

Crisis Management Strategy

IR Certification

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01.

Crisis Management BBVA
Colombia

Crisis Management

The BBVA Colombia Group's Local Crisis Management Standard establishes a framework for action during crisis situations that may affect the business, its ability to provide services to customers and operate its critical channels and processes. A crisis is defined as an anomalous or unexpected situation that threatens the company's strategic objectives and viability.

Crisis management is carried out through different levels of resilience conditions that determine the criticality of the situation and activate internal committees for its management. The crisis management process consists of different phases

01

Activation of the Continuity Steering Committee.

02

Evaluation and activation of continuity plans and alternative strategies.

03

Recovery execution through specific protocols

04

Return once the crisis is over.

To confront a crisis, we have continuity and recovery strategies, depending on the type of disruption presented, whether it is related to people, sites, technology or critical third parties. During the evaluation, we consider whether the recovery can be carried out according to the maximum tolerable interruption time (MTIT) for critical processes; if not, additional or extraordinary measures are considered.



In brief, the BBVA Group Colombia standard establishes an approach to manage crises through different levels of resilience, activating internal committees and applying continuity and recovery strategies to minimize the financial, legal and reputational consequences during crisis situations that may affect the operation of the bank and its subsidiaries companies.



Thanks!