices 276

Our main source of recruitment comes from our own team. We have a rigorous internal selection process that includes psychometric and technical evaluations, ensuring that each new professional challenge is taken on by highly qualified individuals committed to our vision.



PROFESSIONAL DEVELOPMENT



Training and skills development

GRI 404-1, 404-2



During this period, we took an important step in our commitment to the professional development of our employees, implementing a comprehensive development plan focused on encourage their participation and ongoing training. This plan was designed to respond to the various training needs within the organization and, at the same time, to contribute to the fulfillment of the objectives and goals of each of our teams.

One of the main milestones achieved was the participation of 92% of our workforce in programs, courses, workshops, and other training activities, representing a 45% increase compared to the previous period. This participation represented a total of 52,349 hours of technical and soft skills training, a 44% higher than the hours recorded in 2023, with 831 training sessions planned throughout the year.

As part of our development and continuous improvement strategy, we launched our Leadership Schools, focused on strengthening a leadership profile aligned with the bank's culture. In this first phase, 148 employees participated, divided into five groups, comprised of national managers, assistant managers, and heads of different areas of the organization.

At the same time, we implemented Commercial Schools, comprised of several programs designed to enhance negotiation and sales skills in banking services, aimed at the Cashier team, new employees, and internal promotions within the Business area.

During 2024, we provided the following training hours:

Type	Number of Trainings	Number of training hours
Commercial	113	26,527
Operational	718	25,822
Regulatory	18	41,670
Total	849	94,019

Number of Employees trained	
Commercial	1,519, representing 95% of the BdP payroll.
Operational	789, que representan el 85% de la nómina de BdP.
Regulatory	2,315, que representan el 99% de la nómina de BdP.

Regulatory training is available to all our staff.



Remuneration

GRI 2-19, 2-20

We rigorously apply our Compensation Policy, which guarantees compliance with the rights and obligations established in the Labor Code, the Institutional Employment Service, the Ecuadorian Internal Revenue Service, and Constituent Mandate No. 2, as well as in the official decrees and registries that govern labor activity in the country. This policy applies to both the members of our Board of Directors and the various hierarchical levels within the organization.

To determine our employees' compensation, we conduct an internal job analysis that includes a salary scale consistent with the duties and responsibilities of each position. This process allows us to ensure internal equity and competitiveness in the labor market.

WORKPLACE WELL-BEING AND LIFE'S QUALITY

GRI 2-23, 2-24, 401-2, 401-3



The well-being of our employees and their quality of life are essential to achieving institutional success. We are convinced that when people enjoy a healthy and balanced work environment, their quality of life improves significantly, as reflected in their attitudes, performance, and physical and mental health.

Among the main benefits we offer for employee well-being are:

Corporate benefits



Personal contribution assumed by the employer



Income tax assumed by the employer



Variable remuneration



Vacation bonus



Health insurance



Life insurance



Food subsidy



Christmas bonus



Birthday's celebration day off



We currently offer a variety of licenses to our employees, with the goal of providing them with the necessary support to meet their diverse needs.

Marriage Leave of absence

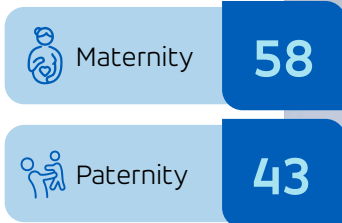
Study Leave of absence

Family Leave of absence

Maternity and paternity leave of absence

In accordance with current legal regulations, we grant our employees the maternity and paternity leave to which they are entitled. During 2024, 58 employees used their maternity leave, while 43 employees accessed their paternity leave. It should be noted that only three of our employees requested an unpaid extension of their maternity leave to continue caring for their children.

Total leave of absence



Lactation Centers

We are committed to the well-being of our employees and to compliance with current legal regulations. That's why we have three lactation centers nationwide in Quito, Guayaquil, and Ibarra. The first two are certified, while the third is in the process of being certified.

These spaces have been designed to offer a safe, comfortable, and welcoming environment where mothers can engage in breastfeeding-related activities during their workday. In this way, we actively promote this practice and facilitate the balance between work and family life.

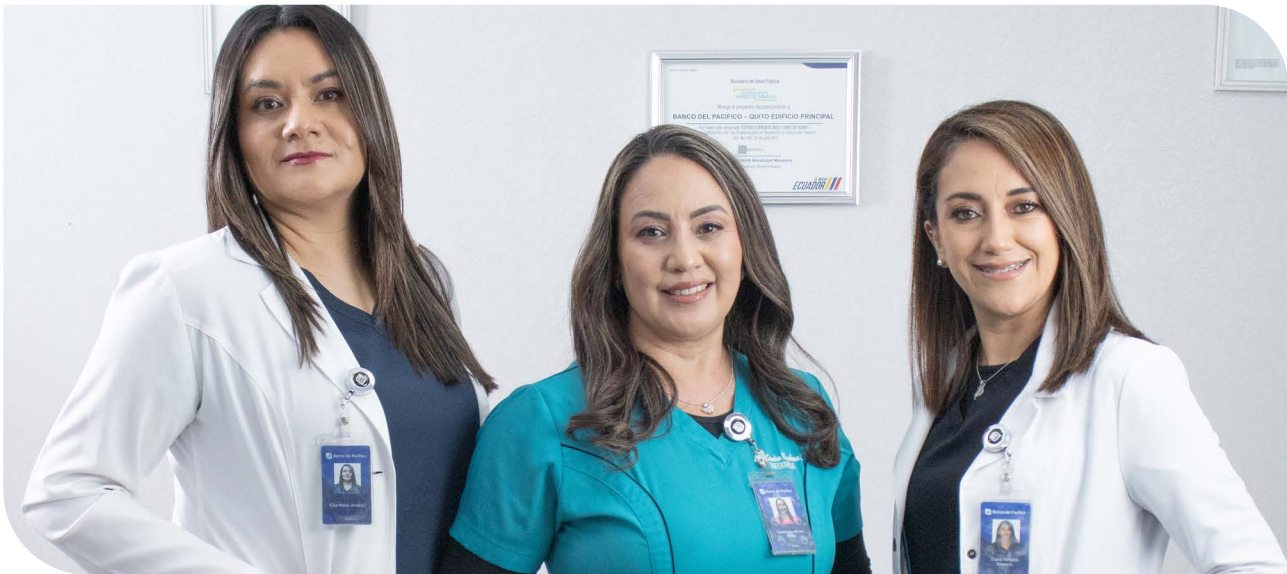
As an institution, we closely monitor our employees' return to work after maternity leave, conducting assessments that not only ensure their well-being but also offer guidance on the benefits of breastfeeding, the proper use of the milk bank, early nutrition for their children, and the rights and benefits established by law during this period. We also organize two annual informational talks, in May and August, focused on baby care and promoting breastfeeding.

Daycare Benefits

We currently maintain the daycare benefit for our employees' children, which is fully covered by the bank. This benefit includes tuition, meals, afternoon care, and activities designed to stimulate children's psychomotor development.

Occupational Health and Safety

GRI 403-1, 403-3, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10



Health insurance

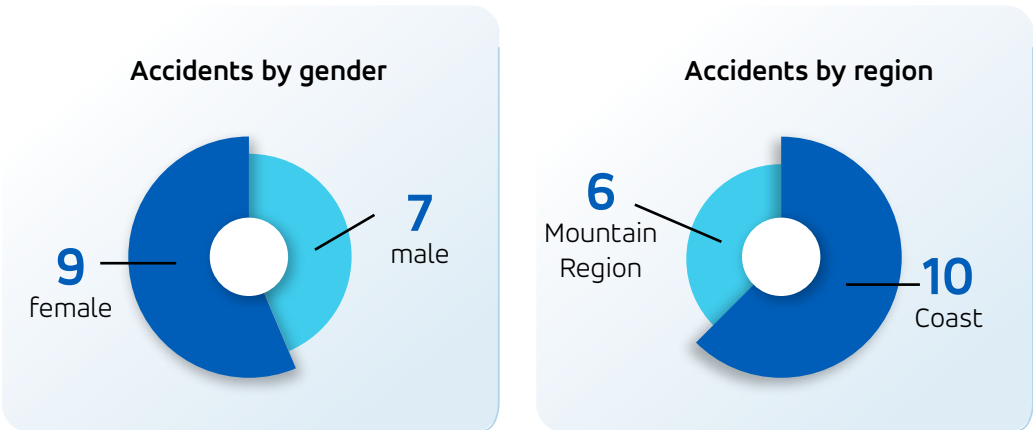
We are committed to providing comprehensive care to all our employees. Therefore, we cover 100% of the private health insurance for our employees and their dependents. For their children, this benefit remains valid until they are 24 years and 11 months old, provided they are not registered with social security or are not working.

Hierarchical level	Insurance´s type	
1, 2, 3	National Health insurance	Life Insurance
4, 5, 6	National and International Health Insurance	

Workplace´s accidents

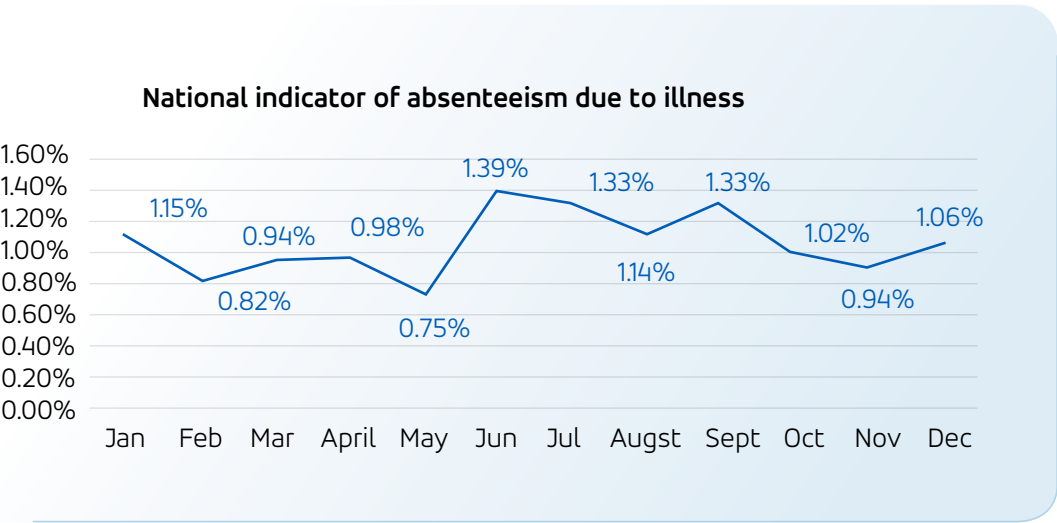
During 2024, we registered a total of sixteen workplace accidents. Of these, four were classified as commuting accidents, while the remaining twelve occurred during the working hours.

As a result, we obtained a workplace accident frequency index of 0.67, which motivates us to continue strengthening our prevention and safety measures in the workplace.



Absenteeism

The main causes of sickness absence in our team were respiratory-related, with a higher rate recorded during the month of June. This increase is primarily due to seasonal changes.



Vaccination campaign

As part of our commitment to our employees’ health, we organized influenza vaccination campaigns in collaboration with the Ministry of Public Health, subject to vaccine availability, in the following locations:

Location	Number of employees vaccinated against influenza
Guayaquil	180
Manta	45
Machala	38
Portoviejo	36
Santo Domingo	64

The health and well-being of our employees is essential, which is why we have implemented a series of initiatives focused on ensuring their quality of life, ranging from preventive programs to internal communication strategies. These actions reflect our commitment to the comprehensive well-being of our team and building a healthy and fulfilling work environment for all.

Health surveillance

Every year, we conduct pre-employment screenings and reinstatement assessments for employees who are absent due to illness for more than 15 days or maternity leave.

Internal communication

We maintained constant communication with our employees through internal newsletters on health, care, nutrition, and well-being.

Periodical Medical Examinations

As part of our commitment, we performed the first phase of the periodic examination program in October 2024, targeting key personnel in various areas: the Monetary Services Department, the Collections Department, the Financial Channels Contact Center Department, and the Control and Operational Solutions Department of the Integrated Operations Area.

Periodical Medical Examinations			
Region	Scheduled	Achieved	Compliance Score
Cost	297	273	92%
Mountain	95	95	100%
Total	392	368	94%

The main objective of this program is to identify and prevent health risks and contribute to the continuous improvement of our employees' quality of life.



Nutrition program

In 2023, we launched the nutritional intervention program via streaming for all our employees, which was available until March 2024.

To participate in this in-person initiative, employees had to register for a two-week period in the cities of Quito and Guayaquil. It should be noted that, based on the results of periodic screenings in 2023, overweight and obese employees were identified and encouraged to participate in the nutritional program.

Guayaquil's Nutrition Program's participants

Classification according to Body Mass Index	Number of active collaborators as of March 2024	Patients Treated	Positive Cases
Grade I Obesity	205	198	36
Grade II Obesity	58	57	11
Grade III Obesity	16	16	4
Underweight	12	12	0
Normal Weight	212	207	33
Overweight	475	449	68
Total	978	939	152

Quito's Nutrition Program's participants

Classification according to Body Mass Index	Number of active collaborators as of March 2024	Patients Treated	Positive Cases
Grade I Obesity	44	44	5
Grade II Obesity	7	7	2
Grade III Obesity	2	2	0
Underweight	5	3	1
Normal Weight	63	57	8
Overweight	196	161	18
Total	317	274	34

Participants received personalized assessments, nutritional education, and a menu tailored to their needs. They also received access to the Nutrimind app, where they could participate in physical activity sessions, receive coaching, track their progress, and more.

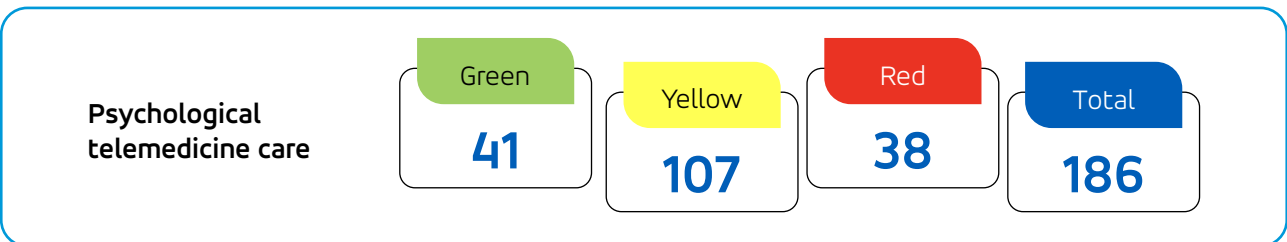
Active breaks

We promoted active breaks with the support of external providers, regularly visiting each of the areas in our main buildings in Guayaquil and Quito.

Psychosocial risk program

We have a Psychosocial Risk Program, through which we offer Psychological Telemedicine assistance to employees who presented new developments in the psychosocial risk survey conducted in 2023, and to those who have required psychological support for various situations identified by physicians and social workers.

Below is the number of employees who completed their sessions in 2024:



Mental health talks

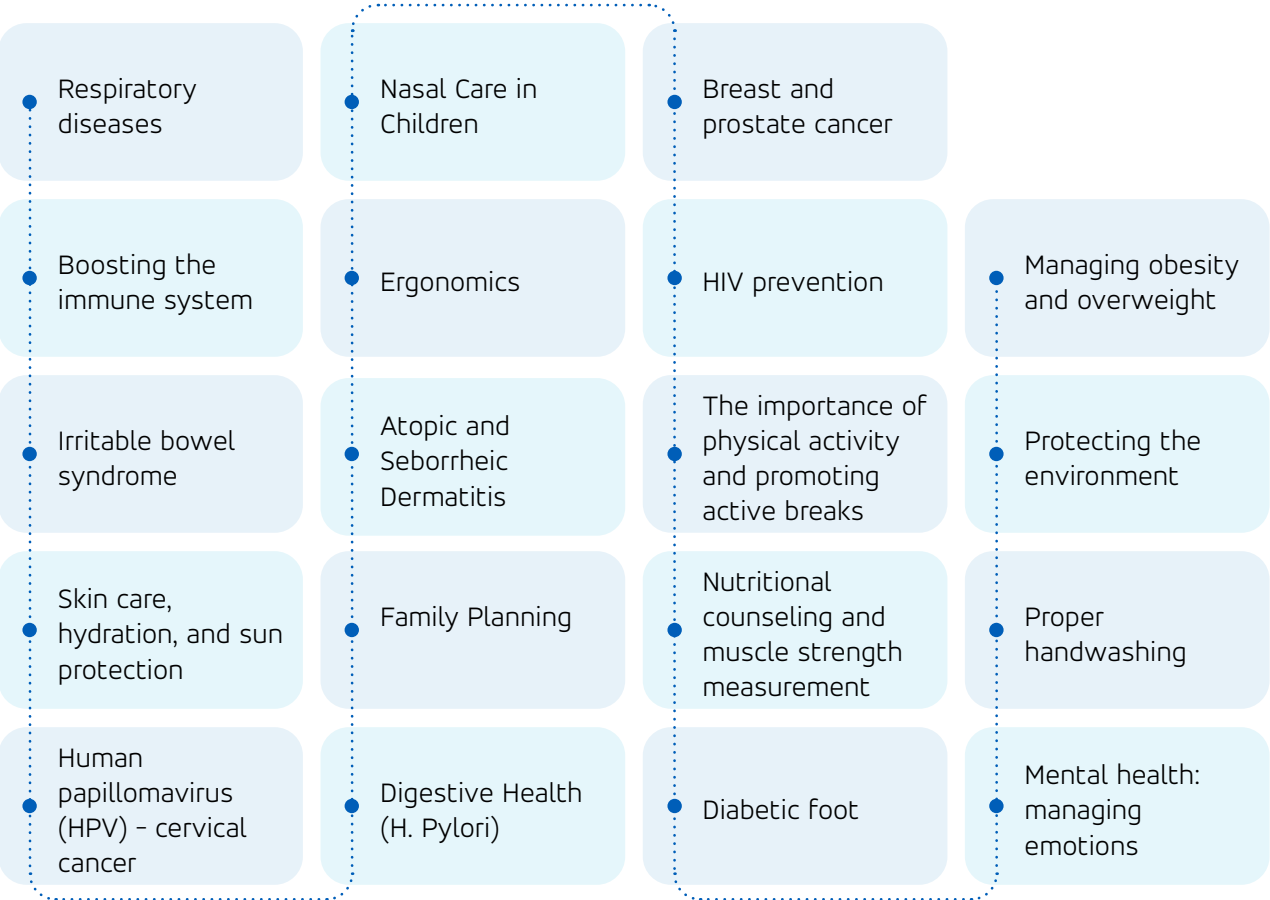
In the first half of 2024, our Occupational Wellness and Safety team implemented a key activity within the “Bdp Wants You Healthy” program, which consisted of five talks focused on emotional management and resilience.

These talks were given nationwide by Nubia Isabel Pesántez Hurtado, a psychologist with a Master’s degree in Systemic Family and Couple Therapy, with the in-person and virtual participation of our collaborators. It is important to mention that, at the end of each talk, a satisfaction survey was administered to measure participants’ perceptions of the content and quality of the sessions.

Topics
Mental Health and Emotions
Anxiety, Depression, and Other Mental Health Disorders
Panic Attacks
Guilt, Anger, and Frustration
Emotional Self-Care’s Importance

Additionally, in October, we held the Health Open House in our Quito and Guayaquil locations. The main objective of this activity was to promote health among our employees through short talks and recreational activities, accompanied by stands dedicated to health and physical activity.

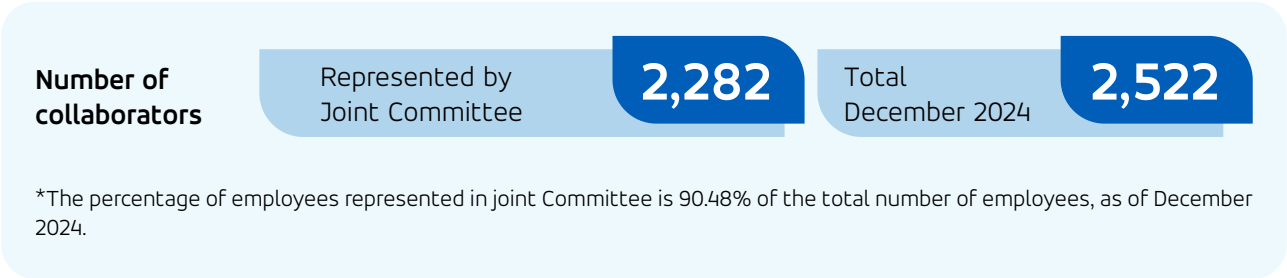
During the event, various topics of interest were addressed, including:



Joint Health and Safety Committee

Occupational safety and well-being are not only a legal obligation, but also a shared responsibility that directly impacts the lives of each of our employees. Listening to their ideas and concerns regarding occupational health and safety helps create a safer work environment and strengthens a sense of belonging and commitment.

A work environment where employees feel cared for and valued helps reduce absenteeism, improves motivation, and fosters team stability. Furthermore, their input can be key to improving and adapting our safety policies to the real needs of everyday life.



Diversity and Equal Opportunities

GRI 401-3, 405-1, 406-1



Our commitment to inclusion and equity is a fundamental principle within our company’s Code of Ethics, guaranteeing a work environment where all people have equal opportunities for their professional development, in accordance with the guidelines established in our internal policies.

This regulatory framework ensures fair treatment free from discrimination, promoting respect for the diversity of identities, beliefs, and individual characteristics. To foster an inclusive work environment, we prohibit any act of harassment or discrimination based on race, religion, gender, age, disability, sexual orientation, ethnic origin, nationality, or any other social, political, or philosophical status.

Likewise, our Talent Management Policy promotes equitable and inclusive hiring and professional development processes, ensuring the integration of individuals belonging to vulnerable groups, such as pregnant or breastfeeding women, people with disabilities, and Afro-descendants and indigenous people, respecting their rights, cultures, and traditions.

Collaborators in vulnerable situations by age and gender

Condition	18 -30 years		31 - 50 years		51 forward		Total
	Female	Male	Female	Male	Female	Male	
Disability	6	2	31	20	3	6	68
Pregnancy	40	0	30	0	0	0	70
Pre-existing conditions	9	8	45	18	9	15	104
Breastfeeding	25	0	26	0	0	0	51
Maternity leave	29	0	29	0	0	0	58

2024´s Milestones

Compliance assessment of ISO 45001:2018 – Occupational Health and Safety Management System (OHSMS)

We reaffirm our commitment to the well-being of all our stakeholders and to preventing injuries and ill health among our employees. In line with this commitment, during the month of December we conducted a compliance assessment of the ISO 45001:2018 requirements, which served to develop an action plan for 2025, with our goal to obtaining certification.

“100% Smoke-Free Establishment” Certificate

This year, we received important recognitions from the Ministry of Public Health, such as the “100% Smoke-Free Establishment´s” certification at our main buildings in Quito and Guayaquil, a milestone that highlights our efforts to provide a healthy and safe working environment for all.

We also received recognition for having a Permanent Breastfeeding Support Room, which reaffirms our commitment to the health and well-being of our employees and their children. This achievement reflects our commitment to promoting an organizational culture that respects and supports motherhood and child development.





CHAPTER 6

IMPACT ON THE COMMUNITY

FINANCIAL EDUCATION



GRI 3-3 Inclusive and sustainable financial development, Financial education, Environmental footprint, 2-23, 2-24, 2-25, 203-1, 302-1, 303-5



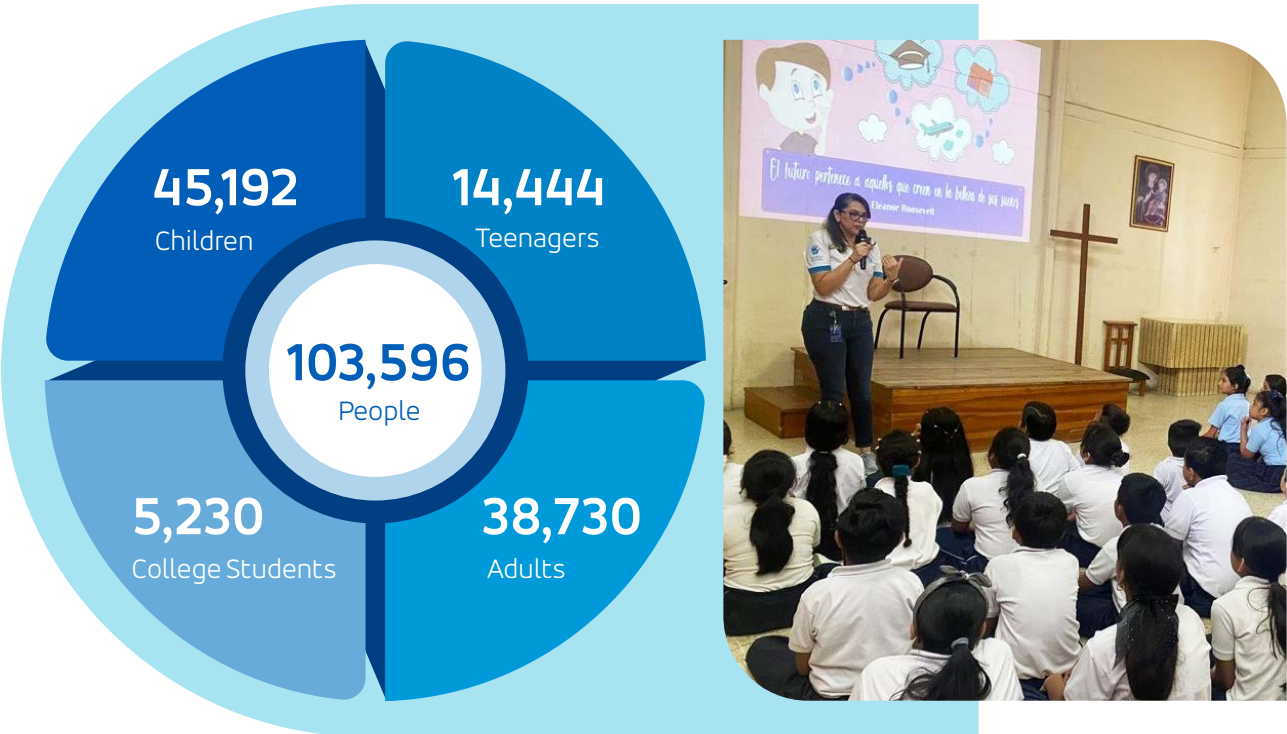
Social and Environmental Management

We promote sustainability and social responsibility, in line with our mission to drive the country's development. We have various initiatives and programs designed to strengthen awareness and commitment to personal financial management among both our clients and users of the financial system. Among them, our financial education program stands out, whose purpose is to raise awareness and foster the habit of saving based on values. This initiative represents a key pillar of our sustainability strategy.

Likewise, environmental management is an essential part of this approach. Therefore, and aware of its importance, we have implemented measures aimed at reducing our impact on the environment through the efficient use of resources such as energy, water, and paper, and proper waste management.

Through our Financial Education programs and initiatives, we reached a significant milestone in 2024: we surpassed 100,000 people trained since the beginning of our training activities in 2010. During this period, we trained a total of 17,286 people nationwide, 57% of whom were women. These training activities reached various locations such as Ambato, Babahoyo, Cuenca, Durán, Esmeraldas, Guayaquil, Ibarra, Loja, Machachi, Machala, Manta, Milagro, Quito, Riobamba, Salinas, Samborondón, Santa Cruz (Galápagos), Santo Domingo, among others.

Trained people record



During this period, we trained a total of 17,286 people nationwide, 57% of whom were women. These training activities reached various locations, including Ambato, Babahoyo, Cuenca, Durán, Esmeraldas, Guayaquil, Ibarra, Loja, Machachi, Machala, Manta, Milagro, Quito, Riobamba, Salinas, Samborondón, Santa Cruz (Galapagos Islands), Santo Domingo, among others.

Training in financial education: 15 provinces

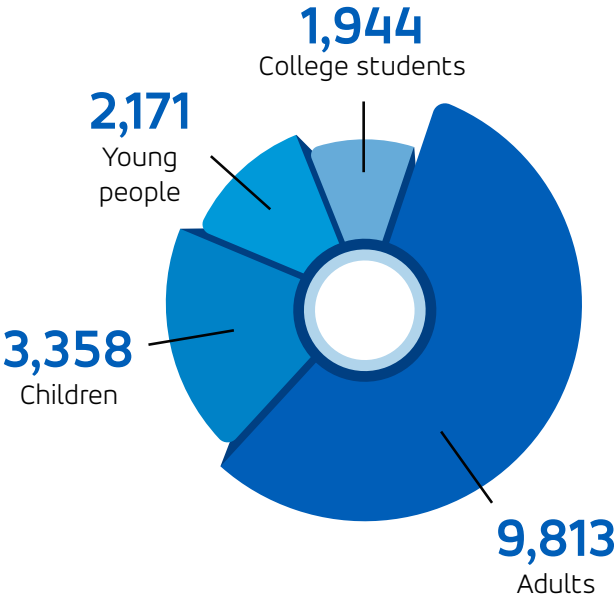
We trained in 2024

- 42 Companies and institutions
- 9 Universities
- 286 Talks given
- 42 Schools
- 57% Women
- 6 Foundations and social organizations

From 2010 to 2024

- More than 200 trained companies
- More than 200 trained schools
- More than 1400 talks given

People trained in 2024



Aprendo con mi Banco Banco

Over the past year, we conducted training for a total of 3,358 children and 1,944 young people. These activities were delivered through 115 workshops, held in 42 educational institutions nationwide.



Aprendo con
mi Banco Banco

The workshops covered topics such as the history of money, the importance of saving, the proper use of financial resources, and entrepreneurship. These topics were selected to provide participants with essential tools for their financial and personal development, fostering a culture of financial responsibility and business management from an early age.

Mi Banco Banco me enseña

A total of 9,813 adults and 2,171 university students were trained. These trainings were carried out through 171 workshops, both in-person and virtual, directed at the bank's client companies, other institutions, and internal collaborators.



The content covered in these workshops included topics such as family planning and budgeting, savings and investments, proper use of financial products and services, and responsible debt management. These topics were selected to provide participants with essential tools for effective and responsible financial management.

In total, training was provided to employees of 42 companies and institutions, including:

O-I Cridesa, DHL, Eurofish, Agencia BBDO, Fresenius-Kabi, Grupo AJE, Hospital Clínica San Francisco, Maint, Mavesa, Novacero, Novicompu, Pronaca, PYCCA, SAAM Towage, Santa Priscilla, Security World, Semvra, SMI, Tesalia CBC, Tonicorp, Unicomer, Vitapro, and others

Additionally, various activities specifically aimed at university students were held, such as keynote lectures for PUCE in Esmeraldas and ULEAM in Manta; the Business Week event with the Espiritu Santo University Institute of Technology in Guayaquil, where bank officials participated as speakers on topics such as digital financial security and digital payment methods; financial talks with ISPADE in Quito, focused on entrepreneurship and good financial management; and participation in the Ecotec University Entrepreneurship Fair on Vía a la Costa, where we had a booth for students and their families, as well as a talk on finance for young people.



Financial education for vulnerable segments

We actively participated in social outreach programs organized by the Ministry of Economic and Social Inclusion (MIES), aimed at promoting banking and access to financial services among beneficiaries of the Human Development Bonus and low-income individuals. These activities took place in hard-to-reach areas and were attended by more than 2,500 people.

At the same time, in the city of Esmeraldas, we held workshops for Afro-Ecuadorian women entrepreneurs, providing them with tools for proper management of household and business finances. These training sessions were designed to strengthen their financial capabilities and support their economic and social development.

Additionally, we trained beneficiaries of the Ayuda en Acción Foundation, mostly migrants, on topics related to the financial management of their businesses. The main purpose of these sessions was to provide practical knowledge and skills that will allow them to manage their resources efficiently, thus contributing to the success of their productive initiatives.

Podcast FinancieraMente



In 2024, we officially launched the FinancieraMente podcast, publishing its first 10 episodes on Spotify and other audio platforms. Since its launch in late July and through the end of the year, we've surpassed 9,000 listeners, with the most-played episode being "Card with a Purpose."

This innovative program has become an excellent educational tool, addressing financial topics in an accessible and practical way.

It is designed to guide listeners in managing their money, without requiring any prior specialized knowledge. Each episode offers useful tips on saving, investing, the proper use of financial products, and responsible debt management, among other topics.

Ingresa al podcast aquí



In short, FinancieraMente represents a reliable source of information that actively contributes to strengthening the financial well-being of those seeking to make more informed and responsible decisions.



CORPORATE SOCIAL RESPONSIBILITY

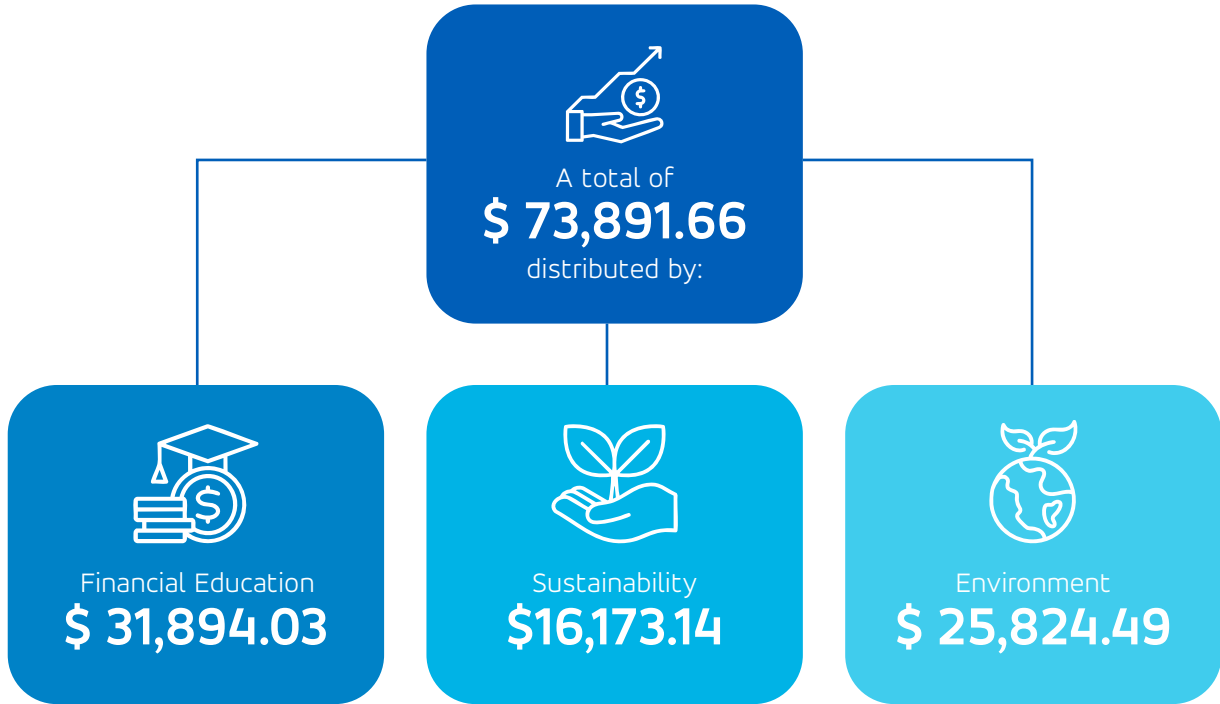


GRI 3-3 Corporate Social Responsibility, Social Investment and Community Development, 2-23, 2-24, 413-1



We apply a sustainable development framework to all our stakeholders that integrates our social and environmental responsibility policies.

Social and environmental investment



SOS Children's Villages credit card



Credit cards not only facilitate financial transactions but also offer additional benefits.

Some of our cards incorporate programs that promote sustainability. In this regard, we have the SOS Children's Villages credit card, through which PacifiCard contributes 1% of transactions to the Ecuadorian children and adolescents who are part of this organization and are orphaned or at risk of abandonment.

The issuance of this card has shown sustained growth in recent years. By the end of 2024, there were a total of 5,539 active cards and a total contribution amount of \$32,860.

Donations and partnerships with SOS Children's Villages directly contribute to the creation of stable and caring environments for vulnerable children, making a significant difference in their lives and contributing to a more hopeful future.

Corporate Volunteering "Pacífico Deja Huellas"



Our volunteer program involved 119 corporate volunteers, who dedicated a total of 403 man-hours of volunteer work to our financial education initiatives. The volunteers came from different locations across the country, including Guayaquil, Quito, Babahoyo, Cuenca, Milagro, Machala, Manta, Riobamba, Esmeraldas, and the Galapagos Islands, reflecting a deep commitment to the community.

As part of the program, participants received specialized training in topics such as an introduction to financial education, fraud prevention, child protection, stage management, and communication skills.

Additionally, at the end of November, we celebrated International Volunteer Day with a special event dedicated to recognizing the efforts and commitment of our employees. During this event, awards were given to the volunteers who logged the most man-hours during the year, highlighting their valuable contribution to the positive impact of our initiatives.

ENVIRONMENTAL FOOTPRINT



GRI 3-3 Environmental footprint, climate change, 2-23, 2-24, 306-3



Commitment to the Environment

We are committed to protecting the environment and combating climate change. Our goal is to reduce the environmental impact of our operations nationwide by monitoring our environmental footprint through constant monitoring of energy and resource consumption and waste generation (primarily paper and cardboard).

We also have manuals and procedures for the proper management of conventional solid waste and waste similar to urban waste.

Environmental and Social Management

We implemented our Environmental and Social Management System (ESMS) with the goal of incorporating environmental and social considerations into our operational activities and promoting sustainable and socially responsible practices throughout the organization. To this end, we developed policies, methodologies, and tools that allow us to effectively manage these aspects.

During the second half of 2024, as part of this implementation, we achieved the following milestones:



We implemented a Communication Plan.



We provided training and developed an internal auditor course for ISO 14001 and ISO 26000 standards for the representatives of each area.



We conducted the internal audit for ISO 14001 and ISO 26000 standards.



We conducted the external audit of the Environmental Management System under ISO 14001, resulting in the corresponding certification.

This certification validated our commitment to good environmental practices, with a scope that included the main office and annex – Quito – and the Santa Cruz Galapagos agency.



Environmental Management System Policy

We contribute to the development of the country and the financial system with social responsibility, generating value for our clients and shareholders through a sustainable, efficient, and profitable business model that generates a continuous, timely, and competitive offering of financial products, services, and channels with excellent service.

Our commitments are as follows:

Apply our organizational values with social responsibility.

Protect the environment.

Prevent pollution.

Comply with applicable legal requirements and other environmental commitments.

Continuously improve our environmental performance.

The environmental policy is communicated within the Bank and is available to stakeholders on the website, agency screens, and headquarters.



Environmental Management Program: Recycling

By the end of 2024, we had recycled more than 38,000 kilograms of materials, including paper, cardboard, aluminum, and plastic. We also managed the recycling of more than 31,000 kilograms of scrap metal, which generated revenues of over US\$6,000 for our institution. Additionally, we properly managed more than 500 kilograms of used toners and supplies, thus reaffirming our commitment to sustainability and responsible waste management.

Material	Kilograms	Income US \$
Paper	4,264	724.35
Cardboard	1,067	115.64
Scrap	31,614	5,455.33
Aluminum	1,314.96	611.78
Plastic	50	11.87
TOTAL	38,309.96	6,918.97

Environmental Management Plan (EMP) for the Santa Cruz office in Galapagos

Regarding our agency's Environmental Management Plan (EMP) in Santa Cruz, it has a Category II environmental license and an EPM in accordance with local regulations. We conduct follow-up visits to verify compliance and identify opportunities for improvement to ensure proper implementation. We also conduct an environmental noise analysis study, complying with the requirements established by the environmental authority.



GRI INDICATORS

GRI Table of Contents

Declaration of use

We have presented the information cited in this table of contents for the period from January to December 2024, using the Global Reporting Initiative (GRI) Standards as a reference.

GRI 1 used GRI 1: Fundamentals 2021

GRI STANDARD 1. GENERAL CONTENTS

THE ORGANIZATION AND ITS REPORTING PRACTICE

Location

GRI 2: General Contents 2021	2-1 Organizational details	4
	2-2 Entities included in the sustainability reporting	30
	2-3 Reporting period, frequency, and point of contact	32
	2-4 Updating information	The content is presented in the same terms as previous years.
	2-5 Verificación externa	This report has not been subject to external verification.

ACTIVITIES AND WORKERS

GRI 2: General Contents 2021	2-6 Activities, value chain, and other business relationships	15, 53
	2-7 Employees	66

GOVERNANCE

GRI 2: General Contents 2021	2-9 Governance Structure and Composition	24
	2-10 Appointment and Selection of the Highest Governing Body	24
	2-11 Chair of the Highest Governing Body	24
	2-12 Role of the Highest Governing Body in Oversight of Impact Management	24
	2-13 Delegation of Responsibility for Impact Management	24
	2-14 Role of the Highest Governing Body in Sustainability Reporting	24
	2-15 Conflicts of Interest	19

ETHICS AND INTEGRITY

GRI 2: General Contents 2021	2-16 Communication of critical concerns	30
	2-17 Collective knowledge of the highest governing body	19

GRI 2: General Contents 2021	2-19 Compensation Policies	69
	2-20 Process for Determining Compensation	69

STRATEGY, PRACTICES AND POLICIES

GRI 2: General Contents 2021	2-22 Declaration on Sustainable Development Strategy	6
	2-23 Commitments and Policies	10, 11, 20, 28, 51, 61, 66, 70, 80, 84, 86
	2-24 Incorporation of Commitments and Policies	10, 20, 28, 51, 61, 66, 70, 80, 84, 86
	2-25 Processes for Remediating Negative Impacts	42, 46, 53, 80
	2-26 Mechanisms for Seeking Advice and Raising Concerns	30
	2-27 Compliance with Laws and Regulations	20
	2-28 Membership of Associations and Recognition	12-16

STAKEHOLDER PARTICIPATION

GRI 2: General Contents 2021	2-29 Approach to stakeholder participation	30
	2-30 Collective bargaining agreements	Banco del Pacífico does not have employees covered by collective bargaining agreements.

CORPORATE ETHICS AND RESPONSIBLE GOVERNANCE

Management approach	3-3 Management of material issues	18, 20, 24
GRI 2: General Contents 2021	205-2 Communication and training on anti-corruption policies and procedures	20

SUSTAINED FINANCIAL MANAGEMENT AND ECONOMIC GROWTH

Own Material Topics 2021	3 -3 Management approach	36
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	41

BUSINESS LEADERSHIP AND VALUE GENERATION

Management approach	3-3 Management Approach	24
GRI 203: Indirect economic impacts 2016	203-1 Investments in infrastructure and supported services	80
	203-2 Significant indirect economic impacts	56

SUSTAINABLE TALENT MANAGEMENT AND ORGANIZATIONAL WELL-BEING

Own Material Topics 2021	3-3 Management Approach	66
GRI 401: Employment 2016	401-2 Benefits for full-time employees that are not provided to part-time or temporary employees	70

GRI 401: Employment 2016	401-3 Parental Leave	70
	403-1 Occupational Health and Safety Management System	72
GRI 403: Occupational Health and Safety 2016	403-3 Occupational Health Services	72
	403-4 Worker Participation, Consultation, and Communication on Occupational Health and Safety	72
	403-5 Worker Training on Occupational Health and Safety	72
	403-6 Worker's Health Promotion	72
	403-8 Occupational Health and Safety Management System Coverage	72
	403-9 Workplace's Injuries	72
	403-10 Occupational Illnesses and Diseases	72
GRI 404: Training and Education 2016	404-1 Average Training Hours Per Year per Employee	68
	404-2 Employee Skills Development and Transition Assistance Programs	68
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governing bodies and employees	77

CORPORATE SOCIAL RESPONSIBILITY, SOCIAL INVESTMENT AND COMMUNITY DEVELOPMENT

Material Topics 2021	3-3 Management Approach	84
GRI 413: Local Communities 2016	413-1 Operations with local community participation, impact assessments, and development programs	56, 84

INTEGRAL RISK MANAGEMENT

Own material topics 2021	3-3 Management Approach	20
GRI 205: Anti-corruption 2016	205-1 Operations assessed based on corruption-related risks	21, 42, 46
GRI 206: Unfair Competition 2016	206-1 Legal actions related to unfair competition, monopolistic practices, and anti-competitive practices	18

INFORMATION SECURITY AND RESPONSIBILITY WITH OUR CUSTOMERS

Own material topics 2021	3-3 Management Approach	51, 61, 63
GRI 417: Marketing and labeling 2016	417-1 Requirements for Product and Service Information	55
GRI 418: Customer privacy 2016	418-1 Substantiated Complaints About Customer Privacy Violations and Data Loss	55

INNOVATION AND DIGITAL TRANSFORMATION FOR COMPETITIVENESS

Own Material Topics 2021	3-3 Management approach	53
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CUSTOMER-CENTRIC EXPERIENCE AND VALUE STRATEGY

Own Material Topics 2021	3-3 Management Approach	50
GRI 301: Materials 2016	416-1 Evaluating the Impact of Products and Services on Health and Safety	15

SUSTAINABILITY AND SUSTAINABLE FINANCE

Own Material Topics 2021	3-3 Management Approach	36
	Implementation, monitoring, and evaluation of SARAS	45

INCLUSIVE AND SUSTAINABLE FINANCIAL DEVELOPMENT

Own Material Topics 2021	3-3 Management Approach	80
GRI 203: Indirect Economic Impact 2016	203-2 Indirect Economic Impact	56
	Microcredit programs, mobile banking in rural areas, or fintech platforms for people with no credit history.	56
GRI 413: Local Communities 2016	413-1 Operations with community participation	56, 84
GRI Sector's Supplement	FS7 Products and services designed to benefit low-income communities	41
	FS13 Accessibility	14

FINANCIAL EDUCATION

Own Material Topics 2021	3-3 Management Approach	80
	Financial Education Programs	80, 81, 82, 83
	Scope of financial education programs	80, 81, 82, 83

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Own Material Topics 2021	3-3 Management approach	86
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ENVIRONMENTAL FOOTPRINT

Own Material Topics 2021	3-3 Management Approach	86
GRI 302: Energy 2016	302-1 Energy Consumption within the Organization	81
GRI 306: Waste 2020	303-5 Water Consumption	81



Banco del Pacífico

www.bancodelpacifico.com