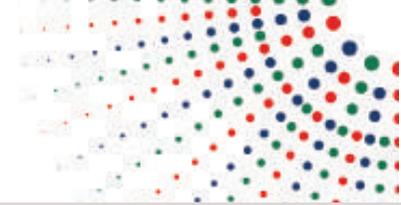


20 19

Corporate Responsibility
and Sustainability Report

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● CLIENTS, WORKERS, ● SHAREHOLDERS AND SOCIAL PARTNERS

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The review of the 2019 management enables us to offer a first perspective to the readers of this report: this year left lasting and enriching lessons. The administrative measure imposed on Banesco by the authorities at the beginning of May 2018, which lasted until the end of February 2019, did not slow down, paralyze or in any way adversely affect our processes and projects. That action also had no effect on the fulfillment of the goals we had set for ourselves. Banesco has proven that, even under high-pressure conditions, it is able to maintain its path and respond, under all circumstances, to the commitment to its clients and the Venezuelan society.

The continuity of operations has been produced with the highest standards. As shown below, we have a human and professional structure made up of 4,303 people, while over 64% of them were women, who were fully aware of their cohesive and rigorous responsibilities in order to comply with their duties. There are clearly well-founded reasons that encourage me to express my gratitude and recognition to every one of my colleagues in Banesco Venezuela.

In 2019, Banesco ratified its status as the leading private bank in the category of new loans granted, which totaled 13,666. This confirms

that our brand continues to be the first reference for entrepreneurs, as well as the first choice for personal and family projects, and the first choice for SMEs and corporations. The year's performance had an increase in the total amount of loans granted exceeding VES 1913 billion, when compared to 2018.

A further data that should be highlighted in this presentation is the growth of assets, which amounted to VES 11.6 billion. This amount represents, in relation to its 2018 figure, a rise of 5138.5%, since the increase for the year was, a truly remarkable figure, of VES 11.4 billion.

Having noted these two essential indicators, the number of loans granted and assets, I would like to highlight other performance factors that were decisive in guaranteeing service to the 4.72 million clients registered at the end of the year.

The substantial investments made in updating, strengthening and securing our technological platform, which Banesco has undertaken with special emphasis in the last decade, continued to yield positive results throughout the year. While these processes are invisible to customers, and incomprehensible to many, the efficiency, accuracy, speed and security of the services we provide depend on the perfect functioning of our technological structure.



JUAN CARLOS ESCOTET RODRÍGUEZ
CHAIRMAN OF THE BOARD OF DIRECTORS

TO OUR CLIENTS, WORKERS, SHAREHOLDERS AND SOCIAL PARTNERS

102-14

This platform guaranteed an extraordinary amount of transactions: 4.21 million. This was linked to the operation of 325 customer service points, 608 ATMs and 139,911 points of sale.

Regarding social solidarity, things were no exception: the goal of guaranteeing operational continuity included, as a priority, social investment and all active Corporate Social Responsibility programs. From the total social investment, VES 26.88 billion, a substantial part accounting for 94.68%, was invested in benefits for our employees, while 5.32%, more than VES 1.51 billion, was invested in educational projects. This is one of our historical constant concerns regarding Education, Financial Inclusion, Health and Education.

A similar assertion may be made in relation to the above: I am talking about the fulfillment, of which we are very proud, is the planning and goals of the Banesco Virtual Learning -ABV. This is the main continuous and specialized training program, one of the pillars for the personal and professional development of Banesco Citizens. In 2019, we achieved no less than 310,727 academic hours, with the highest teaching standards.

Scholars believe that, in challenging times such as those Venezuela has been going through in recent years, there is a double tendency; this means that firstly, there is a

concentration on the most immediate demands, and secondly or thirdly, more relevant goals, such as those related to the long term and more structural purposes, are placed in the second or third place.

I wanted to mention this because, like in previous years, in 2019 we have ratified our commitment to the universal principles of the United Nations Global Compact. E.g.: Respect for Human Rights and Labor Rights; respect for the Environment, and sustained action against corruption.

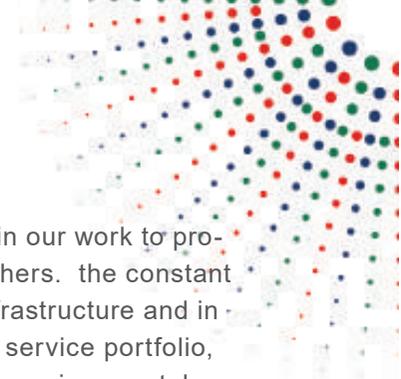
This is the commitment and spirit that has driven us to maintain our unwavering adherence to the practices that contribute to the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda. The contributions we make in terms of direct and indirect employment; the food programs aimed at our employees; but also to external entities such as Fundana. We also make various contributions to health care, both internally and to entities such as the Sociedad Anticancerosa, SenosAyuda, Hospital Ortopédico Infantil, Hospital de Especialidades Pediátricas, Bosco Bus, among others.

Among others, the regular contributions we make to educational institutions, includes Fe y Alegría, the Venezuelan Association of Catholic Education -AVEC- and others. These

institutions play a key role in our work to provide quality education to others. The constant investments we make in infrastructure and in innovating our product and service portfolio, the actions we take to raise environmental awareness; the policies we promote as a corporation to comply with the law and tax obligations, prevent money laundering and financing of terrorism, and encourage solidarity and civic behavior, these are all actions that, in the following pages, reflect our desire: to be accountable to our own employees, customers, shareholders, social partners, the authorities and our suppliers on the different ways in which Banesco adds value to the Venezuelan society.

JUAN CARLOS ESCOTET RODRÍGUEZ

CHAIRMAN OF THE BOARD OF DIRECTORS
BANESCO BANCO UNIVERSAL



ORGANIZATION PROFILE

Mission, Vision and Values

102-1, 102-3, 102-4, 102-5, 102-6, 102-15

Banesco Banco Universal, C.A. is a financial institution with 100% Venezuelan capital, licensed to perform all operations permitted by the Decree with Value and Force of Law of the Banking Sector Institutions, and is subject to the supervision, inspection, control, regulation and enforcement of the Superintendency of Banking Sector Institutions (SUDEBAN).

Its headquarters is Ciudad Banesco, located in Colinas de Bello Monte. It is the bank with the largest subscribed and paid-in capital of the Venezuelan financial system, amounting to VES 1.25 billion.

MISSION | Comprehensive and innovative financial services

We are a comprehensive financial services organization dedicated to understanding our clients' needs and satisfying them through relationships based on mutual trust, easy and secure access, and excellence in service quality.

We combine tradition and innovation with the best human talent and advanced technology, working to offer a better customer experience. Through our commitment to the well-being of our community, we develop win-win relationships with our suppliers and employees, and optimize shareholder returns.

Banesco Values

Responsibility

We are responsible for our tasks with accuracy and passion. We keep our word. We use our time to the best of our ability. We give our best to everyone.

Reliability

We tell the truth under all circumstances. We respond with sincerity. We acknowledge our mistakes. We ask for help when necessary.

Quality

We do every task with the utmost care. We aim to be the best. We strive to exceed the expectations of our partners.

Innovation

We are a forward-looking organization. We offer new solutions. We are looking for ideas and technologies that promote change.



VISION | Innovation and efficiency with human sense

- ▶ **To be:** needs and habits of our customers so that we can anticipate their requirements with innovative, technologically integrated products, services and channels that result in a better life quality.
- ▶ **To be a model of human feeling:** To continue training the best human talent in order to promote a balance between profitability and human quality, leaving the highest standards of quality and performance behind.
- ▶ With innovation, efficiency and humane sense, we will sustain the premise of standing by our clients. This is the meaning of being with You.

● MAIN RISKS, IMPACTS ● AND OPPORTUNITIES

102-11, 102-15, 102-29, 102-40, 102-49, 103-1,103-2, 103-3, FS5

During 2019, Banesco Banco Universal, C.A., proved the great capacity of its human capital to increase the offer of quality products and services, and to work hard to improve the efficiency of its financial services. We insist on ensuring agility in the processes and a notable time saving in routine transactions and other more complex financial formalities.

At the end of the year, the Bank maintained its leadership in the financial system, and more specifically, the preference among Venezuelan private banking clients and users. This period offers interesting data. These figures indicate a decrease in the number of transactions, as a result of the increase in limits or the creation of alternative and more efficient platforms. And those figures are today the result of a better customer experience.

In 2019, we undertook the complex path toward digital transformation to more efficiently leverage these technological resources and offer our customers a wide range of digital channels and electronic platforms. These can be used to quickly and securely carry out all their financial transactions.

This path implies more than innovation in applications and development of technological platforms.

The entire process derives from the strategic planning for the strengthening and diversification of our service channels. This involves a valuable analysis of corporate governance, internal processes, channel structure, investment in our human resources and in facilities and proximity to our active and potential customers.

It also implies a considerable investment scenario for our shareholders. And it undoubtedly requires resizing and rethinking the formal concept of customer service in order to maintain our presence throughout the country.



Our performance review for this period affirms that we are on the right track. 75% of total clients and 80% of the bank's active clients use the bank's digital and electronic channels as their preferred way to carry out their transactions.

Overall, our customers made more than 4.21 billion transactions through Banesconline in 2019, while the Mobile Payment channel reached more than 2.45 million members and more than 112 million transactions were made through Banesco Móvil. Banesco provides nationwide coverage through 325 Service Points (Agencies, Ticket Offices and Banesco Express) and more than 139 thousand Points of Sale, not counting the 608 ATMs distributed in the most populated regions nationwide. At the end of 2019, in-person transaction preference decreased by 42% when compared to 2018.

MAIN RISKS, IMPACTS AND OPPORTUNITIES

102-11, 102-15, 102-29, 102-40, 102-49, 103-1, 103-2, 103-3, 201-1, FS5

Furthermore, expected losses on the loan portfolio have remained constant despite the ever-changing environment and the worsening of the country's economic activity, the continuous monitoring of clients, allowing preventive detection of any impairment in their payment capacity, the reinforcement of the criteria for granting and maintaining loans, training plans in credit analysis aimed at the sales areas, in order to make appropriate decisions, to the sales areas, for an adequate decision making process. Regarding the quality evidence of the credit portfolio quality, we may highlight, the default rate, which closed the year at 0.0002%, positioning the Bank in 2nd place in the national banking system ranking. The use of predictive models for credit granting and behavior, as well as the monitoring of the evolution and management of impaired balances, resulted in the generation of value on the final result of the credit business. Collection strategies continue to be based on a recovery approach under a comprehensive customer perspective and preventive management, thus showing higher levels of effectiveness.

These results contribute to the Bank's sustainability in the complex Venezuelan economy. We continue to be the leader in financial services offered by Venezuelan private banks, and will continue to work intensively to be the first reference and with the purpose of

approaching our customers and anticipating their needs and requirements.

DIALOGUE WITH STAKEHOLDERS, CONSULTATION WITH CUSTOMERS AND EMPLOYEES

At Banesco Banco Universal, C.A., we have diverse communication channels that enable us to know and understand our stakeholders' opinions and respond to their expectations.

We maintain an ongoing dialogue with them, conducting studies and surveys to improve our management according to their needs.

(See chapters Shareholders p.29, Human Capital p.31, Our Social Partners and Social Action in the Community p.56, Our Customers p.68 and Our Suppliers p.90).

TANGIBLE VALUE CREATION BREAKDOWN BY STAKEHOLDER GROUP

(THOUSANDS OF VEF.)

STAKEHOLDERDS	VALUE INDICATOR	2019	2018
Shareholders	Dividends ¹	0	0
Employees	Personal expenses ²	232,865,561	1,282,705
Clients	Interest and similar charges ³	36,056,027	130,220
Suppliers	Other general administrative expenses ⁴	562,688,078	2,244,578
Society	Taxes ⁵	259,359,884	2,953,742
	Funds destined to Community support ⁶	911,629	1,240

1 Source: Gerencia de Unidad de Accionistas.

2 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos de Transformación (Gastos de personal grupo 441).

3 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos de Captaciones del Público (Gastos Financieros por Captaciones Grupo 411).

4 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos de Transformación (Rubro 440 Gastos Generales y Administrativos ex- cepto 441 Gastos de Personal, 449-12 Aportes al Fondo de Garantía de Depósitos y Protección Bancaria, 449-13 Aportes a la Superintendencia de Bancos y Otras Instituciones Financieras).

5 Source: CONRP (Estados Financieros de Banesco Banco Universal, C.A): Incluye Impuesto Sobre la Renta, Impuestos Municipales, Impuestos al Valor Agregado, Aportes a la SUDEBAN, FOGADE, SSO,SPF, LPH, INCE y LOSEP. (Cuentas 445-01 Impuestos municipales, 445-99 Otros impuestos y contribuciones, 441-22 Aportaciones patronales, 449-12 Aportes al Fondo de Garantía de Depósitos y Protección Bancaria, 449-13 Aportes a la Superintendencia de Bancos y Otras Instituciones Financieras, 471 Impuesto Sobre la Renta, Aporte de la LOSEP ver Balance de Publicación. Disposiciones de la Ley el Aporte Social a las Comunas y el Aporte de LOCTI).

6 Source: SUDEBAN Estado de Resultado de Publicación o CONRP, Gastos Extraordinarios (grupo 450).

MAIN RISKS, IMPACTS AND OPPORTUNITIES

102-11, 102-15, 102-29, 102-40, 102-49, 103-1, 103-2, 103-3, 201-1, FS5



TANGIBLE DIRECT VALUE

The Economic Value Generated (EVG) at the end of 2019 reached VES 2.03 million as compared to VES 15.27 million in 2018.

In 2019 and 2018, among the items comprising the VEG, approximately 13.197% and 104.693% respectively (Bs.1.29 million and VES 9.17 million) correspond to the Net Interest Margin, while 36.25% and 39.89% correspond to Net Commissions.

ECONOMIC VALUE GENERATED & DISTRIBUTED

STAKEHOLDERS	2019	2018
Economic Value Generated (EVG)	2,031,449,755.00	15,276,863.00
Brokerage margin ⁷	1,295,026,383.00	9,179,954.00
Net commissions ⁸	736,306,944.00	6,093,236.00
Other ordinary income ⁹	11,430.00	3,515.00
Other profits and net loss ¹⁰	-3.00	158.00
Economic Value Distributed (EVD)	1,054,913,523.00	6,480,956.00
Dividends ¹	0.00	0.00
Suppliers and other general administrative expenses ⁴	562,688,078.00	2,244,578.00
Taxes ⁵	259,359,884.00	2,953,673.00
Personnel expenses ²	232,865,561.00	1,282,705.00
Economic Value Withheld (EVW=EVG-EVD)	976,536,232.00	8,795,907.00

PERCENTAGE SHARE OF ECONOMIC VALUE GENERATED & DISTRIBUTED

(%)

ECONOMIC VALUE GENERATED (VEG)	2019	2018
Economic Value Generated (EVG)	100%	100%
Brokerage margin ⁷	63.75%	60.09%
Net commissions ⁸	36.25%	39.89%
Other ordinary income ⁹	0.01%	0.02%
Other profits and net loss ¹⁰	0.00%	0.00%
Economic Value Distributed (EVD)	100.00%	100%
Dividends ¹	0%	0.00%
Suppliers and other general administrative expenses ⁴	53.34%	34.63%
Taxes ⁵	24.59%	45.57%
Personnel expenses ²	22.07%	19.79%

7 Source: SUDEBAN Estado de Resultado de Publicación o CONRP (rubro 510 Ingresos Financieros menos 410 Gastos Financieros más 520 Ingresos por Recuperaciones de Activos Financieros menos 420 Gastos por Incobrabilidad y Desvalorización de Activos Financieros más 530 Otros Ingresos Operativos (exceptuando 533 Ingresos por Bienes Realizables, 537 Ingresos por Programas Especiales y 539 Ingresos Operativos Varios) menos 430 Otros Gastos Operativos (exceptuando 433 Gastos por Bienes Realizables, 435 Gastos por Depreciación, Amortización y Desvalorización de Bienes Diversos, 439 Gastos Operativos Varios).

8 Source: SUDEBAN Estado de Resultado de Publicación o CONRP (Rubro 530 Otros Ingresos Operativos, exceptuando 533 Ingresos por Bienes Realizables, 537 Ingresos por Programas Especiales y 539 Ingresos Operativos Varios) menos 430 Otros Gastos Operativos (exceptuando 433 Gastos por Bienes Realizables, 435 Gastos por Depreciación, Amortización y Desvalorización de Bienes Diversos, 439 Gastos Operativos Varios).

9 Source: SUDEBAN Estado de Resultado de Publicación o CONRP (Cuenta 539 Ingresos Operativos Varios).

10 Source: SUDEBAN Estado de Resultado de Publicación o CONRP (Cuenta 533 Ingresos por Bienes Realizables menos 433 Gastos por Bienes Realizables)

MAIN RISKS, IMPACTS AND OPPORTUNITIES

102-11, 102-15, 102-29, 102-40, 102-49, 103-1, 103-2, 103-3, 201-1, FS5

INDIRECT AND INDUCED VALUE GENERATED

Indirect Value is the production of wealth and sustainable development resulting from the social, environmental and economic actions promoted by the bank, e.g.: indirect employment. These effects operate through multiple channels such as: the activities stimulated by the banking clients based on the products and services provided to them and the dynamics generated by suppliers through the operations they carry out to materialize the activities contracted by them. The identified effects may also be extended to the more indirect impacts above the environment and different stakeholders generated as a consequence of the entity's actions, multiplying its range of action and, therefore, the social value that is Implemented from those measures.



FINANCIAL SUMMARY

Expressed in VES (MM)					GROWTH			
	2018 First Half	2018 Second Half	2019 First Half	2019 Second Half	2019 2nd Half 2018 2nd Half		2019 2nd Half 2019 1st Half	
					Absolute	%	Absolute	%
Total assets	4.863	222.713	2.045.800	11.666.789	11.444.076	5.138,5	9.620.988	470,3
Availabilities	2.307	103.099	1.378.135	7.400.370	7.297.271	7.078,0	6.022.235	437,0
Investment in bonds	61	29.177	115.537	1.091.680	1.062.503	3.641,6	976.143	844,9
Net credit portfolio	2.242	73.279	305.890	1.877.681	1.804.402	2.462,4	1.571.792	513,8
Gross credit portfolio	2.288	74.660	311.776	1.913.073	1.838.413	2.462,4	1.601.297	513,6
Sight deposits	4.082	150.654	1.293.846	6.991.270	6.840.616	4.540,6	5.697.424	440,3
Savings deposits	136	7.446	72.604	406.757	399.311	5.362,6	334.153	460,2
Time deposits	16	16	137	1.408	1.392	8.758,5	1.271	928,5
Others	13	959	12.139	66.162	65.204	6.802,4	54.023	445,0
Total patrimony	187	18.546	227.000	907.097	888.551	4.791,1	680.097	299,6
Trust assets	15	6.120	66.134	331.059	324.939	5.309,6	264.925	400,6
Housing and habitat fund	2	78	1.747	13.324	13.246	16.899,6	11.578	662,9
Financial income	140	4.457	61.084	425.419	420.961	9.444,1	364.335	596,5
Financial e	3	132	11.206	58.883	58.751	44.447,9	47.677	425,5
Gross financial margin	137	4.325	49.878	366.535	362.210	8.374,4	316.657	634,9
Financial brokerage margin	172	9.008	211.807	1.083.219	1.074.211	11.924,7	871.412	411,4
Transformation expense	47	3.567	97.551	721.174	717.606	20.116,6	623.623	639,3
Income tax	20	1.153	7.072	56.122	54.968	4.765,8	49.049	693,5
Net result	89	3.628	86.690	153.916	150.289	4.143,0	67.226	77,5
Accrued agricultural portfolio	346	9.975	47.163	709.981	700.006	7.017,4	662.818	1.405,4
Official entities collection	55	3.613	110.575	326.928	323.314	8.948,4	216.353	195,7
microcredits	71	4.489	1.260	39.876	35.387	788,3	38.615	3.064,4
Ratios (%)								
Provision credit portfolio / Inmovilized Gross Portfolio	926.662,37	571.602,88	142.602,01	743.404,07				
Inmovilized portfolio / Gross Credit Portfolio	0,00	0,00	0,00	0,00				
Net result / Average Assets *	9,77	11,07	15,32	6,92				
Net Result / Average patrimony *	277,63	179,44	143,86	65,23				
Extended liquidity	54,39	64,89	99,99	99,39				

* Annual percentages

MAIN RISKS, IMPACTS AND OPPORTUNITIES

102-11, 102-15, 102-29, 102-40, 102-49, 103-1, 103-2, 103-3, FS5



EMPLOYMENT AND GDP WITHIN THE FINANCIAL SYSTEM

Banesco Banco Universal, C.A., is aware of both the importance of our operations in the creation of economic value on a national scale and how we contribute to GDP production.

We not only maintained our leadership in the Venezuelan financial system in 2019, but we are also the first choice of Venezuelan private banking clients. We are the leading institution in the Venezuelan system in financing productive activities, concluding the period with a gross portfolio amount of VES 1.91 billion, accounting for 18.3% of the market, and granting more than 13 thousand loans in 2019. These are mainly aimed at promoting the development of the country's productive activities, with a portfolio of excellent quality (0.0002% delinquency rate) and a ratio of net portfolio over public deposits of 25.15%, far exceeding the market's promise (13.29%).

The Venezuelan financial system is comprised of 29 financial institutions. In fact, 23 of them are privately owned and 6 belong to the Venezuelan government. Banesco Banco Universal, C.A. has 325 branches nationwide and a total of 4,303 employees, while 2,759 are women and 1,528 are men.

DIALOGUE WITH STAKEHOLDERS AND MATERIALITY GROUPS

Banesco Banco Universal, C.A., has a constant process of open dialogue with our stakeholders to identify important issues for each one of them and thus define a coherent and timely sustainability strategy. Through this dialogue process, we not only identify challenges and obstacles, but also to detect opportunities for growth and improvement in our business management.

The Bank has maintained a process of identification, segmentation and prioritization of its stakeholders, taking into consideration the specific characteristics that make up each one of them. This has been done based on the experience of the relationships we have maintained over the years. This has allowed us to set different objectives and interact with each group to learn about their demands and the environment in which they operate, in order to be able to design strategies with the purpose of offering answers to their expectations over time.

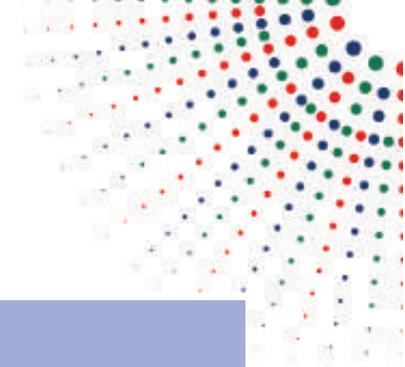
To prepare the Materiality Matrix on which this Sustainability and Corporate Social Responsibility report is based, we took into account the country context and the needs that our Stakeholders have expressed to us through the different forms of dialogue and listening that we have established with each one of them.

This process was carried out in accordance with the recommendations of the GRI Sustainability Reporting Standards and consists of 3 stages: Identification, Prioritization and Validation.



MAIN RISKS, IMPACTS AND OPPORTUNITIES

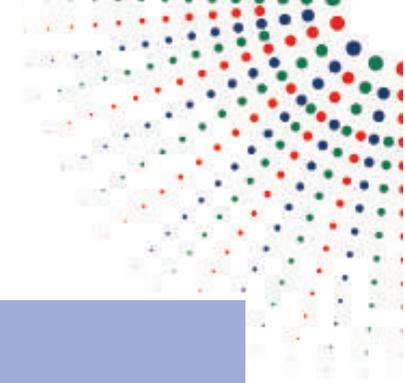
102-21, 102-27, 102-29, 102-30, 102-33, 102-40, 102-42, 102-43, 102-44, 102-46, 102-47, 102-49, 103-1, 103-2, 103-3, FS5



N°	Issues and/or Material topics	Stakeholders						Relevance		Main Actions	2019 Material topic related to GRI
		Shareholders	Human Capital	Clients	Social Partners Community	Suppliers	Authorities	Bank	Stake-Holders		
1	Maintain the highest ethical standards and transparency in operations by managing risks in an comprehensive manner.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Maintain and promote good corporate governance. ▶ Active response to new regulatory requirements. ▶ Continuous monitoring of the Control Systems. ▶ Generation of direct and indirect economic value through the efficient development of the banking activity. 	<ul style="list-style-type: none"> ▶ Economic performance ▶ Market presence ▶ Anti-corruption ▶ Money laundering prevention ▶ Risk
2	Ensure the Bank's Financial Solvency and report financial and corporate information adequately and sufficiently.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Maintenance of financial indicators, solvency, profitability, liquidity, among others. 	<ul style="list-style-type: none"> ▶ Digital transformation
3	Promote good corporate governance and application of best practices.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Follow-up on Compliance with the Banesco Citizen's Code of Ethics. 	
4	Market presence.	X	X	X	X	X	X	High	Mid	<ul style="list-style-type: none"> ▶ Support for inclusion and bankarization, and access to our platforms/ Development of business diversification plans. 	<ul style="list-style-type: none"> ▶ Market presence
5	Prevention of Banking or Financial Crimes and Training Programs on ML/FT Prevention and Control.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> ▶ Maintain advanced technology and innovation of products and services adapted to people's needs. 	<ul style="list-style-type: none"> ▶ Anti-corruption ▶ Money Laundering Prevention ▶ Risks

MAIN RISKS, IMPACTS AND OPPORTUNITIES

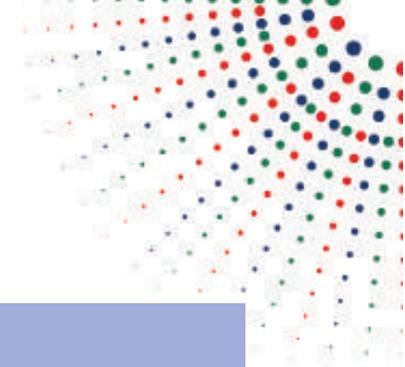
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N°	Issues and/or Material topics	Stakeholders						Relevance		Main Actions	2019 Material topic related to GRI
		Shareholders	Human Capital	Clients	Social Partners Community	Suppliers	Authorities	Bank	Stake-Holders		
6	Maintain long-lasting relationships with clients, with a long-term vision of permanence, through innovative products and services, adapted to meet needs and risk profiles.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> Continue conducting market surveys that enable the Bank to learn about the environment in which customers, the community and the general public operate, properly segmented to understand and meet their needs in a timely manner. 	<ul style="list-style-type: none"> Customer experience Accessibility Service and product portfolio Marketing and labelling
7	Information security.	X	X	X	-	-	X	High	High	<ul style="list-style-type: none"> Ongoing process improvement and systems health. 	<ul style="list-style-type: none"> Client security and privacy
8	Organizational & Environmental Management.	X	X	-	-	-	-	High	High	<ul style="list-style-type: none"> Training and Professional Development Program designed for all personnel. 	<ul style="list-style-type: none"> Employment Diversity & opportunities equality Talent attraction and retention Training and education Work environment Workplace health and safety
9	Promote training and personal and professional development.	X	X	X	-	-	X	High	High		
10	Encourage Employee Dialogue with Senior Management.	X	X	-	-	-	-	Mid	Mid		
11	Promote Non-Contractual Benefit Programs.	X	X	-	-	-	-	High	High	<ul style="list-style-type: none"> Carry out activities that benefit employees and their family environment - Programs and activities aimed at work-life balance. 	

MAIN RISKS, IMPACTS AND OPPORTUNITIES

102-21, 102-27, 102-29, 102-30, 102-33, 102-40, 102-42, 102-43, 102-44, 102-46, 102-47, 102-49, 103-1, 103-2, 103-3, FS5



N°	Issues and/or Material topics	Stakeholders						Relevance		Main Actions	2019 Material topic related to GRI
		Shareholders	Human Capital	Clients	Social Partners Community	Suppliers	Authorities	Bank	Stake-Holders		
12	Evaluation, Performance and Performance Methods.	-	X	-	-	-	-	High	High	<ul style="list-style-type: none"> Collective Bargaining Agreement - Evaluations undertaken based on performance and level of responsibilities/functions performed. 	<ul style="list-style-type: none"> Employment Diversity & opportunities equality Talent attraction and retention Training and education Work environment Workplace health and safety
13	Assessment of the Community's particular needs.	X	-	X	X	-	-	High	High	<ul style="list-style-type: none"> Manage initiatives to approach communities to meet their needs through social dialogue. 	
14	Manage social programs that encourage personal and business development.	X	-	-	X	-	-	High	High	<ul style="list-style-type: none"> Microentrepreneurship Training Program and Participatory Budgeting. 	<ul style="list-style-type: none"> Development of local communities Public-private articulation Stakeholder participation in social actions
15	Increase the impact of our social investment through multi-sector alliances that strengthen Corporate Volunteering.	X	X	X	X	X	X	High	High	<ul style="list-style-type: none"> Make alliances to promote volunteer activities. 	<ul style="list-style-type: none"> Impact on social investment
16	Contribute to the proper application of eco-efficiency.	X	X	-	X	-	-	Mid	Mid	<ul style="list-style-type: none"> Management of environmental programs. 	
17	Supplier Contracting Process.	X	-	-	-	X	-	Mid	Mid	<ul style="list-style-type: none"> Promote the development and training of our suppliers, as well as adherence and respect for the principles of the United Nations Global Compact. 	<ul style="list-style-type: none"> Environmental and social assessment of suppliers Local development

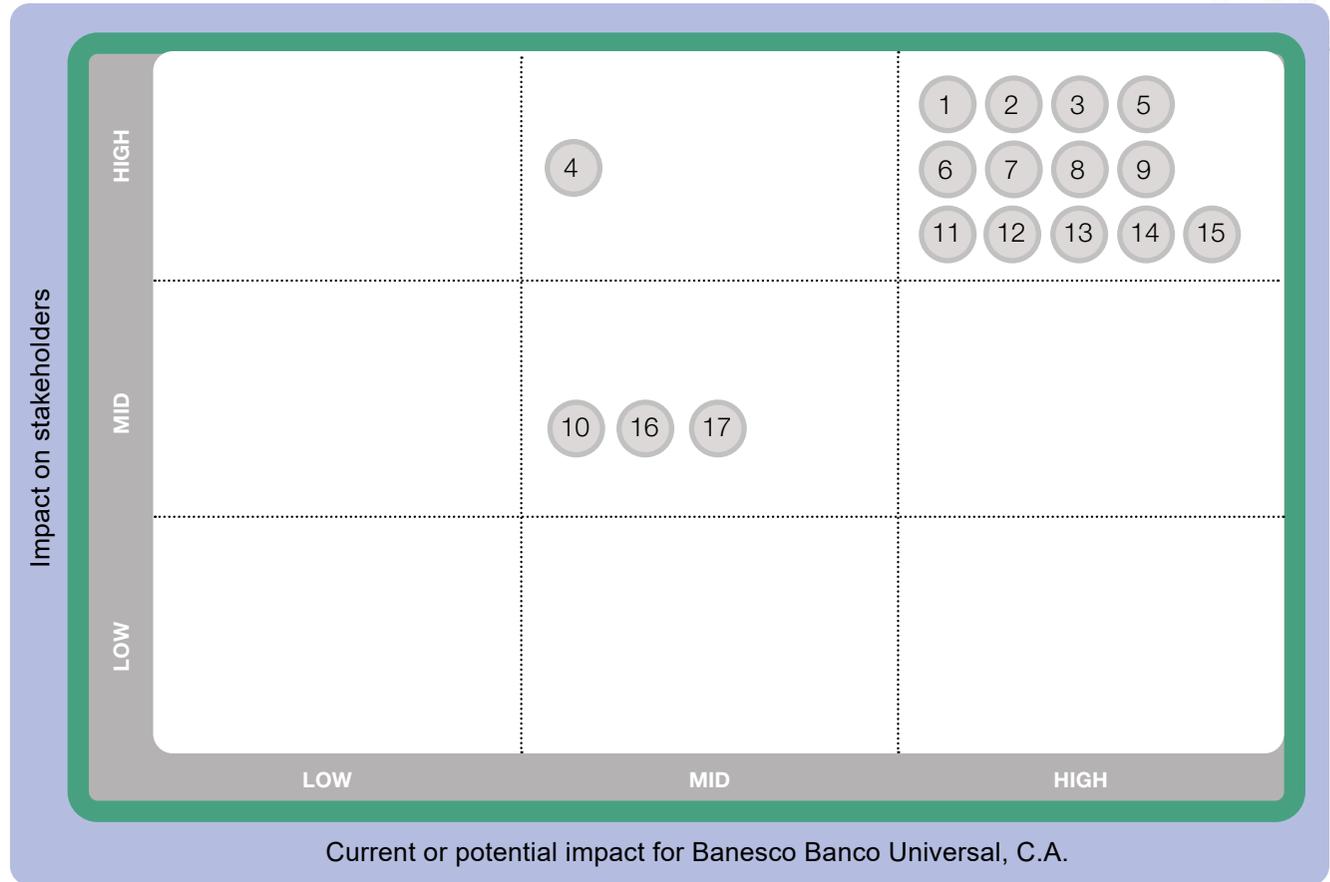
MAIN RISKS, IMPACTS AND OPPORTUNITIES

102-15, 102-29, 102-30, 102-33, 102-40, 102-42, 102-43, 102-44, 102-46, 102-47, 103-1, 103-2, 103-3

MATERIALITY MATRIX

Material issues included in the materiality analysis are under constant review and, if adjustments are required over time, they will be made and reported to all stakeholders in a timely manner, stating the impacts they cause, as well as the actions taken to ensure the strategies adopted. This is how we remain at the vanguard in order to consolidate our capacity to respond to future eventualities.

Our business model addresses the material issues which are important to our Stakeholders and the Bank. Managing the expectations of our Stakeholders is one of the priorities and strategies pursued by senior management.



THE INTERNAL DIMENSION OF OUR SOCIAL RESPONSIBILITY



CORPORATE GOVERNANCE

102-18, 102-19, 102-22, 102-24, 102-26, 102-33

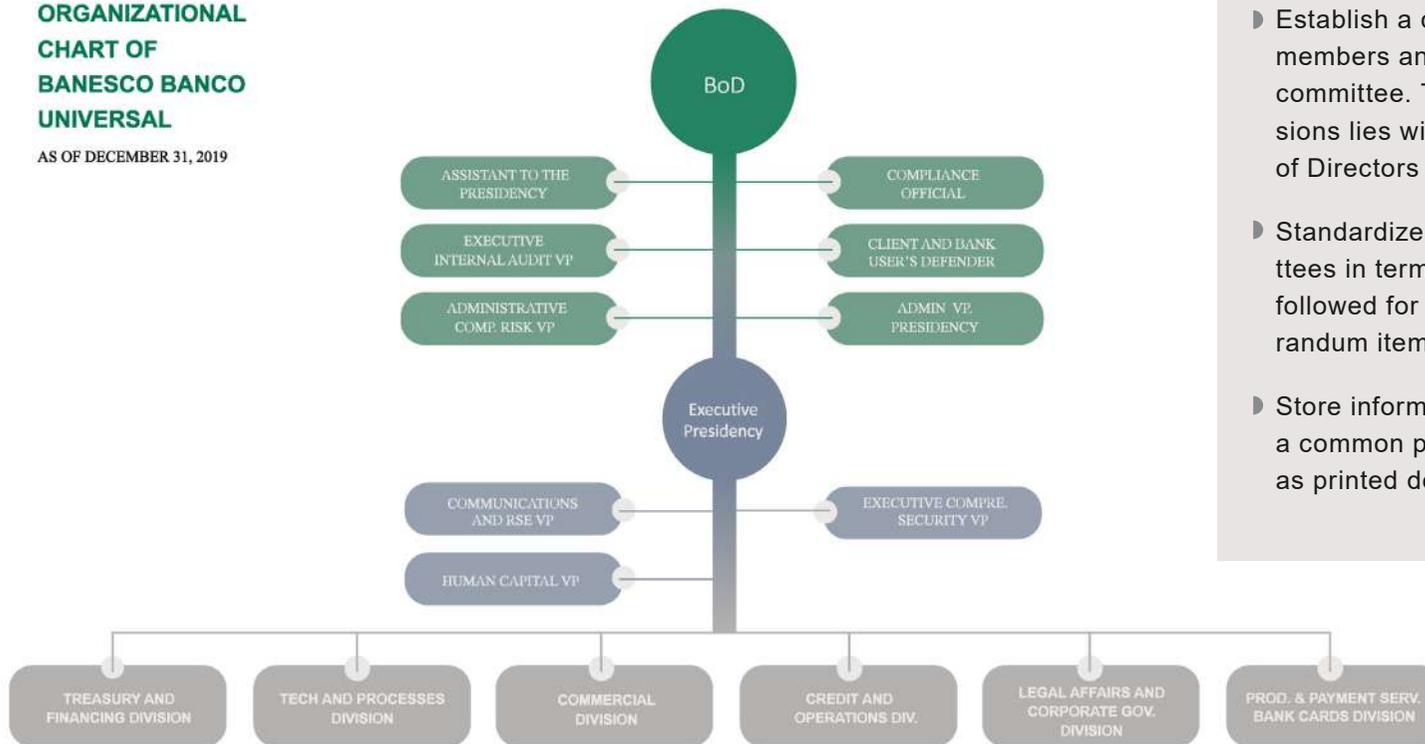


OUR MISSION

The Corporate Governance is the area in charge of promoting the efficient and appropriate management of the Organization's deliberation bodies. It articulates and acts jointly on rules, principles and procedures that regulate its functioning and seek to ensure higher levels of efficiency in the decision-making process, with a focus on the profitability, transparency and sustainability of the institution.

ORGANIZATIONAL CHART OF BANESCO BANCO UNIVERSAL

AS OF DECEMBER 31, 2019

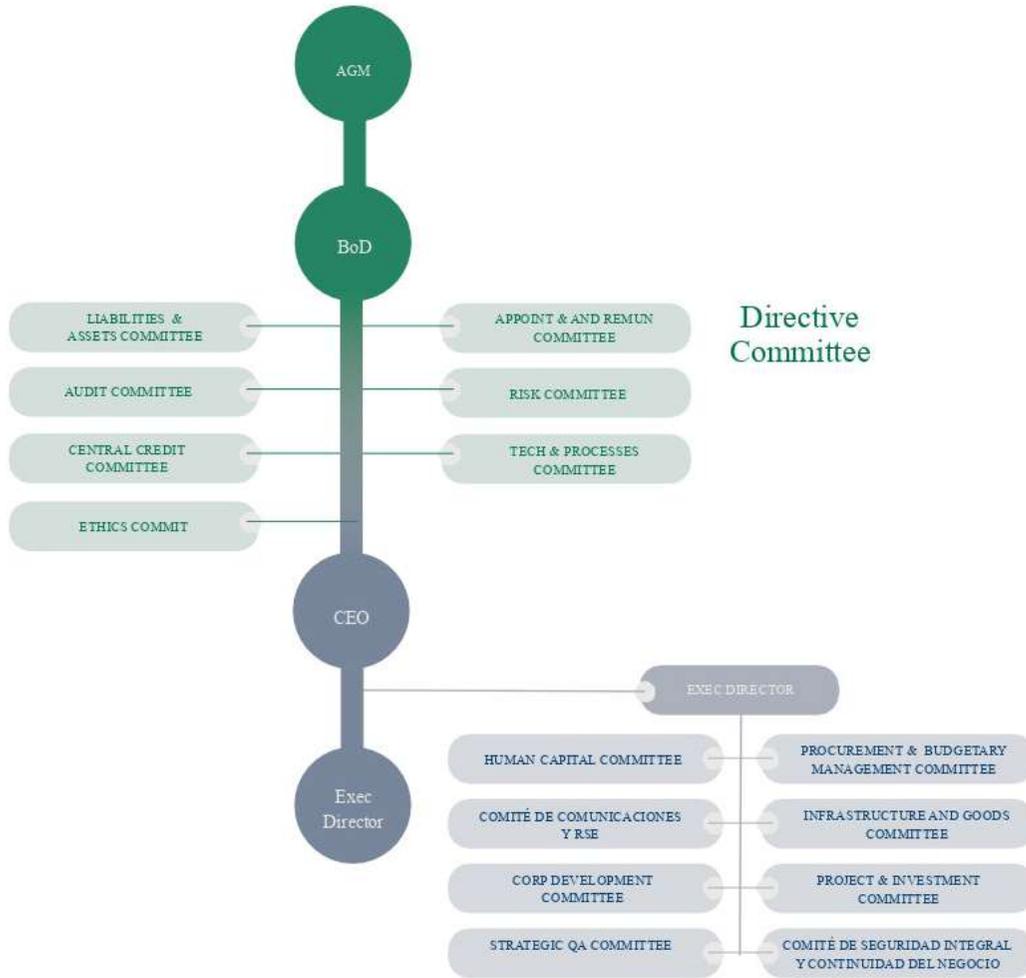


OUR MANAGEMENT

In 2019, Corporate Governance promoted the updating of the Executive and Management Thematic Committees' members; the implementation of the Single Regulations for the functioning of the Executive and Management Committees and other deliberation bodies; and the centralization of the material issued by them.

- ▶ Establish a clear distinction among the members and permanent guests of a committee. The responsibility for decisions lies with the members of the Board of Directors and the Executive Officers.
- ▶ Standardize the operation of the committees in terms of the methodology to be followed for calls, presentations, memorandum items, among other supports.
- ▶ Store information in electronic formats in a common place, with the same efficiency as printed documents.

CORPORATE GOVERNANCE CHART FLOW OF BANESCO BANCO UNIVERSAL



MEMBERS OF THE BOARD OF DIRECTORS (BOD)

Main Directors:

Juan Carlos Escotet Rodríguez
CHAIRMAN OF THE BOARD OF DIRECTORS

José Grasso Vecchio
CEO

Miguel Ángel Marcano Cartea
Carlos Alberto Escotet Alvarez*
Emilio Durán Ceballos
María Josefina Fernández Maroño
Carlos Eduardo Escotet Alvarez*

Directores Suplentes:

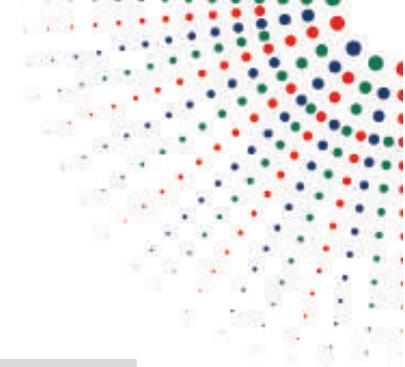
Juan Carlos Alvarez Hurtado*
María Clara Alvarez Hurtado*
Mario Vladimir D'Alfonso Schaffino*
Marlo Germán Ovalles Martínez*
Teresa Yabuur Ebrimain*
Vilma Angelina Rodríguez Vivas*
Patricia Riera Chaparro*

* Appointed at the Special Shareholders' Meeting held on 09/26/2019. Their appointment is pending approval by Sudeban..



The average age of the Board representatives for 2019 is 53 years old and the gender ratio is 6 men and 1 woman.

53
AVERAGE



BODIES AND MECHANISMS OF THE CORPORATE GOVERNANCE SYSTEM

The Corporate Governance structure is derived from the Bylaws, the Banking Sector Institutions Law, the Code of Commerce, the regulations issued by the Superintendency of Banking Sector Institutions (SUDEBAN) and the decisions made by the Board of Directors, aligned with current trends, in order to apply the best practices and the best practices



The governance structure is composed of the AGM, the Board of Directors, the Chairman of the Board of Directors, the Chief Executive Officer, the Thematic Committees (Management and Executive), the di-

fferent Executive Divisions, as well as the Compliance Officer and the Internal Auditor, other Committees, as well as the Compliance Officer, present a monthly report to the Board of Directors or the Executive Committee in order to be accountable for their management.

MEETING OF SHAREHOLDERS

This body represents the universality of the shareholders and has the ultimate management of the company. It holds annual meetings within 90 days following the close of each six-month period, and special meetings whenever the Board of Directors deems it convenient for the company's interests, or when so requested by a group of shareholders accounting for at least 20% of the company's share capital. When gathered, its acts and resolutions are binding for the Bank and all its shareholders.

The Shareholders' Meeting shall have the following powers: (i) Determine the number of Directors to be part of the Board of Directors; (ii) Appoint the members of the Board of Directors and fix their remuneration; (iii) Appoint the Commissioner and the Alternate and fix their remuneration; (iv) Discuss, approve or modify the Financial Statements submitted to it, in view of the Commissioners' report; (v) Dictate and amend the Company's Bylaws; (vi) Decide on the early dissolution, extension, merger with another company, sale of corporate assets, change of corporate purpose, increase, reduction or reinstatement of share capital and amendment of the Bylaws in the aforementioned matters; (vii) Decide on the distribution of dividends and the form of payment thereof, in the amount, with the frequency and at the time it deems convenient,

in accordance with the Law and the Bank's Bylaws; (viii) Decide on the creation of reserves or special sections submitted for its consideration by the Board of Directors; (ix) As well as to hear and decide on any matter within its competence, in accordance with the Law and the Company's Bylaws.

BOARD OF DIRECTORS

The legislation in force for the Venezuelan banking sector, The Decree with Rank, Value and Force of Law of the Banking Sector Institutions (LISB), published in Special Official Gazette No. 6,154, dated November 19, 2014, reprinted in Official Gazette No. 40,557, dated December 8, 2014, establishes in its Article 30 that the Board of Directors must be comprised of no less than 7 principal directors and their alternates, in addition 1/3 of both the principal and the alternates must be Independent Directors, i.e., they may not be shareholders of the Banking Institution, directly or indirectly.

In accordance with the above, the appointment of the members of the Board of Directors of Banesco Banco Universal, C.A., is made in accordance with the Banking Sector Institutions Law (LISB) and other provisions issued by the Superintendency of Banking Sector Institutions (Sudeban), among which are the "Norms that allow determining

the Compliance with the Moral and Ethical Quality Requirements for the Exercise of the Banking Activity” and the bylaws.

This governing body is in charge of the general administration of the business and operations, including its Corporate Social Responsibility policy. The Board of Directors is made up of qualified individuals, with broad experience in different areas of the banking business, with recognized solvency and honorability.

The Board of Directors is made up of more than 1/3 Independent Directors and it is responsible for the definition and strategic direction of the Organization, approves the business principles and policies and regulates the executive decision autonomy.

It also controls the operations and functional areas of the bank, evaluates and compares the business projections and the results of each fiscal year with prior periods.

This governance body is also responsible for identifying the various risks to which the Organization is subject, including economic, environmental and social risks. Accordingly, it establishes policies and processes to manage them.

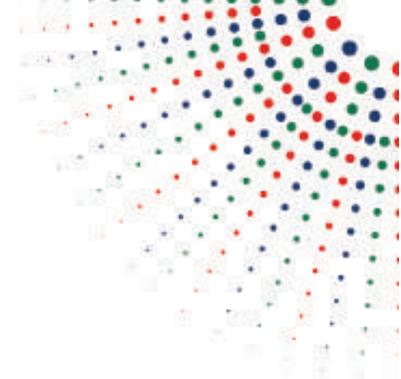
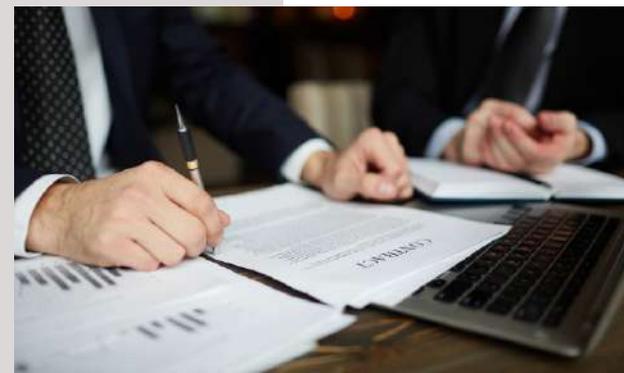
Some of these tasks are carried out jointly with the Risks Steering Committee, responsible for the comprehensive management of the risks to which the institution is exposed.

CHAIRMAN OF THE BOARD OF DIRECTORS

The Chairman of the Board of Directors exercises the legal representation of the Organization in the broadest manner before all authorities and any other persons or public or private entities, presides over the deliberations of the Board of Directors. Among his attributions are the powers to represent the institution, to grant in its name contracts, agreements, conventions and, in general, all kinds of documents of any nature. The Chairman and the Board of Directors exercise the broadest powers of administration and disposition of the Bank.

CEO

He is appointed by the Board of Directors and is responsible for the management, daily operation and internal services, including the administration and comprehensive management of the business related to the banking activity. He is in charge of coordinating the activities and tasks assigned to each of the directorates and reports to the Board of Directors on their performance and management.



COMPLIANCE OFFICER

The Compliance Officer is a high-level official dedicated exclusively to the work of prevention and control of Money Laundering crimes, Financing of Terrorism and Financing the Proliferation of Weapons of Mass Destruction (ML / FT / FPWMD). This officer reports directly to the Board of Directors and is in charge of the supervision and control of the ML/FT/FPWMD Prevention and Control Unit. This officer has functional authority to make decisions in the framework of the execution of his attributions, among which are the following: a) To Promote and supervise the compliance with policies, procedures, provisions and controls related to the Prevention and Control of Money Laundering and Financing of Terrorism and Financing of the Proliferation of Weapons of Mass Destruction approved by the Board of

Directors of the Obligated Party; b) To design together with the ML/FT/FPWMD Prevention and Control Unit the Annual Operational Plan; c) To submit annual and quarterly reports to the Chairman and Board of Directors of the Bank, which, which among other aspects, contain the progress of the Annual Operating Plan, Annual Training Program in Prevention and Control of ML/FT/ FPWMD, as well as its



recommendations for improving undertaken actions; d) To file to the National Financial Intelligence Unit (UNIF) the Suspicious Activity Reports deemed necessary, as well as the replies to requests for information



related to the subject required by it and other competent authorities, within the deadlines established by the Law and request for information among other.

INTERNAL AUDITOR

In accordance with the Decree with Value and Force of Law on Banking Sector Institutions, the internal auditor is responsible for ensuring that the Bank's operations and procedures comply with the Law, prudential regulations, internal manuals of the Organization's procedures and the accounting Principles approved by the Superintendency of Banking Sector Institutions. Likewise, he is in charge of overseeing the proper functioning of the internal control systems; ensuring compliance with the resolutions of the General Meeting of Shareholders, the Board of Directors and the Superintendency of Banking Sector Institutions; signing the financial statements, together with the legal representative and the general accountant; internally coordinating the analysis of the different operations of the Institution and, working together with the Audit Committee, informing the Board of Directors about the results of the different audits carried out in order to improve processes and to be able to correct any gap that may arise.



DIRECTIVE THEMATIC COMMITTEES

These are the bodies supporting the exercise of the Board of Directors' responsibilities, aimed at promoting compliance with corporate policies and the transparency of businesses, which are directed by the management. In 2019, the bank had the following committees:

Auditing Committee



The Auditing Committee is responsible for monitoring the efficiency of the Internal Control System based on the results obtained in internal and external audits, reporting and giving an opinion on the reports, audits and inspections that are carried out, and verifying that the points raised have been addressed.



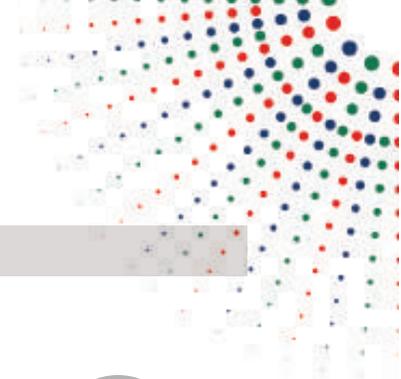
The information provided by the Audit Committee promotes the internal control culture in the Organization and contributes to the improvement of the management and efficiency of operations, as well as to the strengthening of policies, standards and procedures adjusted to the current regulatory framework.

The Audit Committee abides by the Bank's Bylaws, the Law on Banking Sector Institutions, and the Regulations issued by the Superintendency of Banking Sector Institutions (Sudeban). Its structure complies with current regulations and best international practices, allowing for transparent management based on the highest professional and ethical principles framing the relationship with shareholders, clients, employees and other stakeholders of the Institution. This Committee has Internal Regulations for its operation aligned with good corporate governance practices, it meets once a month and is chaired by an Independent Director.

The Audit unit has carried out regulatory audits in the area of risk and in matters of Prevention and Control of Money Laundering and Financing of Terrorism and Financing of the Proliferation of Weapons of Mass Destruction (PCML / FT / FPWMD), which are reported to the Audit Committee, the Bank's Board of Directors and the regulatory body in accordance with existing regulations.

CONDUCTED AUDITS	Reports issued during 2019		Reports issued during 2018	
	1st Half	2nd Half	1st Half	2nd Half
GENERAL BRANCHES, BRANCHES IN BORDER ZONE AND HIGH-RISK CLIENTS				
Gran Caracas	-	122	137	135
Central Los Llanos	-	28	29	29
Carabobo	-	22	27	26
Los Andes	-	22	24	23
South-eastern	-	28	29	29
North-eastern	-	22	27	26
Center-Western	-	23	25	25
Southern Zulia	-	14	19	19
Zulia-Falcón	-	16	17	17
Gran Caracas Border Zone	-	-	1	-
Centro Los Llanos and Carabobo Border Zone	6	-	5	-
Los Andes Border Zone	19	-	20	-
South and North-eastern Border Zone	26	-	26	-
Southern Zulia and Falcón Border Zone	34	-	35	-
Sub-Total	85	297	421	329
Total	382		750	

CONDUCTED AUDITS	CENTRALIZED AREAS			
	1st Half	2nd Half	1st Half	2nd Half
Centralized Areas	31	19	27	24
Compreh. Risk	1	1	1	1
Compliance Office	9	3	4	2
Sub-Total	41	23	32	27
Total	64		59	



DIRECTIVE THEMATIC COMMITTEES

Assets and Liabilities Committee

It constitutes the body that is directly responsible for the management of market and liquidity risks (price, interest and exchange rate) and for the adequacy of assets. It periodically analyzes the degree of exposure to risks and defines the financial strategies in the short and medium term against the risks assumed in accordance with the foreseeable evolution of the markets. Its main purpose is to manage assets and liabilities, from a financial, commercial and risk perspective, managing to anticipate market threats and opportunities, in order to optimize results and achieve compliance with the goals set in financial planning.



Ethics Committee

Its role is to receive, analyze, evaluate and solve issues that may be damaging to compliance with the rules established in the Banesco Code of Ethics and Conduct. Similarly, it is responsible for encouraging the promotion of the Organization's values.

Central Credit Committee

The purpose of this committee is to decide on the credit applications that are submitted to it, according to the autonomy levels authorized by the Board of Directors and in accordance with the regulations in force on this matter, to decide on credit applications, approval and release of credit guarantees, to decide on proposals to renegotiate any of the terms and conditions of the approved credits. The renegotiation includes, but is not limited to, modifications in the approved conditions regarding: payment terms, interest rates, credit amortization extensions, substitution, addition or release of guarantees and any other aspect related to the credits approved by this committee. Additionally, it submits to the Board of Directors a monthly report regarding credit approvals according to the levels of autonomy.

Appointment and Remuneration Committee

It is a body that supports the management carried out by the Board of Directors and its responsibilities comprise giving advice regarding the selection, appointment and remuneration of the members of the Board of Directors, in addition to the development of the approach for executive human talent strategic management in terms of compensation, development and succession

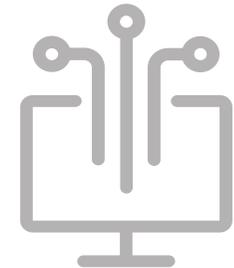
Risk Committee

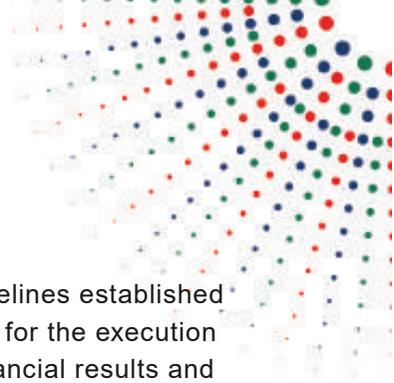
Its main function is the administration, identification, measurement and mitigation of the risks to which the Organization is exposed, through a system that includes objectives, policies, procedures, abilities for identification, measurement, assessment and monitoring of risks, which support the Board of Directors in strategic planning and reasonably ensure the achievement of its goals.



Technology Committee

Its main function is to ensure that technological implementations are aligned with the Organization's strategies and objectives, maintaining a global and horizontal vision of the business, using resources responsibly and identifying and managing risks. It also proposes policies under the main standards in the area of technology.





EXECUTIVE COMMITTEE

This is the executive body responsible for ensuring compliance with the policies, strategies, standards, procedures and guidelines established and approved by the Board of Directors, since the latter has delegated this responsibility to it. This committee is responsible for the execution and monitoring of the most relevant issues related to the administration, monitoring and control of the business plans, its financial results and the bank’s profitability. It is also in charge of adopting the necessary actions for the effective and optimum control of the executive management in order to achieve the objectives, indicators and growth targets established in the Strategic Planning.

EXECUTIVE THEMATIC COMMITTEE

Human Capital Committee

It is the collegiate body in charge of ensuring the proper management of the human team. Its main goal is to constantly evaluate the demands and requirements resulting from organizational and strategy changes and their interrelation with human capital, to ensure alignment between the best practices in personnel management and the real needs of the business. It is made up of Directors who are members of the Board of Directors, Executive Directors and representatives of the Human Capital area.



Communications, Responsibility and Corporate Sustainability Committee

It is the committee in charge of designing, implementing and ensuring the faithful fulfillment of the Organization’s Corporate Strategic Communications Plan that ensures the alignment of the variables of the communications processes with the business strategy, which facilitates the interrelationship with the different interest audiences and which contributes to strengthen and improve the organizational identity and performance. Likewise, it defines and coordinates communication strategies that allow the incorporation of the company’s culture into Banesco Citizen, bringing together its values and promoting the organizational philosophy to facilitate the processes of change. It works to generate identification

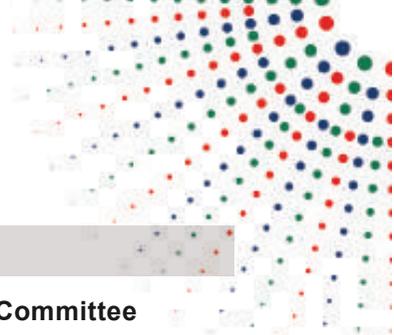


and position the mission, vision, values and philosophy of the company by means of internal communications. This governing body enables the business to be managed with a long-term view, including the evaluation and monitoring of economic, social and environmental risks. It is appointed by the Bank’s Board of Directors, reporting to the Executive President and is the body directly responsible for implementing and developing the responsibility and sustainability policy, involving all areas of the Bank.

Corporate Development Committee

The Corporate Development Committee is the body responsible for the definition, prioritization and monitoring of the commercial strategy, which is understood as the set of initiatives that allow making the business plans operative under a philosophy that aligns the segments, the products and the service channels, guaranteeing the customer’s experience as a structural component of differentiation.





EXECUTIVE THEMATIC COMMITTEE

Strategic Service Quality Committee

Its main purpose is to promote and ensure the fulfillment of the offer of value and promise of service to customers, appropriate to their needs, by monitoring the policy, rules and standards, continuous improvement of processes, products, services and human capital, aimed at fostering a service quality culture aligned with the Organization's strategic framework and its profitability.



Procurement & Budgetary Managerial Committee

Its main function is to direct and govern the budget management and procurement processes from the formulation of the budget to the contracting of goods and services, guaranteeing efficiency levels of expenditure, as well as the selection of the best option offered in the market, in order to achieve the Organization's strategic objectives.



Infrastructure and Assets Committee

It is the body in charge of coordinating and promoting the design, development and implementation of physical infrastructure projects in order to provide the Organization with spaces that meet its needs. It is also in charge of evaluating the destination of the institution's assets that, due to their conditions, have complied with the service for which they were acquired of and are susceptible to being disposed of, as well as those assets that come from donations in payment, foreclosure sale, acquisitions and leases.



Projects and Investment Committee

Its main objective is to ensure that the Project and Investment Portfolio to be recommended to the Executive Committee for its approval (annual or emerging) complies with those factors that justify the allocation of resources regarding the impact on the strategy achievement; value generated for the institution; business continuity; compliance with regulations; feasibility of the amount to be invested and the required execution capacity; ensuring the reasonability and feasibility of business cases for each of the approved investments; and finally, ensuring the control and monitoring of the Portfolio of Projects and approved projects, with a focus on the return on investment as a promise of value.



Comprehensive Security and Business Continuity Committee

It is the management support body carried out by the Comprehensive Security area for the prevention and control of financial crimes and business continuity in order to guarantee the availability of critical services of the organization. Its responsibilities also comprise advising on information security, control and prevention of losses, financial and administrative investigations, as well as preparing and executing contingency plans or measures in the event of unexpected or high-impact situations.

MANAGERIAL REPORT ON THE COMPLIANCE OF GOOD GOVERNANCE REGULATIONS

For Banesco Banco Universal, compliance with the Principles of good Corporate Governance means carrying out its activity in accordance with the following standards::

- **EFFICIENCY:** Aimed at producing the highest value at the lowest cost in the shortest time and achieving the goals that have been set.
- **EQUITY:** Strict respect for the right to equal treatment of shareholders, workers, clients and suppliers, as well as any person related to society.
- **RESPECT:** For the economic and political rights of shareholders and clients.
- **TRANSPARENCY:** Communication and Information: Generate the greatest trust and credibility towards regulatory entities, internal bodies and our clients through the timely and truthful disclosure of information related to government bodies in order to contribute to the full knowledge of the company.

Banesco Banco Universal is therefore following the “one share, one vote” principle. Accordingly, it recognizes the proportionality that must be guaranteed between the percentage of participation in the capital and the corresponding right of participation in the formation of the will of the institution, always through the informed exercise of the shareholders’ political rights.

The Organization, through the Corporate Governance Direction and Legal Affairs Department, evaluates the governance mechanisms for the benefit and protection of the interests of its shareholders, clients and employees, as well as the creation of guidelines for the administration of the stimulus and managerial discipline that results in the satisfaction of our clients. In order to guarantee compliance with the world standards of good corporate governance, the performance of each of the government instances is evaluated annually, based on indicators that measure their management and with those results are evaluated. They undertake the necessary actions to optimize their operation, taking into account the criteria of efficiency and effectiveness in meeting the objectives of each committee.

It also carries out annual reviews before the Board of Directors of compliance with the best practices and world trends and its standardization by each Committee: planning of agendas for their alignment with the objectives, control

and monitoring of decisions, reporting to the higher levels of government on their activity, among others.

REGULATION, CORPORATE AND UNIONS PARTICIPATION

Banesco Banco Universal is regulated in accordance with the Law on Banking Sector Institutions, the Law on the Central Bank Venezuela (BCV), prudential regulations issued by the Superintendency of Banking Sector Institutions (Sudeban), among others.

It is an active member of the Venezuelan Banking Association (ABV) and takes part in its various committees. It also takes part in various committees before the BCV and works with franchises and committees related to its businesses, such as: Suiche7B, Visa, MasterCard.

From the perspective of its social action, the Bank has a membership in the Venezuelan-American Chamber of Commerce and Industry (Venamcham) at national level, the Voluntary Dividend for the Community, the Caracas

Chamber of Industrialists and Competitive Venezuela.



OUR ETHICS AND HUMAN RIGHTS POLICY

We promote equality among our personnel and in the treatment with our clients without distinction as to ethnic origin, socioeconomic status, marital status, age, physical appearance, disability, political affinity, religious belief (or lack thereof), sexual orientation or any other particularity. We respect their dignity and guarantee equal opportunities. We base our business relationships on equity, fair transactions and mutual benefit, and a non-discriminatory policy for selecting suppliers.



Banesco Banco Universal, C.A., takes into account social and environmental issues in all its activities. We are signatories of the United Nations Global Compact. These are agreements by

which organizations around the world make a voluntary commitment to establish in their strategies operations, principles related to labor standards, environment, human rights, corruption and transparency.

Banesco reports annually its progress in implementing the 10 Principles of the United Nations Global Compact regarding human

rights, work, environment, and anti-corruption, through a the Responsibility and Sustainability Report, which is public.

Banesco Banco Universal seeks to implement these commitments as part of its business strategy. Therefore, it has complied with these initiatives:

- ▶ The content of the Ten Principles of the Global Compact through our internal and external media (blog).
- ▶ 59 contracts were signed with suppliers in 2019, 20 of which included Clause Number 20, Subsection J) related to the Ten Principles of the Global Compact, based on the Universal Declarations and Conventions applicable to Human Rights, Environment, Labor Standards and Anti-corruption.



OUR BANESCO RESPONSIBILITY AND SUSTAINABILITY POLICY

Our Responsibility and Sustainability Policy is aimed at achieving Economic, Social and Environmental Sustainability and a responsible management in all areas of the organization. We are committed to the Sustainable Development of our stakeholders and - to achieve the goal that we have established- we have established a value proposition, based on our products, services and programs that promote Economic, Social and Environmental Development in a balanced manner. Therefore, we assume our responsibility to respect and promote Human Rights; to contribute to the well-being in all its areas of operation; to interact, under ethical principles, with all its different interlocutors: workers, clients, suppliers, authorities, shareholders and society in general.

As a remarkable factor, Banesco Banco Universal, has decided to be an active agent in the support of small businesses and micro-entrepreneurs by training entrepreneurs and developing inclusive products and services that are an opportunity for all the sectors of population.



SUSTAINABLE DEVELOPMENT GOALS

Banesco Banco Universal, C.A., is committed to contributing to the sustainable Development Goals (SDGs) of United Nations. Consequently, by means of our management and business activities, as well as of all our social investment programs, we directly contribute to their compliance. Our internal and external channels of communication have been means of promotion of the knowledge of SDGs for all our stakeholders.



THE MAIN SDGS THAT WE COVER WITH OUR BANKING ACTIVITY AND SOCIAL MANAGEMENT ARE THE FOLLOWING:



NO POVERTY. We promote projects to support fostering resilience in communities and the people who are in vulnerable situations.



ZERO HUNGER. We offer our employees continuous support and benefits for their nutrition and their family nutrition. We provide different options that contribute to ending hunger, achieving food security and improving our collaborators' and their families' nutrition. We contribute with nutrition programs of our social partners and social allies.



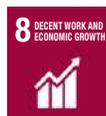
GOOD HEALTH AND WELL-BEING. We cooperate with health institutions in order to improve the quality of life of people and to address their needs.



QUALITY EDUCATION. We promote education as a means to lift people out of poverty and to help the progress of the communities where we are present.



GENDER EQUALITY. We have an open attitude towards diversity. We understand and respect each human being. We have a Code of Ethics which addresses non-discrimination, which is applicable to our human Capital and stakeholders.



DECENT WORK AND ECONOMIC GROWTH. We are competitive in the labor market with the purpose of attracting and retaining the best candidates and of making our employees feel motivated, committed and rewarded.



REDUCED INEQUALITIES. We carry out programs for promoting financial inclusion of communities and their training for entrepreneurship and job creation.



SUSTAINABLE CITIES AND COMMUNITIES. We are committed to contributing to the progress and growth of people and of companies in order to support sustainable development of communities



RESPONSIBLE CONSUMPTION AND PRODUCTION. We are careful and are committed to include in a proper and transparent way ethical, social and environmental criteria with the purpose of developing responsible activities.



PEACE, JUSTICE AND STRONG INSTITUTIONS. We are an organization that is transparent in its business action. We are committed to being accountable to all our stakeholders and with all the ethical responsibilities, risks and anti-corruption topics.



PARTNERSHIPS FOR THE GOALS. We build strategic partnerships with organizations and companies allowing us to contribute to sustainable development of communities. We respect the current regulatory framework which contributes to applying policies of elimination of poverty.

MONEY LAUNDERING AND FINANCING OF TERRORISM COMPREHENSIVE RISK MANAGEMENT SYSTEM(SIAR ML/FT/FPWMD)

Banesco Banco Universal, with regard to Prevention and Control of Money Laundering, Financing of Terrorism and Financing of proliferation of weapons of mass destruction (PCML/FT/FPWMD) is governed by Resolution No. 083.18 issued by the Superintendency of Banking Sector Institutions (Sudeban), which lays down the “Rules for Management and control of risks related to Money Laundering, Financing of Terrorism and Financing of Proliferation of weapons of mass destruction applicable to Banking Sector Institutions, in addition, it is governed by the Organic Law against Organized Crime and Financing of Terrorism as well as the Organic Law On Drugs.

In Banesco Banco Universal, the Money Laundering, Financing of Terrorism, Financing of Proliferation of weapons of mass destruction (SIAR ML/FT/FPWMD), is adapted to the complexity of business, products and financial transactions offered and is in compliance with the legal regulations governing the matter.

Through the SIAR, potential suspicious (ML/FT/FPWMD) activities are prevented and detected, in any of their stages, carrying out the following steps:

- ▶ **PREVENTION:** In order to reduce the possibility that funds coming from activities related to (ML/FT/FPWMD) enter in the Banking System, by applying policies, procedures and internal controls for the proper knowledge of the client and of the employees, complemented by a continuous communication and training of the Bank staff at all levels, in accordance with the training policies established in said Resolution.
- ▶ **CONTROL AND DETECTION:** Of activities intended to be carried out or that have been carried out in order to give semblance of legality to transactions related to (ML/FT/FPWMD), by means of implementing proper, timely and effective controls and monitoring tools.
- ▶ **REPORT:** Timely, efficient and effective of the detected transactions that are pretended to be carried out or that had been carried out and that are suspected to be related to (ML/FT/FPWMD).



OUR SHAREHOLDERS



OUR POLICY

One of the fundamental axes of Banesco Banco Universal C.A. is to manage the business in a pluralistic and participatory way. We believe in the exchange of ideas and thoughts, therefore, we involve our shareholders in our daily work. We have a broad base of private shareholders who benefit from high profitability and solvency.

Our commitment is to maintain a transparent relationship with our shareholders by means of Shareholders' Meetings and the Shareholders' Unit. We hold ordinary and special meetings to report on the management of the business.

In 2019, two ordinary meetings were held, on March 26 and September 26. Likewise, three special meetings were held on January 20, August 06 and September 26. In 2018, two ordinary meetings were held on March 22 and September 27 and two special meetings were held on the same dates of the ordinary meetings.

We have a wide base of individuals who benefit from our high profitability and solvency. We respect the rights of all the shareholders as regards to the dividend payment decree. Our commitment is to correspond to the trust deposited by our shareholders, by means

of an adequate return on their capital, with solvency, a transparent corporate governance, and careful risk management. The capital remuneration policy seeks a balance between the payment of dividends and sufficient levels of capitalization to face the challenges, opportunities and difficulties that may arise.



PREFERRED SHARES

Banesco Banco Universal, C.A., at the end of 2019 had a total of 29,584 shareholders: 23,650 owners of preferred shares and 5,934 of common shares, while at the end of 2018, the Bank had a total of 29,586 shareholders: 23,652 owners of preferred shares and 5,934 of common stock.

SHAREHOLDERS' UNIT

The purpose of this unit is to serve in a timely and transparent manner the shareholders. For this purpose, it keeps an attention service via telephone and e-mail. By means of this Management, shareholders obtain all the necessary information about their investment: account statements of their dividends (history), claims, certifications by external auditors, assignment of shares in case of divorce or death, guarantee, delivery of reports upon request and, in general, everything related to their shares. In 2019, the inquiries were aimed at knowing the process for capital increase, pre-emptive subscription rights, shareholding position and dividends receivable.



BASIC FEATURES

SHARE CAPITAL (VES)		
	2018	2019
Share Capital	12,500	12,500



In addition, in order to promote the strengthening of the institution's equity and growth, special shareholder's meetings were held from November 2017 to November 2018. At these meetings, it was agreed to increase the bank's share capital for VES 800.4 million through the preemptive subscription of shares, with the participation of the vast majority of our shareholders. As of this date, such increases are awaiting authorization by the Superintendency of Banking Sector Institutions (SUDEBAN), subject to the binding opinion of the Higher National Financial System Body (OSFIN).

SHARES		
	2018	2019
Number of shares	125,000,000	125,000,000
Circulation	122,045,467	122,045,467
Treasury	2,954,533	2,954,533

NUMBER OF SHAREHOLDERS		
	2018	2019
Common	5,934	5,934
Preferred	23,652	23,650
Total	29,586	29,584

In order to promote the strengthening of the institution's equity and growth, special shareholder's meetings were held in 2017 and 2018. At these meetings, it was agreed to increase the bank's share capital for VES 800.4 million through the preemptive subscription of shares, with the participation of the vast majority of our shareholders. As of this date, such increases are awaiting authorization by the Superintendency of Banking Sector Institutions (SUDEBAN), subject to the binding opinion of the Higher National Financial System Body (OSFIN).

DIALOGUE WITH OUR SHAREHOLDERS

Information transparency towards our shareholders is one of the principles we have set out in our policies. We have the following communication channels:

- ▶ Shareholders' Unit.
- ▶ Annual and Special Shareholders' Meetings.
- ▶ Half-yearly Financial Reports.
- ▶ Annual Corporate Social Responsibility Report.
- ▶ Digital bulletin sent to our clients via email.
- ▶ Contact and direct meetings with shareholders.
- ▶ Agencies Network.
- ▶ Our website www.banesco.com, which provides relevant information related to financial information issued by the Bank and by the external auditors, CSR reports, and the half-yearly financial reports.



OUR HUMAN CAPITAL

102-7, 102-16, 102-17, 102-25, 102-34, 103-1, 103-2, 103-3, 406-1, 408-1, 410-1, 412-1, 412-2



OUR POLICY

At Banesco Banco Universal, C.A., we are aware that our achievements as an organization are defined by our Human Capital that every day, from every job, responsibly lives our corporate values to do a quality job, delivering an excellent customer experience and consolidating our position as the first Venezuelan private bank.

We have established a policy of equal opportunity, non-discrimination, respect for people, work-life balance, environmental protection and solidarity with our fellow human beings.

We believe that our employees are the backbone of the business; therefore, we promote levels of development, remuneration, motivation and teamwork aimed at achievement, protection and integral well-being.

OUR MANAGEMENT

Our intention is to generate a stable source of employment without discrimination whatsoever. In 2019, we guaranteed stability and security for our employees and filled vacant positions with 717 new people hired. Thus, by the end of the year, there were 4,303 collaborators in our workforce.

The distribution of employees by position and age proves that we are a young and dynamic institution, with an average age of 38.2. During this year, 16.65% of our human capital, or 714 workers, were between 36 and 40 years old.

BANESCO CODE OF ETHICS AND CONDUCT

The Code of Ethics and Conduct for the Banesco Citizen establishes the principles that govern the daily conduct of our collaborators. It aims at respecting human rights and at preventing and controlling money laundering. It also contributes to standardize the actions, roles and values within the Organization, with the aim of pursuing excellence in relations with all those who are part of Banesco.

Its most recent update was made in July 2019, within the framework of the Updating of the Risk Management Policy Manual for the Prevention of Money Laundering, Financing of Terrorism and Financing of the Proliferation of Weapons of Mass Destruction, due to the entry into force of Resolution 083-18, replacing Resolution 119.10.

Our Code of Ethics and Conduct is a public document that can be found on the Intranet Portal and the website (<https://bit.ly/31y-G5yQ>) for consultation by interested parties.

We permanently carry out communication campaigns to reinforce in the Bank's culture the importance of complying with the established regulations. We mainly carry out activities to promote the exchange of information on ethical issues, involving both supervisors and teams in general.

We also have the Contigo_Capital_Humano@banesco through which our employees can maintain constant and direct communication with the Coordination of the Human Capital Attention Center (CACH), an area that addresses Banesco Citizens' requirements that are linked to Human Capital management and require immediate or short-term response. The requests received are met in coordination with the areas involved in their resolution. The employee receives a response through the channels designed for this purpose:

During 2019, Banesco Banco Universal, C.A. did not receive any complaint related to the Human Rights of employees, shareholders, customers, the community or suppliers.



OUR HUMAN CAPITAL

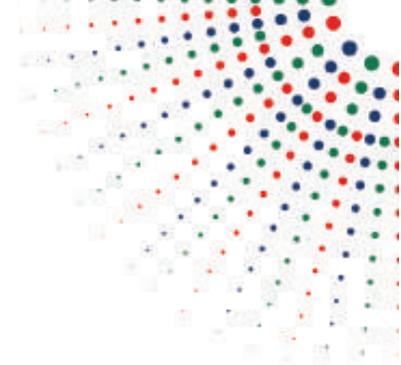
102-7, 102-8, 102-11, 102-16, 102-21, 102-25, 102-33, 102-34, 103-1, 103-2, 103-3, 405-1, 408-1, 412-1, 412-2

AGE AND GENDER DISTRIBUTION

Average	2019			2018			Variation		
Age	Fem	Male	Total	Fem	Male	Total	Fem	Male	Total
15-17	13	9	22	19	13	32	(31.58%)	(30.77%)	(31.25%)
18-25	328	264	592	402	319	721	(18.41%)	(17.24%)	(17.89%)
26-30	395	193	588	564	246	810	(29.96%)	(21.54%)	(27.41%)
31-35	456	211	667	582	266	848	(21.65%)	(20.68%)	(21.34%)
36-40	500	214	714	623	248	871	(19.74%)	(13.71%)	(18.03%)
41-45	379	190	569	456	230	686	(16.89%)	(17.39%)	(17.06%)
46-50	324	178	502	337	203	540	(3.86%)	(12.32%)	(7.04%)
51-55	186	154	340	207	162	369	(10.14%)	(4.94%)	(7.86%)
56-60	122	88	210	121	90	211	0.83%	(2.22%)	(0.47%)
61-65	44	25	69	43	24	67	2.33%	4.17%	2.99%
66-70	12	8	20	10	8	18	20.00%	0.00%	11.11%
71-75	6	3	9	6	3	9	0.00%	0.00%	0.00%
>75	1	0	1	1	0	1	0.00%		0.00%
Total	2,766	1,537	4,303	3,378	1,813	5,191	(18.12%)	(15.22%)	(17.11%)

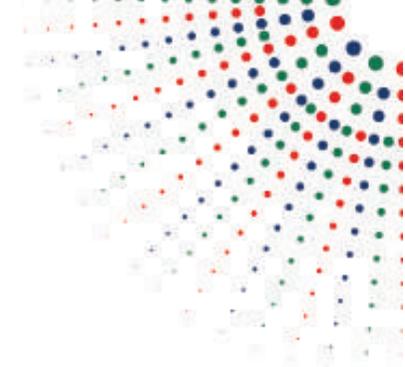
GENDER DISTRIBUTION AND POSITION: CATEGORIES

Level	2019			2018			Variación		
Level	Fem	Male	Total	Fem	Male	Total	Fem	Male	Total
AP/PA/TE	86	66	152	91	65	156	(5.49%)	1.54%	(2.56%)
Base	1,093	556	1,649	1,599	776	2,375	(31.64%)	(28.35%)	(30.57%)
Professional/Technician	1,009	581	1,590	1,074	610	1,684	(6.05%)	(4.75%)	(5.58%)
Supervision	62	60	122	78	65	143	(20.51%)	(7.69%)	(14.69%)
Managerial	492	249	741	508	273	781	(3.15%)	(8.79%)	(5.12%)
Vice-presidents	21	19	40	24	21	45	(12.50%)	(9.52%)	(11.11%)
Directors	3	5	8	4	2	6	(25.00%)	150.00%	33.33%
President	0	1	1	0	1	1		0.00%	0.00%
Total	2,766	1,537	4,303	3,378	1,813	5,191	(18.12%)	(15.22%)	(17.11%)



OUR HUMAN CAPITAL

102-8,103-1, 103-2, 103-3, 202-2, 405-1



AGE AND POSITION DISTRIBUTION CATEGORY

Age groups	2019						2018					
	15-17	18-30	31-40	41-50	mayor 50	Total	15-17*	18-30	31-40	41-50	>50	Total
AP/PA/TE	22	130	0	0	0	152	34					34
Base	0	619	604	266	160	1,649	122	957	858	349	211	2,497
Professional/Technician	0	402	587	410	191	1,590		420	646	441	177	1,684
Supervision	0	14	26	50	32	122		17	41	48	37	143
Managerial	0	15	159	328	239	741		15	178	367	221	781
Vice-presidents	0	0	5	15	20	40			2	20	23	45
Directors	0	0	0	2	6	8				1	5	6
President	0				1	1					1	1
Total	22	1,180	1,381	1,071	649	4,03	156	1,409	1,725	1,226	675	5,191

CONTRACTING AND GENDER DISTRIBUTION

Age groups	2019		2018		Variation	
	Fem	Male	Fem	Male	Fem	Male
Apprentices	79	57	81	62	(2.47%)	(8.06%)
Interns	7	9	10	3	(30.00%)	200.00%
Contracted	131	92	301	169	(56.48%)	(45.56%)
Fixed	2,549	1,379	2,986	1,579	(14.63%)	(12.67%)
Total	2,766	1,537	3,378	1,813	(18.12%)	(15.22%)
Total	4,303		5,191		(17.11%)	



OUR HUMAN CAPITAL

103-2, 103-3, 202-2, 402-1

NATIONAL DISTRIBUTION

Our policy of selection and recruitment of personnel in the different regions of the country is done by following the same rules and procedures as in the Capital Region. This process is carried out by the offices that the Executive Directorate of Human Capital has throughout the regions to review and evaluate the candidates' profiles for the verification of their compliance with organizational requirements.

Inside the country, the Vice Presidents responsible for Sales Network are from each of these regions, which gives them a better understanding of the economic dynamics in each location and of their customers.

The recruitment of sales executives in the regions helps to benefit the local communities and, at the same time, allows for a better understanding of the regional situation, which strategically strengthens decision-making based on the particularities of each area.

Our territorial division corresponds to the business strategy and therefore represents an important source of employment in the different regions of the country. 91.63% of our employees are permanent.



TOTAL OF EMPLOYEES

Year	Total Employees
2019	4,303
2018	5,191
Variation %	(17.11%)

NATIONAL DISTRIBUTION

Region	2019		2018		Variación	
	Workers	% of Total	Workers	% of Total	Workers	% of Total
Capital	2,791	65.10%	3,259	62.78%	(452.00)	50.90%
Centro	461	10.75%	578	11.13%	(117.00)	13.18%
Occidental-Andina	383	8.93%	496	9.55%	(113.00)	12.73%
Oriente-Sur	365	8.51%	480	9.25%	(115.00)	12.95%
Occidental-Norte	287	6.69%	378	7.28%	(91.00)	10.25%
Total general	4,303	100.00%	5,191	100.00%	(888)	100.00%

VICE-PRESIDENTS OF THE NET

Region	2019		2018	
	Quantity	% from local community	Quantity	% from local community
Capital	2	100.00%	3	66.66%
Center	1	0.00%	1	0%
Western-Andean	1	0.00%	1	100%
Eastern South	1	100.00%	1	0%
Zulia-Falcón	1	100.00%	1	100%
Total General	6	60%	7	53.33%

GENDER DISTRIBUTION

Year	Female	Male
2019	2,766	1,537
2018	3,378	1,813
Variation %	(18.12%)	(15.22%)

SENIORITY AVERAGE

Year	Seniority Average
2019	9.24
2018	9.73
Variation %	(5.04%)

INCOME AND EXPENDITURE VARIATION

The Banesco collaborators' turnover rate is a function of the percentage rate between income and expenditure, in relation to the number of employees in the area in a certain period.

Between 2018 and 2019, this rate increased from 40.36% to 27.41%. Therefore, the variation is constant and dynamic, since the Collective Labor Agreement of Banesco Banco Universal, C.A., as per the Organic Law on Labor and Workers (LOTTT), does not establish any minimum period of notice. Consequently, Human Capital variations occur within the current Labor Law framework, aiming at the best labor relations and excellent organizational climate in compliance with the provisions of the Organic Law on Prevention, Conditions and the Working Environment (LOPCYMAT).

TURNOVER RATE

Item	2019	2018
Income (*)	717	1,212
Expenditure	1,633	2,978
Population	4,303	5,191
Total	27.31%	40.36%

* Transfers to fixed assets and contract renewals were not considered in income. The turnover rate is calculated using the formula $(((\text{Income} + \text{expenditure}) / 2) / \text{population at the end of the year} \times 100)$

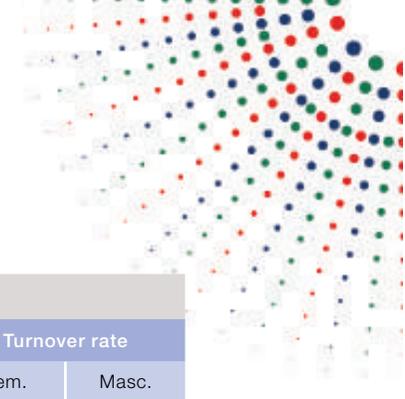


TURNOVER RATE BY REGION

Region	2019			2018		
	Population	Income + Expenditure	Turnover rate	Population	Income + Expenditure	Turnover rate
Metropolitan Region	2,807	1,551	27.63%	3,259	2,870	44.03%
Los Llanos Center Region	461	221	23.97%	578	364	31.49%
Western-Andean Region	383	281	36.68%	496	382	38.51%
North-western Region	365	136	18.63%	378	279	36.90%
South-eastern Region	287	161	28.05%	480	295	30.73%
Total general	4,303	2,350	27.31%	5,191	4,190	40.36%

TURN OVER RATE BY REGION, AGE AND GENDER

Banesco Banco Universal	2019										2018									
	<18		18-30		31-40		41-50		>50		<18		18-30		31-40		41-50		>50	
	Fem	Male	Fem	Male	Fem	Male	Fem	Male	Fem	Male	Fem	Male	Fem	Male	Fem	Male	Fem	Male	Fem	Male
Los Llanos Center Region			44.37%	50.00%	26.85%	21.11%	8.25%	20.37%	10.29%	6.67%	0.00%	0.00%	0.94%	0.43%	1.13%	0.45%	0.37%	0.11%	0.03%	0.02%
Metropolitan Region	162.50%	166.67%	53.98%	51.62%	18.16%	23.33%	9.26%	13.69%	6.58%	10.75%	0.19%	0.17%	9.03%	6.68%	4.37%	2.53%	1.46%	1.12%	0.59%	0.45%
Western-Andean Region			68.55%	85.42%	29.06%	38.39%	11.40%	23.75%	27.27%	18.75%	0.00%	0.00%	0.92%	0.52%	0.95%	0.59%	0.30%	0.24%	0.05%	0.06%
North-western Region			46.77%	53.13%	19.23%	31.48%	20.00%	28.13%	9.21%	9.62%	0.00%	0.00%	0.55%	0.39%	0.80%	0.33%	0.27%	0.15%	0.13%	0.05%
South-eastern Region			52.00%	82.14%	20.50%	25.93%	14.00%	16.67%	12.22%	16.67%	0.00%	0.00%	0.48%	0.37%	0.80%	0.43%	0.39%	0.19%	0.10%	0.04%



TURNOVER RATE BY REGION AND GENDER

Banesco Banco Universal	2019						2018					
	Population		Income / Expenditure		Turnover rate		Population		Income / Expenditure		Turnover rate	
	Fem	Male	Fem	Male	Fem	Male	Fem.	Masc.	Fem.	Masc.	Fem.	Masc.
Metropolitan Region	1,696	1,111	900	651	26.53%	29.30%	2,024	1,235	1,632	1,148	40.32%	46.48%
Los Llanos Center Region	351	110	166	55	23.65%	25.00%	444	134	257	105	28.94%	39.18%
Western-Andean Region	247	136	172	109	34.82%	40.07%	308	188	231	147	37.50%	39.10%
North-western Region	202	85	88	48	21.78%	28.24%	260	118	182	95	35.00%	40.25%
South-eastern Region	270	95	106	55	19.63%	28.95%	342	138	183	107	26.75%	38.77%
Total General	2,766	1,537	1,432	918	25.89%	29.86%	3,378	1,813	2,485	1,602	36.78%	44.18%

PERFORMANCE ASSESSMENT

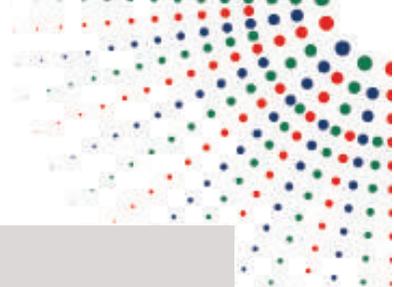
Through the quantitative objective measurement methodology, we conduct performance assessment for the entire population of the bank. In 2019, we aligned the outcomes of the achievement of objectives according to the contribution that was defined in the Strategic Planning of each Unit. We also integrated the measurement of key competencies according to the role of each employee. The objective was to have a comprehensive performance assessment that provides us with information on each employee's contribution to the organization's strategy and the way in which it is achieved. The total number of Citizens who were subject to performance assessment in 2019 was 3,878 employees, representing 90.46% of the active personnel at the end of that year. The remaining percentage corresponds to trainees, personnel who do not apply for assessment due to their seniority and graduates at the time of the 2019 performance assessment.

PERFORMANCE ASSESSMENT

	2019	2018	Variation %
Total Employees	4,303	5,191	(17.11%)
No. of assessed employees	3,878	4,173	(7.07%)
% of assessed employees	90.12%	80.39%	

PERFORMANCE ASSESSMENT BASED ON POSITIONS

Banesco Banco Universal	2019				2018			
	Male		Female		Male		Female	
	Assessment	%	Assessment	%	Assessment	%	Assessment	%
Base	201	14.91%	336	13.29%	239	14%	442	18%
Professional/Technician	853	63.28%	1,667	65.97%	825	48%	1,675	68%
Supervision	39	2.89%	51	2.02%	59	3%	68	3%
Managerial	213	15.80%	427	16.89%	553	32%	274	11%
Vice-presidents	40	2.89%	44	1.74%	27	2%	35	1%
Directors	4	0.22%	3	0.12%	0	0%	3	0%
Gender total	1,350	100.00%	2,528	100.00%	1,703	100%	2,497	100%
Total general of assessed	3,878				4,200			



POSITION PROMOTIONS

We believe in the talent of our collaborators. For this reason, we offer the possibility of growing internally towards positions of greater responsibility through our policy of internal promotion. We promoted 531 collaborators in 2019 as a primary source for filling vacancies and as career development opportunities within the Organization.

POSITION PROMOTIONS

Directorate	2019	2018	Variation %
Board of Directors	31	41	(24%)
Executive Presidency	27	31	(13%)
Commercial Exec. Dir.	269	534	(50%)
Credit and Logistics Exec. Dir.	76	111	(32%)
Cards Exec. Dir.	25	20	25%
Technology and Processes Exec. Dir.	64	58	10%
Treasury and Finances Exec. Dir.	39	36	8%
Total General	531	831	(36%)



REMUNERATION POLICY

Understanding the social environment in which we live and as part of our commitment with Banesco employees and their families during 2019, we increased the Minimum Wage 03 times, in compliance with the emanated and current regulations, with an overall average increase of 232%. Given the sharp increase in minimum wage, through our salary policy we increased wages 04 times, which constituted an average increase of 95%% for the entire organization, ending the year with an overall increase of 1,245% in November. In addition, improvements were made to the food voucher benefit in accordance with current regulations.

PAYMENT POLICIES FOR THE HIGH GOVERNMENT BODY AND THE TOP MANAGEMENT

Banesco Banco Universal, C.A. is committed to continuously evaluate its employees' needs, as well as to provide them with better working conditions. In 2019, a general average increase of 95% was made to all Banesco Citizens at 4 different times; granting 41% in February, 128% in May, 119% in August and 91% in November, in accordance with current regulations.



PROCESSES TO CALCULATE PAYMENTS

Banesco Banco Universal, C.A. establishes its payments by analyzing the relative weights of its positions in each of its work units, which take into consideration the decrees on this matter by the Executive branch, the budget defined for this purpose, macroeconomics indicators and any other relevant variable that allow the appropriate allocation to be established for each case. The yearly remuneration of a collaborator includes Basic Monthly Income, Vacation Bonus, Profits and Company Contribution to Savings Bank of 11%.

RELATION BETWEEN YEARLY PAYMENTS OF THE HIGHEST-PAID PERSON WITH YEARLY AVERAGE SALARY COMPARING TO OTHERS IN THE BANK

With respect to 2018, we have bridged the gap between the average yearly remuneration of the highest-paid person compared to others in the organization.

Payment	2019	2018
Average payment for remaining population	248.978	22.426
Total Yearly Payment Relation	2,13	3,86

- The average salary of the remaining population does not include the highest-paid person in the organization. The estimate includes full-time, part-time and contract workers.
- Given the local context where the activities of Banesco Banco Universal, C. A. are developed, information is kept confidential to safeguard the personal safety of our employees and the Institution's senior management.

PERCENTAGE INCREASE OF YEARLY PAYMENT REGARDING THE HIGHEST-PAID PERSON IN COMPARISON TO THE YEARLY PERCENTAGE INCOME OF THE AVERAGE IN THE BANK

Payment	2019	2018
Highest-paid position	7.453%	32.595%
Average Salary	1.979%	139.407%
% of Annual Increase	1.245%	38.300%

Given the local context in which the activities of Banesco Banco Universal, C.A. are carried out, there is information kept confidential to safeguard the personal safety of our employees and the Institution's senior management.

DISABLED EMPLOYEES

We are aware of the significance of generating employment for people with disabilities capable of entering the labor market. After preparation and training with specialized associations in the field, we have included people with special needs in our personnel in activities of a flexible and dynamic nature.

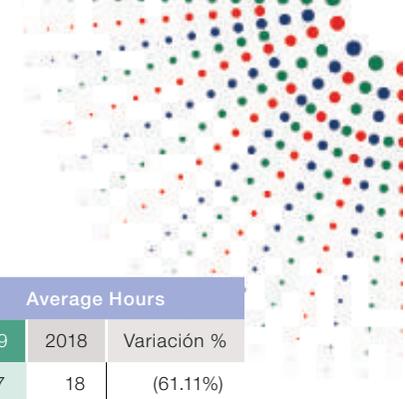
Its development has undoubtedly allowed them to feel and be productive for society, making their efforts and perseverance worthwhile both inside and outside the bank.

DISABILITY BY REGION

Region	2019	2018	Variation
Metropolitan	12	13	(8%)
Los Llanos Center	0	1	(100%)
Total	12	14	(14%)

TYPE OF DISABILITY BY SEX

Type	2019		2018	
	Female	Male	Female	Male
Visual, Musculoskeletal	1	0	0	0
Visual, Intellectual, Mental	1	2	0	0
Visual	2	0	2	1
Musculoskeletal	0	1	0	0
Multiple	0	0	2	3
Mental	0	0	-	2
Intellectual, Mental, Musculoskeletal	0	1	0	0
Intellectual, Mental	1	2	0	0
Musculoskeletal disability and otherss	1	0	1	3
Total gender general	6	6	5	9
Total General	12		14	



TRAINING

During 2019, we delivered learning experiences aimed at generating the technical and professional improvement of Banesco Citizens in order for them to efficiently perform their functions and produce high quality results.



SPECIALIZED TRAINING

Area of Specialization	Training hours		
	2019	2018	Variation %
Banking or Regulatory Knowledge	281,052	93,100	201.88%
Technical Knowledge	66,888	249,726	(73.22%)
Skills Development	12,318	69,512	(82.28%)
Total Training Hours	360,258	412,339	(12.63%)
Total Employees	4,303	5,038	(14.59%)
Average Training Hours	84	82	2.44%
Total Trained Employees	4,256	4,803	(11.39%)
% Trained personnel	98.91%	95%	

TRAINING BY POSITION LEVELS

Level	Participation			Hours Man			Average Hours		
	2019	2018	Variación %	2019	2018	Variación %	2019	2018	Variación %
Base	7,466	4,468	67.10%	51,452	80,901	(36.40%)	7	18	(61.11%)
Professional/ Technician	31,127	7,835	297.28%	231,216	222,376	3.98%	7	28	(75%)
Supervision	1,533	425	260.71%	11,601	16,536	(29.84%)	8	39	(79.49%)
Managerial	8,741	2,932	198.12%	62,323	88,955	(29.94%)	7	30	(76.67%)
Vice-presidents	497	193	157.51%	3,653	3,480	4.94%	7	18	(61.11%)
Directors	4	4	0%	14	68	(79.41%)	4	17	(76.47%)
President	-	1	-100%	-	23	(100%)	-	23	(100%)
Total	49,368	15,858	211.31%	360,258	412,339	(12.63%)	7	26	(73.08%)

TRAINING BY POSITION LEVELS

Level	Employees Trained in 2019				Employees Trained in 2018			
	Female	%	Male	%	Female	%	Male	%
Base	4,785	14.77%	2,681	15.81%	2,988	31%	1,480	24%
Professional/ Technician	20,586	63.52%	10,541	62.15%	4,598	47%	3,236	53%
Supervision	823	2.54%	710	4.18%	258	3%	167	3%
Managerial	5,941	18.33%	2,800	16.51%	1,744	18%	1,187	19%
Vice-presidents	269	0.83%	228	1.34%	112	1%	81	1%
Directors	3	0.01%	1	0.01%	4	0%	2	0%
President	-	-	-	-	0	0%	1	0%
Total	32,407	100%	16,961	100%	9,704	100%	6,154	100%

OPERATIONAL RISK WORKSHOPS

In 2019, we paid special attention to Comprehensive Risk Management, which was driven by the multiplier effect of the risk area in the rest of the organization, through advice, support and the transfer of knowledge for risk management.

In this regard, the deployment of Banesco’s Risk Culture Plan through the joint work and participation of those responsible for the processes within the organization was a key initiative to reinforce and leverage the continuity of communication, measurement and training actions for Banesco citizens in the Comprehensive Risk Management and the methodology for its administration.

These workshops were carried out by the team of Human Capital and Risk facilitators, which provided training for new recruits and specialized training in Operational Risk.

OPERATIONAL RISK WORKSHOPS AND TRAINING

Name of the activity	2019		2018	
	Participants	Certificates/ Approved	Participants	Certificates/ Approved
Specialized talks on AIR, Managerial Methodology of Risk and Operational Risk Tools	177	177	3,045	3,045
Talks on Comprehensive Management of Risk to new employees	326	326	396	396
Training Program for Young Talented People	15	15	21	21
Total General	518	518	3,462	3,462

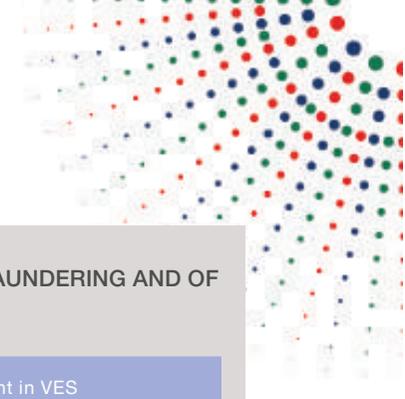
TRAINING IN PREVENTION AND CONTROL OF MONEY LAUNDERING AND OF TERRORISM FINANCING

Level	Number of workers			Amount in VES		
	2019	2018	Var. %	2019	2018	Var. %
New Recruits	710	1,109	(2.89%)	—	—	—
Active Personnel	5,839	4,082	(29.68%)	147,775,587.22	4,815.13	3,068,884.37%
Total	6,549	5,191	(25.28%)	147,775,587.22	4,815.13	

TRAINING IN PREVENTION AND CONTROL OF MONEY LAUNDERING AND OF TERRORISM FINANCING

At Banesco Banco Universal, C.A., we are responsible and comply with the provisions of the legal regulations in force on the prevention, control and supervision of the operations that may be carried out through our Financial Institution. Among these operations, there are Money laundering, Financing of terrorism and Financing of weapons of mass destruction, coming from illegal activities in general. We carry out an Annual Training Program in Prevention and Control of Money Laundering, Financing of terrorism and Financing of proliferation of weapons of mass destruction in order to do good, responsible and safe business as a way to survive organized crime attacks and the possibility of a judicial error affecting innocent third parties. This program has been approved by the Board of Directors and it involves all employees.

Likewise, innovative training strategies were included, such as work tables with real cases, updating e-courses, and sending of micro-learning and tutorials every month. This allows promoting and leveraging in a much more practical and experiential way the key aspects regarding PCML/FT.



OUR HUMAN CAPITAL

102-8, 102-11, 103-1, 103-2, 103-3, 404-1, 404-2, 403-3, 410-1

DEVELOPMENT OF COMPETENCIES

In 2019, through the SAP Self-Service Portal, the Banesco Virtual Learning Positioning (AVB) was achieved, complying with the training strategy and the latest trends in organizational learning. We maintain our goal of 85% of the e-training and only 15% delivered on-site, resulting into virtual learning experiences with 38,297 participations and 310,727 hours of training.

Nationally, we constantly deliver, through our SAP Cloud Platform, innovative learning experiences that have allowed effective participations in various topics presentations: Regulatory standards, Customer Experience, Occupational Health and Safety, Strengthening of Technical Knowledge, among others.

The virtual learning platform is a tool that provides a top value for the personal and professional development of all Banesco Citizens.

During this year, we framed our initiatives in training activities focused on key areas of the business, such as Credit, Sales, Business Processes, Project Management and Financial Logistics. These initiatives were also focused on strengthening the Competencies of Leadership and Management of Work Teams associated



with Leadership, Innovation, and Service Orientation. In compliance with legal regulations, we carry out banking knowledge activities associated with prevention of Money Laundering and Terrorism Financing, according to sensitive risk areas, as well as actions related to Occupational Health and Safety.

INTERNSHIP PROGRAM

Since we actively fulfill the Law, we trained 139 INCES apprentices, of which 85 are in the theoretical phase in institutes of delegated action nationwide, achieving technical knowledge and developing skills that allow them to join the banking area.

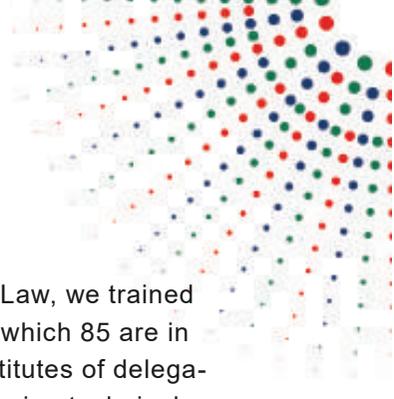
We managed to have 54 trainees in various units of the organization performing their practical phase. Approximately 20% of the apprentices who support us in the practical phase are effectively included in the organization's permanent positions. Thus, INCES apprentices trained at Banesco become an excellent option for the acquisition of new talent.

INTERNSHIPS

Internships	2019	2018	Var. %
External*	78	78	0%
Internal**	23	40	(43%)
Total	98	118	(43%)

* External interns: These are high school and advanced technical students. In 2019, 38 university external interns and 37 Fe y Alegría interns were granted the program.

** Internal Interns: Employees who currently study and wish to pursue internships in the organization.



OUR HUMAN CAPITAL

103-1, 103-2, 103-3, 403-2, 403-3, 403-4, 403-6

OCCUPATIONAL HEALTH AND SAFETY

Given the sector in which we operate, our commercial activity does not pose major health risks to the personnel. Nonetheless, since we are concerned about the integral wellbeing of our collaborators, we have an Occupational Health and Safety Service Management that controls the aspects related to the epidemiological surveillance of our employees. This management also aims at integrating all preventive policy actions, which are complemented by the prevention of occupational hazards.

We are committed to ensuring a safe and healthy working environment by guaranteeing our employees the right to the protection of their health and integrity, beyond the working environment and involving their family group.

Based on the guidelines of international bodies such as the World Health Organization and the European Network for Safety and Health at Work, the healthy company model focuses on people and covers the physical and mental aspects at work, in accordance with the country's policies adopted by Banesco Banco Universal, C.A.

In fact, 3,110 and 3,947 consultations were carried out in La Gran Caracas in 2019 and 2018, respectively. Likewise, there were 1,683 and 2,793 return-to-work medical examinations after ending prolonged sick leaves (rests) nationwide, which generated 9,366 and 16,638 lost days, accounting for 0.53% and 0.79% of medical absenteeism. In conclusion, almost 100% of the population is healthy. It is worth mentioning that consultations or rests include the assistance of a collaborator for several pathologies.

Privacy and confidentiality protection of workers' personal health data is handled by the Occupational Health and Safety Service Management (Medical Service), which has a system for recording employee morbidity. The latter allows monitoring, controlling and maintaining the confidentiality of all Banesco employees' health data.

% WORKING ABSENTEEISM

$$\frac{\text{Total No. of lost days due to medical conditions}}{\text{Total No. of employees} \times \text{No. of days of the period}} \times 100 =$$



The Occupational Health and Safety Service Management monitors and controls sick leave, especially long-term leave, by implementing the following programs:

- ▶ Primary Health Care Program.
- ▶ Program for the Prevention of Common and Workplace Accidents.
- ▶ Program for the prevention of Common and Occupational Diseases.
- ▶ Application of Standards of both the Regulatory Body (IVSS) and the Management.
- ▶ We encourage employees to be their own health and safety working manager.
- ▶ Hearing tests in high-risk employees.
- ▶ Testing before vacation.

In addition, there is a group of specialists analyzing special situations of employees with serious health conditions. Periodically, the following activities were held:

- Activities:** Hypertension screening and clinical laboratories, where 475 employees were evaluated in 2019 in order to control risk. We continue fumigating (thermo-nebulization) in all offices of the Metropolitan area and nationwide, cleaning ducts and air conditioning grilles. Agencies with the majority of cases experienced an increase regarding clean-up. Garbage collection, storage and water handling.
- Information campaigns:** To promote healthy lifestyle habits (diet, sport, most common diseases and major health risks, cervical cancer screening, breast cancer screening through preventive consultation).
- Hearing tests:** Following the preventive issue due to the type of activity carried out by the collaborator. In 2019, 40 hearing tests were conducted in order to control the risk in critical areas.
- Annual evaluations:** In 2019, 189 evaluations were conducted to determine the health status of employees in order to prevent and detect any disease in time.
- Training:** We hold annual training sessions on occupational health and safety issues in order to keep our employees up to date on the risks in the workplace and how to act in each situation.

ABSENTEEISM ACCORDING TO DISEASE/ACCIDENT

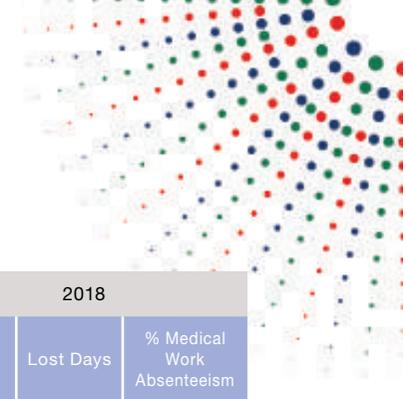
Disease / Accident	2019			2018		
	Rests	Lost Days	% Medical Work Absenteeism	Rests	Lost Days	% Medical Work Absenteeism
Common Disease	1,514	8,152	0.46	2,534	14,457	0.70
Occupational Disease	2	21	0	12	98	0.00
Common Accidents	167	1,193	0.07	247	2,083	0.10
Total absenteeism due to Disease / Accident	1,683	9,366	0.53	2,793	16,638	0.80

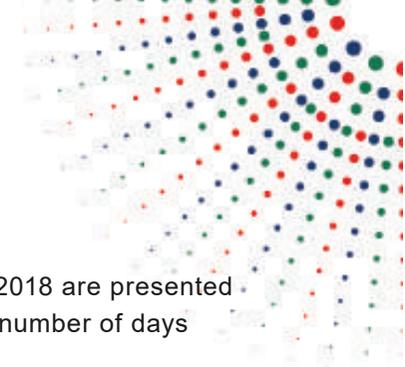
ABSENTEEISM DUE TO ACCIDENTS AT WORK – NO. OF RESTS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	0	0	0	0	0	0
Metropolitan	0	2	2	5	6	11
Western-Andean	0	0	0	1	0	1
Eastern-South	0	0	0	0	0	0
Southeastern Region	0	0	0	0	0	0
Total Absenteeism Due to Accident at Work	0	2	2	6	6	12

ABSENTEEISM DUE TO ACCIDENTS AT WORK REGISTERED IN INPSASEL – NO OF DAYS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	0	0	0	0	0	0
Metropolitan	10	66	76	9	75	84
Western-Andean	0	3	3	30	0	30
Eastern-South	0	0	0	0	0	0
Southeastern Region	15	17	32	0	21	21
Total General of Accidents at Work	25	86	111	39	96	135





ABSENTEEISM DUE TO COMMON ACCIDENTS – NO. OF RESTS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	0	5	5	9	27	36
Metropolitan	51	98	149	55	133	188
Western-Andean	2	4	6	3	7	10
Eastern-South	1	2	3	1	5	6
Southeastern Region	0	4	4	4	3	7
Total General of Absenteeism Due to Common Accidents	54	113	167	72	175	247

ABSENTEEISM DUE TO COMMON ACCIDENTS – NO. OF DAYS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	0	41	41	118	335	453
Metropolitan	361	677	1,038	393	1,003	1,396
Western-Andean	26	20	46	29	59	88
Eastern-South	17	15	32	19	53	72
Southeastern Region	0	36	36	47	27	74
Total General of Absenteeism Due to Common Accidents	404	789	1,193	606	1,477	2,083

TOTAL GENERAL ABSENTEEISM DUE TO – NO. OF RESTS

General Absenteeism	2019			2018		
	Male	Female	Total	Male	Female	Total
Total	479	1,204	1,683	751	2,042	2,793

The data by type of illness/accidents in 2019 and 2018 are presented at a general level and detailed by region, sex and number of days lost:

ABSENTEEISM DUE TO COMMON DISEASE – NO. OF DAYS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	70	1,200	1,270	416	2,369	2,785
Western-Andean	130	687	817	251	939	1,190
Metropolitan	1,492	3,853	5,345	2,165	6,495	8,660
Eastern-South	141	336	477	159	909	1,068
Southeastern Region	38	205	243	157	597	754
Total General of Absenteeism Due to Common Disease	1,871	6,281	8,152	3,148	11,309	14,457

ABSENTEEISM DUE TO COMMON DISEASE – NO. OF RESTS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	12	120	132	36	237	273
Western-Andean	12	72	84	34	110	144
Metropolitan	377	838	1,215	565	1,362	1,927
Eastern-South	15	35	50	19	81	100
Southeastern Region	9	24	33	19	71	90
Total General of Absenteeism Due to Common Disease	425	1,089	1,514	673	1,861	2,534

The total number of days lost due to common illnesses in 2019 and 2018 were 8,152 and 14,457, which corresponds to 1,514 and 2,534 rest days respectively. The most frequent pathologies during 2019 and 2018 are considered within the frequent diseases presented below:

OUR HUMAN CAPITAL

103-1, 103-2, 103-3, 403-2, 403-3, 403-4, 403-9, 403-10



RESTS DUE TO MOST FREQUENT PATHOLOGIES

Year	Musculo-Skeletal and Articular	Respiratory	Gastro intestinal	Gynecologic	Dermatologic	Viral Disease
Total 2019	405	304	189	138	104	248
Total 2018	604	481	281	226	147	589

Regarding commuting accidents, Banesco Banco Universal, C.A. has emphasized the education of employees to avoid unsafe acts or conditions.

ABSENTEEISM DUE TO COMMON DISEASE – NO. OF RESTS

Region	2019			2018		
	Male	Female	Total	Male	Female	Total
Los Llanos Center	0	0	0	0	1	1
Metropolitan	7	30	37	7	26	33
Western-Andean	0	1	1	0	1	1
Eastern-South	0	0	0	0	0	0
Western-North	0	0	0	1	0	1
Southeastern Region	1	3	4	0	0	0
Total General of Travel Accidents	8	34	42	8	28	36

The Occupational Safety and Health Management investigated 8 complaints and 2 that were certified by the INPSASEL for alleged origin of occupational disease and whose conclusions showed that the pathology acquired by the employee or former employee was of common origin that is not caused by work.

In addition, in order to encourage the prevention of this type of complaint, the Occupational Safety and Health Management investigated 10 and 4 suspected internal cases of occupational disease during 2019 and 2018 respectively, aiming at making the appropriate corrections in terms of ergonomics and postural hygiene in the workplace.

WORKING HEALTH INDICATORS

ABSENTEEISM RATE*

Year	%
2019	0.76%
2018	1.19%

* This does not include pre and postnatal leave

TOTAL REST DAYS **

Year	Days
2019	9,366
2018	16,138
Variation %	(42%)

** Rest days include epidemiologic diseases, as well as common and commuting accidents.



OUR HUMAN CAPITAL

103-2, 103-3, 401-3, 403-2, 403-3, 403-4, 403-7, 403-8, 403-9, 403-10

EMPLOYEES WITH PARENTAL LEAVE

	2019		2018	
	Male	Female	Male	Female
No. of employees entitled to parental leave	1,531	2,762	1,323	2,647
No. of employees that exercise such leave	24	126	24	193
No. of employees who, after exercise it, return to work	24	92	24	192
Return to work rate upon completing the parental leave	100.00%	73.02%	100%	99.48%
No. of employees that, a year after the parental leave, remain in the organization	21	102	17	124
Withholding employee rate	87.50%	80.95%	70.83%	64.25%

It is important to note that the numbers were obtained according to the following criteria

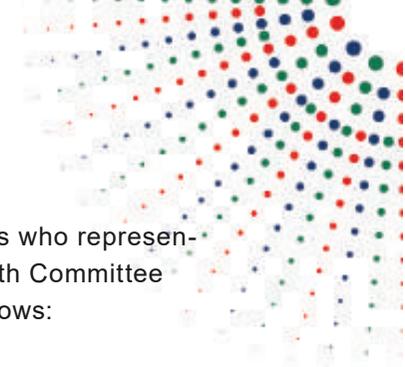
- 1) Age for employees entitled to parental leave: 45 years of age, this is by virtue of the fact that the Insurance Policy keeps the coverage active until the age of 45.
- 2) The principle of uniformity over the age of 45 was established for the right to parental leave for both ladies and gentlemen.
- 3) It was taken for granted that 100% of the workforce who exercised parental leave returned to the organization. Any subsequent decision is a cause for reentry.

INSURANCE POLICY

As part of the Collective Agreement and of the socioeconomic benefits offered by the Organization to its employees, a basic health policy has been contracted for all of them. This policy covers hospitalization, surgery and maternity (HSM). In addition, an extreme contingency policy has been contracted, which covers 8 types of specific pathologies. These are managed policies, completely free of charge for workers. Coverage is frequently reviewed and updated.

Also, employees are offered an excess policy, which allows them to complement their coverage with low-cost premiums.





WORKPLACE SAFETY

We are aware of the importance of protecting our workers against possible occupational hazards. That is why we promote safe working conditions in a suitable and adaptable working environment for our collaborators' good performance, beyond compliance with current labor legislation.

Our efforts are aimed at achieving the quality and reliability of the services provided by the organization. We focus our efforts on minimizing fraud, service interruption time, occupational accidents and diseases, maximizing the availability of our services and maintaining effectiveness in all our activities.

As Banesco Banco Universal, C.A. is part of the financial sector, the activities carried out by the personnel working in this organization are considered to be of minimum and low risk because most of them do office work. Taking into account the aforementioned consideration, we can affirm that the workers who work in the different warehouses of the organization are faced with the greatest risk for musculoskeletal pathology. Moreover, cashiers and operational administrators, followed by agency managers, are faced with psychosocial and physical risk.

At the end of 2019, Banesco Banco Universal, C.A. had 299 collaborators who represented both the workers and employers in the Occupational Safety and Health Committee (CSSL), among agencies and headquarters. These are distributed as follows:

DISTRIBUTION OF THE OCCUPATIONAL SAFETY AND HEALTH COMMITTEE

Region	2019		2018	
	CSSL	Collaborators	CSSL	Collaborators
Los Llanos Center	46	70	44	138
Metropolitan	19	19	89	145
Western-Andean	44	61	47	142
East	10	10	8	16
Southeastern Region	30	47	35	108
Total	149	207	223	549

The CSSLs have worked in conformity with the guidelines of the Occupational Health and Safety Service Management in order to help control and advise on the Occupational Health and Safety Programs required by the LOPCYMAT. In 2019, we have:

WORKING CENTER WITH PROGRAMS FOR SECURITY AND HEALTH

Region	2019	2018
	CSSL	CSSL
Los Llanos Center	46	44
Metropolitan	19	89
Western-Andean	44	47
East	10	8
Southeastern Region	30	35
Total	149	223



OUR HUMAN CAPITAL

102-41, 103-1, 103-2, 103-3, 205-2, 205-3, 403-6, 403-7, 410-1, 412-1, 412-2



DELIVERED TRAININGS

ON-SITE TRAINING			
Training activities	2019	2018	Variation %
	Beneficiaries	Beneficiaries	
Security and Health at workplace (new entries)	324	507	(36%)
“De la Emoción a la Razón, el Gran Desafío” Conference	355	0	100%
Sumando Capacidades Inspiration Day	140	0	100%
Banesco Brigade members	87	52	67.31%
How to proceed in the event of Emergency (eviction, earthquake)	39	50	(22.00%)
“Ni Tan Calvo” Forum theatre	39	0	100%
INPSASEL	10	0	100%
Working at Height, Industrial environment and rescue	7	0	100%
Hygiene and Industrial Security Talk	0	139	(100%)
Hygiene and Workplace Safety Talk	0	241	(100%)
Healthy habits at my workstation	0	113	(100%)
Use of the fire fighting system	0	14	(100%)
Action plan and Emergency Control	0	14	(100%)
Total	1,001	1,130	(11.42%)

ONLINE TRAINING						
Training activities	2019		2018		Participations Variation %	Hours Variation %
	Participation	Total Hours	Participation	Total Hours		
Dengue, Pathology and Prevention	2,736	43,776	0	0	100%	100%
Disability concerns us all	2,334	37,344	0	0	100%	100%
Best practices for maintaining a healthy lifestyle	2,127	34,032	0	0	100%	100%
Learning to understand my emotions	1,191	19,056	0	0	100%	100%
Our goal is 0 accidents	0	0	63	10,080	(100%)	(100%)
Recommendations for handling stress at work	0	0	3,321	53,136	(100%)	(100%)
Commuting Accidents Prevention 2018	0	0	3,809	60,944	(100%)	(100%)
TOTAL	8,388	134,208	7,193	124,160	1,661%	809%



WORKING RELATIONS

The Collective Labor Agreement of Banesco Banco Universal, C.A was approved by the Directorate of National Inspection and other Collective Labor Affairs of the Private Sector on October 10, 2013, still in force at the end of 2019.

According to its third clause, it covers all employees hired for an undetermined period of time and at a determined time, who provide services in any part of the country, with the exception of the Presidents of the Board of Directors, Executive Presidents, Directors, Vice Presidents, Interns and INCES Apprentices.

In this regard, 53.38% of our workers are covered by the current convention. The Collective Labor Agreement consists of preliminary, general, economic and socio-economic clauses, as well as union clauses and final clauses.

This policy provides competitive socio-economic benefits in the market. It is focused on improving quality of life for workers and their families since, in addition to economic benefits, it offers benefits such as a hospitalization, surgery and maternity policy, which covers workers and their families (spouses and children), as well as scholarships for workers, toys for their children and help with

WORKERS COVERED BY THIS COLLECTIVE AGREEMENT

	2019	2018	Var. %
Total Employees	4,303	5,191	(21%)
Employees covered by the Collective Agreement	2,322	3,680	(37%)
% Employees covered by the Collective Agreement	53.96%	67.24%	

school supplies, among others. The result of applying the Principle of Social Responsibility to our main asset, talent, generates well-being, improvements in working conditions and the quality of life of our employees.

FREEDOM OF ASSEMBLY

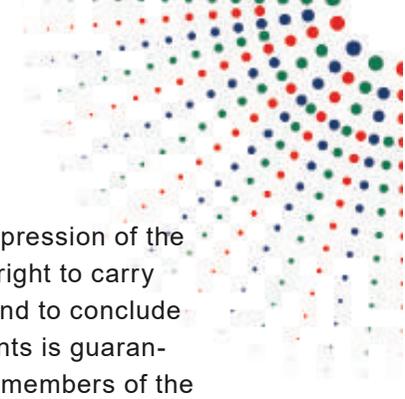
At Banesco Banco Universal, C.A., each and every of the rights enshrined in the National Constitution, the Organic Law on Labor, Workers and their Regulations, and other labor laws are guaranteed, especially the right of assembly for lawful purposes and the right to unionize. It is also guaranteed that these rights are effectively exercised by the employees, without any restrictions other than those established by the same laws.

At the end of December 2019, 2,322 workers remained affiliated with the National Workers' Union of Banesco Banco Universal, C.A (SITRABANESCO), which accounts for 53.96% of the Bank's total personnel.

In addition, as a further expression of the freedom of assembly: the right to carry out collective bargaining and to conclude Collective Labor Agreements is guaranteed. The twelve principal members of the Executive Committee of the trade union are recognized as having no right to be removed from their posts, and a contribution from the organization to the trade union is envisaged. All of these are effective ways of recognizing the trade union organization.

COMPLIANCE WITH THE MATTER OF PREVENTION AND CONTROL OF MONEY LAUNDERING AND FINANCING OF TERRORISM AND OF PROLIFERATION OF MASS DESTRUCTION WEAPONS

Banesco maintains a Comprehensive Risk Management System to tackle Money Laundering, Financing of terrorism and of proliferation of mass destruction weapons (ML/FT/FPMDW). Its scope, design, structure, and obligations have been implemented in accordance with the regulations in force; for this reason, the banking institution adopts appropriate, effective and sufficient measures aimed at identifying, evaluating and applying measures to reduce the possibility of being used as a mechanism for concealing illicit capital or for diverting funds intended to finance terrorist groups or activities.



OUR HUMAN CAPITAL

103-1, 103-2, 103-3, 205-2, 205-3, 406-1, 411-1

In this context, Banesco Banco Universal, C.A. prepares and executes an Annual Operational Plan (AOP), which is approved by the Board of Directors and contains, among other components, the Annual Training Program (ATP), developed based on the training needs and adjusted to the Bank's operational profile, according to the specific functions of each area. The execution of this plan allowed the active participation of the organization's employees through classroom and online learning with different focuses and contents related to the basic aspects of the ML/FT/FPWMD, applicable regulations, the Know Your Employee Policy, the Know Your Customer Policy, as well as specialized training for the employees responsible for compliance.

Likewise, the Bank maintains Communications Strategies aimed at Customers and Employees in the area of ML/FT/FPWMD Prevention and Control. Intranet has served as an information tool related to the subject and it's intended to provide all the Institution's employees with information that helps to prevent, control, and detect attempts to launder capital or finance terrorism. Our employees are also encouraged to support the actions of the Unit of Prevention and Control of Money Laundering and Financing of Terrorism and Financing of Proliferation of weapons of mass destruction.

We have direct lines of communication with the Ethics and Conduct Committee (see chapter on Corporate Governance), as well as a mailbox: "Banesco Unit for the Prevention of Money Laundering", in which notifications of unusual or suspicious activities, which may be detected in customers or employees, can be made.

The main tool for reducing these risks is to maintain standards, policies, and procedures in accordance with current PML/FT/FPWMD provisions, including control mechanisms for the customer knowledge ("Know Your Customer" policy in the Sales Network). The objective is to avoid relationships with customers that pose a risk for our Financial Institution, which they may use as a means for them to carry out illicit activities, such as fraud, money laundering, swindles or any act of corruption.

In this regard, to ensure transparency and the application of the "Know Your Employee" policy, the institution's personnel are required to notify the origin of any funds they may receive in their accounts, other than payroll payments.



EQUALITY AND NO DISCRIMINATION

At Banesco Banco Universal, C.A. we treat each other equally without distinction of age, race, color, creed, political or sexual tendency, or for any other reason; we give the same opportunities to all our workers. We defend equality of opportunity and respect for Human Rights, promoting non-discriminatory treatment.

We encourage our employees to strengthen their capacities, skills, and competences. To date, no incidents involving worker discrimination have been reported.

Internally, we also have rules that prevent discriminatory practices such as the Collective Agreement (Clause 2 of the General Declaration of Principles) and the Banesco Code of Ethics and Conduct, which came into force in 2009.

Our activities are subscribed to in areas where there are no indigenous situations.

OUR HUMAN CAPITAL

103-1, 103-2, 103-3, 405-2, 408-1, 411-1



RATIO OF BASE SALARY OF MEN CONTRASTING WOMEN'S, ACCORDING TO THEIR PROFESSIONAL CATEGORY

In the Venezuelan labor market there is more supply of men than women for certain areas and positions. At Banesco Banco Universal, C.A. we offer equal opportunities by gender, as evidenced by the fact that, at the end of 2019, 64% of our collaborators and 52% of our executives are women.

RATIO OF SALARY OF MEN CONTRASTING WOMEN

Position Category	2019	2018
Base	1.50	1.48
Professionals/Technicians	1.61	1.57
Supervision	1.92	1.83
Managerial	1.49	1.54
Vice-presidents	1.88	1.88
Director	1.01	1.75

FORCED LABOR

As a leading and socially responsible financial institution we have guaranteed, at all times, that the current legal framework in this area is met, in addition to all the international treaties signed by our country. Therefore, no cases involving forced or non-consensual labor have been recorded.

It is important to highlight that the regulations in force in Venezuela set forth norms for the contracting and performance of work, and prohibit the exploitation of children and forced labor. These regulations also promote the establishment of measures of a mandatory nature for the protection of workers and are supervised by the Venezuelan state institutions.

CHILD EXPLOITATION

The workers forming the Banesco Banco Universal, C.A. personnel are of legal age, except for those working as apprentices, whose work is focused on learning administrative and accounting functions, regulated and supervised by INCES. Thus, no risks of incidents concerning child exploitation have been identified.

BENEFITS RECEIVED BY OUR WORKERS

Improving the personnel's life quality in the great family of Banesco Banco Universal, C.A. has been one of our main objectives. Our constant challenge is to remain a leader in providing benefits and the best working conditions.

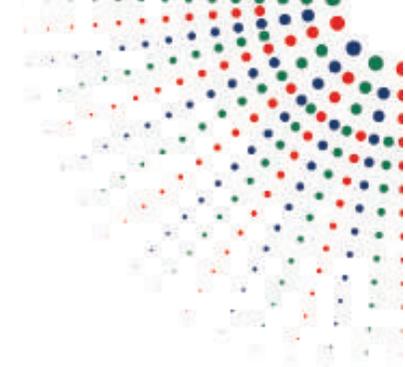


Efforts are made year after year to evaluate the socioeconomic conditions of our country to offer our talent competitive benefits

and the best conditions to improve their quality of life. Our benefits program is aimed at all our personnel regardless of their work status, since it includes those who work part-time and on a fixed-term basis. This keeps us at the forefront of the country's financial sector, mainly in the areas related to food, health, and housing.

BENEFITS RECEIVED BY OUR WORKERS

Some of the main benefits include those covering fundamental aspects of well-being, especially those aimed at promoting preventive health, sport and recreation, and positive use of free time.



CONTRACTING BENEFITS

	Investment (VES)			No. of Beneficiaries		
	2019	2018	Variation %	2019	2018	Variation %
Contributions to savings fund	744,902,897.94	8,528,563.57	8,634.21%	5,237	7,141	(26.66%)
Aid to families due to worker's death	2,826,850.48	12,002.24	23,452.69%	5	7	(28.57%)
Aid to school tools	2,027,700,000.00	341,959.80	592,864.44%	2,372	2,883	(17.72%)
Scholarships	239,300,000.00	244.16	98,009,401.97%	226	1,775	(87.27%)
Contribution to Cashiers and Promoters	37,850,453.75	4.86	7,788,158,20.78%	651	1,991	(67.30%)
Contribution due to death of immediate family member	15.60	11.80	32.20%	24	56	(57.14%)
Contribution due to Mother's day	341,920,000.00	17,241.24	1,983,052.02%	2,137	2,01	(20.88%)
Contribution due to Marriage	7.50	3.80	97.37%	10	24	(58.33%)
Contribution due to birth and children	44.80	7.22	520.50%	63	88	(28.41%)
Christmas toys	2,506,000.00	5,659,240.13	(55.72%)	1,868	2,488	(24.92%)
Award Policies – Recognition due to seniority	264.81	157.07	68.59%	491	1,063	(53.81%)
HSM Collective Insurance Policy	14,218,542,920.17	25,586,485.66	55,470.52%	11,534	5,295	(117.83%)
Family subsidy	2,641.35	1,003.52	163.21%	1,363	1,956	(30.32%)
Uniforms and Equipment	535,308,511.55	741,394.34	72,102.94%	1,312	1,941	(32.41%)
Vacations and Bonus	576,200,978.67	5,746,125.4	9,927.64%	3,286	3,916	(16.09%)
Total General	18,727,061,586.62	46,634,441.01	40,057.14%	30,579.00	33,325.00	(8.24%)

NON CONTRACTING BENEFITS

It should be noted that permanent and fixed-term personnel enjoy the contracting benefits, and in the case of non-contractual personnel, the benefits are granted under the same conditions. In addition, both enjoy the benefits established by current legislation.

	Investment (VES)			No. of Beneficiaries		
	2019	2018	Variation %	2019	2018	Variation %
Parking subsidy	32,418,096.59	171,336,072.73	(81.08%)	7,083	7,465	(5.12%)
Dining subsidy*	13,287,792,521.62	122,350,580.83	10,760.42%	3,448	4,596	(24.98%)
Medical service	230,338,223.51	1,124,268.61	20,387.83%	2,381	3,014	(21.00%)
Medical aid for severe diseases	282,226,366.08	643,633.61	43,748.92%	20	26	(23.08%)
Total	13,832,775,207.80	295,454,555.78	4,581.86%	12,932,00	15,101.00	(14.36%)

* The figure relating to Dining Subsidy's beneficiaries, published in 2018, has been corrected 2018

OUR HUMAN CAPITAL

103-1, 103-2, 103-3, 201-3

FOOD STAPLES DISTRIBUTION DAY

During 2019, we supported our employees in the acquisition of food staples and personal hygiene products, setting a day for the distribution of food at our headquarters. In total, 25 food distribution days took place, which represents an increase of 25% compared to 2018, when 20 food distribution days took place and benefited 37,650 collaborators. This constitutes a growth of 28.05% compared to the previous year, when 29,401 collaborators were benefited.



LEGAL OBLIGATIONS TABLE

Benefit	Investment (VES)			No. of Beneficiaries		
	2019	2018	Variation	2019	2018	Variation
Nursery school	113,357,915.39	682,806.63	16,501.76	293	600	-51.17
INCES	146,977,933.74	1,487,289.53	9,782.27	5,831	5,191	12.33
Law on Workers' Food	2,667,704,241.50	2,697,207.09	98,806.17	5,831	5,191	12.33
Employment Law	144,695,365.52	1,319,333.78	10,867.31	5,831	5,191	12.33
FAOV (Housing and Habitat Law)	516,043,663.46	4,271,325.65	11,981.58	5,831	5,191	12.33
Mandatory Social Security	679,115,224.82	6,596,538.93	10,195.02	5,831	5,191	12.33
Training in Money Laundering Prevention	147,775,587.22	56,106.96	263,281.92	6,549	5,191	26.16
Total	4,415,669,931.65	17,110,608.57	25,706.62			

BOOK YOUR HOUSE WITH BANESCO

	Investment (VES)		No. of Beneficiaries	
	2019	2018	2019	2018
Mortgage Purchase Loan (Faov + Own funds)	14,527,443,062.56	4,272.00	15	11
Mortgage Remodeling Credit + Extension (Faov + Own Funds)	3,240,680,000.00	928,935.00	10	29
Total	17,768,123,062.56	933,207.00	25	40

OTHER BENEFITS GRANTED TO WORKERS

	Investment (VES)			No. of Beneficiaries		
	2019	2018	Variation	2019	2018	Variation %
BanESCO Banco Universal Automobile loan	6,704,380,000.00	2,648,818.13	253,008.36	46	678	(93.22%)
Vacation plan for workers' children	644,500.000	31,620.48	2,038,135.98	1,938	2,383	(18.67%)
Sports and Recreational Activities	243,867,862.72	3,407,900.59	7,055.96	4,947	8,805	(43.82%)
Teaching and Training Programs	1,030,690,123.73	3,335,071.30	30,804.59	4,456	4,468	(0.27%)
Total	8,623,437,986.45	9,423,410.50	91,410.80			

ENGAGEMENT MEASUREMENT AND ORGANIZATIONAL CULTURE

During 2019, Banesco Banco Universal, C.A. focused its high-performance culture on actions intended to reinforce Banesco Citizenship, based on the strengthening of behaviors associated with our corporate values, such as responsibility, reliability, quality and innovation, and citizen values.

As of 2019, the Engagement measurement, which is carried out expressly on a quarterly basis, was implemented and 8 dimensions were considered within it. The annual measurement of Organizational Culture, in which 7 dimensions were included, was also carried out. For this year, 89% of Banesco Citizens participated in the survey. In the measurement of Culture, the following dimensions were taken into account: Adaptability and Flexibility, Anticipation of Difficulties, Development and Self-Development, Customer Focus, Continuous Improvement, Corporate Identity and Innovation, whose overall result for the entire organization was 85%, with a minimal variation compared to the 2018 result (86%). This result constitutes a strong point and it shows that, in the Bank's Culture, collaborators warmly perceive Innovation, Corporate Identity, and Continuous Improvement, which are important aspects to overcome digital transformation challenges.



EMPLOYEE'S SATISFACTION INDEX

Program	2019	2018	Variación
Dining service	8.35	6.29	32.75%
Satisfaction index	8.35	6.29	32.75%
Activities for essential products	94.68	93.25	1.53%

As for measurement of Engagement, which allows to regular and periodically monitor the commitment and bond between collaborators and the organization, dimensions that correlate positively with Engagement were considered: Alignment with Strategy, Communication,

Welfare and Quality of life, Leadership, Reward, Stability, and Collaborative Work, whose global results reached 91%. This increase indicates that employees show a significant improvement and high commitment to the organization that translate into a greater effort and a long-term experience in it.

These studies allow us to continuously improve the bank's processes and identify gaps in areas of opportunities to establish Action plans for each unit and continue delivering the best experience to our customers and collaborators.

THE EXTERNAL DIMENSION OF OUR SOCIAL RESPONSIBILITY



OUR SOCIAL PARTNERS AND COMMUNITIES

102-12, 103-1, 103-2, 103-3, 203-1, 203-2



OUR POLICY

At Banesco, we understand that sustainability contributes to the economic progress of the communities in which we are present, taking into account the impact on the environment and promoting stable relationships with our main stakeholders.

Since our economic activity allows us to have a presence throughout the country, we are committed to acting responsibly and ensuring that our operations fully respect the ethical, social and environmental aspects related to sustainability.

Our social investment is focused on supporting education, financial inclusion and health projects, which are implemented by social organizations that have a nationwide reach and have built social partnerships with us. We have called these organizations Social Partners. We also promote the development of social programs and initiatives that encourage the participation of our collaborators.

We are committed to the communities and their development. Under this premise we are engaged in the “Good Neighbor” policy, through which we integrate ourselves into the society and interact with the different actors that coexist there; in doing so, we pay attention to their problems and help respond to some of their expectations.

OUR MANAGEMENT

At Banesco Banco Universal, C.A., we have resolved to bring about positive changes in the people and organizations we support.

During 2019, we allocated financial and human resources, joining forces with our clients and employees to promote social causes related to their interest and those of the Organization. This collective endeavor is aimed at improving access to new and better development opportunities.

During this period, our social investment was VES 28,391.16 million, of which VES 26,880.73 million (94.68%) corresponded to social benefits for our employees, while VES 1,510.43 million (5.32%) went to social projects relating to education, financial inclusion and health.

The Vice-Presidency of Communications and Corporate Social Responsibility is the area responsible for developing and executing Banesco’s sustainability strategy. It includes the Communications, Responsibility and Corporate Sustainability Committee, which designs, presents and approves the sustainability strategy and the annual budget to be executed.



OUR SOCIAL PARTNERS AND COMMUNITIES

102-12, 103-1, 103-2, 103-3, 203-1, 203-2, 413-1

The following indicates the support we have given over the years to the institutions that are part of our Corporate Social Responsibility Program:

OUR SOCIAL ALLIES

Body / Institution	2019				2018				
	Project	Amount	Beneficiaries		Project	Amount	Beneficiaries		Territorial Impact
			Direct	Indirect			Direct	Indirect	
Micro entrepreneurs	Training Program for Micro entrepreneurs	163,024,088.01	4,431	17,724	Training Program for Micro entrepreneurs	44,908.06	3,427	13,708	National
Fe y Alegría	Refurbishment of the IUJO Guanarito extension overnight stay area	7,778,500.00	50 young people	200	“Relying on Healthy Food” project	23,908.38	20	100	Portuguesa, Táchira, Barinas and Apure.
A.C. Red de Casas Don Bosco	ARIS Project - Bosco Bus Mobile Unit	50,000,000.00	60	240	ARIS Project - Bosco Bus Mobile Unit	6,712.20	60	157	Capital District and Miranda state
Fundana	Food Program	83,943,421.70	400 people	1,600	Food Program	7,875.00	250	1,250	Capital District and Miranda state
Fundación Museo de los Niños	Annual contribution	0	Not provided		Fundación Museo de los Niños	5,000.00	Not provided		Capital District and Miranda state
UCAB	Caracas and Guayana UCAB Scholarship Program	478,210,370.30	54	162	Caracas and Guayana UCAB Scholarship Program	825,936.66	82	246	Caracas and Ciudad Guayan
	Sponsorship Fair UCAB Western campus	4,873,948.80	230 children and 3136 adults		Sponsorship Fair UCAB Western campus	30,000.00	Not provided		
AVEC	Financing of EFAVEC-2019-I Training Plan	6,182,948.00	577	23,080	Recreational and Educational Programs Consolidation	4,924.75	840	4200	National
Venezuelan Foundation For Infantile Paralysis	Financing of Surgical Procedure	6,000,000.00	1	4	Treatment Donation	2,436.86	8	20	Capital District
A.C. Apoye	Annual contribution	2,210,500.00	66	214	Annual contribution	360	60	120	Capital District and Miranda state
Damas Salesianas Civil Association	School tools for U.E. Mamá Margarita at Dolorita, Petare, Caracas.	5,008,022.01	750	700 families	School contribution	4,208.58	368	368	Capital District and Miranda state
Simón Bolívar Music Foundation	Contribution for the purchasing of material	15,916,000.00	250 people	1,000	Contribution to Juan José Landaeta Orchestra	48,147.70	180	350	National
Total VES		823,147,798.82	10,005	44,924		1,004,177.7	5,295	20,519	

OUR SOCIAL PARTNERS AND COMMUNITIES

103-1, 103-2, 103-3, 203-2, 413-1, 413-2, FS5

BANESCO PARTICIPATORY BUDGET

As part of our “Good Neighbor” policy and our support to the community of Bello Monte, where our headquarters are located, we have conceived a program aimed at collaborating with this community to tackle the problems that most affect their members. This is how the initiative of a Participatory Budget took place in order for us to approach and dialogue with the community closest to us.

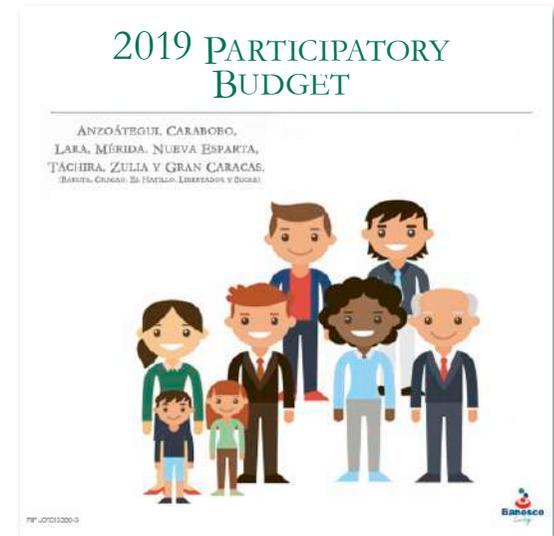
The initiative results from the need to make a positive impact among our neighbors and to manage to be in constant communication with them to favor our common environment.



Our first experience took place in 2008, and the logistics consisted of gathering certain institutions that are located at Bello Monte and that had a series of requirements to be previously submitted to the bank. After a pre-selection by the Corporate Social Responsibility Management, the institutions were invited to a meeting in which their initiatives were presented. At the end of said meeting, each one voted for the projects they found most appealing, and those institutions with the highest number of votes were provided with the resources to carry out their idea.

The success of this initiative allowed us to expand the scope of the Participatory Budget to other states of the country and to the five municipalities of La Gran Caracas. At present, we have taken this initiative to 9 states in the country. In 2019, the distribution of resources by location was carried out as follows:

Region	2019	2018
Zulia	5,000,000.00	300.00
Nueva Esparta	5,000,000.00	0.00
Mérida	5,000,000.00	0.00
Gran Caracas (Libertador, Chacao, Baruta, El Hatillo y Sucre)	10,000,000.00	163.00
Anzoátegui	5,000,000.00	20,000.00
Carabobo	5,000,000.00	0.00
Lara	5,000,000.00	300.00
Táchira	5,000,000.00	10,000.00
Total	45,000,000.00	30,763.00



OUR SOCIAL PARTNERS AND COMMUNITIES

103-1, 103-2, 103-3, 203-2, 413-1, 413-2, FSS

BANESCO PUBLISHING FUND

In 2019, we continue to strengthen and expand our Publishing Fund, whose goal meets the need to contribute to education by supporting the publishing activity in the country. Therefore, we sponsor books by Venezuelan authors and publish books whose content contributes to the comprehensive training in building citizenship.

During this year, we added five volumes to the Publishing Fund, reaching a total number of 35 books. We also sponsored a book of poetry along with the Embassy of Spain.

These and the rest of the texts in our Publishing Fund can be downloaded free of charge from our Virtual Library, which can be found on our web page www.banESCO.com

The texts published during 2019 were:

- ▶ *Vitico al Bate*
- ▶ *IV Concurso de Poesía Joven, Rafael Cadenas*
- ▶ *Tiburones Tenaces*
- ▶ *70 Años de Crónicas Culturales*
- ▶ *Nuevo País de la Fotografía*
- ▶ *“Rasgos Comunes”, Antología de Poesía Venezolana del siglo XX.*



INVESTMENTS IN SCHOLARSHIPS AND LIFETIME SCHOLARSHIPS

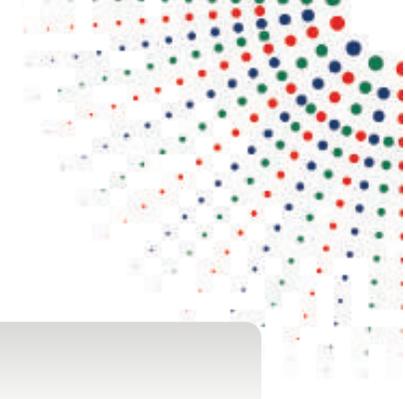
Institution	2019		2018		Variation %	
	Beneficiarios	Amount (VES)	Beneficiaries	Amount (VES)	Beneficiaries	Amount (VES)
UNIMAR	30	77,866,924.00	30	86,670.05	0%	89,742.94%
BanESCO Scholarship program - UCAB	98	478,210,370.30	98	825,936.66	0%	5,799.16%
Monteávila University	20	55,084,050.00	20	3,600.00	0%	1,530,012.50%
Queremos Graduarnos	0	0	1.000	2,000	100%	100%
Total	148	611,161,344.3	1,148	918,206.71	-87.11%	66,460.32%

BANESCO SCHOLARSHIPS AND LIFETIME SCHOLARSHIPS

One of the fundamental cornerstones of our Corporate Social Responsibility Program is education. We are adamant that this is the mechanism for the country's progress. Therefore, we have set up agreements with different universities in the country to develop a Scholarship Program for those high school graduates who do not have as many resources as necessary to complete their higher education. The beneficiaries are chosen by the universities according to the socio-educational indicators they have established.

OUR SOCIAL PARTNERS AND COMMUNITIES

103-1, 103-2, 103-3, 203-2, 413-1, 413-2, F55



OUR COMMITMENT TO THE COMMUNITY BASED ON ATTENTION AREA

Care for children at risk, older adults and disabled persons



2019
2018

Investment VES

13,500,000.00

3,317.22

Variation
406867.28%

Health



77,554,320.00

24,961.91

Variation
310590.65%

Education



160,450,974.00

107,638.05

Variation
148965.29%

Unions



14,769,758.00

500.00

Variation
2953851.60%

Culture



2019
2018

Investment VES

5,080,800.00

0

Variation
1008%

Publishing Projects



92,643,400.00

15,800.44

Variation
586234.30%

Events for Community



292,066,406.46

781,035.88

Variation
37294.75%

Total Investment VES

656,065,658.46

933,253.50

2019
2018

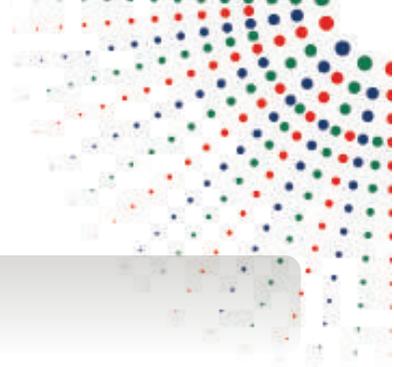
Variation
70198.76%

In 2019, there were no negative impacts on communities from our operations.



OUR SOCIAL PARTNERS AND COMMUNITIES

103-1, 103-2, 103-3, 413-1, 413-2, FSS



BANESCO SOCIAL ACTION BY REGIONS IN THE COUNTRY

2019
2018

Investment VES

CENTRAL REGION – LOS LLANOS
Carabobo, Aragua, Guárico, Cojedes and Apure



Variation
100%

CAPITAL REGION
Capital District, Miranda and Vargas



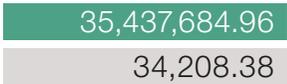
Variation
63441,19%

WESTERN-NORTH REGION
Zulia - Falcón



Variation
2720832,35%

WESTERN ANDEAN REGION
Lara, Yaracuy, Portuguesa,
Mérida, Táchira, Trujillo and Barinas



Variation
103493,58%

EASTERN REGION - SOUTH
Anzoátegui, Sucre, Monagas, Bolívar,
Amazonas, Delta Amacuro, Nueva
Esparta and Dependencias Federales

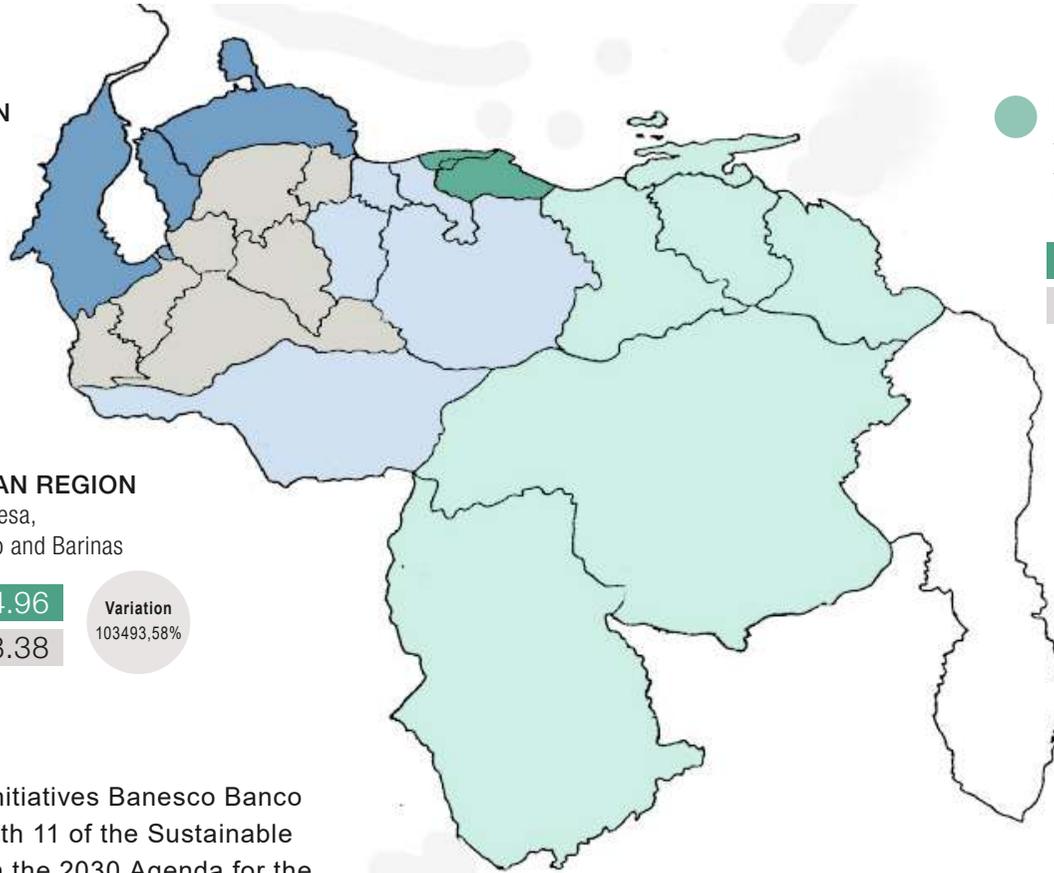


Variation
5939,87%

NATIONAL TERRITORY



Variation
221148,30%



TOTAL NATIONAL



Variation
76.219,85%

With the promotion of these initiatives Banesco Banco Universal, C.A. contributes with 11 of the Sustainable Development Goals (SDGs) in the 2030 Agenda for the UN Sustainable Development.



OUR SOCIAL PARTNERS AND COMMUNITIES

103-1, 103-2, 103-3, 413-1, 413-2, FS5

ACCOUNTABILITY

In order to promote transparency in the use of the funds granted for the execution of social projects, we annually send all of our beneficiaries an Accountability form to monitor the evolution of the ongoing projects, the agreed use of funds. We also carry out visits and request invoices, photographs and annexes that are relevant to the institution.

This is how we can follow up on the different initiatives, as well as the investment and advice we provide to conclude them successfully. At the same time, we correct possible deviations and create indicators that allow measuring the impact of the programs in question. We also send a Satisfaction Survey to our Social Allies to measure our management and improve in those areas in which, according to them, there are some failures.

INDICATORS OF SATISFACTION REGARDING OUR SOCIAL ALLIES

INDICATOR	2019	2018	Variation
Banesco's response to request for support	98%	77.78%	26%
Guidance and support from the CSR area regarding the conditions under which a project is approved or not approved	96%	88.89%	8.05%
Information and channels to manage a project	98%	88.89%	10.25%
Outcome of the project in terms of the donation received	84%	56%	50%



OUR SOCIAL PARTNERS AND COMMUNITIES

103-1, 103-2, 103-3, 413-1, 413-2, FS5, FS16

MICRO ENTREPRENEURSHIP TRAINING PROGRAM

Banesco's Micro Entrepreneurship Training Program, which is in its eight year, has already certified 60,393 entrepreneurs and has provided them with the tools required to shape their business idea, strengthen their startup, and take their business to the next level.

The Micro entrepreneurship Training Program aims at promoting the entrepreneurial and innovation culture. It delivers solutions, training, and corporate guidance to emerging, informal or growing formal sectors. It also provides a set of administrative, managerial and technological tools for the improvement of their businesses' productive capacity and the optimization of their competitiveness in the market.

During 2019, through the Micro Entrepreneurship Training Program, knowledge and useful expertise were efficiently imparted in the areas of management, administration and the use of new technologies. This has a positive impact on 4,431 entrepreneurs who graduated from the Administrative module of the program. A total of 2,821 women and 1,610 men aged between 18 and 65 years, mostly technical high school and university graduates, owners of businesses in operation for more than one year (2,434), successfully completed our courses.



Of this group of people, 2,157 completed the Technological module, which is delivered in partnership with Instituto Universitario de Gerencia y Tecnología (IUGT) and FundAcción Social.

This year, thanks to our allies, Instituto Universitario de Gerencia y Tecnología (IUGT), FundAcción Social, Asociación Venezolana de Escuelas Católicas (AVEC), and Asociación de Promoción de la Educación Popular (APEP), we were able to teach the content of the Training Program in the states of Aragua, Barinas, Carabobo, Capital District, Lara, Monagas, Miranda, Sucre, Nueva Esparta, Portuguesa, Táchira, Vargas and Zulia.

INNOVATION

As every year, the contents of the administrative module were revised and updated to adapt them to the new conditions in the country. At the same time, Strategies and Price Formation, Inventory Management, Storytelling and Social Entrepreneurship were incorporated therein. Besides the Technological Module, we added The Office program for entrepreneurs, Social Networks for entrepreneurs, Product photography, Email Marketing, Payment methods and Cryptocurrencies. In addition, we are moving forward with the Training Program production in virtual format, with the support of our ally Instituto Universitario de Gerencia y Tecnología (IUGT) and FundAcción Social. It is our firm intention to continue delivering our program in all the regions of the country next year, also in a virtual format. This is how Banesco is still committed to contributing to the sustainable development in Venezuela by training more and more micro entrepreneurs.

BANESCO CORPORATE VOLUNTEERING

103-1, 103-2, 103-3, 413-1

OUR POLICY

At Banesco Banco Universal, C.A., we encourage employee participation in volunteering activities and define the priority areas of action in line with our Responsibility and Sustainability Policy.

Our Corporate Volunteering is aimed at, first, promoting and supporting the Social Responsibility and Sustainability initiatives we develop in the communities and, second, preparing our Banesco Citizens so they can be agents of change and awareness.

Corporate Volunteering is carried out through Quality of Life Management and its plan of action is in line with the Social Responsibility and Sustainability strategy, which is implemented by the Vice-presidency of Communications and Corporate Social Responsibility.

In 2019, our Corporate Volunteers participated in the priority areas of attention, such as health, education, environment and culture, defined by the bank within its social strategy.

Banesco Volunteers' activities are developed safeguarding the physical and psychological well-being of its participants. All Banesco citizens who annually apply can participate as volunteers, and the inclusion of a family member in the voluntary work will depend on the type of activity. In the previous case, it is necessary to submit a prior authorization from the corresponding entities and to state if the family member is covered by the insurance policy of the employee who is volunteering.

The Volunteering Program is governed by the same requirements and guidelines as the bank in order to request and execute the allocated budget. We develop annually a Volunteering Action Plan, which contains the proposed schedule for the implementation of the program and the resources available for it.

This budget is intended to cover the costs of logistical and operational activities of the program throughout the country. Under no circumstance will this budget be used for the granting of donations.



BANESCO CORPORATE VOLUNTEERING

103-1, 103-2, 103-3, 413-1

OUR MANAGEMENT

At Banesco Banco Universal, C.A., we understand the importance of forging alliances to strengthen Corporate Volunteering and recognize its strategic value in building Social Capital. In this regard, the Quality of Life (Volunteering) and the Culture and Corporate Social Responsibility Managements have established as a joint initiative the strengthening of the Corporate Volunteering. To this end, they include in it actions developed with Social Allies and Social Responsibility and Sustainability activities carried out with other private companies that share our philosophy of social support.

The largest number of people who are part of our Banesco Corporate Volunteering is still distributed among the supervisory and managerial positions. They account for 37.59% of the total number of participants and had an average of 11.9 working hours per volunteer.

The largest number of working hours of corporate volunteers is distributed among the types of volunteers in specific social action events, with 530.5 hours, and 60 hours dedicated to the environment.

BANESCO'S INVESTMENT IN VOLUNTEERING

2019	2018	Variation %
VES 10,236,151.80	VES 299.35	3,419,359.16%

PARTICIPATION MODEL (HOURS)	2019	2018
Specific Social Action events	508	744
Free time spending	0	0
Group Project	89	118
Professional volunteers	0	0
Environmental volunteers	60	30
Volunteer training	112.5	235
Total Hours	769.5	1,127



DISTRIBUTION OF BANESCO CORPORATE VOLUNTEERING BY

LEVEL POSITION / MAN-HOURS DEDICATED:

POSITION CATEGORY	2019		2018	
	Volunteers	% of total	Volunteers	% of total
Apprentices/ Interns / Dissertation student	0	0.00%	0	0.00%
Base	46	15.86%	18	6.74%
Professionals/Technicians	107	36.89%	116	43.45%
Supervision and Managerial	109	37.59%	105	39.33%
Vice-presidents	28	9.66%	28	10.49%
Total of Volunteers	290	100.00%	267	100.00%

2019
2018

Total man/hours provided



Average yearly volunteering hours





The training of our Corporate Volunteers is important since it allows strengthening and sensitizing them through the social projects we undertake. Therefore, during 2019, we dedicated 112.5 hours of training for our collaborators, who participate in the Corporate Volunteering, in matters of strengthening of voluntary work such as “Managing Corporate Volunteering” and “From Theory to Action.”

ACTION AREAS BY BANESCO VOLUNTEERING

Guided by Banesco’s Corporate Social Responsibility strategy, Corporate Volunteering has the following priority areas of attention:

Education

Support for care institutions dealing with children and adolescents at risk and training in the prevention of alcohol, tobacco and other drugs consumption.



Health

Support and assistance to institutions that care for children and adolescents with poor health.



Environment

Initiatives for contributing to the environmental protection. Developing training activities for the rational use of natural resources.



Culture

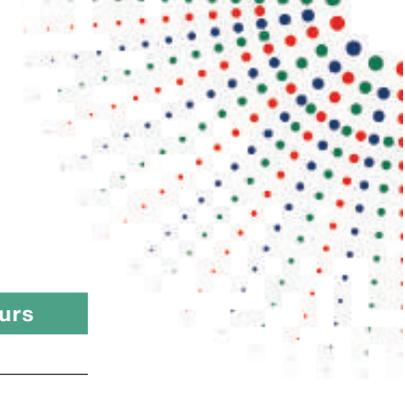
Protocol support in the activities planned by the organization for the enjoyment of all collaborators and nearby communities.



TYPE OF VOLUNTEERING

Within our strategy for volunteer participation, we have defined the different actions in which our Corporate Volunteers can participate.

- **Specific Events**
 - Those Volunteering actions where protocol or logistics support is provided at corporate events.
- **Group Projects**
 - Volunteer Actions in which the team of volunteers plans, designs and carries out the activity under the supervision of the Volunteering Coordination.
- **Professional Volunteering**
 - Composed of professionals who deliver learning experiences for our Social Partners through workshops, conferences, consulting and organizational aspects.
- **Free time spending**
 - Volunteer actions in which one or more volunteers, on their own initiative, dedicate their time or talent for the benefit of the social partners.



SOCIAL VOLUNTEERING

In 2019, two important activities were carried out at the Fe y Alegría “Sagrada Familia” school at El Junquito and the “Madre Rafols” school, of Asociación Venezolana de Educación Católica (AVEC), at La Pastora. Students of both institutions – about 960 children and young people in total – were given school supplies and uniforms provided by Ciudad Banesco employees through the “Help us to Help” campaign.

In coordination with two other Banesco Partners and Social Allies, such as Hospital Ortopédico Infantil and Hogar Residencial Santo Domingo, Banesco volunteers also staged and presented two plays: one for the enjoyment of children hospitalized or visiting the center, and another for the enjoyment of 30 people confined there.

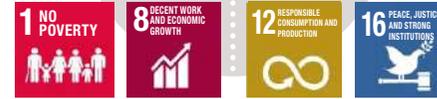
ACTIVITIES HELD WITH OUR SOCIAL PARTNERS

Social Partner	Activity	Volunteering Hours
Fundana	Fundana Auction	73
Avesid	<i>Tico el Gato Astronauta</i> play	40
Fe y Alegría	“Sagrada Familia” School	100
	U.E.P “Madre Rafols”	53
Hospital Ortopédico Infantil	“Gabriel y sus juguetes Venezolanos” play	76
	Face painting for children	
KPMG/DVC	World Beach Day	60
Other Events	Book Launching <i>Antología Poesía Venezolana</i>	34
	Protocol activity	145
	Visit to “Fundación Santo Domingo”	58
	Celiac fair	59



OUR CLIENTS

102-2,102-6, 103-1, 103-2, 103-3, 412-1, FS6, FS7, FS13



OUR POLICY

We are committed to all our clients. We are constantly reviewing and improving our range of products and services, so that they are increasingly competitive and in line with our clients' short, medium and long term financial needs. Delivering an excellent experience is one of our strategic objectives, this is why we strive each year to offer alternatives that add value and help customers make their financial decisions.

OUR MANAGEMENT

During 2019, our corporate values – responsibility, reliability, quality and innovation – were the foundations that guided this management, which is characterized by giving continuity to our idea of becoming an increasingly digital bank, through products and services that meet our customers' needs, causing less inconvenience and facilitating the acquisition of these.

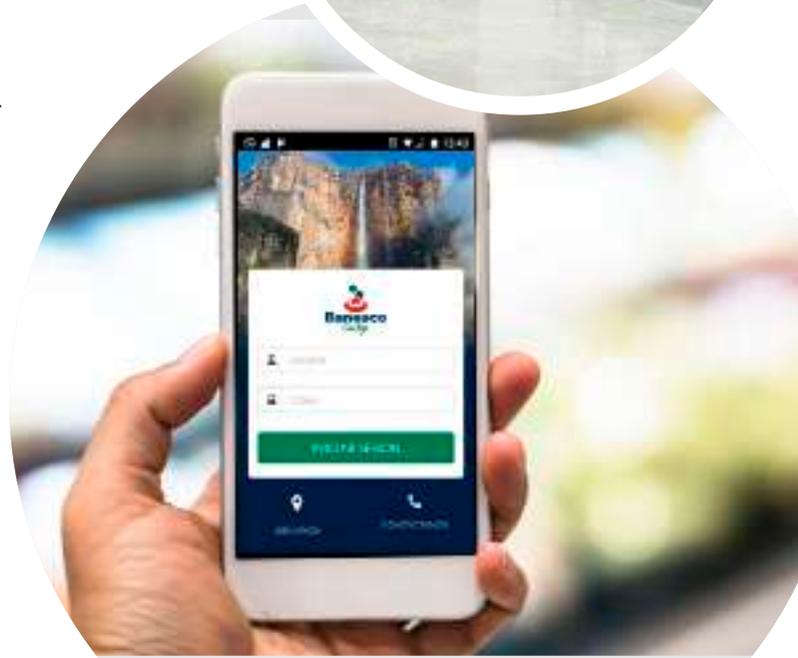
The results obtained in 2019 not only show that we are still leaders and reflect the preference of clients for the Venezuelan private banking. We are the first institution in the Venezuelan financial system in funding to productive activities, concluding the period with a gross portfolio amount of VES 1.913 billion, representing 18.3% of the market. In 2019, we also granted 13,666 loans, which once again reaffirm Banesco's

focus on credit intermediation, maintaining excellent portfolio management indicators, adequately provisioned and of high quality, with a default rate of 0.0002%.

Our gross portfolio registered the highest growth in overall terms in the financial system, reaching VES 1,913 billion, the first place in the market. Besides, a balance of VES 7,465 billion was recorded in the public collection account. Managed Portfolios settled a total of VES 1,19 million, including Agricultural Loans for VES 751,376 million and Manufacturing for VES 350,515 million.

We continue the digital transformation process; we made substantial investments to enhance our platforms, adapting them to the new and multiple needs of our clients. We launched the new Mis Solicitudes Banesco Portal, which allows our customers to update their entire file – as frequently as suggested by the regulatory bodies – and without the need to visit the agency.

Our customers have Digital Electronic Channels and an extensive network of agencies at their disposal to carry out all their financial transactions: 325 points of service throughout the country, 608 ATMs, 139,911 points of sale and more than 4,218 million transactions on all our digital platforms.



OUR CLIENTS

102-2,102-6, 103-1, 103-2, 103-3, 412-1, FS6, FS7, FS13

ATM

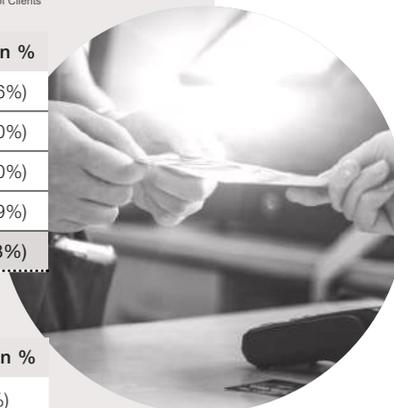
Region	2019	2018	Variation %
Capital	291	453	(36%)
Los Llanos Center	107	186	(42%)
Western-Andean	87	179	(51%)
Eastern-South	83	173	(-52%)
Zulia-Falcón	74	122	(39%)
Total	608	1,113	(45%)



TOTAL LIQUIDATED CREDITS

No. of Clients

Bank	2019	2018	Variation %
Natural + Legal entities (SMEs)	2,054	12,416	(83.46%)
Community Bank	0	1,065	(100.00%)
Specialized Banking Natural Persons	5,431	36,708	(85.20%)
Specialized Banking Legal Persons	6,181	35,109	(82.39%)
Total	13,666	85,298	(83.98%)



TOTAL CREDIT CARDS

	2019	2018	Variation %
Number of credit cards	1,921,849	2,313,399	(17%)

PUNTOS DE ATENCIÓN

Región	2019	2018	Variation %
Capital	134	138	(2,.9%)
Los Llanos Center	52	54	(3.7%)
Western-Andean	49	49	0.0%
Eastern	55	56	(1.8%)
Zulia-Falcón	35	37	(5.4%)
Total	325	334	(2.7%)



PRODUCT AND SERVICES

Main Liability Products

- ▶ Current account with interests.
- ▶ Current account without interests.
- ▶ Electronic Account.
- ▶ Savings Account.
- ▶ Electronic Savings Account.
- ▶ Investments: Time deposits.

Main Credit Products

- ▶ Extracredit for purchases in commerce.
- ▶ Extracredit in cash.
- ▶ MultiCredits in 48 hours.
- ▶ CrediCarro.
- ▶ Commercial credits.
- ▶ MicroCredits.
- ▶ Credit Lines.
- ▶ Promissory Note.
- ▶ Housing credits.
- ▶ Agricultural credits.
- ▶ Tourism credits.
- ▶ Construction credits.
- ▶ Manufacturing sector credits.

Other Relevant Products

- ▶ Investment trusts.
- ▶ Insurance.

OUR CLIENTS

102-6, 103-1, 103-2, 103-3, FS6, FS7, FS13

Banesco Banco Universal, C.A. has developed its financial activity in a responsible way with respect to all our stakeholders' human rights. It has applied the principle of observance in 100% of its products and provided services. Likewise, Banesco Banco Universal, C.A. is committed to equal opportunities to favor the socioeconomic integration of people with special needs, continuously reviewing the adaptation of ATMs and multifunctional equipment to allow access and use by every customer, including those who have mobility limitations or require the use of wheelchairs.



DIGITAL TRANSFORMATION

We are focused on making Banesco a digital bank by delivering better customer experiences, optimizing sales through all channels, increasing the bank's processing capability and efficiently using the resources.

At Banesco, the shift to the digital transformation has led us to have a significant number of digital customers, who currently represent 76% of the portfolio.

In this regard, one of the initiatives we made available to our customers was the "Mis Aplicaciones Banesco" portal, which will allow them to update their entire file – as frequently suggested by regulatory bodies – and without the need to visit the agency.

ELECTRONIC, TELEPHONE, VIRTUAL AND MOBILE CHANNELS

Banesco Banco Universal, C.A. has an extensive network of physical and electronic distribution channels by which it offers a wide range of products and services nationwide:

- ▶ 325 Points of Attention (Agencies, Ticket Offices and Banesco Express).
- ▶ 139.911 Points of Sale (Physical and Virtual).
- ▶ 608 ATM.

In 2019, our customers were able to carry out more than 2.952 million transactions on all our digital platforms through electronic channels. The most widely used electronic platforms are Internet and Mobile Banking, and Mobile Payment.

NUMBER OF TRANSACTIONS

Channel	Number of transactions		
	2019	2018	Variation %
E-banking	2,444,533,231	3,679,842,221	(33.57%)
Mobile Banking (SMS)	267,070,082	559,952,088	(52.30%)
ATM (BE)	37,309,335	60,924,228.00	(38.76%)
Points of Sale	1,266,732,839	1,509,215.83	(83933.18%)
Telephone Banking (IVR-CAT-Online Chat- Telemarketing)	29,703,649	43,684,622.64	(32.00%)
E-Payment (EDI)	21,172,713	27,880,945	(24.06%)
Agencies Network	15,115,955	24,580,580.00	(38.50%)
Mobile Payment (P2P)	152,449,669	40,300,148	278.29%
Total	4,218,971,518	4,438,674,047.50	(4.61%)

OUR CLIENTS

CREDIT AND DEBIT CARDS

Credit Cards Issuing Business

The Banesco credit card portfolio presented an increase in sales of 857% compared to 2018, which contributed to an increase of the portfolio balance of 295% at the end of 2019.

The extra credit product increased its sales by 2,422%, exceeding the amount of VES 57,560 million of the liquidated in the previous year.

Initiatives were implemented to grant and maintain cards in order to meet our customers' needs, according to their payment capacity.

Credit Cards Issuing Business

The Banesco Debit Cards registered a growth in sales of 10,042% at the end of 2019, with the Point of Sale being the most used channel by customers, reaching a share of 99.82% in debit card transactions with a year-on-year growth of 10,056%.

In order to ensure a good experience for our customers when using their Banesco Debit Cards in electronic channels, the requirement to check the expiration date of the plastic card was eliminated. Likewise, the daily limits at the Banesco Points of Sales were improved and reached VES 50,000,000 at the end of December to facilitate our customers' transactions.

In addition, thanks to the granting of Banesco Debit Cards to pensioners, 443,094 of them currently enjoy the option of making use of their pensions through Points of Sale, ATMs, ticket offices, BanescoOnline, and Telephone Banking.



PENSION PAYMENT

The pension payment is now available in your account.

#STAYUPTODATE

An illustration of an elderly man and woman sitting together. The man is wearing a light-colored shirt and the woman is wearing a blue top. They are both smiling.The Banesco logo, featuring a stylized 'B' with a red and blue dot above it, and the word 'Banesco' below it.

KEEP AN EYE ON YOUR CARD!

Never let a stranger assist you when using an ATM

A close-up photograph of a woman's eyes looking directly at the camera. A Banesco credit card is held in front of her eyes, partially obscuring them. The card is blue and white with the Banesco logo. There are also some icons of padlocks and a magnifying glass over the eyes, suggesting security and vigilance.The Banesco logo, featuring a stylized 'B' with a red and blue dot above it, and the word 'Banesco' below it.



CLIENT AND USER'S REQUIREMENTS AND CLAIM MANAGEMENT

In order to manage in a timely manner and offer an effective and efficient response to our customers in line with the legal framework in force, Banesco Banco Universal, C.A. uses the Integrated Requirements System, (SIR). The latter is a technological tool that helps manage customers and users' requirements and claims that we receive through different service channels such as BanescOnline, Nationwide Branch Network, Call Center and Administrative Offices.

During 2019, we managed 2,832 cases out of 3,078 cases reported through our Integrated Requirements System, (SIR). From the number of cases that were managed, 1,784 were settled.

The distribution of claims and requirements by financial instrument in 2019 was as follows:

Financial Instrument	2019			2018		
	Number of Requirements and/or Claims	Amount of Claims (VES)	% on Total	Number of Requirements and/or Claims	Amount of Claims (VES)	% on Total
Credit Cards (CC)	238	7,890,379	7.73%	857	1,382,055,860	17.12%
Debit Card (DC)	2,819	965,740,666	91.59%	4,076	30,943,708,225	81.42%
Savings Book	0	0	0%	7	202,503,721	0.14%
Check	9	1,520,104	0.29%	54	497,006,280	1.08%
Customer Service	12	0	0.39%	12	—	0.24%
Total	3,078	1,520,104	100%	5,006	33,025,271,086	100%

CLIENT AND BANK USER'S DEFENDER

The Banesco Client and Bank User's Defender is a figure appointed by the Banking Institution to review, process and respond to customers and users' filed complaints and claims, which are derived from banking practices and operations and considered unsettled in time by Customer Service and Banking User Unit. The Defender is a formal instance of an objective and independent nature with total autonomy in terms of criteria and guidelines to be applied.



In 2019, the Customer and Bank Defender settled 2,870 cases, distributed as follows: 712 monetary cases, 266 service cases and 1,892 that did not correspond to this body.

The cases that were not admitted were duly responded to, explaining the non-admission of the application and referring them to the Customer Service Unit, which follows up on them until their settlement.

The main requirements were met:

- a) Transaction rejected for not concluded negotiation.
- b) Erroneous transfer.
- c) Inconveniences with Mobile Payment / Payments made.
- d) Unrecognized debits / Banesco Master Debit Card alleged fraud.
- e) Failed or Duplicate Purchases at Point of Sale with Banesco Mastercard.

Following our value of Responsibility, Banesco Banco Universal, C.A. offers through its web page to all its clients and general public a section dedicated to the Banesco Customer and Bank User's Defender. In this section, the interested parties will find all the necessary information to carry out procedures before this instance.

INFORMATION TECHNOLOGY, PROCESSES FOR BUSINESS AND OPERATIONS

In Information Technology, Processes, Operations and Project Office, our objective is to offer solutions, new information technologies and optimized processes that can meet the needs of the business and support the achievement of their objectives. At the same time, these areas ensure the continuity and stability of services and deliver a superior customer experience.

Processes

In 2019, we continuously worked to optimize, improve and update the quality of the processes. To this end, the Processes area started a permanent program of custody process, which ensures the knowledge and implementation of the processes related to the organization's different areas, while making use of a closing gaps plan for each assessed area. The gaps closed by this action plan are included in the risk matrix in order to allow a 360-degree view of risk.

We also continued analyzing the light structures, which resulted in a greater agility for business. This also stimulated the internal competence and made the collective work easier.



The productivity studies conducted in 2019 allowed us to focus on deviations and take necessary corrective actions, through either process optimization or reengineering, or structure improvement.

Process optimization, which is part of our regular work, allowed us to improve performance, close audit gaps, and also review and improve the costs associated with the process, ensuring the bank's characteristic efficiency and effectiveness.

Development and maintenance of applications

In the area of Application Development and Maintenance, we have delivered technological solutions that support corporate strategies while working together with the businesses. In order to improve customer experience, the implementation of "referenced transfers" has been completed by incorporating large customers, which allows the identification of the

beneficiary and the originator of transactions.

The customer segmentation project was implemented in BanescoOnline and Electronic Payment, allowing a segment of customers to differentiate amounts in transfers. The Digitel post-payment collection service in the BanescoOnline channel was also implemented.

In continuous support to the efficient management of cash and the use of our virtual channels, we implemented the Mobile Payment feature via Web on BanescoOnline, increasing the availability of transfer and payment services through BOL, P2P and P2PWeb channels. These functions are available 24 hours a day, even on holidays and banking days.

We ensured the execution of operations under secure and reliable conditions, strengthening the positive identification module of IVR/CAT by increasing the number of challenge questions from 12 to 27, which reinforces the channel's security controls.

Within the framework of regulatory compliance, every request made by different governmental entities were delivered on time, as well as the franchises' regulatory projects.

OUR CLIENTS

Technology Operations

During 2019, in the Vice-Presidency of Technology Operations, we guaranteed high levels of availability of the bank's services, products and channels, ensuring operability under optimal conditions of security and reliability, delivering a safe experience to our clients, with quality and profitability criteria.

The Systems' continuous improvement and health plans were executed along with the implementation of preventive and corrective actions for each technological layer. Likewise, replacements were conducted in order to perform updates within the Bank's processing, storage and interconnectivity.

Efforts were also made to recover the disk storage capacity by reusing, optimizing and debugging capacities for the IT platforms.

We continued with the periodic renewal and expansion of the main architectures for OSB Integration, P2P, IBS Core, Actual, Sir Web and Credit WorkFlow services, as well as the reuse of processing and storage of the Banking Core in its non-productive environments, monitoring platforms, communications and data centers.



SECURITY CERTIFICATES

Our Banesco.com portal and BanescoOnline have the international security certification granted by renowned companies McAfee and Norton, which have supported sites with the highest levels of security against internet attacks.

Other significant management activities were the implementation of the Software Asset Management (SAM) Practice to identify excess or deficit in licenses in order to avoid

penalties and pursue strategies to optimize the organization's licensing-related costs. Cisco's DWDM solution was implemented in order to replace CANTV's obsolete DWDM communications link for high-speed communications between the Data Center at Ciudad Banesco and the Data Center at El Rosal.

These advances allowed reducing the information replication times of the Banking Core and expanding capacities to support transactional growth, maintaining the reliability and stability of the Bank's operations and ensuring 100% service availability.

SPECIALIZED SEGMENTS

Natural Persons Segments

Efforts are still made in the management of the data update and client files, applying the “Know Your Client” policy in each contact made, through both visits and interviews that allow gathering updated information on our clients. By the end of 2019, an important management is achieved in the updating of data of High Risk clients with more than 187,000 visits. In the same year, more than 106,000 files were updated. The greatest concentration is found in our mass segment customers.

Regarding regulated credit supply, legally established percentages continue to be respected. At the end of 2019, regarding MicroCredits, there was an over fulfillment of 12,79%, liquidating 6,325 operations, which amounts to VES 70,751 million.

In 2019, 86,936 new accounts were opened, which represented an increase of 3.43% in new customers who have chosen us as their main bank.

Legal Segments

We are committed to the support and growth of the country’s productive sectors. Therefore, we continue to grant loans for our clients to meet working capital needs and cover expenses associated with equipment, infrastructure expansions, and productive development activities. In doing so, Banesco Banco Universal, C.A. prioritizes the primary, food and health sectors. Thus, by the end of 2019, we reached a loan portfolio of VES 1.91 MM with a growth of 2,462%, which meant the liquidation of 638,398 of our customers’ credit transactions.

Among these sectors, the support to the agricultural activity stands out. The credit portfolio of this sector increased by VES 1.08 MM, a variation of 6,509% compared to 2018, with a closing balance of 1.10 MM. These results allowed us to comply with the mandatory Agricultural Portfolio established by Law.

COLLECTION AND PAYMENT SERVICES

The collection and Payment services registered more than 69 million transactions driven by the growth of Multi-payment and Online Collection electronic transactions.

NATURAL PERSONS



MICROCREDIT

✓ Overachievement 12,79%
6,325 transactions Total
VES 70,751 million

LEGAL PERSONS



CREDIT PORTFOLIO

↑ Growth 2.462%
638.398 transactions Total
VES 1,913,073 million



AGRICULTURAL ACTIVITY PORTFOLIO

↑ Growth 6,509%
638,398 transactions



Quality Management

The major challenge facing companies today is not how to gain or maintain sustainable advantage over competitors, but how to continually discover new and extraordinary ways to create, establish and achieve value.

The Customer Experience is precisely the right path to take. It's an interactive process of multiple dimensions that creates a bond between the brand and the customer and develops itself through contact points established over time. From this perspective, our objective has been to manage and design experiences that go beyond customer satisfaction, that is to say, experiences that add value and make a difference. These experiences must also contribute to building a base of loyal customers and active promoters of our products and services, which translates into an unprecedented sustainable competitive advantage.

In line with this objective, throughout 2019 we continued with the measurement strategy of the *Net Promotor Scores* and other Customer Experience KPI's. This constitutes a mechanism for listening to the customer's voice about the service we provide, their expectations and level of preference not only over Banesco, but also over the main national banks. All this is possible by interpreting the emotions they experience in their interaction



with our brand. Because of this monitoring, we have identified valuable information that has served as a reference for decision-making and the design of products and services from a fundamentally customer-centric perspective. The objective is to ensure a Banesco customer experience that attracts and establishes a bond with customers, building loyalty and a strong relationship that is not only satisfactory, but also profitable for the organization.

In addition, as part of this strategy, we continue to support the Human Capital Team in the strengthening of a management model based on the employee experience. This model adds value to the organization and allows us to combine, with a global vision, the customer experience with our collaborators' experience.

A fundamental driver of this effort is the monthly measurement of the *Net Promotor Score Employee*, which monitors the level of recommendation of Banesco as a workplace.

In order to deepen our understanding of the customer and how he relates to the organization, starting this year we implemented the *Customer Journey Analysis* on all Digital Banking and Agency channels. This methodology, which follows the path a customer takes when using our services, has allowed us to monitor behavior, needs and problems at each point of contact, and to identify elements of value to focus on for improvement. In addition to the continuous analysis of the indicators that support it, this strategy has fostered the development of numerous initiatives that have an effect on the Banesco customer experience. Actions like these have amounted to 100 from 2016 to 2019.

Focusing on *Customer Intelligence*, we continue to advance to better know our customers and to deepen our understanding of the interactions between them and the channels. In doing so, we have identified a significant number of customers who, from a behavioral point of view, have preferred our Digital Banking to carry out their day-to-day operations. We know that the shift to digital transformation has allowed us to increase the number of customers using these services. Indeed, today we can proudly say that 81% of our customers use digital channels..

OUR CLIENTS

103-1, 103-2, 103-3, F55

RELATIONAL MARKETING

In a market where commodity products and services prevail, relational and experiencing marketing plays an essential role, as it prioritizes the integration of human value over numerical or sales data. In this era of digital customers, people are only attracted by those companies that, aside from quality product or service, provide customized, dynamic and efficient attention, and, most importantly, memorable experiences.

The customization of our communications about products and services is a key factor in the management of Relational Marketing, allowing us to strengthen the loyalty and improve the experience of our customers by adding the value they expect.

Thus, through our *Marketing Outbound* we have been able to reach a significant number of our customers in the second half of the year by sending millions of customized e-mails, with important open rates that now exceed international standards.

STAKEHOLDERS GROUP

Natural Persons	2019		2018		
Focus Groups / Interviews / Survey	Quantity	Participants	Quantity	Participants	Segments
Customer Experience Survey	12	98,844	12	92,441	Legal and Natural Persons
Brand Survey	1	800	1	800	Natural Persons
Satisfaction Survey / Quality Service	1	369	5	1,074	Natural Persons
Banesco.com Assessment	0	0	1	162	Natural Persons
Internal Customer Service / Banesco employees	12	4,899	11	7,575	Banesco Employees



AWARDS AND RECOGNITIONS GRANTED IN 2019

Award	Granting Institution
"Caracas a través de la mirada del periodismo" Award, in its fourteenth edition. Special mention to the <i>Caracas en 450</i> book.	Chamber of Commerce, Industries and Services of Caracas, within the framework of XVI Business Meeting

OUR CLIENTS

103-1, 103-2, 103-3, 416-1, 416-2, 417-1, 417-2, 417-3, 418-1, 419-1, FS15

MESSAGES

We guarantee that the messages that we transmit to our final customer/consumer are generated in the most understandable and close way, aligned with the realities of the offer or service and ensuring the fulfillment of what we offer.

We are also respectful of the existing legal framework in the country regarding advertising and communications:

- ▶ Law on Social Responsibility in Radio and Television
- ▶ Law on the Defense of Persons in the Access to Goods and Services.
- ▶ Standards Regulating the Administrative Processes Related to the Issuance and Use

of Credit, Debit, Prepaid and Other Cards.

- ▶ Financing or Electronic Payment Cards. Articles 23, 24 and 25 (Chapter I, Obligations of Issuers) refer to the case of prize offers and promotions.
- ▶ National Telecommunications Commission's Reform of the Technical Norms on Definitions, Time and Conditions of Advertising, Propaganda and Promotions in Radio Services, Television and Subscription Broadcasting Services.
- ▶ Organic Law for the Protection of Children and Adolescents (LOPNA).

Once the product has been designed, we send all the information required by SUDEBAN, which may comment on or suspend the products as indicated.

Furthermore, the advertising of products and services is subject to the regulations established in the Law on the Defense of Persons in the Access to Goods and Services.

It is worth highlighting that every advertising for the Bank's promotions contains the indication that they have been previously approved by the Institute for the Defense of Persons in the Access to Goods and Services (INDEPABIS) and SUDEBAN. In the event of products or services to which it is applicable, it is stated that they are covered by the Deposit Guarantee and Bank Protection Fund (FOGADE).

It should be noted that the law stipulates that information must be submitted to the BCV in the event of requesting authorizations for new commissions or fees.

All new products are designed in accordance with current regulations and, in case of changes in the legal framework, the product is adjusted. For this reason, our contracts and general conditions contain a clause that limits the liability of Banesco Banco Universal, C.A., in the provision of products or services derived from regulatory changes.



OUR CLIENTS

103-1, 103-2, 103-3, 416-1, 416-2, 417-1, 417-2, 417-3, 418-1, 419-1, FS15

In accordance with the requirements of the regulatory body, a risk analysis for depositors and investors in the new instrument or financial product is always submitted, as well as the opinion of the ML/FT Prevention Compliance Officer on the new instrument or financial product. A survey of the risk that the product posed for Banesco is also carried out. Even though said survey does not prevent the occurrence of such risks, it does define the mechanisms for their mitigation.

As a financial institution, the products and services offered do not directly affect users' health. However, as fraud cases may arise, both the security and monitoring areas are included in the processes. It is important to note that Banesco defines and disseminates all possible policies and mechanisms to avoid information security risks, and possible fraudulent actions in which the products and services offered are used as a vehicle for committing crimes. However, it will always be the sole responsibility of the customer to apply them.

BUSINESS PARTNERSHIPS AND PROMOTIONS

The main objective of our promotions and commercial alliances is to offer added value to our customers, strengthening their loyalty and promoting the use of our products. We offer them exclusive benefits based on their tastes and preferences, generating a residual effect after the end of the campaigns. Likewise, we are able to increase sales of Banesco Credit Cards and contribute to the increase of the active portfolio.

Campaigns

We provide our customers with tips and information to protect the safety of their products.

Through a social media campaign, we showed our customers the most common Banesco Telephone Banking routes so that they become familiar with them. This was made possible through videos that show in a simple way the steps to follow according to different Telephone Banking operations.

We also launched a security campaign on how to protect accounts with strong passwords and other security standards offered by the different social networking platforms. The objective is to teach them how

to protect their accounts from hacker attacks and swindles affecting their contacts. This initiative was implemented through a campaign on Banesco.com and on social networks, so that they can be alert and avoid problems involving their social networks.

We also reinforced the security campaign for customers about the handling of their products, in which we indicate the main security tips to protect their cards and avoid falling victim to the type of fraud known as "el cambio" (the "switch").

We inform our customers about the new SMS balance inquiry service

We launched the campaign "Check your balance by SMS" through Radio, Banesco.com and social networks in order to promote the new Banesco service, which offers customers the possibility of requesting their balance through SMS without the need to have an Internet connection or smartphone to check.

The campaign allows us to inform the customer of the number to call and the structure of the message to successfully check their balance.



OUR CLIENTS

We integrated Community Banking to Banesco.com

We conducted a campaign to inform about the migration of the Banesco Community Banking transactional portal. We notified users that both access to online Community Banking and enrollment in the Micro entrepreneur Training Program are now available on Banesco.com.

The campaign was carried out through Banesco.com and social networks. In addition, mailing was sent to community customers who use the portal.

We were present at the Copa America with our campaign “Avoid frights”

In the context of the America’s Cup, the world’s oldest soccer tournament, we continue to promote the use of our points of sale by relaunching our massive “Avoid frights” campaign, using a more compelling integrated strategy and a more robust media mix.

Through the Permanent Awarded Ticket Program, Debit and Credit cardholders can obtain their purchase free of charge by simply requesting that their transaction be made at Banesco points of sale. Thus, we provide a benefit of great value to our customers.



As of Friday, June 14, the deployment of this campaign was combined with a TV and radio commercial, and presence on social media and Banesco.com

Furthermore, within the framework of this campaign, we conducted the America’s Cup quiz, which was published as a contest on Facebook. The contest lasted 6 days and was very well received.



We held meetings with some of the winning customers of the Permanent Awarded Ticket Program

At two meetings with the winners of the Awarded Ticket Program in August and December, we entertained and witnessed a large audience of customers

who, throughout the event, let us know their stories and experiences with the permanent program and allowed us to record their testimonial videos that we later incorporated in the deployment of our “Banesco Winners” digital campaign.



OUR CLIENTS

We strengthen Mailbox-Listener for all our customers

The Mailbox-Listener Campaign was refreshed. We reminded all our clients that our banesco.com mailbox-listener can receive their complaints about irregular or suspicious situations associated with Banesco Banco Universal.

We promote collection through Movistar Recharge

We promote on social media and Banesco.com the Movistar Recharge for prepaid customers, and the payment of the bill for postpaid customers. The graphics were based on cell phone and landline payments.

We encourage customers to make their payments or recharges from the Movistar

service on BanescOnline and BanecoMobile. The campaign was deployed during 2 weeks and was well received on social media.

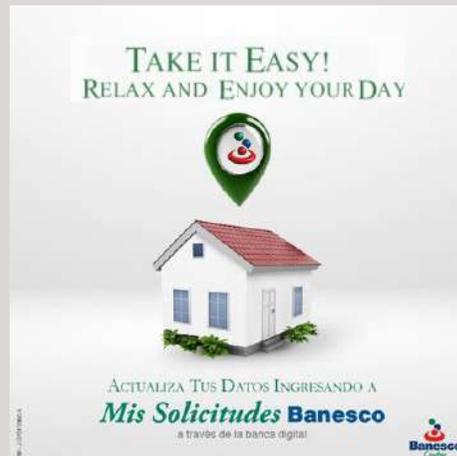
We inform our customers about the new Mis Solicitudes Banesco Portal

We launched “Mis Solicitudes Banesco” campaign to inform our customers of our portal, where they can update their data and files digitally.

This campaign was launched through mass media (television and radio commercials), as well as digital media (social network, mailing, SMS, banners, other sites) and Banesco.com.

Since the launch, deployments were made on a weekly basis on our social media to encourage customers to update and have their documentation complete.

We accompanied our customers by publishing on our well-received Youtube channel



the “Follow the Tips” video. This tool allows us to support our customers by detailing information of interest for the correct data update.



Pay your Digital bills!

We inform our internal and external customers about the launching of this new service and its benefits. Natural persons will be able to pay their Digital postpaid bill quickly and securely through direct debit.



OUR CLIENTS

We carried out a digital deployment of the campaign promoting DirecTV payment

We carried out the digital deployment of the DirecTV campaign, in which we promoted a feature by which the payment of this service can be made: BanescOnline Multipayment. The payment schedule of this service and Banesco digital banking's convenience were highlighted.



We continue our efforts to permanently inform our customers on prevention

In compliance with current legal regulations, we continue to promote our Money Laundering Prevention campaign through social media and Banesco.com. By disseminating this regulatory content, we contribute to the reduction of operational, legal and reputational risk associated with Money Laundering and Terrorist Financing.

During this first half of 2019, six informative bulletins were issued and they contained information intended to reinforce our clients' knowledge on subjects related to declaration of the origin of funds, data updating, risks of lending financial products, the importance of knowing the financial activity of our customers, among others.

Additionally, the information disseminated in the bulletins was reinforced with the publication of a banner and a billboard on Banesco.com that redirects the user to the landing page containing information on prevention of Money Laundering.

Likewise, in order to manage the promotion and scope of this content, we disseminated monthly all this information on our social networks, combined with graphics and tips allusive to the campaigns. We sent monthly mailings related to subjects on Prevention of Money Laundering, Financing of Terrorism and Financing of Proliferation of Weapons of Mass Destruction.

During the second half of 2019, we will continue with the permanent campaign on Money Laundering Prevention, Financing of Terrorism and Financing of Proliferation of Weapons of Mass Destruction through our social networks and our Banesco.com website. In doing so, we strengthen the knowledge of our customers on Prevention.

AVOID FALLING INTO
THE WRONG HANDS!
PROTECT YOUR INFORMATION



In July 2019, Resolution 083.18 came into effect and replaced Resolution 119-10 after the execution of an informative deployment intended to highlight the most important novel aspects of the new Resolution.

We maintained the deployment of the campaign through the monthly publication of a banner and a billboard on our Banesco.com portal and a poster on regulatory screens located in our Agency Network. We also managed the promotion and scope of the campaign's content on our social networks.



We promoted Banesco as a leading employer Brand through the “Podium of Success” campaign

As part of our efforts to position Banesco as a leading employer brand, we refreshed the concept of the campaign we have been implementing for several years. To this end, new pieces were designed to make the vacancies available on social media more attractive.

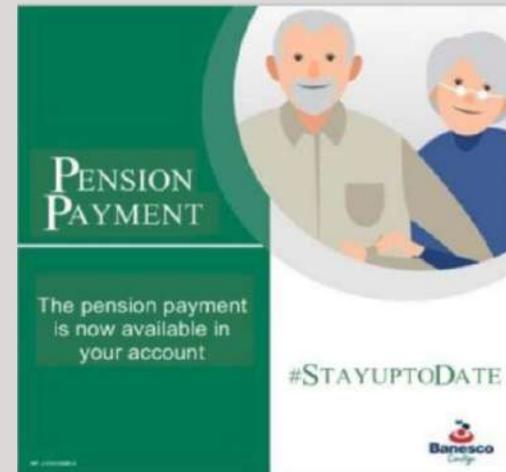
As part of the comprehensive process of the campaign, we managed the contents for different pieces and the brand guidelines within the induction for new employees. The launching of this campaign was carried out throughout the year on social networks.

We remain in permanent contact with our pensioners

We maintain permanent communication with IVSS beneficiary customers in order to continue the process of education in the use of Digital Banking and inform them in a timely manner of their pension payment dates.

Throughout the year, we deployed a monthly campaign on Banesco.com and social media, informing each of the pension payment dates, as well as promoting the benefits available to pensioners when using Banesco Digital Banking.

Thanks to this campaign, the use of our digital channels is being promoted, contributing to increase the percentage of pensioners who have migrated to these services, a percentage that to date has already reached 93%.



OUR CLIENTS

SOCIAL NETWORKS

At the end of December 2019, our social networks amounted to more than 1,466,400 followers on our official Twitter, Facebook, Instagram, Youtube and LinkedIn accounts, which represents 7.67% compared to 2018. For us, it constitutes an important channel for communicating with our customers and the general public, not only to convey our messages, but also to listen to their concerns almost in real time.

At the end of December 2019, Banesco.com Blog reached 8,349,527 million visits. On this site, besides corporate information on products and its Corporate Social Responsibility policy, the institution has exclusive content prepared by renowned journalists in their field.

During 2019, more than 31,000 cases or requests were handled on social networks. From the cases settled, 31.38% corresponded to requests from Banesco customers, while 68.62% were queries about products and services.

As for our presence in social networks, Twitter through the @Banesco, remains the social network preferred by users, reaching more than 725,570 followers as of December 2019.

In addition to serving as a link for queries and requirements, it offers content of interest on personal finance, entrepreneurship, technology, anniversaries, history, sports, business, energy and news on the Bank's products, services or promotions.

Banesco's Facebook page has over 264 thousand followers, while on Instagram it has just reached 187 thousand followers.

Videos posted on the "Banesco en Imágenes" Youtube channel registered more than 5.3 million views. Besides, this channel has 12,522 subscribers.

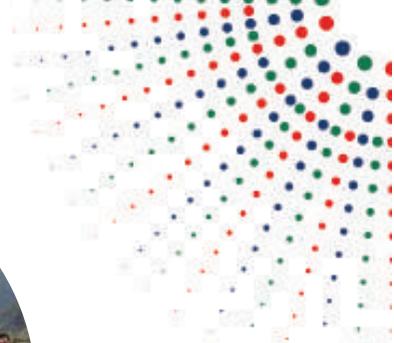


SOCIAL NETWORKS			2019	2018	Variation
	TWITTER	@Banesco	725,579	708,842	102,36
		@Baneskin	199,327	190,165	104,82
	FACEBOOK	Banesco Banco Universal	264,175	264,628	99,83
	YOUTUBE	Views	5,374,935	4,713,708	114,03
		Subscriptions	12,522	10,208	122,67
	LINKEDIN	Followers	73,091	40,679	179,68
	INSTAGRAM	Followers	187,851	147,074	127,73
	BLOG BANESCO	Views	8,349,527	7,938,915	105,17
	GOOGLE +	Followers	N/A	10,715	



OUR ENVIRONMENTAL COMMITMENT

103-1, 103-2, 103-3, 201-2, 301-2, 301-3, 302-1, 302-2, 302-3, 302-4, 302-5, 305-6, 305-7, 306-2, FS1, FS2



OUR ENVIRONMENTAL POLICY

At Banesco Banco Universal, C.A., we are aware that the protection and preservation of the environment is a necessity for the benefit of the current and future generations. Therefore, we are responsible with our consumption for a better use of the available resources. This is why we implement several initiatives that allow improving our operations and caring for our environment.

We are constantly carrying out evaluations, diagnoses, establishing indicators and real goals to optimize the use of natural resources, energy saving and the recycling of waste and materials, so that our activity does not have any negative impact on the environment.

OUR MANAGEMENT

During 2019, we maintained the process of rationalization and spatial reorganization in the Administrative Headquarters of the Metropolitan Area of Caracas. Our objective is to optimize the square meters occupied according to the Organization's processes,

with the minimum intervention in the existing physical infrastructure to achieve a more rational use of space and its services.

We continue to incorporate clocks for the automatic shutdown of lighting in our advertising signs, in accordance with the regulations set forth by the governmental entities. This allows us to comply with the regulations and reduce energy consumption.

We expanded the installed capacity of the precision air conditioning in the Data Center rooms at Ciudad Banesco. This allows us to have a reliable, modern infrastructure with high efficiency and greater cooling capacity.

Our headquarters is a smart building that incorporates various construction and IT elements that minimize its environmental impact, contributing to energy efficiency, the use of alternative energies, improved indoor environmental quality, efficient water consumption and the sustainable development of open spaces.



OUR ENVIRONMENTAL COMMITMENT

103-1, 103-2, 103-3, 201-2, 301-2, 301-3, 302-1, 302-2, 302-3, 302-4, 302-5, 305-6, 305-7, 306-2, FS1, FS2



RECYCLING PROGRAM

To the close of 2019, our recycling program reported satisfactory results as 42,780 kg. of paper and cardboard were recycled, which represents VES 1,505,400 and that amount that has been allocated to support projects executed by our Social Partners.

On the other hand, we maintained our Efficient Banesco Culture and reinforced the awareness campaign for the responsible use of the equipment that we have available to do our job (multi-functional printing equipment) with a special program for saving paper.

This program has allowed to save 4,630,516 printed pages, which represent VES 484.861.330.



E-MANAGEMENT FOR DOCUMENTS

Area	Number of Transactions			Number of Pages		
	2019	2018	Var%	2019	2018	Var %
Commercial Credit	18.214	28.985	(59%)	371.567	591.691	(59%)
CC (Request/Service)	4.920	4.124	16%	18.679	19.738	(5%)

PAPER CONSUMPTION

	2019	2018	Variación %
Number of paper pages saved	4,630,516	6,605,009	(30%)
VES saved	484,861,330	145,310,198	234%

TOTAL PRINTING

	2019	2018
	12,817,385	19,098,368
Variation %	33%	

Due to the nature of our activities, no ozone depleting substances are emitted, nor are NO, SO.

OUR ENVIRONMENTAL COMMITMENT

103-1, 103-2, 103-3, 301-1, 301-2, 301-3, 302-1, 302-2, 302-3, 302-4, 302-5, 303-1, 303-2, 303-3, 304-1, 304-2, 305-1, 305-2, 305-3, 305-4, 305-5, 305-6, 306-1, 306-2, 306-3, 306-5

ENERGY CONSUMPTION

In Banesco Banco Universal, C.A., we have included the use of advanced technologies in equipment and lights, together with an awareness campaign about the efficient use of electric power with the purpose of improving each year regarding this indicator.

We permanently maintain the reduction of lighting of offices establishing work block schedules according to productivity; reduction of the operating hours of air conditioning equipment in offices and restricted timetable in the use of escalators.

The main energy source used in our organization, Banesco Banco Universal, C.A., is produced by hydroelectric plants, distributed through the national electric grid.

Our power consumption for this period was 207,900 G.J. which represents a decrease of 12.1% with respect to the previous year.

ENVIRONMENTAL INDICATORS

Consumption	Total Consumption			Consumption per Person		
	2019	2018	Var. (%)	2019	2018	Var. (%)
Water (m ³) ⁽¹⁾	230,234	262,045	(12.10%)	53.51	50.48	
Electricity Gigajoule (National Electric System) ⁽¹⁾	207,900.00	236,582.93	(12.10%)	48.32	45.58	6.00
Electricity Gigajoule / own generation ⁽²⁾	4,836.60	1,006.20	381%	2.73	0.51	436%
Paper (Kg) ⁽¹⁾	13,891	24,566	43.45%	3.23	4.73	(31.75%)
Paper (Kg) / Clients ⁽⁵⁾	24,560	35,548	30.91%	0.01	0.01	0%
Waste	Total Consumption			Consumption per Person		
	2019	2018	Var. (%)	2019	2018	Var. (%)
Recycled paper (Kg) ⁽¹⁾	42,780	178,960	(76.10%)	9.94	34.48	(71.17%)
Toner and/or cartridges ⁽³⁾	395	530	(25.47%)	0.09	0.1	(10.00%)
Electrical and Electronic waste (Kg) ⁽¹⁾	91,232.98	54,960.70	66.00%	21.20	10.59	100.21
Greenhouse Gas Emissions	Total Consumption			Consumption per Person		
	2019	2018	Var. (%)	2019	2018	Var. (%)
Diesel generation equipments CO ₂ (Only Ciudad Banesco) ⁽⁴⁾	1,383,885.00	269,624.25	413%	781.41	136.52	472%
Employees' cars CO ₂ emissions ⁽²⁾	769,146.53	777,647.07	(1%)	434.3	393.75	10%
Total CO ₂ emissions ⁽²⁾	2,153,031.53	1,047,271.32	106%	1,215.72	530.26	129%

1. National Totals. 4,303 employees are taken as a basis in 2019 and 5,191 employees in 2018.

2. Ciudad Banesco and Buildings of El Rosal 1,771 collaborators in 2019 and 1,975 collaborators in 2018.

3. Given to FUNDANA. 530 Toner cartridges were donated in 2018.

4. Own Generation in Ciudad Banesco. 1,771 collaborators are taken as a basis in 2019 and 1,975 in 2018.

5. 4,531,671 clients were taken into account in 2018 and 4,072,128 in 2019.

OUR ENVIRONMENTAL COMMITMENT

103-1, 103-2, 103-3, 301-3, 303-1, 303-2, 303-3, 303-4, 303-5, 304-3, 304-4, 306-4, 307-1, FS8, FS9, FS10, FS11

In parallel with the national electric grid, we have, for emergency situations, six (6) diesel generators in Ciudad BAnesco and two (2) diesel generators in El Rosal and other administrative locations, supporting between 80% and 100% of the services.



Currently, those generators are activate in the event of a power failure in the commercial network.

In 2019, we generated 4,836.6 G.J., which means an increase of 381% in comparison with the previous year, mainly due to the electrical failures in the commercial network. Therefore, an increase of 413% regarding CO₂ emissions was produced by diesel equipment.

Currently, the only foreseeable way that climate change could affect the activities of our organizations would be a greater need for air conditioning used in our headquarters and branches, which would increase electricity consumption and subsequent emissions into the atmosphere.

These consequences have not been systematically identified or quantified.



WATER CONSUMPTION

The water used in our headquarters and agencies is obtained through the water network fed by the different reservoirs in the country.

The activities carried out by the bank do not produce chemical, oil and/or combustible spills that have negative effect on health, the environment, soil and air, nor do they impact protected natural areas or unprotected areas of high biodiversity.

Our water consumption during this period was 230.234 m³, which represents a decrease by 12.1% in comparison with the previous year.

BANESCO OPERATIONS THAT COULD PRODUCE ENVIRONMENTAL IMPACT

- ▶ Products and services: For granting of loans to builders, we carry out feasibility studies to guarantee not only the success of the project but also the least possible environmental impact in the area in which the work will be carried out. We ensure that the financed projects have the occupancy certificate before starting the sales process.
- ▶ Transport of products: Banesco Banco Universal, C.A., has no measurable environmental impacts because of this activity, as the products that are transported to our network of branches throughout the country are office supplies, printed papers, as well as technology equipment and their consumables. Likewise, the Bank does not import waste. Waste considered as dangerous (toners, batteries, monitors...) are transported locally taking into account all the necessary security measures.
- ▶ Transport of personnel: Collaborators are provided with transport service from Ciudad Banesco to the closest station in the Caracas Metro system in the morning for the arrival to the headquarters and at the end of the afternoon to easy the transport to their home. This service is also offered to night staff, employees who work during

OUR ENVIRONMENTAL COMMITMENT

301-1

the weekends and on official holidays. In the case of events outside of the headquarters, transport units are contracted for the transport of collaborators. The Institution covers the service cost.

- ▶ No fines or lawsuits were received in 2019 for non-compliance with national or local environmental regulations.
- ▶ The Medical Service for employees located in Ciudad Banesco does not generate biological sanitary waste as it only offers primary care and uses disposable material. Emergencies are referred to health centers near the headquarters.

DONATION OF FURNITURE AND DISINCORPORATED COMPUTER EQUIPMENTS

DONATION OF DISINCORPORATED COMPUTER EQUIPMENTS

	2019	2018	Variación (%)
Number of Donated Equipments	905	851	6.35%
Total Kg.	6,917.64	8,581	(19.38%)

DONATION OF DISINCORPORATED FURNITURE

	2019	2018	Variación (%)
Number of Donated Furniture	294	63	366.67%
Total Kg.	18,680	3,085	505.51%



CORPORATE VOLUNTEERING

Among the social action activities carried out by our Corporate Volunteering, there are initiatives of environmental preservation and incentive of conservation of natural resources. In 2019, 703 man-hours were invested in environmental activities in alliances with volunteering of other private companies.

OUR SUPPLIERS

102-9, 103-1, 103-2, 103-3, 204-1, 308-1, 409-1, 412-1, 412-3, 414-1, 414-2, FS3, FS10

In Banesco Banco Universal C.A., we keep stable and mutually beneficial relations with all our suppliers, understanding that their sustainable development is part of our value chain.

The Vice-presidency of Procurement and Management is in charge of the execution of supply strategies, hiring and management of services with specialized personnel and technical tools, which allow to ensure in a timely manner the supply of goods and services, adapted to the business needs and to the financial aspirations with the best balance (price - quality - risk management); based on transparent negotiations backed-up by contracts that ensure business continuity and the compliance with service agreements.

OUR MANAGEMENT

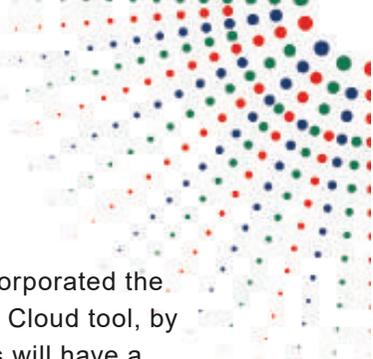
In 2019, we maintained trade relations with 1,054 local suppliers (97.91%) and 22 non-local suppliers (2.09%), with whom we traded a purchase volume of over one trillion, three hundred thousand five billion ninety four billion, six hundred eighty-eight thousand four hundred ninety and sixty-four hundredths (VES 1,305,094,688,490.64). Of this amount, 94.80% corresponds to trade with local suppliers, that is, companies operating in the same geographical area in which the purchase, the service and the billing take

place; while 5.20% of the total corresponds to non-local suppliers. As part of our commitment to the United Nations Global Compact, which the Bank joined in 2008 and to the year 2019 Banesco signed 59 service agreements with its suppliers, 20 of which included the Clause Number 20 subsection J) related to the Ten Principles of the Global Compact based on the Universal Conventions applied to the fields of Human Rights, Environment, Labor Standards and Against Corruption. The remaining contracts signed are under the model of the provider, confidentiality agreements or agreements signed not including the above identified clause.

We have implemented a Policy for Contracting Suppliers under which any supplier interested in providing services to the Institution shall go through a revision process in the legal, Technical, commercial and financial aspects and must submit documents backing up its legitimacy and financial transparency.

The procurement and contracting process for the acquisition of goods, materials, works and services carried out at the most convenient total cost, taking into account, to that end, their price, the timeliness of its delivery and the service after their acquisition, ensuring at all times equity and transparency in the selection of the Supplier.

Furthermore, in 2019, we incorporated the use of the ARIBA Commerce Cloud tool, by means of which our suppliers will have a better experience in the supply chain, as they may monitor the process online. This tool also allows us to reduce management periods and generate savings in negotiations; which makes us stand out from the competition so as to our image be more appreciated and that it be further strengthened with time.



OUR SUPPLIERS

103-1, 103-2, 103-3, 204-1, 308-1, 409-1

NUMBER OF SUPPLIERS

DESCRIPTION	Number of Suppliers		% Over the Total of Suppliers
	2019	2018	2019
Office Equipment, Articles and Furniture	17	28	1.61%
Hardware, Software and Technology	97	90	9.20%
Printed Papers and Value Paper	1	2	0.09%
Debit and/or Credit Cards	2	1	0.19%
Other Equipment	0	0	0.00%
Maintenance and Constructions	82	120	7.78%
Advertising and Marketing	43	64	4.08%
Fees and Consultancies	110	177	10.44%
Equipment Leasing	1	1	0.09%
Condominiums and Leasing	268	308	25.43%
Trainings	15	13	1.42%
Other Services	132	134	12.52%
Services	224	245	21.25%
Human Capital	62	93	5.88%
Total	1,054	1,276	100%

AMOUNT PAID TO SUPPLIERS

DESCRIPTION	Amount Paid		% Over the Amount Paid	
	2019	2018	2019	2018
Office Equipment, Articles and Furniture	2,783,412,067.79	32,218,134.26	0.31%	0.39%
Hardware, Software and Technology	426,745,490,252.46	6,095,768,471.35	47.57%	74.15%
Printed Papers and Value Paper	494,557,479.19	2,503,181.41	0.06%	0.03%
Debit and/or Credit Cards	9,336,476,088.50	145,540,747.13	1.04%	1.77%
Maintenance and Constructions	137,453,863,912.96	806,303,138.04	15.32%	9.81%
Advertising and Marketing	2,521,771,194.24	2,257,828.22	0.28%	0.03%
Fees and Consultancies	20,367,837,949.20	255,736,614.50	2.27%	3.11%
Equipment Leasing	402,917,393.83	884,889.32	0.04%	0.01%
Condominiums and Leasing	30,157,391,114.63	78,486,471.78	3.36%	0.95%
Trainings	1,244,750,275.09	1,961,702.66	0.14%	0.02%
Other Services	26,087,357,504.60	34,834,652.73	2.91%	0.42%
Services	125,455,421,264.74	679,048,323.21	13.98%	8.26%
Human Capital	114,090,783,748.70	84,841,044.71	12.72%	1.03%
Total	897,142,030,245.93	8,220,385,199.31	100%	100%

DISTRIBUTION OF SUPPLIERS BY NUMBER AND AMOUNT PAID

TYPE	Amount of Suppliers		% of the Total of Suppliers		Amount Paid		% Over the Amount Paid	
	2019	2018	2019	2018	2019	2018	2019	2018
Local Suppliers	1,032	1,248	97.91	98	1,237,209,308,722.29	8,220,385,199.31	94.80	67
Non-Local Suppliers	22	28	2.09	2	67,885,379,768.34	4,036,900,372.02	5.20	33
Total	1,054	1,276	100	100	1,305,094,688,490.64	12,257,285,571.60	100	100



MOST IMPORTANT SUPPLIERS BY REGION

CAPITAL REGION

Service	Suppliers		Amount			% of the total	
	2019	2018	2019	2018	Variation %	2019	2018
Hardware, Software and Technology	75	67	415,473,266,309.92	4,751,786,027.38	11.94%	63.45%	78.12%
Services	123	131	119,271,060,679.89	671,727,297.92	(6.11%)	18.21%	11.04%
Maintenance and Constructions	65	95	79,601,878,640.79	370,588,393.68	(31.58%)	12.16%	6.09%
Condominium and Leasings	143	156	21,779,206,804.34	34,878,343.49	(8.33%)	3.33%	0.57%
Fees and Consultancies	93	149	18,673,047,455.37	253,817,255.24	(37.58%)	2.85%	4.17%
Total	499	598	654,798,459,890.31	6,082,797,317.71	(16.56%)	100.00%	100%

EASTERN – SOUTHERN REGION

Service	Suppliers		Amount			% of the total	
	2019	2018	2019	2018	Variation %	2019	2018
Maintenance and Constructions	4	6	11,881,455,697.39	43,593,647.56	(33.33%)	69.03%	67.00%
Services	25	26	2,724,307,279.31	229,418.50	(3.85%)	15.83%	0.35%
Condominium and Leasings	39	47	2,607,468,295.58	21,239,764.98	(17.02%)	15.15%	32.65%
Total	68	79	17,213,231,272.28	65,062,831.04	(13.92%)	100.00%	100%

LOS LLANOS CENTER REGION

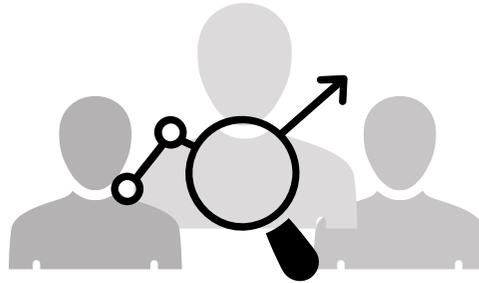
Service	Suppliers		Amount			% of the total	
	2019	2018	2019	2018	Variation %	2019	2018
Office Equipment, Articles and Furniture	0	2	0.00	366,435.85	(100%)	0.00%	0.09%
Maintenance and Constructions	8	9	28,002,159,637.47	379,029,842.73	(11%)	82.93%	95.29%
Condominium and Leasings	53	41	4,096,167,921.96	13,425,705.49	29%	12.13%	3.38%
Services	50	34	1,667,308,229.41	4,944,481.24	47%	4.94%	1.24%
Total	111	86	33,765,635,788.84	397,766,465.31	29%	100,00%	100%

WESTERN – NORTHERN REGION

Service	Suppliers		Amount			% of the total	
	2019	2018	2019	2018	Variation %	2019	2018
Fees and consultancies	2	8	7,626,149.50	1,708,844.68	(75%)	0.04%	6%
Maintenance and Constructions	5	10	17,968,369,937.31	13,099,669.07	(50%)	84.26%	48%
Services	16	54	1,735,953,560.73	3,372,396.41	(70%)	8.14%	12%
Condominium and Leasings	27	63	1,613,078,189.11	8,942,657.82	(57%)	7.56%	33%
Total	50	135	21,325,027,836.65	27,123,567.98	(63%)	100%	100%

ALLIANCES

Our suppliers are aware of the importance of creating alliances to mitigate social problems and to offer a better quality of life to citizens.



PROCUREMENT & BUDGETARY MANAGERIAL COMMITTEE

The Committee is an organizational coordination body allowing to promote an efficient management of the budget and an optimal design of procurement operations, which are the framework of any event of acquisition of goods or services and their negotiation.

Purpose

Directing and governing the Bank's budget management and procurement processes, from the preparation of the budget to the contracting of goods and services, ensuring efficient levels of expenditure, as well as the selection of the best option offered in the market, so as to meet the Institution's strategic objectives.

Roles and Members of the Procurement Committee

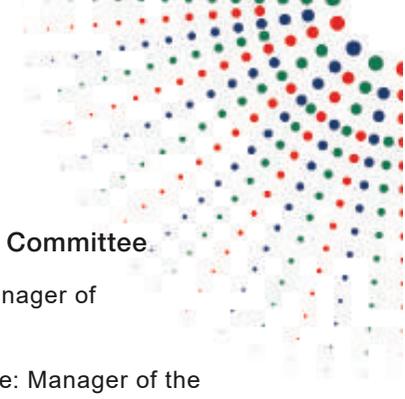
The following are the different committees, which have limits of approval in accordance to the established autonomy for each one of them.

Operational Procurement Committee

- ▶ Coordinator: Executive manager of procurement
- ▶ Secretary of the Committee: Manager of the Procurement Unit
- ▶ Main members entitled to speak and vote: Managers and Executive managers designated by the Procurement Thematic Committee.
- ▶ Advisors entitled to speak: Legal Consultancy Manager and Executive Manager of Tax Consultancy.

Budget Management & Procurement Thematic Committee

- ▶ Coordinator: Executive Director of Treasury and Finance
- ▶ Secretary of the Committee: VP of Procurement and Management
- ▶ Main members entitled to speak and vote: Executive Director of Technology and Processes, Executive Director of Treasury and Finance and Executive Director of Products and Means of Payment Services
- ▶ Main members entitled to speak: Executive Director of Credit and Banking Logistics, Executive VP of Comprehensive Risk Management, Executive VP of Finances and Economic Studies, VP of Procurement and Management, VP of Infrastructure Operations, Executive Manager of Budget and Expenditure Control and Executive Manager Administrative, Electronic and Physical Channel Processes.



OUR COMMITMENT TO AUTHORITIES

103-1, 103-2, 103-3, 201-4, 206-1, 207-1, 417-2, 415-1

OUR POLICY

In Banesco Banco Universal, C.A., we work and are leveraged on our organizational values, with the purpose of strengthening the social fabric by means of the provision of access to banking services to the social groups that are most excluded of the financial system, by the creation of jobs and by offering innovative platforms the offering of innovative platforms to facilitate the links and the interrelation between the country's economic players. Responsibility, reliability and quality are fundamental values allowing us to have an active role in the country's economy.

We are responsible and transparent. We share information with the Board of Directors, shareholders, with employees, clients, suppliers, competent authorities and regulatory bodies, as well as with our stakeholders and the general public. We have information systems of quality, in sufficient and safe terms, in a timely way and with the required frequency.

OUR MANAGEMENT

All of our products and services are designed and adjusted to the legal regulation in force. Our contracts and general conditions have a clause limiting the noncompliance of the Bank with the derivative in the provision of the derived product or service due to regulatory changes. Corporate Responsibility and

Sustainability Report Banesco 2019.

In accordance with the requirements of the Regulatory Body, a risk assessment study is sent to the depositors and investors of the bank about any new instrument or financial product, with which, even if it does not prevent the occurrence of eventual inconvenient, the Bank continuously adjusts its mitigation mechanisms.

The personnel of Bank's Legal Consultancy continuously analyzes any new law issued by the regulatory bodies or the modification of the existing regulations for the purpose of determining any aspect that may impact the Bank, the Stakeholders and the financial sector. Furthermore, as part of this process of ensuring a permanent update, the publications of the Official Gazette are daily reviewed, related to this field and are sent to all the involved areas with the purpose of taking the pertinent actions, as appropriate.

IMPUESTOS

Banesco Banco Universal, C.A., keeps its fiscal principles aligned with its organizational values, where responsibility, reliability, quality and innovation are principles characterizing our approach towards fiscal matters. For those reasons, the Institution abides to the strict and faithful compliance with the tax

legal regulation in force in an efficient and timely way, based on the information shown in the financial statements.

The Executive Management of Taxes and Compliance with Fiscal Obligations, under the Executive Direction of Treasury and Finances, is the department responsible for establishing the necessary controls and guaranteeing the faithful and timely compliance with obligations in fiscal matters, by means of the executions of the legal provisions of the tax regulation and the Manuals of processes approved and published.



OUR COMMITMENT TO AUTHORITIES

103-1, 103-2, 103-3, 207-1, 207-2, 207-3, 207-4

The institution has a monthly planning of all the required and compulsory activities, which allows for the compliance of its fiscal obligation in a timely manner before the national, state and municipal bodies. The accrual and payment of said obligations are included in the bank's financial statements in accordance with the local accounting standards. Furthermore, tax regulations are analyzed in order to guarantee that the Institution's decisions comply with its content and are in conformity with the General Principles of Tax Law.

Concerning the tax transparency regime, in particular in Transfer Prices matters, it is worth noticing that the Institution complies with the Principle of Free competition or Principle of Independence, informing the tax authority about its economic transaction carried out with the related parties, as established by the regulatory framework. It is thus shown that Banesco Banco Universal, C.A., assumes its tax burden without transferring its benefits to tax havens.

In this regard, it should be noted that the Institution is aware of the relevance of its contributions in fiscal matters, so that the Public Authority, in its different levels, may comply with the execution of its economic policies, in this sense, the Institution is in full compliance with the payment of all of its fiscal obligations, directly and indirectly contributing

to the sustainable development of all its stakeholders.

The Code of Ethics is a tool allowing all employees to get involved with fiscal matters, to carry out actions with Responsibility, Reliability, Quality and Innovation, as it is conceived according to the Institution's Values.

The Executive Management of Taxes and Compliance with Fiscal Obligations aims at promoting the understanding by the different

departments of the business of the importance of complying with the fiscal obligations and of the risks to which the Institution could be exposed, whether by meetings, e-mails, and/or newsletters. In addition, for employees requiring it, specialized training courses are given in tax matters, in such a way that they have the necessary technical tools for carrying out their duties.

TAXES DUE TO OWN OPERATIONS

(IN THOUSANDS OF VES)

	2019	2018	Vaiation %
Income before income taxes	464,917,777.53	6,464,483.91	7,091.88%
Income tax (1)	34,688,859.63	1,173,685.00	2,855.55%
Tax on Economic Activities	29,051,302.35	138,106.38	20,935.45%
Value Added Tax *	89,192,917,102.14	1,391,605,955.14	9,660.14%
Tax on business advertising	11,282.14	0.60	1,891,638.98%
Urban Property tax	47,180.01	1.09	4,333,669.21%
Tax on Large Financial Transactions (IGTF)	32,036,083.44	204,929.36	15,532.74%
Tax on large assets	7,534,000.00	-	100%
Other taxes **	783,798.23	0.49	159,221,104.41%
Sub Total Bs.	224,311,624.50	2,747,844.90	8,034.66%
Income after income taxes	240,606,153.03	3,716,640.11	

* Includes the total of the fiscal credit for national purchases and the payment of the VAT as responsible party (import of services)

** Other taxes: payments are registered for administrative fees



OUR COMMITMENT TO AUTHORITIES

103-1, 103-2, 103-3, 207-1, 207-2, 207-3, 207-4

The Executive Management of Taxes and Compliance with Fiscal Obligations seeks to early identify risks and to notify them, if necessary, to the Executive Direction of Treasury and Finances, for the making of assertive decisions that mitigate or eliminate them. Likewise, there are continuous communication channels between the different departments of the Institution. Therefore, in the event of the existence of a fiscal risk, it may be addressed in a timely manner.

For the internal control of risks, the Executive Management of Taxes and Compliance with Fiscal Obligations, keeps a timeline for activities, on which the established payment dates and the actual payment dates are written, which allows the Department Managers to monitor the proper compliance, that may be verified with the data in the scanned proofs of payment. Also, regarding the approval of the payment of the different taxes, the Executive Management has Fiscal Autonomy, duly authorized by the Risk Committee and the Board of Directors.

With the purpose of guaranteeing compliance with the activities performed by the Executive Management of Taxes and Compliance with Fiscal Obligations, the Institution relies on the Vice-presidency of Internal Audit, which enforces compliance with tax obligations in accordance with the

LEGAL CONTRIBUTIONS

(IN THOUSANDS OF VES)

	2019	2018	Variation (%)
Contribution to the Science, Technology and innovation Act			
Contribution to the National Science, Technology and Innovation Fund (FONACIT) ¹	56,848.29	69.06	82,217.25%
Workers' Food Act.			
Workers' Food Act	2,667,107.70	2,697.21	98,784.05%
Contributions to FOGADE, SUDEBAN, to the National Anti-Drug Office - ONA, and Social Contribution to Communes, Sport Act.			
FOGADE	10,433,336.61	32,702.25	31,804.03%
SUDEBAN	12,737,452.79	54,293.99	23,360.15%
LOSEP CONTRIBUTION (ONA - FONA)	3,151,303.54	49,956.93	6,208.04%
SOCIAL CONTRIBUTION TO COMMUNES ²	4,707,569.71	5,757.00	81,671.23%
Sports Act Contribution	2,502,880.88	48,345.23	5,077.10%

The amounts of 2018 are expressed in this report in thousands of VES, for easier comparison with the figures of 2019.

- ¹ The funds corresponding to these contributions are transferred to the Science, Technology and Innovation National Fund (FONACIT), which decides about the projects to be financed as per the guidelines and priorities defined in the National Economic and Social Development Plan of the Nation, as well as the ethic implications and their cultural, social, environmental and economic potential impact.
- ² This contribution is administered by the Autonomous Service of National Fund of the. Communal Councils (SAFONACC), whose main activity was the administration of the resources assigned to the Communal Councils, financing the Community, Social and Productive Projects of the People's Power in its Financial Components.



OUR COMMITMENT TO AUTHORITIES

103-1, 103-2, 103-3, 207-1, 207-2, 207-3, 207-4

Venezuelan legal system. In addition, it relies on the Vice-Presidency of Business Models, which guarantees the existence of manuals of processes, that those are efficient and are in accordance with the best business practices.

The Institution has been characterized by the maintenance of an assertive communication with all the stakeholders, tax authorities or communities of which it is a part. With the governmental authorities, we keep a continuous communication establishing cooperative relations and alliances with the tax collection bodies and local governments based on the principles of transparency and trust.

Regarding the handling of inquiries related to taxes, the Bank has a digital tool called @rqa-si, through which all the inquiries of tax nature made by any business department of the institution, where the Executive Management of Taxes and Compliance with Fiscal Obligations, is responsible for giving timely responses and following up the resolution of the issues that originated the inquiries, ensuring at all times that the institution complies with its tax obligations.

TAXES WITHHELD AND PAID IN THE NAME OF EMPLOYEES

Parafiscal Contributions				Total Salary of Employees 2019 VES
	2019	2018	Variation %	
Housing and Habitat Act ¹	516,043.66	4,271.33	11,981.58%	25,797,384,255
Compulsory Social Security ²	679,115.22	6,596.54	10,195.02%	7,348,890,020
Employment Act ³	144,695.37	1,319.33	10,867.31%	7,348,890,020
INCES ⁴	146,977.93	1,487.29	97,82.27%	7,348,890,020
Income Tax ⁵	2,068,656,227	1,140,122.93	181,441.87%	28,339,219,021
Total	2,070,143,059.09	1,153,797.42	224,268.05	

- 1 The contribution is equivalent to 3% of the monthly total wage of the employees (2% paid by the employer and 1% by the employee)
- 2 All the persons providing services both to public and private companies make contributions to the IVSS (Venezuelan Institute of Social Security, by its initials in Spanish)
- 3 This contribution is aimed at guaranteeing the employee facing involuntary job loss, and who contributes to the employment security system, a benefit in cash for a given period of time. 2% is paid by the employer and 0.5 is paid by the employee.
- 4 INCES is a public institution in charge of the collective, comprehensive, continuing and permanent of the employees, aimed towards the development of their abilities. The contribution is paid as follows: 2% paid by the employer and 0.5% paid by the employee.
- 5 This contribution is paid by those employees who estimate an annual income of 1,000 tax units (T.U) or more



In addition to it, it is worth mentioning that the Institution has an active involvement in the Venezuelan Banking Association, in particular in the Tax Committee, in which any new event that arises in the field of taxation is discussed, as the impact of new taxes, and the positions that could be taken about a particular topic, with the purpose of reaching a consensus within the banking association. In that way, opinions are compared and risks are mitigated, which are elements guaranteeing business continuity and compliance with tax obligations.

OUR COMMITMENT TO AUTHORITIES

103-1, 103-2, 103-3, 201-4, 206-1, 207-1, 207-2, 207-3, 207-4, 417-2, 415-1

As an agent of tax collection and withholding for the clients, the financial institution must inform the national and state level Tax Management Body about the following taxes:

TAX WITHHELD AND COLLECTED

(IN THOUSANDS OF VES.)

Tax withheld and collected	2019	2018	Variation %
Tax on Large Financial Transactions (IGTF)	1,495,026,308.08	10,304,686.15	14408.22%
Income withholding on Incidental Income	179,379.07	229.83	77947.59%
Revenue stamps	4,758,216.74	132,411.79	3439.70%
Total VES	1,499,963,903.90	10,439,340.13	95795.52%

TAX WITHHELD AND PAID IN THE NAME OF THE SUPPLIERS AND CLIENTS

(IN THOUSANDS OF VES.)

Tax withheld and paid in the name of suppliers and clients	2019	2018	Variation %
Value Added Tax Withholdings - VAT Suppliers	113,896,383.93	1,048,306.56	10764.80%
Banking transactions withholdings	45,834,073.96	1,108,206.21	4035.88%
Tax on Economic Activities withholdings	106,046.50	395.14	2682.78%
Total VES	159,836,504.39	2,156,907.91	7310.45%

TAX COLLECTED

From 2001, Banesco Banco Universal, C.A., offers its clients the possibility of carrying out the payment of centralized taxes to the SENIAT by means of Internet Banking and its Network of Branches throughout the country. In 2019, said collection reached VES 233.85 billion.

Likewise, we have established alliances with the 5 Mayor's Offices of the Capital Region and other cities in the interior of the country, as well as with Governmental bodies belonging to the central administration in order that our clients may pay their municipal taxes by means of our electronic channels. In this sense, in 2019, tax collection amounted to VES 475.32 billion.

FINES OR NON-COMPLIANCES

During the reported period, Banesco Banco Universal did not face any claim or incident regarding non-compliance of regulations of free competition or monopolistic practices.

The communications received from the Superintendency of the Institution of the banking Sector or from the Central Bank of Venezuela, did not include instructions that have had any incidence in the financial situation and asset structure of the Bank.

In the Financial Statements audited to the Bank, on a six-month basis, in accordance with the requirements of the Regulatory Body, the disputes, contingencies, contractual and fiscal commitments are revealed. In that respect, the Bank does not foresee any impact on the financial statements as a whole.

In Banesco Banco Universal, C.A., the employees of all levels, including the Board of Directors are vigilant with regard to the strict compliance with legal provisions to which it is subject as a financial institution.

Banesco Banco Universal, C.A., is a private banking institution and has not received financial aid from the public sector during the period examined by this report. Furthermore, it has not financed political parties, unions and related associations.

2019 REPORT DRAFTING PROCESS

102-10, 102-32, 102-45, 102-48, 102-50, 102-51, 102-52, 102-54, 102-56

PRINCIPLES TO DEFINE THE QUALITY OF THE REPORT CONTENT

This Responsibility and Sustainability Report of Banesco Banco Universal, C.A. is the result of our management from January to December 2019. It summarizes our main actions and how we integrate the sustainability strategy into our financial activity, managing to create value in the long term with each of our stakeholders (shareholders, clients, employees, suppliers and community) and taking part in the economic and social growth of the country.

As in the previous versions, the relevant aspects of the year, as well as the degree of compliance with the commitments and objectives set during the previous year, as well as the ones established for the following year, are highlighted in this version.

This report is available on our website (<http://ow.ly/Spp93>) and on Blog Banesco: <http://blog.banesco.com/rse/>. The periodicity of submission of the Responsibility and Sustainability Report is annual.

This is our 16th report being published and covers the same aspects as our most recent report, corresponding to 2018. This report has been prepared in accordance to the Comprehensive option of the GRI Standard.

Likewise, the GRI 4 guidelines of the Financial Services Sector Supplement were used.

We joined the “community GRI” program, with which we reflect our relation and commitment to the GRI.

This report structure is based on the GRI Standards and the Financial Services Sector Supplement issued by the Global Reporting Initiative (GRI). It is presented under the same scheme as in previous years, organized in two large blocks: the Internal Dimension and the External Dimension of our Social Responsibility, with specific chapters for each stakeholder.



With this report, we not only report our performance within a sustainability context, but also report our effort within a broader context that includes, among others:

- ▶ The importance and value given to our human capital, which is reflected in salaries above the legal minimums, promotions, continuous training and support programs for acquiring their homes, among others.
- ▶ Our sustained commitment to support our Social Partners who work to improve the education and health services in the communities.
- ▶ The Organization’s impact in the generation of direct jobs in the different regions of the country, indirect jobs through the regional distribution of its suppliers, regional opportunities and services for clients and regional donations.

As part of our commitment to contribute to the compliance of the Sustainable Development Goals (SDGs) of United Nations, we have linked those Goals and objectives to the GRI Standards in accordance to the practical guide on integrating the SDGs into corporate reporting prepared by the GRI and the Global Compact.

2019 REPORT DRAFTING PROCESS

102-10, 102-32, 102-45, 102-48, 102-50, 102-51, 102-52, 102-54, 102-56

This report is governed by the principle of completeness as regards of scope, coverage and terms foreseen in it.

The coverage of this report includes only the operation of Banesco Banco Universal, C.A., in Venezuela. The materiality of the information is manifested in the indicators reflecting the significant impacts of the Organization in the economic, social and environmental fields.

For the preparation of this report, all the areas of the business were engaged in the data collection process and we promoted the understanding of the importance of the timely submission of information.

The figures reported are detailed for the years 2018 and 2019, with their respective variation rates, which allows the comparability of the performance in these two periods; Likewise, in the cases where information has been restructured for the purposes of presentation and comparability, a reference is made thereof.

The quantitative contents are generally reported together with the variables that originate their calculation, which facilitates the understanding of how they are obtained.

For the purposes of data collection, we have used the different data handling systems or internal mechanisms of the organization.



In general terms, they correspond to the information published and reported to the regulatory bodies, that is, it is fully verifiable.

Clarity is a premise for us; consequently, this report contains the more relevant elements, in a document that is readable regarding simplicity of language, the display of management figures and graphs as well as the number of pages. In order to guarantee the reliability of the submitted information and of the proceedings followed in the drafting of the report, all the internal sources of each reported aspect are documented and submitted to verification by the Executive Vice-Presidency of Internal Audit before its publication.

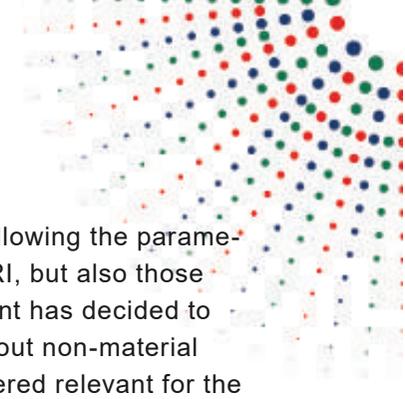
It should be noticed that the contents that are submitted not only cover the contents considered as material in accordance with

the analysis carried out following the parameters established in the GRI, but also those that the senior management has decided to reveal, even if they are about non-material topics, as they are considered relevant for the Bank's performance.

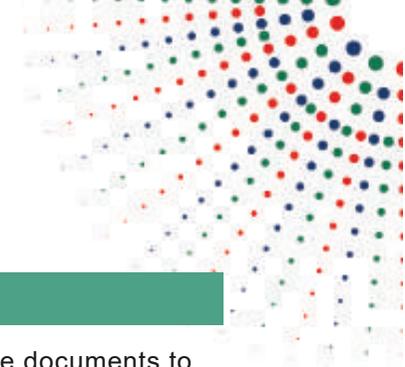
During the preparation of this report, there were no significant changes regarding the size, structure and ownership of the organization or regarding the supply chain. Neither were there any changes in the restatement of the information regarding the reports of previous years.

This report has been prepared in accordance with the Comprehensive option of the GRI Standards and we applied the Materiality Disclosure Service, and we joined the "Community GRI" program, with which we show our relationship and commitment to the GRI.

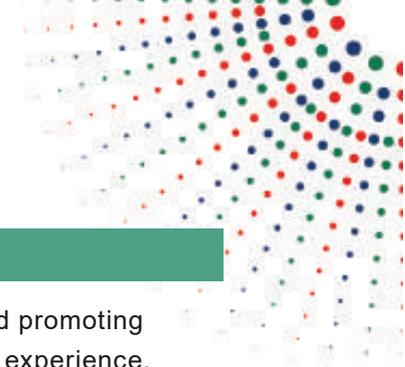
We did not consider an external verification. The Sustainability management validates and executes the materiality process and manages the data collection. Then, the report is reviewed and audited by the Management of Network of Branches, Banking and Financial Processes which is part of the Executive Vice-Presidency of Internal Audit of Banesco Banco Universal, C.A



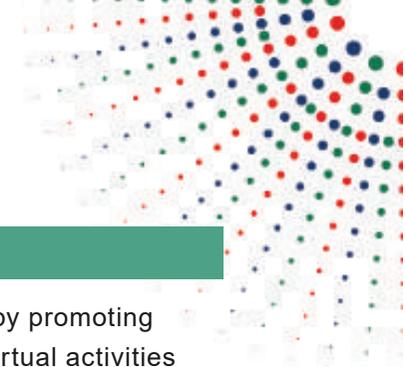
OUR COMMITMENTS



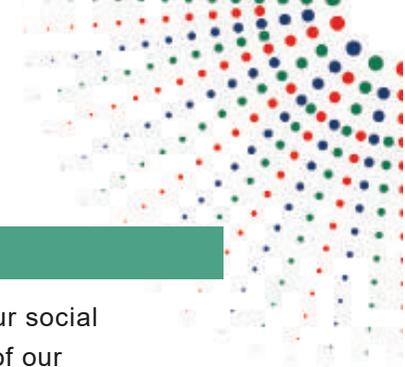
Area	Main action lines 2019	2020 Commitments
Corporate Governance	<ul style="list-style-type: none"> ▶ We standardized the operation of the committees and the methodology to be followed for making the calls, as well as time management and format to carry out presentations, drafting of orders and drafting of records for their subsequent safeguarding in digital format. ▶ We implemented a governance structure aligned to the corporate standard, so as to facilitate the government bodies management and to strengthen the best practices, within the framework of the single regulation of operation of the Steering Committees, Executive Committees and the remaining bodies of deliberation of Banesco Banco Universal, C.A. ▶ New collaborative management tools aimed at facilitating and optimizing the control process and the subsequent decision making were introduced. 	<ul style="list-style-type: none"> ▶ Continuously improving the content of the documents to be presented before the Corporate Governance bodies (Board of Directors and/or) Committees). ▶ Deepening the standardization and simplification of processes, formats and methodologies for an increasingly efficient management of the Corporate Governance areas. ▶ Aligning the recording scheme of the commitments issued by the Corporate Governance bodies for their control and close in the required conditions.
Shareholders	<ul style="list-style-type: none"> ▶ We kept assisting our shareholders by satisfying their requirements and needs inherent to their investment as shareholders and clients of the bank 	<ul style="list-style-type: none"> ▶ Providing timely, effective and efficient information about the management of shares.



Area	Main action lines 2019	2020 Commitments
Human Capital	<ul style="list-style-type: none"> ▶ We promoted actions aimed at a constant improvement of the employee’s experience, focused on personal and corporate values. ▶ We kept strengthening the technical and personal competences of Citizen Banesco with the aid of our virtual learning platforms. ▶ We carried out actions to improve the collaborators’ quality of life and overall wellbeing through innovative compensation schemes and events for the purchase of food and basic products. 	<ul style="list-style-type: none"> ▶ Deepening the employee experience and promoting cultural change, with a focus on: client’s experience, profitability, and use of digital resources. ▶ Constantly designing program with updated content for reinforcing technical and personal skills of the employees supported by new virtual learning technologies. ▶ Identifying and implementing new benefit schemes (both monetary and non-monetary), oriented towards improving the quality of life of Citizen Banesco and retaining the best talent. ▶ Continuing to promote behaviors that are aligned to the values and to the faithful compliance with our Code of Ethics and the regulations governing the Prevention of Money Laundering, Terrorist Financing and Proliferation of weapons of mass-destruction.



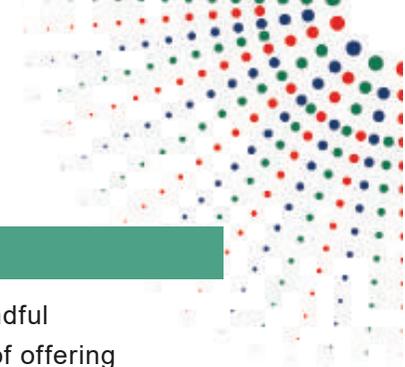
Area	Main action lines 2019	2020 Commitments
<p>Banesco Corporate Volunteering</p>	<ul style="list-style-type: none"> ▶ We planned and executed recreational and leisure activities for the Banesco family enjoyment, in which our Corporate Values were reinforced. ▶ The communities recognize and support our work with the Corporate Volunteering as generators of a positive impact in the Venezuelan society through Social Responsibility initiatives. ▶ We consolidated and deepened the alliances with private company volunteering groups of various sectors for fostering and developing activities together for the benefit of NGOs and the communities. ▶ Logramos la capacitación e incorporación a nuestro voluntariado corporativo en actividades de desarrollo profesional de socios y aliados sociales. 	<ul style="list-style-type: none"> ▶ Reinforcing the Citizenship of Banesco by promoting interaction between collaborators with virtual activities of general interest that will allow us to reinforce our organizational values. ▶ Promoting a higher amount of volunteering actions with Social Partners. ▶ Offering training courses about Human Rights aimed at all employees and in particular at the group of volunteers and the department of security.



Area	Main action lines 2019	2020 Commitments
Social Partners and Community	<ul style="list-style-type: none"> ▶ We achieved significant progress regarding the structuring of the digital version of the Micro-Entrepreneur Training Program. ▶ We reinforced the social dialogue in the community by means of our initiative of Participatory Budget in different states of the country. ▶ We carried out book and school supplies collection campaigns with the purpose of donating them to our Social Partners. ▶ We took part in events related to Corporate Social Responsibility where we created strategic alliances for developing joint activities for the benefit of the most vulnerable communities. 	<ul style="list-style-type: none"> ▶ Continuing to promote and deepening our social dialogue with the community by means of our Participatory Budget initiative in different states of the country. ▶ Implementing digital training for Social Partners, as well as carrying out virtual events for exchange of experiences among entrepreneurs. ▶ Continuing to promote the Micro-entrepreneur training program. ▶ Reinforcing our Digital Library by incorporating new titles and taking part in activities promoting its diffusion.



Area	Main action lines 2019	2020 Commitments
Clients	<ul style="list-style-type: none"> ▶ We enhanced our mobile apps and website, allowing our clients to carry out financial transactions via different electronic channels with higher efficiency, security and speed. ▶ We expanded the services offered via Banesconline to allow our clients to carry out a higher amount of banking transactions in a fast, reliable and secure manner. ▶ We stressed to our collaborators the importance of fostering the Digital Transformation and the Experience of the Internal and External Client. 	<ul style="list-style-type: none"> ▶ Continuing to design and implement products and services aimed at satisfying our client's needs. ▶ Constantly reviewing our value offer so that this continues to be a differentiating element of the Banesco brand. ▶ Continuing to strengthen the security controls and monitoring in the transactions that are carried out via digital and electronic channels, identifying new modalities of cyber attacks ▶ Keeping the Project managers' team updated and emotionally strong, so that they have the necessary tools to handle adverse situations. ▶ Promoting digital transformation and client experience by designing processes, products and services in the context of the new digital age.



Area	Main action lines 2019	2020 Commitments
Environmental	<ul style="list-style-type: none"> ▶ We raised awareness among our collaborators and promoted recycling and its benefits. ▶ We promoted strategies for decreasing the use of paper and its proper use. 	<ul style="list-style-type: none"> ▶ Continuing to be focused on being a mindful organization that has the responsibility of offering solutions and bringing more to our environment, by means of the promotion and extension of its recycling program in its administrative branches and progressively incorporating new materials to this recycling activity, which allow to generate a lower environmental impacts in the operations carried out by our organization. ▶ Continuing with our promise to be a green bank, by decreasing the use of paper and taking advantage of technology as an innovative alternative.
Suppliers	<ul style="list-style-type: none"> ▶ We established a strategic Alliance with our key suppliers. ▶ Within a framework of transparency, we implemented a fast process for service bidding and/or contracting. 	<ul style="list-style-type: none"> ▶ Broadly promoting the use of Ariba as a tool for procurement bidding processes. ▶ Optimizing procurement handling times in an environment of high demand resulting from shortage of suppliers in certain markets.



WE BUILD DREAMS WITH YOU

We help and provide for laying the foundations for a future
Social Balance as of the end of 2019



ACCUMULATED 1998 - December 2019
TOTAL SOCIAL INVESTMENT VES 28,533,253,098.40
GENERAL TOTAL SOCIAL INVESTMENT PLUS CONTRACTED COMMITMENTS VEF 28,533,253,098.40
 Figures expressed in VES

Directors

Juan Carlos Escotet Rodríguez • José Grasso Vecchio • Miguel Ángel Marciano Carrea
 Carlos Eduardo Escotet • Emilio Durán Coballos • María Josefina Fernández

Banesco reports transparently to its stakeholders once more with the publication of the Social Balance 2019. We are pleased to be the first Venezuelan Institution to obtain the highest rating of the Global Reporting Initiative (GRI) in our Corporate Responsibility and Sustainability Reports with the "Competitive Compliance"

RIF: J-07013380-5



ANNEX I • GRI CONTENT INDEX

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Below are detailed pages of the report in which the contents of the GRI Standards and the GRI Financial Services Sector are addressed.

It should be noticed that the contents that are submitted not only cover the contents considered as material in accordance with the analysis carried out following the parameters established in the GRI, but also those non-material topics that the senior management has decided to

reveal, as they considered those topics to be relevant to make Bank's performance known.

For the Materiality Disclosure service, the GRI has checked that the content is clearly presented and the references to the contents from 102-40 to 102-49 are in line with the sections specified in the body of the report.



GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
GRI 101: Foundation 2016								
GRI 102: General contents 2016	Profile of the Organization	102-1	Name of the organization	5		√		
		102-2	Activities, brands, products and services	68 - 69; 75		√		
		102-3	Location of the headquarters	5		√		
		102-4	Location of the operations	5		√		
		102-5	Ownership and legal form	5		√		
		102-6	Served markets	5		√		
		102-7	Size of the organization	27; 31 - 32		√		
		102-8	Information about employees and other workers	32 - 33; 41		√	Principle 6	8.5
		102-9	Supply chain	90		√	Principle 7	
		102-10	Significant changes in the organization and its supply chain	99 - 100		√		
		102-11	Precautionary principle or approach	6 - 10; 32, 41		√		
		102-12	External initiatives	23 - 25; 39 - 40; 56 - 57		√	Principle 7	
		102-13	Affiliation to Associations	26		√	Principle 1, 2, 5, 8, 9, 10	



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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS	
GRI 102: General Disclosures 2016	Strategy	102-14	Declaration of senior executives responsible for the decision making	3 - 4		√	Principle 1, 7, 8, 9		
		102-15	Main Impacts, Risks and Opportunities	6 -10; 14		√	Principle 7, 8, 9		
	Ethics and Integrity	102-16	Values, principles, standards and codes of conduct	5; 31 - 32			√	Principle 10	
		102-17	Counseling mechanisms and ethical concerns	23 - 24; 26; 31; 72			√	Principle 10	
	Governance	102-18	Governance structure	16 -26; 28			√		
		102-19	Authority delegation	16 - 19			√		
		102-20	Responsibility at the executive level of economic, environmental and social matters	23 - 24			√	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	
		102-21	Survey of Stakeholders about economic, environmental and social matters	11 - 13; 23 - 24; 32			√		
		102-22	Structure of the highest governance body and its committees	16; 18 - 25			√		5.1, 5.5
		102-23	President of the highest government body	18 - 20			√		
		102-24	Designation and selection of the highest government body	16; 18 - 25			√		5.1, 5.5
		102-25	Interest conflicts	23 - 24; 26; 31; 32			√		
		102-26	Function of the highest government body in the selection of goals, values and strategy	16 -26; 28			√		
		102-27	Collective knowledge of the highest government body	11 - 13			√	Principle 10	
		102-28	Performance assessment of the highest government body	35 - 37			√	Principle 7, 8, 9	
102-29		Identification and management of economic, environmental and social impacts	6 -10; 11 - 14			√			
102-30		Efficiency of the risk management processes	11 - 14; 23 - 24			√	Principle 10		



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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
GRI 102: General Disclosures 2016	Governance	102-31	Evaluation of economic, environmental and social matters	35 - 37		√		
		102-32	Function of the highest government body in the preparation of sustainability reports	99 - 100		√		
		102-33	Communication of critical concerns	11 - 14; 16; 18 - 19; 32		√		
		102-34	Nature and total amount of critical concerns	18 - 19; 31 - 32		√		
		102-35	Remuneration policies	18 - 19; 36 - 37		√		
		102-36	Process to determine remuneration	18 - 19; 36 - 37		√		
		102-37	Stakeholders involvement in remuneration	18 - 19; 36 - 37		√		
		102-38	Total annual compensation ratio	36 - 37		√		
		102-39	Total annual percentage increase ratio	36 - 37		√		
	Participation of the Stakeholders	102-40	List of stakeholders	6 - 14		√		
		102-41	Collective bargaining agreements	48 - 49		√	Principle 3	8.8
		102-42	Identification and selection of stakeholders	11 - 14		√		
		102-43	Approach for participation of stakeholders	11 - 14		√		
		102-44	Above-mentioned key matters and concerns	11 - 14		√		

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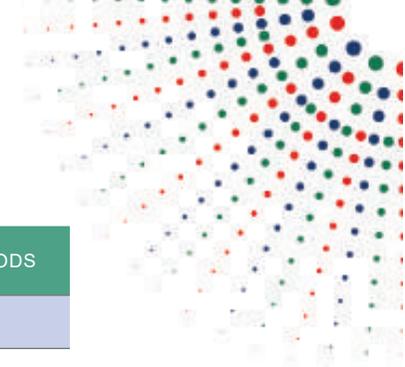
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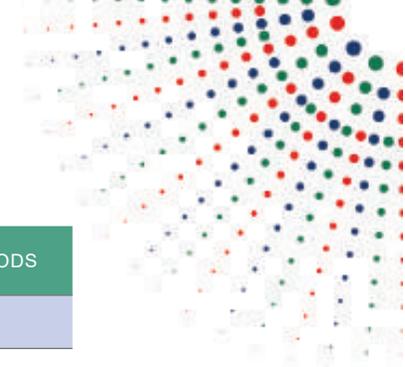
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
GRI 102: General Disclosures 2016	Report Preparation Practices	102-45	Entities included in the consolidated financial statements	99 - 100		√		
		102-46	Definition of the reports contents and the coverage of the topics	11 - 14		√		
		102-47	Material topics list	11 - 14		√		
		102-48	Information restatement	99 - 100		√		
		102-49	Changes in the report preparation	6 - 13		√		
		102-50	Reporting period	99 - 100		√		
		102-51	Previous report date	99 - 100		√		
		102-52	Report preparation cycle	99 - 100		√		
		102-53	Contact point for questions about the report	132		√		
		102-54	Declaration of preparation of the report in compliance with the GRI Standards	99 - 100		√		
		102-55	GRI Content Index	108 - 128		√		
		102-56	External verification	99 - 10 ANNEX 1 129 - 131		√		

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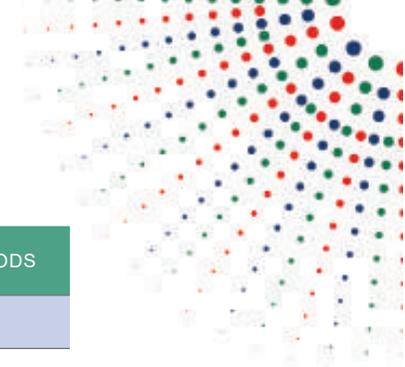
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
MATERIAL TOPICS: ECONOMIC PERFORMANCE								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	6 - 14		√		
		103-3	Management approach assessment	6 - 14		√		
GRI 201: Economic performance 2016		201-1	Direct and distributed economic value	7 - 9; 38		√		8.1, 8.2
		201-2	Financial implications and other risks and opportunities resulting from climate change	85 - 86		√	Principle 7 Criteria 10	
		201-3	Obligations of the defined benefit plan and other retirement plans	52 - 54		√		
		201-4	Financial assistance received from the government	94; 98		√		
MARKET PRESENCE								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	36 - 37		√		
		103-3	Management approach assessment	36 - 37		√		
GRI 202: Market Presence 2016		202-1	Initial Standard Category Ratio by sex against the local minimum wage	36 - 37		√		1.2, 5.1, 8.5
		202-2	Proportion of senior executives hired from the local community	33 - 34		√		8.5



GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
ECONOMIC IMPACTS								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its element	68 - 69		√		
		103-3	Management approach assessment	68 - 69		√		
GRI 203: Indirect Economic Impacts 2016		203-1	Investments in infrastructure and supported services	56 - 57		√		5.4
		203-2	Significant Indirect Economic Impacts	56 - 61		√		1.2, 3.8, 8.2, 8.3, 8.5
ACQUISITION PRACTICES								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	90		√		
		103-3	Management approach assessment	90		√		
GRI 204: Acquisition practices 2016		204-1	Spending ratio in local suppliers	90 - 92		√	Principle 6	8.3
ANTI-CORRUPTION								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√	Principle 10	
		103-2	Management approach and its elements	49 - 51		√	Principle 10	
		103-3	Management approach assessment	49 - 51		√	Principle 10	
GRI 205: Anti-corruption 2016		205-1	Transactions evaluated for corruption-related risks	20 - 22; 47		√	Principle 10	
		205-2	Communication and training on anti-corruption policies and procedures	26; 28; 47; 49 - 50		√	Principle 10	
		205-3	Confirmed corruption cases and measures taken	49 - 50		√	Principle 10	

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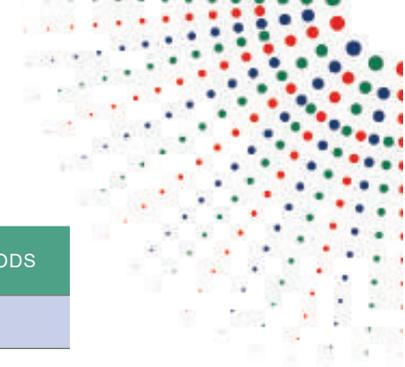
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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
UNFAIR COMPETITION								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	77 - 79		√		
		103-3	Management approach assessment	77 - 79		√		
GRI 206: Unfair Competition 2016		206-1	Legal actions related to unfair competition and monopolistic practices and against free competition	94; 98		√		
TAX								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	94 - 98		√		
		103-3	Management approach assessment	94 - 98		√		
GRI 207: TAX 2019		207-1	Approach to tax	94 - 98		√		
		207-2	Tax governance, control and risk management	95, 96, 97, 98		√		
		207-3	Stakeholder engagement and management of concerns related to tax	95 - 98		√		
		207-4	Country-by-country reporting	95 - 98		√		

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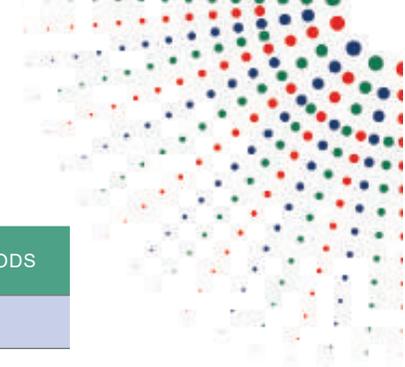
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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
MATERIALS								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	85 - 87; 88		√		
		103-2	Management approach and its elements	85 - 87; 88		√		
		103-3	Management approach assessment	85 - 87; 88		√		
GRI 301: Materials 2016		301-1	Used Material by weight or volume	87, 89		√	Principle 8, 9	8.4
		301-2	Recycled supplies	85 - 87		√	Principle 8, 9	
		301-3	Reused products and packaging materials	86 - 88		√	Principle 8, 9	8.4
ENERGY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	85 - 87		√	Principle 7, 8, 9	
		103-2	Management approach and its elements	85 - 87		√	Principle 7, 8, 9	
		103-3	Management approach assessment	85 - 87		√	Principle 7, 8, 9	
GRI 302: Energy 2016		302-1	Energy consumption within the organization	85 - 87		√	Principle 7 y 8	8.4
		302-2	Energy consumption without the organization	85 - 87		√	Principle 8	8.4
		302-3	Energy intensity	85 - 87		√	Principle 8, 9	8.4
		302-4	Energy consumption reduction	85 - 87		√	Principle 8, 9	8.4
		302-5	Reduction of the energy requirements of products and services	85 - 87		√	Principle 8, 9	8.4

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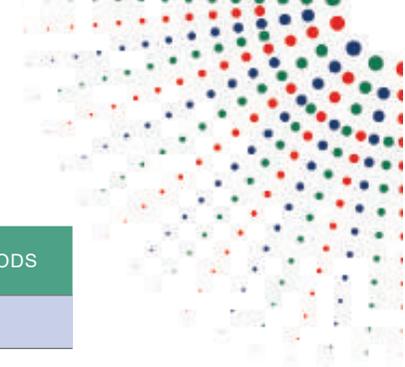
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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
WATER								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	87 - 88		√		
		103-2	Management approach and its elements	87 - 88		√		
		103-3	Management approach assessment	87 - 88		√		
GRI 303: Water and Effluents 2018		303-1	Water extraction by source	87 - 88		√	Principle 8	
		303-2	Water sources significantly affected by water extraction	87 - 88		√	Principle 8	
		303-3	Recycled and reused water	87 - 88		√	Principle 8	
		303-4	Water discharge	88		√	Principle 8	
		303-5	Water consumption	88		√	Principle 8	
BIODIVERSITY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	87 - 88		√	Principle 8	
		103-2	Management approach and its elements	87 - 88		√	Principle 8	
		103-3	Management approach assessment	87 - 88		√	Principle 8	
GRI 304: Biodiversity 2016		304-1	Operation centers owned, leased or managed located within or near protected areas or areas with high value for biodiversity outside protected areas	87		√	Principle 8	
		304-2	Significant impacts of the activities, products and services in biodiversity	87		√	Principle 8	
		304-3	Protected or restored habitats	88		√	Principle 8	
		304-4	Species appearing in the IUCN Red List and in national conservation lists whose habitats are in areas affected by operations	88		√	Principle 8	

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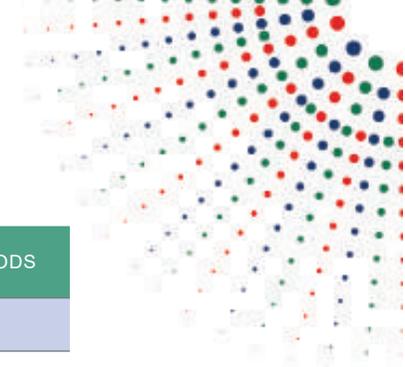
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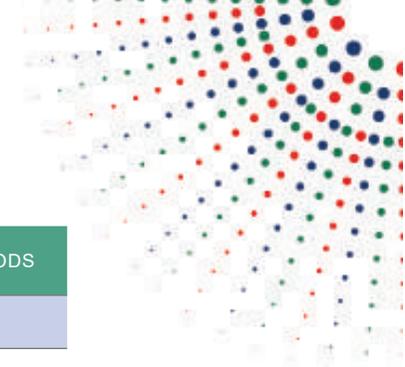
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
EMISSIONS								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	87 - 88		√	Principle 7, 8	
		103-2	Management approach and its elements	87 - 88		√	Principle 7, 8	
		103-3	Management approach assessment	87 - 88		√	Principle 7, 8	
GRI 305: Emissions 2016		305-1	GHG direct emissions (scope 1)	87		√	Principle 7, 8	3.9
		305-2	GHG indirect emissions by generating energy (scope 2)	87		√	Principle 7, 8	3.9
		305-3	Other GHG indirect emissions (scope 3)	87		√	Principle 7, 8	3.9
		305-4	Intensity of the GHG emissions	87		√	Principle 7, 8	
		305-5	Reduction of the GHG emissions	87		√	Principle 7, 8	
		305-6	Emissions of ozone-depleting substances (ODS)	85 - 87		√	Principle 7, 8	
		305-7	Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant emissions to the air	85-86		√	Principle 7, 8	3.9

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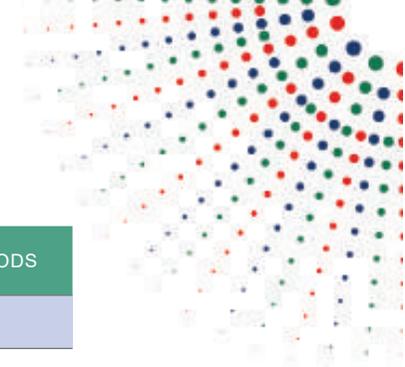
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
EFFLUENTS AND WASTE								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	87 - 88		√	Principle 7, 8	
		103-2	Management approach and its elements	87 - 88		√	Principle 7, 8	
		103-3	Management approach assessment	87 - 88		√	Principle 7, 8	
GRI 306: Effluents and waste 2016		306-1	Water discharge by quality and destination	87		√	Principle 7, 8	3.9
		306-2	Waste by type and disposal method	85 - 87		√	Principle 7, 8	3.9
		306-3	Significant spills	87		√	Principle 7	
		306-4	Carriage of hazardous waste	88		√	Principle 7	3.9
		306-5	Water bodies affected by water discharge and/or runoffs	87		√	Principle 8, 9	
ENVIRONMENTAL COMPLIANCE								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	87 - 88		√	Principle 7	
		103-2	Management approach and its elements	87 - 88		√	Principle 7	
		103-3	Management approach assessment	87 - 88		√	Principle 7	
GRI 307: Environmental compliance 2016		307-1	Non-compliance with the environmental law and regulations	88		√	Principle 7	



GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
SUPPLIERS' ENVIRONMENTAL ASSESSMENT								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	90		√	Principle 8	
		103-2	Management approach and its elements	90		√	Principle 8	
		103-3	Management approach assessment	90		√	Principle 8	
GRI 308: Supplier's environmental assessment 2016		308-1	New suppliers that have gone through assessment and selection filters in accordance with environmental criteria	90 - 93		√	Principle 8	
		308-2	Negative environmental impacts in the supply chain and measures taken	90 - 93		√	Principle 8	
EMPLOYMENT								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14, 36		√		
		103-2	Management approach and its elements	35 - 36		√		
		103-3	Management approach assessment	35 - 36		√		
GRI 401: Employment 2016		401-1	New recruits and personnel turnover	35		√	Principle 6	5.1, 8.5, 8.6
		401-2	Benefits for the full-time employees that are not given to the part-time or temporary employees	36 - 37; 47		√		3.2, 5.4, 8.5
		401-3	Parental leave	46		√		5.1, 5.4, 8.5
LABOR-MANAGEMENT RELATIONS								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14, 36		√		
		103-2	Management approach and its elements	49 - 50		√		
		103-3	Management approach assessment	49 - 50		√		
GRI 402: Labor-management relations 2016		402-1	Minimum notice terms about operational changes	34		√	Principle 3	8.8

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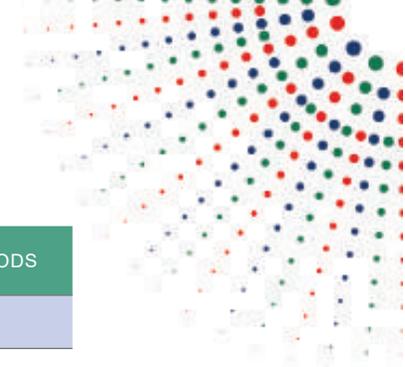
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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
OCCUPATIONAL HEALTH AND SAFETY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 12		√		
		103-2	Management approach and its elements	41, 43, 45 - 47		√		
		103-3	Management approach assessment	41, 43, 45 - 47		√		
GRI 403: Occupational Health and Safety 2018		403-1	Representation of the workers in formal health and security committees labor-company	46		√	Principle 3	
		403-2	Types of accidents and accident frequency rates, occupational diseases, days lost, absenteeism and number of deaths per occupational accident or professional disease	41, 43, 45 - 47		√		
		403-3	Workers with high incidence or high risk of diseases related with their activity 10	41, 43, 45 - 47		√		
		403-4	Themes of health and security treated in formal agreements with unions	41, 43, 45 - 47		√	Principle 3	
		403-5	Worker training on occupational health and safety	43; 47 - 48		√		
		403-6	Promotion of worker health	42 - 43; 48		√		
		403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	46; 48		√		
		403-8	Workers covered by an occupational health and safety management system	46		√		
		403-9	Work-related injuries	46 - 45		√		
		403-10	Work-related ill health	45 - 46		√		

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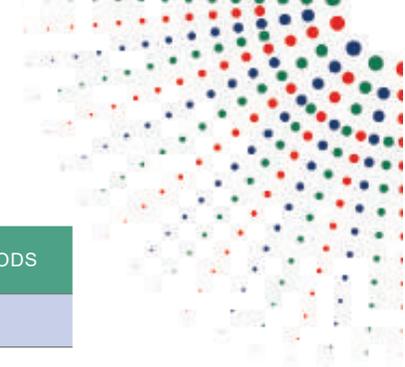
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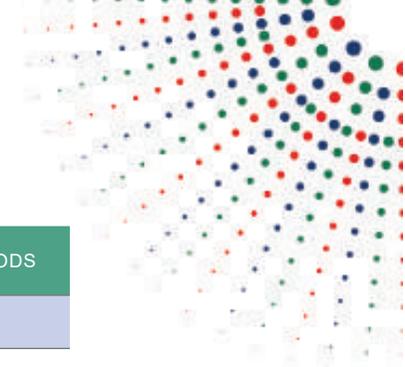
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
TRAINING AND EDUCATION								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14; 39 - 41		√		
		103-2	Management approach and its elements	39 - 41		√		
		103-3	Management approach assessment	39 - 41		√		
GRI 404: Training and Education 2016		404-1	Average of training hours per year per employee	39 - 41		√		4.3, 4.4, 4.5, 8.2, 8.5
		404-2	Programs to improve the skills of the employees and transition assistance programs	39 - 41		√		8.2, 8.5
		404-3	Percentage of employees receiving periodic performance and professional development assessments	36; 39 - 40		√		5.1, 8.5
DIVERSITY AND EQUAL OPPORTUNITIES								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	32 - 33; 47		√		
		103-3	Management approach assessment	32 - 33; 47		√		
GRI 405: Diversity and equal opportunities 2016		405-1	Diversity of governance bodies and employees	32 - 33; 47		√	Principle 1, 6	5.1, 5.5, 8.5
		405-2	Ratio of basic salary and remuneration of women to men	51		√	Principle 1, 6	5.1, 8.5

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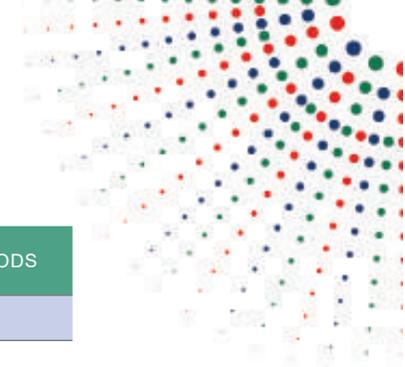
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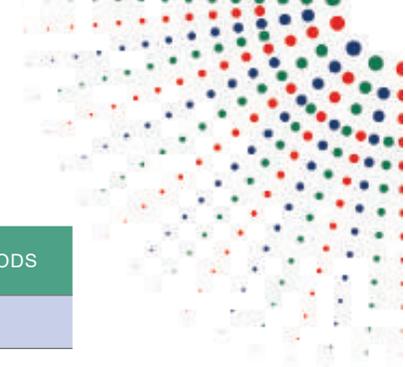
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
NON-DISCRIMINATION								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	50		√		
		103-2	The management approach and its elements	50		√		
		103-3	Management approach assessment	50		√		
GRI 406: Non-Discrimination 2016		406-1	Cases of discrimination and corrective measures taken	31, 50		√	Principle 1, 2	5.1, 8.8
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	49		√		
		103-2	The management approach and its elements	49		√		
		103-3	Management approach assessment	49		√		
GRI 407: Freedom of association and Collective Bargaining 2016		407-1	Operations and suppliers whose right of freedom of association and collective bargaining could be at risk	49		√	Principle 1, 2, 3	8.8
CHILD LABOR								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	26; 31; 51		√		
		103-2	The management approach and its elements	26; 31; 51		√		
		103-3	Management approach assessment	26; 31; 51		√		
GRI 408: Child labor 2016		408-1	Operations and suppliers with significant risk of child labor cases	26; 31 32; 51		√	Principle 1, 2, 5	8.7



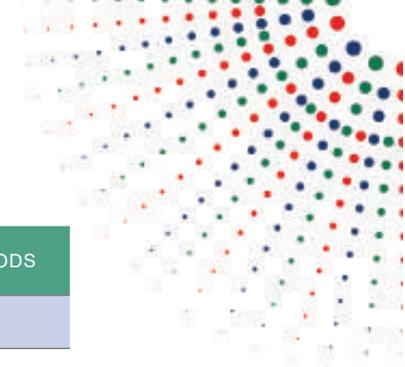
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
FORCED AND COMPULSORY LABOR								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	55		√		
		103-2	Management approach and its elements	55		√		
		103-3	Management approach assessment	55		√		
GRI 409: Forced or compulsory labor 2016		409-1	Operations and suppliers at significant risk of cases of forced or compulsory labor.	90 - 91		√	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	8.7
PRACTICES IN TERMS OF SAFETY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	47		√		
		103-2	Management approach and its elements	47		√		
		103-3	Management approach assessment	47		√		
GRI 410: Practices in terms of Safety 2016		410-1	Security personnel trained in human rights policies or procedures	31; 32; 41; 52		√	Principle 1, 2	
RIGHTS OF INDIGENOUS PEOPLES								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	50		√		
		103-2	Management approach and its elements	50		√		
		103-3	Management approach assessment	50		√		
GRI 411: Rights of the Indigenous Peoples 2016		411-1	Cases of rights violations of the indigenous peoples	50 - 51		√	Principle 1, 2	2.3



GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
HUMAN RIGHTS ASSESSMENT								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	Management approach and its elements	26; 31 - 32; 48 - 49; 68 - 69; 90		√		
		103-3	Management approach assessment	26; 31 - 32; 48 - 49; 68 - 69; 90		√		
GRI 412: Human Rights Assessment 2016		412-1	Operations subject to reviews or assessments of impact on human rights	26; 31 - 32; 48 - 49; 68 - 69; 90		√	Principle 1, 2	
		412-2	Training of employees in policies or procedures on human rights	26; 31 - 32; 48		√	Principle 1, 2	
		412-3	Significant investment agreements and contracts with clauses about human rights or subject to assessment of human rights	26; 90		√	Principle 1, 2	
LOCAL COMMUNITIES								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√	Principle 1	
		103-2	Management approach and its elements	57 - 67		√	Principle 1	
		103-3	Management approach assessment	57 - 67		√	Principle 1	
GRI 413: Local communities 2016		413-1	Operations with participation of the local community, impact evaluations development programs	57 - 67		√	Principle 1	
		413-2	Operations with significant negative impacts –actual and potential– in the local communities	58 - 63		√	Principle 1	1.4, 2.3



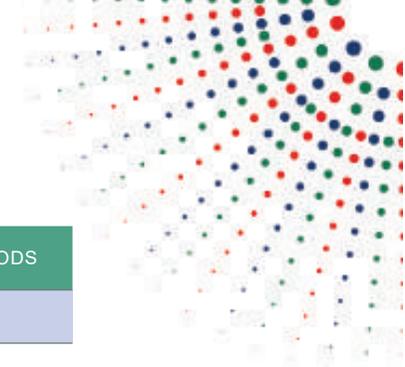
GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
SUPPLIER'S SOCIAL ASSESSMENT								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	90 - 93		√		
		103-2	Management approach and its elements	90 - 93		√		
		103-3	Management approach assessment	90 - 93		√		
GRI 414: Suppliers' Social Assessment 2016		414-1	New providers that have gone through selection filters in accordance with the social criteria	90		√	Principle 1, 2	5.2, 8.8
		414-2	Negative social impacts in the supply chain and measures taken	90		√	Principle 1, 2	5.2, 8.8
PUBLIC POLICY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	98		√		
		103-2	Management approach and its elements	98		√		
		103-3	Management approach assessment	98		√		
GRI 415: Public policy 2016		415-1	Contributions to parties and/or political representatives	94; 98		√		
CLIENTS' HEALTH AND SAFETY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	79		√		
		103-2	Management approach and its elements	78 - 79		√		
		103-3	Management approach assessment	78 - 79		√		
GRI 416: Client's Health and Safety 2016		416-1	Evaluation of the impacts in health and safety of the categories of products or services	78 - 79		√	Principle 1	
		416-2	Cases of non-compliance relative to the impacts in health and safety of the categories of products or services	79		√	Principle 1	



GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
MARKETING AND LABELING								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	79		√		
		103-2	The management approach and its elements	78 - 79		√		
		103-3	Evaluación del enfoque de gestión	78 - 79		√		
GRI 417: Marketing and Labelling 2016		417-1	Requirements for the information and labelling of products and services	78 - 79		√		
		417-2	Cases of non-compliance related with the information and labelling of products and services	78 - 79; 94; 98		√		
		417-3	Cases of non-compliance related with marketing communication	78 - 79		√	Principle 10	
CLIENT'S PRIVACY								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	The management approach and its elements	79		√		
		103-3	Management approach assessment	79		√		
GRI 418: Client's privacy 2016		418-1	Substantiated complaints relative to violations to the client's privacy and loss of data of the client	79		√	Principle 10	
SOCIO-ECONOMIC COMPLIANCE								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√	Principle 10	
		103-2	The management approach and its elements	56, 79		√	Principle 10	
		103-3	Management approach assessment	56, 79		√	Principle 10	
GRI 419: Socio-economic compliance 2016		419-1	Non-compliance with the laws and regulations in the social and economic fields	79		√	Principle 10	

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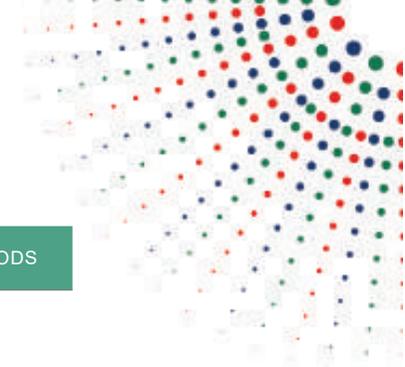
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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
FINANCIAL SERVICES SECTOR SUPPLEMENT (FSSS)								
GRI 103: Management approach 2016		103-1	Explanation of the material topic and its coverage	10 - 14		√		
		103-2	The management approach and its elements	31; 56; 68; 70 - 72		√		
		103-3	Management approach assessment	31; 56; 68; 70 - 72		√		
FSSS Portfolio of products	GRI FS1		Policies with specific environmental and social matters applied to the lines of business	79; 85 - 86		√		
	GRI FS2		Procedures for the evaluation and control of social and environmental risks in the lines of business	85 - 86		√		
	GRI FS3		Processes to monitor the implementing by the clients of the social and environmental requirements included in contracts or transactions	26; 90		√		
	GRI FS4		Process (es) to improve the competence of the employees to implement the environmental and social policies and procedures applied to the lines of business	38; 75		√		
	GRI FS5		Interactions with clients/Interactions con clients/ investee companies/corporate partners regarding the environmental and social risks and opportunities	6 - 13; 58 - 63; 77		√		
	GRI FS6		Percentage of the portfolio for lines of business by region, dimension (example micro-enterprises/SMEs/large/ and the activity sector.	36 - 37; 68 - 70; 72;		√		
	GRI FS7		Monetary value of the products and services designed to provide a specific social benefit for each line of business, disaggregated by purpose.	68 - 72		√	Principle 1	
	GRI FS8		Monetary value of the products and services designed to provide a specific environmental benefit for each line of business, disaggregated by purpose.	88		√	Principle 7 y 8	

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GRI STANDARD	CONTENT	NUMBER	TITLE	PAGES	OMISSIONS	EXTERNAL VERIFICATION	GLOBAL COMPACT	ODS
Audits		GRI FS9	Coverage and frequency of the audits to evaluate the implementation of environmental and social policies and the risk assessment procedures.	88		√		
Shareholder Activism		GRI FS10	Percentage and number of companies in the portfolio of the entity with which the reporting organization has interacted in environmental and social topics.	90		√	Principle 7 y 8	
		GRI FS11	Percentage of assets subject to environmental or social assets both of positive and negative nature.	88		√	Principle 7 y 8	
		GRI FS12	Voting policies in environmental and social matters in participation in which the reporting organization has the right to vote or voting recommendation.	26		√		
Community		GRI FS13	Access points per type in areas of low population density or economically disadvantaged.	35 - 37; 68 - 70; 72;		√	Principle 1	
		GRI FS14	Initiatives to improve the access to the financial services by disadvantaged people.	35 - 36; 75		√	Principle 1	
Products and services labelling		GRI FS15	Description of policies for the proper design and offer of services and financial products.	78 - 79		√		
		GRI FS16	Initiatives to improve financial literacy and education by type of beneficiary.	35 - 40; 63		√		



To the Shareholders and the Board of Directors of
BANESCO BANCO UNIVERSAL C.A.

Introduction

We have been requested to prepare the limited assurance report on the Social Responsibility Indicators presented in **Annex I "GRI Content Index" included in the "Corporate Responsibility and Sustainability Report 2019"**, (hereinafter referred to as "the report"), corresponding to the year ended December 31, 2019, prepared in accordance with the contents proposed in the GRI Standards of Global Reporting Initiative (GRI) for the preparation of reports and in the GRI Financial Services Sector Supplement.

Responsibility of Bank Management

The Bank Management is responsible for the preparation, contents and presentation of the **Corporate Responsibility and Sustainability Report 2019**, according to the Comprehensive option "in accordance" with the GRI Standards of the Global Reporting Initiative (GRI), for the preparation of reports, and GRI Financial Services Sector Supplement.

The preparation of the "**Corporate Responsibility and Sustainability Report 2019**", as well as a) the information and statements included in the report, b) the determination of the Bank's goals, regarding the sustainable development of results and of reporting, including the identification of stakeholders and key topics, c) the design, implementation and maintenance of appropriate internal control so that the report does not include significant distortions due to errors or irregularities, and d) to maintain proper records that support the reporting process is their responsibility.

Responsibility of the auditors

Our responsibility is to issue a limited assurance report on the Social Responsibility Indicators presented in **Annex I "GRI Content Index" included in the "Corporate Responsibility and Sustainability Report 2019"**, based on the procedures we have performed and the evidence that we have obtained.

A limited assurance engagement is substantially less in scope than a reasonable assurance or an audit engagement, respectively, and therefore, it does not allow us to obtain assurance that we will be aware of all significant matters that could be identified in an audit or in a reasonable assurance engagement. Consequently, we do not express an audit opinion or a reasonable assurance conclusion on the Social Responsibility Indicators presented in **Annex I "GRI Content Index" included in the "Corporate Responsibility and Sustainability Report 2019"**.

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The procedures that we carried out were based on our professional judgment; they included inquiries, observation and research of processes carried out, documentation inspection, analytical procedures, evaluation of the suitability of the quantification methods and evaluation of the policies used, which are described in general below:

- Asking questions to the Direction, as well as to the different units of **BANESCO BANCO UNIVERSAL, C.A.**, that have taken part in the preparation of the "**Corporate Responsibility and Sustainability Report 2019**", about the application of the GRI Standards.
- Meetings with the staff of **BANESCO BANCO UNIVERSAL C.A.**, which are involved in the process of collection the information included in the report called "**Corporate Responsibility and Sustainability Report 2019**", and in the preparation of the indicators under review, in order to know the principles, systems, management approaches that were applied and to obtain the necessary supporting documentation for their verification, for the purposes of evaluating the application of the guidelines established by the GRI.
- Review of the actions carried out in relation to the identification and consideration of the interested parties throughout the year, as well as the coverage, relevance and integrity of the data included in the report called "**Corporate Responsibility and Sustainability Report 2019**" according to the understanding the requirements of the stakeholders through the analysis of internal information and third-party reports that were available.
- Check to ensure that content of the "**Corporate Responsibility and Sustainability Report 2019**" does not contradict any relevant information provided by **BANESCO BANCO UNIVERSAL, C.A.**
- Analysis and verification that the indicators submitted by **BANESCO BANCO UNIVERSAL, C.A.**, cover the aspects suggested by the GRI and ensure the relevance of the information expressed, regarding the Bank's situation.
- Analysis of the coverage, relevance and completeness of the information included in the "**Corporate Responsibility and Sustainability Report 2019**".
- Verification, through verification tests based on the selection of samples, on the calculation of the quantitative and qualitative information included in the "**Corporate Responsibility and Sustainability Report 2019**", corresponding to the year ended December 31, 2019 and its proper collection from the data provided by the Bank's sources of information.
- Review through the analysis of the internal information provided of the actions carried out by the parties involved, throughout the year regarding identification, gathering of information and relations maintained.
- Analysis of the adaptation of the Bank's sustainability indicators and review of what is stated in the GRI Standards for the preparation of reports and in the GRI Financial Services Sector Supplement reported by the Bank and presented as **Annex I of the "Corporate Responsibility and Sustainability Report 2019"**.

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Conclusions

We believe that the evidence we obtained is sufficient and appropriate to provide us with a basis for our limited assurance conclusion. Non-financial information is subject to inherent limitations different than financial information, given its nature and the methods used to determine, calculate, sample or estimate values. Data relevance, materiality and accuracy qualitative interpretations are subject to individual assumptions and criteria. We have not carried out any engagement outside the agreed scope and, therefore, our conclusion is limited only to the sustainability information identified and reviewed.

Based on the work described in this report, nothing caught our attention to make us think that the Social Responsibility Indicators presented in **Annex I "GRI Content Index" included** in the **"Corporate Responsibility and Sustainability Report 2019"**, corresponding to year ended December 31, 2019, contain errors or have not been prepared, in all their significant aspects, in accordance with the GRI Standards of Global Reporting Initiative (GRI) and with the GRI Financial Services Sector Supplement, for a Comprehensive application level and with the records and files that served as the basis for their preparation.

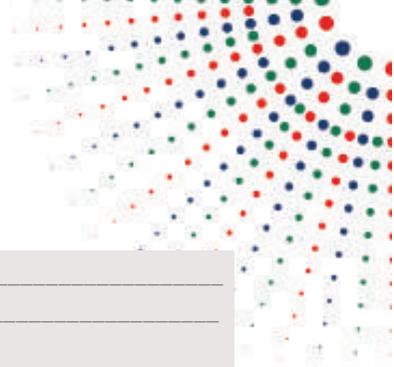
Sincerely yours,

[Illegible Signature]

Alfredo González

Internal Auditor

[There appears the wet seal of Banesco Banco Universal, Audit Vice Presidency]



Please, let us know your opinion about this report by sending this information to gaguirre@banesco.com.
Thank you very much!

Name: _____ Physical address: _____
 E-mail: _____ Phone: _____
 You are: Shareholder Employee of Banesco Banco Universal Client Supplier Contractor
 Representative of the authorities Other (please specify): _____

1. What is your general impression about this report?

Excellent Good Regular Negative

2. What do you think about the organization of the chapters of this report?

Excellent Good Regular Negative

If you wish, propose the modifications that you consider necessary:

3. What is your opinion about each of the chapters?

Excellent Good Regular Negative

Mission, Vision and Values	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Key Impacts, Risk and Opportunities	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Corporate Governance	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Shareholders	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Human Capital	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Social Partners and Social Action in the Community	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Banesco Corporate Volunteering	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Clients	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Banesco Community Banking	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Environmental Commitment	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our Suppliers	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> N
Our commitment to the Authorities	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> R	<input type="checkbox"/> NN

If you wish, propose the modifications that you deem necessary:

4. What do you think about the clarity of the presentation of the information?

Excellent Good Regular Negative

If you wish, propose the modifications that you consider necessary:

5. What do you think about the clarity of the presentation of charts and graphs?

Excellent Good Regular Negative

If you wish, propose the modifications that you consider necessary:

6. What is your opinion about the Corporate Social Responsibility activities carried out by Banesco?

Excellent Good Regular Negative

If you wish, explain:

7. Do you consider it of benefit to you that Banesco publishes its Corporate Social Responsibility Report? How?

8. What is your opinion about the international certification that these reports display?

Very important Important Indifferent

9. Do you consider that Banesco is sufficiently accountable to its stakeholders? Please, explain:

10. Do you consider that it is necessary that these reports be published in paper or would it be sufficient to place them in digital format on the Internet?
