



Titularizadora
COLOMBIANA



CORPORATE SUSTAINABILITY REPORT

2022

...ABOUT THIS REPORT...

In line with its commitment to managing Sustainability and the endurance of companies, Titularizadora Colombiana has been publishing its sustainability reports since 2014, whose general contents cover the basic ethical, economic, labor and environmental matters derived from the strategies adopted by management in this regard. Given that the Company is a participant in the financial system, this report adopts the best practices on disclosure of sustainability results, under the consolidated set of standards developed by the Global Reporting Institute (GRI).

We are in the process of compiling a large amount of information, which we will adjust in future sustainability report presentations, as part of our commitment to continuous improvement based on materiality analysis and stakeholder management, which have become pillars at Titularizadora Colombiana.

"This report has been prepared in accordance with the Core option of the GRI standards."



INTRODUCTION

During 2022, the global economy displayed mixed trends and a challenging environment, amidst several economic and geopolitical factors. A gradual global recovery from the COVID-19 pandemic took place, even though the pace of recovery varied between regions and countries. As the restrictions were loosened and vaccination campaigns were implemented in many regions, the economies began to recover, although substantial challenges remained.

At the global level, faster economic growth was observed in some key economies, backed by fiscal and monetary stimulus measures implemented by governments and central banks. However, some areas of concern remained, such as the persistence of inflation in some countries and uncertainty in connection with trade and geopolitical tensions.

In Colombia, during 2022 there was an increase in foreign direct investment and a recovery of internal demand, which contributed to the reactivation of several key sectors of the economy. Fiscal and monetary measures were implemented to stimulate the economy, promote job creation and boost domestic consumption. Additionally, the process of implementing structural reforms to strengthen the fiscal system and promote a favorable business environment remained at the top of Colombia's economic agenda in 2022.

However, Colombia also faced challenges such as persistently high unemployment (11.2%), social inequality and the need to improve productivity. The volatility of commodity prices, especially in the energy sector, and an increase in the inflation rate to 13.12%, had substantial impact on the country's economy. Despite the many obstacles, the government persists in its aim of strengthening competitiveness and promoting sustainable growth in Colombia.

Lastly, the issuances arranged by Titularizadora during 2022 enabled it to stand out in the market of issuers of securities based on both mortgage and non-mortgage loans, which were appealing for investors. During the year, three issuances were made through the Securities Exchange, two of which were portfolios of vehicle loans originated by Finanzauto S.A, TIV-3 with an issuance amount of COP 65,520 million, and TIV-4 with an issuance amount of COP 75,200 million, both with a AAA rating granted by Fitch Ratings. The third issuance of 2022, made in December, was the first mortgage loan securitization with a social seal, on loans originated by Credifamilia, with securities denominated in UVR and a total issuance amount of COP 39,799 million.



ORGANIZATION'S PROFILE

Titularizadora Colombiana began operations in 2001, as a central pivot for the modernization of the mortgage loan sector following the 1999 crisis. During its years in operation, it has facilitated financing of mortgage loans for over COP 25 trillion, with a balance under management at year-end 2021 of COP 3.5 trillion. Additionally, it has continuously improved its processes by developing products backed by payroll, re- discounted and vehicle loans, as well as real estate assets, whose issuance in October 2018 was the beginning of the real estate era at Titularizadora Colombiana.

Titularizadora Colombiana maintains its long-term vision focused on the mortgage loan system. It needs to increase both in depth and in the diversity of participants in well- segmented market niches, to enable covering a greater number of households with better credit conditions. All this under a common framework of responsibility in the origination and management of the mortgages.

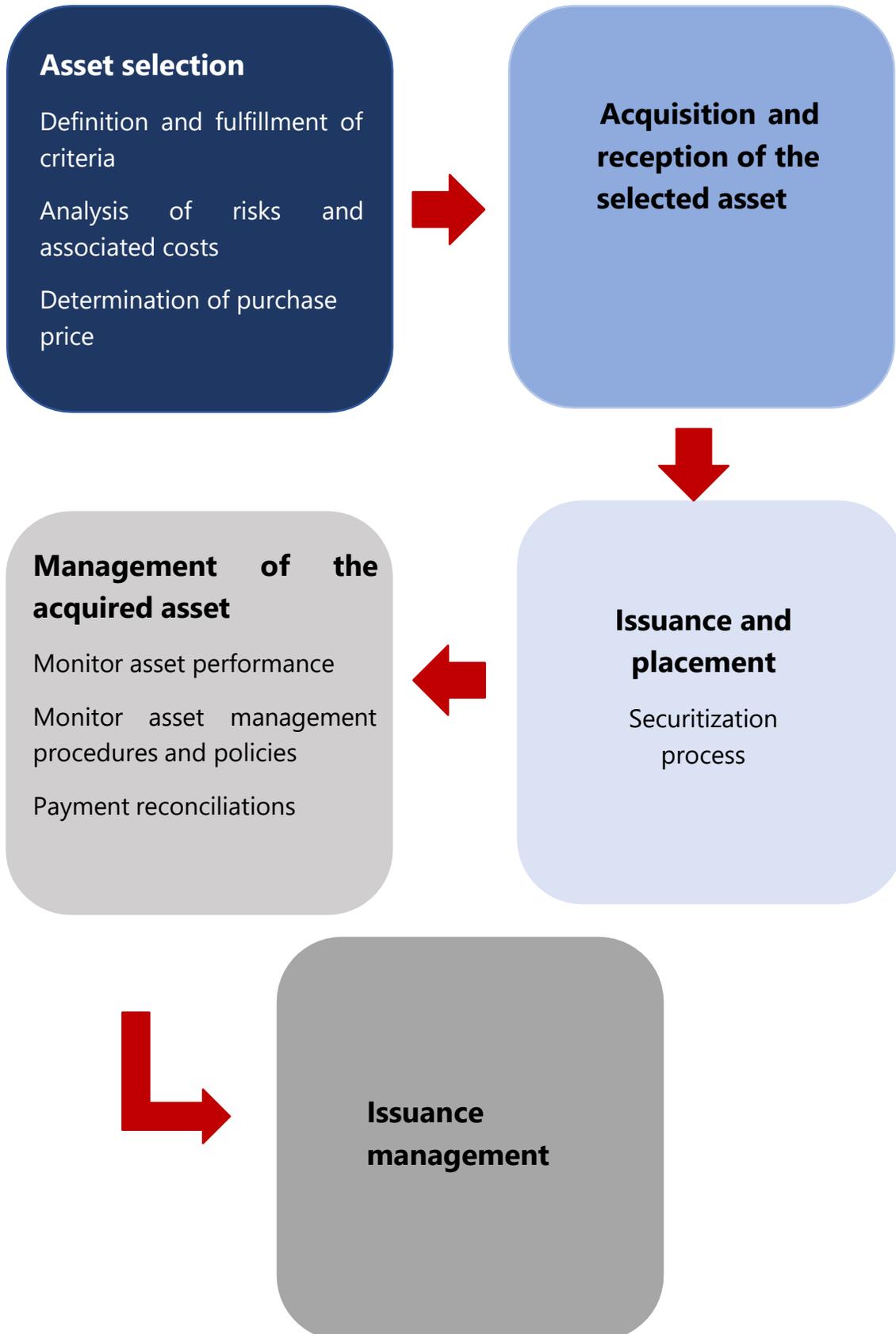
(102-1) Organization name

Titularizadora Colombiana S.A



(102-2) Activities, brands, products, and servicesMain

services:





Main products:

TIPS

Securitized debt instruments backed by mortgage loans of the highest quality. At 2022, a total of 56 issuances of this asset have been carried out, including loans denominated in Colombian pesos.

Securitized debt instruments backed by overdue mortgage loans. Throughout its history, Titularizadora has made 3 issuances backed by assets of this type.

TECH

TIS

Securitized debt instruments backed by mortgage loans from a cooperative originator.

Securitized debt instruments backed by re-discounted loans. Throughout its history, Titularizadora has made 1 issuance backed by assets of this type.

TER

TIL

Securitized debt instruments backed by consumer loans under the payroll loan modality. Throughout its history, Titularizadora has made 4 issuances backed by assets of this type.

Equity securities backed by real estate assets, office and retail space properties with stabilized lease contracts. Over its history, Titularizadora has issued 2 tranches.

TIN

TIV

Securitized debt instruments backed by vehicle loans. Over its history, Titularizadora has made 2 issuances backed by assets of this type.



(102-3) Location of headquarters

Calle 72 No. 7-64 Oficina 401 Edificio Acciones y Valores

(102-4) Location of operations

Colombia

(102-5) Ownership and legal form

Joint stock company (*Sociedad Anónima*)

(102-6) Markets served

Titularizadora Colombiana was created with the purpose of mobilizing financial system resources to boost growth in the Colombian mortgage loan sector. Over the years, and based on the experience it has acquired as asset manager and promoter of adding depth to the capital markets, it has ventured into the following markets:

Mortgage

Payroll

Re-discount

Real estate

Vehicle



Our originator clients:





(102-7) Scale of the organization

DESCRIPTION	
Total number of employees	66
Total number of operations	1 - Colombia
Net income (millions)	5.647
Total capitalization (millions)	59,855

Our Purpose

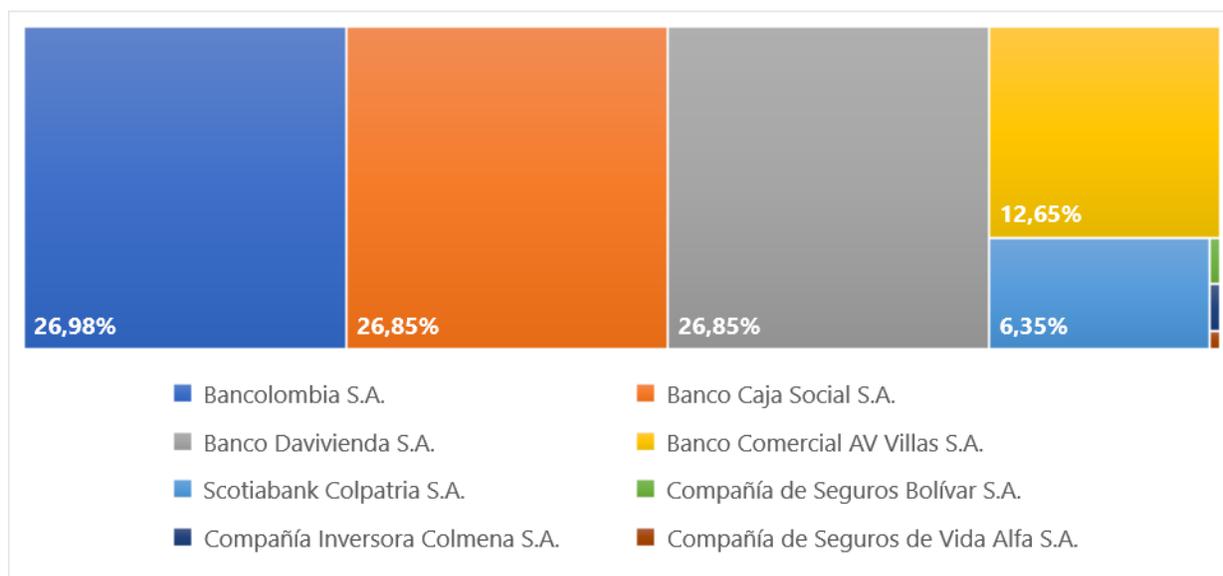
Connect the medium and long-term financing needs of different economic activities with the capital markets, with transparency and efficiency, through the securitization of assets.

Our aspiration

Manage 10 trillion pesos in 10 trillion pesos in 2027, of underlying assets in different economic sectors.



Shareholders:



Main balance sheet figures:

ASSETS	
145.6	2022
130.7	2021
11.4%	Change

LIABILITIES	
17.3	2022
6.9	2021
150.7%	Change

At December 2022, the assets of Titularizadora totaled COP 145.6 million, up 11.4% compared to year-end 2021. The assets are mainly comprised of financial investment assets, 69.2%; trade accounts receivable, 4.4%; investment properties, 12.9%; cash equivalents, 5.6%, and assets held for sale, 2.5%.

The main change in the accounts compared to the previous year is in Investment Financial Assets, due to the use of resources available in cash to acquire securities for the investment portfolio. Investments available for sale and held to maturity were acquired in line with Management's strategy to mitigate the volatility of the portfolio through its diversification, and a CD held to maturity was acquired with funds obtained in the placement of bonds mandatorily convertible into shares (BOCEAS, for the Spanish original).

The main liabilities at year-end 2022 were securities outstanding named BOCEAS, which were issued in December. Current taxes (current income tax, VAT and municipal tax (ICA)) and deferred income tax are recognized in accordance with the instructions of IAS 12 - Income Tax.



EQUITY

128.3	2022
123.8	2021
3.6%	Change

The equity of Titularizadora Colombiana increased by 3.6% compared to the previous year, due to the higher profits reported this year. At year-end 2022, the Company's equity totaled COP 128.3 million.

Details on material changes in the operating results of the main indicators are available in the attached notes to the financial statements.

INCOME STATEMENT

Operating revenues represent 83% of total revenues, and are mainly derived from fees for structuring, managing, guaranteeing, certifying and placing issuances in the amount of COP 12,973 million. Financial revenues are derived from returns on investments, warehousing and loans in the amount of COP 8,660 million.

Other revenues in the amount of COP 4,422 million are mainly rental income and proceeds from the sale of the equity interest of Titularizadora in TIDOM.

The Company's expenses totaled COP 17,778 million. Of these, financial expenses totaled COP 734 million and administrative expenses COP 17,043.4 million, equivalent to 95.9% of total expenses.

Net profit in 2022 totaled COP 5,647 million.



(102-8) Information on employees

	Permanent contract	Temporary contract	SENA and interns	Full-time	Part-time
	25	2	2	29	0
	36	0	1	37	0

(102-9) Supply chain

The responsibilities related to supplier selection, management, monitoring and relations are specified in the PURCHASING AND SERVICE CONTRACTING MANUAL. The organization's areas work in coordination with defined activities and authorization levels in the purchasing and supplier process, aimed at receiving support throughout the supply chain.



Source: Titularizadora Colombiana

At year-end 2022, Titularizadora Colombiana had 171 suppliers classified into the following service categories. It is important to point out that the supply chain includes both local and international providers.



SERVICE / PRODUCT	SUPPLIER
Consulting	External / Local
Technology	External / Local
Trust management companies	External / Local
Food	External / Local
Funds	External / Local
Photocopies	External / Local
Rating agencies	External / Local
Securities market	External / Local
Insurance brokers	External / Local
Realtors	External / Local
Attorneys	External / Local
Clubs	External / Local
Chamber of Commerce	External / Local
Cleaning and office supplies	External / Local
Administration	External / Local
Communications	External / Local
Audits	External / Local
Foundations	External / Local
Florists	External / Local
Printing	External / Local
Security	External / Local
Lessors	External / Local
Human resources	External / Local
Institutes	External / Local
Publishers	External / Local
Restaurants	External / Local
Custody	External / Local
Brokers	External / Local
Liquor	External / Local
Sports	External / Local
Notaries	External / Local
Repairs	External / Local
Insurers	External / Local
Mail	External / Local
Auto maintenance	External / Local
Transportation	External / Local
Due diligence	External / Local
Valuation services	External / Local
Associations	External / Local
Professional services	External / Local
Software	External / International



(102-10) Significant changes to the organization and its supply chain

During 2022, there were no significant changes to the organization or its supply chain.

(102-11) Precautionary Principle

Titularizadora Colombiana does not strictly follow the precautionary principle of the United Nations Rio Declaration on Environment and Development. It applies its own initiatives taking into consideration the environmental impacts and the costs the Company may incur by failing to prevent or mitigate such risk.

(102-12) External initiatives / (102-13) Membership of associations



Titularizadora Colombiana is a member of the Colombian Banking Association (Asociación Bancaria y de Entidades Financieras de Colombia – Asobancaria), an industry association that represents the Colombian financial sector, given its role as one of the most important non-bank financial services entities in the country. Through the association's activities, the Company demonstrates its commitment to promoting public trust in the financial sector, educating the public about financial activities, and modernizing the local industry's structure. The Company also actively participates in seminars, meetings and board meetings organized by Asobancaria, and maintains constant communication with the organization for the effects of assessing regulatory changes and their impacts and implementation.

Titularizadora additionally supports financial industry association activities through Asofondos, Asofiduciaria and ANIF.

Green Protocol Committee

The Green Protocol Committee is an Asobancaria initiative that promotes best practices related to:

- Sustainability
 - o Financial innovation
- Financial education
 - o Peace Task Group: financial education and inclusion, social investment, labor market inclusion
- Corporate sustainability
 - o Supplier management
 - o Talent management
- Targeted Social Investment: in view of the new situation arising from social changes related to the peace agreements, it is necessary to address the needs of displaced and reinserted populations who will probably be users of the financial system and products, which will in turn require developing strategies to measure risk, assign loans and educational programs that address the needs of this population in particular.
- Venue to discuss best sustainability practices. Entities in the sector that have implemented sustainability programs share information to enrich the development of methodologies at entities that are newcomers in this topic.



BVC Issuers Committee

Titularizadora actively participates in the Issuers Committee of the Colombian Securities Exchange through the General Secretary and the Director of Investments and Market Development. This Committee contributes to (i) maintaining a space for open discussions with issuers on the fixed income and variable income market, (ii) improving the market practices of securities issuers, and (iii) discussing and proposing regulatory aspects.

Certifications

ISO 9001:2015 Quality Certification – Master Management

The Quality Management System at Titularizadora is a management tool that enables focusing efforts on the search for excellence through continuous improvement, supported by the standardization of processes and procedures and a focus on stakeholders.

Specifically, its focus on the Master Management of issuances includes:



- Monitoring of issuance operators, controlling and mitigating operating and credit risks.
- Compliance with the prospectus terms and conditions.
- Timely and reliable disclosure of the issuances' performance.

Voluntary Commitments

Issuer Recognition (IR) – BVC



The adoption of best practices on information disclosure and investor relations has been certified by means of the Issuers Recognition (IR) granted by the Colombian Securities Exchange, which supports the management of Titularizadora Colombiana.

The main requirements for receiving Issuer Recognition (IR) are to:

- Disclose additional information to that normally required, in English and Spanish, on the website, and maintain such information updated in a timely manner.
- Periodically publish financial statements (balance sheet and income statements) and information on the issuances.
- Have a representative to field inquiries from investors, both in Spanish and English.

The adoption of best practices on information and investor relations enables providing our investors sufficient and timely information for their investment decisions and contributes to raising the standards of the Colombian capital market. In this regard, it should be highlighted that in 2022 this recognition was received in connection with the TIN investment program for issuers of equity securities.

2022 Ratings



The Technical Committee of BRC Investor Services

- S.A. SCV, during its periodic review, confirmed the counterparty credit rating of Titularizadora Colombiana S.A. at 'AAA'. The Technical Committee issued this decision on January 18, 2022, as documented in Minutes No. 2072.



(102-14) Statement from senior decision-maker

Letter from the CEO



The purpose of Titularizadora Colombiana is framed in the continuous search for greater operating efficiencies in the financial system and improving access to credit for Colombian households. All the initiatives we propose are given special consideration, and our sustainability model aims to maximize the positive impacts of the activities we carry out on the wellbeing of society. The activities we carry out are focused on the creation of a virtuous cycle of human development, cooperation and social multiplication.

2022 was a challenging year for fixed-income securities issuers. The inflationary pressures and the increase in deposits due to the financial institutions' need to meet CFEN requirements led to a substantial increase in interest rates. Corporate debt issuances reached COP 2.49 trillion, down 76.3% compared to the previous year, which was the lowest amount placed through the Colombian Securities Exchange (bvc) in recent years.

Andres Lozano Umaña
CEO

Despite this context, the Company maintains its permanent commitment to the development of the market and its contribution to society. During 2022, we structured and placed three issuances, including the First Social Securitization in the Colombia: Social TIPS U-6, 100% backed by loans for housing of social interest (VIS, for the Spanish original). Through this securitization process we contributed directly to the Sustainable Development Goals established by the United Nations in connection with decent work and economic development, the reduction of inequalities, and sustainable cities and communities. The social impact of the transaction is obvious, and it honors our commitment to improving access to credit for Colombian households in unfavorable economic conditions.

Over our history, at Titularizadora we have channeled over COP 25 trillion to finance housing. Moving forward, we expect to finance other economic activities that further enhance the financial system's coverage and sustainability, which is imperative for a transition towards a more inclusive economy with greater opportunities. The team at Titularizadora Colombiana will continue to endeavor each day to achieve this objective.



Sustainability Model

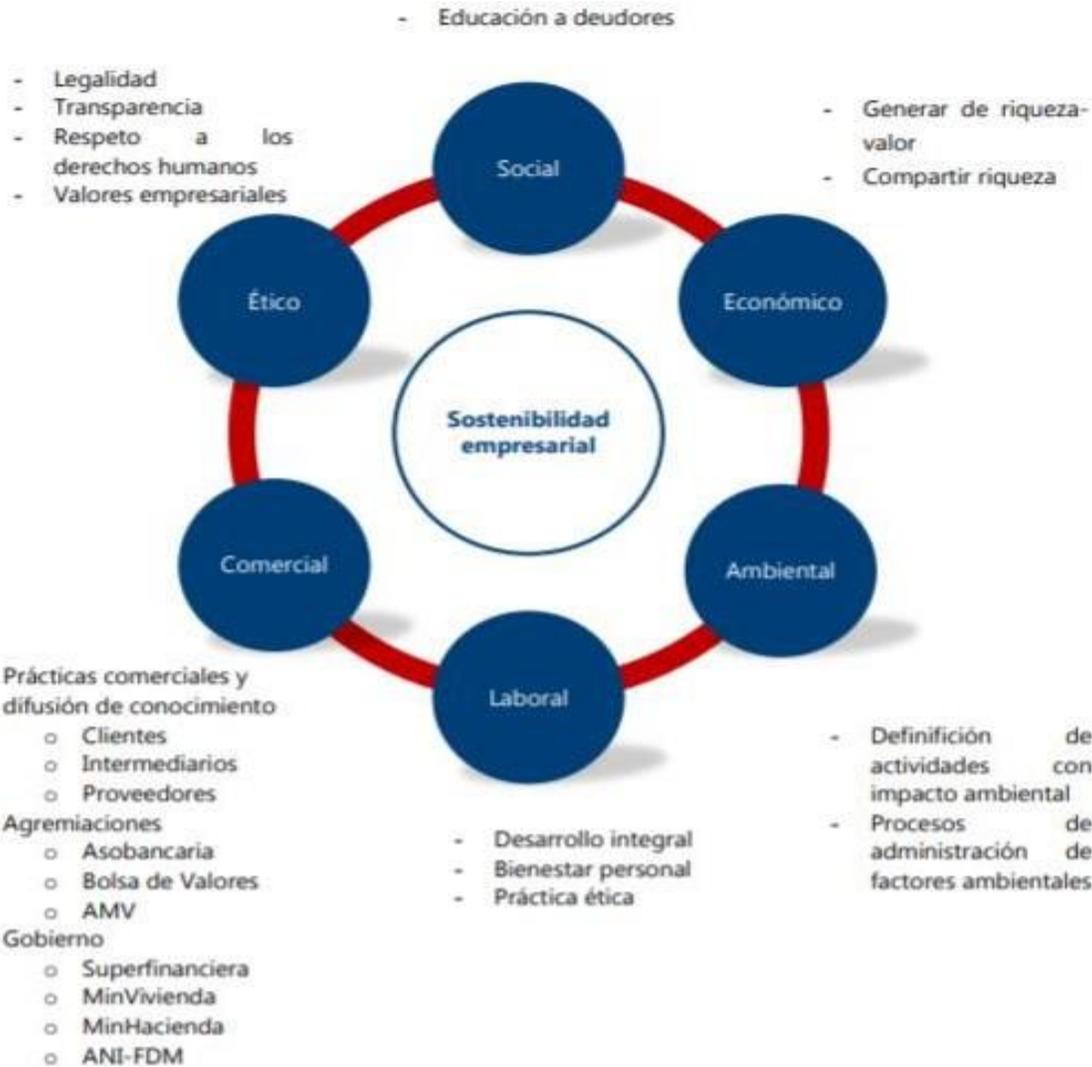
The social function of the business is part of our corporate DNA. All our initiatives give special consideration to the impact they may have on society in general, and on our stakeholders in particular. We work on maximizing the positive impact of our activities on the wellbeing of all the parties involved.

Our corporate social responsibility vision is conceived based on the concept of corporate sustainability. The activities we carry out every day are focused on the creation of a virtuous cycle of human development, cooperation and social multiplication, and not only on the static distribution of value to unrelated social groups.

In order to fulfill our mission, at Titularizadora Colombiana we are committed to a corporate sustainability and value creation model that articulates the ethical, economic, labor, social and environmental dimensions to the benefit of the community, shareholders, employees, investors, suppliers, trade associations and the environment.

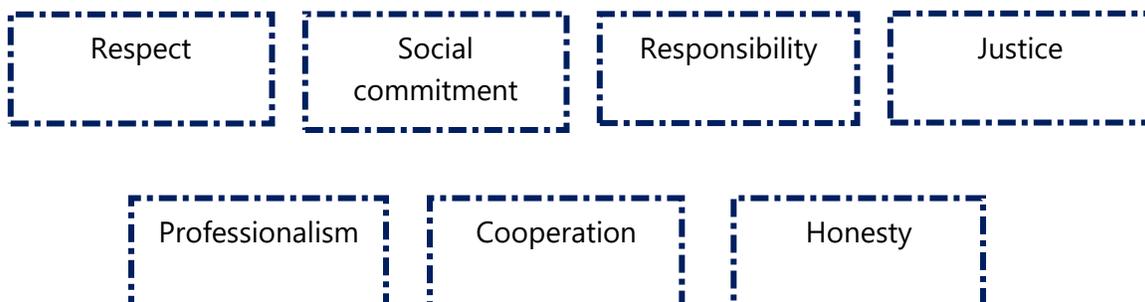
In 2022, we monitored the parameters established by the GRI. Based on studying the standard, reviewing the available information and assigning responsibilities for gathering the information required to fulfill the requirements, we have traveled a long road that has provided us the tools to learn from our organization from the perspective of sustainability, in which we are left with challenges on components that constantly shift at the speed of our originators, investors, employees and other stakeholders that make the continuity of our company possible. We are certain that each new edition of the Sustainability Report broadly reflects the progress made by Titularizadora Colombiana and that our commitment to sustainability will enable us to gradually develop each of the items included in the standard.

The information included in this report was prepared with the managers responsible for each area, who provided the necessary and sufficient inputs to develop an initial approximation to the sustainability reporting requirements, with the support of the assistant to the CEO and analysts who consolidated the information.



(102-16) Values, principles, standards, and norms of behavior

The operations of Titularizadora Colombiana are articulated by the corporate values that define our relations with stakeholders, and which have enabled us to stand out not only because of our operating know-how, but also because of our transparency and dedication in performing them. During 2022, activities were carried out that confirmed the mutual commitment implied by being part of Titularizadora Colombiana and the great commitment we have with our company, our employees and all those related to our operations.



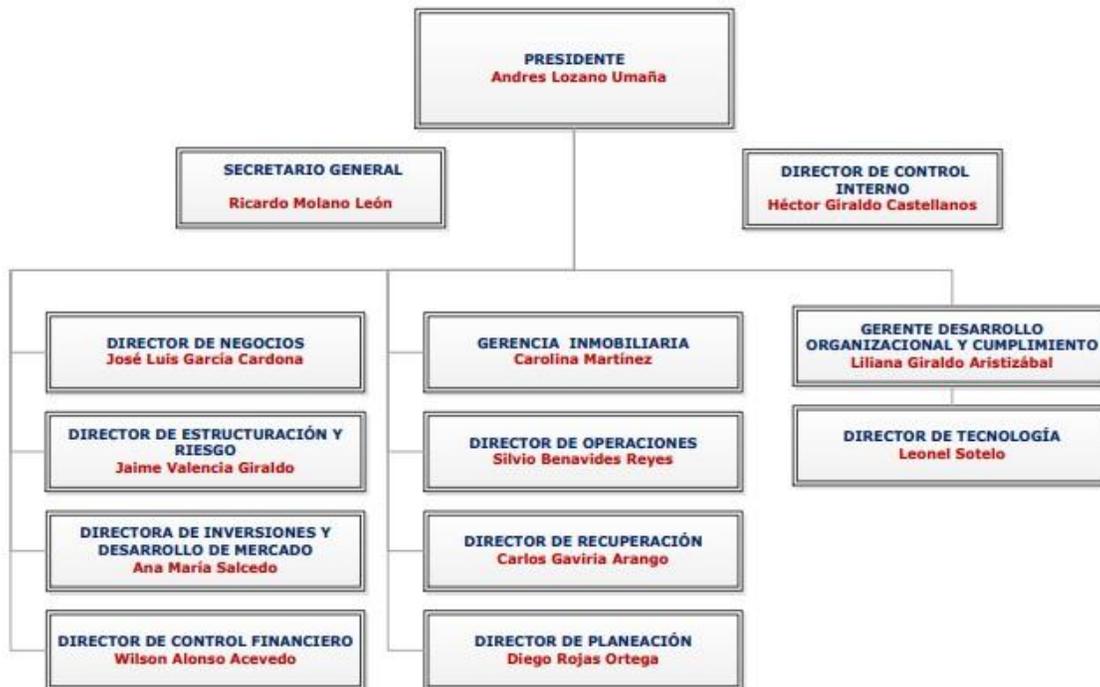


(102-18) Governance structure

Titularizadora Colombiana has a highly specialized team that is committed to making the securitization of mortgage loans the main source of financing to acquire housing.

All the Company's areas are led by professionals with extensive experience in the financial sector. The Company operates under strict principles of efficiency, supported by a leading-edge technological platform.

Excellence and high ethical standards are fundamental pillars for the work carried out by a team that wants to contribute to improving living conditions in Colombia.





(102-22) Composition of the highest governance body and its committees
Board of Directors – Principal Members



José Humberto Acosta

Chief Financial Officer
Bancolombia S.A

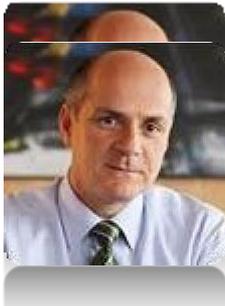
Efraín Enrique Forero

Chairman of the Board
Titularizadora Colombiana SA



Diego Fernando Prieto

CEO
Banco Caja Social



Juan Camilo Ángel

CEO
Banco Av Villas



Beatriz Elena Arbeláez Martínez

Consultant





Board of Directors – Alternate Members



Álvaro Carillo

Corporate Executive Officer

Seguros Bolívar S.A



Nicolás García Trujillo

Corporate Executive Officer

Fundación Social



Jaime Upegui

CEO

ScotiaBank

Hernán Alzate
Treasury Vice-president

Bancolombia



Oscar Eduardo Gómez

Chief Legal Executive

C.I. Prodeco S.A

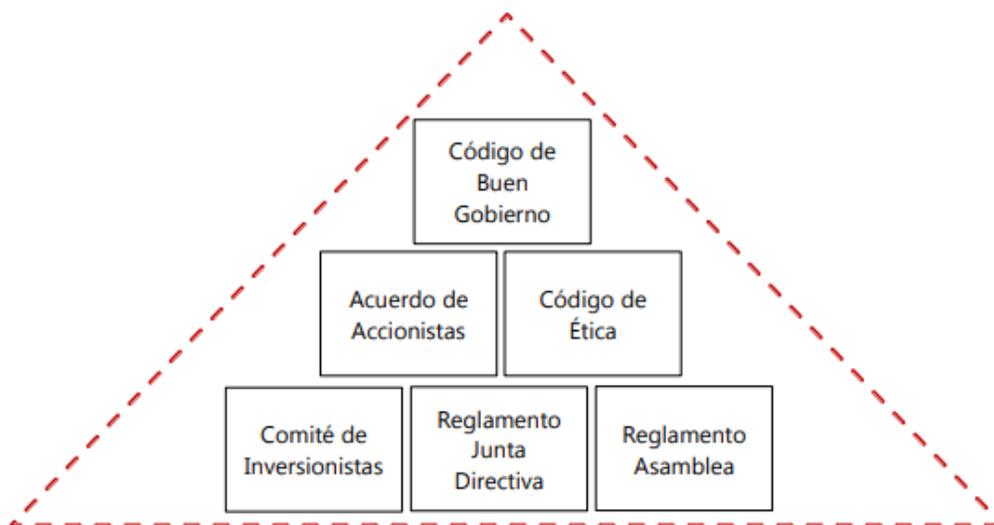




Corporate Governance

Over the 21 years of the organization, the quality of the processes, operations and methodologies has been a priority, not only for the members of the Board of Directors and Senior Management, but for all members of Titularizadora Colombiana, which it seeks to transfer to all stakeholders through the establishment of corporate governance elements that support the Company's values and principles.

The Risk Committee was created in December 2022 as part of the reform of the Good Governance Code approved by the Board of Directors of Titularizadora, as a support committee to the Board of Directors in fulfilling its supervision duties in connection with risk management. Other than the above reform, no other changes or amendments were made to the Corporate Governance of the Company that would imply changes in the composition of its committees or the creation of any new committees whose role is not included in the following description.



Board of Directors Support Committees

- **Audit Committee**

Comprised of three (3) Board members with attendance by the Company's CEO, the Internal Control Director and the Statutory Auditor. Its main role is to supervise the procedures of the internal control system of Titularizadora, verifying that they consider all risks derived from the operation of each process; oversee the integrity, reliability and transparency of the financial information prepared by the Company, and its adequate disclosure pursuant to applicable standards and laws. In addition to the provisions of applicable regulations on its operation, the Committee has its own Internal Rules of Procedure that establish its objectives, functions and responsibilities.



- **Investment Committee**

The Investment Committee is comprised of three (3) Board members, the Company's CEO, the Director of Investments and Market Development. Its main function is to oversee compliance with the policies on handling and managing the Company's liquid assets. Define portfolio investment policies and hedging and trading strategies, and investment guidelines for treasury operations and counterparty limits, in accordance with the Company's risk assessment criteria. Regarding liquidity risks, it reviews the liquidity contingency plans proposed by Management, and reviews and discusses the annual stress tests.

- **Appointments, Compensation and Ethics Committee**

The Appointments, Compensation and Ethics Committee is comprised of the Company's CEO and two (2) Board members. Its main functions are to: (i) set parameters and propose and review the remuneration of the Board and Senior Management; (ii) verify the evaluation process of the Board and candidates to the CEO of the Company, when requested to do so by the Board of Directors, and make appropriate recommendations; (iii) issue recommendations in the event of any complaints; and (iv) lead the annual performance evaluation of the CEO of the Company and review the evaluations of the other members of Senior Management.

- **Corporate Governance Committee**

The Corporate Governance Committee is comprised of the Company's CEO, and two (2) Board members. Its main functions are to: i) assist the Board in supervising compliance and implementation of the general good governance standards, and ii) review material claims submitted by shareholders or investors that consider that the Company has failed to apply the good governance standard, and issue appropriate recommendations to respond to them.

- **Real Estate Board Committee**

It is comprised of three (3) Board members and the Company's CEO. Its main function is to support the Board in the assessment of real estate deals submitted to the consideration of the Board of Directors for its approval. To this effect, the Committee has the power to request any additional information it deems necessary, to request the assistance of a third-party expert, and request management to make further analysis, among other functions.

Other Committees

- **Assets and Liabilities Management Committee (ALCO)**

It is comprised of the CEO, General Secretary, Operations Director, Structuring and Risk Director, Investment and Market Development Director. Its main functions are to: (i) assess and establish the Company's risk tolerance threshold; (ii) assess and report on interest rate, currency, liquidity and basic risks; (iii) consider strategies and actions to be taken to achieve the financial and business objectives established by the Company; (iv) assess the liquidity risk of the Company and the issuances, monitor periodic indicators, assess contingency plans if required and review annual stress test results, and (v) set prices to acquire loans and issue guarantees. All the decisions made



by this Committee must be documented in a special book of minutes established to this effect.

- **Operations Committee**

It is comprised of the Company's CEO, Operations Director, SARO Officer and Internal Control Director. Its main function is to follow up and monitor compliance with the operating risk management system at each area of the Company, to ensure that the risk levels defined by the Company are maintained or improved, based on the controls established by each area.

- **Risk Committee**

The Risk Committee is comprised of the CEO and two (2) Board members. Its main function is to provide support for the approval, monitoring and control of the policies, guidelines and strategies related to the Company's risk administration and management. In this regard, the Risk Committee supports the Board of Directors in fulfilling its supervision duties in connection with risk management.

(102- 23) Chair of the highest governance body

Efraín Forero – Chairman of the Board of Directors of Titularizadora Colombiana

(102-24) Nominating and selecting the highest governance body

The members of the highest governance body are elected by the General Meeting of Shareholders of Titularizadora, in accordance with the majorities defined in the Company Bylaws. However, before reaching this body, the Appointments, Compensation and Ethics Committee actively participates in the evaluation of the proposed candidates to ensure that they are not subject to any disqualifications of incompatibilities and that they meet the requirements set out in the Board of Directors succession policy. Additionally, it should be noted that all Board members are independent, in accordance with the provisions of article 44 of Law 964/2005 and article 2.15 of the Good Governance Code.

(102-25) Conflicts of interest

The Good Governance Code of Titularizadora establishes specific procedures to be followed in the event any conflicts of interest should arise. The Code also includes a specific definition of a situation of conflict of interests.

(102-26) Role of highest governance body in setting purpose, values, and strategy

Every year, the Company's CEO, jointly with the Chairman of the Board of Directors, prepare a document that sets an annual work plan for the Board of Directors, which includes the main topics to be discussed at the meetings and the Company's objectives.



(102-28) Evaluation of the performance of the highest governance body

As provided for in the Good Governance Code of Titularizadora, once a year, the Board of Directors carries out an assessment of its performance as governance body, using one of the mechanisms established to this effect, which may be either a self-evaluation or an evaluation by an external advisor. The Board of Directors performed an evaluation of its activities in 2022 under the self-evaluation mechanism, to enable its members to express their opinions and considerations on the management of said body and the Board committees. The results were shared with the Corporate Governance Committee and the Board of Directors of the Company.

(102-32) Highest governance body's role in sustainability reporting

The Board of Directors does not participate in preparing the Company's sustainability report.

(102-34) Nature and total number of critical concerns

No critical concerns were reported that would have to be submitted to the highest governance body.

(102-35) Remuneration policies / (102-36) Process for determining remuneration

Titularizadora Colombiana has an Appointments, Compensation and Ethics Committee, one of whose functions, pursuant to article 2.1.3.3. of the Good Governance Code, is to establish parameters and propose and review the remuneration of the members of the Board and Senior Management.

(102-37) Stakeholders' involvement in remuneration

Stakeholders are not involved in determining remuneration policies.

(102-40) List of stakeholder groups





(102-41) Collective bargaining agreements

Titularizadora Colombiana does not have any employees covered by collective bargaining agreement.

(102-42) Identifying and selecting stakeholders

Stakeholder	Description	Composition
Investors	Individuals or legal entities that acquire the securities produced by securitization processes	<ul style="list-style-type: none">▪ Pension funds▪ Credit establishments▪ Insurers and capitalization companies▪ Other institutional investors
Shareholder	Entities that hold equity interests in the Company.	<ul style="list-style-type: none">▪ Bancolombia▪ Banco Davivienda▪ Banco Caja Social▪ Banco AV Villas▪ Scotiabank Colpatría▪ Compañía Inversora Colmena S.A.▪ Compañía de Seguros Bolívar▪ Compañía de Seguros de Vida Alfa
Status	Government entities, supervision, regulatory and control bodies	<ul style="list-style-type: none">▪ Financial Superintendence▪ Ministry of Housing▪ DIAN▪ Other government entities
Originators and Managers	Establishments that originate and/or manage financial assets that may be subject to securitization.	Bank and non-bank entities.
Suppliers and contractors	Individuals or organizations that provide goods or services for the operation of the Company and its businesses.	<ul style="list-style-type: none">▪ External consultants▪ Other suppliers of goods▪ Other suppliers of services



(102-43)/(102-44) Approach to stakeholder engagement / Key topics and concerns raised

Stakeholder	Relevant Expectations and Opinions	Measurement Methodology
Investors	<ul style="list-style-type: none">▪ Disclosure of timely and investment management information in the financial	<ul style="list-style-type: none">▪ Satisfaction Survey (3 years)▪ Meetings and Training▪ Via inversionistas@titularizadora.com▪ Annual General Meeting of TIN Securities Holders▪ Semi-annual Teleconference on TIN Results
Shareholder	<ul style="list-style-type: none">▪ Have a representative▪ Assurance of the characteristics of the issued securities▪ Compliance in payments of return on capital.	<ul style="list-style-type: none">▪ Board of Directors▪ Strategic Planning Committees



Status	Participation in forums on policy, sector committees, sector studies, availability of information, financial statements, tax payments	Attendance at events to discuss public policy, compliance with oversight and control bodies
Originators and Managers	Certification and re-certification, efficient master management to assure control over securitized assets and the manager's performance	Service agreements, performance indicators, control
Suppliers and contractors	Formalization and full compliance with contractual terms Validation of legal requirements related to taxes and the risk of money money laundering and financing of terrorism	<ul style="list-style-type: none">▪ Renewal of contracts, evaluation of satisfaction with the business relationship▪ Via Contact us at www.titularizadora.com
Securities intermediaries	<ul style="list-style-type: none">▪ Efficient communications▪ Availability of information on security issuances▪ Market development and additional securities offerings▪ Training	<ul style="list-style-type: none">▪ Periodic review of placement arrangements▪ Satisfaction Survey (3 years)▪ Via inversionistas@titularizadora.com
Employees	Favorable workplace environment, salary recognition, personal and professional growth opportunities, promotion of innovation in positions and areas	<ul style="list-style-type: none">▪ Satisfaction survey.▪ INNOVA program▪ Employer brand

This Sustainability Report includes inputs by i) investors, ii) shareholders iii) originators and managers, and iv) employees, as a result of the identification of material topics, on which efforts have been made to address them.



Employees

At December 2022, Titularizadora Colombiana had 66 employees distributed as follows:

Number of employees by contract type	Women 2022	Men 2022
Total employees with permanent full-time contracts	27	33
Total employees with permanent part-time contracts		
Total employees with fixed-term full-time contracts	1	4
Total employees with fixed-term part-time contracts		
Total outsourced employees	1	0
TOTAL	29	37

Source: Titularizadora Colombiana

Our employees are the vehicle through which we carry out the corporate strategy, offer the best services to our clients and investors, execute continuous improvement and innovation plans to maintain quality standards and reduce the margin of error involved in our everyday activities. For this reason we maintain constantly open communications channels, and we are committed to the continuous learning and training for our personnel by promoting courses and updating seminars.

ORGANIZATIONAL SUSTAINABILITY

As part of its organizational culture plan, the Company promotes productivity and work life balance under the principles of equity, inclusion and corporate social responsibility. It continuously searches for and implements organizational strategies that will form the base for the digital transformation to update and strengthen productivity, life-work balance, project-based management, and innovation in view of new trends. Several concepts were incorporated into Corporate Sustainability, such as creating an employer brand that differentiates us and highlights the integral wellbeing of employees, and implementing strategies related to time management and productivity.

During 2022, the objective of the cultural transformation base program was to challenge personal and institutional paradigms, take risks to make changes individually, in the positions, the areas and the company in general, to make the work and contributions visible and enter the era of digital transformation. As part of the employer brand, and to contribute to the work-life balance, we have implemented flexible hours, one Friday per month with compressed hours, and a reduction in the work shifts to a total of 45 hours per week (Monday through Friday) In 2022, the hybrid work arrangement was formalized, maintaining high standards of productivity, connectivity and efficiency.



Additionally, strategies were implemented to enable adequate time management and greater commitment, while at the same time contributing to a social and work life balance. The above, combined with the wellbeing plan, the OSHMS, activities and benefits involving the employees' families and that contributed to mental and physical health, were strategies that undoubtedly had a positive impact on the organization's culture and to the adaptation to hybrid work.

EDUCATION AND TRAINING

Annual Training Plan

In 2022, 83% of the Company's employees attended or received training, which included economic support for external training programs and seminars, congresses and short on-line and face-to-face courses on topics to update or acquire new knowledge and information. Spending in performance of the annual plan totaled **COP 87,550,230**

Tiers	Employees in 2022		Approximate total hours of training	
	Men	Women	Men	Women
CEO	1	0	22	
Second tier (Chief Executives, Managers and Directors)	7	3	627	588
Third and fourth tier (middle managers: heads of areas, coordinators)	3	3	322	410
Professionals and analysts	23	20	1746	1770
Assistants, cashiers, secretaries and other direct employees	3	3	220	335
TOTAL	37	29	2937	2734

Performance Management System

100% of employees with permanent employment contracts receive quarterly follow-up evaluations and a year-end evaluation and review of the objectives for the next evaluation period. Each year, all employees must establish with their direct supervisors the objectives they will work on, and document them in the Company's performance management platform.



Investors

Investor relations were additionally supported by the Fixed-income Issuer IR Certification granted by BVC since 2013, which certifies the adoption of best practices related to the disclosure of information and investor relations. During 2022, the Company was re-certified by the Colombian Securities Exchange, and it additionally obtained for the first time the IR Certification for equity securities. The adoption of best practices on information and investor relations certified by the IR Certification has enabled providing our investors sufficient and timely information for their investment decisions and contributes to raising the standards of the Colombian capital market.

Additionally, the Company's commitment to investors is reflected in the structuring and placement of issuances during the year. In 2022, three issuances were structured and issued: TIV V-3 (March), TIV V-4 (November) and Social TIPS U-6, which is the first issuance with a social seal arranged by Titularizadora. This issuance was successfully placed in December 2022, and is the first social securitization of loans that are 100% for VIS. This directly impacts the Sustainable Development Goals 8 (Decent work and economic development), 10 (Reduce inequalities), and 11 (Sustainable cities and communities) established by the United Nations. For this issuance, Sustainable Fitch issued a "Good" opinion, which is the second-highest rating.

Shareholders

Our commitment to shareholders during 2022 focused on the timely delivery of the requested information, with the highest level possible of accuracy, certainty and validity for the effects of decision-making. Additionally, during the year a top priority was to manage the results expected by shareholders in terms of financial ratios and remaining on budget, which implied that it was essential to constantly monitor the Company's financial accounts.

Originators and Managers

Regarding the Originators and Managers, certain changes were made to processes aimed at improving efficiency and the use of resources. In general, improvements were made to the pre-feasibility scheme, and performance evaluations were made for both bank and non-bank managers during 2022.

(102-45) Entities included in the consolidated financial statements

Titularizadora Colombiana does not issue consolidated financial statements.

(102-46) Defining report content and topic boundaries

The general contents of the report were determined based on consultations performed in 2017 with stakeholders that were or are affected by the operations of Titularizadora Colombiana.

- ◆ Stakeholder group definition: description and composition.
- ◆ Definition of expectations and relevant opinions: measurement



methodologies.

- ◆ Estimations with available information and strategies to acquire data that is not available.
- ◆ Assessment of the available information.
- ◆ Definition of material topics.
- ◆ Assignment of material topics to the areas responsible.
- ◆ Management of material topics.
- ◆ Presentation of conclusions and progress made.
- ◆ Preparation of Sustainability Reports

(102-47) List of material topics



(102-48) Restatements of information

The information included in this report was not subject to any changes due to restatements.

(102-49) Changes in reporting

There are no significant changes compared to previous period reports in terms of the list of material topics and coverage of topics.

(102-50) Reporting period

The information included in this report is for the period between January and December 2022



(102-51) Date of most recent report

June 2022 with information for the period from January through December 2022

(102-52) Reporting cycle

Annual

(102-53) Contact point for questions regarding the report

- ◆ Liliana Giraldo / Organizational Development and Compliance Manager / lgiraldo@titularizadora.com
- ◆ Mónica Padilla / Planning Director / mpadilla@titularizadora.com

(102-54) Claims of reporting in accordance with the GRI Standards

"This report has been prepared in accordance with the Core option of the GRI standards."

(102-56) External assurance

The report is not subject to external assurance

(103-1) Explanation of the material topic and its Boundary

Talent management

Human resources are central and a top priority for the specific operations carried out by Titularizadora Colombiana. The capacity of observe and assess the environment, which translates into training and updates, is essential in order to manage new products and market segments.

Purchasing and supplier management

The aim is to align purchasing and supplier management with the provisions of the ISO 9001 quality standard, to complement the standard's requirements in this regard.



Profitability management

Fulfillment of business expectations, budgets and financial commitments acquired during the period. Assessment and monitoring of market trends to propose new business alternatives that are aligned with the requirements of the industry and the economic times.

Sustainability model

Titularizadora Colombiana has begun to include in committee meetings the sustainability topics proposed by the Banking Association. For this reason it is essential to manage an internal sustainability model that is shared and supported by the entire company, in order to implement the best practices for our operation and our industry.

Reaffirmation of principles and values

An ongoing material topics for Titularizadora Colombiana will always be the reaffirmation of the principles and values that define our actions and our reputation in the financial sector.

International consolidation

One of the Company's strategic priorities is to expand in markets where securitization is in an early stage of development, and the specific plan is to venture into markets in Central America and the Caribbean.

Quality management

By adopting the ISO 9001 quality standards we take on the commitment to the continuous improvement of processes and operations in a manner that ensures the efficiency, effectiveness, transparency, accuracy and validity of the information for our stakeholders, which implies that quality management has become central to the sustainability of our business.



(103-2) The management approach and its components

Talent management

Management	Assessment of employee wellbeing under the new normal. Improvement actions derived from employee perceptions and the demands of the environment. Wellbeing- Virtual weekly monitoring of performance by areas.
	The goals focused on consolidating corporate sustainability through strategies to monitor and control labor productivity, reinforce the organizational culture, spaces to express work-related, personal and technological needs.
Purpose	Leverage the positive impacts of human resources management at the Company
Policies	Human resource management policies under the new normal are published, including the Biosafety Protocol and its respective updates.
Commitments	Organizational initiatives for the continuous improvement of the quality of the workplace environment, employee relations and salary policies.
Goals and targets	Annual fulfillment based on surveys and meetings with team members
Responsibilities	Manager of Organizational Development and Compliance – Human Resources Analyst
Resources	Human - Technological
Mechanism for claims or complaints	Ongoing communications channels with managers and supervisors.
Actions	Prioritized based on the availability of resources and impact on the operation



Purchasing and supplier management

Management	Supplier Selection Manual – ALCO Committee – Employees with powers – General Secretary – Technology Director
Purpose	Avoid or mitigate negative impacts on purchasing and supplier management
Policies	Purchasing Manual – ALCO Committee – Employees with powers – General Secretary – Technology Director.
Commitments	Compliance with standard ISO 9001
Goals and targets	Annual fulfillment based on assessment by quality auditor
Responsibilities	Assistant to the CEO – Administrative Analyst – Project and Process Analyst
Resources	Human – Technological - Financial
Mechanism for claims or complaints	Supplier evaluation
Actions	Creation of commitments and monitoring

Sustainability model

Management	Sustainability Reports - Improvement campaigns
Purpose	Leverage the positive impacts of application of the GRI standard in the organization
Policies	Alignment with recognized issuers in the securities exchange and the Banking Association
Commitments	Compliance with GRI standard
Goals and targets	Annual improvements in the presentation of Sustainability Reports, adjusting information based on the development of concepts in the organization
Duties	Assistant to the CEO
Resources	Human
Mechanism for claims or complaints	Publication and compliance with the manual
Actions	Dissemination of the Sustainability Reports, continuous improvement in impact on the organization's processes, awareness-raising campaigns



Profitability management

Management	Board of Directors, monthly – Monitoring of Figures compared to budget – Executive Committee – Deal Committee – Investor Committee
Purpose	Leverage positive impacts and mitigate negative impacts related to the Company's strategic management
Policies	Board of Directors
Commitments	Fulfillment of agreements and commitments acquired with shareholders
Goals and targets	Monthly monitoring of the Company's financial results, take action to align them with the annual commitments acquired with shareholders
Responsibilities	Executive Committee – Office of the CEO
Resources	Human – Financial
Mechanism for claims or complaints	Board of Directors – Strategic Planning Sessions
Actions	Short, medium or long term, depending on the impact of the strategy to be implemented

Reaffirmation of principles and values

Management	Internal workplace rules The Company's principles and values are reinforced through internal communications campaigns.
Purpose	Maintain working relations and the workplace environment
Policies	Executive Committee – Office of the CEO – Organizational Development and Compliance Manager – Wellbeing Committee – Workplace Coexistence Committee
Commitments	Regulatory compliance, continuous improvement of labor relations
Goals and targets	Maintain labor relations, annual commitments acquired with shareholders
Responsibilities	Executive Committee – Office of the CEO
Resources	Human – Financial
Mechanism for claims or complaints	Transparency Channel – Wellbeing Committee – Workplace Coexistence Committee - COPASST
Actions	Short, medium or long term to avoid or mitigate negative impacts related to this matter



International consolidation

Management	Board of Directors, monthly – Executive Committee
Purpose	Leverage market opportunities in other geographies where securitization would be an attractive product for the economy
Policies	Executive Committee – Office of the CEO – Board of Directors
Commitments	Business Strategy – Pre-feasibility Assessment - Issuances
Goals and targets	Development of securitization in potential markets
Responsibilities	Executive Committee – Office of the CEO
Resources	Human – Financial
Mechanism for claims or complaints	Executive Committee
Actions	Medium and long term to leverage opportunities in non-developed securitization markets

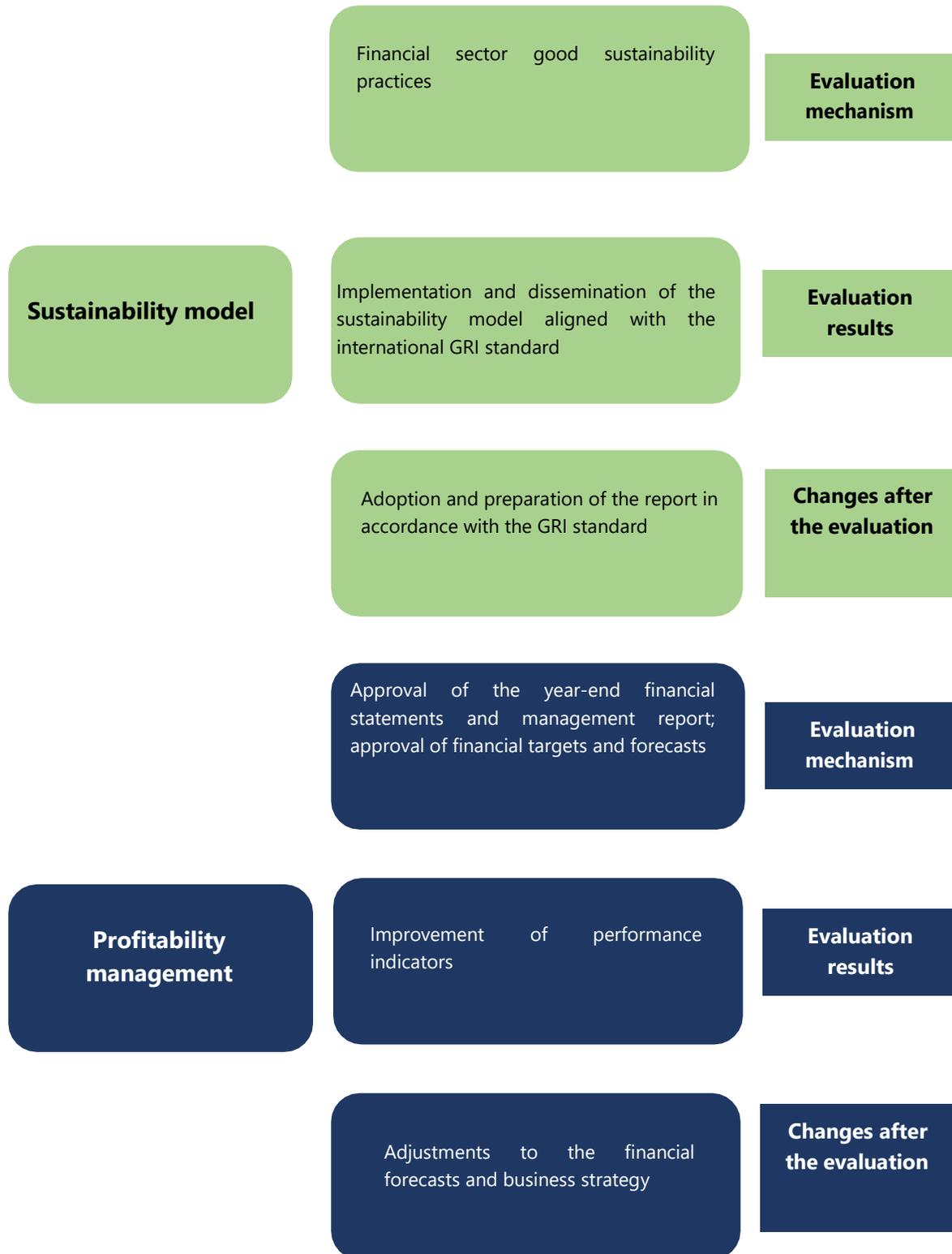
Quality management

Management	Quality Committee
Purpose	Assure compliance with the requirements of the ISO 9001:2015 standard and the organization's objectives, to satisfy the needs of stakeholders.
Policies	Quality and process policy
Commitments	Audit and continuous improvement of processes and operations – Align with the standard
Goals and targets	<ul style="list-style-type: none">🔹 Update and maintain compliance with the requirements of the standard and of the organization🔹 Audit and continuously improve the organization's processes and procedures🔹 Close the gaps identified by the audits of each period🔹 Maintain the ISO 9001 quality certification to satisfy the needs of our stakeholders
Responsibilities	Quality Committee - Office of the CEO
Resources	Human
Mechanism for claims or complaints	Quality Committee
Actions	<ul style="list-style-type: none">🔹 Monitor, measure, and review process management🔹 Continuously improve based on findings reported by sources for improvement🔹 Monitor fulfillment of stakeholder needs



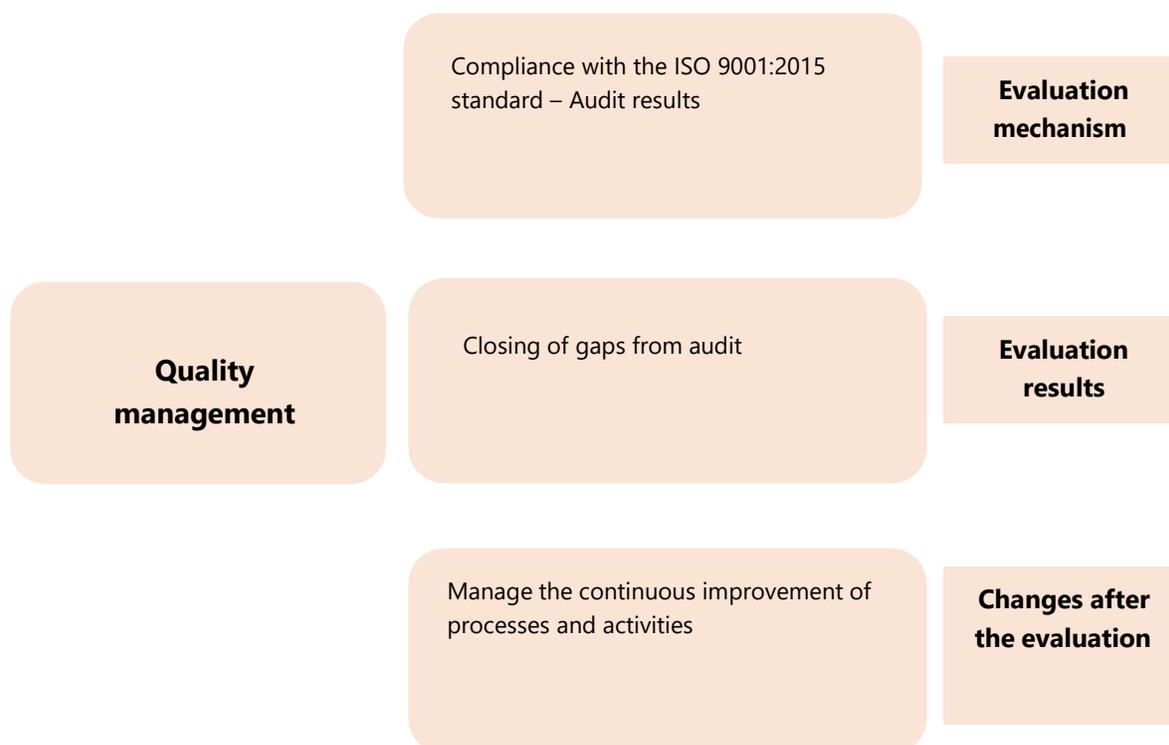
(103-3) Evaluation of the management approach

	<p>General wellbeing survey, Transparency Channel, Wellbeing Committee, Workplace Coexistence Committee, COPASST, on-line weekly monitoring of team performance.</p> <p>The Company has a Performance Management System through an outsourced application that enables making quarterly and annual assessments of work and personal management, improvement and performance.</p>	Evaluation mechanism
Talent management	<p>In 2022, no major changes were reported in the measurement of human resource performance indicators.</p>	Evaluation results
	<p>Does not apply</p>	Changes after the evaluation
	<p>Annual supplier evaluation</p>	Evaluation mechanism
Purchasing and supplier	<p>No new events have been reported to date</p>	Evaluation results
	<p>Monitoring of requirements</p>	Changes after the evaluation





	Does not apply	Evaluation mechanism
Reaffirmation of principles and values	Does not apply	Evaluation results
	Does not apply	Changes after the evaluation
	Strategic planning – Budget – Financial forecasts	Evaluation mechanism
International consolidation	Stabilization of the operation in the Dominican Republic and new issuances	Evaluation results
	In the Dominican Republic: Five-year issuances plan	Changes after the evaluation



ECONOMIC STANDARD

(201-1) Direct economic value generated and distributed

During 2022, the following are the figures of economic value generated and distributed by Titarizadora Colombiana (amounts in millions of pesos):

Direct Economic Value Generated (Revenues)	COP 26,445
Operating costs	COP 7,379
Employee benefits	COP 2,949
Salaries	COP 7,450
Payments to capital providers	COP 70
Government payments (Taxes)	COP 3,815

(201-2) Financial implications and other risks and opportunities due to climate change

Titarizadora Colombiana has not detected any risk or opportunity derived from climate change. Given the nature of the Company's business, it produces no direct impacts beyond those derived from the operations of the loan originators, which manage the assets.



(201-3) Defined benefit plan obligations and other retirement plans

Titularizadora Colombiana implemented support for employees nearing retirement with personalized counseling for planning for the retirement stage once their work stage has ended.

(201-4) Financial assistance received from government

Does not apply

(202-1) Ratios of standard entry level wage by gender compared to local minimum wage

Does not apply

(202-2) Proportion of senior management hired from the local community

All operations and activities of Titularizadora Colombiana are carried out at its offices in Bogotá at Calle 72 # 7-64 , which is defined as its significant operation. 100% of the senior executives hired by the Company belong to the local community, defined as Colombian citizens who are residents in the city of Bogotá and who fulfill the required characteristics and conditions to perform the described duties of the position.

(203-1) Infrastructure investments and services supported

During 2022, Titularizadora Colombiana did not make investments in transportation networks, public utilities, social facilities, etc., that would have any positive or negative impact on its stakeholders or that transferred any value to the Company's operations.

(203-2) Significant indirect economic impacts

- ◆ Job creation
- ◆ Supply chain movement through demand for inputs from suppliers
- ◆ Enables fulfilling the originators' financing needs through investor demand for securities in the capital market
- ◆ It is reflected in greater availability of resources for originators, enabling them to offer more credit.

(204-1) Proportion of spending on local suppliers

The entity has a total of 342 local suppliers, which account for 99.9% of the payments made during 2022.



(205-1) Operations assessed for risks related to corruption

The Securitizer has a Corporate Anti-Corruption Policy duly formalized and disseminated at all levels of the organization. Under the framework of said policy and taking into account the activities developed by the Company During 2022, no related risks were identified or materialized with corruption.

(205-2) Communication and training about anti-corruption policies and procedures

- a. During 2022, 100% of the Board of Directors reviewed and approved the Corporate Anti-corruption Policy, which establishes the applicable guidelines for the effects of maintaining the commitment adopted by the Company of zero tolerance for corruption.
- b. During 2022, the General Secretary of Titularizadora Colombiana provided training on corporate governance and the anti-corruption policy, with attendance by 51 Company employees, which represents a significant level of attendance within Titularizadora. A video on the main aspects of the Policy was also developed, which is broadcast through screens available at the Company to this effect, and the Policy was published on the website of Titularizadora to make it permanently available.

(205-3) Confirmed incidents of corruption and actions taken

During 2022, no corruption cases were reported at the Company.

(206-1) Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

During 2022, Titularizadora Colombiana was not involved in any legal actions related to anti-competitive behavior and monopoly practices.

(207-1) Approach to tax

Titularizadora Colombiana prepares and submits its tax returns in accordance with applicable national and municipal regulations. No tax strategy has been defined or approved by any corporate governance body.

(207-2) Tax governance, control, and risk management

Does not apply



(207-3) Stakeholder engagement and management of concerns related to tax

Does not apply

(207-4) Country-by-country reporting

Titularizadora Colombiana does not present consolidated financial statements. For alleffects, its tax jurisdiction is in Colombia and the tax authority is Administración de Impuestos y Aduanas Nacionales (DIAN).

(301-1) Materials used by weight or volume

Titularizadora Colombiana uses sheets of paper to print various documents. However, under the new policies of the "Think Green" program, it has been decided to distribute information through electronic channels by means of repositories made available by the Company.

(301-2) Recycled input materials used

The percentage of recycling generated by the company in the period 2022 was calculated at from the amount of paper produced by which it was recycled 5% belonging in its majority to management of active and inactive file generated by the company.

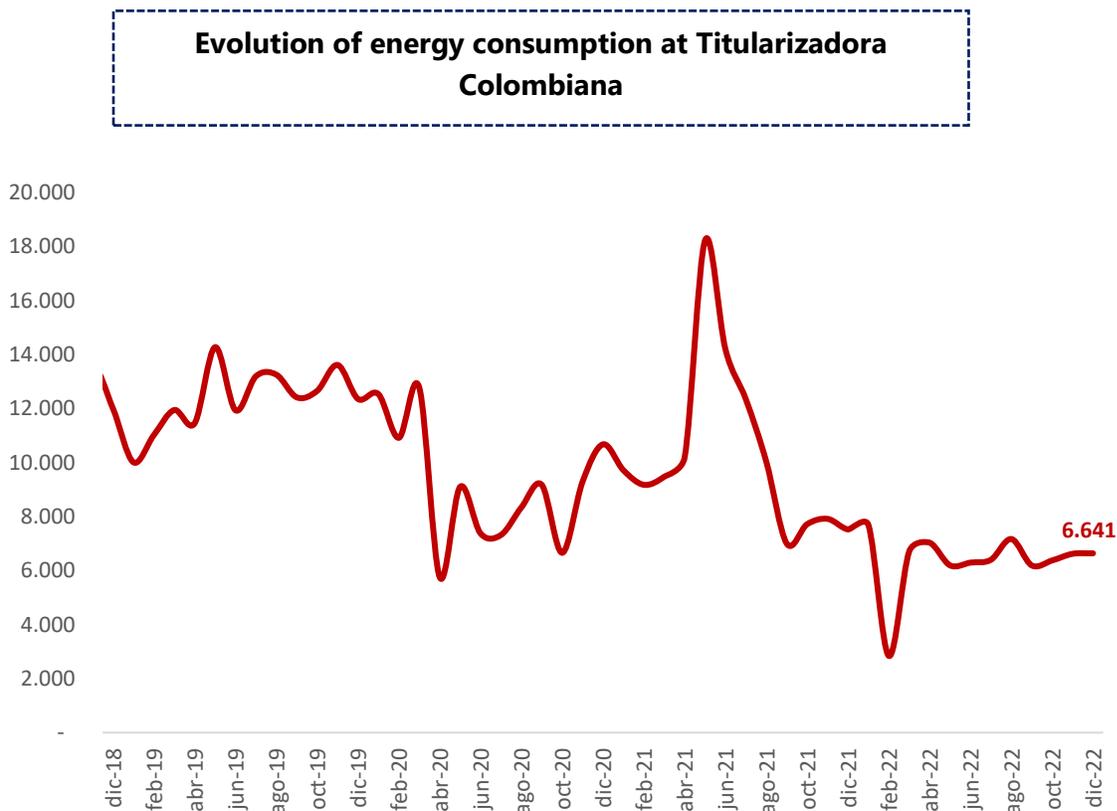
As a main strategy, the zero-paper policy has been generated, which consists of the Digitization of documents and their subsequent conservation through repositories electronics arranged by the company.

(301-3) Reclaimed products and their packaging materials

Does not apply



(302-1) Energy consumption within the organization



Source: Titularizadora Colombiana

Electricity consumption measured in Kwh at year-end 2022 totaled 76,689 Kwh.

(302-2) Energy consumption outside of the organization

Does not apply

(302-3) Energy intensity

Does not apply

(302-4) Reduction of energy consumption

- Energy efficiency program.

Through the programs Think Green; change lighting to LED lamps in areas and facilities; energy savings campaign for technological equipment.

(302-5) Reductions in energy requirements of products and services

In 2022, energy consumption totaled 123,554 Kwh, explained by the employees' return to the Company's physical facilities. In 2022, consumption totaled 76,689 Kwh; the reduction was achieved through the implementation of strategies such as the acquisition of energy-saving electric equipment; changeover to energy-saving lighting, and energy savings campaigns.



(303-1) Interactions with water as a shared resource

Titularizadora Colombiana uses water at the Company's facilities, where no industrial or production processes are carried out that would imply any additional use. There is no water recycling or reuse.

(303-2) Management of water discharge-related impacts

Water consumption is mainly from the water dispensing equipment that includes a purifier and savings system to promote safe consumption for employees.

(303-3) Water withdrawal

Does not apply

(303-4) Water discharge

Does not apply

(303-5) Water consumption

The water consumed at the offices of Titularizadora Colombiana is recorded based on the amounts reported by the city water utility company.

Month	m2
Jan-22	18
Feb-22	22
Mar-22	21
Apr-22	22
May-22	22
Jun-22	25
Jul-22	28
Aug-22	24
Sep-22	26
Oct-22	25
Nov-22	34
Dec-22	28
Total	295

(304-1) Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

Titularizadora Colombiana is not located in any protected area.



(304-2) Significant impacts of activities, products, and services on biodiversity

Given the location of the facilities of Titularizadora Colombia and its business activities, it has no significant impact on biodiversity.

(304-3) Habitats protected or restored

Does not apply

(304-4) IUCN Red List species and national conservation list species with habitats in areas affected by operations

Does not apply

(305-1) Direct GHG emissions

Given the nature of its business, Titularizadora Colombiana does not produce direct GHG emissions.

(305-2) Energy indirect GHG emissions

Does not apply

(305-3) Other indirect GHG emissions

Does not apply

(305-4) GHG emissions intensity

Does not apply

(305-5) Reduction of GHG emissions

Does not apply

(305-6) Emissions of ozone-depleting substances

Does not apply

(305-7) Nitrogen oxides, sulfur oxides, and other significant air emissions

Does not apply

(306-1) Water discharge by quality and destination

Does not apply

(306-2) Waste by type and disposal method

Following the gradual return to work at the corporate offices, work resumed on collecting and disposal of the waste generated. All waste is non-hazardous, and the following quantities were reported by disposal method:



Disposal method	Weight (Kg)
Reused	12
Recycled	45
On-site storage	80

(306-3) Significant spills

Does not apply

(306-4) Transport of hazardous waste

Does not apply

(306-5) Water bodies affected by water discharges and/or runoff

Does not apply

(307-1) Non-compliance with environmental laws and regulations

In 2022, Titularizadora Colombiana was not subject to any fines or penalties due to non-compliance with environmental laws and regulations.

(308-1) New suppliers that were screened using environmental criteria

Starting in 2018, Titularizadora Colombiana included in its supplier registration form the statement on Corporate Sustainability, which discloses the following key information to identify patterns that are aligned with the requirements of the GRI standard regarding suppliers:

- ◆ The organization has implemented an occupational safety and health system.
- ◆ The organization makes the required payments related to social security and salaries and does not employ minors.
- ◆ The organization includes a percentage of employees who are female heads of household or vulnerable populations (people with disabilities, displaced persons, among others).
- ◆ The organization organizes recycling and energy and water savings campaigns.

(308-2) Negative environmental impacts in the supply chain and actions taken

The company currently has 342 suppliers, including both individuals and legal entities, which are assessed by means of the supplier registration forms filled out by the providers.



(401-1) New employee hires and employee turnover

Left company:

	2016	2017	2018	2019	2020	2021	2022
Men	3	11	3	6	2	8	12
Women	1	11	2	0	2	5	6
Total	4	22	5	6	4	13	18

New hires:

	2016	2017	2018	2019	2020	2021	2022
Men	5	6	3	2	6	7	9
Women	1	5	0	6	1	2	5
Total	6	11	3	8	7	9	14

Turnover: ((New hires + left)/2)*100

	2019	2020	2021	2022
Men	11%	10%	7%	10%
Women	9%	5%	3%	5%
Total	10%	8%	11%	16%

(401-2) Benefits provided to full-time employees that are not provided to temporary or part-time employees

The employee benefits for permanent employees include i) life insurance, ii) payment of 100% of sick leave by payroll, iii) allowance for gyms and iv) allowance for membership in the employee cooperative.

(401-3) Parental leave

During 2022, a collaborator found herself on maternity leave. The terms established by law regarding leave by license are respected and supported by The Company

(402-1) Minimum notice periods regarding operational changes

It should be noted that there are no trade unions at Titularizadora Colombiana. However, corporate-level decisions and those that affect the employment contracts are communicated to employees one month in advance.



(403-1) Occupational health and safety management system

It has compliance with 98% (2022) of the SG-SST, with all legal requirements and implemented the corresponding campaigns for prevention, information and training on all programmes covered by the SG-SST.

INFORME ESTANDARES MÍNIMOS DEL SISTEMA DE GESTIÓN DE LA SEGURIDAD Y SALUD EN EL TRABAJO SG-SST (RESOLUCIÓN 312 DE 13 FEBRERO DE 2019)	 
--	---

Resultados	
Total ítems Cumple	58
Total ítems No cumple	0
Total ítems No aplica	2
Valoración	100

(403-2) Hazard identification, risk assessment, and incident investigation

The OHSMS established that any time an employee identifies a workplace hazard, it must be reported to any member of the COPASST, which includes the Human Resources employee responsible for managing incidents, as set out in the OHSMS Manual.

Plan de Acción Conjunta PAC - Colmena Seguros									
I. Información General									
Fecha Elaboración PAC:	8	Febrero	2022						
Empresa:	titularizadora colombiana s a			Nit:	830089530				
Contacto empresa:	AMELIA OCAMPO GOMEZ			Contrato	1162042				
Cargo Contacto	Analista Recursos Humanos			Dis	Erika Sosa Guerrero				
Email	aocampo@titularizadora.com			Regional	Centro				
2. Análisis de Riesgos									
	Riesgo Potencial				Riesgo Expuesto			Objetivo del SGSST	
	PUY ALTO (HA) ENTRE 40 - 24	ALTO (A) ENTRE 20 - 10	MEDIO (M) ENTRE 8 - 4	BAJO (B) ENTRE 4 Y 2	2019	2020	2021		
MORTAL O CATASTRÓFICO (H) 100	BIOLOGICO Virus - Covid 19				N° promedio de trabajadores	69	71	70	Implementación del SGSST acorde con los estándares mínimos del SGSST
MUY GRAVE (MG) 60			BIOMECANICO Posturas inadecuadas y prolongadas Movimientos repetitivo		N° Accidentes de Trabajo	0	0	0	
GRAVE (G) 20		PSICOSOCIAL Características de la organización del trabajo			Días de Incapacidad Cargados	0	0	0	
LEVE (L) 10					N° Accidentes de Trabajo Mortales	0	0	0	
					N° Enfermedades Laborales Periodo	0	0	0	3. Evaluación del SGSST
					N° Enfermedades Laborales Totales	0	0	0	
					Frecuencia de Accidentalidad	0,00	0,00	0,00	Puntaje:
					Severidad de Accidentalidad	0,00	0,00	0,00	99,00%
					Prevalencia de la Enfermedad Laboral	0,00	0,00	0,00	Valoración
					Proporción de Accidentes de Trabajo	#iDIV/0!	#jDIV/0!	#kDIV/0!	ACEPTABLE
Observaciones									

(403-3) Occupational health services

General Management Report of the System

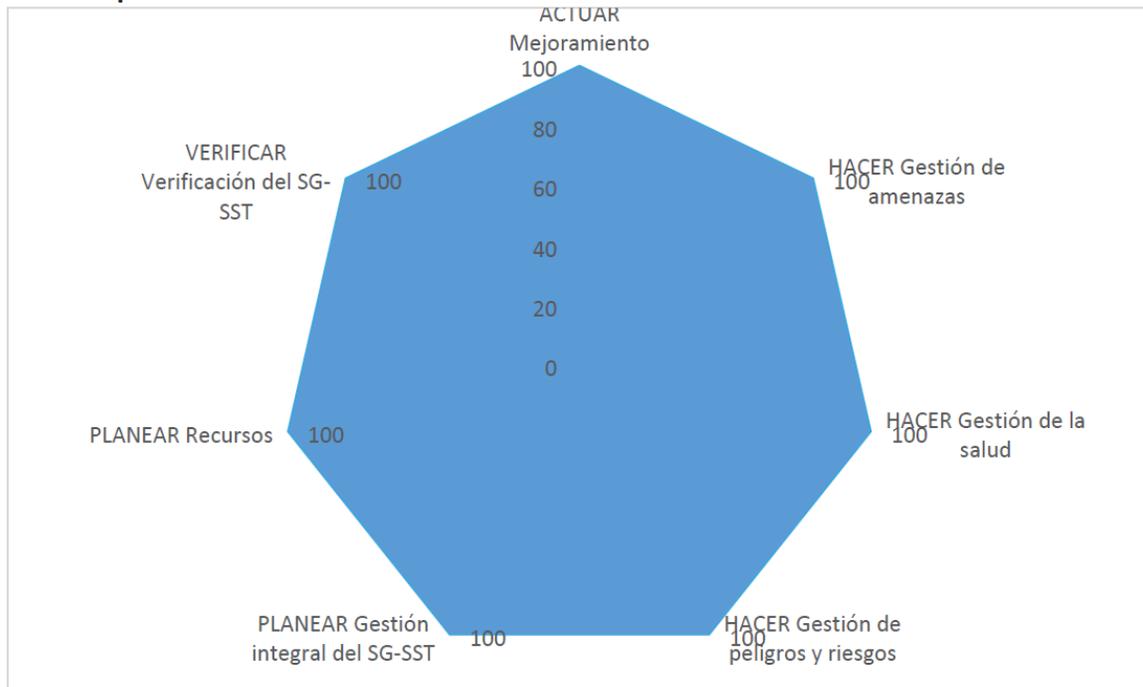
Activity	Result
Fulfillment of the activities included in the OHSMS Annual Plan	92% fulfillment



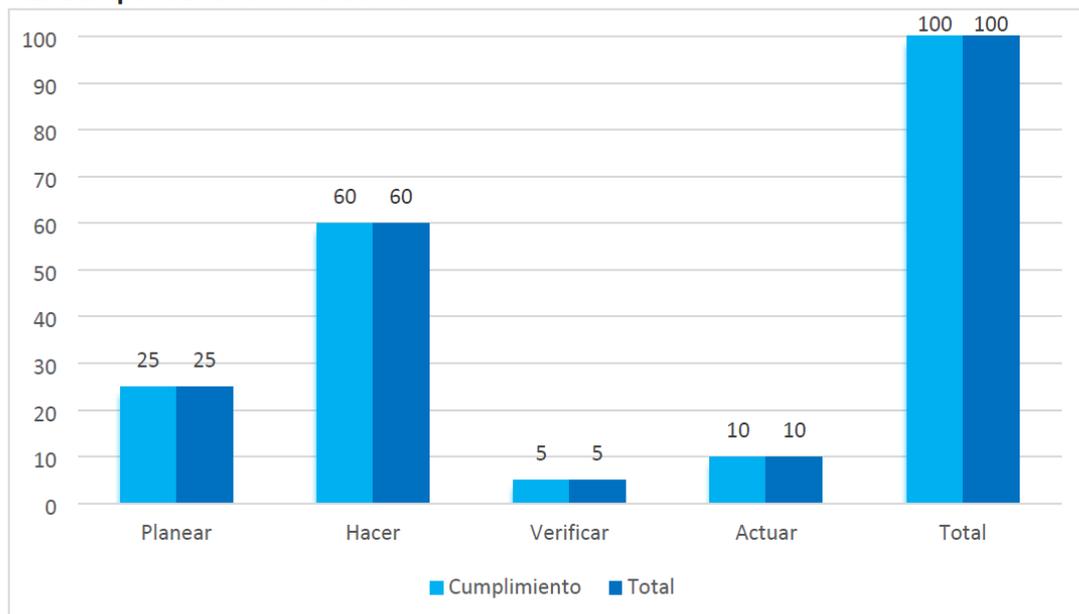
Occupational Safety and Health Management System	Indicator of fulfillment of the OHSMS Program certified by the ARL	100% compliance
	OHSMS external audit and certification	81 documents reviewed and approved Updated policies
	Work-related accidents and diseases	None reported
	Weekly and/or monthly dissemination of information on prevention, topics of interest, emergencies, etc.	THE ENTIRE COMPANY, 12 months, three messages per day
	Upgrades to offices and workstations arising from COPASST inspections	On-line monitoring of workstation conditions and connectivity under remote work
	Emergency prevention campaign at home and at the office	THE ENTIRE COMPANY
	OHSMS training	6 COPASST members 10 brigade members
	Continuity of the active breaks and Muscular-skeletal Care Schools (Epidemiological Surveillance Program)	66 employees
	Acquisition of new items to supplement fixed and movable emergency first aid kits	12 first aid kits equipped
	Information for the entire company on work-related incidents and accidents	THE ENTIRE COMPANY
	Reinforcement of emergency signage	ALL PHYSICAL AREAS
	Biosafety and biological risk prevention campaigns	THE ENTIRE COMPANY
	Training on biological risk prevention, mental health, environmental responsibility, hearing care, healthy lifestyles	THE ENTIRE COMPANY
	Assessment and review of the minimum standards of the OSHMS	COPASST



4.1 Cumplimiento de los estándares

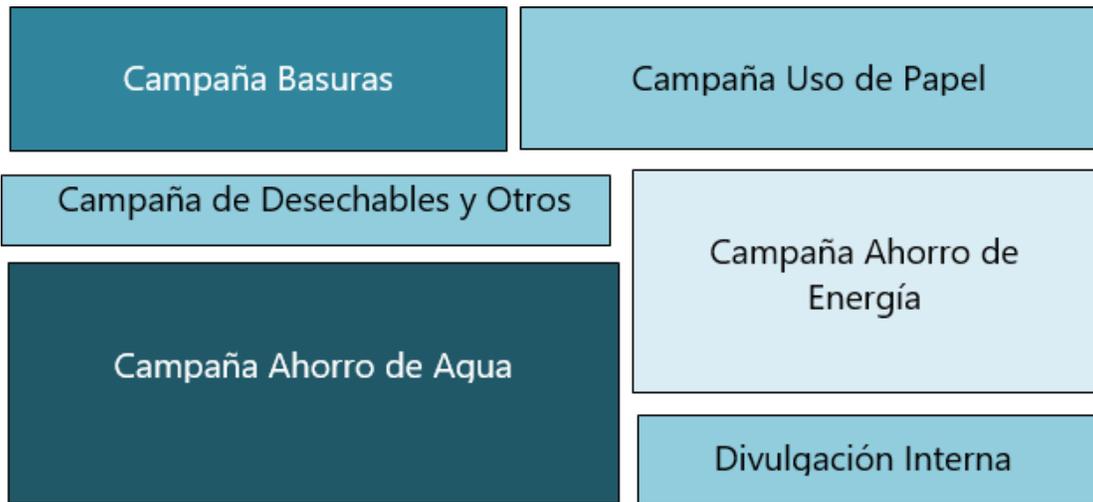


4.2. Cumplimiento del Ciclo PHVA





2022 Campaigns / Environmental Strategy



The Think Green: “Leave your footprint on the planet” (*Piensa Verde “Deja tu huella en el planeta”*) campaign included:

Strengthening of the program aimed at environmental sustainability: “Think Green: Committed to Sustainability,” through different internal communications campaigns to apply both at home and at the office.





Waste campaign





Paper use campaign



Campaign on single-use and other products





Energy savings campaign



Water savings campaign





(403-4) Worker participation, consultation, and communication on occupational health and safety

Internal Communications



The internal communications plan included: daily messages on COVID-19 prevention and information, mental health, healthy lifestyles, ergonomics, family support and working from home, and two daily messages on active breaks, emergencies, environmental sustainability, epidemiological surveillance system, occupational risks, care for working at home.

The COPASST (joint employer-employee occupational risk management committee, for the Spanish original) held monthly meetings and played an active role during 2021 in executing the Support Plan to follow up on employees, in compliance with the established protocols.





(403-5) Worker training on occupational health and safety

Functions and scope of the Workplace Coexistence Committee and the COPASST; first aid; fire prevention; healthy lifestyles; stress management; evacuation; active breaks; Biosafety protocol; virtual meetings; disconnecting from work, and mental health.

(403-6) Promotion of worker health

Financial assistance is provided for enrolling in sports schools of the Family Compensation Fund and gym. Health Week, with assistance by a physician expert in muscular-skeletal risks, annual occupational medicine check-ups and laboratory tests. The Company's policy is to offer employees time off for medical appointments. The internal communications plan reinforces important topics for employees at the offices and family members at home.

(403-7) Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

Epidemiological Surveillance Program to mitigate muscular-skeletal, hearing and eyesight risks.

(403-8) Workers covered by an occupational health and safety management system

The OSHMS covers 100% of the employees, including an outsourced employee.

(403-9) Work-related injuries

No work-related accidents were reported in 2022.

(403-10) Work-related ill health

No work-related illnesses were reported in 2022.

Sick leaves and absenteeism

Sick leave: the OHSMS indicator is in terms of days of sick leave: During 2022, the sick leave indicator was 2.6 hours.



(404-1) Average hours of training per year per employee

Total hours of training in 2022:

Level	Men	Women
CEO		
Chief Executives, Managers and Directors	407	119
Heads of Area, Coordinators	200	172
Professionals and Analysts	1322	675
Assistants, Cashiers, Secretaries, Others	171	184
Total	2100	1150

(404-2) Programs for upgrading employee skills and transition assistance programs

The programs implemented and assistance provided to enhance employee skills are aimed at providing training to meet the employees' training requirements and needs. Support is also provided to plan for pensions and retirement.

(404-3) Percentage of employees receiving regular performance and career development reviews

100% of employees with permanent employment contracts receive quarterly follow-up evaluations and a year-end evaluation and review of the objectives for the next evaluation period. Each year, all employees must establish with their direct supervisors the objectives they will work on, and document them in the Company's performance management platform.



(405-1) Diversity of governance bodies and employees

Employees

Age range	Women	Men
0 to 30 years old	8	7
31 to 50 years old	15	22
Over 50 years old	6	8
Total	29	37

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

The salary gap policy was reviewed, as part of an annual review, based on a salaries study carried out by an external third party.

Titularizadora Colombiana has an Appointments, Compensation and Ethics Committee, one of whose functions, pursuant to article 2.1.3.3. of the Good Governance Code, is to establish parameters and propose and review the remuneration of the members of the Board and Senior Management.

Talent Attraction, Selection and Retention Policies

- Starting in 2022, a hybrid attendance system was formally implemented, which offers three options for attendance and 5 shifts, with the aim of enhancing the quality of life for employees and increasing labor productivity.
- The work day was also shortened to nine (9) hours per day (including a one hour break in the middle of the shift as established by Law).
- The Biosafety Protocol was relaxed based on the policies established in this regard by the Ministry of Health and the Ministry of Labor. Due to the above, we promote self-care and good hygiene habits to protect the employees' health.
- Jointly with the occupational risk insurer (ARL), inspections were carried out of home workstations to assess the physical work conditions and determine needs to improve such conditions. Employees made agreements to accept the recommendations made by the ARL.
- A workplace environment and psycho-social risk survey was carried out with excellent results. These two assessments derive in action and improvement plans to be implemented by areas and the Company during 2022 and 2023. They mainly focus on leader development, team management and quality of life in the personal sphere.
- A program named UN CAFE CON PROPÓSITO (A Coffee with a Purpose) was implemented, which consists in a quarterly meeting of employees with the CEO of the Company, as an opportunity for dialogue, reflection, comments and suggestions related to the workplace environment, etc.
- We continued to work on corporate sustainability based on the digital transformation, updating and strengthening of productivity, life-work balance, project-based management, and innovation in response to new trends. During 2022, with the aim of strengthening organizational culture, we focused on training and the implementation of digital processes and the formulation of the HITOS + project, which is the core application of the business. Participation of personnel in on-line training programs was promoted,



with greater involvement of supervisors in the performance management system, and we developed on-line programs for employees and their families.

- In terms of environmental sustainability, the focus was on strengthening the program “Piensa Verde: Comprometidos con la sostenibilidad” (Think Green: Committed to Sustainability), with an emphasis on practices for recycling and saving water and electricity at home. In general, they were encouraged to “leave a footprint for the planet” with favorable results.

The activities are communicated internally at the Company, and their objective is to achieve the comprehensive wellbeing of employees, and their professional and personal development.

Talent Committee

Titularizadora Colombiana has an Appointments, Compensation and Ethics Committee, one of whose functions, pursuant to article 2.1.3.3. of the Good Governance Code, is to establish parameters and propose and review the remuneration of the members of the Board and Senior Management. We are represented at the Board and this Committee by the Organizational Development and Compliance Manager. A wellbeing committee meets as required by organizational needs to promote employee participation.

Workplace Wellbeing and Quality Policies

Wellbeing policies are in place:

- All Company areas must be represented in the preparation of the plans and programs on workplace wellbeing and quality. The plans and programs must be aimed at all Company employees. Decisions that benefit COLLECTIVE interests will prepare over individual interests.
- Encourage coexistence in a healthy workplace environment. Implement plans that contribute to integral development and improved life quality (work, personal, family). Promote knowledge of the arts and the various cultural expressions. Promote a healthy lifestyle through prevention and occupational health programs and practicing sports and recreational activities.

Employee Development

One employee was promoted in 2022

(406-1) Incidents of discrimination and corrective actions taken

In 2022, no cases of discrimination were reported. Titularizadora has a coexistence committee through which all situations related to labor harassment are channeled, and which uses best practice to solve conflicts of this type.

(407-1) Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

Does not apply

(408-1) Operations and suppliers at significant risk for incidents of child labor

Does not apply



(409-1) Operations and suppliers at significant risk for incidents of forced or compulsory labor

Does not apply

(410-1) Security personnel trained in human rights policies or procedures

Does not apply

(411-1) Incidents of violations involving rights of indigenous peoples.

No cases of violations of rights of indigenous peoples were reported.

(412-1) Operations that have been subject to human rights reviews or impact assessments / (412-2) Employee training on human rights policies or procedures / (412-3) Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.

During 2022, the Company did not sign any agreements or investment contracts with human rights clauses.

(413-1) Operations with local community engagement, impact assessments, and development programs

Does not apply

(413-2) Operations with significant actual and potential negative impacts on local communities

Does not apply.

(414-1) New suppliers that were screened using social criteria.

During 2022, relations were maintained with providers, which were assessed by means of selection filters, including social criteria, which is a recurrent assessment performed by the organization.

(414-2) Negative social impacts in the supply chain and actions taken.

NA

(415-1) Political contributions

During 2022, Titularizadora Colombiana did not make any contributions to political parties and/or political representatives.

(416-1) Assessment of the health and safety impacts of product and service categories

Given the nature of the business, no assessment was made in connection with the health effects of the services provided.



(416-2) Incidents of non-compliance concerning the health and safety impacts of products and services.

No cases of this type have been reported.

(417-1) Requirements for product and service information and labeling

The services offered by Titularizadora Colombiana have no direct impact on the environment, and consequently no information is provided to customers in this regard.

(417-2) Incidents of non-compliance concerning product and service information and labeling.

During 2022, no cases of non-compliance were reported concerning product and service information that would give rise to fines or penalties.

(417-3) Incidents of non-compliance concerning marketing communications.

During 2022, no cases of non-compliance were reported concerning advertising, promotion and sponsorship regulations that would give rise to fines or penalties.

(418-1) Substantiated complaints concerning breaches of customer privacy and losses of customer data.

During 2022, no claims were received related to breach of customer privacy.

(419-1) Non-compliance with laws and regulations in the social and economic area

During 2022, no fines or non-financial penalties were reported due to non-compliance with laws and regulations in the social and economic area.