

# BanColombia

ISIN CODE: COB07PA00086

Overall score 55/100

Sector: ALAS20 companies IR

Information rate: 100% (Sector average: 94%)

## General information

Bancocolombia S.A. is a Colombian financial institution listed in the Colombian Stock Exchange. It is the largest bank of Colombia by assets and shareholders' equity. It operates in Colombia, Panama, El Salvador, Puerto Rico, Guatemala, the Cayman Islands, Peru and Miami. It offers retail and commercial banking services through automobile, personal, and educational loans, credit and debit cards, securities brokerage services, fund transfers, lease and foreign trade financing, insurance, and pension funds.

Main Economic Segment**	Turnover 2016
Banking	86.7 %
Leasing	10.7 %
Other	2.7 %

## CSR performance per domain

■ Sector performance  
■ Company performance  
Rating: min -- / max ++

Investor Relations	
2018	
100	
75	
50	
25	
0	
Score	55
Allegations	No
Rating	=
Risk management	Robust

### Key issues

Companies seeking to attract international investors or to have them remain as shareholders are expected to maintain a sustainable and transparent relationship with these capital markets players. Investors and analysts should be able to access detailed and updated information as regards the company's financial performance, as well as regarding its medium to long-term strategy and related quantitative targets. Furthermore, it is also key for a company to report on its strategy and performance on Environmental, Social and Governance aspects. Such information should be made accessible through communication channels such as reports or dedicated pages on the website, while an investor relations team or department would be set up within the company.

### Company performance

BanColombia achieved a robust performance on its IR issues. The Company has established a dedicated IR team. BanColombia is transparent on most of the key elements of its Corporate Governance framework and describes significant elements of the general context of its markets. The Company has set up significant tools to allow the follow up on its ESG performances and corporate events. Although BanColombia provides relevant information on its ESG KPIs, reporting on its financial ones is less exhaustive. Finally, BanColombia remains unclear on whom has the responsibility of the oversight of the Investor Relations department and does not disclose IR contact details on its website.

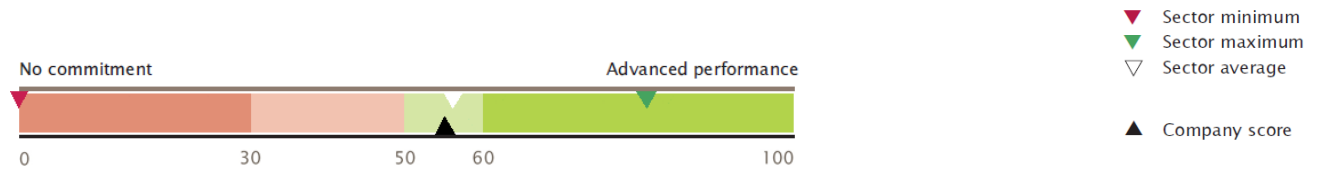
\* On a 4-level scale: proactive, responsive, partially responsive, not responsive  
 \*\* See detailed economic indicators in Selected financial data section  
 \*\*\* Based on the most recent Index at the date of publication

## Investor Relations

Score : 55

### CGV3.1 Investor Relations

(score: 55, weight: 2)



#### Responsibilities allocated to the role of Investor Relation

*The company has established a dedicated Investor Relations team*

#### Transparency on Corporate Governance issues (Annual Report and website).

*The company is transparent on most of the key elements of its Corporate Governance framework:*

- Detailed biographies of Directors (explanation of skills and experience)
- Criteria for independency and status of Directors (independent, non-independent, executive, non-executive directors, chairman)
- Detailed biographies of Senior Management (explanation of skills and experience)
- Date of appointment of Senior Management
- Date of appointment of Directors

#### Comprehensiveness of the company's Annual Report

*The company's Annual Report (published in English) provides some information on its financial key performance indicators.*

- The company provides financial KPI

#### Transparency on the general context of the company's activities

*The company describes significant key elements of the general context of its markets:*

- Description of the company's markets
- Description of the company's regulatory environment
- Detailed description of the company's risks and uncertainties
- Description of the company's competitive position (with industry benchmarks)
- Description of the trends and outlook of the company's sector/industry
- Drivers of operational performance at product/service level
- Drivers of operational performance at regional/geographical level

#### Quality of the company's ESG reporting

*The company's social and environmental reporting (published in English) provides relevant information on its ESG key performance indicators.*

- The company provides ESG KPI
- The company provides quantified targets on ESG KPI for the future
- The company assesses the materiality of its key ESG issues
- The company clearly explains the past positive evolution of its ESG KPI
- The company's ESG KPI are audited or reviewed by an independent third party

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**On-line communication on financial results**

*The company has adopted few of the recommended elements for an open and transparent communication with shareholders:*

- *Financial results are formally announced through a press release available on the Investor Relations Section*
- *The presentation of financial results is available in an interactive format*
- *The company's Annual Report or IR website provide a history of the dividend performance (at least 3 years)*

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**Updates and follow-up on corporate financial events**

*The company set up significant tools to promote the continuous follow up of its corporate events.*

- *The financial calendar is communicated in the Investor Relations Section of the company's website*
- *Access to webcasts (audio or video) and conference calls via the web in real-time to all users (private investors, analysts, institutional investors, media or other audiences).*
- *Identification of dividend payment dates.*

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**Updates and follow-up on ESG strategies and performances**

*The company set up significant tools to promote the continuous follow up on its ESG strategies and performances:*

- *Dedicated section on the website with the company's ESG policies, strategies and performances.*
- *Publication of relevant annual ESG reporting.*
- *Explicit link to recognized ESG reporting standards.*

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## Contacts

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