Environmental/policy management system

In *Bancolombia* we work to generate a balance between environmental quality and quality of life, thus achieving sustainability over time; therefore, we identify direct and indirect impacts of our activity towards the environment and we promote prevention, mitigation, correction and compensation thereof, in order to obtain a better future for future generations.

**Materiality**

Our environmental management model strategy is directly related to the 20/20 Group vision strategy. Each of our management model actions are articulated to our purpose to build an Ever More Human and Sustainable Banking; to achieve this, a continuous dialogue with our stakeholders constitutes a fundamental part of our 20/20 vision in order to build long term relations based on trust, innovation upon customer gratifying experience, thus ensuring that growth is sustainable and rely on people committed with an Ever More Human Banking.

Build an organization where all of us are important implies listening, thinking on the others and being sensitive upon their needs to transcend the way in which we serve, privileging a different manner in which we relate with others. Thus, we understand that we are actors and promoters of a transformation that allows to continue building the organization that we dream: a growing, profitable and sustainable organization based on people.

We identified our relevant issues, both, internally and externally, its materiality level and location in relation to risks, goals established and our environmental management system in order to identify our risks and opportunities through our missionary and support fronts whereby we manage our strategy.
Within our environmental management system we have worked in accordance with macro-processes comprised by missionary and support actions as means to identify material issues within the environmental dimension, thus contributing to comply with such relevant issues for our organization and stakeholders within the 20/20 strategy framework.
Components of the Environmental Management System

*Bancolombia* Group environmental management system is aligned with standard ISO 14001. Such system includes an environmental management policy establishing the reference framework, structures, principles and guidelines to plan, organize, implement, monitor, control and continuous
improvement of Bancolombia Group Integral Environmental Management System; a strategic planning process is performed on an annual basis to encourage achievement of sustainable development objectives; all areas related to Bancolombia management system actively participates in this process. See policy in PDF.

This system includes:

a. The environmental legal matrix addresses compliance upon national government and Corporaciones Autónomas Regionales standards, and customers and suppliers commitments.

b. The environmental impact matrix identifies Bank environmental issues allowing us to prioritize action plans.

In 2013, an external diagnostic audit was performed addressing the environmental management system the purpose of which is to close in 2014 the gaps found.

Environmental Management System Missionary Axes

Our missionary axes are:

**Corporate Eco-efficiency**: We currently measure our carbon footprint resulting from our direct and indirect operation; we manage its components to reduce consumption thereof, and compensate our impact through sowing processes in coordination with Fundación Natura. We sowed 12.600 trees during this year.

**Social and environmental risk analysis upon businesses**: We seek to mitigate indirect social and environmental risks that may be materialized by projects and activities financed by us. Thus we have a policy for compliance, commitment and accession towards Ecuador Principles.
**Sustainable Business:** We promote partners sustainability through new business opportunities, designing strategies aimed at facilitating financing, investment and implementation of projects, and activities generating a positive environmental and social impact.

**Climate Change Strategy:** Assessment on climate change direct impact upon our businesses delivering corrective measures; considers how indirect effects may impact the way in which we operate, and develops climate change opportunities for us and our customers, in order to provide support to face such challenges.
Environmental management model