

CajaVecina

Service with Minor Environmental Footprint

50-249 Employees

2016-11-07

As a wholly-owned subsidiary of BancoEstado, CajaVecina is required to make it's full B Impact Assessment transparent. This PDF contains a completed B Impact Assessment that has been reviewed by B Lab with CajaVecina for its certification as a B Corporation. Answers to questions that would reveal sensitive information (e.g. that would advantage competitors or prejudice litigation) are covered out as such:

Full Impact Assessment

Governance Mission & Engagement Level of Impact Focus (Score Value: Not Scored) Select the description that best describes your business. This is an unweighted question that will not impact your score and is asked only for research/benchmarking purposes Positive social/environmental impact is desirable but not a particular focus for our business. Social and environmental impact is frequently considered but it isn't a high priority. We consider social and environmental impact in some aspects of our business but infrequently. We consistently incorporate social and environmental impact into decision-making because we consider it important to the success and profitability of our business. We treat our social/environmental impact as a primary measure of success for our business and prioritize it even in cases where it may not drive profitability. Mission Statement (Score Value: Not Scored) Please type or paste your mission statement here. Somos una red inclusiva y cercana de soluciones transaccionales; confiable, segura e innovadora que llega a todos y todas, contribuyendo al bienestar social y económico del país. Mission Statement Characteristics (Score Value: Low) Does your company have a corporate mission statement, and does it include any of the following? Please check all that apply No written statement A written corporate mission statement that does not include a social or environmental commitment A general commitment to social and/or environmental responsibility and stewardship × A commitment to a specific positive social impact (e.g. poverty alleviation, sustainable economic development) A commitment to a specific positive environmental impact (e.g. reducing waste to landfill with upcycled products) A commitment to serve a target in-need beneficiary group (e.g. low income customers, smallholder farmers) Social & Environmental Internal Engagement (Score Value: Medium) Does your company have any of the following internal engagement practices that focus on the social or environmental mission of your company? Check all that apply. If your company does not have a written social or environmental mission, select "No social or environmental mission." No social or environmental mission Company has a social or environmental mission, but there is no training of employees on that mission Only informal inclusion of the company's social and environmental goals in orientation, training or instruction, and/or performance evaluation All workers receive orientation, training, or instruction that explicitly covers the company's social and/or environmental Managers' performance evaluation includes how the manager executed on the company's social or environmental missio × Non-managers' performance evaluation includes execution of company's social or environmental mission and goals Social/Environmental Key Performance Indicators (Score Value: Medium) Are there key performance indicators (KPIs) or metrics that your company tracks at least annually to determine if you are meeting your social or environmental objectives? We don't track key social or environmental performance indicators We measure KPIs/metrics or outputs that we have identified and defined in order to determine if we are achieving our soc × and environmental objectives We measure social and environmental outcomes over time (e.g. 3rd-party studies, customer or household surveys, progre × out of poverty index, etc.)

MI1221011-	driven Executive Compensation (Score value: Medium)
	pensation of your CEO and those who directly report to the CEO tied to achieving specific social and environmental objectives? that apply.
	No
×	Yes, CEO/President compensation
	Yes, other senior management team member(s) compensation
Stakeho	Ider Engagement (Score Value: Low)
	year, how did the company solicit specific feedback from its external stakeholders (excluding employees and investors) the company's social and environmental performance?
	No formal stakeholder engagement
	Annual stakeholder meeting
	Online stakeholder forum to provide/report social or environmental concerns or feedback
×	Meetings or other engagement mechanisms with local community members
	Meetings or other engagement mechanisms with social or environmental advocacy groups
	Community/environmental representation on an advisory board.
	Third party or anonymous surveys about social/environmental performance
	Other (please describe)
Corpora	to Associatability
Согрога	te Accountability
Governa	nce Structures (Score Value: Medium)
	e company's highest level of corporate oversight? is question affects questions you'll encounter further on in your assessment.
	Owner/Manager only
	Non-Fiduciary Advisory Board
•	Board of Directors or Equivalent
Governi	ng Body Responsibilities (Score Value: Medium)
Does your	Board of Directors have written responsibility for the following issues? that apply.
×	Guiding corporate strategy, setting strategic goals and major plans of action
×	Approving annual budgets, overseeing major capital expenditures and general risk management
×	Overseeing executive compensation
×	Overseeing the company's social and environmental mission, with specific goals and targets (if no mission statement, do not select this option)
×	Other
	Gestionar la visión corporativa de la Filial en relación a la inclusión financiera y otras materias
	None of the above
	N/A - no Board of Directors or other governing body

Governi	ng Body Characteristics (Score Value: Medium)
Which of t	ne following apply to your company's Board of Directors or equivalent governing body?
×	Meets at least twice annually
	Includes at least one independent member
	Includes at least 50% independent members
×	Oversees executive compensation
	Has an Audit Committee with at least one independent member
	Has a Compensation Committee with at least one independent member
	Company is a cooperative and elects Board from membership
	None of the above
	N/A - no Board of Directors or equivalent
Ethics	
Financia	I Controls (Score Value: Medium)
Does the o	ompany maintain any of the following financial controls? that apply.
	None
×	IT systems have different password protection systems that are changed periodically with different access levels according to the position of the staff member accessing the data Fraud risk assessment is conducted at least annually and any internal control deficiencies identified are communicated to
	BoD and senior management
×	Lines of financial reporting, responsibilities and limits for the authorization, approval and verification of disbursements are all documented in writing
x	Financial control activities are documented and at a minimum cover controls around cash disbursement, accounts receivable, accounts payable, and inventory management
Work Co	nduct Policy (Score Value: Medium)
Does your Check only one.	company have one of the following policies regarding work conduct?
	None
	A written Code of Business Conduct that explicitly establishes behavioral expectations for the organization
•	A written Code of Business Conduct that explicitly establishes behavioral expectations for the organization and that include a statement against bribery and corruption.
Instructi	on on Code of Ethics (Score Value: Medium)
	ne following describes how your company instructs employees regarding your Code of Ethics about behavioral ns, bribery and corruption?
	No Code of Business Conduct (or equivalent policy) or training on the Code
×	We instruct the Board of Directors on the Code at least annually
×	We instruct all newly hired workers on the Code
×	We instruct managers on the code on an on-going basis
×	We instruct all non-managerial workers on the Code on an ongoing basis
×	We communicate changes to the Code whenever it is updated
	Other (please describe)
Whistle	plower Policy (Score Value: Medium)
Does the o	ompany have a written whistleblower policy?
	Yes
\circ	No

Conflict	of Interest Questionnaire (Score Value: Medium)
	annual conflict of interest questionnaire filled out by all board members and officers?
	Yes
	No
Ō	N/A - No Board of Directors or equivalent
Transpar	rency
Financia	I Reporting Standards (Score Value: High)
During the	last fiscal year, with which financial reporting standards did your company comply?
	IFRS (International Financial Reporting Standards, via the International Accounting Standards Board)
	GAAP (Generally Accepted Accounting Principles, via independent U.S. standards body)
	Local accounting standard (via local independent standard setting body)
	Other (describe)
	None of the above
Ŏ	N/A - Our company is pre-revenue
Reviewe	d / Audited Financials (Score Value: Low)
If your con	npany's financial statements were audited or reviewed, what type of individual or entity conducted that review?
	None/ Neither Audited nor Reviewed
	Locally-accredited auditing firm or CPA/CFA
	Internationally-accredited auditing firm or CPA/CFA
-	company maintain financial data from last fiscal year that can be accessed or viewed by the following? Shared with all managers Shared with all non-managers Shared publicly (e.g. posted on website) None
Impact F	Reporting (Score Value: Medium)
Does the c	ompany publicly share information on its social and/or environmental performance? If so, how?
	No public reporting on social or environmental performance
	Specific quantifiable social and/or environmental indicators or outcomes are made public
	Company sets public targets and shares progress to those targets
×	Information is shared/updated annually
	Information is presented in a formal report that allows comparison to previous time periods
x	Information adheres to a comprehensive third party standard (ex. GRI or B Impact Assessment)
×	A third party has validated the information shared
	Impact reporting is integrated with financial reporting
Public Fe	eedback Channel (Score Value: Low)
Is there a	publicly-known mechanism through which customers can provide product feedback, ask questions or file complaints?
	Yes
	No

Cheff Protection warranty (Score value: Low)
Is the product or service made or sold by your company covered by a warranty or a client protection policy for consumers? Select N/A only if your company provides consulting services.
Yes
O No
○ NA
Governance Metrics
Last Fiscal Year (Score Value: Not Scored)
On what date did your last fiscal year end?
2016-12-31
Reporting Currency (Score Value: Not Scored)
Reporting currency
Chilean Peso - CLP
Revenue Last Year (Score Value: Not Scored)
Total Earned Revenue
From the last fiscal year This question will be used for scored calculation questions later in the assessment. Please complete for accurate scoring. The answer to this question affects questions you'll encounter further on in your assessment.
Revenue Year Before Last (Score Value: Not Scored)
Total Earned Revenue From the fiscal year before last
Earnings Before Interest & Taxes Last Year (Score Value: Not Scored)
EBIT (Earnings Before Interest & Taxes) From the last fiscal year
Earnings Before Interest & Taxes Year Before Last (Score Value: Not Scored)
EBIT (Earnings Before Interest & Taxes) From the fiscal year before last
Net Income Last Year (Score Value: Not Scored)
Net Income From the last fiscal year
Net Income Year Before Last (Score Value: Not Scored) Net Income From the fiscal year before last
Payments to Government (Score Value: Not Scored) Payments to government in the last fiscal year. Select N/A if company is pre-revenue.

١	Mission	Lock	(Score	Value:	Verv	High)
ı	ווטוככוויו	LUCK	LOCUIE	value.	VEIV	HIGH

MISSION	LOCK (Score value: very Hign)
	rom a mission statement, has your company done any of the following to legally ensure that its social or environmental Il be maintained over time, regardless of company ownership?
\bigcirc	Signed a contract or board resolution to amend or adopt a legal form that requires consideration of employees, communicand the environment (i.e. Signed B Corp Term sheet but have not yet adopted stakeholder consideration)
	Amended corporate governing documents to require the consideration of employees, community and the environment (e Amended Articles of Incorporation)
	Has a specific legal entity/governance structure that preserves mission (i.e. cooperative)
0	Legal entity/governance structure preserves mission and requires stakeholder consideration (i.e. Benefit Corp or cooperative that has amended governing documents to include stakeholder consideration)
	Other - Please describe
0	None of the above
Work	ers
Worker N	Metrics
Majority	Hourly vs. Salaried Workers (Score Value: Not Scored)
	sjority of your employees paid on a fixed salary or a daily/hourly wage? ED question that determines the set of additional questions your company will respond to regarding your employee impact. The answer to this question affects questions you'll encounter further ment.
	Fixed Salary
0	Daily/Hourly Wage
# of Full	Time Workers (Score Value: Not Scored)
Current Tot	Total Full-Time Workers cal Full-Time Workers is question affects questions you'll encounter further on in your assessment.
60	
# of Full	Time Workers Last Year (Score Value: Not Scored)
Total Full-T	Total Full-Time Workers ime Workers 12 months ago is question affects questions you'll encounter further on in your assessment.
57	
# of Part	Time Workers (Score Value: Not Scored)
Current Tot	Total Part-Time Workers cal Part-Time Workers is question affects questions you'll encounter further on in your assessment.
0	
# of Part	Time Workers Last Year (Score Value: Not Scored)
Total Part-T	Total Part-Time Workers Time Workers 12 months ago is question affects questions you'll encounter further on in your assessment.
0	
# of Tem	porary Workers (Score Value: Not Scored)
Current Tot	Total Temporary Workers stal Temporary Workers

5

of Temporary Workers Last Year (Score Value: Not Scored)
Number of Total Temporary Workers Total Temporary Workers 12 months ago The answer to this question affects questions you'll encounter further on in your assessment.
6
Compensation & Wages
Total Wages (Score Value: Not Scored)
Total Wages (including bonuses)
Lowest Paid Wage (Score Value: Not Scored)
What is the company's lowest wage calculated on an hourly basis? Please exclude students and interns in this calculation.
Inflation Rate Compensation Adjustments (Score Value: High)
During the last fiscal year, did all full-time and part-time workers receive an increase to their salary/wages (excluding bonuses) that at least meets the inflation rate in your country? Do not include commissions paid to commission-based workers in this response.
Yes
O No
% Increase in Wages (Score Value: High)
Subtracting for inflation increase, what was the average % increase in wage/salary paid to all full-time and part-time workers (excluding bonuses, commissions) in the last fiscal year? Select 0% if average increase was at or below inflation rate.
Bonus Plan Characteristics (Score Value: High)
Which of the following are true about the company's bonus plan:
Bonuses are given but there is no formal bonus plan
Formal guidelines on the structure of the bonus plan (e.g. eligibility, profit/revenue target tied to the bonus pool, allocated to the bonus pool of the bon
criteria) are disseminated and accessible to all workers All full-time and part-time workers are eligible in the plan
None of the above
Bonus Pool Distribution (Score Value: Not Scored)
Tell us how your bonus pool is distributed.
Se distribuye a través de un incentivo anual, sujeto a la evaluación anual de desempeño y al resultado de las gestiones propi
Non-Cash Bonus (Score Value: Not Scored)
If you provide a non-cash bonus, describe what the bonus is and how you value it.
NO

Employees	Receiving a Bonus (Score Value: High)
What % of ful	ll-time and part-time employees, excluding founders and executives, received a bonus in the last fiscal year?
O 0	%
O 1	-24%
O 2	5-49%
<u> </u>	0-74%
7	5-99%
<u> </u>	00%
High to Lo	w Pay Ratio (Score Value: High)
What multiple	e is the highest compensated individual paid (inclusive of bonus) as compared to the lowest paid full-time worker?
Compensa	tion & Wages (Salaried)
Bonus Plan	n Characteristics (Score Value: High)
In the last fise	cal year, the company's bonus plan for non-executives represented what % of the company's salary base?
\bigcirc 0	%
	:1%
	-5% -5%
_	-15%
	15%
Benefits	
Additional	Supplementary Benefits (Score Value: High)
Are any of the	e following benefits provided to employees to supplement government programs?
× D	sisability coverage/ accident insurance
× L	ife insurance
× F	inancial services (credit or savings programs)
X P	rivate dental insurance
X P	rivate supplemental health insurance
× C	other (describe)
D	ías administrativos, Asignación navidad y fiestas patrias, estudios financiados por la empresa, colación, monto por estu
N	one of the above
Paid Secor	ndary Caregiver Leave (Score Value: High)
What is the m	ninimum paid secondary caregiver leave offered to full-time workers either through the company or the government?
O N	lone
U	p to 2 weeks
_ 2	to 5 weeks
<u> </u>	+ weeks

Healthca	re Eligibility for Part Time Workers (Score Value: Medium)
How many	hours per week must a part-time employee work in order to qualify for the previously-selected benefits?
	No benefits beyond what is provided under national law
	30+ hours per week
	25-30 hours per week
	20-24 hours per week
	<20 hours per week
	N/A - No part-time workers
Supplem	entary Benefits (Score Value: High)
	plementary benefits are provided to a majority of non-managerial workers? e and part time employees. Please check all that apply.
×	Free transportation or transit subsidy
×	Free or subsidized meals
×	Health benefits extend to immediate family (spouse and children)
×	Child-care (On-site or subsidized)
×	Access to local medical services/clinic (on-site or subsidized)
	Free or subsidized housing
×	Other free or subsidized benefits (describe)
	Financiamiento compartido de estudios universitarios (pre y post grado), Permisos administrativos (por los siguientes mo
	None
Worker E	Benefits (Salaried)
Number	of Paid Days Off (Score Value: Medium)
How many	paid days off (including holidays) do full-time employees receive annually?
	0-15 days
	16-22 days
	23-29 days
	30-35 days
0	36+ work days
Paid Prir	mary Caregiver Leave for Salary Workers (Score Value: Medium)
What is the governmer	e minimum number of weeks salaried workers receive paid primary caregiver leave, either through the company or the nt?
	0-5 weeks
	6-11 weeks
	12-17 weeks
	18-23 weeks
	24+ weeks

B Impact Assessment: CajaVecina

Training & Education

Which of the following is true of intern hiring practices? Check all that apply. If there is no third party living wage calculated for your country of operations, please do not select "payment of a living wage." There is a formalized policy/program outlining the objectives of internships or internship programs for participants Company partners with education institutions to provide internship opportunities Interns are paid a living wage Interns receive formal performance reviews Interns have a formal opportunity to provide feedback on experience × Interns have been hired on as full time permanent employees in the past two years Intern tenures are restricted to not exceed 1 year if interns are not currently enrolled in school None of the above apply to my intern programs N/A - Company does not employ interns Amount of Training for New Hires (Score Value: Medium) During the last 12 months, what was the average amount of training that a newly hired worker received? Use average of both full-time and part-time employees. No training On-the-job training (1-day to 1 week) On-the-job training (1 week to 1 month) Apprenticeship/technical training (1 month+) N/A - No new hires during the last 12 months Training & Education (Salaried) Skills-Based Training Participation (Score Value: Medium) Excluding newly hired workers, what % of full-time and part-time workers received the following types of formal training during the last 12 months? Skills-based training to advance core job responsibilities 0% 1-24% 25-49% 50-74% 75%+ Don't know Providing Cross-Job Skills Training (Score Value: Medium) Excluding newly hired workers, what % of full-time and part-time workers received the following types of formal training during the last 12 months? Skills-based training on cross-job functions (i.e. training beyond regular job responsibilities, e.g. public speaking training or management training for non-managers) 0% 1-24% 25-49% 50-74% 75%+

Don't know

Intern Hiring Practices (Score Value: Medium)

Life Skill	Training Participation (Score Value: Medium)
last 12 mo	newly hired workers, what % of full-time and part-time workers received the following types of formal training during the nths? I life skills for personal development (i.e. literacy, personal financial planning, etc.)
	0%
	1-24%
	25-49%
	50-74%
	75%+
<u> </u>	Don't know
External	Professional Development Participation (Score Value: High)
in the past	full-time workers have participated in external professional development opportunities or lifelong learning opportunities fiscal year? essional development paid for in advance, reimbursed or subsidized by the company.
	None
	1-24%
	25-49%
	50-74%
	75%+
Worker C	Ownership
participate	all full-time employees (including founders and executives) own stocks, stock equivalents and stock options, or in an ESOP or other qualified ownership plans in the company? company is a consumer/shared services cooperative, a producer cooperative or a nonprofit. 0% 1-24% 25-49% 50-74% 75-99% 100% N/A
	npany Owned by Non-Executive Employees (Score Value: High)
	the company is owned by non-executive, non-founder, full-time workers? of the workers own the business. Select N/A if your company is a consumer/shared services cooperative, a producer cooperative or a nonprofit.
	0%
\bigcirc	1-24%
\bigcirc	25-49%
	50%+
0	N/A
Manager	ment & Worker Communication
Employe	e Review Process (Score Value: Not Scored)
	cribe your formal, written evaluation process for providing feedback to all workers on their performance here.
	uación de desempeño semestral en base a competencias transversales y específicas del cargo, con entrevistas de retroalir

workers	Satisfaction Surveys (Score value: Medium)
Does the c	company do any of the following regarding worker satisfaction / engagement?
×	Company conducts anonymous surveys at least biannually
×	Company separates survey results by gender and/or by other underrepresented groups
×	Company shares results with employees
	None of the above
Employe	ee Satisfaction (Score Value: Medium)
	ent of your employees are 'Satisfied' or 'Engaged'?
•	sfaction or engagement is not formally surveyed.
	N/A
	<65%
	65-80%
	81-90%
0	>90%
Termina	tion Policy (Score Value: Medium)
	he following is included in your company's termination policy? Is requiring immediate dismissal / with cause.
	No required written notice prior to termination
	Written notice of worker performance only
	Written notice of worker performance and a stated probationary period
	N/Ano written termination policy
	Management Conflict Mediation (Score Value: Medium) Impany identified one of the following designated agents to mediate complaints / issues between workers or workers and ent?
	Informally-designated worker who passes information to other workers
	Union representative
×	Human Resources-designated representative
×	Employee Representative mutually-designated by company management and employees
	3rd party Ombudsman
×	Other (describe)
	Dirección del Trabajo
	None of the above
Managei	ment & Worker Communication (Salaried)
Perform	ance Reviews (Score Value: Medium)
	written performance review for any of the following workers? all workers in that category receive a formal performance review on an annual basis.
	No written performance review
×	Managers
×	Full-time non-managerial workers
	Part-time non-managerial workers
×	Temporary workers
	- F A - 2

Human Rights & Labor Policy

Employe	ee Handbook Information (Score Value: Low)
Does your	company have a written employee handbook that workers have access to and includes the following information?
	No written employee handbook
×	A non-discrimination statement
×	An anti-harassment policy
×	Statement on work hours
×	Pay and performance issues
×	Policies on benefits, training and leave
×	Grievance resolution
×	Disciplinary procedures and possible sanctions
×	Statement regarding workers' right to bargain collectively and freedom of association
	Prohibition of child labor and forced/compulsory labor
Non-Dis	crimination Policy (Score Value: Low)
If you have	e a written non-discrimination policy, which of the following are covered in hiring and in the workplace?
	No written policy
×	Gender
×	Race
×	Color
×	Disability
×	Political opinion
×	Sexual orientation
×	Age
×	Religion
	HIV status
Human I	Rights Reviews/Certifications (Score Value: Medium)
Have your months?	company's human rights and labor practices been certified or reviewed by an independent third party during the last 12
	Yes
	No
Occupat	ional Health & Safety
	Safety Practices (Score Value: High)
Which of t	he following are true of your occupational health and safety policies?
×	There are written policies and practices to minimize on-the-job employee accidents and injuries
	Injury/accident/lost /absentee days are measured and transparent
×	
	A worker health and safety committee helps monitor and advise on health and safety programs. None of the above
	Note of the above
Worker E	Business Models Introduction
Impact E	Business Model: Worker Ownership (Score Value: Not Scored)
-	npany structured to benefit its employees in the following way? is question affects questions you'll encounter further on in your assessment.
	Ownership structures that provide significant equity (>40%) and empowerment to all employees (i.e. employee-owned
	companies/cooperative)
X	No

Community

Job Creation
New Jobs Added Last Year (Score Value: Not Scored)
Number of net full-time and part-time jobs that have been added to your company's payroll. Enter 0 if none or if your company no workers. Last 12 months:
New Jobs Added Year Before Last (Score Value: Not Scored)
Number of net full-time and part-time jobs that have been added to your company's payroll. Enter 0 if none or if your company no workers. Prior 12 months:
Job Growth Rate (Score Value: High)
What % of full-time and part-time jobs were newly created at your company during the last 12 months? This does not include existing positions that were filled due to vacancy.
Promoting Employees (Score Value: High)
What % of positions above entry level have been filled through internal promotion during the last 12 months? If there have been no job openings above an entry level, enter 0.
O%
1-24%
○ 25-49%○ 50%+
Departed Employees (Score Value: Not Scored) Number of full-time and part-time workers that departed/left the company during the last 12 months.
Enter 0 if None. Select N/A only if there are no workers.
Attrition Rate (Score Value: High)
What % of full-time and part-time workers have left the company during the last 12 months? Calculation should include voluntary and involuntary separation, but exclude workers dismissed with cause.
Diversity & Inclusion
Female Employees (Score Value: Not Scored)
Number of total full-time and part-time female employees.
Enter 0 if None. Select N/A only if there are no workers. 39

Ownersh	ip Diversity (Score Value: High)
	the company is owned by: d/or individuals from chronically-underemployed communities
	0%
	1-9%
	10-24%
	25-39%
	40-49%
	50%+
0	Don't know
Non-mar	agerial Worker Diversity (Score Value: High)
What % of Women	non-managerial full-time and part-time employees are women or from chronically-underemployed communities?
	0%
	1-9%
	10-24%
	25-39%
\bigcirc	40-49%
	50%+
0	Don't know
What % of	nagerial Worker Diversity (Score Value: High) non-managerial full-time and part-time employees are women or from chronically-underemployed communities? -underemployed 0%
	1-9%
	10-24%
	25-39%
	40-49%
	50%+
Ö	Don't know
	Aanagement (Score Value: High) management (both full-time and part-time workers) are women, from chronically-underemployed communities or 3?

Management from Underemployed Groups (Score Value: High)
What % of management (both full-time and part-time workers) are women, from chronically-underemployed communities or expatriates? Chronically-underemployed
Expatriate Management (Score Value: Not Scored)
What % of management (both full-time and part-time workers) are women, from chronically-underemployed communities or expatriates?
Expatriates:
Nonprofit Ownership (Score Value: Medium)
What % of the company is owned by:
Non-profit organization
● 0%
1-9%
① 10-24% ② 25-39%
40-49%
50%+
On't know
Female Ownership (Score Value: Not Scored)
Optional unweighted metrics: Approximately what % of the company's ownership is held by the following groups? Women
0
Ownership by Individuals from Underemployed Groups (Score Value: Not Scored)
Optional unweighted metrics: Approximately what % of the company's ownership is held by the following groups? Individuals from chronically underemployed communities
0

Board of Directors Diversity (Score Value: High) What % of the members of your Board of Directors (or equivalent) are women or individuals from chronically underemployed communities? Select N/A only if your company is governed by an owner/manager structure and does not have a Board of Directors or governing body. 0% 1-9% 10-24% 25-39% 40-49% 50%+ N/A - No board of directors or equivalent Don't know Supplier Ownership Diversity (Score Value: High) What % of your Significant Suppliers are majority owned by women or individuals from underrepresented populations? 0% 1-9% 10-19% 20-29% 30%+ Don't Know **Diversity and Inclusion Training** (Score Value: High) Does the company provide specific content in worker training on inclusion and diversity issues related to any of the following specific underrepresented groups? Check all that apply × Gender inclusiveness × Minorities × LGBT community Individuals with disabilities Other underrepresented groups (please describe) None of the Above Civic Engagement & Giving Corporate Citizenship Program (Score Value: Medium)

Does your company have a formal corporate citizenship program (with allocated resources) in place that includes the following:

×	Statement on the intended social or environmental impact of company's charitable contributions
	Cash and in-kind donations (excluding political causes)
×	Volunteer and pro bono service
	Formal donations commitment (e.g. 1% for the planet)
	Matching individual workers' charitable donations
×	Allowing workers and/or customers to select charities to receive company's donations
	Other (please describe)
×	None of the above

Does your Check all that ap	company have membership or a civic partnership with any of the following types of organizations?
×	None
	Business or Trade Associations
	Chamber of Commerce
	Governmental Institutions
	Local academic institutions
	Cooperatives
	Other (describe)
Voluntee	er Service Policies (Score Value: Medium)
Are full-tim	e employees granted in writing any of the following options for volunteer service?
	Non-paid time off
	Paid time off
	20 hours or more a year of paid time off
	Workers offered incentives for volunteerism (office parties, competitions with prizes, etc.)
x	Do not offer paid or unpaid time off
% of Em _l	ployees Volunteer Service (Score Value: Medium)
What % of	employees took paid time off for volunteer service last year?
	0%
	1-24%
	25-49%
	50-74%
	>75%
0	Don't know
Tracking	Volunteer Service (Score Value: Medium)
Does your	company monitor and record volunteer hours of company workers?
	We do not currently monitor and record our hours contributed
	Our company monitors and records hours contributed (no increase targets)
	Our company monitors hours contributed and has specific increase targets
0	Our company monitors hours contributed and has met specific increase targets during the reporting period
Total Am	ount of Volunteer Service Hours (Score Value: Not Scored)
	hours volunteered by full-time and part-time employees of the organization during the last fiscal year. de both paid and unpaid time spent volunteering during traditional work hours, either for company-organized events or for employee-initiated activities.
Voluntee	er Service Per Capita (Score Value: Medium)
	the % of per capita worker volunteer, community service, or pro bono time donated in the reporting period?
\bigcirc	0%
Ö	1-2.4% of time
\bigcirc	2.5-5% of time
	>5% of time
	Don't know / not monitored

Civic Memberships and Partnerships (Score Value: Medium)

Total Amou	nt of Charitable Donations (Score Value: Not Scored)
	in currency terms) donated to registered charities in the last fiscal year. y specified in "Reporting currency" for this metric.
% of Reven	ue Donated (Score Value: High)
	equivalent % of revenue donated to charity during the last fiscal year? Inctible in-kind donations but do not include pro bono time.
Advocacy fo	or Social and Environmental Standards (Score Value: Medium)
	pany worked with policymakers and/or stakeholders (including competitors) to develop or advocate for increased cial and environmental standards or voluntary practices in your industry in the past two years?
Yes	s, company has offered support in name and/or signed petitions
Yes	s, company has provided active staff time or financial support
Yes	s, company has directly introduced, testified, made recommendations or provided expertise to advance standards
Yes	s, company has worked with other industry players on a cooperative initiative
Yes	s, and efforts resulted in a specific institutional, industry or regulatory reform
Ot	her (please describe)
× No	ne of the above
Local Involv	ement
Local Purch	asing and Hiring Policies (Score Value: High)
Does your com	pany have the following written local purchasing or hiring policies in place?
No	written local purchasing strategy in place
Wr	itten preference at each facility to purchase from local suppliers
× Re	ady-to-use lists of preferred local suppliers/vendors for specific facilities
Wr	itten preference for hiring and recruiting local managers with equitable compensation
Pre	eference for hiring and recruiting local staff (management and non-management) with training for employees
Inc	centives for staff to live within 40 km of local company facility
Ot	her (please describe)
Spending o	n Local Suppliers (Score Value: High)
	r company's expenses (excluding labor) was spent with independent suppliers local to the company's headquarters iduction facilities?
<2	20%
<u> </u>	-39%
<u> </u>	-59%
6 0	%+
O Do	n't know

Focus or	n Local Customers (Score Value: High)
Do a majo	rity of your customers live locally to your company's headquarters or production facilities?
	Yes
•	No
Supplier	s, Distributors & Product
Significa	ant Supplier Descriptions (Score Value: Not Scored)
	ect the types of companies that represent your Significant Suppliers: ave significant suppliers, which are defined as the largest suppliers of the company amounting to approximately 80% of non-labor costs. Select all that apply.
×	Product Manufacturers
×	Professional Service Firms (Consulting, Legal, Accounting)
×	Independent Contractors
×	Marketing/Advertising
×	Office Supplies
	Benefits Providers
×	Technology
	Raw materials
	Farms
×	Other
Does your	r Environmental Screening of Suppliers (Score Value: Not Scored) company screen and/or evaluate Significant Suppliers for social and environmental impact? termines the set of supplier-focused questions your company will respond to. The answer to this question affects questions you'll encounter further on in your assessment.
	Yes
	No
Supplier	Screen Topics (Score Value: High)
What is th	e social and environmental screen that is used for a majority of your company's Significant Suppliers:
	No formal screening process in place
×	Screened for negative practices or regulatory non-compliance (e.g. no child labor)
	Screened for positive practices (e.g. environmentally-friendly manufacturing process; excellent labor practices, etc)
Supplier	Evaluation Practices (Score Value: High)
	nitoring and evaluating the on-going social and environmental performance of the majority of Significant Suppliers, which owing apply?
	No formal supplier monitoring and evaluation process
×	Significant Suppliers are evaluated based on company's own criteria
	Significant Suppliers are evaluated based on specific social and environmental performance standards that are best-in-cla for your industry (ISO, SA8000, etc)
	Company visits a majority of Significant Suppliers on-site

Indepen	dent Contractor Practices (Score Value: High)
Which of th	ne following describe your relationships with all your company's independent contractors?
x	Formal routine process for independent contractors to receive post-project/contract performance feedback
	Formal routine process for independent contractors to communicate post-project or post-contract feedback to the compa
×	Independent contractors are verified to either work on a time-bound basis, or else split their time with work for other client Contractors not meeting either criteria have been offered employment.
	Independent contractors are paid a living wage (when calculated as hourly wage when living wage data is available)
	We have independent contractors, but have not engaged in any of these practices
	N/A - We haven't used independent contractors in the last year
Supplier	Certifications (Score Value: High)
certificatio	
Select 0% if you	do not know whether your Significant Suppliers are certified.
0	0%
0	1-24%
0	25-49%
0	50-74%
0	75%+
	Don't know
Revenue	from Certified Products (Score Value: High)
	ur services have been reviewed and certified by an accreditation body? Select N/A if industry or service relevant on does not exist.
	0%
	1-9%
	10-24%
	25-74%
	75-99%
	100%
	Don't know
	N/A
Commur	nity Business Models Introduction
Commun	ity Oriented Business Models (Score Value: Not Scored)
	npany structured to benefit community stakeholders in any of the following ways? is question affects questions you'll encounter further on in your assessment.
	A producer-owned cooperative structure in which suppliers share control and benefits of company operations (e.g. farmer cooperative, artisanal cooperative)
	Purchasing fair/direct trade to improve livelihoods for underserved groups in your supply chain
×	A micro-distribution or micro-franchising model that provides economic opportunities to underserved groups
	A formal standing commitment to donate a significant portion of sales/profits/ownership to charitable causes (>2% sales, >20% profits/ownership)
	Providing high quality jobs and/or professional development for individuals with chronic barriers to employment (workford development programs)
	Our company was created as a result of a government privatization scheme (within the past 5 years) or to produce a product in and for the local economy that previously had only been available through import (import substitution model)
	None of the above

Microfranchise Microdistribution Introduction

Microfranchise Model (Score Value: Not Scored) Does your company sell products or services through a microfranchise (sales through the creation of branded, owner-operated micro-businesses with fewer than 10 employees) or microdistribution (sales through a distribution network of independent sales representatives/agents) model that provide income generation opportunities for low-income individuals or individuals from chronically underemployed communities? Check only one. Based on your response to this question, complete either the Microfranchise section or the Microdistribution section. The answer to this question affects questions you'll encounter further on in your assessment Microfranchise - My company uses a microfranchise model to distribute its products/services (If Yes, complete the followir questions) Microdistribution - My company uses a microdistribution model to distribute its products/services (If Yes, complete the following questions) Microdistribution Poverty Alleviation Microdistribution Model Characteristics (Score Value: Not Scored) Does your microdistribution model include the following: Microdistributors are small and independently-owned businesses (fewer than 50 workers) or smaller (including sole proprietors) Microdistributors are low income, poor or very poor individuals, or individuals from chronically underemployed or x underserved communities Income from distribution of your company's product or service comprises at least half (50%) of microdistributors' total business income × Microdistributors receive training in order to effectively sell product/service None of the above Microdistribution Model Summary (Score Value: Not Scored) Did you select 3 of the 4 previous statements? No (less than 3 statements selected) - If no, skip the remaining questions in this section. Yes, 3 or more statements selected (If Yes, complete the following questions) Sales Through Microdistributors (Score Value: Not Scored) What amount of total revenues is generated from sales through microdistributors highlighted in the previous question about your microdistribution model characteristics?

% of Business From Microdistributors (Score Value: Very High)

What % of total business is generated through microdistributors highlighted in the previous question about your microdistributor model characteristics?

\bigcirc	0%
\bigcirc	1-15%
\bigcirc	16-30%
\bigcirc	31-50%
	51%+

Micro-entrepreneur Individuals Served (Score Value: Not Scored)

How many micro-distributors were in your company's distribution network during the last 12 months? If possible, provide one figure at the "individual" micro distributor. Do not double-count (i.e. - if you report 3 businesses, do not also report the number of individuals that are employed by those businesses). Micro-entrepreneur Individuals

21190

How many micro-distributors were in your company's distribution network during the last 12 months? If possible, provide one figure at the "individual" micro distributor. Do not double-count (i.e if you report 3 businesses, do not also report the number of individuals that are employed by those businesses). Microenterprises
20936
Income Tracking of Microdistributors (Score Value: Medium)
Do you track how income levels change over time for the microdistributors in your network?
Yes
○ No
Growth in Income for Microdistributors (Score Value: Not Scored)
If yes, by what % did household or personal income rise during the last year for the average microdistributor 25
Innovative Microdistribution (Score Value: Not Scored)
Is there something different or innovative about the company's approach to micro-distribution that has changed the industry? Is this something replicable, unique at the time it was created, and that has been emulated by other organizations? Please explain.
Para operadores de CajaVecina: Incrementa el flujo de clientes y las ventas, se diferencia de otros comercios con un servicio
Environment
Environment Introduction
Type of Facilities (Score Value: Not Scored)
What kind of facilities does your business primarily operate in? The answer to this question affects questions you'll encounter further on in your assessment.
Company owned office space
Leased office space
Co-working Space
○ Virtual/ Home Offices
Land, Office, Plant
Previously Constructed Buildings (Score Value: Medium)
What % of the square footage or metric of all company facilities is located in previously constructed buildings?
O%
<u> </u>
25-49%
50-74%
75-99%
■ 100%

Microenterprises Served (Score Value: Not Scored)

Which best describes a majority of the company's offices and plant facilities' environmental efficiency? Buildings employ energy saving strategies (e.g. energy use monitoring, efficient appliances and lighting, renewable energy × × Buildings use systems for increasing water efficiency (e.g. water efficient appliances, fixtures, and landscaping) Buildings use systems to monitor and improve air quality (e.g. increased ventilation) Building construction and/or operations make use of sustainable materials (e.g. reclaimed products) New building sites are chosen based on sustainability considerations (e.g. minimizing impact on ecosystems and waterways) Buildings are LEED certified or LEED equivalent certified Other (describe) None Recycling Programs (Score Value: Medium) Does your company have any of the following recycle/reduce/reuse programs? Company recycles and reuses materials on premises, with clearly-marked bins for use A written recycle/reduce/reuse policy that is posted at plant facilities with clearly-marked bins Other (describe) None Environmentally Efficient Equipment (Score Value: Medium) What % of new equipment purchased (by total cost) during the last 24 months was energy efficient or otherwise environmentallypreferred? Select N/A if no capital expenditures were made during the last 24 months 0% (no equipment) <50% (some equipment) 50%+ (majority of equipment) 100% (all equipment) N/A - No new equipment purchased Environmental Management Systems (Score Value: Medium) Does your company have an environmental management system that includes any of the following? Please check all that apply No environmental management system × Policy statement documenting the company's commitment to the environment Internal or external assessment undertaken of the environmental impact of your company's business activities Stated objectives and targets exist for environmental aspects of your company operations Programming designed, with allocated resources, to achieve these targets Periodic compliance and auditing to evaluate impact of activities Other (describe) Environmental Reviews or Audits (Score Value: Medium) Has your company gone through an environmental review or audit during the last 24 months? If yes, select what type of audit or review was conducted; if no, select no Internal Review 3rd party-conducted review 3rd party-conducted audit Other (describe)

Facility Environmental Efficiency (Score Value: Medium)

Which of the following are true of how your company encourages good environmental stewardship in how employees manage their virtual offices? There is a written policy encouraging environmentally preferred products and practices in employee virtual offices (recycling, etc.) Company shares resources with employees regarding environmental stewardship in home offices (i.e. energy efficiency, recycling, etc.) Policy in place for the safe disposal of e-waste and other hazardous materials purchased for employee home offices. Employees are provided with a list of environmentally preferred vendors for office supplies None of the above × N/A Inputs Monitoring Energy Usage (Score Value: Medium) Does your company monitor, record and/or report its energy usage? We do not currently monitor and record usage We monitor and record usage (no reduction targets) We monitor and record usage, and have specific reduction targets We monitor usage and have met specific reduction targets during the last fiscal year Monitoring Water Usage (Score Value: Medium) Does your company monitor, record and/or report its water usage? We do not currently monitor and record our usage We monitor and record usage (no reduction targets) We monitor and record usage, and have specific reduction targets We monitor usage and have met specific reduction targets during the last fiscal year Water Conservation Practices (Score Value: Medium) Has your company implemented any of the following water conservation methods at your corporate office or plant facilities? Please check all that apply Low-flow faucets/taps, toilets/urinals, showerheads x Water recycling/reuse during the production process Harvest rainwater Other (describe) None of the above Electricity Sources (Score Value: Medium) From what sources does your company get its electricity? Please check all that apply Diesel-generators Municipal power grid (sources unknown/not renewable) Municipal power grid (at least 10% of municipal power is generated from renewable sources such as solar, wind or smallscale hydropower) Bio-fuel or other clean/renewable based generators Renewable energy sources (including on-site renewable)

Other (describe)

Virtual Office Stewardship (Score Value: High)

Low Imp	act Renewable Energy Use (Score Value: Medium)
_	last fiscal year, what % of energy used by your company came from low-impact renewable sources?
	0%
	1-9%
	10-24%
	25-49%
	50%+
Outputs	
Waste D	isposal Methods (Score Value: High)
How does	your company dispose of a majority of non-hazardous waste/garbage?
	Incinerate/burn/on-site disposal (uncertified)
	3rd party garbage collection, no certification for disposal
×	Municipal garbage collection
	Composting garbage
	Private 3rd party disposal (that had been certified and can provide documentation for responsible disposal)
	On-site disposal that is compliant with internationally-accepted methods (3rd party reviewed or audited)
	Waste is separated and recycled/reused for company's own production or donated/provided to other facilities
	Other (describe)
_	last fiscal year, what % of non-reusable hazardous waste was disposed of responsibly, with a documented 3rd party? includes batteries, paint, electronic equipment, etc. Select N/A if your company does not generate any hazardous waste. <90% 90-99% 100% N/A Don't know
Hazardo	us Materials On-Site (Score Value: High)
-	npany uses any hazardous materials on site, check all of the procedures that your company follows. rials include chemicals, pesticides, and fertilizer. Select N/A if you use no hazardous materials and chemicals.
	Written procedures for safe storage, use and disposal of each hazardous material available in the national language(s) owork All hazardous materials are kept in sealed containers in a locked storeroom located in a separate area from regular busing
	activities
	All containers with hazardous materials are labeled, with instructions for proper storage, use and disposal
	None of these procedures
×	N/A
Types of	Carbon Credits Purchased (Score Value: Medium)
Has your c	ompany purchased any of the following types of carbon credits during the last fiscal year?
	Voluntary Carbon Credits
	Certified Carbon Credits
×	None
Environr	nental Models Introduction

Environmental business Model (Score value: Not Scored)
Are your company's products or process structured to restore or preserve the environment in any of the following ways? The answer to this question affects questions you'll encounter further on in your assessment.
Through a manufacturing, wholesale or agriculture process which is designed to significantly reduce environmental in compared to typical practices for the industry
Through a product or service that preserves, conserves, or restores the environment or resources
× None of the above
Customers
Customer Models Introduction
Customer Impact Business Model Introduction (Score Value: Not Scored)
Does your product/service address a social or economic problem for or through your customers? The answer to this question affects questions you'll encounter further on in your assessment.
Yes
○ No
Customer Products & Services Introduction
Positive Impact of Product/Service (Score Value: Not Scored)
How would you describe the positive outcome for customers created by your product/service?
CajaVecina permite a las personas residentes de zonas alejadas de las ciudades o densamente pobladas, realizar transacc
Beneficial Product Type (Score Value: Not Scored) Which of the following most closely matches the outcome and/or problem solved for your customers as defined above? Only select the ONE most relevant option for each product line. This will guide you to a series of questions specific to the type of impact you indicate you are creating. The answer to this question affects questions you'll encounter further on in your assessment.
Access to products/services that fulfill basic human needs for individuals without prior access (e.g. providers of elect clean drinking water to rural poor communities, affordable housing projects, waste and sanitation systems or dispos
Improved or Maintained Health/Wellness (e.g. medical equipment, medical services and medicines, preventative heaservices or products, healthy living products, exercise and sporting products, prescription eyeglasses)
Improved Education or Skills Development (e.g. schools, textbooks, tutoring services, career leadership training, edutools, games and software)
Increased economic opportunity for underserved groups (e.g. financial or insurance services or benefits consulting for underserved, new mechanisms to connect products to market)
Increased operational success or capital for purpose driven or underserved enterprises (e.g. impact investing or fund platforms, non-profit accounting services)
Increased social and/or environmental impact for businesses or other organizations (e.g. sustainability consulting)
Increased Access to Arts, Media, or Culture (e.g. independent media, artisanal crafts, photography, information servi
Improves market access through physical or technological infrastructure (e.g. mobile telecommunications, business technologies or software, roads, bridges, railways, ports, building and construction materials not previously available
None of the above
Total Customer Individuals (Score Value: Not Scored)
Total Number of Customers
Individuals:
21190
Total Customer Organizations (Score Value: Not Scored)
Total Number of Customers Organizations:
260

Economic Empowerment for the Underserved

Economic Empowerment Product/Service Overview (Score Value: Not Scored)

Tell us more about how your product or service provides or improves economic opportunity and empowerment for individuals and/or communities.

Para operadores de CajaVecina: Incrementa el flujo de clientes y las ventas, se diferencia de otros comercios con un servicio qu

Economic Empowerment Product/Service Description (Score Value: Not Scored)

Which of the following product or service descriptions best fit your company?

The answer to this question affects questions you'll encounter further on in your assessment.

- Products/services create economic opportunity for low-income/under-served individuals as a by-product and are designed for another purpose (e.g. affordable quality day-care, more efficient agricultural equipment, sanitary napkins)
- Products/services create core economic opportunity for low-income/under-served individuals (e.g. financial literacy, micro insurance, urban planning, legal services for under-served, employment firms)
- These descriptions do not apply to our company's product/service (Skip the remainder of this section)

Individuals Served (Score Value: Not Scored)

How many customers/clients/beneficiaries were served through the provision of the previous products or services during the last 12 months? Please provide figures that are as accurate as possible. Estimates within +/- 5% acceptable. Do not double count. Individuals

6500000

Households Served (Score Value: Not Scored)

How many customers/clients/beneficiaries were served through the provision of the previous products or services during the last 12 months? Please provide figures that are as accurate as possible. Estimates within +/- 5% acceptable. Do not double count. Households

Communities Served (Score Value: Not Scored)

How many customers/clients/beneficiaries were served through the provision of the previous products or services during the last 12 months? Please provide figures that are as accurate as possible. Estimates within +/- 5% acceptable. Do not double count. Communities

Organizations Served (Score Value: Not Scored)

How many customers/clients/beneficiaries were served through the provision of the previous products or services during the last 12 months? Please provide figures that are as accurate as possible. Estimates within +/- 5% acceptable. Do not double count. Businesses/Non-Profits

Governments Served (Score Value: Not Scored)

How many customers/clients/beneficiaries were served through the provision of the previous products or services during the last 12 months? Please provide figures that are as accurate as possible. Estimates within +/- 5% acceptable. Do not double count. Governments

Client Tracking Methods (Score Value: Not Scored)

Please provide a brief description of how you track your customer/client/beneficiary figures.

Por medio de plataformas de información banco: Usuarios/Clientes: al realizar una transacción, ésta se registra en los sistemas

Revenue from Economic Empowerment (Score Value: Not Scored)

What % of your total revenues last fiscal year were from the previous products or services?

The answer to this question affects questions you'll encounter further on in your assessment

100%

How do yo	ou verify that your product or service contributes to the outcome previously selected?
×	We have a track record of successful verified positive outcomes and have created case studies based on these.
×	There is secondary research that supports the link between our type of product and the stated outcome.
×	We conduct our own direct research to track the outcomes produced for all our customers, such as impact-related survey
×	We have third party certifications or verifications that verify the efficacy of our product/service in delivering outcomes
x	We have performed, commissioned, or partnered with scientifically designed impact or outcome assessments to systematically learn about our product's impact
	We cannot provide verification of our outcomes at this time.
	Our product is too early stage to have research or studies that link our product to positive outcomes
Efficacy	of Economic Empowerment (Score Value: Medium)
If direct re	search on your product/service has been performed, did the results confirm that a desired outcome is being achieved?
	Yes
	No
\circ	NA
Innovati	ve Economic Empowerment (Score Value: Not Scored)
	mething different or innovative about the company's products/services that has changed the industry? Is this something licable, unique at the time that it was created, and that has been emulated by other organizations?
Inno	vador sistema de ss. transaccionales que permite a las personas que residen en zonas alejadas o en comunas densamente
Negativ	e Impact Management (Score Value: Medium)
Does your	company also measure and manage the negative or unintended outcomes generated by this business model?
	Yes
	No
Serving	In Need Populations
Impact o	on Underserved Populations (Score Value: Not Scored)
Does your	product/service benefit underserved populations, either directly or by supporting organizations that directly serve them?
	Yes
	No
Underse	erved Beneficiaries Overview (Score Value: Not Scored)
Describe t	he beneficiaries or end-users of your products or services and how you characterize them as underserved.
corr	esponde a servicios financieros y no financieros que se encuentran cerca de barrios y comunas donde no existe otro tipo d
Underse	erved Beneficiary Types (Score Value: Not Scored)
organizati	neficiaries are underserved individuals, which of the following underserved populations do they belong to? If you serve ons that serve the underserved, which of the following populations are your client's beneficiaries?
select the option	n that most accurately reflects the majority of underserved beneficiaries. The answer to this question affects questions you'll encounter further on in your assessment.
	Low income, poor, or very poor
0	Other populations underserved in your product/service category, which can include minorities, veterans, disabled individuals
()	Individuals who are not underserved in your product/service category (do not continue)

Verification of Economic Opportunity/Empowerment (Score Value: Medium)

Which of the following best describes how your product/service benefits underserved populations previously described? The answer to this question affects questions you'll encounter further on in your assessment My product/service helps the financial viability of purpose-driven enterprises, which in turn allows them to continue to ser their underserved target population (ex. marketing or accounting services for a social service agency) My product/service directly helps purpose driven enterprises improve positive impact for their underserved beneficiaries, but is not designed specifically for that underserved population (e.g. teaching curriculum sold to low income schools) My product/service directly helps purpose driven enterprises improve positive impact for their underserved beneficiaries, and is specifically designed to benefit that underserved population (e.g. teacher training/curriculum specifically designed address challenges of teaching low income students) My product/service is directly used by the previous underserved populations (e.g. products marketed to or designed for the underserved) Low-Income Communities Served (Score Value: Not Scored) If relevant, select which of the following impoverished communities your company serves: Low Income × Urban × Rural [x]Peri-urban Poor Communities Served (Score Value: Not Scored) If relevant, select which of the following impoverished communities your company serves: Poor × Urban X Rural × Peri-urban Very Poor Communities Served (Score Value: Not Scored) If relevant, select which of the following impoverished communities your company serves: Very poor × Urban × Rural × Peri-urban Underserved Group Demographics (Score Value: Not Scored) If relevant, which of the following beneficiary groups is your product/service targeting? Not all beneficiary populations are themselves under-served groups. Young children (younger than 5 years old) × Children and adolescents (5 years of age or older but younger than 18) × Adults x Elderly/older adults × Persons with disabilities × Minority/previously excluded populations × Women × Pregnant women Other at risk populations microempresarios y organizaciones de la sociedad civil. None of the above

Impact on Underserved Populations Description (Score Value: Not Scored)

Underserved Client Tracking (Score Value: Not Scored)

Which of the following statements are true about your in-need customers/ clients?

	most customers/clients continue with us year by year and latest figures for the year roughly reflect the total number of beneficiaries to date
\bigcirc	Customers/clients we reach each year are in addition to previous customers/clients and total number served should be calculated by adding together the numbers for each year
\bigcirc	Don't know - we don't sell direct to customers/clients

Revenue from Serving In Need Populations (Score Value: Not Scored)

What % of revenue is generated through sale to the previously selected beneficiary group(s) or nonprofit(s)?

50%

% of Customers In-need (Score Value: Not Scored)

What % of customers/end beneficiaries of your product or service are from an underserved population identified previously? If you serve purpose driven enterprises, please respond with the % of your revenues generated from services provided that benefited the previously selected underserved in the last fiscal year.

The answer to this question affects questions you'll encounter further on in your assessment

82

In-Need Individuals Served (Score Value: Not Scored)

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable. Individuals

5266125

Underserved Households (Score Value: Not Scored)

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

In-Need Communities Served (Score Value: Not Scored)

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

Communities

80

In-need Organizations Served (Score Value: Not Scored)

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable. Businesses/Non-Profits

80

Underserved Government Entities (Score Value: Not Scored)

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable. Governments

Client Tracking Methods (Score Value: Not Scored)

Please provide a brief description of how you track your customer/client/beneficiary figures.

El registro de los datos transaccionales se realiza diariamente y la información se aloja en plataformas de Banco y CajaVecina.

Increasing Accessibility for Underserved Groups (Score Value: High)
Which of the following products/services attributes assist in targeting the previously selected underserved communities:
Product/service is accompanied by a zero-interest or below-market financing option (directly from company or through finance partner) with small repayment amounts to provide the poor access to purchase
Company utilizes a cross-subsidization model whereby higher pricing for middle and high-income clients facilitates offerir lower/subsidized pricing for low income clients/customers
× Product/service pricing model includes transparent pricing for all customers
× Vendor provides training on safe use and/or maintenance of the product/service
These product/service attributes do not apply to our company (Skip the remainder of this section)
Innovative Practices to Increase Accesssibiltiy (Score Value: Not Scored)
Use the field below to describe any innovative technology, distribution or pricing models selected previously.
Incorporación de puntos CajaVecina en lugares apartados o densamente poblados: - Instalación de CajaVecina en lanchas que t
Poor Clients Served (Score Value: Not Scored)
If relevant, how many customers/clients served in the last 12 months qualify as poor or very poor, with incomes below \$2/day? Do not double-count (e.g. if you report 5 households, do not also report the number of individuals in those 5 households). Estimates within +/- 5% acceptable. Individuals
320000
Low-Income Households Served (Score Value: Not Scored)
If relevant, how many customers/clients served in the last 12 months qualify as poor or very poor, with incomes below \$2/day? Do not double-count (e.g. if you report 5 households, do not also report the number of individuals in those 5 households). Estimates within +/- 5% acceptable. Households
Percent of Beneficiaries Poor or Very Poor (Score Value: Very High)
What % of customers/beneficiaries qualify as poor or very poor with incomes below \$2.00 per day? Estimates within +/- 5% are acceptable. See currency converter in help text to get local currency terms.
36
Revenue Products Benefiting Bottom of Pyramid (Score Value: Not Scored)
How much revenue is generated through sale to clients/customers that live on less than \$2/day?
Disclosure Questionnaire
Disclosure Industries
Illegal Product/Activity (Score Value: Not Scored)
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply. Any product or activity deemed illegal under host country laws or regulations or international conventions and agreements
Yes
● No
Gambling (Score Value: Not Scored)
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply. Gambling
Yes

No

Internationally Banned Pharmaceuticals (Score Value: Not Scored)	
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply. Pharmaceuticals subject to international phase-outs or bans	
Yes	
● No	
Involved In Payday Lending (Score Value: Not Scored)	
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply. Payday lending	
Yes	
● No	
Disclosure Pornography (Score Value: Not Scored)	
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply. Pornography	
Yes	
No	
Disclosure Wildlife Regulated Under CITES (Score Value: Not Scored)	
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply. Wildlife or wildlife products regulated under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)	
Yes	
● No	
Company Explanation Of Disclosure Item Flags (Score Value: Not Scored) If you selected "Yes" previously, please provide a detailed explanation of the company's involvement here. If this does not apply to you, please enter "Does not apply" in the text area below.	
No se aplica	
Disclosure Practices	
No formal Registration Under Domestic Regulations (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company is not formally registered in accordance with domestic regulations	
Yes	
No	
Tax Reduction Through Corporate Shells (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company has reduced or minimized taxes through the use of corporate shells or structural means	
Yes	
● No	
Does not transparently report corporate financials to government (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company does not transparently report corporate financials to government	
Yes	
No	

racinities located in Sensitive ecosystems (Score value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company facilities are located adjacent to or in sensitive ecosystems	
Yes	
● No	
Workers not Provided Clean Drinking Water (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company does not provide clean drinking water to employees at all times	
Yes	
● No	
Workers paid below minimum wage (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." A portion of workers, contractors, subcontractors or day-workers are paid below minimum wage	
Yes	
● No	
No signed employment contracts for all workers (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company does not have a signed contract of employment with each worker	
Yes	
● No	
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age) (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company employs workers under the age of 15 (or other minimum work age covered by the International Labour Organization Convention No. 138) and/or company does not keep personnel records that include evidence of the date of birth of each	
Yes	
● No	
Overtime For Hourly Workers Is Compulsory (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Overtime work for hourly workers is compulsory	
Yes	
● No	
Payslips not provided to show wage calculation and deductions (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company does not provide payslips or equivalent to all workers to show how wages are calculated and any deductions made	
○ Yes	

Company workers are prisoners (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company uses workers who are prisoners	
Yes	
No	
Company prohibits freedom of association/collective bargaining (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company prohibits workers from freely associating and bargaining collectively for the terms of one's employment	
Yes	
No	
Workers cannot leave site during non-working hours (Score Value: Not Scored) Please indicate if the following statements are true regarding whether or not the company engages in the following practices.	
Check all that apply. If the statement is true, select "Yes." If false, select "No." Company prohibits workers from freely leaving the site during non-working hours or at the end of their shift This includes workers who live on site.	
Yes	
No	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company keeps workers' original Id Cards/Passports Yes No	
Conduct Business in Conflict Zones (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company exploitatively operates in conflict zones	
○ Yes	
● No	
Employs Individuals on Zero-Hour Contracts (Score Value: Not Scored)	
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No." Company employs individuals on zero-hour contracts	
Yes	
● No	
Company Explanation Of Disclosure Item Flags (Score Value: Not Scored)	
If you selected "Yes" previously, please provide a detailed explanation of the company's engagement in these practices here. If this does not apply to you, please enter "Does not apply" in the text area below.	
No se aplica	

Disclosure Outcomes

On-Site Fatality (Score Value: Not Scored)	
Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "Yes" If false, select "No". Company has had an operational or on-the-job fatality	
Yes	
● No	
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs) (Score Value: Not Scored)	
Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "Yes" If false, select "No". Company sites have experienced accidental discharges to air, land or water of hazardous substances	
Yes	
● No	
Forced Relocation Of People Due To Company Operations (Score Value: Not Scored)	
Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "Yes" If false, select "No". Construction or operation of company facilities resulted in physical resettlement or economic displacement involving 5,000 or more people near your facility	
Yes	
● No	
Material Litigation (Score Value: Not Scored) Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "Yes" If false, select "No". Material litigation or arbitration against company	
Yes	
No	
Company has filed for bankruptcy (Score Value: Not Scored)	
Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "Yes" If false, select "No". Company has filed for bankruptcy	
Yes	
● No	
Material Breaches of Confidential Information (Score Value: Not Scored)	
Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "Yes" If false, select "No". Company has had material breaches of individual's confidential information	
Yes	
No	
Company Explanation Of Disclosure Item Flags (Score Value: Not Scored)	
If you selected "True" previously, please provide a detailed explanation of the company's experience related to the previous statement here. If this does not apply to you, please enter "Does not apply" in the text area below.	

No se aplica

Disclosure Penalties

Penalties Assessed Regarding Diversity/Equal Opportunity (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Diversity and equal opportunity	
Yes	
● No	
Penalties Assessed Regarding Company's Employee Safety (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Employee safety or workplace conditions	
Yes	
● No	
Penalties Assessed For Environmental Issues (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Environmental issues	
Yes	
● No	
Penalties Assessed Regarding Financial Reporting (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Financial reporting	
Yes	
● No	
International Affairs Penalties (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Geographic operations or international affairs	
Yes	
● No	
Penalties Assessed Regarding Investments Or Loans (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Investments or Loans	
Yes	
● No	
Penalties Regarding Labor Issues (Including Supply Chain) (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Labor issues (internal and supply chain)	
Yes	

No

Penalties Assessed Regarding Company's Marketing (Score Value: Not Scored) Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Marketing	
No	
Penalties Assessed Regarding Political Contributions (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Political contributions	
Yes	
No	
Penalties Assessed Pertaining To Company Taxes (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Taxes	
Yes	
● No	
Bribery, Fraud Or Corruption Penalties Assessed (Score Value: Not Scored)	
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply. Bribery, fraud or corruption	
Yes	
No	
Company Explanation Of Disclosure Item Flags (Score Value: Not Scored)	
If you selected "Yes" previously, please provide a detailed explanation of the complaint/fine/sanction here. If this does not apply to you, please enter "Does not apply" in the text area below.	
No se aplica	
Supplier Disclosure	
Workers Under the Age of 15 (Score Value: Not Scored)	
Please indicate if any of the following statements are true regarding your company's significant suppliers. Significant Suppliers employ workers under the age of 15 (or other minimum work age covered by the International Labour Organization Convention No. 138)	
Yes	
No	
O Don't Know	
Workers Who are Prisoners (Score Value: Not Scored)	
Please indicate if any of the following statements are true regarding your company's significant suppliers. Significant suppliers use any workers who are prisoners	
Yes	
■ No	

Don't Know

Operatio	inal Fatality (Score Value: Not Scored)
	cate if any of the following statements are true regarding your company's significant suppliers. Suppliers have had an operational or on-the-job fatality
	Yes
	No
	Don't Know
Accident	ral Hazardous Substances (Score Value: Not Scored)
	cate if any of the following statements are true regarding your company's significant suppliers. Suppliers' sites have experienced accidental discharges to air, land or water of hazardous substances
	Yes
	No
0	Don't Know
Resettle	ment or Economic Displacement (Score Value: Not Scored)
Construction	cate if any of the following statements are true regarding your company's significant suppliers. on or operation of Significant Suppliers' facilities resulted in physical resettlement or economic displacement involving ore people near their facility
	Yes
	No
	Don't Know
Land Acc	quisition (Score Value: Not Scored)
	cate if any of the following statements are true regarding your company's significant suppliers. on or operation of Significant Suppliers involved large scale land acquisition
	Yes
	No
	Don't Know
Land Co	nversion or Degradation (Score Value: Not Scored)
	cate if any of the following statements are true regarding your company's significant suppliers. on or operation of Significant Suppliers involved large scale land conversion and/or degradation
	Yes
	No
0	Don't Know
Construc	ction or Refurbishment of Dams (Score Value: Not Scored)
	cate if any of the following statements are true regarding your company's significant suppliers. on or operation of Significant Suppliers involved the construction or refurbishment of dams
	Yes
	No
0	Don't Know
Material	Fines or Sanctions (Score Value: Not Scored)
	cate if any of the following statements are true regarding your company's significant suppliers. Suppliers have had material fines or sanctions in the last five years regarding the issues indicated in the goal Disclosure
	Yes
	No
	Don't Know

Business in Conflict Zones (Score Value: Not Scored)

	cate if any of the following statements are true regarding your company's significant suppliers. Suppliers exploitatively operate in conflict zones
	True
	False
	Don't Know
Other Dis	sclosures
Other Di	sclosures (Score Value: Not Scored)
	ny other sensitive aspects of the business that are necessary to disclose? ply to you, please type "does not apply" in the area below.
No se	e aplica