



DECALOGUE OF OCCUPATIONAL HEALTH AND SAFETY

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

OSH Policies 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 bargaining 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 establish quantifiable objectives, prioritize action plans and promote a culture of prevention in all our work areas.

As part of our commitment to sustainability and improving organizational performance, we report our OSH progress against 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 supports and drives the implementation of this policy, ensuring its integration into our corporate strategy and its alignment with our values of well-being and sustainability.

OHS Objectives

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

Policy Guideline	OHS Target 2024	Indicator	Value Indicator
Commitment to legal compliance, implementation and continuous improvement of the Occupational Safety and Health Management System (OSHMS) / Comply with current national regulations applicable to occupational hazards.	Maintain the Occupational Health and Safety Management System in compliance with applicable regulations.	% progress of the OHS - % compliance with minimum requirements.	97%
Identify hazards, evaluate and assess the inherent risks and establish the respective controls, in order to prevent occupational accidents and diseases and promote occupational health.	Ensure the management of hazards and risks to prevent occupational accidents and diseases.	% compliance with work plan	99%

Policy Guideline	OHS Target 2024	Indicator	Value Indicator
Identify hazards, evaluate and assess the inherent risks and establish the respective controls, in order to prevent occupational accidents, occupational diseases and promote occupational health/generate a safe and healthy work environment that 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	2
Identify hazards, evaluate and assess the inherent risks and establish the respective controls, in order to prevent occupational accidents, occupational diseases and promote occupational health/generate a safe and healthy work environment that protects the physical integrity and health of its employees/ Protect the safety and health of all employees.	Control the frequency of occupational accidents	Occupational Accident Frequency Rate	57
Evaluate, manage and control occupational risks that may affect safety and health at work, in order to generate a safe and healthy work environment, in which physical integrity is protected / Comply with current national regulations applicable to occupational hazards / Contribute to the fulfillment of the strategic objectives of the Organization Equally.	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%
Anticipate, recognize, evaluate, manage and control occupational risks that may affect safety and health at work, in order to generate a safe and healthy work environment, protecting the physical integrity and health of its employees, contractors and subcontractors.	Ensure compliance with OHS requirements for suppliers and purchasing.	% execution of the supplier and purchasing program work plan	99%
To provide safe and healthy working conditions, seeking to promote the quality of life of people / achieve the objectives set and create an awareness and culture of self-care and protection of the population to which it applies.	Encourage training activities on disease prevention, occupational accidents and promotion of healthy lifestyles.	% compliance with the training plan + % compliance with the communications plan / 2	98%

Responsibilities for the Occupational Health and Safety Management System

In accordance with the commitment of all levels of the organization to Occupational Safety and Health, the following responsibilities are defined for the fulfillment of all. Conoce las políticas referentes al SG SST.

- Know the policies regarding the OHS.
- Take integral care of your health.
- Provide clear, truthful and complete information about your health condition.
- Immediately report any accident or work incident to your leader.
- Participate in the prevention of occupational hazards through the joint committees of Occupational Safety and Health (COPASST).
- Report detected risk conditions to your leader.
- Complies with the rules, regulations and instructions of the Occupational Safety and Health Management System (OHS).
- 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 Safety and Health Management System (OHS) based on Colombian regulations, ensuring a safe working environment for our employees.

To identify hazards, we conduct periodic inspections of the facilities, employee surveys, 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 hazards.

Potential occupational health and safety hazards have been identified:

Biomechanical:

- Inadequate workstation design.
- Repetitive movements (typing).
- Prolonged and inadequate postures.

Psychosocial:

- Task and role characteristics.
- Job demands.
- Social relationships and leadership.

Physical:

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

Electrical:

- Exposed wiring.
- Temporary and poorly maintained electrical installations.

Mechanical:

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

Locative:

- Irregular work surfaces.
- Unfavorable conditions of order and cleanliness.
- Insufficient storage systems and spaces.

Prevention Measures

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

These include psychosocial surveillance systems and prevention of musculoskeletal disorders, industrial safety and hygiene, occupational medicine and reincorporation processes, emergency preparedness and response, strategic road safety plan, and public risk management. We also worked on the program for pregnant and breastfeeding women, the OSH communication and training plan, 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, we present some of the strategies implemented to reduce the occurrence of occupational accidents and occupational diseases in the Bank:

Biomechanical:

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.
- Postural hygiene training.

- Recommendations on the use of workstations (desk, computer, keyboard, mouse, chair and footrest).
- Analysis of workstations.
- Definition of workstation 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, training and promotion and prevention activities).
- Secondary prevention: Follow-up of cases, guidance to leaders, monitoring and surveillance for absenteeism.

Mechanical, Electrical, Physical and Locative:

Pertaining to the Industrial Safety program, such as:

- Incident and occupational accident prevention activities.
- Safety inspections and training.
- Socialization of the Fall Standard.
- Order and Cleanliness Days (cleanliness and hygiene of the work space).

Emergency Preparedness and Response

Actions and procedures for the attention of a disaster in order to reduce damage to human and material factors.

Situation that may 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 desk simulation.

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 workday.

The working hours are as stipulated in Colombian regulations to date (44 hours per week) with all employees working full time, on the understanding that no part-time or hourly employees are hired.

Pregnant women and breastfeeding program

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

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

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

Reports to Occupational Safety and Health

Disability Reports

From Safety and Health at Work, the filing is made with the Health Insurance Company - EPS for subsequent 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 notified immediately, informing the immediate leader and the Occupational Safety and Health Management - OSH of your area, through the established and socialized channels.

Health Conditions: Medical Recommendations or Restrictions

The employee must report to the Occupational Health and Safety Department -SST the medical recommendation or condition (medical supports, among others) to the Bank's occupational physician's mailbox.

If the collaborator wishes to inform or provide management support to Human Resources and/or the Occupational Health and Safety Management -OHS of the area, he/she must send Medical History and attach authorization or informed consent for its review.

Unsafe Conditions

There is an e-mail address where the collaborator can report the different unsafe or special conditions identified in the workplace, Bank or home, to the "Safety and Health at Work" mailbox.

Employee Involvement, Consultation and Communication

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

Joint Occupational Health and Safety Committee - COPASST:

- Supervises the Occupational Health and Safety Management System - SG-SST, proposes improvements and participates in investigations of occupational accidents.

- Representatives on behalf of the employees (4) and on behalf of the employer (4) with their respective alternates, there is one committee per zone, monthly meetings are held.

Emergency Operations Committee - COE:

- Coordinates emergency prevention and response actions.
- Composed of leaders of Administrative Resources, Human Resources, Bank Security, SST, among others.

Labor Coexistence Committee:

- Prevents workplace harassment, handles complaints and promotes coexistence.
- Representatives on behalf of the employees (2) and on behalf of the employer (2) with their respective alternates; there is one committee per zone; quarterly meetings are held.

Road Safety Committee:

- Generate awareness in the prevention of Road Safety among employees to achieve the objectives established in the Strategic Road Safety Plan - PESV.
- Proposes, designs, implements and measures 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 Road Safety Plan.

Promoting Employee Health and Wellness

We ensure 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 medical service. Each leader manages these leaves and, when necessary, Human Resources 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 Checkup Program: Specialized medical examinations for senior management, middle management and directors.
- Nutritional Challenge: Support in healthy habits for overweight or obese employees.

We offer recreational sports activities:

- **Bowling Tournament:** through calls launched in the cities of Cali, Barranquilla, Bogota, Pereira and Medellin, bowling tournaments were held for registered employees in order to promote camaraderie and teamwork among employees.

- **Family Movie Days:** through calls launched in the cities of Cali, Barranquilla, Bogota and Medellin, movie days were held in which each registered employee was allowed to bring a guest, thus providing a space for employees to enjoy quality time with their families.
- **Beach Volleyball Tournament:** through calls launched in the city of Cali, beach volleyball tournaments 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 the commitment to the community and foster a sense of social responsibility among employees.