

# Strength and trust

2021 ANNUAL AND  
SUSTAINABILITY REPORT



**GENTERA**



Letter from our Chairmen  <b>03</b>	Letter from our CEO  <b>05</b>	Who we are  <b>07</b>	Business  <b>14</b>	Our people  <b>32</b>
Social vocation  <b>53</b>	Sustainability  <b>78</b>	Financial performance  <b>116</b>	About the report  <b>122</b>	Affiliation to associations in Mexico and Peru  <b>123</b>
Awards and recognitions  <b>123</b>	GRI Content Index  <b>124</b>	SASB Index  <b>129</b>	TCFD Index  <b>134</b>	Corporate information  <b>224</b>



# Letter from **our** Chairmen

2-22



**Carlos Labarthe**  
*Chairman of Gentera*

**Carlos Danel**  
*Chairman of Gentera*

More than three decades ago, Gentera was born with the dream of bringing opportunities for **inclusion and development** to millions of people. That impetus is still alive and having a strategic clarity allowed us to overcome the challenges of 2021 and recover the growing path

Today, along with constant evolution, we remain true to the purpose of boosting dreams through human-meaning financial solutions. We have the privilege of serving millions of people in Mexico and Peru, generating social, human and economic value.

We all know how the COVID-19 pandemic has affected our countries and the effects millions suffered on their health, family and wealth. We knew, from the Board of Directors, through the management team and each of the employees, that we had to do everything humanly possible to honor the trust that our clients have placed in us and keep our value offering relevant.

# We followed the example of our clients, who have continuously adapted to the circumstances of the environment

Therefore, in 2021, we focused our efforts on the recovery of our clients' businesses, knowing that this would have a positive impact on local economies and, therefore, on the results proposed to definitively overcome the challenges that 2020 brought.

We followed the model of our clients, who have continuously adapted to the circumstances of the environment, demonstrating their resilience to reactivate their businesses and with it, productive activities.

Enhancing the economic development of communities and the well-being of families is fundamental for those we serve. Thus, our offer became a relevant tool in its recovery. From Gentera, we were close as a constant ally, with the necessary resources, with accessible financial products and services that responded to the immediate needs and context of our clients.

2021 was a year of great achievements, which we see reflected in the business results that are at levels close to those we had before the pan-

demic. This demonstrates our conviction of working for our clients and confirms that having the person at the center of the actions, acting ethically and doing the greatest possible good, generates results.

Aware of the challenges we face at a global level, we are working on our sustainability strategy, which will set the tone to address the environmental, social and corporate governance (ESG) issues that are priorities for our business.

We thank all our employees, who contributed with their talent, effort and commitment to achieve the results we obtained this year. We remain focused on serving our clients in the best way, with the passion that characterizes us.

At Gentera, we will continue to boost the dreams of our clients, solving their financial needs with human sense, permanently placing the person at the center of our actions and decisions both present and future.

**Carlos Labarthe** and **Carlos Danel**  
*Chairmen of Gentera*



# Letter from **our** CEO

2-22

Facing an environment in constant transformation and with substantial challenges, we achieved a year of recovery in Gentera, accomplishing in 2021 very positive results hand in hand with our clients

In this context, many microentrepreneurs and communities managed to prosper due to the access to convenient financing options according to their needs.

Aware of this reality, we maintained the closeness and warmth in the value offering of each of our companies. With a timely diagnosis, we generated a clear strategy to be increasingly efficient, flexible, scalable and agile to serve millions of people.

We remained focused on transforming our operation and technological architecture. We continued to develop digital solutions for our clients and employees. We moved Compartamos Banco's operations to the cloud, which places us as one of the first financial institutions in Mexico to operate under these characteristics, complying with the applicable regulatory and security requirements.



**Enrique Majós**  
*Chief Executive Officer  
of Gentera*



We connected capital markets  
with the productive projects of  
millions of people, mainly women

At the same time, we demonstrated our financial strength by carrying out four debt issuances in Mexico and Peru, endorsing the confidence of investors in our business model. The issuance of Compartamos Banco was the first in our history with a social seal, which aligns us with the best practices at an international level. Through these operations, we connected capital markets with the productive projects of millions of people, mainly women. We strengthened our commitment to empowerment and equity at all levels of the organization, starting with our Board of Directors, where women have a relevant participation.

Aware of the impact our actions have on society, we are committed to sustainable development and inclusion. As part of our commitment to sustainability, Compartamos Banco became an official signatory to the Principles of Responsible Banking (PRB) of the United Nations Environment Programme. The PRB is a strategic framework on which the banking industry commits to contributing to the Sustainable Development Goals (SDGs) and the Paris Climate Agreement.

Likewise, Gentera maintained its commitment as a signatory of the United Nations Global Compact, it is aligned with its ten principles, which is reflected in this report. Through this sustainability initiative we work to create an environment with greater opportunities for all, contributing from the private sector to the achievement of the SDGs.

The recovery in Gentera is a reality thanks to the commitment of our more than 20 thousand employees who accompanied our more than 3 million clients in Mexico and Peru. We showed that we were up to the challenges faced, while we continued to work on our evolution, accompanied by the trust of our stakeholders, to whom we address ourselves in this exercise of transparency and accountability.

**Enrique Majós**

*Chief Executive Officer of Gentera*

# Who we are

## Gentera and its companies

2-1, 2-2, 2-6

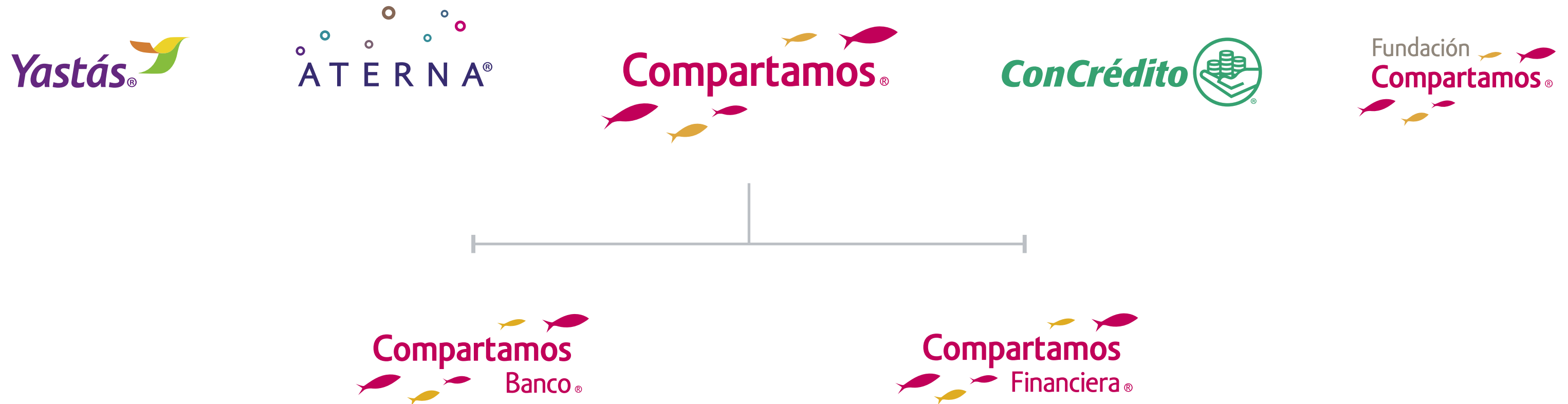
We are a group of companies that works for financial inclusion with presence in Mexico and Peru. We reach millions of people from popular segments by offering them financial products and services that boost their well-being and the development of their communities

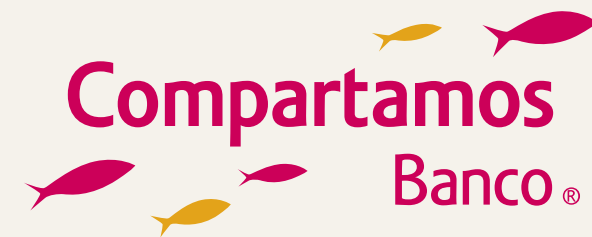




## GENTERA and its companies

# GENTERA®





Financial institution with **more than 31 years** of experience that offers access to credit for working capital, savings, insurance and transactional channels to microentrepreneurs and entrepreneurs in Mexico



Financial institution that offers **credit, savings and insurance** to entrepreneurs in Peru



Mexican company **with 14 years of experience**, which grants personal and revolving credit through digital operations, benefiting microentrepreneurs and end users



Bank commission agent administrator that provides **access to financial transactions, service payments and cellphone top-ups** in Mexican communities where banking infrastructure is limited or non-existent



Specialized agent in microinsurance that promotes a **culture of prevention** in Mexico and Peru



Organization that shapes the social vocation of the group through its causes which are **Education** and **Early Childhood**. The Foundation seeks to promote the integral development of communities

## Purpose

2-23

Our purpose is to boost the dreams of our clients by solving their financial needs with a human touch

We generate shared value by working for the community:

### *Social value*

We offer opportunities for inclusion to as many people as possible in the shortest possible time. We seek to promote the development of communities

+

### *Human value*

We trust every person, in their willingness to grow, self-realize and be better

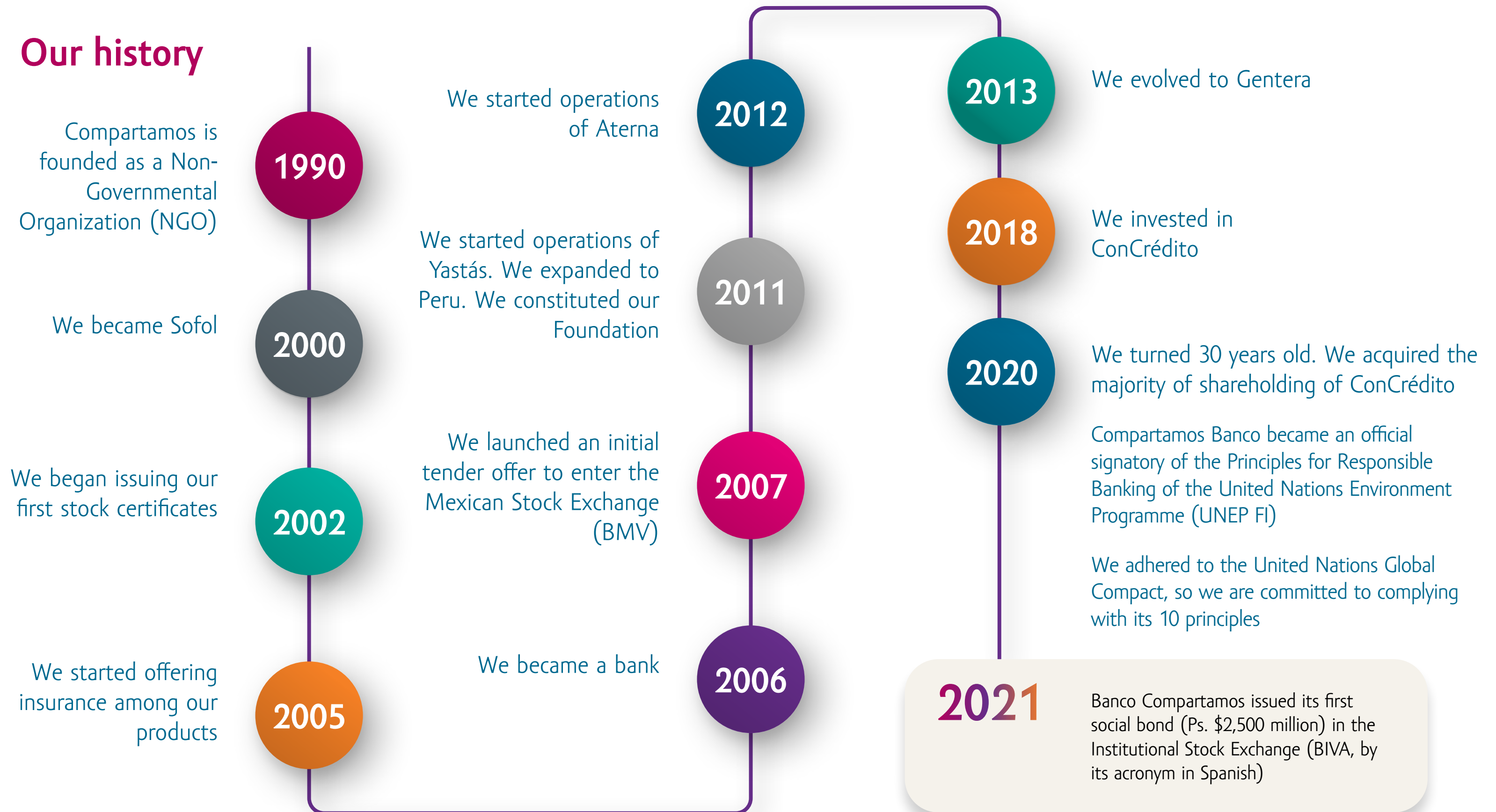
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### *Economic value*

We build innovative, efficient and profitable business models



## Our history





## Financial inclusion

FN-IN-270a.4

At Gentera, we understand financial inclusion as the access and use of a range of financial products and services by the population, under an appropriate regulation that takes care of their interests and promotes their financial capabilities, supported at all times by components such as client protection and financial education.

Through our companies and with the knowledge we have generated from our clients over more than three decades, we evolved our value offering and consolidated a comprehensive portfolio of financial products and services, focused on providing access to credit, savings, insurance and means of payment, which improve the quality of life of individuals and their families.

We believe in an inclusive financial sector that expands people's opportunities and drives social, human and economic development

### Access

#### Geographical penetration

We have an extensive network of transaction points made up of branches, banking correspondents and digital channels that provide convenience to our clients

### Use

#### Best products

Our products have been designed based on the knowledge of the needs of our clients and the accompaniment we provide

### Client protection

#### Increased efficiency

We incorporated the seven Client Protection Principles into our operation because we have witnessed their positive impact on our value offering

### Financial education

#### Higher quality

We aim to develop financial capacities in people to contribute to informed decision-making, the good management of resources and the responsible use of financial services for their well-being and that of their families



## New realities and client needs (resilience)

Since our inception, we have remained focused on understanding the needs of our clients in order to meet them. We know that these needs change constantly, for this reason, we seek that the products we offer from our companies are always appropriate to the different realities of our clients.

2021 was a year of recovery, it made us turn into practice everything we learned in 2020 and demonstrate what we are capable of, by using the skills acquired to begin the path of our transformation. Having privileged the health of clients and employees in adverse moments was the correct decision, despite the impact that this could have on the operation.



We are proud because we were close to our clients, accompanying them in their economic reactivation. Keeping the person at the center of our actions, we focus on listening to them and providing them with capital and liquidity solutions to move ahead

The world has changed in many ways, including financial services and the way they are accessed. A large proportion of our clients are merchants who since 2020 had to modify the way of doing business by moving to hybrid models, which have had a positive impact on the promotion and sale of their products, mainly through social networks.

Bearing this in mind, we are transforming our technological architecture to also evolve towards a hybrid business model and a digital operation that will enable a service to our clients with greater efficiency, agility and flexibility, taking advantage of technology, preserving the closeness and the human touch that characterize us.



# Business

The trust we have built over three decades with our clients has allowed us to fulfill our purpose of boosting dreams. 2021 was the year of recovery, where we confirmed that having the person at the center of every action, always results in positive consequences





Our business model has a strong social impact, we have witnessed how our clients have increased their possibilities and improved their quality of life and that of their families through their businesses. Likewise, they have a positive impact on the local economy of the communities and the countries where we have a presence.

Throughout our history we have developed an ecosystem of products focused on meeting the financial needs of our clients with a human sense, with the premise of generating economic value for their businesses, social value for their communities and human value for themselves and their families. In this way, we seek to create a positive social impact.

Our product ecosystem has evolved and grown together with our clients. We started by granting credit for productive activities and now we offer insurance, savings and transactional channels.

### Products

#### Credit

*Financing to start or grow their business*

#### Savings

*Possibility to face a crisis*

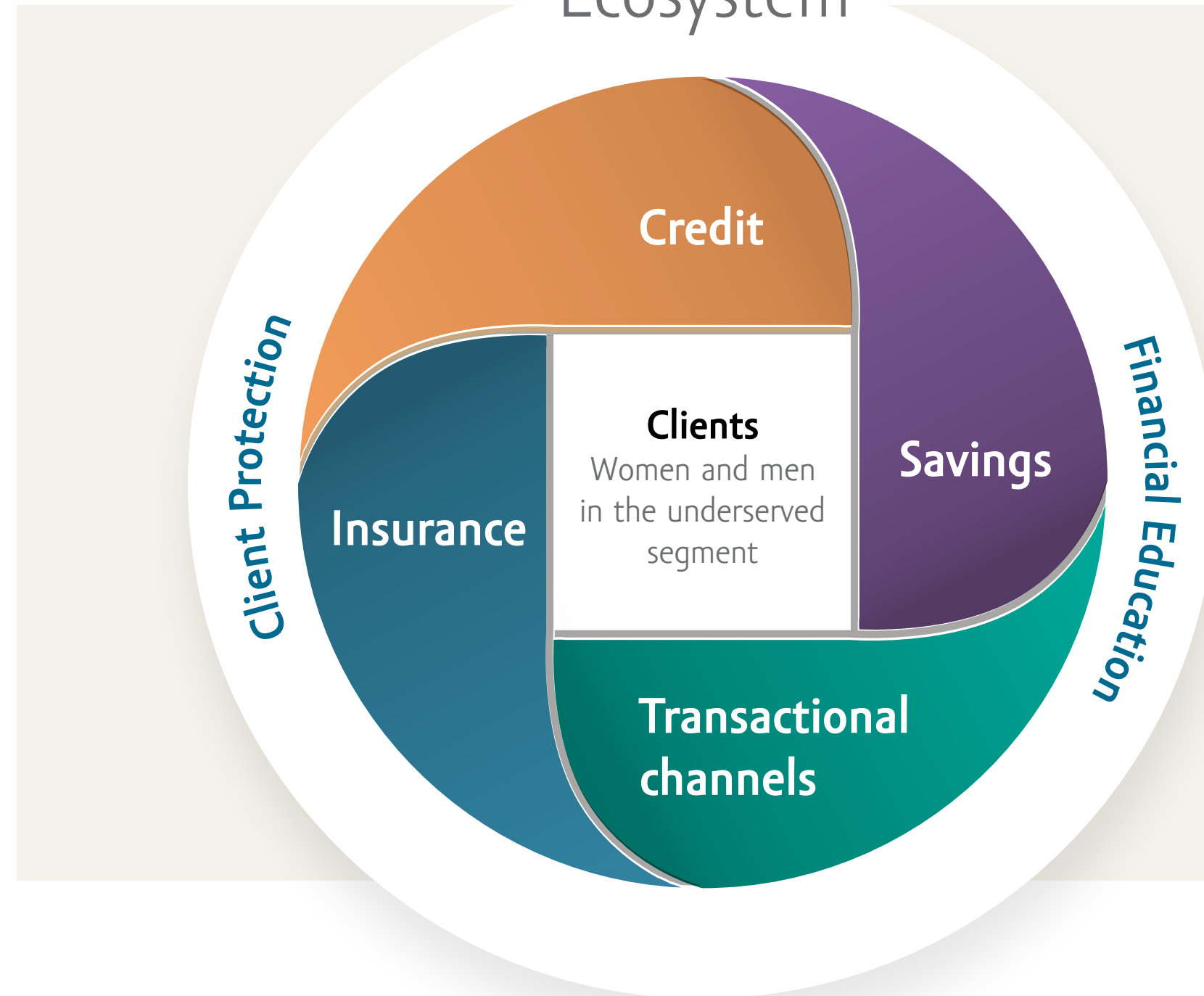
#### Insurance

*Family protection*

#### Channels

*Transaction point*

## Gentera Ecosystem





During 2021, we remained close to our clients as a tool for their economic recovery by providing capital and liquidity for their businesses. During this year, we disbursed Ps. \$141.7 billion.

## Gentera's results by year

### Amount disbursed in the financial operation (in millions of pesos)

\$137,000  
2019

\$100,155  
2020

\$141,700  
2021

### Number of disbursements

9,615,963  
2019

7,040,774  
2020

11,394,415  
2021

### Number of clients/households benefited

3,486,699  
2019

3,001,092  
2020

3,198,777  
2021



## Compartamos Banco

2-6, FS6, FS7, FS13, FS14, FN-CB-240a.1, FN-CB-240a.2, FN-CB-240a.3, FN-CB-240a.4, FN-CB-410a.1, FN-CB-410a.2, FN-CB-000.A, FN-CB-000.B, FN-CF-270a.4, FN-IN-270a.2, FN-IN-270a.3

### Value proposition

#### Credit

*Crédito Mujer (group)*  
*Crédito Comerciante (group)*  
*Crédito Individual (individual)*  
*Crédito Adicional Plus Compartamos*

#### Insurance

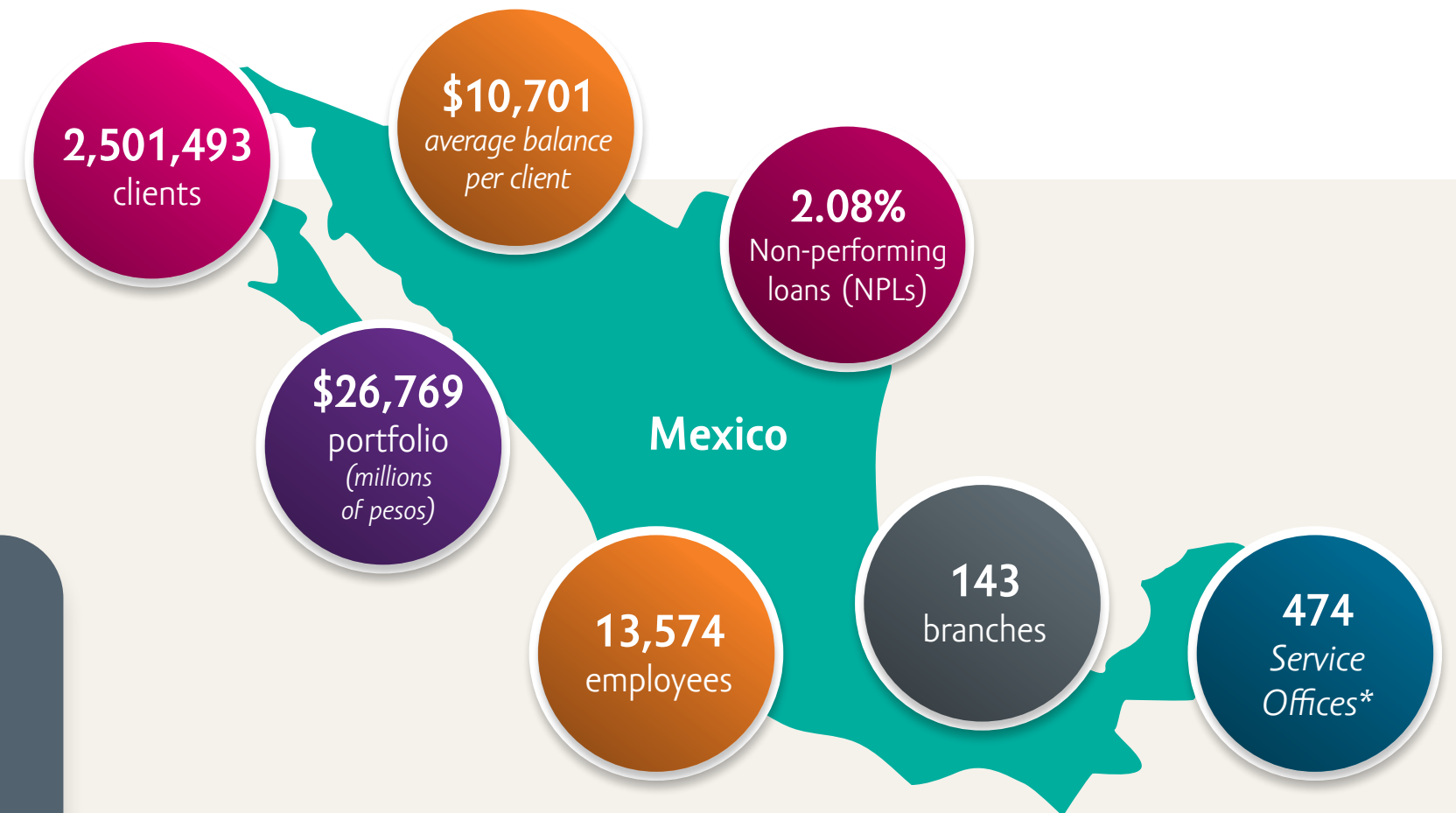
*Seguro de Vida Básico*  
*Compartamos Protección*  
*Seguro de robo*  
*Seguro Magenta*

#### Savings

*Mis Ahorros Compartamos*  
*Mi Grupo Compartamos*  
*Cuenta a Mi Favor*  
*Inversiones Compartamos*  
*Cuenta de Ahorros Básica*

#### Transaction channels

**42,416** points for our clients to carry out financial transactions. Comprised of banks, banking correspondents and commercial chains



\*Some of the Service Offices were transformed into branches. 74 branches are located within the Service Offices





## Credits

The word credit comes from the Latin *creditum* which means “what is entrusted” and that is precisely what Compartamos Banco has established with its clients: a relationship based on trust. Compartamos is recognized as the first institution that financially included the popular segment, mainly women in Mexico, which has allowed them to have economic autonomy and contribute to their household income.

Compartamos Banco’s value offer has group and individual credits for men and women who have a productive activity or plan to start it. The characteristics of these credits are:

- Easy access
- Few requirements
- Clarity in the operation of the credit
- Flexibility in deadlines and amounts
- Accompaniment during the life of the credit
- Solidarity

This year *Crédito Adicional Plus Compartamos* was incorporated for clients who need an extra amount to deal with unforeseen events. For group clients, the amount they can request ranges from Ps. \$5,000 to Ps. \$30,000, and for Individual Credit clients it can range from Ps. \$5,000 to Ps. \$70,000.

## Credit results in Mexico

	2019	2020	2021
Total clients	2,659,192	2,218,059	2,501,493
Female clients (%)	88.4%	89.7%	89.8%
Male clients (%)	11.6%	10.3%	10.2%
Client retention rate >30 days	85.1%	87.9%	87.3%
Insured clients	2,648,833	1,997,874	2,401,305
Clients with voluntary insurance	2,258,154	1,770,546	2,330,588
Average credit disbursed	13,894	13,767	14,394
Disbursements	7,571,753	5,689,755	7,193,439
Amount disbursed (millions of pesos)	105,199	78,330	103,541
Annual growth in disbursements (%)	7.2%	-24.9%	26.4%
Non-performing loans (NPLs)	3.19%	5.64%	2.08%
NPLs / Total Portfolio (millions of pesos)	838	1,403	558

## Credit portfolio by type of market in Mexico

Type of market	Total (millions pesos)	Percentage represented by the market
Women's Group Market	26,769	68.5%
Mixed Group Market		26.1%
Mixed Individual Market		5.4%



## Distribution of credit clients in Mexico

Market	Total clients	Products	Clients by product	Percentage of clients according to the market	Portfolio (millions of pesos)
Women's Group Market	1,713,303	Crédito Mujer	1,713,303	68.5%	15,504
Mixed Group Market	653,897	Crédito Comerciante	653,897	26.1%	4,931
Mixed Individual Market	134,293	Crédito Individual	124,803	5.0%	3,520
		Crédito Crece y Mejora CM	5,114	0.2%	590
		Crédito Adicional CM	614	0.0%	22
		Crédito Crece y Mejora CCR	2,004	0.1%	164
		Crédito Adicional CCR	412	0.0%	10
		Crédito Crece y Mejora CI	1	0.0%	-
		Crédito Adicional Plus	1,345	0.1%	2,028
			<b>2,501,493</b>	<b>100%</b>	<b>26,769</b>

### Distribution of clients by industrial sector in Mexico

36.4%  
Textiles

15.4%  
Various

5.4%  
Livestock, agriculture  
and fishing

37.3%  
Food

0.6%  
Industry

4.9%  
Services



## Insurance

The productive activities carried out by Compartamos Banco's clients are often the main economic support for their families, therefore, linked to the credit, we provide them with complementary products to protect their assets, such as life insurance or theft insurance.

Also, aware of the conditions to which our clients are vulnerable, Compartamos Banco offers insurance to protect them in case of cancer or heart attack.

In 2021, thanks to the closeness and knowledge of clients, Seguro Magenta was launched through the internet with a very good acceptance as a service to protect cars and motorcycles at low cost.

## Savings

Faithful to our purpose of boosting dreams, Compartamos Banco has different uptake products that help clients to achieve their goals. These products have two relevant attributes, safety and availability. In Mexico, Compartamos ended the year with 1,304,879 active savings accounts with a balance of more than Ps. \$3.033 billion.

## Transaction channels

Convenience is a relevant attribute for our clients; therefore, a network of channels has been developed, integrated by its own branches, banking infrastructure, banking correspondents, stores, and commercial chains, as well as by digital channels that allow clients to transact at the time and place that best suits their needs.

With the aim of bringing financial opportunities to our clients in communities with limited infrastructure, Compartamos Banco has 42,416 points for our clients to collect and pay their credits.

During the peak months of the pandemic and due to the approach that people had with technology, transactions increased through the digital channels of Compartamos Banco, reaching 200 thousand clients performing more than 26 million monetary and non-monetary operations mainly on balance inquiries and transfers.

## Client experience

From the pandemic, clients changed in many ways, adapted to circumstances with optimism and launched their creativity to respond with resilience to an uncertain environment. At the same time, they became more responsible for trying to complete their payments in a timely manner, in order to have a financing source available forward to reactivate their businesses, this resulted in a non-performing loans (NPLs) ratio of 2.08%.



Compartamos Banco could help its clients thanks to the closeness it maintains with them, implementing agile and immediate solutions. During 2021, Compartamos Banco continued to conduct surveys to understand the situation of its clients, carrying out more than five thousand surveys in the year.

On the other hand, every year the **Client Experience Index (IEC, by its acronym in Spanish)** is measured involving three variables: general satisfaction, recommendation index – better known as Net Promoter Score (NPS) – and service perception. The Client Experience Index reached **87%** in 2021.

Several factors that generated an increase in the Client Experience Indicator were identified such as an effect of optimism derived from the evolution of the pandemic, epidemiological traffic lights and vaccination.

In the scope of recommendation, in 2021 we reached an NPS of 90%, as a result of the confidence of our clients in the value offer that Compartamos Banco offers and the accompaniment provided by the loan officers and advisors.

As an initiative to provide enhanced services to our clients, we have a Client Protection Dashboard where the number of complaints received is monitored. During the year, 11,327 complaints were received, most through Compartel and only 14 through CONDUSEF; 76.6% of the complaints received were closed in less than three days.

## The Client Experience Index reached 87% in 2021

As a result of the pandemic, other means of communication were used to stay near to our clients. In this sense, we explored digital marketing achieving a very good participation in social media and other platforms that soon could be a gateway to new markets.

Compartamos Banco is transforming its value offer by paying special interest in digital solutions. Proof of this is ComparTfon, a cell phone service with exclusive benefits for Compartamos Banco's clients with the aim of being an enabler for them to access to all their financial services in one place, preloaded with the bank's mobile applications and with coverage throughout Mexico.

### ComparTfon benefits

Free WhatsApp, even without airtime

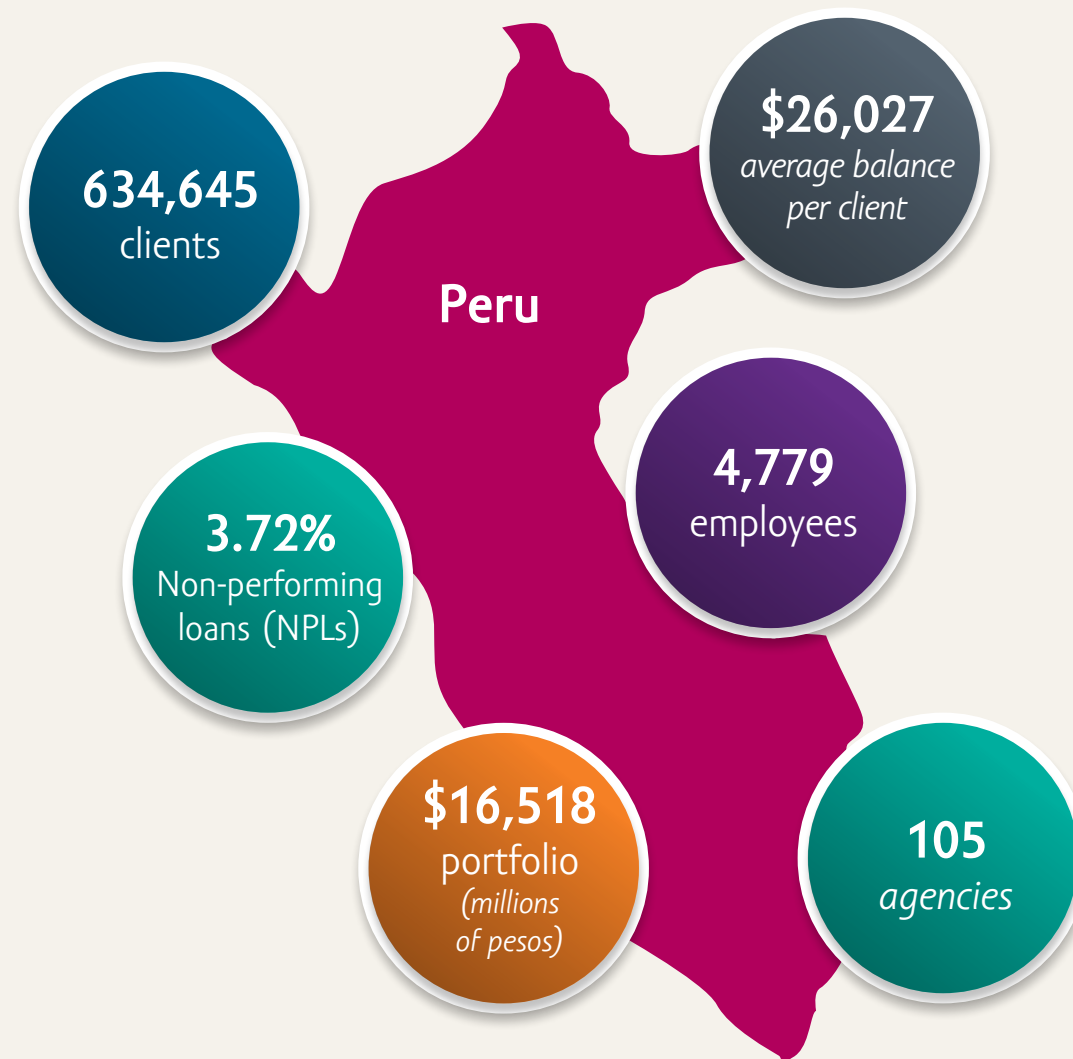
To gain extra money by selling phone top-ups from any company

From the app, the user can buy telephone packages, check the balance of the line, sell recharges, check movements of savings accounts, make transfers and much more



# Compartamos Financiera

2-6, FS6, FS7, FS13, FS14, FN-CB-240a.1, FN-CB-240a.2, FN-CB-240a.3, FN-CB-240a.4, FN-CB-410a.1, FN-CB-410a.2, FN-CB-000.B, FN-IN-270a.3



## Value offering

### Credit

<i>Crédito individual</i>	<i>Construye</i>
<i>Efectivo</i>	<i>Empresario</i>
<i>Vivienda</i>	<i>Súper Fácil</i>
<i>PyME</i>	<b>Crédito grupal</b>
<i>Consolidación de Deuda</i>	<i>Súper Mujer</i>
<i>Activo Fijo</i>	<i>Crece y Mejora</i>

### Insurance

<i>Individual</i>
<i>Group</i>
<i>Debtor's life insurance</i>
<i>General Protection</i>

### Savings

<i>Cuentas de Ahorro WOW</i>	<i>Cuenta Emprendedores</i>
<i>Depósito a Plazo Fijo</i>	<i>Cuenta Súper Mujer</i>
<i>Fondo Vivo Tranquilo</i>	<i>Cuenta de Ahorros Simple</i>
<i>Cuenta Crece Libre</i>	<i>CTS</i>

### Transaction channels

**20,942** points to collect and pay their credits



## Credits

In Peru, individual credit prevails, although group credit has become very relevant in recent years by providing the opportunity for thousands of women to join or rejoin the financial system.

Compartamos Financiera credits have the following characteristics:

- Easy access
- Few requirements
- Clarity in the operation of the credit
- Flexibility in deadlines and amounts
- Accompaniment during the life of the credit
- Solidarity

### Credit results in Peru

	2019	2020	2021
Total clients	721,754	677,678	634,645
Female clients (%)	88.8%	88.1%	81.6%
Male clients (%)	11.1%	11.8%	11.9%
Client retention rate >30 days	74.1%	60.9%	74.6%
Insured clients	721,754	677,678	710,770
Clients with voluntary insurance	461,030	388,653	519,116
Average credits disbursed	\$16,422	\$16,980	\$18,499
Disbursements	1,762,194	1,157,255	1,561,311
Amount disbursed (millions of pesos)	\$28,938	\$19,650	\$28,883
Annual growth in disbursements (%)	20.8%	-34.3%	34.9%
Non-performing loans (NPLs)	2.01%	4.58%	3.72%
NPLs / Total Portfolio (millions of pesos)	\$297	\$716	\$614

### Credit portfolio by type of market in Peru

Type of market	Total (millions of pesos)	Percentage represented by the market
Total structured Microenterprise	16,518	55.5%
Total microenterprise penetration		36.4%
Total pre-approved Microenterprise		0.8%
Total structured Consumption		0.6%
Total penetration Consumption		6.7%
Total pre-approved Consumption		0%



### Distribution of credit clients in Peru

0.0%	6.7%
<i>Microenterprises</i>	<i>Non-revolving consumption</i>
88.9%	4.4%
<i>Small enterprises</i>	<i>Mortgage</i>

### Distribution of clients by industrial sector in Peru

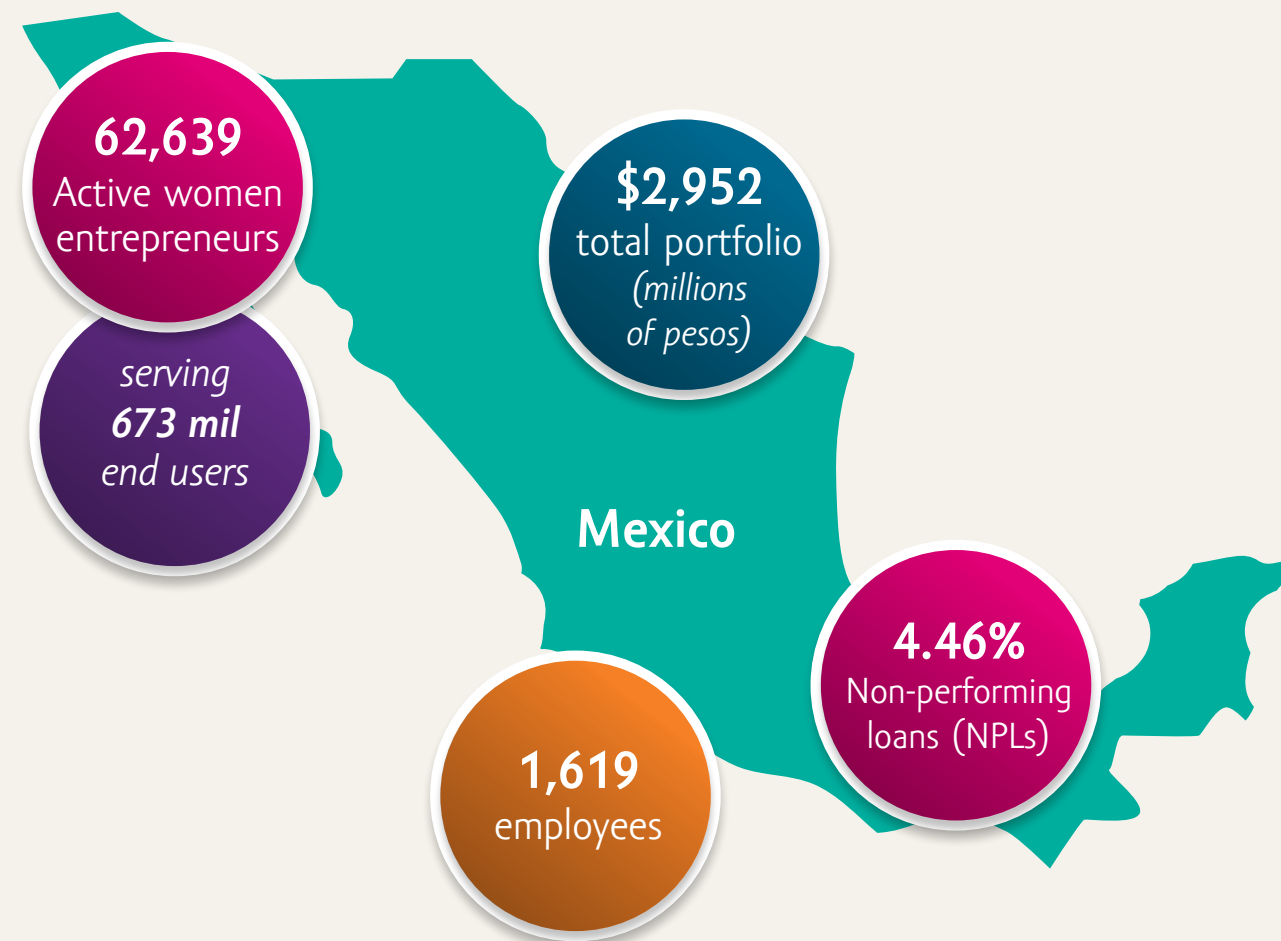
76.3%	14.7%	0.8%
<i>Business</i>	<i>Services</i>	<i>Livestock</i>
7.2%	0.9%	0.1%
<i>Industry</i>	<i>Agriculture</i>	<i>Fishing</i>

During 2021, Peru faced significant challenges from the pandemic, government changes and new rate regulations that mainly impacted group credit clients. However, it was a great year for Compartamos Financiera, maintaining its leading position in the Peruvian financial system and serving its clients with the warm and close treatment that characterizes us.

As part of the transformation process of Gentera, during 2021 Compartamos Financiera changed its system to manage its operation (BANKING CORE), translated into efficiency, productivity and an enhanced service.

Thinking about the convenience of Peruvian clients, Compartamos Financiera made an investment in BIM electronic wallet of free affiliation, that allows clients to have money safely on their cell phone without the need for bank accounts or cards. This investment will allow the bank to speed up the recovery of credit and disbursements.

Compartamos Financiera managed to overcome the challenges presented in 2021 thanks to the professionalism of its team, the quality of its portfolio and the support of Gentera.



## ConCrédito

2-6, FS6, FS7, FS13, FS14, FN-CB-240a.1, FN-CB-240a.2, FN-CB-240a.3, FN-CB-240a.4, FN-CB-410a.1, FN-CB-410a.2, FN-IN-270a.3

100% digital company that grants personal and revolving microcredits to entrepreneurs who issue their end users loans through ValeDinero, payment products through CrediTienda and life insurance through ClubProtege.

### Value offering

#### Credit

ValeDinero

#### Sales by term

CrediTienda

#### Life insurance

ClubProtege

ConCrédito was born in 2007, it has been part of Gentera since 2019, and during 2020 we formalized our majority stake with the purpose of strengthening our value offer from a digital format.



### ConCrédito results

	2020	2021
Entrepreneurs	42,917	62,639
End Users	530,656	673,568
Portfolio (millions of pesos)	\$2,248	\$2,952
Non-performing loans (NPLs) (%)	6.92%	4.46%
Average balance per client	\$52,384	\$47,131
Service Offices	95	-

Through ValeDinero, revolving credit lines are granted to businesswomen looking for a second source of income. They in turn, lend to other people, receiving a profit for this placement.

CrediTienda is a product catalog where clients can buy in installments.

ClubProtege is an insurance that covers the total amount of the line of credit of the businesswomen while ConCrédito offers a debtor insurance for the end users.

A few years ago, with the aim of improving the experience of businesswomen and end users, ConCrédito began the migration to a digital and self-user scheme, in which businesswomen deposit to their clients anytime and anywhere, saving waiting times and transfers. Since then, different initiatives have been relaunched to train entrepreneurs to use the application, disperse and sell products.

In July 2021, with a fully digitized business model, all the branches of ConCrédito closed. Both employees and businesswomen have received training in digital issues, as well as the necessary tools to operate in this new scheme.

### In 2021 ConCrédito became a 100% digital company

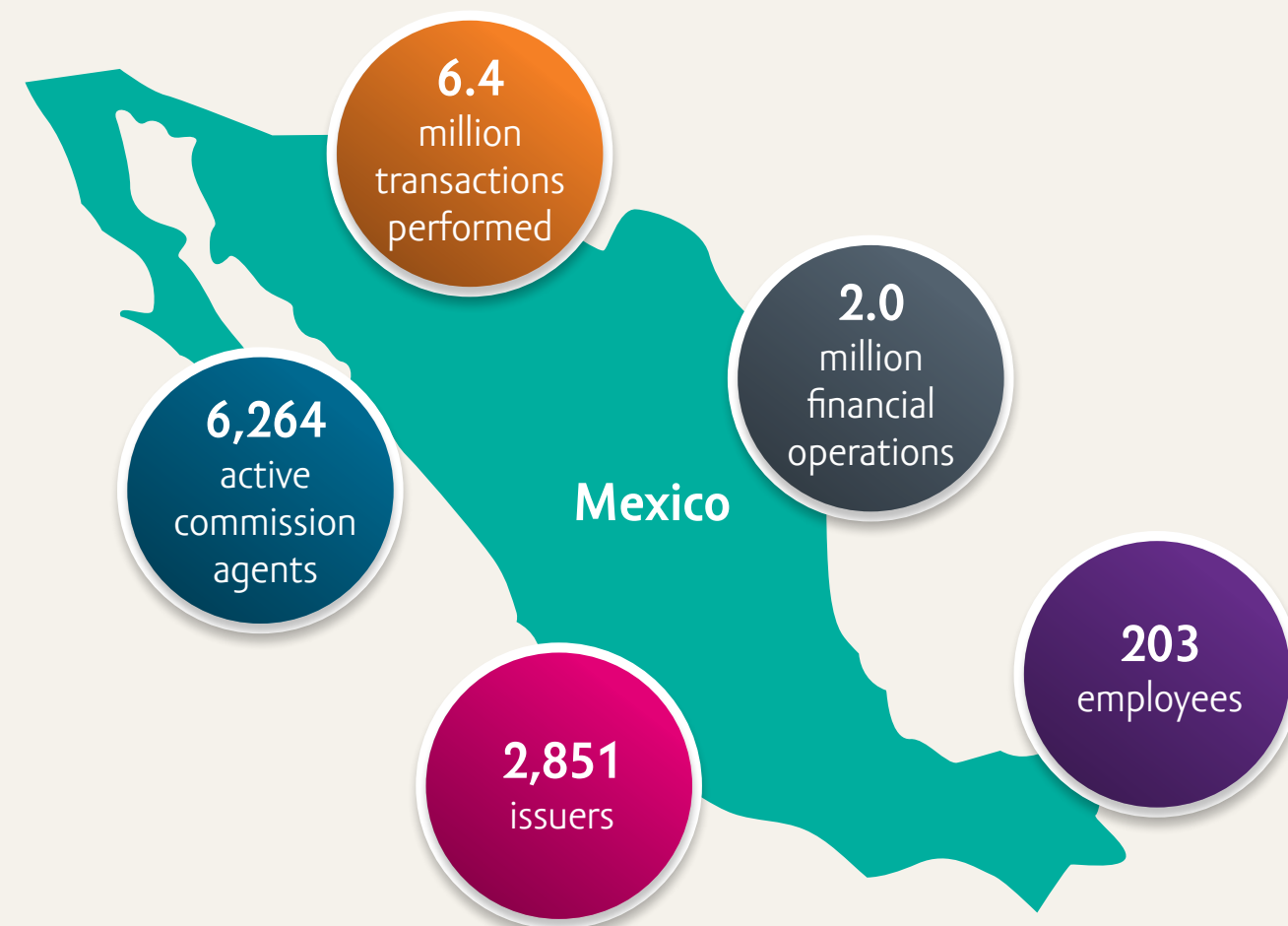
As part of Gentera, ConCrédito has worked on synergies with Compartamos Banco, enabling the generation of business opportunities for the bank's clients. Looking into the future, we are developing the necessary processes so that CrediTienda can sell products to Compartamos Banco's clients.

The experience of ConCrédito has allowed its integration to Gentera maintaining its original structure. By 2022, we will continue to reinforce institutional issues and to refine our business model with the aim of generating efficiencies and savings, in addition to maintaining results-based decision-making.

## Yastás

2-6, FS13, FS14

Administrator of bank commission agents that provides access to financial operations such as payment of services, deposits to bank accounts, withdrawals, multilevel payments and cell phone top-ups in places where the banking infrastructure is null or limited.



Yastás is the leading bank commission administrator in Mexico

### Financial operations

Banorte

Compartamos Banco

Banco del Bienestar

### Payment of services

Comisión Federal de Electricidad (CFE)

Telmex

Sky

VeTV

Izzi

Maxcom

Totalplay

Axtel

Dish

Cablemás

Megacable

Infonavit

Avon

Arabela

PASE

Televisa

Gas Natural México

Gobierno de la Ciudad de México

Gobierno del Estado de México

Telnor

Multimedios

Blim TV

Cinépolis

Cinépolis Klic

Nintendo

Xbox Live

PlayStation

Comisión Municipal de Agua Potable y Saneamiento de Xalapa (CMAS)

Sistema Intermunicipal de los Servicios de Agua Potable y Alcantarillado (SIAPA)

Servicios de Agua y Drenaje de Monterrey

Among others



Since 2011, aiming to meet the need to carry out financial transactions conveniently and in nearby places in their communities, Yastás exists as a solution for our clients to make transactions through a Point-of-Sale Terminal installed in community businesses.

### Yastás results

	2019	2020	2021
Active business	4,683	4,904	6,264
Businesses authorized to carry out financial transactions	4,526	4,577	5,785
Businesses authorized to carry out savings transactions	3,911	4,214	5,202
Number of municipalities in which it operates	1,245	1,309	1,400
Total number of transactions (in millions)	18.1	21.3	23.9
Number of financial transactions (in millions)	7.2	8.2	10.1

### Presence of commission agents in municipalities according to their degree of marginalization

	2019	2020	2021
Very Low	45.7%	42.3%	54.4%
Low	19.8%	19.0%	18.0%
Middle	15.1%	16.3%	14.8%
High	17.2%	19.7%	10.4%
Very High	2.2%	2.7%	2.4%

This year Yastás began a transition period where the foundations were settled for its digital transformation with the aim of improving its value offer, as well as facilitating the lives of users.

Yastás invested in technology to have greater versatility to provide specialized services and meet new needs of users.

An example is the implementation of chat bots on Whatsapp, that help users to identify the nearest Yastás points.

As a result of this transition, with the aim to have a prepared sales team, it has been necessary to train Yastás employees in technology and new digital tools.

Yastás visualizes a more efficient and innovative future with a digital enrollment process through a mobile app that reduces time

By 2022, information security will be a priority for Yastás, so it must comply with different international standards and certifications that allow it to guarantee its commitment to this subject. In addition, it will consolidate alliances with more banks to have a competitive advantage.

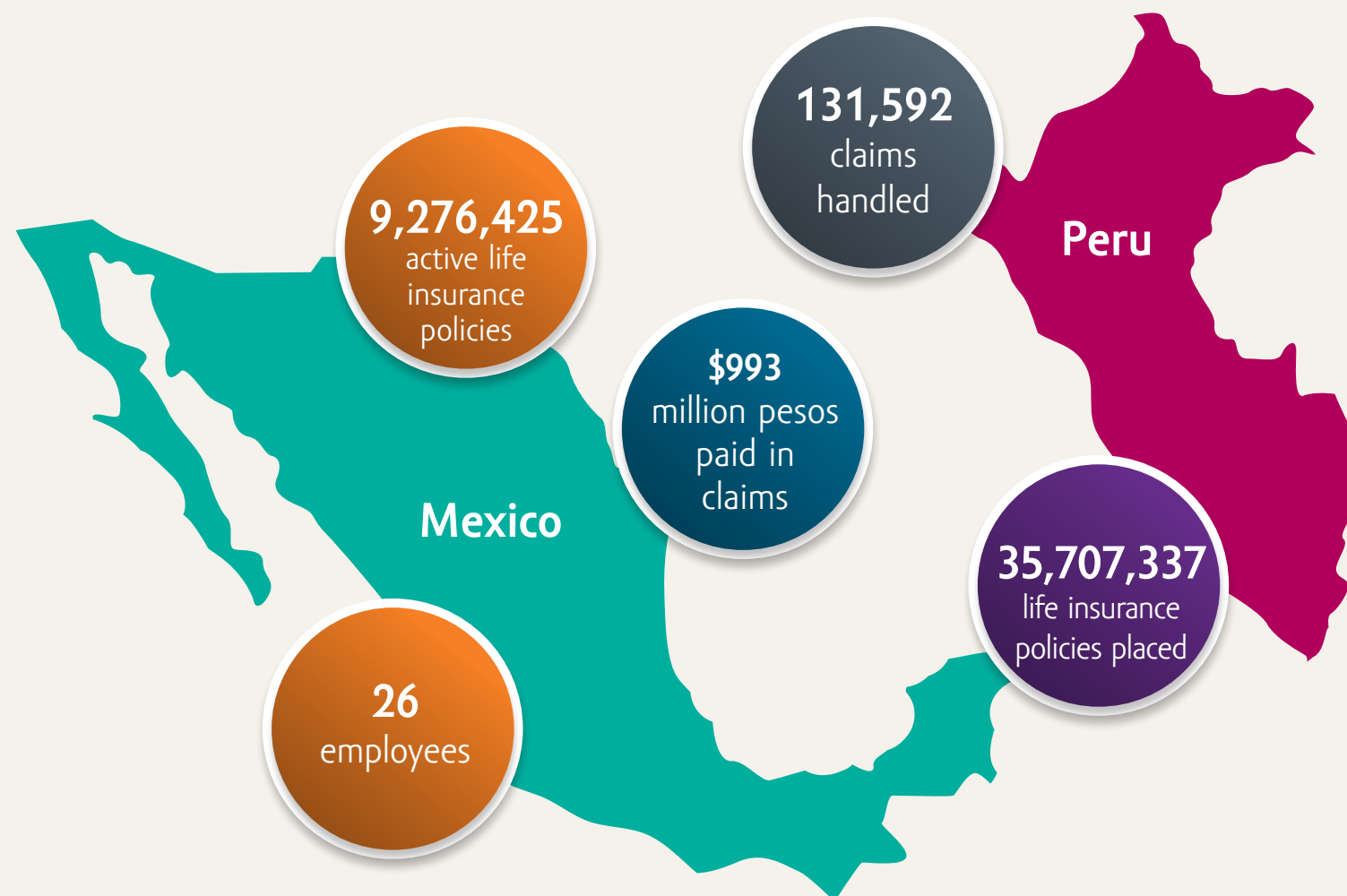
On the other hand, it requires a constant work to improve the physical security of its commission agents, optimizing the accumulation of cash in a single location and evaluating the measures that generate greater security in handling money.

During 2021, Yastás focused its main efforts in serving the prospects of commission agents. Digital campaigns have been generated and allowed us to grow and position ourselves.

## Aterna

2-6, FS7, FS14, FN-IN-000.A

Microinsurance agent specialized in meeting the needs of prevention culture of our Compartamos clients and Yastás commission agents.



### Business model

**Clients:** people in the underserved segment, who generally do not have access to formal preventive mechanisms to handle unforeseen events

**Partners:** distribution channels to reach clients

**Insurers:** cover the risk of the products and services offered

### Insurance

**Life.** We offer our clients the peace of mind that their family members will be covered when they are gone

**Health.** Considering that an accident, illness or emergency can destabilize a family's economy, we take care of our clients and their loved ones by protecting their physical integrity

**Damage.** We recognize how difficult it is to obtain assets, therefore, we offer our clients the opportunity to protect their properties against accidents or natural disasters



Aterna arises from the need to protect clients, their families and assets. As we understood the context of the segment we served, we discovered they needed other financial products. When a client dies, in addition to the enormous emotional impact on the family, there is an economic impact of ceasing to receive that income, or because the relatives have to dispose of their assets to meet the funeral expenses. With the person at the center of our actions, through Aterna we developed a culture of prevention in Mexico, Peru and, until 2021, in Guatemala.

#### Claims results by company

Company	Claims handled	Sum insured paid (millions of pesos)
Compartamos Banco	119,537	799.2
Compartamos Financiera	10,871	136.9
Other channels	1,558	59.9

#### Aterna results

Classification	2019	2020	2021
Distribution channels	10	6	7
Claims handled	144,276	121,872	131,966
Total brokered premium (millions of pesos)	\$1,786	\$1,637	\$2,780
Insured sum paid to beneficiaries (millions of pesos)	\$617	\$876	\$996
Voluntary insurance policies (in millions)	8	6	14
Policies sold	27,524,916	24,614,549	35,707,337
Active policies	8,426,751	6,918,221	9,276,425

# Client protection

FS4

We are convinced that the trust of our clients depends to a large extent on the service we provide. For this reason, for some years now we have incorporated the following seven principles of client protection into our operation.

## Client protection principles

1. Suitable products and services
2. Prevention of overhang
3. Transparency
4. Competitive pricing
5. Fair and respectful treatment of clients
6. Client data privacy<sup>1</sup>
7. Mechanisms for resolving complaints

In 2021, 18,356 employees in Mexico and Peru completed the Client Protection certification.

We accompany our clients throughout their journey and advise them to understand their payment capacity and prevent credit overhang

<sup>1</sup> Check out the initiatives we carry out about data privacy of our clients in the Corporate Governance section of this report.

# Financial education

FS14, FS16, FN-CB-240a.4

To build trust with our clients about the products we offer, it is our duty to advise them with adequate and sufficient information, as well as to provide them with tools so that they can improve their income, responsibly manage their finances, avoid damaging their credit history and prevent credit overhang.

This year we continued to implement financial education initiatives to benefit clients, employees and the community.

## Description of financial education initiatives

Clients	<ul style="list-style-type: none"> <li>The financial education actions offered to our clients are digital, through content that is published on social media and web pages</li> </ul> <p>In 2021, the following results were obtained:</p> <ul style="list-style-type: none"> <li>Financial education site: 7,239 views with an average stay time of 1:51 min</li> <li>Blog Section “Take care of your wallet”: 132,269 views with an average stay time of 1.31 min</li> <li>Financial Education posts on Facebook with 7,176,591 views</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Healthy Finance course in DNA</li> <li>Within the offer of courses that are in DNA, we offer the Healthy Finance course, where savings, credit and prevention of overhang are addressed</li> <li>In 2021, 1,502 employees took this course</li> </ul>
Community	<ul style="list-style-type: none"> <li><i>Semana Nacional de Educación Financiera</i></li> <li>As part of the participation of Compartamos Banco in the Financial Education Committee of the <i>Asociación de Bancos de México</i>, we participated in the <i>Semana Nacional de Educación Financiera</i> with a virtual stand where we obtained 22,767 visits</li> </ul>



# *Our People*

The close accompaniment that our employees provide to clients every day has allowed us to consolidate relationships based on trust for **more than 30 years**



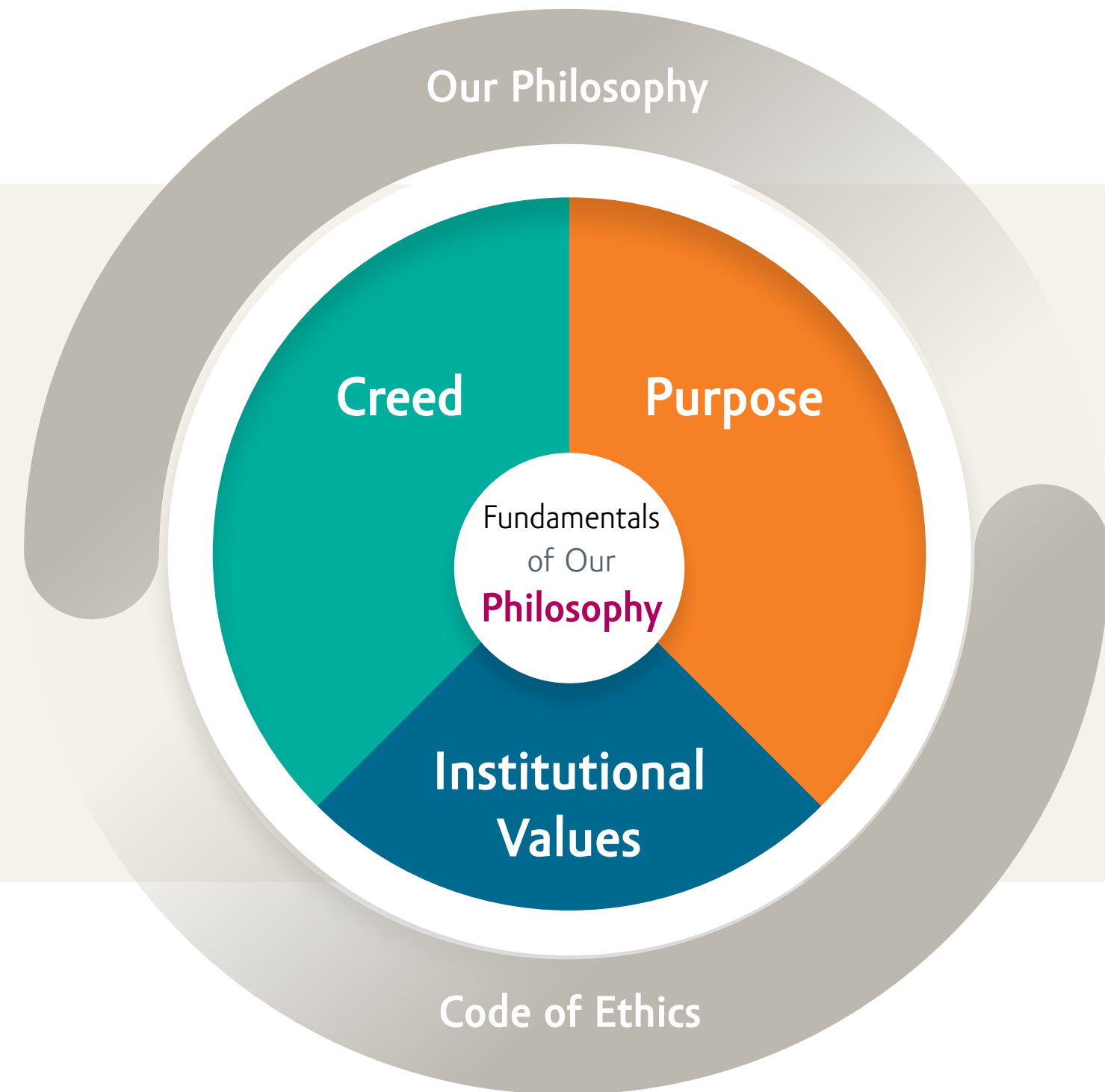


## Gentera's Philosophy

2-23

Our Philosophy represents the way of thinking and acting in Gentera, respecting the dignity of the person, always guided by our ethics and values.

This Philosophy keeps us faithful to the vocation of service that leads us to promote social development, to achieve the purpose that moves us and to maintain the trust of the people we serve.





## Fundamentals of Our Philosophy

### Genera's Creed

These nine convictions guide our daily actions, regardless of time or place where we find ourselves, they motivate us to transcend and build a better future for our clients, employees, their families, and their communities.

1.

We believe in the individual and in their capacity to overcome to be better

2.

We believe that to act ethically is to do the greatest possible good and we strive to make this a reality in our lives

3.

We believe that exclusion is a result of poverty, and that by offering access to competitive and quality financial solutions, we create inclusion and development

4.

We believe in using business principles to help solve social problems

5.

We believe that, in the right context, profitability is the engine for development and creating competitive and efficient industries

6.

We believe that there is a space where social, economic, and human values coexist and reinforce each other.

7.

We believe in sustainable development and care for the environment

8.

We believe in *Serviazgo* as a leadership style based on serving others, which inspires and is meaningful through serving, training, growing, and delivering results

9.

We believe that we should aspire to inspire and transform, even though the challenge is enormous

### Purpose

Our purpose is to boost the dreams of our clients, solving their financial needs with human touch

Bringing the person to the center of our actions drives us to be better and achieve our purpose

### Institutional values

In Genera we act according to our values

#### *Person:*

we recognize their dignity and self-worth; we understand it as an end and never as a means

#### *Service:*

we give ourselves to others because we care about their good

#### *Responsibility:*

keeping our word and assuming the consequences of our actions

#### *Passion:*

loving what we do

#### *Teamwork:*

we work with others, to achieve more

#### *Profitability:*

do more with less, be productive and efficient to serve better.



## Living our values survey

In order to know how Genera's values are experienced in the daily work of our employees, every year we implement the Living Our Values survey. In this way, we can identify gaps or areas of improvement where we should strengthen our institutional culture.

### Number of participants

18,503  
2019

19,801  
2020

16,946  
2021

### Results

89%  
2019

91%  
2020

90%  
2021

In 2021, we were acknowledged by the Great Place to Work Institute, in which we see reflected the experience of our values and our commitment to people.

### 1<sup>st</sup> place

The Best Places to Work in Mexico, category of more than 5,000 employees

### 1<sup>st</sup> place

The Best Places to Work in Mexico in Challenging Times for Financial Services and Insurance, category of more than 5,000 employees

### 15 consecutive years

being part of The Best Places to Work in Mexico

### 5<sup>th</sup> place

The Best Places to Work in Challenging Times in Mexico, category 5,000 employees

### 4<sup>th</sup> place

The Best Places for Women in Mexico, category of more than 5,000 employees

### 6<sup>th</sup> place

The Best Places to Work for Millennials in Peru

### 1<sup>st</sup> place

The Best Places to Work in Mexico in Financial Services and Insurance, category of more than 5,000 employees

### 21<sup>st</sup> place

The Best Places to Work in Latin America

### Recognition

The Best Places to Work, Care and social contribution in the voice of its employees

## FISSEP Model

403-5, 403-6, 404-2

To be well, happy and to live fully, we must develop comprehensively across all the dimensions of the individual. This development is essential for our employees to perform their work and transmit a feeling of well-being to our clients.

This is consolidated in our FISSEP Model, which inspires our employees to look after themselves in six dimensions of the person: Family, Intellectual, Health (physical and mental), Social, Spiritual and Professional.

We are convinced that people's performance improves when the different aspects of their lives are balanced

**F**

Family

We promote the family as the essential nucleus for personal development and social transformation

**I**

Intellectual

We encourage and provide the means for people to acquire more and better knowledge

**S**

Health

*(physical and mental)*

We create and spread resources to take care of our overall health

**S**

Social

We create spaces where people can be agents of social change because we recognize that positively influencing others gives meaning to our lives

**E**

Spiritual

We promote spiritual experience, respecting all creeds

**P**

Professional

We offer tools to develop our talent and improve our skills



In order to share content on the six dimensions of the individual that may be useful for our employees, their family and friends, we have the Vive FISSEP portal. During 2021, the portal registered 22,007 visits.

This year, the Family Week took place from August 9<sup>th</sup> to 15<sup>th</sup>, virtually. We had 11 different webinars, from cooking classes to tips for caring for pets, with a high participation of employees and their families.

Thinking of those employees who are parents, this year we carried out activities for their children such as FISSEP Kids for the summer and Children's Day and Easter Week, that will encourage them to live and put into practice their FISSEP.

Another initiative that was carried out to permeate the Philosophy and thus fulfill our purpose, was the *Sueñómetro* (Dream Meter), an activity that invites employees to visualize and make their dreams come true. At the end of 2021, more than 1,000 employees shared their dreams on the platform designed for this activity.

As every year, we deliver the *Abrazo Gentera* (Gentera Hug), a recognition granted to those employees who stand out for living the Gentera's Philosophy in all their activities. This year 589 hugs were given.

1,650 employees who have a career of 5, 10, 15, 20, 25 and 30 years in Gentera were also recognized.

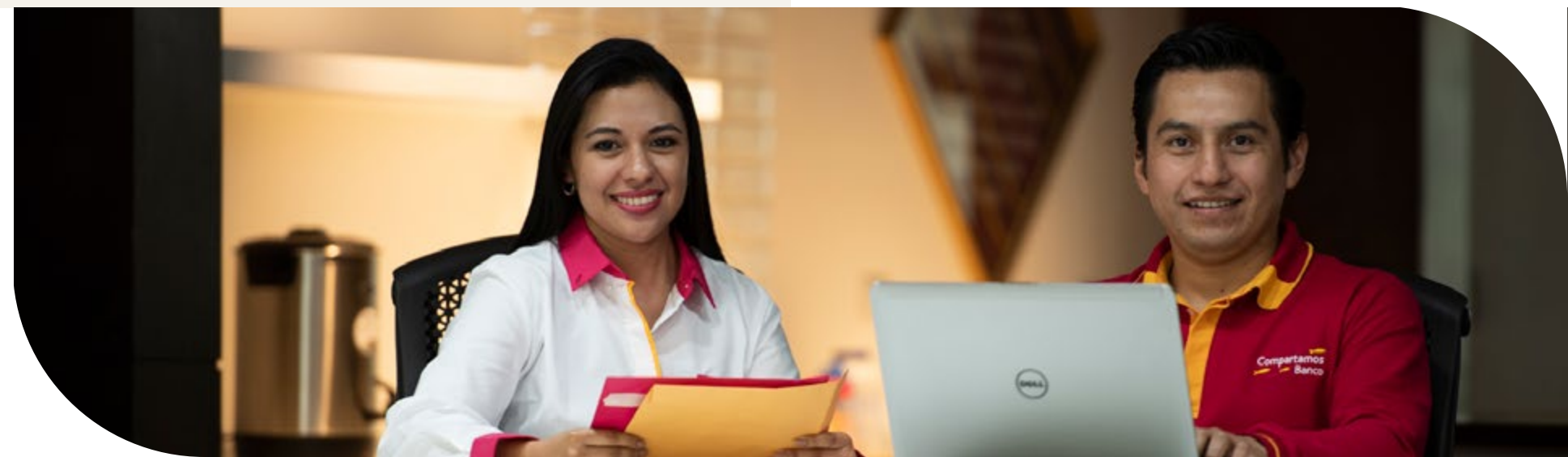
This is how the Philosophy is present in the professional and personal life of employees, recognizing that it is this essence that makes us different and relevant for our clients.

## Pyxis Model

Pyxis Model is a program focused on strengthening the development of our employees from the human perspective, based on *Serviazgo*, which is our way of serving others, and supported by four commitments: to serve, to form, to grow and to deliver results.

In 2021, we provided an average of 2.5 hours of human training and *Serviazgo* per employee

This year, we focused on promoting the leadership of our employees in *Serviazgo* through different initiatives such as:





Initiative		Hours of human training	Number of employees who participated
<b>Pyxis #TransformándonosJuntos</b>	Based on the methodology of experiential learning, it aims to develop inspiring leaders in accordance with the Integral Model of <i>Serviazgo</i> . Aimed at all Gentera field and CEAS employees in Mexico, except for Management levels	51,364	25,682
<b>Pyxis #TransformándonosJuntos Bank Directors</b>	It reinforces the competencies of ethical leadership and life balance of the Management Team based on the Gentera's Philosophy to promote dreams with human touch	440	22
<b>Pyxis #TransformándonosJuntos Recognition</b>	It encourages the adoption of behaviors among employees that allow them to enhance their human well-being and personal growth through our Philosophy, to accompany their loved ones by promoting dreams	1,840	92
<b>Pyxis #BrillandoJuntos 2021 BAU</b>	Sessions aimed at all newly hired business employees whose objective is to publicize the Comprehensive <i>Serviazgo</i> Model as a leadership model based on service to others	20,445	4,045
<b>Listening to your emotions</b>	Sessions aimed at groups that have experienced situations of high emotional impact derived from the health contingency, violence and insecurity that affect the country, whose objective is to give them support and emotional containment so that they can positively channel their experiences	2,446	1,223
<b>Brigadiers Course in Basic Emotional First Aid</b>	Voluntary online course available to all Gentera employees and their companies in Mexico, whose objective is to obtain tools for the timely and efficient intervention of containment towards another person, after an event of high emotional impact	1,160	2,319
<b>Brigadiers Course in Intermediate Emotional First Aid</b>	Aimed at Gentera employees to be able to know and use tools to help themselves autonomously and to serve their neighbor in managing difficult times	242	483
<b>Emotional First Aid Webinars</b>	Voluntary participation webinars available to all Gentera employees in Mexico and Peru, whose objective is to offer tools for emotional strengthening in three specific topics: How to love more and better, Managing emotions from neuroscience, and Resilience	1,775	1,183
<b>Human Training Directors</b>	Seven sessions for Directors of Gentera and its companies in Mexico and Peru who seek to strengthen their skills to achieve an optimal life balance and the foundations for ethical leadership	360	80
<b>Transformational <i>Serviazgo</i></b>	Four sessions for Deputy Directors of Gentera and its companies in Mexico and Peru who seek to strengthen their skills to become inspiring leaders with emotional intelligence, even in conflict	2,090	190
<b>CreeSer</b>	Program that aims for continuity to the personal, deep and permanent transformation of Gentera employees, through brief capsules via the Gentera Corporate University. These capsules allowed them to generate a plan with specific actions that encourage the adoption of behaviors	13,073	3,735



## Indicators of people, hiring and turnover

2-7, 2-19, 2-20, 2-21, 2-30, 201-3, 202-1, 202-2, 401-1, 401-2, 401-3, 405-1, 405-2, FN-CF-270a.1

Our work teams are made up of 20,206 people in Mexico and Peru who work every day in putting our Philosophy into practice to boost the dreams of our clients.

### Total workforce

#### Employees

22,726  
2019

22,366  
2020

**20,206**  
2021

#### Employees with permanent contract

92.0%  
2019

95.2%  
2020

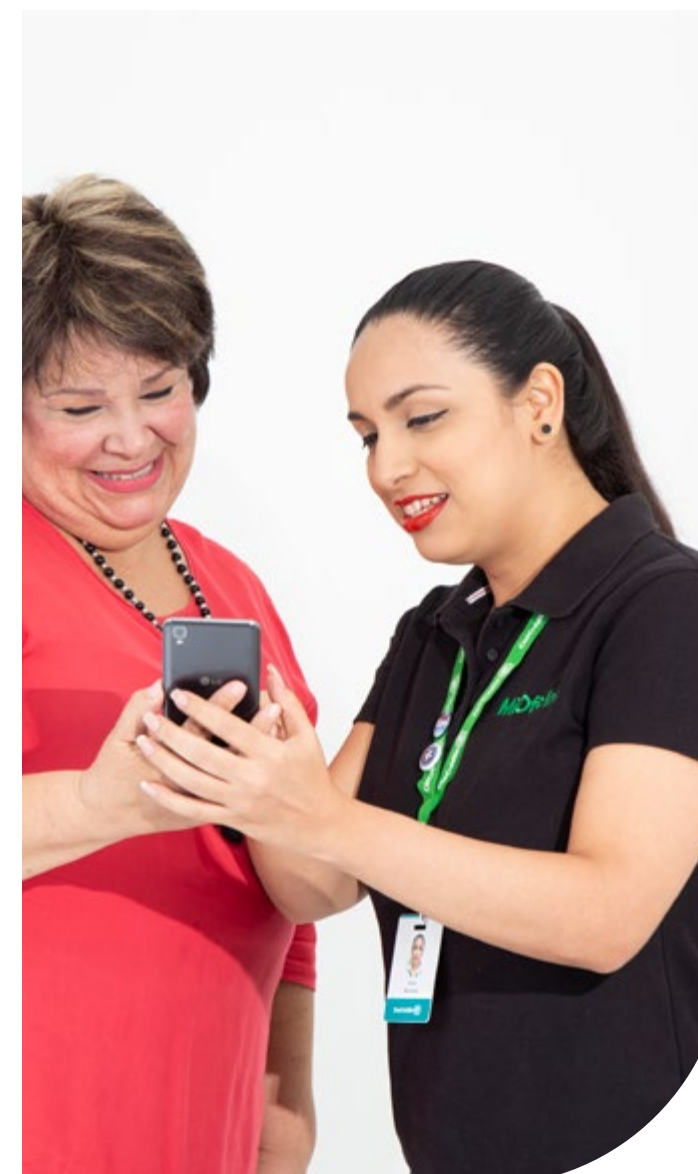
**96.3%**  
2021

#### Female employees

49.0%  
2019

49.3%  
2020

**50.8%**  
2021



### Workforce by gender

10,267  
women

9,939  
men

### Employees by country

76.3%  
Mexico

23.7%  
Peru

16,296  
2019

5,470  
2019

16,181  
2020

5,352  
2020

**15,427**  
2021

**4,779**  
2021



## Employees by country, type of working day and gender

	Full-time		Part-time	
	M	W	M	W
Mexico	7,596	7,831	0	0
Peru	2,325	2,418	18	18
<b>Total</b>	<b>9,921</b>	<b>10,249</b>	<b>18</b>	<b>18</b>

## Employees by country, age group and gender

Age	Mexico			Peru		
	M	W	Total	M	W	Total
<= 30 years	2,395	1,875	4,270	896	1,254	2,150
31-50 years	4,988	5,732	10,720	1,401	1,172	2,573
>= 51 years	213	224	437	46	10	56
<b>Total</b>	<b>7,596</b>	<b>7,831</b>	<b>15,427</b>	<b>2,343</b>	<b>2,436</b>	<b>4,779</b>

## Employees by age group and gender

Age	M	W	Total
<= 30 years	3,291	3,129	6,420
31-50 years	6,389	6,904	13,293
>= 51 years	259	234	493
<b>Total</b>	<b>9,939</b>	<b>10,267</b>	<b>20,206</b>



## Employees by employment category<sup>1</sup>, age group and gender

Professional category	Compartamos Banco		Yastás		Aterna		Support Services		ConCrédito		Compartamos Financiera	
	Mexico		Mexico		Mexico		Mexico		Mexico		Peru	
	M	W	M	W	M	W	M	W	M	W	M	W
Directors	30	13	4	1	1	1	59	44	11	5	20	4
Managers	42	36	7	6	1	2	155	136	27	22	51	32
Administrative	597	1,718	45	50	10	11	330	347	217	196	439	831
Sales force	5,602	4,470	78	12	-	-	-	-	380	761	1,833	1,569
Total	6,271	6,237	134	69	12	14	544	527	635	984	2,343	2,436
<b>Total by company and country</b>	<b>12,508</b>		<b>203</b>		<b>26</b>		<b>1,071</b>		<b>1,619</b>		<b>4,779</b>	

Our recruitment, selection, hiring, promotion and evaluation processes are fair and without distinction. In Gentera, we provide services and benefits aligned with the professional position of our employees, and we are a source of employment for more than 20,000 families in the communities where we are present.

We are proud of the team we are, we value the diversity of our workforce, which day by day is strengthened by people with different age, gender, origin, nationality, marital status, ideas, opinion, religion, social or economic situation, preferences and ways of thinking.

10,075 employees in Mexico are unionized, which represents 50% of our total workforce. All of them belong to the Justo Sierra Progressive Union of Service Workers.

## Locally hired managers<sup>2</sup>

95%  
Mexico

100%  
Peru

<sup>1</sup>The classification criteria for employment categories in Gentera and its enterprises are listed below:

**Directors** CEO, General Directors, Executives, Operational and Assistant Directors (HAY grade above 18) except for HC Sales classifier.

**Managers** HC category Managers: CEAS, decentralized, Operations and International (HAY grades 15, 16, and 17).

**Administration** Employees with a grade below manager of CEAS, Decentralized, Operational and International categories (HAY grades less than 15).

**Sales Force** All personnel with the Sales category from the Assistant director to advisor level.

HAY is a system for measuring profiles and scales to determine job categories.

<sup>2</sup> The citizens of each country are considered "local".

## Hires

We recognize the important role that our employees play in the business and value their dedication to fulfill our purpose. They are the engine that pushes us to boost our clients' dreams.

In this sense, we are looking for people committed and passionate about serving others, to whom we offer attractive working conditions such as a competitive salary, benefits superior to those required by law and a work environment where they can learn, grow and develop personally and professionally.

Facing the digitalization of our processes, we started in 2021 the use of an Artificial Intelligence (AI) tool for the recruitment of personnel in areas with high turnover rates. Through a bot, we filter the candidates in terms of the characteristics required for the position and their economic expectations; in this way, we make sure to have the best talent according to the profiles we require.

This year 2,955 people  
joined our team

## New hires by age and country

Age group	Mexico		Peru	
	Number	%	Number	%
18 to 28 years old	878	36.6%	379	67.8%
29 to 38 years old	1,128	47.1%	139	24.9%
39 to 48 years old	334	13.9%	32	5.7%
49 to 58 years old	56	2.3%	9	1.6%
<b>Total</b>	<b>2,396</b>	<b>100%</b>	<b>559</b>	<b>100%</b>

## New hires by gender and country

Gender	Mexico		Peru	
	Number	%	Number	%
Women	1,090	45.5%	270	48.3%
Men	1,306	54.5%	289	51.7%
<b>Total</b>	<b>2,396</b>	<b>100%</b>	<b>559</b>	<b>100%</b>

## New hires by company and country

Gender	Mexico		Peru	
	Number	%	Number	%
Yastás	58	2.4%	-	-
Aterna	1	0.1%	-	-
Compartamos	2,087	87.1%	559	-
Services (CEAS)	250	10.4%	-	100%
<b>Total</b>	<b>2,396</b>	<b>100%</b>	<b>559</b>	<b>100%</b>



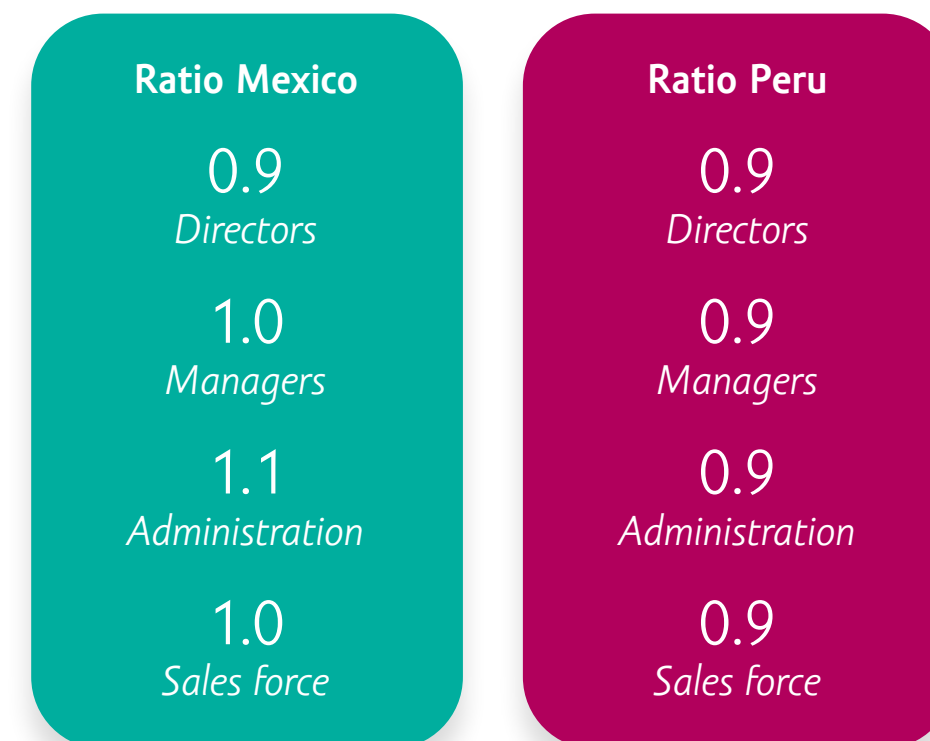
To determine the remuneration of Gentera employees and its companies, we adhere to the provisions of our salary administration policy. The fulfillment of objectives of each position is associated with the allocation of performance bonuses.

## Ratio of the total annual compensation of the highest paid compared to the median workforce by country



## Ratio of basic salary and remuneration of women as compared to men, by employment category and country

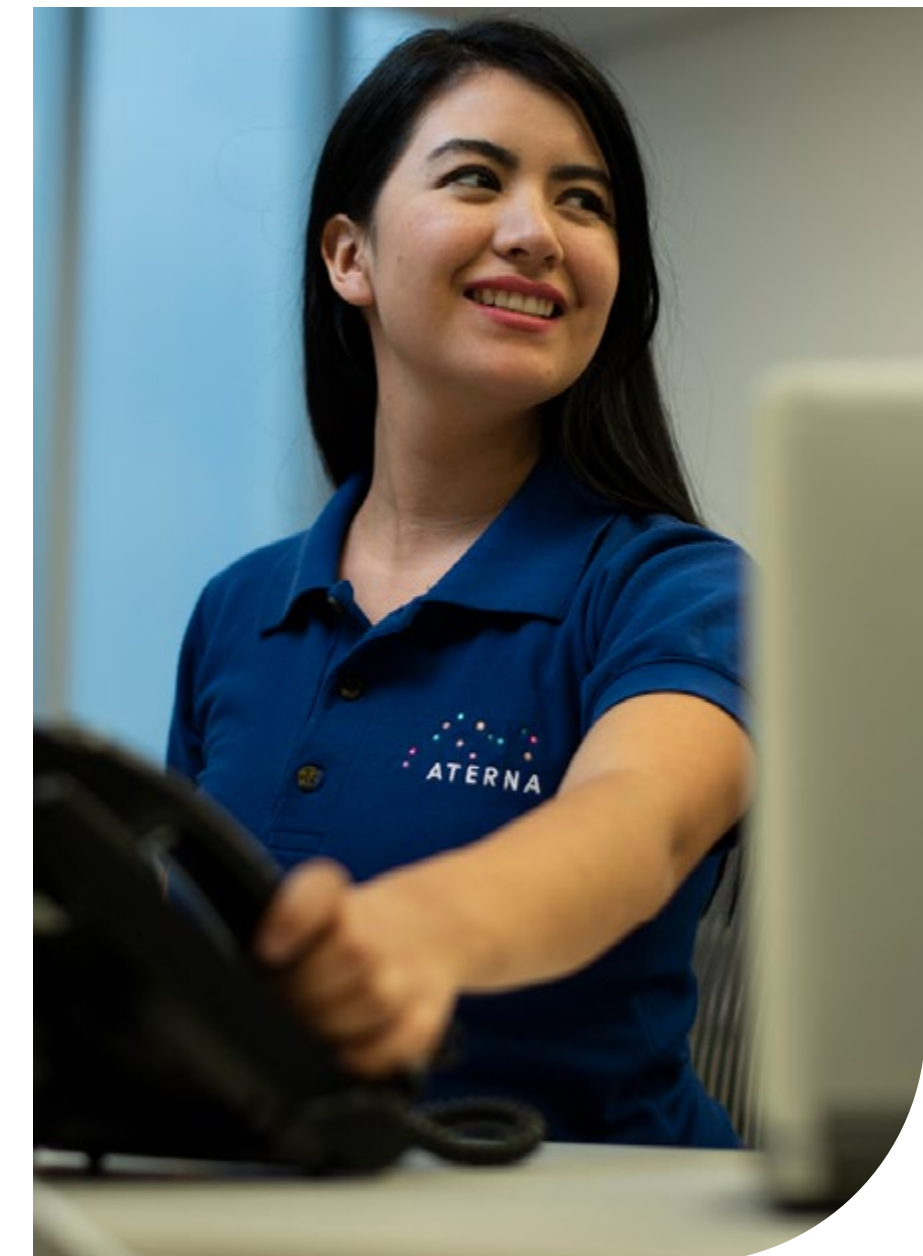
### Employment category



In Mexico and Peru, 42% and 22%, respectively, of the total remuneration received by our employees, is variable, which is mostly linked to the number of products sold<sup>3</sup>.

Additionally, in order to improve the quality of life of our employees, we offer attractive benefits packages and benefits higher than those required by law.

<sup>3</sup> This applies to 83% of our workforce.





## Guaranteed fixed compensation

### Mexico

- Salary<sup>1</sup>
- Vacation<sup>3</sup>
- Mexican Social Security Institute (IMSS, by its acronym in Spanish)<sup>2</sup>
- National Workers' Housing Found Institute (Infonavit)<sup>2</sup>
- Vacation bonus<sup>2</sup>
- Profit sharing<sup>2</sup>
- Compulsory breaks and public holidays<sup>2\*\*\*</sup>
- Holiday bonus<sup>3</sup>

### Perú

- Salary<sup>1</sup>
- Vacation<sup>2</sup>
- Family allowance<sup>2</sup>
- Compulsory breaks and holidays<sup>2</sup>
- Compensation for service time<sup>2</sup>
- Profit sharing by law<sup>2</sup>
- Holiday and Christmas bonus<sup>2</sup>

<sup>1</sup> Basic remuneration.

<sup>2</sup> Legal benefits.

<sup>3</sup> Benefits exceeding those required by law

\*\*\*Some holidays apply only to certain offices and/or branches for local holidays.

## Benefits

### Mexico

- Emergency assistance
- Savings Fund\*\*
- Grocery vouchers\*\*
- Pension plan
- CV2 stock bonus\*
- Personal accident insurance\*
- Life insurance
- Major medical Insurance\*
- COVID-19 Insurance
- Combo (insurance flexibility)\*\*
- Benefits for employees who are new moms and dads
- Flexible maternity and paternity leave work
- "New Child" grocery vouchers
- Legal and psychological counseling for employees
- Institutional permits
- Half a day for birthdays
- Agreements
- Operating bonus\*
- Performance bonus\*
- Permanence bonus
- Savings bank
- Car Benefit\*\*
- Gas vouchers\*\*
- Webinars
- Remote work\*
- Follow-up to COVID cases through the medical service

### Peru

- Food benefits
- Productivity bonus (incentives)
- Performance Bonus (ED)
- CV2 stock bonus
- Life insurance
- ESALUD Medical Expenses Insurance
- Car benefit\*

\* Applicable only to certain positions.

\*\* Applicable after remaining six months within the company.

During 2021, monthly support has been given to employees to cover the expenses for electricity and internet services derived from working at home, thus complying with labor reforms.

Likewise, committed to the well-being of our employees, we constantly update and strengthen our benefits package in line with the new needs that we identify according to their life moments.

An example is the CUNA benefit, which consists of providing maternity uniforms for our employees, as well as a birth kit to welcome the new baby, additional grocery vouchers and the possibility of selecting between two flexible schedule options for maternity or paternity, depending on the case.

### Paternity

10  
full days

20  
part-time  
days\*

### Maternity

42  
days of additional  
maternity period

6 x 2 x 6\*  
6 hours in office,  
2 from home,  
for 6 months

\*Applicable to employees who work at CEAS.

Additionally, throughout the year, 901 employees who were mothers or fathers, took parental leave; 99% of them returned to work at the end of the leave.

## Parental leave by country

Country	Employees who were entitled to parental leave		Employees who took parental leave		Employees who returned to work after the end of parental leave		Employees who are still employed 12 months after returning to work on parental leave	
	W	M	W	M	W	M	W	M
Mexico	6,847	6,961	279	345	276	344	213	275
Peru	2,436	2,343	144	86	144	86	129	82
<b>Total</b>	<b>9,283</b>	<b>9,304</b>	<b>423</b>	<b>431</b>	<b>420</b>	<b>430</b>	<b>342</b>	<b>357</b>



We offer a pension plan designed for our employees to have a complementary support upon retirement that allows them to maintain their quality of life. In addition, it works as a stimulus for the new generations to acquire the culture of saving.

### Contributions to pension plans (millions of pesos)

	2019	2020	2021
For employees	\$36,043,984.75	\$42,673,395.96	\$47,959,275.68
For Gentera and its companies	\$27,876,852.74	\$32,409,983.58	\$35,891,827.78
Annual contribution BD	\$59,826,995.00	\$186,097,368.00	\$7,188,476.00
Recognition bonus amortization	\$1,792,027.25	\$1,528,118.01	-

Note. The pension plan we offer in Gentera is hybrid, the greatest benefit is granted between defined contribution (company contribution + employee contribution + recognition bonus) and defined benefit (BD).

Gentera carried out the process to comply with the requirements of the Subcontracting Law (outsourcing) for its more than 14,000 employees in Mexico. This process was concluded in a timely manner based on what was established by the regulatory institutions.

Today, each employee is hired directly by the Gentera company in which they collaborate, respecting his seniority, benefits and compensation package, which exceeds what is required by the Mexican law.

4,056 employees stopped working at Gentera or its companies during 2021, 53% left voluntarily.

### Average length of service of the sales force by country

	2019	2020	2021
Mexico (years)	3.8	4.5	3.9
Peru (years)	1.9	3	2.6

### General Gentera turnover rate

26.2%	20.5%	21.05%
2019	2020	2021

### Turnover rate of the sales force by country

#### Mexico

27.0%  
2019

20.8%  
2020

21.5%  
2021

#### Peru

30.0%  
2019

19.2%  
2020

20.6%  
2021



## Voluntary resignations by age and country

	Mexico	Peru
18 to 28 years old	512	338
29 to 38 years old	758	289
39 to 48 years old	182	42
49 to 58 years old	28	4
<b>Total</b>	1,480	673

## Involuntary terminations by age and country

	Mexico	Peru
18 to 28 years old	341	171
29 to 38 years old	821	151
39 to 48 years old	310	46
49 to 58 years old	53	10
<b>Total</b>	1,525	378

## Voluntary resignations by age, gender, and country

Country	18 to 28 years old		29 to 38 years old		39 to 48 years old		49 to 58 years old	
	W	M	W	M	W	M	W	M
Mexico	205	307	366	392	100	82	23	5
Peru	190	148	125	164	9	33	–	4

## Involuntary terminations by age, gender, and country

Country	18 to 28 years old		29 to 38 years old		39 to 48 years old		49 to 58 years old	
	W	M	W	M	W	M	W	M
Mexico	122	219	346	475	146	164	16	37
Peru	90	81	56	95	14	32	1	9

This year, derived from the business strategy focused on Mexico and Peru, a decision was made to transfer the operation of Compartamos, S.A. to Fundación Génesis Empresarial. Confirming that in Gentera we always act with the person at the center of our decisions, 97% of the employees in Guatemala were disassociated in accordance with the provisions of the authorities in that country and kept their jobs with the new entity. In this way, we guaranteed the stability of more than 800 people and their families in Guatemala.



## Training and performance

404-1, 404-2, 404-3

For us, it is important that our employees grow and develop the required profile to materialize their dreams. Therefore, we implement different schemes to improve their abilities and boost their professional development.

We currently provide three types of training:

**Career acceleration:** formal academic schemes that contribute to training to obtain an academic degree

**Specialty of your functions:** courses, workshops or specializations that contribute to enhance the profile of the employee for the improvement of their daily functions

**Regulatory regulations:** courses or certifications that are essential to attend since there is a risk of sanction, or those that current regulations define as essential to perform some strategic functions

In addition, we offer the **Gentera Digital University**, a training tool for our employees available on their mobile devices, which contains mandatory and elective courses so that everyone can decide in which area to develop.

With Gentera's Digital University we increased our educational offer, as well as the modality and frequency in which training content is attended

On the other hand, with the aim of providing a higher quality and transparency service to our clients, every year we certify our employees in Code of Ethics and Conduct, Financial Education (Healthy Finances), Anti-Money Laundering and Terrorism Financing (AML and FT), as well as in Client Protection.

Throughout the year, we also offered different programs to improve the skills of our employees. In Mexico, 622 employees attended normative regulatory courses as well as training on career acceleration and specialty of functions, among others. Moreover, in Peru, we provided the IT Services Certification and workshops on other skills such as learning to speak in public, resilient attitude and basic Adobe Photoshop, which together benefited 5,403 members of our team.



## Average training by job category, gender and country

Job category	Total training hours		Average training hours		Total training hours		Average training hours	
	Mexico				Peru			
	W	M	W	M	W	M	W	M
Directors	1,139	1,650	19.30	16.50	16	86	3.88	4.30
Managers	2,961	3,017	17.31	14.72	345	444	10.77	8.71
Administration	67,067	25,558	31.73	25.74	4,617	6,376	5.56	14.52
Sales force	224,150	242,699	50.36	43.07	92,872	100,455	59.19	54.80
Total	295,316	272,925	118.70	100.03	97,849	107,361	40.17	45.82

We invested more than Ps. \$15 million in training and development of our employees in 2021

## Evaluation

We annually measure the progress and performance of our employees based on objectives aligned with our strategy.

### Evaluation model

#### *Planning:*

we establish the goals to be achieved throughout the year

#### *Mentoring:*

we look back mid-year to identify the progress of the agreed objectives

#### *Evaluation:*

we assess compliance with annual objectives

#### *Recognition:*

we celebrate the achievements made during the year

## Performance evaluation by job category, gender and country

	Mexico		Peru	
	W	M	W	M
Directors	86	165	5	20
Managers	169	180	30	42
Administration	466	430	160	167
Sales force	-	-	16	29
<b>Total</b>	<b>721</b>	<b>775</b>	<b>211</b>	<b>258</b>

In 2021 we evaluated the performance of 1,959 employees

With the results of these evaluations, we were able to identify employees who have developed skills that allow them to have greater responsibilities, encouraging them to reach their dreams by enriching their professional career from a new position.

## Positions filled by internal candidates, by country

	Total open positions	Number of Gentera employees who covered the positions	% of positions filled by Gentera employees
Mexico	808	431	53%
Peru	589	117	20%



## Health and safety

403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

Our employees are the most important thing for Gentera. We care about their well-being and physical and emotional integrity, so we implement health and safety initiatives focused on ensuring their peace of mind through risk prevention and emergency assistance.

In Mexico, Gentera's employees are represented in accordance with the provisions of the Federal Labor Law regarding the Safety and Hygiene Commissions

Our management system is made up of different programs focused on improving the quality of life of employees. We have vaccination campaigns, safety measures, health weeks and other activities that promote well-being and draw attention to the importance of prevention to reduce any risk.

Throughout the year, we maintained all the hygiene measures indicated by the authorities in our service offices, branches and corporate. Although it is not mandatory, we invite our employees to get vaccinated and monitor the progress of employees who were vaccinated to prevent COVID-19.

Aware of our work to contribute to maintaining the physical integrity of employees, we constantly disseminate relevant information related to the prevention and response to risk situations, such as assaults, extortion, kidnappings, events of violence, social mobilizations, and protests, among others.

Employees who work in the field can make business trips to areas with high crime rates, so, in order to safeguard their integrity, we implement actions such as the dissemination of prevention bulletins and accompanying plans.





In addition, to provide timely assistance in cases of emergency, risk situations or advice on legal or security matters, we have the Center for Intelligence and Alarm Monitoring (CIMA, by its acronym in Spanish), accessible 24/7 from any state, municipality, and locality in Mexico. This year, CIMA responded to 1,292 reports from employees requesting assistance.

To prepare and to prevent physical security risks, as well as to protect our employees from them, we have training plans focused on the different audiences, geographical areas, and business schemes of Gentera and its companies. This year we trained 3,149 employees in Mexico on safety issues, self-protection measures and security measures in branches.

Our employees are exposed to injuries or accidents related to their transportation to work sites or to meet clients, as well as to attend their own office activities. During 2021, we recorded 827 injuries and illnesses.

From our origin, we have sought to generate value for the communities in which we have a presence as a commitment that we have in three dimensions: **social, human, and economic**

# *Social vocation*





Through the construction of mutual trust with our clients, employees, and community, we are an agent of change that promotes better living conditions for people

## Social Responsibility Fund

Since 2009, we created the Social Responsibility Fund, an instrument that allows us to meet the specific needs of the communities where we operate. This fund is made up of 2% of the group's net profits from the previous year. Likewise, the total amount is used across different social responsibility activities of the group companies and in the causes and lines of action of *Fundación Compartamos*.

Due to the challenging context, the Social Responsibility Fund is operated mainly through alliances, seeking to optimize resources for the benefit of communities.

With **Social Responsibility Fund**, we promote the development of communities through solidarity actions

Social Responsibility Fund in MXN pesos

2019

**\$98,383,358**

Number of beneficiaries **147,874**

2020

**\$69,034,650**

Number of beneficiaries **313,290**

2021

**\$48,846,166**

Number of beneficiaries **235,828**

From Fundación Compartamos we serve two social causes, **Education** and **Early childhood**, in line with our founding principles:

## Fundación Compartamos

203-1, 203-2, 413-1, FS16, FN-CB-240a.4

Following Genera's purpose of boosting dreams, we encourage through Fundación Compartamos the development opportunities to promote the common good, positively impacting thousands of people in the communities where we operate.

### Altruism

Our vocation to service is a way of life that motivates us to do good to others, to be generous, and to serve

### Inclusion

We strive to ensure that people have access to educational opportunities to promote their inclusion, development and improvement of their quality of life

### Transcendence

When we bring development opportunities, we can transform lives, having an impact on each person while unleashing their dreams

## Causes



Education



Early  
childhood

## Action lines



Volunteering



Donation



Contingencies



## Education

We promote the development of capacities in the population, contributing to the generation of knowledge to trigger a social change in children, teenagers, and adults

### Formal education

We contribute to the development of people through the schooled education of children, teenagers, and adults; we work to reduce the educational backwardness in adults and provide continuous training for teachers.

#### Project Education to achieve dreams

We promote projects to increase the educational level of adults through the certification of their primary or secondary studies

#### Allies

Crece México, I.A.P.

National Institute for Adult Education  
(INEA, by its acronym in Spanish)

#### Achievements 2021

**515 people** obtained their certificate, 117 from primary school, 396 from secondary school and two people learned to read and write

Together with *Crece México*, we implemented a distance learning mode that allowed us to reach **15 states** of Mexico for the first time. We also held three virtual graduations, which reinforces the success and continuity of the adventure we undertook in 2015

## Formal education

### Project Strengthening virtual teaching skills for teachers

We develop distance learning skills together with ENSAMBLE, a network of companies, civil society organizations, and institutions, which seek to develop communities and work for a less uneven, more just and prosperous Mexico

### Allies

Fundación Coppel, A.C.  
Fundación FEMSA, A.C.  
Promotora Social México, A.C.  
Fondo Unido México  
Grupo IUSA, S.A. de C.V.  
Fundación Sertull, A.C.  
Nacional Monte de Piedad, I.A.P.  
CIE  
Fundación BBVA Bancomer, A.C.  
Fundación Televisa, A.C.  
Fundación Merced, A.C.

CEMEX, S.A.B. de C.V.  
Centro Mexicano para la Filantropía, A.C.  
(CEMEFI)  
Fondo de las Naciones Unidas para la Infancia (UNICEF)  
Instituto Tecnológico de Estudios Superiores de Monterrey

### Achievements 2021

We supported **28 elementary** and high school teachers to strengthen their distance learning skills

## Formal education

### Project Formal education alliance, educational scholarships

Scholarships allow students to continue with their comprehensive education based on values, leadership competencies and service in benefit of their communities

### Allies

Federación Mano Amiga, A.C.

### Achievements 2021

We granted **31 scholarships to children** at the preschool and elementary level, and 16 scholarships to young people at the middle and high school levels, supporting the continuity of their studies in nine states. This support also contributes to the economy of **35 families**

### Project Courses, trainings, workshops, and experiences offered by partner organizations

We granted scholarships to heads of household to participate in workshops, courses and experiences offered by experts

### Allies

DEI Comunidad, A.C.

La Jugarreta Espacios de Participación, A.C.

Fundación en Movimiento, A.C.

### Achievements 2021

**21 heads of household benefited.** Each one had the opportunity to take more than one of the workshops, courses and experiences on topics such as emotional containment and school for parents, educational accompaniment for young people, and human development and culture of peace in schools and homes

## Financial health

We encourage the development of competencies in financial education for personal, family and business management well-being.

### Project Health of personal finances

We created the EduFin section on the Genera Intranet, where you can find content, videos and articles on financial education topics from our allies and other experts in the field

### Allies

National Commission for the Protection and Defense of Users of Financial Services (CONDUSEF, by its acronym in Spanish)

BBVA México

Cooltura Financiera

### Achievements 2021

Since its launch, **757 visits** have been recorded

In addition, with the support of BBVA México, we delivered two workshops on savings and investment, concluding with a workshop within the Financial Education Week in Genera and training **67 people**

On the other hand, in the **Vive FISSEP**, portal, a publicly accessible website, more than **23 articles** of interest in the subject were uploaded



## Culture of entrepreneurship

We develop skills and trades in young people as a complement to their formal education, as well as in adults, through training for work, trades and productive projects.

### Project

#### Educational Platform for Entrepreneurs: ENKO

We promote the growth of businesses and contribute to the improvement of the quality of life of micro and small entrepreneurs, through this educational platform where free basic training content is offered to acquire knowledge about how to effectively run a business, use marketing to our advantage, attract clients, make promotions that sell and how to face a crisis

### Allies

Fundación para el Desarrollo Sostenible en México, S.C. (ENKO)

### Achievements 2021

**1,248 micro and small entrepreneurs** registered with ENKO, benefiting from the contents

## Culture of entrepreneurship

### Project Digitalization plan My SMEs

With the aim of encouraging micro and small entrepreneurs to join the electronic market, we made an alliance with Kolau, LLC, an allied company of Google that, together with the Organization of American States (OAS) carries out the MSME Digitization Plan in Latin America

### Allies

Kolau, LLC

### Achievements 2021

**111 people** took a virtual training to develop the website of their businesses, 42% of those registered have entirely completed it

Thanks to this alliance, **the website created is totally free** and offers the possibility of activating the online payment function. They can also be automatically located in Google Maps

In addition, two talks were delivered through YouTube where **210 people** learned about strategies for the online sale of their products or services, with the collaboration of Dany Sánchez-Mola, Director of Kolau



## Culture of entrepreneurship

### Project Alliances for capacity building in business improvement

We seek to develop capacities in trades and productive projects in young people and adults for them to generate greater income through employability

### Allies

Patronato Pro-Zona Mazahua, A.C.

Ayuda y Solidaridad con las Niñas de la Calle, I.A.P.

La Gaviota Centro de atención a la Discapacidad Infantil, I.A.P.

Fundación Por Un Campo Productivo, I.A.P.

Yo Soy Luz Vida Ciencia y Arte, A.C.

Renovación, Unión de Fuerzas Unión de Esfuerzos, A.C.

Fundación Arte Educación y Talento Compartido, A.C.

Casa de la Amistad para Niños con Cáncer, I.A.P.

### Achievements 2021

We donated **1,006 copies** of books “El ABC del Liderazgo” (The ABC of Leadership) and “Emprende sin Miedo” (Entrepreneurship without Fear) to eight civil society organizations to reinforce the knowledge and business experiences of their beneficiaries



## Alliances for education

We are convinced that we can contribute to equal opportunities regardless of gender, social and economic conditions through education and in alliance with other organizations.

### Project 12<sup>th</sup> edition of the call for Education and Early Childhood

Together with our partners, we launched the “12th edition of the call for Education and Early Childhood”, contributing to the process of social inclusion

*Detail of beneficiaries by thematic axis:*

**1,607** in formal education  
**379** in entrepreneurship education  
**70** in financial health  
**4,081** in early childhood

### Allies

Fundación Televisa, A.C.

Fundación INTERprotección, A.C

### Achievements 2021

We supported 35 civil society organizations that operate projects aligned with the four thematic axes of the call: formal education, financial health, education for entrepreneurship and early childhood, managing to benefit **6,137 children, teenagers and adults** in vulnerable populations of Mexican communities

A favor del Niño, I.A.P., Albergue Infantil los Pinos, A.C., Albergue Infantil Salesiano, A.C., Asociación Mexicana de Ayuda a Niños con Cáncer, I.A.P., Asociación Regiomontana de Niños Autistas, A.B.P. Biocultura Sustentable, A.C. Cambiando una vida, A.C., Canica, Centro de Apoyo al Niño de la Calle de Oaxaca, A.C., Centro de Educación Infantil para el Pueblo, I.A.P., Centro de Innovación de Agricultura Sostenible en Pequeña Escala, A.C., Co Plataforma de Investigación Generativa A.C., Comunidad y Ambiente Adonai, A.C., Cultura y Fraternidad, I.A.P., De Cero a Tres Fundación, A.C., Ednica, I.A.P., Educación y Desarrollo Indígena de Chiapas, A.C., Enlacecc, I.A.P., Fomento de Oportunidades Educativas, A.C., Fundación Escuela Bancaria y Comercial, A.C. Fundación Kristen, A.C., Fundación por un Campo Productivo, I.A.P., Fundación Quinta Carmelita, I.A.P., Fundación Tarahumara José A. Llaguno, A.B.P., Hogares Providencia, I.A.P., Incidencia Civil para el Desarrollo, A.C., Interculturalidad, Salud y Derechos, A.C., Jóvenes Constructores de la Comunidad, A.C., La Jugarreta Espacios de Participación, A.C., Proayuda a la Mujer Origen, A.C., Reinserta un Mexicano, A.C., Servicios a la Juventad, A.C. y Un Kilo de Ayuda, A.C.



## Early childhood

We support the well-being of children from zero to six years old, at this stage the physical, intellectual and emotional capacities that contribute to determine success in later stages of life are developed

### We developed content focused on positive parenting

Accompanied by experts, we raised awareness among different audiences about the importance of sensitive care and a style of education that promotes the skills, abilities, and attitudes necessary for life, always with respect and unconditional affection for children. In 2021, we made capsules with tips presented in a fun way so that children could play and learn from home. These capsules belong to the Playing Collective initiative and were projected to the community in bank branches.

#### Project Accompaniment for educational agents

The facilitation project “Take care of yourself to be able to take care of others” presented at the IMSS through ENSAMBLE, consists of two phases to accompany educational agents and support them in their emotional management so that they can develop and sustain early childhood in the return to the classrooms

#### Allies

DEI Comunidad, A.C. (Proyecto DEI)  
Instituto Mexicano del Seguro Social (IMSS)

#### Achievements 2021

We offered emotional accompaniment sessions to strengthen the well-being and impact of their work in the pandemic environment to **51 caregivers** of the IMSS daycare service in 30 states



## We developed content focused on positive parenting

### Project Early Childhood Collective

For the third consecutive year, *Fundación Compartamos* continues to be part of the group of civil society organizations that have the mission of sensitizing parents and caregivers about the importance of the first five years of life

#### Allies

Fundación Televisa, A.C.  
Fundación Cinépolis, A.C.  
Fundación FEMSA, A.C.  
Fundación CMR, A.C.  
Lego Foundation

#### Achievements 2021

We carry out actions to make basic education schools and educational actors aware of the “Playing in a Collective Manual” to encourage the creation of **affective ties** and promote the development of children in Mexico

### Project Family Week FISSEP KIDS

Four virtual talks were delivered by experts on early childhood issues. In addition, FISSEP KIDS intends to provide a space for play and learning, aimed at girls, boys and young people

#### Achievements 2021

More than **1,500 people** participated in the talks

Activities were carried out on specific dates of the year, such as: Easter, Children’s Day, summer and Christmas, impacting more than **500 people**

### Project Pact for early childhood

#### Achievements 2021

We collaborated with more than **400 organizations** in this citizen initiative to make early childhood a national priority that, together with other organizations, seek to influence public policies



## Volunteering

We encourage our employees to provide time and talent to contribute to the development and well-being of people and their communities

In 2021, our **15,724 volunteers** dedicated **64,629 hours** of volunteer work

### Project

#### ***Demos un abrazo haciendo buenas acciones***

We invite our employees to participate in activities that enable an impact in their communities and at the same time, to help them live their vocation of service to others. These activities can range from food donations to people in vulnerable situations, homeless or abandoned, to living together with organizations with resident population, preparation and distribution of food to people in need, donations in kind to help people in a difficult situation, rehabilitation and improvement of public spaces, cleaning and reforestation, among others



## Volunteering

### Project

#### *Jóvenes Construyendo el Futuro*

In Mexico, we are part of the *Jóvenes Construyendo el Futuro* initiative, a government program in which, for a certain period, young people perform work within Gentera that allows them to develop skills for life and work. In this regard, we invite our employees as volunteers to be their mentors and help them to develop new knowledge, while supporting their human and professional training

### Results

**51** volunteers

**51** beneficiaries

**176** hours of volunteering

MXN **\$1,323** in-kind volunteer donations for beneficiaries

Faithful to our vocation to serve others, we promote the participation of our employees in volunteering activities, donation culture and contingencies.



## Volunteering

### Project *Mundo Imáyina*

We invite volunteers to support the development of the facilities of *Mundo Imáyina*, an initiative of *Dr. Sonrisas* that seeks to impact the child population with cancer in Mexico. The volunteers carried out two days of intervention, performing activities such as gardening, reforestation and application of paint and mortar in the villas that will be the resting places of the visitors

#### Results

49 volunteers

349 hours of volunteering

### Project Early childhood

We invite volunteers to generate content in favor of children between zero and six years old, which will help them to develop cognitively and psychomotorly. Volunteers learned and replicated games from the Early Childhood Collective's Play Manual

#### Results

40 activities performed

16 volunteers

37 hours of volunteering

205 beneficiaries

## Volunteering

### Project with the ABM

In alliance with the *Asociación de Bancos de México*, we call for volunteers to support three civil society organizations through virtual activities of support and coexistence to cope with the pandemic

#### San Felipe de Jesús Foundation Organization

**2 hours** of activity

**10 recorded digital** content to be displayed in webinars and Facebook Live of the organization

**\$7,338 pesos** donated

### Results

#### Organización Interculturalidad Salud y Derechos, A.C.

**11** volunteers

**2 hours** of activity

Workshop Business Mentality and preparation of lemon pie

Stationery and supplies for the activity donated

**\$2,000 pesos** donated by volunteers

#### Children's Family Foundation Organization

**24** volunteers

**2 hours** of activity

**Virtual Games** Rally

**\$5,820 pesos** donated by volunteers

**Microwave** oven donated

**\$2,273 pesos** donated by volunteers



## Volunteering

### Project Operation Niño Dios

To support children in vulnerable situations, we invite our volunteers to donate a toy, according to the letter sent by the children to *Fundación Compartamos* through the partner organizations for this initiative. For the first time, we carry out this activity in a digital format with purchases through Amazon

### Results

**+5,500** gifts delivered

**+100** regions of Mexico reached

**+1,400** participants

**96** participating civil society organizations

**416** participants at CEAS



## Volunteering

### Project Citizens for my community

We invited volunteers individually, in teams, with family and friends, to develop an activity of community impact by living the importance of their active citizenship and seeking the common good of their environments. Previously, the volunteers were trained by Más Ciudadanía, A.C. who supported us with materials, talks, and video capsules on the importance of citizenship through volunteering

### Results

**163** activities carried out

**1,041** volunteers

**220** family members involved  
in the volunteer activities

**2,701** volunteering hours

**\$64,341** pesos raised by volunteers for  
the development of their activities and  
the purchase of materials



## Volunteering

### Project Remote reforestation

Seeking to positively impact the environment, together with ProNatura Mexico, A.C. we organized a remote reforestation, in which we invited volunteers to participate under two modalities:

a.

To make a donation of \$100 pesos to *Fundación Compartamos*, which is equivalent to a tree donated to ProNatura to reforest hectares intervened by the ally. For each tree donated, *Fundación Compartamos* gave another one.

b.

To plant a tree in your community, committing to its care and monitoring, preferably within a space of community impact.

### Results

**757** volunteers

**1,513** trees planted by volunteers

**\$40,222** pesos donated by volunteers,  
equivalent to 600 trees

**4,513** trees planted in total, equivalent to  
**4.5 hectares** of reforestation



## Genera Volunteering

**15,724**  
Volunteers

**64,629**  
Volunteer hours

**204,533**  
Beneficiaries

**85%**  
Percentage of workforce  
participation



## Mexico

Genera

**937** volunteers

Compartamos Banco

**11,308** volunteers

Yastás

**151** volunteers

Aterna

**24** volunteers

**52,581**

Volunteer hours

**146,663**

Beneficiaries

**90%**

Percentage of workforce  
participation

## Peru

Compartamos

Financiera

**3,304** volunteers

**12,048**

Volunteer hours

**57,870**

Beneficiaries

**69%**

Percentage of workforce  
participation

At Genera, volunteering is part of our Philosophy, it helps us to bond with the community to improve the environment and the quality of life of people through the opportunity to give and help. Through volunteering, we are convinced that we create bonds of emotion and awareness that encourage us to be committed citizens who generate a positive impact that transcends.

In this sense, from *Fundación Compartamos*, 25 acknowledgements were granted this year to the volunteer work of the participants who stood out for their innovation, passion, and service as an example of serving others through the recognition *I am one of those who help*.



## Donation

We encourage the generosity of Gentera's employees, in order to support educational and early childhood projects implemented by civil society organizations. Contributions can be made through the Foundation's bank accounts or via payroll

During 2021 we carried out **four** campaigns:

### "United we are stronger" fundraising:

to support community kitchens and student community by enabling sinks in public schools that are preparing for a return to school

Amount raised:  
**\$28,195**

### Remote reforestation fundraising:

for the reforestation of six hectares and contribution to improve the environment

Amount raised:  
**\$ 40,222**

### Love in action fundraising:

to help children, teenagers and older adults in situations of abandonment, contributing to their well-being

Amount raised:  
**\$31,541**

### "Let's Support Together" fundraising:

to help people who were affected in their homes and businesses by the Hurricanes Grace and Nora in the states of Veracruz and Michoacán

Amount raised:  
**\$103,820**

More than **8,000 employees**, representing **62%** of our workforce, are donors to *Fundación Compartamos*

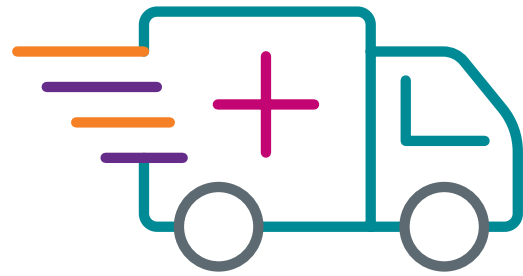


This year, we launched the **Protagonists of Change**, campaign to generate a sense of pride among the more than 8,400 donor employees who, through their contributions, promote a real change in our country through the projects of Education and Early childhood.

To engage and recognize them, we hosted an online resource giveaway event, where we introduced the selected organizations. In addition, every month, our donors receive a newsletter where we present the organizations, stories, and testimonies of the beneficiaries. At the end of each year, we report to the employees of Gentera about the event that has ended up sending them the results.

When someone joins Gentera and its companies, *Fundación Compartamos* participates in the inductions of employees to welcome them and explain their role as donors, as well as it invites them to participate voluntarily through a biweekly donation.

This year, we launched a pilot to raise donations from bank branches to support projects and programs selected by donors. The response from our clients was extraordinary, 48 thousand clients donated more than **\$375 thousand pesos supporting four organizations** with projects focused on serving girls, children and teenagers in street or abandonment situations.



## Contingencies

We support the communities where we work every day during emergencies generated by natural disasters or health contingencies

We support the communities where we work every day during emergencies generated by natural disasters or health contingencies, delivering from groceries with basic necessities to electronic vouchers for the purchase of belongings that help them reduce the impact.

In partnership with *Isla Urbana*, we implemented quality water infrastructure in five public schools in the State of Mexico, with safe handwashing spaces to reduce COVID-19 infections and other diseases. With this initiative we benefit 2,119 people from the educational community.

In collaboration with *Fundación CMR*, A.C. we intervened in the *Las Joyitas* children's community kitchen to improve the nutritional and health status of children under six years old, as well as their families in three indigenous communities in the municipality of Akil, Yucatán, benefiting 114 people. We also donated 450 digital thermometers to 13 civil society organizations for use in sanitary filters in community kitchens, schools, and transportation. We set up 450 sets of cutlery and 998 thermoses for community kitchens, benefiting 1,448 people.

Attending to our social vocation, we support different communities that were affected by natural disasters during 2021.

In a humanitarian aid mission, in partnership with the National Disaster and Emergency Relief Committee, A.C. (CADENA, by its acronym in Spanish), we delivered 300 grocery packages and 300 sheets that served to rebuild the roofs of the houses, benefiting 1,500 people from the town of Petromex in Poza Rica, Veracruz, who were in an emergency situation due to the hurricane Grace.

In addition, we maintain a permanent campaign to support people in greater vulnerability, which are identified through censuses and local emergency reports. Derived from this exercise, we sent 1,500 grocery boxes and 708 electronic vouchers to the most affected localities, managing to benefit 9,136 people with the highest rate of affection to meet their basic needs. The contingencies attended were:

- [Hurricane Grace, Veracruz](#)
- [Hurricane Nora and Tropical Storm Rick, Michoacán](#)
- [Heavy rains, Hidalgo y Querétaro](#)
- [Fires and support for medical care, eight states of Mexico](#)



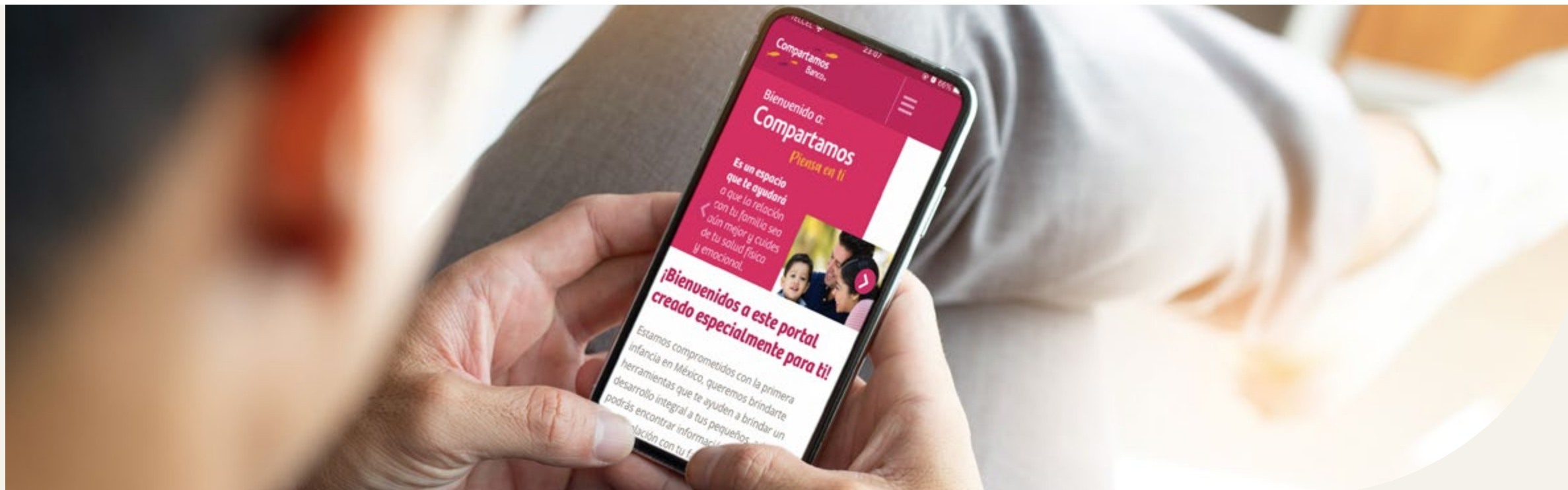
## Communication efforts

We maintain different channels of communication across the various audiences that interact with *Fundación Compartamos* as organizations, allies, volunteers, donors, and the general public, with the purpose of transmitting relevant content and information.

Through our website, we achieved a digital reach of 27,397 visits from January to December 2021, while through the official fan page of *Fundación Compartamos* on Facebook, we reached 331,579 people, publishing content on project results, topics of interest to the community and Early Childhood content.

Committed to the integral development of the community, we created the site ***Compartamos piensa en ti***, a blog where we present content aimed at enriching family relationships, emotional health, and early childhood care, in addition to providing advice for businesses. During 2021, this blog achieved a digital reach of 25,190 visits.

Also, in the Vive FISSEP Portal and the Vive FISSEP fan page, we publish content on Early Childhood topics such as: videos, tips, talks with experts to provide information about the development of this stage and the importance of positive parenting to achieve a full development of the youngest of the home. On the Vive FISSEP Portal we achieved a digital reach of more than 250,000 views this year.





# *Sustainability*

We are committed to fulfilling our purpose of boosting dreams with a management aligned with the Sustainable Development Goals (SDGs) of the United Nations and other sustainability initiatives relevant to the financial sector, to continue **creating positive impacts** for our clients, employees, suppliers, communities and investors



We recognize our direct contribution to the Sustainable Development Goals (SDGs):



Other SDGs to which we contribute indirectly:



# Materiality

2-29, 3-1, 3-2, 3-3

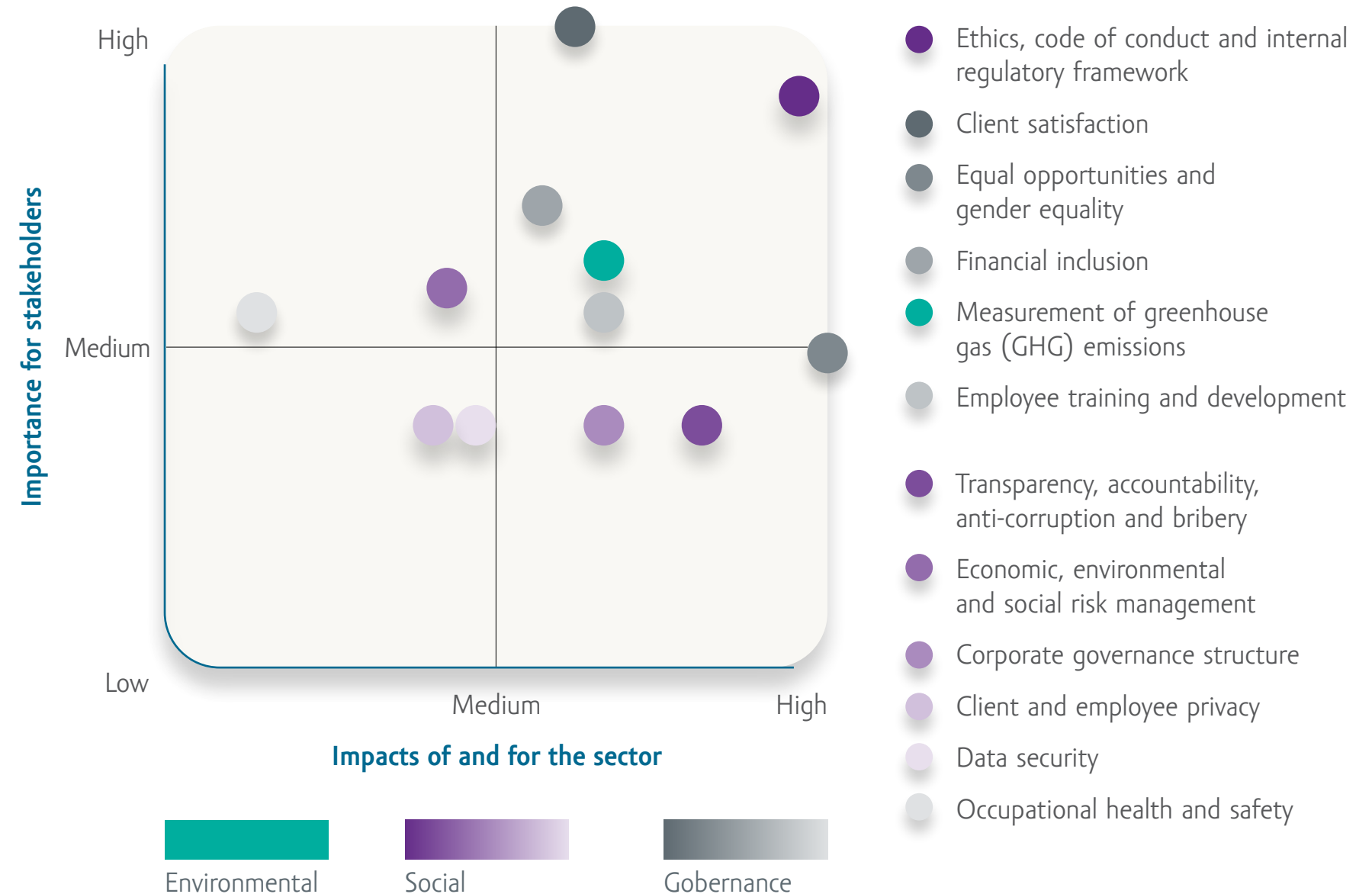
In order to address optimally and accurately the issues in which we generate a greater impact<sup>1</sup>, those that are relevant to us or to our stakeholders, we updated the materiality analysis in 2020.

We followed the methodology recommended by the Global Reporting Initiative (GRI) and considered the relevant issues for our industry defined by international initiatives such as Sustainability Accounting Standards Board (SASB), the Equator Principles, the Principles of Responsible Investment (PRI), the International Financial Reporting Standards (IFRS), the requirements of the S&P Corporate Sustainability Assessment (CSA), the Task Force on Climate-Related Disclosures (TCFD) and the SDGs.

In addition, as part of this exercise, we analyzed the information resulting from surveys that we applied to our stakeholders and from various secondary sources.

The results of this exercise allowed us to consolidate a sustainability strategy that, accompanied by a continuous dialogue with our clients, employees, community members, investors, and other stakeholders, will help us to continue operating in a balanced way the economic, financial, social, labor, environmental and corporate governance resources of Genera.

Throughout this report we present the actions we carried out this year for the 12 material topics, as well as the management approach on which we link them to the business strategy, always in line with our values and keeping the person at the center of our decisions.



> Check out our full materiality analysis [here](#)

<sup>1</sup> The issues in which Genera and its companies' impact or that can impact us can be positive or negative, current or potential, in the economy, the environment, in people and human rights through our activities, value chain or business relationships



	Material topic	Type of impact		Actions to manage impacts
1	Ethics, code of conduct and internal regulatory framework	ACTUAL POSITIVE	Current positive in people and human rights	Read in Sustainability chapter Awareness, re-certification, Committee, complaint channels
2	Client satisfaction	ACTUAL POSITIVE	Current positive in clients	Read in Business chapter Surveys
3	Equal opportunities and gender equality	ACTUAL POSITIVE	Current positive in people and human rights	Read in Our People chapter People Policies with an Equity Perspective
4	Financial inclusion	ACTUAL POSITIVE	Current positive in people, the economy and human rights	Read in Business chapter Business Indicators
5	Measurement of greenhouse gas (GHG) emissions	POTENTIAL POSITIVE	Potential positive in the environment and people	Read in Sustainability chapter Emissions inventory, identification of efficiencies
6	Employee training and development	ACTUAL POSITIVE	Current positive in people and human rights	Read in Our People chapter Training and performance
7	Transparency, accountability, anti-corruption and bribery	ACTUAL POSITIVE	Current positive in the economy and human rights	Read in Sustainability chapter PLD, Audit
8	Economic, environmental and social risk management	POTENTIAL POSITIVE	Potential positive in the economy, people, the environment and human rights	Read in Sustainability chapter Risks
9	Corporate governance structure	ACTUAL POSITIVE	Current positive in the economy	Read in Sustainability chapter Corporate Governance adhered to the Code of Good Corporate Governance
10	Client and employee privacy	ACTUAL POSITIVE	Current positive in people and human rights	Read in Sustainability chapter Privacy, data protection, training and development
11	Data security	ACTUAL POSITIVE	Current positive in people and human rights	Read in Sustainability chapter Training
12	Occupational health and safety	ACTUAL POSITIVE	Current positive in people and human rights	Read in Our People chapter Physical security, FISSEP, benefits



We held a working session in which the CEO and the management team participated to learn about the results of the materiality analysis and the sustainability commitments defined in the medium and long term, aligned with the three SDGs on which we focus. These actions reflect Gentera's commitment to sustainability, because **we are aware of the impact that our actions have generated on our clients for 31 years**



## Sustainability strategy

2-24, FS1, FS15

For us, it is important that the purpose of Genera and the products and services we offer are aligned with the implementation of a sustainability strategy in the short, medium and long term, with the aim of facing the current challenges in environmental, social and governance (ESG) matters with specific and measurable goals, without neglecting our purpose of boosting dreams of our clients.

During the year we developed our **ESG Strategic Policy**, a document that defines the general principles of action of Genera and its companies, as well as the specific policies on ESG issues. It is aligned with the 2030 Agenda on sustainable development approved by the United Nations and addresses some of the 17 Sustainable Development Goals (SDGs). In 2022, this policy will be approved, and we will define its governance.

Our proper management and performance in sustainability in 2021 were reflected in the renewal of the invitation to participate in the Corporate Sustainability Assessment (CSA) of Standard & Poor's

Likewise, we worked to develop our **sustainability strategy** in which we define five strategic axes, each with different areas, objectives and goals, that address the issues in which we aim to generate a greater positive impact or to reduce the negative impact caused by our business.





## Our strategic axes

### Well-being of our employees

- 1 Equal opportunities and gender equity
- 2 Training and development
- 3 Occupational health and safety
- 4 Privacy of employees
- 5 Family of our employees

### Corporate citizenship

- 1 Community impact
- 2 Responsible supply chain

### Good governance and integrity

- 1 Corporate governance structure
- 2 Management of ESG issues and risks
- 3 Human rights
- 4 Anti-corruption and bribery ethics

### Impact on our clients

- 1 Client satisfaction
- 2 Client privacy and information security
- 3 Inclusion (strategic social commitment aligned to the business model)
- 4 Innovation and development of new products
- 5 Family of our clients

### Environment and climate change

- 1 Environmental policy
- 2 Management and monitoring of issues related to climate change
- 3 Energy
- 4 Water
- 5 Waste
- 6 Environmental culture

With our actions we directly contribute to the **SDGs**:



The first results of our sustainability strategy will be monitored during 2022 and we will present them in our next Annual and Sustainability Report, providing special accompaniment to the areas responsible for addressing key ESG issues:

Environmental

*Clients:*  
to communicate environmental opportunities to our clients, via Compartamos Banco’s social media

*Risks:*  
to promote the analysis of socio-environmental risks that may represent a high impact for the organization due to their direct impact on the business and our clients

Social

*Clients:*  
to maintain the different initiatives in the field of Financial Education for the segment

*Suppliers:*  
to understand the sustainability criteria that characterize our suppliers (ethics, environment and equality, among others)

*Equality and diversity:*  
to maintain accompaniment in the field

*Social impact:*  
to perform the impact analysis of Compartamos Banco and to highlight it as our contribution to the Sustainable Development Goals and the Principles of Responsible Banking

Corporate Governance

*Corporate Governance:*  
to communicate the relevant aspects of decision-making within Genera (transparency, fairness and adherence to best practices)

In the ESG Strategic Policy we consolidate our commitments to **environment, human rights, child labor, diversity and inclusion, health and safety, anti-corruption, supply chain, and corporate governance.**

In parallel, 12 policies and processes of People regarding attraction, selection, recruitment, training, development and evaluation were updated to expressly recognize our approach to diversity and inclusion: “at Genera we respect the differences of our clients, employees and communities with whom we relate, we value the diversity that exists in each of them, and recognize that they contribute to deliver better products and services tailored to our clients’ needs, building better workplaces and maintaining healthy relationships with our partners”.

## United Nations Global Compact

Last year we joined the United Nations Global Compact, so this report represents our second Communication on Progress (CoP) in which we reflect how we contribute to the fulfillment of its 10 principles.

COMMUNICATION ON  
PROGRESS



### Human rights

1

Businesses should support and respect the protection of internationally proclaimed human rights; and

2

make sure that they are not complicit in human rights abuses

### Labor

3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

4

the elimination of all forms of forced and compulsory labour;

5

the effective abolition of child labour; and

6

the elimination of discrimination in respect of employment and occupation

### Environment

7

Businesses should support a precautionary approach to environmental challenges;

8

undertake initiatives to promote greater environmental responsibility; and

9

encourage the development and diffusion of environmentally friendly technologies

### Anticorruption

10

Businesses should work against corruption in all its forms, including extortion and bribery



## Principles of Responsible Banking

Likewise, with the interest of strengthening the initiatives we endorse that allow us to offer more sustainable solutions for our clients and at the same time contribute to a better future for all, in 2020, Compartamos Banco signed the Principles of Responsible Banking (PBR) of the United Nations Environment Programme Finance Initiative (UNEP FI)<sup>2</sup>, which aim to determine the role and responsibilities of the banking industry in creating a sustainable future based on six commitments:

Compartamos Banco is the first microfinance institution to be part of this initiative

### Alignment

we will align our business strategy to the goals expressed in the Sustainable Development Goals (SDGs) and the Paris Climate Agreement

### Impact

we will continuously increase our positive impacts while reducing the negative ones

### Clients & customers

we will work responsibly with our clients and our customers to develop sustainable practices and create shared prosperity

### Stakeholders

we will proactively consult, engage and partner with our major stakeholders to achieve our goals

### Governance and targets

we will implement our commitment through effective governance, and we will set targets for our most significant impacts

### Transparency and accountability

we are committed to transparency, assuming full responsibility for our positive and negative impacts

Throughout 2021, Compartamos Banco participated in international meetings on the UNEP FI impact analysis model and definition of targets, with emphasis on financial inclusion and gender. At the regional level, we participated in the workshop “Towards an effective implementation of the PBR in LAC”.

Currently, as part of the fulfillment of the commitments acquired by Compartamos Banco when joining the initiative, we are in the phases of impact analysis and goals setting.

<sup>2</sup> UNEP FI is a partnership between the United Nations Environment Programme (UNEP) and the global financial sector, which aims to mobilize private sector financing for sustainable development. UNEP FI works with more than 350 members including banks, insurers and investors and more than 100 supporting institutions, with the purpose of helping to create a financial sector that serves people and the planet, while delivering positive impacts. The aim is to inspire, inform and enable financial institutions to improve people's quality of life, without compromising that of future generations.

## Impact analysis Compartamos Banco

PBR 2, PBR 5, 413-2

Looking forward to identifying the positive, negative, actual and potential impacts of the products we offer at Compartamos Banco to our clients, at the end of 2021, we started a process to analyze the impact of the bank's portfolio using the UNEP FI' **Portfolio Impact Analysis Tool**.

This tool consists of mapping quantitative and qualitative data that helps determine the most significant areas of impact of Compartamos Banco based on the nature, content and geographical scope of the portfolio.

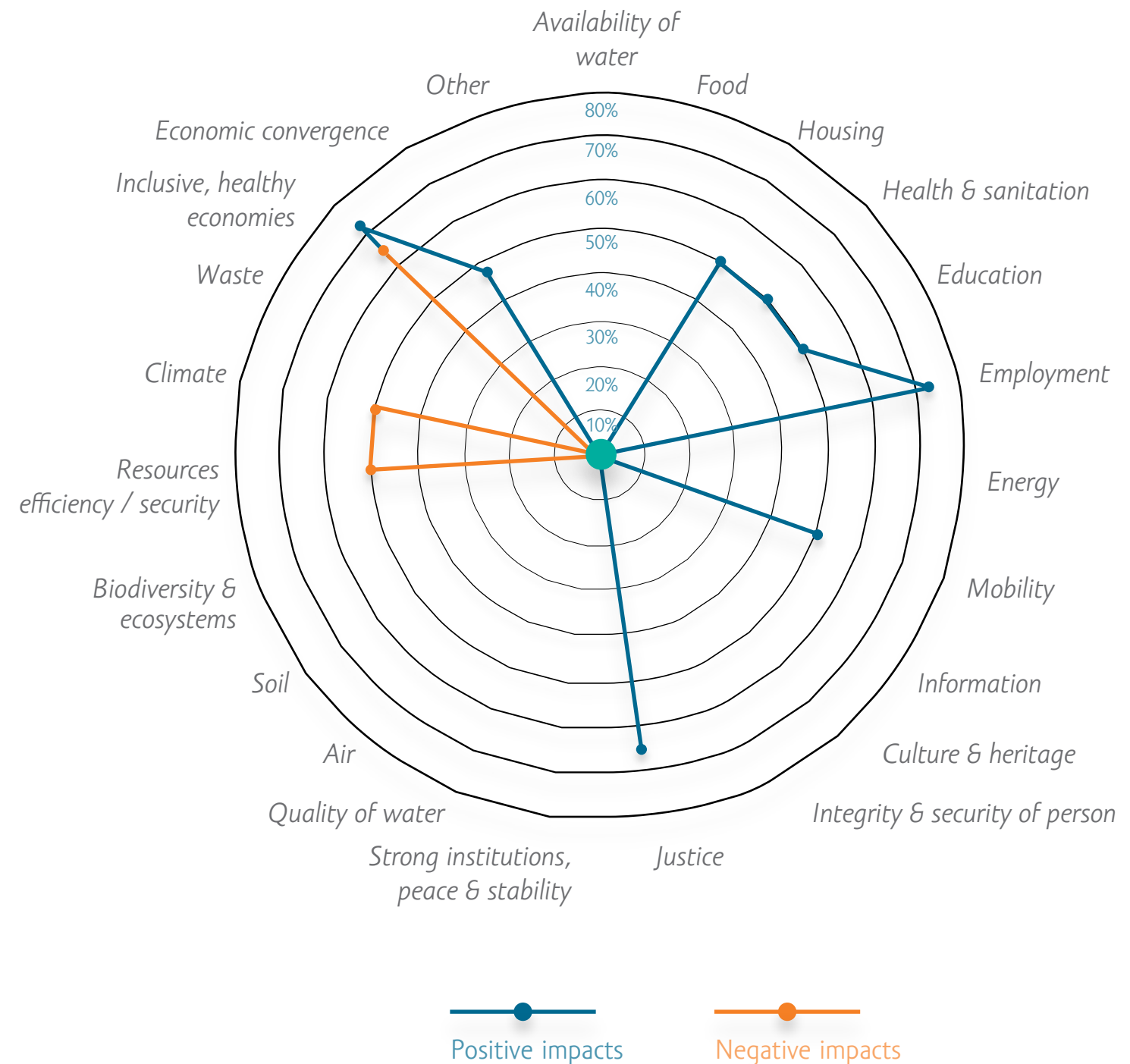
### Scope of the analysis

- *Geography:* only our operations in Mexico
- *Period:* January 1<sup>st</sup> to December 31<sup>st</sup>, 2021
- *Lines of business:* women's group market, mixed group market, mixed individual market and savings
- *Clients:* women\*

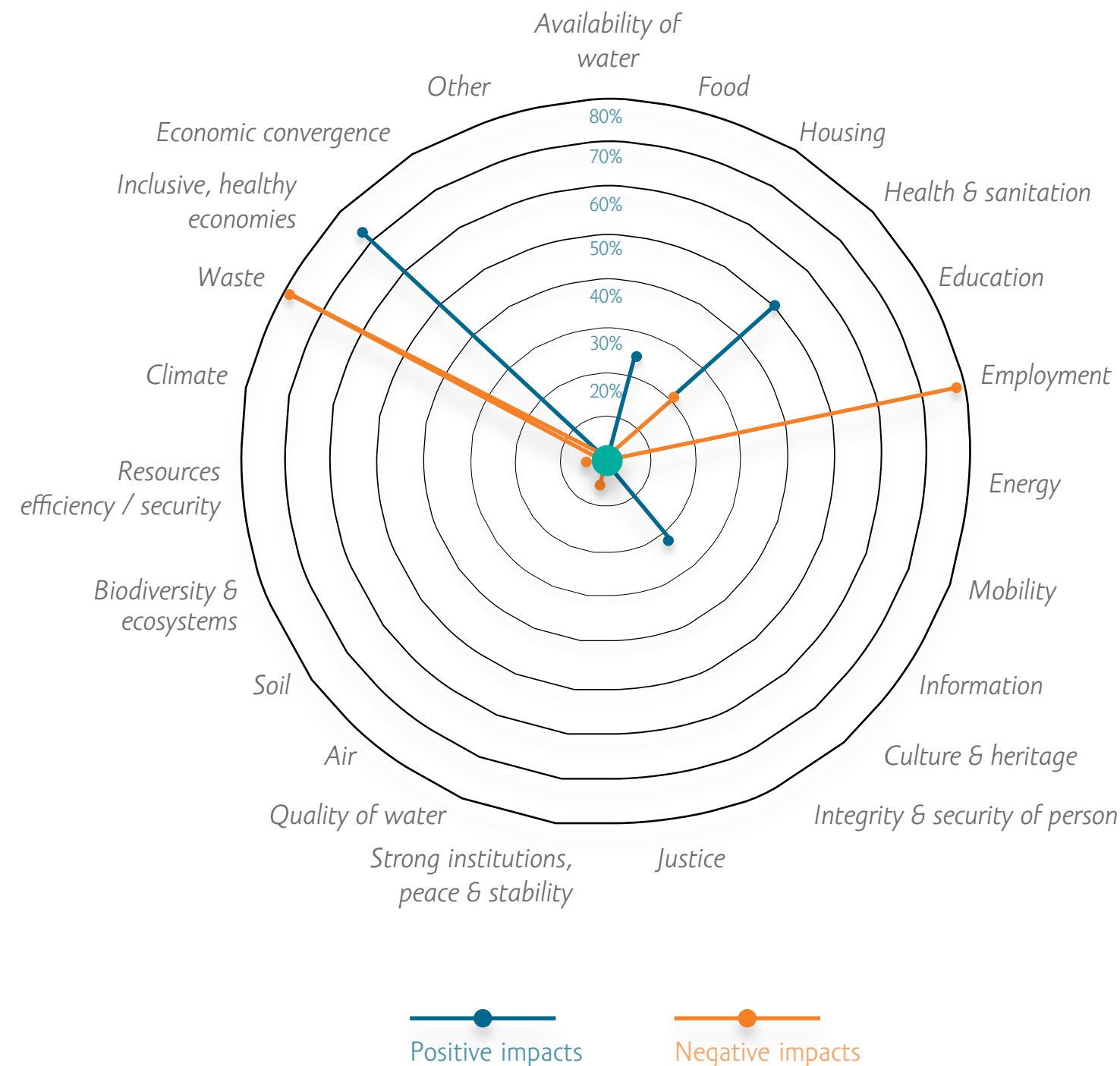
\*The information analyzed for this exercise corresponds to our female clients.

<sup>1</sup> If you want to know more about the methodology used for this exercise, see Impact identification and assessment for bank portfolios, at: <https://www.unepfi.org/wordpress/wp-content/uploads/2020/10/Guide-to-Holistic-Impact-Analysis-Oct-20.pdf>

### Significant portfolio impacts



## Significant impacts of credits granted by Compartamos Banco to clients



Due to the nature of the credits we offer at Compartamos Banco, most of our clients use them in small businesses buying and selling clothes, shoes and cosmetics, selling food and services, as well as in small-scale food production.

With the credits we grant to the popular segment, we promote the sale of healthy foods that generate positive impacts on health, sanitation, and also on the nutrition of those who consume them. Also, by the type of clothing, footwear and other local products that our clients sell, we contribute to the generation of positive impacts for the preservation of the culture and heritage of their communities. Finally, since the credits we grant are used for productive activities, we promote the generation of employment.

However, the use given to our credits could also cause negative impacts on the environment due to the generation and disposal of food and packaging waste that results from the sale of food from our clients, and to a lesser extent on the soil, ecosystems and biodiversity. Similarly, the use of the credits we grant could contribute to the generation of negative impacts on the health and sanitation of communities due to the sale of unhealthy or harmful products, and on the economy due to the creation of informal jobs and possible poor working conditions.

The results of this analysis will allow us to evaluate the current level of performance of Compartamos Banco in Mexico to establish goals that increase our positive impacts and other measures to reduce negative ones.



## Environment

2-27, 302-1, 302-2, 305-1, 305-2, 305-3, 305-4, 306-3, 306-4, 306-5  
TCFD Metrics and objectives a) and b)

We believe that caring for the environment is essential to continue boosting the dreams of our clients, employees and other stakeholders from a sustainable perspective.

In this sense, we adhere to environmental regulation in Mexico and Peru across all our operations, in addition to monitoring our environmental performance to identify the negative impact that our processes or financial services may have on the environment as well as to define mitigation initiatives. During 2021 we did not receive fines or penalties for non-compliance with environmental regulations in any of the countries where we operate.

At the corporate offices of Gentera, we carry out initiatives such as the separation of waste and awareness campaigns in this regard, adequate management of electronic waste, cartridges and toners, and optimization in the use of water through saving systems in sinks and toilets. This building is LEED Silver certified<sup>3</sup> in the interior design category for its location characteristics, indoor ambient quality, energy savings, water efficiency and waste management.

In Gentera, we recognize that climate change is a reality, therefore, with the aim of providing timely attention to our employees, clients and communities in case of hydrometeorological phenomena such as hurricanes and floods, which have increased, we have a map of the most vulnerable localities where we have presence, financial provisions and a contingency plan.

## Energy and Greenhouse Gas (GHG) Emissions

The data presented below on the energy consumption and emissions report of Gentera and its companies<sup>4</sup> corresponds to the period from January 1<sup>st</sup> to December 31<sup>st</sup>, 2020. Due to our operational capacity, access to this information is limited, in addition to the fact that it is not compulsory for us to report. For this reason, information from our operations in Guatemala is also included.

The energy we consume comes mainly from fuel and electricity, which are used in the transportation of our employees, as well as in the lighting and energy supply to our workspaces, respectively.

We have been quantifying the Greenhouse Gas (GHG) emissions of our operations for nine years, with the aim of knowing and evaluating the behavior of our consumption to define improvement actions in this regard.

<sup>3</sup> LEED: Leadership in Energy and Environmental Design. LEED is a globally recognized initiative to certify sustainable buildings during their construction and operation.

<sup>4</sup> When Gentera and its companies are mentioned, information related to ConCrédito is not considered given that Gentera did not own the majority shareholding of ConCrédito during 2020 and therefore, it did not maintain operational control over the entity.

Total gasoline  
consumption  
2020:  
**2,198,112 liters**

Total electricity  
consumption  
2020:  
**17,088 MWh**



The GHG emissions inventory<sup>5</sup> that we present in this report was prepared under an **operational control**, approach, this implies that we have full authority to introduce and implement policies related to emission sources and, therefore, operational control.

We considered the consumption of gasoline for our fleet of vehicles and motorcycles for the calculation of Scope 1 emissions for the three countries, as well as the electricity used in all our facilities that comes from the municipal network for Scope 2 emissions.

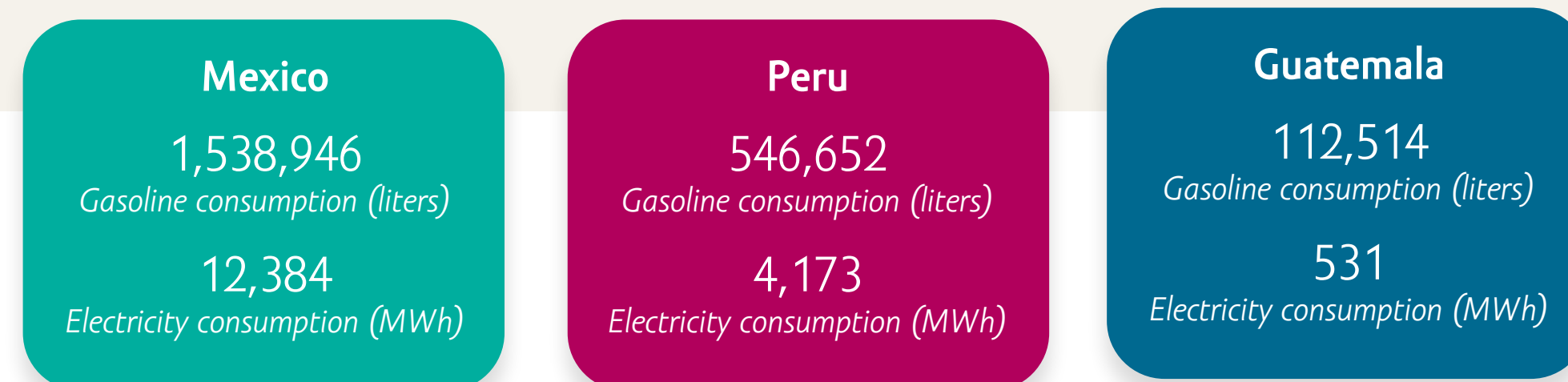
For the first time, we measured Scope 3 emissions for our operations in Mexico. We included the emissions generated by the fuel consumption for personal use as part of the benefits that we provide to certain applicable positions; this is in addition to the emissions associated with the flights made by our employees for the development of activities related to the operations of Gentera and its companies.

We also estimated the social cost<sup>6</sup> of our greenhouse gas emissions in order to internalize the negative effects that the externalities of our operation can have on society and the environment.

Our total GHG emissions generated in 2020 were 14,584 tons of carbon dioxide equivalent (tCO<sub>2</sub>e). Scope 1 (fuels) emissions account for 37% of total emissions, scope 2 account for 56%, and scope 3 (consumption outside our operation) account for 7% of total emissions.

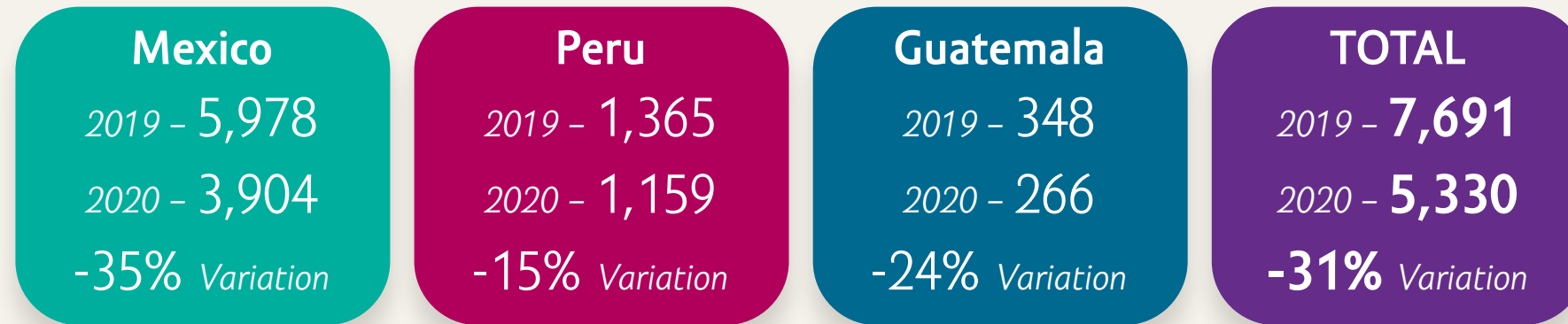
<sup>5</sup> [Refer to our \*\*GHG Emissions Inventory 2020\*\* here.](#)

<sup>6</sup> Refer to the result of this estimate in our **GHG Emissions Inventory 2020**.

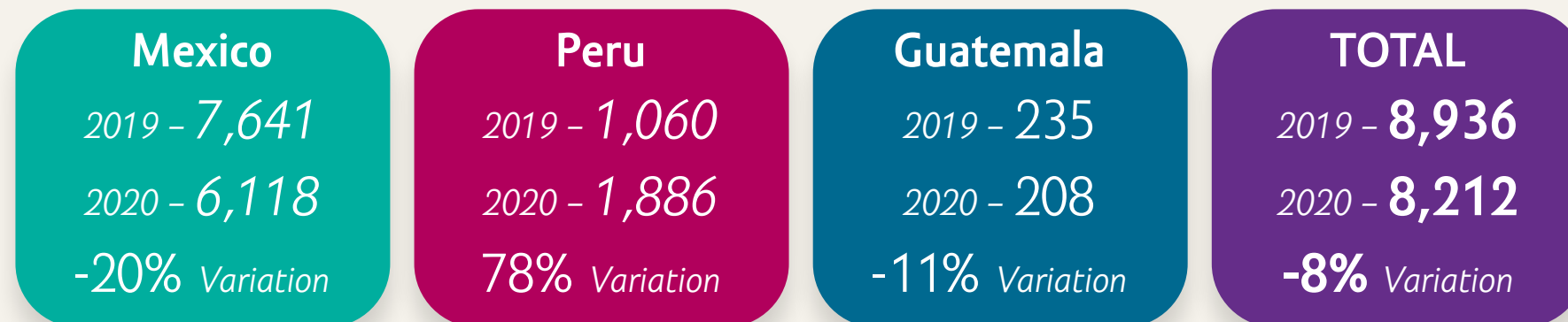




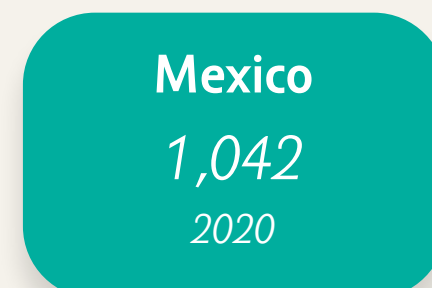
## Scope 1 GHG emissions (tCO<sub>2</sub>e) by country



## Scope 2 GHG emissions (tCO<sub>2</sub>e) by country



## Scope 3 GHG emissions (tCO<sub>2</sub>e) in Mexico



Scope 1 and 2 emissions decreased significantly as compared to 2019, mainly due to the remote work scheme derived from the COVID-19 pandemic, as we reduced the energy consumption of our offices and minimized transfers.

## Emissions intensity tCO<sub>2</sub>e per employee



As part of our commitments to reduce our GHG emissions, we are considering transitioning to the use of refrigerants with less negative impact, assessed through a life cycle analysis (LCA) or through the measurement of the carbon footprint. In addition, we are working with the teams involved to enhance the GHG inventory in Mexico, specifically for the quantification and reporting of Scope 3 emissions, as well as to reinforce this same effort for Peru, so that it can be reflected in our 2022 emissions inventory.



## Water management

We recognize the importance of water as a fundamental resource for life, so we promote its efficient use among our employees, clients and communities.

The water we consume is mainly sourced from public supply networks and we use it for personal hygiene and cleaning practices in our offices.

We are working on documenting and reporting on our water consumption because its quantification represents a challenge for Gentera due to the fact that our corporate is located in a shared building and that our service offices often have limited access to this resource.



## Waste management

In Gentera, the consumption of materials is low as compared to other sectors, therefore, our waste generation is also low. However, the commitment we have to the environment motivates us to continue applying efforts to minimize our impact.

We manage our waste with suppliers specialized in destruction, special handling and recycling. In 2021, we generated and properly managed 28,026 kilograms of waste in the corporate building, which we separated according to their waste category.

## Waste generated in the corporate office

### Recyclable

Dead file and documents with confidential information, uniforms, banners, branded materials, cardboard, paper, newspaper, PET and aluminum

27,700 kg

### Non-recyclable

Organic and inorganic

214 kg

### Special handling

Face masks, gloves, feminine waste and e-waste

112 kg

Total: **28,026 kg**

*Note: Dead file and documents with confidential information go through a process of destruction before being recycled.*

Much of the recyclable waste we generated throughout the year was from **Collection Day**, a workspace release activity that consisted mainly of the destruction of files and textiles in line with the regulation in Mexico.

In 2021, we carried out the Collection Day, and initiative to marks the start of our hybrid work scheme in our corporate offices

**1.24 tons of waste** were destroyed, distributed as follows:

**389 kg**  
of paper

**851 kg**  
of textiles

With these actions we contributed to prevent the deforestation of 182 trees and generated savings consisting of 283,586 liters of water and 17,122 liters of fuel. In addition, it was possible to collect Ps. \$929,600 in stationery, 35% of which was donated to various organizations through Fundación Compartamos and 65% will be used in the corporate.



## Ethics and human rights

2-15, 2-16, 2-23, 2-24, 2-25, 2-26, 2-27, 205-2, 205-3, 206-1, 406-1, 408-1, 409-1, 411-1, 417-3, FN-CB-510a.2

We work every day seeking to do the greatest possible good and basing our actions and decisions on the highest standards of ethics, integrity and in alignment with the Universal Declaration of Human Rights.

For us, it is important that the people who are part of Genera and its companies maintain an integrity conduct in their daily activities; we trust that by doing good, we will achieve our purpose of boosting dreams more plentifully.

Our **Code of Ethics and Conduct**<sup>7</sup> is inspired by our Philosophy and contains the expected behaviors of our directors, commissioners and employees on issues such as the value and respect for human rights, working environment, violence, harassment, anticorruption, conflict of interest, information management, fraud, prevention of money laundering and financing of terrorism, use of assets, relationship with suppliers, clients and competition, among others. In addition, it communicates the way we understand ethical action and defines our behaviors to do as much good as possible.

The Board of Directors and the Audit Committee are responsible for reviewing and approving its content periodically, since we make updates according to the social context of the countries where we operate and the laws or regulations in force in the matter.

<sup>7</sup> Consult our Code of Ethics and Conduct at: <https://bit.ly/2OpFqMy>



In 2021, for the first time, we launched a call for updates to the Code of Ethics and Conduct in which 492 employees participated by submitting their proposals for changes.

To keep the experience of our code updated during the year, we disseminated infographics and videos that reinforced the expected behaviors of our employees, as well as recommendations on how to act in the face of critical situations. Likewise, we disseminated in different communication platforms and through monthly articles **The ABC of our Code**, a synthesis with 10 essential behaviors to live our Philosophy and comply with our Code of Ethics and Conduct.

We believe that every person is unique and unrepeatable, and it has a value in itself. We respect its dignity, rights and obligations and we provide the possible means to achieve its own realization. We recognize the equality of all people, we believe in gender justice, we value the complementary role of women and men in society, and we offer them equal opportunities, so based on their talents and effort, they can grow across all their dimensions and strengthen their families. In this sense, during 2021, we updated our Code of Ethics and Conduct to incorporate this vision on human rights and equal opportunities.

We promote absolute respect for human rights, recognize the value of people and respect their dignity

In Gentera and its companies we reject all types of discrimination, which consists of making any distinction, exclusion, restriction or preference on the grounds of ethnic or national origin, identity and/or expression of gender, age, disabilities, social status, health conditions, religion, opinions, sexual orientations, marital status, or any other that violates human dignity or has the object or effects of nullifying or impairing the rights and freedoms of people. We also reject any act of discrimination, child exploitation, forced labor, violation of the rights of indigenous peoples, abuse or coercion.

**Our Code of Ethics and Conduct** is available at:

**Gentera  
website**

**Intranet**  
of all our  
companies

**App Genterate**

with a section  
dedicated to the Code  
of Ethics and Conduct,  
as well as the  
complaint mechanisms

**Our training  
channels**

covering specifically  
those ethics issues

Upon entering, our employees are certified in our Code of Ethics and Conduct and sign a letter in which they commit to live and respect it. Every year, they renew their commitment and get updated through a recertification.



## Certifications of new employees in Code of Ethics and Conduct by country

### Mexico

2,611  
employees  
in 2020

2,376  
employees  
in 2021

### Peru

1,309  
employees  
in 2020

452  
employees  
in 2021

### TOTAL

4,191  
employees  
in 2020

2,828  
employees  
in 2021

**96% of the employees** we hired in 2021 were certified in the Code of Ethics and Conduct

## Recertifications in Code of Ethics and Conduct by country

### Mexico

15,184  
employees  
in 2020

13,686  
employees  
in 2021

### Peru

5,314  
employees  
in 2020

4,685  
employees  
in 2021

### TOTAL

20,498  
employees  
in 2020

18,371  
employees  
in 2021

**91% of our employees** were recertified in the Code of Ethics and Conduct

Additionally, through the **Ethical Criteria Workshop** we seek to transmit to new employees the ethical culture of Gentera. The course is taught online in synchronous mode with the aim of providing our employees with principles and tools to make decisions that allow them to do the greatest possible good, understand the behaviors established by our Code of Ethics and Conduct and analyze some ethical dilemmas typical of their operation, in addition to knowing our complaint mechanisms and the appropriate way to use them.

In 2021, we updated the content of the workshop based on the type of cases that were presented in the complaint mechanisms and adhering to the latest version of our code.



We also offered different training sessions on ethical issues:

### Special ethics training sessions

Tailor-made to meet the specific needs of different field teams focused on issues such as conflict of interest, workplace violence, working environment and use of the complaint mechanisms.

### Ethical training for trainers

Aimed at trainers of employees in the field and representatives of people who are key in the dissemination and strengthening of our ethical culture. The sessions focused on presenting an overview of the main behaviors established in our code, as well as on the knowledge and use of the complaint mechanisms.

### Ethical integrity system in Gentera

Sessions focused on showing the system of ethical integrity of Gentera, including the Code of Ethics and Conduct, the complaint mechanisms, the Ethics Committee and the different areas of accompaniment and monitoring of compliance with our code.

On the other hand, we have a **Code of Ethics and Conduct for Suppliers**<sup>8</sup>, which describes the expected guidelines of conduct between Gentera employees and their companies, and any of our suppliers, on issues such as conflict of interest, information management, relationships, corruption and labor violence, among others.

<sup>8</sup> See our Code of Ethics and Conduct for Suppliers at: <https://bit.ly/2OpFqMy>

We make available to all of our stakeholders' different complaint and reporting mechanisms designed for anyone to report, confidentially and without retaliation, breaches of any of the codes or our policies. These are available 365 days a year.

**denuncia@gentera.com.mx**

Mail

**Mexico: 800 5061 264**

(option 3)

**Peru: 08000 0903**

Telephones  
(calls are free)

**www.gentera.com.mx**

>

**Who we are**

>

**Code of Ethics**

>

**Transparency Mailbox**



When a query or a complaint is made through any of the available means, the Complaints Monitoring team is responsible for receiving, attending and channeling them. Under specific situations when it is required, it also carries out the corresponding investigations to present the case to the Ethics Committee of Genera, for its evaluation, solution and pertinent resolution.

## Complaints response process

1 >

The whistleblower identifies a breach of our Code of Ethics and Conduct

2 >

The complainant approaches any of our complaint mechanisms to report the fault

3 >

The complaint mechanisms are attended by the area of Follow-up to complaints which defines the treatment, initiates the investigation and presents the results to the Ethics Committee

4 >

The Ethics Committee defines the resolution actions with objectivity and transparency, seeking for the greatest possible good for all those involved

5 >

Once the Ethics Committee establishes the resolution actions, the Follow-up area to complaints executes them and informs the complainant of the closure of the complaint

*Note. Attention to complaints of offences that violate human rights is carried out following the same process.*



We provided timely attention to the cases and complaints received during the year, which were related to issues such as working environment, disagreement with processes, conflict of interest, sexual harassment, workplace harassment and poor client service; none was related to corruption, cases of child labor, forced labor, violations of the rights of indigenous peoples or violation of human rights.

### Queries

336  
*in 2020*

359  
*in 2021*

### Complaints

516  
*in 2020*

604  
*in 2021*

At Gentera we are committed to an integral, ethical and transparent operation, free of corruption.

During 2021, we did not receive any fines, sanctions or infractions on unfair competition, monopolistic practices and against free competition, fraud and insider trading, or marketing breaches.



## Corporate Governance

2-9, 2-10, 2-11, 2-12, 2-13, 2-17, 2-18, 2-19, 2-20

We are convinced that transparency and adherence to the best corporate governance practices are essential to achieve our purpose and the sustainability of the business. Since our inception, we have maintained elements of good corporate governance and social impact, which we have shared, but above all made conscious, among our stakeholders.

Genera's Bylaws, the Code of Good Corporate Governance and Regulations of the Board of Directors define our management and encourage commitment to our Philosophy. In addition, we are adhered to standards and best practices of the sector such as the Code of Best Corporate Practices of the Business Coordinating Council, the Code of Professional Ethics of the Stock Exchange Community and the Internal Regulations of the Mexican Stock Exchange.

Genera's Board of Directors is made up of 11 proprietary directors and one honorary director, of which seven are independent. Committed to transformation, empowerment, inclusion and gender equality at all levels of the organization, this year we strengthen the presence of women on our Board of Directors, making a more plural body, which adds to sustainability, and with its capabilities, to continuous innovation.

In April 2021, Marina Díaz Ibarra joined the Board of Directors of Genera as Independent Director; she has broad experience in digital transformation processes, e-commerce and digital business development through innovative technologies and marketing tools.

### The positions of chair of the Audit Committee and the Corporate Practices Committee are held by women

The General Shareholders' Meeting is responsible for the appointment, ratification and removal of the members of the Board of Directors and receives support from the Nomination and Evaluation Committee, composed of members of the Board of Directors to make the selection and evaluation of the candidates. All members are selected in accordance with the legal requirements and the professional profile, career path and personal integrity required by the Code of Good Corporate Governance and related to the purpose of Genera.

The length in the position is one year; however, directors can be re-elected for equal terms if they demonstrate good performance results in their annual evaluation.



The Board of Directors and the Audit Committee carry out an annual exercise that includes evaluation sections as a collegiate body and self-evaluation, with the aim of assessing the quality and performance of their functions. In the immediate following session, the results are announced to discuss the areas of opportunity, receive feedback, establish plans with corresponding corrective measures and, where appropriate, the topics on which the training will focus.

Based on continuous improvement, we provide constant training to the members of the Board of Directors through conferences, courses and updating forums. In addition, since 2019, the members of the Board, who have access to confidential or privileged information, annually ratify their adherence to the Code of Ethics and Conduct, to regulate the operations with securities of Gentera and other issuers.

Each of Gentera's companies has its own corporate governance structure that considers the legal nature and the applicable legislation in each case. Their operation is carried out in accordance with the best practices and the Code of Good Corporate Governance. In parallel, they report directly to the governing bodies of Gentera, who monitor the fulfillment of their functions and issue guidelines to preserve alignment with the strategic approach and general policies.

## Composition of Gentera's Board of Directors<sup>9</sup>

Member	Type	Seniority on the Board	Age
Marina Díaz Ibarra	Independent	8 months	41 years
Martha Elena González Caballero	Independent	15 years	67 years
Rose Nicole Dominique Reich Sapire	Independent	8 years	56 years
Antonio Rallo Verdugo	Independent	6 years	60 years
Carlos Antonio Danel Cendoya	Related	21 years	52 years
Carlos Labarthe Costas	Related	21 years	53 years
Francisco Javier Arrigunaga Gómez del Campo	Independent	6 years	58 years
John Anthony Santa Maria Otazua	Independent	13 years	64 years
José Ignacio Ávalos Hernández	Related	21 years	62 years
Juan Ignacio Casanueva Pérez	Related	11 years	53 years
Luis Alfonso Nicolau Gutiérrez	Independent	2 years	60 years
José Manuel Canal Hernando	Honorary*	18 years	82 years

\* With voice but without vote

Chairman	Secretary	Alternate Secretary
Carlos Antonio Danel Cendoya	Manuel de la Fuente Morales	Zurihe Sylvia Manzur García

<sup>9</sup> See the functions and powers of the Board of Directors of Gentera here.

The Governing Body is supported by four Committees.

## Audit Committee

Member	Position	Type	Seniority on the committee
Martha Elena González Caballero <sup>1</sup>	Chairman	Independent	11 years, 11 months
Antonio Rallo Verdugo	Member	Independent	8 months
Luis Alfonso Nicolau Gutiérrez <sup>1</sup>	Member	Independent	2 years, 8 months
Jerónimo Luis Patricio Curto de la Calle <sup>1</sup>	Permanent guest*	Independent Specialist Advisor	7 years, 10 months
Manuel Constantino Félix Gutiérrez García <sup>1</sup>	Permanent guest*	Independent Specialist Advisor	7 years
Oscar Luis Ibarra Burgos	Permanent guest*	Director of Internal Audit	11 years, 11 months

*\*With voice, but without vote*  
<sup>1</sup> Financial expert

The Audit Committee held nine regular sessions during 2021.

### Main functions

- To review the integrity of the financial statements and reports, as well as the accounting and tax criteria and practices applied
- To monitor the internal control system and the execution and follow-up of its operational processes
- To ensure that the internal and external audit function is carried out with the utmost objectivity and independence
- To follow up on the degree of compliance with the principles established in the Code of Ethics and Conduct of Genera and its companies
- To review the results of the system tests comprising the business continuity plan of Genera and its companies
- To review the Related Party Transactions submitted by the Internal Audit Director and, if appropriate, recommend to the Board of Directors the approval of those identified as Significant Related Party Transactions



## Executive Committee

Member	Position	Type	Seniority on the committee
Carlos Antonio Danel Cendoya <sup>1</sup>	Chairman	Related	8 years, 9 months
Carlos Labarthe Costas	Member	Related	10 years, 9 months
Francisco Javier Arrigunaga Gómez del Campo <sup>1</sup>	Member	Independent	5 years, 9 months
José Ignacio Ávalos Hernández	Member	Independent	10 years, 9 months
Juan Ignacio Casanueva Pérez	Member	Related	8 months
Enrique Majós Ramírez	Member	Related Managing Director	4 years, 3 months
Manuel de la Fuente Morales	Member	Related Corporate Managing Director	3 years, 8 months
Patricio Diez de Bonilla García Vallejo	Member	Related Managing Director of Banco Compartamos, S.A. Multiple Banking Institution	3 years, 8 months
Álvaro Rodríguez Arregui	Permanent guest*	Asesor Specialist Advisor	6 years, 9 months
Juan José Gutiérrez Chapa	Permanent guest*	Independent Specialist Advisor	3 years, 8 months

\*With voice, but without vote

<sup>1</sup> Financial expert

The Executive Committee held five regular sessions during 2021, one unanimous resolution was documented.

### Main functions

- To follow up on the strategy approved by the Board of Directors, including the ESG aspects that apply
- To support the management team by analyzing and discussing strategic or highly relevant matters, mainly during periods when the Board of Directors are not in session
- To evaluate new business options and follow up on the negotiation
- To serve as a liaison and foster greater communication between the Board of Directors and the management team



## Corporate Practices Committee

Member	Position	Type	Seniority on the committee
Francisco Javier Arrigunaga Gómez del Campo <sup>1</sup>	Chairman	Independent	3 years, 8 months
Marina Díaz Ibarra	Member	Independent	8 months
Martha Elena González Caballero <sup>1</sup>	Member	Independent	10 years, 6 months
John Anthony Santa María Otazua <sup>1</sup>	Member	Independent	5 years, 9 months
Manuel de la Fuente Morales	Permanent guest*	Corporate Managing Director	3 years, 8 months

\*With voice, but without vote

<sup>1</sup> Financial expert

The Corporate Practices Committee held four regular sessions and one extraordinary session during 2021.

### Main functions

- To participate in the supervision, retention, evaluation and compensation of the CEO and the management team
- To prepare and approve policies on talent development and succession planning, and if so, to make it available to the General Shareholders' Meeting
- To determine the salary and compensation policies for members of the Board of Directors and relevant Genera executives
- To review and determine the comprehensive compensation packages for employees of Genera and its companies
- To be informed on transactions with related parties that are reported by the Audit Committee through the Internal Audit Director
- To prepare the annual activities report, including transactions with related parties during the fiscal year, highlighting those considered significant



## Risk Committee

Member	Position	Type	Seniority on the committee
Rose Nicole Dominique Reich Sapire	Chairman	Independent	6 years, 9 months
Carlos Labarthe Costas	Member	Related	10 years, 9 months
José Ignacio Avalos Hernández	Member	Related	3 years, 8 months
Luis Alfonso Nicolau Gutiérrez <sup>1</sup>	Member	Independent	8 months
Marcela Morandeira Santamaría	Member	Head of the Unit for Integral Risk Management	3 years, 8 months
Patricio Díez de Bonilla García Vallejo	Member	Related Banco Compartamos, S.A. Multiple Banking Institution CEO	3 years, 3 months
José Manuel Canal Hernando	Member	Honorary Director	8 months
Oscar Luis Ibarra Burgos	Permanent Guest*	Internal General Auditor	6 years, 9 months

\*With voice, but without vote

<sup>1</sup> Financial expert

The Risk Committee held 10 regular sessions during 2021.

### Main functions

- To identify, supervise and develop mechanisms to mitigate the risks to which Genera or its companies are exposed
- Together with the management team, it defines the risk map, mitigation strategies, adequate monitoring and follow-up controls
- To define and propose risk exposure limits, including the ones related to ESG issues, and approve those that correspond to its powers, and ensure that the organization's risk profile is in accordance with the guidelines approved by the Board of Directors and applicable legislation
- To monitor the performance of the indicators, as well as any alerts that may be detected in order to define the appropriate mitigation and control measures for each case

## Board of Directors

### Marina Díaz Ibarra

*Year of appointment:* 2021

*Studies:* Degree in Economics graduated from Torcuato Di Tella University, with a Master's degree in Project Valuation and Management from the Technological Institute of Buenos Aires – CEMA University; MBA with specialization in Strategic Management and Marketing at The Wharton School, University of Pennsylvania where she recently concluded the executive program Analytics for Growth Using Machine Learning, AI, and Big Data.

*Current activities:* Advisor to several transformation companies such as Lionforge and Jumex. She is an Angel investor in technology and impact ventures in the region and a mentor for Endeavour Mexico.

*Experience:* Specially in digital transformation processes and digital business development through innovative technologies and marketing tools. She has collaborated in Wolox (acquired by Accenture in January 2021) as Partner & Chief Strategy Officer, Mercado Libre as General Manager for Argentina, Chile and Peru, Under Armour as Global Senior Manager, Nike as Emerging Markets Apparel Merchandising Manager, Unilever as Regional Brand Manager for the Dove brand and Monsanto as Financial Analysis Trainee and Six-Sigma Champion.

*Participation in other boards:* Rotoplas Group and BITSO.

*Field of expertise:* Technology and systems.

### Martha Elena González Caballero

*Year of appointment:* 2006

*Studies:* Certified Public Accountant graduated from Universidad Iberoamericana.

*Current activities:* Independent practice, Commissioner and Board member of several companies in the public and private sector, including Chairman of the Audit Committee of Active Leasing.

*Experience:* More than 30 years as an independent auditor, from 1976 to August 2005 she worked at Ruiz Urquiza y Cía., S.C.- Arthur Andersen, now Galaz, Yamazaki, Ruiz Urquiza, S.C., representatives of Deloitte, and was appointed Partner in 1991. She is also member of the Instituto Mexicano de Contadores Público and the Colegio de Contadores Públicos de México; partner in the project of harmonization of financial reporting standards with the standards issued by the National Banking and Securities Commission, and advisor to such Commission in the issuance of accounting regulations for financial institutions.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple; Infonavit and Active Leasing.

*Field of expertise:* Audit and consulting in the financial sector.

### Rose Nicole Dominique Reich Sapire

*Year of appointment:* 2013

*Studies:* Bachelor's degree in Computer Science from Instituto Tecnológico de Estudios Superiores Monterrey, with a Master's degree in Business Administration from Instituto Tecnológico Autónomo de México (ITAM); Corporate Leadership program from Harvard Business School, Boston, Massachusetts, and an executive program from Kellogg School of Management at Northwestern University.

*Current activities:* CEO of BNP Paribas Cardif Mexico and independent Board member of several companies in Mexico and abroad.

*Experience:* From 2007 to 2012, Executive Vice President and CEO of Grupo Financiero Scotiabank Mexico; CEO of Scotiabank in the Dominican Republic. At Citigroup, she held senior management positions, including General Manager and CEO for Peru, Chile and the Dominican Republic.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple and other companies in Mexico and abroad.

*Field of expertise:* Finance, insurance and banking.

### Antonio Rallo Verdugo

*Year of appointment:* 2015

*Studies:* Marine Biologist graduated from the University of California in San Diego, California, with a postgraduate degree in Aquaculture from Aix Marseille III, in France.

*Current activities:* CEO of ID345- Start UP, a company focused on the development of technology companies and scalable platforms.

*Experience:* Former Vice President of Strategy and Technology of Grupo Televisa, Co-Founder and Chairman of the Board of NCubo Holdings, incubation company of technology companies such as: KIO Networks; Founder and Executive Chairman of iWeb; Founder and Executive Chairman of Digital Media Studio; Regional Director of Multimedia Technologies for Apple's European division.

*Participation in other boards:* KIO Networks and Banco Compartamos, S.A. Institución de Banca Múltiple.

*Field of expertise:* Systems and technology.

### Carlos Antonio Danel Cendoya

*Year of appointment:* 2000

*Studies:* Architect graduated from Universidad Iberoamericana, with a Master's degree in Business Administration from Instituto Panamericano de Alta Dirección de Empresa (IPADE). He has studied microfinance programs at The Economic Institute in Boulder and taught at Harvard Business School.

*Current activities:* Co-Founder and Chairman of the Board of Gentera, S.A.B. de C.V. and member of the Board of Banco Compartamos, S.A. Institución de Banca Múltiple.

*Experience:* More than three decades in microfinance in Gentera, S.A.B. de C.V., a financial institution with the purpose of boosting the dreams of its clients by attending to their financial needs with human touch in Mexico and Peru. Under the Compartamos brand, financial services of credit, savings, insurance and means of payment are provided to entrepreneurs. In 2007 he was selected as a Young Global Leader by the World Economic Forum.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple.

*Field of expertise:* Microfinance, financial services and business.

### Carlos Labarthe Costas

*Year of appointment:* 2000

*Studies:* Industrial Engineer graduated from Universidad Anáhuac del Norte, with studies in Senior Business Management from Instituto Panamericano de Alta Dirección de Empresa (IPADE).

*Current activities:* Co-Founder and Chairman of the Board of Banco Compartamos, S.A. Institución de Banca Múltiple and member of the Board of Gentera, S.A.B. de C.V.

*Experience:* More than three decades in microfinance in Gentera, S.A.B. de C.V., a financial institution with the purpose of boosting the dreams of its clients by attending to their financial needs with human touch in Mexico and Peru. Under the Compartamos brand, financial services of credit, savings, insurance and payment channels are brought to entrepreneurs. In 2015, he was recognized by the Great Place to Work Institute and Wobi magazine as The Most Trusted CEO in Mexico.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple; Kipling Group; Promotora Ignia, S.C.; and the Instituto Tecnológico y de Estudios Superiores de Monterrey.

*Field of expertise:* Microfinance, financial services and business.



### Francisco Javier Arrigunaga Gómez del Campo

*Year of appointment:* 2015

*Studies:* Degree in Law from Universidad Iberoamericana, with a Master's degree in Law from Columbia University and a specialization in Corporate Law and Finance.

*Current activities:* Chairman of the Board of Grupo Aeroméxico, S.A.B. de C.V. and CEO of Xokan, a financial advisory firm.

*Experience:* CEO of Grupo Financiero Banamex (subsidiary of Citigroup), Mexican Ambassador to the OECD, various positions at Banco de México, Chief Executive Officer of Fondo Bancario de Protección al Ahorro, President of the Asociación de Bancos de México, Board member of different companies and institutions, including the Mexican Stock Exchange, Banamex Financial Group, National Banking and Securities Commission, and Inverlat Financial Group.

*Participation in other board:* Banco Compartamos, S.A., Institución de Banca Múltiple; Investment Fund of the Pension Plan of Canada, Prestanómico, S.A.P.I. de C.V., Grupo Dine, Grupo Kuo; the Port of Liverpool, Paralelo 19; and associate of the General Assembly of the Universidad Iberoamericana, among others.

*Field of expertise:* Finance and financial services.

### John Anthony Santa María Otazúa

*Year of appointment:* 2008

*Studies:* Degree in Business Administration and Master's degree in Finance, graduated from Southern Methodist University Dallas, Texas.

*Current activities:* Director of the Mexican Division of Coca-Cola FEMSA.

*Experience:* Career at McKinsey & Company and PepsiCo, he joined Coca-Cola FEMSA in 1995, where he was COO for Mexico, Strategic Planning and Mergers and Acquisitions Officer; Strategic Planning and Business Development Officer and COO of the South American Division of Coca-Cola FEMSA.

*Participation in other board:* Banco Compartamos, S.A., Institución de Banca Múltiple, FEMSA Foundation and American School Foundation.

*Field of expertise:* Strategic planning, business administration and finance.



### José Ignacio Ávalos Hernández

*Year of appointment:* 2000

*Studies:* Degree in Business Administration graduated from Universidad Anáhuac del Norte.

*Current activities:* Chairman of the Board of Promotora Social México, A.C., Founder and President of Un Kilo de Ayuda, A.C.

*Experience:* More than 33 years of experience in philanthropy and finance.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple y Mexicanos Primero, A.C.

*Field of expertise:* Philanthropy and microfinance.

### Juan Ignacio Casanueva Pérez

*Year of appointment:* 2010

*Studies:* Public Accountant from Universidad Iberoamericana, with studies in Business Administration from Instituto Panamericano de Alta Dirección de Empresa (IPADE), Corporate Governance: Effectiveness and Accountability in the Boardroom, Kellogg Northwest University.

*Current activities:* Chairman of Grupo Casanueva Pérez S.A.P.I. de C.V. and Chairman of the Interprotección Agente de Seguros y de Fianzas.

*Experience:* More than 25 years of experience in the insurance, brokerage, reinsurance and surety sector with global presence and recognition. In 2018, he was granted with an award as Philanthropist of the Year, by the Association of Fundraising Professionals (AFP).

*Participation in other boards:* Grupo AXO, S.A de C.V.; Banco Compartamos, S.A. Institución de Banca Múltiple; Aterna, Agente de Seguros y Fianzas, S.A. de C.V.; Controladora AT, S.A.P.I. de C.V.; BIVA Casa de Bolsa, S.A. de C.V.; UNIFIN Agente de Seguros, S.A. de C.V.; Man Nature A.C; President of the Carlos Casanueva Pérez Foundation; and President of the Pro-bosque trust of Chapultepec.

*Field of expertise:* Insurance and business.



### Luis Alfonso Nicolau Gutiérrez

*Year of appointment:* 2019

*Studies:* Law degree from Escuela Libre de Derecho, with a Master's degree in Law from Columbia University.

*Current activities:* Independent practice and member of the Board of Directors of various companies.

*Experience:* More than 30 years in mergers and acquisitions, transactions in the capital markets, debt and equity and in the financial and banking sector, including regulatory aspects. Advisor to underwriters and issuers of debt and equity in Mexico and abroad. He worked as a foreign associate at Johnson & Gibbs, Dallas, and shearman & Sterling, New York.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple; Posadas Group; Coca Cola FEMSA; Grupo Cementos Chihuahua; Coppel Group; KIO Networks; Morgan Stanley Mexico; member of the Investment Committee of the Ignia Public Capital Fund and Promotora Social México, A.C.

*Field of expertise:* Legal, investment and financial services.

### José Manuel Canal Hernando

*Year of appointment:* 2003

*Studies:* Public Accountant graduated from Universidad Autónoma de México (UNAM).

*Current activities:* Director, Commissioner and Advisor to the Board of Directors of several financial, industrial, and consumer products groups.

*Experience:* Independent auditor, Director, Commissioner and Advisor to companies in various financial and industrial groups.

*Participation in other boards:* Banco Compartamos, S.A., Institución de Banca Múltiple; FEMSA, Coca-Cola FEMSA; Grupo Financiero BBVA Bancomer; Seguros Monterrey, New York Life; Grupo Alsea; Grupo KUO; Grupo Industrial Saltillo, Consorcio Comex and Estafeta Mexicana.

*Field of expertise:* Accounting, auditing, internal control and corporate governance.



## Risk management

2-12

Like any other company, we are exposed to economic, financial, political, reputational, environmental, social and governance risks, which we seek to identify, prevent, address and mitigate in a timely and appropriate manner through our strategy.

We continuously manage the risks we identify and incorporate regular analysis throughout the operation.

Genera's desired risk profile is reviewed and approved by the Board of Directors, which sets global limits and tolerance levels according to the risk assumed. For its part, the Directorate of Integral Risk Management and the Risk Committee have the responsibility to monitor that the exposure to risk is consistent with the risk levels established by the authority and that it does not exceed the internal limits established through the policies approved by the Board of Directors.

The Risk Management Department of Genera is the Comprehensive Risk Management Unit (UAIR, by its acronym in Spanish) who defines the methodologies for the correct identification, measurement and monitoring of possible risks by each business unit. Likewise, every company of Genera is responsible for the risks it assumes and the UAIR ensures that all of them are reported on a monthly basis to the Risk Committee, while the Audit Committee is responsible for following up on the risk observations of the supervisory entities and its own reviews of each of the companies





## Risks and opportunities related to climate change

201-2

TCFD Governance a) and b), Strategy a) and b), Risk management b) and c)

At Gentera we recognize that climate change is a reality that can represent a risk to our business, but also an opportunity for the creation of long-term value for our clients and stakeholders.

### Main climate change risk for Gentera and its companies

Increase in severe extreme weather phenomena, cyclones and floods.

### Classification

Physical

### Description of the risk-related impact

Operating contingency that interrupts the operation of the business.

### Financial implications of the risk before action is taken

- Reduction of income due to a decrease in the capacity of attention to clients.
- Reduction in the ability to recover the loan portfolio.
- Increase in the costs of capital (due to damages in the facilities).
- Increase in insurance premiums.

### Methods used to manage risk

- Training for Brigade Members in the field, as well as alerting and monitoring of meteorological events that could have an impact on areas of operation and clients.
- Report and monitoring of portfolio.

### Cost of actions taken to manage risk

Ps. \$7.5 million in training for brigade members.

## La The UAIR is responsible for monitoring risks related to climate change through the Risk Committee

This committee is responsible for assessing climate change-related risks that may compromise business continuity or result in an impact on the loan portfolio. It also informs the Board of Directors of the risks identified under this scenario.

Within the Crisis Committee, issues related to climate events are addressed and presented, where appropriate, for timely attention.



## Data Security

418-1, FN-CB-230a.1, FN-CB-230a.2, FN-CF-220a.1, FN-CF-230a.1, FN-CF-230a.3

The guidelines to be followed to receive, store and manage data and information of our employees and clients are defined by our Information Security Governance model, the Gentera Information Security Policy and the Regulatory Framework.

Our Organizational and Operational Governance Model of Information Security is supported by the same regulatory framework, as well as the definition of roles and responsibilities; it interacts with several areas of the institution.

The responsibility of the Executive Directorate of Governance Risk and Compliance is to supervise the security of the information in all the processes and activities that we carry out at Gentera and its companies, whose functions are supported by the Chief Information Security Officer (CISO) and the Chief Technology Officer (CTO).

Likewise, we have response procedures to deal with possible incidents of loss of information and contingency plans, which are tested at least every six months in order to ensure their correct functioning and to analyze their vulnerability.

Our annual information security and privacy awareness and training program provides the necessary tools for our employees to handle information in accordance with our guidelines.

During 2021, we recorded 142 cybersecurity incidents that did not affect our clients.

On the other hand, in line with our transformation strategy, we moved the business processes and operational support of Compartamos Banco to the cloud and enabled the systems for the other Gentera companies, which places us as one of the first financial institutions in Mexico to operate with these characteristics, complying with regulatory and security requirements of the applicable information.

### The National Banking and Securities Commission (CNBV) gave us the approval to move our operations to the cloud

The support services provided for the operation of the bank are aligned with the needs of our internal and external clients, under criteria of innovation and best practices that place us as a cutting-edge financial institution.

With the enablement of our technological architecture, we can be increasingly efficient, flexible and agile by serving millions of people in a personalized way, maintaining the personal, warm and human touch that characterizes us.



# Financial performance

We are convinced that we generate value by having the person at the center of our actions while working for the well-being of communities and their development. As a result, our business outcomes will allow us to continue boosting dreams

## Information for investors

2-2, 201-1, 203-2, FN-IN-270a.3

Facing a challenging economic context in Mexico and Peru, we lived a year of recovery thanks to the approach and correct implementation of our strategy.

We accompanied more than 3 million clients in the economic reactivation of their businesses. Total loan portfolio reached the largest figure in Gentera's history at Ps. \$46.238 billion in 4Q21, a 13.6% growth compared to 4Q20.

Our commitment to the economic reactivation of the countries where we operate resulted in 6.6% increase of clients, one of the largest growth in recent years.

Gentera's overdue portfolio closed at 2.82%, improving by 2.61 percentage points as compared to 2020, a sign of the attention given to responsible placement.

The recovery in profits is a consequence of a growth with quality. In 2021, we reported Ps. \$2,625 million in Net Income for the 2021 full year. In addition, capital / total assets in Gentera for 4Q21 stood at 35.3%, which demonstrates a strong liquidity position.

These results, together with the quality of our assets and the disciplined control of expenses in place, confirm our solid and reliable position to continue serving our clients in Mexico and Peru based on high service standards, setting the beginning of the transformation of Gentera proposed for the following years.



## Financial and operating results (figures expressed in millions of Mexican pesos)

Concept	2019	2020	2021
Credit Clients	3,486,699	3,001,092	3,198,777
Employees	22,736	22,366	20,206
Service Offices <sup>1</sup>	747	788	579
Branches	201	163	143
Portfolio (millions of pesos)	41,692	40,689	46,238
Average Loan per client	11,957	13,558	14,455
NPLs / Total portfolio	2.79%	5.43%	2.82%
Interest earned on credit portfolio	22,380	18,745	21,891
Income from financial investments	429	607	552
Proceeds from sale of assets	(43)	(10)	(5)
Interest income	22,809	19,352	22,443
Interest expense	2,076	2,302	1,965
Net Interest Income	20,733	17,050	20,478
Net interest income after provisions	17,569	10,070	16,596
Operating expenses	13,808	13,417	14,659
Salaries and benefits	8,751	8,716	9,423
Income tax	1,407	(709)	1,005
Net operating income	4,571	(2,482)	3,831
Net income	3,309	(1,635)	2,625
Capitalization (broken down in terms of debt)	31,892	42,793	40,839
Total stockholders' equity	20,521	22,282	24,834
Average portfolio	37,841	41,686	41,274
Average productive assets	45,418	57,493	57,632
Operating income / average portfolio	12.1%	-6.0%	9.3%
Net income / average portfolio	8.7%	-3.9%	6.4%
Operating income / average productive assets	10.1%	-4.3%	6.6%
Net income / average productive assets	7.3%	-2.8%	4.6%

<sup>1</sup> ConCrédito Service Offices are not considered because currently they are all virtual.

Balance sheet	2019	2020	2021
<b>Assets</b>			
Availability + Investments in securities + Debtors under repurchase agreements (cash and other investments)	7,710	18,481	13,850
Total Assets	56,640	68,951	70,272
Liquidity (availability + investments in securities) / total assets	13.6%	26.8%	19.7%
Total portfolio	41,692	40,689	46,238
Non-performing loans	1,163	2,209	1,303
Fixed asset	1,032	870	717
<b>Liabilities</b>			
Total liabilities	36,119	46,669	45,438
Liability with cost	31,892	42,793	40,839
Equity (Total stockholders' equity)	20,521	22,282	24,834
Net income per share (in Mexican pesos)	2	(1.02)	1.65
Average assets	53,849	66,740	69,226
Average equity	19,318	21,726	23,318
ROA (net income / average assets)	6.1%	-2.4%	3.8%
ROE (net income / average equity)	17.1%	-7.5%	11.3%

Value of the share	2019	2020	2021
Book value per share (in Mexican pesos)	12.9	14.04	15.59
Exchange rate	18.86	19.91	20.51
Share prices at the end of the year (in Mexican pesos)	19.47	9.73	13.18
Total actions for UPA and PCA calculation	1,590,893,876	1,587,593,876	1,592,856,876



100% of Gentera's shares are floating.

Loan portfolio by country (millions of pesos)	2019	2020	2021
Mexico*	26,268	22,093	26,769
Peru	14,754	15,624	16,518
ConCrédito	-	2,248	2,952
<b>Total<sup>2</sup></b>	<b>41,022</b>	<b>39,965</b>	<b>46,239</b>

\*It only includes consumer credit portfolio, it excludes Ps. \$910 million pesos of commercial portfolio.

<sup>2</sup> The total portfolio balance includes the data for Guatemala for 2019 (Ps. \$669.8 million) and for 2020 (Ps. \$723.7 million).

Amount disbursed by countries (millions of pesos)	2019	2020	2021
Banco Compartamos	105,198	78,330	103,541
Peru	28,938	19,650	28,883
Guatemala	2,954	2,174	1,333
ConCrédito	n/a	n/a	7,944
<b>Total</b>	<b>137,090</b>	<b>100,154</b>	<b>141,701</b>

Interest income by country	2019		2020		2021	
	Interest income by country	%	Interest income by country	%	Interest income by country	%
Mexico	17,721	77.7%	14,630	75.6%	18,238	81.3%
Peru	4,497	19.7%	4,274	22.1%	4,205	18.7%
Guatemala	591	2.6%	448	2.3%	0	0.0%
<b>Total</b>	<b>22,809</b>	<b>100%</b>	<b>19,352</b>	<b>100.0%</b>	<b>22,443</b>	<b>100%</b>

Percentage of portfolio broken down by business unit							
Year	Compartamos Banco	ConCrédito	Yastás	Aterna	Gentera	Compartamos Financiera	Compartamos S.A.
	Mexico	Mexico	Mexico	Mexico	Mexico	Peru	Guatemala
2019	63.0%	0.0%	0.0%	0.0%	0.0%	35.4%	1.6%
2020	54.3%	5.5%	0.0%	0.0%	0.0%	38.4%	1.8%
2021	57.9%	6.4%	0.0%	0.0%	0.0%	35.7%	-

Net Income (Loss) (millions of pesos)	2019	2020	2021
Mexico (Compartamos Banco)	2,342	(1,344)	2,285
Peru	554	(277)	(139)
Gentera, S.A.B. and subsidiaries	3,309	(1,635)	2,625
ConCrédito	-	-	543
Guatemala	56	(233)	-

<sup>2</sup> The total portfolio balance includes the data for Guatemala for 2019 (\$669.8 mdp) and for 2020 (\$723.7 mdp).





## Economic value created, distributed and retained

Main indicators	Banco Compartamos		Compartamos Financiera		ConCrédito	
	2021	Δ vs 2020	2021	Δ vs 2020	2021	Δ vs 2020
NPLs / Total portfolio	2.08%	-3.56 pp	3.72%	-0.86 pp	4.46%	-2.46 pp
Coverage ratio	281.5%	106.6 pp	243.7%	20.1 pp	317.0%	170.6 pp
ROA	6.1%	9.9 pp	-0.7%	0.6 pp	13.0%	N/C
ROE	20.7%	32.5 pp	-4.0%	3.2 pp	24.0%	N/C

Main indicators	Banco Compartamos		Compartamos Financiera		Compartamos S.A.	
	2020	Δ vs 2019	2020	Δ vs 2019	2020	Δ vs 2019
NPLs / Total portfolio	5.64%	2.45 pp	4.58%	2.57 pp	12.59%	8.35 pp
Coverage ratio	174.9%	-28.7 pp	223.6%	-72.0 pp	199.8%	43.0 pp
ROA	-3.8%	-11.3 pp	-1.3%	-4.9 pp	-26.6%	-33.5 pp
ROE	-11.8%	-32.3 pp	-7.2%	-26.4 pp	-32.1%	-39.8 pp

Main indicators	Mexico		Peru		Guatemala	
	2019	Δ vs 2018	2019	Δ vs 2018	2019	Δ vs 2018
NPLs / Total portfolio	3.19%	0.60 pp	2.01%	-0.93 pp	4.2%	0.58 pp
Coverage ratio	203.6%	-21.6 pp	295.6%	57.7 pp	156.8%	-7.60 pp
ROA	7.5%	0.4 pp	3.6%	-0.2 pp	6.9%	0.60 pp
ROE	20.5%	1.7 pp	19.2%	-0.9 pp	7.7%	0.70 pp

Concept (millions of pesos)	2019	2020	2021
Direct economic value created <sup>1</sup>	24,035	20,820	24,889
Distributed economic value <sup>2</sup>	16,847	14,848	17,528
Retained economic value <sup>3</sup>	7,188	5,972	7,361
Net income	3,309	(1,635)	2,625

<sup>1</sup> Direct economic value created = interest income + commissions and fees charged + intermediation results + other operating income (expenses), net.

<sup>2</sup> Distributed economic value = interest expense + commissions and fees paid + administrative and promotional expenses + share of associate's income + taxes – depreciation and amortization.

<sup>3</sup> Retained economic value = direct economic value created - distributed economic value.

Concept	2019	2020	2021
Number of Clients	3,486,699	3,001,092	3,198,777
Net Interest Income (millions of pesos)	20,733	17,050	20,478
Operating efficiency	25.6%	20.1%	21.2%
Net Operating Income (millions of pesos)	4,571	(2,482)	3,831
Net income (millions of pesos)	3,309	(1,635)	2,625



We have credit lines in Mexico and Peru that ensure the liquidity of our operations and the confidence of the market, as well as that of investors in our business.

## Mexico

Citi, the U.S. International Development Finance Corporation (DFC) and the Japan International Cooperation Agency (JICA), in partnership, introduced loan agreements with Compartamos Banco to provide 70 million dollars in loans to primarily women-owned small businesses located in the less developed regions of Mexico.

In line with the Principles of Responsible Banking and other initiatives to generate sustainable value, Compartamos Banco successfully placed the amount of Ps. \$2.5 billion in the Institutional Stock Exchange (BIVA, by its acronym in Spanish). This being the first issuance of sustainable debt intended to fund productive projects, mainly for women, that generate a positive impact on society.

## During 2021, we carried out a sustainable debt issue

## Peru

Compartamos Financiera debt issuance for the total amount of 100 million soles in February and November was mainly highlighted by the rate achieved.

ConCrédito debt issuance for the amount of Ps. \$600 million in Trust certificates will enable a solid growth and offer financial solutions through a digital model to an increasing number of clients and end users.

The debt issuances in both countries demonstrate the clear commitment we have at Gentera to our stakeholders and to the clients we accompany every day, but it is also proof of our commitment to ensure that our business promotes the responsible and sustainable development of the communities where we are present.



Compartamos Banco Data	Capital	Commercial Banking	Development Banking	Multilateral	Cebures (local bonds)	Funds raised	Total
Dec-19	39.6%	0.0%	22.9%	0.0%	28.5%	9.0%	100%
Dec-20	30.3%	1.0%	36.8%	0.0%	24.0%	7.9%	100%
Dec-21	32.7%	0.0%	26.9%	0.0%	31.4%	9.0%	100%

Compartamos Financiera Data	Capital	Commercial Banking	Development Banking	Multilateral	Investment Funds	Funds raised	Payables under repurchase agreements	Total
Dec-17	19.4%	13.4%	6.7%	0.0%	8.4%	52.1%	0.0%	100%
Dec-18	18.9%	13.9%	4.0%	0.0%	6.5%	56.7%	0.0%	100%
Dec-19	19.1%	11.9%	7.3%	0.0%	1.6%	60.1%	0.0%	100%
Dec-20	17.5%	6.9%	11.3%	0.0%	0.0%	63.0%	1.3%	100%
Dec-21	18.6%	7.8%	7.8%	0.0%	0.0%	64.1%	1.7%	100%

Gentera and Mexico Data	2019		2020		2021	
	Bank	Gentera	Bank	Gentera	Bank	Gentera
Cumulative efficiency ratio	77.0%	75.1%	126.0%	122.7%	79.4%	79.3%
Accounting Capital / Total Assets	37.7%	36.2%	29.5%	32.3%	30.5%	35.3%
ICAP	32.6%	-	31.4%	-	37.1%	-

# About the report

2-3, 2-4

Through our 2021 Annual and Sustainability Report we share with our stakeholders the operational, financial, environmental, social and governance results of Genera and its companies.

The environmental, social and governance (ESG) information reported, as well as the financial information corresponds to the operations of Genera, its companies and Fundación Compartamos in Mexico. Results from other entities, institutions, companies, shareholders, clients or business partners are not included. Since July 2021, Compartamos, S.A. is no longer part of Genera, so data or information about this company is not included, unless otherwise indicated.

Genera has prepared this report in accordance with the GRI Standards for the period from January 1st to December 31st, 2021. The information contained herein is effective for this term, with the exception of our greenhouse gas (GHG) emissions inventory from year 2020.

This report also responds to the requirements of the Sustainability Accounting Standards Board (SASB) applicable to the Consumer Banks, Financing and Insurance industries. It also contains our progress in contributing to the UNEP FI Principles for Responsible Banking.

With the aim of improving the quality of the information we disclose about our climate-related risks and opportunities, this report addresses key recommendations from the Task Force on Climate-related Financial Disclosures (TCFD).

Also, as signatories to the United Nations Global Compact, our 2021 Annual and Sustainability Report represents our Communication on Progress (CoP).

Genera, S.A.B. de C.V. is a public limited company listed on the Mexican Stock Exchange in accordance with the Mercantile Companies Law and the Securities Market Law.



## Shareholder structure of Genera, S.A.B. de C.V.

at the end of the General Ordinary Shareholders' Meeting held on April 16th, 2022 is as follows:

Shareholders	Number of shares	% of equity interest
Repurchase fund	0	0
Free float	1,587,593,876.00	100
<b>Total capital stock</b>	<b>1,587,593,876.00</b>	<b>100</b>

## Affiliation to associations in Mexico and Peru

2-28

### Gentera

*Coparmex<sup>1,2,3</sup>*

*Consejo Mexicano de Negocios<sup>2</sup>*

### Compartamos Banco

*Prodesarrollo<sup>3</sup>*

*Asociación de Bancos de México (ABM)<sup>2</sup>*

*UNIFIMEX<sup>1,2</sup>*

*Red Acción<sup>1</sup>*

<sup>1</sup> The affiliated company occupies a position in the governing body of the association.

<sup>2</sup> The affiliated company participates in projects or committees of the association.

<sup>3</sup> The affiliated company provides financing in addition to the affiliation fee.

## Awards and recognitions

### Gentera Awards

**Las 100 empresas mexicanas globales**  
(100 Mexican global companies) Expansión – 59<sup>th</sup> place

**1<sup>st</sup> place as one of the Best Places to Work® #ForAll**  
in Mexico 2021, category of 5,000 employees

**5<sup>th</sup> place as one of the Best Places to Work in Times of Challenge in Mexico 2021,**  
category of 5,000 employees

**Great Culture to Innovate Certification Mexico**  
Gentera CEAS

**Carlos Danel and Carlos Labarthe**  
**Los 300 Líderes más Influyentes de México**  
(Top 300 most influencing leaders in Mexico)  
Líderes Mexicanos – 165<sup>th</sup> place

**Las empresas más innovadoras de México**  
(The most innovative companies in Mexico)  
Category + 500 employees – 4<sup>th</sup> place

**Los 100 empresarios más importantes de México**  
(Top 100 most important businessmen in Mexico)  
Revista Expansión

**Exceptional Companies 2021 Exceptional Practice**  
New Ways of Working Category

**Las 500 empresas más importantes de México**  
(Top 500 most important companies in Mexico)  
Expansión – 157<sup>th</sup> place

**Best Places to Work in Latin America 2021**  
Great Place to Work Mexico – 21<sup>st</sup> Place – Multinationals Categor

**Best Workplaces for Women 2021**  
category of more than 5,000 employees – 4<sup>th</sup> place

**500 empresas contra la corrupción**  
(500 companies against corruption) – Expansión/Mexicanos Contra la Corrupción y la Impunidad (Mexicans Against Corruption and Impunity)  
Transparencia Mexicana – 23<sup>rd</sup> place

### Compartamos Banco Awards

**Best Workplaces 2021**  
CompuTrabajo – 2<sup>nd</sup> place – Banking Category

**Ranking 50 most valuable and strongest brands in Mexico**  
Brand Finance – 50<sup>th</sup> Place

**Exceptional Companies 2021**  
Exceptional Practice  
Response and Adaptation Strategies Category

### Compartamos Financiera Awards

**Great Place to Work Perú**  
Best Places to Work for #Millennials in #Perú 2021  
6<sup>th</sup> place

# GRI Content Index

Universal Standards			
GRI Standard		Content	Page or response
GRI 1 Foundation 2021			
GRI 2 General Disclosures 2021			
1. The organization and its reporting practices			
GRI 2 General Disclosures 2021	2-1	Organizational details.	7
	2-2	Entities included in the organization’s sustainability reporting.	7, 116
	2-3	Reporting period, frequency and contact point.	122, back cover
	2-4	Restatements of information.	122
	2-5	External assurance.	Only the Financial Statements have been verified by an external entity to Genera and its companies
2. Activities and workers			
GRI 2 General Disclosures 2021	2-6	Activities, value chain, and other business relationships.	7, 14, 17, 22, 25, 27, 29
	2-7	Employees.	39
	2-8	Workers who are not employees.	All our personnel are employees of Genera or its companies

3. Governance			
GRI 2 General Disclosures 2021	2-9	Governance structure and composition.	101
	2-10	Nomination and selection of the highest governance body.	101
	2-11	Chair of the highest governance body.	101
	2-12	Role of the highest governance body in overseeing the management of impacts.	101, 113
	2-13	Delegation of responsibility for managing impacts.	101
	2-14	Role of the highest governance body in sustainability reporting.	The Shareholders' Meeting is responsible for approving Gentera's 2021 Annual and Sustainability Report
	2-15	Conflicts of interest.	95
	2-16	Communication of critical concerns.	95
	2-17	Collective knowledge of the highest governance body.	101
	2-18	Evaluation of the performance of the highest governance body.	101
	2-19	Remuneration policies.	39, 101
	2-20	Process to determine remuneration.	39, 101
	2-21	Annual total compensation ratio.	39
4. Strategy, policies and practices			
GRI 2 General Disclosures 2021	2-22	Statement on sustainable development strategy.	3, 5
	2-23	Policy commitments.	10, 33, 95
	2-24	Embedding policy commitments.	83, 95
	2-25	Processes to remediate negative impacts.	95
	2-26	Mechanisms for seeking advice and raising concerns.	95
	2-27	Compliance with laws and regulations.	90, 95
	2-28	Membership associations.	123
5. Stakeholder engagement			
GRI 2 General Disclosures 2021	2-29	Approach to stakeholder engagement.	80
	2-30	Collective bargaining agreements.	39
GRI 3 Material Topics 2021			
GRI 3 Material Topics 2021	3-1	Process to determine material topics.	80
	3-2	List of material topics.	80
	3-3	Management of material topics.	80

Topic Standards			
GRI Standard		Content	Page or response
GRI 200: Economic standards			
GRI 201 Economic performance 2016	201-1	Direct economic value generated and distributed.	116
	201-2	Financial implications and other risks and opportunities due to climate change.	114
	201-3	Defined benefit plan obligations and other retirement plans.	39
GRI 202 Market presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage.	39
	202-2	Proportion of senior management hired from the local community.	39
GRI 203 Indirect economic impacts 2016	203-1	Infrastructure investments and services supported.	55
	203-2	Significant indirect economic impacts.	55, 116
GRI 204 Procurement practices 2016	204-1	Proportion of spending on local suppliers.	96% of our procurement budget in Mexico is allocated to local suppliers
GRI 205 Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures.	95
	205-3	Confirmed incidents of corruption and actions taken.	95
GRI 206 Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.	95
GRI 300: Environmental standards			
GRI 302 Energy 2016	302-1	Energy consumption within the organization.	90
	302-2	Energy consumption outside of the organization.	90
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions.	90
	305-2	Energy indirect (Scope 2) GHG emissions.	90
	305-3	Other indirect (Scope 3) GHG emissions.	90
	305-4	GHG emissions intensity.	90
GRI 306 Waste 2020	306-3	Waste generated.	90
	306-4	Waste diverted from disposal.	90
	306-5	Waste directed to disposal.	90

GRI 400: Social standards			
GRI 401 Employment 2016	401-1	New employee hires and employee turnover.	39
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	39
	401-3	Parental leave.	39
GRI 403 Occupational health and safety 2018	403-1	Occupational health and safety management system.	51
	403-2	Hazard identification, risk assessment, and incident investigation.	51
	403-3	Occupational health services.	51
	403-4	Worker participation, consultation, and communication on occupational health and safety.	51
	403-5	Worker training on occupational health and safety.	36, 51
	403-6	Promotion of worker health.	36, 51
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	51
	403-8	Workers covered by an occupational health and safety management system.	51
	403-9	Work-related injuries.	51
	403-10	Work-related ill health.	51
GRI 404 Training and education 2016	404-1	Average hours of training per year per employee.	48
	404-2	Programs for upgrading employee skills and transition assistance programs.	36, 48
	404-3	Percentage of employees receiving regular performance and career development reviews.	48
GRI 405 Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees.	39
	405-2	Ratio of basic salary and remuneration of women to men.	39
GRI 406 Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken.	95
GRI 408 Child labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor.	95
GRI 409 Forced or compulsory labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor.	95
GRI 411 Rights of indigenous peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples.	95
GRI 413 Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs.	55
	413-2	Operations with significant actual and potential negative impacts on local communities.	88
GRI 417 Marketing and labeling 2016	417-3	Incidents of non-compliance concerning marketing communications.	95
GRI 418 Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	115



GRI Sector Disclosures			
GRI Sector Disclosures: Financial Services	FS1	Policies with specific environmental and social aspects applied to business lines.	83
	FS4	Processes to improve personnel competence in implementing environmental and social policies and procedures applicable to lines of business.	31
	FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large and by sector).	17, 22, 25
	FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	17, 22, 25, 29
	FS13	Access points in low-populated or economically disadvantaged areas by type.	17, 22, 25, 27
	FS14	Initiatives to improve access to financial services for disadvantaged people.	17, 22, 25, 27, 29, 31
	FS15	Policies for the correct design and offer of financial products and services.	14, 83
	FS16	Initiatives to improve financial literacy and education by type of beneficiary.	31, 55

# SASB Content Index

Commercial Banks			
SASB Standard		Content	Page or response
Data Security	FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected.	115
	FN-CB-230a.2	Description of approach to identifying and addressing data security risks .	115
Financial Inclusion & Capacity Building	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development.	17, 22, 25
	FN-CB-240a.2	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development.	17, 22, 25
	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers.	17, 22, 25
	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers.	17, 22, 25, 31, 55
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	FN-CB-410a.1	Commercial and industrial credit exposure, by industry.	17, 22, 25
	FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis.	17, 22, 25 Partially reported

Business Ethics	FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations.	During 2021, these type of monetary losses were not recorded in Gentera or its companies
	FN-CB-510a.2	Description of whistleblower policies and procedures.	95
Systemic Risk Management	FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category.	Does not apply
	FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities.	Does not apply
Activity Metrics	FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business.	17 Small business does not apply to Gentera
	FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate.	17, 22 Small business does not apply to Gentera



Consumer Finance			
SASB Standard		Content	Page or response
Customer Privacy	FN-CF-220a.1	Number of account holders whose information is used for secondary purposes.propósitos secundarios.	115
	FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy.	During 2021, these type of losses were not recorded in Gentera or its companies
Data Security	FN-CF-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected.	115
	FN-CF-230a.2	Card-related fraud losses from (1) card-notpresent fraud and (2) card-present and other fraud.	During 2021, these type of frauds were not registered in Gentera or its companies
	FN-CF-230a.3	Description of approach to identifying and addressing data security risks.	115
Selling Practices	FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold.	39 Partially reported
	FN-CF-270a.2	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660.	Does not apply
	FN-CF-270a.3	(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660.	Does not apply
	FN-CF-270a.4	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB.	17
	FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products.	During 2021, these type of monetary losses were not recorded in Gentera or its companies
Activity Metrics	FN-CF-000.A	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account.	All our clients receive their credit through a debit account
	FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts.	All our clients receive their credit through a debit account

Insurance			
SASB Standard		Content	Page or response
Transparent Information & Fair Advice for Customers	FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance productrelated information to new and returning customers.	During 2021, these type of monetary losses were not recorded in Gentera or its companies
	FN-IN-270a.2	Complaints-to-claims ratio.	17
	FN-IN-270a.3	Customer retention rate.	17, 22, 25, 116
	FN-IN-270a.4	Description of approach to informing customers about products.	12
Incorporation of Environmental, Social, and Governance Factors in Investment Management	FN-IN-410a.1	Total invested assets, by industry and asset class.	Not reported
	FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies.	Not reported
Policies Designed to Incentivize Responsible Behavior	FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology.	Not reported
	FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors.	Not reported

Environmental Risk Exposure	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes.	Not reported
	FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance).	Not reported
	FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy.	Not reported
Systemic Risk Management	FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives.	Not reported
	FN-IN-550a.2	Total fair value of securities lending collateral assets.	Not reported
	FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities.	Not reported
Activity Metrics	FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance.	29

# TCFD Index

TCFD		Content	Page or response
TCFD - Governance	a)	Describe the board’s oversight of climate-related risks and opportunities.	114
	b)	Describe management’s role in assessing and managing climate-related risks and opportunities.	114
TCFD - Strategy	a)	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	114
	b)	Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	114 Partially reported
	c)	Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Not reported

TCFD		Content	Page or response
TCFD - Risk Management	a)	Describe the organization’s processes for identifying and assessing climate-related risks.	Not reported
	b)	Describe the organization’s processes for managing climate-related risks.	114 Partially reported
	c)	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	114 Partially reported
TCFD - Metrics and Targets	a)	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	90 Partially reported
	b)	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	90
	c)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Not reported

# Corporate information

2-3

## Corporate office

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