

Sustainability report
for **Grupo Popular**
and **Banco Popular Dominicano**
2024



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01

Letters from the Presidents

GRI 2-22



It is my pleasure to present our 2024 Sustainability Report, which highlights the progress, commitments, and results achieved in the responsible management of our business. This report gathers the actions we have taken to contribute to the sustainable development of our country and the well-being of the communities we serve.

At Banco Popular Dominicano, we reaffirm our commitment to sustainable development and to creating economic, social, and environmental value for all our stakeholders. As a signatory member of the United Nations Environment Programme Finance Initiative (UNEP FI), we work in alignment with the Principles for Responsible Banking and the Sustainable Development Goals (SDGs), promoting sustainability through every decision and financial product we offer.

Throughout this year, we have strengthened our determination to advance toward a greener, more inclusive, and more responsible economy. We achieved an approved amount of US\$490.9 million in renewable energy projects, of which US\$224.4 million were disbursed, enabling a significant expansion of the country's installed capacity. As a result, we reached a cumulative total of 689.2 MW of generation from solar, wind, and biomass sources, reinforcing our contribution to the national energy transition.

In 2024, we deepened our commitment to sustainable financing through the consolidation of Banco Popular's Hazte Eco portfolio, which promotes financial solutions for the adoption of responsible practices. This effort was complemented by the first loan dedicated to energy efficiency equipment, expanding our reach and reaffirming our commitment to innovative initiatives that foster a resilient, low-emission economy.



It is an honor to present the sixth Sustainability Report of our organization, which details our performance and the goals achieved in 2024 across the environmental, social, and governance (ESG) pillars. This report has been prepared in accordance with the standards of the Global Reporting Initiative (GRI), the United Nations Global Compact, and the Sustainable Development Goals (SDGs). It reflects our steadfast commitment to collective well-being and to sustainable development in all our areas of action.

The subsidiaries of Grupo Popular played an essential role in strengthening our sustainability strategy and our digital transformation. AFP Popular consolidated its leadership through responsible investment management focused on the energy transition and sustainable development. During 2024, it acquired equity interests in EGE Haina, AES Dominicana, Cementos Progreso (formerly Cemex), and in the hotels Paradisus Palma Real and Zel Punta Cana, reaffirming its commitment to portfolio diversification and to driving strategic sectors of the national economy.

It also reinforced its leadership in sustainability by participating as an institutional investor in the first green bond issued by the Dominican banking sector, allocating 35% of this investment to the Coastal Solar project, the largest photovoltaic park in the country, which helps reduce approximately 120,000 tons of CO₂ per year.

Meanwhile, the subsidiaries Qik, GCS Systems, and Servicios Digitales Popular made strong progress in promoting financial inclusion and the digitalization of the payments system. Qik expanded its service network by enabling over 700 businesses nationwide to operate as sub-agents in partnership with GCS Systems, thus broadening access to basic financial services. Through the Crea Crédito program, more than 2,500 Dominicans gained access to formal credit for the first time, while Qik Account surpassed 378,000 accounts and RD\$20,488 million in deposits, along with more than 209,000 savings goals created. Through Servicios Digitales Popular, 41,888 affiliated locations were reached and 55,895 payment terminals installed, increasing the availability of electronic methods and reaffirming Grupo Popular's commitment to a more agile, accessible, and sustainable financial ecosystem.

During the past year, Fundación Popular strengthened its commitment to climate action and sustainability through initiatives focused on mitigation, adaptation, and awareness. One hundred hectares were reforested in the Yaque del Norte and Ozama Alto river basins, with the participation of more than 660 volunteers, contributing to an estimated capture of 29,300 tons of CO₂.

One of the major achievements of this year was the growth recorded in the hybrid and electric vehicle category, with 216 loans granted—an increase of 44% over the previous year. In terms of disbursements, we reached RD\$531 million, the highest amount since 2022. This outcome reflects the growing trust of our clients and the Bank's commitment to sustainable mobility and environmental innovation.

We also took a major step forward with the issuance of the first tranche of our green bond, approved by the Superintendency of the Securities Market, for RD\$300 million, within a total authorized program of RD\$2.5 billion. The proceeds were allocated to finance a solar energy project with an installed capacity of approximately 131 MWp, thereby strengthening our green portfolio and contributing to the increase of clean energy generation in the country.

In 2024, we also achieved another milestone with the creation of the Environmental and Social Risk Department (A&S), which will play a key role in implementing the Environmental and Social Risk Analysis System (ESRMS). This new department is part of the Operational Risk Area, under the Division of Anti-Money Laundering and Emerging Risk Analysis, reinforcing our management and control processes under a comprehensive sustainability framework.

At Banco Popular Dominicano, we remain committed to promoting initiatives that accompany our clients and communities in the transition toward a greener, more inclusive.

In an increasingly digital environment, cybersecurity and information protection have become strategic priorities. This year, our Security Operations Center (SOC) was admitted to FIRST, the world's leading organization for incident response teams, which will enable us to strengthen our capabilities through access to world-class knowledge, techniques, and best practices.

As part of our contribution to the cultural legacy of the Dominican Republic, we allocated more than US\$5 million (equivalent to over RD\$315 million) to develop and launch the Centro Cultural Taíno Casa del Cordón. Inaugurated in November 2024, as part of the Bank's 60th anniversary, this space stands as a benchmark for preserving national heritage and promoting Dominican roots.

These achievements reaffirm our vision of sustainable leadership and our determination to continue innovating in financial solutions that balance economic and social growth with environmental protection. At Banco Popular Dominicano, we remain committed to promoting initiatives that accompany our clients and communities in the transition toward a greener, more inclusive, and resilient future—dedicated to the sustainable development of our nation and the well-being of future generations.

 **Christopher Paniagua**
Executive President Banco Popular

Additionally, support was provided for the construction of artificial wetlands in Jarabacoa and Pedro Brand, benefiting more than 1,500 people and improving sustainable water management. In the educational sphere, more than 1,100 people participated in 25 training activities on climate change and sustainability, helping to build national leadership capacity in environmental and social matters.

Education and training continue to be fundamental pillars of our institutional vision. In 2024, we reaffirmed our commitment to sustainability and financial inclusion through a variety of educational programs, consolidating 146 active partnerships with educational institutions, business associations, international organizations, and other key entities within the social ecosystem.

Without a doubt, 2024 was a year of substantial progress that strengthens our roadmap to further consolidate our role as promoters of sustainability. With innovation, dedication, and a clear vision for the future, we will continue to work with determination to contribute to economic, social, and environmentally responsible development for the benefit of Dominican society as a whole.

In 2024, we reaffirmed our **commitment to sustainability and financial inclusion** through a variety of **educational programs**, consolidating **146 active partnerships** with educational institutions, business associations, international organizations, and other key entities within the social ecosystem.



 **René Grullón F.**
Executive President Grupo Popular

02

This year marks a milestone in our commitment to transparency in sustainability disclosures.

About this report

GRI 2-1, GRI 2-2, GRI 2-3, GRI 2-5

This year marks a milestone in our commitment to transparency in sustainability disclosures. Our commitment has always been to be an active business actor, contributing to sustainable development and supporting the transition to a cleaner economy.

Transparent communication with all stakeholders about our environmental, social and governance (ESG) achievements and challenges contributes to this objective. For this reason, we present our sustainability report for the fifth consecutive year, corresponding to the period between January 1 and December 31, 2024. The information presented was consolidated by the Sustainability and Responsible Banking Division of Grupo Popular, which participates and monitors the reporting areas of the institution and its different subsidiaries. In the report, we disclose the environmental, social, economic, and corporate governance management of Grupo Popular and its 12 subsidiaries in the Dominican Republic and Panama, with a focus on:



This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, including the contents of the Financial Services sector guide. It also responds to the Responsible Banking Principles (PBR) of the United Nations Environment Program Financial Initiative (UNEP-FI), in compliance with the commitments assumed by Banco Popular since 2019. Finally, the report includes our contribution to meeting the goals set in the Sustainable Development Goals (SDGs). Additionally, we have begun collecting and reporting information in accordance with the SASB Standards, in line with the best international reporting practices. Finally, the report details our contribution to the achievement of the Sustainable Development Goals (SDGs). This report includes an independent limited assurance statement provided by KPMG.

For any question or requirement related to this report, please contact:

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Double Materiality Assessment

Principle 2.1, GRI 3-1

To adapt to the constant changes in the field of sustainability, we update our materiality assessment every two years. The analysis supporting this report was conducted in 2024. In each update, we apply the double materiality approach, evaluating both our impacts as a financial group on the economy, society, and the environment, as well as the risks and opportunities related to environmental, social, and governance (ESG) issues that may affect our financial performance.

Our update process is structured into four phases:

- 1. Context analysis and identification of potentially material topics**
- 2. Sessions with internal leaders**
- 3. Stakeholder engagement**
- 4. Prioritization and validation**

For more details on the four phases of the update process, please refer to our [2023 Sustainability Report](#), page 4.



Material topics

GRI 3-2, GRI 2-4

Corporate governance, ethics and compliance	Inclusion and financial education
Sustainable products and service	Social investment and community development
Assessment of socio-environmental risks of the portfolio	Management and well-being of human talent
Fintech and digital innovation	Climate strategy
Cybersecurity, information security and consumer protection	Eco-efficiency
Customer experience and satisfaction	Public Policy Advocacy

As a result of the update to our double materiality assessment conducted in 2024, two new material topics were identified: customer satisfaction and public policy engagement. In this edition of the report, we have begun disclosing GRI and SASB indicators related to these topics, in line with our commitment to align reporting with international sustainability standards.

Who are our stakeholders and how do we relate to them?

Principle 4.1, GRI 2-29

At Grupo Popular we are aware of the importance of listening to and integrating the perspectives and expectations of our stakeholders in our decisions and operations. We know that, through close and solid relationships, we can promote our sustainable business model, to guarantee mutual trust and achieving the expected performance.

Starting from the principles of the Global Compact and our Corporate Governance premises, we identify the interest groups on which our operations can impact, directly or indirectly. In this way, we have defined the following foundations for each interest group, emphasizing the relevance of maintaining an active relationship with each of them:

Communication with interest groups



Shareholders

Ensure that you defend and protect their interests.



Clients/users

Treat clients or users with the principles of fair treatment, equity, transparency, and responsibility, caring for and prioritizing their interests as if they were our own, guaranteeing equal treatment between clients in similar situations.



Directors

We act in line with the purpose, values, and standards of conduct of Grupo Popular, S.A., ensuring compliance with the Principles of Corporate Governance.



Staff

Guarantee respect and compliance with labor and social security regulations, build dignified and fair labor relations, and promote professional development in an appropriate physical, professional, and ethical environment.



Suppliers

Extend good governance practices to suppliers, establish contracting rules that guarantee, among others, fair, equitable, transparent, and responsible treatment.



Regulators

Maintain a relationship with regulators based on the principles of constant information, transparency, cooperation, commitment, and responsibility.



Society

Apply, as possible, the criteria of corporate social responsibility, sustainability and socially responsible investment provided for in the Governance Principles.



Guilds and associations

Be part of and collaborate with unions and associations to achieve joint objectives.



Communication with interest groups takes place at different intervals, depending on the nature of each group. For example, in the case of our clients and users, employees, suppliers, shareholders and society, communication occurs continuously. For its part, communication with regulators is carried out as established by the requirements.

The communication channels, as well as the main topics discussed, vary according to the needs of each group. For example, we make the Customer Voice channel available to our clients as a way for them to express their comments, complaints, suggestions, as well as tell their satisfactory or unsatisfactory experiences, related to the handling of their products or the service received from our staff. We analyze each of the cases received to provide the required advice.

For more information about the different mechanisms and topics covered by communications with stakeholders, see our 2023 Sustainability Report, page 5.

Principles of Responsible Banking and associated interest groups

Finally, in accordance with the Principles of Responsible Banking, we have related each of its principles to the relevant interest group, according to their relevance, contribution, and impact:

Principle	Relevant interest group
Principle 1: Alignment	All
Principle 2: Impact and goal setting	All
Principle 3: Clients and consumers	Clients / users / suppliers / staff
Principle 4: Interest groups	All
Principle 5: Governance and culture	Shareholders / staff / regulators
Principle 6: Transparency and responsibility	All

03

In the Dominican Republic, we proudly lead the financial sector. We stand out as pioneers in innovation, setting the standard nationwide.

Subsidiaries and value chain

Principle 1.1, GRI 2-1, GRI 2-6

We are the largest financial group in the Dominican Republic, positioning ourselves as pioneers in innovation at a national level.

We provide financial services to individuals, SMEs, companies and institutions in the Dominican Republic and Panama. The operations of 11 of our 12 subsidiaries are carried out in the Dominican Republic. With offices in the metropolitan area of Santo Domingo, in the north and in the southeastern interior of the country. Additionally, through Popular Bank Ltd., we operate in Panama City.

Our mission, vision and values respond to the cross-cutting **commitment to maintain ethical conduct** in all our actions and decisions, having an **administrative model** whose strategies have a favorable **impact on all the people** with whom we interact.

Grupo Popular, S. A. is an economic and financial entity that operates under the General Law of Commercial Companies and Limited Liability Sole Proprietorships and its amendments. Through this regulatory framework, we carry out our investment operations.



Grupo Popular's Mission

We strive to be an efficient provider of financial services for both personal and business clients, at the local and international levels. Our focus is on fulfilling our social role while ensuring the satisfaction of our customers, employees, shareholders, and partners. We continuously stay at the forefront of technology, guided by the highest ethical principles.



Grupo Popular's Vision

Our goal is to be the leading financial services group in the Dominican Republic, achieving profitable growth and continuous innovation. We are dedicated to meeting the needs of our clients, shareholders, and employees.



Grupo Popular's Values

Our actions are based on values and a management model that positively impacts the strategies, processes and people we touch.

- ➔ **Respect**
- ➔ **Integrity**
- ➔ **Teamwork**
- ➔ **Innovation**
- ➔ **Customer Satisfaction**

Grupo Popular's profile

01

We promote, develop and invest our own funds in shares in commercial companies, national or foreign.

02

We subscribe, acquire or transfer any title, shares and obligations.

03

We promote the creation, establishment and operation of commercial and industrial companies and participate in their capital.

04

We form subsidiary companies, carry out mergers, transformations, or other community of interests with other commercial companies.

05

We invest funds in the acquisition of all types of real estate and personal property.

06

We carry out investments and activities on commercial, industrial, agricultural and any other activities permitted by law.

Subsidiaries

Principle 1.1, GRI 2-1, GRI 2-6



Banco Popular Dominicano (BPD)

Founded in 1963 and opened its doors to the public in January 1964. We are the main private capital financial institution in the Dominican Republic and the largest subsidiary of the Group. It is one of the banks best valued by customers.

Products and services: Seeking to meet the needs of our personal banking, SME banking, and business and institutional banking segments, it has a wide range of financial services and products.



Administradora de Fondos de Pensiones Popular (AFP)

Pioneer subsidiary in the provisional market, which seeks to guarantee pension plans for our clients, guaranteeing the optimization of resources, the excellence of services and professionalism in the management of economic well-being for the elderly and their loved ones.

Products and services: Designs and administers pension plans in accordance with the Dominican Social Security System.



Inversiones Populares

Responsible for advising and distributing stock market investment products. This subsidiary has allowed us to structure and place important private bond issues on the market through the Dominican Republic Stock Exchange.

Products and services: It offers intermediation services for issued securities, placement of new issues of securities and structuring of private bond issues in the market.



Administradora de Fondos de Inversiones Popular (AFI)

AFI Popular offers the best investment fund offers to our clients according to their financial needs and risk profile.

Products and services: This subsidiary focuses on fixed income, variable income, real estate investment funds and business development portfolios.

Fiduciaria Popular

The subsidiary provides options for our clients to manage their assets safely. In addition, it is the first fiduciary authorized by the Securities Superintendency to issue Public Offer Trusts.

Products and services: It offers a diversified portfolio of products such as real estate development, estate planning, cultural, philanthropic, and educational trusts.

Popular Bank Ltd.

It is our banking subsidiary with an international license operating in Panama City. It offers innovative financial solutions, meeting the needs of Dominican clients abroad.

Products and services: It offers financial solutions that meet the needs of clients in business banking segments and maintains access to financing in dollars to facilitate international trade



Servicios Digitales Popular

This subsidiary allows us, through the AZUL and AVANCE brands, to lead the design and implementation of comprehensive business solutions, based on digital technology.

Products and services:

AZUL allows businesses to affiliate so they can accept payments with credit cards, mobile wallets, through innovative secure payment solutions, accompanied by excellent service. For its part, **AVANCE** is responsible for facilitating capital advances to businesses that accept card payments

Infocentro

It is the provider of services related to information and communications technology to our personal and business clients. Thanks to the management of this subsidiary, we are a prominent member of the Contact Center Association of the Dominican Republic.

Products and services: Provides customer service for our business clients.

La Confianza

Private security and securities transportation company.

Products and services: Security and value transportation services are offered exclusively to Banco Popular, BPD officials and corporate clients.



Qik Banco Digital Dominicano, S.A.

First neobank in the Dominican Republic. It is a 100% digital bank that can satisfy customer needs from their mobile device.

Products and services: The new subsidiary provides products and services such as credit cards, savings accounts, personal loans, and payment solutions.

GCS International

Grupo Popular acquired GCS International to strengthen its portfolio of products and services and its operations. The new subsidiary is a pioneer in the field of financial inclusion, using technology as its main tool.

Products and services: With operations in Guatemala and the Dominican Republic, it offers comprehensive solutions for digital channels, based on large-scale processing of multiple transactions, allowing rapid and effective digital adoption for any industry, throughout the region.

Fundación Popular, Inc.

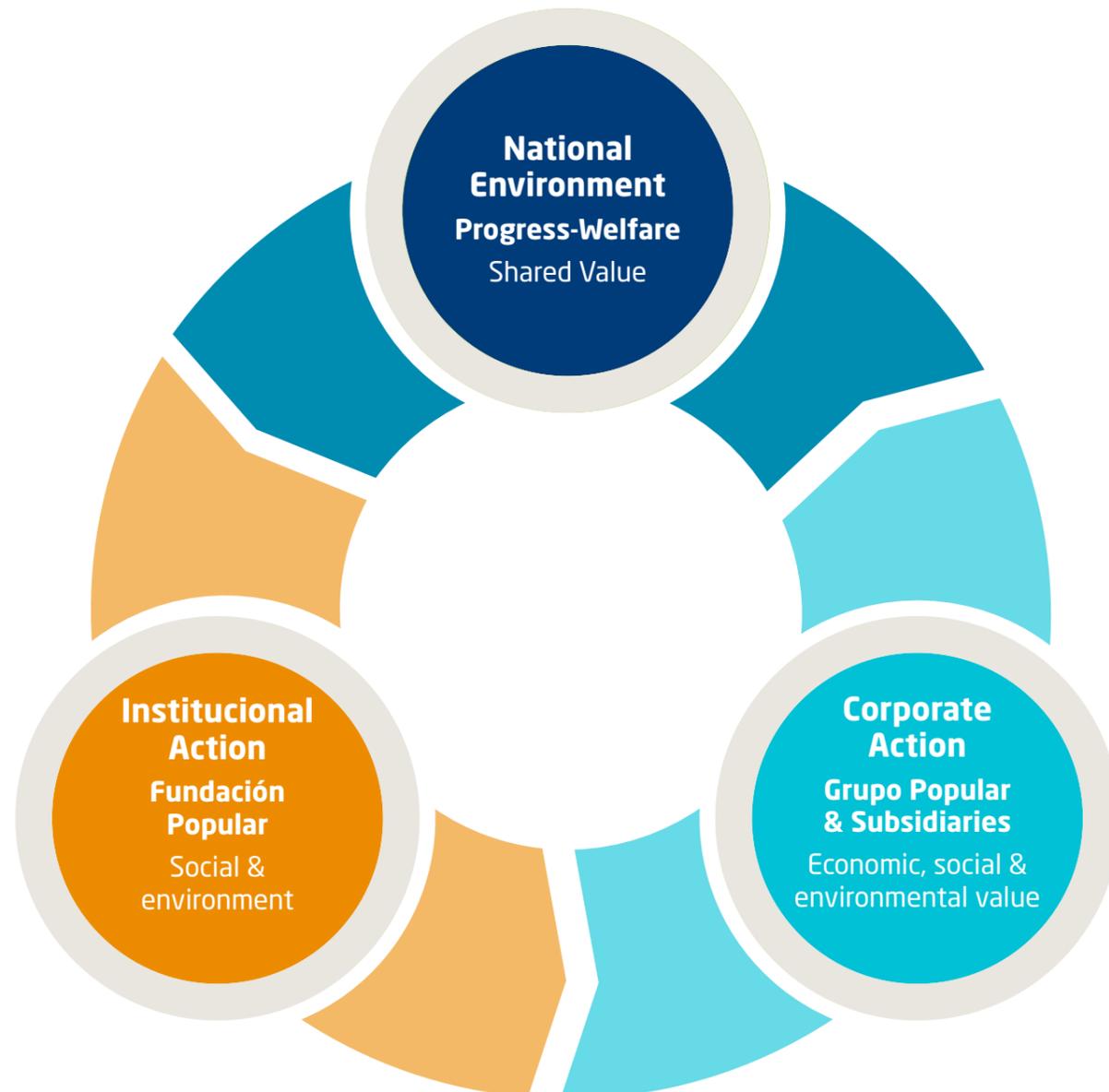
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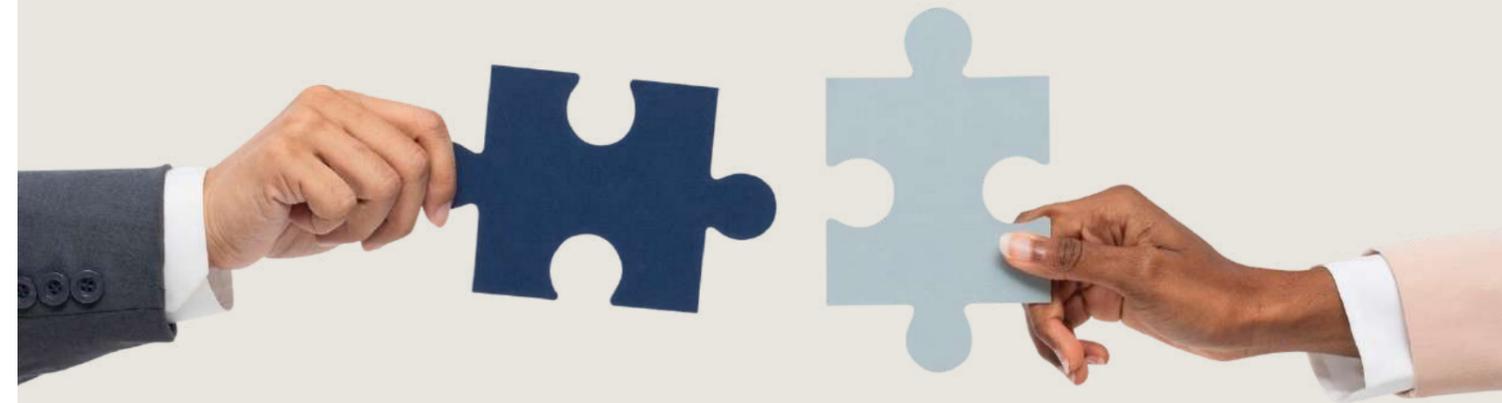
Our value chain

GRI 2-6

We are aware that our sustainable vision must be propagated and expanded to the business relationships we establish. For this reason, the value chain of our institution has become one of the strategic pillars to achieve the objectives and goals established on the sustainable agenda. We seek to generate value-added impacts for the benefit of our clients, shareholders, and society in general.



We maintain comprehensive relationships with our suppliers, commercial allies, contributing to the strengthening of their companies and in turn to the generation of jobs. Strategic, allied, and related suppliers are essential for the business to come together in the scheme of our value chain.



During 2024, the contracted services of our suppliers are divided into the following sectors:



Technology sector

278



Engineering and maintenance sector

542



Women

260



Engineering and maintenance sector

194



Men

468

During 2024, we worked with 2,250 strategic commercial allies, which include commercial establishments that offer products for which we provide special prices or payment conditions. In this way, we maximize the reach of our products and services, while benefiting our allies.



04

2024 highlights

During 2024, Grupo Popular strengthened its **commitment to sustainability, financial innovation, and operational resilience** through various initiatives that marked a turning point in its management. Below are four milestones that highlight the Group's continued progress in **integrating environmental, social, governance, and technological criteria into its business model.**

Centro Cultural Taíno Casa del Cordón

As part of the celebration of its 60th anniversary, Banco Popular Dominicano inaugurated the Taíno Cultural Center Casa del Cordón, a space dedicated to preserving and promoting the history and culture of the Indigenous peoples of the Dominican Republic, especially the Taíno. This center is located in one of the oldest buildings in the Americas, built in the early 16th century and recognized as one of the first stone houses with two stories on the continent.

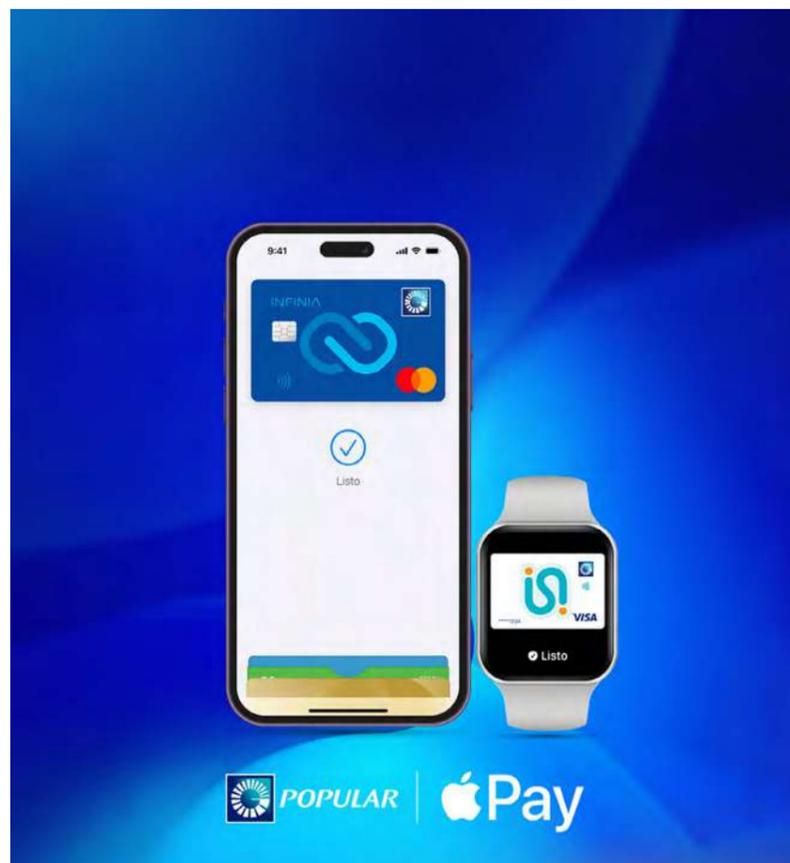
Casa del Cordón holds symbolic value for the bank, as it was its first corporate headquarters in 1974. Now transformed into a cultural center, it offers an immersive experience that allows visitors to explore the traditions, knowledge, and way of life of the Taíno people, highlighting their influence on present-day Dominican identity.



The center houses a valuable collection of archaeological pieces donated by the **García Arévalo Foundation** and has become a reference point for the **dissemination of pre-Hispanic heritage in the Colonial City of Santo Domingo**. Since its opening, it has welcomed over **17,500 visitors** and has become an important cultural landmark in the country.



Banco Popular Dominicano



- ➔ Banco Popular cards were incorporated into the **Apple Pay** digital wallet, becoming the first financial institution in the country to achieve this integration.
- ➔ The Bank launched a series of new digital ecosystems designed to meet the specific needs of different customer segments:
 - **COMERZA**, aimed at small and medium-sized enterprises (SMEs),
 - **GNIAL**, focused on young people,
 - and **YAVÁ**, targeted at remittance recipients.
- ➔ Banco Popular **achieved a 32.5% market share** in financing for small and medium-sized enterprises.
- ➔ **Negotiations** estimated at **US\$6.2 billion** were supported to strengthen the tourism sector.

- ➔ On the fifth anniversary of its formal commitment to sustainability, the Bank signed the **Green Protocol** alongside the Association of Multiple Banks (ABA), other sector banks, and the International Finance Corporation (IFC), with the goal of strengthening environmental protection inside and outside the organization. As part of this commitment, the Bank invested **DOP 1.6 billion in sustainable initiatives** and established itself as a leader in renewable energy financing, with a portfolio of US\$490 million.
- ➔ The first tranche of the **green bond was issued for DOP 300 million**, as part of a program approved by the Superintendencia of the Securities Market (SIMV) for a total of DOP 2.5 billion.
- ➔ A milestone was reached within the Hazte Eco portfolio with the disbursement of the **first loan for the acquisition of energy efficiency equipment: Extra-Eco Popular**. Additionally, disbursements for hybrid and electric vehicles **increased by 44%** compared to 2023.
- ➔ **The Environmental and Social Risk Department** was created, responsible for implementing the Environmental and Social Risk Management System to identify, evaluate, and manage risks associated with loans and investments.
- ➔ The Popular Volunteer Group carried out four reforestation campaigns, planting **26,842 trees with the participation of 665 new volunteers**, representing a **65% increase** in the volunteer network, reaching 2,300 participants. These actions generated an environmental impact equivalent to **capturing 8,589.44 tons of CO₂**.
- ➔ The Excelencia Popular program, the largest in the national financial system, awarded **60 new scholarships in 2024**, reaching a total of 321 active scholars and 334 graduates, 80% of whom are currently employed.

- ➔ A total of **149 Finanzas con Propósito talks, 34 Ahorrar nos hace bien, and 4 entrepreneurship diploma courses** were delivered, impacting **17,547 people** in financial education, management, and business sustainability. Additionally, the Finance with Purpose Academy received 107,828 visits, added 4,699 new registrations, and awarded 2,292 certifications, consolidating itself as a key financial training platform.
- ➔ During 2024, Banco Popular collaborated on the **refurbishment of 6 community parks**, reaching a total of 19 recreational spaces improved in various communities across the country. This achievement was realized in partnership with the National District City Council, First Lady Raquel Arbaje, and the Ministry of Industry, Commerce and MSMEs (MICM), promoting safe public spaces that strengthen community coexistence, well-being, and healthy lifestyles.
- ➔ The programs **“Padres Primerizos”** and **“Padres Azules”** were launched, focused on providing guidance in parenting, emotional support, and professional accompaniment to families, including those with children on the autism spectrum disorder (ASD).
- ➔ In partnership with strategic allies, **11 training activities** were developed, benefiting **933 clients** through programs such as the Diploma in Business Management for SMEs, conferences on entrepreneurship and sustainability, and the Women of Trajectory Panel.
- ➔ The Impúlsate Popular program received over 90 innovative proposals from entrepreneurs, in partnership with 20 universities, and **awarded DOP 4.2 million in prizes to promote high-impact projects** and foster business growth.
- ➔ An **internal satisfaction rate of 98% was achieved**, and 1,083 units were recognized with excellence certifications, reflecting a solid and customer-centered service culture.

AFP Popular



- ➔ With 26 years of experience, AFP Popular reaffirmed its leadership in 2024 as the **country's leading pension fund administrator**, standing out for its excellence, transparency, and close customer service. During the year, it strengthened its relationship with affiliates through efficient and humane service across all channels.
- ➔ AFP Popular achieved a **market share of 31.8%**, managing **RD\$376,685 million** in funds, serving **65,115 clients** in person, and exceeding 1.6 million affiliates.
- ➔ Its digital presence was strengthened to bring the pension system closer to more people, achieving **52,703 downloads of its app**, **46,411** sessions managed by the AMI chatbot, and growing its digital community to **176,000 followers**. Additionally, more than **24,000 people** were reached through virtual and in-person workshops.

- ➔ The **digital enrollment process was launched**, allowing registration of applications via electronic data capture and facial biometrics. This innovation improves the user experience and promotes sustainability by eliminating paper use.
- ➔ In partnership with CONAPE and UNFPA, it promoted the **"Aging with Dignity"** program, which included the **construction of the Clemente Pérez Day Home in Pedernales** and activities in nursing homes.
- ➔ AFP Popular promoted initiatives aimed at the labor integration of people with disabilities. Notably, it supported the Gissell Eusebio Life Transformer Foundation and implemented the **"Coaching para más Capacitados"** program, focused on strengthening skills and generating dignified employment opportunities for this population segment.
- ➔ FP Popular reaffirmed its leadership in sustainability by acquiring 35% of the first tranche of **Banco Popular's Green Bonds**, the first green bond issuance in the Dominican banking sector. These funds were fully allocated to the **Coastal Solar project**, the largest photovoltaic park in the country, contributing to an estimated **reduction of 120,000 tons of CO2 per year**.
- ➔ In 2024, AFP Popular **strengthened its responsible investment strategy**, focusing on energy transition and sustainable development. Through an investment fund, it acquired stakes in EGE Haina, AES Dominicana, Cementos Progreso (formerly Cemex), and the Paradisus Palma Real and Zel Punta Cana hotels. These investments reflect their commitment to portfolio diversification and promoting key sectors of the national economy.
- ➔ In 2024, AFP Popular reinforced its commitment to financial education through campaigns aimed at raising youth awareness about retirement savings and the pension system. Among these initiatives, **Entrevistatest** stood out, a training platform that helped hundreds of young people prepare their first résumé and get ready for entering the workforce.

Inversiones Popular



- ➔ In 2024, Inversiones Popular reaffirmed its position as a key player in the development of the Dominican securities market through robust financial management focused on sustainable growth. The entity closed the year with over **RD\$35,000 million in assets under management**, reflecting a 24% increase compared to the previous year. Its equity grew by RD\$602 million, reaching RD\$3,909 million, and **1,987 new brokerage accounts were added**.
- ➔ Inversiones Popular continued strengthening its **Anti-Money Laundering and Terrorism Financing Prevention** program through actions aimed at reinforcing internal controls and promoting an organizational culture based on integrity and risk management. This effort included multiple training sessions aimed at its staff.
- ➔ Inversiones Popular adopted the new **Cybersecurity and Information Regulation in the Securities Market**, complying with established guidelines to protect the integrity of information in the sector.



AFI Popular

- ➔ The **Popular 30-Day Dollar Open Investment Fund**, in its first year of operation, achieved equity close to **US\$24.8 million**, thereby consolidating AFI Popular's investment product offering.
- ➔ In 2024, the Popular **Fondo Cerrado de Desarrollo de Sociedades** raised additional capital of **RD\$8,633 million**, strengthening its capacity to finance impact projects nationwide.



Fiduciaria Popular

- ➔ In 2024, Fiduciaria Popular consolidated its leadership as a **benchmark in asset and capital management solutions**, with total revenues of **RD\$423,370,922**, representing **21% growth** compared to 2023. Service revenues reached RD\$349,309,506, an increase of 24%, and assets under management rose to RD\$85,214 million, 18% higher than the previous year.
- ➔ During the year, more than **400 trusts** were managed, including 60 new trusts and over 200 real estate trusts supporting more than **25,000 homes**, contributing to the dynamism of the construction sector and access to housing solutions.
- ➔ Additionally, Fiduciaria Popular advanced its commitment to sustainable financing through the placement of the **public offering trust FOP Patio de la Colombia for USD\$21.3 million** and the design of a new **green trust**, reaffirming its role in mobilizing capital toward initiatives with a positive environmental impact.



Servicios Digitales Popular



- ➔ In 2024, AZUL, the commercial brand of Servicios Digitales Popular, reaffirmed its **leadership in the digital transformation of the national financial system**, establishing itself as a benchmark in intelligent, efficient, and secure payment solutions.
- ➔ It reached **41,888 affiliated locations**, strengthening its acceptance network nationwide.
- ➔ A total of **55,895 payment terminals** were installed, significantly expanding the availability of electronic payment methods for merchants.
- ➔ **190.8 million transactions** were processed, reflecting users' trust in their services, representing a year-over-year growth of 29.0% in transactions, consolidating their dynamism in the market.
- ➔ In terms of billing, AZUL achieved growth of **16.3%**.
- ➔ AZUL also became the **first commercial brand to enable the Apple Pay button** on its payment terminals, simplifying the purchasing experience for all its customers.



- ➔ In 2024, AVANCE, part of Servicios Digitales Popular, continued transforming its clients' financial experience by offering **immediate, reliable, and personalized solutions** for those seeking quick liquidity. Its innovative approach has gained ground as an agile and accessible tool within Grupo Popular's digital ecosystem.
- ➔ During the year, **5,458 avances** were made through the platform, reflecting its growing adoption. Additionally, the total amount disbursed increased by **16.3%** compared to 2023, demonstrating the value and usefulness this solution provides to its users.

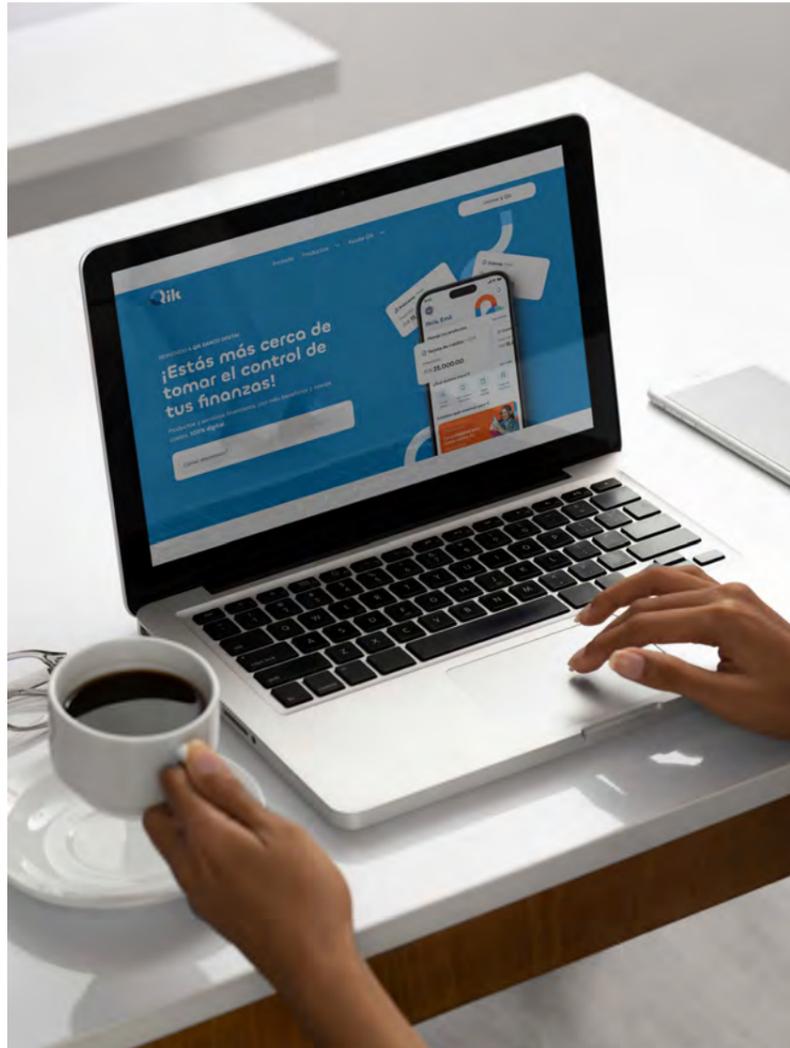


GCS International

- ➔ **tPago**, the flagship product of GCS, maintained its position as one of **the most widely used mobile payment platforms in the country**, thanks to its comprehensive value proposition and ease of use.
- ➔ **tPago** generated **revenues exceeding RD\$601.8 million**, representing a 5.2% increase compared to the previous year, processing **19.8 million transactions**, adding 116,700 new users.
- ➔ In its international operations, tPago Guatemala delivered a strong performance, with RD\$10.8 million in revenue, **20,800 users**, and **73,200 transactions** during the year.
- ➔ **Mi Punto**, the first network in the country to integrate banking sub-agents and payment companies, was consolidated in 2024 as an **accessible and secure financial solution**, particularly in communities with limited banking access. It recorded **RD\$141.7 million** in revenue (**a 54.7% increase**), processed **5.7 million transactions**, and added **688 active retailers**. In addition, it began integrating **104 new AZUL retailers**, with a goal of adding 2,000 more in 2025, and reached a total of **2,269 banking sub-agents affiliated with 10 banks**.



QIK Banco Digital



- ➔ Qik solidified its leadership as the **country's first neobank**, technologically focused on customer experience and helping clients achieve their financial goals. It **surpassed 600,000 customers** and expanded its portfolio of products and features, registering over **9 million visits to Qik.do**.
- ➔ It offers the **only infoless card** (without sensitive information on the physical card) in the country, which is compatible with Google Pay, Apple Pay, and Garmin, and is the first instant-issue digital payment method in the market.

- ➔ In 2024, **more than 99,000 credit cards** were approved, over **9 million transactions** were processed, and **spending exceeded RD\$11.6 billion**, positioning Qik as the **third-largest issuer of new credit cards in the country**.
- ➔ The neobank maintains **over 127,000 active debit cards**, demonstrating a strong market presence and efficient financial product portfolio management.
- ➔ Qik enabled sub-agent partnerships with GCS Systems, allowing cash deposits at businesses equipped with Mi Punto technology, furthering its commitment to financial inclusion, with over **700 affiliated retailers nationwide**.
- ➔ More than **2,500 Dominicans** accessed formal credit for the first time through the Crea Crédito program, which also accounted for 20% of Qik's credit card issuances, making it a key tool for financial inclusion in the country.
- ➔ The Qik Account promoted digital savings, with over **378,000 accounts opened and RD\$20.5 billion in deposits** in 2024, thanks to its no-fee account setup, automatic savings features, and payroll deposit option. Additionally, over **209,000 Savings Goals** were created.



Popular Bank Ltd.

- ➔ In 2024, Popular Bank Ltd. stood out to achieve the **best financial performance in its history**, marked by outstanding profitability levels and operational strength.
- ➔ It reported **net income of US\$42.9 million**, with a US\$1.593 billion increase in total assets and US\$1.1198 billion in customer deposits.
- ➔ The bank posted total **equity of US\$419.9 million**, representing a **12.2% growth** compared to the end of 2023.
- ➔ For the seventh consecutive year, Popular Bank Ltd. supported Casa Esperanza, **benefiting 29 socially at-risk children** in Herrera through an educational program aimed at eradicating child labor.
- ➔ The **"Leader in Me"** program was implemented at the República Dominicana Bilingual School, promoting leadership among students, teachers, and families, generating a positive impact throughout the educational community.
- ➔ In 2024, Popular Bank Ltd. signed an agreement with Fundación Ancón as part of Panama's National Forest Restoration Program. The initiative promotes forest protection, biodiversity conservation, and a low-carbon model. A total of 27 employee volunteers participated, and **1,000 saplings were planted**.

Fundación Popular



- ➔ In 2024, Fundación Popular reaffirmed its commitment to sustainability through high-impact educational initiatives, notably the ninth anniversary of the Alejandro E. Grullón E. Sustainability Chair, in partnership with the Pontificia Universidad Católica Madre y Maestra (PUCMM). This initiative promoted the training of professionals in sustainable development through 25 academic activities that **reached over 1,100 participants**, including seven lectures and conferences, three dialogues on Corporate Social Responsibility, three courses on ESG (Environmental, Social, and Governance) criteria, three workshops on sustainable tourism, and one recycling workshop—solidifying its role as a strategic driver of change in the country. Additionally, the fifth cohort of the master's degree in Sustainability was carried out, with 19 students enrolled. Through the Inclusive Integral Development Project in Loma de Blanco, Monseñor Nouel province, the Foundation promoted structural, educational, and social improvements. Key actions included the establishment of two homework centers for more than **50 children**, educational workshops on finance, school donations, cultural and recreational activities,

- ➔ Fundación Popular reaffirmed its commitment to improving maternal and neonatal health by investing **RD\$45 million in infrastructure, medical equipment, and specialized training** for medical personnel.
- ➔ In 2024, **RD\$30 million was allocated to the renovation of the Renée Klang Maternity Hospital**, and over **RD\$13 million worth of medical equipment and furniture** was donated to three hospitals (Hospital Universitario Maternidad Nuestra Señora de la Altagracia, Maternidad Renée Klang, and Hospital Municipal de Engombe), strengthening the public healthcare system's infrastructure and capacity.
- ➔ An **artificial wetland was inaugurated in La Cuaba, Pedro Brand**, as part of the Alliance for the Recovery of the Higüero Micro-Watershed. Built by Plan Yaque, the wetland aims to improve wastewater treatment, directly benefiting over **600 people** and indirectly impacting more than 1 million people in Greater Santo Domingo.
- ➔ The Las Caobas aqueduct was renovated, now benefiting **692 households** and significantly improving their quality of life. Additionally, a new community aqueduct was built in La Cana, positively impacting **193 families** who previously lacked adequate water supply.
- ➔ Fundación Popular also contributed to a project developed jointly with the Fundación para el Desarrollo de Azua, San Juan y Elías Piña (FUNDASEP), inaugurating a community **aqueduct in La Cana, Sabaneta, San Juan de la Maguana**.

05

At Grupo Popular, we understand that sustainable development is not an option or a statement—it is a strategic responsibility that underpins all our decisions.

Grupo Popular's sustainable vision

At Grupo Popular, we understand that sustainable development is not an option or a statement—it is a strategic responsibility that underpins all our decisions. Aware of the changing environment in which we operate and the role we play in transforming our society, we continue to advance the integration of environmental, social, and governance (ESG) principles into our approach to banking.

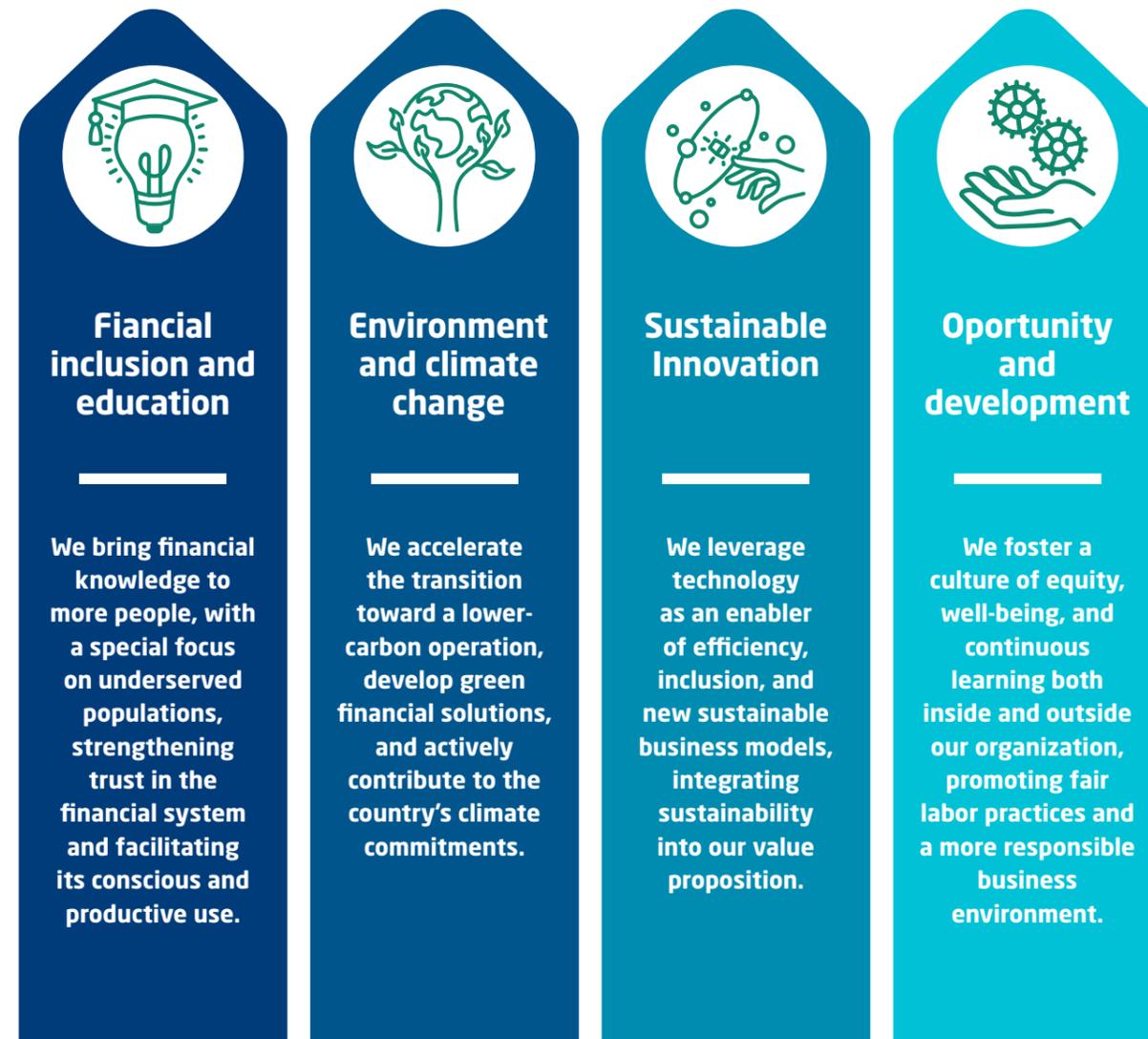
Our sustainable vision, launched in 2019, continues to guide our institutional purpose, but its implementation has evolved significantly. Today, we have more robust tools to manage impacts, measure progress, and turn commitments into tangible results. In 2024, we consolidated a more mature sustainability governance structure, strengthened internal capabilities, and deepened the execution of initiatives aligned with our values and with the international frameworks that guide our actions, such as the UNEP FI Principles for Responsible Banking, the Sustainable Development Goals (SDGs), the Paris Agreement, the United Nations Global Compact, and the Dominican Republic's National Adaptation Plan to Climate Change (PNACC).

This evolution allows us to respond more effectively to global challenges and at the same time, identify business opportunities that generate shared value. We remain committed to our purpose of:

- ⇒ Driving a more inclusive and resilient economy.
- ⇒ Expanding access to purposeful financial products and services.
- ⇒ Promoting education as a driver of social transformation.
- ⇒ Financing solutions that address the most urgent environmental challenges.

A strategy centered on four pillars

Our sustainability strategy is structured around four pillars that encompass the main institutional ESG initiatives:



Financial inclusion and education

We bring financial knowledge to more people, with a special focus on underserved populations, strengthening trust in the financial system and facilitating its conscious and productive use.

Environment and climate change

We accelerate the transition toward a lower-carbon operation, develop green financial solutions, and actively contribute to the country's climate commitments.

Sustainable Innovation

We leverage technology as an enabler of efficiency, inclusion, and new sustainable business models, integrating sustainability into our value proposition.

Opportunity and development

We foster a culture of equity, well-being, and continuous learning both inside and outside our organization, promoting fair labor practices and a more responsible business environment.

Measuring what matters: portfolio impact and climate goals

During 2024, we strengthened our evidence-based approach using the Impact Analysis tool and the UNEP FI Impact Radar. By evaluating the Corporate and Business Banking portfolio—which accounts for more than 50% of the portfolio identified two priority areas: climate change mitigation and resource use efficiency.

Based on this analysis, we defined the following commitments:

- ➔ **Reduction of Operational Emissions:** Reduce our scope 1 and 2 emissions by 58.8% by 2034, using 2021 as the baseline year.
- ➔ **Reduction of Financed Emissions:** Reduce scope 1, 2, and 3 emissions associated with our portfolio by 3.8% by 2030 and 38.4% by 2050, with a priority focus on the energy, agriculture, construction, and food industry sectors.
- ➔ **Promotion of circular economy with our clients:** Support five companies in the tourism sector to improve their environmental efficiency and reduce emissions, while also strengthening key internal capacities to assist this transition.

Sustainability is also taught

We reinforced our commitment to sustainability education as a tool for transformation. In 2024, we expanded training opportunities for both internal and external audiences, measuring impact through the number of activities, people reached, and skills developed. This effort results in a better-prepared citizenry and business network to face sustainability challenges.

Volunteering with purpose

Popular Volunteering has become a platform to channel the social and environmental commitment of our employees. Focusing on the environment, community development, and education, the program has strengthened key skills such as leadership, empathy, and collaboration, while generating tangible value for the communities where we operate.

Ethics and institutional policies

Our sustainable vision is grounded in a solid ethical framework. In 2024, we continued to promote a culture based on integrity, respect, and transparency through policies such as:

- ➔ "Know Your Employees," which strengthens responsible oversight.
- ➔ The Institutional Code of Ethics and the Supplier Code of Ethics, which promote dignified work, non-discrimination, transparency, and respect for human rights.
- ➔ Sustainability and Responsible Banking policies, aligning our decisions with the global agenda.

Additionally, we maintain our adherence to the "Iguinaldo RD" seal and have strengthened our internal and external communication channels to ensure these principles are fully embraced across the organization.

At Grupo Popular, sustainability means action, consistency, and long-term vision. Every step we take is aimed at building a fairer, more resilient financial system committed to the sustainable development of the Dominican Republic. We understand that the challenges are complex and ever-changing, but we also know we have the capabilities, commitment, and conviction needed to be an active part of the solutions. We will continue working with determination to ensure our sustainability vision translates into tangible results for our clients, employees, communities, and the planet.



06

Economy and governance

We believe that ethics and regulatory compliance are not merely rules to follow but the foundation of an organizational culture that inspires trust and sustainability.

6.1 Corporate governance, ethics and compliance

SDG 16

Why is it important?

GRI 3-3

We believe that ethics and regulatory compliance are not merely rules to follow but the foundation of an organizational culture that inspires trust and sustainability. It is not only about complying with the law but about going beyond it—building an environment where transparency and integrity guide every decision. Corporate governance, ethics, and compliance are essential to Grupo Popular because they ensure transparency and trust among shareholders and clients, guarantee adherence to local and international regulations, promote sustainability and social responsibility, and foster a culture of continuous improvement and self-regulation, all of which contribute to the Group’s long-term success and stability. In this regard, the Group’s corporate governance framework serves as a fundamental tool within the comprehensive management system, defining how the Entities assume and carry out their actions to achieve the common purpose.

How do we manage it?

GRI 3-3, GRI 2-23

To manage our corporate governance and ensure that our operations and value chain perform based on ethics, compliance, and sustainability principles, we have developed robust control and supervision systems. These mechanisms enable us to identify and prevent risks such as fraud, bribery, and money laundering. Beyond obligation, these tools serve as a guarantee of trust for our stakeholders, while responsibly contributing to the country’s economic development based on sound corporate and business practices.

Our commitment to ethics is also reflected in the diversity and competence of our board of directors, a space where equity and inclusion enrich decision-making. Likewise, we promote whistleblowing channels that reinforce a culture of transparency and accountability. Ultimately, our focus on integrity not only protects our reputation but also drives us to be a key player in building a stronger, fairer, and more sustainable business environment for all.

We have defined **10 Corporate Governance Principles¹**, that serve as a cross-cutting guide for decision-making and organizational behavior. Additionally, our Code of Ethics sets clear guidelines on the expected conduct of executives, directors, and employees, prohibiting any action that may cast doubt on our integrity and ensuring the protection of human rights.

Learn about our Corporate Governance Principles at [Corporate Governance Principles | Grupo Popular](#). Likewise, you can learn more about our Supplier Code of Ethics in [CODIGO_ETICA GRUPO POPULAR PROVEEDORES.pdf](#)

On the other hand, we have our **Board of Directors**, the highest body for oversight, control, and management of the company, through which we ensure compliance with current legal and administrative provisions while promoting good corporate governance and management based on ethical and responsible principles.

To reinforce this culture, we have established a framework of policies and principles that guide the conduct of all members and executives of the organization, including our **Corporate Governance Principles Statement, the Code of Ethical Conduct**, and specialized regulations on the prevention of money laundering, terrorism financing, and bribery. These guidelines not only strengthen our commitment to integrity but also allow us to operate with transparency and trust.

Additionally, we have an **Internal Corporate Governance Committee and a Corporate Governance and Compliance Committee** that supports the Board of Directors, responsible for ensuring compliance with the regulations applicable to our operations and subsidiaries. We complement this work with a **Regulatory Compliance Policy**, designed to minimize risks and ensure that our activities are carried out under the highest regulatory standards. When adopting new commitments or policies related to corporate governance and social responsibility, we assess their relevance as corporate guidelines for the Parent Company. If applicable, they are adapted for implementation across the different subsidiaries, thereby promoting strategic alignment with Grupo Popular's principles. Likewise, when analyzing the specific regulations of each subsidiary, we determine whether certain policies need to be developed in a tailored manner.

We have a **Supplier Code of Ethics** that promotes respect for human rights throughout our value chain. Suppliers are expected to maintain work environments free from abuse, harassment, discrimination, forced labor, and child labor, and to foster gender equality. Ideally, these practices should be supported by written policies and mechanisms to ensure compliance.

¹ <https://grupopopular.com/Pages/Gobierno-corporativo-principios.aspx>

In 2024, Banco Popular continued implementing its policies and procedures for preventing bribery and other corrupt practices, reinforcing understanding through training directed at units responsible for key processes such as supplier contracting, payments, and employee onboarding, especially when involving public officials or related people. Additionally, specialized anti-corruption training was offered to companies supplying products and services as part of our commitment to a culture of integrity.

Within the framework of our commitment to responsible business conduct and respect for human rights, we have established clear mechanisms to integrate these principles into our operations and business relationships. Responsibilities are formally assigned through the Service Contract signed by suppliers with the Bank, in which they commit to comply with and promote the Supplier Code of Ethics. These commitments are fully integrated into our policies, operational procedures, and strategic plans, ensuring coherence between ethical values and organizational management.

Moreover, a continuous evaluation and monitoring process is implemented for suppliers, verifying key indicators related to ethical compliance. Results are shared with internal stakeholders and the suppliers themselves to encourage continuous improvement. Additionally, annual training and awareness sessions are held with suppliers and their staff, reinforcing the mutual commitment to maintaining solid, ethical business relationships focused on quality within a framework of shared benefit.

Through these actions, we consolidate a corporate governance structure that not only protects the organization but also contributes to a stronger and more trustworthy financial environment for all.

At Grupo Popular, we promote a culture of transparency and responsibility. Therefore, we have created the "Ethical Connection" hotline, a confidential channel for employees, suppliers, and third parties to report any irregular conduct that goes against our values and principles. If you need to file a report, you can do so by calling 809-544-5051 or by emailing conexionetica@bpd.com.do. Your commitment to integrity is key to continuing to strengthen an ethical and responsible environment.

If you wish to learn more about the Ethics Committee and the Ethics Division, the bodies responsible for overseeing ethics and regulatory compliance within our organization, we invite you to consult our [2023 Sustainability Report](#), page 35. There you will find detailed information about our commitment to transparency and good business practices.

How do we evaluate it?

GRI 3-3, GRI 205-2

As part of our corporate governance performance, we monitor compliance with the Corporate Governance Statement of Principles, the implementation of national and international best practices, and the performance of governance bodies (Board, Board Committees, Senior Management Committees) through annual internal and external evaluations. We also propose an Annual Training Plan for Board members, including sessions on anti-corruption policies and procedures, anti-money laundering prevention, regulatory matters, and other topics of interest to Board members. In addition, the Board is informed of any conflict-of-interest situation involving its members.

We have an **Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Prevention Program**, based on a risk-based approach and aligned with national and international standards. This program reinforces our ethical and organizational commitment by integrating advanced technology for due diligence and transactional monitoring. Throughout 2024, the Corporate Governance and AML/CTF Prevention Committees oversaw its implementation, regulatory compliance, and the strengthening of a preventive culture through training plans aimed at all staff, prevention ambassadors, and banking sub-agents. We evaluate our corporate governance performance based on how we communicate and train our employees on anti-corruption policies and procedures, as well as through workshops and training sessions on anti-money laundering prevention.

To whom do we communicate our anti-corruption policies and procedures?				
	2021	2022	2023	2024
Members of the governing body	17	17	17	17
Centralized employees	6,377	7,910	8,559	9,085
Subsidiary employees	93%	100%	100%	100%
Business employees	985	652	738	677
Percentage of employees	13%	100%	100%	100%
Who has received anti-corruption training?				
	2021	2022	2023	2024
Members of the governing body	17	17	17	17
Centralized employees	2,951	3,305	3,531	4,134
Subsidiary employees	2,951	1,033	1,102	1,162
Business employees	3,426	3,572	3,926	3,628
Stock Market Employees	-	-	-	161
Percentage of employees	93%	100%	100%	100%

*This figure corresponds to 100% of the employees to whom the PLAFT certification applies. Certain positions, such as messaging and transportation, are excluded as the certification does not apply to them.

100% of the members of the governing body have received communication on anti-corruption policies and corresponding training in all reported years.

Own Indicator

Training and workshops on money laundering prevention				
Indicator	2021	2022	2023	2024
Number of training sessions and workshops conducted on anti-money laundering prevention	102	88	193	192
Number of people trained in money laundering prevention				
Indicator	2021	2022	2023	2024
Business area managers and assistant managers	863	839	887	787
Cashiers and representatives	2,563	2,657	3,039	2,841
Centralized staff and branch staff	3,917	4,338	4,633	5,461
Compliance officer	7	5	7	7
Board members	48	48	48	48

Additionally, it is important to highlight that transparency and accountability are fundamental pillars of our management. Each year, we reflect this commitment in our Annual Corporate Governance Report, where we detail our performance, structure, rules, and best practices guiding our organization. This report not only demonstrates our adherence to corporate governance principles but also strengthens the trust of our stakeholders.

You can find the 2024 Annual Corporate Governance Report at the following link:
<https://grupopopular.com/Publicaciones/Documents/Gobierno-Corporativo/IAGC-GP-2024.pdf>

We ensure that all our operations comply with the regulations established by the Monetary and Financial Administration and the provisions of the Superintendence of Banks, as well as with the best international practices recommended by the Basel Committee on Banking Supervision.

Finally, we have a Money Laundering and Terrorism Financing Prevention Program (AML/CFT), based on a risk-based approach and aligned with national and international standards. This program reinforces our ethical and organizational commitment by integrating advanced technology for due diligence and transactional monitoring. During 2024, the Corporate Governance and AML/CFT Prevention Committees oversaw its implementation, regulatory compliance, and the strengthening of a preventive culture through training plans aimed at all personnel, prevention ambassadors, and banking sub-agents.

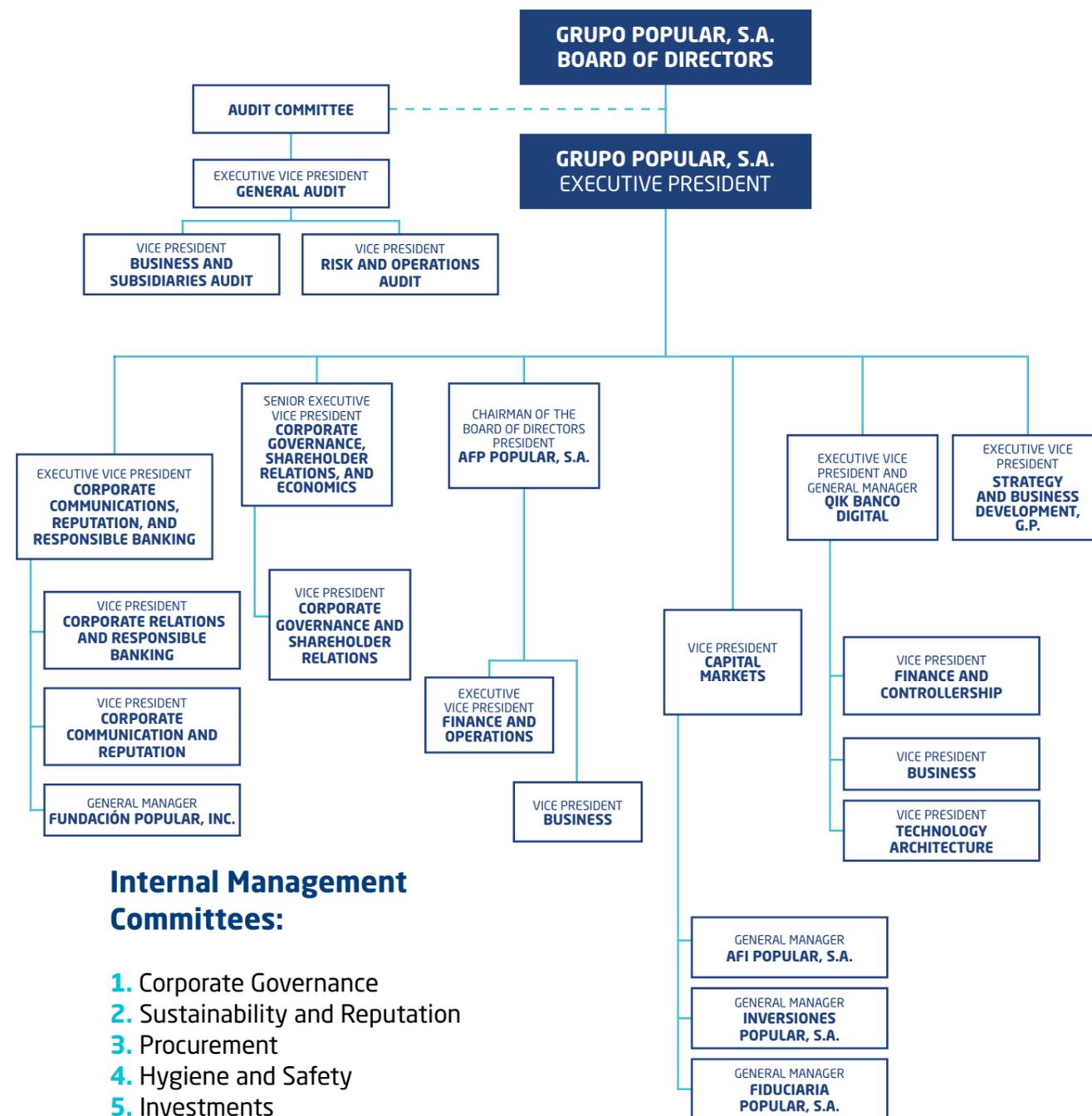
Popular governance structure

GRI 2-9, GRI 405-1

Grupo Popular's governance structure is designed to ensure efficient, transparent management aligned with best corporate practices. Our governance is organized at various levels, starting with the Board of Directors, supported by seven specialized committees, a Chief Executive Officer, and several internal senior management committees.

Senior management is composed of one Chief Executive Officer, two Senior Executive Vice Presidents, four Executive Vice Presidents, and five Area Vice Presidents, who work collaboratively to drive the Group's strategy and growth.

The current Board of Directors is made up of 17 members, including a Chairperson, a Vice Chairperson, a secretary, and a Chief Executive Officer. In terms of diversity, one member is a woman (6%) while the rest are men (94%). Regarding age distribution, most members (94%) are over 50 years old, with only one member (6%) in the 30 to 50 age range.



Internal Management Committees:

1. Corporate Governance
2. Sustainability and Reputation
3. Procurement
4. Hygiene and Safety
5. Investments
6. Standards and Procedures
7. Anti-Money Laundering and Counter-Terrorism Financing Prevention
8. Risk
9. Marketing and Public Relations
10. Budget

The selection of the members of the Board of Directors takes place during the Annual Ordinary General Shareholders' Meeting, following statutory provisions, with a three-year term of office.

For more details about the members of our highest governing body and its committees, we invite you to consult our **Annual Corporate Governance Report**, where you will find detailed information about their composition, roles, and responsibilities.

For more detailed information about the Board Support Committees and Internal Committees, as well as the process for electing the Board of Directors, please refer to our **2023 Sustainability Report**, pages 40 and 41.

GRI 2-12, GRI 2-13, GRI 2-17, GRI 2-18

The Board of Directors plays a key role in guiding and evolving our sustainability strategy. This body is responsible for approving updates to our mission, values, strategy, policies, and sustainability-related objectives, ensuring our actions are aligned with a responsible and viable future.

Additionally, the Board approves high-impact mitigation programs aimed at reducing any negative effects and promoting well-being. It is also responsible for reviewing and adapting the Group's internal policies, keeping them updated and aligned with best practices.

The highest governing body plays a crucial role in overseeing due diligence processes, ensuring the proper identification, assessment, and management of risks through the approval of policies and monitoring their implementation via reports and internal controls. Its effectiveness is validated through regulatory compliance, results achieved, and the effectiveness of measures adopted.

To strengthen its capabilities in sustainability, various actions have been implemented: specialized training in sustainable finance, climate risks, and international frameworks; external technical advisory in strategic sessions; incorporation of ESG criteria in decision-making; participation in international networks and forums; and the creation of the Sustainability and Reputation Committee, which reinforces governance in this area.

To ensure effective management of our economic, social, and environmental impacts, the Board delegates key responsibilities to Support Committees responsible for implementing and overseeing sustainability actions in daily operations. These committees meet as scheduled, while the Board convenes monthly to evaluate reported progress. This framework enables comprehensive, structured management aligned with our commitments to the community and the environment.

The performance of the Board of Directors is evaluated annually according to its powers, in line with its Internal Regulations and the Corporate Governance Principles adopted by Grupo Popular, notably Principle V on "Corporate Citizenship and Social Responsibility." These evaluations alternate annually: one year by the Corporate Governance Division and the next by an external specialized firm. The results are considered to assess members' fulfillment of duties and, if necessary, apply corrective measures, including reviewing its composition.

Reviewing process effectiveness is a core function of the highest governing body, in its role as guarantor of regulatory compliance and institutional strengthening. To ensure processes are properly implemented and comply with current legislation, an annual comprehensive evaluation of established controls is conducted, supported by internal audit reports and independent reviews. This approach enables the entity to anticipate, prevent, and mitigate risks, strengthening its response capacity and ensuring operational continuity under the highest governance standards.



Senior Management

GRI 2-9, GRI 2-10, GRI 2-12 GRI 2-13

We have a transparent process for the selection of senior management and its committees, activated through our Succession Plan when there are vacancies on the Board of Directors. The Nominations and Compensation Committee evaluates the candidates and prepares an eligibility report, which the Board of Directors reviews to make a provisional appointment. Candidates must meet internal, legal, and regulatory requirements, ensuring inclusive management practices. Finally, the General Shareholders' Meeting ratifies the appointments, maintaining stability and continuity in strategic decision-making.

The Sustainability and Reputation Committee plays a key role in Grupo Popular's strategic management by promoting the integration of economic, social, and environmental objectives across all units of the group. It acts as a bridge between business strategy and sustainability commitments, ensuring actions that are aligned, measurable, and have real impact. Its work seeks to balance the interests of Banco Popular Dominicano, affiliated companies, and Fundación Popular, in line with the expectations of our stakeholders and society. Through this committee, we strengthen our reputation as a responsible organization committed to sustainable development.

For detailed information on the selection process of senior management and their committees, as well as their members, please refer to pages 41 and 42 of our [2023 Sustainability Report](#).

Governance of Grupo Popular's subsidiaries

GRI 2-9 , GRI 405-1

Grupo Popular is structured through a service subsidiary model that enables the proper fulfillment of our goal to offer solutions tailored to our clients' needs. The Group carries out its strategy and operations around a common corporate purpose: to be a leading Group in the region, recognized for talent, ethical culture, and knowledge, while managing and developing diversified, sustainable, profitable, and cutting-edge businesses.

The corporate governance framework of Grupo Popular serves as a fundamental tool within the comprehensive management system, outlining how subsidiaries assume and execute their actions to achieve this shared purpose.

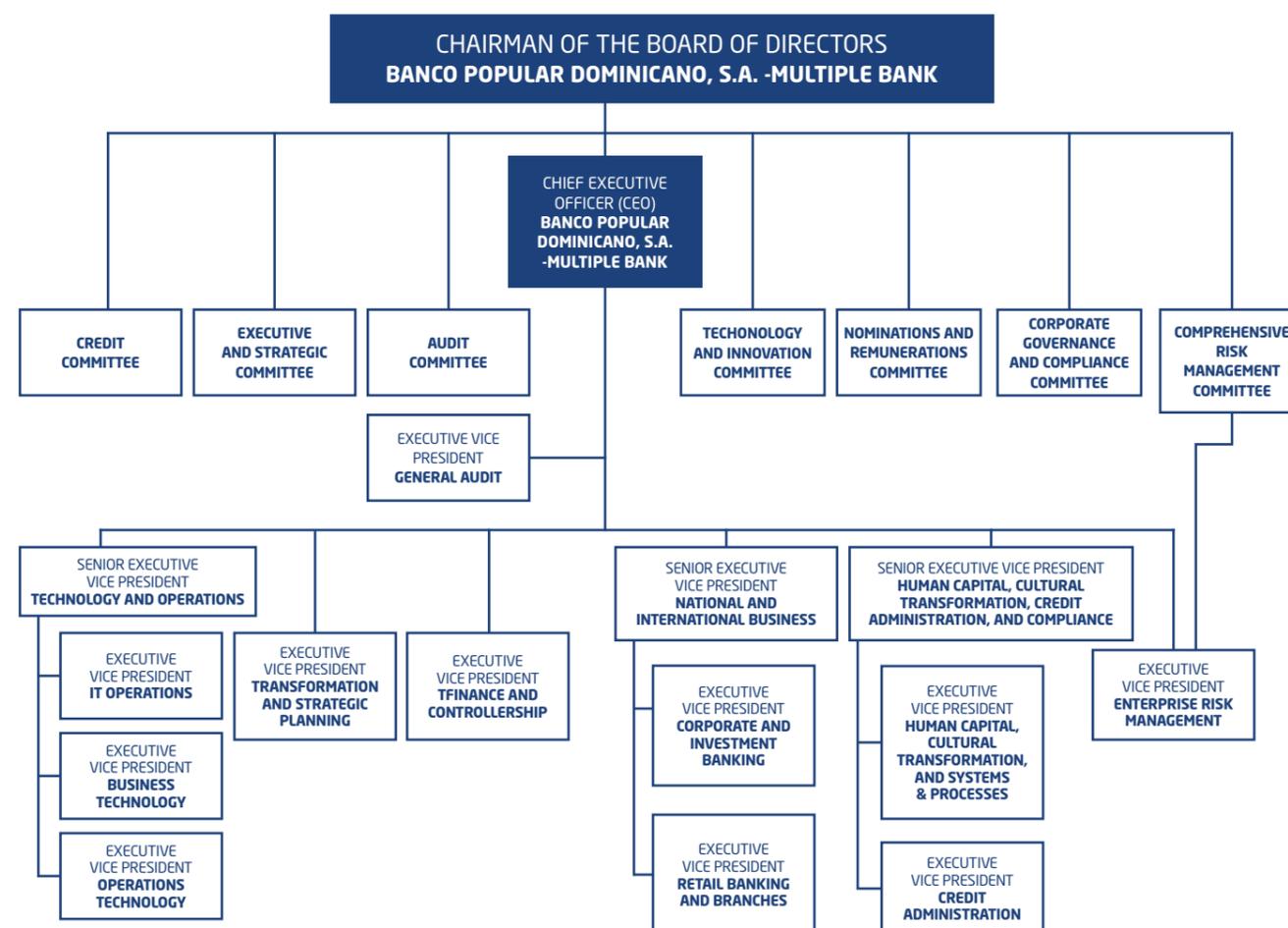
The governance structure of Banco Popular Dominicano, S.A., Banco Múltiple is designed to ensure solid and responsible management. This structure includes a Board of Directors, supported by seven supporting committees, a Chief Executive Officer, and twenty internal senior management committees.

The current Board of Directors consists of 13 members: a Chair, a Vice Chair, a Secretary, a Chief Executive Officer, and nine additional members. In terms of gender diversity, one member is a woman, representing 8%, while twelve are men, representing 92%. Regarding age, the Board is primarily composed of professionals over 50 years old (92%), with only one member between the ages of 30 and 50 (8%), reflecting the extensive experience of the individuals leading the organization.

Of the 13 members, two (2) are internal or executive members of the institution, and eleven (11) are external members. Among the external members, eight (8) qualify as independent and three (3) as non-independent, in accordance with corporate governance regulations applicable to financial intermediation entities. Board members serve as chairs, vice chairs, or members of the various committees, with assignments determined by their experience, academic background, and professional track record, aiming to maximize the value of their contributions in each area.



This structure ensures that **Banco Popular Dominicano** maintains **stable and experienced governance**, capable of making **strategic decisions for the institution's growth and sustainability**.



Internal committees:

1. Internal Assets and Liabilities Committee (ALCO)
2. Internal Procurement Committee
3. Internal Ethics Committee
4. Internal Credit Committee
5. Internal Critical Events Committee
6. Internal Corporate Governance Committee
7. Internal AML/CFT Committee (Anti-Money Laundering and Counter Financing of Terrorism)
8. Internal Hygiene and Safety Committee
9. Internal Investments Committee
10. Internal Budget Committee
11. Internal Rules and Procedures Committee
12. Internal Standardization Committee
13. Internal Marketing and Public Relations Committee
14. Internal Rates and Tariffs Committee
15. Internal Technology Committee
16. Internal Operations and Security Committee
17. Internal Risk Committee
18. Internal Cybersecurity Committee
19. Internal Agile Committee
20. Data and Analytics Committee

* The governance structure holds the responsibility to ensure the effective fulfillment of the Principles of Responsible Banking, overseeing ethics and sustainability across all our operations.

The Board of Directors plays a central role in the strategic evolution of Grupo Popular, approving updates to our purpose, mission, values, strategy, policies, and sustainability objectives. Additionally, the Board approves programs and policies designed to address and manage the environmental, social, and economic impacts of our operations.

To ensure effective management in these key areas, the Board has established a series of specialized committees. These committees provide support in specific areas, actively participating in decision-making processes that impact economic, environmental, and social aspects, ensuring a comprehensive approach aligned with our principles of sustainability and responsibility.

For more information about the Committees, their objectives, and responsibilities, we invite you to consult page 43 of our [Sustainability Report 2023](#).

GRI 2-13

The Board of Directors has mechanisms to receive and address employees' concerns regarding the organization's environmental, social, and economic impacts. These concerns can be submitted through internal newsletters, emails, or by consulting the Annual Corporate Governance Report available on the website. During its regular monthly sessions, the Board reviews these concerns, when applicable, in accordance with internal policies.

Additionally, the Board accesses key information through materiality analyses conducted every two years. These exercises gather insights from the management committee and employees at various levels and subsidiaries via surveys and interviews, enabling the adjustment of strategies and the integration of stakeholder expectations into decision-making.

Remuneration policies

GRI 2-19

Board of directors

The Board of Directors defines its compensation policy based on the recommendations of the Nominations and Remunerations Committee. This policy includes fixed and variable components, taking into account criteria such as attendance at meetings and reimbursement of expenses for members residing outside the city. According to the Remuneration and Travel Expenses Policy of Grupo Popular and its subsidiaries, the form of compensation is established for the external members, and emeritus directors.

Our Annual Corporate Governance Report details how these policies relate to the objectives and performance in managing the organization's economic, social, and environmental impacts. Additionally, in accordance with the Corporate Bylaws, the annual compensation of the Board may not exceed 1% of net profits after the legal reserve has been covered.

2024 management highlights

In line with its Declaration of Corporate Governance Principles, which incorporates corporate citizenship and sustainability as essential pillars, Grupo Popular and its subsidiaries reaffirmed their commitment to a low-emission economy and the United Nations 2030 Agenda. Throughout 2024, multiple initiatives aligned with these objectives were executed, as detailed in the annual governance reports of each subsidiary.

As the parent company, Grupo Popular, through its Internal Sustainability and Reputation Committee, monitored consulting processes on environmental and social risk management within its financial entities. Furthermore, adjustments were approved in the sectoral categorization of investment projects, considering their potential environmental and social impacts.

Meanwhile, Fundación Popular Inc. consolidated its role as the group's social arm, leading environmental and community actions. In 2024, it actively participated on the boards of the Yaque del Norte and Santo Domingo Water Funds and implemented projects in wetlands, aqueducts, and sustainable development, benefiting more than 10,556 people nationwide.



Our progress on commitments made in 2023

Subsidiary	2023 goals	2024 compliance	Description
GCS, International Ltd.	Align internal policies with those of Grupo Popular.	★ Achieved	All internal corporate governance policies of GCS, International Ltd. were aligned with Grupo Popular's guidelines, including the Internal Regulations of the Board of Directors. Likewise, the entity adhered to the following parent company policies: Manual of Governance Bodies, Corporate Governance Statement of Principles, Preparation, Review, and Approval of Minutes, Monitoring of Claims Against Board Members and Key Executives, Succession of Board Members, and Board Committees Policy.
Grupo Popular, S.A.	Continue strengthening corporate governance practices in our governing bodies, from the Group as parent company to effective alignment in subsidiaries.	★ Achieved	This is an ongoing goal. However, in 2024, the Corporate Governance and Shareholder Relations Department of Grupo Popular reaffirmed the institutional commitment to strengthening governance structures, both at the parent company and its subsidiaries. Throughout the year, key practices were maintained, including monitoring compliance with the Corporate Governance Statement of Principles, tracking the performance of committees, and conducting the annual evaluation of the Board's effectiveness. Additionally, institutional projects related to corporate social responsibility and economic, social, and environmental sustainability were supported, consolidating a management approach aligned with the highest standards of responsible governance.

6.2 Sustainable products and services

SDG 7, SDG 11, SDG 13 y SDG 17



Why is it important?

GRI 3-3

We recognize that sustainability is not an option but a necessity. In an environment where the transition to a greener economy is imperative, sustainable financial products and ESG services have evolved from being a trend to becoming key drivers of economic and social transformation.

For Grupo Popular, this evolution represents a strategic opportunity on multiple levels. First, it allows us to strengthen our leadership in the financial market by differentiating ourselves through an innovative offering that meets the growing demands of clients, investors, and regulators for responsible solutions aligned with sustainability criteria.

Moreover, the integration of sustainable products and services opens new avenues for growth, expanding our customer base with emerging segments seeking financing alternatives for green projects, renewable energy, energy efficiency, and sustainable mobility. This not only diversifies our revenue sources but also enhances the resilience of our portfolio against climate and regulatory risks.

More than just products and services, these initiatives consolidate our role as a key player in driving a resilient and inclusive economy. We promote financial inclusion for historically underserved sectors and align our strategy with the UNEP FI Principles for Responsible Banking, among other global frameworks, ensuring that growth is sustainable and accessible to all.

Every action we take in sustainable finance not only drives positive impact for society and the planet but also generates tangible value for Grupo Popular, strengthening our competitiveness, reputation, and long-term sustainability.





How do we manage it?

GRI 3-3

At Grupo Popular, we manage sustainable financing with a structured and responsible approach, channeling resources toward projects that generate environmental, social, and economic value. We recognize the risks associated with financing initiatives that could have negative impacts on people or the environment, which is why we apply strict evaluation criteria to ensure that our decisions contribute to the sustainable development of the country. This management is based on international frameworks such as the Principles for Responsible Banking, solid internal policies, and a continuous improvement approach.

At the end of 2024, we reaffirmed our commitment to sustainable financing, reaching an approved amount of US\$490.9 million in renewable energy projects, of which US\$224.4 million were disbursed during the year. These resources have enabled the expansion of installed capacity by 121 MW, totaling an accumulated 689.2 MW in energy generation from solar, wind, and biomass sources in various regions of the country.

This progress reflects our commitment to promoting the transition toward a cleaner economy, driving investments that reduce dependence on fossil energy sources, lower carbon emissions, and foster more sustainable economic growth. Through this approach, we not only support the transformation of the energy sector but also create opportunities for businesses and individuals seeking more sustainable alternatives for their development.

Aligned with this effort, our sustainable asset leasing portfolio (green leasing), which facilitates access to photovoltaic energy systems, hybrid and electric vehicles, efficient machinery, and electric golf carts, exceeded RD\$531 million as of December 2024. Additionally, the **Hazte Eco** portfolio continued expanding, with a total disbursement of RD\$591.9 million in 2024, accumulating a historical total of RD\$3,047.9 million. This expansion positively impacted on an additional 226 clients, reaching a total of 807 beneficiaries, strengthening financial inclusion for traditionally underserved segments. Through these products, we facilitate access to sustainable solutions for individuals and small businesses that otherwise might not have adequate financing to adopt clean and efficient technologies.



Hazte Eco portfolio continued expanding, with a total disbursement of **RD\$591.9 million** in 2024, accumulating a historical total of **RD\$3,047.9 million.**

Banco Popular Dominicano, as the lead arranger, collaborated with other banks to structure a **USD \$170 million loan facility for Consorcio Energético Punta Cana - Macao, S.A. (CEPM)**, of which Banco Popular contributed USD \$85 million. This loan is a key component of the "CEPM ZERO" initiative, which aims for carbon neutrality through the integration of renewable energy sources such as wind and solar, along with advanced storage technologies like battery systems, reservoirs, and green hydrogen. CEPM intends to achieve 100% renewable energy integration by the end of 2030.

The loan facility is allocated for the development of renewable energy projects and debt refinancing. Of this amount, **USD \$130 million** will be dedicated to the development of three solar projects with integrated battery systems in the region totaling over 85 MW, including a distributed solar panel system on the roofs of various hotels in Punta Cana with a nominal capacity of 16 MW.

This loan reflects Banco Popular's commitment to advancing renewable energy and sustainability in the Dominican Republic, promoting the use of sustainable energy, significantly reducing greenhouse gas emissions, and fostering long-term environmental and economic benefits for the region.

How do we evaluate it?

GRI 3-3

To ensure effective management of sustainable financing, we have implemented a comprehensive monitoring and evaluation system led by the Products team. This system tracks key indicators such as the number of loans granted, the volume of financing by product type, and the performance of initiatives like the Hazte Eco portfolio.

We complement this monitoring with digital tools that enable real-time analysis of the impact of funds allocated to renewable energy projects, energy efficiency, and sustainable mobility. We assess these impacts in terms of emissions reduction, adoption of clean technologies, and contribution to the institution's sustainability goals. Additionally, we generate periodic reports that facilitate data-driven decision-making and ensure alignment of our actions with Grupo Popular's environmental and financial commitments.

Monitoring these indicators allows us to identify trends, adjust financing conditions, and prioritize sectors with the greatest potential for positive impact. It also enhances accountability to our stakeholders, strengthening transparency and reaffirming our commitment to data-driven management aimed at maximizing the environmental, social, and economic benefits of the Hazte Eco portfolio.

FS-8

Concept	Indicator	2020	2021	2022	2023	2024
Hybrid and electric vehicles	Number of loans	41	219	203	163	223
	Loan amount (RD\$ millions)	127.9	658.3	540.3	465.1	567MM
Solar panels	Number of loans	17	11	7	8	10
	Loan amount (RD\$ millions)	81.8	32.3	30.6	53.2	23.7 MM
Extra-Eco Popular	Number of loans	-	-	-	-	1
	Loan amount (RD\$ millions)	-	-	-	-	1.2MM

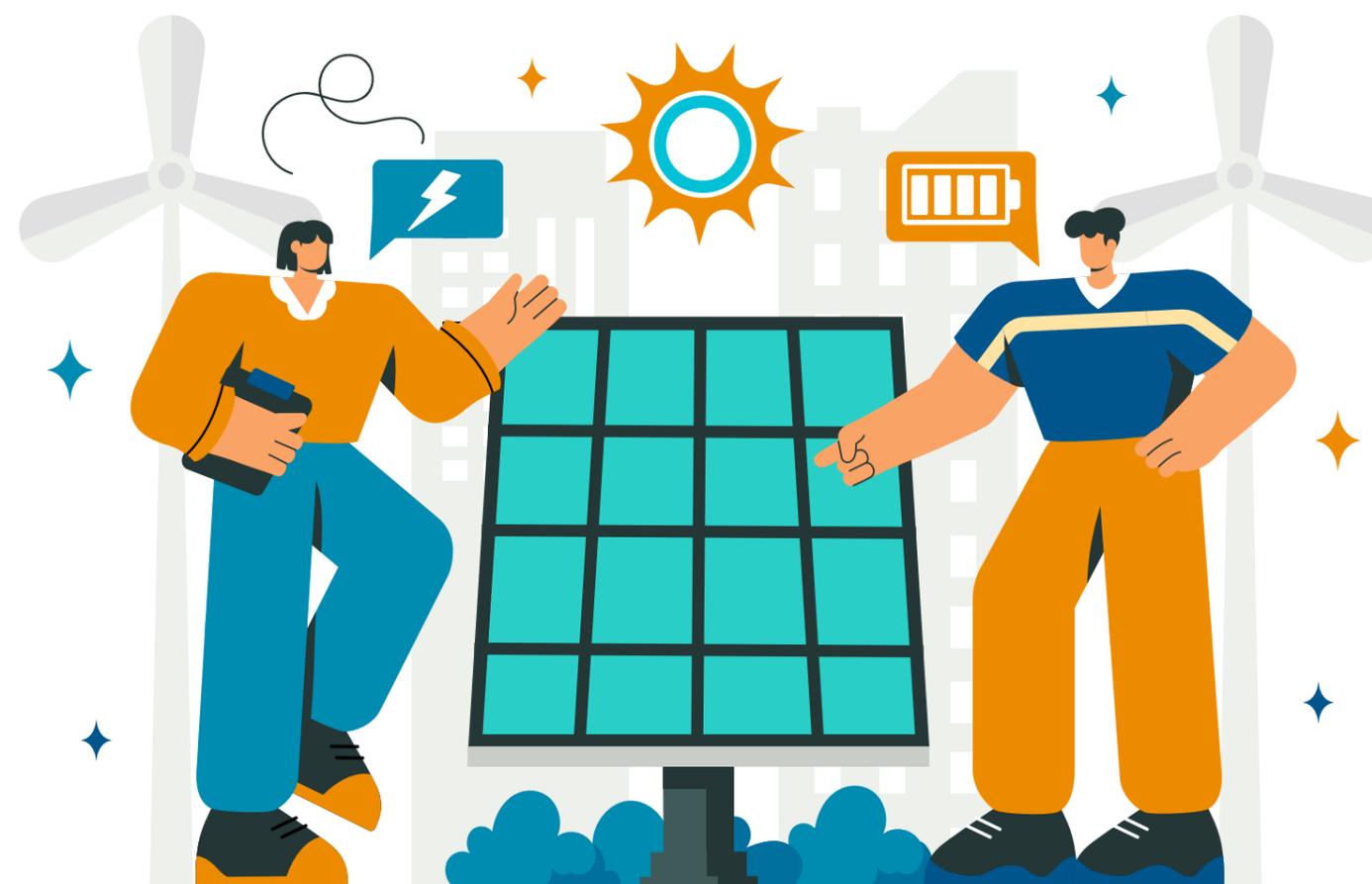
To learn more about our Extra-Eco Popular product, we invite you to review our [2023 Management Report](#), page 48.

During 2024, financing for hybrid and electric vehicles showed remarkable growth, with 223 loans granted—a 27% increase compared to 2023—and a total disbursement of RD\$567 million, the highest level since the portfolio's launch in 2019. This performance consolidates the upward trend of the sustainable mobility portfolio, reaffirming Grupo Popular's commitment to the transition toward clean and low-emission technologies.

The number of loans granted for the acquisition of solar panels continued to rise, with 10 loans disbursed in 2024, surpassing the figures recorded in 2022 and 2023. Although the amount disbursed was RD\$23.7 million, 55% lower than the previous year, Banco Popular continues to strengthen its renewable energy financing portfolio, expanding opportunities for more clients to access sustainable solutions. This commitment to green financing continues to promote access to more efficient energy alternatives aligned with the country's sustainable development.

As part of this approach, we also maintain ongoing dialogue with our stakeholders, especially clients, to identify opportunities for improvement and design solutions that meet their needs and expectations. This feedback process allows us to adjust our product offerings, broaden our impact, and anticipate trends that are shaping the future of sustainable financing.

These experiences have reinforced key lessons for our management: sustainability requires sustained commitment over time, based on strategic partnerships and active ecosystem participation. Measuring impact is essential for effective management, which is why we continue strengthening our evaluation mechanisms. Additionally, we recognize that education and awareness are crucial to achieving collective transformation, as important as the development of financial products that generate positive impact and respond to our clients' needs.

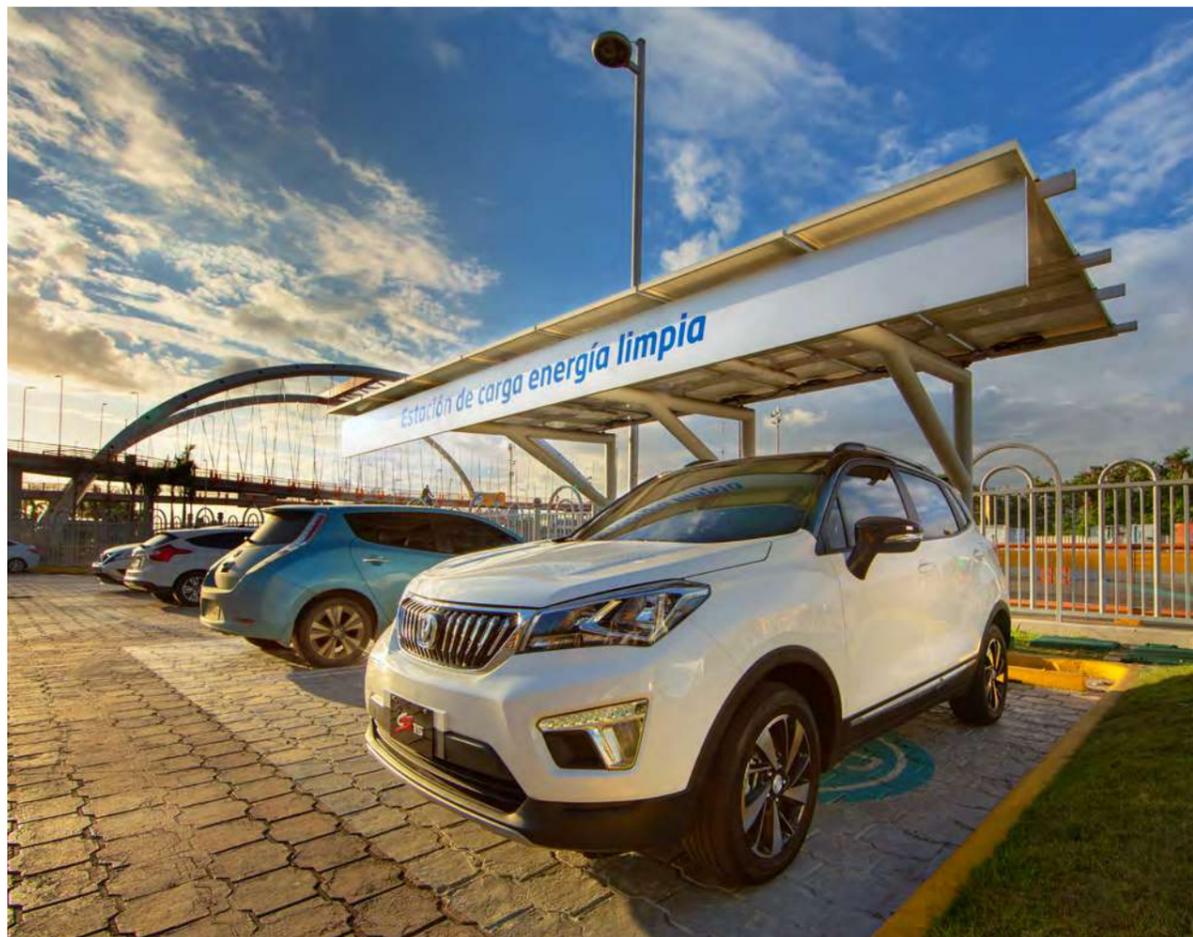


2024 management highlights

In 2024, Banco Popular Dominicano issued the first tranche of its Green Bond for RD\$300 million, as part of a program approved by the Superintendence of the Securities Market (SIMV) totaling RD\$2,500 million. This issuance represents a strong step in mobilizing capital towards environmental initiatives, aligning the bank's financial strategy with sustainability criteria.

Within the Hazte Eco portfolio, a milestone was reached with the disbursement of the first Extra-Eco Popular loan, aimed at the acquisition of energy efficiency equipment. This new sustainable financing line enables clients to adopt technologies that optimize energy consumption and reduce their environmental footprint.

Additionally, disbursements for hybrid and electric vehicles grew by 44% compared to 2023, marking the highest increase since 2022. These advances reinforce the bank's commitment to promoting innovative financial solutions that drive the transition toward more efficient, resilient, and responsible resource use models.



Our progress on commitments made in 2023

Subsidiary	2023 goals	2024 achievement	Description
Banco Popular Dominicano	Hold the Hazte Eco Popular fair, reaffirming our commitment to Responsible Banking and offering the best market conditions for acquiring energy efficiency and sustainable mobility equipment.	Updated goal	To better align with sustainable financing objectives, this goal was updated to "achieve a 15% increase in loans for hybrid and electric vehicles." This target was surpassed.
Banco Popular Dominicano	Placement of the green bond in the market and issuance of the first post-issuance annual report.	Partially achieved	The first tranche of RD\$300 million out of the RD\$2,500 million approved by the SIMV was placed to finance a photovoltaic solar energy project. The first post-issuance annual report will be published in 2025, according to CBI guidelines.



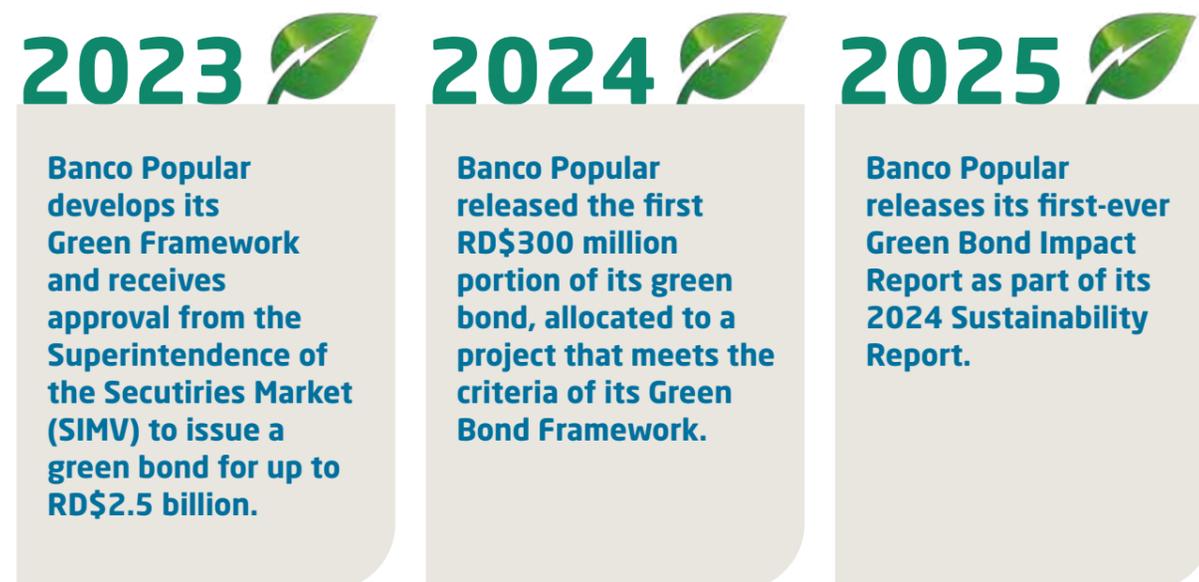
Our vision for the future

Access funds from multilateral and international organizations to channel resources towards sustainable and low environmental impact projects.

Subsidiary	Challenges	Time frame
Banco Popular Dominicano	Access funds from multilateral and international organizations to channel resources towards sustainable and low environmental impact projects.	Medium term (3 to 5 years) - Goal established since 2021
	Optimize the commercial management and positioning of sustainable products included in the Hazte Eco portfolio, expanding their market reach and impact.	Medium term (2 to 5 years)
	Issue new tranches of the green bond in the market and publish the first post-issuance annual report, promoting transparency and fund usage monitoring.	Short term (1 to 2 years)
	Establish strategic alliances with private sector companies to scale sustainable products and services, fostering environmental awareness and sustainability education among clients, partners, and communities.	Medium term (1 to 3 years)

2024 Green Bond impact report

Program milestones



In February 2023, Banco Popular Dominicano received approval from the Superintendency of the Securities Market (SIMV) to issue a green bond for up to RD\$2.5 billion. This becomes the second public offering of a sustainable investment instrument in the Dominican stock market and the first financial institution to conduct a green bond issue under SIMV guidelines. In January 2024, the program received the highest AAA rating from Feller Rate, considering it an investment instrument with the highest capacity to repay principal and interest. In April 2024, Fitch Ratings rated the issue AA+ (dom).

The issue is structured under a Green Framework, prepared in accordance with the Green Bond Principles of the International Capital Market Association (ICMA) and the guidelines of the Climate Bonds Initiative (CBI 3.0). It was reviewed by a third party, which issued a positive independent opinion. Banco Popular's Green Framework, developed in 2023, ensures that all green bond proceeds are managed and allocated to finance or refinance activities that qualify as green projects, according to specific criteria. This framework defines rigorous eligibility criteria for projects that can be financed, prioritizing those that directly contribute to climate change mitigation and sustainable development, such as renewable energy, energy efficiency, sustainable mobility, efficient water and waste management, and energy-efficient buildings.

In May 2024, Banco Popular Dominicano issued the first part of its green bond, worth RD\$300 million with a 10-year maturity and a fixed annual interest rate in Dominican pesos, for a renewable energy project.

Eligible project categories according to the green framework

Below is a summary of the Green Framework's eligibility criteria, as well as the expected contribution of each to the Sustainable Development Goals (SDGs):

Category	Description	Contribution to the SDGs
Renewable energy and energy efficiency	<ul style="list-style-type: none"> Solar Energy Wind Energy Bioenergy Energy efficiency Smart grids Storage 	<p>SDG 7 Between now and 2030:</p> <ul style="list-style-type: none"> Increase the proportion of renewable energy Double the worldwide rate of improvement in energy efficiency.
Sustainable mobility	<ul style="list-style-type: none"> Electric vehicles (cars, buses, bikes, scooters, etc.) Charging stations for electric and hybrid vehicles Manufacturing or assembly plants for the above. 	<p>SDG 13 Between now and 2030:</p> <ul style="list-style-type: none"> Provide access to safe, affordable, accessible, and sustainable transport systems for all and improve road safety Strengthen resilience and adaptive capacity to climate-related risks and natural disasters in all countries.
Circular economy	<ul style="list-style-type: none"> Waste collection infrastructure Integrated waste management Waste co-processing Infrastructure for the utilization of secondary raw materials (recoverable waste) 	<p>SDG 12 Between now and 2030:</p> <ul style="list-style-type: none"> Reduce the negative per capita environmental impact of cities, and Significantly reduce waste generation through prevention, reduction, recycling, and reuse activities. Encourage companies to adopt sustainable practices and incorporate sustainability information into their reporting cycle. Strengthen resilience and adaptive capacity to climate-related risks and natural disasters in all countries.



Resumen de la emisión de Bonos Verdes

Characteristics of the Green Bond issuance BPD SIVEM-166	
Security holders	Legal entities, classified as professional investors
Use of funds	To finance and refinance loans in the bank's green portfolio
Type of securities to be issued	Green Bonds
Currency and amount	RD\$2,500,000,000
Number of Issuances	Multiple
Amount placed to date	RD\$300,000,000
Minimum investment	RD\$10,000
Maturity	Ten (10) years
Interest rate	Fixed or variable annual rate until maturity, to be determined in each corresponding Placement Notice. For the first issuance: 9.85% fixed in DOP.
Interest payment frequency	Monthly, quarterly, or semiannually. For the first issuance: Semiannually.
Principal payment	Amortized at maturity
Early redemption	Option for early redemption, starting from the fifth year of the issuance
Placement agent	Inversiones Popular, S.A.

Allocation of Green Bond proceeds

In May 2024, Banco Popular issued the first tranche of its green bond for an amount of RD\$300 million, out of a total RD\$2.5 billion planned under the program, for **solar energy** projects within the **Renewable Energy and Energy Efficiency** category. The funds were entirely received from institutional investors, specifically from pension fund administrators (AFP) Popular, Crecer, Siembra, and Reservas. These institutions financed a tranche of the loan for the Coastal Solar photovoltaic power generation park. With this project, Coastal Solar seeks to transition from being a traditionally oil-based company to one focused on renewable energy, reducing its dependence on fossil fuels and minimizing its environmental impact using renewable energy sources, particularly solar power.

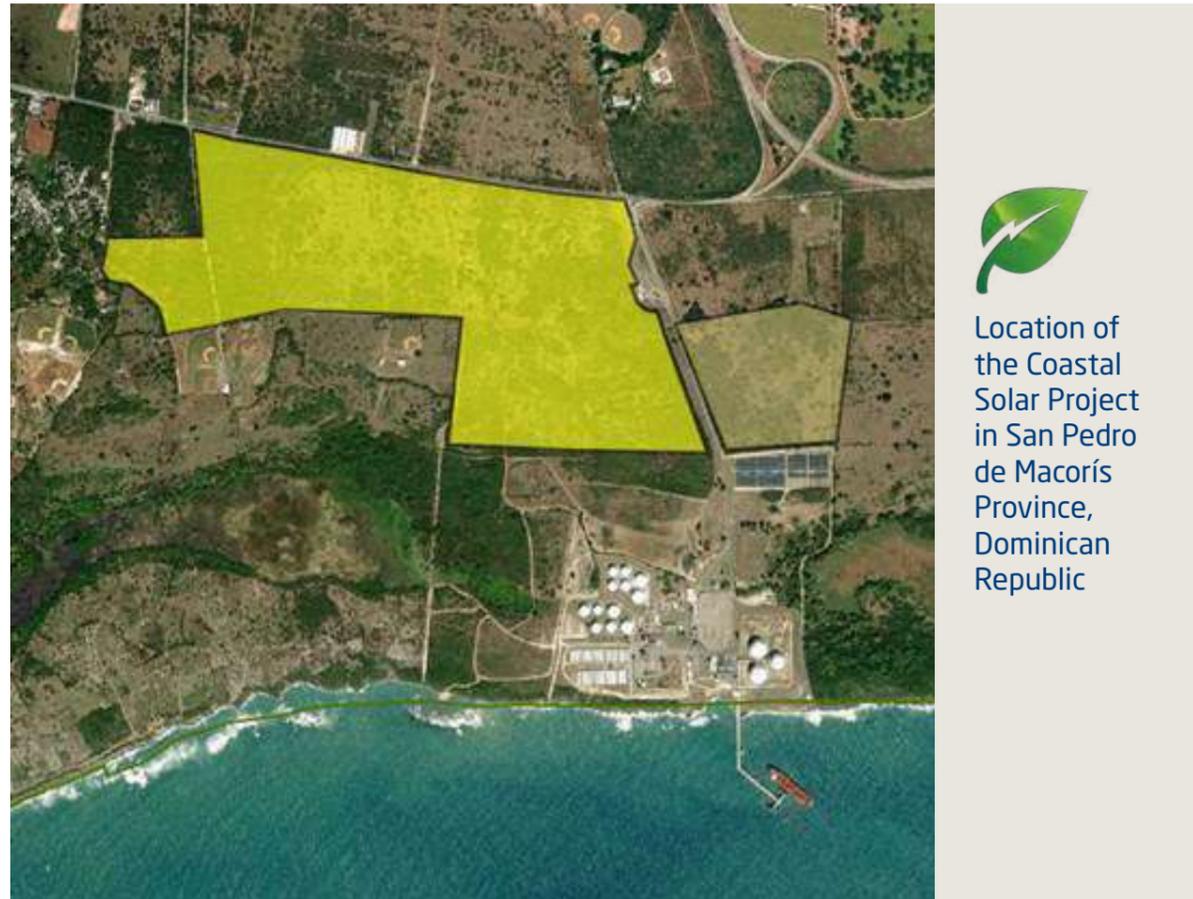
The Coastal Solar project, whose operation begin in July 2025, will have an **installed capacity of approximately 131 Mwp, generating an average of 218 GWh per year**, entirely from solar energy, over a 30-year operational period. Currently, this plant represents just under 10% of the Dominican Republic's interconnected renewable energy generation capacity. It will contribute to strengthening the country's energy matrix by promoting clean and sustainable sources. The expected impact of this bond issuance includes an increase in national clean energy generation capacity and an estimated reduction of 120,000 tons of CO₂ emissions per year over the first 10 years, aligning with the Sustainable Development Goals (SDGs) No. 7 (Affordable and Clean Energy) and No. 13 (Climate Action). This equates to an approximate reduction of 3.9 million tons of CO₂ over 30 years, equivalent to the electricity consumption of around 84,300 households.

On average, over the first **10 years** this emissions reduction is equivalent to saving:

- 15.4 million gallons of gasoline
- 317 mil barrels of oil
- 13.5 million million gallons of diesel
- 2.3 million planted trees



Additionally, Coastal Solar has created approximately 1,000 direct and indirect jobs during the construction phase and about 44 permanent jobs during the operations phase, boosting the local economy of San Pedro de Macorís, a relatively small town in the Dominican Republic.



The funds from the Green Bond issuance are credited to an account designated specifically for this purpose. The funds of the first tranche were fully disbursed to the Coastal Solar project. To date, there are no funds pending allocation from the first tranche, with a new placement pending for the remaining approved amount (RD\$2.2 billion).

The nominated project is not being nominated for other Certified Climate Bonds, Certified Climate Loans, Certified Climate Debt Instruments, green bonds, green loans, or other labeled instruments (such as social bonds or SDG bonds). The entirety of the net proceeds from the issued bond will be used for financing, not refinancing, and will not exceed the total investment exposure.

Project selection and evaluation processes

Coastal Solar project was selected as a beneficiary of the first tranche of the Green Bond due to its compliance with the eligibility criteria defined in the Green Framework, as well as having all its permits up to date, including its Environmental Permit. Although other projects had the potential to meet these criteria, the Coastal Solar Project was administratively ready to receive the funds.

Performance indicators

1. Clean Energy Generation: 218.08 GWh of electricity per year, on average.



The solar energy production was estimated based on an assessment of the solar resource available evaluated through the installation of a bankable-grade meteorological station by NRG and using the plant specifications provided by Coastal Solar. These specifications were reviewed and assessed by the certification companies UL Renewables and DNV which evaluated the losses and uncertainties assumed based on the available basic, conceptual and detailed engineering design developed for the power plant. The energy modeling software PVsyst v.8.0.3 was used, considering other applicable losses, to evaluate long-term production and project uncertainty levels. The Typical Meteorological Year (TMY) was analyzed using site-specific data from the Solar Measurement Station (SMS) at the project site. For this process, the Solargis dataset was used in the MCP process as a long-term reference source, correlated with the actual data from the meteorological station installed at the site. Finally, the average annual Global Horizontal Irradiance (GHI) and Diffuse Horizontal Irradiance (DHI) for the site are estimated at 1,997 kWh/m² and 752 kWh/m², respectively. The average annual temperature is estimated at 25.6°C.

Net energy production in the first year is estimated at 234.74 GWh, with a performance ratio of 86.6%, considering only the front side of the module, and an AC capacity factor of 24.4%. Evaluating the 30-year average period and including estimated degradation, the net annual energy production is estimated at 218.08 GWh, with a performance ratio of 80.5% and an AC capacity factor of 22.7%.

For the 30-year operational period, combined uncertainty is estimated at 5.2% on average annual production, resulting in 219.14 GWh for the evaluation period, with a 90% confidence level.



2. Reduction in Carbon Dioxide Emissions: The project is expected to avoid emissions of 120,000 tons of CO₂ per year during its first 10 years and approximately 3.9 million tons of CO₂ over 30 years of operation.

To estimate avoided emissions, the methodology “ACM0002 - Grid-connected electricity generation from renewable sources” was applied, combined with the “Tool to calculate the emission factor for an electricity system”. This tool determines the CO₂ emission factor for an electricity system by calculating the Combined Margin (CM) emission factor, which is a weighted average of two components:

- **Operating Margin:** based on electricity generation and fossil fuel consumption of all plants currently connected to the national electric system (SENI).
- **Build Margin:** based on the most recently constructed and operational power plants.

The rationale of this methodology is that the electricity generated by the proposed project displaces electricity that, in its absence, would have been generated by other plants connected to the grid, many of which use fossil fuels. Therefore, it is assumed that without the project, electricity would be generated by a mix of existing and new fossil fuel plants. According to official data from a 2023 exercise, the combined grid emission factor for that year is 0.5624 tCO₂/MWh. This emission factor has been audited within the Gold Standard registration process of the project.

Applying this factor to the project’s electricity generation projections results in the following emissions reductions for the first five years of plant operation, corresponding to the volume of anticipated carbon certificates:

Year	Annual electricity (MWh)	Emission reductions (tCO ₂)
1	234,740	132,018
2	233,570	131,360
3	232,400	130,702
4	231,230	130,044
5	230,070	129,391

Placement summary

Project	Coastal Solar
Amount	RD\$300,000,000
Percentage placed	100%
Category	Renewable energy and energy efficiency
CBI eligibility criteria	A minimum of 85% of the electricity generated from solar energy resources - The Coastal Solar project meets this criterion as 100% of the electricity generated will be from solar energy.
Performance indicators	Clean energy generation: 230 GWh of electricity per year. Annual greenhouse gas emissions reduction: 120,000 tons of CO ₂ per year, on average.

Note: The 2025 Sustainability Report will include data on the plant’s operation, following its commissioning in the middle of this year.

6.3 Evaluation of socio-environmental risks of the portfolio

Principle 3.1, Principle 5.3



Why is it important?

GRI 3-3

At Grupo Popular, we recognize that our operations, portfolios, investments, and financed projects are exposed to environmental, social, and governance (ESG) risks that may have financial implications and affect our economic performance. These risks impact not only the organization but also our clients, reinforcing the need for proactive management.

As a financial institution, we understand that socio-environmental risks can be present across all economic activities. Therefore, we take responsibility for managing them carefully, addressing environmental and social risks as well as corporate governance risks that could jeopardize our financial stability. Assessing these risks is not only a necessity but also an opportunity to redirect resources toward projects with positive environmental and social impact.

How do we manage it?

GRI 3-3

The management of environmental, social, and governance (ESG) risks has become an essential component for responsible decision-making in financing operations and managing the financial investment portfolio. This approach provides a methodological framework for the identification, evaluation, and mitigation of such risks in activities financed by Banco Popular Dominicano, aiming to minimize the likelihood of incurring associated costs, promote the financing of sustainable activities and operations, and strengthen compliance with good environmental and social practices.

The Environmental and Social Risk Management System (ESRMS) was designed to assess the eligibility of companies, projects, and activities applying for financing or investment placement. The ESRMS integrates ESG criteria as a fundamental part of the loan or investment admission process. Its objective is to identify, measure, analyze, and monitor the ESG risks associated with the applicant's operations and practices, allowing a comprehensive evaluation that goes beyond traditional financial indicators.

Through a systematic, automated, and objective methodology, the candidate's sensitivity to ESG factors is determined, their risk category classified, and an ESG rating assigned, providing a clear and structured view of the applicant's sustainability profile. Additionally, the bank's existing portfolio is categorized to monitor and control sectoral concentration.

Through rigorous management, we ensure the implementation of controls that prevent the materialization of these risks. We also place special emphasis on mitigating reputational risk by avoiding links to sectors with high environmental impact or that may violate human rights and social welfare. The Procedure for the Analysis of Environmental and Social Risks, currently under approval, establishes the steps to be followed by different units in preparing the Environmental and Social Risk Analysis (ESRMS).

How do we evaluate it?

GRI 3-3

The risk assessment of our loan portfolio is based on the analysis of criteria established in regulations such as the Asset Evaluation Regulation (REA) in the Dominican Republic and Agreement 4-2013 on Credit Risk Management and Administration in Panama. Through these guidelines, we assign risk categories considering qualitative and quantitative aspects, as well as estimate the probability of borrower default. This approach allows us to calculate preventive provisions and strengthen the management of associated risks.

Similarly, the investment portfolios of our banking subsidiaries are managed under specific policies and procedures that define objectives, classifications, governance structure, approval limits, and evaluation criteria, aligned with the regulations in force in each jurisdiction.

The Environmental and Social Risk Management System (ESRMS) requires approval by the Board of Directors through the Comprehensive Risk Management Committee for its implementation and for any modifications, inclusions, exclusions, or adjustments.

Compliance with the approved measures is ensured throughout the life of the debt or investment through the execution of the environmental and social management plan supervision scheme, updating the required documentation, reassessing risks as necessary, updating requirements as new applicable developments arise depending on the sector type, and monitoring environmental and social risk appetite indicators.

We are in the process of approving the socio-environmental risk system for our portfolio. This system includes a conceptual framework and a new workflow for the identification and evaluation of environmental and social risks. To ensure that this process is objective and consistent with the current and specific conditions of each project, and considering portfolio exposure, exclusion lists, and appetite metrics, we have developed several management documents that will facilitate the process. These documents include:

- Manual of the Environmental and Social Risk Management System
- Procedure for Environmental and Social Risk Analysis
- Methodological Document
- Environmental and Social Risk Analysis Form (ESRMS)
- Environmental and Social Risk Analysis Report



While we do not yet have a specific policy for the evaluation of environmental and social risks in our portfolios, we have a solid regulatory framework that enables us to assess these risks in the projects we finance. Below, we detail its main characteristics:

General sustainability and responsible banking policies and guidelines	Credit risk policy manual and credit risk manual	Banco Popular's manual for the prevention of money laundering, terrorism financing, and proliferation of weapons of mass destruction
<p>They establish the framework to address the main challenges and issues of the region. Their aim is to contribute to the Sustainable Development Goals (SDGs) and the UNEP-FI Principles for Responsible Banking, aligning the actions of Grupo Popular and its subsidiaries with these global agendas, and increasing and promoting positive impacts through responsible practices. These policies are approved by the Executive Vice Presidency of Corporate Communications, Reputation, and Responsible Banking, while the Sustainability and Responsible Banking Division leads the management of these initiatives, ensuring their effective implementation. To achieve this, both environmental and social risks and opportunities are considered, integrating them into decision-making and the institution's long-term strategy.</p>	<p>They define the key factors for decision-making and monitoring the inherent risks in the operations of Banco Popular and Popular Bank, incorporating techniques and indicators that serve as the basis for credit risk assessment. This information is essential for supervising and controlling risk exposure. It provides strategic input to the Board of Directors, which, through the Comprehensive Risk Management Committee and other internal committees, uses it to make informed decisions and strengthen risk management.</p>	<p>The Corporate Governance and Compliance Committee of the Board is responsible for identifying and understanding the main risks to which the Bank is exposed. Additionally, it is tasked with proposing measures, procedures, policies, and control systems that ensure compliance with regulations on the prevention of money laundering, terrorism financing, and proliferation of weapons of mass destruction, thereby strengthening the integrity and security of our operations.</p>



Popular Bank manual for the prevention of money laundering, Terrorism financing, and financing of the proliferation of weapons of mass destruction	Code of ethics of Grupo Popular and its subsidiaries
<p>The Board of Directors is responsible for identifying and understanding the main risks facing the Bank, establishing the necessary limits and procedures for their management. It must also ensure that senior management implements appropriate measures for the identification, measurement, monitoring, and control of these risks.</p> <p>Meanwhile, the Corporate Governance Committee's mission is to ensure compliance with good corporate governance standards, as well as to supervise and oversee that the Bank complies with current regulations, protecting the interests of shareholders and depositors.</p>	<p>It seeks to protect the rights and integrity of all our stakeholders, promoting the well-being of our clients and ensuring business relationships based on transparency. Likewise, it implements measures to prevent over-indebtedness and fosters responsible financial management.</p> <p>Compliance with these principles is overseen by the Ethical Compliance team, which is responsible for strengthening adherence to ethical conduct standards within the organization and ensuring that our business practices align with our values and commitments.</p>

The Credit Risk Policy Manual clearly establishes credit operations that are prohibited, ensuring that our financial practices align with principles of responsibility and regulatory compliance.

Among the operations with social implications that we do not finance are those linked to gambling activities, morally questionable businesses, money laundering, terrorism financing, and the proliferation of weapons of mass destruction. Likewise, we do not grant credit to financial intermediary entities that lack approval from the corresponding regulatory bodies.

Creation of the Environmental and Social Risks Department

At the end of 2024, the **Environmental and Social Risks (E&S) Department** was established, reporting to the Division of Risk Analysis of Money Laundering and Emerging Risks, within the Operational Risk Area. This department will play a key role in the implementation of the Environmental and Social Risk Management System (ESRMS), with the following responsibilities:

- Review of ESRMS forms and attached documentation, completed by business teams together with clients;
- Generation of ESG risk reports, which will be integrated into credit and investment applications;
- Evaluation of credit and investment applications based on the results of the ESG analysis;

- Incorporation of action plans to mitigate environmental and social risks, as well as contractual clauses to ensure compliance with environmental and social matters;
- Monitoring and follow-up of the implementation of action plans and compliance with environmental clauses throughout the life of the debt or investment.

With the operation of the ESRMS, the bank will strengthen its focus on managing environmental and social risks, aligning with international best practices and ensuring greater sustainability in its financing and investment portfolio.

FS-02, FS-03, FS-05

In addition to our risk management policies, we have developed structured processes to foster sustainable business relationships with our clients, ensuring that our financial operations align with sustainability principles and environmental responsibility.

Credit Application Evaluation

Before establishing a business relationship, we verify that projects comply with applicable permits and regulations to mitigate socio-environmental risks. Non-compliance with the General Environmental Law (Law 64-00), for example, results in sanctions and credit denial. Furthermore, we are in the process of implementing the Environmental and Social Risk Management System (ESRMS) to identify operations subject to ESG analysis based on their potential environmental, social, and governance risks.

This system considers criteria such as exclusion lists, economic sector categories, and investment amounts. Additionally, our Business and Sustainability areas advise clients on environmental requirements and sustainable practices. If a project does not comply with permits, its credit application is rejected. We also identify sectors excluded from our financing and evaluate credit applications by verifying regulatory compliance. We are currently in the process of approving the ESRMS workflow, which will require applicable clients to provide documentation, studies, and certifications to obtain an ESG rating that will be considered in credit granting or investment approval decisions.

FS-05

Currently, the business officer requests the necessary environmental permits and licenses, while the credit areas verify their validity and compliance with regulatory standards. The Sustainability and Responsible Banking Division advises on decision-making regarding these risks, ensuring compliance and continuous monitoring through contractual conditions in loans.

Although formal environmental and social risk assessments have not been conducted on clients or investments, all credit applications and investment evaluations require the corresponding Environmental Permits and Licenses to proceed with credit formalization. The Sustainability and Responsible Banking team also guides clients on opportunities and benefits of adopting sustainable practices.

With the implementation of the ESRMS, Grupo Popular strengthens its commitment to managing environmental and social risks, aligning with international best practices and promoting greater sustainability in its financing portfolio.

To learn more about the credit application evaluation process, please refer to our [2023 Sustainability Report](#) on page 55.

FS-04

Training in socio-environmental risk management

Recognizing the importance of having a highly trained team in managing environmental, social, and governance (ESG) risks, we have identified key areas requiring capacity building. This training program includes teams from Comprehensive Risk Management, Business, Sustainability and Responsible Banking, as well as strategic areas such as Internal Control, Audit, and Change Management, ensuring a comprehensive understanding of the Environmental and Social Risk Management System (ESRMS).

The program design is based on the credit granting process flow, allowing us to identify both the traditionally involved areas and those that will be incorporated with the ESRMS integration. Additionally, in collaboration with the Systems and Processes team, we have analyzed new policies and procedures to determine the system's impact on other areas. Since ESRMS implementation requires specialized knowledge and skills, these areas have been included in the training. Senior management has also been involved, considering their role in strategic decision-making based on the environmental and social findings of loans and investments.

To evaluate training effectiveness, participants will receive feedback surveys through the training department. The program's success will be measured by how easily and effectively teams adopt the new ESG risk management frameworks and processes. If necessary, additional training will be provided to reinforce knowledge and ensure optimal implementation.

We ensure that all personnel involved in ESRMS-related processes have received or will receive the appropriate training, thus guaranteeing an approach aligned with the best international practices in environmental and social risk management.

Our progress on commitments made in 2023

Banco Popular Dominicano and Popular Bank		
2023 goals	2024 achievement	Description
Maintain updated and approved exclusion lists, appetite metrics, and admission forms within the framework of the ESRMS.	Partially achieved	The exclusion list, sectoral categorization of environmental and social risks, and the minimum amount applicable for ESG analysis were approved, advancing the implementation of key ESRMS criteria.
Train senior management, risk teams, business units, credit analysis, sustainability, and other relevant areas such as marketing and systems and processes on environmental and social risks.	Partially achieved	The operational team responsible for structuring the ESRMS, including the Emerging Risks, Sustainability, and Responsible Banking areas—participated in the Environmental and Social Risk Analysis Training Program provided by INCAE, with support from UNEP-FI.
Implement the ESRMS pilot in at least 2 economic sectors.	Not achieved	Formal approval of the technical documents is currently pending to begin the pilot, which is scheduled for implementation in the first half of 2025.
Have an approved and current policy for environmental and social risk analysis.	Partially achieved	The policy was drafted and reviewed by the corresponding technical teams and is in its final stage, awaiting only formal approval by the Comprehensive Risk Management Committee.

Challenges	Time frame
Maintain updated and approved ESG appetite metrics and admission forms within the ESRMS framework.	Short term (1 year)
Train senior management, business units, credit analysis, and other relevant areas such as marketing and systems and processes on environmental and social risks.	Short term (1 year)
Conduct an ESRMS pilot in at least 2 economic sectors.	Short term (1 year)
Have an approved and effective environmental and social risk analysis policy in place.	Short term (1 year)

6.4 Cybersecurity, information security, and consumer protection



Why is it important?

SDG 4, SDG 17

GRI 3-3

In an increasingly connected world, our ambition to lead in the digital environment drives us to prioritize three fundamental pillars: cybersecurity, information protection, and consumer protection. To achieve this goal, we have developed a digital ecosystem that combines cutting-edge technologies and innovative solutions, designed to provide a reliable and secure experience for our users.

The evolution toward remote work models and the implementation of more advanced digital channels have marked a turning point in our operations. This change has not only highlighted the importance of strengthening our digital security capabilities but also revealed the associated impacts, risks, and opportunities for Grupo Popular. Responsible management of the data of our clients, collaborators, and partners is key to minimizing vulnerabilities for both users and Grupo Popular, leveraging strategic opportunities, and ensuring the continuity of our operations.

At Grupo Popular, cybersecurity, information security, and consumer protection are fundamental pillars of our sustainability management. These practices not only protect sensitive data and prevent cyberattacks but also build trust with our clients, ensure regulatory compliance, and guarantee operational continuity. By maintaining these standards, we reinforce our integrity and reputation, contributing to a safer and more trustworthy financial environment.

How do we manage it?

GRI 3-3

In this context, we have intensified our efforts to ensure information is managed with integrity, confidentiality, and availability. Through specialized training for our cybersecurity team and the promotion of good data management practices, we reaffirm our commitment to facing the challenges of a dynamic digital environment. Our focus is on protecting user privacy, mitigating risks, and building trust-based relationships.

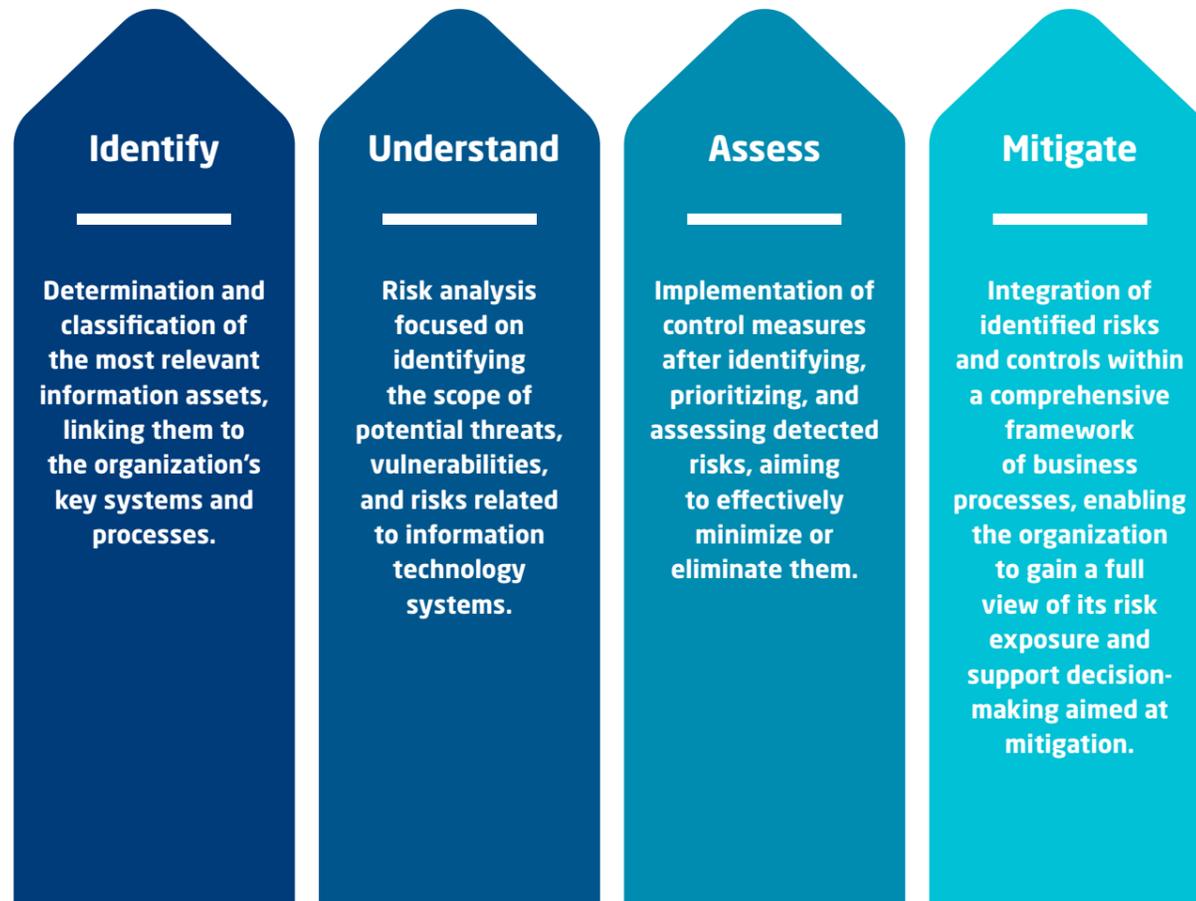
We have a robust **Cybersecurity Program** designed to identify emerging threats, mitigate risks, and protect the technological infrastructure supporting our critical operations. This program includes specialized training for our teams, promotion of best practices in data handling, and strong governance led by the Internal Cybersecurity Committee and the Comprehensive Risk Management Committee, under the supervision of the Board of Directors.

A key operational pillar of this model is our **Security Operations Center (SOC)**, from which we monitor, detect, and investigate cybersecurity incidents in real time. This center enables a rapid and coordinated response to any eventuality, strengthening our ability to anticipate and control potential vulnerabilities.

Digital transformation has driven the adoption of new channels and functionalities, increasing cyber risks for both our clients and the organization. In response, we have intensified efforts in identifying and managing technological risks, as well as protecting all sensitive information we process, store, or transmit. Special attention has been given to securing the critical business infrastructure and improving processes for detecting, prioritizing, and remediating vulnerabilities.

Beyond technical compliance, we understand that cybersecurity is essential to generating trust, ensuring operational continuity, and maintaining responsible relationships with our stakeholders. Therefore, we adopt a proactive stance aimed at building a secure, resilient digital environment prepared for present and future challenges.

Our management approach is based on four fundamental pillars:



The **Security Operations Center (SOC)** is a fundamental pillar in Grupo Popular's cybersecurity strategy. This center consolidates and analyzes telemetry generated by the bank's networks, systems, and applications, processing an average of 33,400 events per second—more than 2.885 billion daily—to identify anomalous behaviors that may indicate the presence of threats. Thanks to the use of artificial intelligence (AI) and advanced analytics, approximately 172 alerts are generated daily, of which 40% are handled automatically. The remaining 60% are evaluated by a specialized team, which also develops new automation models to improve future response capabilities.

In 2024, the SOC was admitted to FIRST (Forum of Incident Response and Security Teams), the leading global network in cybersecurity incident response. This membership grants access to top-level threat intelligence, real-time indicators of compromise, and collaboration with other response centers worldwide, significantly strengthening the bank's anticipation and defense capabilities.

Cybersecurity awareness is another key component of our strategy. Throughout the year, ongoing campaigns were conducted targeting employees, suppliers, and clients through social media, direct messages, virtual seminars, and in-person conferences. This approach has helped strengthen a preventive culture, increasing preparedness against digital risks.

Thanks to these combined efforts, cyber intelligence, automation, advanced monitoring, and organizational culture, we have strengthened the protection of our technological infrastructure, ensured operational continuity, and reduced the financial impact of cybersecurity incidents, positioning Grupo Popular as a resilient entity against ever-evolving digital threats.

How do we evaluate it?

GRI 3-3

Risk management related to information security and cybersecurity at Grupo Popular relies on a robust monitoring and evaluation system that combines key indicators, technical analysis, and a solid governance structure. Aspects such as the number of privacy violation claims, participation in training programs, and periodic reports to the Internal Cybersecurity Committee, Internal Risk Committee, and the Comprehensive Risk Management Committee of the Board of Directors are monitored. These bodies validate implemented strategies, ensure alignment with institutional objectives, and rigorously supervise their performance.

A highly qualified team, supported by state-of-the-art technology, performs risk identification and monitoring, vulnerability assessments, security incident management, and monitors cyber threat intelligence sources to guarantee timely and effective responses.

The impact estimation of each risk is based on the principles of confidentiality, integrity, and availability of information. The evaluation of the likelihood of exploiting vulnerabilities and threats allows classifying risks as very high, high, medium, or low, facilitating prioritization and defining appropriate mitigating actions.

This risk matrix is periodically updated, incorporating new controls and operational adjustments. Reviewed risks feed into asset-type analyses, and exposures are regularly presented to the relevant committees for follow-up, validation, and strategic decision-making.

Own Indicator

Number of employees trained in information security and protection				
	2021	2022	2023	2024
Banco Popular Dominicano	6,103	6,862	7,445	7,762
Subsidiaries	997	1,031	1,178	1,327

We also focus our efforts on strengthening detection and response capabilities for cybersecurity incidents through our Security Operations Center (SOC).

Own Indicator

Number of events monitored by the SOC per minute			
2021	2022	2023	2024
2 million	1.8 million	1.85 million	2 million

In our technological evolution over the past year, we have adopted cloud solutions, which have allowed us to achieve the expected security benefits while maintaining risk levels within the acceptable limits established by our Risk Policy. Additionally, we have continued with our Information Security and Cybersecurity hygiene strategy designed to mitigate possible new risks and threats, which include:

- Reviewing and updating policies and procedures for the management of information security and cybersecurity, as well as defining, designing, and implementing controls for the institution’s technological infrastructure in the cloud.
- Active contribution in creating and applying cybersecurity measures across all technological projects of the institution, ensuring protection of essential platforms according to the priorities established based on asset importance.
- Implementation of the information security awareness program, which includes: i) institutional certification in Information Security and Cybersecurity and phishing simulation campaigns for all employees, and ii) campaigns and presentations aimed at clients and other stakeholders via social media and specific events.

- Strengthening detection models based on artificial intelligence and machine learning for monitoring and identifying potential cybersecurity incidents in the technological infrastructure, as well as implementing monitoring of remote connections made by employees and third parties.
- Establishing a system to track remote connections by employees and third parties, alongside conducting penetration testing on all internet-facing services, including the remote connection platform (telework).

It is important to note that Banco Popular was again accredited with the international PCI-DSS Certification (Payment Card Industry - Data Security Standard) as a credit card acquirer, and with the Swift Security Certification (Society for Worldwide Interbank Financial Telecommunication). Furthermore, in 2024, certification was obtained from an external entity authorized by Swift, PricewaterhouseCoopers (PwC).

2024 management highlights

During 2024, key advances in digital hygiene were recorded, including automated evaluation of CIS v8 controls and continuous assessment of vulnerabilities and cybersecurity posture. New security architectures were also defined for business processes, along with specific evaluations for processes and applications recently incorporated into the organization.

Operationally, process automation in the SOC strengthened immediate containment capabilities, improved event correlation efficiency, and reduced investigation times. This resulted in a significant increase in event coverage and alert reception, achieving 40% automatic responses thanks to the increased coverage and capabilities.

In the Culture and Training axis, awareness campaigns directed at employees and clients were intensified, strengthening the prevention of cybersecurity incidents. These campaigns reached over 6 million clients and the entire staff of Grupo Popular through multiple communication channels. As a result, 34 new professional certifications were added to the existing 42, including 8 at the university level (undergraduate, postgraduate, and master’s degrees), significantly raising the technical preparedness of human talent.

Our progress on commitments made in 2023

Grupo Popular		
2023 goals	2024 achievement	Description
Ensure data hygiene and protection in new cloud infrastructures and DevSecOps environments by incorporating controls, infrastructure, and authentication for processes and clients.	★ Achieved	All security controls established in the Security Architecture for cloud environments, DevSecOps, and Grupo's technological infrastructure were deployed and are operational, guaranteeing comprehensive protection of processes, authentication, and data.
Strengthen detection and containment mechanisms in the cloud, increasing autonomous detection and containment processes.	★ Achieved	New playbooks and automated response processes were developed, enhancing the system's ability to detect and contain threats autonomously and efficiently.
Incorporate continuous adversary simulation.	★ Achieved	Advanced threat simulations were implemented as part of the proactive processes of the SOC (Security Operations Center) team, reinforcing preparedness against potential cyberattacks.
Manage SOC 2 and FIRST international certifications and memberships.	★ Achieved	SOC 2 reports type 1 (control design) and type 2 (control execution) were obtained, and the SOC was admitted to FIRST, the global reference network for cyber incident response.
Increase direct contact with clients and social media presence, focusing on vulnerable populations such as SMEs and senior citizens.	★ Achieved	Awareness campaigns targeted at clients, employees, and shareholders were carried out, with special attention to SMEs and older adults, strengthening cybersecurity education and the safe use of digital channels.

Where we are heading in cybersecurity and information security

Grupo Popular	
Challenges	Time frame
Define, adjust, and monitor the cybersecurity architecture to ensure its effectiveness and relevance in light of new technological implementations undertaken by the Group.	Long term
Securely adopt and integrate Artificial Intelligence within the various business processes of the subsidiaries.	Long term
Incorporate new automations in the evaluation of cybersecurity controls implemented in the Group's technological infrastructure.	Long term
Strengthen critical continuity plans and instructions, as well as conduct drills for these.	Long term
Conduct targeted training for clients identified as most vulnerable to social engineering attacks.	Long term
Update the Business Impact Analysis (BIA) with new industry standards.	Long term



6.5 Digital innovation



Why is it important?

SDG 4, SDG 17

GRI 3-3

Digital innovation is a fundamental pillar in Grupo Popular’s transformation strategy, enabling the optimization of both internal processes and customer experience. The adoption of digital tools not only improves efficiency and reduces response times but also promotes financial inclusion, self-service, and generates positive impacts on the economy and society.

For Grupo Popular, this topic represents a great opportunity for growth and differentiation, especially with initiatives like Qik Banco Digital, which allows us to expand our reach and strengthen our digital offering. Technology and innovation not only optimize operational efficiency but also enhance the customer experience, making it smoother, more accessible, and personalized.

The technological environment is increasingly dynamic, and the ability to adapt to these changes has become a decisive factor for competitiveness. For this reason, we have intensified our efforts in digital transformation, ensuring that our financial solutions are agile, secure, and aligned with the evolving needs of our customers.

Internally, digitalization drives operational efficiency, enabling process automation and resource optimization. In a constantly evolving environment, digital innovation is not just a necessity but a key engine for the future of Grupo Popular. Its impact, both internal and external, will continue to grow, driven by a dynamic market and the expectations of our customers and strategic partners.

How do we manage it?

GRI 3-3

We work to consolidate our competitiveness through innovation, strengthening digital ecosystems and developing technological channels that provide unique experiences to our customers while optimizing the efficiency of our operations. We have an **Agile Program** composed of more than 20 teams working to create customer value by building digital solutions. Technology is a key catalyst in expanding financial education, improving access to products, and reducing risks related to cash handling.

We implement advanced solutions aligned with global trends, such as:

- Mobile telephony as the primary alternative
- Biometric authentication for enhanced security and speed
- Artificial intelligence and data analytics that personalize services
- Cardless transactions and digital payments that increase convenience
- Cloud infrastructure to ensure scalability and security

We believe that innovation and technology mostly generate significant positive impacts for both society and the environment. However, these advances also present potential challenges that could lead to negative effects, such as task automation impacting employment, cyber risks, financial exclusion in vulnerable sectors with limited access to technology, and privacy concerns. To mitigate these risks, we have specialized teams in operational risk management, auditing, cybersecurity, among others, working proactively to protect our stakeholders and ensure that innovative-related decisions are made responsibly and with a preventive focus.

In 2024, our management focused on enhancing customer experience and developing self-service capabilities. During this period, we strengthened the innovative digital applications launched in 2023, including **App Gnial**, the first app for youth in the Dominican Republic; **App Comerza**, designed to support microbusiness growth; **App Yavá**, focused on receiving and managing remittances; **Biz App**, created to optimize business management; and a revamped **App Popular**, adding new features available to our customers to provide a more improved and intuitive user experience. These solutions represent our ongoing commitment to digital transformation, improving customer experience and facilitating faster, more convenient, and personalized access to services





App Gnial

For the young audience, we incorporated new features such as express bill payments, account personalization, and greetings. We also enabled the management of BPD beneficiaries and express interbank transfers, expanding the options available for this segment.



App Comerza

Customers can now access the QR code functionality directly from the login screen, making sales management more practical and immediate. Additionally, the display of the most recent transactions generated by QR has been enabled, and filters for querying these transactions have been optimized. Beneficiary management was also incorporated, allowing for more efficient transfers.



App Yavá

The option to receive remittances in dollars through the companies RIA, Xoom, and Dolex was added, allowing customers to keep their funds in this currency without the need to convert them to pesos. To enhance the withdrawal experience, we enabled the “Cash Code for Me” option, which allows the customer to decide whether the withdrawal code will be used personally or by a third party, simplifying the process. Additionally, functions for transfers to beneficiaries and credit card inquiries, including limits and spending, were integrated.



App Biz

In support of business management, we launched new features such as payment of services and bills, as well as international transfers with the Intertrade option, expanding the app’s transactional capabilities.



App Popular

We continue developing a revamped version of the Popular App, focused on providing a smoother and more intuitive experience, aligned with our clients’ expectations.

Additionally, with the goal of empowering our customers, we enabled user and password recovery functionality in App Gnial, App Comerza, and App Yavá, allowing users to manage their credentials independently without needing to visit a branch or contact the call center.

These efforts were made possible thanks to our enabling capabilities, which include technological agility, advanced data analytics, process automation and digitization, as well as a cultural transformation that drives innovation. Furthermore, we continue actively engaging our customers through the Design Thinking methodology, identifying their expectations, needs, and key opportunities in an agile manner. We also keep strengthening our collaboration with key stakeholders such as the Dominican Fintech Association (AD-OFINTECH), the Banking Association (ABA), financial regulators, and various technology partners—including payment brands and regional providers—to promote and consolidate digital initiatives in the market.

How do we evaluate it?

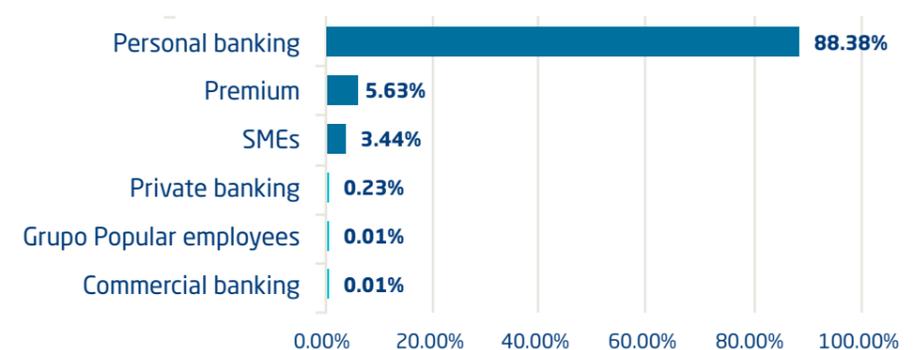
3-3

We have a structure of specialized committees that continuously oversee the progress of our digital transformation. Among them, the Technology and Innovation Committee plays a key role in monitoring the main Key Performance Indicators (KPIs), especially those linked to self-service adoption and growth in digital sales. These indicators allow us to evaluate the impact and effectiveness of our innovative initiatives.

For 2024, we achieved a digital channel adoption rate of 68.6% and a utilization rate of 89.7%. These results show progress compared to the previous year, demonstrating that we continue to strengthen the value delivered to our customers while generating a positive impact on the organization’s efficiency and profitability.

Additionally, in 2024, we enhanced our digital app ecosystem through the consolidation of the Agile methodology, focused on delivering incremental and continuous value to our customers. This approach has been key to developing solutions targeted at strategic segments such as microenterprises, remittances, and youth, allowing us to launch functional products from early stages and adjust them based on user feedback. Thanks to this methodology, more than 40 new functionalities were placed in the hands of our customers. As a result, the Popular App reached a penetration rate of 71.7% among customers, and digital sales accounted for 34% of the total, reflecting the tangible impact of our digital transformation.

Penetration of Digital Capabilities



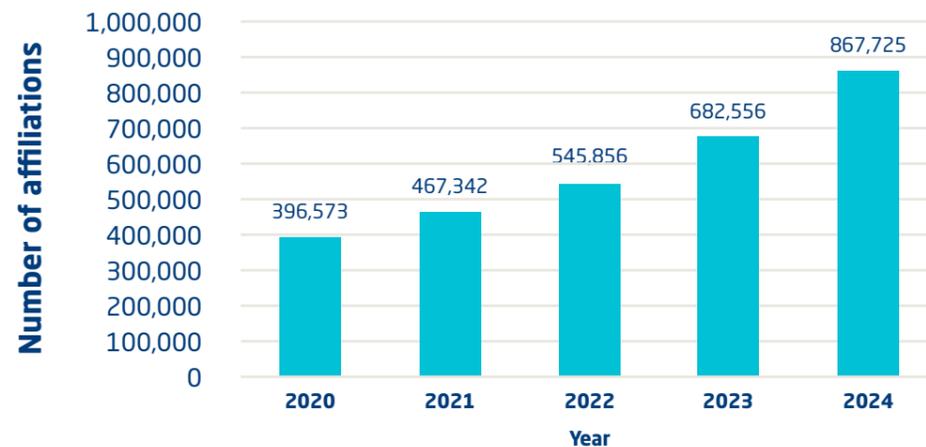
Historical accumulated affiliations to Internet Banking and tPago

Through our Agile teams, we successfully launched 49 new digital features addressing needs and solving issues identified across different segments, transforming our customers' experience through digital self-service.

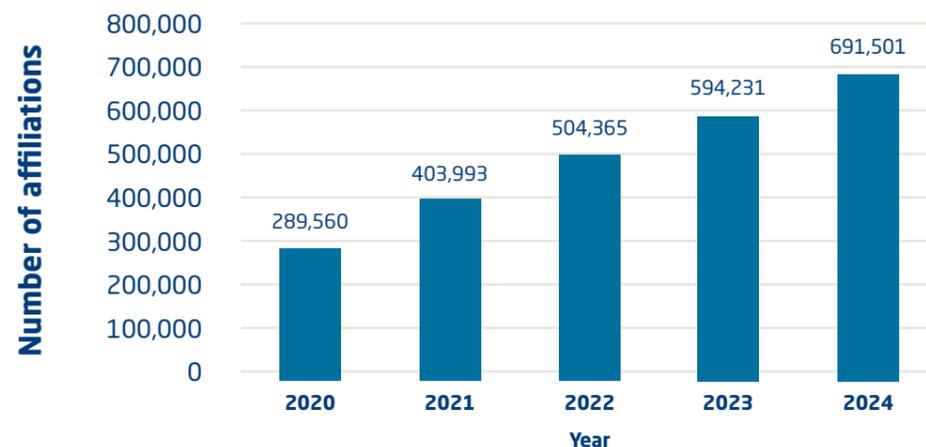
During this year, we achieved a total of 867,725 accumulated registrations in Internet Banking, representing a 27.13% increase compared to the previous year. Additionally, we reached 691,501 registrations on the tPago platform, which represents a 16.37% increase compared to 2023, marking sustained growth in the adoption of these channels.

Digital transactions through Internet Banking and the mobile app also showed significant growth, reaching 124.1 million in 2024 – a 39.33% increase compared to 2023.

Internet Banking Affiliation



tPago Affiliations



2024 management highlights

In 2024, we achieved major milestones in digital sales, driven by the optimization of the Digital Onboarding flow and the strengthening of our commercial capabilities in digital channels. We digitized key documents, such as national ID cards and advanced digital signatures, which significantly improved the efficiency of the customer onboarding process. Additionally, we completely redesigned the user experience, incorporating facial authentication, reducing registration fields, and achieving a 50% reduction in the time required to complete the process.

We also expanded our portfolio of digital products, including cards and loans, allowing our customers to access a broader range of services quickly, securely, and conveniently. At the same time, we extended the reach of our growth marketing strategies through the Always On campaign, adding new products such as Banca Seguro, Plus CCN Credit Cards, Grial, and Titanium. As part of our efforts to diversify contact channels, we integrated YouTube as a new means of customer interaction.

Aligned with our goal of boosting digital sales, we enabled the digital formalization of payroll loans, facilitating quick access to financing solutions. We also implemented growth hacking strategies for selling pre-approved products, allowing us to reach customers at different stages of the offer's validity and increase campaign effectiveness. In addition, we made significant improvements to the closure management of all existing flows, which translated into notable enhancements in overall performance – reducing disbursement times for loans and issuance times for credit cards.

Thanks to these initiatives, **digital sales experienced significant growth in 2024, reaching 297,190 products sold – a 56% increase compared to 2023.** These advancements reaffirm our commitment to innovation and to delivering an agile, efficient, and customer-focused experience.



Our progress on commitments made in 2023

Grupo Popular		
2023 goals	2024 achievement	Justification
Continue promoting digital sales, with a 34% digital contribution by the end of 2024, and foster the financial inclusion of Dominicans through digital solutions that allow them to open their first account conveniently.	★ Achieved	A key opportunity was identified to accelerate digital adoption through integration with traditional sales channels, resulting in greater impact on digital participation in product closures. By the end of 2024, 39.6% of new customers were acquired through Digital Onboarding flows.
Complete the optimization of our digital onboarding processes to provide customers with greater access to accounts and services digitally and enhance our service capabilities by digitizing processes that require in-person visits to branches. Promote customer self-service through simple solutions with optimized digital experiences.	★ Achieved	We completed the optimization of the Digital Onboarding process, which significantly expanded access to products and services through digital channels. This improvement drove 305% growth compared to the previous year, enabling simpler and more efficient customer experience.

Our vision for the future



Become a regional benchmark for the **digital transformation of financial services.**

Challenges	Time frame
Continue strengthening end-to-end process digitalization and automation. Drive digital sales to reach a 41.9% digital contribution to financial product sales by the end of 2025.	Short term (one year)
Become a regional benchmark for the digital transformation of financial services. Achieve 45% customer acquisition through optimized onboarding capabilities by the end of 2025.	Short term (one year)

6.6 Public policy advocacy

SDG 17



Why is it important?

GRI 3-3

At Grupo Popular, we recognize that public policy advocacy is a fundamental pillar for fostering a stable, sustainable, and inclusive regulatory and business environment. Participating in the development of initiatives that strengthen financial education, sustainability, and social innovation is key to ensuring the country's economic development and the resilience of the financial sector.

More than an institutional commitment, our efforts in this area allow us to contribute to the design of initiatives and programs that generate a long-term positive impact, ensuring that economic growth is equitable and accessible to all.

This approach reinforces our commitment to the Sustainable Development Goals and to a future vision where financial stability and social progress go hand in hand. With every action, we reaffirm our conviction that structured and responsible participation in public policy is essential to strengthen trust, transparency, and sustainable development in the country.

How do we manage and evaluate it?

GRI 3-3

In 2024, we consolidated our public policy advocacy approach through the building of strategic alliances with business associations, NGOs, and international organizations, reaffirming our role as a key player in promoting regulatory frameworks and programs that foster sustainability and financial inclusion. During the year, we maintained 146 active alliances with organizations from various sectors, strengthening the business and social ecosystem with high-impact initiatives.

Of these alliances, 76 were with schools, 18 with universities and higher education centers, and 52 with NGOs. Through these collaborations, we facilitated 36 talks and workshops on financial education, empowerment, and good business practices, reaching approximately 2,100 people. Six of our partnerships with business associations stood out for their contribution to the development of public policies and sustainability-oriented programs.



Institution	Description
Consejo Nacional de la Empresa Privada (CONEP)	The National Council of Private Enterprise promotes economic development and institutional stability in the Dominican Republic, based on six principles: economic diversification, legal security, sustainable development, free enterprise, formal employment, and productivity. We actively contribute to this mission through key spaces such as the Executive Committee, Finance, Economic and Fiscal Affairs, and Sustainable Development, thereby strengthening the vision of a more prosperous and balanced country.
Red Nacional de Apoyo Empresarial a la Protección Ambiental (ECORED)	ECORED drives climate action, sustainability, and environmental resilience in the country. In 2024, we participated in the "Sustainable Gains" conference, a key space for advancing sustainable finance in the region. During the event, we shared Banco Popular's experience in implementing sustainable financing instruments, highlighting lessons learned and challenges overcome. This participation reaffirms our leadership in promoting responsible financial practices and our commitment to sustainable development across all productive sectors.
Asociación Nacional de Jóvenes Empresarios (ANJE)	ANJE promotes reforms and proposals from young business leaders to strengthen the business climate. Our support has fostered economic sustainability through public-private dialogue on issues such as fiscal reform, labor code, and education. In 2024, we contributed to the first presidential and senatorial debates, as well as events such as the energy sector conference and "Legal Trends 2024."
Plataforma Nacional de la Acción por los Plásticos (PNAP-RD)	The Dominican Republic became the first Caribbean nation to implement the National Action Platform for Plastic Waste Reduction. At the end of 2024, we signed an agreement to join its Steering Committee alongside the Ministry of Industry, Commerce, and MSMEs (MICM), the National District City Hall, and the Industrial Association of the Dominican Republic (AIRD). This alliance promotes sustainable policies aimed at a circular plastic model, fostering a cleaner and more resilient environment for the country.
Acción Empresarial por la Educación (EDUCA)	In partnership with EDUCA, we supported the XXVIII International Aprendo Congress, held in 2024 under the theme "The Possible Transformation." This event promoted innovative pedagogical models and highlighted the progress of the Educational Innovation Centers program, implemented in 155 public schools. The participation of teachers, families, and national and international experts enriched the dialogue on the future of education in the country. Our collaboration reaffirms Banco Popular's commitment to strengthening the education system and building capacity for future generations.
Cámara Americana de Comercio de la República Dominicana (AMCHAMDR)	AMCHAMDR fosters an investment environment based on access to knowledge and best practices. In 2024, we supported key initiatives such as the presidential candidate series, executive luncheons, business meetings, and workshops on current topics. We also actively participated in the sustainability committee, promoting the exchange of experiences and best practices to strengthen the integration of sustainability into our management and that of other member companies.

Our advocacy strategy is based on active participation in **multi-sector dialogue spaces**, where we promote proposals aligned with sustainable development and **economic equity**.



Our advocacy strategy is based on active participation in multi-sector dialogue spaces, where we promote proposals aligned with sustainable development and economic equity. To ensure that this participation is carried out with integrity and transparency, we have internal mechanisms that prevent any potential negative impacts associated with our public policy engagement. These include clear guidelines prohibiting any type of contribution to political parties or government representatives, as well as due diligence processes in our partnerships with business associations and NGOs to ensure that all collaborations are aligned with ethical, legal, and collective benefit principles.

We consider the interests of our stakeholders—such as shareholders, customers, employees, and regulators—when defining and managing our public policy advocacy. For example, our position aims to balance short-term profitability and long-term financial stability, protecting the interests of our shareholders and employees. We also advocate for policies and practices that promote financial inclusion, benefiting our customers, and for labor and welfare policies both within and outside Grupo Popular. Additionally, we act in strict compliance with the law, addressing regulators’ core concerns.

We advocate for policies and practices that **promote financial inclusion** for our customers, and we foster **labor and welfare policies both within and outside Grupo Popular**.

To mitigate potential negative impacts, we implement transparency and accountability policies that limit undue influence from any stakeholder group. We foster an organizational culture based on ethics and social responsibility, ensuring that our decisions align with collective well-being. We also strengthen review and monitoring mechanisms to prevent practices that could affect the stability of the financial system and the economy in general.

We evaluate the effectiveness of our public policy and sustainability advocacy through indicators measuring the reach and impact of our partnerships. We analyze the number of collaborations with business associations, NGOs, universities, and international organizations, as well as their contribution to public policy formulation, strategic programs, and tangible community benefits. We also consider our participation in key events, the degree of adoption of our recommendations, and the long-term sustainability of alliances. This approach allows us to adjust strategies and ensure an effective contribution to a fairer and more resilient environment.

Our goal is to consolidate an institutional relationship strategy with key partners, strengthening our connection with the country’s main business associations. This approach seeks to deepen collaborative work, optimize resource use, and align efforts around shared priorities—both for the organization and for national sustainable development.

Our vision for the future

Subsidiary	Challenges	Time frame
Banco Popular Dominicano	Strengthening strategic alliances with key business associations, prioritizing engagement with entities such as CONEP, AMCHAMDR, ANJE, AIRD, ADOEXPO, and the chambers of commerce, to enhance institutional influence and collaboration.	Short term (1 year)
	Establish an active institutional spokesperson role in associations where representation does not yet exist, ensuring consistency in communication and alignment with the corporate agenda.	Short term (1 year)
	Redirect institutional sponsorships toward initiatives and activities driven by the prioritized associations, with the goal of maximizing impact and alignment with strategic objectives for sustainability and business development.	Short term (1 year)



07

Society

Our talent management is a strategic pillar for the organization's growth and sustainability.

7.1 Talent management and well-being

SDG 4, SDG 5, SDG 8

Why is it important?

GRI 3-3

Our talent management is a strategic pillar for the organization's growth and sustainability. Beyond attracting and retaining top professionals, we focus on their development, well-being, and engagement, creating a safe, inclusive, and balanced work environment. We foster continuous learning through training and education programs that strengthen both technical and interpersonal skills. Likewise, we promote a workplace culture that encourages collaboration, innovation, and respect for diversity, ensuring that every employee finds real opportunities for professional growth and development.

How do we manage it?

GRI 3-3, GRI 401-2, GRI 404-2

At Grupo Popular, we promote an organizational culture centered on respect, equity, and the holistic development of our employees. Our talent management is based on policies that guarantee equal opportunities, fair working conditions, and an environment that fosters personal and professional growth.

We have a transparent and competitive compensation structure supported by technical job evaluations, defined salary scales, market studies, and variable compensation schemes that recognize individual performance and contributions. This approach allows us to attract, retain, and motivate key talents, aligning our employees' interests with the organization's strategic objectives.

Additionally, we implement training and development programs designed to strengthen capabilities in a constantly evolving financial environment. Our "Altos Potenciales" program focuses on identifying and preparing future leaders through specialized training, ensuring strong leadership ready to respond to tomorrow's challenges.

To learn about the policies guiding our management, please refer to our [2023 Sustainability Report](#), page 73



In 2024, we consolidated our leadership as the first entity in the country to have an internationally accredited internal network of mentors and coaches, endorsed by the **Red de Mentoring de España** and the **International Coaching Federation (ICF)**. That year, **22 employees** from the **High Potentials** program were certified, bringing the total to **88 trained mentors** within the organization. Over the past four years, **52 employees** have completed mentoring training and **36** have obtained **Leadership Coaching** certification, strengthening our internal capacity for talent development and promoting a culture of transformational leadership aligned with global best practices.

Finally, our talent strategy is integrated with a holistic vision of well-being, covering five key dimensions: professional, emotional, physical, social, and financial. We offer tangible benefits such as scholarships for undergraduate and graduate studies, educational programs for employees' children, financial assistance, bonuses, and preferential rates on financial products. These actions reaffirm our commitment to the quality of life of our employees and their families, thus strengthening a more engaged, healthy, and resilient.

How do we evaluate it?

GRI 3-3, GRI 404-3

We implement evaluation strategies and tools to effectively measure human talent management and the well-being of our employees. Through periodic diagnostic methodologies, we obtain key information that allows us to develop action plans and optimize our initiatives.

Performance measurement

GRI 404-3

We have structured systems in place to evaluate performance both in business areas (MIDE) and centralized areas. These systems assess the achievement of objectives aligned with our strategic plans and behaviors related to organizational competencies. Additionally, these systems are strengthened by the competency model.

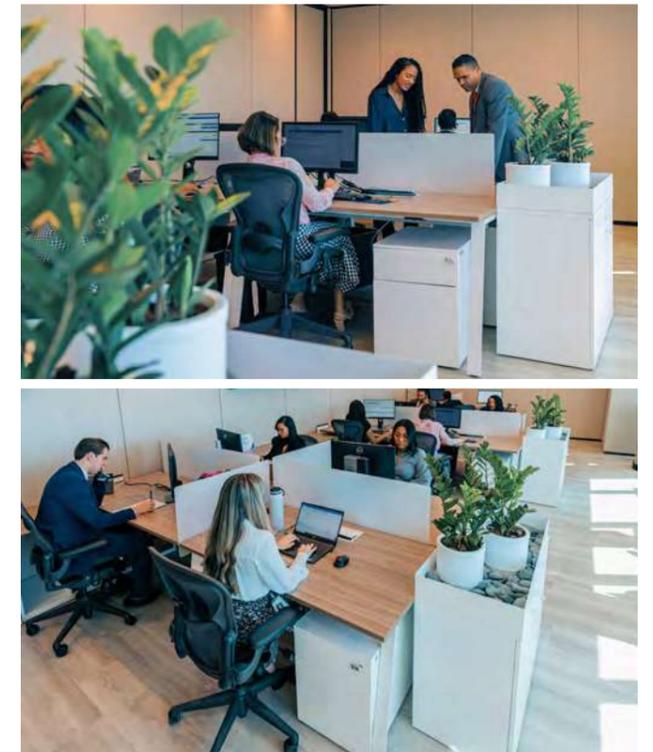
In 2024, we evaluated the performance of 100% of our permanent employees, covering all job categories. This practice has been consistently maintained over recent years, reflecting our commitment to talent management based on continuous improvement.

Our workforce

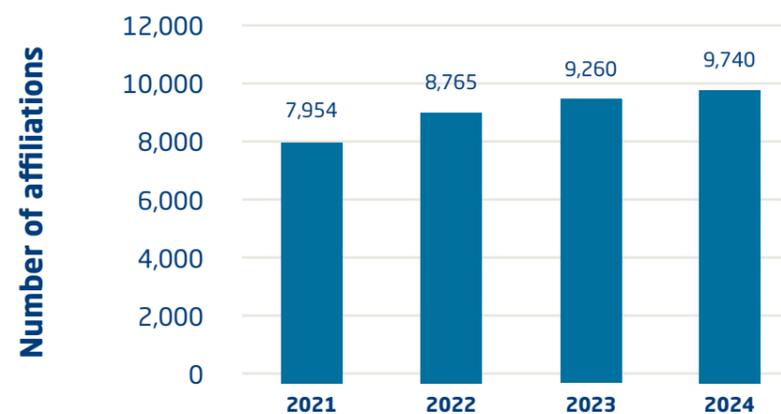
GRI 2-7, GRI 405-1

At Grupo Popular, our workforce reached a total of 9,740 employees in 2024, including both permanent and temporary staff. Of this total, 3,915 are men (40%) and 5,825 (60%) are women. Additionally, 79.4% of employees are in Santo Domingo, while 11.6% operate in the Northern Zone.

This represents a 5% growth compared to the previous year, driven mainly by the creation of new positions and roles required for the implementation and continuity of strategic initiatives and projects, as well as an increase in the employment rate.



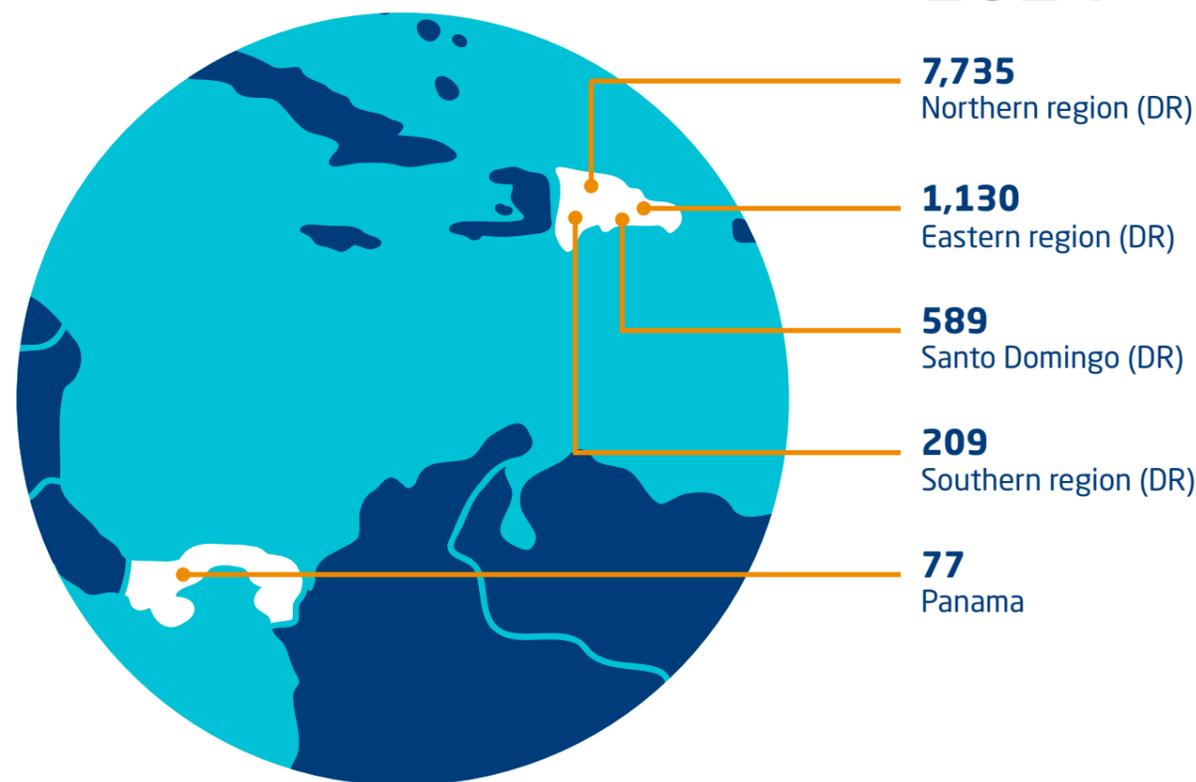
Grupo Popular employees



9,740
employees
in 2024

Total number of employees per region

2024



Data from previous years			
Region	2021	2022	2023
Santo Domingo (DR)	6,079	6,748	7,272
Northern region (DR)	1,087	1,147	1,118
Eastern Region (DR)	560	602	584
Southern Region (DR)	161	197	212
Panama	67	71	74

Below is a breakdown of our permanent, temporary, and full-time employees, classified by gender and region:

Gender/ type contract	2021			2022			2023			2024		
Grupo Popular												
	Perm.	Temp.	Total									
Men	3,112	57	3,169	3,401	55	3,456	3,615	71	3,686	5,697	128	5,825
Women	4,723	62	4,785	5,226	83	5,309	5,471	103	5,574	3,814	101	3,915
Total	7,835	119	7,954	8,627	138	8,765	9,086	174	9,260	9,511	229	9,740
Per region												
Santo Domingo												
Men	2,577	57	2,634	2,836	55	2,891	3,055	71	3,126	3,266	99	3,365
Women	3,383	62	3,345	3,776	81	3,857	4,043	103	4,146	4,242	128	4,370
Total	5,960	119	6,079	6,612	136	6,748	7,098	174	7,272	7,508	227	7,735
Northern Region (DR)												
Men	338	0	338	353	0	353	348	0	348	333	1	334
Women	749	0	749	794	0	794	770	0	770	796	0	796
Total	1,087	0	1,087	1,147	0	1,147	1,118	0	1,118	1,129	1	1,130
Eastern Region (DR)												
Men	117	0	117	135	0	135	128	0	128	127	1	128
Women	430	0	430	467	0	467	456	0	456	461	0	461
Total	547	0	547	602	0	602	584	0	584	588	1	589
Southern Region (DR)												
Men	51	0	51	47	0	47	53	0	53	53	0	53
Women	123	0	123	150	0	150	159	0	159	156	0	1586
Total	174	0	174	197	0	197	212	0	212	209	0	209
Panama												
Men	29	0	29	30	0	30	33	0	33	35	0	35
Women	38	0	38	39	2	41	41	0	41	42	0	42
Total	67	0	67	69	2	71	74	0	74	77	0	77

Perm.: Permanentes / Temp.: Temporales

GRI 2-7

Selection, compensation, promotions, and recognitions at Grupo Popular are based on merit criteria, ensuring equal opportunities for all. We are committed to talent management grounded in individual skills and capabilities, fostering an inclusive and equitable environment. We have successfully maintained gender balance within our workforce, reflecting our diversity and inclusion policy. Below is the distribution of personnel by gender and age group:

Job Group/ Gender	2021					2022				
	Women		Men		Total	Women		Men		Total
	#	%	#	%		#	%	#	%	
Executive	22	31%	50	69%	72	22	29%	53	71%	75
Managerial	539	53%	486	47%	1,025	637	54%	536	46%	1,173
Assistant manager	929	56%	718	44%	1,647	1,051	56%	839	44%	1,890
Support staff	3,241	63%	1,915	37%	5,156	3,599	64%	2,028	36%	5,627
Total	4,731	60%	3,169	40%	7,900	5,309	61%	3,456	39%	8,765

Job Group/ Gender	2023					2024				
	Women		Men		Total	Women		Men		Total
	#	%	#	%		#	%	#	%	
Executive	22	27%	58	73%	80	22	27%	61	73%	83
Managerial	676	54%	573	46%	1,249	714	54%	612	46%	1,326
Assistant manager	1,144	55%	945	45%	2,089	1,217	54%	1,041	46%	2,258
Support staff	3,731	64%	2,111	36%	5,842	3,872	64%	2,201	36%	6,073
Total	5,573	60%	3,687	39%	7,260	5,825	60%	3,456	40%	9,740

Employees by job group and age																
Job group and age	2021				2022				2023				2024			
	<30	30-50	>50	Total												
Executive	0	34	38	72	0	38	37	75	0	41	39	80	0	41	42	83
Managerial	77	827	175	1,079	137	881	155	1,173	111	966	174	1,251	113	1,014	199	1,326
Assistant manager	431	1,100	116	1,647	680	1,108	102	1,890	699	1,256	112	2,067	799	1,333	126	2,258
Support staff	2,554	2,375	227	5,156	3,455	1,977	195	5,627	3,477	2,177	208	5,862	3,702	2,152	219	6,073
Total	3,062	4,336	556	7,954	4,272	4,004	489	8,765	4,287	4,440	533	9,260	4,614	4,540	586	9,740

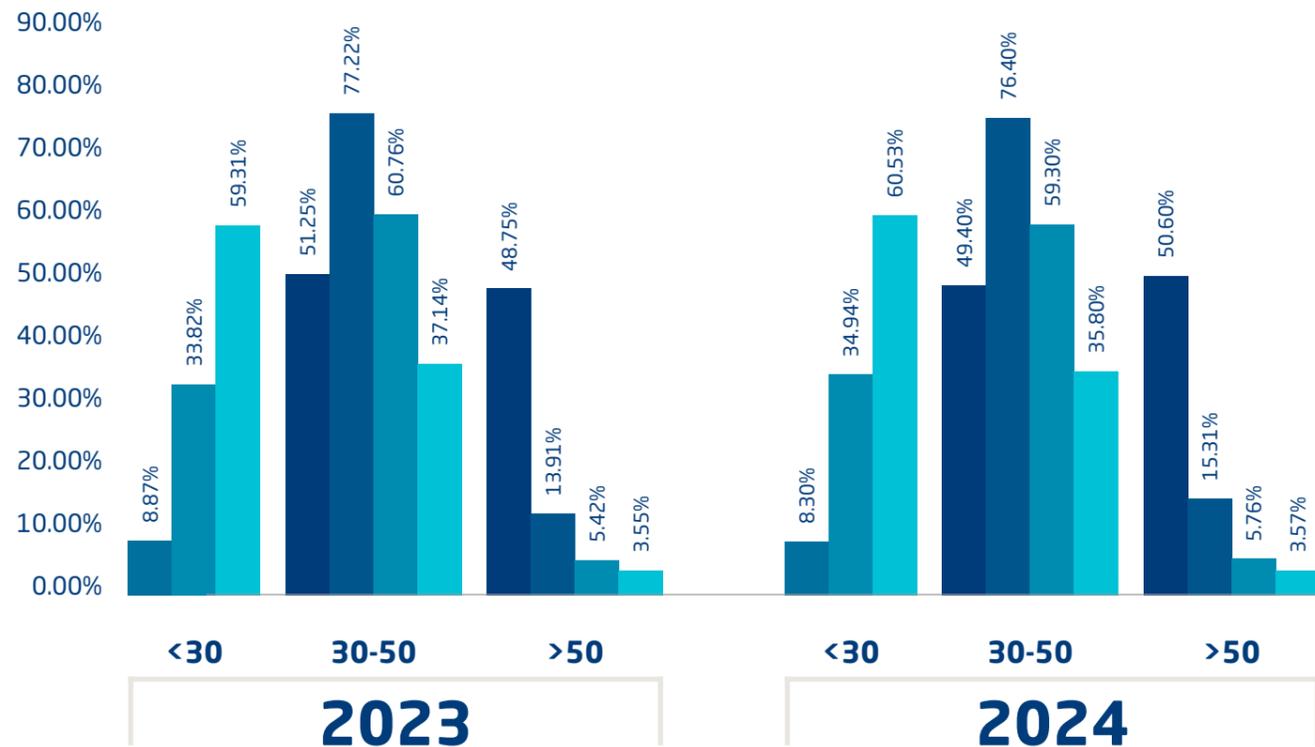
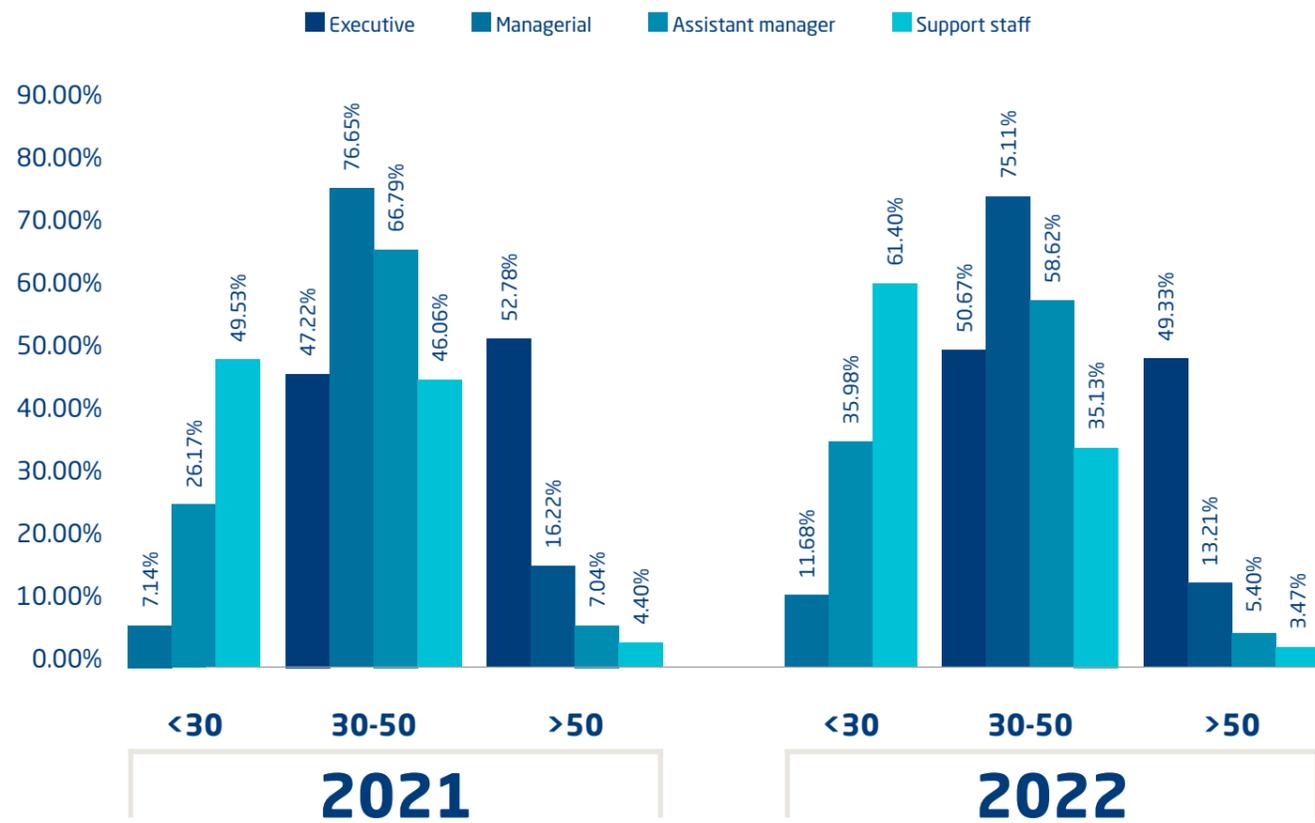


Between 2021 and 2024, the age composition of the Board of Directors of Grupo Popular, S.A. has remained constant in terms of the total number of members. There were no members under the age of 30 during this period. Each year, one member has belonged to the 30-50 age group (representing 5.88%), while the remaining 16 members have been over 50 years old, representing 94.12% of the total.

GRI 401-1

In 2024, we carried out 1,491 hires in the Dominican Republic and Panama. Of these new hires, 85% were young people under 30 years of age, facilitating their integration into the labor market. In addition, 60% of new hires were women and 40% were men.

Employees by job group and age

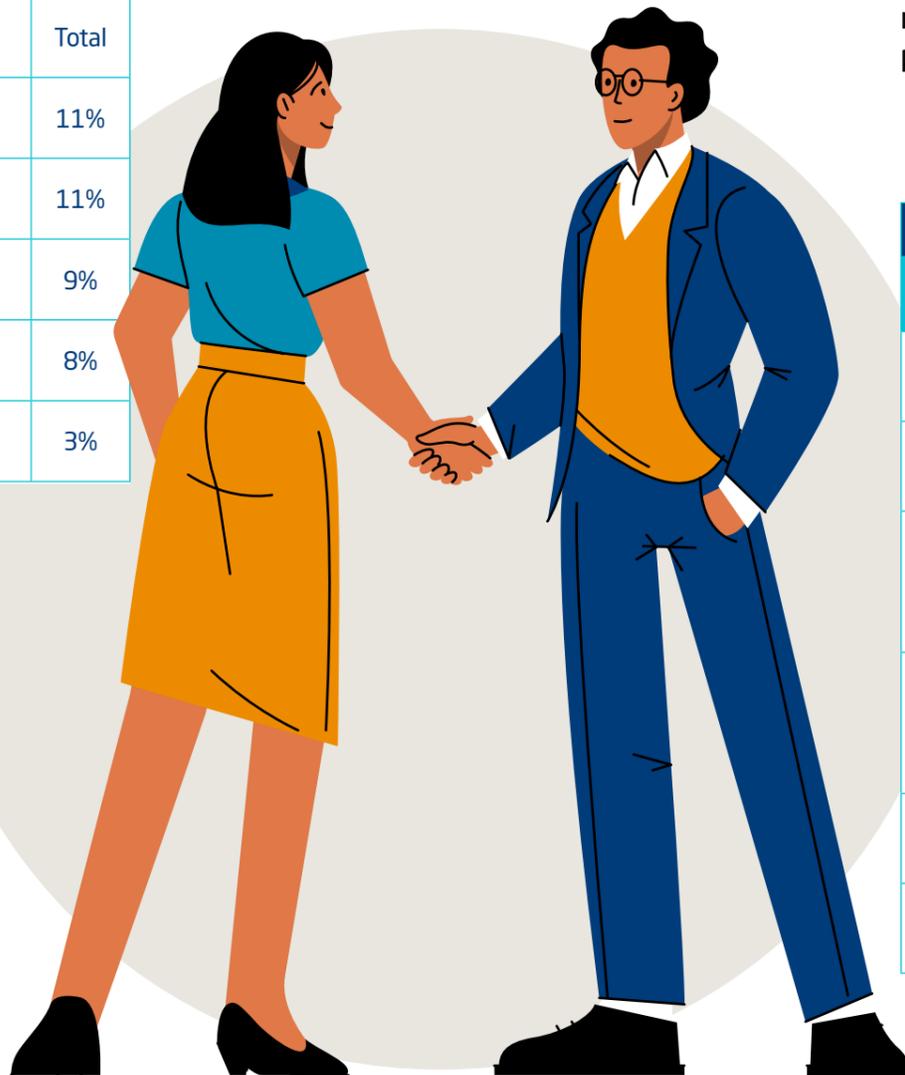


Hires					
Indicator	Unit	2021	2022	2023	2024
Total new hires		840	1,894	1,719	1,491
New hires - Women	#	536	1,196	1,040	899
New hires - Men		304	698	679	592
New hire rate - Women	%	64%	63%	61%	60%
New hire rate - Men		36%	37%	39%	40%
New hires - Over 50 years old		3	4	5	7
New hires - Between 30 and 50 years old	#	105	208	210	211
New hires - Under 30 years old		732	1,682	1,504	1,273
New hire rate - Over 50 years old	%	0.36%	0.21%	0.29%	0%
New hire rate - Between 30 and 50 years old		12.50%	10.98%	12.22%	14%
New hire rate - Under 30 years old		87.14%	88.81%	87.49%	86%
New hires - Santo Domingo (DR)		781	1,625	1,492	1,308
New hires - Northern Region (DR)		38	167	145	124
New hires - Eastern Region (DR)	#	4	73	62	37
New hires - South Zone (RD)		8	21	14	19
New hires - Panamá		9	8	6	3
New hire rate - Santo Domingo (DR)	%	92.98%	85.80%	86.79%	87.7%
New hire rate - Northern Region (DR)		4.52%	8.82%	8.44%	8.3%
New hire rate - Eastern Region (DR)		0.48%	3.85%	3.61%	2.5%
New hire rate - Southern Region (DR)		0.95%	1.11%	0.81%	1.3%
New hire rate - Panamá		1.07%	0.42%	0.35%	0.2%

Employee turnover			
Turnover by gender			
Category	Female	Male	Total
Percentage	11%	10%	11%
Turnover by age			
Category	Female	Male	Total
≤ 29 years old	15%	13%	14%
30-50 years old	8%	8%	8%
≥ 51 years old	5%	5%	5%
Turnover by region			
Region	Female	Male	Total
Santo Domingo	13%	10%	11%
Eastern region	10%	17%	11%
North region	7%	13%	9%
South region	6%	15%	8%
Panama	5%	0%	3%

We have **3,456** male employees.

We have **5,825** female employees.



Parental Leave

GRI 401-3

We recognize the importance of work-life balance, which is why we not only comply with current regulations on parental leave but also offer additional benefits to support our employees during this stage. New fathers are granted a total of 15 working days, exceeding the 13 days established by law. In addition, we grant half a day off per month during the baby's first year for pediatric appointments.

In 2024, a total of 374 employees took parental leave, with 69% of the requests made by mothers and 31% by fathers. The return-to-work rate for women at the end of the leave period was 72%, as many leaves concluded in the first quarter of 2025. This stable retention rate demonstrates that our parental leave policy is highly valued by our employees.

New fathers are granted a total of **15 working days**, exceeding the 13 days established by law.



Parental leave								
Indicator	2021		2022		2023		2024	
	Women	Men	Women	Men	Women	Men	Women	Men
Number of employees who took parental leave	276	132	150	98	252	111	258	116
Number of employees who returned to work during the reporting period after parental leave	274	132	117	96	179	110	185	116
Number of employees who returned to work after parental leave and remained employed 12 months later	261	115	139	94	238	105	245	111
Return-to-work rate of employees who took parental leave	99.27%	100%	78%	97.96%	71.03%	99.10%	71.71%	100%
Retention rate of employees who took parental leave	89.08%	93.75%	92.67%	95.92%	94.44%	94.59%	94.96%	95.69%

Employee training

GRI 404-1

Our training and development strategy is designed to strengthen our employees' talent, providing them with the tools necessary for outstanding performance in their roles and enabling their professional growth within the organization. To this end, we collaborate with leading local and international training institutions.

GRI 404-2

To learn more about the programs established to strengthen employee training, please refer to our [2023 Sustainability Report](#), page 83.

In 2024, we launched internal specialization programs in data analysis, available to all staff, to strengthen this important skill. We continued to promote the "IT Academy," developing the capabilities of roles in technology areas.

To support the Popular para Todos initiative, this year we designed a virtual course on Dominican Republic Sign Language, which includes our customer service protocol as well as our Welcome to Popular protocol. This course is available to 100% of employees. In addition, our employees participated in external training programs to develop and strengthen skills aligned with our strategic competencies and risk management practices. Some of these courses included generative artificial intelligence, Copilot management, business intelligence with Excel and Power BI, advanced data analytics and machine learning with Python, comprehensive risk management, ISO 31000 Risk Manager, Operational Risk Manager, Internal Control Specialist, and Risk Appetite Specialist, among others.

We closely monitor training and development progress to assess the impact of our initiatives. In 2024, we recorded a 31% increase in the number of courses completed, reaching a total of 9,089 trained employees, of which 3,504 were men and 5,585 were women. The overall average was 169 training hours per employee.

Although the average training hours per employee were slightly lower than in previous years, this is due to the increase in virtual courses compared to in-person sessions. However, this shift has facilitated the digitalization of knowledge and continued to strengthen our team's skills. Across different job categories, training hours remained within expected range, with support staff receiving the most training hours. This is because many of their sessions are in-person and include internal certifications specific to cashier and platform roles.

Average annual training hours per employee				
Indicator	2021	2022	2023	2024
Number of employees trained	7,358	7,889	8,615	9,089
Number of courses	26,324	31,212	46,760	61,173
Average hours per employee	65.6	165.81	191.69	169

Average training hours by gender		
Job category	2023	2024
Executive	38	90
Managerial	50	136
Assistant manager	55	518
Support staff	583	518

Average training hours by job category		
Indicator	2023	2024
Women	214	186
Men	156	141



Employee support programs

GRI 404-2

We also provide support programs for employees retiring after 20 years of service with the organization. Through an exclusive retirees' service channel, we help with claims management, account-related services, health guidance, financing options, integration activities, and other services.

For details on the available benefits of the plan, please refer to our [2023 Sustainability Report](#), page 84.



Occupational health and safety

How do we manage it?

GRI 3-3, GRI 403-1, GRI 403-2, GRI 403-4, GRI 403-5, GRI 403-9, GRI 403-10

At Grupo Popular, the health and safety of our employees are a strategic priority in our talent management. Our approach combines prevention, comprehensive care, and continuous improvement, aiming to ensure safe and healthy work environments across all our operations.

We have a robust and decentralized structure to manage these matters, comprising an Executive and Strategic Committee and three mixed Occupational Health and Safety (OHS) subcommittees located in Santo Domingo, East, and North regions. These teams work in coordination to monitor key indicators, manage risks, and implement preventive and corrective measures promptly. While the Executive Committee meets quarterly, the subcommittees operate monthly, evaluating reported incidents, identifying improvement opportunities, and ensuring compliance with the highest OHS standards.

Each workplace incident is analyzed by our Occupational Safety team, which leads investigations, identifies causes, and proposes solutions. This team, together with safety coordinators located in all our offices nationwide, oversees the proper implementation of the OHS program and reports directly to the Ministry of Labor.

The system includes clear mechanisms for employees to report risks, allowing them to communicate any situation to their immediate supervisor, the OHS Coordinator, or the designated safety officer. This early reporting culture enables preventive action and has contributed to maintaining a zero severe-accident rate.

We also analyze medical leave data to detect patterns linked to workplace risks such as falls, trips, manual handling, or work at heights. Based on these findings, our teams conduct workplace visits and prepare technical reports with concrete recommendations to mitigate identified risks.

Our commitment to health goes beyond occupational safety. We offer a comprehensive physical and emotional well-being program, with medical services available year-round for employees and their families. This includes lactation rooms, psychological support, awareness campaigns, health talks, vision and hearing screenings, influenza vaccination campaigns, blood donation drives, and special care in COVID-19 cases.

Thanks to this proactive and comprehensive management, in 2024 we achieved 100% coverage in our health and safety system for all employees and contractors, consolidating an organizational culture focused on care, prevention, and collective well-being.

For more information on the Occupational Health and Safety Management Program and its objectives, please refer to our [2023 Sustainability Report](#).

Our commitment is also reflected in the continuous training we provide employees. Each year, we develop a wide range of courses and workshops focused on risk prevention and promoting safe work environments.

Our commitment is also reflected in the **continuous training** we provide employees.



These training courses cover key topics such as:

GRI 403-9

- Accident investigation
- First aid
- Industrial safety
- Use of Personal Protective Equipment (EPP)
- Firefighting and evacuation procedures
- Work at heights
- Hot work procedures
- Use of defibrillators
- Defensive driving
- Public safety awareness
- Storm preparedness and response
- Work with gondolas
- Training for brigade personnel
- Earthquake and hurricane preparedness

Work-related injury					
Employees					
Indicator	Unit	2021	2022	2023	2024
Recordable work-related injuries	#	28	29	82	59
Recordable work-related injury rate	%	0.001	0.001	0.004	0.003
Hours worked	#	1,957	1,957	1,957	1,957

The most common types of workplace injuries are sprains, fractures, wounds, and trauma.

GRI 403-10

In 2024, we had no fatalities resulting from occupational illness or disease, and no recordable cases of occupational illnesses or diseases. The most significant workplace hazards identified include falls (such as trips, slips, and falls from height) and handling high-voltage electrical loads. To prevent these hazards from materializing, employees and contractors are protected through measures such as:

- Preventive inspections
- Constant rounds and work supervision
- Oversight of PPE use and suitable working conditions
- Explanatory manuals for contractors upon joining the institution
- Talks and training sessions

At Grupo Popular, we value our employees' safety and grant them the right to withdraw from any situation or location they deem unsafe. Workers must formally notify their supervisor immediately. The supervisor, in turn, is responsible for communicating this information to the relevant areas, such as Safety or Engineering, so that the necessary measures can be taken to correct or improve the situation.



Access to health services

GRI 403-3, GRI 403-6, GRI 403-8

We have established five medical dispensaries at our main facilities to provide primary healthcare to our employees. In addition, we offer medical insurance covering a significant portion of costs, with the option to include the families and dependents of our employees.

Coverage of the Occupational Health and Safety Management System			
Employees			
Indicator	2022	2023	2024
Number of employees covered by the occupational health and safety management system	8,765	9,260	9,559
Contractors			
Indicator	2022	2023	2024
Number of contractors covered by the occupational health and safety management system	698	450	229

Note: The number of contractors covered by the occupational health and safety management system was updated to reflect the number of suppliers registered on the Ariba platform, implemented at the end of 2022, to maintain consistency with the 2024 reported figure.

2024 highlights

In 2024, we continued strengthening our employee value proposition through initiatives that promote innovation, professional development, holistic well-being, and inclusion: Popular Employees Challenge: We held the second edition of this internal collaborative innovation platform, which encourages the generation of transformative ideas related to our products, services, benefits, and experiences for both employees and customers. This team competition rewards the most creative solutions, contributing to the evolution of our organization and reinforcing collaboration across areas.

- **Popular Volunteering:** Our volunteer network reached 2,300 employees, representing a 65% increase from the previous year. This program not only strengthens emotional well-being and the altruistic spirit of our teams but also generates a tangible impact on society and the environment.
- **Family Well-being and Specialized Support:** From the Popular Well-being Center, we launched the new Prenatal program, designed to provide comprehensive support to our female employees during pregnancy. We also introduced the New Parents program, which offers expert guidance on assertive parenting, and the Blue Parents initiative, which provides emotional and psychoeducational support to parents of children on the autism spectrum (ASD). The latter includes professional accompaniment spaces and periodic meetings to share information, practical tools, and experiences aimed at improving the quality of life of “blue” families within our organization.
- **Competency-Based Talent Management:** We transformed our Performance Management System by adopting a Competency Model aimed at enhancing the personal and professional growth of our employees, aligned with the current and future challenges of our business.
- **Executive Training:** We launched the Popular Banking Management Diploma, an initiative that strengthens competencies in self-management, continuous learning, and innovation. The program covers topics such as digital transformation, agile methodologies, data analytics, risk management, digital marketing, sustainable finance, and other key content for leadership in the financial sector.
- **Commitment to Gender Equality:** We expanded our gender equality best practices management model, implementing affirmative actions that allowed us to obtain the Gold Certification of the IGUALANDO RD Seal. During the year, we promoted new initiatives to ensure recertification and reaffirm our commitment to an equitable and diverse work environment.



- **Personalized Recognition and Benefits:** As part of our proximity strategy, we launched the ContiGO credit card, designed exclusively for our employees. This product offers personalized benefits at establishments where our employees shop most often, including cashbacks in supermarkets, pharmacies, salons, utilities, mobile operators, and schools. It also offers additional miles for spending in other categories and waives most associated fees.
- **Digital Transformation with AI:** We introduced artificial intelligence into our operations through a pilot with Microsoft Copilot, both in its web version and integrated into Office tools. This process allowed us to identify areas with high efficiency potential and develop multiple relevant use cases, marking a key step toward the automation and improvement of internal processes.

Our progress on commitments made in 2023

Grupo Popular		
2023 goals	2024 achievement	Description
Promote holistic well-being and healthy habits among our people through programs focused on preventive health, mental health, physical therapies, support for new parents, and new recreational spaces..	★ Logrado	We implemented a support program for new parents, including sessions with specialists and informational capsules focused on promoting assertive parenting. In addition, we launched our first Well-being Room, a space specially designed to offer moments of recreation during the workday, enabling rest, relaxation, and recharging of energy for our employees
Expansion of the hybrid work program: Integration of a hybrid model for our entire managerial staff, allowing them to select flexible days throughout the year.	★ Logrado	Remote workdays are managed through a database where both the employee and their supervisor can pre-register the selected days, ensuring operational flexibility and better work-life balance, especially for our managerial staff.



7.2 Social investment and community development

Why is it important?

SDG 1, SDG 3, SDG 4, SDG 7, SDG 8, SDG 13, SDG 17

Principle 1.2, Principle 2.1

GRI 3-3

At Grupo Popular, we recognize our role as the largest financial group in the Dominican Republic and the capacity we must generate a positive impact on society. For this reason, every year we implement more than fifty initiatives focused on social well-being and sustainability, reaffirming our commitment to community development.

We believe that economic progress must go hand in hand with social well-being. Our investment in infrastructure and public services not only improves the quality of life for thousands of people but also strengthens the stability and sustainable growth of communities, contributing to a more prosperous and equitable environment.



Our vision for the future

Launch the **Popular Sports Center** as part of the holistic well-being strategy.

Challenges	Time frame
Launch the Popular Sports Center as part of the holistic well-being strategy, offering facilities for volleyball, basketball, padel, and a track for running and walking, with the aim of promoting healthy habits and physical well-being among our employees.	Short term (1 year)
Design and implement an Emergency Plan for catastrophic events for centralized buildings and business offices, strengthening the institution's response capacity and the safety of our personnel and infrastructure.	Short term (2 years)



Through our corporate social responsibility programs, we promote initiatives aligned with our Corporate Governance philosophy, fostering a values-based culture. These actions have enabled thousands of people to access essential basic services, improving their quality of life and strengthening the social fabric.

Our commitment is especially focused on supporting vulnerable groups through the sustainable development of their communities. This vision is aligned with our commitments to UNEP-FI and directly contributes to achieving the Sustainable Development Goals (SDGs) and the Paris Agreement, ensuring that our actions create a lasting impact on society and the planet.

How do we manage it?

GRI 3-3 GRI 203-1, GRI 203-2

Our community sustainability strategy is carried out through Fundación Popular and our subsidiaries, coordinating efforts with key partners such as international organizations, the government, and local organizations. We not only provide financial contributions, but also accompany each project with active management, ensuring its effectiveness, continuity, and impact.

During project implementation, we apply measures to prevent and mitigate social and technical impacts. These include proactive communication with communities, risk analysis in the event of project scope adjustments, economic planning adapted to the inflationary context, and conflict management protocols with local stakeholders. When impacts have occurred, we activate remediation actions such as formalizing technical replacements or conducting evaluations prior to any scope expansion to safeguard service quality.

Beyond infrastructure, we promote long-term sustainability by strengthening community management models such as cooperatives, encouraging the responsible use of water and the proper maintenance of installed systems.

This comprehensive approach not only delivers tangible results but also strengthens transparency and trust with our partners, consolidating our commitment to the country's sustainable development.

Our programs are structured into two main areas:

- **Support for vulnerable groups:** We aim to foster social development by aiding those most in need.
- **Climate change adaptation:** We implement strategies to help communities adapt to vulnerabilities caused by climate change.





This approach allows us to monitor progress in real time, **identify challenges**, and **adjust interventions** in a timely manner.

How do we evaluate it?

GRI 3-3

At Grupo Popular, we ensure that every initiative generates a real, measurable, and sustainable impact. To achieve this, we implement a robust monitoring and evaluation system that combines periodic reports, technical support, field visits, and dialogue spaces with stakeholders. This approach allows us to track progress in real time, identify challenges, and adjust interventions in a timely manner.

Our culture of continuous improvement is based on the systematic analysis of collected information, enabling us to optimize processes, scale up best practices, and ensure that our actions remain aligned with the proposed objectives.

A flagship example of this approach is the *Model Program for the Reduction of Maternal and Neonatal Mortality*, developed in partnership with the United Nations Population Fund. This initiative is implemented at the Hospital Universitario Maternidad Nuestra Señora de la Altagracia (HUMNSA) and the Hospital de la Mujer Doña Renée Klang de Guzmán in Santiago de los Caballeros. The program combines improvements in hospital infrastructure, provision of medical equipment, continuous training for healthcare personnel and medical residents, and the implementation of clinical protocols designed to enhance the quality and humanization of care. This program has not only contributed to reducing maternal and neonatal mortality in the targeted hospitals but has also generated a documented model now being scaled to other regions.

We have also forged strategic alliances with academia, national authorities, and development agencies to strengthen the program's impact and sustainability. To date, it has benefited more than 8,000 hospital users and, thanks to the lessons learned, has become a replicable experience with potential for expansion to other areas of the country.

2024 highlights

Transforming maternal and neonatal care in 2024

FS-13

In 2024, we took a significant step toward our mission of contributing to more dignified, safe, and humanized maternal and neonatal care. Through the expansion of our program to several public maternity hospitals in Santo Domingo and Santiago, we channeled more than RD\$45 million into comprehensive improvements in infrastructure, medical equipment, and professional training, in partnership with local and international stakeholders.

One of the most notable milestones was the intervention at the **Maternidad Renée Klang**, the only maternity hospital in Santiago Province and a regional reference in the Cibao. Thanks to an additional investment approved by the Board of Banco Popular Dominicano, we began a **major renovation** focusing on the **gynecology and obstetrics** area. In 2024, several newly refurbished and air-conditioned areas were formally delivered, and for 2025, the full renovation and equipment provision are expected to be completed, with a **total investment exceeding RD\$30 million**.

In addition, we made a joint donation of more than RD\$13 million in medical equipment and office furnishings to three key centers: the Hospital Universitario Maternidad Nuestra Señora de la Altagracia, the Maternidad Renée Klang, and the Hospital Municipal de Engombe. The donated items – including surgical aspirators, defibrillators, delivery beds, operating tables, stainless steel cabinets, and transport stretchers – strengthen the operational capacity of these hospitals, enabling safer and more efficient care during the prepartum, delivery, and postpartum stages.

On the training side, we highlight two key initiatives. First, Fundación Popular, in alliance with various institutions, launched a new cycle of *Emergency Obstetric and Neonatal Care (EmONC)*, training 157 first-year gynecology and obstetrics residents from across the country. This 15-day program, with continuous evaluations and personalized feedback, strengthens critical skills for responding to obstetric and neonatal emergencies.

Additionally, we celebrated the graduation of the second cohort of 31 obstetric nurses specializing in low-risk maternal-neonatal health and family planning. This professional role, previously nonexistent in the country, has now been officially incorporated into the public health system. With more than 50 nurses already trained and 100% employed in public hospitals, this academic program marks a milestone in the professionalization of maternal and newborn care.

A new horizon for La Cana: Drinking water and hope

GRI 203-1, GRI 203-2

In 2024, we reinforced our commitment to equitable access to drinking water through the construction of community aqueducts that transform lives and promote sustainable development. These interventions not only guarantee the right to water and sanitation but also drive public health, economic growth, and environmental resilience.

Our approach integrates responsible and preventive management. During execution, we apply measures to anticipate and mitigate social and technical impacts, such as proactive community communication, risk analysis for route changes, economic planning adapted to inflationary conditions, and conflict management protocols for territorial disputes. When unforeseen impacts have arisen, we have responded with corrective actions – such as technical adjustments or community motivation strategies – and established mechanisms to maintain operational continuity, including formal technical replacements and institutional capacity assessments before expanding to new communities.

A concrete example is the project carried out in La Cana, Sabaneta (San Juan de la Maguana), through the alliance between Fundación Popular and FUNDASEP. In 2024, a new aqueduct was inaugurated, benefiting 193 families who, for the first time, can access safe and sustainable drinking water in their homes. This change has significantly reduced the time and effort required to collect water, allowing people to dedicate themselves to productive and family activities.

The project's impacts have been wide-ranging: a decrease in gastrointestinal and skin diseases, savings on medical expenses and water purchases, more time available for local economic development, and strengthened community cohesion. It has also promoted responsible water use practices, watershed reforestation, and environmental awareness, contributing to ecosystem protection and climate change mitigation.

Beyond infrastructure, this type of project demonstrates how a technical solution can trigger profound transformations in health, the economy, the environment, and community life. In doing so, we not only generate tangible value but also reinforce the trust of our partners and reaffirm our commitment to the country's sustainable development.



Project impacts:
gastrointestinal and dermatological disease reduction, savings in medical bills and water purchases, and greater time availability for local economic development.



Innovation and sustainability: A year of impact

In 2024, the “Alejandro E. Grullón E.” Sustainability Chair reaffirmed its role as a strategic platform for promoting sustainability knowledge and action, creating value for both the business sector and society. Through a robust academic agenda, more than 25 activities were carried out in partnership with local and international allies, reaching over 1,100 people, including executives, entrepreneurs, academics, and clients.

Among the most notable initiatives were seven talks on global sustainability trends, three specialized dialogues on Corporate Social Responsibility (CSR), two advanced training programs on ESG (Environmental, Social, and Governance) criteria developed in collaboration with Forética, and three practical workshops on sustainable tourism held in different cities across the country.

Likewise, the fifth cohort of the Master's in CSR and Sustainability –offered through an alliance between the Pontificia Universidad Católica Madre y Maestra (PUCMM) and the Polytechnic University of Valencia (UPV)– began developing their final projects, focusing on analyzing sustainability best practices among leading companies in the Dominican economy.

Beyond its academic role, the Chair has consolidated itself as a driver of coordination and transformation, fostering strategic alliances with business associations, development agencies, and public entities. Its work continues to shape leaders with a sustainable vision and to promote responsible business practices that contribute to the country's development.



More than 25 activities were carried out in partnership with local and international partners, impacting more than 1,100 people.

Excelencia Popular: Forging the future of dominican youth

Through Excelencia Popular, we celebrate academic merit and support talented Dominican youth with concrete opportunities for their personal and professional development. Our scholarship program not only ensures access to quality education but also provides complementary training that nurtures well-rounded citizens with high performance and a strong commitment to the country's progress.

In 2024, we reaffirmed our commitment to the future of the Dominican Republic by granting 60 new scholarships, reaching a total of 325 active scholars and 334 graduates –thus consolidating the largest corporate scholarship program in the national financial sector.

The young beneficiaries participated in financial education talks, entrepreneurship diploma courses, and soft skills development workshops, strengthening their readiness for the labor market and their leadership abilities.

We take pride in knowing that 80% of our graduates have successfully joined the country's productive sectors. This result confirms that Excelencia Popular is much more than a scholarship program –it is a platform for transformation that opens doors, generates social impact, and shapes leaders committed to building a more sustainable future for the Dominican Republic.

Dimension	Our contribution in 2024
Institutional and operational strengthening	In 2024, we expanded the administrative offices of the <i>Federación de Campesinos Hacia el Progreso</i> from 20 m ² to 81 m ² and furnished them with new equipment, significantly strengthening their operational capacity. In partnership with INFOTEP, we also hired and trained staff to efficiently manage administrative and promotional processes.
Economic and productive impact	We boosted the local economy by marketing 110 quintals of coffee at the Boca de Blanco solidarity market, generating significant income for the community. Additionally, we distributed 90,000 coffee plants from the nursery to local producers, promoting agricultural sustainability and productive diversification in the area.
Educational and youth development	We reinforced education in rural communities by opening and operating two after-school programs, benefiting 60 children through supplemental education and artistic activities. We also held "Sembrando Agua" (Sowing Water) camps, where more than 40 young people were trained in sustainability and natural resource conservation, strengthening their community commitment.
Consolidation of ecotourism as a sustainable livelihood	We established an association of young tour guides who now lead ecotourism initiatives in their communities. In addition, we developed a Spanish-language tourist guide and created reception areas for visitors, enhancing the tourist experience and generating new income streams for the communities.
Strategic alliances for local development	We established a public-private partnership to fund the Agroecological School and support reforestation in the upper basin of the Yuna River. We also signed an agreement with INFOTEP to train more than 40 young people in technical areas such as community tourism, improving their employability and encouraging the creation of local microenterprises.

A bright future for Blanco, Bonao: Comprehensive and sustainable development

In 2024, Fundación Popular and the Federación de Campesinos Hacia el Progreso continued their partnership to transform the upper basin of the Yuna River and improve the lives of farming families in Blanco, Bonao. This project, initiated in 2022, focuses on creating sustainable livelihoods, diversifying agricultural production, and tapping into the region's ecotourism potential.

Revitalizing communities: Transforming six recreational parks



In 2024, six parks in different communities were completely renovated, transforming public spaces and improving residents' quality of life. The renovated parks include: Sargento Técnico Emilio García, Benito Juárez Villa Olga, Buenos Aires del Mirador, Urbanización AESA, Jardines Los Cerezos, and Casa Club Juventud Liberadora in Villa Tapia.



With an investment of more than RD\$130 million, this ambitious project has positively impacted approximately 107,000 people. The parks now offer safe, pleasant recreational areas where residents can enjoy outdoor activities, foster community bonds, and promote a healthy lifestyle.

The parks now offer **safe, pleasant recreational areas** where residents can enjoy **outdoor activities**, foster **community bonds**, and promote a **healthy lifestyle**.

Our progress on commitments made in 2023

Grupo Popular		
2023 goals	2024 achievement	Description
Complete construction of rural aqueducts in the communities of Boca de los Arroyos and La Cana, San Juan de la Maguana province.	★ Achieved	Construction in Boca de los Arroyos was completed, and progress was made in La Cana. The Boca de los Arroyos aqueduct is operational and supplies water to 24 communities. In La Cana, the system is in the final connection stage, significantly improving access to safe drinking water.
Inauguration of an aqueduct in the community of La Cana, San Juan de la Maguana province.	★ Achieved	The facility was inaugurated in April as part of a partnership between Fundación Popular and FUNDASEP. The project provides potable water to 193 families and promotes sustainable community water management.
Inauguration of the Cuaba artificial wetland, as part of the Higüero Micro-basin Restoration Project, carried out by a coalition including Fundación Propagas, Fundación NTD Ingredientes, Banco BHD, and Fundación Popular.	★ Achieved	The wetland was inaugurated in October, benefiting more than 600 people. This system treats domestic wastewater and is part of the Higüero environmental restoration project in partnership with multiple entities.
Complete renovation of the Las Caobas aqueduct serving 1,050 families in 18 communities in Santiago Rodríguez, under the “Locally Led Water Access” project with USAID.	★ Achieved	Infrastructure was delivered in June. The project improves the drinking water supply for 1,095 people and is part of the “Locally Led Water Access” program in partnership with USAID.
Open an after-school program in the community of Blanco, as part of the Inclusive Integral Development Project in Monseñor Nouel province.	★ Achieved	The after-school program was inaugurated at the José Vargas García school, operating as a comprehensive training center with extracurricular activities such as music and painting. The initiative improves learning quality, strengthens school retention, and fosters creative development in children, addressing needs identified by the local educational community.
Inauguration of the Hipólito artificial wetland in Jarabacoa, serving more than 900 people, in partnership with Fondo Agua Yaque del Norte.	Partially achieved	Construction of the wetland was completed and is scheduled for inauguration in early 2025. This natural solution will treat wastewater, reduce water source pollution, and benefit more than 950 people. It is part of the “Recovery and Conservation of Water-Producing Basins” program, contributing to environmental protection, public health, and long-term water resource conservation.

Our vision for the future

Fundación Popular	
Challenges	Time frame
Complete the construction and inaugurate the aqueduct in the community of Pasatiempo, San Juan de la Maguana province, in partnership with Fundación Azua, San Juan, and Elías Piña (FUNDASEP).	Short term (1 year)
Complete the construction and inaugurate the Alto Yuna Agroecological Training Center in Loma de Blanco, Monseñor Nouel province, in partnership with the Federación de Campesinos Hacia el Progreso.	Short term (1 year)
Complete the construction and inaugurate the Las Piedras artificial wetland in San José de las Matas, Santiago de los Caballeros province, in partnership with Fondo Agua Yaque del Norte.	Short term (1 year)
Implement a solid waste management initiative at the La Cuaba community beach, as part of the Higüero Micro-basin Restoration Project, developed in coalition with Fundación Propagas, Fundación NTD Ingredientes, Banco BHD, and Fundación Popular.	Short term (1 year)



7.3 Financial inclusion and education



SDG 4, SDG 8, SDG 10, SDG 17, GRI 3-3

Why is it important?

GRI 3-3

At Grupo Popular, we remain committed to promoting financial inclusion and education as a fundamental pillar of our social impact. We understand that facilitating access to the financial system not only removes barriers but also contributes to improving the quality of life for the Dominican population. As a financial institution, we recognize that banking access and financial knowledge not only benefit individuals but also strengthens the financial system, promotes economic stability, and creates development opportunities for the country.

Throughout 2024, we reaffirmed our role as agents of change in enhancing financial knowledge and economic planning, enabling more people to make informed decisions regarding their resources. Our objective is clear: to continue driving the country's socio-economic development through initiatives that provide practical and accessible tools for financial management, empowering individuals and communities to manage their income and savings efficiently.

How do we manage it?

GRI 3-3, FS-16

We manage our financial inclusion and education strategy with a comprehensive approach, ensuring that our initiatives not only expand access to financial services but also promote their responsible and sustainable use. While banking access creates opportunities for growth and economic stability, it can also involve risks such as over-indebtedness, lack of understanding of financial products, and exclusion of vulnerable groups facing barriers to integrating into the formal financial system.

To address these challenges, we implement actions that allow us to prevent and mitigate negative impacts, manage existing risks, and maximize positive societal outcomes. Through financial education programs and responsible financing models, we aim to reduce these risks and ensure that access to financial services translates into well-being and sustainable development for our clients and communities.

As part of our commitment to expanding financial access, we strengthen our network of banking sub-agents and develop digital solutions that facilitate banking in communities with limited connectivity or financial infrastructure.

We also provide financial support mechanisms to clients in vulnerable situations, offering debt restructuring and specialized advisory services. In parallel, we collaborate with regulators and financial sector entities to design and implement consumer protection policies, ensuring that products and services are inclusive and meet the needs of diverse population segments.

To maximize positive impacts, we implement programs on financial education, business development, and financial inclusion, ensuring that more individuals and companies can benefit from the financial system. Through strategic alliances, we promote training in key areas such as entrepreneurship, resource management, and responsible saving, strengthening our clients' economic resilience and facilitating their financial growth.



How do we evaluate it?

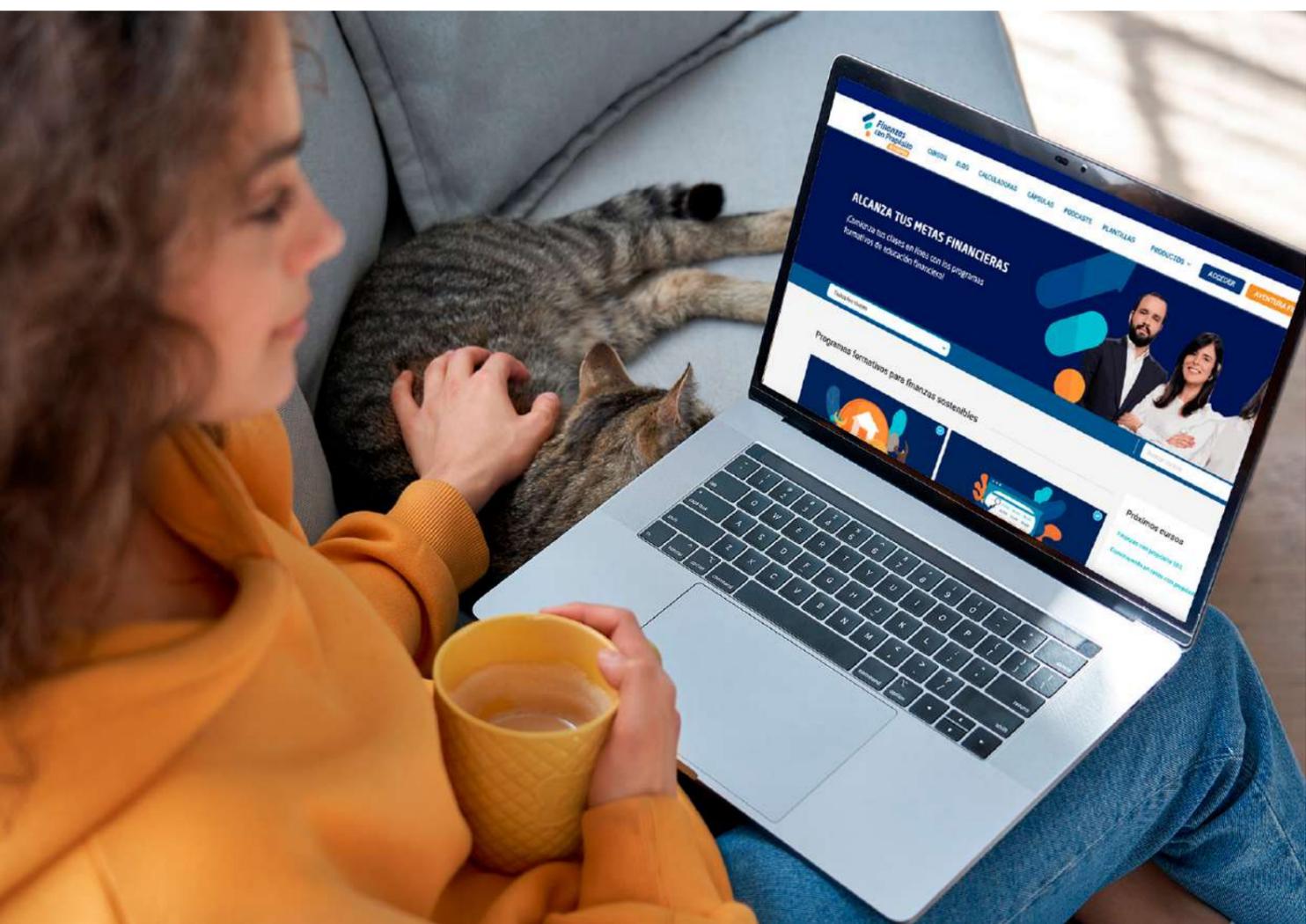
GRI 3-3

We employ various mechanisms to analyze and evaluate the impact of our financial education programs. Through rigorous measures, we optimize our initiatives and ensure their effectiveness in improving our clients' financial health.

For initiatives aimed at small and medium-sized enterprises, we record the number of participants in each training activity, which allows us to monitor the reach and penetration of these programs.

For virtual consulting sessions, we track the number of clients advised by our expert consultants and assess how these sessions contribute to more informed financial decision-making. Additionally, at Banco Popular, we analyze client behavior patterns by evaluating their average monthly savings over three to six months, as well as monitoring their payment habits with financial products.

We also measure our impact on financial inclusion through various indicators, such as acquiring new clients, expanding the network of sub-agents, opening branches in strategic areas, and growth in Internet Banking and electronic wallet enrollments. In 2024, we significantly increased both the number of sub-agents and the total number of clients enrolled in our network.



Banking sub-agent network					
Indicator	2020	2021	2022	2023	2024
Number of new banking sub-agents affiliated to the network during the reporting period	109	161	151	173	374
Total number of affiliates to the sub-agent network	2,512	2,645	1,561	1,985	2,330

During 2024, we maintained our commitment to financial accessibility and the bank account inclusion of the population, optimizing the efficiency of our banking sub-agent network and complementing its reach with digital solutions and other access channels.

FS-13

Access points by type in low-density or economically disadvantaged areas					
Indicator	2020	2021	2022	2023	2024
Number of points (sub-agents) of financial institutions with access available to rural populations	479	618	791	777	741
Percentage of financial institution points with access available to rural populations	19%	23%	51%	39%	32%
Percentage increase or decrease	-	+23%	+22%	-2%	-5%



The reduction in the number of banking sub-agents in 2024 reflects the start of a new project aimed at enabling these access points through AZUL payment terminals. This transition, which began with the first installations at the end of the year, involved a restructuring of the traditional operational model, resulting in a temporary decrease in the number of sub-agents while the new scheme is implemented.

2024 management highlights

Initiative	Description
Finanzas con Propósito y Academia FCP	<ul style="list-style-type: none"> Delivered 149 financial education talks targeting clients, companies, partners, NGOs, and educational centers, reaching 13,417 people. Our platform Finanzas con Propósito received 107,828 visits and added 4,699 new registrations. We consolidated a key space for financial training, issuing 2,292 certifications across 16 courses.
Ahorrar nos hace bien	<ul style="list-style-type: none"> Delivered 34 talks under this initiative, reaching 3,799 people and promoting responsible and sustainable financial habits.
Entrepreneurship diploma	<ul style="list-style-type: none"> Conducted 4 diploma programs throughout the year, impacting 331 participants who strengthened their knowledge in business management and sustainability.
Business Strengthening Program	<ul style="list-style-type: none"> Conducted 11 training activities in partnership with strategic allies, benefiting 933 clients. Together with Barna Management School, held two editions of the Diploma in Business Management for SMEs and a specialized program on Value Creation in Industry 4.0, impacting 99 clients. In collaboration with AIREN (Association of Industrialists of the Northern Region, INC), held the ninth edition of the Women Leaders Panel, with around 150 entrepreneurs from the gastronomy sector. Together with the Loyola Polytechnic Institute, we conducted 7 conferences (3 in-person, 4 virtual) on business topics.
Impúlsate Program	<ul style="list-style-type: none"> In 2024, received more than 90 proposals from entrepreneurs with innovative, high-impact ideas in collaboration with 20 partner universities. Awarded RD\$4,200,000 in prizes to the most outstanding projects, promoting innovation and business growth in key sectors.
Popular Challenge	<ul style="list-style-type: none"> Held the eighth edition of Challenge Popular, with the participation of 300 university students from 7 universities. During the Pre-Challenge, more than 60 finalists selected and awarded the most innovative ideas applying artificial intelligence to enhance customer experience. A total of RD\$990,000 in prizes was awarded.

Through these actions, Grupo Popular not only reinforces its role as a key factor in transforming the Dominican financial ecosystem but also promotes the construction of a more equitable and sustainable economy. Our commitment to financial inclusion translates into concrete initiatives that generate real opportunities for the population, contributing to economic well-being and the country's development.

Our progress on commitments made in 2023

Grupo Popular		
2023 goals	2024 achievements	Description
Take the Finanzas Con Propósito program to 10 new institutions	★ Achieved	Expanded the reach of Finanzas con Propósito to 13 new companies, exceeding the target and consolidating our value proposition in corporate financial education.
Train 5,000 people in companies and educational centers	★ Achieved	8,718 people trained on key topics of financial health, saving, and responsible investing, doubling our initial goal and strengthening the culture of financial well-being in companies and educational settings.
Launch 3 new courses at FCP Academy	★ Achieved	Successfully launched three new courses: <i>Mi primera vivienda</i> , <i>Aventura Financiera</i> y <i>Mi primera inversión popular</i> , strengthening practical skills in financial planning and issuing a total of 57 certifications.
Publish the children's story "Saving is Creating"	★ Achieved	Published the story Saving is Creating, reaching 1,287 downloads and promoting financial education from an early age through playful and accessible resources.
Launch the children's microsite "Financial Adventure"	★ Achieved	Launched the interactive microsite Financial Adventure, offering educational content and tools for children. Reached more than 4,800 visits, establishing it as an effective early financial education tool.
Launch the microsite "Wealth Management at FCP Academy"	★ Achieved	Launched the Wealth Management space with two specialized courses: Create and Manage Your Wealth and Boost Your Investments. Registered 814 participants and issued 10 certifications, consolidating this initiative as a key resource for advanced financial skills development.

Our vision for the future

Challenges	Time frame
Launch 10 tactical educational capsules in FCP Academy	Short term (1 year)
Launch new children's story Vol. 2 on the Financial Adventure microsite	Short term (1 year)
Launch a new course "Finances as a Couple" in FCP Academy	Short term (1 year)
Train 6,000 people in companies and educational centers through the Finanzas con Propósito program	Short term (1 year)
Gain 2,000 new user registrations at the FCP Academy.	Short term (1 year)



7.4 Customer experience and satisfaction

Why is it important?

GRI 3-3

At Grupo Popular, customer experience and satisfaction are essential for building relationships based on trust and loyalty. These aspects not only reflect the quality of our services but also drive our sustainable growth and strengthen our reputation. Efficient management of customer experience has a positive impact on the economy by increasing profitability and reducing operating costs, while in the social sphere it promotes financial inclusion and transparent practices. However, we also face challenges such as data protection and technological dependence, which we address through innovative and rigorous solutions.

How do we manage it?

GRI 3-3

One of the key pillars of this approach is the **Customer Care and Protection Unit**, established as an essential component of our service structure. This unit, aligned with the guidelines of the Superintendency of Banks, reflects our belief that protecting customers is a tangible expression of operational excellence and corporate responsibility. Its work focuses on ensuring agile responses, resolving critical cases in a personalized manner, and maintaining close and transparent communication channels.

In 2024, this strategy generated significant progress. Thanks to policy updates, continuous monitoring, and the incorporation of technological solutions, we reduced interbank transfer claims by 10%. Additionally, the Customer Care Unit managed 22,410 critical cases and executed over 40 improvement initiatives aimed at operational efficiency, including the integration of robotic tools, the standardization of protocols, and intensive staff training.

This operational approach is complemented by a strategic vision focused on anticipating needs and building long-term relationships. In 2024, the implementation of an **advanced analytics platform** gave us deep insight into customer behavior and expectations, enabling more precise decision-making and the development of solutions aligned with their priorities.

Customer experience at Grupo Popular is built on three interconnected pillars: human talent, efficient processes, and a solid multichannel network. To strengthen this foundation, we held 458 specialized workshops with over 11,800 participants and ensured strategic alignment across the organization through internal meetings that reached 98% of staff.



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In parallel, our **Service Curriculum**, focused on skills such as assertive communication, empathy, and transparency, has been key to transforming each interaction into a meaningful experience. This approach not only meets current customer requirements but also allows us to anticipate future needs, building long-term trust and loyalty.

How do we evaluate it?

GRI 3-3

During 2024, we strengthened our evaluation mechanisms with a systematic approach that allowed us to identify opportunities for improvement and maintain high standards across all our service channels. We conducted more than 900,000 surveys targeting both customers and employees, which provided us with valuable information about the perceived experience and enabled us to make informed decisions to enhance satisfaction and operational efficiency.

This approach was reflected in solid results at the institutional level: our subsidiaries scored an average of 93 points in service standards, and we achieved 91% overall satisfaction and a Net Promoter Score (NPS) of 75. Internally, we recorded 98% satisfaction and an NPS of 90 among employees, evidence of the alignment and consistency of our service standards across the organization.

Banco Popular's performance was particularly noteworthy: 91% of customers said they were satisfied (Top Two Box), with 69% rating their experience as "very satisfied," five points higher than the previous year. In addition, we achieved a historic NPS of 70 points, surpassing our previous record. Face-to-face channels, such as branches and Telebanco, continue to be valued for their proximity and warmth, exceeding 90% satisfaction and reaching an NPS of 79.



These results reinforce our conviction that, even in an increasingly digital environment, human experience remains a key differentiator. We will continue to focus on a service model that combines technology, proximity, and excellence, always placing the customer at the center of every decision.

Own indicator

Indicator	2024
Customer satisfaction index	94
Net Promoter Score (NPS) for Banco Popular Dominicano	70
Number of satisfaction surveys conducted during the year	919.299
Customer retention rate (percentage of customers remaining active over a given period)	91%
Customer Attrition rate for key products or services	1.10%
Number of customer complaints and claims	4.527
Average resolution time for complaints and inquiries (in hours or days)	2.5 business days
Number of improvement initiatives implemented based on customer feedback	214
Percentage of claims with a favorable response (optional)	65.70%

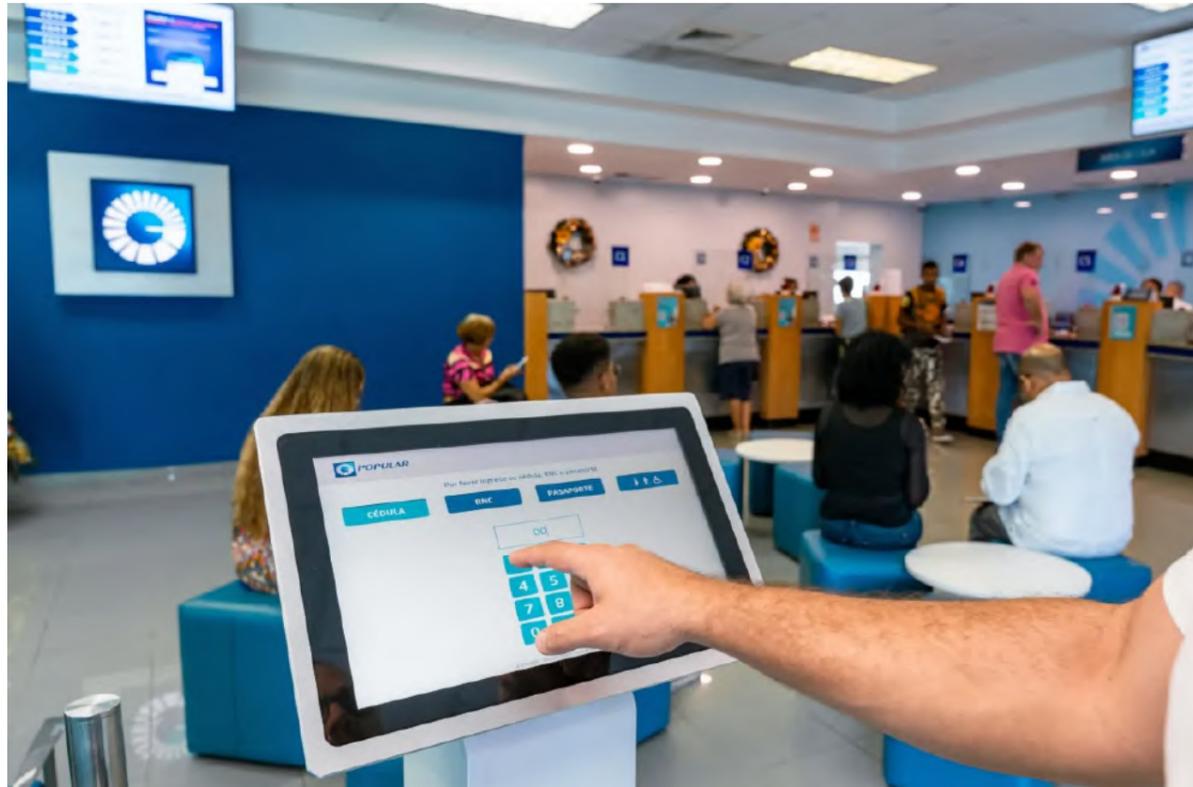
Our products and services are designed to meet the specific needs of three major customer groups: individuals, small and medium-sized enterprises (SMEs), and corporate and institutional clients. In total, we offer a variety of 107 financial products, adapted to the different stages, profiles, and requirements of each segment.

For the Individuals segment—which includes Personal Banking, Premium, Private Banking, and Grupo Popular employees—we offer a wide range of financial solutions, including credit, debit, and prepaid cards (e-efectivo Móvil and Altice Peso), checking and savings accounts, personal, vehicle, and mortgage loans, certificates of deposit, financial instruments, and remittance services.

For the Small and Medium Enterprises (SMEs) segment, we provide access to commercial loans, lines of credit, leasing, debit and credit cards, checking and savings accounts, and certificates of deposit. We also offer international trade services, including letters of credit, guarantees, sureties, international transfers, collections, international references, foreign exchange forward contracts, export factoring, and integration with platforms such as PayPal.

For Corporate Banking, Corporate and Institutional clients, we offer a robust proposition that includes commercial loans, lines of credit, leasing, supply chain financing, and investment banking solutions such as mergers and acquisitions, securities and debt structuring, syndicated loans, sale & leaseback transactions, swaps, and account custody. These are complemented by payment and collection services, international trade, and traditional products such as corporate checking accounts and certificates of deposit.

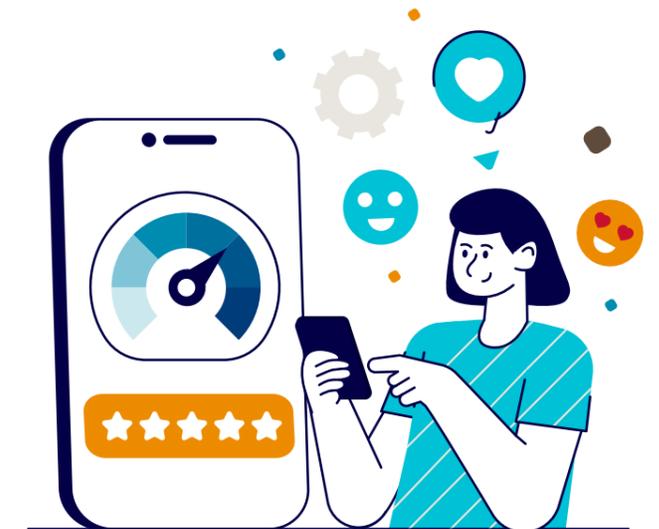
2024 management highlights



In 2024, we took decisive steps toward consolidating a customer service model centered on efficiency, personalization, and operational excellence. A key milestone was the implementation of the Queue Management System in 100% of our branches, enabling a more orderly, agile, and tailored service for each customer's needs. This improvement was complemented by the digital appointment scheduling service, which managed over 650,000 requests during the year, optimizing the in-branch experience and significantly reducing wait times.

These advances were made possible thanks to the commitment and performance of our teams. Through **11,000 internal surveys**, we achieved an outstanding **98% satisfaction rate among employees**, reflecting pride and alignment with our service culture. Furthermore, the **Service Certification Program** recognized **659 units with Gold/Gold Master category** and **424 units with Silver**, covering 99% of the units evaluated nationwide. This recognition highlights the professionalism with which our teams deliver on our brand's value promise.

More than isolated achievements, these milestones demonstrate the alignment between our institutional vision and the real experience we deliver every day. They reaffirm that when we place the customer at the center and enhance both our human and technological capabilities, results are not only achieved but also exceed expectations. We will continue to innovate, refine processes, and strengthen the balance between operational efficiency and human connection, convinced that service excellence is a continuous journey, not a destination.



Our vision for the future

Resolve 97% of claims in the first interaction.

Challenges	Time frame
Personalize customer service and enhance accessibility on digital platforms using artificial intelligence (Chatbot) in the Popular App.	Short term
Resolve 97% of claims in the first interaction	Short term



Personalize customer service and enhance accessibility on digital platforms using **artificial intelligence**.



08

Environment

At Grupo Popular, eco-efficiency is a cross-cutting pillar of our operational and sustainability strategy.

8.1 Eco-efficiency

SDG 6, 7, 8, 13, 15, 17

Why is it important?

GRI 3-3

At Grupo Popular, eco-efficiency is a cross-cutting pillar of our operational and sustainability strategy. We are committed to managing resources responsibly, driving initiatives that optimize water and energy consumption and reduce waste generation. This efficient management not only responds to operational objectives but is also part of our long-term vision: creating shared value for the environment, people, and the organization.

We are aware of the environmental impact of our operations, particularly in relation to energy consumption, carbon footprint, water use, and waste production. Therefore, we have integrated the sustainable use of natural resources as a core element of our corporate DNA, convinced that operating with environmental responsibility strengthens both our competitiveness and our contribution to the country's sustainable development.

How do we manage it?

To learn about the pillars on which we focus our efforts to mitigate environmental impact, please refer to our [2023 Sustainability Report](#), page 105.

GRI 3-3, GRI 302-1, GRI 302-3, GRI 302-4

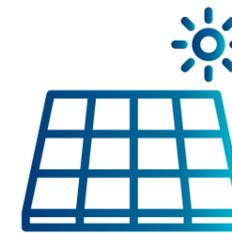
Given the nature of our operations, energy consumption is one of the main areas of environmental impact. To address this, we have increased the use of clean energy from photovoltaic sources, reaching a total consumption of 14,113 MWh of renewable energy, representing a 3% increase compared to the previous year.

100% of the renewable energy supplying the Torre Centro complex is provided by AES Dominicana. This energy is generated in one of AES Dominicana's solar parks and distributed through the National Interconnected Energy System (SENI) under a supply contract with an average annual provision of 9,300 megawatts. The use of renewable energy allows us to reduce our carbon footprint by an average of 8,484 tons of CO₂ annually – equivalent to the annual energy consumption of 26,650 households and to saving 848,406 trees.

In addition, we have a dedicated system for monitoring the electricity supply and photovoltaic production of our 57 offices with solar panels. We have also implemented energy efficiency systems such as intelligent temperature and air quality control and measurement, LED lighting, and fuel consumption monitoring in our power generators. These automation systems are present in all our buildings and branches.



Alongside the initiatives mentioned above, Grupo Popular manages energy efficiency through a best-practice-based approach. Our General Sustainability and Responsible Banking Policies outline our commitments to eco-efficiency, including:



Minimize
The environmental impact of our operations.



Protect
Natural resources and reversing recurring losses from their inadequate use.



Ensure
The sustainable and efficient use of natural resources

We have established practices across all our branches, including energy monitoring systems, the Ecoefficiency and 3Rs Culture Program, and comprehensive waste management. These efforts are supported by structured processes to measure, record, and report the use of energy, water, and waste, thereby strengthening our ability to manage resources responsibly.

Each year, we integrate operational learnings that raise our performance standards. In 2024, we highlight:

- The implementation of monitoring systems for air conditioning, lighting, solar panels, and electric meters, enabling continuous oversight and agile response to deviations.
- The strengthening of preventive maintenance in photovoltaic systems, reducing losses and ensuring greater efficiency in renewable energy generation.
- Ongoing training of personnel involved in energy management, ensuring operations are aligned with sustainability objectives and ready to scale best practices.



How do we evaluate it?

GRI 302-1, GRI 302-3, GRI 302-4

We have an Energy Management and Efficiency Center that allows us to monitor the electrical network of our branches and buildings. Currently, we have 117 automated offices, enabling us to remotely control and manage, through our internal network, the use of lighting and air conditioning systems via temperature and humidity sensors, electric generators, fuel tanks, and electric meters. We also monitor UPS backup systems.

Automation allows us to measure in real time all variables that affect energy consumption, such as the use of electromechanical equipment. In addition, we monitor the production of photovoltaic solar panel systems and have alert systems to detect damage in a timely manner and ensure business continuity.

Our photovoltaic system is bidirectional, meaning that clean energy not consumed by the bank is injected into the national energy system, benefiting Dominican households and companies under the net metering regulation of the National Energy Commission. As a group committed to environmental sustainability, we evaluate our progress in energy efficiency through continuous monitoring of consumption and photovoltaic production.

While our efforts remain focused on reducing environmental impact, in 2024 there was an overall increase in total energy consumption. This increase was mainly due to greater use of electricity from non-renewable sources and higher fuel consumption from mobile sources, due to the inclusion of Santiago's vehicle fleet, despite the reduction in fuel use from stationary sources and a slight growth in electricity consumption from renewable sources.

GRI 302-1, GRI 302-3, GRI 302-4

Energy consumption within the organization				
Indicator	2021	2022	2023	2024
Total consumption of fuels from non-renewable sources (MJ)	9,941,292	13,047,012	25,138,422	33,714,347
Consumption of fuels from mobile sources (MJ)	N/A	N/A	11,254,266.33	22,118,747
Consumption of fuels from stationary sources (MJ)	9,941,292	13,047,012	13,884,156	11,595,600
Total cooling consumption (MJ)	40,788,000	43,574,400	57,525,643	50,745,768
Total electricity consumption (MJ)	98,020,800	99,442,800	107,597,732	110,971,073
Electricity consumption from non-renewable sources (MJ)	83,779,200	51,858,000	58,108,532	60,163,337
Electricity consumption from renewable sources (MJ)	14,241,600	47,584,800	49,489,200	50,807,736
Total energy consumption (MJ)	107,962,092	112,489,812	132,736,155	144,685,420
Energy intensity				
Indicator	2021	2022	2023	2024
Energy intensity ratio (MJ per Banco Popular Dominicano employee)	10,620	12,852	15,192	16,505
Reduction (increase) of energy consumption				
Indicator	2021	2022	2023	2024
Reduction (increase) of energy consumption achieved as a direct result of conservation and efficiency initiatives (MJ)	7,574,400	4,528,800	8,985,600	11,949,265



Note: The calculation of energy consumption includes the electricity usage of all Grupo Popular subsidiaries, except Popular Bank in Panama. The figures presented reflect an increase, not a reduction, in energy consumption. Starting in 2023, energy consumption reduction considers fuel consumption from mobile and stationary sources, as well as non-renewable and photovoltaic electricity consumption. In 2021 and 2022, mobile fuel consumption was not included. For the energy consumption reduction indicator, the previous year's consumption is used as the baseline for comparison.



Water withdrawal

GRI 303-3

Despite growth in the number of offices, our automation and monitoring processes have enabled a reduction of more than 17% in total water extraction, reflecting improved eco-efficiency across our service network. This progress, however, also entails increased use of water resources, which drives us to redouble our efforts in efficient water management. To this end, we have implemented various initiatives that promote responsible use of the resource, including the installation of recycling and reuse systems, as well as the incorporation of technologies that optimize consumption in our daily operations.

Our goal is to balance growth with responsible practices that minimize environmental impact, ensuring that every new office operates to the highest sustainability standards.

Indicator	2021	2022	2023	2024
Total water consumption (in megaliters) across all areas	311	259	274	227



Waste Generation

GRI 306-1, GRI 306-2

As part of our institutional sustainability vision, Banco Popular Dominicano continues strengthening its waste management and environmental performance through the implementation of practices aligned with the principles of reduce, reuse, and recycle (3Rs). In 2024, we were awarded the Gold Certification in 3R Sustainability by Sostenibilidad 3R and CEDAF, adding 9 newly certified branches to reach a total of 30 offices, including the Torre Popular complex. These offices operate under technical criteria that encompass water use efficiency, indoor air quality, energy and fossil fuel savings, and proper waste management. They also apply occupational health and safety standards, with internal committees overseeing compliance with environmental objectives through clear goals and monitoring mechanisms.

Starting in 2024, our certified offices also actively participate in the Popular Volunteer Program, integrating initiatives such as reforestation, environmental education, and social management, thereby expanding their territorial and community impact. We promote these certifications in line with our commitment to the Principles for Responsible Banking.

As part of our responsible management, we maintain a rigorous waste traceability protocol, which includes initial weighing at offices and clean points, subsequently validated by the authorized manager through final weighing. Each record is documented with specific manifests per office and systematized in a centralized database, ensuring control, transparency, and continuous improvement in our environmental performance.



GRI 306-3

In 2024, there was an increase in the amount of paper collected, driven by the continued expansion of the eco-efficiency program to a greater number of offices nationwide. Likewise, the collection of plastic and cardboard showed significant growth, resulting from the active commitment of our employees, who began to incorporate waste from their homes and communities.



GRI 306-3
Own indicator

Waste generation			
Indicator	2022	2023	2024
Paper (Kg)	81,004	74,516	114,213
Plastic (Kg)	3,412	1,629	2,707
Cardboard (Kg)	3,229	5,937	11,067
Shredded cards (Kg)	122	450	120
Security bags (Kg)	1,162	4,874	7,024
Fluorescent tubes (Kg)	262	283	2,655
Common waste (Kg)	210,000	624,190	841,960
Batteries (Kg)	0	0	46
Infectious waste	4	29	15
Total (Kg)	355,922	712,036	979,807



Note: We do not have a segmented accounting of the waste generated within our facilities versus the waste brought in by employees from their homes and communities. Only the paper generated in the 30 offices included in the Sustainability 3R program is considered. The generation of common waste corresponds solely to that of the Torre Popular Complex.

2024 management highlights

In 2024, our participation in the IX Annual Meeting of 3R Sustainability Certified Companies reaffirmed Banco Popular's leadership in eco-efficiency practices. In addition to expanding the number of certified offices, we were recognized for our community transformation initiatives with clean energy, reflecting our commitment to generating positive environmental impact beyond our facilities.

Among the branches certified this year are Baní, Navarrete, Las Terrenas, Constanza, Tenares, El Portal, Alcarrizos, Gazcue, and Juan Dolio.

Our progress on commitments made in 2023

Subsidiary	2023 goals	2024 achievement	Description
Grupo Popular	Minimize photovoltaic system failures by installing electrical protection in 85% of offices with photovoltaic systems.	★ Achieved	In 2024, we implemented electrical protection systems in 85% of offices with photovoltaic installations, significantly reducing failures and strengthening the operational continuity of our renewable energy sources. This action reinforces our preventive approach to energy management and operational resilience.
Banco Popular Dominicano	Certify 9 new offices in eco-efficiency under the 3R Sustainability standard.	★ Achieved	In 2024, we certified 9 new offices under the 3R Sustainability standard, reaching a total of 38 certified offices, in addition to the Torre Complex. This progress consolidates our leadership in eco-efficiency within the financial sector and evidences the institutionalization of an organizational culture oriented toward environmental sustainability.
	Strengthen solid waste management processes in the Torre Complex, including new clean points for waste classification.	Partially achieved	We advanced solid waste management in the Torre Complex through the implementation of new clean points and the development of a composting pilot in the institutional cafeteria.
	Install 30 ION electric meters to control and monitor energy supplied by providers.	★ Achieved	We completed the installation of 30 ION electric meters for monitoring and controlling energy consumption supplied by third parties.

Our vision for the future

Challenge	Time frame
Establish dialogue spaces with tourism sector clients to identify opportunities for improvement in circular economy practices, as well as training needs, contributing to a more sustainable and resilient value chain.	Short term (1 year)
Expand the coverage of the Eco-efficiency and 3R Culture program by implementing a composting system in the Torre Complex, aimed at responsible management of organic waste and promoting circular practices.	Short term (1 year)
Increase the number of certified offices and incorporate innovative environmental monitoring solutions, such as urban beekeeping, to strengthen air quality management and biodiversity in urban environments.	Short term (1 year)
Develop an internal communication strategy that highlights the progress made by the eco-efficiency program and mobilizes employees as active agents of cultural change in favor of sustainability.	Short term (1 year)
Collaborate with five tourism sector clients to support their resource efficiency and circular economy practices.	Long term (5 years)

8.2 Climate action



Mitigation

We are committed to reducing greenhouse gas emissions and implementing sustainable practices that minimize our carbon footprint. Our main initiatives include:

- **Promotion of renewable energy:** We support the use of clean and renewable energy sources to reduce dependence on fossil fuels.
- **Optimization of energy efficiency:** We adopt technologies and practices that enhance energy efficiency across all our operations.
- **Reforestation projects:** We participate in reforestation programs to increase vegetation cover and improve carbon capture.



Adaptation

We focus on strengthening the country's capacity to adapt to the impacts of climate change. Our adaptation strategies include:

- **Resilient infrastructure:** We develop and enhance infrastructure capable of withstanding extreme weather events.
- **Early warning systems:** We implement systems that allow for the anticipation of and rapid response to natural disasters.
- **Education and awareness:** We promote environmental education and awareness of sustainable practices among our employees and the community.

At Grupo Popular, we recognize the urgency of strengthening our climate change management, in line with our responsibility as a leading financial group in the region. To this end, we have developed a strategic framework that integrates robust climate governance, along with metrics and indicators that guide our mitigation and adaptation goals.

Our contribution is reflected through sustainable financial solutions, environmental education programs, and actions that promote a culture of climate awareness. To ensure a coherent institutional response, we have established the Sustainability and Responsible Banking Guidelines, which define principles of action in the face of critical challenges such as climate change and align our initiatives with the global sustainability agenda.

SDGS 3, SDG 6, SDG 7, SDG 13, SDG 15, SDG 17

Why is it important?

GRI 3-3

We recognize the importance of climate action in addressing the challenges of climate change. Our approach is based on two essential pillars: mitigation and adaptation, with the goal of protecting our environment and ensuring a sustainable future for the Dominican Republic.

How do we manage it?

GRI 3-3

We promote cross-cutting climate management to actively contribute to a shared climate agenda. To achieve this, we have adopted concrete mitigation measures aimed at reducing our carbon footprint and strengthening the integration of environmental criteria into our operational and business processes.

During 2024, we made progress in implementing key actions such as the use of renewable energy sources, the continuous improvement of energy efficiency, the expansion of our sustainable products and services offering, and the responsible management of solid waste. In addition, we promoted reforestation initiatives, sustainability training, and environmental awareness programs aimed at our employees and the communities we serve.

Climate action	Initiative name	Description and results
Mitigation	Tree planting	100 hectares of trees were planted in the Yaque del Norte and Upper Ozama river basins, with an estimated carbon capture potential of 29,300 tons of CO ₂ . These reforestation efforts, carried out through Plan Sierra, the Santo Domingo Water Fund, and other strategic alliances, involved 660 employee volunteers, reinforcing corporate commitment to climate action and internal talent engagement.
Adaptation	Artificial wetlands	Supported the construction of two artificial wetlands in San José (Jarabacoa) and La Cuaba (Pedro Brand), directly benefiting 900 and 600 people, respectively. These green infrastructures improve water quality in the Yaque del Norte and Isabela rivers, contributing to sustainable water resource management and community resilience to climate change.
Awareness and training	Executive Training on Climate Change and Sustainability - carried out under the "Alejandro E. Grullón E." Chair for Corporate Social Responsibility and Sustainability (CRSES)	A total of 25 training activities were conducted, reaching over 1,100 participants, including: <ul style="list-style-type: none"> • 7 specialized talks and conferences • 3 Corporate Social Responsibility dialogues • 3 ESG (Environmental, Social, and Governance) courses in partnership with Forética These initiatives strengthened the capacities of key audiences in sustainability and responsible leadership.
Adaptation and mitigation	Business Engagement for Climate Action (Empresas por el Clima)	Through this platform, various activities were held with over 150 participants to enhance both corporate adaptation and resilience to climate risks, and mitigation through awareness on carbon footprint measurement and emission reduction for Banco Popular's client companies. Additionally, we worked on updating and improving the "RDUceTuHuella" tool for estimating corporate carbon footprints.
Adaptation and mitigation	Photovoltaic energy generation	We have 12,850 solar panels installed across 57 branches and 33 parking lots, generating 4,153 MWh of clean energy in 2024, thanks to an installed capacity of 3.7 MW.



As part of our commitment to protecting water resources and promoting nature-based solutions, Grupo Popular has advanced in the construction of artificial wetlands as sustainable wastewater treatment systems. These initiatives aim to reduce pollutant loads entering the Yaque del Norte River and its tributaries, which are vital for the water resilience of our island territory.

In partnership with the Yaque del Norte Water Fund, we completed in 2024 the construction of the "Barrio Hipólito" artificial wetland in San José de Jarabacoa. This system treats 140 m³ of wastewater daily, benefiting a population of approximately 900 people.

Additionally, under the "Alliance for the Restoration of the Higüero River Microbasin" project, we contributed to the construction of an artificial wetland in the "La Clínica" sector of the La Cuaba Municipal District. This system treats up to 165 m³ of wastewater per day, directly benefiting a community of 680 residents.

These wetlands replicate natural purification processes using plants, microorganisms, and filtering materials, achieving effective removal of pollutants such as BOD₅, COD, and coliforms. Their implementation not only improves water quality in the Higüero River basin but also strengthens public health, environmental protection, and community well-being—demonstrating the value of green infrastructure in rural and peri-urban settings.



How do we evaluate it?

GRI 3-3

We continuously evaluate our energy and climate management to ensure efficiency, transparency, and continuous improvement. As part of this process, we conduct systematic audits of energy bills, comparing them with records from our internal meters. This cross-check allows us to validate the accuracy of reported consumption and ensure it remains within established parameters.

In addition, we conduct an annual **greenhouse gas (GHG) inventory** for Banco Popular Dominicano, which serves as a key tool to guide our strategic decisions and strengthen a corporate culture aligned with climate action. This inventory pursues multiple objectives:

- Define ambitious climate targets for the reduction of greenhouse gas (GHG) emissions.
- Integrate climate criteria into business decision-making, ensuring consistency across all operations.
- Identify efficiency opportunities that help reduce costs and minimize negative impacts.
- Measure the real impact of our environmental and energy policies, ensuring their effectiveness.
- Provide relevant and transparent information to our stakeholders, including customers, shareholders, and the public.
- Accelerate the transition toward a low-carbon economy, aligned with global and regional challenges.
- Share learnings and best practices that contribute to collective sustainability.

These actions reflect our commitment to transparency and sustainability, positioning us as leaders in the fight against climate change and in the promotion of responsible practices.

Banco Popular Dominicano's 2024 Greenhouse Gas Inventory was calculated using the operational control approach. Our inventory covers Scope 1 and Scope 2 emissions, as well as key Scope 3 categories, such as Category 3 (fuel- and energy-related activities) and Category 15 (financed emissions). The inventory was developed based on the GHG Protocol: Corporate Accounting and Reporting Standard (WRI and WBCSD) and the Partnership for Carbon Accounting Financials (PCAF) Standard for financed emissions.

To calculate emissions from the use of refrigerant gases under Scope 1, we used data solely from R-410A refrigerant refills for AC equipment during 2024. Global Warming Potential (GWP) values were sourced from the IPCC's Sixth Assessment Report (AR6), while emission factors were taken from DEFRA or the IEA, as applicable.

Significant methodological improvements were implemented during the preparation of the 2024 inventory. For example, we achieved more precise boundary definitions of operational sites, conducted a detailed mapping of vehicle fuel consumption, and improved accuracy in calculating refrigerant-related emissions.

We also substantially improved our methodology for estimating financed emissions (Scope 3, Category 15), adopting a more comprehensive approach in line with PCAF guidelines. In 2023, our first financed emissions estimate considered only the "business loans" asset class. In contrast, the 2024 inventory includes a broader spectrum, incorporating "motor vehicle loans," "commercial mortgages," "residential mortgages," and "project finance." With this enhancement, the volume of evaluated operations increased by 65%, reflecting the expanded scope of the analysis. In both estimates, we included the SME, business, and corporate segments, thereby achieving 100% coverage of our commercial loan portfolio.

It is important to note that direct comparisons with previous years should be interpreted with caution due to the **methodological improvements**. These initiatives are just a sample of the actions that position us as a **national benchmark in climate action**.

GRI 305-1, GRI 305-2², GRI 305-3

Scopes and categories	2021	2022	2023	2024
Scope 1 Emissions (tCO₂e)				
Total scope 1	626 (base year)	1,907	3,088	2,913
Scope 2 Emissions (tCO₂e)				
Total scope 2	14,158 (base year)	7,656	9,205	8,889
Scope 3 Emissions (tCO₂e)				
Category 3 - Fuel- and energy-related activities	-	2,996 (base year)	3,459	3,508
Category 15- Investments*	-	-	7,677,037 (base year)	8,122,081
Total Emissions by Scope (tCO₂e)				
Total Scope 1 Emissions	626	1,907	3,088	2,913
Total Scope 2 Emissions	14,158	7,656	9,205	8,889
Total Scope 3 Emissions	-	2,996	7,680,496	8,125,589
Total Emissions (tCO₂e)	14,784	12,559	7,692,789	8,137,391

Note: Emissions were calculated using the HFC Emissions Accounting Tool (ICF/EPA), applying emission factors from DEFRA or IEA, and GWP values from the IPCC Sixth Assessment Report (AR6), according to the type of gas and reported equipment. Scopes 1 and 2 include the gases CO₂, CH₄, and N₂O, while Scope 3 encompasses all gases (CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, and NF₃). GHG emission calculations only include Banco Popular Dominicano.

*A detailed breakdown of Investment emissions (Scope 3, Category 15) is presented in the table below.

Scope 1 (direct) emissions amounted to 2,913 tCO₂e. The main sources were vehicle fuel consumption (43% of Scope 1, equivalent to 1,242 tCO₂e), use of refrigerant gases (33%, 956 tCO₂e), and fuel for backup power plants (23%, 715 tCO₂e). Scope 2 emissions (indirect from energy) constituted the largest portion of operational emissions, accounting for 57% (8,889 tCO₂e), originating from the consumption of 14,061,398 kWh of grid electricity. Some of these increases can be attributed to the opening of new offices and improvements in energy consumption mapping. On the other hand, the 6% increase in renewable energy self-generation (9,959,314 kWh) at the BPD Complex during 2024 is noteworthy, representing a positive development.

² We have selected 2015 as our base year. However, it is reviewed annually and compared to the "Business as Usual" (BAU) scenario for the 2015-2020 period.

Activity	Total capital balance (DOP)	Scope 1 + 2 emissions (tCO ₂ e)	Scope 3 emissions (tCO ₂ e)	Emissions intensity (tCO ₂ e/MDOP)	Data quality score
Absolute emissions by asset class					
Corporate loans	\$147,612,885,851	2,442,669	4,750,948	32.52	4
Motor vehicles	\$2,375,760,319	2,866	-	0.80	4
Mortgages	\$6,337,003,728	11,399	-	1.39	4
Commercial real estate	\$7,304,349,047	214,343	-	24.32	4
Project finance	\$562,664,740	370,729	329,127	9.95	4
Total	\$164,192,663,685	3,042,006	5,080,075	68.98	4

Regarding financed emissions, we observed that the "Corporate loans" asset category generated 89% of the emissions in this category, with 7,193,617 tCO₂e, followed by "Project finance" with 9%, "Commercial real estate" with 3%, and the remaining assets with less than 1%. The economic sectors that represented 71% of the total corporate loan portfolio in 2024 were: Food and Beverage Production (1,292,517 tCO₂e, 18%), Chemical, Plastic, and Rubber Product Manufacturing (1,009,372 tCO₂e, 14%), and Other Manufacturing Industries with 938,092 tCO₂e (13% of the total business loans). Six sectors generated 71% of the emissions from the business loan portfolio. Specifically, the sectors that generated the highest number of emissions from this asset were:

- 1) food and beverage production,
- 2) chemical, plastic, and rubber product manufacturing,
- 3) other manufacturing industries,
- 4) wholesale trade,
- 5) agriculture, livestock, hunting, and forestry, and
- 6) construction.



The table below presents the values of absolute financed emissions (tCO₂e) for Scopes 1 and 2, Scope 3, and totals, for each sector with active credit operations in the Banco Popular Dominicano portfolio corresponding to the business loan portfolio.

Financed emissions by economic activity - corporate loans asset class

Economic activity	Financed emissions scope 1+2 (tCO₂e)	Financed emissions scope 3 (tCO₂e)	Financed eEmissions scope 1+2+3 (tCO₂e)	% of financed emissions
Food and beverage production	226,060.60	1,066,456.41	1,292,517.01	18%
Manufacture of chemicals, plastics and rubber	549,283.21	460,088.58	1,009,371.79	14%
Other manufacturing industries	506,564.12	431,527.47	938,091.59	13%
Wholesale trade	156,075.08	560,986.74	717,061.83	10%
Agriculture, livestock, hunting and forestry	405,787.94	222,369.93	628,157.87	9%
Construction	31,361.40	512,880.21	544,241.62	8%
Retail trade	46,358.06	345,882.72	392,240.78	5%
Automobiles	62,618.09	222,488.46	285,106.55	4%
Transport and storage	99,378.02	153,623.02	253,001.04	4%
Financial Institutions	45,212.05	205,031.96	250,244.02	3%
Tourism	23,289.69	183,225.46	206,515.15	3%
Real estate, rentals and business activities	62,263.09	127,999.45	190,262.54	3%
Electricity, gas, steam and air conditioning supply	108,724.61	26,974.18	135,698.79	2%
Other community, social and personal service activities	26,846.84	43,685.65	70,532.49	1%
Household activities (employment and contracting of domestic services)	10,126.73	39,716.07	49,842.80	1%
Mining and quarrying	27,161.39	18,241.64	45,403.03	1%
Repair services	20,575.58	15,838.62	36,414.20	1%
Health-related services	4,793.22	31,351.20	36,144.42	1%
Wood and paper products	11,793.84	12,024.46	23,818.30	0%
Textile products manufacturing	5,218.56	18,344.86	23,563.42	0%
Education	3,081.80	14,649.67	17,731.47	0%
Post and telecommunications	2,386.76	11,553.88	13,940.65	0%
Insurance	2,187.35	11,550.81	13,738.16	0%
Publishing and printing activities	1,834.25	8,387.70	10,221.95	0%
Fishing	2,185.58	2,217.97	4,403.55	0%
Leather products manufacturing	1,274.90	1,795.77	3,070.67	0%
Transport equipment manufacturing	107.29	1,641.46	1,748.75	0%
Activities of extraterritorial organizations and bodies	55.69	241.49	297.18	0%
Public administration and defense: compulsory social security plans	28.2	138.72	166.98	0%
Total	2,442,668.68	4,750,948.42	7,193,617.10	100%

An annual comparison of the organization's greenhouse gas (GHG) emissions intensity indicators for the years 2023 and 2024 are presented below. The intensity ratios for Scopes 1 and 2, and for Category 15 of Scope 3, are detailed, along with the parameters used for their calculation and the types of gases included. This information allows for the evaluation of the organization's environmental performance in terms of efficiency in emissions management, highlighting an improvement in GHG intensity per million in assets between the two years for Scopes 1 and 2, and reflecting methodological improvements and broader portfolio coverage in the calculation of Category 15 of Scope 3 (investments).

GRI 305-4

Indicator	2023	2024
GHG emissions intensity ratio of the organization (Scope 1 and 2)	0.016 tCO ₂ e per million in assets	0.014 tCO ₂ e per million in assets
Specific parameters (denominator) selected to calculate the ratio	Tons of CO ₂ e per million in assets as of the end of 2023. Total assets at the end of 2023 amounted to DOP 755,266 million.	Tons of CO ₂ e per million in assets as of the end of 2024. Total assets at the end of 2024 amounted to DOP 849,557 million.
GHG emissions intensity ratio of the organization (Scope 3, Category 15)	20.87 tCO ₂ e / M DOP	68.98 tCO ₂ e / M DOP
Gases included in the calculation: CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ or all	Scope 1 and 2: CO ₂ , CH ₄ , N ₂ O	Scope 1 and 2: CO ₂ , CH ₄ , N ₂ O. Scope 3: All

Note: The Scope 3 GHG emissions intensity ratio for 2023 was updated to include emissions from the SME segment, thereby achieving greater portfolio coverage and maintaining consistency with the emissions intensity reported for 2024.

Although the GHG emissions intensity ratio for Scopes 1 and 2 shows a reduction compared to the previous year, the intensity for Scope 3, Category 15, shows a significant increase compared to 2023 (19.98 tCO₂e/MDOP). However, it is important to highlight that this increase is mainly due to the expanded portfolio coverage by asset types, so the figures are not directly comparable.

GRI 305-5

Indicator	2023	2024
Reduction in GHG emissions as a direct result of reduction initiatives in metric tons of CO ₂ equivalent	During 2023, no reductions in GHG emissions were reported. However, using clean energy, Banco Popular avoided emissions of 5,383 tCO ₂ e from purchased clean electricity and 2,441 tCO ₂ e from self-generated (photovoltaic) electricity, totaling 7,824 tC ₂ e.	Compared to 2023, a reduction of 491 tCO ₂ e is observed for scopes 1 and 2. A reduction of 2,982 tCO ₂ e in scope 1 and 2 emissions is observed for 2024 compared to the base year (2021). This reduction is mainly due to improvements in the calculation methodology.
Gases included in the calculation	CO ₂ , CH ₄ , and N ₂ O	CO ₂ , CH ₄ , N ₂ O.
Base year	The base year for the calculation is 2015 (from January 1 to December 31, 2015), in which Banco Popular emitted 18,801 tCO ₂ e.	The reduction is presented in comparison with the year 2021.
Scope in which the reduction occurred	Not applicable	Scopes 1 and 2

Note: For the 2024 inventory, the mapping of the data used in the calculation of each scope and the distribution of GHG emissions among Grupo Popular subsidiaries was significantly improved. Since this separation by subsidiary was not done in previous inventories, it is not possible to make a direct and exact comparison of emissions evolution with respect to 2023. An important methodological change compared to 2022 and 2023 is that, in those years, estimates were used to calculate emissions associated with refrigerant use, unlike the greater accuracy achieved in 2024.

It is notable that **renewable energy self-generation increased by 6% (9,959,314 kWh) at the BPD Complex during 2024, representing a positive advance.**

Our progress on commitments made in 2023

Subsidiary	2023 goals	2024 achievement	Description
Grupo Popular	Support the construction of 3 artificial wetlands, benefiting the communities of Mao, Jarabacoa, and Santiago Rodríguez.	★ Achieved	The wetlands in Mao and Santiago Rodríguez were inaugurated in 2023. The Jarabacoa wetland was built in 2024 to be inaugurated in early 2025.
Banco Popular Dominicano	Support the construction of an artificial wetland for wastewater treatment in the Barrio Hipólito community in Jarabacoa.	★ Achieved	Support was provided for the construction of the artificial wetland, which is scheduled to be inaugurated in early 2025.
	Get 200 companies registered on the RDuceTuHuella platform for corporate carbon footprint calculation.	★ Achieved	By the end of 2024, 218 companies had registered on the platform to estimate their corporate carbon footprint.

Our vision for the future

Challenges	Time frame
Reduce absolute Scope 1 and 2 GHG emissions by 58.8% by 2034, using 2021 as the baseline year.	Long term (10 year)
Decrease Scope 1, 2, and 3 emissions generated by the Business and Corporate Banking segments of our portfolio by 3.8% by 2030.	Medium term (6 years)
Reduce Scope 1, 2, and 3 emissions from the same segments by 36% by 2050, prioritizing strategic sectors such as energy, agriculture and livestock, construction, real estate, and food and beverages.	Long term (+25 years)
Continue strengthening the quality and accuracy of baseline data, promoting emissions reporting by clients, and improving database cleansing to optimize calculation accuracy (aiming to improve PCAF data quality scores).	Medium term (6 years)

09 Annexes

9.1 Impacts

Impact (GRI 3-3 a.)	Actual	Potential	Positive	Negative	People	Environment	Economy
Corporate Governance, Ethics and Compliance							
Prevention of money laundering, terrorist financing, and proliferation of weapons of mass destruction.		✓	✓		✓		✓
Prevention of bribery and other corrupt practices.		✓	✓		✓		✓
Capacity building for employees and business partners on good governance practices, ethically responsible conduct, and plans for the prevention of corruption and money laundering.	✓		✓		✓		
Sustainable Products and Services							
Promotion of clean and renewable energy.	✓		✓			✓	
Advancement of sustainable mobility through the financing of hybrid and electric vehicles.	✓		✓		✓	✓	
Preservation of natural resources by reducing dependence on fossil fuels through the financing of hybrid and electric vehicles, as well as the promotion of clean energy.	✓		✓			✓	

Impact (GRI 3-3 a.)	Actual	Potential	Positive	Negative	People	Environment	Economy
Evaluation of Socio-environmental Risks of the Portfolio							
Contribution to the management of clients' ESG impacts through the identification of improvement opportunities.		✓	✓		✓	✓	
Promotion of the transition to a low-carbon economy, in line with the Dominican Republic's Green Taxonomy, through the channeling of resources to specific sectors.	✓		✓		✓	✓	✓
Disincentivization of investments in sectors with negative social and environmental impacts.	✓		✓		✓	✓	✓
Promotion of sustainability by establishing access barriers to financing for clients who do not meet the ESG standards defined by the Group.	✓		✓		✓	✓	✓
Cybersecurity, Information Security and Consumer Protection							
Training in cybersecurity topics, aimed at clients and employees	✓		✓		✓		
Protection of our stakeholders' data	✓		✓		✓		
Timely response to cybersecurity incidents by the Security Operations Center (SOC) to safeguard information, business continuity, and Grupo Popular's reputation.		✓	✓		✓		
Digital Innovation							
Automation and reduction of banking costs.	✓		✓		✓		✓
Access to the financial system for populations with greater limitations (for example, rural areas with limited bank branch presence).	✓		✓		✓		✓
Customer satisfaction.	✓	✓	✓		✓		
Reduction of interactions and travel.	✓		✓		✓		

Impact (GRI 3-3 a.) Actual Potential Positive Negative People Environment Economy

Management and well-being of Human Talent							
Comprehensive development of staff, in both professional and personal aspects/work-life balance.	✓		✓		✓		
Career development within the same organization.	✓	✓	✓		✓		
Increase in employee engagement and loyalty to the organization.	✓		✓		✓		
Promotion of inclusion and equal opportunities.	✓		✓		✓		
Diversity within the employee workforce.	✓		✓		✓		
Expansion of the scope of well-being strategies to include the family environment, considering each employee holistically.	✓		✓		✓		
Social Investment and Community Development							
Inclusion and creation of economic opportunities in the impacted communities.	✓		✓		✓		✓
Promotion of communities with sustainable practices.	✓		✓		✓	✓	✓
Access to clean water in the communities.	✓		✓		✓		
Capacity building and knowledge creation for environmental sustainability.	✓		✓		✓	✓	
Strengthening environmental responsibility among youth and businesses.		✓	✓		✓	✓	
Promotion and growth of the local economy in the impacted communities.		✓	✓		✓		✓
Improvement in the quality of life of the impacted communities through reduced illnesses thanks to water treatment and economic savings for families benefiting from biodigesters.	✓		✓		✓		

Impact (GRI 3-3 a.) Actual Potential Positive Negative People Environment Economy

Inclusion and Financial Education							
Promotion of equal opportunities in the banking system.	✓		✓		✓		
Improvement in the population's quality of life.		✓	✓		✓		
Accessibility to the financial sector.	✓		✓		✓		✓
Capacity building for savings and investment.	✓		✓		✓		✓
Greater access to quality education.		✓	✓		✓		✓
Eco-Efficiency							
Emission reduction, equivalent to 875,340 trees saved per year thanks to self-generated photovoltaic energy.	✓		✓			✓	
Climate Action							
Climate change mitigation.	✓		✓		✓	✓	✓
Contribution to climate change adaptation.	✓		✓		✓	✓	✓
Financing projects that may have positive or negative effects on climate change mitigation.	✓		✓	✓		✓	
Public Policy Advocacy							
Development of public policies.		✓	✓		✓	✓	✓
Growth of industry and employment opportunities.		✓	✓		✓	✓	✓
Customer Experience and Satisfaction							
Creation of effective communication channels with customers.	✓		✓		✓		
High customer satisfaction rates.	✓		✓		✓		
Customers satisfied with the products they acquire.	✓		✓		✓		
Customers are dissatisfied with the products they acquire, without a clear understanding of their functioning.		✓		✓	✓		

9.2 GRI Table

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2-1	Grupo Popular S.A. is an economic and financial entity governed by the General Law of Commercial Companies and Limited Liability Sole Proprietorships and its amendments. Its headquarters are in Santo Domingo, Dominican Republic. The organization also has operations in Panama.					
	2-2	2. About this report					
	2-3	This report covers the period from January 1 to December 31, 2024. The financial reports also cover the period from January 1 to December 31 of each year, on an annual basis. Financial reports are presented in March of each year, while sustainability reports are issued between May and August, as they include information that must be validated and approved at the annual meetings of Grupo Popular held in April.					
	2-4	As a result of the update of our double materiality assessment conducted in 2024, two new material topics were identified: customer satisfaction and public policy advocacy.					
	2-5	The Independent Limited Assurance Report on Key Sustainability Performance Indicators (Non-Financial Information) is presented at the end of this 2024 Sustainability Report, which is publicly available through our website. The Assurance Report is issued by the independent firm KPMG and covers the period from January 1 to December 31, 2024. This is the third consecutive year that KPMG has verified Grupo Popular's key sustainability performance indicators, in accordance with the Global Reporting Initiative (GRI) standards.					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2-5	Furthermore, it is the second consecutive year in which we have received an independent limited assurance conclusion for the Progress Statement on the UNEP-FI Principles for Responsible Banking, for Banco Popular Dominicano.					
	2-6	3. Our subsidiaries and value chain					
	2-7	7.1 Management and employee well-being					
	2-8	Omission	Yes 2-8 a, b & c	Not applicable	All workers present within Grupo Popular's facilities are employees.		
	2-9	6.1 Corporate governance, ethics, and compliance					
	2-10	6.1 Corporate governance, ethics, and compliance					
	2-11	The Chairman of the Board of Directors is not a senior Executive of the company.					
	2-12	6.1 Corporate governance, ethics, and compliance					
	2-13	6.1 Corporate governance, ethics, and compliance					
	2-14	The final versions of the sustainability reports and the materiality analysis reports are reviewed by the Executive Vice President of Corporate Communications, Reputation, and Responsible Banking, and by the Vice President of Corporate Relations and Responsible Banking, who escalate any information they deem relevant to the Sustainability and Reputation Committee. In turn, both executives, along with other senior executives from different areas of the organization—including business,					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2-14	human resources, and representatives from various Grupo Popular subsidiaries—participate in the double materiality analyses through interviews and/or surveys conducted with internal stakeholders. All committees have responsibilities and duties that are validated by the Board of Directors; therefore, once a supporting committee approves, the request is submitted to the Board of Directors for its final approval.					
	2-15	There are controls and mechanisms within the organization to manage and immediately mitigate potential conflicts of interest. The organization has a Statement of Principles of Good Corporate Governance published on the company's website, which identifies conflict of interest management as one of its pillars. Likewise, the 2024 Annual Corporate Governance Report includes a specific section on this matter.					
	2-16	Once critical concerns are identified by the Internal Sustainability and Reputation Committee, these concerns are discussed in the meetings of the Board of Directors.					
	2-17	6.1 Corporate governance, ethics, and compliance					
	2-18	6.1 Corporate governance, ethics, and compliance					
	2-19	6.1 Corporate governance, ethics, and compliance					
	2-20	The Board is responsible for establishing the remuneration policy for its members, based on the recommendations of the Nominations and Remunerations Committee. Within this framework, fixed or variable compensation may be established, considering or not the attendance at Board and committee meetings, as well as reimbursement of expenses for members who do not reside in the location where the respective meeting must be held.					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2-20	According to the Corporate Bylaws, the total amount of annual compensation for members of the Board of Directors for their services cannot exceed one percent (1%) of the company's net profits, after covering the legal reserve. For more information on Board remuneration, please refer to the Annual Corporate Governance Report.					
	2-21	Omission	Yes 2-21 a, b y c	Confidentiality restrictions	Grupo Popular refrains from publicly disclosing information on the pay ratio of the highest-paid individual compared to the average salary of the rest of the employees due to confidentiality restrictions.		
	2-22	Letter from the President					
	2-23	6.1 Corporate Governance, Ethics, and Compliance					
	2-24	Once policies are approved, they are internally communicated to the organization's personnel so they can be implemented. Likewise, there are designated areas responsible for verifying that these commitments are being fulfilled by employees.					
	2-25	Grupo Popular has Supplier Due Diligence Policies, which outline the process to carry out and monitor due diligence. (See Supplier Due Diligence Policy). In its recruitment process, Grupo Popular aims to identify and attract suitable candidates to fill vacancies within the organization and its subsidiaries.					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G S
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2.25	<p>Prior to hiring, candidates undergo a due diligence process in line with the Personnel Recruitment Policies. Depending on the results of the screening, candidates are subject to Simplified, Moderate, or Enhanced Due Diligence.</p> <p>The Ethical Conduct Division, within the Legal and Regulatory Compliance Department, is mainly responsible for ensuring the effective implementation of our Code of Ethics and the Policy on the Prevention of Bribery and Other Corrupt Practices. It also develops viable action plans for proper monitoring, and coordinates investigations to clarify cases involving personnel. In addition, it ensures the preservation of physical and moral integrity in investigations and decision-making.</p> <p>Identified misconduct among colleagues should, whenever possible, be addressed directly with the affected person, with the aim of guiding them on the standards set out in our Code of Ethics and encouraging a change in behavior.</p> <p>Process to Remedy Negative Impacts:</p> <ol style="list-style-type: none"> 1. Upon receiving cases related to fraudulent activities, the Ethical Conduct Division must immediately escalate them via email to the General Crime Prevention Department for management and follow-up purposes. 2. Cases of domestic violence reported to the Ethical Conduct Division will receive guidance on the psychological assistance services offered by the Wellbeing Division. If the victims agree, the Ethical Conduct Division will share the case with the Wellbeing Division. 3. All cases of moral and/or sexual harassment will be managed independently with each of the parties involved, avoiding direct confrontation between them. <p>To directly capture feedback, complaints, compliments, and suggestions from our clients, we have implemented the Voice of the Customer channel, through which we can understand their service experience and identify improvement opportunities aimed at continuing to enhance our management and deliver a memorable, high-quality service.</p>					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G S
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2.25	<p>This channel has become the preferred avenue for our customers to submit their comments, complaints, and suggestions, enabling us to identify systemic improvements that strengthen our service models. The contact options for the Voice of the Customer channel are email vozdelcliente@bpd.com.do, Voice of the Customer Hotline, Online Chat, social media, and Service Measurement Modules at our branches. To monitor the effectiveness of complaint management, we continuously measure customer experience and compliance with established service guidelines and standards, oriented toward the timely identification of opportunities for improvement. We constantly seek new ways to exceed customer expectations, focusing on developing initiatives aimed at adapting our service model and customer experiences to new digital environments. As evidence of this, we highlight the fact that the institution's initiatives and business plans are defined based on insights derived from the Voice and Experience of the Customer.</p> <p>We continually adapt and redefine service attributes, refocusing our measurement, monitoring, and experience design models to ensure that our customers' journey becomes increasingly FAST (Friendly, Agreeable, Simple, and Transparent). These attributes encompass people, processes, and channels.</p> <p>We strengthen our service culture through different programs designed to align the entire organization with the fulfillment of service standards and FAST attributes. We have reinforced and incorporated the concept of Customer Care to strengthen the personalized service model across the entire service chain. Continuing with our drive toward digital transformation and self-service, we improved customer experience by enabling the Popular App as a channel not only to create complaints but also to track and check their status. Additionally, we incorporated four of the main service requests most frequently made by our clients, thereby avoiding the need to visit a branch or make a phone call to submit a request.</p>					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G s
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2.25	<p>Since its launch, 85% of the total number of complaints have been enabled through this functionality, and to date, 44% of all complaints submitted to the Bank are made through this channel, reflecting the high and rapid adoption of this feature. This service allows customers to formalize their complaint without having to go to a branch and request a review of the decision issued by the institution if they do not agree with it. This functionality was recognized in 2022 by Global Finance Magazine as an "Outstanding Innovation in User Experience." It is one of the first applications of its kind in Latin America and a pioneer in the Dominican Republic.</p> <p>We make the Voice of the Customer Channel available to our clients as a means for them to express comments, complaints, suggestions, and share both satisfactory and unsatisfactory experiences related to the management of their products or the service received from our staff. Cases received through this channel are analyzed, and each client is contacted not only to confirm receipt of their case but also to provide the required guidance and advice.</p> <p>The contact options for this channel are email vozdelcliente@bpd.com.do, Voice of the Customer Hotline, Online Chat, social media, and Service Measurement Modules at our branches. Employees, suppliers, and third parties may also seek advice and raise concerns through the Ethics Connection Line by calling 809-544-5051 or emailing conexionetica@bpd.com.do.</p>					
	2.26	<p>We offer our customers the Customer Voice channel as a way for them to express their comments, complaints, suggestions, and share their experiences, whether satisfactory or not, related to the handling of their products or the service received from our staff.</p> <p>The cases received through this channel are analyzed, and each customer is contacted to confirm receipt of their case and provide them with the necessary guidance and advice.</p>					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G s
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2.26	<p>The contact routes for this channel are: email vozdelcliente@bpd.com.do, customer contact line, online chat, social media, and service measurement modules at branches.</p> <p>Employees, suppliers, and third parties can request advice and raise concerns through the Ethical Connection line by calling 809-544-5051 or emailing conexionetica@bpd.com.do.</p>					
	2.27	<p>We had no significant cases of non-compliance with legislation.</p> <p>In 2024, we received the following minor sanctions:</p> <p>May 29, 2024 - Central Bank 6283 - Re-submission of the Interest Rate Report for August 2023 and late submission of the same report in September 2023. Sanction partially applied, amounting to RD\$15,000.00.</p> <p>August 8, 2024 - Superintendency of Banks CADM-SAN-202404031 - Discrepancies between the published product and service fee schedule and the amounts and fees charged to clients. Sanction applied for RD\$400,001.00.</p> <p>September 25, 2024 - Central Bank 10991 - Re-submission of Interest Rate Reports during the period October-December 2023. Sanction applied for RD\$15,000.00.</p> <p>Total: RD\$430,001.00</p>					
	2.28	<p>Business / Financial / Trade Associations Dominican-Italian Chamber of Commerce, American Chamber of Commerce of the Dominican Republic (AMCHAMDR), Chamber of Commerce of Santo Domingo, Dominican Association of Exporters (ADOEXPO), Dominican Association of Foreign Investment Companies (ASIEX), National Association of Young Entrepreneurs (ANJE), National Council of Private Enterprise (CONEP), Association of Merchants and Industrialists (ACIS), Chamber of Commerce and Production of Sánchez Ramírez Province, Confederation of Employers of the Dominican Republic (COPARDOM), French-Dominican Chamber of Commerce and Industry,</p>					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
GRI 2- General Disclosures	2.28	<p>Dominican-Mexican Chamber of Commerce, British Chamber of Commerce of the Dominican Republic, Business Council Alliance for Ibero-America (CEAPI), Association of Real Estate Companies, Dominican Association of Home Builders and Developers (ACOPROVI), Dominican Association of Landowners and Farmers (ADHA), Dominican Republic Industry Association (AIRD), National Association of Companies and Industries of Herrera (ANEIH), National Federation of Merchants and Entrepreneurs of the Dominican Republic (FENACERD), Dominican Association of Fintech Companies (ADOFINTECH).</p> <p>Tourism Samaná Tourism Cluster, Association of Hotels, Restaurants, and Tourism Companies of the North (ASHONORTE), Santo Domingo Tourism Cluster, Puerto Plata Destination Tourism Cluster, World Travel & Tourism Council LTD, National Association of Hotels and Restaurants (ASONAHORES).</p> <p>Environment National Business Network for Environmental Protection (ECORED), Member of the Advisory Council of the National Council on Climate Change and Clean Development Mechanism, Member of the Assemblies of the Santo Domingo and Yaque Water Funds, Member by Presidential Decree of the Presidential Commission for the Recovery of the Yaque del Norte River Basin, Plan Sierra.</p> <p>Foundations / Cultural, Social, and Educational Associations Dominican Rehabilitation Association, Business Action for Education (EDUCA), Foundation for Institutional and Justice (FINJUS).</p>					
	2.29	2. About this Report					
	2.30	Within Grupo Popular, there are no independent employee groups (unions); therefore, the total percentage of employees covered by collective bargaining agreements is 0%.					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Eco-efficiency							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	8.1 Eco-efficiency				Principles 7, 8	7 13
GRI 302: Energy 2016	302-1 Energy Consumption Within the Organization	8.1 Eco-efficiency Grupo Popular does not use heating or steam. It also does not sell electricity, steam, cooling, or heating.					
	302-4 Energy Consumption Reduction	For the calculation, the total consumption of fuels from non-renewable sources and the electricity consumption from both renewable and non-renewable sources were considered, using the total MJ for 2024 as the baseline.					
GRI 303: Water and Effluents 2018	303-3 Water Withdrawal	6.1 Eco-efficiency	Yes. 303-3b	Information not available or incomplete	Currently, our suppliers do not have detailed information on water sources, so we are unable to identify water coming from water-stressed areas or whether it is freshwater or other types of water.	Principles 7, 8	6
GRI 306: Waste	306-1	6.1 Eco-efficiency					
	306-2	6.1 Eco-efficiency					
	306-3	6.1 Eco-efficiency					
Own Indicator	Paper Consumption	6.1 Eco-efficiency					
	Recycling	6.1 Eco-efficiency					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Climate Action							
GRI 3: Material Topics 2021	3-3 Management of material topics	8.2 Climate Action					
GRI 305: Emissions 2016	305-1 Emissions Scope 1	<p>8.2 Climate Action The consolidation approach for emissions is operational control.</p> <p>Methodology and approach:</p> <p>1. The GHG inventory was prepared following the Corporate Accounting and Reporting Standard developed under the GHG Protocol by the WRI and the WBCSD.</p> <p>2. The operational boundaries considered are as follows: Scope 1 includes stationary sources (electricity and heat generation), mobile sources (company-owned vehicles), and fugitive emissions (emissions from the use of refrigeration systems and air conditioning equipment). Scope 2 includes purchased electricity.</p> <p>3. To calculate emissions from refrigerant gases as part of Scope 1, only data corresponding to R-410A refrigerant recharges for air conditioning equipment conducted during 2024 were used. Global Warming Potential (GWP) values were obtained from the IPCC Sixth Assessment Report (AR6), while emission factors were taken from DEFRA or the IEA, as appropriate.</p> <p>4. In general, the data inventory, emission factors, and assumptions follow the guidelines of the "Corporate Accounting and Reporting Standard" of the GHG Protocol. The selection of emission parameters and assumptions followed a conservative approach, using emission factors and calculation methodologies that are most representative of the included emission sources based on available information.</p>			Principles 7, 8 y 9	7 13 17	

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Climate Action							
	305-1 Emissions Scope 1	<p>Sources for emission factors include electricity consumption - IEA 2022; refrigerant gases - DEFRA, IEA, and GWP values from the IPCC Sixth Assessment Report (AR6), depending on gas type and reported equipment; mobile and stationary combustion - DEFRA 2022.</p> <p>The GWP used for the inventory are based on AR5 for CO2: 1, CH4: 28, N2O:265. Los GWP de the HFCs y PFCs son del AR4 (Table 2.14).</p>					
GRI 305: Emissions 2016	305-2 Emissions Scope 2	<p>8.2 Climate Action The consolidation approach for emissions is based on operational control.</p> <p>Methodology and approach:</p> <p>1. The GHG inventory was developed in accordance with the GHG Protocol Corporate Accounting and Reporting Standard, developed by WRI and WBCSD.</p> <p>2. The operational boundaries considered are as follows: Scope 2 includes purchased electricity.</p> <p>3. Estimates were made when primary consumption data was not available.</p> <p>4. In general, the data inventory, emission factors, and assumptions follow the guidelines of the GHG Protocol "Corporate Accounting and Reporting Standard." The selection of emission parameters and assumptions followed a conservative approach, considering the use of emission factors and calculation methodologies that are most representative of the emission sources included, based on the information available.</p> <p>The source of the emission factors for electricity consumption is the International Energy Agency (IEA) 2022.</p> <p>The GWPs used for the inventory are based on AR5, with values of CO2: 1, CH4: 28, and N2O: 265.</p>			Principles 7, 8 y 9	7 13 17	

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Climate Action							
GRI 305: Emissions 2016	305-3 Emissions Scope 3	8.2 Climate Action Category 15, Scope 3, including Scopes 1, 2, and 3 according to the economic activity of all sectors within business banking, corporate banking, and SMEs.					
	305-4 GHG emissions intensity	8.2 Climate Strategy The emissions included are Scope 1, Scope 2, and Scope 3, Category 15. The gases included in the calculation are CO ₂ , CH ₄ , N ₂ O, HFCs, and PFCs. The parameter used is emissions per million Dominican pesos disbursed by asset class.					
	305-5 Reduction of greenhouse gas (GHG) emissions	8.2 Climate Action The source of emission factors for electricity consumption is the International Energy Agency (IEA), 2022. The GWPs used for the inventory are based on AR5 for CO ₂ : 1, CH ₄ : 28, N ₂ O:265.					
Management and well-being of Human Talent							
GRI 3: Material Topics 2021	3-3 Management of material topics	7.1 Management and well-being of Human Talent				Principles 3, 4, 6	4 5 8 10
GRI 401: Employment 2016	401-1	The benefits granted to full-time employees that are not granted to part-time or temporary employees include vacation bonus, scholarships, allowances, bonus, preferential rates on financial products such as loans and credit cards.	Yes. 401-1b	Information not available or incomplete	Grupo Popular does not have turnover rates disaggregated by age, gender, and region.		
	401-2	7.1 Management and well-being of Human Talent					
	401-3	7.1 Management and well-being of Human Talent					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Management and well-being of Human Talent							
GRI 403: Occupational Health and Safety 2016	403-1	7.1 Management and well-being of Human Talent				Principles 3, 4, 6	4 5 8 10
	403-2	7.1 Management and well-being of Human Talent					
	403-3	7.1 Management and well-being of Human Talent					
	403-4	7.1 Management and well-being of Human Talent					
	403-5	7.1 Management and well-being of Human Talent					
	403-6	7.1 Management and well-being of Human Talent					
	403-7	7.1 Management and well-being of Human Talent					
	403-8	7.1 Management and well-being of Human Talent					
	403-9	7.1 Management and well-being of Human Talent	Yes 403-9b y 403-9f		For 2024, no injuries from accidents were reported for contractors. No workers are excluded from this content.		
	403-10	7.1 Management and well-being of Human Talent	Yes 403-10b	Information not available or incomplete	The scope of the program is to prevent occupational accidents among contractors within the facilities and when performing tasks for Grupo Popular, which does not include the contractors'		

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G s
			Omission Requirements	Reason	Explanation		
Management and well-being of Human Talent							
GRI 403: Occupational Health and Safety 2016	403-10	7.1 Management and well-being of Human Talent	Yes 403-10b	Information not available or incomplete	health history, as it considers exposure time including activities outside those carried out for the Group.	Principles 3, 4, 6	4 5 8 10
GRI 404: Training and Education 2016	404-1	7.1 Management and well-being of Human Talent					
	404-2	7.1 Management and well-being of Human Talent					
	404-3	7.1 Management and well-being of Human Talent					
GRI 405: Diversity and Equal Opportunity	405-1	7.1 Management and well-being of Human Talent					
Own indicator	Hiring of New Employees	7.1 Management and well-being of Human Talent					
Inclusion and Financial Education							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	7.3 Inclusion and Financial Education				Principle 1	1 4 8 10 17
GRI G4: Financial Services 2013	FS-13 Access points by type in areas with low population density or economically disadvantaged areas	7.3 Inclusion and Financial Education					
	FS-16 Initiatives to improve financial education by type of beneficiary	7.3 Inclusion and Financial Education					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G s
			Omission Requirements	Reason	Explanation		
Social Investment and Community Development							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	7.2 Social Investment and Community Development				Principles 7, 9	1 3 4 7 8 13 17
GRI 203: Indirect Economic Impacts 2016	203-1	7.2 Social Investment and Community Development					
	203-2	7.2 Social Investment and Community Development					
Own indicator	Nuestra Señora de Altagracia University Maternity Hospital, number and type of contributions given to the hospital.	7.2 Social Investment and Community Development					
	Hydroelectric plants: Impacted communities, number of families benefited, and kilowatts generated	7.2 Social Investment and Community Development					
	Community aqueducts: Impacted communities, number of families benefited, and impact generated	7.2 Social Investment and Community Development					
	Number of graduates from the Chair in Corporate Social Responsibility and Sustainability "Alejandro E. Grullón E"	7.2 Social Investment and Community Development					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Digital Innovation							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	6.5 Digital Innovation					9 10
Own indicator	Internet Banking enrollments	6.5 Digital Innovation					
	tPago enrollments	6.5 Digital Innovation					
	Clients enrolled in digital channels	6.5 Digital Innovation					
	Transactions carried out through digital channels	6.5 Digital Innovation					
	Digital consumption sales	6.5 Digital Innovation					
	Digital extra-credit sales	6.5 Digital Innovation					
Evaluation of Socio-environmental Risks of the Portfolio							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	6.3 Evaluation of Socio-environmental Risks of the Portfolio					13
GRI G4: Financial services 2013	FS2 -Procedures for the assessment and identification of environmental and social risks in the business lines	6.3 Evaluation of Socio-environmental Risks of the Portfolio					
	FS3 -Processes to monitor the implementation and compliance with clients' environmental and social requirements included in agreements or transactions (Commercial banking, not retail)	6.3 Evaluation of Socio-environmental Risks of the Portfolio					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	SDGs
			Omission Requirements	Reason	Explanation		
Corporate Governance, Ethics, and Compliance							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	6.1 Corporate Governance, Ethics, and Compliance					16
GRI 205: Anticorruption 2016	205-2	6.1 Corporate Governance, Ethics, and Compliance	Yes 205-2 d & e	Information not available or incomplete	At this time, Grupo Popular does not have information broken down by region; however, it is expected that this information will be reported next year.		
Own indicator	Training and workshops conducted on anti-money laundering	6.1 Corporate Governance, Ethics, and Compliance					
	People trained in anti-money laundering	6.1 Corporate Governance, Ethics, and Compliance					
Sustainable products and services							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	6.2 Sustainable products and services				Principle 9	16
GRI G4: Financial Services 2013	FS-8: Monetary value of products and services designed to provide a specific environmental benefit for each line of business, broken down by purpose	6.2 Sustainable products and services					
Own Indicator	Initiatives that promoted green financing	6.2 Sustainable products and services					
	Sustainable products and services	6.2 Sustainable products and services					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G s
			Omission Requirements	Reason	Explanation		
Cibersecurity, Information Security and Consumer Protection							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	6.4 Cybersecurity, Information Security and Consumer Protection					
Own Indicator	Events monitored in SOC	6.4 Cybersecurity, Information Security and Consumer Protection					
	Training in security and information protection	6.4 Cybersecurity, Information Security and Consumer Protection					
Public Policy Advocacy							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	6.6 Public Policy Advocacy					16 17
GRI 415: Public Policy	Contribution to political parties and/or representatives	6.6 Public Policy Advocacy	Yes, 415-1 a & b	Not applicable	Due to institutional policies, Grupo Popular does not make contributions to political parties or representatives, either directly or indirectly.		
Own Indicator	Number of collaborations with associations for the development of public policies or programs related to sustainability or financial inclusion.	6.6 Public Policy Advocacy					
	Number of active strategic alliances with NGOs, international organizations, or universities for advocacy initiatives	6.6 Public Policy Advocacy					

GRI Standard / other source	Content	Location	Omission			UN Global Compact	S D G s
			Omission Requirements	Reason	Explanation		
Customer Experience and Satisfaction							
GRI 3: Material Topics 2021	3-3 Management of Material Topics	7.4 Customer Experience and Satisfaction					
Own Indicator	Customer Satisfaction Index	7.4 Customer Experience and Satisfaction					
	Net Promoter Score (NPS) for Banco Popular Dominicano	7.4 Customer Experience and Satisfaction					
	Number of satisfaction surveys conducted during the year	7.4 Customer Experience and Satisfaction					
	Customer retention rate (measured as the percentage of customers who remain active during a given period)	7.4 Customer Experience and Satisfaction					
	Customer loss rate for key products or services	7.4 Customer Experience and Satisfaction					
	Number of customer complaints and claims	7.4 Customer Experience and Satisfaction					
	Average resolution time for complaints and inquiries (measured in hours or days)	7.4 Customer Experience and Satisfaction					
	Number of improvement initiatives implemented based on customer feedback.	7.4 Customer Experience and Satisfaction					
	Percentage of complaints resolved favorably (optional)						

9.3 Responsible Banking Progress Statement for 2024 – Banco Popular Dominicano

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers																		
<p>Business Model</p> <p>Banco Popular Dominicano, the leading private capital financial institution in the Dominican Republic and the largest subsidiary of Grupo Popular, operates exclusively within the country, serving over 1.9 million active clients. The bank provides a comprehensive range of financial products and services tailored to various customer segments, including individuals, SMEs, business, and corporate clients and supports its clients with diverse offerings such as credit, debit, and prepaid cards, loans, savings accounts, certificates of deposit, international business services, and investment banking.</p> <p>The Bank offers financial products and services tailored to the needs of each of its segments, which are broken down as follows:</p> <table border="1"> <thead> <tr> <th>Segment</th> <th>No. of clients</th> </tr> </thead> <tbody> <tr> <td>Personal Banking</td> <td>1,670,812</td> </tr> <tr> <td>Premium</td> <td>143,557</td> </tr> <tr> <td>Personal Business</td> <td>80,941</td> </tr> <tr> <td>Business Banking</td> <td>2,541</td> </tr> <tr> <td>Corporate Banking</td> <td>640</td> </tr> <tr> <td>Institutional Banking</td> <td>351</td> </tr> <tr> <td>Private banking</td> <td>1,688</td> </tr> <tr> <td>Grupo Popular Employees</td> <td>10,735</td> </tr> </tbody> </table>	Segment	No. of clients	Personal Banking	1,670,812	Premium	143,557	Personal Business	80,941	Business Banking	2,541	Corporate Banking	640	Institutional Banking	351	Private banking	1,688	Grupo Popular Employees	10,735	<p>Impact Analysis & Targets</p> <p>In 2023, we conducted the first impact analysis of our portfolio using UNEP-FI's Impact Analysis and Impact Radar tools, covering our Corporate and Business Banking segments, which accounted for 49.94% of the Bank's credit portfolio in 2023, and 37.53% in 2024. These segments involve large clients with significant environmental and social footprints, intricate value chains, and a substantial demand for financing.</p> <p>With the Impact Analysis tools we compared the associations between sectors we finance and common social and environmental impacts to national and regional sustainable development priorities. The results of this impact analysis indicate that all impact areas, except infrastructure, are country priorities. Availability, accessibility, affordability, quality of resources & services is the impact area with the strongest association for positive impacts. Circularity resulted in the greatest key association for negative impacts, followed by Health & safety, and Climate stability (for detailed results see supplements section).</p> <p>We began by managing negative impacts prioritizing Circularity and Climate Stability for their association with our portfolio impacts and their relevance to the Dominican Republic's context as an island state. As a result, we set the following impact targets:</p> <p>Climate change mitigation:</p> <ol style="list-style-type: none"> 1. Intermediate: By 2030, Banco Popular Dominicano commits to reducing Scope 1, 2, and 3 emissions of its business and corporate portfolio by 3.8%, through sustainable financing (2023 baseline). 	<p>Banco Popular Dominicano actively engages with clients and stakeholders to encourage sustainable practices and support sustainable economic activities. We facilitate dialogues, training sessions, and knowledge-sharing initiatives within priority sectors to understand their current sustainability performance, identify challenges, and explore opportunities to promote the adoption of sustainable practices that align with our impact targets, such as emission reduction targets and measures, as well as circular economy action plans.</p> <p>Client Engagement Activities</p> <p>In 2024, Banco Popular held the Climate Action Workshop #ReduceYourFootprint, which brought together 14 representatives from 12 key corporate client companies from the following sectors: Energy, Construction, Tourism, and Food and beverages.</p> <p>The workshop aimed to raise awareness about the importance of climate action and encourage companies to establish concrete mitigation plans. It also aimed to provide training in the use of #RDuceTuHuella (#ReduceYourFootprint), a free tool developed by the Business Articulation Platform for Climate Action, that allows companies to learn and obtain an estimate of their company's carbon footprint, as well as identify opportunities to progressively reduce it.</p> <p>The Business Articulation Platform for Climate Action is a public-private partnership initiative that seeks to engage the Dominican business sector in contributing to the national commitment under the United Nations Framework Convention on Climate Change to reduce GHG emissions by 27% by 2030 and to support the achievement of the Sustainable Development Goals.</p>
Segment	No. of clients																			
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Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers
<p>Strategy alignment</p> <p><i>Grupo Popular's Sustainable Vision & Banco Popular's Strategy</i></p> <p>In September 2019, Banco Popular Dominicano became the first bank in the country and the Caribbean islands to commit to the United Nations' Principles for Responsible Banking. This commitment stems from the growing importance of promoting sustainable banking and is part of the vision of how we conduct business.</p> <p>Our goal is to serve our customers, employees, shareholders, and the community with the purpose of contributing to social, environmental, and economic progress. As a financial institution with a sustainable vision, we believe it is our duty to respond to societal demands and the challenges of climate change, two fundamental areas for responsible banking.</p> <p>With the evolution of both the organization and the concept and foundations of sustainability, we launched Grupo Popular's Sustainable Vision in 2019. This Sustainable Vision aims not only to address the major challenges and issues in the country and the region but also to contribute to the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and the Principles for Responsible Banking. We strive to align our actions with the global sustainability agenda and amplify positive impacts in social, economic, and environmental spheres.</p> <p>Grupo Popular's Sustainable Vision focuses on:</p> <ul style="list-style-type: none"> • Contributing to the financial education of the Dominican people- SDGs 4, 5, 8 and 10. • Progressively reducing our internal and external carbon footprint and becoming the financial entity with the highest clean energy production in the Dominican Republic- SDGs 7, 13, 15. 	<ol style="list-style-type: none"> 2. Long-Term: By 2050, Banco Popular Dominicano commits to reducing Scope 1, 2, and 3 emissions of its portfolio by 38.4%, prioritizing the following sectors: energy, agriculture and livestock, construction, real estate, and food and beverage (2023 baseline). <p>Resource Efficiency and Circular Economy:</p> <ol style="list-style-type: none"> 3. External: By 2030, Banco Popular Dominicano commits to aligning with five strategic clients in the tourism sector to support their practices related to resource efficiency and circular economy, contributing to emissions reduction and improving the eco-efficiency of their processes. 4. Internal: By 2030, Banco Popular Dominicano commits to raising awareness among internal areas involved in achieving these goals to support their fulfillment. <p>The primary key performance indicators (KPIs) to measure progress on Climate Change mitigation targets, are: :</p> <ol style="list-style-type: none"> 1. Financed emissions (Scope 3, Category 15) associated with the Business and Corporate banking segments, with a specific focus on energy, agriculture and livestock, construction, real estate, and food and beverage sectors (Impact Indicator A.4.1). 2. Financial volume of green assets/ low-carbon technologies (Outcome Indicator A.3.1). This quantitative indicator refers to the volume of loans and investments in green assets and low-carbon activities and technologies. <p>Between 2023 (baseline) and 2024, our estimated financed emissions increased by 445,044 tCO_{2e}. However, this can be attributed mainly to a 65% increase in the volume of total operations evaluated, which evidences a methodological improvement.</p>	<p>The #ReduceYourFootprint workshop marked the beginning of a series of workshops we will develop to work closely with business clients from key sectors for climate change mitigation. The selection of participating clients was based on prioritized sectors identified through our impact analysis, such as tourism, construction, and energy. We collaborated closely with our business areas to analyze the commercial relationship and potential impact of each client, ensuring that our efforts are aligned with both the bank's strategic objectives and the clients' capabilities to implement sustainable practices.</p> <p>In 2024, Banco Popular also offered a virtual ESG course in collaboration with the "Alejandro E. Grullón E." Sustainability Chair and Forética.</p> <p>The course was aimed at business clients of all sectors and sizes, with the goal of strengthening ESG knowledge and promoting the integration of sustainability into business strategies.</p> <p>The course provided practical tools to understand environmental, social, and governance risks and opportunities, aligning participants' capabilities with the Bank's commitments to the Principles for Responsible Banking and the Sustainable Development Goals (SDGs). This initiative marked an important step in reinforcing sustainability-driven organizational cultures among our clients.</p> <p>To meet its impact targets, the bank has defined a client engagement action plan for 2025 for both climate mitigation and resource efficiency and circular economy. We plan to continue to engage business and corporate clients of prioritized sectors facilitating training and dialogue spaces for clients and other stakeholders. This approach aims to address sustainability challenges and explore opportunities for impactful, collaborative solutions.</p>

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers
<ul style="list-style-type: none"> • Being leaders in offering sustainable financing- SDGs 7, 9, 10 and 13. • Contributing to sustainability education of the social and business fabric of the Dominican Republic- SDGs 4 and 12. <p>As we mature in our sustainability journey, we continue to adjust our vision to ensure a greater, more robust contribution to sustainable development.</p> <p>In 2020, we included “strengthening leadership in sustainability” as a cross-sectional pillar of our 2025 Strategy and in 2024, we updated our Sustainable Vision to include the newly established sustainability impact targets set to align our operations and business model with our sustainability objectives.</p> <p>Through this updated Vision, we work to increasingly align our product and service offerings with the Principles for Responsible Banking, the Sustainable Development Goals (SDGs), the Paris Climate Agreement, among other sustainability frameworks.</p> <p>Further, we maintain partnerships and alliances to implement all our initiatives. Each chapter in our Sustainability Report details which and how SDGs are impacted, to provide detailed updates on our contributions.</p> <p><i>Climate Mitigation Strategy</i></p> <p>Banco Popular has a long history of contributing to climate change mitigation, including measuring its operational carbon footprint since 2019, installing 12,850 photovoltaic panels in 57 branches and 33 parking lots, automating 116 branches, and signing a contract to supply the Torre Popular Complex with 100% renewable energy.</p> <p>In 2023, the Bank continued to strengthen these efforts by adopting internationally recognized methodologies to calculate emissions and set ambitious emission reduction targets aligned with the Paris Agreement.</p> <p>We calculate the carbon footprint of our operations (Scopes 1 and 2), as well as financed emissions (Scope 3, Category 15) based on the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (WRI and WBCSD).</p>	<p>In contrast, the financial volume of green assets grew by \$12 billion Dominican Pesos, mainly due to a significant increase in green investments and, to a lesser extent, the growth of the Hazte Eco green product retail portfolio.</p> <p>For Resource Efficiency and Circular Economy, the primary key performance indicator (KPI) we are using to measure progress is:</p> <ol style="list-style-type: none"> 1. Client Engagement Process (Output Indicator A.2.1). This qualitative indicator monitors whether we are engaged with clients regarding their strategy towards circular economy practices. <p>We are initially focused on the Tourism sector for this impact area due to its significance in our sectoral portfolio composition as well as the country’s economy.</p> <p>The work conducted in 2024 for circular economy was foundational. We piloted a circular economy diagnostics tool as a potential tool to be implemented with strategic clients of the tourism sector. We analyzed renewable energy and current waste recovery potential as two key performance indicators. Although the tool was insightful, other tools will be evaluated for client engagement in Circular Economy.</p> <p>Action Plan</p> <p>The most significant milestones regarding our proposed action plan for 2024 are:</p> <ul style="list-style-type: none"> • We identified strategic business and corporate clients of prioritized sectors and began client engagement through workshops on climate change mitigation and its interrelation to each sector. • We laid the foundations for an Environmental and Social Risk management System (ESRMS), including talent acquisition, capacity-building, and internal governance structures. 	<p>Sustainable finance offering</p> <p>At Banco Popular Dominicano, we understand that our role as a financial institution places us at the center of the transition toward a low-carbon, resource-efficient and resilient economy.</p> <p>In 2024, we deepened our commitment to supporting this transformation by strengthening and diversifying our sustainable finance portfolio in alignment with national development goals and global sustainability frameworks.</p> <p>Recognizing the transition to sustainable economies as a significant economic opportunity, Banco Popular continues to promote its existing sustainable finance products, such as the Hazte Eco portfolio, sustainable project financing, and green leasing, while developing new offerings tailored to key impact areas.</p> <p>Our “Hazte Eco” product line continues to be a cornerstone of our strategy to empower individuals and households to make sustainable choices. In 2024, we disbursed 229 new loans under this portfolio, amounting to DOP\$576 million, aimed at financing electric and hybrid vehicles, solar panel installations, certified green housing, energy-efficient appliances, and sustainable home improvements. Since its launch in 2019, Hazte Eco has mobilized over DOP\$552 million for clean mobility and DOP\$24 million for residential solar energy solutions. In 2024, we disbursed the first Hipot-Eco loan for the acquisition of a home that is EDGE certified, meeting sustainability criteria for a preferential rate.</p> <p>At the corporate level, our sustainable investment strategy continues to gain momentum.</p> <p>In 2024 alone, we mobilized US\$224 million through our Investment Banking division for the development of renewable energy and low-carbon infrastructure projects. This brings our cumulative financing for sustainable projects to approximately US\$491 million since 2018.</p>

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers
<p>Using science-based methodologies (SBTi and NGFS), we calculated the reduction percentage required to align our operational emissions with a temperature increase below 2 degrees Celsius.</p> <p>From this analysis, we committed to reducing our absolute internal GHG emissions (Scopes 1 and 2) by 58.8% by 2034, using 2021 as the baseline year. In addition, we established intermediate (2030) and long-term (2050) targets for our financed emissions.</p> <p><i>Alignment with other frameworks (SDG 17)</i></p> <p>The following agreements reiterate the bank’s commitment to a sustainable future and further its alignment with the SDGs and the Paris Agreement:</p> <ul style="list-style-type: none"> • The UN Global Compact encourages business alignment with ten universal principles in the areas of human rights, labor, environment, and anti-corruption, while advancing the UN Sustainable Development Goals. • The Partnership for Carbon Accounting Financials (PCAF) provides a globally recognized framework for financial institutions to measure and disclose the greenhouse gas emissions associated with their loans and investments, enabling more responsible climate action and portfolio management. • ARISE, the Private Sector Alliance for Disaster Resilient Societies, is a UNDRR-led network that works to strengthen the resilience of communities and businesses by promoting risk-informed investment and disaster risk reduction strategies across the private sector. • The National Platform for Action on Plastics (NPAP-RD) promotes sustainable policies aimed at a circular model for plastic waste, fostering a cleaner and more resilient environment for The Dominican Republic. 	<p>In 2025, we will launch the ESRMS pilot with prioritized sectors, continue to measure and monitor financed emissions, select clients in the tourism sector for engagement on circularity, and continue with internal capacity-building efforts, among other activities detailed in the supplements section.</p>	<p>Additionally, we disbursed the first DOP\$300 million tranche of our green bond approved in 2023 for DOP\$2.5 billion and certified by the Climate Bonds Initiative (CBI). This green bond was the first to be issued by a financial institution in the Dominican Republic and will be destined to finance or refinance green loans in its entirety.</p> <p>These efforts are part of a broader strategy to scale up climate-aligned financial flows, support innovation, and improve resilience across sectors. In parallel, we continue to work closely with business clients from priority sectors—such as tourism, construction, and energy—to develop tailor-made financing and advisory solutions that accelerate their transition to more circular and sustainable business models.</p> <p>Looking ahead, Banco Popular will continue to develop new instruments and partnerships that respond to the evolving needs of our clients and the economy. Our goal is to ensure that sustainability is embedded across all our financial offerings and to contribute meaningfully to a greener, more inclusive future for the Dominican Republic.</p>

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & Customers
Links & references - Banco Popular Dominicano Annual Report 2024 (Spanish) - Banco Popular Dominicano Corporate Governance Annual Report 2024 (Spanish) - Banco Popular Updates its Sustainable Vision (Spanish)	Links & references - 2023 Sustainability Report (where impact targets were first communicated).	Links & references - ReduceYourFootprint Tool Login (Spanish). - Banco Popular disburses first tranche of green bond (Spanish).

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
<p>We recognize that sustained dialogue with our stakeholders is essential to advancing our sustainability objectives and aligning our operations with the expectations of society. Thus, we consult, engage, and collaborate with stakeholders by fostering continuous and transparent dialogue to ensure our actions align with sustainability principles and the sustainability frameworks we adhere to.</p> <p>Seven key stakeholder groups—shareholders, clients/users, employees, suppliers, regulators, society, and associations—are integral to the bank’s approach. These groups are central to our sustainability journey, and their perspectives actively shape our priorities through the biennial double materiality analysis, which combines surveys and individual interviews to identify emerging risks and material topics, as well as track them with key performance indicators to ensure transparency and accountability.</p> <p>In 2024, we built on our stakeholder engagement strategy by taking concrete action to deepen relationships and foster collective impact, including:</p> <ul style="list-style-type: none"> Updating our materiality analysis, which resulted in the inclusion of two new material topics, namely: Incidence in public policy and Customer satisfaction. 	<p>Governance Structure for Implementation of the Principles</p> <p>Banco Popular Dominicano has established a comprehensive governance framework to ensure the effective implementation of its sustainability strategy and adherence to the Principles for Responsible Banking (PRB).</p> <p>At the highest level, the Board of Directors of Grupo Popular delegates sustainability oversight to the Sustainability and Reputation Committee, which is responsible for promoting alignment between business initiatives and the Group’s economic, social, and environmental goals.</p> <p>This Committee ensures integration and coherence across Banco Popular, its subsidiaries, Fundación Popular, and the broader network of stakeholders.</p> <p>The Sustainability and Reputation Committee meets at least twice a year and is chaired by the Executive Vice President of Corporate Communications, Reputation, and Responsible Banking. It is coordinated by the Vice President of Corporate Relations and Responsible Banking. The Committee is tasked with:</p> <ul style="list-style-type: none"> Aligning sustainability and social responsibility objectives with Grupo Popular’s corporate strategy. Defining strategic guidelines for sustainability and responsible business practices. Monitoring and updating relevant policies and procedures. 	<p>At Banco Popular, we are strongly committed to transparency and accountability with all our stakeholders. To this end, we publish the following annual reports, which are available publicly on our website:</p> <ol style="list-style-type: none"> Annual Management Reports Sustainability Reports, including Global Reporting Initiative (GRI) Standards, the Green Bonds Impact Report (starting 2024), and UNEP-FI’s Responsible Banking Progress Statement. Integrated Risk Management Reports Annual Corporate Governance Reports Audited Financial Statements <p>Banco Popular has published Global Compact reports since 2008, and GRI reports since 2019. In 2020, we published our first Responsible Banking Progress Statement (formerly PRB Reporting and Self-Assessment) in 2020, embedded in our Sustainability Report.</p> <p>Throughout the years, we have used our Sustainability Reports to communicate and register our sustainability targets and commitments, as well as our progress in their achievement. We will continue to do so as we progress on our PRB impact targets and set new ones in the coming years.</p>

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
<ul style="list-style-type: none"> Incorporating the Project and Partnership Management Department to ensure consistent representation in strategic consultation spaces and the effective integration of partner feedback. Launching our client engagement strategy with the “#ReduceYourFootprint” workshop, focused on climate action and decarbonization planning. The workshop not only raised awareness and technical capacity but also set a precedent for future engagement spaces with prioritized sectors, such as tourism, construction, and energy. Conducting a reputation study to gauge perceptions, credibility, and preferences among key stakeholders, including clients, employees, and the public. Maintaining open communication through annual meetings with communicators, opinion leaders, and partners, to address local and national needs as well as the bank’s role in responding to these challenges. <p>An updated Sustainable Vision</p> <p>This year, Banco Popular Dominicano brought together clients, allies, opinion leaders, members of the press, and internal stakeholders for a landmark event to reflect on the bank’s sustainability journey and share its forward-looking commitments.</p> <p>The primary objective of the event was to provide a transparent account of the goals established under the Sustainable Vision launched in 2019 and to introduce the bank’s new targets aligned with UNEP-FI’s Principles for Responsible Banking.</p> <p>By inviting the media, influencers, and key partners, the bank sought to amplify the reach of its sustainability message, leveraging these voices as multipliers that could help engage a broader audience with the shared mission of building a more sustainable future.</p>	<ul style="list-style-type: none"> Establishing priorities and identifying risks for sustainable initiatives. Implementing tools to measure sustainability and reputational impact. Overseeing certification processes such as the Gender Equality Seal and the #rs Sustainability Certification. Encouraging employee participation in volunteering and community development initiatives. <p>Operationally, sustainability governance is structured under the Executive Vice Presidency of Corporate Communications, Reputation, and Responsible Banking, which reports directly to the President of Grupo Popular. Under this structure, this executive vice presidency supervises and manages the implementation of Banco Popular’s sustainability strategy through the following units:</p> <ul style="list-style-type: none"> Department of Responsible Banking Department of Sustainability Fundación Popular <ul style="list-style-type: none"> Division of Environment and Climate Change Projects Division <p>These units work in close collaboration to advance the bank’s environmental, social, and governance (ESG) agenda.</p> <p>In addition, the General Sustainability and Responsible Banking Policies provide an overarching framework for addressing the challenges of sustainable development. They guide the institution in aligning its activities with the Sustainable Development Goals (SDGs) and the PRB, promoting positive impacts through responsible practices in economic, social, environmental, and governance domains. Other relevant policies are described in chapter 8, Portfolio social and environmental risk evaluation.</p> <p>This governance model ensures that sustainability is embedded at all levels of the organization—from strategic oversight by the Board, to operational implementation by specialized units and engagement with stakeholders across sectors.</p>	<p>This 2024 Sustainability Report includes an independent assurance report by KPMG in the form of an independent conclusion of limited assurance on Selected Sustainability Information.</p> <p>The assurance includes 15 selected GRI indicators, detailed in the report following this section, and assurance of Principle 2 Impact & target setting Progress summary and Supplement of this Responsible Banking Progress Statement.</p>

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
<p>Rooted in its 60-year history, Banco Popular reaffirmed its purpose as a driver of economic, social, and institutional transformation in the Dominican Republic.</p> <p>Through this event, the bank emphasized its role as a long-term financial ally to businesses and communities, committed to enabling their success within a resilient and inclusive economy.</p> <p>Banco Popular's Sustainable Vision, which continues to guide our Responsible Banking strategy, is built on four core objectives:</p> <ul style="list-style-type: none"> • Foster a sustainable economy for the country. • Promote financial education and expand access to high-quality learning opportunities. • Identify new business opportunities through an environmental and social impact lens. • Increase financial inclusion across all segments of society. <p>This event marked not only a moment of reflection, but also a renewed commitment to our role in supporting the country's transition to a more environmentally and socially responsible economy.</p> <p>Advocating for enabling regulatory/ policy environments</p> <p><i>Green Taxonomy</i></p> <p>As part of our incidence in public policy, Banco Popular took part in the Dominican Republic Green Taxonomy pilot program.</p> <p>The Superintendence of the Securities Market (SIMV) and the Ministry of Environment and Natural Resources (MMARN), with the support of the International Finance Corporation (IFC) launched the Green Taxonomy in June 2024.</p> <p>This instrument seeks to facilitate strategic investment opportunities for investors and companies, aligned with the country's environmental objectives.</p>	<p>Through this structure, Banco Popular continues to build an integrated, resilient, and forward-looking approach to responsible banking.</p> <p>Fostering a Culture of Responsible Banking</p> <p>Internally, the bank fosters a culture of responsible banking through:</p> <ul style="list-style-type: none"> • Capacity Building: Training programs are customized to focus on critical areas such as Environmental and Social Risk Management and green financial products, to provide specific training programs tailored to these functions. For example, the operational team responsible for structuring the ESRMS, including Emerging Risks, Sustainability and Responsible Banking, participated in the Environmental and Social Risk Analysis Training Program, which was conducted by INCAE with the support of UNEP-FI. • Employee Sustainability Training: An online sustainability certification is available to all employees that wish to enhance their understanding of sustainability, responsible banking and the Bank's related initiatives. • Performance Recognition: Sustainability objectives are integrated into employee evaluations, promotions, and incentive structures in areas directly relevant to the Bank's sustainability goals. • Awareness Campaigns: Regular internal communications and meetings convey the importance of sustainability and responsible banking • Integration of the Culture Division in the process of setting Responsible Banking objectives and establishing the action plan for their implementation. The team's feedback is considered for all proposed actions. • We also hold meetings to analyze trends and propose initiatives for implementation within the Bank, developing and strengthening knowledge on economic, environmental, and social issues. 	

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
<p>The Green Taxonomy will serve as a guide, or common language, to facilitate the comparison of alternatives, provide transparency, and prevent greenwashing in the financial market.</p> <p>By participating in this pilot program, the bank submitted information on loans to identify and classify credit operations according to the economic sectors and activities considered in Green Taxonomy, to integrate it into our classification system.</p> <p><i>National Plastic Action Partnership</i></p> <p>This year, the Dominican Republic was selected by the World Economic Forum to implement the National Plastic Action Partnership (NPAP), making it the first Caribbean nation to join this global initiative.</p> <p>Among the signatories was Banco Popular, which is also a member of the newly established Steering Committee for the National Plastic Action Partnership. This collaborative effort seeks to develop sustainable policies that promote a circular model for plastics, protect the environment, and ensure a cleaner, more resilient future for generations to come.</p> <p>Partnerships that contribute to addressing significant impacts</p> <p><i>Sustainable Tourism</i></p> <p>The "Alejandro E. Grullón E." Sustainability Seminar, an initiative by Fundación Popular, Grupo Popular's corporate foundation, and the Pontificia Universidad Católica Madre y Maestra (PUCMM), in collaboration with the United Nations Development Program (UNDP), launched a project to promote sustainable, resilient, and inclusive tourism in the northern region of the Dominican Republic. Through workshops held in Santiago, Montecristi, and Puerto Plata, over 80 tourism sector participants strengthened their skills to implement sustainable practices. These sessions, aimed at businesses of all sizes within the tourism value chain, provided tools to reduce environmental impact, foster local economic development, and enhance competitiveness in a global market increasingly focused on sustainability.</p>	<p>These measures align with the bank's strategic commitment to driving positive economic, environmental, and social impacts.</p> <p>Risk and due diligence processes and policies</p> <p>To enhance our risk management framework and drive an internal culture of responsible banking, we are implementing a robust Environmental and Social Risk Management System (ESRMS), aligned with regulatory requirements in the Dominican Republic.</p> <p>This system supports the classification of credit risk based on both qualitative and quantitative environmental and social criteria, improving our ability to estimate default probabilities and provision preventively.</p> <p>Our investment portfolios are managed under clear policies that define objectives, classifications, governance structures, approval limits, and evaluation criteria, in line with local regulations.</p> <p>The ESRMS requires approval from the Board of Directors through the Comprehensive Risk Management Committee for implementation and any modifications, ensuring strategic oversight.</p> <p>Compliance is maintained throughout the lifecycle of loans and investments through regular monitoring of the environmental and social management plan, documentation updates, risk reassessments, sector-specific adjustments, and tracking of environmental and social risk indicators.</p> <p>We are finalizing the approval of a comprehensive environmental and social risk framework that introduces a robust methodology and tools for risk identification and evaluation. To ensure objectivity and consistency with project-specific conditions and portfolio exposure, we have developed key management documents, including</p> <ul style="list-style-type: none"> • ESRMS System Manual • E&S Risk Analysis Procedure • Methodological Guide • E&S Risk Analysis Form • E&S Risk Analysis Report 	

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
<p>The workshops introduced the Sustainable Tourism Best Practices Guide, which covers actions such as reducing greenhouse gas emissions, efficient natural resource management, and adopting sustainability certifications.</p> <p>Led by sustainable tourism specialist Lisette Gil Muñoz, the sessions included group activities and experience sharing, allowing participants to create strategies tailored to their realities.</p> <p>Moving forward, we will continue to build tailored engagement plans for our business and corporate clients, co-developing actions that address their specific sustainability challenges, accelerating their transition to more resilient, low-carbon business models.</p> <p>Through Fundación Popular and our network of local allies, we will also expand community-based initiatives to support inclusive economic development and environmental stewardship across the country.</p>	<p>In 2024, the Environmental and Social Risk Department (A&S) was established under the Emerging and Anti-money laundering (AML) Risk Analysis Division, within the Operational Risk Area. This department plays a key role in helping the implementation of the Environmental and Social Risk Analysis System. Its responsibilities include: reviewing ESRMS forms and supporting documentation submitted by business teams and clients; producing ESG risk reports to be integrated into credit and investment applications; assessing credit and investment requests based on ESG analysis results; incorporating action plans and contractual clauses to mitigate environmental and social risks; and monitoring the implementation of action plans and compliance with environmental clauses throughout the life of the loan or investment.</p> <p>While we are working on formalizing a specific policy for evaluating environmental and social risks in our portfolio, we already have a robust framework of policies that facilitate the assessment of potential environmental and social risks in a project. Below is a brief description of these policies:</p> <ul style="list-style-type: none"> • General Sustainability and Responsible Banking Policies and Guidelines: These policies guide the Bank's actions in terms of social responsibility and sustainability within the strategic framework of the Bank, considering environmental and social risks and opportunities. • Credit Risk Policies Manual: Establishes the factors to be considered in decision-making and monitoring of the inherent risks in Banco Popular's operations, including techniques and indicators as a basis for monitoring credit risk factors. • Manual for the Prevention of Money Laundering, Terrorism Financing, and the Proliferation of Weapons of Mass Destruction: Outlines the measures, procedures, and control systems necessary to comply with the corresponding laws. 	

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & Accountability
<p>Links & references</p> <ul style="list-style-type: none"> - National Plastic Action Partnership Dominican Republic (Spanish). - Sustainable Tourism Workshop Series (Spanish). 	<p>Links & references</p> <ul style="list-style-type: none"> - 2024 Corporate Governance Report (Spanish). 	<p>Links & references</p> <ul style="list-style-type: none"> - Institutional Publications - Banco Popular

10 Supplement

Principle 2: Impact & Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact Analysis

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target- setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement.

The impact analysis should include assessment of the relevance of the four priorities laid out in [Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector](#), as part of its initial or ongoing impact analysis.

In 2023, we conducted the first impact analysis of our portfolio using the Impact Analysis and UNEP-FI Impact Radar tools, in their February 2023 versions. The analysis targeted the Corporate and Business Banking segments, which accounted for 49.94% of the Bank's credit portfolio in 2023 and 37.53% for 2024. These segments have the highest potential for impact because they involve larger clients with significant environmental and social footprints, more intricate value chains, and a greater demand for financing.

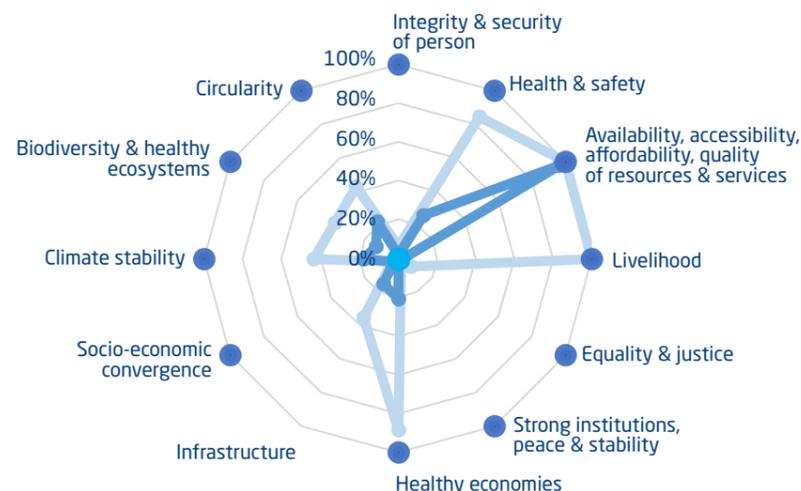
The composition of the Business and Corporate Banking segments, for which the impact analysis was conducted, could be broken down by sector for 2023, when the impact analysis was conducted and 2024, the reporting period, as follows:

SECTOR	2023	2024
Tourism	26.73%	8.62%
Wholesale Trade	14.09%	10.10%
Food and Beverage Production	11.37%	12.57%
Real Estate Activities, Rentals, and Business Activities	9.24%	4.49%
Electricity, Gas, Steam, and Air Conditioning Supply	8.28%	14.13%
Automotive	5.23%	8.29%
Other Manufacturing Industries	4.44%	8.85%
Retail Trade	3.51%	3.06%
Financial Institutions	2.79%	4.97%
Transportation and Storage	2.72%	7.06%
Construction	2.62%	5.73%
Chemical, Plastic, and Rubber Products Manufacturing	2.08%	4.00%
Health-Related Services	1.85%	0.83%
Agriculture, Livestock, Hunting, and Forestry	1.81%	1.99%
Mining and Quarrying	0.66%	1.00%
Other Community, Social, and Personal Service Activities	0.66%	2.07%
Education	0.57%	0.72%
Publishing and Printing Activities	0.56%	0.24%
Postal and Telecommunications	0.35%	0.50%
Wood and Paper Products	0.20%	0.22%
Leather Product Manufacturing	0.11%	0.05%
Textile Product Manufacturing	0.05%	0.09%
Repair Services	0.05%	0.19%
Insurance	0.01%	0.00%
Household Activities (Employment and Contract of Domestic Services)	0.00%	0.23%

By comparing the associations between sectors, we finance and their common social and environmental impacts, to national and regional sustainable development priorities, we were able to identify our most significant impact areas. The results of the analysis are summarized as follows:

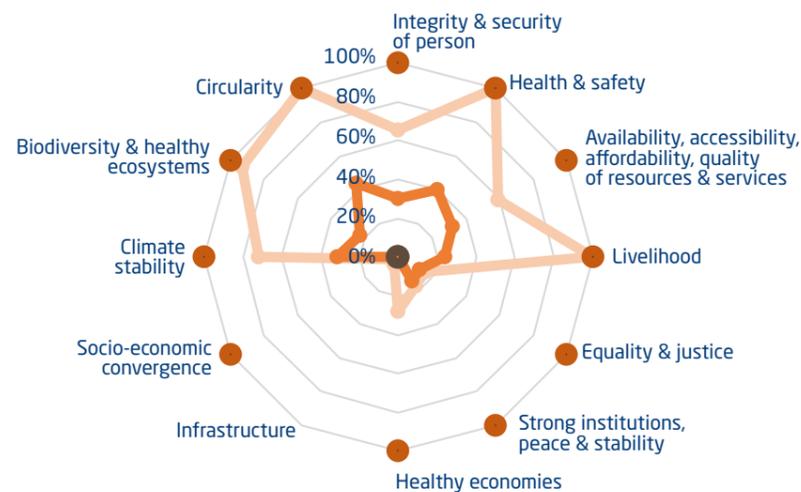
Positive Impacts

Impact areas



Negative Impacts

Impact areas



As shown by the dots on the graphs, all impact areas, except infrastructure, are country priorities for the Dominican Republic. Availability, accessibility, affordability, quality of resources & services is the impact area with the strongest association for positive impacts, with Circularity, Healthy economies, Climate stability, and Socioeconomic convergence as other less significant Key associations. With respect to negative impacts, Circularity resulted in the greatest key association, followed by Health & safety, and Climate stability.

Although we continue to monitor our positive impacts and strive to amplify them, we decided to focus first on minimizing our negative impacts. Thus, we prioritized **Climate Stability and Circularity** due to significant key associations with our financing activities as well as their relevance for the Dominican Republic's context as an island state. We set targets for both impact areas and will measure performance by annually monitoring specific KPIs for each.

Both impact areas prioritized by Banco Popular contribute directly to the Priorities for a Global Responsible Banking Sector. Our climate mitigation targets directly support the transition towards net-zero and climate resilient development, in line with SDG 13 and the Paris Climate Agreement. Our circularity target leverages sustainable consumption and production, encouraging a disconnect between natural resource use and environmental impacts from economic activity and human well-being, specifically in the tourism sector and its value chain, which is crucial for the Dominican economy. This positively impacts nature and biodiversity by promoting the protection of local ecosystems and reducing pollution. Work in both impact areas also contribute to healthy and inclusive economies through resource efficiency, job creation, improved resilience, and innovation. Likewise, human rights are positively impacted through environmental protection and greater social equity by supporting the right to a healthy, clean environment and the right to food and water.

While Banco Popular's immediate focus is on climate and nature-related priorities, the bank acknowledges the importance of healthy and inclusive economies and human rights. We plan to continue working to address other impact areas and client segments that impact these priorities more directly. We will integrate these aspects at a later stage, ensuring that our sustainability strategy is well-structured, measurable, and effectively implemented.

In 2024, we worked with the impact analysis conducted in 2023 and focused on implementing actions that contribute to our impact objectives. However, our intent is to progressively integrate other impact areas as well as new and more ambitious objectives, through a planned integration approach:

- As the bank advances in implementing current climate-related objectives, we will develop targeted initiatives related to financial inclusion, gender equity, and human rights in banking operations.
- Future efforts will include socioeconomic impact assessments and alignment with international human rights frameworks.
- By leveraging stakeholder engagement and impact measurement methodologies, Banco Popular aims to expand its sustainability approach in a way that effectively contributes to broader societal goals.

Targets, Target Implementation, and Action Plans/Transition plans

Show that your bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that your bank identified in its impact analysis. Once targets are set, explain the actions taken and progress made. Include details regarding: Alignment, Baselines, Targets, Target Implementation & Monitoring (and KPIs), Action Plans/ Transition plans and Milestones.

Banks are encouraged to disclose information regarding actions they are taking in four priorities laid out in [Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector \(2024\)](#).

Links & references

- [2023 Sustainability Report](#) (where impact targets were first communicated).
- [Dominican Tourism: A Decade of Contribution \(2009-2019\)](#) (Spanish).

Response

I. Impact Targets

The targets Banco Popular has committed to under the Principles for Responsible Banking are as follows:

Climate Change Mitigation:

- **Intermediate Goal:** By 2030, Banco Popular Dominicano commits to reducing Scope 1, 2, and 3 emissions of its business and corporate portfolio by 3.8%, through sustainable financing.
- **Long-Term Goal:** By 2050, Banco Popular Dominicano commits to reducing Scope 1, 2, and 3 emissions of its portfolio by 38.4%, prioritizing the following sectors: energy, agriculture and livestock, construction, real estate, and food and beverage.
- The baseline for both financed emissions targets is 2023. In addition, we also established the following operational (scopes 1 and 2) emission reduction target:
 - ◊ Reduce absolute scope 1 and 2 GHG emissions by 58.8% by 2034, using 2021 emissions as a baseline.

Resource Efficiency and Circular Economy:

- **External Goal:** By 2030, Banco Popular Dominicano commits to aligning with five strategic clients in the tourism sector to support their practices related to resource efficiency and circular economy, contributing to emissions reduction and improving the eco-efficiency of their processes.
- **Internal Goal:** By 2030, Banco Popular Dominicano commits to raising awareness among internal areas involved in achieving these goals to support their fulfillment.

II. Target Implementation

With our targets set, our work in 2024 focused on acting and measuring our progress.

For **Climate Change Mitigation**, the primary key performance indicators (KPIs) we are using to measure progress are:

1. **Financed emissions** (Scope 3, Category 15) associated with the Business and Corporate banking segments, with specific focus on energy, agriculture and livestock, construction, real estate, and food and beverage sectors (Impact Indicator A.4.1).
2. **Financial volume of green assets/low-carbon technologies** (Outcome Indicator A.3.1). This indicator refers to the volume of loans and investments in green assets and low-carbon activities and technologies.

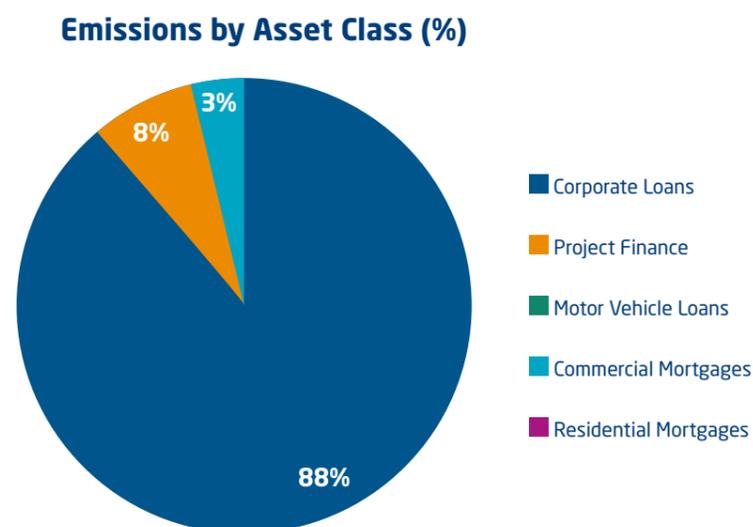
Financed Emissions

We estimated our absolute financed emissions totaled 8,122,082 tCO₂e for 2024, for the corporate, business, and Small and Medium Enterprise (SME) segments. It increased by 445,044 tCO₂e, with respect to the 2023 baseline. This increase can be attributed mainly to a substantial methodological improvement in financed emissions estimates. To ensure consistency, we continue to use the Global GHG Accounting and Reporting Standard for the Financial Industry by PCAF, however, we adopted a more comprehensive approach for 2024. In 2023, calculations considered only the asset class "Corporate Loans". In contrast, the 2024 estimate includes additional asset classes, including "Motor Vehicle Loans", "Commercial Mortgages", "Residential Mortgages" and "Project Finance". Through this methodological refinement, the volume of total operations evaluated grew by 65% compared to 2023, considerably improving the robustness and accuracy of the current financed emissions inventory.

Although a change in methodology suggests that a direct comparison with 2023 might not be representative, we did expect an increase during the first years due to a lag in emission reductions from awareness-raising efforts and measure implementation.

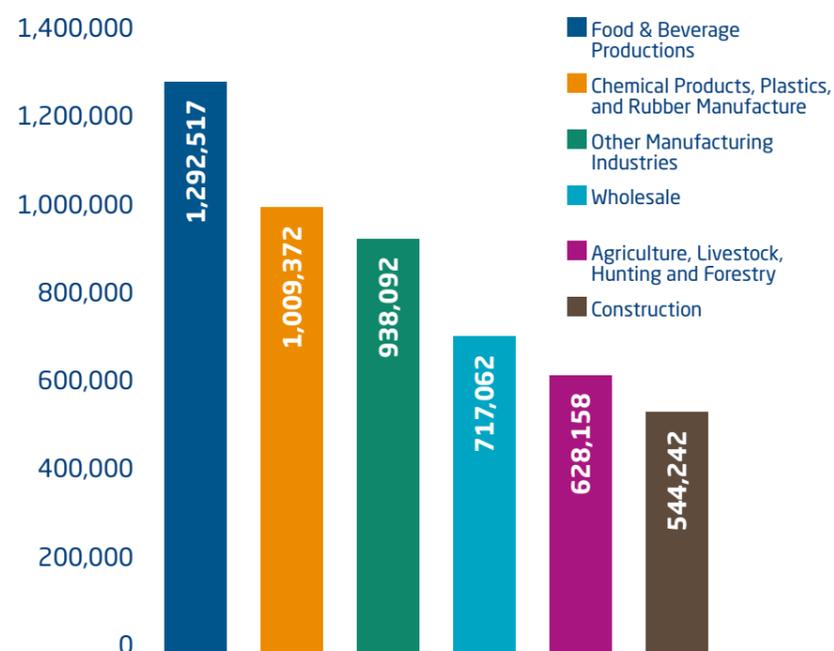
It takes time for clients to adopt mitigation measures and for those efforts to translate into reduced emissions. However, from 2027 onwards we should see a reduction of approximately 1% per year or higher reductions from 2027 to 2030 to achieve our target. We expect more substantial reductions between 2029 and 2030.

The asset class that generated most emissions was corporate loans with 7,193,617 tCO2e. Followed by Project Finance with 699,856 tCO2e. The following graph presents emission percentage by asset class.



GHG Emissions by sector for Corporate Loans

For Corporate Loans, six sectors represented 71% of emissions with Food and Beverage Production (1,292,517 tCO2e) representing 18%, followed by Manufacture of Chemical Products, Plastics and Rubber (1,009,372 tCO2e) with 14%, and Other Manufacturing Industries with 13% (938,092 tCO2e).



Financial volume of green assets

In calculating the volume of investments and loans in green assets and low-carbon technologies, we consider investments in renewable energy projects, including solar, wind, and biomass energy projects, the Hazte Eco green product portfolio, and our Green Leasing portfolio. Progress from 2023 to 2024 is summarized in the following table:

Financial volume of green assets/low-carbon technologies

	2023	2024
Green investments	DOP\$17,760 M	DOP\$29,945 M
Hazte Eco Portfolio	DOP\$520 M	DOP\$592 M
Green Leasing Portfolio	DOP\$644.7 M	DOP\$531 M
Total	DOP\$18,925	DOP\$31,068

As shown, the financial volume of green assets/low-carbon technologies almost doubled since 2023, mainly due to a significant increase in green investments. However, the increase in the volume of Hazte Eco loans is also significant, considering it targets the retail sector and individual loans are smaller. Although the green leasing portfolio decreased, the reported volume only represents a snapshot of the portfolio on December 31st of each year and thus, it is not necessarily indicative of the portfolio's performance throughout the year, due to the way this portfolio is monitored. Nonetheless, progress with this indicator reflects Banco Popular's commitment to supporting sustainable development by actively lending to and investing in green assets, loans, and low-carbon activities and technologies.

For **Resource Efficiency and Circular Economy**, the primary key performance indicator (KPIs) we are using to measure progress is the qualitative output indicator "Client Engagement Process" (Output Indicator A.2.1), which gauges whether Banco Popular is actively and strategically engaging with clients regarding the establishment and/or monitoring of resource efficiency and circular economy action plans. Under this approach, we will work with five corporate clients of the tourism sector to support them in developing and implementing action plans geared towards resource-efficient models and the application of circular economy principles.

Tourism

For this impact area, we are initially focused on the Tourism sector, due to its relevance in our sectoral portfolio composition as well as the country's economy. In 2023, when we established our impact targets, tourism accounted for 26.73% of our Corporate and Business Banking portfolio, making it the most prominent sector in terms of financing. Although it accounted for 6.73% of the portfolio for the same segments and represented the fourth sector with the most financing in 2024, the loan portfolio dedicated to this industry exceeded RD\$96.57 billion in 2024, including contributions from Popular Bank, a subsidiary of Grupo Popular that operates from Panama under an international license. This figure includes contributions from Popular Bank, a subsidiary of Grupo Popular that operates from Panama under an international license. With this financing, Grupo Popular has supported the renovation of more than 30,000 rooms and generated 35,000 jobs. It also supported 11 tourism projects with investments exceeding US\$400 million, promoting sustainable and strategic initiatives for the national economy.

Beyond its financial relevance, tourism is a pillar of the Dominican Republic's economy, contributing approximately 15% of the national GDP and generating around 899,000 direct and indirect jobs, representing 20% of total employment. Since the beginning of tourism activity in the country more than three decades ago, Banco Popular has positioned itself as the main financier of this industry in the Dominican Republic. As "the tourism bank" Banco Popular has tailored its services through the first team of bankers specialized in the most appropriate financial solutions to meet the specific needs of hotel and tourism clients and actively promote the sustainable development of the sector. This strategic alignment underscores our commitment to supporting the sector's growth while integrating sustainability as a core value.

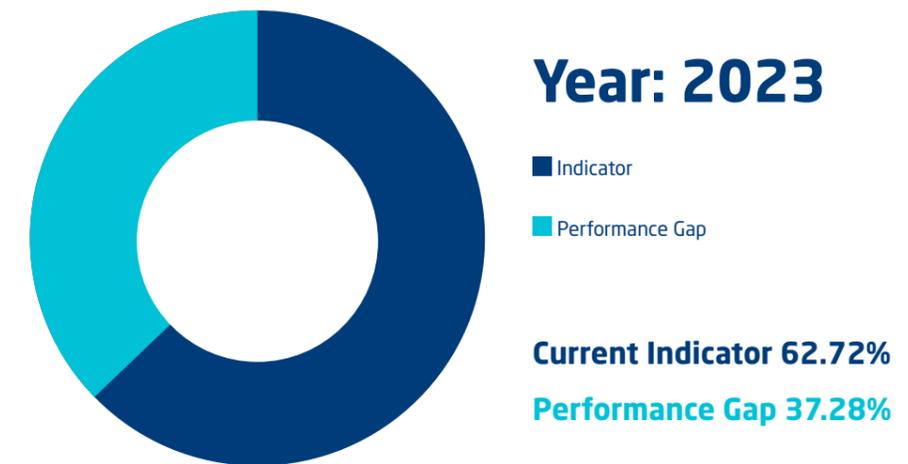
Further, tourism was prioritized because of its significant potential for impact due to its complex value chain, which includes transportation, hospitality, food and beverage, retail, cultural and recreational services, waste management, and energy, among others. Moreover, the sector's presence across all regions of the country means that improvements in sustainability practices could generate nationwide socio-economic and environmental benefits. The sector's broad influence and multiple entry points for circular economy initiatives make it an ideal starting point for developing engagement strategies that can trickle to several other economic sectors and later be replicated across other industries. Banco Popular is committed to developing engagement strategies with clients in the tourism sector, recognizing the potential for significant contributions to efficient resource use and circular economy.

Implementation

To set the foundation for our work, we began by piloting a new circular economy diagnostics tool for our own operations, to evaluate whether it would be useful to implement it with selected clients from the tourism sector. Circular Gateway, developed by the consulting firm DEUMAN, is a simple, innovative tool that evaluates the circular

performance of companies to identify key areas for improvement, to accelerate the development of circular economy roadmaps. This tool identifies the potential and actual percentages of waste recovery for reuse, upcycling or downcycling by analyzing inputs, operations, and potential revenue from circular products, services, and solutions.

During 2024, we conducted the pilot for Banco Popular using data from 2023. We chose renewable energy and current waste recovery potential as two priority indicators. For renewable energy, findings are summarized in the graph below:



This indicator is based on the measurement of energy content, encompassing all energy vectors flowing into the Bank, such as gas, electricity, and fuels, considering:

1. Total fuel consumption from mobile sources,
2. Total fuel consumption from stationary sources,
3. Total electricity consumption from non-renewable sources,
4. Total electricity consumption from renewable sources.

Because the bank has taken important steps to prioritize the use of renewable energy and adopted robust energy efficiency practices, the performance gap was only 37.28%, which represents the potential for more renewable energy usage, based on the bank's operations and context. The main recommendation to bridge this gap is to continue promoting actions for the use of renewable energies, such as obtaining renewable energy certifications or I-RECs.

For current waste recovery potential, we obtained the following results:



This indicator reflects our ability to design output flows in a way that is recoverable through technical or biological cycles. The values are obtained by considering the standard recovery potential rates for specific materials and/or regional recovery rates. It evaluates the effectiveness with which a resource can potentially be recovered and serves as a benchmark to determine if material recovery expectations are being met.

Based on our waste profile and the proportion that is being sent for recycling versus the landfill, our waste recovery was estimated at 15.7% while our performance gap was estimated at 77.6%, revealing several opportunities for improvement. As a result, the following actions are recommended to increase Banco Popular's circularity:

1. Identify potential synergies and R&D opportunities for the recovery of currently non-recoverable waste.
2. Train staff on the waste management system, reinforcing good segregation practices.
3. Review and redesign infrastructure for waste segregation, such as signage, segregation bins, etc.
4. Increase the percentage of traceability of the destination of waste.
5. Identify key points of organic waste generation, such as dining areas.
6. Segregate organic waste and valorize it through composting, vermicomposting, biogas plants, among others.

Motivated by these findings, we began to work on implementing a composting pilot in the main office building. In 2024 we identified a supplier to collect the organic waste and complete the composting process, train our maintenance team to adequately use the Bokashi technique, and recommend the most ideal location and set up for the compost bins. The project proposal was approved and will begin implementation in the first semester of 2025.

Although the Circular Gateway tool was insightful for our own operations, other tools will be evaluated for their appropriateness to country and client contexts. More work is needed to identify current practices and circular economy maturity levels within specific clients, as they might need support in generating and collecting the data, as well as in increasing internal awareness before effectively applying the circularity tool.

We also progressed in identifying circular economy best practices among clients of the tourism sector in the country and the region. Finally, we began work in client engagement for both impact areas.

III. Action Plan

Based on progress and key strategic decisions taken in 2024, we adjusted the original action plan outlined in 2023 to ensure better alignment with our operational realities and sustainability priorities.

2024:

1. Implement an Environmental and Social Risk Analysis System (ESRMS) aligned with IFC Performance Standards. This system will include indicators to monitor its performance and demonstrate its efficiency and effectiveness. Although the ESRMS was not fully implemented in 2024, we achieved significant milestones:
 - We established the Environmental and Social Risks (E&S) Department.
 - The exclusion list, the sectoral categorization of environmental and social risks, and the minimum amount applicable for ESG analysis were approved, advancing the implementation of key ESRMS criteria.
 - The operational team in charge of structuring the ESRMS participated in the Environmental and Social Risk Analysis Training Program
2. Identify strategic business and corporate clients of prioritized sectors and begin client engagement for the selected impact areas through workshops on relevant topics, such as climate change mitigation and its interrelation to each sector.
 - This action was fully achieved in 2024.

3. Initiate preparations for piloting ESRMS with selected high-impact sectors in 2025, aiming to refine the system's implementation through real-world applications and gather feedback for improvement.

- By the end of 2024, formal approval of the technical documents was pending to begin the pilot. However, pilot implementation is scheduled for the first half of 2025.

2025:

- 1.** Consolidate the process of awareness and training at all levels of the business.
- 2.** Launch the ESRMS pilot with prioritized sectors, using the feedback to reinforce the system and its adoption across business units.
- 3.** Continue using the PCAF tool to effectively review and align strategies for the decarbonization process, allowing the development of a climate change strategy that identifies, manages, and quantifies the risks and opportunities arising from climate change.
- 4.** Identify at least five strategic clients in the tourism sector and begin work to establish action plans on circular economy.
- 5.** Hold five emission reduction workshops for clients of each prioritized sector.
- 6.** Conduct cyclical and scheduled analyses (every two years) of all impacts generated by the portfolio of goods and services, in line with the methodology suggested by UNEP-FI, to identify and include other possible areas of impact relevant to the Bank.

2026:

- 1.** Consolidate a methodology for identifying opportunities through the ESRMS, such as the possibility of creating new green financing lines, issuing bonds, among others.
- 2.** Align suppliers with the Bank's objectives so they can prepare and benefit from them, as a key action for portfolio development.
- 3.** Check and track the objectives and goals designed through the Bank's sustainability governance structure, primarily via the Sustainability and Reputation Committee, with a work plan to outline the progress of the areas involved and identify findings or delays in achieving the established goals.

2027:

- 1.** Review the objectives with the aim of increasing their ambition and scope over time, including new targets for additional impact areas.
- 2.** Ensure annual processes for disclosing information to stakeholders through press releases, messages, emails, constant updates to the website, among other channels.

Addressing potential negative impacts

We are aware of potential negative impacts that could result as we advance our work in both climate mitigation and circular economy and will continuously work to mitigate them. For example, for clients, addressing climate mitigation and circular economy could require significant investments in new technologies and processes, leading to higher operational costs. However, we will address this impact by making financial instruments specifically designed to support sustainable projects by providing favorable terms or lower interest rates, available to our clients. We will also emphasize the long-term financial benefits of climate mitigation, such as reduced energy costs, improved efficiency and resilience, as well as potential revenue from sustainable practices.

Another potential negative impact is job displacement as businesses adopt green and circular practices and jobs related to traditional manufacturing could become obsolete, which would require significant workforce retraining. Our work will address this potential impact through workshops and capacity-building activities that directly address the new skills required and back clients in retraining their workforce.

Despite these challenges, addressing climate mitigation and circular economy is necessary to tackle the triple planetary crisis and ensure long-term sustainability, ultimately leading to positive outcomes for both the bank and its clients.

POST ISSUANCE VERIFICATION REPORT – BANCO POPULAR DOMINICANO, S.A.

- ▶ Banco Popular Dominicano S.A.
- ▶ Dominican Republic
- ▶ July 2025

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▶ **Verification details**
 TYPE OF CONTRACT: POST-ISSUANCE VERIFICATION
 CLIMATE BOND STANDARD SOLAR SECTOR CRITERIA – ICMA GREEN BOND PRINCIPLES
 ORDER FOR THE PERIOD: ANNUAL REPORT OF BPD GREEN BONDS 2024 (1ST YEAR).
 REVIEW PERIOD: MAY 2024-MAY 2025
 APPROVED VERIFIER: PACIFIC CORPORATE SUSTAINABILITY – PACIFIC CREDIT RATING GROUP
 SERVICE LEADER: JANETT BURGA JBURGA@PCSLATAM.COM
 TEAM IN CHARGE: DIANA VIA DVIA@PCSLATAM.COM, EMELY HIARIO EHILARIO@PCSLATAM.COM



1. Introduction

This is an independent post-issuance assurance report of the proposed Dominican peso denominated bonds aggregating up to RD\$2,500,000,000.00 (“Programa de Emisiones de Bonos Verdes”) by BANCO POPULAR DOMINICANO S.A. – Banco Multiple (“Issuer or BPD”), located in John F. Kennedy Avenue, No. 20, Popular Tower, Santo Domingo, Dom. Rep. by the post-issuance requirements of “Limited Assurance” under Climate Bonds Standard Version 3.0.

The “Programa de Emisiones de Bonos Verdes” received Pre-Issuance Certification by the Climate Bonds Initiative (“CBI”) Standard Board under the Solar Sector Criteria version 2.3 and Wind Sector Criteria version 1.3.

2. Assurance Scope and Objectives

BPD engaged Pacific Corporate Sustainability to provide an independent verification on the alignment of green bonds issued under Green Bonds certification with the Climate Bonds Standard Post-Issuance Requirements.

This Post-Issuance Verification Report aims to address the issuance of BPD which has been placed at RD\$300,000,000.

3. Performed Procedures

Procedures undertaken for this verification included interviews with key staff and reviews of internal and public documents have been carried out on the following aspects:

- PCS's review included examining the relevant procedures, policies, and processes and verifying the data provided by the issuer.
- The issuer provided an overview of the project nominated and the relevant processes and documentation regarding the proceeds (e.g., use of proceeds, Management of proceeds) to PCS.
- The issuer filled in a questionnaire covering all Climate Bonds Standard 3.0 criteria.
- The issuer provided background documents that elaborate further on the information mentioned in the questionnaire.
- Using the questionnaire and background documents, PCS assessed the CBI criteria. If any answers were unclear, PCS contacted the issuer for more details and clarification.

4. Conformance with Climate Bonds Standard and Sector Criteria

4.1 Use of Proceeds and Conformance with Sector Criteria

The resources obtained through the Issuance Program were used to finance Coastal Solar Photovoltaic Power Generation Park. Coastal Solar Park represents just under 10% of the Dominican Republic's interconnected renewable energy generation capacity, which will contribute to strengthening the country's energy matrix through the promotion of clean and sustainable sources.

COASTAL SOLAR

The Coastal Solar project is located in the province of San Pedro de Macoris, Dominican Republic. During the construction phase, Coastal Solar has created approximately 1,000 jobs and approximately 44 in the operation phase, boosting the local economy of San Pedro de Macoris, a relatively small city in the Dominican Republic.

The Coastal Solar project expects operations to start in mid-June 2025 and full operation by the end of July 2025. The project will have an installed capacity of approximately 131 MWp, which will generate 218 GWh of electricity per year on average, from photovoltaic energy in its entirety during 30 years of operation.

On average during the first 10 years, a reduction in emissions is expected to be equivalent to the savings of 15.4 million gallons of gasoline, 13.5 million gallons of diesel, 317 thousand barrels of oil and 2.3 million trees planted. This represents an approximate reduction of 3.9 million tons of CO₂ over 30 years of operation, which is equivalent to the electricity consumption of around 84,300 homes.

Coastal Solar net energy production in the first year is estimated at 234.74 GWh, with a performance ratio of 86.6%, considering only the front of the module, and an AC capacity factor of 24.4%. Evaluating the annual average of the 30-year evaluation period and including the estimated degradation, the annual net energy production is estimated at 218.08 GWh, with a performance ratio of 80.5% and an AC capacity factor of 22.7%.

In terms of emissions, the project is expected to avoid the emission of 120,000 tons of CO₂ per year, during its first 10 years and a total of approximately 3.9 million tons of CO₂ during 30 years of operation. The Sustainability Report 2025 will include data corresponding to the operation of the plant, after its commissioning in the middle of this year. Table 1 includes the details of the expected performance for the first 5 years of the project.

Table 1. Resources allocated and associated indicators.

Year	Resources allocated	Clean Energy Generation (GWh)	Reducing tons of carbon dioxide (tCO ₂ e)
1	RD\$300,000,000.00	234,740	132,018
2		233,570	131,360
3		232,400	130,702
4		231,230	130,044
5		230,070	129,391

Source: Green Bond Impact Report 2024 – BPD

4.2 Reporting Status

BPD has provided information on the metric impacts and details the use of proceeds of the Bonds-financed activities in the Green Bond Impact Report 2024, which will be available in 2024 Sustainability Report, published on BPD’s website. Key performance indicators on Bonds-financed activities reported include but are not limited to:

- Clean Energy Generation (GWh)
- Reducing tons of carbon dioxide (tCO₂e)

PERFORMANCE

- **Use of proceeds.**

In May 2024, BPD issued the first tranche of its green bond, for RD\$300 million with a maturity of 10 years and an annual fixed interest rate in Dominican pesos, for a renewable energy project within the category of Renewable Energy and energy efficiency in the Green Framework.

- **Key performance indicators.**

By 2026, BPD’s 2025 Sustainability Report will include the data corresponding to the operation of the plant, after its commissioning in mid-2025.

5. Conclusion

Based on the limited assurance procedures conducted and evidence obtained, nothing has come to our attention that causes us to believe that the Bonds issued under the Programa de Emisiones de Bonos Verdes do not conform with the Post-Issuance Verification Requirements of the Climate Bonds Standard Version 3.0 in all material

respects. The resources obtained through the Issuance Program financed Coastal Solar Photovoltaic Power Generation Park activities, that are aligned with the solar sector Criteria.

6. Limitations of Assurance Engagement

This assurance engagement was limited to the Post-Issuance of the Banco Popular Dominicano S.A. Green Bonds; therefore, our procedures did not constitute an examination or evaluation of the following:

- Data and information beyond the defined reporting boundary and period.
- Credit rating and financial performance of the prospective issuer.
- Environmental, social, or governance impact of the proposed projects/investments, except to the extent required for compliance with Climate Bonds Initiative Version 3.0.

7. Independence and Quality Control

As an approved verifier by the Climate Bonds Initiative, PCS ensures that the independent Post-Issuance Verification Report results are of the highest quality and reflect an impartial review process of Climate Bonds Standards Version 3.0.

PCS carried out limited assurance procedures by the International Standard on Assurance Engagements (ISAE 3000), which was established by the International Auditing and Assurance Board (IAASB) of the International Federation of Accountants (IFAC).

PCS or any member of the verifier team is not involved in any way in the issuance or Management of Programa de Emisiones de Bonos Verdes. PCS has applied internal procedures to confirm that there are no conflicts of interest in this verification engagement.

Annex A: Climate Bonds Standard Version 3.0 Post-Issuance Certification Checklist

5. Use of Proceeds		
Climate Bonds Standard Requirement	Findings	Requirement Met
5.1. Proceeds allocation	Banco Popular Dominicano S.A. (BPD) has allocated 100% of the Net Proceeds of the first tranche of the Green Bond to renewable energy projects, specifically to the financing of the Coastal Solar photovoltaic power generation park.	Met
5.2. Eligibility Criteria	The net proceeds from the placement have been used to finance photovoltaic installations. The Nominated Projects are aligned with the Solar Sector Criteria.	Met
5.3. Allocation Timeline	In May 2024, BPD issued the first tranche of its Green Bond, for a total of RD\$ 300 million to projects nominated according to the project categories of Green Framework. The Green Bond impact report 2024 has been published as part of its 2024 Sustainability Report.	Met
5.4. Multiple Nominations for Certified Debt Instruments	The nominated Project is not being nominated for other Certified Climate Bonds, Certified Climate Loans, Certified Climate Debt Instruments, green bonds, green loans, or other labeled instruments (such as social bonds or SDG bonds).	Met
5.5. Refinancing	PCS confirms that BPD has allocated the proceeds from the placement to finance the Coastal Solar Photovoltaic Power Generation Park, equivalent to RD\$ 300 million.	Met
5.6. Proceed Management	The funds from the placement of Green Bonds are credited to an accounting account intended for these purposes.	Met
5.7. Valuation	BPD confirms that the entire net proceeds about the first Placement of the bond will be used for financing, not for refinancing, and are not greater than the total investment exposure.	Met
5.8. Nominated Project Modifications (5.8.1)	PCS confirms that BPD will inform the Nominated Projects of modifications or alterations. PCS, as a Verifier authorized by the CBI, performed the Verification before and after the issuance of the Green Framework of BPD.	Met

6. Process for Evaluation and Selection of Projects & Assets		
Climate Bonds Standard Requirement	Findings	Requirement Met
6.1. Decision-making Process for Determining Eligibility (6.1.1 - 6.1.5)	BPD chose the Coastal Solar Project as the beneficiary of the first tranche of the Green Bond because it meets the eligibility criteria defined in the Green Framework, in addition to having all its permits up to date, including its Environmental Permit. Although other projects had the potential to meet these criteria, the Coastal Solar Project was administratively ready to receive the funding.	Met

7. Management of Proceeds		
Climate Bonds Standard Requirement	Findings	Requirement Met
7.1. Proceeds Held in Subaccount	The funds for the placement of the first tranche were distributed in full to the Coastal Solar project.	Met
7.2. Earmarking of Proceeds	A new placement is pending for the remaining approved amount (RD\$2,200 million), which will be used for financing and refinancing projects eligible under the Green Framework. Net proceeds will be credited to an accounting account intended for these purposes.	Met
7.3. Temporary Investment Instruments (7.3.1) – (7.3.3)	To date, there are no pending funds to be placed for the first tranche.	Met

8. Reporting		
Climate Bonds Standard Requirement	Findings	Requirement Met
8. Reporting (8.1 – 8.8).	PCS confirms the disclosure and execution of procedures to provide updated reports and/or procedures to carry out periodic Assurance Commitments during the term of the green bond in accordance with the Climate Bond Standard and the sector criteria certified by BPD. All information related to the issuance of the Green Bond, such as the Green framework, annual reports and verification reports, are available on Banco Popular Dominicano's website: https://popularenlinea.com/Personas/Paginas/nosotros/Publicaciones-institucionales3.aspx .	Met



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Nothing contained in this Report shall be interpreted as to make a warranty, express or implied, regarding the advisability to invest in or include companies in investable universes and/or portfolios. Furthermore, this Report shall in no event be interpreted and construed as an assessment of the financial performance and creditworthiness of the bond, nor to have focused on the effective allocation of the funds' use of proceeds.

The client is fully accountable for certifying and safeguarding its commitments' fulfillment, execution, and monitoring.

About Pacific Corporate Sustainability (PCS)

PCS has the objective of integrating sustainability standards into business strategies, based on global trends with potential investors and society. PCS belongs to Pacific Credit Rating Group (PCR), the only rating group with a real and direct international presence in Latin America, with 27 years of experience providing quality service in the region.

The PCR Group is a signatory member of the Principles of Responsible Investment promoted by the United Nations, being the only Latin American rating group that is part of the Financial Rating Agencies Initiative at a global level. It has also been recognized as a supporting institution for the Financial Initiative of the United Nations Environment Program (UNEP FI) to promote sustainable finance



PCR Group has been certified by the Climate Bonds Standard Board as an approved verifier organization since March 2020. This accreditation has reinforced its commitment to promote sustainable finance in the region, highlighting the generation of awareness and benchmarking of good practices.



Mr. Francisco García de León and Mrs. Damaris Mariel Brea Asencio
20 Máximo Gómez Ave., Ensanche Miraflores
Distrito Nacional, Santo Domingo de Guzmán
Dominican Republic
July 21st, 2025

Climate Bonds Standard Board
c/o Climate Bonds Initiative
First Floor, 10 Queen Street Place
London EC4R 1BE
United Kingdom

Re: Update Report for the Certified Climate Bond to Programa de Emisiones de Bonos Verdes from Banco Popular Dominicano, S.A. – Banco Multiple (BPD).

Dear CBI,

This statement and the attached report are provided to maintain conformance of BPD and Programa de Emisiones de Bonos Verdes with the requirements of the Climate Bonds Standard (Version 3.0).

I confirm that as of September 18, 2023, BPD and Programa de Emisiones de Bonos Verdes were, to the best of my knowledge, in conformance with the Certification requirements of the Climate Bonds Standard.

I also confirm alignment of Programa de Emisiones de Bonos Verdes with the Green Bond Principles (GBP) 2020 as administered by the International Capital Markets Association ("ICMA").

Attached is a report, which provides an update on the projects and assets associated with Programa de Emisiones de Bonos Verdes that are eligible under the Climate Bonds Standard.

I confirm that I am an authorized officer of BPD, and I am authorized to sign this statement.

Signed on behalf of BPD by:

Signature of Mr. Francisco García de León
Mr. Francisco García de León
Investment Banking Vice President

Signature of Mrs. Damaris Mariel Bera Asencio
Mrs. Damaris Mariel Bera Asencio
Corporate Relations and Responsible Banking Vice President

Banco Popular Dominicano, S. A. - Banco Multiple

Banco Popular Dominicano, S. A. - Banco Multiple

July 21st, 2025



UPDATE REPORT

Issuer:	Banco Popular Dominicano, S.A. – Banco Multiple (BPD)
Program covering this Certified Bond / Loan / Debt Instrument:	N/A
Certified Bond(s) covered by this Update Report:	Programa de Emisiones de Bonos Verdes
Period covered by this Update Report:	May 2024 – May, 2025
Amount outstanding at end of reporting period:	RD\$300,000,000.00
Green Bond Framework available here:	https://popularenlinea.com/Personas/Paginas/nosotros/Publicaciones-institucionales3.aspx
Verifier Reports available here:	https://popularenlinea.com/Personas/Paginas/nosotros/Publicaciones-institucionales3.aspx
Update Reports available here:	https://popularenlinea.com/Personas/Paginas/nosotros/Publicaciones-institucionales3.aspx
The Climate-related objectives of the Certified Bond:	<ul style="list-style-type: none"> • Clean Energy Generation (GWh) • Reducing tons of carbon dioxide (tCO₂e)
Changes since the last Update Report:	The issuer does not have any changes of situation, program or Nominated projects and assets



This Update Report contains two or three different types of reporting which are combined in the table below:

- Allocation Reporting – confirming the allocation of Net Proceeds to Eligible Projects & Assets.
- Eligibility Reporting – reconfirming, where required by relevant Sector Eligibility Criteria, the characteristics of the Projects & Assets which demonstrate eligibility, such as thresholds.

Impact Reporting – disclosure of metrics or indicators which reflect the expected or actual impact of the Projects & Assets.

Eligible Projects & Assets	Investment Areas	Eligibility and Impact Indicators	Amount of proceeds allocated to each
Programa de Emisiones de Bonos Verdes Coastal Solar, San Pedro de Macoris Province, Dominican Republic RD\$300,000,000	Renewable energy	Coastal Solar is presented by Banco Popular Dominicano as the eligible project to receive finance from the first tranche of Programa de Emisiones de Bonos Verdes, as a photovoltaic power generation park consistent with the Renewable Energy and Energy Efficiency category of the Green Framework. Impact Indicators (Clean Energy Generation and Reduction in Carbon Dioxide Emissions) will be included in BPD's 2025 Sustainability Report on	RD\$300,000,000.00

		2026. The data will correspond to the operation of the plant, after its commissioning in mid-2025.	
		Total	RD\$300,000,000.00





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DOMINICANA



Independent Practitioners' Limited Assurance Report

To the Board of Directors of Grupo Popular, S.A.:

Report on Key Sustainability Performance Indicators of Grupo Popular, S.A. (hereinafter "Grupo Popular") that are included in the Sustainability Report for Grupo Popular 2024.

Conclusion

We have performed a limited assurance engagement on whether the Key Sustainability Performance Indicators of Grupo Popular, detailed in the Annex A attached to this assurance report for the period from January 1st to December 31st, 2024 have been prepared in accordance with the standards of the Global Reporting Initiative (GRI) and the Principles for Responsible Banking of the United Nations Environment Programme Finance Initiative (UNEP-FI) (the "Criteria").

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the Key Sustainability Performance Indicators of Grupo Popular detailed in the Annex A attached to this assurance report for the period from January 1st to December 31st, 2024, are not prepared, in all material respects, in accordance with Criteria.

Basis for conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

Our firm applies International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Restriction on use

Our report should not be regarded as suitable to be used or relied on by any party to acquire rights against us other than the Board of Directors and The Sustainability and Responsible Banking Division of Grupo Popular for any purpose or in any other context. Any party other than the Board of Directors and The Sustainability and Responsible Banking Division of Grupo Popular who obtain access to our report or a copy thereof and choose to rely on our report (or any part thereof) will do so at its own risk. To the extent permitted by law, we do not accept or assume any responsibility and disclaim any liability to any party other than Grupo Popular for our work, for this independent limited assurance report, or for the conclusions we have reached.

Responsibilities for the Key Sustainability Performance Indicators

The Sustainability and Responsible Banking Division of Grupo Popular is responsible for:

- Designing, implementing and maintaining internal control relevant to the preparation of the Key Sustainability Performance Indicators such that they are free from material misstatement, whether due to fraud or error;
- Selecting or developing suitable criteria for preparing the Key Sustainability Performance Indicators and appropriately referring to or describing the criteria used; and
- Preparing and properly calculating the Key Sustainability Performance Indicators in accordance with the Criteria
- Making judgments and estimates that are reasonable in the circumstances;
- Ensure that the persons involved in the preparation and submission of the report are appropriately trained and their information systems are properly updated; and
- Guarantee the veracity of the information made available to us and related to the parameters included in the conclusion of this report.

Likewise, Grupo Popular's Management is responsible for preventing and detecting fraud.

Our responsibilities

We are responsible for:

- Planning and performing the engagement to obtain limited assurance about whether the Key Sustainability Performance Indicators are free from material misstatement, whether due to fraud or error;
- Forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- Reporting our conclusion to the Board of Directors of Grupo Popular.



Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Key Sustainability Performance Indicators that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Key Sustainability Performance Indicators and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of:

- Inquiries to management to understand the methodologies and data used in the preparation of the Key Sustainability Performance Indicators;
- Inspection of a selection of supporting documentation;
- Analytical procedures;
- Recalculations of Key Sustainability Performance Indicators based on the applicable Criteria;
- Evaluation of the overall presentation of the Key Sustainability Performance Indicators to determine whether it is consistent with the applicable Criteria and whether it is consistent with our overall knowledge and experience with the Company.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

KPMG Dominicana, S. A.



November 20, 2025
Santo Domingo
Dominican Republic



Annex A

The Key Sustainability Performance Indicators subject of our limited assurance engagement are as follows:

No.	Standard	Content	
1	GRI 2: General Disclosures 2021	2-9	Governance structure and composition
2		2-18	Evaluation of the performance of the highest governance body.
3		2-29	Approach to stakeholder engagement: 1. Net Promoter Score (NPS) – Customer loyalty and likelihood of recommending services to others 2. Customer Satisfaction Index (CSI)
4	GRI 3: Material Topics 2021	3-3	Management of material topics.
5	GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed: 1. Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.
6	GRI 205: Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures.
7	GRI 302: Energy 2016	302-1	Energy consumption within the organization.
8		302-4	Reduction of energy consumption.
9	GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions.
10		305-2	Energy indirect (Scope 2) GHG Emissions.
11		305-4	GHG emissions intensity.
12		305-5	Reduction of GHG emissions.
13	GRI 306: Waste 2020	306-3	Waste generated.
14	GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees.

No.	Standard	Content	
1	Principles for Responsible Banking of United Nations Environment Programme Finance Initiative (UNEP-FI)	Principle 2	Impact & Target Setting



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