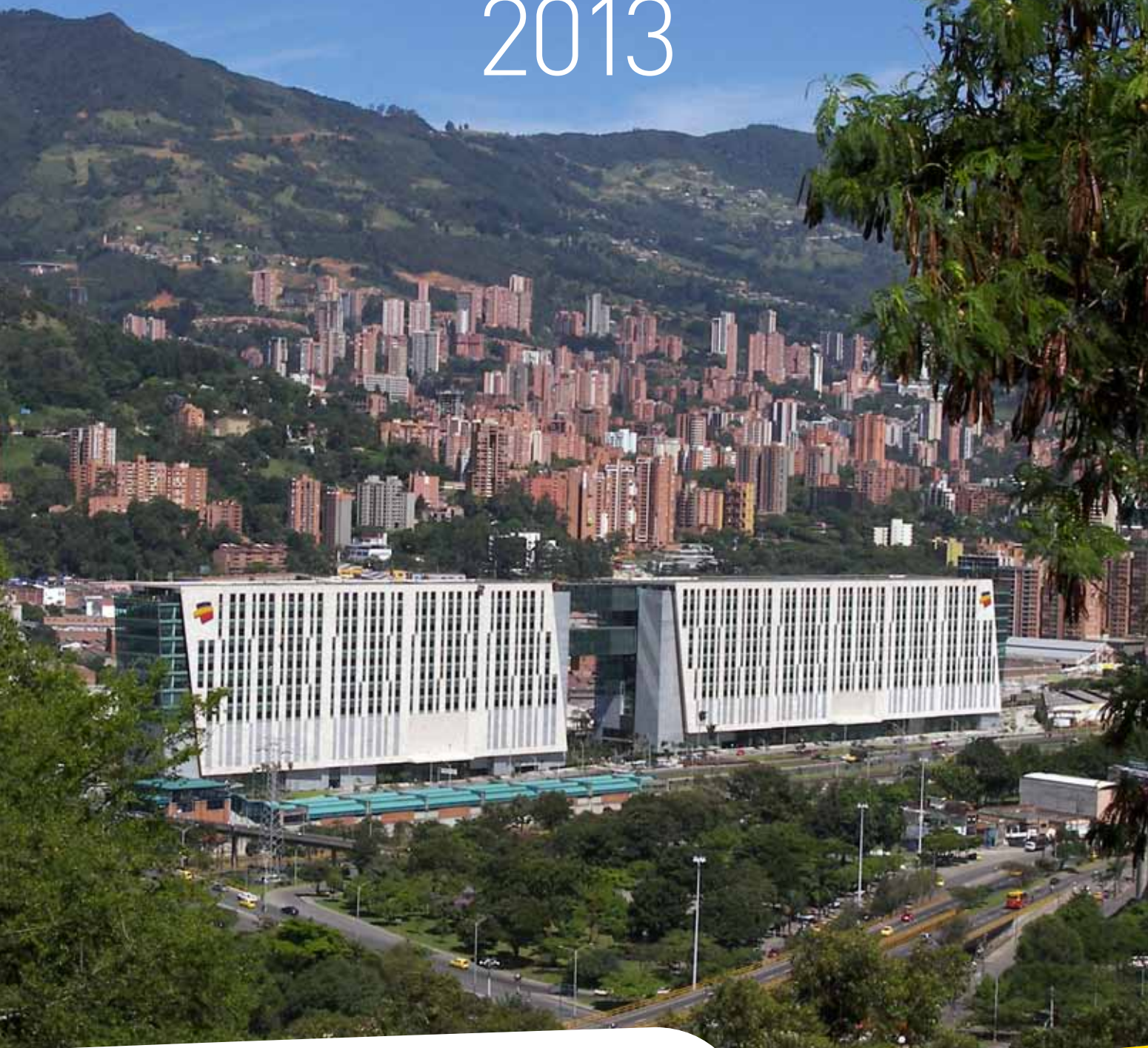


ENVIRONMENTAL REPORT 2013



“Our main concern lies with how we create value rather than how much value we create”

Carlos Raul Yepes J. / Chief Executive Officer Bancolombia

Grupo
Bancolombia
le estamos poniendo el alma

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Introduction

One of our commitments, at Bancolombia, is to be able to strike a better, more sustainable balance between the quality of the environment and the quality of people's living standards

Not only are we aware that a Company's environmental performance sets it apart in today's competitive marketplace, this becoming even more important in the future, but also we are firmly convinced of the importance of meeting the changing needs of our clients and working hand-in-hand with each of our stakeholder groups to drive sustainable growth in the different economic sectors as well as in all those countries where we are present.

In this way we seek to identify the ways in which we affect the environment, both directly and indirectly, and in so doing prevent, mitigate, correct and compensate for such impact, so that together we achieve a better tomorrow that future generations can enjoy .

GRI4-28/29/30

For Bancolombia, working to preserve the environment is not a matter of choice but a firm decision to accept this as one of our key challenges going forward. This means taking all the corresponding measures to help drive sustainable development and ensure the continuity of our economic and business models. This Environmental Management Report contains all the projects and initiatives carried out by the Bank's Environmental Management Department along with the individual progress made during 2013. We have been drawing up annual environmental reports since 2010, and this has helped us to evaluate and communicate our performance in this regard and to make our own environmental contribution to Grupo Bancolombia's overall vision of the future.

GRI4-32

Based on the methodology proposed by the Global Reporting Initiative (GRI), in 2013 we adjusted our environmental management system in keeping with the new fourth-generation guidelines (G4) introduced by GRI, as well as that contained in the Financial Services Sector Disclosures (2013) this for the purpose of drawing up our GRI-based reports

Last year, for the benefit of all our stakeholder groups, we rolled out our new road map, called our 20/20 Vision, the purpose of which is to offer a more humanized banking service so as to earn the highest referrals from our clients. In drawing up our latest annual report, we identified the main points, as contained in our business management model that in turn underpins our 20/20 Vision, this based on the following strategic guidelines

New ways of providing a gratifying client experience: Our goal is to provide a great experience to all our stakeholders, and drive social change through the efficient, top-quality solutions we provide, while enhancing our electronic, mobile and self-management banking channels, keeping our promises and making ourselves permanently available as, when and where our clients need us.

Committed to our more humanized banking approach: In recent years we have been building a new way of liaising with our clients and stakeholders, establishing priorities centered on the "people" factor, with a clear focus on our clients as the cornerstone of our business, and defining respect and inclusion as the prime characteristics of the service we provide.

The value of trust: Safeguarding the trust that our stakeholders have deposited in us is crucial to our performance. Hence, our decisions have revolved around enriching our interactions with swift, straightforward and impeccable solutions, so as to make life that much easier for our clients. We are a sound and responsible Organization intent on helping our clients with their life-time ambitions as well as our local communities with their ongoing growth and development.

Sustainable growth: This is the result of doing things right, which goes far beyond any financial result we could obtain and reflects a responsible business management as well as a firm commitment to continue reaching out to the remoter corners of all those countries where we are present, driving growth and providing shared value. The reason behind all of this is our wish to build a prosperous, inclusive, environmentally healthy society and in so doing drive the sustainability of our Organization

GRI4-31

This report has been made available at: <http://www.grupobancolombia.com/sostenibilidad/#>
Should you have any query regarding its contents, please contact us at the following email address: sostenibilidad@bancolombia.com.co

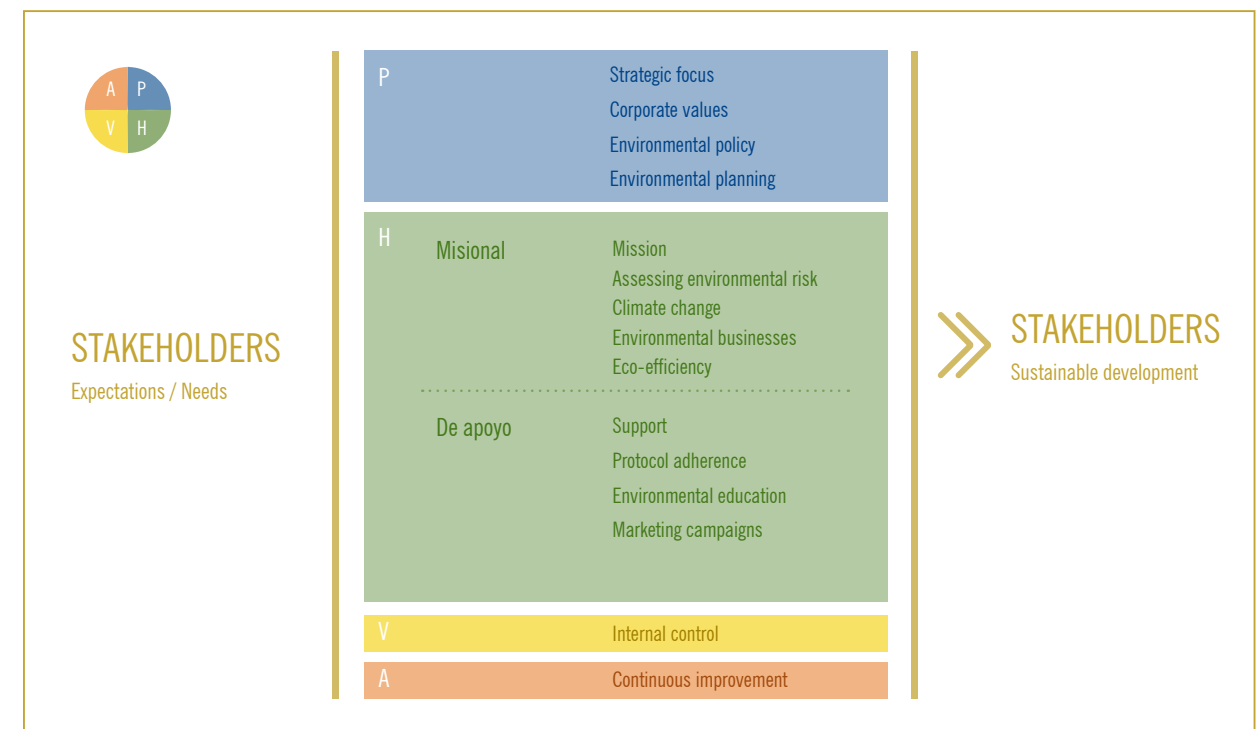
Our environmental management system

Our environmental management system is aimed at securing the continuous improvement of Grupo Bancolombia's environmental performance, driving sustainable development and ensuring permanent contact with external entities, multi-lateral and government agencies and environmental consulting firms. It also articulates the Organization's Environmental Management Policies and ensures that these are properly channeled to the executives responsible for environmental matters from each department and business unit.

Environmental Management Model

Grupo Bancolombia has been implementing its Environmental Management Strategy since 2008. This governs all Bancolombia's financial companies, their activities, businesses and operations both at home and abroad and is based on the following model.

In 2013, the Organization thoroughly revised this Management System, first created in 2008, providing ISO 14001 training to internal auditors that included 15 representatives from Bancolombia's Internal Auditing and Environmental Departments. Subsequently at the end of last year, our Internal Auditing Department, in conjunction with an outside consultancy firm, performed a diagnosis of said system. As a result, we detected room for improvement for which measures shall be taken in 2014 to address such.

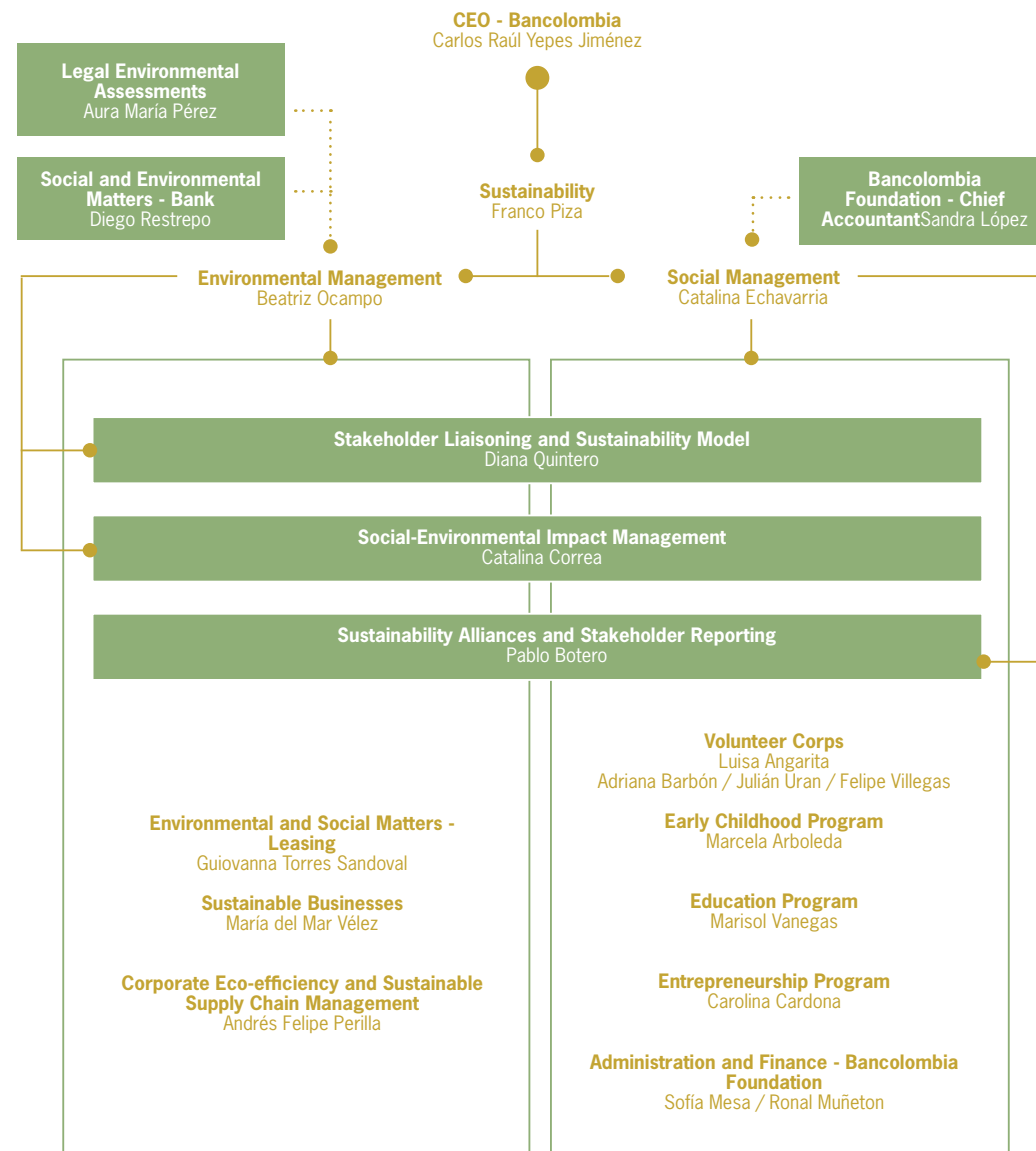


Who we are today

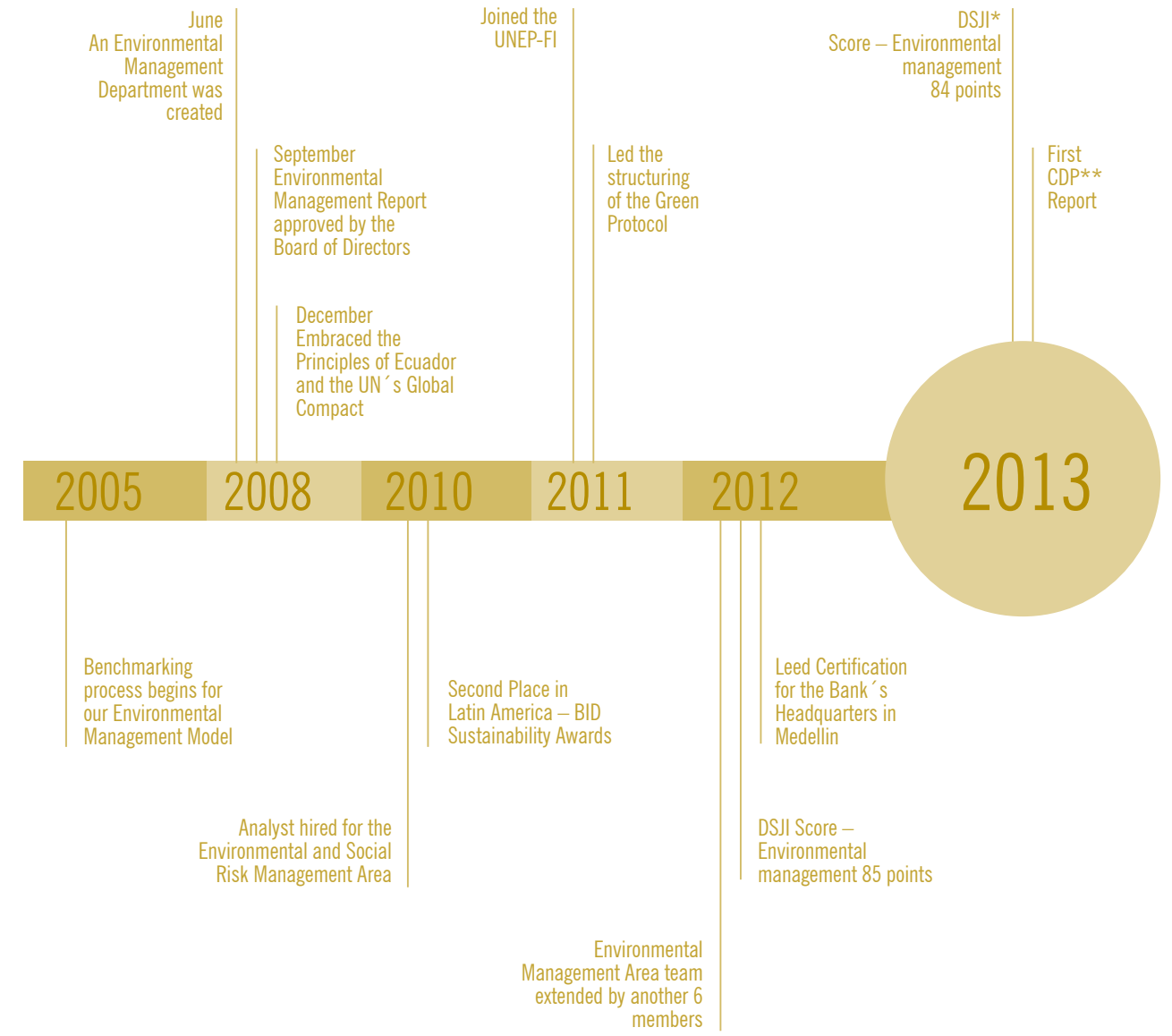
GRI4-34



Sustainability Area



Time Line



* DSIJ: Dow Jones Sustainability Index The results reported for 2012 with regard to the Organization's environmental dimension corresponded to its performance for 2011. Thus the reports for each year correspond to the performance recorded for the immediately preceding year.
 ** CDP - Carbon Disclosure Project is an autonomous non-profit organization that has compiled the largest worldwide corporate data base on climate change.

Identifying stakeholder groups and the corresponding findings

GRI4-24/25 y 26

Although Grupo Bancolombia had already identified its respective stakeholder groups, in 2013 we performed an extensive review of such using the GRI and Accountability methodology; this in order to re-identify and prioritize said groups.

330
stakeholder groups

These were identified by directly consulting with all the main departments that make up the Bancolombia Organization, as to who they deal with, how often, and who else is involved in these stakeholder relations.

29
macro stakeholder groups

These groups were then classified based on the extent of the relationships formed.

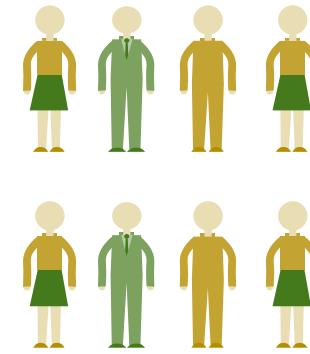
Internal
external
outside entities

These 29 macro groups were classified as internal, external and outside entities so as to be able to prioritize these same.

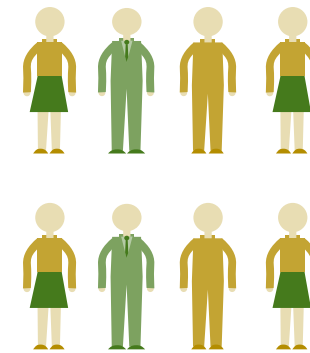
11
groups

11 groups were consequently prioritized.

The identification of these stakeholder groups was based on Bancolombia's general definition of such; that is to say any group of people that may be affected or could affect the Grupo Bancolombia's decisions, policies and general performance.



Prioritizing stakeholder groups



Internal:

- Board of Directors
- Employees
- Senior Management

External:

- Shareholders
- Clients
- Suppliers
- The General Public

Outside entities:

- Regulatory Authorities
- The media
- Trade associations and unions

So as to gauge the degree to which we relate with the 11 stakeholder groups thus identified, we consulted with the persons responsible for such regarding the influence these have on Bancolombia and vice versa, with regard to the GRI's economic, environmental and social dimensions.

Materiality analysis

GRI4-18/19/20

The strategy behind our Environmental Management Model is directly related to the Group's 20/20 vision strategy. Each of our environmental initiatives is linked to our overall purpose of building a more humanized and sustainable banking business. So permanent dialog with our stakeholders forms the cornerstone of our 20/20 vision, which encompasses building long-term relations based on trust, finding new ways of providing the best possible client experience, guaranteeing sustainable development and winning over more employees to our humanized banking approach.

Building an Organization in which we are all important means carefully listening to others and really paying attention to their needs so as to be able to continuously improve on the service we provide and promote a different way of relating to each other. This is how we understand our role as major players and agents for change that shall help us to build an organization that we are truly proud of while driving an efficient, sustainable and profitable level of growth, based on the "people" factor.

We have now fully identified the more important issues both on an internal and external level, and analyzed their materiality with regard to the inherent risks, the goals set and our own environmental management system. This has allowed us to gauge the risks and opportunities inherent to our environmental management strategy in terms of our mission and support.

Customers:
Over nine million

Suppliers :
12.000

Authorities:
10 countries

Employees:
43.901

Investors:
15.000

Communities:
10 countries

Our humanized banking approach is driven by our liaisoning initiatives

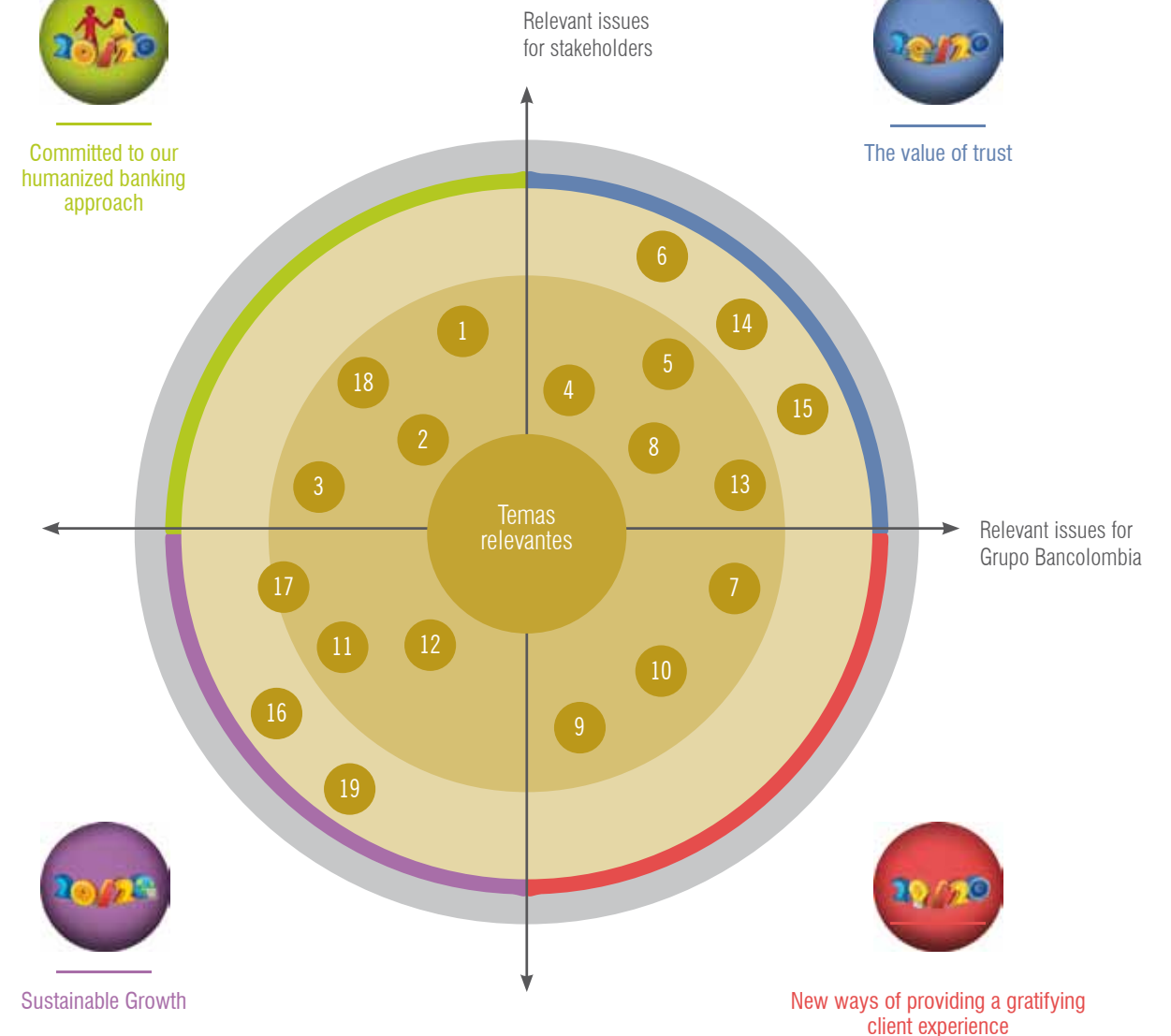
Grupo Bancolombia liaisons with the following groups of stakeholders, which have been prioritized so as to be able to consult with these on the various issues facing the organization. These stakeholder groups are also involved in linking management performance to material issues, as well as reporting on our business activities which, by pure definition, are aimed at generating a shared value.



Committed to our humanized banking approach



The value of trust



- Great importance: Printed and digital reports
- Medium importance: Digital reports and website
- Low importance: Not disclosed

Importance Matrix - Grupo Bancolombia

1. Recruiting and developing the very best human talent
2. Organizational culture aimed at transforming our business
3. Building closer relations with our suppliers and strategic supply chain partners.
4. Improving interactions with our clients through responsible management
5. Improving our operating reliability
6. Advanced risk and reputation management
7. Greater convenience: however, whenever and wherever our clients need us
8. Committed to provided economic, social and environmental value.
9. A step closer to our clients
10. Transforming key experiences
11. Growing our business in an efficient, cost effective and sustainable manner
12. International Growth
13. Streamlining
14. A Corporate Governance honing in on the essential
15. The result of doing things right (ratings, awards and recognition)
16. Working towards a healthier environment
17. Creating economic value
18. Our role as agents of social transformation
19. Financial results



Material aspects - 2013

Materiality	Environmental issues
1 Recruiting and developing the very best human talent	Environmental training
2 Organizational culture aimed at transforming our business	Stakeholder communications and policies
3 Building closer relations with suppliers and strategic supply chain partners	Sustainable supply chain management
4 Improving interactions with our clients through responsible management	Adherence to international protocols and principles
5 Improving our operating reliability	
6 Advanced risk and reputation management	Social and Environmental Risk Assessments
7 Greater convenience: however, whenever and wherever our clients need us	
8 Committed to provided economic, social and environmental value.	
9 A step closer to our clients	
10 Transforming key experiences	Sustainable Businesses
11 Growing our business in an efficient, cost effective and sustainable manner	Climate Change
12 International Growth	
13 Streamlining	
14 A Corporate Governance honing in on the essential	
15 The result of doing things right	Compliance with Environmental Legislation
16 Working towards a healthier environment	Corporate Eco-efficiency (Sustainable branch offices / waste recovery strategy)
17 Creating economic value	
18 Our role as agents of social transformation	
19 Financial results	



Employees committed to our humanized banking approach

We are working on:
Environmental training
Stakeholder communications and policies
Sustainable supply chain management

Employee environmental training
GRI4-FS4



Environmental training provided in 2013

In 2013 we held training courses, both on-line and personally attended, for a total of 647 employees, covering environmental and social risk analysis, sustainable businesses and eco-efficiency.

By year-end 2013 we had:

12.077



duly trained employees

864



in eco-efficiency

2.780



in social and environmental risk analysis (both the Bank and Leasing)

650



in sustainable businesses

Two new on-line courses was given to strengthen employee knowledge in the area of sustainability, these being: "Let's be sustainable" "Think Green"

Our policies: *GRI4-FS1*

Sustainable procurement policy:

In 2013, we continued to implement our sustainable procurement policy, which provides environmental, social, economic and ethical criteria for selecting products and services. This being just another of the many sustainability initiatives deployed by the Group. This policy has been made available at the following link:
<http://www.grupobancolombia.com/sostenibilidad/#>

Policy governing controversial environmental and social issues

Bancolombia as part of its investing and financing role indirectly causes positive or negative impacts on the environment and the public at large. This has an important effect on the trust we inspire, the shared value we create and our involvement with economic activities that produce a considerable social-environmental impact.

The policy we have put into place governing controversial issues with the projects we finance expressly states the type of activity that we refuse to finance, given the inherent social and environmental risk and lays out the terms and conditions for investing in or providing funding to all those economic sectors that produce such impacts.

This policy has been made available at the following link:
<http://www.grupobancolombia.com/sostenibilidad/#>

Human Rights Policy

Here in Bancolombia we are deeply committed to protecting, respecting and remedying human rights, abiding by all that stipulated in the Universal Declaration of Human Rights, including International Humanitarian Law, the ILO, and all applicable legislation in those countries where we are present.

The aim of this policy, as defined in 2013, is to provide social, economic and environmental value, and for this reason we reaffirm our commitment to respecting, protecting and remedying human rights through the initiatives we have deployed as part of our more humanized banking approach as well as our “Bancolombia for All” program. This policy has been made available at the following link: <http://www.grupobancolombia.com/sostenibilidad/#>

Responsible Investment Policy

At Bancolombia we manage important amounts of funds not only for our own proprietary position but in terms of third-party portfolios. Through our funding activities we are able to directly invest in companies and advise our clients with regard to their investment decisions. Our sustainability criteria play an important role in all of this, being fundamental for the success of different business activities since they ensure that all-round economic as well as social and environmental value is created for our stakeholders. Being fully aware of the importance of this issue, we have drawn up an investment policy which has been made available at the following link: <http://www.grupobancolombia.com/sostenibilidad/#>

Climate change policy

Climate change is one of the main challenges facing today’s world, since its consequences go far beyond having a mere effect on the environment. Global awareness has been raised to such an extent and in such a relatively short period of time, that the entire dynamics of this issue have changed dramatically, with both the media and the public taking a much more “hands-on” approach. Bancolombia is not immune to the risks and opportunities implicit to climate change.

This is why, in 2013, we drew up a climate change policy to address the direct impact of such on our operations as well as the indirect impact that our financing and investment activities have on the different economic sectors that benefit from such. This policy has been made available at the following link: **

Stakeholder policy

Our Environmental Management Department has aligned itself with Grupo Bancolombia’s stakeholder policy, which sets out a relationship-building model based not only on best practices but that proposed by the Global Reporting Initiative and Accountability. This policy has been made available at the following link: <http://www.grupobancolombia.com/sostenibilidad/#>

Interacting with our stakeholders

With regard to social and environmental risks and opportunities, we participated in 15 different events held in 2013 as sponsors, lecturers and participants, outlining the opportunities and support given with different environmental and social projects led by Grupo Bancolombia’s Environmental Management Department.



Maintaining our stakeholders up-to-date

In 2013, we deployed certain internal communication strategies aimed at increasing employee awareness of the importance of responsibly caring for the environment as part of a person's daily activities. We also use these same internal and external communication channels to inform our different stakeholder

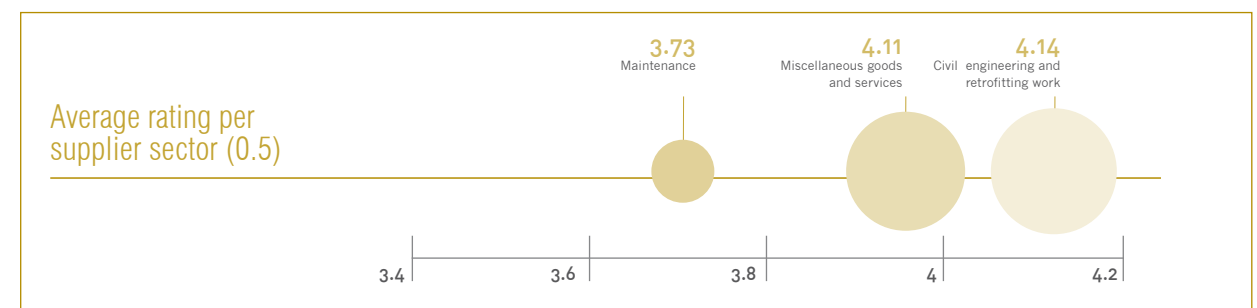
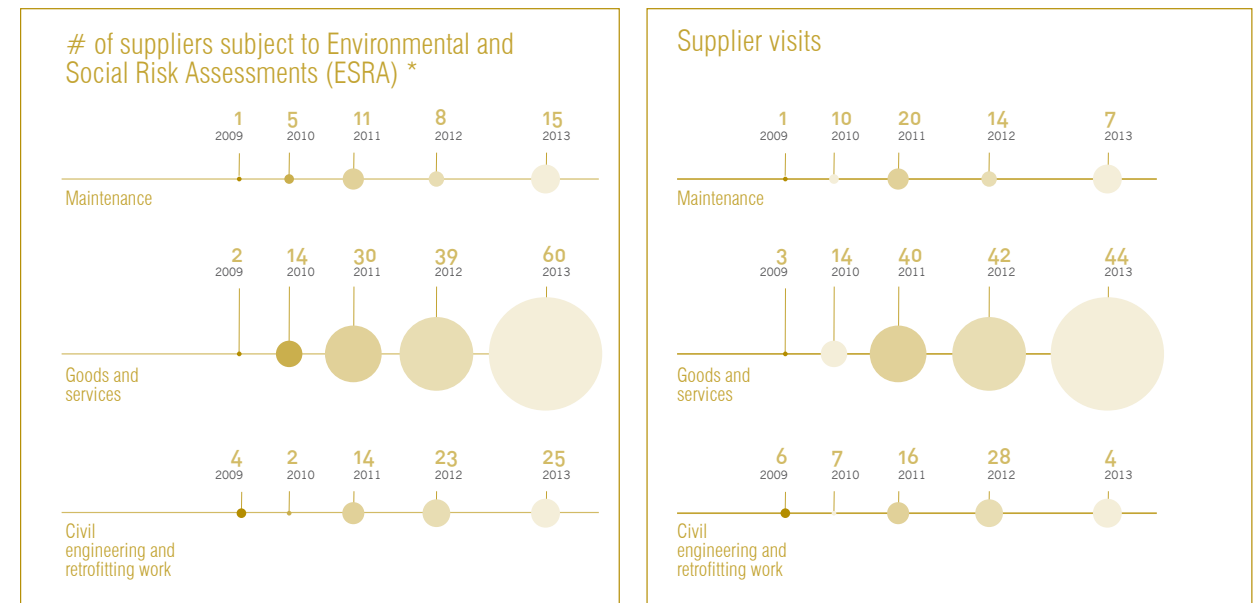
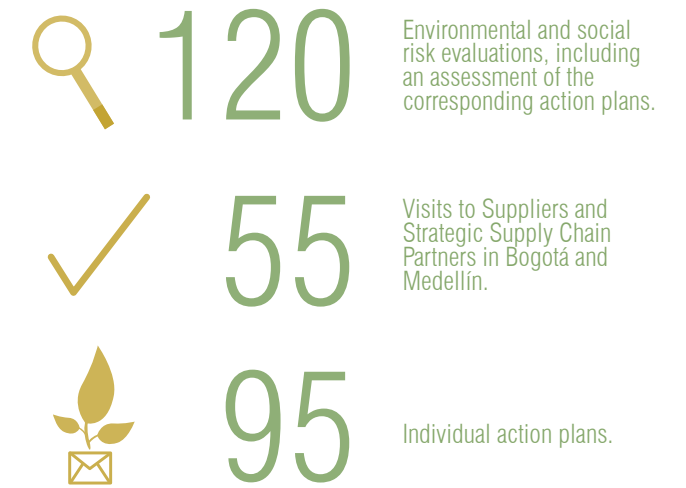
groups of the most important initiatives taken with regard to environmental management and how we can personally ensure sustainable development through our everyday undertakings.

	Employees	Clients	Suppliers	General Public
Earth Day	●			
Environmental lines of business	●	●		●
Free miles	●	●		
Adopt a tree	●	●		●
On-line account statements	●	●		●
Eco-efficiency	●		●	
Employee testimonies	●			
Environment Day	●			
Earth Hour	●			
Sustainable Branch Office	●	●		●
Biodiversity Day	●			
World Tree Day	●			
Eco-bricks	●		●	
3 specialized articles on intelligent capital		●		
Waste recycling	●			
Environmental preservation with our strategic partners	●		●	
Eco-computing	●			
Environmental volunteer work: planting trees in Bogota, Medellin and Cali.	●			●
SUFI		●		●
"Leave your car at home" day in Bogota and Medellin	●			
Ecological paper	●			
National Parks video	●			
Continued listing with the Dow Jones Sustainability Index	●	●	●	●
Bancolombia's "green" site	●	●		●
Waste management	●			
Battery disposals	●			

In support of our sustainable supply chain GRI4-12

Working with our partners as part of our supply chain is a fundamental factor for Grupo Bancolombia's ongoing sustainability. Here we have extended our scope so as to jointly guarantee that our mutual activities are focused on providing added economic, social and environmental value.

We conduct periodic visits to all those suppliers that have been previously identified as offering the highest sustainability risk, so as to establish action plans for all those aspects that need improving.



* ESRA - Environmental and Social Risk Assessments

Main Action Plans Drawn Up in 2013

Out of the 95 action plans drawn up for 86 suppliers or strategic supply chain partners, we were able to collate the following information:



No. of business proposals assessed on the basis of sustainability criteria

A total of 120 evaluations were performed on the different business proposals made, these based on sustainability criteria.



The value of trust

We are working on:
Our adherence to international protocols and principles.
Environmental and social risk assessments (ESRA) when issuing loans
Environmental legislation

Adherence to international protocols and principles *GRI4-15/FS5*

Main engagements:

UNEP-FI: We continue to be form part of this protocol together with more than 200 financial institutions sharing best sustainable practices in this regard.

A meeting was held in October 2013 for members of the UNEP - FI in Latin America. Here we were informed of the latest progress made by the UNEP - FI as well as by countries such as Panama, Colombia, Ecuador, Peru and Brazil with regard to legislative matters, training and sustainability associations.

Green Protocol: Our organization took part in the structuring of the Green Protocol, and is actively participating in each of its respective work fronts, including: Environmental and Social Risk Assessments (ESRA), Eco-Efficiency, Green Products and Sustainability Reporting and Awareness. We gave a total of 4 conferences at the Green Protocol Training event, attended by a total of 256 people from 14 Colombian and 19 international financial institutions.

Eco-efficiency Round Table: Progress was made with basic training in the fields of eco-efficiency, carbon footprint, the GHG Protocol and Sustainable Value Chain Management

ESRA Round Table: Here the goals of increasing awareness were met in terms of providing periodic training, staging on-site visits to projects, identifying specialized experts. We worked in close

conjunction with the Colombian Ministry for the Environment who provided their valuable knowledge of matters relating to assessing environmental and social risk.

“Green” Product Design Round Table: Various regional best practices were shared with regard to “green” development banking products as well as new incentives for environmental and social responsibility initiatives from several multi-lateral agencies. Various financial mechanisms were identified for energy efficient projects and specialized agro-forestry products were analyzed. Principles of Ecuador: We continue to actively participate and implement the latest version (III) of these principles, using the standards defined in the IFC’s Performance Standards.

Responsible investment principles: We shall be adhering to the RIP - Responsible Investment Principles. Responsible investing is an approach that recognizes the importance of environmental, social and governance (ESG) factors for the investor community along with the reality that sustainable long-term returns on investment can only be produced if stable systems are in place that are properly governed from the social, environmental and economic standpoints.

As investors, we have a duty to ensure the best possible long-term interests for our clients. In our trust fund management capacity, we believe that environmental, social and governance (ESG) factors affect the performance of our different investment portfolios. We also recognize that upon applying these principles, investors may align their own interests with those of the general public.

Consequently, whenever this proves to be consistent with our trust fund management responsibilities we are committed to:

- Applying sustainability criteria upon analyzing investments and making business decisions.
- Being active owners and incorporating sustainability criteria in our ownership policies and practices.
- Appropriately disclosing our sustainability criteria to all those companies in which we invest.
- Driving public acceptance and adhesion to said principles in the investment sector.
- Working in conjunction with other signatories to improve the effective implementation of these principles
- Reporting on our activities and progress in implementing said principles.

Environmental and Social Risk Assessment
GRI4-FS2/3

We prevent and mitigate indirect social and environmental risk that could arise with projects and activities that we finance for our clients and investors, while identifying business opportunities that entail a positive impact on the environment (GRI-FS5). We shall focus on evaluating environmental, social and industrial safety issues, following regulatory guidelines and international standards, and in so doing comply with our commitment to the Principles of Ecuador

As a result of a joint effort in conjunction with our Legal and Risk Management Departments, we included environmental clauses and covenants in contracts signed in the fields of investment banking, leasing, corporate banking and SME banking, applying due diligence to the monitoring of the environmental and social handling of the projects thus financed (GRI-FS3).

We continued to uphold our environmental and social risk management policy with regard to receiving guarantees and collateral for loans, which in turn mitigates the risk inherent to property thus received from sectors that are highly subject to causing environmental and social impacts.

So as to ensure that our environmental and social risk assessment policies remain uniform across borders, we presented the project evaluation model currently used by Bancolombia to the Risk Management Departments of Banco Agro Mercantil (Guatemala), Banco Agrícola (El Salvador) y Banistmo (Panama).



Leasing:

57 projects evaluated, corresponding to 49% of the total

SME Banking:

30 proyectos evaluados, correspondiendo a 26% of the total

Corporate and Government Banking

19 projects evaluated, corresponding to 16% of the total

Government and Institutional Banking

02 proyectos evaluados, correspondiendo a 2% of the total

Investment Banking

02 projects evaluated, corresponding to 2% of the total

Business and Corporate Banking

02 projects evaluated, corresponding to 2% of the total

Construction and Mortgage Banking

01 projects evaluated, corresponding to 1% of the total

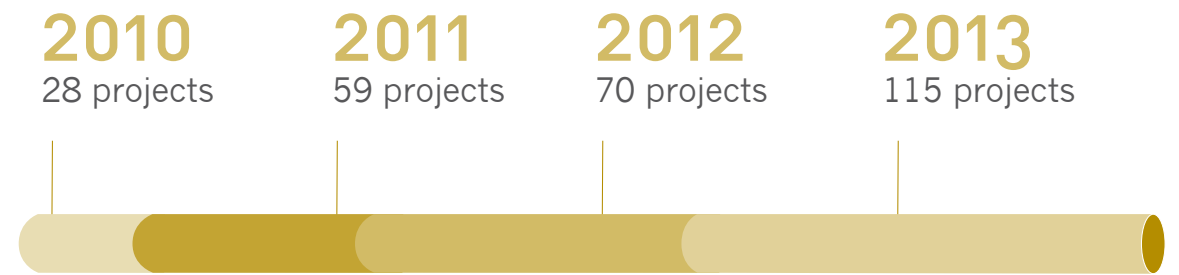
Banitsmo Panamá

01 projects evaluated, corresponding to 1% of the total

Fiduciaria Bancolombia

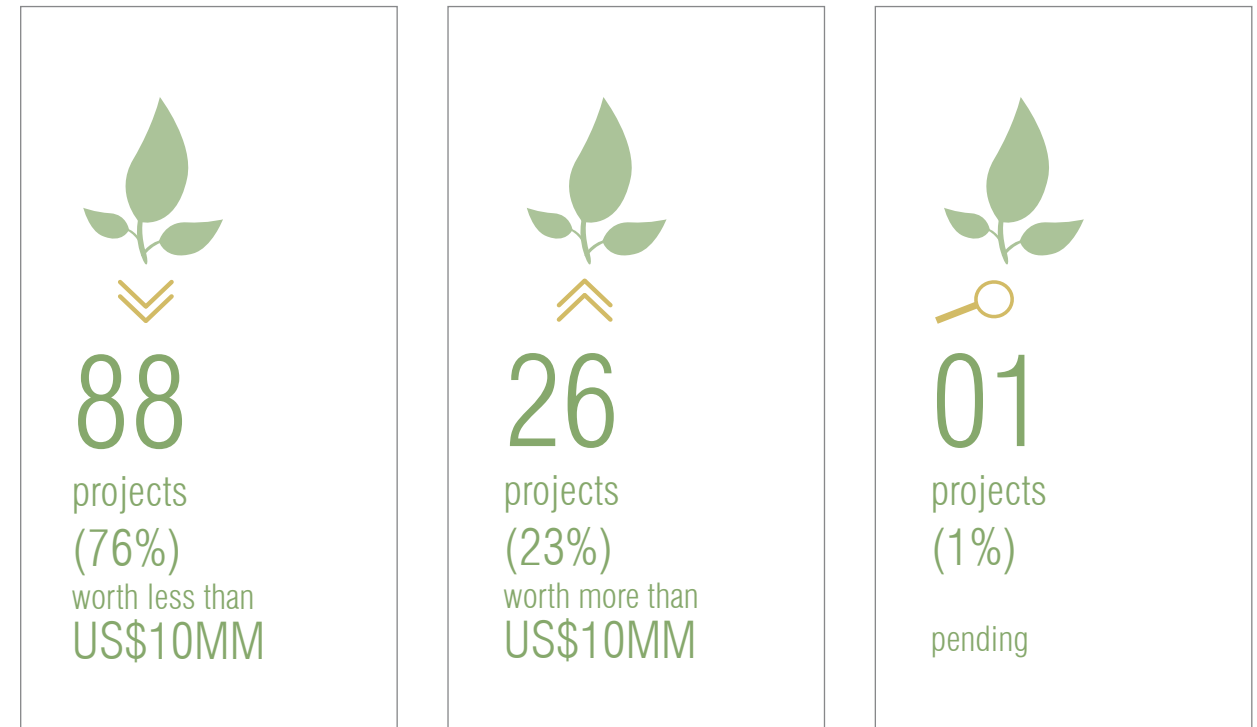
01 projects evaluated, corresponding to 1% of the total

Number of projects evaluated per year



In order to bolster our environmental and social risk assessment policy, we defined and implemented a new scope for our SME Banking Division, placing special emphasis on sectors such as mining, gas stations, tanneries, energy production and highway infrastructure (GRI-FS1).

We also updated our procedures, instruction manuals and forms to fully comply with said policy, extending these assessments to include eco-system services and how these may be affected or could affect the projects that we finance (GRI-FS2).



In 2013 we assessed a total of 115 investment projects being financed by our different business units, 58 on the part of the Bank and 57 in the case of Leasing Bancolombia, 26 of which are worth more than USD 10 million.

Projects - Bank		Projects - Leasing
10 Favorable acceptance  01 Conditional acceptance  11 projects evaluated		0 projects evaluated
07 Favorable acceptance  08 Conditional acceptance  15 projects evaluated		25  06 Favorable acceptance 09 Conditional acceptance  10 Rejected
03 Favorable acceptance  02 Conditional acceptance  05 projects evaluated		01  01 Favorable acceptance projects evaluated
04 Favorable acceptance  04 Conditional acceptance  04 Rejected  12 projects evaluated		16  07 Favorable acceptance 04 Conditional acceptance  05 Rejected
07 Favorable acceptance  04 Rejected  11 projects evaluated		05  03 Favorable acceptance 02 Rejected  projects evaluated
0 projects evaluated		01  01 Rejected projects evaluated
01 Favorable acceptance  01 Rejected  02 projects evaluated		07  07 Favorable acceptance projects evaluated
0 projects evaluated		01  01 Conditional acceptance projects evaluated

***** NOT ENVIRONMENTALLY FAVORABLE: The information submitted does not contain a framework for controlling, preventing, mitigating, offsetting and correcting the inherent environmental impact. This presents a potential risk for Bancolombia. This same opinion is upheld when projects fail to obtain the required environmental permits as well as in the event of their repeated failure to comply with the environmental obligations imposed by Bancolombia.

Santa Elena Case History

In 1987, Banco de Colombia received from the Colombian Federation of Cotton-Growers, a plot of land on the Mamonal highway in Cartagena, in the form of a payment-in-kind. This land showed trace contamination due to herbicides and pesticides deposited on the ground prior to its being received as payment. Since then, the Bank has had to take measures to correct this situation. In 2013, we began a clean-up on this land as part of a plan drawn up in conjunction with the Colombian Ministry for the Environment and Sustainable Development.

Our commitment to regulatory compliance

We continue committed to ensure proper compliance on the part of our Organization with all applicable environmental legislation, and making our clients fully aware of such. To this end we carried out the following activities in 2013:

Participating in the Environmental Committee of the ANDI (Colombian Business Association): We continue to play an active role in the ANDI's Environmental Committee, relating more closely with our clients while obtaining a first-hand idea of how the country's environmental legislation is being perceived.

Updating our legal requirement framework: We conduct permanent updates and reviews of all the latest changes to current legislation and how these apply to our Organization to ensure due compliance with such.

With the latest legislative changes to how effluents and discharges are handled, we analyzed which sectors were most affected and alerted our client service staff accordingly so they could help our clients to comply with this new ruling.

Comprehensive management of e-waste (waste electrical and electronic equipment - WEEE): We conducted an internal analysis of the new legislative changes and their impact on our leasing business. We also evaluated various service providers for monitoring the life-cycle of electronic and electrical equipment and assessing e-waste.





Sustainable Growth

We are working on:
Climate change strategy - measuring our carbon footprint.
Corporate eco-efficiency, sustainable branch offices and waste management.

Climate change strategy GRI4-EN15/16

Climate change poses new risks and opportunities as well as strategic and financial implications for our business, our clients, and the sustainable development of all those countries where we operate; we have therefore drawn up our climate change strategy and policy.

The aim of this is to assess the direct effects of climate change on our business and take the corresponding corrective measures, as well as considering how these indirect effects can influence the way we do business, while identifying any opportunities brought about by climate change for both our clients and suppliers; this in order to provide them with our support in meeting the challenges in this regard.

In order to reduce the energy and fuel consumption, we compensate our impact with processes of ecologic restoration coordinated with Fundación Natura, for this year we grew

12.600 trees

We are offsetting the impact corresponding to our energy and fuel consumption by participating in various ecological restoration projects run by the Natura Foundation. This year we planted a total of 12,600 trees.

We also implemented mitigation and adaptation plans regarding the adverse effects of climate change as part of our Climate Change Management Strategy, which we shall be deploying in the coming years in all those countries where we are present.

We are also drawing up sectorial guidelines for detecting risks and opportunities with climate change, this in conjunction with our Corporate and Government Banking Division, so as to get a better idea of how we can better support our clients in this sense.

Carbon footprint GRI4-EN16/17

We are currently measuring our operating carbon footprint, produced both directly and indirectly, and doing all that necessary to reduce our fuel and energy consumption, offsetting the overall impact by participating in the ecological restoration programs run by the Natura Foundation. Here we planted 12,600 trees in 2013 alone, bringing the total to 117,144, since we first signed up. GRI 4-EN15/16

- Our participation with regard to the Committee for the Financial Management of Climate

In order to offset the carbon footprint produced by our tele-workers, we shall be planting between

848 and 1132 trees

Change on a nation-wide level (SISCLIMA): We have participated by invitation on this Government Committee, aimed at formulating a nationwide financial strategy dealing with climate change, this based on the individual strategies drawn up on a national, sectorial and territorial level as well as other measures to adapt to and mitigate the effect of climate change, while ensuring adequate funding for such is channeled throughout the country. Next year, we shall be aligning ourselves with the final strategies that the Colombian Government shall be shortly issuing.

Identification and financial management of NAMAS (Nationally Appropriate Mitigation Actions) addressing climate change on a nationwide level: We attended various training courses given by the Colombian Government,


and we have amply discussed the NAMAS with our client service areas in order to define the corresponding strategies.

Last year, we submitted our first ever report to the Carbon Disclosure Project (CDP). This non-profit organization has the largest corporate data base in the world on climate change. By filling in this survey we learned more about the different frameworks for drawing up a climate change strategy as well as the best practices for implementing such.

CO2-equivalent	T CO2 eq.	T CO2 eq.	T CO2 eq.	T CO2 eq.
Year	2010	2011	2012	2013
Colombia	10.294	11.397	11.823	11.093
El Salvador			3.601	3.642
Total	10.294	11.397	15.424	14.735

Carbon Footprint - Bancolombia 2013	T CO2 eq.	T CO2 eq.	T CO2 eq.	T CO2 eq.
Scope	Scope 1	Scope 2	Scope 3	Total
Colombia	89	9.005	1.999	11.093
El Salvador	40	3.433	168	3.642
Total	129	12.439	2.167	14.735

By means of the Eco-efficiency strategies implemented in conjunction with the areas of Fixed Assets, Administrative Services, Integrated Logistics and Sodexo, we were able to reduce our overall consumption of water, energy, paper, printed material, amongst others, compared to the previous year.



Carbon Footprint Scope 1 + 2
(Ton CO2 eq)


The carbon footprint Scope 1 + 2 is composed in more than 95% by its Scope 2 (electric energy).

Goal 2010 - 2020

-10%

Goal 2013 - 2014

-2%



Carbon Footprint Scope 3
(Ton CO2 eq)

The carbon footprint Scope 3 is composed in more than 90% by the emissions associated to air travels.

Goal 2010 - 2020

-16%

Goal 2013 - 2014

-5%

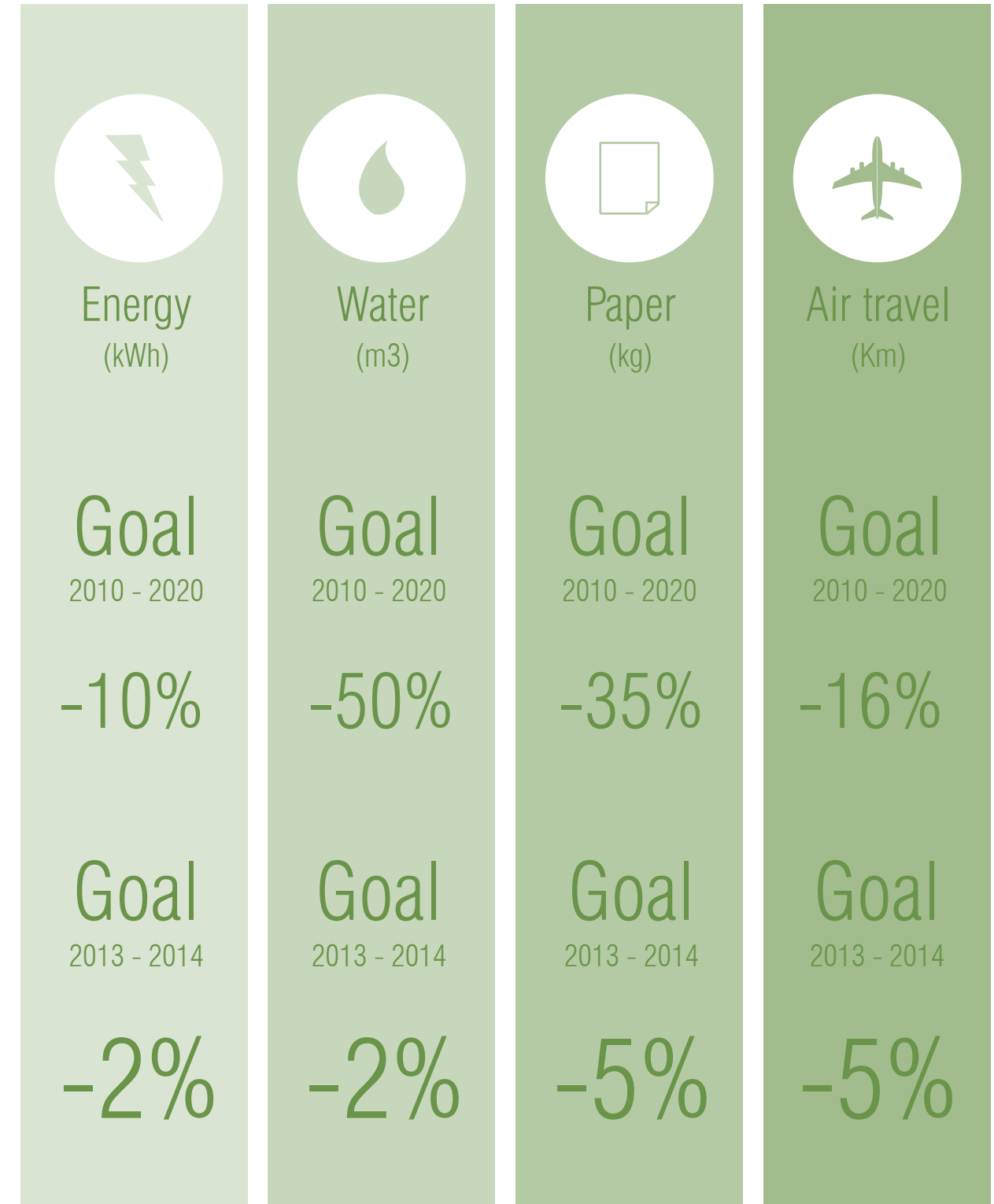
Eco-efficiency with regard to our corporate premises GRI4-EN 3/6/8

Grupo Bancolombia's direct impact on the environment mainly relates to the consumption of natural resources in carrying out its business activities.

Resources	2009	2010	2011	2012	2013	Goal for 2014	% Chg - Goal for 2013 - 2014%	% Chg - Goal for 2012 - 2013%	Total 2013	% Chg 2012 - 2013
Energy MWh	73.051	79.484	86.147	90.513	87.687	85.933	-2%	-3,22%	Per transaction 74,1 W Per employee 4.357 Kw/h	-193% -6,76%
Water m³	465.275	398.172	223.884	277.239	245.336	240.429	-2%	-13%	Per transaction 207 cm3 Per employee 12 m3	-220% -16,87%
Paper Kg	201.022	106.507	96.830	84.721	66.211	62.900	-5%	-27,96%	Per transaction 0,06 g Per employee 3.029 gr	-263% -32,33%
Air travel Miles de Km		10.963	12.660	10.701	10.446	9.924	-5%	-2,38%	Per transaction 8,8 m Per employee 519 Km	-190% -5,95%
Solid	833	5.044	1.722	1.121	998	948	-5%	-12,32%		
Recyclable	268	391	412	472	332	398	20%	-42,17%		
eWaste	26	66	172	198	174	165	-5%	-13,79%		
Hazardous		2	22	15	6,5	5,9	-10%	-131%		

All effluents, gas emissions and waste produced are handled in accordance with applicable standards and legislation through duly authorized agencies and entities.
G4-EN23

Corporate Eco-Efficiency Goals 2010 - 2020








Our first Sustainable Branch Office *GRI4-EN6/16*

We inaugurated our first ever sustainable branch office, the first of its kind in the Colombian financial sector, in the Carvajal neighborhood in Bogota. This is an environmentally-friendly office, thanks to its design and construction, with eco-efficient features that use up less resources and produce less waste as a result of its eco-efficient construction.



Data and figures:

-  Recycled and recyclable materials used for floors, walls, façade, ceilings and canopy.
-  The energy consumed by the air conditioning system has been reduced thanks to an installed evaporative refrigeration system. The use of freon was eliminated altogether since this depletes the ozone layer, exacerbating the greenhouse effect
-  The timber used was sourced from local sustainable forestry land.
-  Purer air is guaranteed by means of filters that trap 90% of airborne dust. This branch office is located in one of the most contaminated districts in Bogota.
-  Less water consumption due to a tank that collects rainwater for subsequent use for garden, parking space and green wall purposes. Waterless, no-flush urinals, recyclable washbasins and toilets, the latter using just 4.8 liters per flush. Natural lighting is taken full advantage of and supplemented with a mercury-free LED lighting system.



Waste Recovery Strategy at Branch Office Level

With regard to the above strategy, we conducted a pilot test in May of last year at a total of 6 branch offices in Medellin. This strategy was also extended to locating certain “eco-points” in each section of the Bank’s Head-quarters for recycling purposes. In October, in conjunction with Sodexco, we carried out a new pilot study for recovering recyclable waste at branch office level, using six different branch offices located randomly throughout the metropolitan area of Medellin. This was to determine the potential recovery of this type of waste at branch office level so as to be able to draw up a strategy in 2014 governing its recovery and reverse logistics.

Solid waste management

<p>998 TON</p> <p>handled entirely 100% by duly authorized entities</p>	<p>472 TON</p> <p>recovered and handled 100% by Kimberly</p>	<p>198 TON</p> <p>recycled and handled 95% by LITO</p>	<p>15 TON</p> <p>treated and handle 100% by LITO</p>
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Shaping a new, more gratifying experience for our clients

We are working on: Sustainable Businesses, applying sustainable criteria to our products and with our partners.

Our Sustainable Businesses
GRI4-FS1/5/7/8/15

We seek to promote client sustainability through new business opportunities, based on designing strategies to facilitate project financing, investment and implementation along with activities that create a positive social and environmental impact.

For this purpose we have two dedicated lines of credit: The Environmental Sustainability Line (until September 2013) and the Environmental Credit Line (SECO). This in addition to the rediscount lines offered by Findeter and Bancóldex. We also provided technical support for our clients in identifying possible tax benefits as well as sources of national and international cooperation for project development.

As of this year, we included in our client solution methodology (the process of creating projects), the evaluation and definition of sustainability criteria as applicable to the social and environmental impacts of new solutions.

We also helped
75 clients
with the possibility of these obtaining tax benefits on their environmental projects

Rediscounting environmental lines of credit:	Sustainability Line:	Environmental Line of Credit:
25	3	3
operations worth COP \$7.261.470.968	operations worth COP \$11.319.000.000	operations worth COP \$2.978.000.000



We also helped 105 clients and technology suppliers to choose the best financing strategy for their projects

Environmental sustainability line

Created with the support of the IFC and BID

Focusing on energy efficiency, renewable energy and cleaner production mechanisms

Environmental benefits up by 15%

Preferential rates and external technical assistance

Corporate and large SME segment

Environmental Line of Credit (SECO)

Created with the support of the Swiss Government Focusing on cleaner production mechanisms in the industrial and manufacturing sectors.

A minimum 30% reduction in the respective environmental impact

Swiss Government provides subsidies up to 25%

Technical support is provided by the CNPML

SME segment

Ample coverage for leasing arrangements in 2013.

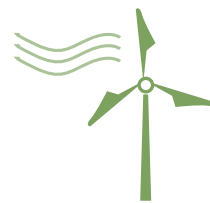
Rediscount lines of credit

Findeter

Energy Efficiency Line
The financing of projects that bring about reduced energy consumption, renewable energy and cuts in gas emissions

Bancóldex: Business Development Line:

This covers renewable energy projects and systems for preventing and mitigating environmental impact.



Renewable energy

Any project that generates electricity or heat using renewable energy sources or natural sources that can be quickly renewed and/or are essentially inexhaustible, such as those driven by wind, water, solar, geo-thermal, biogas or biomass power



Energy eco-efficiency

Any project that reduces the amount of energy consumed per unit of energy generated or dispatched or per unit of finished product.



Cleaner production

















Any project that optimizes industrial processes, reducing waste and gas emissions while making the best use of materials or reducing energy consumption.

Sustainable criteria as applicable to products GRI4-FS15

One of the strategies implemented with regard to the eco-efficiency of our products has to do with pre-issued debit cards, which come in all-inclusive packages explaining all of their inherent features. With this, we have been able to provide all this information in just one practical, simple design of brochure, in accordance with our sustainability guidelines. Looking ahead, our Debit Card Department expects to issue all debit cards under the Maestro franchise on a pre-issued basis.

This shall allow us important cost savings while avoiding having to destroy plastic and consume greater quantities of materials. It is worth noting that we charge clients COP 10.000 for normal debit cards, which are issued in a period of 5 days, whereas our pre-issued debit cards are provided on the spot and free of charge.

Our partners

<p>Natura Foundation</p>  <p>An ecological restoration program aimed at offsetting corporate carbon footprints.</p>	<p>WWF</p>  <p>Sponsoring programs such as "I am an Eco-Colombian" and Earth Hour.</p>	<p>OMMS</p>  <p>Staging environmental education programs specifically for nature reserves.</p>	<p>Gasper</p>  <p>In charge of a pilot study for reducing energy consumption at branch office level. Also provides advisory services for energy efficiency projects.</p>
<p>Ecoeficia</p>  <p>Providing technical assistance to clients with regard to cleaner production mechanisms.</p>	<p>CNPML</p>  <p>Providing client assistance with regard to cleaner production projects.</p>	<p>IFC</p>  <p>Providing assistance for identifying business opportunities.</p>	<p>LITO</p>  <p>A eWaste management firm sponsoring the nationwide WEEE recycling campaign.</p>
<p>Sodexo</p>  <p>A leading partner in our eco-efficiency program that manages our carbon footprint information.</p>	<p>GAIA</p>  <p>Providing client assistance with regard to best sustainability practices.</p>	<p>MGM</p>  <p>Providing client assistance for energy efficiency projects.</p>	<p>Azimut</p>  <p>Providing client assistance with regard to best sustainability practices.</p>
<p>BID</p>  <p>Providing its assistance for identifying business opportunities.</p>	<p>ConTREEbute</p>  <p>Providing advisory services in</p>	<p>GAIA Constructores</p>  <p>Providing advisory services with regard to sustainable branch office construction.</p>	<p>Ambientalmente</p>  <p>Providing client assistance with regard to best sustainability practices.</p>

