



PRINCIPLES FOR  
RESPONSIBLE  
BANKING

## Implementation Report of the Principles for Responsible Banking

CS Grupo Financiero, 2021





PRINCIPLES FOR  
**RESPONSIBLE  
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This report on implementation of the Principles for Responsible Banking corresponds to the reporting of Coopeservidores, covering the first 18 months from the signing of this commitment.

Coopeservidores is part of CS Grupo Financiero, so the references provided come from the group's 2020 Sustainability Report, which is available at the following website:

[www.coopeservidores.com](http://www.coopeservidores.com)

For more information on this Sustainability Report or the Principles for Responsible Banking template, contact the Corporate Relations area at the following email address: [relacionescorporativas@cs.fi.cr](mailto:relacionescorporativas@cs.fi.cr).

Reporting and Self-Assessment Requirements	High-level Summary of Bank's Response (limited assurance required for responses to highlighted items)	Reference(s) / Link(s) to bank's full response / relevant information
<p><b>Principle 1: Alignment</b> We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.</p>		
<p>1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.</p>	<p>CS Grupo Financiero (CSGF) is a sound and sustainable conglomerate which, through a Triple Wellbeing model, seeks to drive economic, social, and environmental wellbeing, quickly generating value focused on people and for people.</p> <p>CSGF is comprised by a multidisciplinary team of 724 employees, of which 376 are women and 348 are men, distributed in 23 branches located throughout the Costa Rican territory. Its headquarters are located in Barrio Mexico, San Jose, Costa Rica.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <ul style="list-style-type: none"> <li>- Profile of the Organization, page 17</li> <li>- Certifications, Recognitions, and Commitments, page 26</li> </ul>
<p>1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p>Our alignment with society's goals and sustainability is evidenced by our triple wellbeing strategy in which through our line of business we transform the economic wellbeing of our business strategy into social and environmental wellbeing for all stakeholders.</p> <p>Likewise, we have demonstrated our alignment with national and regional frameworks promoting sustainable development and the sustainability of our line of business through all the social and environmental commitments the organization has signed.</p> <p>We maintain continuous management of the sustainability aspects of our organization through our INTE G35:2012 (based on ISO 26000), ISO 14001:2015, and INTE B5:2016 certifications.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <ul style="list-style-type: none"> <li>- Tripe Wellbeing Strategy, page 19</li> <li>- Certifications, Recognitions, and Commitments, page 26</li> <li>- Sustainability Management, page 71</li> <li>- Contribution to SDGs, page 229</li> </ul>

		<p>- Contribution to the Principles of Responsible Banking, page 253</p>
<p><b>Principle 2: Impact and Target Setting</b> We will work to continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.</p>		
<p>2.1 Impact Analysis: <i>Show</i> that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:</p> <p>a) <u>Scope</u>: The bank’s core business areas and products/services across the main geographies that the bank operates in as described under 1.1. have been considered in the scope of the analysis.</p> <p>b) <u>Scale of Exposure</u>: In identifying its areas of most significant impact the bank has considered where its core business / its major activities lie in terms of industries, technologies and geographies.</p> <p>c) <u>Context and Relevance</u>: Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates.</p> <p>d) <u>Scale and Intensity/Salience of Impact</u>: In identifying its</p>	<p>CS Grupo Financiero systematically analyzes pertinent matters and the impacts of its activities.</p> <p>The materiality chapter of the Sustainability Report shows the methodology we used to update our materiality. The material topics of CSGF applicable to 2020 are:</p> <p style="text-align: center;"><b>ECONOMIC AREA</b></p> <ul style="list-style-type: none"> <li>• Sustainable finances (emphasis on climate strategy and sustainable products and credits)</li> <li>• Experience in service and innovation             <ul style="list-style-type: none"> <li>• Digital transformation</li> <li>• Cybersecurity and cyber resilience</li> <li>• Crisis management (emphasis on occupational health and safety)                 <ul style="list-style-type: none"> <li>• Business continuity</li> <li>• Corporate governance</li> </ul> </li> </ul> </li> </ul> <p style="text-align: center;"><b>SOCIAL AREA</b></p> <ul style="list-style-type: none"> <li>• Prevention of over-indebtedness             <ul style="list-style-type: none"> <li>• Financial inclusion</li> <li>• Employee development</li> </ul> </li> <li>• Transparent customer and employee communications</li> </ul> <p>As for CSGF’s impact management and due diligence, the organization’s social responsibility system has been certified since 2014 under INTE G35:2012, the fundamental working basis of which is to mitigate</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <p>- Materiality, page 77</p> <p>- Due Diligence, page 76</p> <p>- Social Responsibility Management System and IMS Policy, page 72</p> <p>- Environmental Management, page 197</p>

<p>areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services.</p> <p>Show that building on this analysis, the bank has:</p> <ul style="list-style-type: none"> <li>• Identified and disclosed its areas of most significant (potential) positive and negative impact.</li> <li>• Identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts.</li> </ul>	<p>negative impacts and strengthen positive impacts caused by the organization on the environment and society.</p> <p>CS Grupo Financiero carries out due diligence through identification and assessment of impacts by interdisciplinary task teams with employees from different areas related to the core subjects of social responsibility established in ISO 26000: organizational governance, human rights, labor practices, environment, fair operating practices, consumer issues, and community involvement and development.</p> <p>The areas of most significant impact managed by CS are:</p> <ul style="list-style-type: none"> <li>• Climate change adaptation and mitigation <ul style="list-style-type: none"> <li>• Fuel consumption and good driving practices</li> </ul> </li> <li>• Employee health and safety and work load analysis <ul style="list-style-type: none"> <li>• Human rights</li> </ul> </li> <li>• Branch infrastructure accessibility and inclusion and attention in operating processes <ul style="list-style-type: none"> <li>• Environmental emergency protocol <ul style="list-style-type: none"> <li>• Intellectual property</li> <li>• Corporate volunteering</li> </ul> </li> <li>• Legal and regulatory compliance</li> <li>• Innovation and social partnering</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Contribution to the Principles of Responsible Banking, page 253</li> <li>- Responsible Supply Chain, page 191</li> </ul>
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Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.

The organization has a robust and consolidated sustainability management system by means of which for more than four years it has been continually identifying and assessing the positive and negative impacts of our activities and carrying out due diligence. This is demonstrated in our continuous recertification in INTE G35:2012, which backs our commitment to managing our impacts on society, people, and the environment.

<p><b>2.2 Target Setting</b></p> <p>Show that the bank has set and published a minimum of two specific, measurable (can be qualitative or quantitative), achievable, relevant and time-bound (SMART) targets, which address at least two of the identified “areas of most significant impact”, resulting from the bank’s activities and provision of products and services.</p> <p>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.</p> <p>Show that the bank has analyzed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society’s goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</p>	<p>Within its strategic, operational, and tactical objectives, CS aligns the material topics, the most significant impacts, and the targets it wishes to reach in the three sustainability dimensions.</p> <p>Based on our triple wellbeing strategy, we proposed targets for:</p> <ul style="list-style-type: none"> <li>• Sound, profitable, and sustainable growth             <ul style="list-style-type: none"> <li>• Innovation and digital acceleration</li> </ul> </li> <li>• Excellence and improvement management             <ul style="list-style-type: none"> <li>• Image and reputation</li> </ul> </li> <li>• Social and environmental management             <ul style="list-style-type: none"> <li>• Regulatory process management</li> </ul> </li> <li>• Human, organizational, and knowledge capital</li> </ul> <p>Within the Integrated Management System, in turn, are the commitments and topics on which CS is working, which include the core responsibility matters according to ISO 26000.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <p>The results of these topics are shown in all the chapters of the 2020 Sustainability Report.</p> <p>- 2020 Milestones, page 23</p> <p>- Contribution to the Principles of Responsible Banking, page 253</p> <p>- Social Responsibility Management System and IMS Policy, page 72</p>
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Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Setting.

The organization has set targets and areas of improvement in its organizational strategy that involve aspects of sustainability and metrics for its monitoring, control, and follow-up.

**2.3 Plans for Target Implementation and Monitoring**

Show that your bank has defined actions and milestones to meet the set targets.

Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.

The organization has put in place actions for following up on the strategy, targets, and action plans.

All the targets and their related commitments are monitored within the Strategy area.

The results are reported and delivered quarterly, every six months, and annually, and are communicated to the established senior level bodies for decision-making.

CS Grupo Financiero 2020 Sustainability Report:

- Corporate Governance, page 133

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.

The organization has set up a specific area for follow-up on all targets and their related commitments and their scope is reported regularly to the established governance bodies.

**2.4 Progress on Implementing Targets**

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target.

Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.

Report on your bank's progress over the last 12 months (up to 18 months in your first

Some of CSGF's key targets for this period concerning sustainability and responsible banking commitments are:

- Succeed in getting 70% of the members participating in the Financial Coaching and Rescue Program to maintain an estimated 0.50% during 2020. This target was 100% met.
- Impact 110 of the members participating in the Rescue Program with the Impulso Program's financial coaching methodology. This target was 95% met.
- Invest 63 million colones in developing financial education programs (Impulso and Recreating Value), in the value chain program (Simbiosis), and in promoting and maintaining the web app Hogar Azul. This target was 84% met.

CS Grupo Financiero 2020 Sustainability Report:

- 2020 Milestones, page 23

- Contribution to the Principles of Responsible Banking, page 253



<p>reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in (where feasible and appropriate, banks should include quantitative disclosures).</p>	<ul style="list-style-type: none"> <li>• Achieve savings of 100,000,000 colones generated by environmental and/or social initiatives by December 2020. This target was 100% met.</li> <li>• Comply 100% with recertification of the following standards: ISO 14001:2015, INTE B5:2016, and INTE G35. This target was 100% met.</li> <li>• Increase transactions via transactional website and CS Móvil by 50%. This was 136% achieved.</li> <li>• Carry out 100% of the improvements in the CS en Línea and CS Móvil channels based on member evaluations by December 2020. This was 100% achieved.</li> </ul> <p>In turn, as part of the COVID-19 crisis management and with the wellbeing of our stakeholders in mind, the following achievements were obtained:</p> <ul style="list-style-type: none"> <li>• 19 protocols and records were carried out for mitigating the risk of COVID-19 infection.</li> <li>• 38 people participated in physical therapy webinars.</li> <li>• 160 new ergonomic chairs were bought and changed.</li> <li>• 13 courses were opened on COVID-19 topics, with the participation of a total of 871 employees.</li> <li>• 145 flu shots were administered.</li> <li>• 872.5 hours of training were given on occupational health and safety topics in 2020 (compared to 364.5 hours in 2019).</li> <li>• More than <b>90 inspections</b> were made to verify compliance with guidelines.</li> <li>• Working from home was implemented for <b>480 workers</b>.</li> </ul>	<p>- Crisis Management, page 121</p>
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	<ul style="list-style-type: none"> <li>• Work schedules were adjusted in all CS branches and areas without affecting employee agreements.</li> </ul>	
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding progress on implementing targets.</p>		
<p>The organization has made significant progress on meeting its targets and implementing the acquired commitments.</p>		
<p><b>Principle 3: Customers (of goods and services)</b> <b>We will work responsibly with our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.</b></p>		
<p>3.1. Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.</p>	<p>Sustainable finances refer to investments according to environmental and social criteria. This approach enables customers to ensure that their investments generate a return and positively impact society and/or the environment. Moreover, it enables financial institutions to contribute directly to sustainability through their products and services.</p> <p>CSGF is aware of the importance of working on this subject and, during 2020, it focused on evolving a portfolio of financial products and services that can benefit different social sectors, such as, for instance, nonbankarized women over the age of 18, for the purpose of encouraging gender equity, MSMEs, and entrepreneurs from vulnerable economic strata.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:  - Sustainable Finance, page 84</p>
<p>3.2. Describe how your bank has worked with and/or is planning to work with its customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where</p>	<p>The following are the three sustainable products on which CSGF worked for its customers and members during 2020:</p> <ul style="list-style-type: none"> <li>• <b>Exito credit card:</b> The Exito credit card came out of a partnership with the catalogue sales</li> </ul>	<p>- Contribution to the Principles of Responsible Banking, page 253</p>

<p>possible, the impacts achieved.</p>	<p>company El Éxito Betancur, whose main target public is women. A payment option was thus provided to this entrepreneurial community that enables them to increase their working capital and, therefore, their wellbeing.</p> <p>In 2020, a total of 128 cards were placed for a total of ₡61,208,955; the target is to place approximately 5,000 Exito credit cards before 2025.</p> <p>• <b>FIDEIMAS training and finance trust:</b></p> <p>The IMAS trust is aimed at financing additional and deficiency guarantees through loans with favorable interest rates for MSMEs in vulnerable sectors.</p> <p>These financing conditions seek to help a market segment that faces difficulties for economic development and business growth. In 2020, ₡25,500,000 was placed, accounting for 1.46% of all loans approved for MSMEs.</p> <p>• <b>Credito Plus:</b></p> <p>In 2020, CS worked on the conceptualization and creation of the Credito Plus product, aimed at helping individuals or MSMEs access financing for purchasing technologies that promote more efficient natural resource use and savings in electrical energy and potable water consumption, or financing for supporting mobility projects with low or no carbon emissions.</p> <p>The Crédito Plus product was launched at the end of 2020 and the target is to mobilize ₡10 billion in sustainable financial solution funds in products, services, and programs by December 2021.</p> <p>In addition, with regard to the organization’s impacts and actions for promoting sustainability among members and stakeholders, and in an awareness of over-indebtedness as the organization’s main negative impact, the topic is addressed</p>	
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	<p>through different initiatives in the Marketing and Sales, Operations, Collections, and Sustainability areas.</p> <p>Each of these has policies, methodologies, products, and integrated programs in place to help consumers prevent and mitigate over-indebtedness and improve their liquidity and quality of life.</p> <p>The following are CSGF’s preventive and reactive programs for prevention of over-indebtedness:</p> <ul style="list-style-type: none"> <li>• <b>Rescate (Rescue) Plan:</b> The Rescate Plan and Internal Refinancing Program were lines of credit created to serve the segment of debtor members with complicated payment capacity situations. These modifications have been accompanied with differentiated and individualized advisory that has helped identify and understand the particular needs of each member in order to offer them a better financial solution.</li> <li>• <b>Loan extensions:</b> With a view to mitigating the economic impact caused by the health crisis, at the start of the pandemic CS applied the benefit of an across-the-board three-month extension to members, so that they could suspend loan payments without falling into arrears for a specific period and use the money to help their families deal with the crisis.</li> <li>• <b>Impulso Program:</b> This is CSGF’s financial education program, which is being developed in partnership with the Ministry of the Economy, Industry, and Commerce (MEIC) and seeks to empower member finance consumers through tools and methodologies that benefit their individual wellbeing and CSGF’s business sustainability.</li> </ul>	<ul style="list-style-type: none"> <li>- Prevention of Over-indebtedness, page 143</li> <li>- Financial Inclusion, page 151</li> <li>- Promotion of Social Development, page 181</li> <li>- Transparent Customer Communications, page 175</li> </ul>
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	<p>The chapter on innovation and service experience shows the main results with regard to service protocols and digitalization, but one of the achievements is the following:</p> <ul style="list-style-type: none"> <li>• Have <b>33%</b> of CS Grupo Financiero’s products and services enabled for customers to manage digitally; this target was surpassed with 39%.</li> </ul>	<p>- Experience in Service and Innovation, page 87</p>
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**Principle 4: Stakeholders**

**We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.**

<p>4.1. Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed / results achieved.</p>	<p>The sustainability developed in CS Grupo Financiero enables it, through its line of business, to transform the economic wellbeing of the business strategy into social and environmental wellbeing for its stakeholders.</p> <p>The organization has a commitment to sustainability and triple wellbeing, which includes within its operating processes the identification of and relationship with stakeholders as well as a determination of the approach of their involvement with the organization.</p> <p>It involves, in turn, consultation with stakeholders regarding their expectations and needs, as established in ISO 26000 and good social responsibility practices. This enables us to concentrate on the sustainability commitments we have undertaken as a socially responsible organization and with regard to national and international frameworks.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <p>- Stakeholder Identification and Evaluation, page 74</p> <p>- Stakeholder Consultation, page 75</p>
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**Principle 5: Governance and Culture**

**We will implement our commitment to these Principles through effective governance and a culture of responsible banking.**

<p>5.1 Describe the relevant governance structures, policies and procedures your bank has in place / is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.</p>	<p>As for CSGF's impact management and due diligence, the organization's social responsibility system has been certified since 2014 under INTE G35:2012, the fundamental working basis of which is to mitigate negative impacts and strengthen positive impacts caused by the organization on the environment and society.</p> <p>The management of this standard is led by the Sustainability team and involves the Integrated Management System (IMS) Administration, which is the cross-cutting body that encompasses all certification-related initiatives.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <p>- Due Diligence, page 76</p>
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	<p>This management is regulated by internal procedures that permit monitoring and continuous work with respect to social responsibility management and specifically the impacts and their due diligence.</p> <p>The IMS results, and specifically the main Sustainability developments, are presented to the corporate office as part of the senior management review, to be used as inputs for the organization’s strategic decision-making.</p> <p>In turn, the organization has duly formalized policies and procedures in place for proactive risk management and for taking advantage of opportunities arising from the daily course of business. These policies and procedures are duly formalized and supported by the respective governance bodies; this is shown in the section on corporate governance.</p>	<p>- Social Responsibility Management System and IMS Policy, page 72</p> <p>- Certifications, page 26</p> <p>- Contribution to the Principles of Responsible Banking, page 253</p>
<p>5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.</p>	<p>Since these principles are part of social responsibility management, and because CSGF had acquired the commitment with the signing of the Principles for Responsible Banking, the responsibility for their leadership and incorporation into the organization’s strategy was delegated to the Sustainability area.</p> <p>Through an analysis of the principles and existing initiatives and projects, the main results of the 2020 Sustainability Report were aligned with the responsible banking requirements; a section was created in the report for showing the analysis and its compliance.</p> <p>This was done through the respective technical areas involved in the reporting and is specifically shown in the section of the report entitled “Contribution to the Principles for Responsible Banking”.</p> <p>In addition, the organization has visualized implementing, in 2021, interdisciplinary</p>	

	<p>committees with decision-making power, one of which would be for talent and sustainability. This will enable it to better promote the culture of responsible banking throughout the organization.</p>	
<p>5.3 Governance Structure for Implementation of the Principles</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <p>a) target-setting and actions to achieve targets set, and</p> <p>b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.</p>	<p>CS's triple wellbeing strategy encourages all the organization's decisions to have the three sustainability pillars - the environmental, social, and economic areas - as a foundation. This is an essential part of the goal of implementing the Principles for Responsible Banking.</p> <p>In addition, because CS's social responsibility management system is mature, the contribution to the Principles and incorporation of responsible banking aspects into the system could be included in sustainability management and INTE G35:2012.</p> <p>Existing activities in CS related to this standard, such as stakeholder identification and consultation, due diligence, legal compliance, and materiality provide significant initial headway on implementing these Principles.</p> <p>In 2020, CSGF's corporate governance played an essential role in consolidating the management model by ratifying the generation of individual strategies for addressing relevant risks:</p> <ul style="list-style-type: none"> <li>• Strategic Risk Management Strategy</li> <li>• Project Risk Management Strategy</li> <li>• Environmental/Social Risk Management Strategy</li> <li>• Money Laundering and Terrorism Financing Risk Management Strategy             <ul style="list-style-type: none"> <li>• Fraud Risk Management Strategy</li> </ul> </li> </ul> <p>Implementation in 2021 of the internal talent and sustainability committee is expected to provide a mechanism for accountability on</p>	<p>- Corporate Governance, page 133</p>



	<p>issues of sustainability for the organization. One of those commitments is fulfillment of the banking principles.</p>	
<p>Please provide your bank's conclusion/ statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.</p>		
<p>CS Grupo Financiero has robust sustainability management that enables it to tackle the challenges entailed by being committed to global responsible banking initiatives. It also has sustainable leadership that drives us to maintain the triple wellbeing of our stakeholders and fulfillment of society's goals.</p>		
<p><b>Principle 6: Transparency and Accountability</b>  <b>We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.</b></p>		
<p>6.1. Progress on Implementing the Principles for Responsible Banking</p> <p>Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in a minimum of two areas (see 2.1-2.4).</p> <p>Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</p> <p>Show that your bank has implemented / is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional</p>	<p>CSGF is submitting the annual sustainability report covering the work done by COOPESERVIDORES (CS), CS Corredora de Seguros, and Nova Hub from January 1 to December 31, 2020.</p> <p>The goal of this report is to transparently render accounts to stakeholders, presenting the environmental, social, and economic results achieved during this period.</p> <p>This report has been prepared in accordance with the Core option of the Global Reporting Initiative (GRI) Standards, adhering to the GRI content and quality principles. The preparation of sustainability reports promoted by these standards is a precise, exhaustive, and balanced practice by organizations.</p> <p>Pursuant to the foregoing, in 2020, CSGF updated its materiality, taking into account the effects of the COVID-19 pandemic to determine the priority topics to report. In addition, the organization has worked to document and demonstrate its real contribution as a conglomerate to the Sustainable Development Goals (SDGs), focusing on the ones that are strategic for the organization. This information is also displayed in the Report.</p>	<p>CS Grupo Financiero 2020 Sustainability Report:</p> <p>- About this Report, page 22</p>



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<p>good practices and has made progress on its implementation of these Principles.</p>	<p>For the purpose of promoting transparent operations, each chapter describes how CSGF manages each material topic from the sustainability standpoint and what the achievements and opportunities for improvement were. Moreover, where applicable, a response is given to the commitments acquired in 2019 in order to determine its progress in 2020.</p>	
<p>Please provide your bank's conclusion/ statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking.</p>		
<p>For Coopeservidores a humane and supportive nature is and has always been the core of our organization, and even more so in 2020. For this reason we joined many initiatives that enabled us to help more people, bring more wellbeing, give more support, and be there when Costa Rica needed us the most. Implementation of the Principles for Responsible Banking strengthened our efforts and enabled us to keep working on our triple wellbeing strategy.</p>		

