

# Sustainability Report 2024



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# A year marked by great milestones and new challenges

**Juan Cuattromo**  
President of Banco Provincia



This 2024 Sustainability Report reflects Banco Provincia's strong commitment to sustainable development. **For the past three years, Banco Provincia has prepared its Sustainability Report in line with the international GRI and SASB standards**, used by the main global companies and institutions to report their progress on sustainability.

We hereby communicate our ongoing efforts to **include the Ten Principles of the United Nations Global Compact in the Human Rights, Labor, Environment and Anti-Corruption areas into our strategy**, as well as contributing to the Sustainable Development Goals (SDGs) of the United Nations.

**During the past year, we have made important advances that depict how our institution strives to incorporate sustainable practices in its daily operations, constantly focusing on the welfare of the people of the province of Buenos Aires.**

**The measurement of our carbon footprint became one of the most significant milestones. It marked an essential step in understanding the environmental impact of our operations. For the first time, greenhouse gas emissions have been measured.** Such work will allow us to plan specific actions to reduce such footprint in the coming years, thus reinforcing our commitment to the environment.

Besides, with the **recent certification of the Social and Environmental Risk Analysis System (SARAS, for its Spanish acronym) by the World Bank**, we have taken a decisive step forward in the management of environmental and social risks related to our portfolio. This system will not only help us to identify and mitigate these risks, but will also promote good practices among our customers, creating a more sustainable environment for all.

Regarding loans, **we granted 5.32 trillion pesos in loans to companies and 1.28 trillion pesos to individuals, showing our support to the province's**

**economic development and providing access to financial resources for the community.** Part of this financing corresponds to sustainability-related facilities destined to SMEs led by women; energy reconversion with goods produced by Buenos Aires companies and sustainability standards certifications, so that the SMEs can access to new markets abroad, to mention just a few.

During 2024 we expanded the scope of the new digital means of payment throughout the province, thus promoting progress and equal opportunities for small communities in the interior. **More than 9 million provincial inhabitants used Cuenta DNI and more than 140,000 businesses made collections through Cuenta DNI Comercios.** The Bank's digital wallet and its app for businesses promote the bankarization of the economy provincewide.

Access to these new technological tools is accompanied by financial education actions and security tips through our Incluir Program, so that people can take full advantage of the alternatives offered by the financial system. To that end, **we launched Rico en Data, a training course for third-year high school students, which in just two months was attended by more than 6,300 young people from 97 provincial public schools.** We also launched **Incluir en Movimiento**, an itinerant cycle that included financial education activities for the whole family, which visited ten cities in different parts of the province. The Incluir bus **traveled more than 2,400 kilometers and more than 25,000 people participated in the project.**

In our pursuit for infrastructure modernization, we continue renewing our branches by incorporating sustainability criteria. This includes: the installation of solar panels that allow to deliver the surplus energy generated by these devices to the electric grid, LED lighting, environmental conditioning equipment with low energy consumption, solar heat exchanger tanks and hermetic double-glazed windows and doors that reduce thermal losses, among other improvements that promote energy-saving.

As we are aware of the importance of transparency, **we implemented a microsite on our website, where you can access our annual sustainability reports and obtain detailed information about our sustainable lending facilities.** This space seeks to empower individuals and companies with the information they need to take full advantage of our responsible financial offerings.

Recognizing that every action counts, Banco Provincia is committed to keep walking the sustainability path. The commitment of our 10,500 employees is fundamental to achieve our goals. Together, we are prepared to face the challenges ahead, constantly improving our practices and expanding our positive impact in the province of Buenos Aires and beyond.



# Economic Context

In 2024, the economic activity contracted by 2.6%, as a result of the impact of the exchange rate increase on revenues in December 2023. The dollar value recorded a 118% adjustment on December 13, 2023, while monthly inflation rose from 12.8% in November 2023 to 25.5% in December and 20.6% in January 2024.

In terms of economic activity, the first half of the year was more contractionary compared to other recessions associated with small shifts in the exchange rate. GDP fell 3.9% in the first half of the year and consumption fell 7.1% on a seasonally adjusted basis. In the second semester, there was a certain recovery in different sectors, such as industry and, to a lesser extent, construction and trade. Thus, the third quarter of the year recovered 3.9% with respect to the previous one but is still 2.1% below when compared to the figures recorded in the same period 2023. This performance was due not only to lower price increases, but also to exchange rate stability, which boosted production in some sectors.

Therefore, fiscal policy was decidedly contractionary. There was no income compensation, nor stimulation of economic activity through public investment, as had been the case on other occasions. In this sense, the primary surplus achieved was explained by the liquefaction of pension revenues in the first part of the year, the drop in subsidies (from 2.1% in 2023 to 1.5% of GDP in 2024), lower transfers to provinces (-68% y/y in real terms) and by lower capital expenditure, typically associated with public works (-76% y/y in real terms). Tax revenues also fell considerably, especially those related to economic activity; however, those associated with foreign trade partially offset this dynamic due to the effect of the exchange rate increase and a better harvest. Special mention should be made to the PAIS tax [a tax levied on the purchase of foreign currency], which had increased its rate by 10 p.p. to 17.5%, thus contributing to discourage imports.

With respect to the exchange rate policy, two stages can be outlined. The first one consisted in a strong control of trade, which was carried out through a stop on import payments and an increase in the PAIS tax. Simultaneously, the nominal exchange rate was adjusted at 2% per month and continued like that throughout the year. Starting in the second half of the year, the second stage showed a relaxed performance characterized by the clearing of import payments, the reduction of the PAIS tax and import duties on a basket of goods. Another measure that has been maintained since the beginning of the administration is the exchange rate blend, that is, the possibility of liquidating 20% of exports in the parallel market to allow an improvement in the real exchange rate for exports, thus increasing the volume of sales in the parallel markets, especially in the MEP market, and bringing the exchange rate gap to around 13% by the end of the year.

With respect to monetary policy, a real interest rate was implemented that was negative in terms of domestic prices, but very positive with respect to the exchange rate update. Leliqs were replaced by Treasury instruments (LeFis and Lecaps), forcing the financial system to become exposed to the public sector, excluding the BCRA. In order to avoid exposure to the public sector, banks adopted aggressive lending strategies, which were facilitated by the demand generated by the negative interest rate and the extension of the horizon that allows a lower nominal rate. Real credit rose 91% between April and December, reaching a monthly real rate of approximately 7%. Although levels remain relatively low, December 2024 marked the highest point since January 2021.

Despite a notable deceleration in inflation (December's figure stood at 2.7% as against the 25.5% recorded a year earlier), the price shock at the end of 2023 and the beginning of 2024

proved sufficient to erode the foreign exchange competitiveness that had been achieved through the devaluation adjustment. The real exchange rate ended the year at levels similar to those before the December increase.

This situation led to a current account deficit in the second half of the year. The trade surplus on the goods account was no longer sufficient to cover the outflow resulting from interests and services. On this last point, it should be noted that such performance is mostly explained by tourism outflows and other trade-related items such as freight and insurance. Mention should be made that the continuity of the blend, which affects 20% of exports, explains part of the lower supply of foreign currency for goods in the foreign exchange market. On the other hand, there was a strong inflow in the capital account, mainly due to the effect of private debt placement that entered the foreign exchange market and the increase in foreign currency loans. This dynamic, which began in September, was a direct consequence of the program for the externalization of foreign assets (capital whitewash). Since its implementation, foreign currency deposits have grown by US\$12,645 million, a figure higher when compared to 2016 (US\$8,957 million in deposits during the same period).

We are entering 2025 under this scheme and elections could play a key role in keeping it that way until October. Both the BCRA's Market Expectations Survey (REM, *for its Spanish acronym*) and implicit prices in the bond and future dollar markets may indicate that the market is assessing the continuity of the disinflation process and economic growth. However, there are challenges on the foreign exchange front. Unlike previous years, after the debt restructuring, the Treasury has foreign currency maturities in excess of US\$20,000 million, so the international context will also be relevant due to its effects on commodities and debt markets.



# Corporate Strategy

In a context of constant change, shaped by a new economic, political and social paradigm both globally and locally, the Bank, as a provincial public institution, reaffirms its commitment to prioritize financial inclusion and the economic and social development of provincial inhabitants, according to the Provincial Government policies. In line with this vision, the Bank's strategy is based on the following customer-oriented pillars:

- **Generation of Economic value:** Generating profitability to ensure a sustainable model that guarantees our social role.
- **Generation of Social value:** Promoting social inclusion through our services and communication channels, thus laying the foundation for the development of the population and the province.
- **Service and technology quality:** Answering growing demands in a simple and fast way relying on technology to offer remote and digital customer care processes, products and services.
- **Organizational culture:** Recognizing human resources as fundamental pillars to achieve our goals, prioritizing training, talent development, commitment and a favorable organizational environment.

## Purpose

To encourage the economic and productive development of the province of Buenos Aires and foster progress, equal opportunities and prosperity among its inhabitants.


## Mission

We are a public bank committed to providing reliable and accessible financial services that promote the sustainable development of the province, supporting local communities and fostering financial inclusion and education so as to improve the life quality of provincial inhabitants.

## Vision

To be recognized for our excellence in services, our contribution to sustainable development and our closeness to people.

## Values

-  **Innovation:** To offer efficient and low-cost financial solutions.
-  **Integrity:** Transparency, ethics and honesty are pillars in our work.
-  **Cooperation:** We foster productive and social development and responsible management of public resources.
-  **Commitment:** We are committed to the economic, environmental and social development of the province.
-  **Closeness:** We understand our people's needs and provide solutions to satisfy the community's demands.
-  **Sustainability:** We manage financial and environmental resources responsibly supporting a balance between economic, social and environmental aspects.



# Sustainability Strategy

We have developed a sustainability management strategy to integrate economic, social, environmental and governance factors into all institutional areas. This strategy, based on the analysis of material topics and our commitments to the Global Compact and the Sustainable Finance Protocol, is aligned with the Sustainable Development Goals.



## Our Bank's path towards Sustainability



**2019**

Adherence to the Global Compact and founding member of the Sustainable Finance Protocol of Argentina.

**2020**

Creation of the Sustainable Finance Management.

**2021**

First sustainability report. Issuance of sustainability, environmental, inclusion and responsible financing and investment policies.

**2022**

Issuance of the responsible purchasing policy. First steps in the SARAS (Environmental and Social Risk Analysis System) development.

**2023**

Creation of the Sustainability Commission. New Purpose, Mission, Vision and Values principles. First measurement of carbon footprint

**2024**

Purchasing with sustainability criteria. Sustainability website. Reinforcement of our commitment to the Sustainable Finance Protocol.



# Sustainability Policy

The Sustainability Policy seeks to strengthen our contribution to development and inclusion through a responsible performance that integrates economic, social and environmental factors into our financial products, processes and policies. It is based on the best international practices and protocols and international guidelines in this area.

**This policy applies to all Banco Provincia’s staff. Information about its content and implementation is available to all the Bank’s stakeholders.**

Other specific and complementary policies derive from the Sustainability Policy for different areas of application, such as the Environmental Policy, Inclusion Policy, Responsible Financing and Investment Policy, and the Responsible Purchasing Policy.



To promote financing in sectors with a positive impact.



To manage transactions responsibly.



To keep an open dialogue with stakeholders.



To foster financial and digital inclusion.



To ensure transparency and ethics in all relationships.



To work to prevent illegal conducts.



To incorporate the long-term and sustainability perspective.



To promote respect for human rights.



To provide employees with decent and inclusive working opportunities.

 [Click here to know more.](#)

# Materiality

The materiality analysis is a fundamental tool for identifying and prioritizing the most relevant aspects that influence the bank's economic, social and environmental performance. This process allows us to focus our efforts on those areas that can generate the greatest positive impact and reduce the risks associated with our operations. In line with the best practices of reporting standards such as GRI (Global

Reporting Initiative - Chapter 3) and SASB (Sustainability Accounting Standards Board - Disclosure Topic Guide for Commercial Banks), in 2024, we updated the Material Topics and their respective valuations to reflect the market changes, challenges and best practices that the entity is currently going through. It was a valuable process that included the following stages:



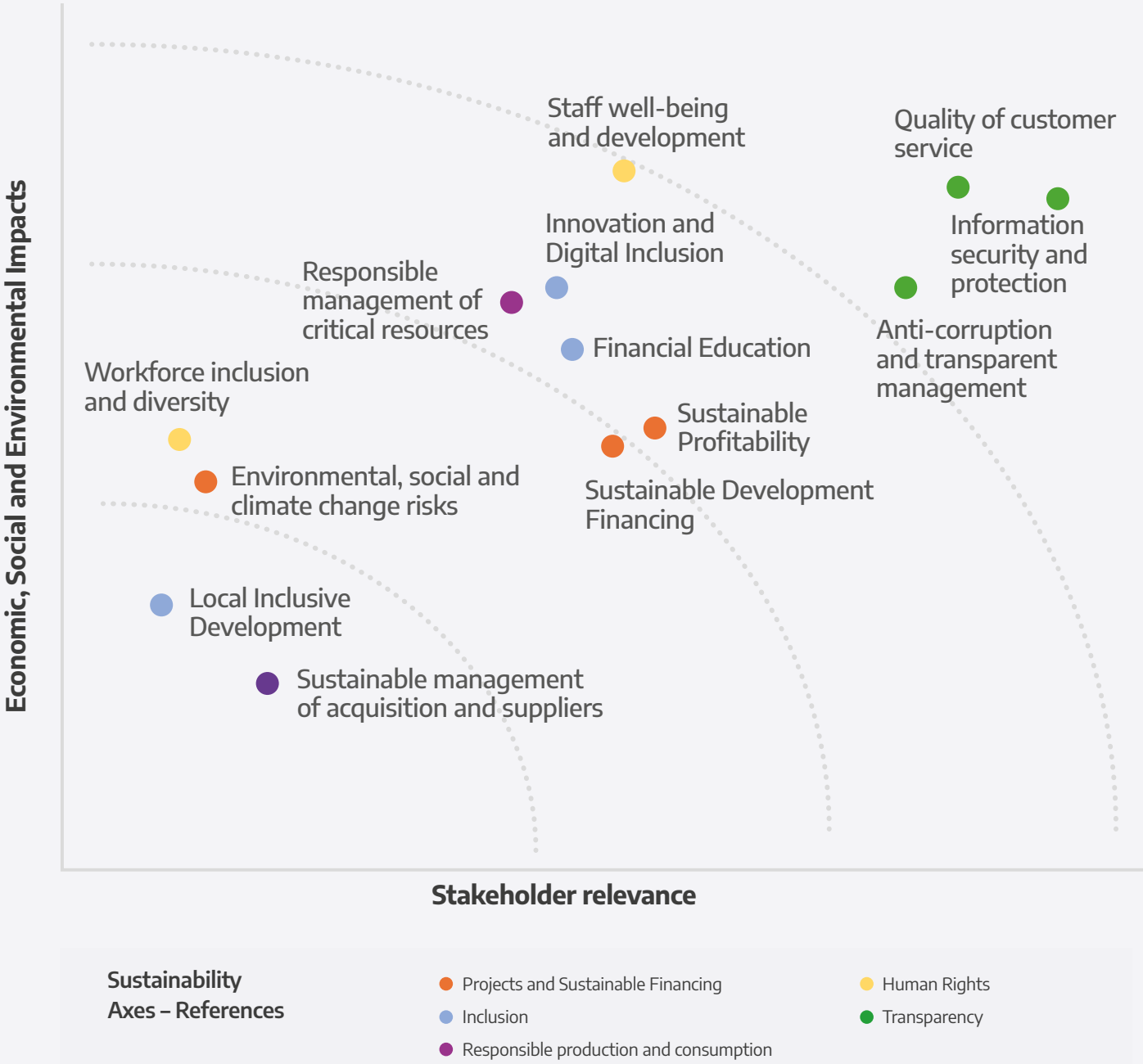
## Materiality Matrix

We use the principle of Double Materiality which considers two perspectives to assess the relevance of material topics:

- **Importance of the topics for the generation of value in the organization (Y axis):** assesses

the impact of different topics internally. This axis was evaluated by employees in decision-making positions, the General Management and the Board of Directors.

- **Importance for society and the environment (X axis):** assesses the impact of different topics outside the organization.





# 2024 in Figures

## Territorial presence

**135**  
municipalities of the Province of Buenos Aires and the City of Buenos Aires where the Bank is present.

**350**  
branches and delegations.

**97.5%**  
are accessible to people with disabilities.

**58**  
Operating Annex Buildings.

**2015**  
ATMs.

**92%**  
of neutral ATMs are accessible to people with disabilities.

**876**  
self-service terminals.

## Customers

**+10% in 2024**

**8.6 million**  
individuals.

**1.3 million**  
Business and Professionals


**63,600**  
companies.

**+46,000**  
Entities and Associations.

## Digital Users



Cuenta Dni  
**+9.5 million**



Bip Individuos  
and Bip Móvil  
**+5.3 million**



CDNI Comercios  
**140,000**  
active users



Bip Empresas  
**+83,000**

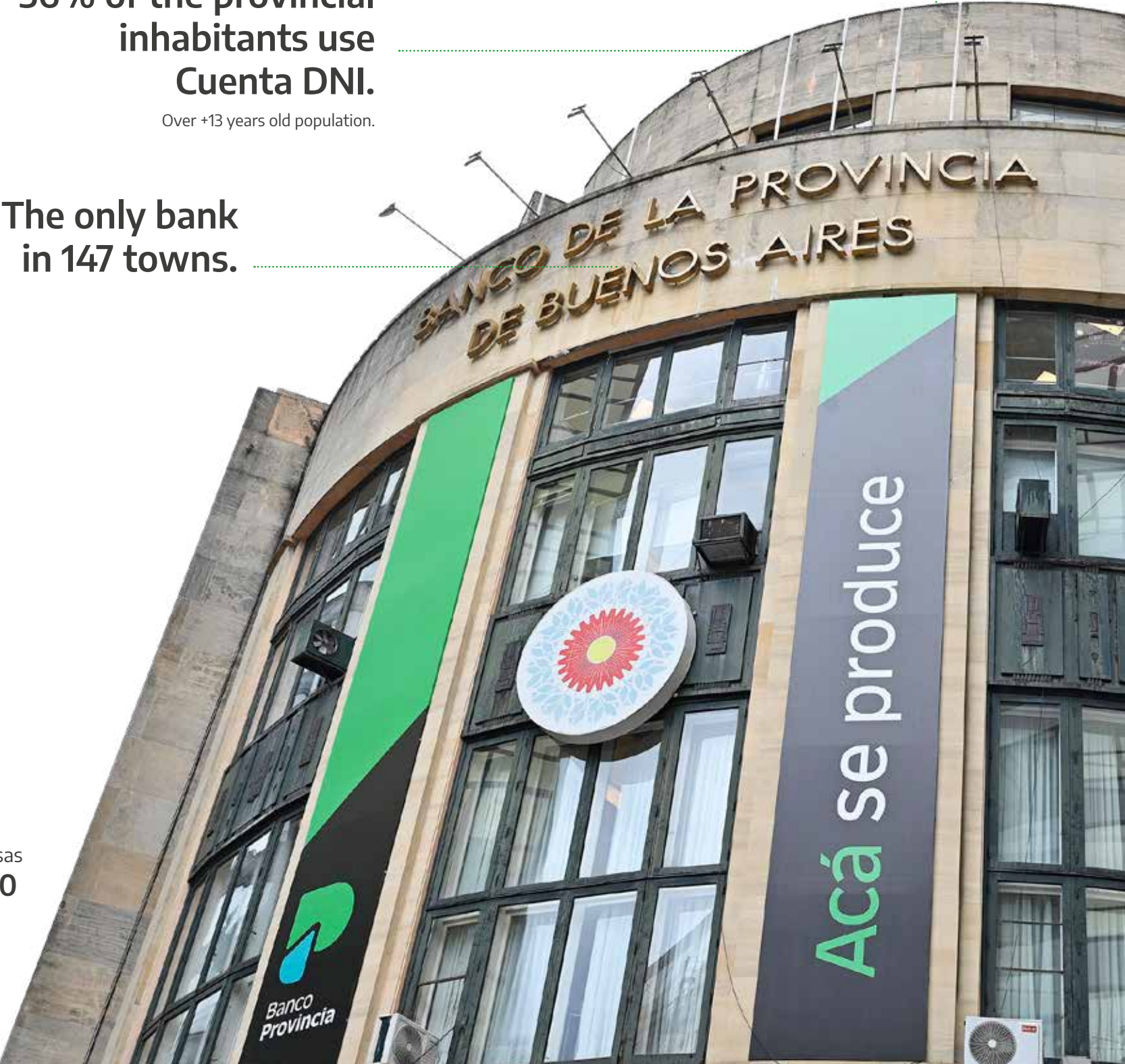
## 2024 performance

- **Market share: 8.5% deposits. 8.9% loans**
- We granted **\$5.3 trillion in productive loans** at soft rates.
- **18,800 MiSMEs** received 71% of the total amount placed.
- We granted more than \$86,677 million through the **Préstamos Express facility** through BIP/BIP Móvil.
- 6,755 transactions under the **Export Increase** Program for more than US\$311 million
- 84% of loans to municipalities were destined to **sustainable-related projects**.
- We participated in 46% of SGS bond transactions in the market for more than US\$220 million.

**56% of the provincial inhabitants use Cuenta DNI.**  
Over +13 years old population.

**The only bank in 147 towns.**

**+ than 10 million customers.**





# Anti-Corruption And Transparent Management

“We implemented effective measures to prevent, detect and fight corruption in all its forms, supported by a solid regulatory framework, and we ensure an open and transparent communication with society.”





# Governance Structure

Banco Provincia, as a state-owned Bank, is a self-administered provincial public institution. It is governed by a Charter approved under Provincial Law No. 9,434/79 and by specific and legal rules on banking business (Law of Financial Institutions No. 21,526, regulations issued by the Argentine Central Bank, Annual Law on Expense Budget and Resources of the Provincial Public Administration).

## Authorities

### Board Of Directors

The members of the Board of Directors are appointed by the Provincial Executive Branch with the approval of the Senate of the Province of Buenos Aires. Its main responsibility is to ensure the Entity's liquidity and solvency, as well as its strategic objectives and values. To this end, it approves the business global strategy, controls the activities of the General Management and monitors the risk profile. In addition, it ensures regulatory compliance, encourages good corporate governance and promotes gender equality in all its operations.



Juan Cuattromo  
**President**



Carlos Alberto Fernandez  
**Director**



Alejandro Formento  
**Director**



Sebastián Galmarini  
**Director**



Laura Gonzalez  
**Director**



Santiago Andrés Nardelli  
**Director**



Bruno Guido Screnci Silva  
**Director**



Humberto Andrés Vivaldo  
**Secretary Director**

[Learn about the background of the Board of Directors members.](#)

### General Management

It is responsible for implementing the policies and strategies defined by the Board of Directors, managing operations and risks in a prudent manner. This includes establishing an internal control system, monitoring the Entity's areas and providing relevant information to the Board

of Directors. It also designs and implements information technology and security strategies to ensure cyber resilience and business continuity. In addition, it monitors the relationship with third parties, promotes staff training and ensures compliance with data protection regulations.



Rubén González Ocantos  
**General Manager**



Sergio Ares  
**Senior Deputy General Manager**



Alejandro González  
**Deputy General Manager - Finance**



Gustavo Arias  
**Deputy General Manager - Marketing and Loans**



Carlos Morón  
**Deputy General Manager - Administration**



Silvia Callegari de Carusso  
**Deputy General Manager - Commercial Strategy and Development**



Hernán A. Santarelli  
**Deputy General Manager - Business Support**



Marcelo Casanovas  
**Deputy General Manager - Legal Affairs and Compliance**



María Laura Correa  
**Deputy General Manager - Human Resources**

# Institutional Governance Code

Our Institutional Governance Code describes the way in which the Board of Directors and the General Management direct the Bank’s activities and business in order to protect the depositors’ interests and ensure that our financial activities comply with the prevailing laws and rules and the highest security and solvency requirements.

To achieve our objectives, the Board of Directors has defined specific committees. This decision is based on provisions of the law, the regulatory bodies and the best practices in the industry. The committees are:



- Auditing Committee
- Finance Commission
- Administration Commission
- Sustainability Commission
- Assets and Liabilities Management Commission
- Risks Committee
- Loans Management Commission
- Institutional Governance, Ethics and Compliance Committee
- Anti-Money Laundering Committee
- Commercial Strategy Commission
- Internal Affairs Commission
- Protection of Financial Services Users Committee
- Legal Affairs and Delinquency Commission
- Sexual Diversity, Gender Identity and Women’s Rights Commission
- Staff Incentive Committee
- IT Governance and Information Security Committee

\*(detailed in the Annex)

[→ Learn more about our Institutional Governance Code.](#)

# Ethics and Transparency

## Ethics Code

Our Ethics Code defines the general principles that govern our activities and the activities of our employees. This code promotes diligence, transparency and authenticity of the information provided in relation to the services rendered and states the professional conduct standards.

[→ Learn more about our Ethics Code.](#)

## Transparency Policy

The purpose of our Transparency Policy is to describe the practices applied in all the Bank's activities, in order to provide investors, depositors and the general public -through its website, annual report and notes to the financial statements- with clear and comprehensive information on the economic and financial situation. In this sense, they will be able to assess the Bank's strengths, solvency and exposure to risks.

[→ Learn more about our Transparency Policy.](#)

## Anti-Money Laundering

Banco Provincia is permanently working to prevent unlawful activities. Our mission is to uphold the highest ethical and social values, complying with legal requirements. For more information, please refer to the section on Anti-Money laundering and terrorist financing.

[→ Click here to learn more.](#)

## Regulatory compliance

The Regulatory Compliance area is in charge of monitoring the compliance with the requirements imposed by the CNV, OECD and FATCA in order to ensure the entity’s compliance standards. It also provides advice to the business areas in the implementation of new regulations and channels inquiries to regulators.

## Auditing

The Internal Audit Unit assesses and monitors the Bank’s internal control system, supervising compliance with the policies and procedures. To that end, it considers the national and provincial regulatory framework and the regulations issued by the Central Bank.

External auditors evaluate the internal control processes of the financial information with high quality standards. The Bank requires the rotation of the signing accountant every five years.

## Risks Administration

Risks Administration Management manages the contingencies to which the Bank is exposed. We use tools to identify, measure, monitor and mitigate risks, in accordance with the best practices provided by the Basel Committee on Banking Supervision and the Central Bank.

We also conduct an annual stress and capital planning process, which aims to ensure current and future capital adequacy. Not only does this respond to the various regulatory exercises, but it is also a key tool for the Bank’s management and strategy.



2024 Actions

**Anti-Money Laundering**  
We conduct various **training and education activities** for our agents and officers to instruct them on anti-corruption, **Money Laundering and Terrorist financing** regulatory standards, policies, procedures and controls of the prevention system established to effectively manage and mitigate risks. **A total of 8,341 employees were trained this year.**

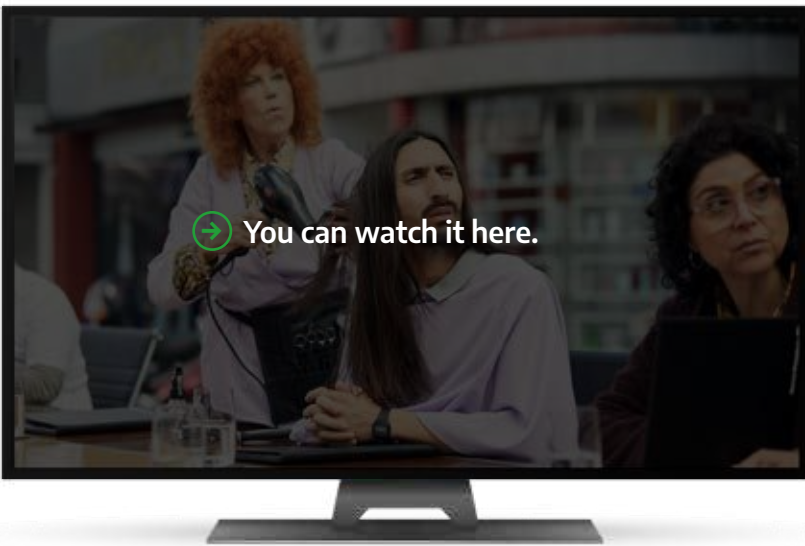
**Anti-corruption**  
In 2024, we undertook to speed up the resolution of disciplinary processes, while promoting the transparency of the process. In addition, we implemented the modification of the Disciplinary Rules of Procedure for the Bank's Personnel, which regulates the summary proceedings derived from applying the Protocol for action and prevention of gender-based violence.

Communication channels



We have a wide range of channels to ensure open and transparent communication with society.

Through our institutional website, a news portal and a strong presence in networks and media, we inform all the provincial inhabitants about the news and achievements of their Public Bank.



**As a result of our communication strategy and brand positioning:**

**We won the “Martín Fierro de Cable” award for the 17 million shareholder campaign as “Best Advertising of 2023”.**

Cuenta DNI and Banco Provincia are among the Argentina’s brands with the highest closeness to people. Two consulting firms highlighted the positive valuation of our name and our digital wallet.

[Click here to learn more.](#)

Advertising Campaigns

We carried out massive campaigns on TV, radio, public spaces, and graphic and digital media:

- **2024 Summer:** focusing on Cuenta DNI promotions.
- **The Buenos Aires inhabitant’s best friend:** to position the app’s different functionalities.

In addition, we designed micro-campaigns in digital media aimed at placing specific products among target audiences.

Streaming Cycles

In order to strengthen the Bank's communication through new formats, streaming cycles were produced on investments, security, sustainability, diversity and financial education.

All of them were produced in and broadcast from the Aldo Ferrer audiovisual studio located in the Chacarita neighborhood.

During 2024, the following cycles were broadcast:

- **Let’s talk about investments - 3 episodes**
- **Let’s talk about Sustainability**
- **Proud, of what?**
- **RICH IN DATA**
- **Productive Women**



# Spreading Sustainability issues

## Sustainability microsite

This year, we added a sustainability microsite to our website, where people can find all the Bank's information related to this topic. Annual sustainability reports are available for download, as well as a document with detailed information on all our sustainability benefits and credit facilities. It also outlines the international, national and sectorial commitments we undertook to integrate sustainability into our business model and sustainability policy.

➔ Visit the Microsite.



## Social Media Posts

During 2024, 145 contents related to Sustainability were posted on the Bank's social media. Out of those contents,

- **12** were related to financial education,
- **28** to environmental care,
- **19** to diversity and inclusion,
- **28** to the Incluir program and
- **58** to safety.



## The Bank's News portal

A Sustainability section was included in the Bank's News portal. In this way, people can find all content related to the topic through the side menu at the top left corner.

In addition, a permanent space with the three most current news in the section was included on the portal's home screen. During 2024, 19 contents on sustainability were published in this section of the portal.



## Streaming Cycle "Let's talk about Sustainability"

Journalist Mauricio Federovisky, influencer Dafna Nudelman and Banco Provincia's Sustainable Finance Deputy Manager, Mercedes Ponce de León, analyzed 4 myths about what it means to be sustainable. The conversation focused on the main misunderstandings surrounding this approach that impact on all aspects of daily life.

➔ Watch the Stream here.





# Sustainable Profitability

“We intend to generate value by accompanying the development of the people of Buenos Aires, ensuring financial sustainability that will allow us to deepen our positive impact on the community in the long term”.





# 2024 Results

## Consolidated Statement of Income

	12/31/2023	12/31/2024		
	December 2023	December 2024	Absolute Variation	Relative Variation
Net income for the year	463,066,048	57,807,187	(405,258,861)	(87.5%)
Other comprehensive income	22,001,677	(39,915,205)	(61,916,882)	(281.4%)
Total comprehensive income	485,067,725	17,891,982	(467,175,743)	(96.3%)
Total comprehensive income attributable to non-controlling interests	(9,165,459)	(10,610,772)	(1,445,313)	(15.8%)
Total comprehensive income attributable to owners of the controlling company	494,233,184	28,502,754	(465,730,430)	(94.2%)

## Consolidated Balance Sheet

	12/31/2023	12/31/2024		
	December 2023	December 2024	Absolute Variation	Relative Variation
Assets	20,105,766,687	15,690,270,553	(4,415,496,134)	(22.0%)
Liabilities	17,066,714,513	12,649,072,140	(4,417,642,373)	(25.9%)
Net worth	3,039,052,174	3,041,198,413	2,146,239	0.1%

# Commercial Strategy

During 2024, the commercial strategy focused on three pillars: promoting financial inclusion, deepening our closeness to our customers and accompanying their development.



10,152,357  
Customers



8,683,405  
Individuals



1,358,353  
Business and Professionals



63,637  
Companies



46,962  
Organizations, Associations and Others

### 2024 Performance

Commercial management is one of the pillars of our work towards sustainable profitability. During 2024, we obtained outstanding achievements in commercial relations with individuals and companies.

+ than 864,000 new customers – Individuals.

+ than 300,000 packages – Individuals.

615,000 consumer loans for over \$1.27 trillion, out of which 58% were granted through Digital Channels.

+ than 579,000 new Visa and Mastercard cards, totaling over 1.8 million.

284 Mortgage Loans granted for over \$15,400 million, totaling 64,000 active loans.

+ than 125,000 new customers - Business and Professionals.

+ than 70,000 packages - B&P.

+ than 90% of Fixed-term Deposits were placed through digital channels.

+ than 3,500 new security boxes rented.

+ than 2,600 SMEs incorporated.

+ than \$5.3 trillion in productive loans.

Sixty-seven percent of such loans were granted at soft rates and 70% were destined to MiSMEs.

We expanded the collection and payment ecosystem for our companies.

We added 307 Collecting Companies and 445 Direct Debits.

+ than 19,000 Participating Merchants, totaling 46,851.

+ than 1,700 new salary payment agreements.

US\$10 million granted in foreign currency import financing through 124 transactions.

US\$185 million granted in foreign currency financing and pre-export financing through 336 transactions.





# 2024 Outstanding Projects and Financing

We are a universal bank, serving all segments and offering a value proposition in line with each of them.

**Express Loans for individuals: more than 46,000 loans for a total of \$86,677 million.**

Marketing campaigns of the loan facility only available through the BIP or BIP Móvil home banking channels with immediate availability of funds and aimed at different segments of customers with salary accounts as well as to Business and Professionals.

**Record placement for the Business and Professionals segment: \$228,081 million.**

Resulting from the implementation of the credit rating and the 100% online granting of loans through the BIP or BIP Móvil home banking channels and the launching of the UVA-adjusted Consumer Loans facility.

**We introduced corporate financing facilities for sustainability-related investments and certifications.**

We are committed to helping transform infrastructure, production and business models so as to create a more sustainable economy. Accordingly, we complemented our credit value offer with the new Certifications facilities linked to quality and sustainability and we added a special provision for sustainable investments in our Suppliers loan facility.

**We continued strengthening our commercial bonds with supplier companies.**

An ecosystem where we empower member companies by providing them with visibility and regional reach, expanding their markets and bringing them closer to an extensive base of potential customers.

**We offer free checking accounts for the promotion of knowledge economy and associative groups.**

In this way, civil and mutual associations, cooperatives and foundations formed by low-income individuals from the Private Sector, whose corporate purpose is the development of productive, commercial and service activities within the framework of the social economy, may have access to the financial system.

**We participated as the main sponsor of Expoagro 2024, the most important agro-industrial exhibition.**

Thanks to the advice given at the exhibition, through the Procampo Digital platform, more than \$26,500 million was lent to more than one thousand customers at special rates. In addition, we placed more than \$10 trillion in industry-specific loan facilities based on pre-applications submitted at the exhibition stand.

**Similarly, we participated in the Expo Rural 2024 exhibition held in Palermo and in the Aapresid 2024 Congress.**

**We supported provincial agencies and municipalities in the development of their communities.**

Our social role includes supporting the public sector and organizations through an offer tailored to the needs of this particular segment.

In line with our value proposals, we have worked with our Group companies to implement public works projects that have an impact on the community and the environment. These projects include improvements to road and access infrastructure as well as the installation of sustainable and efficient LED lighting.

**US\$311,000 granted in 6,755 transactions through the Export Increase Program.**

This program is aimed at increasing exports so as to promote regional economies and provincial agricultural activity.





# Financing Sustainable Development

“We strategically allocated resources to strengthen the productive capacity and sustainable development of the province, generating value proposals for our customers with positive environmental and/or social impacts”.





Over 76,000 loan transactions for \$243,793 million were destined to sustainable financing, representing 6.7% of 2024 total placements.

In 2024, we launched a labeling of the whole lending offer so as to identify the financing of activities with social, environmental and/or sustainable impact of our entire portfolio, regardless of the specific sustainability facilities.

- 71,291 transactions involving exclusive lending facilities with sustainable destination for \$224,205 million.
- 5,339 general transactions labeled for \$19,600 million.
- 68% destined to companies and 32% to individuals and the public sector.

In 2024, sustainable-related loans were driven by transactions classified according to social criteria, both for individuals and for ventures and companies. This means supporting small companies that enrich the productive sector of our province and, in the case of individuals, supporting vulnerable and excluded groups.

Environmental loans were used to transition to clean and/or renewable energy sources or to increase energy efficiency in homes or businesses.



# A detailed offer of Sustainable Loans

Our sustainable credit offer is oriented towards individuals, companies, agribusiness and the public sector. With preferential access conditions linked to rates, terms and grace periods, we address all the criteria to fully support our customers.

As regards the environmental criteria, we offer specific facilities for energy reconversion, responsible consumption and mitigation of the climate crisis. Among them, the following are noteworthy:

- Loans to people affected by natural and/or meteorological phenomena: destined to cover expenses inherent to the damages caused by these phenomena.
- “Electro–Línea Verde” facility: financial alternative for the purchase of efficient household appliances or to acquire equipment for the generation and/or use of renewable energies.
- Agroindustrial-Dairy sector: destined to dairy farmers, small and medium-sized dairy industries (investment or working capital).

As regards the social criteria, with a view to covering different vulnerable or excluded groups and with a gender perspective, our entity has several lending alternatives for individuals and legal persons:

- “Inclusión”: financing for individuals or micro entrepreneurs no indebted to the financial system as of a given date in BCRA's debtors' database.

- Domestic workers: consumer loan or credit card for individuals performing tasks in private homes.
- “Mujeres en la Provincia”: working capital or investment loans for MiSMEs led or owned by women.
- Micro entrepreneurs - Agreements with Municipalities: financing for entrepreneurs subsidized by certain municipalities.

Finally, there are alternatives that pursue both environmental and social goals, leading to financing with **sustainable criteria**:

- Certifications of quality and sustainability-linked standards: loans to obtain national and international quality, management, environmental, process and/or reporting certifications.
- Suppliers - Sustainable Investments: loan for the acquisition of new capital goods and/or the construction of the facilities necessary for the production of goods and/or services and their commercialization.



# Sustainable Issuances



In addition to the financial assistance granted through specific loan facilities, we have other financial instruments to help our customers in their search for project financing.

In 2024, we proactively assisted our customers in arranging, structuring and issuing social, green and sustainable ("SVS") bonds, participating in seven transactions for more than US\$220 million. These instruments encourage the issuer to reach certain sustainability ESG (environment, social and governance) goals.

We increased our market share in this segment to 46.7%.

# Sustainable Finance as a Service

Today, banks' services are not limited to financial intermediation. For this reason, we improved our sustainable value offer with sections in our e-commerce and loyalty platforms, Provincia Compras and MeSumo, as well as with differential benefits in sustainability-related areas.

### Provincia Compras

During 2024, 37,000 transactions were carried out in the sustainability category, accounting for 6.5% of total sales.

The provincial public banking portal incorporates the sustainable perspective with a specific section for products in this area. More than a thousand sustainable products are currently offered.

Bicycles and inverter appliances (especially washing machines and air conditioners) are the most popular products. Other products include tools and machines, composters, vegan and/or sustainable beauty products, recycled kitchenware and utensils, reusable bottles, jugs, capsules and cups, LED lights, purifiers, sodarizer machines, books on sustainability, etc.

We further enhanced our proposal with specific promotions offering special benefits when purchasing products classified in the Sustainability category of our portal, dedicating a special section for people with disabilities in December.

In addition, we updated the contents published in our Virtual Store, generating a space dedicated to education and dissemination of good practices, with the intention of promoting responsible consumption of products with less impact on the environment.

The attractiveness of this channel has led more than 80,000 provincial residents to apply for credit cards to operate in this channel.

### Sustainable Benefits

Throughout the year, we have entered into several agreements with local businesses for savings and financing in the purchase of sustainable products, from bicycle shops to circular economy companies.

### MeSumo

Our loyalty program incorporated a series of sustainable products to be redeemed for the points accumulated by our customers when making purchases with credit and debit cards.

### Sustainability Campaigns

We have increased the number of suppliers and diversified the offer to our customers.

We selected relevant events to communicate our sustainable value proposition and deployed a strategy to attract both customer and non-customer companies. We offered them to develop their business with the Bank by becoming suppliers or sustainable sellers in our credit facilities for individuals and companies and in Provincia Compras, thus strengthening the productive fabric of the province.





# Environmental, Social And Climate Change Risks

“We made progress in identifying, assessing and managing the environmental, social and climate change risks linked to our business decisions and our activities as a way to help mitigate their impact.”





**Our Environmental and Social Risk Analysis System (SARAS, for its Spanish acronym) was certified by the World Bank.**

*With the technical assistance of the World Bank (WB) and the coordination of the Bank for Investment and Foreign Trade (BICE, for its Spanish acronym), we were able to meet their international standards.*

This recognition reinforces our commitment to sustainability, integrating it into our management model to maximize the positive

impact throughout the Buenos Aires territory.

In this way, SARAS is a tool for reducing operational and credit risks, responding to regulatory and market demands, better understanding our customers, generating new business opportunities, and improving customers' environmental and social performance.

**We created the ARAS unit to identify and assess environmental and social risks** associated with investments or financing, recommend measures to manage the potential environmental and social impacts detected, and explore the possibility of

channeling credit support.

In September 2024, within the framework of the Sustainable Finance Protocol working groups, we participated as **organizers and speakers in the workshop “Implementación de un SARAS para Entidades Financieras. Un Enfoque Práctico”** in which 20 local financial entities participated, making us a national referent in the field.

**Implementation of an environmental and social risk management system: a clear path from traditional to sustainable banking.**

None of the above accomplishments would have been possible without a strong strategic determination to advance into the finance of the new era. During 2024, a pilot test of the model was carried out on a representative sample of our financing portfolio including all sectors of the provincial economy.

In addition, we continued making steady progress in training all the Bank's commercial areas. More than 90 people have been trained, and a plan to scale this implementation throughout 2025 has been outlined.

**Geolocation and environmental risks: technology as a driver of sustainable economy.**

We actively participated in the Sustainable Finance Protocol for the implementation of a Satellite Monitoring for Environmental Risk Analysis. We are one of the pioneering banks in the use and optimization of this tool, making available to the financial system the vast knowledge of the Provincial Public Bank in the geo-economic analysis that we have been conducting for decades as a regular part of our activities.





# Innovation and Digital Inclusion

“We enhance the development of technologies to strengthen access to and responsible use of quality financial products and services.”





# Cuenta DNI Ecosystem

## Cuenta DNI

Cuenta DNI is the digital wallet of Banco de la Provincia de Buenos Aires, consolidated in the market as one of the main financial and digital inclusion tools of the whole system. Its relaunch in April 2020 during the mandatory isolation due to the COVID-19 pandemic was decisive in providing financial assistance to the entire population of the Province of Buenos Aires, whether previously banked or not, and without the need of leaving their homes. In addition, from March 2022 it can be used by young people from 13 to 17 years of age.

This year we incorporated **a new functionality into our virtual wallet**: a QR code can be generated to withdraw money from any ATM in our network without the need for a debit card.

**56% of provincial inhabitants use Cuenta DNI.**

**+ than 9.5 million users  
+ 1.5 million vs. 2023.**



**5 million**

people have become customers of Banco Provincia since its launching.

**+ 410,000**

young people between 13 and 17 years of age were banked through Cuenta DNI.

**+ 5.6 million**

customers obtained benefits for + than \$373,131 million.



## Award

Cuenta DNI was recognized at the second Latin American Congress on Sustainable and Inclusive Banking for promoting financial inclusion. This year our country hosted the Congress organized by the Latin American Federation of Banks (FELABAN, *for its Spanish acronym*) and the Argentine Association of Public and Private Banks (ABAPPRA, *for its Spanish acronym*).





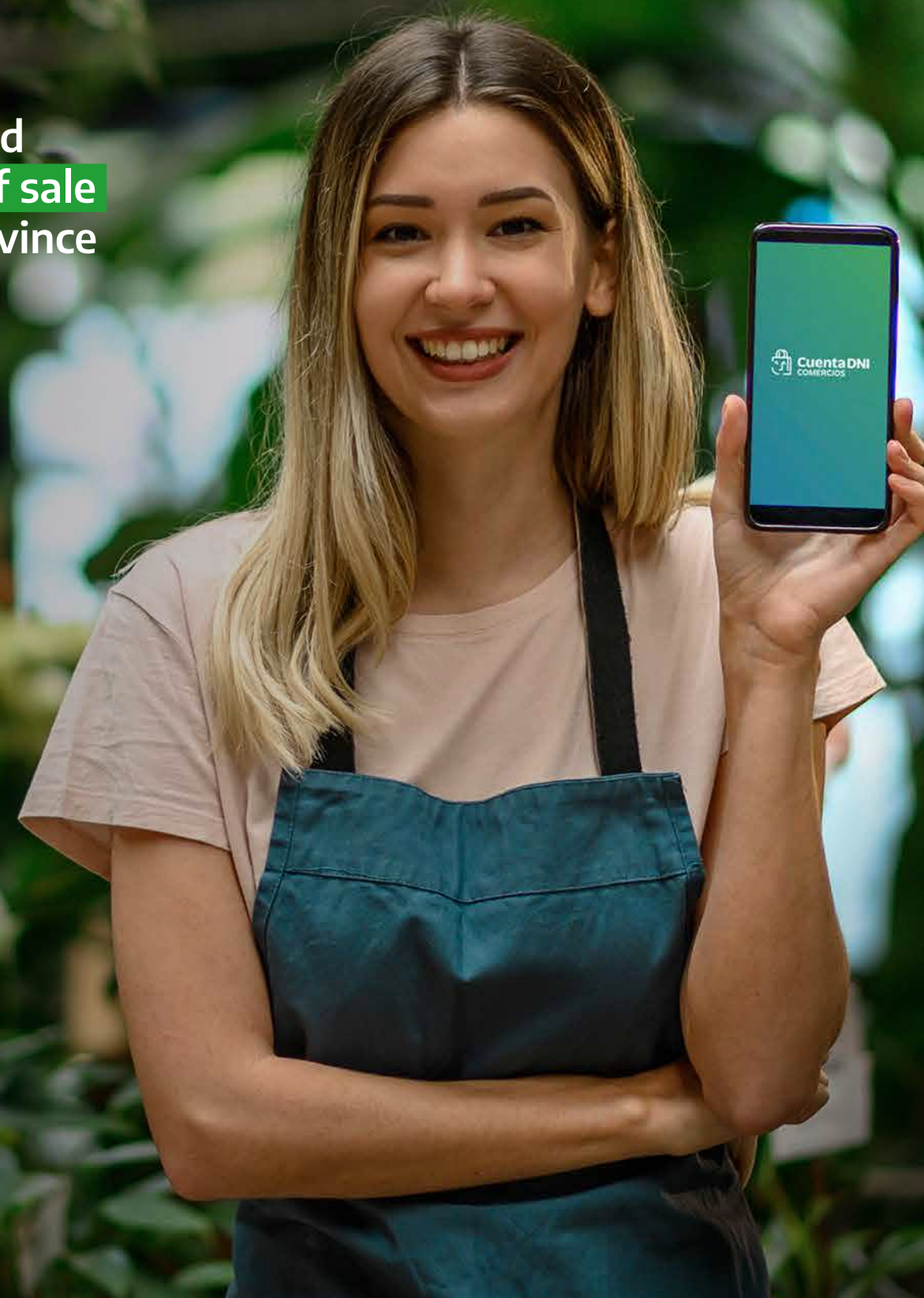
## CDNI Comercios

This Banco Provincia's digital collection platform allows any merchant, professional or independent worker to join the new electronic collection methods and start operating within 48 hours, with the discounts offered by the Buenos Aires public bank and without the need to go to a branch or to be a customer beforehand. **The main benefits of Cuenta DNI Comercios are: immediate availability of funds, the lowest commissions on the market with a discount during the first three months, and a promotional program that multiplies sales.** It accepts payments from any wallet and is 100% interoperable, as stipulated by the "Transferencias 3.0" initiative promoted by the Central Bank.

With this launch, we became the first financial institution to issue and accept payments and, together with Cuenta DNI, we form an ecosystem that provides digital solutions to all the daily financial needs of the provincial inhabitants.

+ 140,000 active and associated **points of sale** throughout the province of Buenos Aires.

More than half of the participating merchants **increased their sales** as a result of the use of the wallet.



## Award

Juan Cuattromo was recognized for the development of Cuenta DNI Comercios, highlighting his innovative role among several referents of the financial system in Latin America. The Platinum award in the financial inclusion category was granted by Fintech Americas, a community of bankers, entrepreneurs and technicians focused on designing the future of finance in Latin America and the Caribbean.



# BIP Ecosystem

This year we continued making improvements to our BIP Ecosystem to streamline our customers' operations and provide them with a better user experience.

## BIP Individuos and BIP Móvil

We renewed BIP Móvil with a more modern design and a more agile navigation that makes it simpler, safer and more intuitive.

In addition, we simplified the consumer loan contracting process for the Business and Professional segment, who were able to process consumer loans 100% online. This improvement resulted in record loan placements for this segment.



## BIP Empresas

We improved the existing functionalities of the “Pago de Haberes Online” option. Now, the Payment to Suppliers and Fees functionality has a wider range of operating hours and allows for instant accreditation of employees, thus improving the user experience by operating 100% digitally.



## BIPI 3.0

The **BIP Institucional** platform was also updated. Now BIPI 3.0 has a faster and more agile access, new menu layout and new search engines, more agility in transfers and assistance from the help desk.





# Provincia Compras

It is Banco Provincia's online sales platform, developed by Provincia NET in 2023. The objective is to promote regional economies and to provide financing and special discounts to users. Within the wide range of products offered, **the most popular categories are Technology and Electronics**, reflecting the interest of provincial inhabitants in modern and energy-efficient products.

Throughout the year, we conducted several special actions with interest-free installments on the platform, discounts on selected products and promotions related to anniversaries and Black Friday.

Sustainability-  
related products:  
**19,000 transactions  
for 6,500 million.**




**Provincia  
compras**  
de Banco Provincia


## Since its launching in 2023:


 **+ 2.4**  
million sales.


 **+ \$450,000**  
million in sales.

 **+ 570,000**  
registered users.

## In 2024:

 **+ 1 million**  
sales.

 **+ \$280 million**  
in sales.

 **+ 80,000**  
provincial inhabitants applied  
for credit cards through  
this platform.



# Quality of customer service

“We strive to ensure that in every interaction our customers have a close, timely, simple and reliable experience in all our points of contact, both face-to-face and remote.”

17 PARTNERSHIPS  
FOR THE GOALS16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



# Territorial reach

In line with our inclusion policy, in recent years we installed 187 ATMs in 89 neighborhoods and towns with no banking services whose inhabitants had to travel to withdraw cash.

During 2024, we carried out a new regionalization of our business units. This was based on the municipal boundaries and geographic distribution of our province, the predominant productive activities and the presence of urban conglomerates. In addition, we carried out a branch reclassification to optimize the implementation of strategies according to the characteristics and capabilities of each branch, with the aim of improving their short-term performance and supporting sustainable growth in the medium and long term.

Moreover, we have readjusted the navigation options in three customer service lines: Branches, BIP and CDNI, incorporating a service model with self-management of inquiries on the telephone channel.

This year, in order to consolidate and optimize customer experience at every point of contact, we implemented innovative strategies to achieve a comprehensive improvement in the customer experience management.

Automated Identity Validation, **improvements in the Customer Relationship Management (CRM) application**, improvement of automated and

**4.2 million**  
**customers served.**

**876 Self-service**  
**terminals.**

**The only Bank present**  
**in 147 towns.**

## Branches

in 135 municipalities of the province and in the city of Buenos Aires. 373 in the Province of Buenos Aires and 35 in the city of Buenos Aires. Entity with the highest number of access points in the Province of Buenos Aires.

**+ 6.2 million**  
transactions in our branches.

**123**  
regional officers provide customized attention to SMEs, agribusinesses and foreign trade companies.

**1.2 million**  
contacts per month were managed through our remote channels. Advisory services (88%), claims (8%), inquiries and orders (4%).

**2015 ATMs**  
92% disability-accessible neutral ATMs. The largest network in the whole territory of the province and city of Buenos Aires. It includes mobile ATMs to meet a specific demand.



personalized attention in the contact center, prioritization of critical processes like scams, fraud and social engineering reports.

To continue satisfying the needs of all our customers, we have extended the opening hours of our contact center and the Cuenta DNI customer service channel.

CONTACTS

**Contact Center: 0810-222-2776**  
Every day from 8:00 a.m. to 10:00 p.m.

**Banca Internet Provincia (BIP)**  
**Help Desk: 0810-122-0333**  
Every day from 8:00 a.m. to 10:00 p.m.

**Cuenta DNI:** 0810-666-2364  
**Option 1:** Cuenta DNI Individuos  
**Option 2:** Cuenta DNI Comercios  
Every day from 8:00 a.m. to 10:00 p.m.

Contact through the official Social Networks, which are verified with a blue check mark:

 **bancoprovincia**

 **banco\_provincia**

Remember that Banco Provincia will never ask for a BIP user, passwords or Security Token. Please do not share them.




Net Promoter Score (NPS)


To listen to the voice of our customers, we conduct regular surveys to learn about their needs, expectations and perceptions when interacting with us.

**Comprehensive Customer Experience Program.** During the second half of 2024, the Customer Experience Program was conducted, reaching 602 leading employees. The following objectives were achieved:


- 1 Raise the awareness of branch staff about the importance of understanding the emotions, needs and expectations of the Bank’s customers.
- 2 Encourage participation and commitment towards a customer-focused business vision.
- 3 Introduce key Customer Experience metrics and the Measurement Dashboard as a strategic tool to understand the voice of customers and improve their experience with the Bank.


TRANSACTIONAL NPS 49

 **Purpose:** To gather the opinion of customers at a certain point of contact, service channel or about a certain marketed product.

 **Frequency:** It is measured by means of daily surveys, corresponding to a specific experience.

RELATIONAL NPS 46

 **Purpose:** To gather the opinion of customers on their **overall relationship or experience** with Banco de la Provincia de Buenos Aires over time.

 **Frequency:** It is measured by means of a **monthly** survey.

**We improved the resolution and satisfaction rates in the management of claims in all channels, highlighting:**

**Social Media**  
Satisfaction 85% vs 80% in 2023  
Resolution 83% vs 74% in 2023

**Customized Telephone Service**  
Satisfaction 98% vs 96% in 2023  
Resolution 86% vs 85% in 2023



# Cybersecurity and Information Protection

"We guarantee the responsible handling of our customers' data and the security of our transactions in the face of cybercrime, based on policies and governance models that comply with the latest national and international regulations."





# Cybersecurity policy

Banco de la Provincia de Buenos Aires considers that information and technological infrastructure are critical assets that must be protected against threats, guaranteeing their confidentiality, integrity, availability and reliability in compliance with national and international laws.

Our cybersecurity policy provides management guidelines and support. It applies to all the Bank's transactions and processes, whether internal or external, linked to the entity through contracts or agreements with third parties.



# Cybersecurity Governance Model

We have implemented a Cybersecurity Governance Model based on an adequate definition and assignment of duties, roles and responsibilities, aligned with the Bank's risk methodology and business continuity objectives, thus promoting the cyber-resilience of the ecosystem as a whole.

### It is based on the following principles:

- Improve the ability to prevent, detect, react, analyze, recover, and respond to new threats.
- Determine the existence of appropriate security mechanisms for the services, whether managed internally or by a third party.
- Collaborate with stakeholders on cybersecurity issues.
- Raise awareness of cybersecurity risks among all employees, suppliers and customers.
- Provide specialized training in information security and expand cybersecurity research lines.
- Implement continuous improvement processes and tools that enable agile adaptation to changing technological and market conditions.
- Manage inherent risks and mitigation plans so as to provide an adequate level of protection to information assets.



### Security measures implemented by the Bank

- We monitor the movements made through the different electronic channels and detect unusual movements in the accounts.
- Encrypted information with SSL technology.
- User blocking for failed attempts.
- Inactivity logout.
- Phone key for Call Center.
- 6-digit security token built in BIP Móvil.
- Facial recognition to validate user identity.



**NEVER share your sensitive information with third parties:**

Username, passwords, tokens, card details.

**THEY ARE THE KEY TO YOUR MONEY**



# Security Center

In 2024, we relaunched the Security Center microsite on our institutional website with a modern design, more information and new recommendations to avoid falling into the different types of virtual scams existing today. In this site, people can learn about cybercrime, get recommendations on how to avoid becoming a victim of this type of crime, and learn how to proceed in the event of suffering a digital fraud.

If you were a victim of scams or fraud or if you notice any suspicious activity, please contact us urgently 24 hours a day at 0810-222-2776 by selecting option 0. We also remind you of all our official contact channels (see table below). If you receive a suspicious email requesting a BIP username and password, do not reply or click on buttons or links, forward it to [seguridadBIP@bpba.com.ar](mailto:seguridadBIP@bpba.com.ar)

ONLINE CONTACT	SECURITY/VERIFICATION SIGNAL	BUSINESS HOURS
 <a href="https://www.bancoprovincia.com.ar">bancoprovincia.com.ar</a>		<b>Personal Service:</b> Monday to Friday from 8:00 a.m. to 10:00 p.m.  <b>Self-management service:</b> 24 hours
 <a href="#">banco_provincia</a>		
 <a href="#">bancoprovincia</a>		
 <a href="#">bancoprovincia</a>		
 11-2821-6222		
 <b>BANCO PROVINCIA</b>	0810-222-2776	<b>Customer Service:</b> Monday to Sunday and holidays from 8:00 a.m. to 10:00 p.m.
From abroad	(54-11) 4109-7501 or 2821-6201	
<b>BIP</b>	810-122-0333	
<b>CUENTA DNI</b>	0810-666-2364	
<b>LINK NETWORK</b>	0800-888-5465	
 <b>Our domains are:</b> <a href="#">@bpba.com.ar</a> <a href="#">@bancoprovincia.com.ar</a>		<a href="#">@bancoprovinciamail.com.ar</a> <a href="#">@bancoprovinciaencuestas.com.ar</a> <a href="#">@prismamp.com</a>

# Campaigns and training activities

- We conducted **training sessions** related to the **prevention of illegal acts and fraud** for all employees, and for clients in the advisory councils' meetings.
- We provided security tips to our customers through various means of communication (e-mails, queue system, social media, etc.).
- We continued the "Let's talk about security" **streaming cycle** on our institutional YouTube channel, which together with the security videos had **more than 600,000 views**.

Security incidents significantly reduced in 2024.

– 63%  
Related to social media, phishing and apocryphal sites.

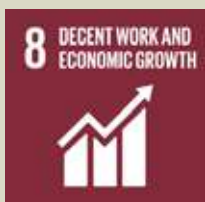
– 20%  
Related to malware and phishing modalities.

 Visit our videos section.  
 Click here to learn more.



# Workforce Inclusion and Diversity

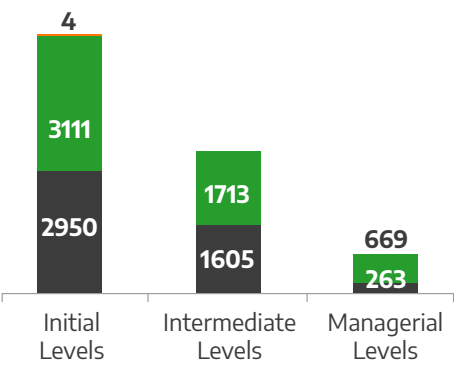
“We provide opportunities and working conditions marked by dignity, fairness, diversity, and inclusion, thus fostering a culture of respect and equity for all employees”.



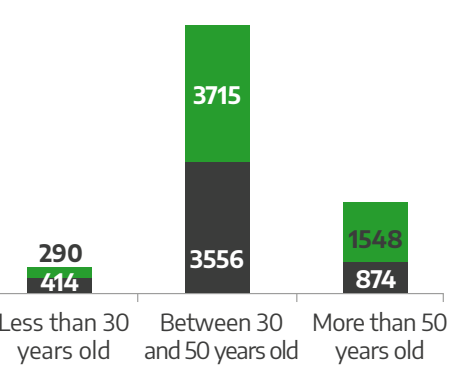


# Workforce - Large Numbers

Staff by gender and job level



Staff by gender and age group



Referencias: ● Women ● Men ● X

We are over 10,000 employees, working in a supportive environment that values training, innovation, ethical conduct, and the pursuit of new challenges and career developments within the organization.

As an indispensable means of providing the best service to people, production and public sector, we seek to consolidate the best organizational practices as regards human capital management.

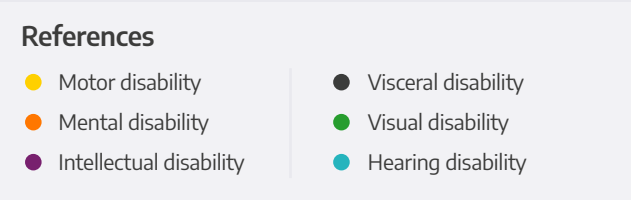
Our social role is a vocation and a mandate that, in terms of staff recruitment, is expressed in our commitment to equal opportunities in social, gender and disability issues. We strive to guarantee the diversity of our employees' profiles, under the principle of equity. To this end, we apply ethical, transparent and inclusive procedures that are responsive to all needs and seek to enrich our teams with a diversity of skills and perspectives.

More information in the Annex.

# Disability

We employ 326 people with disabilities. More than half of the total in the financial system.

According to a survey conducted among the member banks of the Sustainable Finance Protocol.

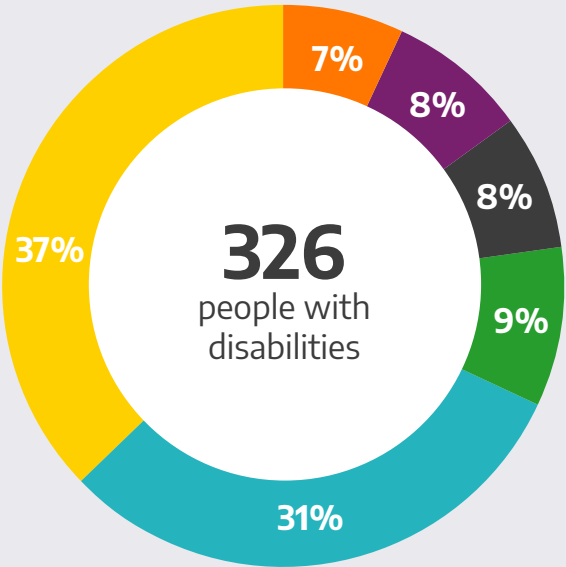


Our internal culture promotes diversity in all its forms. Around 1960, the first disabled worker joined the bank, and it is currently the financial institution that employs the most people with disabilities in the financial system.

**All internal communications and training courses are developed with tools that facilitate access to people with disabilities.** Content is planned according to specific needs and adapted as needed, including videos with LSA, text for the visually impaired or podcast versions of videos and training.

We are part of the Provincial Council for People with Disabilities (COPRODIS, *for its Spanish acronym*), which is coordinated by the Undersecretariat of Social Policies of the Ministry of Community Development. Different lines of action for the inclusion of disabled people are proposed in this space; it has a consultative and advisory nature.

Presentation of the Guide for the Inclusion of



## People with Disabilities

Banco Provincia was chosen as the venue for the presentation of the Guide for the Inclusion of People with Disabilities of the Sustainable Finance Protocol of Argentina. This document details the regulatory framework, recommendations and best practices for the inclusion of people with disabilities in the financial system.

During the event, Bank's employees shared their first-hand experiences as people with disabilities and provided their interpretation of many of the issues raised in the document.

Liberarte, a social enterprise specialized in supporting the cultural transformation of organizations, with a focus on diversity, disability and accessibility with a gender perspective, was in charge of closing the event. Liberarte highlighted the opportunities offered by the inclusion of people with disabilities in the workplace.

## First-hand experience: Natalia Kenseyan

Natalia communicated with the audience through sign language, while one of the Bank's interpreters translated it into words.

"I am a deaf person, I was born a deaf person, my whole family is deaf. My father, profoundly deaf, was also a Banco Provincia employee. When I joined the Bank 15 years ago, I realized that there was a great improvement compared to my father's time. Many of my colleagues know some sign language and learn from me. We feel well integrated, there is a bridge of communication. And she explained that "including the role of the interpreter within the Bank was fundamental. There are lots of virtual communications, e-mails, announcements of courses and training activities. Now, each of them has the image of the interpreter. This is a great relief for us and gives us a sense of equality with our fellow listeners".





# Gender

In order to build a more egalitarian, diverse and inclusive Bank, we have articulated strategies and provided tools that allow all employees to live in spaces free of discrimination and gender-based violence.

## We formed our Pride Network

Together with the Provincial Ministry of Women and Diversity, we created a network of more than 200 volunteers to disseminate actions for the promotion and visibility of the rights of the LGBTI+ community within the Bank. We held regular meetings to share news, concerns and proposals among the members of the Network, as well as several training sessions.



## Micaela Law

80% of the Bank's staff completed at least one of the training courses.

## Proud, of what?

As part of the 2024 Pride march, we held a streaming meeting where we talked with LGBTI+ collective referents and leaders of the Pride Network about the labor and financial inclusion of diversities and the policies developed by the Bank in this area. The event was broadcast live and you can watch it on our YouTube channel.

[➔ Watch the stream here.](#)



## Protocol for Action and Prevention of Gender-based Violence

This protocol allows addressing violence against women and LGBTI+ people in the Bank, as well as cases of domestic violence. It includes personnel, third-party service providers and customers. It also anticipates critical situations and promotes prevention through ongoing training and awareness.

## Workshop on Masculinities

Together with the Directorate for the Promotion of Masculinities for Gender Equality reporting to the Provincial Ministry of Women and Diversity,

## Transvestite - transgender employment quota Law

Twelve people joined the Bank's staff.

## Women leaders at Banco Provincia

As part of the 8M 2024 campaign, we held the workshop "Women Leaders at Banco Provincia", led by Silvana Mondino, CEO of Be! Business+Equality. It was aimed at women developing their careers at the Bank and was attended by more than 80 participants.

## Raising awareness among employees and customers

We created a **Cultural Agenda** to bring gender issues closer to the Bank's staff through culture, with proposals and recommendations for theater, cinema, streaming, books and art exhibitions. It is a collaborative space open to suggestions from the Bank's employees. In addition, we present **trivia questions at the branches' queue systems**, with the aim of informing and raising awareness among customers about gender and diversity.

we organized the first Reflection Workshop on Masculinities with the course "Masculinities under (de) construction". It was design to discuss the mandates and traditional roles of men in times of transformation. A total of 330 employees participated in the event.

## Productive Women

We created an audiovisual cycle in which women representatives of different SMEs and entrepreneurs of the province talked about the challenges they face with their companies and the importance of having the necessary support to grow and consolidate. The meeting was also attended by the Bank's Director, Laura Gonzalez, who spoke about the work carried out by the Bank to promote the gender perspective in its activities.



[➔ Watch it here.](#)

## Provincial Women

On our **institutional website** we share updated information on products with a gender and diversity perspective, promotions and benefits, as well as contact channels in case of violence.

[➔ Click here to learn more.](#)



# Staff Well-Being and Development

"We promote the development of our employees' skills, guided by respect and integrity values, to create a safe and healthy labor environment that strives for excellence and talent management, while providing benefits that impact their well-being."





# Benefits

## We take care of our employees' health

- Wellhub gives employees and their family members access to discounts at gyms and sports centers.
- The Bank grants a time allowance for the annual health checkup.
- We provide communication and education on healthy eating, physical activity and disease prevention.

## We stay together in every moment of life

- In 2024, the Bank maintained benefits such as flextime and teleworking in central areas.
- Birthday leave and 2 additional days for perfect attendance for all staff.
- The Program to Support Retiring employees is aimed at reducing the impact of retirement on the psycho-physical health of retiring employees. It consists of a time allowance for adaptation to free time and participation in a WhatsApp group, as well as face-to-face meetings of a therapeutic group nature, to accompany and guide them in the upcoming new stage.
- Our employees have access to social services through “La Colonia” and clubs.
- Special maternity and paternity benefits are available to our employees. Some of the benefits include:
  - » 135 days of maternity leave (pregnant individuals).
  - » Assisted fertility leave.
  - » 15 days of parental leave (non-pregnant individuals).
  - » Adoption Leave.
  - » Adoption Expenses.
  - » Economic allowance for children under 5 years old.
  - » Compensation for the use of nurseries / kindergartens.
  - » Breastfeeding rooms and childcare workshops.

All our employees enjoy a differentiated offer of banking products and services, such as differentiated rates and special conditions of granting and maintenance.







# Training

References

- Regulatory matters
  - Soft skills
  - Business skills
  - Inclusion, gender and diversity
- Technology
  - Sustainability
  - Induction and internal career
  - Security
  - Other

Induction Course

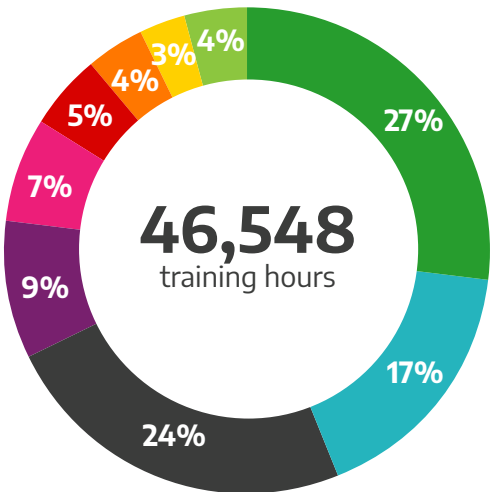
In 2024, we launched a new version of the Induction Course, with new content and the added value that face-to-face attendance can offer in some of its modules.

The objective of this course is to provide an approach to the operational, commercial and technological aspects that are combined in our organization, in order to facilitate the integration of new employees and to accompany them in learning the tasks assigned to them, whether in branches or central areas. In addition, we offer an approach to the Bank's institutional nature and cultural profile, in order to strengthen the sense of belonging and loyalty.

Internal Career

The internal career is developed in three levels for central areas and business units. It also includes a seniority training program developed for senior positions in central areas.

For employees who are in the internal branch career, we offer internship/mentoring programs as well as soft skills support, depending on the stage of their career. These initiatives have a reverse mentoring format where senior employees share their experience with younger generations.



In addition, we have a permanent training program known as “Bank of Knowledge” available through the CampusProvincia platform, which offers optional training courses for the continuous development of professional skills. A variety of didactic resources are offered. They are aimed at strengthening the technical, social and personal skills that are essential to improve the performance of all the Bank’s teams.

Training on Security issues

During 2024, a specialized consultant conducted face-to-face workshops on security, logistics and transportation of valuables. The activity complemented the annual training provided by the Security Operations unit.

We have a Labor Safety Portal with news and recommendations so that everyone can contribute to maintaining a safe and healthy work environment. In addition, a CPR and AED defibrillator course is available for all employees on the virtual campus.

Training on Sustainability issues

Sustainable Labeling

In April, a new development in the traditional loan registration process was implemented in order to

Hours of Training by Job Level

Initial Levels	57%
Intermediate Levels	30%
Managerial Levels	13%

14.9 average hours of training per employee.

12,613 hours of training in Human Rights.

93% security personnel covered.

identify lending transactions with a sustainable purpose. This new development is essential for the business as it lays the foundation for the correct determination of the Bank's sustainable portfolio and the possible raising of funds to continue assisting companies and individuals on their path to a more sustainable economy.

To support the launch of this implementation, we conducted a training session for the sales force, providing them with tools to correctly label the destination of loans/placements in the environmental, social or sustainable categories. The content shared provided context, information on the global paradigm shift and different situational cases to guide the categorization of transactions.

More than 3,600 agents from the banking and commercial network participated in this training. Thus, we were able to identify more than 5,300 sustainable transactions for more than \$19,500 million throughout 2024.

Responsible Purchasing

To accompany the implementation of sustainability criteria in the selection of products, an on-site workshop was held for senior management and a virtual training was made available to all personnel in central areas.



# Sustainability Leaders Program

We continued for the second year with our internal voluntary program “Sustainability Leaders”, with more than 280 employees enrolled. The goal is to work together to incorporate sustainability as part of our culture and business model all over the province.

This year our leaders developed different activities such as virtual training sessions, updates on sustainable topics, contests and virtual workshops that encouraged them to adopt sustainable practices in their workplaces and homes.

- Vegetable gardening workshop.
- Native flora.
- Home composting contest.
- Native planting.
- Sustainability Trivia and Challenges.
- Introduction to composting.
- Seeds for urban gardening.
- Eco-efficiency habits.
- All together for the 3Rs: reduce, reuse and recycle.

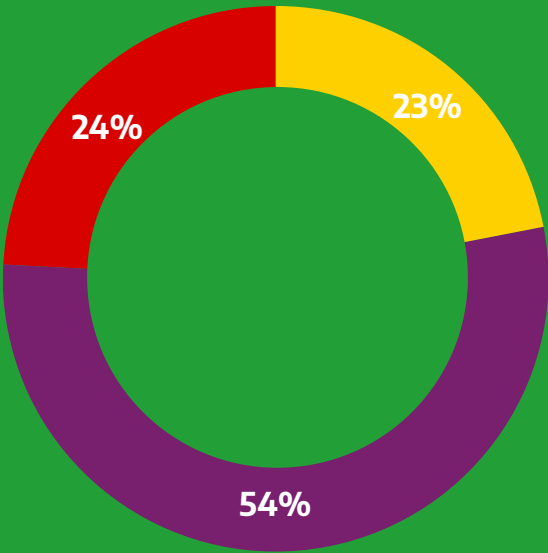


**100 leaders** participated in workshops on vegetable gardening, composting and native plants.



Likewise, the leaders participated in a **mobility survey** together with their work teams to obtain a sample in order to understand how we move to get to work:

- **76% of people who participated in the survey** live in the interior of the Province of Buenos Aires.
- On average, each **person travels 37km** to and from work **each day** and 50% live within 7km of the Bank.
- Our leaders spend an average of **56 minutes a day commuting to and from work.**
- The main means of transportation used are cars or motorcycles, walking or cycling, public transport.



References

- Public transport
- Car or motorcycle
- Walking or cycling

First-hand experience:

“Thank you for the seeds from the vegetable gardening. Congratulations for all the actions you take for the preparation of envelopes and their delivery to close colleagues. I kept the envelope for future deliveries. In my cabinet I keep all the envelopes we received at the branch to reuse them. Luckily, it has already become a habit for my colleagues!”

Ana Mercedes Montero, Campana Branch.

“At home with my daughter we planted the little seeds from the vegetable gardening workshop, and we can already see that they are sprouting.”

Cristina Inés Mangiavillano,  
Processes and Organization Management.

“Thank you very much! I received the seeds from the vegetable gardening workshop. What a beautiful initiative! Congratulations!”

Melisa Gabriela Puig, Commercial Policy –  
Corporations Management.





# Responsible Management of Critical Resources

“We optimize the use of critical resources (electricity, water, gas, paper, plastic) to reduce both our environmental impact and operational costs.”





# Carbon footprint

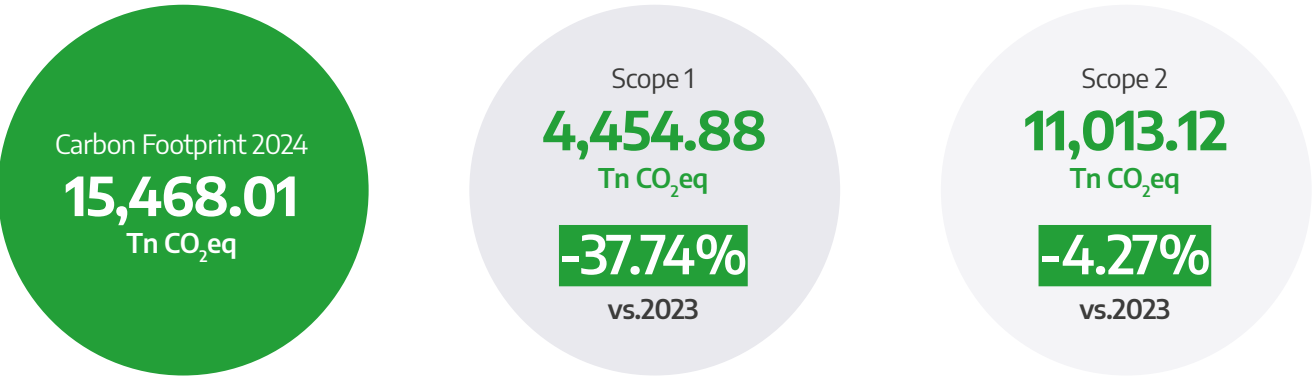
In 2024, we achieved a 16% reduction in our Carbon Footprint.

In 2023 we measured our carbon footprint for the first time (Scope 1 and 2), reaching a new milestone on our path to sustainability. This measurement allowed us to quantify emissions in each sector of the organization and identify opportunities for improvement to more efficiently manage our consumption and critical resources for our operation. Our goal is to reduce our carbon footprint over the coming years and mitigate the impact of our activity on climate change.

The first measurement was made by surveying the electric and fuel consumption (Natural Gas,

Diesel and Gasoil) of our main buildings in the City of Buenos Aires, La Plata and Mar del Plata and our more than 400 branches, as well as the consumption of our vehicle fleet. In 2024, our 442 neutral ATMs and 2 subsidiaries abroad were incorporated into the measurement.

During 2024, we implemented several awareness campaigns focused on the importance of reducing energy consumption and adopting more sustainable practices. This concerted effort resulted in a notable decrease in our consumption of Natural Gas (-25.2%), Electricity (-6.8%) and Fuel (-2.7%), which translated into a 16.12% reduction of our Carbon Footprint.



Consumption	2023	2024
Scope 1	6,932.87	4,454.88
Scope 2	11,504.04	11,013.12
Carbon Footprint	18,442.27	15,468.04
Energy Intensity	1.77	1.49

\*The methodology and calculation were based on the voluntary international standards ISO 14040, ISO 14044, ISO 14064-1, ISO 14067, the GHG Protocol (Greenhouse Gas Protocol) and the IPCC (Intergovernmental Panel on Climate Change) guidelines. The Energy Intensity ratio was calculated based on the number of employees: carbon footprint/total number of employees.

# Earth Hour

On Saturday, 23<sup>rd</sup> March at 8:30 p.m., we switched off all the lights in our three most emblematic buildings: the Buenos Aires Head Office and its annexed building in downtown Buenos Aires and the La Plata Home Office. In this way, millions of people and organizations participated in this initiative around the world to raise awareness of climate change.

This year the 18<sup>th</sup> edition took place, gathering millions of people in almost 200 countries under the slogan 'The Biggest Hour for Earth'. This day reminds us that nature is our life support system, that it provides us with everything we need and that we must defend it now to safeguard the health of our planet and our well-being as a species.





# Materials and input management

## Paper and Plastic

The following materials were used during 2024 for the marketing and distribution of our products and services:

**112 tons of paper** produced in central areas from the use of reams of paper, ATM rolls, envelopes and sheets of paper.

**19 tons of plastic** from the issuance of credit and debit cards.

**31 tons of plastic** from the use of bags in the usual treasury operations.

What did we do to reduce the use of materials?

We reduced paper consumption in central areas by 50% as against 2023, thanks to the progress made on digitalization of processes and the elimination of ATM audit strips.

More than 87% of our customers are members of e-provincia. This means that they receive all correspondence by e-mail. In addition, all communications are shorter, which reduces the number of pages. In this way, we reduce the environmental impact by sending credit card and account statements and tariff readjustments by e-mail.

At events and major exhibitions, we eliminated paper brochures and replaced them with digital communications. We also purchased merchandise made from recycled materials.

We replaced the purchase of plastic water bottles and cups in central areas with stainless steel jugs and glass cups for all offices, reducing plastic consumption by 80%.

We discontinued the use of plastic bags for mailing cards to branches, thus avoiding the generation of waste and reducing its impact on the environment.

Investments in technology reduce our energy consumption and use of resources.

Workstations are rated Energy Star 4 or higher, our new printing service uses less energy, and we are hiring communications technology providers that promote sustainable operations.

## Transportation

Our fleet has a total of 272 vehicles, of which 182 run on diesel fuel and 88 on gasoline. In addition, our 2 electric units travel between 500 and 600 kilometers per month in the City of Buenos Aires, thus reducing our environmental footprint.

## Fuel Consumption

Type of Fuel	Fuel Quantity (liters)	
	2024	2023
Diesel	448,433.72	449,402.94
Gasoline	96,974.69	110,949.43
Total	545,408.41	560,352.37

3% reduction in fuel consumption as against 2023.

## Sustainable Infrastructure

More information in the Annex.

All works and remodeling are carried out with 100% sustainable criteria.

They are designed using bioenvironmental design practices: LED lighting, air conditioning equipment with inverter technology and hermetic double-glazed (DVH type) windows and doors with solar control treatment, which minimizes the need for air conditioning and, therefore, energy consumption.

We installed solar panels and water heaters in new buildings

We generated 99.7 MWh of renewable energy from solar panels in our buildings.



Head office in CABA, Casbas branch, Francisco Madero delegation in Pehuajó, Constitución Avenue in Mar del Plata, Derqui and Ezeiza branches.

In addition, a bi-directional energy system allows any excess of energy generated by the branch's photovoltaic installation to be delivered into the power grid.

The new ATMs consume 30% less energy than the old models

During 2024 we replaced 298 devices, 15% of the total number of ATMs in our bank.

The modular ATMs are made of recyclable and reusable metal panels.

We converted more than 80% of the lighting fixtures in our central buildings to LED lights.

Almost 97.5% of our branches are accessible to people with reduced mobility.

# Waste management

For more than a decade, we've had a policy of separating wet and recyclable waste in all our central buildings. This waste is collected by the cooperative of municipal recyclers in the area.

1,171 kg of paper and plastic generated by our activities in central areas.

305 kg of cardboard generated by our activities in central areas.

241 liters of vegetable oil (AVU, for its Spanish acronym) collected from central building kitchens and sent for recycling. In this way, the waste was converted into biodiesel, thus preventing the contamination of water courses.

## Circular economy

We continue our policy of reintroducing into the productive cycle of the Province of Buenos Aires the materials derived from our operations that can be recovered before their final disposal as waste.

13 tons of paper

7 tons of cardboard

were sold to companies in Buenos Aires. The proceeds from the sale were used to finance social service associations for the Bank's personnel.



# Sustainable Management of Acquisition and Suppliers

"We promote a balance between economic, social and environmental criteria when selecting products and suppliers. This maximizes the satisfaction of our needs and the positive impact on our value chain."





# Acquisition and Procurement

Acquisitions and procurements are made according to the provisions stated in the Bank’s own Procurement Regulations approved by the Board of Directors under Resolution No. 1077/18. These Regulations establish the general principles governing the Bank’s procurement management.

- Reasonableness Principle.
- Advertising and Communication Principle.
- Free Participation Principle.
- Equal Opportunity Principle.
- Free Competition Principle.
- Economy Principle.
- Transparency Principle.

**99% of our purchases are sourced from local suppliers.**

This achievement is the result of our awarding preference for national origin products and for SMEs located in the province of Buenos Aires.

# Responsible purchasing

In October 2024, we introduced the analysis of sustainability criteria for all purchases in central areas.

In our “responsible purchasing policy”, we publicly declare our commitment to promote a purchase decision-making process in line with our demand for goods and services to benefit both the Bank and the whole society, while minimizing its impact on environment. Likewise, we are in the process of incorporating sustainability criteria into the tendering process for goods and services that are critical to our business.

**Awareness and knowledge: the keys to cultural change.**

We are aware that a change towards sustainability throughout the organization is a process that can only be carried out with the conviction and support of the entire organization.

For this reason, before launching this new way of purchasing, we participated in a workshop with Fernando Passarelli (coordinator of the program Valor RSE + Competitividad organized by the AMIA association) entitled "Strategies and Benefits for Purchasing Decision-Makers" for all managers and deputy managers of central areas who play a key role in the strategic decision-making process within the Bank.

In addition, we launched the “responsible purchasing” virtual course opened to all central areas staff. During the first weeks, 235 employees directly involved in the purchasing process participated in this training.



Since its implementation:

**32% of purchases are based on sustainability analysis.**

**We began purchasing critical inputs for our sustainable operations\*:**



Credit and debit cards.



Paper envelopes.



Treasury bags.

\*Bids to purchase recycled plastic cards, unbleached sugarcane fiber paper, and reusable treasury bags.



# Financial education

“We develop proposals to strengthen people's financial capabilities, promoting healthy and informed decision-making and improving the life quality of Buenos Aires inhabitants”.





# Incluir program

In order to strengthen its natural role of inclusion, in 2020 we developed the Incluir Program, with the participation of Provincia Servicios Financieros, Provincia Microcréditos and Banco Provincia Foundation.

This program aims to promote and consolidate the access of provincial inhabitants to financial products and services. In this sense, it includes several projects aimed at a specific segment of the population: provincial municipalities; women and diversity; workers in the informal economy; senior citizens; SMEs of the Province of Buenos Aires; young adults and school-age children.

## Incluir en movimiento

It is an itinerant cycle with financial education activities for the whole family, which during 2024 toured 10 cities of the province of Buenos Aires. Its aim is to provide inhabitants of all ages with new knowledge and skills so that they can use the tools offered by the financial system, particularly those related to new technologies.

The “Incluir en Movimiento” bus visited the provincial cities of Bahía Blanca, Azul, Tandil, Suipacha, Salliqueló, Colón, General Pinto, Los Cardales, Ranchos and La Plata.

The proposal included a puppet show for children, educational games, a theatrical scene on board the bus and talks on safety in the use of new means of payment and on the problem of online gambling, especially among young people.

1 million  
followers on  
social networks

2,400  
kilometers  
traveled

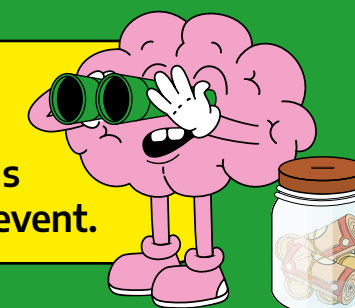
25,000  
participants.



RICO.EN.DATA:  
financial education in provincial schools.

By the end of 2024, RICO.EN.DATA, a financial education course for third year-high school students of the Province of Buenos Aires, was launched. Its purpose is **to train on the management of personal finances, savings, investing and fraud prevention**. The agenda includes concepts such as savings, investing, banks' operations, responsible consumption and identification of risks associated with gambling and digital fraud. Classes are dynamic and end with group activity and diploma awarding. During the year, **178 training sessions were held in 8 municipalities of the Province of Buenos Aires**: Avellaneda, La Matanza, Lanús, Lomas de Zamora, San Isidro, San Fernando, Tigre and Vicente López.

More than 6,000  
young people from  
97 provincial schools  
participated in the event.



→ Click here for videos of some of the cities we have visited.





Talks on financial education



700 senior citizens.



631 women and diversity.



640 school age children.



675 popular economy workers.



Microsite

In 2024, we launched a microsite with all the contents of the program, broken down by age and sector of activity: people over 60 years old, young people between 13 and 17 years old, women entrepreneurs, micro-entrepreneurs.

➔ Click here to learn more.

Streaming Cycles

To expand the reach of financial education throughout the province, this year we conducted streaming cycles on investments, security, sustainability, diversity and financial education. All of them were produced in and broadcast from our Aldo Ferrer audiovisual studio, located in the Chacarita neighborhood. Watch the exclusive financial education content:

Let's talk about Investments - 3 episodes

Hosted by Estefanía Pozzo, a journalist specialized in personal finance, and with the participation of specialists from our Investment Center and several guests, we discussed topics such as how to start investing, how to know the risk profile, the differences between how people and companies invest, the difference between saving and investing, etc.

RICO.EN.DATA

In a talk led by journalist Juani Velcoff and with the participation of economist and influencer Candelaria Botto, the Institutional Communication Manager of Banco Provincia, Juan Manuel Cancelli and the Director of Curriculum Management of the General Directorate of Education of the Province of Buenos Aires, Gabriela Carnevale, we presented the new financial education course that 6,361 young people from 97 provincial schools have already taken.



We recovered our space in the República de los Niños (Children's Republic)

We recreated a bank branch where boys and girls can participate in playful and recreational activities on basic financial education concepts, security tips and new digital tools.





# Local Inclusive Development

“We generate value proposals to strengthen the inclusive development of the community through various initiatives that contribute to economic and social welfare, mainly focused on the most vulnerable sectors”.

8

DECENT WORK AND  
ECONOMIC GROWTH

4

QUALITY  
EDUCATION



# A social perspective: quantifying impact

We developed a series of **research studies** to quantify the impact of our activities on social and economic variables. The first one aimed at analyzing the impact of the Bank's loans on the maintenance of jobs in SMEs in the context of the 2020 pandemic. The results show that SMEs that received loans under this facility in 2020 recorded employment levels between 2.9% and 6.7% higher than other companies that did not apply for financing. The research authors considered that loans mitigated the effects of the pandemic and allowed companies



to maintain activity levels, compared to the decline in employment experienced by the control group.

[➔ Click here to learn more.](#)

In 2024, we carried out an analysis of the impact of Cuenta DNI in 2023. We found that the incentive policy provided by the tool was evidenced in the level of activity. In this sense, the intensive use of this tool in the segment created for merchants (CDNIC) - which allows the materialization of the benefits granted to individuals - showed a statistically significant differential of \$4 million and \$3 million as against the non-use of the wallet for 54% and 40% of the merchants, respectively.

In addition, this policy had an impact on the small business segment, evidencing the fulfillment of one of the institutional goals and the correct targeting of the instrument as a public development bank by promoting the sales of the smallest merchants. Although the CDNIC is a tool used mainly by women-run businesses, it was observed that the average sales for both women and men segments have improved with the intensive use of the wallet. Anyway, in the case of men, such improvement was less significant. This represents a challenge for the institution in planning its policy to continue promoting the activity in a more inclusive way.

In this sense, the Bank's role in financial and digital inclusion is fundamental and is evidenced in its Inclusion Policy.

By 2024  
**+ 19,600 productive units** had access to credit for the first time.



# Provincia Microcréditos

Its **main objective** is to finance the self-employed in the Province of Buenos Aires, especially those sectors that do not have access to credit from the traditional financial system. As part of Banco Provincia, it is positioned as the first access channel to a public development banking system.

Since 2024, **associative groups have also been included as potential microcredit borrowers**, through an integral evaluation of the legal entity, whether a cooperative, civil association, etc.

The Company ranks first among the entities that offer financial assistance to this sector, showing not only a wide reach and impact but also marking a path for the rest of the entities in the sector. To learn more, you can access the following link:

[➔ Click here to learn more.](#)

**First access to credit**

**+24,000 Microcredits** granted to women-run businesses (+51% in 2024)

**10,770 new women customers** (+74% in 2024)

**+ \$172,000 million** granted in credit assistance

**+ 53,000 customers**

**+ 9,000 customers** were granted a loan for the first time



**+63,700 direct employments have been created through 44,870 microcredits and 41,635 productive units since the creation of Comunidad Prome**

**+ 420 networked businesses – 42% interior of the Province**

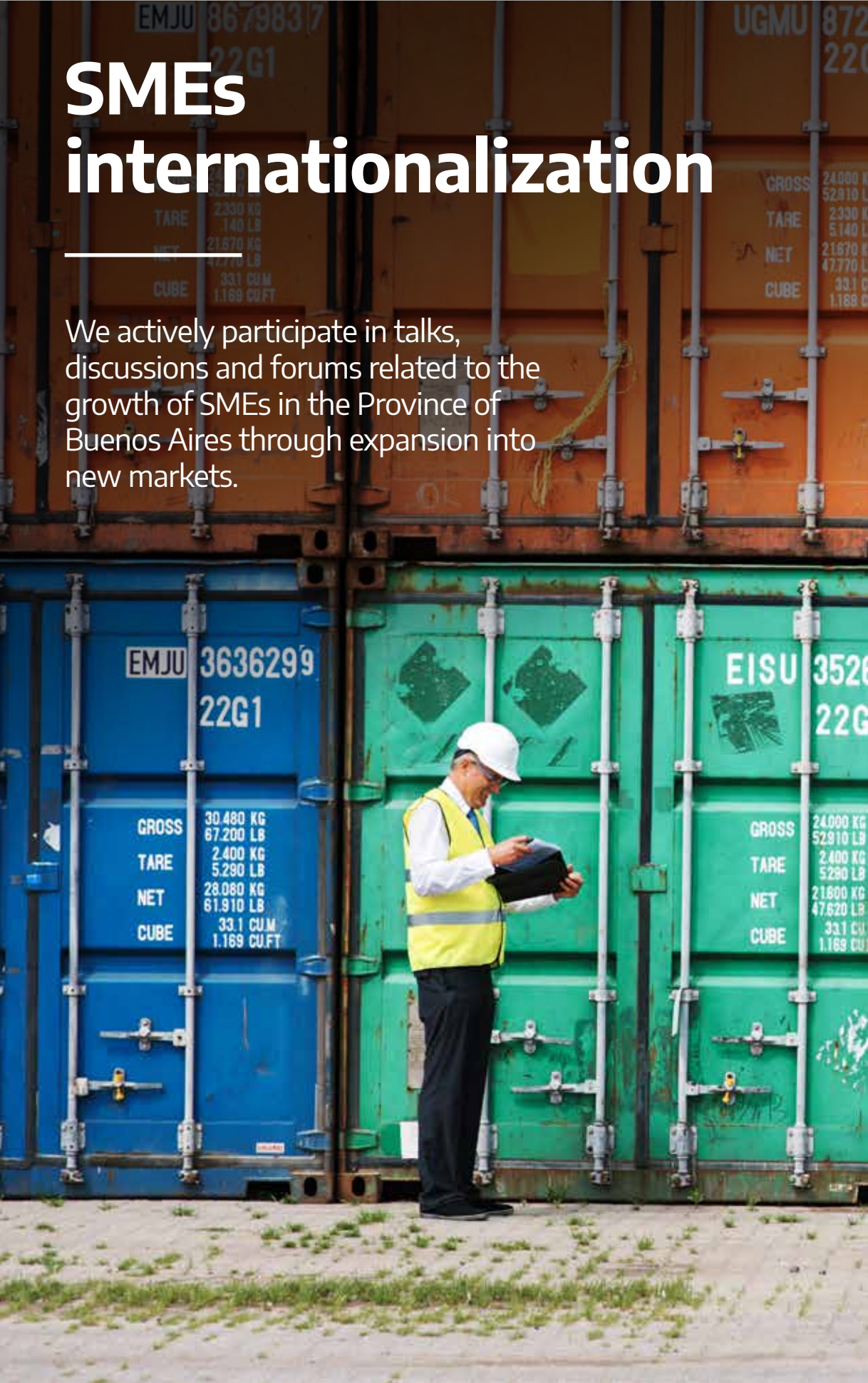
**+ 40% uses Cuenta DNI Comercios**

Forty-seven percent of the productive units that had access to a loan for the first time thanks to Provincia Microcréditos also had access to the financial system as a whole for the first time. In this way, **we continue to promote financial inclusion through sustainable loan facilities**- a challenge that the financial system is currently facing. In fact, for the 53% that already had some financing with other institutions, access to Provincia Microcréditos meant that they no longer had to finance themselves with high-cost entities.

In line with its focus on sustainability, in 2024 it launched two **loan facilities related to environmental impact** (the Meteorological Phenomena and the Energy Saving facilities). In addition, it has deepened its microcredit facilities through agreements with municipalities. This allowed to have greater reach through its own local work, generating a positive impact on the community. Thirteen new agreements were signed to strengthen this collaboration. In addition, talks and face-to-face meetings were held in different provincial municipalities and towns, mainly aimed at strengthening territorial presence and building bonds of trust among community members.

# SMEs internationalization

We actively participate in talks, discussions and forums related to the growth of SMEs in the Province of Buenos Aires through expansion into new markets.



Sustainability is a cross-cutting issue in all our initiatives. There are several international regulations that ensure sustainable development, with very specific requirements to be met in order to enter this market.

Some of the main events within the "Vincular" program are the following:

- 38 meetings with companies to promote the program and foreign trade services.
- Participation in Regional Advisory Council meetings.
- “Oportunidades Comerciales con Embajadas” virtual discussion group. The ambassadors and commercial attachés provide information on the products available, the demand and the advantages of doing business with their countries.
- Paraguay, Romania, Poland, Costa Rica, China and India participated this year.
- “Pyme Productivo 1ª exportación workshop”: Practical activity given by bank officers with the cooperation of international companies and speakers, where an export plan designed by us is developed to achieve exports. The workshop was held from April 16 to 18 and was attended by 90 companies.
- Virtual and face-to-face business meetings: food and agricultural exporters from Buenos Aires and importers from several countries participated in these meetings.
- Activities such as “Búsqueda de mercados externos” and “Compre en la región” to connect exporters in Buenos Aires with importers in China, Bolivia, Paraguay, Guatemala, Uruguay and Brazil.
- Exploration of commercial opportunities for the

promotion and marketing of specific lines in third-party channels.

Other noteworthy participations:

- “Cambio Climático y el Comercio Exterior”, virtual presentation given at CACIPRA (Chamber of Commerce and Production of the Argentine Republic).
- “Comercio Exterior: Aportes a la Mitigación del Impacto del Cambio Climático”, virtual lecture for the University of the Republic of Uruguay in the subject “Business Policy and Strategy”, as part of the training for the Master's Degree in Business Administration (MBA).
- “Nuevos Desafíos y Perspectivas del Comercio Exterior”, hybrid event together with the Catholic University of La Plata, where we talked about changes in consumer habits towards sustainable products.
- Webinar organized by ALIDE, “Sustainability Strategies in Latin American Foreign Trade: Challenges and Solutions”. We made a presentation on the individual and collective commitment to reduce greenhouse gas (GHG) emissions and the need to raise awareness among Latin American companies and consumers to promote change towards the development of sustainable products.
- We participated in the International Seminar “El Mercosur como Plataforma de Lanzamiento para Nuevos Horizontes Comerciales”, organized by the Municipality of Ituzaingó.
- Monthly publication of the Foreign Trade Newsletter.
- Link with the IDB's Connect Americas platform and ALADI's “Pymes Latinas, Grandes Negocios” platform.



# Banco Provincia Foundation

Banco Provincia Foundation was created in 1969 to improve the economic and social development of the Province of Buenos Aires.



## 2024 Main Actions

### “A jugar a la plaza”:

7 playgrounds in 7 municipalities.

### “Clubes en forma”:

**222 equipment** and infrastructure projects in institutions located in 42 municipalities.

### “Acompañamos a las escuelas”:

School supplies, toy libraries, musical instruments and/or equipment for **134 educational** institutions in 40 municipalities and special FinEs (Primary and Secondary Education Completion Program) commissions in 7 municipalities linked to the *Patronato de Liberados* (Center of Social Adaptation of Released Persons) of the Province of Buenos Aires.

### “Acompañamos a los Hospitales”:

Donations were made to 42 health institutions in 21 communities.

### “Se armó la orquesta”:

**390 musical instruments** and 553 materials were donated to 52 orchestras and choirs in 24 municipalities. Eight Music Creation Centers were inaugurated in eight municipalities, and infrastructure materials were donated for the future installation of another center.

### “Ver para aprender”:

**8,978 students** in 54 municipalities were checked and 3,174 eyeglasses were delivered in 60 municipalities.

### “Ver para seguir aprendiendo”:

A total of **1,031 eyeglasses** were delivered to 699 people in 9 municipalities.

More information in the annex.



# Museum

The Museum exhibits the history and central role played by the Bank in the provincial territory and its people’s lifestyle. Through various activities, we contribute to non-formal education and social development of the community.

## 2024 Main Actions

**“Banco y Niñez” program:**  
**289 visits** to our museums in Buenos Aires and Carmen de Patagones, with more than 8,550 students. +117% vs 2023.

**Documental and bibliographical collections:** We provide our services to more than **160 researchers** in the country and abroad. +41% vs 2023.

**Temporary exhibitions:**  
**14 exhibitions** in Buenos Aires and Carmen de Patagones.

**2024 Banco Provincia Photography Grand Prize – Sara Facio:** A total of **830 photographers** from the province and the city of Buenos Aires participated in the contest. + 4 times vs 2023.

**2024 Banco Provincia Literature Grand Prize:** **5,277 stories** received. +100% vs 2023.

*More information in the annex.*

## The Provincial Government has declared the Banco Provincia Literature Grand Prize to be of cultural interest.

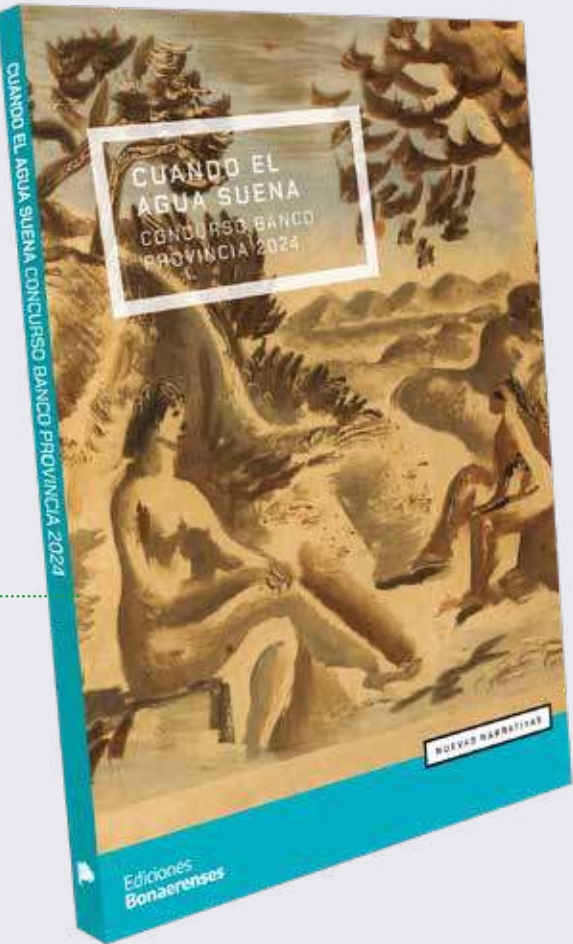
A resolution issued by the Cultural Institute of the Province of Buenos Aires emphasized the importance of the literary contest organized by the provincial public bank. "It disseminates the work of many new and renowned writers."

By means of a resolution dated Wednesday, June 19, 2024, the Cultural Institute of the Province of Buenos Aires declared the Banco Provincia Literature Grand Prize, 2023-2024 edition, to be of provincial cultural interest. The growing participation (from 1,796 stories in 2022 to more than 2,700 in 2023 and more than 5,200 in 2024) was among the considerations

mentioned by the Institute to justify the action.

It also pointed out that the winning and selected works were published by Ediciones Bonaerenses. They are available for free in physical, digital and podcast formats on Banco Provincia's official Spotify account.

The Institute also stated that the contest contributes to the dissemination of the work of numerous new and renowned writers, and that it promotes and encourages the development of literature in the Province and City of Buenos Aires.



# Jauretche Chair

The Jauretche Chair is named to honor the man who served as President of our institution from 1946 to 1950. Its mission is to project and develop strategies and actions aimed at rescuing, preserving and making visible the thought and work of Arturo Jauretche. It also aims at redefining the public institutional role of our institution.

## 2024 Main Actions

Active participation in the induction courses for entrant workers.

*"Con Jauretche y más allá de Jauretche"* talk on the occasion of the 50<sup>th</sup> anniversary of Arturo Jauretche’s death.

**Inauguration of the Jauretche Cultural Space** in the House of the Province of Buenos Aires in CABA.

**Podcast** to commemorate the approval of Law 13,010 on Women's Political Rights.

**Traveling exhibitions:** *"Resonancias de nuestra tierra"* and *"Pensar con Jauretche hoy"*.

*More information in the annex.*

# Advisory Councils

There are 11 Regional Advisory Councils, one for each commercial regional center, whose purpose is to maintain a close and supportive relationship with the provincial MiSMEs and business union associations in order to promote and strengthen the segment through financial products and services tailored to their needs.

In 2024, 38 meetings were held throughout the province, gathering the concerns of more than 277 participants.





# Solidarity Actions

**mesumo**  
Programa de Premios

**FUNDACIÓN  
HUÉSPED**



We continue actively working with Unicef and Casa Justina. In 2024, as part of World AIDS Day, celebrated every December 1, we signed an agreement with the Huésped Foundation so that individuals and institutions wishing to collaborate with the Foundation can do so through all our channels.

By means of these collaborations, our Bank reinforces its commitment to supporting relevant social causes, using its various channels and services to facilitate contributions and broaden the impact of these NGOs.

### Me Sumo Program

Customers who are members of the Me Sumo

program can convert their points into a donation to these institutions.



#### Cuenta DNI

By entering the alias (single banking code) in the transfer option: LA.CASA.JUSTINA.



#### Home Banking

By entering into the Transfers/Donations/Entity tab and selecting the appropriate one.

We also run campaigns and contests to encourage our customers to participate.

### UNICEF campaign:

All donations of \$3,000 or more made during October 2024 were eligible.

### International Week of Deaf People

In September, the Bank hosted a special event as part of the International Week of Deaf People. On this occasion, we welcomed students from the *Instituto Integral de Educación*, who attended a presentation given by Bank employees who are representatives of the deaf community.

The meeting addressed various issues related to the integration of deaf people into the labor market and was conducted entirely in sign language with simultaneous interpretation

for hearing people. Highlights included bank employees sharing their experiences of how they got their jobs, how they communicate in the workplace and how they learn and grow on the job. In addition, they provided valuable advice to help the students visualize the paths they could take toward their own professional development.

### Let's make our Bank a bone marrow donor

The initiative was inspired by employees with illnesses requiring bone marrow transplants. It aims at bringing the blood bank closer to the employees, facilitating the process of donating during the working day and outside the hospital environment, so that those who wish to perform this act of solidarity can do so in a more accessible way, while maintaining the same

technical protocols required by the health authorities.

A solidarity and multidisciplinary team of the Bank, in collaboration with INCUCAI, worked together to carry out the first blood donation and bone marrow donor registration day in the institution. It was held on May 30, 2024 in the Head Office Multipurpose Room, with the participation of 63 potential donors. We were able to perform 56 collections and 33 registrations in the National Bone Marrow Registry.

Based on the success of this first event and what we learned, we held a second event in December at the Guanahani headquarters, with the participation of 49 potential donors. We were able to perform 43 collections and 14 registrations in the National Bone Marrow Registry.





# Related companies

A blurred background image of an office interior. Several people are visible, some sitting at desks and others standing, engaged in work. The scene is brightly lit, likely by large windows on the left, creating a professional and active atmosphere.



# Grupo Provincia

It currently provides strategic leadership to its insurance companies: Provincia ART, Provincia Seguros and Provincia Vida through innovation and the creation of synergies in an efficient and profitable manner, incorporating sustainable development in its management model.

The following sustainability-related activities were carried out in 2024:

- **Corporate Equity Program.**
- It analyzed the Action for situations of discrimination, gender-based violence and harassment in the workplace.
- It adopted new mechanisms for channeling complaints (QR in offices) and other measures to promote the same benefits and leaves among companies and the holding company.
- For the first time, the Carbon Footprint was analyzed and measured in order to identify opportunities for improvement so as to reduce its environmental impact.
- It participated in the Garrahan Foundation's Recycling and Environmental Program to collect paper and plastic caps from offices.

**Training**

- **Micaela Law - gender:** for all new staff.
- **Yolanda Law – environment:** The holding company's Human Resources and Institutional Communications teams conducted this training and participated in a workshop organized by

UN Women on the Prevention and Attention to Gender-based Violence in Business Management.

**Provincia ART**

The company has more than 2 million members and ranks **first in the number of insured workers throughout the country**, maintaining its leadership for 8 consecutive years. During 2024, the following activities with social impact stood out:

- 50 people were trained in the *"Derechos que necesita el futuro del trabajo: Análisis de las Mujeres Sindicalistas"* degree course, thanks to an agreement with the National Technological University (UTN, *for its Spanish acronym*).
- The systems were adapted to comply with current regulations regarding gender identity. Priority was given to health care and the dignified treatment of employees.
- Technological innovation was strengthened through the association with the Insurtech Argentina Chamber.
- The relationship with the Women in Insurance Executive Forum (FEMS, *for its Spanish acronym*) and the Network of Women in Insurance (MES, *for its Spanish acronym*) was renewed.

- **It won first place in the CESVI national and international competition against fraud in the insurance market.** The winning case, *"Fraude entre las Sombras,"* stood out for its impact and innovative strategy among proposals from Argentina, Chile, Colombia, Paraguay and Brazil.

**Strategic Alliances to achieve environmental sustainability**



**Cascos verdes**

**Sponsor of the 2024 *Derribando Barreras* Program**, whose aim is to train 10 students with intellectual disabilities to become environmental educators. All staff was also trained in waste separation and the 3Rs principles.



**Mediapila Foundation**

**Almost 1,100 reusable bags** were bought to raise awareness of the importance of reducing the use of plastic, which can take 100 to 1,000 years to decompose, depending on the type.



**Garrahan Foundation**

**Training courses were held on recycling and environmental care.** In addition, Provincia ART continued with the donation of paper and plastic caps.

**Provincia Vida**

**60% of women**

in leadership positions

**78 microinsurance policies**

(100% more than in 2023)

Provincia Vida is the company of Grupo Provincia engaged in the commercialization of individual Life Insurance.

In line with Grupo Provincia's sustainable development policy, it has developed microinsurance policies that offer **accessible and affordable protection to a segment of the population that had no access to this type of coverage.**

With the incorporation of Provincia Microcréditos as Insurance Agent in the National Insurance Superintendency database, the formal and official commercialization of this type of insurance increased this year.

In addition, the company made the following **sustainability progress:**

- Creation and approval of the Human Rights and Environmental Management policies.
- Modification of the institutional mission, vision and values in accordance with the newly approved policies.
- Registration in the Registry of Integrity and Transparency of Companies and Entities (RITE,





It is the general insurance company of Grupo Provincia. It provides a wide range of risk coverage for individuals, industries, businesses, institutions and public agencies.

for its Spanish acronym), which encourages the exchange of best practices and the promotion of transparent environments in the public and private sectors.

- Acceptance of the ethics code by suppliers and producers.
- Incorporation of sustainability analysis and inclusion in the company's risk matrix.
- Implementation of a recycling and e-waste reduction policy in the offices and operational headquarters, accompanied by appropriate education and signage.

Staff training

- Diversity and inclusive culture, promoting a diverse and equitable work environment.
- Workplace violence awareness workshop.
- Workshop on bias.

Campaigns

Awareness was raised in the community by incorporating phrases in the switchboard (call waiting) related to inclusion and sustainability issues.

Provincia Seguros

- Ranked among the TOP 10 insurance companies
- **Ranked 3<sup>rd</sup> in the Premios Conciencia** competition for the presentation of the Integral Wellness and Flexibility Program.

Certifications

- **Certification of Accelerators: Gender and Climate Change - Global Compact**
- **Sello Igualar** and Gender Area of the Integrity and

Transparency Registry - Anti-Corruption Office.

2024 Sustainable Highlights

- Monitoring of environmental targets in terms of reduction of energy consumption and overall waste generation.
- First measurement of the carbon footprint.
- Solidarity Collection: thanks to the joint action of the company's employees, warm clothing was collected as part of the "Colecta Meses Fríos"

initiative. Likewise, toys, books and didactic material were gathered for various organizations within the framework of the "Colecta Infancias" initiative, as well as food for the "Colecta Fin de Año Solidario" initiative.

- Disused computer equipment was delivered to the TecnoRAEE Cooperative, which responsibly managed 452 kg of waste electrical and electronic equipment (WEEE) during the year.

Gender, inclusion, diversity, responsible use of resources and environmental awareness were promoted through several communications.



# Provincia Servicios Financieros

It is the holding company of Banco Provincia which controls five companies that carry out activities supplementary to the banking business, being Banco Provincia its main shareholder. Its structure is designed to combine financial services and banking-related activities in an efficient and complementary manner, ensuring a comprehensive and effective offer for customers.

It is a fundamental feature of Banco Provincia's strategy to lead and transform the financial

sector and to generate a positive impact on the community and the economy of the province.

➔ [Click here to learn more.](#)

### Provincia Bursátil

Through **Fuerza Solidaria**, an instrument of Provincia Fideicomisos, **several cooperatives in the province of Buenos Aires** had access to loans that could collateralize with government

securities acquired through a custody account opened with Provincia Bursátil. With an agile process, cooperatives and institutions linked to solidarity economy processes in the province were able to develop their projects.

### Provincia Leasing

• **Facility for Municipalities:** It supported 58 municipalities with an investment of over \$26 billion in public works (38%), vehicle acquisition

(30%), municipal services (19%), health (6%), security (5%), and technology (1%).

- **Financing Facility for productive investments:** Provincia Leasing finances the capital goods required to optimize the energy efficiency of companies, while Banco Provincia is in charge of financing the infrastructure, construction and installation of capital goods.
- It allocated 30% of its portfolio to the private sector in more than 100 transactions for the acquisition of vehicles (80%), industrial equipment (13%), construction machinery (3%), municipal services (2%) and public works (1%). This has helped to stimulate production and employment in the private sector.

**and productive impact loans** destined to hard-to-bank customers for a total of \$8.2 billion.

- It continued to disburse and manage the "non-reimbursable contributions" (ANRs, *for its Spanish acronym*) to vulnerable provincial residents, single-ownership businesses and micro-enterprises.
- It participated in various public and private forums. The goal was to increase the businesses and structures managed by the company.
- Through Fuerza Solidaria, it granted 52 loans for more than \$450 million to strengthen productive and community projects in the province of Buenos Aires.



### Provincia Fondos

- With a total of **\$25,393 million in FCI 1822 Raíces Abierto Pymes**, it channels savings to meet the financing needs of the country's small and medium-sized enterprises, creating jobs and promoting sectorial and regional development.
- With a total of **\$13,139 million in FCI 1822 Raíces Infraestructura**, it invests in securities to finance projects with an impact on the real economy and focused on infrastructure.
- It invests its own portfolio of assets in line with the sustainability goals listed in BYMA's SVS panel.
- It develops a sustainability policy linked to the **Banco Provincia Foundation**, through **donations that finance actions for the economic and social development** of the Province of Buenos Aires.

### Provincia Fideicomisos

- It managed a portfolio of **5,405 active social**

### Provincia NET

- **NET Pagos:** Aimed at the provincial municipalities, this collection platform is integrated into the agency's website or app and offers taxpayers all their payment options in one place, resulting in more and better services for their neighbors.
- **Banco Provincia's WhatsApp included features** that allow users to digitally manage their processes.
- Through the **"Music Creation Center"** program, together with Banco Provincia Foundation and the Cultural Institute of the Province of Buenos Aires, it **collaborated with the donation of equipment** for the creation of recording rooms in cultural spaces for young musicians of the Province of Buenos Aires in 9 municipalities.
- It held **blood donation days** in corporate buildings, where 75 people were able to donate.





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# Materiality Analysis

## Stakeholder Details

### Customers

Our customers are at the center of our strategy. We strive to know and understand the context and their reality in order to generate financial and non-financial solutions according to their needs through an integral value offer that promotes their development. Additionally, we seek to provide our services within a framework of transparency and responsibility, seeking to eliminate inequalities in access to financial products and services.

### Employees

We care about the development and well-being of our staff, promoting, among others, gender equality, diversity and inclusion through measures and practices aimed at guaranteeing a positive work environment in which all staff feel proud of working at Banco Provincia.

### Partners and Suppliers

Our partners and suppliers play a key role in the development of our activity and are part of our value chain. To that end, we look forward to building a long-term relationship, which enables a win-win situation to all parties concerned. Simultaneously, we intend to proactively interact with them so as to boost their growth and share good sustainability practices.

### Community

We want to contribute to the sustainable development of our communities, strengthening our role as a relevant actor in each municipality and working in coordination with the provincial government and civil society organizations.

# Sustainability Axes

### Projects and Sustainable Financing

We aim to catalyze investments that contribute to the achievement of environmental, economic and social goals under the 2030 Agenda. To this end, we aim to promote an inclusive and green economy. In this sense, we are committed to being a benchmark in the generation of financing solutions for individuals, companies and projects with social and environmental impact. We are also committed to offering investment instruments that may contribute to sustainable development and strengthen our value proposal with a focus on productive sectors, SMEs, environmental protection, renewable energies, energy efficiency and climate change adaptation and mitigation.

*This axis is related to the following material topics*

- Sustainable Development Financing: to mobilize resources to strengthen the productive fabric and sustainable development in the province.
- Environmental, social and climate change risks: to identify, assess and manage the environmental, social and climate change risks associated with our business decisions and operations.
- Sustainable Profitability: to maintain a financial sustainability that will allow us to deepen our positive impact on the community in the long term.

*This axis is related to the following Sustainable Development Goals:*



3. Good Health and Well-Being: Ensure healthy lives and promote well-being for all at all ages.

5. Gender Equality: Achieve gender equality and empower all women and girls.

9. Industry, Innovation and Infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

2. Zero Hunger: End hunger, achieve food security and improved nutrition and promote sustainable agriculture.

7. Affordable and Clean Energy: Ensure access to affordable, reliable, sustainable and modern energy for all.

14. Life Below Water: Conserve and sustainably use the oceans, seas and marine resources for sustainable development

11. Sustainable Cities and Communities: Make cities and human settlements inclusive, safe, resilient and sustainable

6. Clean Water and Sanitation: Ensure availability and sustainable management of water and sanitation for all.

### Inclusion

We promote a sustainable future for the generations to come and contribute to the economic and social welfare of our community by strengthening financial inclusion. Through technological innovation, we constantly seek ways

to improve and adapt our transactions, providing equitable access to financial services for all people and communities, serving locations and vulnerable groups excluded from the traditional private banking system.

*This axis is related to the following material topics*

- Digital inclusion and innovation: to promote the development of technologies to strengthen access to and responsible use of quality financial products and services.
- Financial Education: to build financial capabilities in the population, promoting healthy and sound decision making and improving the quality of life of the people of Buenos Aires.
- Local inclusive development: to generate value proposals to strengthen the inclusive development of the community.

*This axis is related to the following Sustainable Development Goals:*



4. Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

8. Decent Work and Economic Growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Human Rights

We are committed to being a sustainable bank in all our internal transactions, promoting an environmental and social responsibility culture among our employees and managers. To this end, we promote fair and inclusive labor practices based on mutual respect. We strive to ensure equal opportunities, diversity and gender equality within and beyond our institution.

*This axis is related to the following material topics:*

- Workforce inclusion and diversity: provide employees with decent, fair, diverse and inclusive working opportunities and conditions.
- Staff well-being and development: to foster the development of skills in our employees, driven by respect and integrity values, in order to create a safe and healthy work environment that seeks excellence and talent management.

*This axis is related to the following Sustainable Development Goals:*



- 3. Good Health and Well-being: Ensure healthy lives and promote well-being for all ages.
- 4. Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- 5. Gender Equality: Achieve gender equality and empower all women and girls.
- 8. Decent Work and Economic Growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Responsible Production And Consumption

We actively work to reduce our environmental footprint, improve energy efficiency and implement effective measures to minimize our negative impact on the environment. We seek the incorporation of sustainable technologies and the adoption of responsible practices in the management of suppliers, material resources and waste.

*This axis is related to the following material topics:*

- Responsible management of Critical Resources: to optimize the use of critical resources (electricity, water, gas, paper, plastic) to reduce both our environmental impact and operational costs.
- Sustainable management of acquisition and suppliers: to promote a balance between economic, social and environmental criteria in the choice of products and suppliers, maximizing the satisfaction of our needs and the positive impact on our value chain.

*This axis is related to the following Sustainable Development Goals:*



- 12. Responsible consumption and production: Ensure sustainable consumption and production patterns.
- 13. Climate Action: Take urgent action to combat climate change and its impacts.

Transparency

We strive to be a transparent and ethical bank and maintain high standards of corporate governance and quality, as well as to ensure integrity in our

relationships with customers, suppliers and stakeholders. We act honestly and responsibly in our transactions and business practices, and we openly communicate to the community our policies and practices, financial results, environmental and social impacts.

*This axis is related to the following material topics:*

- Anti-corruption and Transparent Management: To implement effective measures to prevent, detect and fight corruption in all its forms and to ensure open and transparent communication with society.
- Quality of customer service: to promote a close, timely, simple and reliable experience for our customers in every interaction.
- Cybersecurity and Information Protection: ensure responsible data handling and transaction security against computer crimes.

*This axis is related to the following Sustainable Development Goals:*



- 16. Peace, Justice and Strong Institutions: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.
- 17. Partnerships for the Goals: Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.





# Commissions and Committees

### Auditing Committee

Its objective is to assist the Board of Directors, within the scope of its specific functions, with the monitoring of internal controls, the management of individual and corporate risks, the compliance with the rules set forth by the Bank, the Argentine Central Bank and the prevailing laws, the preparation of the financial statements, the suitability and independence of the External Auditor, the performance of the Internal and External Auditing, the implementation of the recommendations made by the Internal and External Auditing, the Argentine Central Bank and other regulatory authorities through the assessment and follow-up of the terms and actions taken for their regularization.

### Administration Commission

It considers proposals related to direct purchases and the acquisition of goods, services and works through a bidding process as established in the Procurement Regulations of Banco de la Provincia de Buenos Aires.

### Assets and Liabilities Management Commission

This Commission follows up the Bank's Projections and Business Plan, and verifies compliance with the strategic goals set by the Board of Directors. It participates in the definition of policies involving the determination of yield and lending interest rates applicable to the different products offered by the Bank.

### Loans Management Commission

Its goal is to discuss lending policies proposals

oriented to attract customers and build customer loyalty as well as to provide financing to individuals and to the different economic sectors of the province of Buenos Aires and to determine, in accordance with its powers, the credit rating applicable to the Bank's customers.

### Anti-Money Laundering Committee

It assesses compliance with the prevailing regulations concerning anti-money laundering and the pertinent policies and goals set forth by the Board of Directors. It follows up the adoption of and the compliance with the policies set forth by the Board of Directors, and periodically delivers reports, as requested. It also devises the control flow and the hierarchical control systems.

### Internal Affairs Commission

This Commission evaluates proposals for the resolution of internal cases, both in the disciplinary and financial fields, when the pertinent rules or the distinctive features of the issue require the Board of Directors' approval.

### Legal Affairs and Delinquency Commission

This Commission assesses and gives an opinion about payment proposals, administrative executions, legal matters, hiring and performance of independent law firms and collection agencies, operative proposals to enhance management and recovery policies on the delinquent loan portfolio that must be submitted for approval to the Board of Directors.

### Staff Incentive Committee

This Committee controls the structure of the staff economic and non-economic incentives system and its implementation, ensuring its consistency with the Bank's purposes.

### IT Governance and Information Security Committee

It ensures the implementation of information technology and security management frameworks in the Bank, its offices, supplementary agencies; and related outsourced services/products providers in line with business strategy and observes compliance with the provisions of the regulatory bodies.

### Finance Commission

It formulates the Bank's financial strategy, controls the evolution of the different financial positions and analyzes the transactions to be submitted to the Board of Directors for approval within the framework of the applicable rules, policies and limits.

### Sustainability Commission

It monitors the Bank's sustainability strategy, within the framework of the policies and regulations in force and ensures the convergence of the defined indicators with the objectives approved by the Board of Directors.

### Risks Committee

This Committee analyzes institutional policies, strategies and procedures for managing the Bank's

risks pursuant to prevailing regulations and best practices and ensures their correct implementation and compliance.

### Institutional Governance, Ethics and Compliance Committee

Its purpose is to review and recommend the approval, if applicable, of institutional governance, ethics and compliance policies and of the systems that ensure that the Bank has the adequate tools for appropriate decision-making and compliance with internal and external regulations.

### Commercial Strategy Commission

It analyzes the commercial strategy proposals oriented to achieve the institutional goals set by the Board of Directors.

### Protection of Financial Services Users Committee

This Committee gives an institutional treatment to the Bank's activities in compliance with the regulations concerning the protection of financial services users and public interest rules protecting consumers' and users' rights.

### Sexual Diversity, Gender Identity and Women's Rights Commission

This Commission promotes the implementation of institutional policies on gender equality and equal opportunities, and respect for people's sexual orientation, gender identity and gender expression to be applied to all the Bank's sectors.



### Computer Fraud Commission

It proposes policies, strategies and procedures related to computer fraud, in addition to providing measures for its mitigation and the resolution of cases submitted to it.

For further information, visit our Institutional Governance Code at: [https://www.bancoprovincia.com.ar/web/gobierno\\_institucional](https://www.bancoprovincia.com.ar/web/gobierno_institucional)





# Anti-corruption and Transparent Management - Risk Management

The Bank manages in a comprehensive manner the risks to which it is exposed with tools that contribute to their identification, measurement, monitoring and mitigation, in accordance with the best practices and standards provided by the Basel Committee on Banking Supervision and adhered to by the Central Bank of the Argentine Republic. It also assesses credit, financial, operational and technological risks through an annual internal stress and capital planning process, which aims to ensure current and future capital adequacy, even in adverse but possible economic scenarios. For this purpose, based on the Bank's initial situation (defined by its financial statements, its capital base, its risk parameters and its regulatory ratios), the Bank's expected results are estimated for different business environments (including severe recessions and normal macroeconomic environments), and its ratios are obtained projected over a period of usually two years.

In addition, prior to the launching of new products or significant modifications to the existing ones, we perform a prior analysis of each of the risks managed to assess the impact on the results, the business plan, the capital requirements and other elements determined for this purpose, so that the Bank's highest authorities are aware of the risks to which the Bank may be exposed before the launching or implementation of such new products. We perform different assessments and recommendations based on such analysis, which provide the framework for producing numerous reports along the risk identification, measurement, monitoring and mitigation process, which is continuous, iterative and in constant evolution.

We are currently evaluating the possibility of analyzing some environmental and social factors within the reports that are made before the launch of new products or significant modifications of the existing ones.

# Sustainable Profitability - 2024 Results

## Consolidated Statement Of Income

	12/31/2023	12/31/2024		
	December 2023	December 2024	Absolute Variation	Relative variation
Interest Income	5,906,259,392	5,464,853,423	(441,405,969)	(7.5%)
Interest Expenses	8,292,222,309	3,276,802,033	(5,015,420,276)	(60.5%)
NET INTEREST INCOME/(LOSS)	(2,385,962,917)	2,188,051,390	4,574,014,307	191.7%
Commission Income	581,278,099	417,825,746	(163,452,353)	(28.1%)
Commission Expenses	202,642,387	122,690,188	(79,952,199)	(39.5%)
NET COMMISSION INCOME	378,635,712	295,135,558	(83,500,154)	(22.1%)
Net Income/(Loss) from Measurement of Financial Instruments at Fair Value through Profit or Loss	7,136,989,319	1,373,336,239	(5,763,653,080)	(80.8%)
Income/(Loss) from derecognition of assets measured at fair value through OCI	12,757,614	15,650,835	2,893,221	22.7%
Foreign currency quotation difference	380,914,193	47,706,501	(333,207,692)	(87.5%)
Other operating income	238,675,127	254,011,022	15,335,895	6.4%
Provision for Loan Losses	217,521,834	92,952,913	(124,568,921)	(57.3%)
NET OPERATING INCOME/(LOSS)	5,544,487,214	4,080,938,632	(1,463,548,582)	(26.4%)
Personnel benefits	1,518,387,970	1,400,856,638	(117,531,332)	(7.7%)
Administrative Expenses	313,572,286	286,372,245	(27,200,041)	(8.7%)
Depreciation and Impairment of Assets	43,991,045	46,104,134	2,113,089	4.8%
Other Operating Expenses	1,638,226,506	1,022,829,193	(615,397,313)	(37.6%)
OPERATING INCOME	2,030,309,407	1,324,776,422	(705,532,985)	(34.8%)
Income/(Loss) from Associates and Joint Ventures	(2,258,756)	2,250,666	4,509,422	199.6%
Income/(Loss) from Net Monetary Position	(1,521,231,157)	(1,302,929,222)	218,301,935	14.4%
INCOME/(LOSS) BEFORE TAX FROM CONTINUING OPERATIONS	506,819,494	24,097,866	(482,721,628)	(95.2%)
Income Tax	43,753,446	(33,709,321)	(77,462,767)	(177.0%)
NET INCOME/(LOSS) FOR THE YEAR	463,066,048	57,807,187	(405,258,861)	(87.5%)
OTHER COMPREHENSIVE INCOME/(LOSS)	22,001,677	(39,915,205)	(61,916,882)	(281.4%)
TOTAL COMPREHENSIVE INCOME/(LOSS)	485,067,725	17,891,982	(467,175,743)	(96.3%)
TOTAL COMPREHENSIVE INCOME/(LOSS) ATTRIBUTABLE TO NON-CONTROLLING INTERESTS	(9,165,459)	(10,610,772)	(1,445,313)	(15.8%)
TOTAL COMPREHENSIVE INCOME/(LOSS) ATTRIBUTABLE TO OWNERS OF THE CONTROLLING COMPANY	494,233,184	28,502,754	(465,730,430)	(94.2%)



Balance Sheet

	12/31/2023	12/31/2024		
	December 2023	December 2024	Absolute Variation	Relative variation
ASSETS	20,105,766,687	15,690,270,553	(4,415,496,134)	(22.0%)
Cash and Deposits in Banks	2,321,807,123	2,244,869,414	(76,937,709)	(3.3%)
Debt Securities at Fair Value through Profit or Loss	2,491,533,325	1,737,869,611	(753,663,714)	(30.2%)
Derivative Instruments	0	0	0	100.0%
Repo transactions	7,080,077,802	120,031,658	(6,960,046,144)	(98.3%)
Other financial assets	744,848,817	628,773,578	(116,075,239)	(15.6%)
Loans and other financing	4,513,531,263	5,907,766,750	1,394,235,487	30.9%
Other debt securities	1,117,951,101	3,190,446,007	2,072,494,906	185.4%
Financial Assets Pledged as Collateral	364,458,717	386,828,130	22,369,413	6.1%
Current income tax assets	0	0	0	100.0%
Investments in equity instruments	59,589,656	56,315,272	(3,274,384)	(5.5%)
Investment in subsidiaries, associates and joint ventures	0	0	0	100.0%
Property and Equipment	1,325,207,222	1,310,649,979	(14,557,243)	(1.1%)
Intangible assets	0	0	0	100.0%
Deferred Income Tax Assets	8,971,245	16,410,505	7,439,260	82.9%
Other non-financial assets	38,016,351	44,023,199	6,006,848	15.8%
Non-current assets held for sale	0	0	0	100.0%
Other	39,774,065	46,286,450	6,512,385	16.4%
LIABILITIES	17,066,714,513	12,649,072,140	(4,417,642,373)	(25.9%)
Deposits	14,866,258,453	10,707,721,837	(4,158,536,616)	(28.0%)
Derivative Instruments	17,493	0	(17,493)	(100.0%)
Repo transactions	9,512,899	3,927,876	(5,585,023)	(58.7%)
Other financial liabilities	663,951,177	743,671,447	79,720,270	12.0%
Financing Received from the BCRA and Other Financial Institutions	18,868,662	1,649,565	(17,219,097)	(91.3%)
Corporate Bonds Issued	0	0	0	100.0%
Current Income Tax Liabilities	46,559,915	7,380,539	(39,179,376)	(84.1%)
Provisions	148,600,190	108,760,035	(39,840,155)	(26.8%)
Deferred Income Tax Liabilities	14,477,203	25,664,403	11,187,200	77.3%
Other Non-financial Liabilities	1,298,468,521	1,050,296,438	(248,172,083)	(19.1%)
NET WORTH	3,039,052,174	3,041,198,413	2,146,239	0.1%
Net Worth attributable to the Owners of the Controlling Company	2,978,113,629	3,006,616,383	28,502,754	1.0%
Net Worth attributable to Non-Controlling Interests	60,938,545	34,582,030	(26,356,515)	(43.3%)

# Quality of customer service - NPS

Customers’ satisfaction by segment and channel

Channel	Average resolution		Average satisfaction	
	2024	2023	2024	2023
Virtual assistant	68%	63%	-	-
Customized Virtual Assistant	88%	84%	90%	88%
WhatsApp	68%	46%	-	-
Customized Whatsapp service	87%	83%	88%	-
Social media	83%	74%	85%	80%
Customized phone service	86%	85%	98%	96%
IVR	58%	-	-	-

This year we focused our efforts on consolidating and optimizing the customer experience at every point of contact. This period has been defined by the implementation of innovative strategies and the integral improvement of the management.

**Broad Multichannel Scope:** During the last year, the use of remote channels grew, serving an average of **1.2 million queries per month** through the Contact Center, Virtual Assistant, WhatsApp and Social Media. This multi-channel approach ensures personalized attention, aligned with the customers’ individual preferences.

**Automated Identity Validation:** The customer identity validation process has been strengthened and automated in all remote service channels through the implementation of a system integrated with NOSIS. This improvement allowed the elimination of manual intervention, optimizing efficiency and security in management.



**Continuous improvement in Customized Service:** Automated and customized service has been improved, allowing for more accurate responses tailored to the specific needs of customers. Priority has been given to critical matters, such as scams, fraud and social engineering complaints, implementing customized service 24 hours a day, every day of the week, to address them through the telephone channel.

**Customer Retention and Product and Service Offering:** The Contact Center has played a key role in the promotion of products and services, and customer retention through bonus packages, integrating this strategy into customer service protocols. This approach has improved profitability and significantly contributed to the overall customer experience.

# Worforce inclusion and diversity - Staff, Disability and Gender

## GRI 401-1. New employee hires and employee’s turnover

	2023				2024			
	X	Women	Men	TOTAL	X	Women	Men	TOTAL
Total employees (previous period):	2	4,776	5,629	10,407	4	4,844	5,553	10,401

		Hires	Terminations
2023 Turnover index:	3.06%	331	318
2024 Turnover index:	2.96%	302	308

## GRI 405-1. Diversity of governance bodies and employees

No. of Employees	Women	Men	X
Initial Levels	2,950	3,111	4
Intermediate Levels	1,605	1,713	
Managerial Levels	263	669	
Advisors	23	46	0
Board of Directors and General Management	3	14	
Total	4,844	5,553	4

## 405-2 Ratio of basic salary and remuneration of women to men

Job category (Indicate)	2023	2024
Board of Directors	-0.8%	-0.8%
General Management	-3.5%	-3.8%
Senior Managers and Deputy Managers	2.4%	1.9%
Regional Managers and Deputy Managers	-2.0%	0.8%
Department Deputy Managers	-1.3%	-1.1%
Department Chiefs and Deputy Chiefs	-2.7%	-3.7%
Chiefs and Deputy Chiefs	-0.6%	-0.3%
Branch Manager	-1.0%	-1.6%
Branch Operations Deputy Manager	-2.9%	-0.7%
Treasurers and Deputy Treasurers	-2.9%	-2.5%
Supervisors, Chiefs and Senior Cashiers	-0.4%	-0.4%
Advisors	-30.4%	-21.0%
Other	-7.5%	-8.1%
Average	-11.8%	-12.2%

Basic Salary of women/basic salary of men -1  
Basic Salary: Total of each category/# persons in the category



# Staff well-being and development - Benefits and Training

**GRI 205-2.** The total number of governing body members and employees that have received training about anti-corruption policies and procedures

Number of employees who received training about anti-corruption	
Initial Levels	4,727
Intermediate Levels	2,845
Managerial Levels	753
Advisors	1
Board of Directors and General Management	15
Total	8,341

**GRI 401-2** Benefit provided to full-time employees that are not provided to temporary or part-time employees.

Main Benefits	
Vacation Leave granted	Flexible hours and remote working (central areas)
Healthy Day	Perfect Attendance Leave
Maternity Leave: 135 days (pregnant individuals)	Gympass (Discounts in Gyms and healthy apps)
Assisted fertility leave	Social Services
Paternity Leave: 15 days (non-pregnant individuals)	Dinning-Rooms for certain job positions
Adoption Leave	Compensation for the use of nurseries / kindergartens
Adoption Expenses	Breastfeeding Nurseries
Economic Allowance for children under 5 years old	Birthday Leave
Banking products and services: Differential rates in mortgage loans in pesos. Differential rates in consumer loans in pesos. Better financing conditions in mortgage loans. Discount on Commissions for prepayment of consumer loans in pesos. The Notary Expenses can be incorporated into the financing percentage of the property. Annual renewal of cards included in packages and packages with discounts. Free account maintenance and delivery of account statements. Free of charge account maintenance and renewal for Gold, Platinum and Signature credit cards.	

## GRI 403-6 Promotion of worker health

Our employees have access to their own social services, the Asociación Mutualista de Empleados del Banco de la Provincia de Buenos Aires, (AMEBPBA, *for its Spanish acronym*), which provides an exclusive health service for employees and their family members.

In addition, for more than 80 years, we have had a medical service office in our head office and in the Guanahani building.

On the other hand, *La Recíproca* is a social institution for employees that was founded in 1912 with the aim of helping employees and their families in their time of need and contributing to the improvement of their personal and professional quality of life through various benefits and services in four pillars: Social Assistance, Training, Culture and Health.

Other health-related issues, both physical and emotional:

- Labor Safety Portal with safety news and recommendations so that everyone can contribute to maintaining a safe and healthy work environment.
- CPR and AED defibrillator courses are available for all employees on the virtual campus.
- Healthy day: time allowance for the annual health check-up.
- Program to support retiring employees.
- Gympass Benefit.
- Club Atlético Banco Provincia: 3 clubs and 6 regional delegations in the province.
- La Colonia, hotel services in 10 towns throughout the country.

## GRI 401-3. Parental Leave

2024		
Number of employees	Paternity Leave	Maternity Leave
who were entitled to parental leave	136	145
who exercised their right to parental leave	135	145
who returned to work after the end of parental leave	135	145
Who returned after their leave and kept their jobs after 12 months of reinstatement	134	144
Return-to-work rate	100.0%	100.0%
Retention rate	99.3%	99.3%

- Return-to-work rate: employees who exercised their right to parental leave/ employees who returned to work after the end of parental leave.
- Retention rate: employees who exercised their right to parental leave/ employees who kept their jobs after 12 months of reinstatement.

## GRI 403 - Occupational Health and Safety

In the area of health, the Hygiene, Labor Safety and Environment Office performs the role of Hygiene and Safety Service within the Bank. Among other things, professionals graduated in Occupational Hygiene and Safety are in charge of periodically inspecting branches and business units in search of unsafe conditions and dangerous situations that may threaten both the Bank’s assets and/or the health of its employees and customers.



GRI 403-9 Occupational disease

Types of accidents and frequency rates of accidents and occupational diseases:

2024		
Type of Accident	Total Accidents	
	EMPLOYEES	
	M	W
Occupational disease	1	2
Work-related accident	27	22
Accident <i>in itinere</i>	33	30
TOTAL	61	54

Recordable work-related injury rate: 52.14

GRI 403-10 Work-related ill health

2024		EMPLOYEES	
Absenteeism	X	Men	Women
Sick days	14	28,073	29,687
Lost days (work-related accidents)		1,414	907
TOTAL	14	29,487	30,594

Occupational disease incidence rate (ODIR): 0.29

GRI 404-1 Average hours of training per year per employee

Total hours of training by job level			
	Women	Men	X
Initial Levels	46,297	37,763	61
Intermediate Levels	21,369	22,573	
Managerial Levels	4,732	13,657	
Advisors	12	16	
Board Directors and General Management	8	60	
TOTAL	72,418	74,069	61

Employees trained by job level			
	Women	Men	X
Initial Levels	2,884	2,757	4
Intermediate Levels	1,579	1,667	
Managerial Levels	258	652	
Advisors	3	2	
Board Directors and General Management	2	14	
TOTAL	4,726	5,092	4

Average hours of training by job level			
	Women	Men	X
Initial Levels	16.1	13.7	15.3
Intermediate Levels	13.5	13.5	
Managerial Levels	18.3	20.9	
Advisors	4.0	8.0	
Board Directors and General Management	4.0	4.3	
TOTAL	15.3	14.5	15.3

GRI 404-3. Percentage of employees receiving regular performance and career development reviews by sex and professional category

We have a performance assessment and management model, where skills are evaluated, and objectives are formulated and assessed for permanent employees, who are divided into 3 segments according to job responsibility. The Bank also has performance assessment schemes and an integration program to the Bank and its organizational culture that are addressed to employees hired and to those recently incorporated to the permanent staff. The results of the performance assessment for permanent employees are considered as another indicator to be taken into account in the staff development processes. Its findings are also used as an input to identify training opportunities in the various competencies by segments and units. Our development program is governed by the Development Policy approved by the Board of Directors and its various internal regulations.

% Employees - Performance Evaluation				
	Women	Men	X	Total
Initial Levels	84.9%	87.0%	0.0%	85.9%
Intermediate Levels	96.1%	97.6%	0.0%	96.8%
Managerial Levels	97.3%	96.3%	0.0%	96.6%
Advisors	4.2%	2.1%	0.0%	2.8%
TOTAL	88.9%	90.7%	0.0%	89.8%



# Responsible management of critical resources – Materials and inputs management

## Paper and plastic products Details of paper consumption in central areas:

Paper consumption	2024(kg)	2023(kg)
Reams	13,027	17,617
ATM rolls	28,673	77,744
Envelopes	27,973	42,983
Total	69,673	138,344

## Details of type and total weight of the materials used to produce and package the individual cards and rate readjustment communications:

Material type	Weight (kg)	
	2023	2024
Plastic cards	0	19,173
Sheets of paper	45,127	33,589
Paper envelopes	13,356	9,031
Total	58,484	61,792

## Details of plastic consumption used for treasury operations:

Plastic products (*)	2024(kg)	2023(kg)
Money bags	6,532	4,420
Heat-sealable envelopes	25,184	18,291
Total	31,716	22,711

(\*) Approximate data by branch downloads, purchases from other banks, large customer deposits.

# Responsible management of critical resources – Sustainable infrastructure

In the buildings included in the **Integral Refurbishment Plan** as well as in the new ones, we have implemented the **best conditions of sustainability in construction**, adjusted to standardized maintenance, incorporating LED lighting, state-of-the-art environmental conditioning equipment with inverter technology and hermetic double-glazed windows and doors (DVH type) with solar control treatment, which minimizes the need for air conditioning and, therefore, energy consumption.

Solar panels and water heaters were installed in 5 new buildings (Casbas branch, Francisco Madero delegation in Pehuajó, Constitución Avenue (Mar del Plata), Derqui and Ezeiza branches). Our solar panels generated 99MWh of energy in 2024.

In the electrical infrastructure of the new Casbas branch and the Francisco Madero delegation, a **bidirectional energy system** was incorporated capable of recording the flow of energy and delivering to the power grid any excess of energy that could be generated by the photovoltaic installation of the branch. Although the local electric cooperative does not yet have the meters necessary for this purpose, our facility is ready to provide this service to the community. The inauguration of these sustainable and accessible branches was **attended by the Bank’s president, Juan Cuattromo, and the governor of our province, Axel Kicillof**, who visited the new facilities.

Remodeling and new buildings are designed using



## bioenvironmental design practices:

- The sizing of the new locations was based on previous multidisciplinary studies of the Bank’s operational, commercial and security areas, as well as the analysis of current and potential transactions and users.
- We assume that 60% of the space should be for customers’ use and 40% for internal/business support functions.
- We adjust resolutions on-site to avoid or restrict the use of lifting systems that imply higher investment and energy consumption.
- We verify the location of glazed facades, blind walls and controlled fenestration. We made sunlight studies and solar control with sunshades to minimize the need for air conditioning.

The installation of ATMs in new neutral locations, in line with the urban growth, also minimizes the movement of users to centralized locations, reducing environmental impact, and decentralizing situations that do not demand personalized attention.

Progress was also made with the **Plan to Convert lighting fixtures in central buildings to LED technology**, reaching an implementation level of 95% in the Head Office building, 65% in the Annex building to the Head Office (441 Bartolomé Mitre street), 80% in the “Anexo 108” building, 50% in the “Palacio Reconquista” building and 60% in the Guanahani premises. Similarly, twenty branches had their lighting fixtures replaced with LED technology. These modifications not only result in a 30-50% improvement in lighting energy consumption but also reduce replacement costs due to their long useful life.

## Modular Architecture:

This architecture has the advantage of a quick implementation and response compared to the traditional work typology. Its construction is prefabricated, made of modular, recyclable and reusable metal panels. They were also designed by the Infrastructure area to meet the Bank’s needs and brand. Its construction allows optimizing the investment related to its acquisition, execution and implementation, considerably reducing execution terms, installation costs and operating expenses (thanks to the rationalization of materials) and minimizing adjustments and complementary installations.



The prefabricated metal modular constructions were designed by the Infrastructure area to meet the Bank’s needs and architectural characteristics. We ordered their construction in a standardized way so as to optimize the investment related to its execution and implementation, considerably reducing execution terms, installation costs and operating expenses (thanks to the rationalization of materials) and minimizing adjustments and complementary installations.

We applied them in different scales, for the Modular Units, where we adapted to this typology the operative characteristics of a branch of standardized construction. We installed reusable Modular Units in the Agricultural and Livestock Market of Cañuelas and in the Francisco Madero branch.

On the other hand, with a particular design, we applied the same technological solution for modular ATMs that were installed in neutral locations, or wherever it was required by the Bank’s positioning strategy. In collaboration with other areas of the Bank, we installed the following neutral locations:

- 5 modules for 2 ATMs installed in San Bernardo, San Clemente del Tuyú, Mar del Plata, Monte Hermoso and Sierra de los Padres, to replace obsolete modules.
- 13 new ATM booths.

We also collaborated in the Municipalities Plan, leading the design and management of the execution of ATMs carried out by the provincial municipalities in traditional construction. Accordingly, we added:

11 new locations for neutral ATMs (6 already completed and 5 in process) and expansion of existing electronic banking units.

**Building accessibility:**

We took accessibility into account in all new or renovated buildings by means of an integral remodeling. This allowed us to meet the accessibility requirements of both external and internal customers, as well as the Bank’s operational areas. In this way, we optimized circuits in order to avoid major investments or technological resources that may result in higher energy consumption.

We carried out various works at the entrance to the branches not included in the Integral Refurbishment Plan, in order to provide access to the electronic banking units, booths and neutral ATMs for the public with reduced mobility, as well as for the employees who carry out their activities in the business unit.

Accessible branches:  
**97.5%**

Neutral ATMs:  
**92%**

It should be noted that the missing percentages are due to the particular situation of each of the Bank’s locations:

- in public buildings or private facilities belonging to third parties, the adequacy works correspond to them,
- in sites that require an integral remodeling for their adequacy due to their conception, and this, in turn, is subject to obtaining municipal, provincial and/or national permits with historical protection.

# Responsible management of critical resources - Investment in technological infrastructure and supported services

During 2024, investment in technology exceeded \$15,800 million. The most significant procurements were licenses (55%), which included the renewal and extension of Microsoft 365 licenses. This action allowed space optimization, promoted collaborative work and reduced the need to print. In addition, services were hired (22%), such as a new printing service that uses less energy and printers that accept bleach-free paper, which results in the use of less polluting inputs. We also invested in equipment (19%). This mainly included the purchase of workstations with an Energy Star 4 or higher rating (the U.S. Environmental Protection Agency’s energy efficiency label).

# Sustainable management of acquisition and suppliers

Details of the general principles governing the Bank’s acquisition/procurement management, according to the Procurement regulations:

- **Reasonableness Principle:** It refers to the close relationship between the subject matter of the acquisition/procurement process and the public interest involved. This principle mainly implies the adequacy between the means used and the goals pursued.
- **Advertising and Communication Principle:** A public call for bid is essential to ensure free participation and allow fair competition.
- **Free Participation Principle:** Participation in the Bank’s bidding processes is free. Any supplier of goods and/or services that meets the regulatory requirements and desires to work for the Bank is eligible to participate.
- **Equal Opportunity Principle:** All suppliers of goods and/or services can participate in the public acquisition and procurement processes under equal conditions. The existence of privileges, advantages or prerogatives is prohibited, except for the exceptions provided by law.
- **Free Competition Principle:** A broadest, objective and impartial competition is ensured, and the regulations must promote plurality and the greatest participation of potential bidders.
- **Economy Principle:** Criteria based on simplicity, austerity, concentration, efficiency and savings in the use of resources are applied in the selection processes and the inherent resolutions. Expensive and unnecessary demands and formalities should be avoided.



- **Transparency Principle:** All the acquisition/procurement steps will be taken in a transparency context. To this end, the Bank will inform and communicate any update and make information available to the public using IT tools so as to ensure the effective and real participation of the whole community.

Awarding Preferences

The following are the awarding preferences included in the regulations:

- **Preference for national origin products:** Argentine individuals or legal entities quoting goods and/or services produced or manufactured within the national territory, shall have preference in the awarding process, over foreign or national individuals and/or legal entities for goods and/or services produced or manufactured outside the Argentine territory, even if the difference between their respective quoted prices is up to FIVE percent (5%) higher.
- **Preference for SMEs located in the province of Buenos Aires:** micro, small and medium-sized companies, as well as consortiums and other forms of associations made up by them, located in the territory of the province of Buenos Aires, shall have preference in the awarding process, over the proposals made by individuals and/or legal entities that do not meet such requirements, even if the difference between their respective quoted prices is up to TWO percent (2%) higher.

Procurement Breakdown

By type of procurement made in 2024

Process	% of total disbursement
Direct purchase	60%
Public bidding	35%
Other	5%

By line of procurement made in 2024

Line	% per quantity	% per total disbursement
Services	53%	76%
Goods	35%	11%
Technology	7%	11%
Works	5%	2%



# Local inclusive development - Banco Provincia Foundation

## Report of actions as of December 2024

“A jugar a la plaza” program

The revalorization of high-quality public spaces as a meeting environment is key for the development of communities. Thus, squares are important places to consolidate community bonds and to promote recreational and leisure spaces for children and teenagers.

» 7 playgrounds were built in 7 municipalities.

“Clubes en Forma” program

Local clubs and social organizations are key drivers for inclusion and opportunity generation. Their existence and operation deeply benefit communities as they promote social inclusion, offering spaces for sports, entertainment and education to children, teenagers, disabled and elderly people as well as to their families.

To that end, the Foundation supports projects to strengthen their role by improving their infrastructure and equipment.

» 222 equipment and infrastructure projects were carried out in institutions in 42 municipalities.

“Acompañamos a las escuelas” program

With the purpose of promoting the right to education, the Foundation works in the design and execution of projects that contribute to the strengthening of educational spaces in the Province of Buenos Aires. Actions are carried out



in several areas: urban, rural and island schools, located both in the Buenos Aires metropolitan area and in the interior of the province. The program contemplates any action or strategy related to educational spaces and, therefore, includes the donation of supplies and teaching materials and/or the financing of projects for infrastructure improvement.

» school supplies, toy libraries, musical instruments and/or equipment were delivered to 134 educational institutions in 40 municipalities and to special FinEs commissions in 7 municipalities linked to the *Patronato de Liberados* of the province of Buenos Aires.

**“Acompañamos a los Hospitales” program**  
The Foundation supports work programs to improve the infrastructure and equipment of many provincial health institutions.

» Donations were made to 42 health institutions in 21 municipalities.

**“Se armó la orquesta” program**  
This program is intended to promote the creation and/or consolidation of orchestras, choirs and other musical expression spaces by providing provincial children and teenagers with access to musical instruments and materials.

The program works with associations related to music, and therefore also involves supporting *murgas* and other artistic and cultural expressions of the carnival. Consequently, to promote popular culture by strengthening artistic and cultural expressions related to the carnival of the Province of Buenos Aires, the Foundation finances the purchase of musical instruments, as well as musical supplies and costumes.

In addition, together with Provincia Net, the Musical Creation Center project is being developed for provincial young people with interests and concerns about music and music production. Through this program, social and community spaces are provided with equipment so that participating people can get to know, learn and experiment with equipment and tools for pre-production and non-professional recording.

» 390 musical instruments and 553 materials were donated to 52 orchestras and choirs.

» 8 Musical Creation Centers were built in 8 municipalities. In addition, infrastructure materials were donated for the future installation of another center.

**“Ver para Aprender” program**  
Eye problems in children aged 6 years and older affect their development and capacity to learn and may also have an impact on their performance at school.

The Foundation, together with the Provincial Ministry of Health and the Directorate General of Culture and Education, implemented the “Ver para Aprender” program in provincial public schools so as to make access to medical diagnosis and treatment easier. The provision of prescription eyeglasses according to each student’s choice is also guaranteed.

» During 2024, 8,978 eye health checks were made in 54 municipalities. A total of 3,174 eyeglasses were delivered in 60 municipalities under the 2023 and 2024 campaigns.

**“Ver para seguir aprendiendo” program**  
With the aim of promoting the visual health of adults, the Foundation works with various

provincial agencies and municipalities to provide ophthalmologic care and the possibility of treatment with the delivery of eyeglasses.

To reach out to different communities, we work together with the Social Security Institute of Buenos Aires (IPS, *for its Spanish acronym*), the Mental Health area, the Ministry of Justice and Human Rights, and municipalities.

» A total of 1,031 eyeglasses were delivered to 699 people in 9 municipalities.

**“Integrando” program**  
The Foundation, together with Provincia Seguros, participates in the implementation of the Integral Mental Health Plan of the Province of Buenos Aires. This plan aims to generate sustainable and caring outpatient services with social and community inclusion, within the framework of a general policy of restitution of rights.

In this way, through the financing of surety policies for lease contracts, access to housing is made possible for health system users who are able to live in shared residential units with support systems and continuous care.

» A total of 27 surety bonds were issued for 5 hospitals in 5 municipalities. As a result, 125 people benefited from this plan.

**Special projects**  
The Foundation, in coordination with municipalities and other institutions, carries out actions to mitigate the effects of natural disasters in the Province of Buenos Aires. In exceptional cases, it also develops actions to accompany certain vulnerable families.

» Hygiene and cleaning supplies were donated to 2 municipalities due to stormy weather.



» 2 families in vulnerable situations were supported through the donation of equipment.

» Equipment was delivered to 1 civil association for its operation.

» 1 pair of eyeglasses was provided to 1 socially vulnerable person.

» Supplies were delivered for the operation of the

“Ecos” Provincial Program under the Ministry of Justice and Human Rights.

» Toys were delivered to 1 municipality and 1 civil association on the occasion of the Children’s Month.

» Orthopedic insoles were delivered to 3 young people within the framework of integral health actions carried out in General Pueyrredón.



# Local inclusive development - Historical Archives and Museum

The responsible conservation of the institutional heritage not only implies the preservation of assets, but also includes their enhancement, research and, especially, their dissemination to the community.

We exhibit the history and central role played by the Bank in the provincial territory and its people’s lifestyle. We contribute to non-formal education and to the social development of the community through different actions.

### “Banco y Niñez” program

Since 1988, we have been receiving educational visits from schools located in the province and city of Buenos Aires. This is a fundamental activity for the dissemination of our heritage and history.

This year, more than 8,550 students participated in 289 visits to our museums in Buenos Aires and Carmen de Patagones. *The number of visits grew 117% as against the previous year.*

### Special visits

We resumed our participation in the Induction course organized by the Human Resources Management. We accompanied 154 new employees on a guided tour to our Head Office and the Museum, highlighting the Bank’s history, its transcendental role and its social function at the service of the provincial inhabitants.

### Documents and bibliographical collections

The Historical Archives continued developing classification activities. We prepared 33 historical

reports at the request of several of the Bank’s Managements. On the occasion of the 200<sup>th</sup> anniversary of the Baring Brothers Loan, we conducted special research, consulted other repositories and established new institutional links. In the Archive building located in Patagones, we extended the digitalization tasks to external documents.

Throughout the year, more than 160 inquiries of internal/external researchers were handled, both in person and through remote channels. *This represents a 41% increase in the number of consultants supported as against last year.*

Through purchases, subscriptions and donations, we added more than 100 copies of books and publications on economics, Argentine history and numismatics to the General and Specialized libraries. *We increased acquisitions by 93% compared to 2023.*

### Temporary exhibitions

We presented 14 temporary exhibitions at our locations, with a variety of themes such as art, collecting, history, etc. Audiences of different ages and profiles participated in these proposals. The following exhibitions are highlighted: BARING BROTHERS LOAN – 200 YEARS. The beginning of the Argentine external debt. July 1 to September 27 (Banco Provincia Museum) and “Ilustraciones, Bestiarios y Adioses”. 2023 Banco Provincia Literature Grand Prize - January 26 to February 23 (Banco Provincia Museum) and March 7 to April 5 (Emma Nozzi Museum, Patagones).

*The number of exhibitions remained consistent with the year 2023.*

### 2024 Banco Provincia Photography Grand Prize - Sara Facio

In June 2024, Sara Facio passed away. She was a famous photographer from Buenos Aires, recognized for her portraits of Latin American cultural personalities, many of them perpetuated in the collective memory, for tirelessly promoting the discipline as an art form and for encouraging the creation of photographic collections.

As we wanted to recognize and pay tribute to her, we distinguished the 2024 contest with her name and directed participation to black and white photographs only, the main characteristic of her work.

We invited distinguished representatives of the most important arts-related entities to be members of the jury: National Academy of Fine Arts, Walsh Facio Foundation, Degree in Photography, National University of San Martín and Provincial Museum of Fine Arts Emilio Pettoruti.

We awarded the Banco Provincia Grand Prize to Pablo Martín Zicarello for his work Microcentro (24 bw). The Second Prize was awarded to Andrés Wertheim for his work “Seúl, 2024” and the Banco Provincia Incentive Prize was awarded to Santiago Oroz for his work “Al filo de la mirada”. The three distinguished works were incorporated into the Banco Provincia Art Collection.



*A total of 830 photographers from the province and the city of Buenos Aires participated, 630 more than in the same contest held in 2022.*

### Special Actions

During the Patagonian Sovereignty Festival held in Carmen de Patagones, talks on the “March 7<sup>th</sup> combat” were given and the workshop “La

cerámica cuenta la historia de un pueblo” was held.

Together with the Provincial Museum of Fine Arts “Emilio Petorutti”, we participated in the opening exhibition of the Municipal Museum of Visual Arts (MuMAV, *for its Spanish acronym*) in Trenque Lauquen. Opening Exhibition. We presented the work “Huyendo de la Indiada” by the artist Cesáreo de Quirós. October 10 to November 8. *The exhibition was visited by 1,800 people, many of them rural residents who visited a museum for the first time.*

“La Noche de los Museos 2024” - November 9 - 7pm to 2 am. This year, in addition to visiting the permanent and temporary exhibitions, we highlighted the “INCLUIR en Movimiento” initiative. Banco Provincia’s Financial Inclusion and Education program reached the city of Buenos Aires for the first time. *More than 2,000 people enjoyed the educational activities: theatrical performances, puppet shows, an art space for children and interactive games.*

### Room activities

A total of 55 activities were held at the Auditorium and Multipurpose Room (Museo Banco Provincia) and the Alberto de Paula Hall (Emma Nozzi Museum). Different training courses, academic activities, book presentations, conferences, musical shows, among others, were organized by the Bank, companies of Grupo Provincia, national and provincial public agencies, private organizations and non-governmental organizations (NGOs).





# Local Inclusive development - Jauretche Chair

Since 1988, the Chair has been paying tribute to Arturo Jauretche, who served as president of the Bank during 1946-1950 and was responsible for the historic transformation of Banco Provincia into a public bank.

In the past year, we strengthened our commitment to social sustainability in the cultural context. We also sought to promote the preservation of cultural heritage, social inclusion and the responsible use of economic resources from an integral vision through sustainable cultural initiatives. We worked with reusable materials and strategies to reduce waste. We included local suppliers to reduce our carbon footprint and support the regional economy, fostering the efficient use of resources. We ensured that everyone, regardless of gender, ethnicity or capabilities, had the opportunity to participate in our activities, encouraging inclusion and equity to strengthen the Buenos Aires community and promote intercultural dialogue.

## During 2024:

- We assisted in person the Bank's entrants, to whom we gave a presentation and discussed the specific **virtual Module "Arturo Jauretche y el Banco Provincia"** during the Induction Course.
- We held the **talk-discussion "Con Jauretche y más allá de Jauretche"**, to commemorate the 50<sup>th</sup> anniversary of Arturo Jauretche's death. Speakers: The president of the Bank, Juan Cuattromo, and the General Manager, Rubén Gonzalez Ocantos.

- We co-produced the **debate and inauguration of the Espacio Cultural Jauretche** at the Casa de la Provincia de Buenos Aires in the City of Buenos Aires together with the exhibition *"Pensar con Jauretche, hoy"*. Speakers: the Governor of the Province of Buenos Aires, Axel Kicilloff; the President of the Bank, Juan Cuattromo, the Chief Advisor to the Government of the Province of Buenos Aires, Cristina Álvarez Rodríguez; the Minister of Community Development, Andrés Larroque, Natali Incaminato; and the National Deputy, Marcelo Koenig.
- We produced the **Podcast to Commemorate the approval of Law 13,010 on Women Political Rights**, together with the Women, Gender and Diversity Management.
- We participated in the *"El pensamiento vivo de Arturo Jauretche y de Rodolfo Kusch. Del medio pelo argentino al pensar situado"* talk in the "La Vieja Estación" Cultural Center in Ensenada. It took place in the framework of the *Pensamiento Nacional y Cultura Bonaerense* program, and it was promoted by the Cultural Institute of the Province of Buenos Aires. Speakers: Romina Russo, Head of the "Dr. Arturo Jauretche Chair" of Banco Provincia; Mónica Caballero, director of the "Rodolfo Kusch" free chair of the University of La Plata; Esteban Bravo, Cultural Director of Ensenada and César Diaz, PhD in Communication, University of La Plata, hosted by Federico Denappole, secretary of the "Rodolfo Kusch" free chair.
- We created the *"Partir desde nosotros mismos. Sincronías en torno a lo Nacional"* exhibition, to celebrate the National Thought Day (November, 13), established in 2003 on the birthday of our main personality. We described the motivations, concerns and actions of a group of thinkers, many of them contemporaries of Arturo Jauretche.
- The *"Resonancias de nuestra tierra"* travelling exhibition was displayed in Museo Casa Evita-Los Toldos, (in collaboration with the Cultural Institute of the Province of Buenos Aires); and in the Avellaneda Municipal Art Center-9<sup>th</sup> anniversary (together with the Municipality of Avellaneda). In the exhibition, Jauretche's critical reflections interacted with the cultural expressions of the institutional art collection.
- The *"Pensar con Jauretche hoy"* travelling exhibition showed images and quotes from Jauretche's thought that refresh the links between history, politics and production. It was displayed in Los Toldos branch; Casa de la Provincia de Buenos Aires in the City of Buenos Aires and in the Baradero and Pila municipalities.
- These actions have been organized together with the Human Resources, Institutional Communication, Marketing and Security Managements, as well as with the Banco Provincia Museum.

➔ Visit the Jauretche Chair website.



# Related companies

	BPBA		Provincia Servicios Financieros S.A.		Grupo Provincia S.A.		BPBA Total Share	Third-Party Share	Total
	Direct Share	Indirect Share	Direct Share	Indirect Share	Direct Share	Indirect Share			
Provincia Servicios Financieros S.A.	99.97%	0.03%					100.00%	0.00%	100.00%
Grupo Provincia S.A.	99.97%	0.03%					100.00%	0.00%	100.00%
Provincia Microempresas S.A.	99.53%		0.47%				100.00%	0.00%	100.00%
BA Desarrollo S.A. (in liquidation)	50.00%		50.00%				100.00%	0.00%	100.00%
Provincia Bursátil S.A.	4.00%		95.00%				99.00%	1.00%	100.00%
Provincia Fideicomisos S.A.U.			100.00%				100.00%	0.00%	100.00%
Bapro Medios de Pago S.A.			99.97%	0.03%			100.00%	0.00%	100.00%
Provincia ART S.A.					99.97%	0.02%	99.99%	0.01%	100.00%
PROVINFONDOS S.A.		3.60%		85.50%			89.10%	10.90%	100.00%
Provincia Leasing S.A.			99.72%	0.28%			100.00%	0.00%	100.00%
Provincia Seguros de Vida S.A.					60.00%		60.00%	40.00%	100.00%
Provincia Seguros S.A.					60.00%		60.00%	40.00%	100.00%



# GRI 2024 Table

GRI 2021 Standards	Reference/Comments
GENERAL DISCLOSURE	
2-1 Organizational Details	Chapters: “2024 in Figures” and “Anti-corruption and Transparent Management” - “Governance Structure”.
2-2 Entities included in the organization’s sustainability reporting	The information disclosed is limited only to Banco Provincia, except for loan indicators, where loans from Provincia Microcréditos are included.
2-3 Reporting period, frequency and contact point	The reporting period is from January 1, 2024 to December 31, 2024. Reports are presented on an annual basis. Contact: <a href="mailto:finanzassostenibles@bpba.com.ar">finanzassostenibles@bpba.com.ar</a> .
2-5 External assurance	The contents of this report were not externally audited.
2-6 Activities, value chain and other business relationships	Chapters: “Sustainable Profitability”, “Financing Sustainable Development” and “Sustainable management of acquisition and suppliers”
2-7 Employees	Chapters: “Workforce inclusion and diversity”, “Staff Well-being and development” and details in the annex under “Workforce, Training and Benefits”
2-8 Workers who are not employees	The organization has no part-time or temporary employees.
2-9 Governance structure and composition	Chapter: “Anti-corruption and Transparent Management - Governance Structure” and details in the annex under “Commissions and Committee”.
2-10 Nomination and selection of the highest governance body	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-11 Chair of the highest governance body	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-12 Role of the highest governance body in overseeing the management of impacts	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-13 Delegation of responsibility for managing impacts	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-14 Role of the highest governance body in sustainability reporting	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-15 Conflicts of interest	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-16 Communication of critical concerns	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-17 Collective knowledge of the highest governance body	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-18 Evaluation of the performance of the highest governance body	NA
2-19 Remuneration policies	They are defined based on the dialogue with stakeholders under the premises of decent work. Market information is also analyzed.
2-20 Process to determine remuneration	
2-21 Annual total compensation ratio	4.72 is the annual total compensation ratio of the highest paid person in the organization / the Average annual total compensation for all employees.
2-22 Statement on sustainable development strategy	Details in: “Corporate Strategy”, “Sustainability Strategy” and details in the annex under “Sustainability Axes”.
2-23 Policy commitments	Details in: “Sustainability Policy”.
2-24 Embedding policy commitments	Details in: “Sustainability Policy”.



2-25 Processes to remediate negative impacts	Chapter: “Anti-corruption and Transparent Management” .
2-26 Mechanisms for seeking advice and raising concerns	Details in: “Corporate Strategy”, “Sustainability Strategy”, “Quality of customer service” and details in the Annex under “NPS”.
2-27 Compliance with laws and regulations	Chapter: “Anti-corruption and Transparent Management - Governance Structure”.
2-28 Membership associations	Details in “Letter from the President” and chapters “Corporate Strategy” and “Sustainability Strategy”.
2-29 Approach to stakeholder engagement	Details in: “Corporate Strategy”, “Sustainability Strategy”, and details in the annex under “Materiality Analysis”, “Quality of customer service” and “NPS”.
2-30 Collective bargaining agreements	100% of the employees are under the agreements of the Asociación Bancaria.
3-1 Process to determine material topics	Chapter: “Sustainability Strategy” and details in annex under “Materiality Analysis”.
3-2 List of material topics	Chapter: “Sustainability Strategy” and details in annex under “Materiality Analysis”.
ECONOMIC ASPECTS	
201 - Economic Performance	
GRI 3 - Material Topics	Chapters: “Sustainable Profitability”, “Financing Sustainable Development”, “Innovation and Digital Inclusion ”, “Local Inclusive Development”; and “Economic Context”.
201-1 Direct economic value generated and distributed	Chapters: “Sustainable Profitability”, “Financing Sustainable Development”, “Innovation and Digital Inclusion ” and “Local Inclusive Development”.
201-2 Financial implications and other risks and opportunities due to climate change	Chapters: “Sustainable Profitability”, “Financing Sustainable Development” and “Environmental, Social and Climate Change Risks”
201-3 Defined benefit plan obligations and other retirement plans	Pursuant to Provincial Law No. 15,008 which regulated the Bank’ s retirement regime in 2024.
201-4 Financial assistance received from government	No assistance received.
202 - Market Presence	
GRI 3 - Material Topics	Chapters: “2024 in Figures”, “Sustainable Profitability”, “Financing Sustainable Development”, “Local Inclusive Development ” and “Innovation and Digital Inclusion” .
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	The local minimum wage represents 23.04% of the initial wage of the payroll where the organization operates.
202-2 Proportion of senior management hired from the local community	100% of the company’s senior management comes from the local community.
203 - Indirect economic impacts	
GRI 3 - Material Topics	Chapters: “Economic Context” and “Materials and input management - Sustainable Infrastructure”. More information in the annex under “Infrastructure” and “Technology”.
203-1 Infrastructure investments and services supported	Chapter: “Materials and input management - Sustainable Infrastructure”. More information in the annex under “Infrastructure” and “Technology”.
203-2 Significant indirect economic impacts	Chapter “Economic Context”
204 - Procurement Practices	
GRI 3 - Material Topics	“Sustainable management of acquisition and suppliers” and details in the annex under “Suppliers”.
204-1 Proportion of spending on local suppliers	99% of our acquisitions were made from local suppliers.
205 - Anti-corruption	



GRI 3 - Material Topics	“Anti-corruption and Transparent Management”
205-1 Operations assessed for corruption-related risks	NA
205-2 Communication and training about anti-corruption policies and procedures	A total of 8,341 employees took courses on anti-corruption. More information in the annex under “Workforce, training and benefits”.
205-3 Confirmed incidents of corruption and actions	21 corruption cases detected through the application of the administrative procedure established in the Bank’s Disciplinary Rules of Procedure for Personnel
206 - Anti-competitive Behavior	
GRI 3 - Material Topics	
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.	No judgements on unfair competition, monopoly practices or anti-competitive behavior have been entered against the Bank.
ENVIRONMENTAL ASPECTS	
301 - Materials	
GRI 3 - Material Topics	“Responsible management of Critical Resources” and details in the annex under “Materials and input management”.
301-1 Materials used by weight or volume	Chapter: “Responsible management of Critical Resources - Materials and input management” and details in the annex under “Materials and input management”.
301-2 Recycled input materials used	NA
301-3 Reclaimed products and their packaging materials	NA
302 - Energy	
GRI 3 - Material Topics	Chapter: “Responsible management of Critical Resources - Carbon footprint”
302-1 Energy consumption within the organization	Chapter: “Responsible management of Critical Resources - Carbon footprint” and details in the annex under “Infrastructure”.
302-2 Energy consumption outside of the organization	NA
302-3 Energy Intensity	Chapter: “Responsible management of Critical Resources - Carbon footprint”
302-4 Reduction of energy consumption	Chapter:“Responsible management of Critical Resources - Carbon footprint” and details in the annex under “Infrastructure”.
305 - Emissions	
GRI 3 - Material Topics	Chapter: “Responsible management of Critical Resources - Carbon footprint”
305-1 Direct (Scope 1) GHG emissions	Chapter: “Responsible management of Critical Resources - Carbon footprint”
305-2 Energy indirect (Scope 2) GHG emissions	Chapter: “Responsible management of Critical Resources - Carbon footprint”
305-3 Other indirect (Scope 3) GHG emissions	NA
305-4 GHG emissions intensity	Chapter: “Responsible management of Critical Resources - Carbon footprint”
305-5 Reduction of GHG emissions	Chapter: “Responsible management of Critical Resources - Carbon footprint”
305-6 Emissions of ozone-depleting substances (ODS)	NA
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	NA
306 - Waste	
GRI 3 - Material Topics	Chapter: “Responsible management of Critical Resources - Waste Generation”.
306-1 Waste generation and significant waste-related impacts	Chapter: “Responsible management of Critical Resources - Waste Generation”.
306-2 Management of significant waste-related impacts	Chapter: “Responsible management of Critical Resources - Waste Generation”.



306-3 Waste generated	Chapter: “Responsible management of Critical Resources - Waste Generation”.
306-4 Waste diverted from disposal	NA
306-5 Waste directed to disposal	NA
307 - Environmental Compliance	
GRI 3 - Material Topics	NA
307-1 Non-compliance with environmental laws and regulations	
308 - Supplier environmental assessment	
GRI 3 - Material Topics	NA
308-1 New suppliers that were screened using environmental criteria	
308-2 Negative environmental impacts in the supply chain and actions taken	
SOCIAL ASPECTS	
401 - Employment	
GRI 3 - Material Topics	Chapters “Workforce inclusion and diversity”, “Staff well-being and development ” and details in the annex under “Workforce, training and benefits”.
401-1 New employee hires and employees turnover	Turnover index: 2.96%.
401-2 Benefit provided to full time employees that are not provided to temporary or part-time employees.	The organization has no part-time or temporary employees. More information about benefits in the annex under “Workforce, training and benefits”.
401-3 Parental leave	More information in the annex under “Workforce, training and benefits”.
402 - Labor - Management Relations	
GRI 3 - Material Topics	Chapters: “Workforce, inclusion and diversity”, “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
402-1 Minimum notice periods regarding operational changes	NA
403 - Occupational Health and Safety	
GRI 3 - Material Topics	Chapters: “Workforce, inclusion and diversity”, “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
403-1 Occupational health and safety management system	NA
403-2 Hazard identification, risk assessment and incident investigation	More information in the annex under “Workforce, training and benefits”.
403-3 Occupational health services	More information in the annex under “Workforce, training and benefits”.
403-4 Worker participation, consultation, and communication on occupational health and safety	Chapter: “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
403-5 Worker training on occupational health and safety	Chapter: “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
403-6 Promotion of worker health	Chapter: “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	NA
403-8 Workers covered by an occupational health and safety management system	More information in the annex under “Workforce, training and benefits”.



403-9 Occupational disease	The recordable work-related injury rate in 2024 was 52.14. Number of accidents: 3 Occupational diseases, 49 work accidents and 63 accidents <i>in itinere</i> . Total: 115.
403-10 Work-related ill health	Occupational disease incidence rate (ODIR): 0.29 - Sick days: 28,073 men, 29,687 women and 14 non-binary gender. Lost days (work-related accidents): 1,414 men, 907 women, 0 Non-binary gender.
404 - Training and Education	
GRI 3 - Material Topics	Chapter: “Staff well-being and development”.
404-1 Average hours of training per year per employee	Average hours of training per employee: Training hours/Total employees: 14.5 men, 15.3 women and 15.3 non-binary gender. More information in the annex under “Workforce, training and benefits”.
404-2 Programs for upgrading employee skills and transition assistance programs	Chapter: “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
404-3 Percentage of employees receiving regular performance and career development reviews by sex and professional category	More information in the annex under “Workforce, training and benefits”.
405 - Diversity and Equal Opportunity	
GRI 3 - Material Topics	Chapter: “Workforce inclusion and diversity” and details in the annex under “Workforce, training and benefits”.
405-1 Diversity of governance bodies and employees	Chapter: “Workforce inclusion and diversity”. More information in the annex under “Workforce, training and benefits”.
405-2 Ratio of basic salary and remuneration of women to men	An average wage gap of 12.2% is observed.
406 - Non-Discrimination	
GRI 3 - Material Topics	Chapter “Workforce inclusion and diversity”.
406-1 Incidents of discrimination and corrective actions taken	No operations of this kind were detected.
407 - Freedom of Association and Collective Bargaining	
GRI 3 - Material Topics	NA
407-1 Operations and suppliers in which the right to freedom association and collective bargaining may be at risk	
410 - Security Practices	
GRI 3 - Material Topics	Chapter: “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
410-1 Security personnel trained in human rights policies or procedures	Chapter: “Staff well-being and development” and details in the annex under “Workforce, training and benefits”.
413 - Local Communities	
GRI 3 - Material Topics	Chapters: “Financial Education”, “Local Inclusive Development”, “Innovation and Digital Inclusion” and details in the annex under “Banco Provincia Foundation”, “Historical Archives and Museum” and “Jauretche Chair”.
413-1 Operations with local community engagements, impact assessment and development programs	Chapters: “Financial Education”, “Local Inclusive Development”, “Innovation and Digital Inclusion” and details in the annex under “Banco Provincia Foundation”, “Historical Archives and Museum” and “Jauretche Chair”.
413-2 Operations with significant actual or potential negative impacts on local communities	No operations of this kind were detected.
ESP - Access points in areas with low population or economic constraints	Chapters: “2024 in Figures” and “Innovation and Digital Inclusion”
ESP - Initiatives to improve access to financial services for people with disabilities	Chapters: “Quality of customer service” and details in the annex under “Infrastructure”
414 - Supplier Social Assessment	NA
416 - Customer Health and Safety	



GRI 3 - Material Topics	Chapter: “Quality of customer service”
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No significant non-compliance incidents were recorded.
417 - Marketing and Labeling	
GRI 3 - Material Topics	Chapter: “Quality of customer service”
417-1 Requirements for product and service information and labeling	A BCRA regulation defines the characteristics of the communication, particularly as regards financing conditions, specifically highlighting the financial costs over the remaining features of the contracted product.
417-2 Incidents of non-compliance concerning product and service information and labeling	Chapter: “Quality of customer service”
417-3 Incidents of non-compliance concerning marketing communications	
ESP - Policies for the design and fair sale of financial products and services	Chapters: “Financial Education” and “Local Inclusive Development”
ESP - Initiatives to improve financial education according to the beneficiary	Chapters: “Financial Education” and “Local Inclusive Development”
418 - Customer Privacy	
GRI 3 - Material Topics	Chapters: “Quality of customer service” and “Cybersecurity and Information Protection”.
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Detection and management of incidents related to social networks, phishing and apocryphal websites: 4,831. Malware and Phishing Fraud Claims: 744
419 - Socioeconomic Compliance	
GRI 3 - Material Topics	No significant non-compliance incidents were recorded.
419-1 Non-compliance with laws and regulations in the social and economic area	



# SASB 2024 Table

TABLE 1. SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS				
TOPIC	ACCOUNTING METRIC	CATEGORY	SASB CODE	BANCO PROVINCIA RESPONSE
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected.	Quantitative	FN-CB-230a.1	Detection and management of incidents related to social networks, phishing and apocryphal websites 4,831. Malware and Phishing Fraud Claims 744
	Description of approach to identifying and addressing data security risks.	Discussion and Analysis	FN-CB-230a.2	Chapters: “Quality of customer service” and “Cybersecurity and Information Protection”.
Financial inclusion and capacity building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development.	Quantitative	FN-CB-240a.1	Chapters: “Sustainable Profitability”, “Financing Sustainable Development” and “Local Inclusive Development”
	(1) Number and (2) amount of past due and non-accrual loans qualified to programs designed to promote small business and community development.	Quantitative	FN-CB-240a.2	Chapters: “Sustainable Profitability”, “Financing Sustainable Development” and “Local Inclusive Development”.
	Number of no-cost retail checking accounts provided to previously unbanked, underbanked or underserved customers.	Quantitative	FN-CB-240a.3	NA
	Number of participants in financial education initiatives for unbanked, underbanked or underserved customers.	Quantitative	FN-CB-240a.4	Chapters: “Innovation and Digital Inclusion” and “Financial Education”.
Incorporation of Environmental, Social and Governance Factors in Credit Analysis	Commercial and industrial credit exposure by industry	Quantitative	FN-CB-410a.2	Chapters: “Sustainable Profitability”, “Financing Sustainable Development”, “Innovation and Digital Inclusion”.
	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis.	Discussion and Analysis	FN-CB-410a 2	Chapters: “Environmental Social and Climate Change Risks”.
Business Ethics	Total amount of monetary losses as a result of legal proceeding associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations.	Quantitative	FN-CB-510a.1	There was only one case in which the Bank was fined for \$1,000,000 by the Municipality of San Vicente. It also imposed an additional fine of \$5,000,000 on the Bank.
	Description of whistle blower policies and procedures.	Discussion and Analysis	FN-CB-510a.2	Chapters: “Anti-corruption and Transparent Management”, “Quality of customer service” and “Cybersecurity and Information Protection”.
Systemic risk management	Global Systemically Important Bank (G-SIB) score, by category.	Quantitative	FN-CB-550a.1	NA
	Description of the approach for incorporating the results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy and other business activities.	Discussion and Analysis	FN-CB-550a.2	Chapter: “Environmental Social and Climate Change Risks” and details in annex under “Risk Management”.



TABLE 2. ACTIVITY METRIC			
ACTIVITY METRIC	CATEGORY	SASB CODE	BANCO PROVINCIA RESPONSE
(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business.	Quantitative	FN-CB-000.A	Chapters: “Sustainable Profitability”, “Financing Sustainable Development” and “Innovation and Digital Inclusion”.
(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate.	Quantitative	FN-CB-000.B	Chapters: “Sustainable Profitability”, “Financing Sustainable Development”, “Innovation and Digital Inclusion” and “Local Inclusive Development”



