



# Sustainability Report 2024





## CONTENT

<b>1</b>	<b>LETTER FROM THE CHAIRMAN .....</b>	<b>3</b>
<b>2</b>	<b>WE ARE THE HOME BANK .....</b>	<b>5</b>
2.1	Who we are .....	5
2.2	Economic performance management.....	12
2.3	Chain of valor .....	15
<b>3</b>	<b>GOBERNANCE, ETHICS AND TRANSPARENCY .....</b>	<b>26</b>
3.1	Corporate governance .....	26
3.2	Conducte business responsible.....	31
3.3	Question lintegral of risks .....	35
<b>4</b>	<b>TEAM.....</b>	<b>38</b>
4.1	BH experience .....	38
4.2	Development as a strategic pillar of cultural change .....	42
4.3	Inclusion, diversity and gender equity .....	51
4.4	Healthy and safe equipment .....	58
<b>5</b>	<b>IMPACT SOCIAL.....</b>	<b>62</b>
5.1	Leave a positive mark on the community .....	62
5.2	Relaungh of cown porfolio mortgage loans .....	65
5.3	Financial education .....	70
5.4	We invest in the communities .....	71
<b>6</b>	<b>MANAGEMENT ENVIRONMENTAL.....</b>	<b>86</b>
6.1	Sustainable finance .....	86
6.2	Responsible materials management.....	89
<b>7</b>	<b>REPORT PARAMETERS .....</b>	<b>91</b>
7.1	Our impact on the SDGs .....	92
7.2	Our work at alianza. ....	93
7.3	Our stakeholder groups.....	94
7.4	Material issues .....	94
<b>8</b>	<b>GRI CONTENT INDEX.....</b>	<b>97</b>
<b>9</b>	<b>SASB CONTENT INDEX.....</b>	<b>101</b>



## 1 LETTER FROM THE CHAIRMAN

### Content GRI2-22

With great enthusiasm, I present to you the Report on Sustainability corresponding to the year 2024, in which we share the most significant actions and advances of our management. Throughout this year, we have intensified our efforts to promote sustainable development, generating a positive impact on the community and the environment. Through innovative and collaborative initiatives, we continue to strengthen our commitment to a more responsible and equitable future for all.

In the opinion of the Board and my own, the result achieved this year is very promising, characterized by a reorganization of the macroeconomy during the second quarter of 2024 and a favorable economic and political context for financial entities. In our preeminent role in the housing finance market, the Bank set out to relaunch its own mortgage credit lines with preferential conditions for the clients who chose us as their financial entity. The new credit lines covered the traditional destinations for Acquisition, Construction, Expansion, and Completion for both primary and secondary housing, as well as investment, offering adjustable loans by UVA with a low rate, repayment terms of up to 30 years, and the possibility of 80% financing.

Likewise, in the social aspect, the challenge for the Bank as an organization is to assume the role of a true agent of change and replicator of environmentally friendly practices. In this regard, the management was marked by a strong commitment to the community, promoting collaborative work and generating opportunities for the improvement of housing and its equipment. All of this is described in detail in the Sustainability Report, the result of the active participation of all the collaborators who are part of this bank.

Among the most relevant aspects of management, the following stand out:

- The strategic vision has been updated, strengthening the role of the Bank as a provider of financial services for households, families, and Argentine businesses.
- He focused on an efficient and digital customer service strategy, promoting a people-centered culture and data-driven decision making.
- Concomitantly, efforts have been made to provide agile and responsible responses, true to our historical social mission, supporting the heroic effort of all Argentinians.



- In line with our firm's commitment to sustainability, during this year we launched the cycle 'Let's look at the business through sustainability lenses.' This activity, carried out in collaboration with the NGO Ashoka, aimed to integrate sustainability as a key dimension in our business decisions and in all areas of the bank. Through this initiative, we seek to transform our practices, processes, and products so that sustainability becomes a crucial factor in all our operations. This cross-cutting approach will allow us not only to improve our operations but also to generate a positive impact on the community and the environment, aligning all our efforts towards a fairer and more sustainable future.
- The work method was maintained, combining digital tools with traditional work formats, offering alternatives for remote and on-site work at the Bank's physical facilities. Improving work experience and combining the benefits of both modalities to maintain productivity levels.

Through the Memory, its Annexes, and the Sustainability Report, the general macroeconomic context, both international and local, is described, with particular emphasis on the financial and asset situation of the Bank at the end of the 2024 fiscal year, which includes the management of the organization. It outlines the strategies expected to be developed during the next year, both in the economic and commercial aspects, as well as in sustainability within the community. Finally, on behalf of the Board and myself, I wish to express our gratitude and highlight the commitment of all the collaborators who are part of this organization in achieving the results we set out, always keeping the focus on maintaining high standards of quality and satisfaction for our client portfolio, constantly striving to uphold the Mortgage Bank as the Home Bank and in service to the community.

**City of Buenos Aires, 12 of February 2025.**

**Eduardo S. Elsztain**

**On behalf of the Board of Directors**

**of Banco Hipotecario SA**



## 2 WE ARE THE HOME BANK



### 2.1 WHO WE ARE

#### Material Topics: Access to Housing, Inclusion, and Financial Education

##### Content GRI2-1, 2-6

We are a financial service provider with 138 years of experience. Today, we are committed to supporting Argentine families and businesses by offering credit, savings, and investment solutions. We have granted more than 2 million loans, helping families from across the nation access their first homes. As a federal bank, we are recognized as the "Bank of the Home."

With our 52 physical branches and over 1 virtual branch located throughout the country, we strive to be the preferred provider of efficient and digital financial services for Argentine families and businesses, known for our excellence in service. To achieve this goal, we promote a culture centered on people and data-driven decision-making, while also aiming to leave a positive impact on the community.

#### WE ARE THE HOME BANK.

#### MORE THAN 2 MILLION ARGENTINE FAMILIES FULFILLED THE DREAM OF HAVING THEIR OWN HOME THANKS TO OUR MORTGAGE LOANS.

Through our mixed shareholding composition, we empower both the public and private sectors. The National Government holds 60.29% of the shares, while 29.22% corresponds mainly to the private shareholder, IRSA Inversiones y Representaciones SA. In both cases, the percentages reflect the sum of their direct and indirect holdings. The remaining shares are traded on the capital market.

#### Shareholding composition

National Government	60.29%
IRSA Inversiones y Representaciones SA	29,22%
Actions in the market	10,49%



Likewise, starting from the Bank's privatization law, in the Assemblies, the shares of the Private Sector count as three votes compared to one vote from the Public Sector, as long as the State retains more than 42% of the class A shares. This implies that their voting rights are computed for the National Government at 40.85% and for the IRSA Group at 44.56%.

### Grow sustainably.

We have created a differentiated value proposition that contributes to the development of Argentine families, ventures, and businesses. Banco Hipotecario centralizes the main financial intermediation operations and, through its subsidiaries, provides complementary insurance and mutual fund management services. Our business units are divided into Retail Banking, which focuses on individuals, and Wholesale Banking, which is further subdivided into corporate segments, SMEs, and the public sector.

### Business Units

Retail Banking	Wholesale Banking
Búho Salary	Banking Company
Búho One High Rent	Banking SMEs
Entrepreneur Búho	Public Banking
Retired Búho	

Active products	Passive products
<ul style="list-style-type: none"> <li>• Mortgage loans</li> <li>• Personal loans</li> <li>• Credit cards</li> <li>• Insurance</li> <li>• SME loans</li> <li>• Corporate loans</li> </ul>	<ul style="list-style-type: none"> <li>• Deposits</li> <li>• Negotiable obligations</li> </ul>



---

**WE PROVIDE FINANCIAL AND HOUSING SOLUTIONS, CREATING VALUE FOR ARGENTINE PEOPLE AND BUSINESSES, BECOMING TRUE AGENTS OF SOCIAL AND ECONOMIC CHANGE.**

We drive the sustainable economic performance of our business by anchoring it in four strategic, positively impacting those who we choose: clients, our value chain and our team.

**STRATEGIC FOCUS OF THE BUSINESS**

**Clients at the center**

**Home ecosystem**

**Efficiency and profitability**

**BH culture.**

**Customer at the center**

We center our customers' experience on innovation, omnichannel strategies, and excellence. Our main objective is to drive loyalty, ensuring that customers become true promoters of Home Bank. This, in turn, increases satisfaction rates through improved usability of our digital channels. By continuously seeking to strengthen and enhance our processes, we aim to make operations and transactions simple, agile, and flexible, facilitating access to and use of our financial services for a broader audience.

**Home ecosystem**

Be the main reference for home and housing for Argentinians is one of the priority objectives. We will continue to enrich the value proposition and the scope of our home-centered ecosystem, expanding the largest home partnership network in the country.

**Efficiency and profitability**

We are committed to preserving liquidity and solvency ratios while promoting a strategy of robust and genuine funding. Our focus is on enhancing capital and risk management.

**BH Culture**

We prioritize team development within an agile and flexible culture, where people are the protagonists and decisions are based on data. Our goal is to promote a positive social impact.



## MAIN INDICATORS OF ACTIVITY

Main indicators	2024	2023	2022
Number of collaborators	1.468	1.574	1.579
Amount of suppliers	2.357	3.151	2.112
Number of checking accounts <sup>1</sup>	36.937	35.250	35.708
Number of savings accounts	1.168.189	1.060.815	951.957
Number of savings boxes for social assistance	24.429	28.946	15.554
Number of credit cards (accounts with statement)	249.136	293.942	345.044
Number of debit cards	1.135.195	1.368.409	1.353.687

### 2.1.1 RETAIL BANKING

During 2024, Retail Banking strengthened its relationship with customers and enhanced their positive experiences by focusing on the offering of transactional and credit products. Efforts were made to relaunch leveraged mortgages within the home benefits ecosystem, aiming to acquire new clients through digital onboarding, loyalty programs, and cross-selling initiatives related to wallets.

In October, the Digital Branch was launched with the objective of providing a digital, personalized, and immediate care model. This initiative aimed to build customer loyalty, monetize services, and expand geographic coverage while ensuring a high-quality service, which was reflected in a 90% satisfaction rate

---

<sup>1</sup> Includes Personal, SME, Corporate and Public Banking.





among clients. We increased digital activity by 10%, resulting in 78% of clients self-managing their accounts through digital channels.

Improvements were implemented in Home Banking and the BH App, including service recharges, card management, data visualization for digital wallets, and real-time operations involving common fund investments, stocks, and bonds. Additionally, both security and customer experience were optimized through authentication validators and redesigned workflows.

Surveys indicated high satisfaction levels: 81% for Home Banking and 87% for Mobile Banking, reflecting the success of the bank's digital approach. The model was further developed through joint company acquisitions with retailers, fostering partnerships in the home sector and strategies for cross-selling to enhance product quality and usage.

The placement of personal loans was reactivated, along with the sale of insurance. Furthermore, a new operating model was implemented in branches, featuring a centralized structure that allows flexibility to adapt to market demands, thereby optimizing productivity and profitability. New laptops and mobile phones were distributed to commercial officers to expedite client service.

## GROWTH OF THE PORTFOLIO

**148,228 clients Búho Salary**

**60,068 customers of Búho One - Year-over-year growth: 2%**

**40,051 clients Búho entrepreneur - Year-over-year growth: 4%**

**10,386 retired Owl clients - Year-over-year growth: 327%**

---

### 2.1.2 WHOLE SALE BANKING

- *The Banking Company* continued working with the finance area of the Bank to offer banking clients various investment instruments, whether through primary and secondary subscriptions of different capital market instruments, mutual funds, fixed terms, and interest-bearing accounts; as well as foreign exchange hedging products (NDF).
- The banking sector continued to expand its customer base by incorporating 39 new clients.



- The Bank participated as a placement agent in more than **60 capital market operations**, reaffirming our commitment to providing our clients with the best financing options.

### Banking Company

On the asset side, the bank maintained the strategy of supporting its clients in their financing needs, whether for working capital or investments. Likewise, efforts continued to offer these clients various funding alternatives through primary placements in the capital market.

Highlights of the business during the year 2024 include:

- The transactional volume exceeded **\$2,000,000 million annually**(vs \$440 billion in 2023), bringing transactional sight balances to levels of **\$3 billion** in the month of December (vs \$500 million of the same month of 2023).
- The liabilities in pesos (sight balances, interest-bearing accounts, and fixed term) amounted to **\$141 billion** in the month of December (vs \$12.312 million as of December 2023).
- At the end of December, the assets in pesos (loans, agreements, etc.) amounted to **\$104 billion**(vs \$12.200 million as of Dec 2023) and the assets in dollars at **USD93 million**(vs USD 25 million as of Dec 2023).

### SME Banking

In the context of our commitment to the productive development of the country, during 2024 we support the credit lines of the Central Bank of the Argentine Republic, aimed at promoting the growth of SMEs through the use of guarantees offered by Reciprocal Guarantee Societies (SGR). At the end of the fiscal year, the exposure for financing these companies reached **\$15.1 billion**.

The commercial strategy focused on driving sustained growth of the portfolio and expanding transactional businesses by offering competitive products. Thanks to this vision, we achieved a stock of 8,980.PSMEs across the country, reaching a transactional amount that exceeds **\$1,600,000 million** accumulated in the year.

In line with our strategic objectives, we decided to enhance our focus on the business segment MEGRAS by incorporating a new specialized sales team. As a result of this initiative, we added 74 new companies to our



---

portfolio, bringing the total number of active companies in the segment to 738. Through these companies, we manage credit lines totaling \$42 billion.

Additionally, we continue to develop the ON's Pyme product, achieving an increase in income from commissions derived from structuring, organizing, placement, and granting of guarantees. This also allowed us to increase deposits and transactional balances, as well as strengthen our presence in the local capital market. During 2024, we accompanied 10PSMEs in the issuance and placement of Negotiable Obligations SMEs, reaching a total amount of **\$4.330 million**.

**IN MARCH AND DECEMBER 2024, WE WERE GUARANTORS, ORGANIZERS, AND PLACERS OF BONDS WITH SOCIAL AND ENVIRONMENTAL IMPACT. THESE OPERATIONS WERE CARRIED OUT IN COLLABORATION WITH THE CIVIL ASSOCIATION SUMATORIA FOR A NEW ECONOMY, UNDER THE NEW SIMPLIFIED AND GUARANTEED ISSUANCE REGIM ESOCIAL IMPACT BONDS. A TOTAL OF \$600 MILLION IN BONDS WERE ISSUED.**

**THESE PROJECTS STRENGTHEN THE INVESTMENTS THAT THE BANK IS MAKING IN MICROCREDIT, PROMOTING ENTREPRENEURSHIP AND GENERATING A SIGNIFICANT SOCIAL AND ENVIRONMENTAL IMPACT. THE INTEGRAL APPROACH SEEKS TO PROMOTE FINANCIAL INCLUSION AND SUPPORT SUSTAINABLE INITIATIVES THAT ENHANCE SUSTAINABLE ECONOMIC DEVELOPMENT THROUGHOUT THE COUNTRY.**

#### **Public Banking**

During the year 2024, a strategy focused on liability growth, the marketing of transactional products, and salary plans continued. The main efforts were directed towards the incorporation of new clients and loyalty / *cross sell* of existing clients.

During this period, Banco Hipotecario was an active participant in primary placements of Treasury Bills and debt Bonds at the municipal and provincial levels.

As highlights, we can emphasize the following growths in **2024 vs 2023**.



**30 NEW CLIENTS**

**INCREMENT OF PASIYOU IN MORE THAN \$80 billion**

**STRONG INCREASE IN COMMISSIONS ABOVE INFLATION**

**INCREASE IN TRANSACTIONS BY MORE THAN 300%**

## 2.2 ECONOMIC PERFORMANCE MANAGEMENT

**Material Topics:** Economic Performance of the Company

**GRI Content** 3-3, 201-1

Planning and Management Control Management, together with each of the business areas, is in charge of designing the objectives and the Plan of Bank business are defined considering the expected macroeconomic scenario, long-term vision and the strategic axes defined by Senior Management.

Economic performance is rigorously evaluated seeking both the correct execution of the Business Plan and the early detection of deviations and improvement opportunities, in order to meet the long-term strategic objectives, and consequently, to the mission defined by Senior Management.

As part of the management and the monitoring of economic performance, the Planning and Management Control Department issues daily and monthly reports and dashboards of indicators giving monitoring of commercial, financial, and risk indicators, such as loan origination, deposit capture, balance evolution, asset portfolio quality, among others.

In order to converge towards continuous improvement and greater efficiency of business processes, the Budget and Expense Control sector has the mission of ensuring an adequate management control environment for budgeting. This includes everything from the preparation of the budget to the final execution of expenses and investments, analyzing the reasonableness, timeliness, and measurement of the funding requests generated. Start with a methodology for tracking administrative expenses and service expenditures that include monthly and quarterly reports, periodic meetings with different areas, teams ad hoc for monitoring specific topics and a top-notch tool for budget management. In addition, it promotes good budget management practices in collaboration with various stakeholders of the Bank.

Additionally, a quarterly Spending Follow-up Commission was established, which aims to share with General Management the evolution of the spending components according to the annual execution plan.



For the 2024 exercise, key results (KRs) were defined in terms of profitability, efficiency, sight balances, employee and customer satisfaction, and brand positioning having evidenced an improvement in most indicators compared to 2023.

### **Milestones and Economic Results**

#### **Profitability & Business KPIs:**

- Positive return on average equity (ROAE) of the **17.3%**.
- Dividend Payment: In July, the third and final installment corresponding to the dividends for the 2023 fiscal year were paid.
- Re-launch of UVA Mortgage Loans and pioneers in settlement **100% digital** in just 20 business days from the start of the application (663 credits & \$53.140 million disbursed in the second half of 2024).
- Wholesale Banking Clients: we have a stock of **9,659 clients** in December 2024, which represents a growth of 38% compared to December 2023.
- Retail Banking Clients: we have a stock of **1,321,930 customers** by December 2024, which represents a growth of 22,182 customers compared to December 2023.
- We continue building the *Retired Segment* we launched in July 2023. We already have 10,386 retirements as of December 2024, which represents a growth of 7,955 clients compared to December 2023.
- Consolidation of Buho Bank as a 100% online sales channel: +35,500 accumulated activations of native digital customers.

#### **Home Positioning:**

- We have more than 1,500 Active Home, Construction & Decoration Alliances with coupon accreditations within the bank (+62% compared to December 2023).
- Launch of the Commercial "*Move to Move you*" in hand with the relaunch of the "Mortgage loans."



### People-centered culture:

- We achieved the position nN°11 as one of the best companies for professionals under 35 in Argentina and the position N° 8 in the sub-35 ranking of technology professionals from the study *Employers for Youth*(EFY).
- We launched a new Learning plan focused on leadership and the young segment (sub29) & We developed together with Di Tshe a program for high potentials (*Protagonists of the Transformation Program*).

### Direct Economic Value Generated and distributed<sup>2</sup> (in millions of pesos at the end of each year)

Component	2024	2023	2022
Income	\$1.593.497.608,00	\$944,031.00	\$169,549.80
<b>DIRECT ECONOMIC VALUE GENERATED</b>	<b>\$1.593.497.608,00</b>	<b>\$944,031.00</b>	<b>\$169,549.80</b>
Operational costs*	\$55.321.201,00	\$28,423.77	\$9,322.50
Salaries	\$153.312.314,00	\$64,728.47	\$19,727.7
Payments to Suppliers	\$932.902.795,00	\$640,173.24	\$99,743.30
Payments to government	\$14.663.815,00	\$3,460.20	\$5,717.80
Investments in the community	\$684,00	\$191.70	\$124.6
<b>DISTRIBUTED ECONOMIC VALUE</b>	<b>\$1.156.200.809,00</b>	<b>\$736,977.38</b>	<b>\$134,635.9</b>
<b>RETAINED ECONOMIC VALUE</b>	<b>\$437.296.799,00</b>	<b>\$207,053.62</b>	<b>\$34,913.80</b>

\*No include losses various.

<sup>2</sup> In millions of pesos expressed in the closing currency of each fiscal year, according to published individual financial statements, subject to rounding.



*Note: individual information as of December 2024. Results adjusted for inflation.*

COMPONENT	2024	2023	2022
DIRECT ECONOMIC VALUE GENERATED	100%	100%	100%
DISTRIBUTED ECONOMIC VALUE	72.56%	78.1%	79.4%
RETAINED ECONOMIC VALUE	27.44%	21.9%	20.6%

## 2.3 VALUE CHAIN

**Material Topics:** Human Rights, Customer Experience, Supplier management and procurement practices

**GRI Content** 2-6, 2-25, 3-3, 204-1

### 2.3.1 SUPPLIERS

We seek to ensure the transparency and traceability of our value chain. We have a Purchasing and Contracting Policy and different procedure manuals that define the process of selecting and hiring suppliers. For each new business relationship, compliance with labor, social security, and regulatory legislation is required and observed, that prohibits child labor and seeks to defend human rights. We also request an Anti-Corruption Policy from all suppliers. If they do not have one, they are asked to adhere to our Anti-Corruption Policy and declare whether they have a current integrity program.

#### + 90% INVESTMENT IN NATIONAL SUPPLIERS

Once the business relationship has started, through a third-party company we verify that the suppliers (that provide services in the Bank's facilities) fulfill their tax and social security obligations.

If deficiencies or lack of documentation are detected, they are urged to regularize the situation. Failing to comply with some of these guidelines may result in economic sanctions and, in the case of serious irregularities being detected, in the termination of the supplier.





## Sustainable Purchasing Workshop

A workshop on sustainability awareness was held in collaboration with the NGO AMIA and the purchasing sector to initiate a sustainable purchasing process. During the meeting, various initiatives were presented that aim to incorporate environmental, social, and ethical criteria into purchasing decisions, aligning our current processes with the sustainability values we wish to promote as an organization. The training focused on raising awareness among buyers about the importance of integrating sustainability into their daily practices and provided practical tools to identify products and services that meet responsible standards. Additionally, success stories and best practices in sustainable purchasing from various organizations were shared to highlight the impact our purchasing decisions have on environmental issues and society. This meeting marks the starting point for a series of actions that will enable us to advance the implementation of a more sustainable purchasing model. Our goal is not only to reduce our environmental impact but also to promote social well-being through our business and supplier choices. With this initiative, the Mortgage Bank reaffirms its commitment to sustainability and its relentless pursuit of integrating these principles into every link of our supply chain.



**NPS with 90% satisfaction**

### 1. ¿Qué aspectos del taller te resultaron más útiles o interesantes?

**3**  
Respuestas

Respuestas más recientes

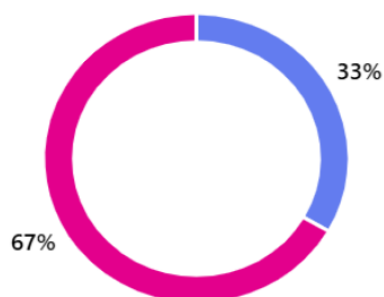
"Los ejercicios que realizamos con las hojas."  
"Creo que el poder conocer como otras empresas gestion... "  
"Me resulto interesante como se enfoco a la sustentabilida..."





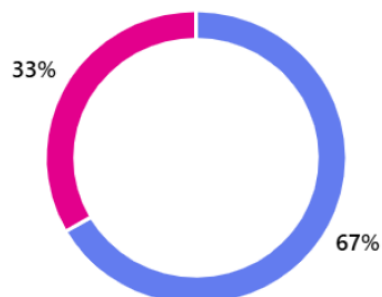
### 3. ¿Crees que el taller te proporcionó herramientas prácticas para integrar la sustentabilidad en tus decisiones de compra?

- Sí, completamente. 1
- Sí, en cierta medida. 2
- No, creo que podría haber sido más práctico. 0
- No, no me fue útil. 0



### 4. ¿Te sentís más preparado para incorporar criterios de sustentabilidad en tus decisiones de compra?

- Sí, estoy listo para comenzar a aplicar lo aprendido. 2
- Sí, pero necesito más herramientas o capacitación. 1
- No, el taller no me proporcionó lo necesario. 0



### 5. ¿Cómo calificarías la dinámica del encuentro?

**9.00**

Clasificación promedio



Nivel 10	1
Nivel 9	1
Nivel 8	1
Nivel 7	
Nivel 6	



---

### 2.3.2 CUSTOMERS AT THE CENTER

#### THE BEST EXPERIENCE FOR THOSE WHO CHOOSE US

We significantly value our customers' experience, and we strive to create positive and memorable moments that simplify their lives. Our main goal is for each customer to be an ambassador and promoter of our brand, so that they recommend us spontaneously. In this way, we enhance our business while providing exceptional service.

Putting the customer at the center of each decision we make, both at the channel level and in services and products, represents our main strategy. To identify how we are doing this, we conducted the satisfaction survey and brand recommendation index (NPS).

#### NPS SURVEY

**41 POINTS IN RETAIL BANKING, GROWTH OF 13 POINTS COMPARED TO 2023**

**8 POINTS IN WHOLESALE BANKING, AN INCREASE OF 2 POINTS COMPARED TO 2023**

**76% SATISFACTION WITH CHANNEL USAGE<sup>3</sup>**

- We have conducted a thorough analysis of customer experience, involving more than **100.000** people through more than 50 surveys and complementing this quantitative analysis with qualitative research through *Focus Groups* and interviews. These participatory instances, which include both clients and non-clients, provide us with valuable information about their needs, preferences, and expectations. This knowledge allows us to develop innovative and personalized solutions that adapt to their specific requirements.

---

<sup>3</sup> The channels measured were Home Banking, Telephone Service, Branches, Office Banking, TASI (Intelligent Self-Service Terminal), Mobile Banking and Telephone Self-Service (IVR).



- The **satisfaction indices** the channels at a general level reached the **81%** in 2024. This implied a growth of 5 points in the measured channels: Home Banking, App BH, Telephone Support, Branches, Office Banking, TASI and IVR.
- We conducted a study on Mystery Shopping across all branches of the network, where the overall satisfaction result was 82%. This reflects a drop of 1 point compared to the same study conducted in 2023.
- Additionally, we communicated monthly through the News of Internal Communications the results of the most outstanding indicators in the area.

**IT DRIVES YOU TO WORK TO ACHIEVE THE LOYALTY OF OUR CUSTOMERS AND TO BE CHOSEN EVERY DAY.**

#### **WE SEEK THE CONTINUOUS IMPROVEMENT OF OUR SERVICES**

During the year 2024 we have consolidated our position as the *Home Bank*, sponsoring the main home-related events across the country and developing proprietary events for clients and strategic partners, increasing the number of alliances focused on home, enhancing and improving customer experience across different channels and touchpoints.

Advances have been made in the development of customer-focused solutions aimed at strengthening communications, partnerships, and loyalty programs. Each initiative seeks to contribute to the overall goal of enhancing the experience of those who choose your bank as their principal financial institution.

#### **Strategic Alliances and Loyalty Programs**

From the Commercial Alliances area, we continue to strengthen our position in the home segment, aiming to provide the best benefits proposal for our clients. We strive to be recognized as the bank offering the greatest discounts and promotions in the construction sector (paint stores, hardware stores, plumbing supplies), as well as in electronics, home décor, and supermarkets, among others. Currently, we are the bank with the largest network of merchants in the home sector, boasting more than 4,000 partnerships with signed agreements for discounts and interest-free installments, and over 10,000 merchants across the country. Among these, we have more than 1,500 active partnerships that regularly credit coupons to bank accounts, resulting in a 60% growth by December 2024 compared to December 2023. In this way, we complement the



businesses of Wholesale and Retail Banking. Furthermore, we have increased our share of household consumption using credit cards, reaching 38% in November 2024, compared to 31% for the entire system (considering home goods to include appliance stores, supermarkets, and construction materials).

In July 2024, we launched the "Grandes Marcas" plan to strengthen our position in the home sector, which further enhanced our presence in this segment. The main objective was to partner with leading brands in the sector, including Frávega, Musimundo / Oncity, Carlos Isla, Sodimac, Easy, and Rex paint stores, to create an attractive benefits proposal for customers. This initiative improved our visibility in the home sector through large chains, e-commerce platforms, websites, and social media.

Regarding our offers (discounts and installments), starting in June 2024, the economic context allowed for favorable market rates, enabling us to provide a differentiated proposal. We achieved the ability to offer large businesses special promotions of up to 24 interest-free installments. Additionally, we provided small businesses with financing options that allowed coupon payments within 48 hours, making this one of the most competitive offers in the market. We continued with anniversary actions such as "Back to School," "Hot Sale," "Father's Day," "Children's Day," and "Mother's Day," among others. We also had monthly specials for our partnerships and e-coupon accreditation in bank accounts. In 2024, we organized events like "Construction Week," "Painting Week," and "Deco & Home Week," aiming to provide a differential and attractive proposal every month for both current partners and our retail customers.

Throughout the year, we began implementing our own systemic promotions in collaboration with MODO, aiming to improve customer experience. MODO allows for real-time cash back from promotions to customers' accounts, unlike traditional processors (Prisma/Fiserv), which require a crediting period that ranges from 5 to 30 days (portfolio closing). We also focused on internal training and discussions with collaborators, which contributed to enhancing our commercial proposal for clients. Finally, we conducted thorough follow-ups and adhered to the annual spending plan for loyalty programs (Alliances, Búho Points, Aerolíneas Argentinas, and Libertad), always aligning with established business objectives.

### Loyalty Programs

#### Owl Points (since 2011)

In 2024, the points payment offer was launched, which aims to enhance household spending by giving customers the option to pay for their purchases with debit card points. After making a payment with the debit card, customers receive a push notification immediately, presenting them with the redemption offer for their



---

points. Once accepted, the money is credited to the savings account. Providing a fabulous experience, the Net Promoter Score (NPS) of the program was 45%.

### **Aerolíneas Argentinas – Cobranding**

Since 2012, we have maintained a successful collaboration with Aerolíneas Argentinas through our loyalty program designed for rental customers. This alliance allows customers to accumulate miles through credit cards and redeem them for tickets.

The key pillars of the co-branding strategy are:

- Selective asset growth, focused on high-income clients with salary accreditation.
- Continuous communication with Aerolíneas Argentinas, including weekly updates on available destinations and redemption slots.
- Strategic advertising on board aircraft screens, owned media, and social networks of both brands, ensuring high visibility.
- Active management of subsidized memberships and pricing optimization. This approach allows us to maximize customer value, reinforcing our loyalty proposition.

### **Libertad Hypermarkets – Cobranding**

Since 2005, we have maintained a co-branding alliance with Hipermercados Libertad, which in 2024 experienced a substantial improvement in benefits and fees for customers. Special financing actions continued to be executed, consolidating the bond with the Hypermarket.

A key breakthrough was the migration from online checkout discounts to discounts through MODO, which allowed for a more agile and convenient experience for customers.

Likewise, as part of the digital transformation the **Loyalty Squad** Implemented a series of initiatives aimed at strengthening loyalty, optimizing customer experience, and consolidating home positioning. These actions have focused on improving the functionalities of the Programs and advancing the integration of digital channels with Salesforce.

Among the main achievements are:

- **\*\*Salesforce:\*\*** In the context of implementing this Marketing Cloud tool, which is designed to centralize communications from channels owned and enhance our interactions with customers, we



participated in developing and executing the necessary integrations with digital channels. In the next stage, we focused on event management, beginning to handle all customer flows from the Home Banking and Mobile digital channels comprehensively. This allowed us not only to optimize coordination between systems but also to ensure a smoother and more personalized experience for our clients. We will continue this initiative over the next year.

- **\*\*Pay with Points / Points for Pesos:\*\*** As part of the continuity of the project, we addressed all the necessary improvements and evolutions, completing the integration of the solution across all technologies and migrating the client portfolio to this functionality. This led to a significant increase in the volume of redemptions, enhanced adoption of the tool, and improved customer satisfaction levels.
- **\*\*ABM - Benefits Portal:\*\*** In this process, we paid special attention to integrating the web Benefits Searcher within the ABM, aiming to optimize loading times. Simultaneously, we adjusted to improve the efficiency of the search page, reducing the size of some resources to achieve a lighter page with a faster response time. We will continue advancing the integration of files into the database and will keep working on the foundational partnerships to facilitate the bulk loading of data. Additionally, we will proceed with the development of the Alliances and Benefits Rules module. In 2025, to strengthen the partner network and optimize campaign management, this development will be one of the main focuses for the team.
- **\*\*Process Automation:\*\*** We are progressing with one of the most anticipated automations, which optimizes the bonus processes, ensuring greater accuracy and consistency, especially in customer experience. This improvement helps our users perceive the benefits in a concrete and effective manner.
- **\*\*Design System:\*\*** We initiated this project to standardize and optimize the creation of interfaces, promoting visual and operational consistency across all our digital products. The team has adopted this system as a key tool to enhance collaboration between design and development, ensuring a coherent and scalable user experience.

In 2024, we will complete the design and development of the entire Home Banking library, integrating reusable components and style guides that will facilitate the creation and maintenance of consistent interfaces. For 2025, we will focus on the implementation of the Design System in our platforms, ensuring its full adoption



---

across all projects. Additionally, we will advance with the design and development of the mobile version, adapting the solutions to provide seamless experience on mobile devices.

## UX

Components were created, designed, and developed for the UI library that will be used in Home Banking to reduce costs and delivery times. Mobile Banking initiated the same project.

Improvement points for the BH App were raised based on the comments left by users on it.

The developments were monitored once in production, with the Customer Experience (CX) team conducting satisfaction surveys on new features.

Finally, we proposed a UX workflow that the teams must carry out to review the developments with the aim of reducing errors in production.

## Digital Marketing

We implement, measure, and optimize the digital properties and communications of the Bank with the purpose of:

- The position of the Bank as "*The Home Bank*" brings to the forefront the Bank's value proposition and our alliances dedicated to home sectors.
- Acquire and Activate retail banking clients through the Búho Bank and Búho Inversor channels.
- Enhance the acquisition of mortgage loans online.
- Encourage the acquisition of Personal Loans and Fixed Terms
- Acquire potential clients from wholesale banking.

The most important milestone for 2024 that aligns with our management goals was the implementation of the Salesforce Marketing Cloud for executing communications with clients. We migrated approximately 80% of the communications previously executed through Emblue, and we are currently in the process of migrating transactional communications and events that are still triggered via Doppler. This meaningful change allowed us to streamline communications by consolidating all available channels (Mail, SMS, WhatsApp, Web, Mobile, Home Banking), enabling us to automate and optimize messages, key moments for communications, subjects, and other variables.





For this implementation, we collaborated with the Communication and Image team, as well as the Data and IT Squads. The use cases that were implemented and remain relevant include Sueldo Dúho, Conversión Jubilados, Búho Bank, Banco Pagador, Carrito PP, and Vencimiento Tarjeta de Crédito.

For our positioning communication, we developed the concept of "The Home Bank: Move to Move." A commercial was filmed and deployed across digital media, including its full version, as well as shortened adaptations tailored to each bank and segment. We utilized high-impact formats, including video and traditional media, to maximize our presence in major outlets across the country. Geolocated messages were employed to enhance communication reach for alliances in specific areas.

We focused on building closer relationships with clients and prospects by communicating our alliances. To acquire retail banking clients through Búho Bank, we strengthened our approach by first positioning the value proposition of each segment, encouraging potential clients to consider Búho Bank as their banking option and ultimately register as clients. We worked on setting up events in Adjust to refine our audiences at each stage of the funnel and usage.

For activation, we implemented an automated lifecycle in Salesforce Marketing Cloud, which improved over time with content, subject lines, and piece testing. We launched Investor Owl, a customer acquisition flow specifically focused on investment. We also conducted campaigns across various platforms and expanded our constant communication efforts to include campaigns for Mortgage Loans, Personal Loans, and Fixed-Term Deposits, aiming to position ourselves as a viable option for both clients and non-clients.

- For mortgage loans, there they carried out email marketing campaigns to clients and lifecycles for those who applied for loans.
- For personal loans, campaigns were implemented across various media, and an automatic journey was activated for individuals who abandoned the acquisition process. This journey includes email communications and personalized content in Home Banking for those who did not complete the process.
- For Fixed Term, campaigns were implemented in media and automations were activated for the communication of expirations and renewals.





For the acquisition of *clients of the Banca wholesaler* (Focus on Consorcio Pack, Pyme Pack), we maintained Paid Media strategies on Google and Meta, activating Always On communication constant and active) with quarterly piece replacements to learn and optimize the message about the audience the same we maintained the contact strategy through our own channels, mainly email marketing campaigns.

### Communication and Image

As part of our positioning strategy as the Home Bank in 2024 we continue to strengthen our presence as the mainsponsor of key home sector events across the country: Casa FOA (Córdoba), BATEV (Buenos Aires), Expo con (Santa Fe), DIR House (Jujuy), BADA (Buenos Aires), Casa FOA (Buenos Aires), and Jardín Fest (Buenos Aires). Furthermore, we hosted the Home Event for the second time with our primary alliances. In this second edition, more than 400 guests participated, including clients, experts, personalities, and other attendees. The event featured a space for analyzing the economic outlook for 2025 and a panel of specialists in home and construction. There were award presentations, a raffle, and a cocktail reception to honor our guests.

We are focused on continuously renewing our communication methods to meet the needs of our clients. This process included the implementation of new strategies and artificial intelligence tools for creating tutorials and dynamic animations designed to capture the attention of our target audience. Our goal is to increase the reach and interaction with our current clients, followers, and potential clients. We continue to work with our brand ambassador, a recognized expert in decoration and interior design, to connect even more with our clients. Her experience allows us to inspire and support individuals in transforming their spaces into unique homes, reflecting our commitment as a Home Bank.

We launched the campaign "Move to Move," whose main objective was to announce the return of mortgage loans from our own portfolio, now available 100% online.

A key product for our clients. This campaign marked the beginning of a broader communication strategy, serving as a starting point to promote other products and benefits that complement the Bank's comprehensive offerings, such as our app, investments, personal loans, and services for SMEs and consortiums.

We implemented a platform where businesses and entrepreneurs with partnerships can download marketing materials for their points of sale and social media, ensuring consistency in our aesthetics and communication style. Additionally, we renewed the image of all storefronts in our branches nationwide, incorporating vec



torbased graphics that symbolize the roofs of homes. This design aims to convey a sense of closeness and our commitment to accompany and provide our customers with home solutions.

### 3 GOVERNANCE, ETHICS AND TRANSPARENCY



**WE MAKE DECISIONS BASED ON OUR COMMITMENT TO THE HIGHEST STANDARDS OF ETHICS, TRANSPARENCY, QUALITY, AND EFFICIENCY.**

#### 3.1 CORPORATE GOVERNANCE

**Material Topics:** Governance, Ethics and Transparency

**GRI Content** 2-9, 2-10, 2-12, 2-13, 2-14, 2-17, 2-18, 2-19, 2-20.405-1

Our corporate governance provides economic and legal security for the sustainable development of the organization and fosters the building of trust relationships with our stakeholders.

The Board of the Mortgage Bank is composed of 17 regular members, with a term of two years, eligible for indefinite and staggered re-election. The Central Bank of the Argentine Republic (BCRA) examines the backgrounds of potential management positions considering the experience for the exercise of the function, based on their background in financial activity, their professional qualities, and their trajectory in related areas. Likewise, the BCRA regulations require that, at the time of forming the Board, at least two-thirds must demonstrate experience related to financial activity.

To strengthen objectivity in decision-making and prevent conflicts of interest, the Board must have three independent members.

More information about the Directory [AQUÍ](#)

The management of businesses and other matters delegates the Directory to the Executive Committee, composed of Directors of class D. Among its responsibilities are to develop the commercial, credit, and financial policy of the company, define organizational restructurings, make appointments of the management, and propose to the Board decisions regarding the company and the branches, among others.



---

Every year, the Board defines and approves a Business Plan and Projections, which is shared confidentially with the BCRA. This plan is aligned with the business strategy and allows for the control and permanent supervision of the organization's management. The Business Plan and Projections is implemented by the management lines, and the monitoring of its compliance is carried out through indicators, which are presented monthly in a control panel. The Bank's Board reviews and approves the information presented in the Integrated Report. This includes the information contained within the Report.

### Designation

The election of the Board of Directors is held in special meetings of classes of shares, in accordance with the Law No. 24.855 of the Privatization of the BHN and the Social Statute.

The appointments are made according to the different classes of shareholders: two from class A, one from class C, and ten from class D. The Presidency and Vice Presidency of the company are appointed from among the directors of class D. Those from classes A and C are appointed by the National State; those from class D, by private shareholders in special assemblies. In addition, each class appoints a number of Directors Substitutes equal to or less than those of the corresponding starters. In all cases, the aim is to meet criteria of independence and diversity.

### Evaluation

The Presidency, with the assistance of Compliance Management, is responsible for evaluating the Board. This evaluation is conducted annually through a self-assessment at two levels: the global level, carried out by the Directorate with questions regarding the functioning of the governing body, and the individual level, in which each member provides their perspective and rates various topics related to the functioning of the collegiate body.

### Training

In order to keep the Board updated on industry topics and knowledge related to their functions, annually Training activities are carried out internally and externally. In addition, every year The Presidency and the Management of the Legal Area organize the attendance of the Directorate at conferences and presentations by economists and specialists in banking activities. Likewise, in the regulations of each Committee, it is mentioned the responsibility of each member to train in topics related to their scope, the Bank, and its operations.

### Remuneration



---

In The Social Statute of the Bank establishes the guidelines for the remuneration of the Board of Directors. The remuneration of non-executive members is determined every year at the Ordinary General Assembly. Subsequently, it is distributed equally among regular and alternate members, according to the time of replacement.

The Presidency and Direction of the company with executive functions, such as managerial, technical-administrative, or special commissions receive a set remuneration or commission according to comparative market studies. It is set up by the Board and is subject to the approval of the Assembly.

The Directorate member of the Executive Committee receives a compensatory component which includes certain maximum amounts, and the remuneration provided for in the previous points. In addition, through the Personnel Incentives Committee, the Board establishes the evaluation policy for primary line management, including General Management, with an impact on their remuneration.

### **Board Committees**

The special committees of the Board address and make decisions on specific issues and form an internal control environment. Its constitution and responsibilities are indicated in the Corporate Governance Code. They also have an operating regulation approved by the Board of Directors.

In each Committee, the management in charge, along with specialists in each subject propose—for the consideration of the appointed directors—the different topics for the president of each committee addresses and resolves. Based on the background of each one, and along with their deliberations, the resolutions are adopted by a majority vote of the members present. Management and invited specialists do not have voting rights.

#### **Executive Committee**

Supervises the management of the Bank's businesses.

#### **Audit Committee**

Monitor the functioning of the internal control environment and the risk management systems.

#### **Committee on Control and Prevention of Money Laundering and Terrorism Financing**

Ensures compliance with the obligations arising from the applicable regulations for preventing these crimes.



---

#### **Information Technology Committee**

Ensures compliance with information technology policies, information systems, and logical security.

#### **Credit Committee**

Establish the credit exposure limit of the Bank with clients.

#### **Staff Incentives Committee**

Review that the economic incentive system for personnel is consistent with the culture, objectives, long-term business, strategy, and control environment of the company.

#### **Risk Management Committee**

The risks to which the Bank is exposed are managed, and assistance is provided to the Board in setting policies and strategies regarding risk, among other responsibilities.

#### **Corporate Governance Committee**

Supervises the implementation of the Governance Code, controls compliance with internal regulations, and evaluates the management of the Board, among others.

#### **Ethics Committee of the Board and Staff**

Ensure that the Bank has the appropriate means to promote decision-making within its ethical considerations.

#### **Financial Committee**

Observe compliance with the company's solvency and liquidity policies through the management of financial risks.

#### **Financial Services User Protection Committee (PUSF)**

Monitor the relationship of the Bank with users of financial services.

#### **Social and Institutional Affairs Committee**

Manages the institutional link of the Bank with the community. It is composed of the Presidency of the Bank and at least one director representative of the National State. It is responsible for approving and monitoring the Strategic Sustainability Plan. It supervises the comprehensive management of sustainability, controls the allocation of social investment, and approves solidarity initiatives involving the Bank's teams. It administers social investment within a framework of transparency, focusing on the business strategy, in



---

accordance with the management guidelines established in the Social Responsibility Policy, approved by the Board.

### Share Structure

The Bank has a mixed shareholding composition, with participation from public and private capital. The share capital of the Company is made up of three classes of shares:

- Class A** They belong to the National State, or the fiduciary agents designated by it, whose political rights are exercised by the National State. They have special rights and those corresponding to the FFFIR12 Trust are subject to privatization through public offering.
- Class C** Reserved for primary sale in the public offering, for companies that want to build housing or invest in real estate activity. They are managed by the National State through the FFFIR and represent 5% of the share capital.
- Class D** They belong to the private sector. The sale of the A shares made by the FFFIR, as well as those made by the future purchasers of the C shares, will be converted into D shares. These do not they change class for being subscribed or acquired by the National State, another public legal entity or by personnel participating in the Participatory Ownership Program.

**The Bank, within its established premises in the Code of Ethics, contemplates that all its collaborators must comply with current laws and regulations.**

More information about our shareholders [AQUÍ](#)



### 3.2 CONDUCTE BUSINESS RESPONSIBLE

**Material Topics:** Governance, Ethics and Transparency, Anti-corruption Regulatory Compliance

**GRI Content** 2-15, 2-23, 2-24, 2-26, 2-27, 3-3, 205-1, 205-2, 205-3

**SASBFN-CB-510a.2**

Our operations are governed according to the provisions of the BCRA, the National Securities Commission (CNV) Argentina Stock Exchange (BYMA), complying with the applicable rules and regulations for financial institutions. We complement their provisions with the Bank's Corporate Governance Code, which includes the Code of Ethics, the Code of Banking Practices, and the Code of Conduct for Comprehensive Settlement and Compensation Agents.

#### **WE ACT WITH RESPECT, HONESTY AND TRANSPARENCY.**

Our Corporate Governance Code formalizes and informs the business community, the principles and guidelines of culture and the corporate values of Banco Hipotecario. Summarize the general guidelines that should guide the conduct of the organization and the people who make it up, in the fulfillment of their functions and commercial and professional relationships. It was prepared with consideration of the applicable legislation, in particular, the provisions of the Laws N° 21.526; 26.831; 19.550; 25.877; 24.855 and 24.240, the regulatory and complementary Decrees, the rules of the BCRA, of the CNV of the Buenos Aires Stock Exchange (BCBA), of the Electronic Open Market (MAE) and of the corporate bylaws.

Know our Corporate Governance Code

<https://www.banhipot.com.ar/media/codigo-gobierno-societario-11-de-septiembre-de-2024-de-fpdf>

Our Code of Ethics addresses the most relevant issues related to the integrity of the organization, such as the treatment of people, workplace safety, the sanctions system, the inclusion of people with disabilities, confidentiality, and the prevention of money laundering and asset protection, among others.

Upon entering the Bank, each person receives a copy of the Code of Ethics and must declare their reading and understanding. In addition, our entire team receives virtual training to stay informed of any updates to the document.

[Know our Ethic Code](#)





---

Our main commitments to developing responsible business conduct are established in our Code of Ethics:

- Require that the people who work at the Bank treat each other with respect in compliance with the provisions of the Code, and the applicable laws and regulations.
- Prohibit child labor in our facilities and the obligation to comply with applicable human rights, civil rights, and labor laws.
- Require that all our units provide working conditions of hygiene and safety, and that the teams receive the benefits protected by applicable laws.
- Select and hire new people, and develop our teams within a framework of diversity, without discrimination based on age, race, origin, civic status, religion, sex, sexual orientation, or any other characteristic protected by law.
- Provide equal advancement opportunities to the people in our teams and promote a workplace free from discrimination, harassment, bullying, intimidation, and retaliation.
- Extend the prohibition of discrimination, harassment, bullying, intimidation, and retaliation to salespeople, professionals, and other providers of goods and services of the Bank.
- Comply with the law of people with disabilities, to have reasonable and necessary spaces and amenities to be able to carry out their tasks in the workplace.

**THE CODE OF ETHICS IS COMMUNICATED TO 100% OF THE TEAM THROUGH PUBLICATIONS  
ON THE INTRANET AND THE INSTITUTIONAL WEBSITE.**

During 2024, no significant cases of non-compliance with applicable laws and regulations were reported. The Bank, within its established premises in the Code of Ethics, contemplates that all its collaborators and collaborators must comply with current laws and regulations.

**Conflict of interest**

All decisions and actions of the people working at Banco Hipotecario, as well as its administrators and legal representatives, must be aimed at achieving the best results for the organization. Any action motivated by personal considerations will be considered a conflict of interest.





---

Any situation that could lead to a director or member of management having a conflict of interest must be reported to the Ethics Committee or the Board in a timely manner. The Audit Committee is responsible for analyzing the case and providing an opinion to determine the existence of a conflict of interest in cases where there is suspicion of non-compliance with the Code of Ethics.

### **Prevention of Corruption**

We are committed to fight against corruption to maintain the trust of our clients, safeguard the reputation of the Bank, and strengthen the integrity of our operations. We have an Anti-Corruption Policy, approved by the Board, and suppliers are required to adhere to ours if they do not have their own.

In addition, we have the Money Laundering and Terrorism Financing Prevention program according to the legislation and the current regulations in Argentina, and to internationally recognized standards in the field.

Through this program, we announce the policies and actions that must be fulfilled by the authorities and the team members to minimize the risks associated with the use of the organization or its services for such purposes.

We permanently monitor our activities to detect potential cases of corruption. In 2024, eleven reports were evaluated in relation to corruption risks, among the cases of suspicious client operations reported to the Control Agency of the Financial Information Unit. At the close of the report, it was detected that the reports were related to 13 politically exposed people. However, no relationship with acts of corruption has yet been confirmed.

During the year, no regulatory body-imposed fines or sanctions for accounting fraud or corruption actions. Likewise, to promote the transparency of the Bank's information, the different summaries (in which we intervene) are published in the Financial Statements.



### Training in Ethics and Anti-Corruption

	Branch Network	House Central	Total 2024	Total 2023	Total 2022
Collaborators	66	201	267	367	118
% of collaborators	13%	21%	18%	23.3%	7.5%

### Ethics Line

We have a communication channel for all people—they work at the Bank—they can report 24 hours a day, 7 days a week, acts of corruption or situations that violate the guidelines of our Code of Ethic for any other applicable law or regulation.

All reports are made anonymously and securely. An external firm is responsible for informing the Compliance Management, Organizational Development, and Internal Audit teams about the complaints received through the Ethics Hotline. This initiates the investigation process, during which a report is prepared containing comments and suggestions. This report is treated confidentially by the Ethics Committee, which will decide on the appropriate actions to take. Under no circumstances will adverse measures be taken against the person who is making an inquiry or against anyone who reports a possible illicit act or abnormal situation. Complaints related to the operations of Settlement and Clearing Agents will be referred to by the Responsible Regulatory Compliance Officer. The committees involved in incident management will receive a list of all complaints received that fall under their authority, along with the status of the investigations.

[www2.bdolineaetica.com/bancohipotecario](http://www2.bdolineaetica.com/bancohipotecario)

**Mail:** [BancoHipotecario@bdolineaetica.com](mailto:BancoHipotecario@bdolineaetica.com)

**0800-222-3368**

**Postal address: Maipú 942 PB (C1006CN) Buenos Aires, Argentina  
addressed to “BDO – Línea Ética Banco Hipotecario”**

**Personal interview: Maipú942,PB, Buenos Aires, Argentina**



### 3.3 QUESTION INTEGRAL OF RISKS

**Material Topics:** Information Security/Cybersecurity

**GRI Content** 2-12,2-13,3-3,206-1,418-1

**SASB** FN-CB-230a.1,FN-CB-230a.2, FN-CB-510a.1,FN-CB-550a.2

We ensure the proper management of the organization's risks through a framework and management devices according to the dimension, complexity, economic importance, and risk profile of the Bank. This structure is aligned with what is established by the BCRA and market best practices.

The process aims to integrate the Board of Directors and Senior Management in the oversight of significant risk management, and to ensure they understand the nature and level of risk assumed by the entity and its relationship with capital.

The management devices are the Risk Strategy, the Stress Testing Program, the Contingency Plan, Economic Capital, the Internal Capital Adequacy Assessment Process (ICAAP), the General Information Systems, and the Subsidiary Risk Management.

The **Normative Hierarchy Policy** and the **Risk Management Policy** They guide our corporate actions. The Risk Management Policy establishes the organizational framework, regulations, and common devices for comprehensive risk management. It also describes the specific management processes for each risk and, in detail, the methodologies for managing market and liquidity risks. In addition to these, it sets guidelines for credit, interest rate, operational, securitization, concentration, reputational, and strategic risks.

It is important to highlight that we have units responsible for managing each of the risks. For its part, the Risk Management Committee is responsible for monitoring the activities of Senior Management related to risk management and advising the Board on the organization's risks.

#### **WE MONITOR AND MANAGE THE RISKS OF OUR BUSINESS TO MAINTAIN THE STRENGTH AND CONTINUITY OF OPERATIONS.**

The management of strategic risk is the responsibility of Planning and Control Area Management. They define the policy and framework for strategic risk management, identify the relevant variables for modeling, and establish scenarios to quantify the impact of inadequate compliance with the strategy



---

outlined in the Business Plan. Furthermore, they evaluate the results of the modeling exercise and its significance, design action plans to mitigate potential negative impacts, and monitor compliance with the Strategic Plan, detect deviations and analyze their possible impact on results.

The Business Plan details the projection of profits and capital consumption derived from the growth of the activity and the risk profile of the Bank. These aspects are subject to the impact of risk factors externally through comprehensive stress testing. To this end, different stress scenarios related to the market conditions in which we operate and their potential impact on profitability, liquidity, and solvency are considered.

The test results indicate that the integrals of direct stress show whether, in the most adverse scenario considered, the Bank could maintain adequate solvency ratios in the coming years or, if necessary, foresee the need to obtain additional capital to sustain operations.

---

### 3.3.1 INFORMATION SECURITY

Day by day we are committed to being a leading entity in the management of our clients' assets and operations. Information security and cybersecurity strategies are the fundamental pillars that allow us to provide a safe and reliable environment for those who choose us.

Our main objective is to avoid any negative impact related to the unavailability of digital services, cyber-attacks, identity theft, or device spoofing preserving besides organizational reputation. We rigorously comply with the local standards established by the BCRA and the Law on Habeas Data, as well as with the best international practices. In March 2024, we obtained the certification **ISO 27.001** of Cybersecurity, one of the most relevant international standards in Information Security.

#### **IN 2024 NOT REGISTERED NO CASES OF CUSTOMER INFORMATION LEAKAGE.**

During the period 2024, the entity carried out different training programs both Internal and External in which clients are informed and trained, and collaborators are the channels used were email messages, screen savers, Intranet, Institutional website, and blogs.

We implement identification processes based on international standards to address the risks associated with data security. To this end, we carry out a complete classification of our assets and regular



---

vulnerability scanning permanence of all platforms standing to detect—early on—any deviation or failure in you are and ensuring the maintenance of a safe and reliable environment.

---

### 3.3.2 FRAUD PREVENTION AND CONTROL

Since October 2023, the Fraud Prevention and Control area has been transformed into Management, reporting directly to the Area Management of Planning and Control, acquiring a more synergistic vision within the organization.

With this approach, we worked exhaustively to generate information from multiple sources that allowed us to visualize the problem of fraud, and the mechanisms used for intrusion into customer accounts. As a result, the department has complete thorough information about the operation of fraud, which facilitates a better understanding of the issues and potential vulnerabilities, enabling us to make the necessary improvements. In our customer service channels, we received 543 claims from our clients related to potentially fraudulent operations involving their accounts. All claims were handled by the Fraud department and did not result in any claims from regulatory authorities.

There were no cases of internal fraud; however, the legal department intervened in 120 cases of fraud against our clients perpetrated by third parties, resulting in losses of \$111,920,229.59 and approximately USD 8,720. During the reporting period, there were no cases of legal proceedings related to insider trading, antitrust violations, unfair competition, market manipulation, malpractice, or other laws or regulations pertaining to the financial industry.



## 4 TEAM



### 4.1 BH EXPERIENCE

**Material Topics:** Quality Employment Human Rights

**GRI Content**2-7,2-8, 3-3, 401-1, 401-2

We are the **Home Bank**, the Bank of our entire team, who make it their place chosen to work. We love having people who seek new challenges and that add their attitude to our shared purpose of being the financial services provider for homes, families, and Argentine companies.

We live every cultural change with a transformative spirit. We build as a team, leaving a mark, with a leadership attitude and making it simple and clear. We are passionate about building a team to develop unique experiences with a positive impact on the entire community.

In 2024 We maintained the hybrid work model, strengthened the tribes in the business, promoted the digital experience, and measured satisfaction to provide the best work environment. Likewise, we highlighted the importance of the competency model, from which we understand that we can achieve real transformation, drive the business, and enhance our purpose.

**THE COMPETENCIES WERE DESIGNED FOR EACH TEAM MEMBER TO MAKE THEM THEIR OWN  
AND EVOLVE PERSONALLY AND PROFESSIONALLY.**



**We make it simple and clear.**

- We strive to simplify the complicated and act with transparency.

**We build a team.**

- We work together by complementing each other's knowledge, experiences, and commitment.

**We contribute with a leader's attitude.**

- We empower individuals by inspiring through example.

**We leave a mark.**

- We capitalize on our diversity to create something unique and take pride in what we do

### Mask for satisfaction

Through the internal climate survey, which we call *BH Satisfaction* We monitor that every job opportunity we create is of quality. A person satisfied with their role and the environment Laboral will be more committed to her work and will positively contribute to enhancing the business.

Through this assessment too we measure the perception that people have about the quality of their work. Their results are the basis that will allow us to set goals and the next steps to further improve the satisfaction and development of all individuals.

**88% PARTICIPATION**

**1,358 PEOPLE**

**84% OVERALL SATISFACTION INDEX**

### A TEAM WITH ATTITUDE

**1.468** people in the team

**100%** permanent and full-time jobs



## Gender distribution

**677 women, 46.2%**

**791 males, 53.8%**

## Distribution by region

CENTER	CUYO	NOA	NEA	PATAGONIA	TOTAL SUPPLY
1.236	49	81	44	58	1.468
84%	3.5%	5%	3.5%	4%	100%

## New hires

Region	Center	Cuyo	NOA	NEA	Patagonia	Total 2024	Total 2023	Total 2022
<b>Gender distribution</b>								
Women	53	1	2	0	5	61	89	53
Males	170	2	4	2	5	183	138	83
<b>Age distribution</b>								
Under 30 years old	133	1	4	0	1	139	111	26
30-50 years	86	2	2	1	9	100	106	99
Over 50 years old	4	0	0	1	0	5	10	11
<b>Total, of Chiring</b>	223	3	6	2	10	244	227	136
<b>Hiring Rate*</b>	18,06	0,24	0,49	0,16	0,81	19,76	14,4	8,6

(\*)Hiring during the period/Staffing at the end of the period.





---

The *incorporation strategy* was aimed at incorporating young talent with potential and positioning ourselves as an attractive company for this segment with a differential value proposition. To this end:

- We participate in job fairs.
- We form alliances with universities.
- We position employer brands through social media.
- We launched an internship program. We incorporated 16 interns in various areas of the Bank to establish a talent incubator and gain competitiveness in the market.

---

#### 4.1.1 PROPOSAL OF BENEFITS

We have a benefits proposal so that the entire team can take care of their health and family, enjoy their free time, and enhance their development, organized into 3 pillars.:

##### LIVE YOUR EXPERIENCE

- Plan de health corporate, closed y exclusive, for everything the family group.
- Campaign de vaccination antiviral.
- Office doctor in House Central.
- *Protected Area Service*: for medical assistance of collaborators, client's y suppliers, inside of the facilities.
- *Well test*: study annual for managerial positions.
- Discount at YMCA.
- Space de bicycle storage at Central House.
- Ward robes with *lockers*.
- License for birth for pregnant women.
- License extended de 20 days for no pregnant women.
- *License for adoption*: 60 days for caretaker primary 20 for secondary school, 10 days additional for procedures in both cases.
- *Extended birth license*: 30 extra days for premature births or with disabilities. It also applies for adoption.
- Dairy farm in House Central.
- *Days for disease de son/daughter*: 5 days a year for pregnant women, non-pregnant, primary, and/or



secondary caregivers.

- Refunds on daycare, kindergarten, special education, and summer camp.
- *License for holidays* computed for days skilled.
- Day free de birthday.
- Day free de la family for year.

#### BOOST TU DEVELOPMENT

- *Academies, schools, and courses:* for promoting continuous training and develop professional.
- Discounts at universities, educational institutions, and language centers.
- *UDEMY licenses:* for technical development specifically.
- *Licenses by exam:* 21 days to surrender exams.
- *Graduation gift*
- *There are benefits and* an exclusive platform of discounts in stores, gyms, services, learning, and more!  
What is the best part can be done share with family and friends.

#### ENJOY YOURHOME

- Exclusive conditions on BH products for collaborators.
- The Bank has the largest network of businesses with discounts and benefits nationwide.

## 4.2 DEVELOPMENT AS A STRATEGIC PILAR OF CULTURAL CHANGE

**Material Topics:** Training and development of personnel

**GRI Content** 2.4, 3-3, 404-1, 404-2, 404-3

Our organizational vision is based on people and that is why they are at the center of our culture. All financial service that we provide to Argentine families and business are possible thanks to the magnificent work of our team this is recognized for excellence in customer service, data-driven decision making, and its positive impact on the community.

Working on learning and development were aspects identified as challenges in the different diagnoses carried out for the construction of the cultural change strategy implemented in 2022, whose results are monitored through the Index of *Job Satisfaction*.



In addition, work proactive in the training and development of people allows us to attract and retain talent sustainably in the long term.

During 2024 we strengthened the Capital strategy Human-redesigned in 2023, with a focus on driving business results from the people that make up the team.

This had 4 pillars:

#### **Leadership**

Identify the key leadership for our business and ensure the foundations for them/as leaders required in the short, medium, and long term.

#### **Talent**

Promote the development and learning of people in pursuit of business growth.

#### **Agility**

Consolidate the WoW agility model along with the development of the *mindset* agile throughout the organization.

#### **BH Experience**

Manage the experiences that drive people's engagement.

Each of these pillars has programs and actions to fulfill its purpose, and key performance indicators. The impacts of this strategy can be observed in the growth of Satisfaction Index 2024 in comparison with 2023:

<b>84% Overall satisfaction 2024</b>	<b>57,8NPS general 2024</b>
<b>↑ 7pts+ than planned (77%)</b>	<b>↑ 17.8 points+ than planned (40 points)</b>

#### **Survey EFY:**

- We were recognized as one of the Best Companies for Professionals Under 35 in Argentina, according to the Employers for Youth (EFY) study conducted by @FirstJob in the 2024 edition.
- We also achieved the position.8th out of 14 participating companies in the EFY Tech Argentina Ranking 2024.



Training hours	2024		2023		2022	
	Hours	Media	Hours	Media*	Hours	Media
<b>Gender distribution</b>						
Women	12.167	4,25	7.612	9,8	8.825	11,2
Males	17.056	3,96	8.464	10,6	9.362	11,8
<b>Distribution by job category</b>						
Managers	2.241	12,59	2.943	23,0	2.524	3,4
Middle Management	14.060	8,22	3.827	13,6	3.654	12,1
Without people in charge	12.922	2,45	9.306	8,6	12.009	10,1

\*Reexpression of information due to calculation error

#### 4.2.1 PLEADERSHIP PROGRAM



---

During 2024, all leaders of the organization were trained in leadership skills where topics on change management, team development in complex contexts, and feedback were addressed, among others. The academic offer was organized into 2 groups:

- Strategic leaders: staff reports.
- Leaders in Evolution: middle management.

We reached a total of: **207** trained leaders, with an average of 10.4 hours per participant and a **88%** of index of satisfaction. The consulting firm Agile Cooking handled it.

In addition, we defined two new exclusive competencies for leaders: "Manage with Mission" and "Strategic and Development Teams." For each of these competencies, we also established observable behaviors and deficiency symptoms. This allowed us to evolve our global competencies and redefine the four general competencies:

We are building as a team.

- Customer at the center
- We make it simple and clear.
- We add with attitude.

---

#### 4.2.2 ENABLE POTENTIAL

We are convinced that to achieve transformation we must undergo cultural change. That is why we continue to develop different learning processes that enable the potential of our teams. Through the Enablers pillars we present a professional development model based on three paths:

##### **We learn.**

Through courses, programs, and profile retraining.

##### **We reflect.**

Through the cycle of *Performance of* our teams, talent mapping, and the BH competency model.



---

### We empower.

We implement development processes through promotions and lateral moves.

24 promotions

33 lateral movements

---

#### 4.2.3 LEARNING STRATEGY

During 2024, the development team has designed initiatives aimed at making our internal processes more proactive and focused on having collaborators take an active role in their own development.

On the one hand, we launched a **professional profile update campaign** in order to access the most up-to-date information about the collaborators (such as completed/in-progress studies, mobility opportunities, and previous experiences) to the us to consider it as input, along with talent mapping and performance, for future development processes. At the same time, the initiative aimed to generate a mindset change from which employees could create their own conversation spaces with their leaders toto dialogue about their career expectations within the organization.

In turn, in 2024 the possibility was introduced, for the first time, to generate cross-functional internal development processes between Hipotecario Seguros and Banco Hipotecario, involving both companies in all initiatives and communication campaigns.

In that line, a was launched a **testimony campaign** in the news of both companies featuring those individuals who were part of the internal development processes of 2024. This campaign aimed to inspire other collaborators to create genuine conversation spaces with their leaders about their career plans, keep their professional profiles updated, and encourage growth.

The training strategy during 2024 was leveraged on *4 main axes*:

- Talent
- Leadership



- 
- Business
  - Self-management

## Talent

Talent mapping is a management tool that is essential for identifying, segmenting, and managing the organization's talent. In 2024, we evolved the matrix into the following categories: **Consolidated Talent**, **Developing Talent**, **Active Contributor** (versatile or Expert) and **Functional Contributor**. Thus, we managed to map to **1.345** total people. It took as input the talent mapping process of 2023 and they carried out the following actions:

- *Protagonists of the transformation* Various topics related to were address business, leadership, change management, digital skills, data etc. This training was conducted by the **Torcuato Di Tella University** 18 collaborators from the talent pool participated, with an average of 41 hours per participant and a satisfaction of 93%.
- *Network Managers School*: This program is designed for individuals with the potential to assume the position of Branch Manager. It was led by internal trainers and consultants, including Rindo and Business Skills. A total of 16 participants completed the training, which averaged 70 hours in duration, and achieved a satisfaction rate of 98%.
- *Digital businesses* This space focused on the talent pool and addressed the theme of businesses that transformed due to the emergence of digital technology, prioritizing customer experience. A total of 27 collaborators participated, with an average of 4 hours of engagement and a satisfaction rate of 96%.
- *Leaders of the future*: This initiative targeted collaborators with the potential to take on leadership responsibilities or those who were recently promoted. It was facilitated by the consulting firm Lotch Studio, which provided tools and methodologies to develop leadership skills aligned with our competency model. A total of 37 collaborators participated, with an average of 12 hours of engagement and a satisfaction rate of 98%.



---

Regarding the **Business** worked the following initiatives:

We expanded the SME School to level the knowledge of Business Banking Officers and Branch Managers about the SME business.

- We implemented the On Boarding SME, which had 4 editions and also included new devices to organize communication and access to information for all officials:
  - Welcome email with access to the Espacio Pyme, the official ABC, and the agenda of planned actions during the first 3 months.
  - ABC of the Official, guide document that compiles access to online learning content about processes, products, and use of systems.
- We premiere the *SME Space* Intranet site with useful links for the officials.
- We relaunch the group in *Teams Community SME* managed by Corporate Banking to send notifications and create a community.
- We implement the *Workshops* with key areas, a cycle of 12 synchronous meetings with the representatives of the areas strategically linked to the management of the Official: Risks, ComEx, Legal, Alliances, Segments, etc.
- We completed the first stage of the certification in credit analysis with 4 *Webinars* synchronous sessions led by experts, which also included a final knowledge assessment.

Total hours: 8,711.35 | 8.25 hrs. average per participant.

People reached: 76 Coverage of 100% of the officials. **Overall Satisfaction 96.3%**

Investment Network These are training, updates, and certifications for roles that advise the investing public. We incorporated changes to the management of the registration for the suitability exam before the CNV and 2 editions of 8 review classes each. In this way, we achieved 66% effectiveness and 41 people obtained their certification.





---

62 people | 26h Average per person

1,608 hours of learning. **Overall Satisfaction 97%**

Regarding the axis of **Self-management**, we launched various initiatives to promote the self-development of employees, including:

- Redefinition and simplification of the external course request process, which with the implementation of a new functionality in the Self-Service Portal, we streamlined the approval and payment timelines and reached 100 collaborators.
- **PDA Workshop** provided by the Jobs team, directed to collaborators who were taking their first steps in BH focused on self-knowledge and providing tools aimed at self-development. 57 participants took part. *94% Satisfaction.*
- **Selection and management workshop for new talents**, also led by the Jobs team, aimed at leaders, and focused on providing tools for the detection and management of new talents. 44 attendees | *93.4% Satisfaction* the contents were published in e-learning format, available to all interested parties.
- **2024 Edition of Expert** Bringing the business closer to new generations. We developed this space thinking in the young segment, in which for 3 editions, the leaders of the three benches: Retail Banking, Wholesale Banking, and Finance shared a space for integration and learning to understand the bank's strategic areas. 87 attendees | *94% Satisfaction.*
- We relaunch the **UDEMY licenses** to generate visibility of the benefit and increase its internal use. In this way, we expand coverage and reach more than 200 users, adding more than 2,700 hours of learning, with a *94% satisfaction.*
- We launched 2 new training spaces facilitated by experts to develop key skills for the business. This year we explore the themes *Customer Experience* based on the Disney model and Communication, training collaborators to present *Elelevators Picazón* impactful. 163 attendees | *83% Satisfaction.*



- 
- We expanded the offer **e-learning in DNA**. With more than 30 new courses, we organized the catalog based on our competencies and launched new categories aimed at developing skills for two key segments: leaders, with DNA Lider and new incorporation sJrs, with DNA Inicia.

---

#### 4.2.4 AGILITY

Next to the Center of Excellence for Agility (COE), we are working on updating and expanding the training content for transformation. This includes adding remote meeting spaces to explore topics such as digital marketing, product management, and the development of business cases. Additionally, the certification process has been reformulated so that participants, after completing various stages of learning related to digital transformation, agility, and the role of Product Owner, will create an attractive, intuitive, and functional digital solution to address a real financial problem and improve the lives of users.

#### 4.2.5 CYCLE OF PERFORMANCE

Through this development tool, we measure each person's contribution to BH Vision. It is also an input for calculating the annual bonus payment, subject to the achievement of results. business.

##### **Simplified model of the performance cycle**

We redefine and optimize the performance process by establishing 4 *instance* keys to simplify it and provide clarity and predictability:

1. *Goal setting at the beginning of the year*
2. *Pre-Evaluation*
3. *Calibration meetings*
4. *Feedback.*

In the pre-evaluation the leader establishes an overall rating considering the What (results obtained in terms of contribution) and the How (competencies) to then reach a final rating in the calibration session together with their leader + 1 and their peers, which allows for a homogeneous criterion on the expected performance of the collaborators.



At the same time, we modified the existing scale, extending it from 1 to 5, and updated the competency model, adding associated behaviors and deficiency symptoms as a guide for observables for leaders with people in charge.

**100% OF THE TEAM RECEIVES PERIODIC PERFORMANCE AND PROFESSIONAL DEVELOPMENT EVALUATIONS.**

**4.3 INCLUSION, DIVERSITY AND GENDER EQUITY**

**Material Topics:** Inclusion, Diversity and Gender Equity

**GRI Content 3-3, 401-2, 401-3405-1**

We build community thanks to our people-centered culture. This vision commits us to implement practices, conversations, tasks, tools, and processes that bring diverse perspectives and include every person who is part of Banco Hipotecario. We achieve this commitment with the participation of the entire team.

The promotion of gender equity is part of our institutional positioning. In the pursuit of a fairer and more inclusive future, banks play a fundamental role in providing equitable access to financial services, employment, and professional development. Thus, the financial ecosystem strengthens diversity and also contributes to sustainable economic growth by empowering the potential of talent and skills from a gender perspective.

**PROMOTE AN ORGANIZATIONAL CULTURE INCLUSIVE PROMOTES THE TRANSITION TOWARDS A MORE JUST AND EQUITABLE SOCIETY IN WHICH ALL PEOPLE HAVE THE OPPORTUNITY TO DEVELOP PROFESSIONALLY AND EMPOWER THEMSELVES FINANCIALLY**

We contribute to the support of diversity and inclusion initiatives through the generation of opportunities and driving the development of the entire team. To achieve this, we take different visions and perspectives, with flexibility to adapt in order to enhance business results and our people-centered culture.



## Team Diversity

Labor category		Assistants and analysts	Managem ents	Managem ent	Address	Total 2024	Total 2023	Total 2022
By gender								
Males	Q	640	87	63	1	791	801	791
	%	80,91	10,99	7,96	0,12	53,8	50,9	50,1
Women	Q	574	74	29	0	677	773	788
	%	84,78	10,93	4,28	0	46,2	49,1	49,9
By age range								
Less than 30 years.	Q	186	1	0	0	187	119	32
	%	99,46	0,54	0	0	12,7	7,6	3,9
Between 30 y 50 years.	Q	855	110	58	0	1023	1.157	602
	%	83,57	10,75	5,68	0	69,6	73,5	73,7
More than 50 years.	Q	173	50	34	1	258	298	183
	%	67,05	19.38	13.18	0,39	17,7	18,9	22,4

## One space of inclusive work

Diversity and inclusion in the workplace bring various perspectives and experiences that enrich decision-making and foster innovation. By promoting inclusion, we create an environment where everyone feels valued, respected, and has equal opportunities to grow and develop professionally.

**COLLABORATION, COMMUNICATION, AND TEAM WORK SIGNIFICANTLY IMPROVE FROM THE APPROACH OF INCLUSION, CREATING A MORE PRODUCTIVE AND POSITIVE ENVIRONMENT.**



---

## RECOGNIZING AND VALUING DIVERSITY CONTRIBUTES TO ATTRACT TALENTS AND ENHANCES THE GENERATION OF TRUST OF OUR CLIENTS

We promote actions and practices to foster the development of inclusive workspaces. We participate in sectoral exchange spaces, providing tools to address and experience an inclusive organizational culture for the people who work at the Bank, and we commemorate key dates of the year with the whole team and society.

### Transformative dialogues

We are part of different dialogue spaces alongside financial and non-financial companies to share good practices of diversity and inclusion, to learn and educate ourselves, and to jointly promote a fairer and more equitable industry.

#### Diversity Business Club

We are part of the *Red de Empresas por la Diversidad*, created by the Di Tella University, that develops and promotes diversity inclusion within business organizations.

#### Sustainable Finance Protocol

As part of our participation in the Sustainable Finance Protocol, we are part of the *Gender and Taxonomy Commission*. This the workspace focuses on the analysis of women-led companies and the design of gender-disaggregated indicators for the implementation of taxonomy profiles linked to the analysis of the client portfolio.

#### Gender Equity Group

We joined the Gender Equity Group of the Argentine Banks Association (ADEBA).

### Culture of inclusion

We provide tools to our teams to train them in diversity and equity, raise awareness about gaps and inequality in society, and promote their well-being and safety.

- **The leaders** participated in activities organized by the RE.D. of Companies for Diversity of Torcuato Di Tella University.



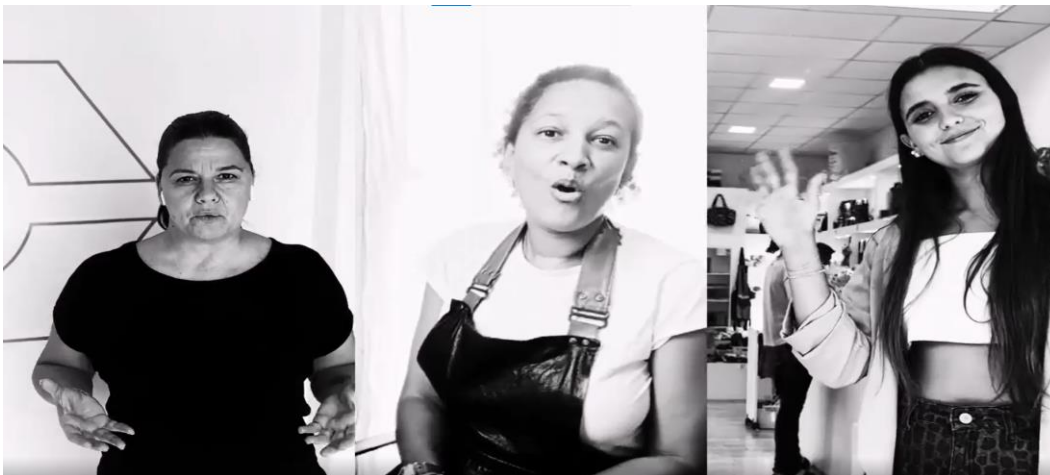
- **Healthy and Respectful Work Environment Workshop:** during April, the leaders were able to participate in an online seminar on training and reflection on mobbing.
- We have a space on our Intranet where we share the practices, we promote at BH regarding **Diversity and Inclusion.**
- **Dairy farm.** In our Headquarters We have a space to support mothers in balancing work and family life.
- **Action against cases of gender violence** Since 2019 we have the Action Protocol for cases of violence of gender.

### Commemorations and celebrations

We carry out special activities on key dates of the diversity and inclusion calendar to raise awareness among our teams and promote equality.

### Month of the Woman

We share stories of our clients. Professional women, leaders, and entrepreneurs who choose us to grow their projects.









#### 4.3.1 A CULTURE OF EQUALITY

We understand that the construction of an egalitarian society begins through education in early childhood. At Banco Hipotecario, we consider this aspect when designing the benefits proposal for our work teams.

Promote gender equality(from early childhood)helps to break gender stereotypes and predefined roles, allowing for the children and the girls develop skills, interests, and aspirations without limitations. It also promotes more egalitarian family relationships, where responsibilities and household tasks are shared equally. Experience equitable role models also empower women to fully participate in the workforce and have greater financial autonomy.

**GENDER EQUITY IN PARENTING COLABORATHAT ALL PEOPLE HAVE EQUAL OPPORTUNITIES.  
EDUCATING FROM THIS PERSPECTIVE CONTRIBUTES TO THE KNOWLEDGE OF CITIZENS' RIGHTS.**

We enhance the inclusive institutional perspective. In the licenses related to births, we refer to gestating and non-gestating individuals. Birth leaves for non-pregnant individuals of 20 days.

In cases of adoption, we have 10 additional days of procedures for the person who cares primarily or secondarily, in addition to the 60 days for the person defined as primary in the care.





For cases of premature births or disabilities, we add 30 days for pregnancy, non-pregnancy, and adoptions.

We enabled the sick leave license for children for those who care as primary or secondary caregivers. At the same time, we incorporated a daycare benefit for pregnant and non-pregnant individuals. In both cases, if the person pregnant and non-pregnant They will work at the Bank or in a subsidiary, each family decides who receives the benefit.

We complement these advances with the integration of a support fund for situational circumstances into our value proposition. Additionally, in internal research that consider branch personnel, we offer the possibility of continuing their development path without the need to change their place of residence covering 100% remote positions.

PARENTAL PERMISSION	2024	2023	2022
<b><i>Collaborators who have had the right to parental leave</i></b>			
Women	13	17	30
Males	4	16	24
<b><i>Collaborators who enjoyed parental leave</i></b>			
Women	13	17	30
Males	4	16	24
<b><i>Collaborators that returned to work once the parental leave ended</i></b>			
Women	13	17	30
Males	4	16	24



***Collaborators who returned to work after completing parental leave and were still employed 12 months after returning to work***

Women	13	17	26
Males	4	16	22
<b><i>Return-to-work rates</i></b>			
Women	100	100	100
Males	100	100	100
<b><i>Retention rates</i></b>			
Women	100	100	86
Males	100	100	90

#### 4.4 HEALTHY AND SAFE EQUIPMENT

**Material Topics:** Occupational Health and Safety

**GRI Content** 3-3, 403-1, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

Every day, we work to ensure a safe, healthy, and productive work environment. Managing health and safety at work not only protects the physical and mental well-being of our team but also contributes to efficiency and the overall performance of the organization.

Promoting practices and policies that foster health reduces the risk of occupational diseases and injuries, which in turn reduces absenteeism and improves job satisfaction. In addition, it gives people the confidence and peace of mind needed to perform their tasks safely.

We have two approaches to our management system: *health and safety*. This last one includes the functions of planning, identifying risky areas, coordination, control, and direction of safety activities in branches and annexes, in order to prevent accidents and occupational diseases.



---

### A SAFE ENVIRONMENT IN OUR HEAD QUARTERS AND IN ALL OUR OFFICES AND BRANCHES

For implementations that safeguard the physical security of individuals We are guided by current regulations and the recommendations of the BCRA, along with the Comprehensive Security Plan of Banco Hipotecario this was prepared considering the Branch Risk Analysis.

Likewise, every month we carry out maintenance and their view of the fire detection and extinguishing system, and we have the assistance of a firefighter 24 hours a day for the 365 days of the year, at our Headquarters.

On the other hand, Law No. 24.557, of occupational risks provides us with the legal framework for us to adopt preventive health actions by the medical sector: the prevention of risks and contingencies, and the determination and review of work incapacities caused by accidents or occupational diseases.

Medical service ensures the well-being of people inside and outside the workplace through a medical office located in Central House. There, a nursing person, and a doctor work, in addition to the administrative staff's General medical consultations for prevalent and occupational diseases are carried out. The office also centralizes all actions and communications in the country related to the health of people working at the Bank.

### 100% OF EMPLOYED AND UNEMPLOYED PEOPLE THAT WORK AT BANCO HIPOTECARIO ARE COVERED BY THE HEALTH AND SAFETY MANAGEMENT SYSTEM

We implemented *Area Service protection*, provided by an external medical company, for care and transfer to medical institutions, in required cases. This service is for work teams and the external public. Occupational diseases and accidents are attended by the Occupational Risk Insurer (ART) and followed by the medical service itself. The ART also coordinates periodic inspections in order to detect unsafe conditions regarding safety.

#### Health and safety indicators

0 fatalities due to work accidents and/or work-related ailments or diseases

18 recordable injuries from workplace accidents

0 work-related accidents with profound consequences

0 occupational illnesses and diseases to be recorded.



---

The main work-related ailments are mild and of an osteomuscular nature.

---

#### 4.4.1 HEALTH AND SAFETY TRAINING

We guarantee the quality of health and safety services and facilitate access to them through a series of training sessions conducted by all Bank personnel, in order to prevent accidents and occupational diseases.

In 2024 we offer the following courses:

- CPR and first aid
- Training on pathologies
- Course on protocol and prevention of Coronavirus, in modality *e-learning* and mandatory for all the people
- Fire evacuation drills twice a year.
- Physical security: fire prevention, use of fire extinguishers, use of self-contained breathing apparatus, and evacuation plan. The service provider company trains the outsourced personnel.

All our work teams are in constant contact with the medical and safety service through phone lines, emails *teams* in person, five business days a week. We generate daily activity reports and updates regarding physical security.

In the province of Santa Fe, in addition, we have a Health and Safety Committee at Work that monitors the annual preventive plan. All the branches in that province are reached by this committee constituted by representatives of the Bank in labor and state matters.

---

#### 4.4.2 HEALTH, FIRST

We have an exclusive health plan from Swiss Medical for the people who work in our teams and their immediate family. In addition, we conduct training sessions and informational talks, inviting specialists on specific topics or conducting periodic health check-ups.



---

### 100% OF THE TEAM HAS PRIVATE HEALTH INSURANCE.

During the *Health Week* the Mortgage Bank received a visit from the team of professionals from the Swiss Medical Staff, who provided various activities and health services to our employees. Throughout the week, in-person consultations, virtual talks, and medical exams were conducted, with excellent participation from our staff.

- **Medical Offices** total of 277 consultations were attended by professionals from different specialties, ensuring comprehensive care for the collaborators.
- **Skincheck** 55 dermatological examinations were conducted for the early detection of possible skin risks.
- **Breast Ultrasound** 31 collaborators participated in this preventive exam.
- **Anthropometry + Nutritional Plan** total of 48 collaborators received physical analysis and personalized nutritional guidance.
- **Express Massages** 108 massages were offered to relieve tension and promote the physical well-being of our collaborators.
- **Cardiology** 35 collaborators attended cardiology consultations to assess their cardiovascular health.

In addition to the exams and consultations, three virtual talks were held that made a great contribution:

- Breast Cancer Prevention 33 collaborators attended this preventive talk, promoting awareness and the importance of self-exploration and periodic exams.
- Healthy Eating 62 collaborators received advice on nutrition and eating habits to improve their health and quality of life.
- Stress Management: This talk provided tools and techniques to effectively manage stress in the workplace and personal life for 72 attendees.

This action is framed within the workplace health and wellness strategy, aimed at improving the quality of life of employees, reducing waiting times for medical care, and promoting a healthy work environment.



Like this same, it was observed the impact positive of *the annual flu vaccination campaign*, which decreased the affection flu disease drastically reducing work absenteeism and its indicator.

## 5 IMPACT SOCIAL



### 5.1 LEAVE A POSITIVE MARK ON THE COMMUNITY

**Material Topics:** Access to housing, Inclusion and Financial Education

**GRI Content**3-3,203-2

**BEING THE HOME BANK DRIVES US TO ACTIVELY CONTRIBUTE TO THE QUALITY OF LIFE OF MILLIONS OF PEOPLE. WE ARE PROVIDERS OF LOANS TO ACCESS HOUSING, IMPROVE IT, OR EXPAND IT, WHILE ALSO PROVIDING EDUCATION AND FINANCIAL INCLUSION.**

#### URBAN DEVELOPMENTS

We developed a business ecosystem that includes individual loans, land and construction access loans, loans for completed homes, and loans for habitability improvements. The institutional commitment to provide housing access solution brings us closer to thousands of families across the country, construction companies, workers in the construction sector, business locales and municipalities.

The year 2024 marked a milestone for the history of management *tPROCREAR Trust*. The decision of the National Executive Power to pause aspects of the program for subsequent continuity analysis aimed to minimize the delivery of housing and lots and suspend construction works until having new definitions.

Banco Hipotecario, in its capacity as administrator, continued the management of commitments made with clients and companies involved in the housing ecosystem that had been consolidated over twelve years of the program. During the 2024 management, payments to suppliers, customer claims, and the completion of credit applications for access to the homes or serviced lots of the program that were initiated in 2023 were managed.

At the end of 2024, the National Executive Power signs the decree of dissolution of the trust, appointing the Mortgage Bank as the administrator of the portfolio of outstanding loans and of the regularization of property



rights both of the functional units and of the acquired blocks. As of the date of preparation of the present document has published the regulation of the decree in which the scope of the actions that the Ministry of Economy will request from our entity is known in the face of future.

During 2024, we manage the following lines of credit:

- Land access (sale of lots of services)
- Lines for completed housing in urban developments.
- Economic boost of the community through commercial premises and sale of parking spaces.

In 2024 **were delivered** 128 homes from PROCREAR I and 24 homes from PROCREAR II.

In regard to **lots of services**, during the year 2024, 212 PROCREAR I and 37 PROCREAR II were delivered.

Regarding commercial **management**, in the period 37 premises and 39 parking spaces were sold.

In the following table destination of the credits and the total amounts during the period 2024:

Destination Credits	Disbursed Amount	
DDUU (HOUSES)	\$	6.389.717.605,00
LOTS (home credit)	\$	1.155.000.000,00
THELIMES	\$	580.286.397,00
LOTS (credit in UVA)	\$	300.000,00
Total	\$	8.125.304.002,00

The *light bulb* in 2024 was focused specifically on the land regularization and the administrative management of compliance with commitments with construction companies and related sectors involved in the construction of urban developments. These commitments have been complied with transparency, agility, and efficiency managing the income from the collection of credits from the current portfolio.

Regarding the property rights highlight:



REGISTERED 2024	QUANTITY
<b>Procrear I</b>	<b>1332</b>
HOUSING	947
LCS	320
GARAGES FOR DIRECT SALE	39
LOCALS	26
<b>Procrear II</b>	<b>31</b>
HOUSING	31
<b>Total</b>	<b>1363</b>

PROPERTY CERTIFICATE 2024	QUANTITY
<b>Procrear I</b>	<b>717</b>
HOUSING	653
LOCALS	36
LCS	26
GARAGES FOR DIRECT SALE	2
<b>Procrear II</b>	<b>148</b>
LCS	148
<b>Total</b>	<b>865</b>





## 5.2 RELAUNCH OF COWN PORFOLIO MORTGAGE LOANS

**Material Topics:** Access to housing, Inclusion and Financial Education

**GRI Content**3-3, 203-2

Started the **second quarter of 2024** with the first signs of reorganization of the macroeconomy, in our predominant role in the housing finance market the bank set out to relaunch its own mortgage loan lines.

The relaunch covered the traditional destinations of **Acquisition, Construction, Expansion and Completion** both for primary residence and for second home or investment offering adjustable loans by UVA with low-rate *cancellation periods up to 30 years and up to 80% financing*.

True to the vision of being the provider of financial services for households, but also for Argentine families and businesses, this year we set out to offer lines with preferential conditions for clients who us choose as its main entity passing its income or its business activity through the Bank's accounts.

During the year 2024 we worked hard on the development of the **100% digital channel** for the management of housing loans, minimizing processing times, making them more efficient and achieving an agile and simple experience for our clients from their mobile phone a computer in a few steps they have been able to apply for their mortgage loan.

### MILESTONES 2024

- We signed an *exclusive agreement* with the real estate developer **Consultation**, which allowed us to offer a new product for the purchase of apartments still under construction. Thanks to this unprecedented agreement, our clients were able to access UVA mortgage loans to *acquire units in the well* that until now could only be purchased in cash.
- Financing of units in the well **Plata Building** In an innovative proposal, an exclusive line was launched to acquire units of the emblematic Edifice del Plata, which consists of the credit rating of the interested parties at the time of signing the ticket and the start of payment of the installments when possession of the property is delivered. In this way, the interested parties *they finance up to 100% of the housing* in two stages, the presale managed by the Edifice del Plata trust, during the construction phase and the mortgage loan from BH SA. once the unit is delivered.



- **Industrialized housing** in the context of great housing deficit and a growing present that combines technological innovation *efficiency and environmental care*, the market for industrialized housing is the next step where the Home Bank will seek to focus the business. Moving from "*building*" to "*manufacture*" housing is already a reality, which is why we have signed agreements with the main companies in the industry to finance this type of housing."
- We are developing a **personal loan** in units of purchasing value (UVA) that allows financing up to 100% of the housing with a maximum amount of 50,000 UYOU GO a term of 72 months and an annual nominal interest rate of 15% that will be marketed exclusively for the *construction of industrialized and modular housing* offered by the companies that sign an agreement with the Bank.

Our on going effort to provide new products and services that align with customer needs and the *sustainability goals* of our organization are reflected in the results obtained during 2024:

**\$ 54,200MILLIONS IN HOUSING LOANS ORIGINATED AS OF 31.12.24. WE ARE LEADERS IN THE GRANTING OF HOUSING LOANS THROUGH OUT THE ARGENTINA**

PH Propi Line 2024	#PHUVA	Granted Amounts
ACQUISITION OF USED HOUSING	395	\$ 32,124,752,338.77
CONSTRUCTION	97	\$ 8,512,168,911.85
ACQUISITION OF NEW HOUSING	67	\$ 6,920,751,710.74
HOUSING TERMINATION	96	\$ 5,693,434,899.00
EXPANSION	20	\$ 872,503,988.27
<b>Total</b>	<b>675</b>	<b>\$ 54,123,611,848.63</b>

Positioning ourselves as the provider of financial services for households, families, and Argentine businesses allows us to strengthen the construction and infrastructure sector and creates job opportunities for all people in the industry.



---

### 5.2.1 RECOGNIZE THE MUNICIPAL MANAGEMENT OF URBAN LAND

After 7 years of collaboration with the NGOs TECHO and Red de Innovación Local (RIL), this project of land management and national urban development published a Guide for Action. It is public and virtual communication that brings together good practices, suggestions, and successful cases implemented in local governments and/or in LATAM.

Without a doubt, this initiative managed to consolidate and enhance the spaces for exchange with municipal leaders on land issues, promoting the territorial agenda through collaboration, assistance, and cooperation.

The participatory urban development program is an initiative driven by RIL (Red de Innovación Local) and the Banco Hipotecario, in collaboration with various local communities and urban planning experts. Its objective is to promote the construction of urban development strategies that respond to the needs and desires of the inhabitants, ensuring harmonious, sustainable, and inclusive growth.

Through this program, cities have the opportunity to collectively define a people-centered territorial model that is compact, close, balanced, and respectful of the environment. This is achieved through a participatory approach, where residents, together with local authorities and experts, identify both the opportunities and the challenges they face in terms of urban planning.

The process unfolds in three fundamental phases:

1. **Diagnosis:** Joint work is carried out with the local community, on a network, to analyze the problems and potential of the territory. Through this diagnosis, a clear map of needs and possibilities for intervention is defined.
2. **Improvement Plan Design:** Based on the diagnosis, a strategic plan is formulated that addresses the selected challenges and proposes short-term improvement projects. These projects aim to transform the urban reality, improving services and habitat conditions, while capturing the necessary resources for this.
3. **Implementation:** Finally, the designed plan is validated with active participation from the community, ensuring that the selected projects are the most suitable and effective. A series of quick and concrete



---

interventions are launched, whose results can be visible and communicable to the population in a brief time.

In view of 2025, the Mortgage Bank will recognize municipal management of urban land at the national level, focusing on strategies, instruments, and available information. Cities will identify that "*lighthouses*" that result exemplary in the application of innovative urban models, as well as those cases that show opportunities for improvement. These recognitions will be awarded within the framework of an award ceremony that will bring together municipal leaders in land and habitat matters, marking a true national milestone."

This collaborative work between RIL and the Mortgage Bank seeks, in an innovative way, to create more inclusive and sustainable cities, empowering local communities to play an active role in building their urban future.

#### Environmental management in the Formosa Province

In November, a collaboration event was held between Banco Hipotecario, the NGO RIL, and the Municipality of Formosa, within the framework of the Ambassadors Program, focusing on environmental management.

The project aimed primarily at the cleaning and enhancement of the chronic micro dump of Los Constituyentes in the province of Formosa, one of the areas most affected by waste accumulation. Through this action, not only was the environment improved, but also environmental education was promoted among the citizens living nearby, encouraging the adoption of responsible habits for caring for the environment.

Thanks to the collaboration of the Formosa Branch, the NGO RIL, and the local municipality, the closure of this urban microdump was achieved, transforming the area into a new green public space. Native flora was planted, and the place was prepared for recreational use and enjoyment of the community.

Additionally, during the day, training on composting and awareness activities on the importance of incorporating native flora in cities was carried out, thus contributing to a healthier and more sustainable environment.



#### 4 Avenues for prosperity, CIPPEC Dinner 2024

The Mortgage Bank played a role important at the CIPPEC Dinner 2024, an event of great relevance for the future of development in Argentina, which brought together leaders from the business, political, union, and civil society sectors. Through their support and active participation, the Bank significantly contributed to the positioning of the proposals of the "*4 avenues for development*", which include crucial topics such as education, fiscal sustainability, digital public transformation, habitat development, and housing, among others."

During dinner, the Bank was a strategic ally to promote the necessary consensus that will allow progress in the implementation of concrete solutions for the country's most urgent challenges. By supporting fundamental issues such as the implementation of the Early Warning System to prevent school exclusion and the proposal of a more equitable and sustainable pension system.

In addition, by being present in a discussion space among the main social actors, the Bank not only reinforced its position as a financial entity committed to the development of inclusive public policies but also collaborated for that innovative initiatives such as the *Digital Public Transformation Ecosystem in Latin America*, which seeks to connect leaders and solutions to modernize public management systems in the region. The collaboration of the Mortgage Bank with CIPPEC, in this case, underscores its responsibility as a banking institution to promote dialogue and strategic solutions that strengthen the economic and social development of the country, especially in areas such as housing and habitat, topics in which the Bank has a vast experience.



In summary, the participation of The Mortgage Bank at the CIPPEC 2024 Dinner was decisive in fostering joint work between the public and private sectors and contributing in this way to the formulation of proposals aimed at improving the quality of life for all Argentinians.

### 5.3 FINANCIAL EDUCATION

**Material Topic s:** Inclusion and Financial Education

**GRI Content**3-3, 203-2

**SASBFN**-CB-240a.4

Education provides tools to generate inclusion and contribute to more citizens knowing the benefits of operating safely and reliably, using financial products and services that meet consumption needs, along with the promotion of savings and investment for it we seek to generate various space for everyone the people enjoy the experience of transacting.

**WE PROMOTE EDUCATION AND FINANCIAL EMPOWERMENT SO THAT MORE PEOPLE CAN BE PART OF THE FINANCIAL SYSTEM. FINANCIAL INCLUSION ALLOWS BRINGING SAVINGS AND INVESTMENT SOLUTIONS CLOSER TO ARGENTINE CITIZENS.**

#### FINANCIAL EDUCATION

We generate content that promotes the use of financial products and services.

##### 1-Financial Mornings

Exclusive virtual meeting for Búho One client and potential Búho One client. As part of the service proposal of the package, the Bank offers talks on economy and market to help clients make better investment decisions, as well as clarify doubts about the products available in the financial system, train them, and inform them about the latest developments in the systems that enhance the user experience when operating. It is held once a month on a regular basis. Just like in 2023, the number of clients connecting ran in 2024 there are around 500 people.



## 2-Training and induction workshops

During 2024, training was provided for clients on Mutual Funds and fixed income instruments, as part of a dynamic meeting with active participation of those clients who showed interest in learning about this type of financial instrument.

As part of the comprehensive induction that new hires receive at the Bank, the Investments area provides training on topics related to personal finance. Additionally, two hybrid meetings were held for bank employees focusing on investments in the capital market. Finally, in the weekly newsletter, BH, we began publishing regular content this year about product updates, suggestions, and a mini-series on personal finance, featuring contributions from bank representatives, including the General Manager.

## 3-Blog BH

Through this online platform we disseminate content on financial education, cybersecurity, and investments.

### 5.4 WE INVEST IN THE COMMUNITIES

**Material Topics:** Social Investment in the Community

**GRI Content**3-3, 413-1

Every day we work to leave a positive mark on the community.

**\$684 MILLIONS INVESTED IN NATIONAL OUTREACH PROGRAMS**

**35.460 BENEFICIARIES**

We maintain a historic and sustained commitment to the Argentine citizens. We work synergistically and closely with a network of **76** civil society organizations from across the country to which we allocate great social investment. We support and strengthen your programs and actions with the priority that the impact has a national reach.

The Committee on Social and Institutional Affairs and the Board of the Bank approved the annual budget for social investment in the community. The administration and responsible management are in charge of the Sustainability area.





---

All our operations have programs for the participation of local communities and development, impact assessment. The local community is made up of a diversity of people eclose to each branch where the Bank operates throughout the country, and they are made up of the beneficiaries of the programs we support through social investment.

### **Ambassadors Program**

We aim to support more families facing socioeconomic vulnerability by providing access to decent housing and food, while promoting education as the main driver of transformation. We believe that this can only be achieved through a culture of genuine and sustained solidarity. The El Ambassadors Program, which originated in 2023, invites various teams from Banco Hipotecario to volunteer and make a positive impact on the community. From the Sustainability area, different proposals based on environmental management and local development are presented to contribute to sustainable development, always grounded in the local ecosystem. In 2024, the invitation was extended to teams from Headquarters.

### **Habitat for Humanity**

#### **Volunteer Action at the Community School of Villa Astolfi, Pilar.**

In the month of October, along with the area of we actively participated in a volunteer day in collaboration with the NGO Habitat for Humanity. This action was framed in our Ambassadors Program, whose objective primordial consists of promoting social commitment and solidarity of our collaborators with the community.

The activity was developed in one Villa Astolfi Community School, an educational institution that is attended by children in the area. A group of volunteers joined the NGO's efforts to improve the learning environment for students. During the day, we focused on painting and conditioning the schoolyard, transforming this space into a safer and more pleasant place for the children and girls.

The walls were painted, and the facilities were improved what allowed the renovation of sites important for recreation and development of childhood. This action not only contributed to improving the physical condition of the place but also promoted integration and teamwork among the bank's collaborators as well as with the community.





In this context, the area of participation systems of dynamic of *team building*, strengthening the teamwork bonds among its members. Through this experience, collaboration and the spirit of solidarity were promoted, fundamental elements to achieve a harmonious and strengthened work environment.

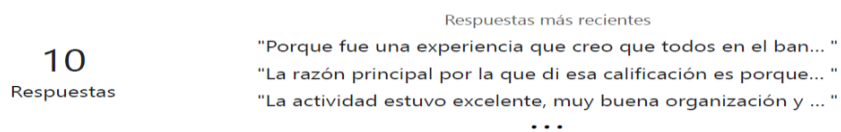




2. ¿Qué tan probable es que recomiendes participar en una actividad de voluntariado a un compañero? 🙋



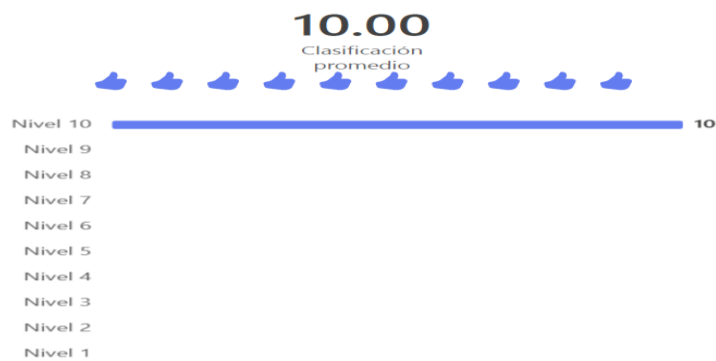
3. ¿Cuál es la razón principal por la que diste esa calificación? 🙏



4 encuestados (40%) respondieron actividad para esta pregunta.



4. ¿Cómo calificarías la organización y coordinación de la actividad? 🏠👥





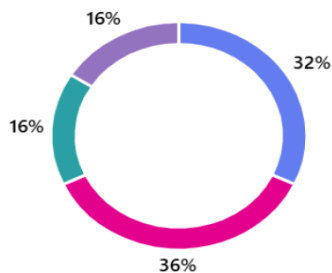
5. ¿Te gustaría participar en futuras actividades de voluntariado organizadas por el Programa Embajadores? 🦉❤️

• ¡Sí, sin duda!	5
• Sí, me gustaría.	5
• No estoy seguro/a, pero podría ser.	0
• Probablemente no.	0



6. ¿Participarías como Embajador BH en alguna de estas acciones? 🦉🦉 La participación siempre será voluntaria

• Refacciones edilicias, construcciones simples	8
• Plantar árboles	9
• Mentoreo profesional	4
• Otra	4
• No me interesa participar	0



7. En tu opinión, ¿hay algo que podríamos hacer para mejorar la experiencia de voluntariado en futuras ediciones del Programa Embajadores? 😊🗨️

10  
Respuestas

Respuestas más recientes

"Nada"  
"Incluir un espacio para compartir reflexiones o ideas al fin..."  
"La experiencia en si fue excelente quizás estaria bueno qu..."  
...

3 encuestados (30%) respondieron Nada para esta pregunta.

aspectos comunidad BH. opinión **Nada** abanico varias ediciones año propuestas  
espacio fundación buena experiencia pregunta actividad algo experiencia  
voluntariado reflexiones caso banco posibilidades



### **Volunteer Action in the La Boca neighborhood.**

In the month of November, we participated for the second time this year in a volunteer action alongside the NGO Habitat for Humanity in a project that seeks to improve the living conditions of people in vulnerable situations. The volunteer day took place in a community building constructed by the NGO in the neighborhood of La Boca, which is designated to provide temporary accommodation for individuals in the social rental program. This building not only offers a safe place to live but also facilitates the labor reintegration of its residents, supporting them in their transition to stable housing.

This time, the group of volunteers from the Mortgage Bank focused on preparing the communal areas of the building, such as the hallways, recreation areas, and leisure zones. The goal was to create a warm and welcoming environment for those who live there, improving their quality of life as they continue their process of labor and social reintegration. The action also enhanced the physical condition of the space, making it an opportunity to strengthen the working relationships among the collaborators of the organization.

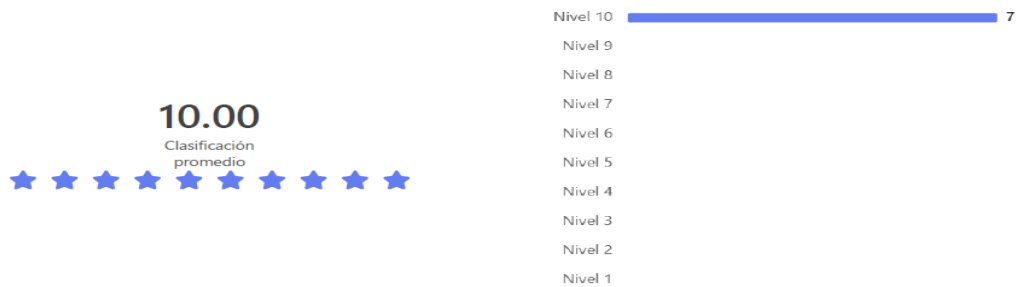
Joint work, characterized by solidarity and responsibility, allowed this project to be carried out successfully, demonstrating once again our commitment to the community.



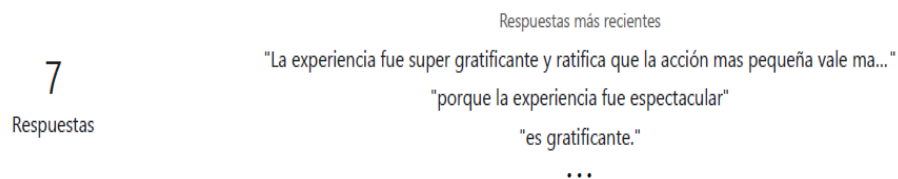




2. ¿Qué tan probable es que recomiendes participar en una actividad de voluntariado a un compañero? 🗣️ (0 punto)



3. ¿Cuál es la razón principal por la que diste esa calificación? 🙏 (0 punto)



4. ¿Cómo calificarías la organización y coordinación de la actividad? 🏠👥 (0 punto)



These initiatives are part of the organization's sustainability strategy, which seeks to generate a positive and lasting impact on society. Through these actions, we continue to reaffirm our purpose of contributing to the construction of a fairer and more inclusive future, leveraging corporate social responsibility and the well-being of the community.



---

## ¡A YEAR FULL OF SUSTAINABLE ACTIONS!

### **Awareness talking collaboration with Environmental Agenda**

In line with our commitment to sustainability, the Mortgage Bank, in collaboration with the NGO Environmental Agenda, organized an awareness talk in 2024 titled "Sustainable Living in the Office and at Home." The main objective of this activity was to raise awareness and provide tools for our collaborators to adopt environmentally responsible practices, both in the workplace and in their personal lives.

During the talk, fundamental topics related to sustainable development and climate change were addressed. The speakers from the Environmental Agenda demonstrated how human activities contribute to global warming and how small modifications in our daily habits can reduce our negative environmental impact. Practical examples and advice were provided on optimizing resource use, reducing waste generation, and promoting energy savings at home and in the workplace.

The training also emphasized the importance of understanding climate change not only as a global phenomenon but as an issue that directly affects our quality of life and the well-being of future generations. This comprehensive approach highlighted that the commitment to sustainability must be embraced by each individual, and through everyday actions, we can all contribute to mitigating the effects of climate change.

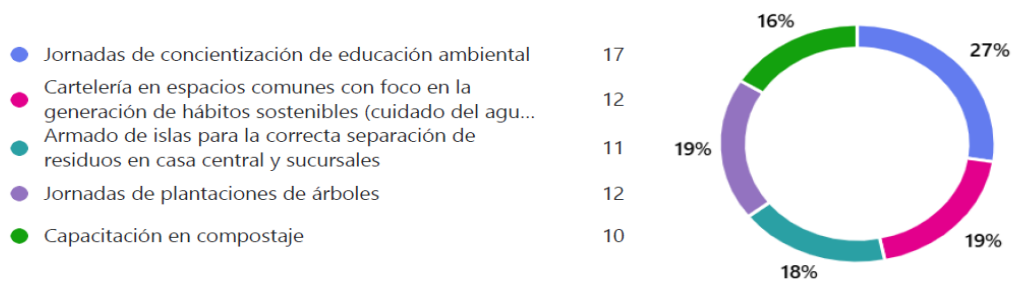
At the end of the talk, collaborators reflected on concrete actions they can implement in their daily lives, such as reducing plastic consumption, promoting recycling, and adopting conscious consumption habits. Through this training, we aim to equip our collaborators with the necessary tools to become agents of change, fostering a culture of sustainability both inside and outside the workplace, primarily as "replicators" of environmentally friendly practices.

This activity is part of our Ambassadors Program, which includes various initiatives to promote sustainable development, aligned with our vision for the future. By driving these actions, we are not only contributing to environmental protection but also reaffirming our commitment to responsible management and balanced growth for future generations. We seek to promote a cultural and conscious change among our collaborators, enabling them to make critical and sustainable decisions.



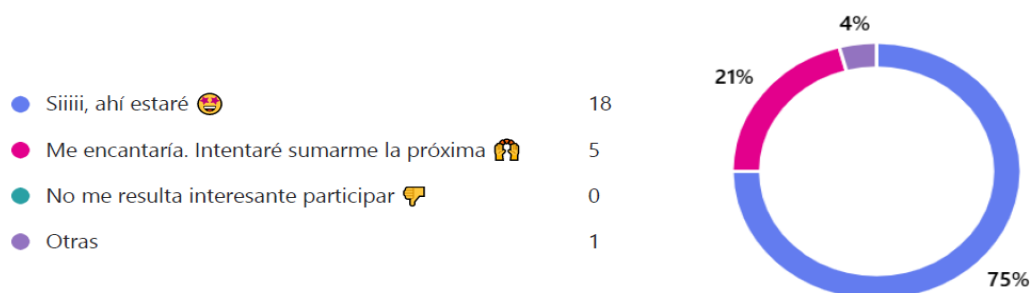
## NPS

1. ¿Qué acciones te gustaría que se implementen en BH respecto al desarrollo sostenible? (Podés elegir más de una opción) 😊





## 2. ¿Te gustaría participar de la charla? 😊



### Let us look at business through a sustainability lens.

The bank is committed to sustainable development, exemplified by its mortgage program launched in June, which initiated a cycle of meetings titled "Let's Look at the Business with a Sustainability Lens." The purpose of these encounters was to promote the integration of sustainable principles in all our practices, both internally and in our relationships with clients and suppliers. Through innovation and social commitment, we aim to strengthen our value proposition while generating a positive impact on the community and the environment. During this cycle, we had the opportunity to host three distinguished speakers who shared their insights and experiences on how to integrate sustainability into business practices in order to build a more inclusive and sustainable future.

#### Speakers:

1. **Pablo Lecuona**- Ashoka Fellow. Pablo Lecuona, a reference in social inclusion, shared his experience as the founder of Tiflonexos, an NGO dedicated to promoting the autonomy of non-seeing people during his intervention, Pablo addressed the accessibility barriers faced by people with disabilities to access products and services in an autonomous and efficient manner. His message highlighted the importance of an inclusive approach in service design, emphasizing how accessibility not only benefits people with disabilities but also strengthens the social fabric and promotes a true culture of inclusion in companies.
2. **Malena Famá**- Co-founder of Multipolar. Malena Famá presented her work at their where the search and generation of employment is promoted for homeless people; an initiative that articulates the effort of companies and cooperatives to offer job opportunities to people in vulnerable situations.





---

Through her intervention, Malena detailed how this network aims to primordially support homeless people, promoting their social reintegration and addressing the difficulties they face in their daily lives in a comprehensive manner.

3. **Tati Besada**- Co-founder from Unplastify, a company dedicated to reducing plastic use. Tati presented her vision on the environmental impact that plastic generates in our ecosystems. In her talk, she shared sustainable alternatives that companies and society can adopt to reduce their ecological footprint. Through her projects and workshops, Tati seeks to raise awareness about the urgent need to implement environmentally responsible practices, promoting a circular economy and a cultural shift towards conscious consumption.

From the Mortgage Bank, we passionately believe that sustainability must be a central axis in all our processes. In this sense, our inclusive care model aims not only to provide excellent experience for our clients but also to leave a positive social footprint in the community.

We promote a culture of accessibility and sustainability in all our services, always seeking to generate an impact that goes beyond economic profitability and translates into a real benefit for society and the environment.

This cycle of meetings marks the beginning of a series of initiatives aimed at incorporating the principles of sustainability into our business vision. It reaffirms the Home Bank's commitment to a more inclusive, fair, and responsible future. Through these meetings, we strive to encourage both collaborators and clients to adopt the best practices in sustainability, allowing us to move towards a balanced and respectful relationship with the ecosystem and the people.



**Pablo Lecuona**, Fellow de Ashoka y fundador de Tiflonexos, una ONG que trabaja para promover la autonomía de las personas no videntes.



**Malena Famá**, co-fundadora de Multipolar, una organización que acompaña a personas en situación de calle en su proceso de reinserción laboral.

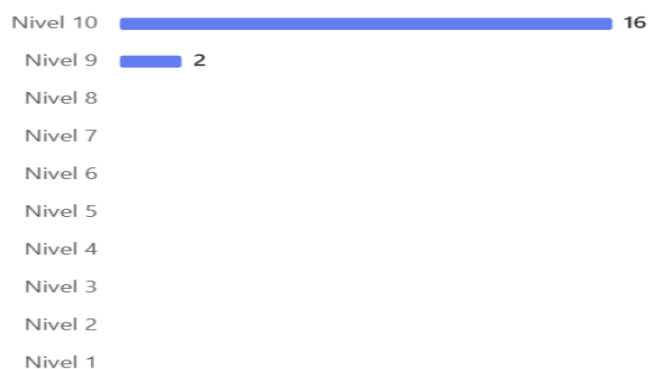


**Tati Besada**, co-fundadora de Unplastify, una empresa dedicada a reducir el uso del plástico.

## 2. ¿Recomendarías este espacio a un colega?

**9.89**

Clasificación promedio





3. ¿Cómo calificarías los contenidos expuestos y el nivel de aplicabilidad para continuar fortaleciendo la cultura BH y el posicionamiento como #ElBancoDelHogar?



5. ¿Cómo calificarías el encuentro en relación a su duración?



#### 5.4.1 WE SUPPORT EDUCATION

Education is a transformative engine for society, as it allows for the expansion of possibilities for civic participation and inclusion both in the labor market as in the academic. We support the formal and non-formal education of the educational community, including teachers and students, through in-person or virtual training in different disciplines and the granting of school scholarships. Additionally, we create opportunities around financial education.



---

**WE CONTRIBUTED TO ENHANCING THE EMPLOYABILITY OF LASPEOPLE YOUNG PEOPLE, BRINGING THEM TOOLS TO PLAN THEIR PROFESSIONAL FUTURE, WITH A SYSTEMIC VIEW**

**Practices educational at the Bank**

For third consecutive year, thanks to the initiative proposed by the Ministry of Education of GCBA: "*Activity of approaching the world of work and higher studies*", we received 27 students of 5.<sup>to</sup> year of the **Argentine Institute Excelsior**, providing them with 20 hours of training at our Headquarters.

In the *kickoff* We bring you a first approach to the work experience at the Bank, participating in talks and activities with our Human Capital and Management team Operative and Branch Network, SME Banking and Mortgage Banking. They continued the journey alongside our Accounting and Tax teams, Planning and Management Control, Finance Data Analytics and Systems and Technology and closed with the Selection teams, CoE Agility, Social Affairs, Digital Marketing, and Experience of clients.

Through these learning spaces, the/as young people were able to acquire tools related to their future first job, finance, accounting agile mindset, data analytics, sustainability, metrics analysis and social media algorithms.

The subsidiary BHN Vida SA also participated in this educational space. 22 collaborators from Hipotecario Seguros welcomed 20 young people from 5th year of the **School of Commerce No. 17 Santa María de los Buenos Aires** located in the Buenos Aires neighborhood of La Paternal, providing them with specific knowledge of an insurance company. The experience was extremely enriching, presenting an NPS of 100%.



## Prácticas profesionales

### Resultado de la encuesta:



#### Comentarios

"Las presentaciones muy llevaderas, todas las chicas muy amables!!!".

"Me gustó mucho, estuvo muy dinámico".

"Me encanto la manera de comunicarse con nosotros y poder sentirnos cómodos".

"Me gusto mucho la experiencia y la información que nos brindaron".

"Me gustó mucho, ya que se explicaba todo de manera detallada y se explicaba las dudas de cada uno, la verdad que en general me gustó mucho. Creo que está muy bien como esta".

**5**  
Días

**20**  
Horas

**98%**  
Asistencia

**97,7%**  
Satisfacción

**100**  
NPS



Educational practices in Mortgage Insurance

## Prácticas educativas 2024

## Resultados



**23**  
Alumnos

**5**  
Jornadas

**20**  
Horas

Valoración de cada jornada.

**Día 1**  
90,9%

**Día 2**  
88,9%

**Día 3**  
88,8%

**Día 4**  
100%

**Día 5**  
100%

**NPS**  
30,2



#### Testimonios

"La dinámica, el ambiente compañero, el que siempre estén dispuestos a responder preguntas y a hacernos reír a todos, en ningún momento me sentí incómoda, ni obligada a responder, al contrario, nos ayudaron a sentirnos en confianza y a no tener miedo a responder. Todas las presentaciones se entendieron a la perfección. Me encantó el break que nos dieron para poder comer algo muy completo todo, los espacios muy lindos y limpios. Las recompensas 1000/70, muy lindas las cosas. Por ahora no siento que haya algo para mejorar, estuvo muy bueno".

"Me encantó todo. Todos los días fueron buenisimos, muy informativos, aprendí muchísimo, como dije, desde el primer día nos recibieron muy bien, muy buena onda, me sentí incómoda, y algo muy importante, con la exposición final pude enfrentar mi miedo gigante a exponer y pude hacerlo tranquila, tomándolos como ejemplo a ellos. Espero que al cumplir la pueda tener la oportunidad de sumarme a Hs y mil gracias por los regalos, fue una bella experiencia definitivamente, ahora me siento segura de que voy a poder seguir adelante al terminar el secundario".

"Me gustó mucho los juegos que se hicieron y en general nada para opinar".

"Me gustaron las actividades y las explicaciones".

"Una charla muy buena, sirve un montonazo, me encantaron los tips que dieron para hacer nuestro curriculum, las chicas de recursos humanos muy copadas, me hicieron sentir cómoda".





#### 5.4.2 CULTURAL PARTICIPATION

Throughout our trajectory, we have played a key role in supporting and assisting the development of artistic and cultural projects through the *Cultural Participation Law* from the Ministry of Culture of the City of Buenos Aires. This law has opened new opportunities for visibility and funding for a wide range of initiatives that contribute to the enrichment of our cultural identity and the strengthening of the creative and artistic sector.

Our commitment as patrons of cultural and artistic heritage has allowed us to support and make possible the realization of diverse projects that encompass a broad spectrum of disciplines. These include literary projects, initiatives related to cultural heritage and preservation, innovative proposals in design, radio programs, television productions, and Internet platforms, as well as proposals in audiovisual and digital arts.

Thanks to this contribution Seven concrete projects have been consolidated that not only reflect the plurality and creativity of the artists but also contribute to the strengthening of the cultural and social fabric of Buenos Aires.

**\$32 MILLIONS CONTRIBUTED TO PATRONAGE**

**7 ARTISTIC PROJECTS AND SPONSORED CULTURAL EVENTS**

## 6 MANAGEMENT ENVIRONMENTAL



### 6.1 SUSTAINABLE FINANCE

**Material Topic s:** Sustainable Finance

**GRI 3-3, 203-2 contents**

Investment decisions can have both positive and negative impacts on the environment. Similarly, responsible management of financial resources can contribute to a positive environmental impact. At Fore Hello, we are actively committed to promoting sustainable finance that advocates environmental protection and supports the transition to a greener economy.



---

**WE ARE CONVINCED OF THAT FINANCE IS A DRIVER TO PROMOTE AWARENESS AND THE  
TRANSITION TO AN ECONOMY SUSTAINABLE**

The financial sector plays a key role in the ecosystem of sustainable finance. It can contribute to the financing of sustainability projects or ventures that collaborate with climate change mitigation as dedicated to renewable energy, energy efficiency, biodiversity conservation, and management sustainability of natural resources. For such reason, after 4 years of our adherence to the *Sustainable Finance Protocol* managed to strengthen our institutional positioning in the local financial market as an entity committed to sustainable development.

We participate in the review of the guide for elaborating an environmental and social risk management system, a tool that allowed financial entities—that have not yet implemented this system—identify practical examples that can be translated to your particular management.

We began participating in a group organized within the framework of the Sustainable Finance Protocol, dedicated to the theme of Financial Education, with a focus on high school seniors. Beha collaborated with various institutions to create a comprehensive guide that outlines a dynamic approach to these topics.





---

**WE GENERATE 53 NEW TRADE AGREEMENT LINKED TO VENTURES AND/OR PROJECTS WITH POSITIVE SOCIO-ENVIRONMENTAL IMPACT, SUCH AS CIRCULAR ECONOMY AND SUSTAINABLE MOBILITY**

This type of project enhances the investments we are making in microcredit, promoting entrepreneurship with a gender focus and the development of housing, among other initiatives.

**Green bonds**

In 2024 we participated in the issuance of the following green bonds:

- Civil Association Sumatoria Para una Nueva Economía (Class V) BADLAR pesos, amount issued **\$800,000,000**
- Civil Association Sumatoria Para una Nueva Economía (Class VI) BADLAR pesos, issued amount **\$1,825,000,000**

Aimed at facilitating and expanding the financing of activities carried out by companies and organizations linked to any of the following strategic sectors:

- Inclusive finance and gender equity,
  - Agroecology, Organics, Healthy and Sustainable Food
  - Social Economy
  - Circular Economy and Inclusive Recycling
  - Clean and renewable energy
  - Connectivity
  - Impact Projects
- 
- Genneia (Class XLIII), Hard Dollar, issued amount **USD 20,697,951**
  - Genneia (Class XLIV), Dollar Linked, issued amount **USD 12,502,792**
  - Genneia (Class XLVI), Dollar Linked, issued amount **USD 60,000,000**
  - Genneia (XLVII), Hard Dollar, amount issued **USD 48,349,695**





Destined to the refinancing of a portion of the investment made in the Tocota III Photovoltaic Solar Projects, in the Elbita Wind Project, and in the Solar Projects Los Molles and Solar Anchoris; and/ or the financing of Eligible Green Projects, as defined by the *Sustainable Finance Committee*(related to the construction, development, expansion, production, acquisition, maintenance, and operation of renewable energies).

## 6.2 RESPONSIBLE MATERIALS MANAGEMENT

**Material Topics:** Waste Management

**GRI Standards**3-3, 306-1, 306-2, 306-3, 306-4, 306-5

As a financial services company, the main impact of our operations is on energy consumption, both for our offices, branches, and servers, as well as on the use of the supplies required for our daily work. We request to have responsible and efficient consumption of these, guaranteeing appropriate management thus reducing waste generation.

Responsible material management and waste classification are a fundamental part of our commitment to reducing environmental impact, which to his/her This time allows us to leave a positive social footprint.

We promote the reduction of material usage in our daily operations, such as the case with paper, by digitalizing a sizable portion of our processes. These practices help reduce paper consumption, the use of printing toners, and the energy required for these tasks. This not only improves operational efficiency but also generates a positive impact on the community.

We classify the generated waste to facilitate its recovery and recycling. through baskets that differentiate wet, dry, and recyclable. Wet waste is removed daily and recyclable and dry waste monthly. Retira the *Cooperative of work Recycling Work and Dignity*, one non-profit organization dedicated to the recycling of dry waste, electronic and electrical devices.

The Administration and Logistics area supervises the classification and valuation and monitors the volume before its final disposal and/or recycling for reuse.

During 2024, we did not receive complaints about environmental impacts that should be addressed and resolved through formal complaint mechanisms.



## 1.23 TONS OF RECOVERED WASTE

### 1.010 KILOS OF PAPER DONATED TO HOSPITAL GARRAHAN

#### Waste by composition, in metric tons

Category	Generated waste	Not intended for disposal	Destined for elimination
Non-hazardous dry	1,01	1,01	0
Non-hazardous wet	96,02	0	96,02
<b>Total</b>	<b>97,01</b>	<b>1,01</b>	<b>96,02</b>

#### Non-hazardous waste, in metric tons

Category	In the facilities	Outside the facilities	Total
Non-hazardous waste			
Recyclings	1,01	0	1,01

#### Waste intended for disposal, in metric tons.

Category	In the facilities	Outside the facilities	Total
Non-hazardous waste			
transferred a landfill	96,02	0	96,02

#### Green Seal

In December 2024, Banco Hipotecario achieved certification in the Program *Green Seal* driven by the General Directorate of Sustainable Development and Circular Economy of the GCBA. This certification highlights the good practices and commitment of the organization to responsible waste management within the measurement scale of practices and conditions related to environmentally responsible waste management,



obtaining **86.39** points (equivalent to **two** stars) out of a possible total of 100. The position achieved reflects a good commitment and effectiveness in the responsible management of waste.

### Consumption of electric, gas and water

Consolidating our hybrid work model, which has been implemented for over three years and with the Central House building and the entire Branch Network operating every day of the week. This year we achieved a reduction in energy, water, and natural gas consumption. Undoubtedly, environmental education has been the main pillar to promote the necessary habit changes that allow for more responsible resource consumption. In addition, we continue with the electrical consultants carried out by industry professionals, which has contributed to optimizing energy consumption, generating a positive impact both in energy savings and in cost reduction.

At the Central House, monthly electrical protocols continued to be implemented in order to ensure the electrical sustainability of the building.

- 3.724.320 kWh of **electric consumption**. A3.6% less than in the year 2023
- 78.722 m<sup>3</sup> of **natural gas consumption**. A1% less than in 2023
- 26.070 m<sup>3</sup> of **water consumption**. A5% less than in 2023

## 7 REPORT PARAMETERS

### GRI Standards 2-2, 2-3, 2-4, 2-5

This report has been prepared using as reference the Standards of Global Reporting Initiative (GRI) and considering the significant indicators of the Financial Sector of the Banking Commercial Sustainability Accounting Standards Board (SASB). The information presented was not verified externally. The financial information comes from the audited financial statements. This document covers the period from January 1 to December 31, 2024. It represents our reporting exercise No. 14 and outlines the activities related to the sustainability management of Banco Hipotecario S.A. The consolidated financial statements include other entities not covered in this report: BACS Banco de Crédito y Securitización S.A., BHN Sociedad de Inversión S.A., and Fid. Fciers. CHA, series IX to XIV.



It should be noted that the information in the financial statements of Banco Hipotecario, both at individual and consolidated levels, is prepared in accordance with the current regulations imposed by the BCRA, both at the financial level and through special regulations formulated for this bank. During the reported period, the Bank did not experience significant changes in its organization that would affect comparability. In cases where it was necessary to modify any comparative values, these changes have been identified with a clarifying note.

Considering that we have established an annual periodicity for our sustainability reports, the previous report corresponds to the year 2023. The Management of Institutional Relations, Area of Social Affairs and Sustainability, is the point of contact for any questions that may arise regarding the content of the report: KMGUTIERREZ@hipotecario.com.ar.

## 7.1 OUR IMPACT ON THE SDGS

### GRI Standards2-23

In line with the *agenda 2030*, posed at a global level, the Bank took an active role in promoting sustainable development at the local level. In this sense, it used the tool *SDG Compas* to analyze the 17 Sustainable Development Goals (SDGs) defined by the UN and their 169 targets, to then identify those in which it has the greatest possibility of contribution from its management.

### RELEVANT SDGs FOR MORTGAGE BANK



In addition, indirectly as a placement agent for negotiable securities issued following the guidelines for the issuance of social, green, and sustainable negotiable securities, we contribute to SDG 7 - Affordable and Clean Energy and SDG 13 - Climate Action.

## 7.2 OUR WORK AT ALIANZA.

### GRI Standards 2-28

We are part of the following associations:

- Argentine Banks Association (ADEBA)
- Gender and Environmental and Social Commission (Sustainable Finance Protocol)
- Network of Companies for Diversity
- American Chamber of Commerce in Argentina (AMCHAM)
- Argentine Business Council for Sustainable Development (CEADS)
- Public Good Finance (Group of Foundations and Companies | GDFE)



### 7.3 OUR STAKEHOLDER GROUPS

#### GRI Standards2-29

We identify our stakeholders considering the AA1000SES guide *Responsabilidad*. We promote dialogue with each actor to understand their expectations, identify their concerns, and design a genuine value strategy that contributes to improving the positive impact of our operations.

We maintain constant communication with stakeholders and their representatives through various contact mechanisms. Thus, we identify the current and potential impacts of our organization. We enhance positive impacts and act to prevent or mitigate possible negative impacts.

Interest groups	Dialogue mechanism
<b>Team</b>	Intranet <i>mailing</i> , <i>WhatsApp</i> , Ethical Line, landline and mobile phone, meetings, videoconferences
<b>Clients</b>	<i>Mailing</i> , social networks, Banco Hipotecario website, SMS, phone calls, correspondence, surveys <i>focus group</i> , <i>Mobile App</i>
<b>Suppliers and contractors</b> <b>Government</b>	Mail, phone, mitin
<b>Local community</b>	Mass media, emails, notes, letters, communications, circulars, provisions
<b>Shareholders and group companies</b>	Mail, phone, meetings, surveys. Communications through CNV, BYMA, emails, meetings, calls, and the Banco Hipotecario website.
<b>Unions</b>	Mail, mitin

### 7.4 MATERIAL ISSUES

#### GRI Standards3-1, 3-2



---

Materiality analysis is a significant process to identify our most relevant, real, or potential impacts, and actively manage decision-making.

In 2020, a survey of the sustainability context of the sector was conducted that allowed identifying the material topics that were validated with the stakeholders through a survey.

For 2024, as required by the Standards of *Global Reporting Initiative*, a review of the defined material topics was conducted. The materiality analysis of this Report consisted of a review of the organization's context to identify significant changes in activities or in business relationships. Once the list was validated, a *benchmark* with industry peers, in order to ensure that the key material topics considered were included.

In each material topic we identify which United Nations Sustainable Development Goal directly contributes to.

**List of material topics identified according to criteria *Environmental, Social and Governance*(Environmental, Social and Governance)**

ESG	Tema material	Capítulo	ODS	GRI Contenidos Generales y temáticos	Temas SASB
<b>E</b>	Finanzas Sostenibles	Gestión Ambiental	7, 9, 13 y 17	Indicadores propios GRI 203 - Impactos Económicos Indirectos 2016	SASB - Incorporación de factores ambientales, sociales y de gestión en el análisis crediticio
	Gestión de residuos	Gestión Ambiental	11 y 12	GRI 306 - Residuos 2020	
<b>S</b>	Acceso a la vivienda	Impacto Social	9 y 11	Indicadores propios GRI 203 - Impactos Económicos Indirectos 2016	
	Inclusión y Educación financiera	Impacto Social	4, 9 y 11	Indicadores propios GRI 203 - Impactos Económicos Indirectos 2016	SASB - Generación de inclusión y capacidad financieras
	Inversión social en la comunidad	Impacto Social	4	GRI 413 - Comunidades Locales 2016	
	Empleo de calidad	Equipo	8	GRI 401 - Empleo 2016	
	Formación y desarrollo del personal	Equipo	4 y 8	GRI 404 - Formación y Enseñanza 2016	
	Inclusión, diversidad y equidad de género	Equipo	5 y 8	GRI 405- Diversidad e Igualdad de Oportunidades 2016 GRI 406- No Discriminación 2016	
	Salud y seguridad ocupacional	Equipo	8	GRI 403- Salud y Seguridad en el trabajo 2018	
<b>G</b>	Anticorrupción y cumplimiento normativo	Somos el Banco del Hogar	16	GRI 2 - Contenidos generales 2021 GRI 205 - Anticorrupción 2016	
	Derechos Humanos	Somos el Banco del Hogar	5 y 8	GRI 2 - Contenidos generales 2021 GRI 407 - Libertad de Asociación y Negociación Colectiva 2016 GRI 408 - Trabajo infantil 2016 GRI 409 - Trabajo forzoso u obligatorio 2016	
	Desempeño económico de la Compañía	Somos el Banco del Hogar	9, 11 y 17	GRI 201 - Desempeño Económico 2016	SASB - Parámetros de Actividad
	Experiencia del cliente	Somos el Banco del Hogar	9	Indicadores propios GRI 417 - Marketing y Etiquetado 2016	
	Gestión de proveedores y prácticas de adquisición	Somos el Banco del Hogar	8	GRI 204 - Prácticas de adquisición 2016 GRI 308 - Evaluación ambiental de los proveedores 2016 GRI 414 - Evaluación social de los proveedores 2016	
	Gobernanza, ética y transparencia	Somos el Banco del Hogar	12 y 17	GRI 2 - Contenidos generales 2021 GRI 206 - Competencia desleal 2016	SASB - Ética empresarial SASB - Gestión del riesgo sistémico
	Seguridad de la información/Ciberseguridad	Somos el Banco del Hogar	16	GRI 418 - Privacidad del Cliente 2016	SASB - Seguridad de datos



---

**WRITING AND COORDINATION** Social Affairs and Sustainability Team

**COLLABORATION** Teams of Communication and Image

**DESIGN** Christian Zompa

**PUBLICATION DATE** of the Sustainability Report 2024: March 2025

# Sustainability Report 2024

This report was prepared in accordance with the GRI Standards for the period from January 1 to December 31, 2024.

## GRI CONTENT INDEX

Statement of use	This report was prepared in accordance with the GRI Standards for the period from January 1 to December 31, 2024.
Used GR1	GRI 1: Foundation 2021

GRI STANDARD / OTHER SOURCE	DISCLOSURE	PAGE/RESPONSE	AGENDA 2030	
			SDG	TARGET
General Disclosures				
THE ORGANIZATION AND ITS REPORTING PRACTICES				
GRI 2: General Disclosures 2021	2-1 Organizational details	Our headquarters is located at Reconquista 101, Autonomous City of Buenos Aires, Argentina		
	2-2 Entities included in the sustainability reporting	92		
	2-3 Reporting period, frequency and point of contact	92		
	2-4 Restatement of information	92		
	2-5 External assurance	92		
ACTIVITIES AND WORKERS				
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	5, 15		
	2-7 Employees	Banco Hipotecario does not have non-guaranteed hours employees.	8 - 10	8.5 - 10.3
	2-8 Workers who are not employees	40	8	8.5
GOBERNANZA				
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	26, 27	5 - 16	5.5 - 16.7
	2-10 Nomination and selection of the highest governance body	27	5 - 16	5.5 - 16.7
	2-11 Chair of the highest governance body	The chair of the highest governance body is not an executive officer of the organization.	16	16.6
	2-12 Role of the highest governance body in overseeing the management of impacts	27, 30	16	16.7
	2-13 Delegation of responsibility for managing impacts	27, 30		
	2-14 Role of the highest governance body in sustainability reporting	27, 30		
	2-15 Conflicts of interest	33	16	16.6
	2-16 Communication of critical concerns	During the reporting period there have been no critical concerns to be communicated to the highest governance body. We consider critical concerns to be extraordinary actions carried out by this institution.		
	2-17 Collective knowledge of the highest governance body	28		
	2-18 Evaluation of the performance of the highest governance body	28		
	2-19 Remuneration policies	28		
	2-20 Process for determining remuneration	28		
RESPONSIBLE BUSINESS CONDUCT				
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	3		
	2-23 Policy commitments	32, 92, 93	16	16.3
	2-24 Embedding policy commitments	32, 33, 34, 35		
	2-25 Processes to remediate negative impacts	15		
	2-26 Mechanisms for seeking advice and raising concerns	32, 33, 34, 35	16	16.3
	2-27 Compliance with laws and regulations	32, 33, 34, 35		
	2-28 Membership associations	93		
PARTICIPACION DE LOS GRUPOS DE INTERES				
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	94		
	2-30 Collective bargaining agreements	During the reporting period, 100% of employees were covered by collective bargaining agreements. Staff not covered by the agreement are subject to the same conditions as staff included within the agreement.	8	8.8

MATERIAL TOPICS				
MATERIAL TOPICS				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	94, 95		
	3-2 List of material topics	96		
COMPANY ECONOMIC PERFORMANCE				
GRI 3: Material Topics 2021	3-3 Management of material topics	12		
GRI 201: ECONOMIC PERFORMANCE	201-1 Direct economic value generated and distributed	14	8 - 9	8.1 - 8.2 - 9.1 - 9.4 - 9.5
	201-3 Defined benefit plan obligations and other retirement plans	The company does not have a defined benefit plan.		
	201-4 Financial assistance received from government	During the reporting period, Banco Hipotecario SA has not received financial assistance from the Government, either through tax benefits or assistance/subsidies.		
FINANCIAL INCLUSION AND EDUCATION				
GRI 3: Material Topics 2021	3-3 Management of material topics	70		
GRI 203: INDIRECT ECONOMIC IMPACTS	203-2 Significant indirect economic impacts	70	1 - 3 - 8	1.2 - 1.4 - 3.8 - 8.2 - 8.3 - 8.5
SUPPLIER MANAGEMENT AND PROCUREMENT PRACTICES				
GRI 3: Material Topics 2021	3-3 Management of material topics	15		
GRI 204: PROCUREMENT PRACTICES	204-1 Proportion of spending on local suppliers 15	15	8	8.3
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT	308-1 New suppliers that were screened using environmental criteria	During the reporting period, no new suppliers have been assessed and selected according to environmental criteria.		
GOVERNANCE, ETHICS AND TRANSPARENCY				
GRI 3: Material Topics 2021	3-3 Management of material topics	32		
GRI 206: ANTI-COMPETITIVE BEHAVIOR	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	36	16	16.3
ANTI-CORRUPTION AND REGULATORY COMPLIANCE				
GRI 3: Material Topics 2021	3-3 Management of material topics	32, 33, 34		
GRI 205: ANTI-CORRUPTION	205-1 Operations assessed for risks related to corruption	32, 33, 34	16	16.5
	205-2 Communication and training about anti-corruption policies and procedures	32, 33, 34	16	16.5
	205-3 Confirmed incidents of corruption and actions taken	32, 33, 34	16	16.5
QUALITY EMPLOYMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	39		
GRI 401: EMPLOYMENT	401-1 New employee hires and employee turnover	42, Attach the table from the attached sheet as the response	5 - 8 - 10	5.1 - 8.5 - 8.6 - 10.3
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	39, 51	3 - 5 - 8	3.2 - 5.4 - 8.5
	401-3 Parental leave	57, 58	5 - 8	5.1 - 5.4 - 8.5
OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Material Topics 2021	3-3 Management of material topics	58, 59		
GRI 403: OCCUPATIONAL HEALTH AND SAFETY	403-1 Occupational health and safety management system	58, 59, 60, 61, 62	8	8.8
	403-3 Occupational health services	58, 59, 60, 61, 62	8	8.8
	403-4 Workers' participation, consultation, and communication on occupational health and safety	58, 59, 60, 61, 62	8 - 16	8.8 - 16.7
	403-5 Training of workers on occupational health and safety	60, 61	8	8.8
	403-6 Promotion of workers' health	58, 59, 60, 61, 62	3	3.2 - 3.5 - 3.7 - 3.8
	403-7 Prevention and mitigation of the impacts on the health and safety of workers directly linked to business relationships	58, 59, 60, 61, 62	8	8.8
	403-8 Coverage of the occupational health and safety management system	61	8	8.8
	403-9 Work-related injuries	60	3 - 8 - 16	3.6 - 3.9 - 8.8 - 16.1
	403-10 Work-related illnesses and diseases	No records were registered	3 - 8 - 16	3.3 - 3.4 - 3.9 - 8.8 - 16.1

TRAINING AND DEVELOPMENT OF PERSONNEL				
GRI 3: Material Topics 2021	3-3 Management of material topics	43, 45		
GRI 404: TRAINING AND EDUCATION	404-1 Average hours of training per year per employee	45	4 - 8 - 10	4.3 - 4.4 - 4.5 - 5.1 - 8.2 - 8.5 - 10.3
	404-2 Programs to improve employee skills and transition assistance programs	45	8	8.2 - 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	51	5 - 8 - 10	5.1 - 8.5 - 10.3
INCLUSIÓN, DIVERSIDAD Y EQUIDAD DE GENERO				
GRI 3: Material Topics 2021	3-3 Management of material topics	51, 52		
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY	405-1 Diversity in governance bodies and employees	51, 52	5 - 8	5.1 - 5.5 - 8.5
GRI 406: NON-DISCRIMINATION	406-1 Incidents of discrimination and corrective actions taken	During 2024, Banco Hipotecario has not received any discrimination complaints that required evaluation.	5 - 8	5.1 - 8.8
HUMAN RIGHTS				
GRI 3: Material Topics 2021	3-3 Management of material topics	15		
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	407-1 Operations and suppliers where the right to freedom of association and collective bargaining may be at risk	In 100% of operations and supplier relationships, workers' rights to exercise freedom of association or collective bargaining are respected.	8	8.8
GRI 408: CHILD LABOR	408-1 Operations and suppliers with significant risk of child labor cases	None exist	5 - 8 - 16	5.2 - 8.7 - 16.2
GRI 409: FORCED OR COMPULSORY LABOR	409-1 Operations and suppliers with significant risk of forced or compulsory labor cases	None exist	5 - 8	5.2 - 8.7
SOCIAL INVESTMENT IN THE COMMUNITY				
GRI 3: Material Topics 2021	3-3 Management of material topics	71		
GRI 413: LOCAL COMMUNITIES	413-1 Operations with local community involvement, impact assessments, and development programs	71, 72		
	413-2 Operations with significant negative impacts –actual and potential –on local communities	The financing of projects that could generate a potential socio-environmental negative impact on local communities would represent our main risk. During 2024, no associated project generated a real negative impact.	1 - 2	1.4 - 2.3
CUSTOMER EXPERIENCE				
GRI 3: Material Topics 2021	3-3 Management of material topics	15		
	417-2 Cases of non-compliance related to product and service information and labeling	29 cases related to non-compliance with the duty of information (consumer protection law) were recorded in our system.	16	16.3
	417-3 Cases of non-compliance related to marketing communications	Zero cases of non-compliance.	16	16.3
INFORMATION SECURITY/CYBERSECURITY				
GRI 3: Material Topics 2021	3-3 Management of material topics	36		
GRI 418: CUSTOMER PRIVACY	418-1 Substantiated complaints regarding customer privacy violations and customer data loss	36, 37, 38, 39	16	16.3 - 16.10
SUSTAINABLE FINANCE				
GRI 3: Material Topics 2021	3-3 Management of material topics	86		
GRI 203: INDIRECT ECONOMIC IMPACTS	203-2 Significant indirect economic impacts	86	1 - 3 - 8	1.2 - 1.4 - 3.8 - 8.2 - 8.3 - 8.5
ACCESS TO HOUSING				
GRI 3: Material Topics 2021	3-3 Management of material topics	62, 63, 64, 65		
GRI 203: INDIRECT ECONOMIC IMPACTS	203-2 Significant indirect economic impacts	62, 63, 64, 65	1 - 3 - 8	1.2 - 1.4 - 3.8 - 8.2 - 8.3 - 8.5
WASTE MANAGEMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	89		
GRI 306: WASTE MANAGEMENT	306-1 Waste generation and significant impacts related to waste	89	3 - 6 - 11 - 12	3.9 - 6.3 - 6.6 - 6.a - 6.b - 11.6 - 12.4 - 12.5
	306-2 Management of significant impacts related to waste	89	3 - 6 - 8 - 11 - 12	3.9 - 6.3 - 8.4 - 11.6 - 12.4 - 12.5
	306-3 Waste generated	90	3 - 6 - 11 - 12 - 15	3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1
	306-4 Waste not intended for disposal	90	3 - 11 - 12	3.9 - 11.6 - 12.4 - 12.5
	306-5 Waste intended for disposal	90	3 - 6 - 11 - 12 - 15	3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1

GRI 401-1

Month	BHSA SUPPLY	BHSA ROTATION
January	1613	3.20%
February	1608	1.40%
March	1606	0.90%
April	1620	1.40%
May	1602	1.30%
Jun	1597	0.90%
Jul	1562	1.38%
agos	1561	1.25%
Sep	1544	1.10%
Oct	1544	1.90%
Nov	1517	2.11%
Dic	1488	1.00%

Sustainability Disclosure Topics and Accounting Parameters		
Code	Accounting Parameter	Section/Response
Data security		
FN-CB-230a.1	(1) Number of data breaches, (2) percentage that involves personally identifiable information (PII), (3) number of account holders affected.	See Information Security, p. 36
FN-CB-230a.2	Description of the approach to identify and address the risks for data security.	See Information Security, p. 36
Financial Inclusion and Capacity Building		
FN-CB-240a.1	(1) number and (2) amount of outstanding loans qualified for programs designed to promote small businesses and community development.	6,472 lines were granted for a total of \$78.537.593.344,82
FN-CB-240a.2	(1) Number and (2) amount of past due and non-performing loans qualified for programs designed to promote small businesses and community development.	During the reporting period there were 0 past due and non-performing loans qualified to promote small businesses and community development.
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers.	During the reporting period 11,305 Universal Free Accounts were granted.
FN-CB-240a.4	Number of participants in financial education initiatives for unbanked, underbanked, or underserved customers.	During the reporting period there were 500 unbanked, underbanked, or underserved participants who took part in financial education initiatives, not considering BH blog views (see details of the initiatives in 5.3. Financial Education).
Incorporación de factores ambientales, sociales y de gestión en el análisis crediticio		
FN-CB-410a.1	Commercial and industrial credit exposure, by sector.	Atomized Sectors 28.2 Oil/Gas 16.9 Energy 14.1 Food/Beverages/Supermarkets 12.6 Consumer Finance 5.5 Agrochemicals/Agri-inputs 5.5 Retail / Home Appliances 4.2 Agriculture/Livestock/Agricultural Machinery 2.9 Other 10.0
FN-CB-410a.2	Description of the approach for incorporating environmental, social, and corporate governance (ESG) factors into credit analysis.	In customer risk analyses, Banco Hipotecario considers the indirect impact of environmental, social, and governance factors, in addition to the specific considerations associated with granting credit. In cases where the Bank financed an investment project, the specific impacts of environmental, social, and corporate governance factors generated by its development were assessed. Furthermore, the Bank has a list of excluded activities for account openings for corporate and SME banking.
Incorporation of environmental, social, and governance factors into credit analysis		
FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice, or other related financial industry laws or regulations.	See Fraud Prevention and Control, p. 36
FN-CB-510a.2	Description of whistleblowing policies and procedures.	See Responsible Business Conduct, Ethics Line, p. 32
Systemic Risk Management		
FN-CB-550a.1	Puntuación en la evaluación de banco de importancia sistémica mundial (G-SIB), por categoría.	Ninguna de las entidades financieras constituidas en Argentina reviste el carácter de globalmente sistémica. Asimismo, Banco Hipotecario tampoco es subsidiaria ni sucursal de un Banco del exterior calificado como de importancia sistémica.
FN-CB-550a.2	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.	The projection of profits and capital consumption derived from the expected growth of the Bank's activity and risk profile are detailed in the Business Plan and are subjected to the impact of external risk factors through Comprehensive Stress Tests. For this purpose, different stress scenarios related to the market conditions in which the Bank operates and their potential impact on its profitability, liquidity, and solvency are considered. The results of the direct comprehensive stress tests show whether, even in the most adverse scenario considered, the Bank could maintain adequate solvency ratios in the coming years or if it is necessary to anticipate the need to obtain additional capital to maintain the Bank's operations and identify possible alternative capital elements to cover a deficit.
Code	Activity Parameter	Section
FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal, (b) small businesses	Attach the table from the attached sheet as the response.
FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small businesses, (c) corporate.	Attach the table from the attached sheet as the response.

---

**indicator FN-CB-000.A**

Concept	Quantity	Amount
<b>Current Accounts</b>	<b>31,025</b>	<b>\$ 21.201 M</b>
(a) personal	22,244	\$ 777 M
small businesses	8,781	\$ 20.424 M
<b>Savings account in \$</b>	<b>1,173,793</b>	<b>\$ 101.931 M</b>
(a) personal	1,168,189	\$ 99.828 M
small businesses	5,604	\$ 2.104 M
<b>Savings account in USD</b>	<b>692,993</b>	<b>151 M</b>

**Mesaindicator FN-CB-000.B**

Concept	Quantity	Amount
<b>Loans</b>	<b>47,631</b>	<b>\$ 344.907 M</b>
(a) personal	39,225	8,673
small businesses	2,312	\$ 63.972 M
(c) corporate	264	\$ 237.170 M