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Human Resource Policy of Banco Pichincha C.A and Subsidiaries

APPROVED BY:	Signature of approval
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	Date of approval: year / month / day



Change Control

VERSION	DETAIL	PREPARED BY	DATE OF APPROVAL PREVIOUS VERSION	REVIEWED BY
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1. Objective

Banco Pichincha C.A. contributes to the development of the country, promoting a management of respect for diversity and for people, as well as the promotion of inclusion.

Having expressed its support for the ten principles of the Global Compact concerning human rights, labor rights, the environment and the fight against corruption, the aim of this policy is to promote our commitment to respect and contribute to the protection of Human Rights, which are aligned with our corporate culture within the framework of the International Charter and the Universal Declaration of Human Rights and other international instruments such as:

The International Labor Organization Declaration on Fundamental Principles and Rights at Work and the Guiding Principles on Business and Human Rights, so that our organization and our people align with this framework of behavior and know their rights and obligations.

In addition, this policy aligns with the codes of conduct, the internal regulations of work and the values that govern our organization.

2. Scope

This policy applies to all Employees, from all areas, segments and departments of Banco Pichincha and subsidiaries from their admission to the institution until they leave it.

3. Compliance Officers

1. Risk Area
2. Sustainable Development Unit
3. Audit

✓ Risk Area – Políticas.-

- o Standardize specific policy concepts; the format, model to be used in the creation, update of the document.

✓ Sustainable Development

- o Develop and disseminate the content of this policy, so that the entire organization knows at a national level



✓ **Audit**

- Review of the Policy compliance

4. Políticas

4.1 General Políticas

4.1.1. With our Employees:

We avoid any form of discrimination. - In our organization we have an internal work regulations and a code of ethics that promote non-discrimination, in the relations of Bank staff with suppliers, customers and the community in general, with whom any type of discrimination by gender, race, age or any condition of the human being is avoided.

We protect the health of our staff. - Our Employees have easy access to quality health services, from their admission to the Institution and throughout their stay. The health of our staff is also aimed at compliance with occupational safety policies, prioritizing that working conditions are excellent and safe.

We provide decent employment. - The work of our Employees is developed within the framework of dignity and respect, with equal duties and rights, without distinction of functions or position. At Banco Pichincha we ensure the right of our Employees to protect their personal data and respect for their privacy.

4.1.2 With our Customers and Suppliers:

We offer products and services that fit your needs. - Our corporate responsibility encourages us to think about the needs of our customers when designing products and services, focusing on their satisfaction and well-being.

We offer a decent and equitable treatment to all our Customers. - Our Customers have a dignified and equitable treatment on the part of our Employees; the attention that is given them responds to high standards of service.

We establish commercial relationships with suppliers aligned with good practices in the field of Human Resources. We establish commercial relations with suppliers that are aligned with good practices and values, that avoid child labor, discrimination and comply with the practices expressed in the Universal Declaration of Human Rights, as well as to the expressed in the Code of Ethics for Suppliers.



4.1.3 With the Community

We supervise the impact of our operations. - We promote actions to minimize the environmental impact caused by our operations, mainly in relation to the consumption of resources such as water, paper, energy, through an Environmental Management System that gives the necessary guidelines for an efficient management of resources and measures for prevention of pollution and regulatory compliance.

We incorporate social and environmental issues into our processes. - From our management we have processes that foster good socio-environmental practices, so when by offering products / services to society and during the risk analysis of financing activities, we looked at compliance of social and environmental issues, in order to minimize risks or negative impacts.

We contribute to the eradication of corruption. - Through the application of our codes of conduct and in compliance with the 10 principles of the Global Compact, we seek to strengthen values in our Employees, through the development of constant training processes for our staff, also contemplating issues of prevention of money laundering and other crimes.

This policy has been developed in the area of Sustainable Development of Banco Pichincha C.A, and will be published, both in English and Spanish on the external website www.pichincha.com. It was last reviewed in: August 2017



5. Attachments:

Attachment 1: Universal Declaration of Human Rights

Article 1 Right to Equality	Article 16 Right to marriage and family
Article 2 Prohibition of discrimination	Article 17 Right to private property
Article 3 Right to life, liberty and personal security	Article 18 Freedom of faith and religion
Article 4 Prohibition of slavery	Article 19 Freedom of opinion and information
Article 5 Prohibition of torture and inhuman or degrading treatment	Article 20 Right of peaceful assembly and association
Article 6 Right to recognition as a person before the law	Article 21 Right to Participate in Government and in Free Elections
Article 7 Right to social security	Article 22 Right to equality before the law
Article 8 Right of resource before a competent court	Article 23 Right to work and to join trade unions
Article 9 Right to rest and leisure	Article 24 prohibits arbitrary arrest or exile.
Article 10 Right to a fair and public hearing	Article 25 Right to an adequate standard of living.
Article 11 Right to be presumed innocent until proven guilty	Article 26 Right to education
Article 12 Prohibition of intrusion in the privacy of family, home and correspondence	Article 27 Right to participate in the cultural life of the community.
Article 13 Right of freedom of movement inside and outside the country.	Article 28 Right to social order which regulates this document
Article 14 Right to seek asylum in a foreign country	Article 29 The Community offer the essential for the free and full development
Article 15 he right to a nationality and its change	Article 30 Prohibition of far-reaching state interference in the above mentioned rights.

