



# C O R P O R A T E S O C I A L R E S P O N S I B I L I T Y 2 0 1 6



# Corporate Social Responsibility Strategy

The development of our corporate strategy of sustainability contemplates the generation of social value in three dimensions



## Educational Dimension

We seek to achieve sustainable growth, generating profitability in a transparent way in the long term by promoting financial education throughout the country.



## Human and Social Dimension

We want to improve the quality of life of the population, promoting the individual and collective development of our employees, suppliers and customers



## Environmental Dimension

We strive to achieve ecological balance and protection of the environment

# Grupo Aval's Social Responsibility Initiatives



In 2016, thanks to the joint initiatives of our subsidiaries, we directly contribute to the social and economic development of Colombian microentrepreneurs through the Corporación MicroCrédito Aval.

This initiative is aligned with the purpose of the business, generating an offer of microfinance products and services aimed at reducing inequality in Colombia and improving the quality of life and well-being of low-income families in the country.

Its strategic focus aims on the organized and responsible deepening of microcredit in Colombia.

Since the beginning of its operations, the Corporation has disbursed Ps 49,000 million to more than 21 thousand microentrepreneurs.

 Corporación  
MicroCrédito  
Su oportunidad



# Educational Dimension

## Financial Education for Life Program

### **Financial Coach**

Financial education conferences were held for our clients, 5,868 people were trained among children, youth and adults in more than 21 cities in the country who attended workshops and conferences on financial education.

### **Mobile classroom training**

During 2016, this initiative focussed on two regions of the country, Antioquia and Eje Cafetero and, Santander and Boyacá. The trainings were carried out by our partner Fundación Alemana, through this program were trained 16,452 people during 2016.



### **Learn more**

This initiative was created to offer personal finance management, credit and financing introduction on products and services and bank security. The implementation of this program, seeks to expand the segment of people with the appropriate knowledge to whom we offer products.

### **Positioning of the Financial Education website for people**

“The Education and Financial Health Program”, through the site [www.123cuenta.com](http://www.123cuenta.com) has managed to position itself as a virtual, friendly and innovative alternative to learn and put into practice knowledge about personal finance . During 2016 the site received 344,962 visits.



# Educational Dimension



## **Basic Curriculum**

Developed in partnership with Fundación Colombia Emprendedora. Its objective is to provide basic economics and finance courses to children of limited resources at the national level. Since its inception in 2010 and through 2016, 37,500 children have been trained in 49 low-income schools in 28 cities in the country.

## **Other programs**

Through the programs “Aceleración del Aprendizaje”, “Brújula”, “Resiliencia”, “Jornada Escolar Complementaria”, “Atención Integral a Familias”, “Acciones para la Permanencia en la Escuela”, “Saberes” (early childhood), “Alianza Primera Infancia” and strengthening competencies for the ICFES test, we have benefited 12,151 people among community, teachers and mothers, children and parents with an investment of \$ 931,584 million.

## **Program for Strengthening Small and Medium Enterprises (SMEs)**

We continue training SMEs in administrative matters to strengthen their knowledge and pursue more responsible ways of managing their business. More than 52,000 SMEs have been trained since 2008.



# Human and Social Dimension



## “Tapas para sanar”

From the beginning of the program until December 2016, we have provided a total of more than 20 tons of plastic caps, which are equivalent to approximately Ps 25 million for the accompaniment and support to 31 children with cancer. The implementation of The programs of the Sanar Foundation; 64% of the financing of the “artistic area” as part of the Psychological Support Program through which cultural activities are carried out so that children have a different perspective of the disease they suffer, through dance, theater, music, and other artistic activities.

## Donations

In 2016, entities related to Grupo Aval donated more than \$ 8.1 billion for programs aimed to promoting health, education, culture, religion, democracy, sport, scientific and technological research, ecological and environmental protection, defense and promotion of human rights, access to justice and social development programs.



# Human and Social Dimension



## **“Pies en la Tierra”**

The “Pies en la Tierra” partnership with the CEA Foundation, seeks to donate prosthetics to people who have lost some of their lower limbs. For this, We are developing an inactive file debugging project that consists of reviewing and removing material from the different areas and warehouses. This material is subsequently delivered to Kimberly Clark as a raw material for its products. The money received, according to the weight of the material delivered, is donated to the Foundation for the program implementation. 200 prostheses have been delivered to 190 people.

## **Alliance with the Roosevelt Institute**

We established an alliance with the “Instituto Ortopédico Infantil Roosevelt” for the purpose of contributing to the improvement of the quality of life of children with disabilities. Our Entities through paper recycling, voluntary contributions from its employees and the employee funds contributed financial resources for the provision of a physical therapy gym at Propace headquarters, which was inaugurated on December 12, 2016.



# Human and Social Dimension



## **Bancarization**

Our Microfinance model was consolidated as one of the main channels of bancarization, offering low income microentrepreneurs the possibility of having financial products according to their profile, with a unique value offer that accompanies them in their process of Financial education and guarantees an adequate inclusion to the banking system.

- \* We continue to expand our presence in more than 668 municipalities in the national territory.
- \* We have served around 95,000 families with credit facilities, more than 50% led by women.
- \* Since 2009, starting with the Microfinance Model, we have provided resources for more than Ps 530 billion in more than 169,000 microcredits of average amounts of Ps 5.1, where 9.92% of microentrepreneurs first access the financial system.
- \* With our EmprendeAhorro deposit account, we have fostered savings culture in more than 85,000 microentrepreneurs who have received exclusive benefits since it is unique in the market.





# Environmental Dimension



- \* We recognize the environmental problem as an urgent challenge that demands concrete actions from all members of society. We are aware that climate change poses new global challenges and opportunities in all sectors of the economy, including the financial sector as a driver of a more environmentally sustainable economy.
- \* In 2016, we participated for the second consecutive year in the corporate sustainability assessment of RobecoSAM to apply for inclusion in the Dow Jones Sustainability Index which presents performance measurements in the environmental, social and economic dimension, compared to companies globally.
- \* We also ventured into disclosure of our environmental impacts, a voluntary initiative promoted by the Carbon Disclosure Project (CDP), recognizing climate change as an imminent economic, social and environmental risk for all organizations, but also as an opportunity to be more competitive and sustainable .
- \* Through the “Premio Nacional de Ecología Planeta Azul” Grupo Aval seeks to promote and recognize organizations, foundations, NGO’s, business, SMEs, individual, communities and educational institutions that have distinguished themselves through direct actions aimed at the education, conservation and recovery of water.



# Environmental Dimension

In Central America we focus our efforts on two fronts

## **External Environmental Management System:**

### **Analysis of Environmental and Social Risks (SARAS):**

Sustainability criteria were included in the analysis carried out for the granting of investment and infrastructure credits, of more than one million dollars.

### **Promotion of Good Environmental Practices:**

Greater responsibility was promoted among our clients, employees, suppliers, school children and other partners, through practical advice that allows them to reduce environmental impacts in their homes, offices and communities.

## **Internal Environmental Management System (EMS)**

Operational improvements were made to develop business activities in an environmentally friendly manner, thus contributing to sustainable development at local, national and regional levels.

We obtained the certification ISO 14.001 in 5 buildings in Panama and 26 in Costa Rica; where we are the first financial institution that has the Certification of Carbon Neutrality, since 2013.

In 2016 we trained 11,530 employees at regional level, to better manage their relationship with the environment.

