

CREDICORP

# Sustainability at Credicorp



The information we present today, both written and oral, includes “forward-looking statements” within the meaning of Section 21E of the Securities Exchange Act of 1934. All statements other than statements of historical information are forward-looking and may contain information about financial and operating results, economic conditions, trends and known uncertainties. Forward looking statements are neither historical facts nor assurances of future performance. Instead, they are based only on our current beliefs, expectations and assumptions regarding the future of our business, future plans and strategies, projections, anticipated events and trends, the economy and other future conditions.

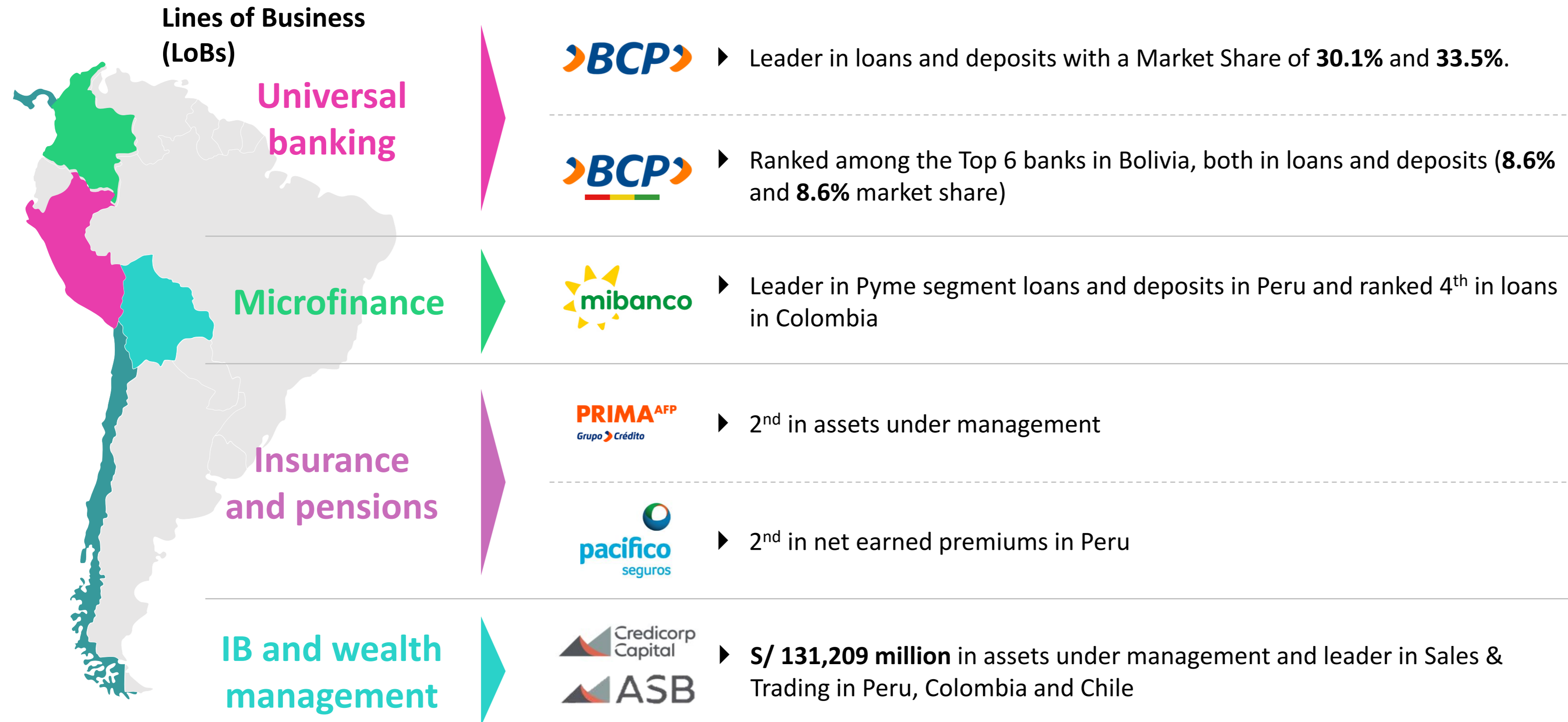
Forward-looking statements can be identified by words such as: “anticipate”, “intend”, “plan”, “goal”, “seek”, “believe”, “project”, “estimate”, “expect”, “strategy”, “future”, “likely”, “may”, “should”, “will”, “see”, “look forward to” and similar references to future periods. Examples of forward-looking statements include, among others, statements or estimates we make regarding guidance relating to financial figures, current or future volatility in the credit markets and future market conditions, expected macroeconomic conditions, our belief that we have sufficient liquidity to fund our business operations during the next year, expectations of the effect on our financial condition of claims, litigation, environmental costs, contingent liabilities and governmental and regulatory investigations and proceedings, strategy for customer retention, growth, product development, market position, sustainability, operational and disruptive initiatives, financial results and reserves and strategy for risk management.

We caution readers that actual results could differ materially from those we expect, depending on the outcome of certain factors, including, without limitation adverse changes in:

1. the economies of Peru, Colombia, Chile and other countries in which we conduct business, with respect to rates of inflation, economic growth, currency devaluation, and other factors, including in the light of the COVID-19 outbreak and government laws, regulations and policies adopted to combat the pandemic;
2. the political situation in Peru, Colombia and Chile, including, without limitation, the reversal of market-oriented reforms and economic recovery measures, or the failure of such measures and reforms to achieve their goals; and
3. the markets in which we operate, including increased competition, decreased demand for financial services, and other factors.

You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. Our actual results and financial condition may differ materially from those indicated in the forward-looking statements. Therefore, you should not rely on any of these forward-looking statements. Any forward-looking statement made in this material is based only on information currently available to us and speak only as of the date on which it is made. We undertake no obligation to release publicly the result of any revisions to these forward-looking statements which may be made to reflect events or circumstances after the date hereof, including, without limitation, changes in our business strategy or planned capital expenditures, or to reflect the occurrence of unanticipated events.

# Sustainable leadership in Latin American financial services



**MSCI ESG RATINGS**

**AA**

CCC B BB BBB A **AA** AAA

**SUSTAINALYTICS**

NEGL LOW **MED** HIGH SEVERE

0-10 10-20 20-30 30-40 40+

**GRI** Empowering Sustainable Decisions

**SASB** SUSTAINABILITY ACCOUNTING STANDARDS BOARD

**SUSTAINABLE DEVELOPMENT GOALS**

**CDP**

**ESG** Nuevo Índice Índice S&P/BVL Peru General ESG

...with a Corporate Venture Center

**KREALO**  
To complement current and future Credicorp LoBs by building and acquiring new ventures

**Digital Consumer Banking**

**SME sales services**

**tyba** **tenpo**

**wally** **Culqi** **Samishop** Soluciones en E-Commerce

# We assume a proactive role in driving the changes that our countries need

In 2020, we developed a 5-year program to embed sustainability more deeply and consistently into our business strategy

## Our Sustainability Strategy is supported by Three Pillars



Create a more sustainable and inclusive economy

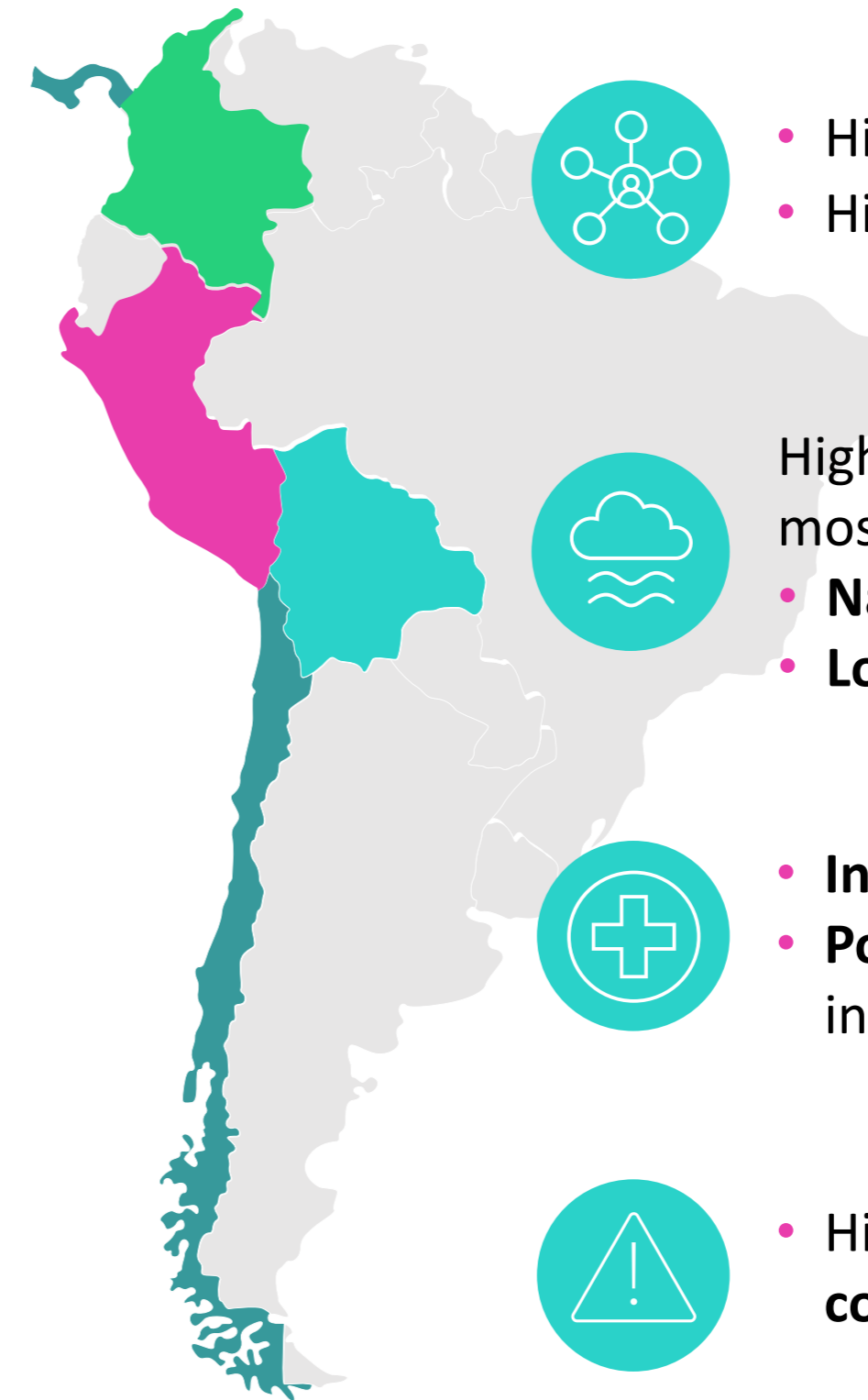


Improve the financial health of citizens



Empower our people to thrive

## Our Pillars enable us to address our región's main challenges



- High levels of **informality**
- High rates of **unbanked population**



- High **vulnerability to climate change**, most likely by:
- **Natural disasters**
  - **Loss of biodiversity**



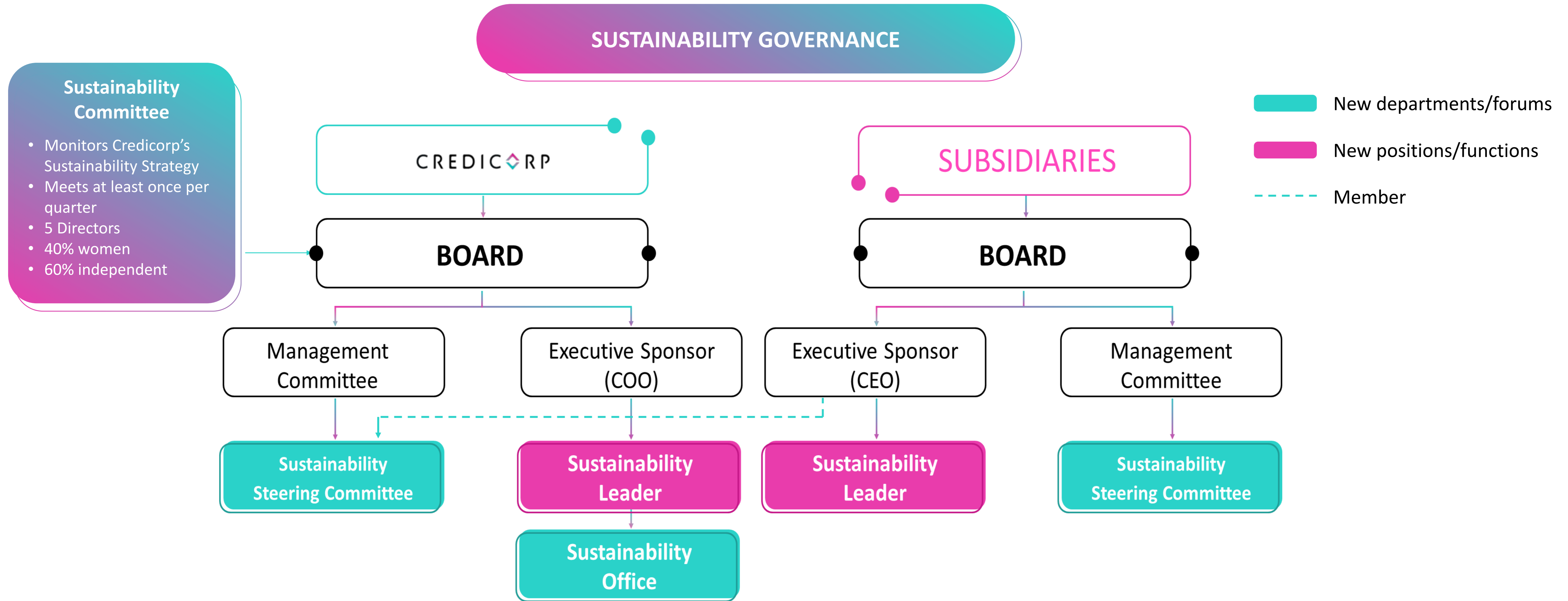
- **Infrastructure gaps**
- **Poor quality of public services**, including continuity



- High levels and prevalence of **corruption and gender inequality**

# We incorporated a Sustainability Governance at the Holding and Subsidiary Levels...

To better enforce the strategy, set operational traceability and ensure accountability



... supported by a Change Management Program to embed sustainability in our organizational culture



OUR SOCIAL  
**STRATEGY:**  
STEWARDS OF  
INCLUSION

# Our Social Strategy strives for a more inclusive and fair economy, with equal opportunities for all citizens by providing access to financial services, tools and knowledge

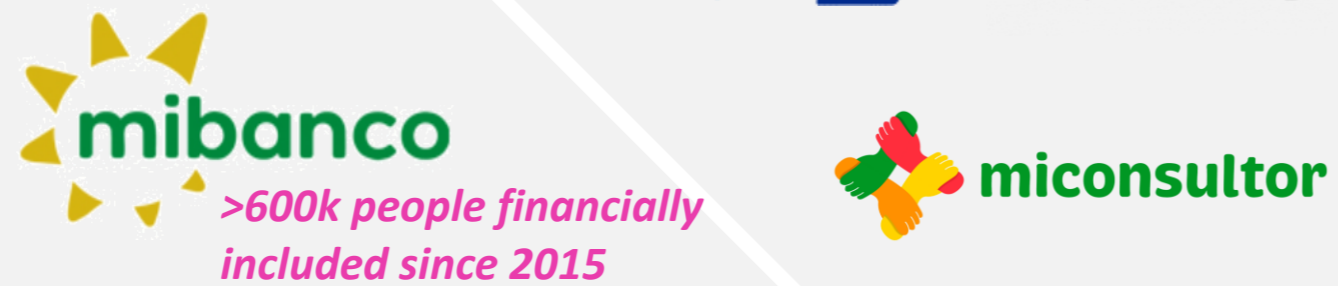
## Help small businesses to grow

- Access to **microloans, working capital loans and invoice discounting** products



*+249m soles in discounted invoices for SME's*

- **Platforms and mentoring programs** to increase financial education, formalization and growth



*>600k people financially included since 2015*



*+S/500m*

- Access through **digital wallets**



*+1.9m financially included since launched*

*+300k new users since launched*

- Helping the **unbanked**
- **Reintroducing debtors into the financial system:** A-morosos
- Financing access to **basic services**



*+2m of insurance policies (stock)*



*67k voluntary pension accumulated accounts in Prima*

- **Inclusive insurance products**
- Incentives for **retirement savings**

## Financial Education

- Financial education programs for **personal finance, banking products, insurance and pension funds**



*+5m people reached through all our programs*



- Education program for **risk prevention**



*+ 1k clients reached in for risk prevention programs*

- **Tracking of gender balance in use of products and services**  
*48% of users financially included by Yape are women*  
*+48% of the portfolio of Mibanco Peru is made up of women.*

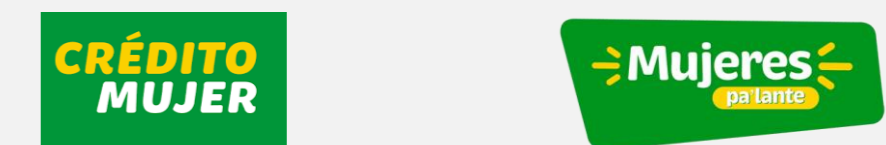
- **Gender equality program for Credicorp's employees**

- **Recruiting and succession plans**
- **Harassment prevention systems**

## Defending gender equality

### Opportunities and products for women

- **Inclusive products and journeys with gender focus**



*~6k women benefited*

*66% were previously unbanked (Jan 21 - 22)*

# Financial Inclusion through digital wallets at a glance: Yape

## Attracting new clients

- **Payment ecosystems** for SMEs and microentrepreneurs
- **Alliances** to reach important demographic hubs
- **Supporting the government** to boost financial aid



**9.1 million** users (56% MAU<sup>1</sup>)

**1.8 million** financially included



**69.2 million** transactions/month

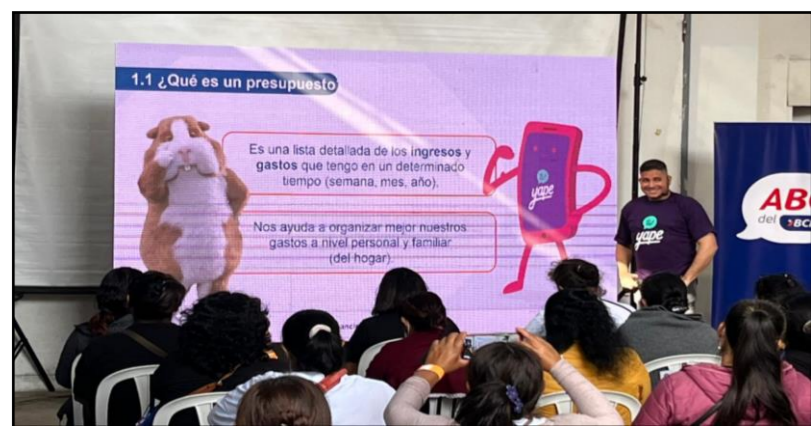
**13** transactions per MAU

**55%** of transactions by SMEs

Data as of March 2022

## Boosting client engagement

- **Financial education** workshops
- **Promotions, new use cases/ services, UX enhancements**



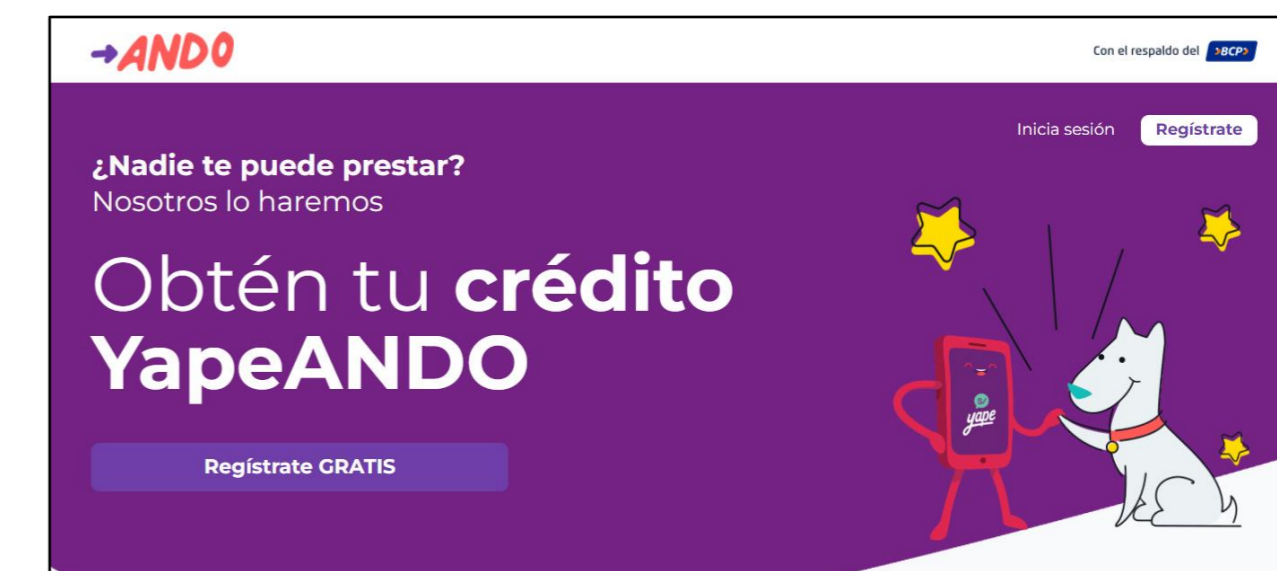
## Improving channels and processes

- Reducing customer service response time with **chatbots**
- Streamlining user **onboarding**
- Leveraging of Yape **data** in BCP **underwriting**



## Designing hybrid initiatives

- **Micro lending lead generation** through Ando platform; which enables Yape users with no credit history to prove their ability to repay a loan



(1) Monthly average users.



# Financial Inclusion of Women at a glance: Crédito Mujer

Loan that targets **self-employed and dependent working women**

**Average ticket:** Between \$80 and \$900

**Uses:** working capital, fixed assets, property or personal consumption

**Minimum requirements,** no spouse co-sign needed



**+46k women financially included**

(Feb 2017 - 2022)



**+US\$ 10.8 million** disbursed in 2021

**+ US\$ 2.6 million** in 1Q22



**+ 24k women** benefited in 2021

and **6k** in 1Q22



## OUR LEVERS FOR SUCCESS

Economic abuse and financial dependence of women are painful barriers that we are addressing by:



Educating our banking advisors to identify their own gender biases



Economic empowerment of female clients



Getting rid of biases in processes and comms



Educating current and potential clients, male and female



Continuously assessing our clients' needs



# Crédito Mujer

Impulsamos tus sueños de crecer

PRIORITIZING THE  
**ENVIRONMENT**



# Our Environmental Strategy integrates several corporate efforts to build a strong foundation for a more resilient and sustainable operation

## SUSTAINABLE FINANCE

- ▶ BCP's Sustainable Financing Framework
- ▶ Client engagement for product development
  - EcoFactoring credit lines
  - Sustainable loans
  - Sustainable funding
  - Advisory services for clients in structuring sustainable loans and bonds

## SUSTAINABLE AuMs

- ▶ Responsible Investment Policy
- ▶ Integration of ESG criteria in portfolio management
- ▶ Active engagement to promote Best practices
- ▶ Development of thematic, sustainable, social and green investment vehicles



## ESG RISK MANAGEMENT

- ▶ Environmental Loan Policy and Socio-Environmental Policy for Project Financing
- ▶ Pilot of Green Taxonomy for the loan portfolio
- ▶ Defining the 2025 aspiration and plan for Investment and Financing functions

## DIRECT ENVIRONMENTAL IMPACT

- ▶ Corporate Environmental Policy
- ▶ Corporate guide for measurement, reduction and compensation of GHG
- ▶ Environmental Management Plan for each subsidiary
- ▶ Reducing net emissions 10% annually minimum for 10 years starting in 2023

Credicorp is committed to become **carbon neutral by 2032** at its own operations, through the reduction and compensation of its operational emissions



CONSOLIDATING OUR  
**SUSTAINABILITY**  
STRATEGY FOR THE  
FUTURE

# We Intend to Move Closer to Our Goal of Becoming a Sustainable Financial Leader in the Region

In 2020-2021, we established the long-term bases for integrating ESG strategy into our organization. By implementing several programs, projects, and business initiatives, we have made significant progress with incorporating the sustainability lens into our organizational culture.

Going forward, we will focus on:

- Continue to foster a culture of sustainability through our Change Management initiatives
- Continue to integrate ESG into key decision-making processes and strengthening our metrics framework to measure our impact
- Promote innovation to find more sustainable business solutions
- Better and more closely align our ESG practices and disclosure with international frameworks, standards and best practices

