DECALOGUE OF SAFETY AND HEALTH AT WORK

In the Occupational Health and Safety department, we manage the health care of employees and their productive capacity, reducing occupational risks through self-care and safe practices at work.

OH&S Policy and Regulations

We are committed to the safety and well-being of our employees, contractors, and anyone under our supervision. Our Occupational Health and Safety policy is applicable to all our operations and complies with relevant national and international regulations, as well as applicable voluntary standards and collective agreements.

We encourage the consultation and participation of our employees and their representatives in the identification of risks, the implementation of preventive measures and the continuous improvement of our OSH management system. To this end, we set quantifiable objectives, prioritize action plans and promote a culture of prevention in all our areas of work.

As part of our commitment to sustainability and improving organizational performance, we report our OSH progress within the framework of key indicators used in assessments such as the Dow Jones Sustainability Index (DJSI). This allows us to continuously evaluate and optimize our performance metrics, ensuring responsible management aligned with industry best practices.

Our Executive Management endorses and promotes the implementation of this policy, ensuring its integration into our corporate strategy and its alignment with our values of well-being and sustainability.

OH&S Management System Objectives

In accordance with the Occupational Health and Safety policy, the following objectives of the Management System were structured:

Policy Guideline	SST 2025 Goal	Indicator	Indicator Value
Commitment to legal compliance, implementation and continuous improvement of the Occupational Health and Safety Management System (OH&S Management System) / Comply with current national regulations applicable to Occupational risks.	Maintain the Occupational Health and Safety Management System in compliance with the applicable regulations.	% Compliance with minimum requirements (Final audit report).	97,50%

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Identify hazards, evaluate inherent risks and establish the respective controls, to prevent occupational accidents and diseases and promoting health at work	Ensure the management of hazards and risks to prevent workplace accidents and occupational diseases.	% compliance with the annual OSH work plan	99%

Policy Guideline	SST 2025 Goal	Indicator	Indicator Value
Identify hazards, evaluate and assess inherent risks and establish the respective controls, in order to prevent work accidents, occupational diseases and promote health at work/generate a safe and healthy work environment, in which it protects the physical integrity and health of its employees/ Protect the safety and health of all employees.	Controlling the incidence of occupational disease	Incidence rate of Occupational Disease.	5
Identify hazards, evaluate and assess inherent risks and establish the respective controls, in order to prevent occupational accidents, occupational diseases and promote health at work/generate a safe and healthy work environment, in which it protects the physical integrity and health of its employees/ Protect the safety and health of all employees/ collaborators.	Controlling the frequency of accidents at work	Occupational Accident Frequency Rate	42
Evaluate, manage and control occupational risks that may affect occupational health and safety, in order to generate a safe and healthy work environment, in which physical integrity is protected / Comply with current national regulations applicable to occupational risks / Contribute to the fulfillment of the strategic objectives of the Organization Likewise.	Ensure business continuity through the execution of the emergency prevention, preparedness and response program	% Implementation of the Emergency Prevention, Preparedness and Response Program Work Plan	97,1%
Anticipate, recognize, evaluate, manage and control occupational risks that may affect safety and health at work, to generate a safe and healthy work environment, in which it protects the physical integrity and health of its employees, contractors, subcontractors.	Ensure compliance with OSH requirements for suppliers and purchasing.	% Execution of the work plan of the Suppliers and Purchases Program	100%

To provide safe and healthy working conditions, seeking to promote people's quality of life / achieve the objectives set and create an awareness and culture of self-care and protection of the population to which it is applied.	To encourage training activities in disease prevention and the promotion of healthy lifestyles.	% of compliance with the training and education plan + % Communications Plan Compliance / 2	97,33%

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Responsibilities in relation to the Occupational Health and Safety Management System

In accordance with the commitment of all levels of the organization to Occupational Health and Safety, the following responsibilities are defined for the fulfillment of all.

- Learn about the policies regarding the OHS SG.
- Take care of your overall health and well-being.
- Provide clear, truthful and complete information about your state of health.
- Immediately report any accidents or incidents at work to your leader.
- Participate in the prevention of occupational risks through the COPASST committees.
- Report the risk conditions detected to your leader.
- It complies with the rules, regulations and instructions of the Occupational Health and Safety Management System (OHS-MS).
- Participate in evacuation drills.

Hazards and Risks in the Workplace

At our bank, we manage occupational health and safety through a structured approach based on hazard identification, risk assessment and incident investigation.

We implement an Occupational Health and Safety Management System (OH&S-MS) based on Colombian regulations, guaranteeing a safe work environment for our employees.

To identify hazards, we carry out periodic inspections at the facilities, surveys of employees and analysis of working conditions, in order to detect potential risks.

We use qualitative and quantitative risk analysis methodologies to prioritize and mitigate threats.

In terms of risk assessment, we apply the risk matrix to classify and manage hazards related to ergonomic, psychosocial, biological and physical factors. In addition, we promote operational controls and specific action plans to minimize exposure to occupational risks.

Potential occupational safety and health hazards have been identified:

Biomechanics Hazards:

- Inadequate design of the workstation.
- Repetitive movements (fingering).
- Prolonged and inappropriate postures.

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Psychosocial:

- Characteristics of the task and the role.
- Labor Demands.
- Social relations and leadership.

Physical:

- Poor or excessive lighting.
- Thermal discomfort (cold or heat).
- Noise (perception).

Electrical:

- Exposed wiring.
- Temporary electrical installations in poor condition.

Mechanical:

- Elements or parts of work tools that can generate blows.
- Tools in poor condition such as drawers, chairs, among others.

Locative:

- Uneven work surfaces.
- Unfavorable conditions of order and cleanliness.
- Storage systems and insufficient space.

Prevention Measures

To strengthen our Occupational Health and Safety Management System, we have developed a comprehensive plan that includes the planning and definition of OH&S policies, indicators and objectives, as well as the development of work plans for the different surveillance and prevention programs.

These include psychosocial surveillance systems and prevention of musculoskeletal disorders, industrial safety and hygiene, occupational medicine and reintegration processes, emergency preparedness and response, strategic road safety plan and public risk management. In addition, we worked on the Pregnancy and Breastfeeding Support Program, the communication and training plan in OSH, the strengthening of employee participation committees such as COPASST, the Coexistence Committee and the Road Safety Committee, and the program for suppliers and contractors.

According to what has been identified, here are some of the strategies implemented to reduce the occurrence of occupational accidents and occupational diseases in the Bank:

Biomechanics:

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Belonging to the Epidemiological Surveillance System for the Prevention of Musculoskeletal Disorders, such as:

- Design of workstations.
- Active and cognitive breaks.
- Ergonomic inspections.
- Schools on musculoskeletal health.
- Training in postural hygiene.
- Recommendations on the use of workstations (Desk, computer, keyboard, mouse, chair and footrests).
- Job analysis.
- Definition of job standards according to type of task.

Psychosocial:

Belonging to the Psychosocial Epidemiological Surveillance System, such as:

- Application of psychosocial risk battery.
- Psychosocial inspections.
- Job analysis.
- Primary Prevention and/or Secondary Intervention: Workshops, trainings and promotion and prevention activities).
- Secondary prevention: Follow-up of cases, orientation to leaders, monitoring and surveillance for absenteeism.

Mechanical, Electrical, Physical and Locative:

Belonging to the Industrial Safety program, such as:

- Activities for the prevention of incidents and accidents at work.
- Safety inspections and training.
- Socialization of Fall Standards.
- Days of Order and Cleanliness (cleaning and hygiene of the workspace).

Emergency Preparedness and Response

Actions and procedures for dealing with a claim in order to reduce damage to human and material factors.

A situation that can be caused by a natural phenomenon of human origin and/or fortuitous situations.

- Emergency Plan Document (Emergency Structure: Incident Command System (command, planning, operations, logistics and administration/finance).
- Socialization of the Emergency Plan.
- Training of the Emergency Brigade.
- Evacuation exercise and/or desktop simulation.

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Design of intervention programs

Currently, the intervention activities associated with the related preventive measures are established through the hierarchy of risk (source, medium and person), taking into account the processes, the tasks of the positions and the duration of the working day.

The working schedule is in accordance with the provisions established by Colombian regulations to date (44 hours per week). Currently, part-time work arrangements are not part of the employment model due to operational needs.

Pregnancy and Breastfeeding Support Program

Our program provides the necessary support during the processes of pregnancy, breastfeeding and return to work.

The program encourages and facilitates breastfeeding for the Bank's employees, safely and in a healthy and welcoming work environment.

It applies to pregnant women up to 24 months after the birth of the baby, who are linked to the bank. Training and talks associated with childcare, infant and maternal care are included.

Occupational Health and Safety Disability Reporting

Disability Leave Reports:

From Occupational Safety and Health, the filing is made with the Health Promoter Entity - EPS to later carry out the capture in the established system.

Alleged Accident or Work Incident in:

According to the OSH Responsibilities, if it is considered that the event may be a work accident, it must be reported immediately, informing the immediate leader and the Directorate of Safety and Health at Work -OSH of your area, through the established and socialized channels.

Health Conditions: Medical Recommendations or Restrictions

The employee must report the recommendation or medical condition (medical support, among others) to the Bank's occupational health and safety directorate (OHS) to the Bank's occupational health and safety department.

If the employee wishes to inform or provide management support to Human Talent and/or the Occupational Health and Safety Directorate (OHS) of the area, he/she must send a Medical History and attach authorization or informed consent for its review.

Unsafe Conditions

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There is an email address where the employee can report the different unsafe or special conditions, which they identify in the workplace, bank or home, to the "Safety and Health at Work" mailbox.

Employee Engagement, Consultation and Communication

We guarantee the participation of our employees in the Occupational Health and Safety Management System (OH&S-MS) through different consultation, communication and decision-making mechanisms:

Joint Occupational Health and Safety Committee (COPASST):

- It supervises the Occupational Health and Safety Management System (OH&S-MS), proposes improvements and participates in investigations of occupational accidents.
- Representatives on behalf of the collaborators (4) and on the part of the employer (4) with their respective alternates, there is a committee per zone, monthly meetings are held.

Emergency Operating Committee – COE:

- Coordinates prevention and response actions in emergencies.
- Made up of leaders of Administrative Resources, Human Talent, Banking Security, OSH, among others.

Labor Coexistence Committee:

- It prevents workplace harassment, manages complaints and promotes coexistence.
- Representatives on behalf of the collaborators (2) and on the part of the employer (2) with their respective alternates, there is a committee per zone, quarterly meetings are held.

Road Safety Committee:

- Generate awareness in the prevention of Road Safety in employees to achieve the objectives established in the Strategic Road Safety Plan - PESV.
- Raise, design, implement, and measure the actions and/or activities of the work plan of the Strategic Road Safety Plan - PESV.
- Surveillance and monitoring of compliance with the policy and the Strategic Plan for Road Safety.

Promotion of the Health and Well-being of Employees

We guarantee that our employees have the necessary time to attend medical appointments and procedures, regardless of whether they are scheduled by their EPS, policy or prepaid medicine service. Each leader manages these permissions and, when necessary, Human Talent and OSH provide support to ensure compliance. We offer health promotion programs:

- Health Week: Annual event with talks and activities on wellness, disease prevention and healthy eating.
- Blood Donation Day: Spaces in our facilities where health entities facilitate the collection of donations.
- Executive Check-Up Program: Specialized medical exams for senior management, middle management, and management.
- Nutritional Challenge: Accompaniment in healthy habits for overweight or obese employees.

We offer recreational sports activities:

- **Bowling Tournament:** through calls launched in the cities of Cali, Barranquilla, Bogotá, Pereira and Medellín, bowling tournaments were held for registered collaborators with the aim of promoting camaraderie and teamwork among collaborators.
- **Family Cinema Days:** through calls launched in the cities of Cali, Barranquilla, Bogotá and Medellín, film days were held in which each registered collaborator was allowed to bring a guest, in this way, we provided a space for collaborators to enjoy quality time with their families.
- **Beach Volleyball Tournament:** Through calls launched in the city of Cali, beach volleyball championship days were held so that employees could form teams and participate; promoting physical activity and sportsmanship.
- **Volunteering and ecological walks:** ecological volunteering activities were carried out with WWF to generate an environmental impact by planting trees. These activities were carried out through calls for collaborators. These activities reinforce commitment to the community and foster a sense of social responsibility among employees.