



MORGAN & MORGAN

2021

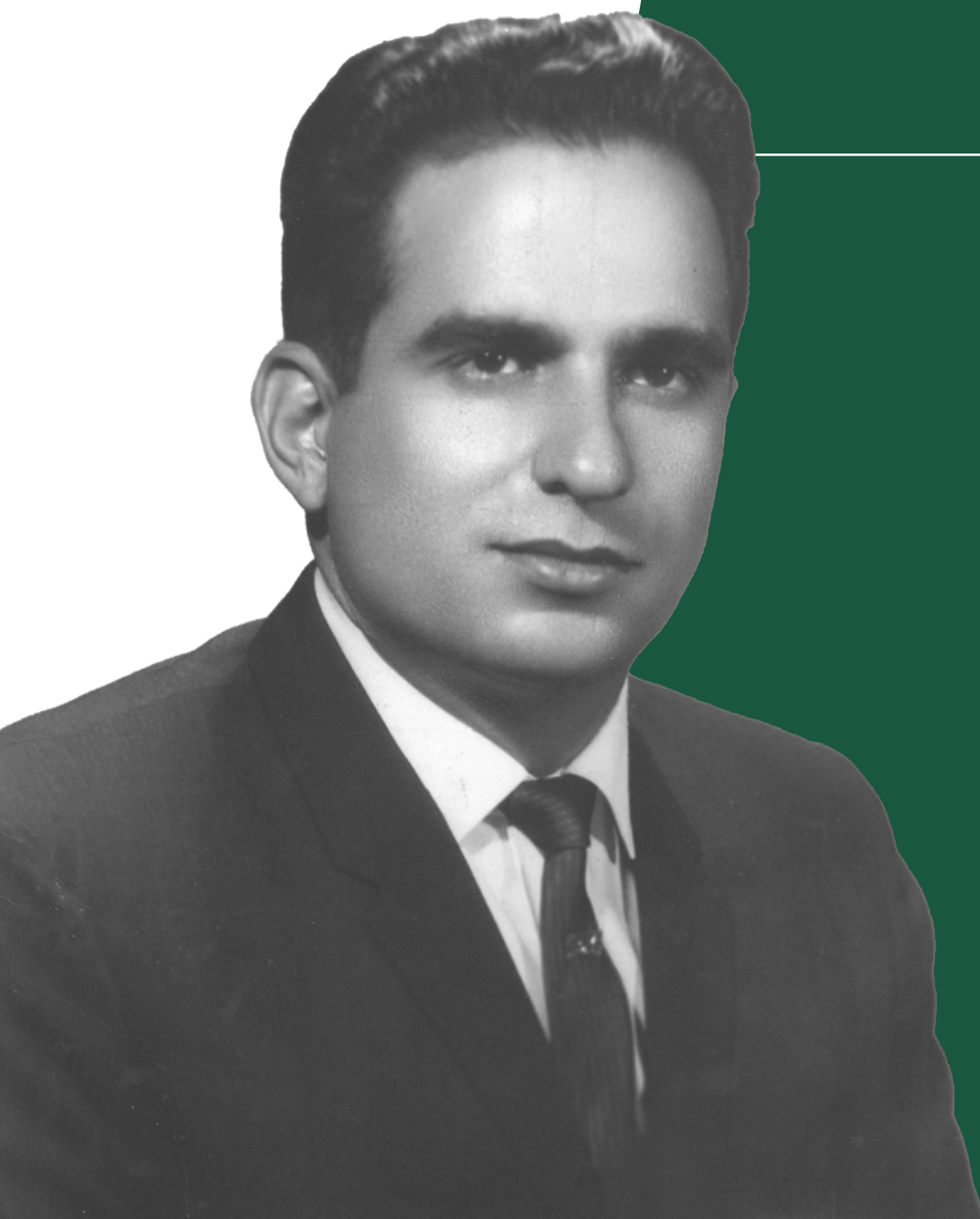
**SUSTAINABILITY
REPORT**



We celebrate the exemplary life of

Eduardo Morgan Jr.

1937-2021



“

I am a **responsible lawyer** and a **defender of my country**,
a lover of Panama

EM Jr.

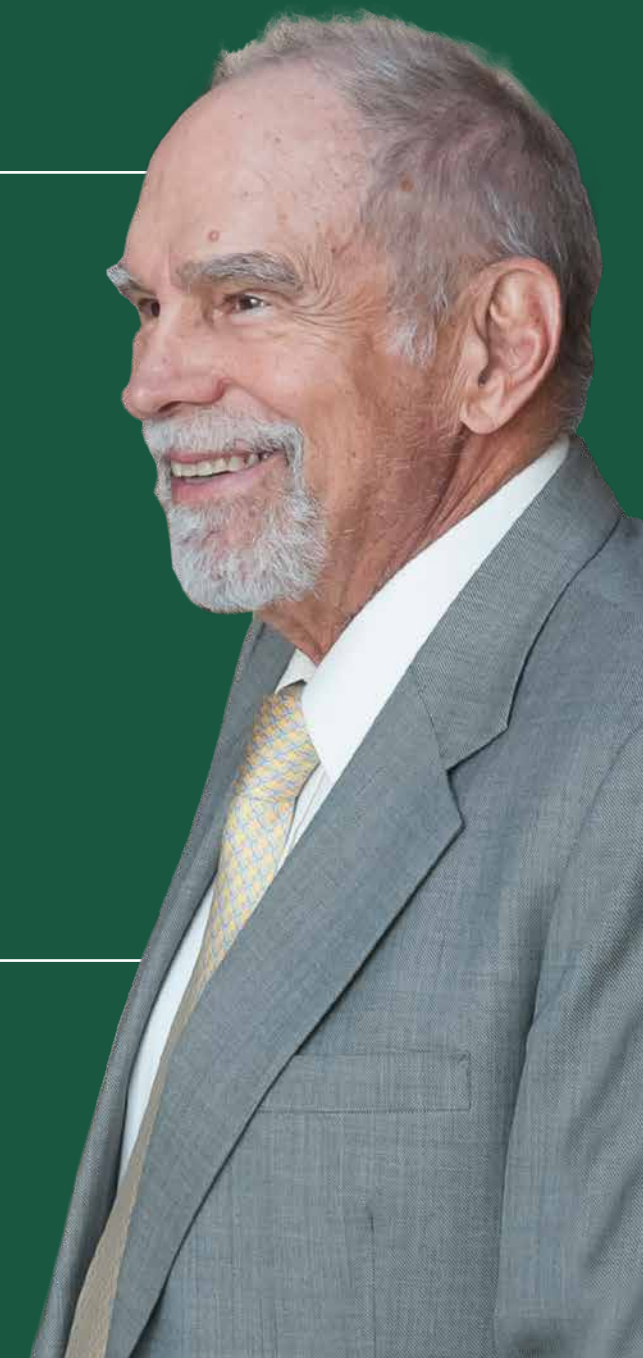
”

“

My goal is to have the **best law firm** and **contribute to the development**
of Panama

EM Jr.

”





“
What moves me is
my love
for Panama
EM Jr.”

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Message from the Board of Directors

Juan David Morgan G.
CEO

As 2021 ended, Panama still faced the impact of the Covid-19 pandemic, though the scope of the country's vaccination drive has brought a more optimistic outlook. Morgan & Morgan's commitment to support our stakeholders remained focused on responding to their needs.

In this regard, we continue to invest in our Corporate Wellbeing Program, prioritizing the health and quality of our employees' work life by, among other things, maintaining the hybrid work model in various corporate areas, as well as strictly keeping to biosecurity protocols, including following up on all Covid-19 cases and continuing to promote vaccination. This year, we extended pandemic-born programs such as Telemedicine and Mental Health, and we resumed personalized care via our in house "Medimor" clinic.

We also offered countless talks and workshops focused on ergonomics, nutrition, healthy living, stress reduction, effective time-management, and working from home (WFH), among others. Aware of our responsibility, we continue to support our clients in their economic recovery, providing solutions to maintain business continuity.

With our community we keep working through Fundamorgan, which in 2021 celebrated its 20th anniversary. Among its most important achievements, the Community Legal Assistance Program has legally represented people, which otherwise would not have been able to pay, in over 3,200 family and domestic violence proceedings, and over 11,000 people have attended its activities and talks aimed at raising awareness about domestic violence, its roots, and how to stop it.

Regarding the Citizenship Education Program, it has sponsored training spaces for over 12,000 young people on life skills, democracy, and human rights, among others. In addition, it awarded 30 scholarships to students from the University of Panama Law School.

Furthermore, in our effort towards environmental recovery and proper waste disposal, Morgan & Morgan has installed the first ever biodigester in the Republic of Panama. It will complement the existing Recycling Center at MMG Tower, Morgan & Morgan's headquarters.

As our clients, colleagues, and community are aware, my brother, and this company's

founder, Eduardo Morgan González, passed away on July 8, 2021. Nonetheless, the culture that he left behind will continue to grow. Morgan & Morgan remains part of the integral development of our country through all the legal, fiduciary, financial, and social responsibility processes, programs, and projects we promote. Our commitment is to keep his values alive and permeating through the coming generations. Despite a challenging outlook, today we look to the future with a commitment to continue working with renewed enthusiasm, with our purpose of contributing to the social and economic development Panama, as we have been doing for almost a century. We will also keep working on material issues, as well as developing and promoting increasingly sustainable businesses, in order to contribute to the national recovery.

About this report

Scope and Coverage

This report offers information relevant to Morgan & Morgan's various stakeholders about its processes, sustainability strategy, and 2021 achievements, as well as the main economic, environmental, and social impacts that the activities of its constituent companies, Morgan & Morgan and Morgan & Morgan Legal (Panamanian operations), have had during that period. The firm has been a signatory of the United Nations Global Compact (UNGC) since 2002. This document also constitutes a progress report on its commitment to the UNGC's 10 Principles in the areas of

human rights, labor standards, the environment, and the fight against corruption.

In addition, Morgan & Morgan understands the fundamental role companies play in the achievement of the Sustainable Development Goals (SDGs). Therefore, it is committed to carrying out its activities in accordance with them, seeking a paradigm shift, regarding the traditional development model, towards sustainable development. In this regard, we prioritize our efforts in SDGs 4, 5, 8, 12, 13, 16 and 17.



This report also represents Morgan & Morgan's first attempt to report its impact in the three spheres (**economic**, **social**, and **environmental**) under **GRI standards**. Our stakeholders may freely access these reports through the sites:

For questions, you can contact the Assistant Vice President of Corporate Social Responsibility
camila.vengoechea@morimor.com.

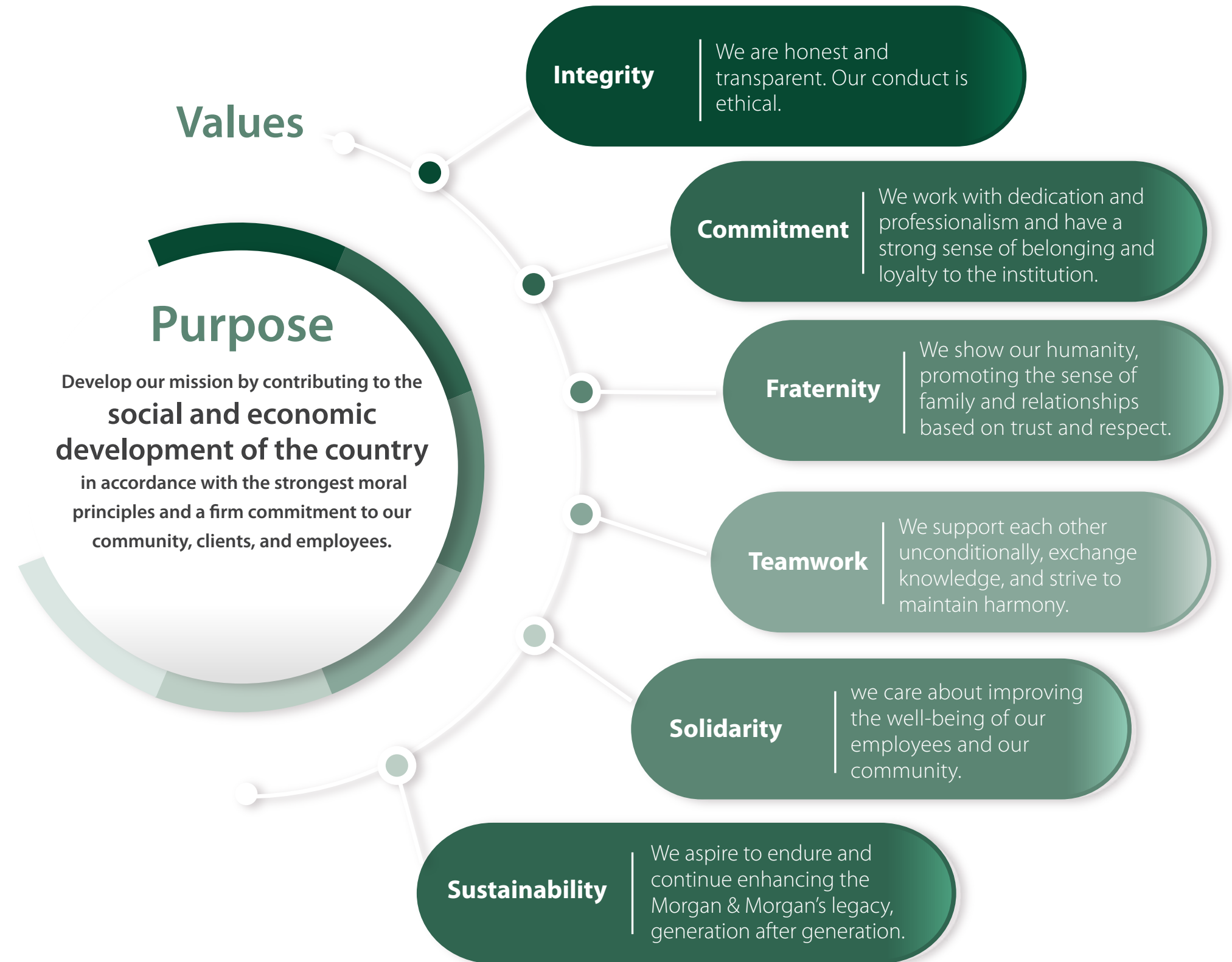
Obra de Madjuly Romero
 Concurso "Desafíos de la juventud en tiempos de pandemia:
 derechos humanos y participación ciudadana".

About us

Morgan & Morgan is a Panamanian law firm with a broad range of legal services. The firm regularly serves local clients and multinational corporations from various industries, including renowned financial institutions, government agencies, and private clients.

In particular, the firm has been involved in all stages of development of megaprojects related to energy, water supply, construction, oil, mining, public infrastructure, retail sales, ports, transportation, among others.

The growth of the Panamanian economy and the fact that Panama has become an important regional center for world trade has allowed the firm's lawyers to acquire considerable experience in multidisciplinary practices that cover the entire spectrum of their clients' needs.



Almost 100 years offering legal services
based on trust and efficiency



Practice Areas

Competition and Consumer Protection	Corporate Services	Maritime Litigation
Banking and Financing	Immigration Law	Insurance and Reinsurance
Regulatory Compliance	Labor Law	Intellectual Property
Criminal Law	Tax Law	Projects
Tech Law and Data Protection	Estate Planning	Securities and Capital Markets
Government Contracts and Acquisitions	Litigation and Conflict Resolution	Ship Registration and Financing
Real Estate	M&A	
Energy and Natural Resources	Mining	

Associations and Industry Groups

Compliance Association of Panama (Asocu)	Chamber of Commerce, Industries, and Agriculture of Panama	International Bar Association (IBA)
Association of Directors of Panama	Panamanian Chamber of Shipping	International Fiscal Association (IFA-Panamá)
Inter-American Association of Intellectual Property (ASIPI)	Panamanian Chamber of Social Development (CAPADESO)	International Tax Planning Association (ITPA)
Panamanian Association of Industrial Property Law (APADEPI)	CAPATEC	International Trademark Association (INTA)
Panamanian Association of Maritime Law (APADEMAR)	China Go Abroad	New York State Bar-Office of Court Administration
Panamanian Association of Business Executives (APEDE)	College of Authorized Public Accountants	Society of Trust and Estate Practitioners (STEP)
Panamanian Association of Compliance Companies (APEC)	National Bar Association of Panama	SUMARSE
British Chamber of Commerce Panama	Business Council of Latin America (CEAL)	The American Chamber of Commerce & Industry of Panama (AMCHAM)
Chiriqui Chamber of Commerce	D.C. Bar Association	The Florida Bar Association
Panamanian-German Chamber of Commerce and Industry	FIBA - Florida International Bankers Association	The International Academy of Estate and Trust Law
Mexico-Panama Chamber of Commerce	ICC Panama (Chamber of Commerce)	The Maritime Law Association of the United States
	Institute of Corporate Governance of Panama	



Principles and Commitments	
Pro-Bono Declaration of the Americas	Women Empowerment Principles (WEP)
Gender Parity Initiative	UN Global Compact

Global Reach



In order to provide our worldwide clients with exceptional and innovative service, Morgan & Morgan is the exclusive representative in Panama of the following professional networks:



American Law Firm Association (ALFA):

With 145 members worldwide (80 in the United States), ALFA is the leading global network of independent law firms whose success is driven by broad and deep local relationships around the world.



Employment Law Alliance (ELA):

With a network of 3,000 labor and employment attorneys in all 50 U.S. States and 300 cities around the world, ELA is a unique and powerful legal resource for employers. Lawyers from our Labor and Immigration group participate in its networking activities.



Terralex:

Worldwide network of 17,000 lawyers in more than 155 major independent law firms located in 100 countries and 44 U.S. States. Terralex attorneys guide clients through the challenges of global business. Morgan & Morgan has been its exclusive representative in Panama since 1990.

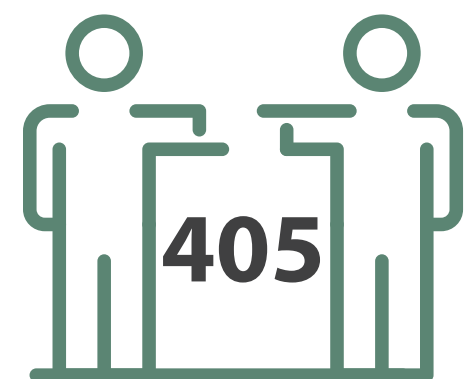


World Services Group (WSG):

A global network whose members are among the leading providers of professional business services. There are more than 130 firms representing clients around the world. Morgan & Morgan is its exclusive representative in Panama since 2002.

Relevant Figures: 2021

Morgan & Morgan is one of the main providers of services related to the registration of ships and corporations, as well as the largest law firm in Panama by number of employees and partners.



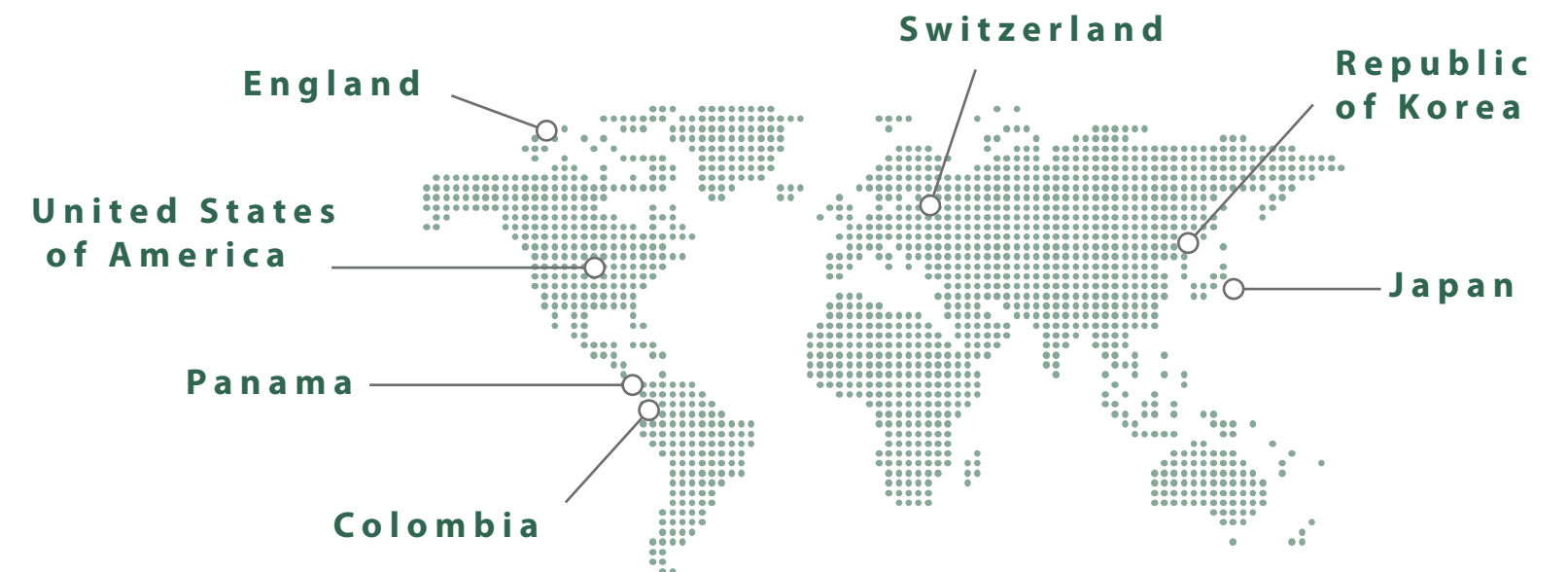
Employees



Partners

Clientes




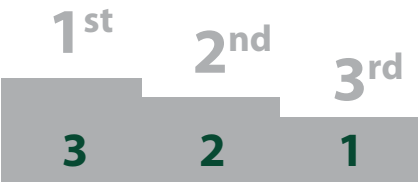
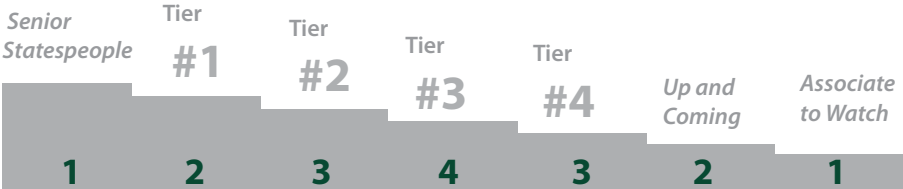



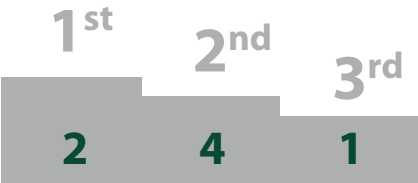
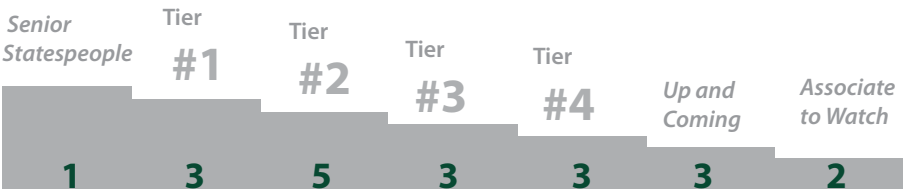




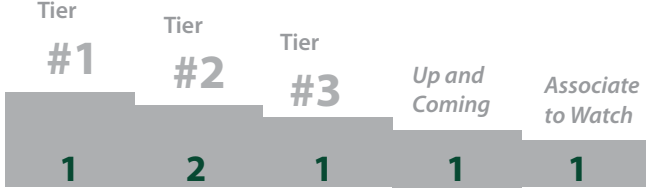



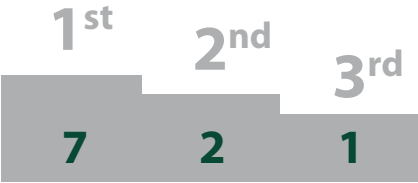




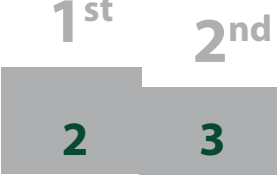

From 90 countries, including:




Most of the clients are corporations, shipping companies, and foreigners. Through intermediaries and foreign contacts, we serve a global market, mainly from America and Europe. Locally, individuals and companies come to us for high quality service.

Acknowledgements

Thanks to our clients’ trust and our brand’s market position, our firm and its team of lawyers has been recognized each year in the legal sector.

Positions in major legal directories				
<div>Chambers Global</div> <div> Morgan & Morgan</div>	<div></div> <div>5/5</div> <div>Featured Practice Areas</div>	<div></div> <div>13</div> <div>Featured Lawyers</div> <div>"Mayor número de rankings para una firma de abogados en Panamá"</div>	<div>Positions</div> <div></div>	<div>Lawyers</div> <div></div>
<div>Chambers Latin America</div> <div> Morgan & Morgan</div>	<div></div> <div>7/7</div> <div>Featured Practice Areas</div>	<div></div> <div>20</div> <div>Featured Lawyers</div> <div>"Mayor número de rankings para una firma de abogados en Panamá"</div>	<div>Positions</div> <div></div>	<div>Lawyers</div> <div></div>
<div>Chambers High Net Worth Guide / Private Wealth Law</div> <div> Morgan & Morgan</div>	<div></div> <div>1/1</div> <div>Featured Practice Areas</div>	<div></div> <div>6</div> <div>Featured Lawyers</div> <div>"Firma con más abogados en el ranking"</div>	<div>Positions</div> <div></div>	<div>Lawyers</div> <div></div>
<div>Legal 500</div> <div></div>	<div></div> <div>10/12</div> <div>Featured Practice Areas</div>	<div></div> <div>25</div> <div>Featured Lawyers</div> <div>"Firma de abogados panameña con más áreas de práctica y abogados en el ranking"</div>	<div>Positions</div> <div></div>	<div>Lawyers</div> <div></div>
<div>IFLR 1000</div> <div></div>	<div></div> <div>5/5</div> <div>Featured Practice Areas</div>	<div></div> <div>6</div> <div>Featured Lawyers</div>	<div>Positions</div> <div></div>	<div>Lawyers</div> <div></div>

Positions in major legal directories

<p>Who's Who Legal</p>  <p>Labour, Employment & Benefits 2021</p>	 <p>25</p> <p>Featured Lawyers</p>
<p>Latin American Corporate Counsel (LACCA)</p> 	 <p>3</p> <p>Featured Lawyers</p>
<p>Benchmark Litigation</p> 	 <p>3</p> <p>Featured Lawyers</p>
<p>World Trademark Review</p> 	 <p>1</p> <p>Featured Lawyer</p>

Other 2021 Recognitions

Latin Lawyer y Vance Center New York		Pro Bono <i>Leading Light</i> .
Latin Lawyer 250		Recognized as the largest law firm in Panama.
Monitor Empresarial de Reputación Corporativa (MERCOR)	 	Recognized among the 100 companies with the Best Corporate Reputation, Social Commitment, and Good Governance in Panama.
Chambers Latin American Awards 2021		Nominated for "Firm of the Year" in Panama.
Chambers Latin American Awards		"Diversity and Inclusion: Outstanding Contribution": Carlos Ernesto González Ramírez.
Benchmark Litigation Awards 2021		Shortlisted as "Litigation and Arbitration Firm of the Year" in Panama and Simón Tejeira Q. as "Litigator of the Year" in Panama".
Patent Lawyer Magazine		Recognized as one of the leading law firms in Panama in Patent Law.

Morgan & Morgan: Our Culture of Knowledge

Our founder's greatest fortune has been their knowledge and intellect, which, added to the desire to do things well and their team's talent, has created a virtuous cycle in which knowledge grows and is generously shared.

Startup Series

In 2021, the STARTUP SERIES was born. An informative space designed for entrepreneurs and independent professionals seeking to boost their business initiatives. The platform offers various resources on legal topics prepared by our legal team.



9

Articles



1,367

Site visits

Covid Resources Center

Compilation of regulations from various government entities, as well as bulletins, information on deadlines, webinars, and news articles on the different measures implemented in Panama impacting business operations.



57

Articles and legal
alerts



14

Webinars



7,679

Site visits



295

Publications

by our lawyers



16

Webinars



56

Articles and legal
alerts



223

Other legal media
publications

Topics addressed: Tax, immigration, labor, regulatory, criminal, insolvency, compliance, and tech law, among others.



Work of Alejandra Julieth Valdespino Córdoba
Contest "Challenges of youth in times of pandemic: human rights and citizenship"

Sustainability Strategy

Our sustainability strategy focuses on the following pillars:

Internal
Initiatives



External
Initiatives

Executed by



FUNDAMORGAN

*At the time of this publication, work is under way to align strategy with ESG concepts.



**CORPORATE
STANDARDS**



**CORPORATE
WELLNESS**



ENVIRONMENT



MORGAN & MORGAN





Internal Initiatives

01 Corporate Standards

Since its inception, Morgan & Morgan has maintained the highest ethical standards in its relationships, whether between partners, employees, clients, suppliers, and the communities in which it operates.

Corporate Governance

Morgan & Morgan is a corporation with 48 partners. The Board of Partners chooses the managing partners through a senior management committee that coordinates the work of the business and administrative areas. In addition, the following committees focus on specific topics:

-  Technology Committee
-  Audit and Risk Committee
-  Nomination and Corporate Governance Committee
-  Data Security Committee





Code of Ethics

The organization's principles and values are reflected in its Code of Ethics. This document outlines the rules governing the behavior of all its members and serves as a guide on ethical issues.

Knowledge of and compliance with the Code of Ethics is mandatory for all firm members. The rules on prevention of money laundering and financing of terrorism, conflicts of interest, and the protection and privacy of personal data are particularly relevant.



The Code of Ethics is published on the firm's intranet and on www.morimor.com

For all stakeholders and is periodically reviewed.

Personal Data Protection and Privacy

Morgan & Morgan safeguards the personal information, to which it has access to, of its employees, executives, lawyers, clients, suppliers, contractors, and any person interacting with it with a high level of confidentiality, through appropriate administrative and technological measures to secure these records.

The firm, as a provider of legal services, has a professional, ethical, and legal obligation to keep confidential all the information it receives as part of its attorney-client relationships.

Additionally, it is committed to protect the information it stores and/or processes regarding people, whether natural or legal.

The Data Protection Policy is available at www.morimor.com.

Course on:

Code of Ethics and Compliance through Morgan Academy

Complying with the organization's high corporate standards, employees are trained annually through the "Morgan Academy" platform on issues regarding Compliance and our Code of Ethics.



www.morgan-academy.com

Prevention of money laundering and financing of terrorism

As part of our commitment to international legislation and regulations, particularly Law No. 23 of April 27, 2015, which "adopts measures to prevent money laundering, the financing of terrorism, and the proliferation of weapons of mass destruction, and dictates other provisions", all Morgan & Morgan employees are trained annually on this issue, which represents a threat to peace, security, human rights, democratic stability, and economic and social development. An effective way to avoid and combat the risks of money laundering and terrorism financing is prevention and training.

The Compliance area oversees that the organization's reputation is not affected, legally or operationally, by suspicious activities from its clients regarding money laundering, capital legitimization, or terrorism financing. The Compliance Department is responsible for implementing the "Know Your Customer" Policy, based on the highest global standards, applying the corresponding procedure manuals.



Whistleblower system

Our policies establish a Whistleblower System that is reinforced every year to ensure that all employees are familiar with this important channel and communication. It is also available for clients, service providers and people in general.



Complaints can be made
anonymously through
www.morimor.com

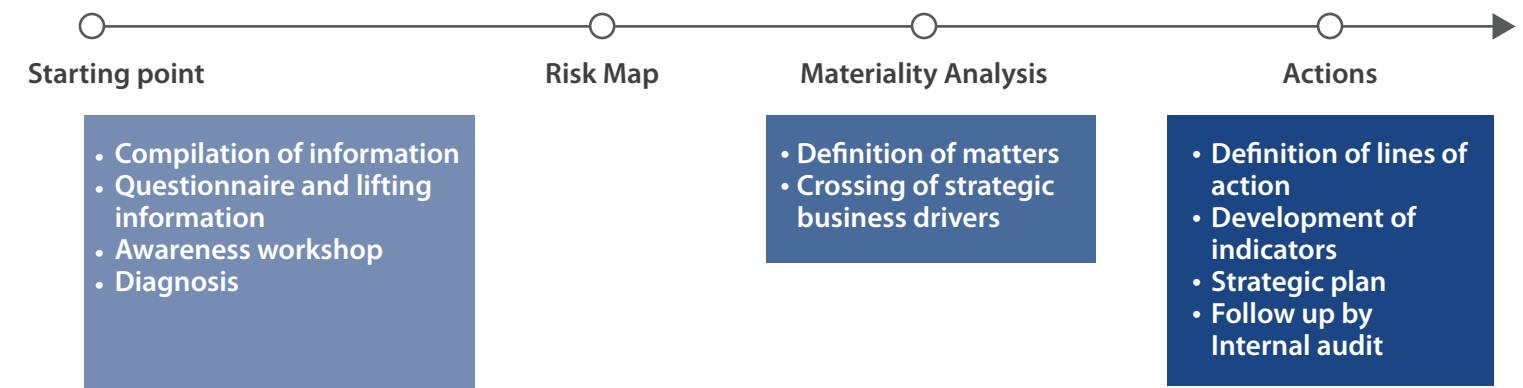
Risk Management

Materiality

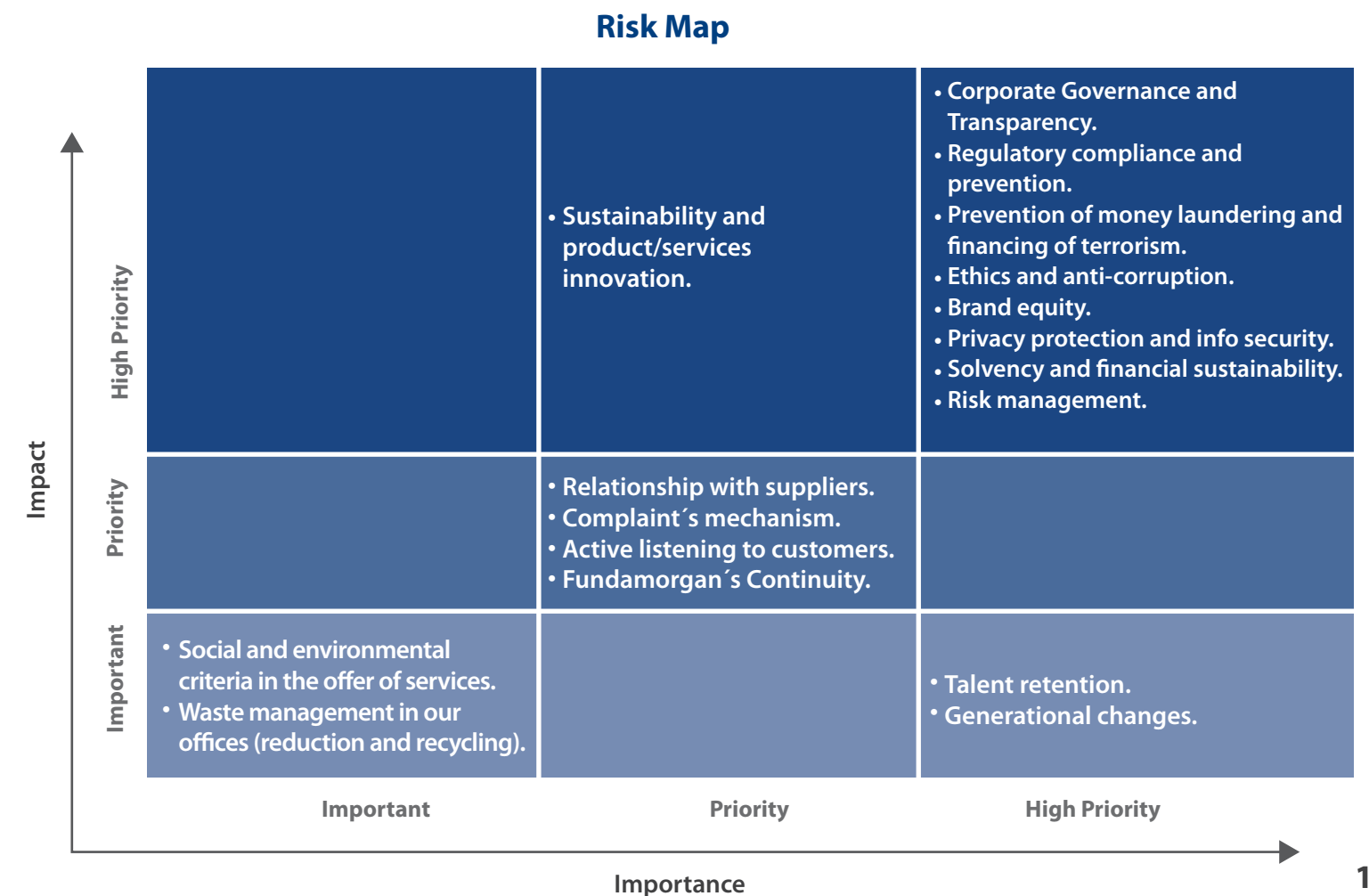
At the beginning of 2019, an outside consultancy was hired to carry out a materiality assessment on the significant economic, environmental, and social impacts of our organization, as well as those that substantially influence our stakeholders' decision-making.

**As the sustainability strategy is being updated, Materiality will also be reviewed.*

Materiality of Risks



The Audit and Risk Committee will monitor the Strategic Action Plan





Safety and Health Committee

The Safety Committee is made up of both worker and company representatives, and handles the promotion, prevention, and surveillance of occupational health and safety systems within Morgan & Morgan. The Committee is trained to react and resolve any situation in accordance with established protocols, and is responsible for implementing, programming, directing, and executing the emergency response. The Committee evaluates actions aimed at promoting, preventing, and solving occupational safety and health problems, and coordinates their implementation in the event of an emergency in order to guarantee the safety of our people and assets.

**At the time of this publication, work is under way to align strategy with ESG concepts.*

Emergency plan in case of virus spread



For Covid-19, a Special Reopening Protocol, “Your Company Takes Care of You”, was designed to guarantee the highest standards of prevention and protection for our employees and clients.

In the event of Covid-19 or other contagious disease, the company follows rules set by the Ministry of Health and other government entities.

During 2021, employees took the Physical Security course, which included a video detailing the “Your Company Takes Care of You” protocol.

Corporate Social Responsibility Policy (CSR)



Morgan & Morgan’s CSR Policy establishes the organization’s philosophy in this regard, itself based on the principles of the United Nations Global Compact (UNGC) and ISO 26000. It includes the firm’s commitments on human rights, labor practices, environmental responsibility, fair operating and marketing practices, and participation in the development and implementation of community welfare programs.











The CSR Policy is a key element of our sustainability, reputation, and success. The firm’s leaders are responsible for promoting these actions and principles, convinced they are the only way to guarantee sustainable development.



This document is available on
www.morimor.com



Interest Groups

-  Clients
-  Employees
-  Suppliers
-  Community
-  Government
-  Media
-  Non-profits and international organizations
-  Professional associations
-  Universities
-  Regulatory entities

Main communication channels with our stakeholders

Interest Group	Channel	Frequency	Description
Partners	Partners Meeting	Twice a year	Reports on progress regarding the business in general, projects, and other topics related to the partners.
Employees	Check-in	Twice a year	Via “check-ins”, employees have regular conversations with their direct supervisor about their performance and professional development.
	Meetings via Zoom with the President of the Board of Directors	Twice a year	Updates on business results and new initiatives/businesses, among other employee-related topics.
Clients	Website	Permanently	Suggestions and comments received through the website are answered according to related area.
	Sustainability Newsletter	Bimonthly	Updates on initiatives and advances in sustainability.
	Social media	Permanently	Comments and suggestions are directed via the Marketing department.
Suppliers	Purchasing Department	Permanently	The Purchasing Department handles queries, requests, and complaints from suppliers.
Community	Website	Permanently	Fundamorgan’s team is responsible for attending and responding to concerns and requests made via this channel.
	Meetings with allied organizations	Permanently	Throughout the year, meetings are held with allied non-profits to discuss initiatives and work together.
Regulators	On-site/regulatory	Permanently	We stay in constant communication with our regulators, complying with official communications received in writing, and having inspections and audits from them in our offices.



Suppliers

For Morgan & Morgan and its related companies, fair treatment of its suppliers is essential. We have an Integrity Guide for Suppliers whose purpose is to preserve, strengthen, and promote a value chain based on business ethics.



Contracting Policy for Suppliers

The Contracting Policy for Suppliers was updated and includes parameters, as well as fundamental and compliance aspects, such as:

- Integrity Guide
- Human Rights Handbook
- Good Environmental Practices
- UNGC Principles

Ethical Commitment

All our providers must voluntarily accept our Ethical Pact, which governs all actions and relationships with providers, employees, and clients.



53%
of our suppliers have
ethical agreements.

Purchase Procedures Manual

Morgan & Morgan has a Purchasing Procedures Manual that contains procedures regarding the procurement of services and/or products. This manual, based on Sustainable Purchasing Management, assesses not only quality and prices, but also past, present, and future impacts on the environment and society when procuring products or services. This is the central pillar of a strategy that today is part of our internal CSR policy, which is based on the 7 Axes of the ISO 26000 Standard and the UNGC Principles.

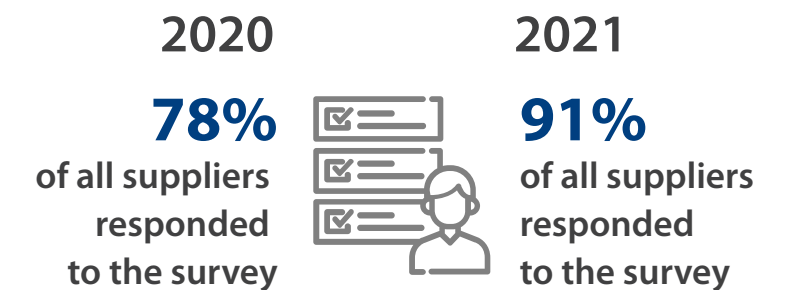


6%
suppliers are new,
providing continuous
service and complying
with the Purchasing Department
parameters and our CSR Policy.

CSR Self-Diagnosis

The "Self-assessment of Corporate Social Responsibility" survey, provided to them to voluntarily evaluate their compliance with the principles of social responsibility.









"Our Integrity Guide regulates the business relationship with our value chain. In it, we establish avenues for complaints in the event of significant risks detrimental to these commitments."



Corporate Reputation Business Monitor (MERCOS)

2021 Ranking Chart

The Corporate Reputation Business Monitor (MERCOS), a reference in Latin America, has published its fourth annual rankings of the 100 companies, the 100 leaders with the best reputation, and the 100 most responsible companies in terms of ESG (environmental, social and governance) in Panama.

	General ranking of companies with the best reputation	 #26/100
	Industry ranking of companies (Lawyers)	 #1
	Ranking of leaders with the best reputation: Dr. Juan David Morgan G.	 #16/100
	General ranking of the most responsible companies	 #17/100
	Ranking of the most environmentally responsible companies	 #12/50
	Ranking of the most responsible companies in the internal sphere, client, and society	 #12/50
	Ranking of the most responsible companies at an ethical and governance level	 #19/50

Advances in Cybersecurity issues



Relevant Information Security Program activities:

- An aggressive security awareness plan that includes bi-monthly reminders and mandatory annual training for employees.
- Quarterly Phishing tests on all employees.
- Constantly updating all our systems and infrastructure to reduce the risk of known vulnerabilities.
- Implementation of DevSecOps initiatives to secure internally developed applications.
- Implementation of new monitoring and incident management technologies to continuously improve these processes.

Amadeus Legal Software

For over a year, Morgan & Morgan has been implementing the Amadeus Legal Software, a practical, comprehensive, and robust tool for lawyers in Latin America. Investments of this nature demonstrate our solidity, trustworthiness, and commitment.

With this new system, organizational governance is strengthened, and better technology for our employees translates into time efficiency and reduced bureaucracy, as well as improvements in internal processes to offer our clients a first-class service.



02 Corporate Wellness

Throughout 2021, Morgan & Morgan continued to demonstrate leadership, agility, resilience, and the capacity to innovate, as it faced the challenges of the Covid-19 pandemic.

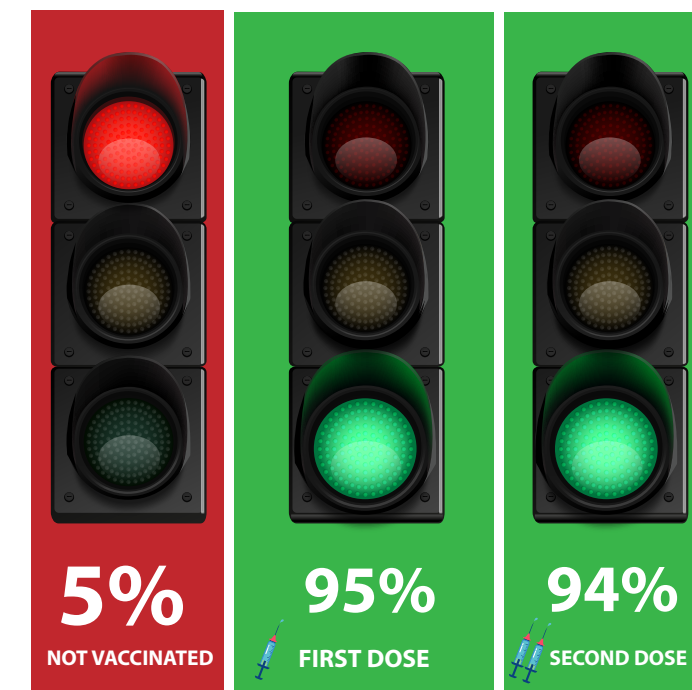
Since the beginning of the crisis, the firm's absolute priority has been to protect the firm's most valuable asset: **its people.**

Below are some of the initiatives implemented to guarantee a safe work environment:

Vaccination traffic light

The firm encouraged vaccination against Covid-19 to avoid serious symptoms and a risk of hospitalization or death, providing free transportation for employees who wanted to get vaccinated during working hours. We also launched the "vaccination traffic light", which monitored data on the number of unvaccinated employees, as well as those who received the first and second dose, respectively.

Fortunately, as of November, the traffic light showed significant progress regarding vaccination:



Colors based on the following indicators:
Red: 0-40%; **Yellow:** 41 al 90%; **Green:** 91 to 100%





“Your Company Takes Care of You”

Morgan & Morgan continued to implement the biosafety protocol known as "Your Company Takes Care of You", setting guidelines for employee wellbeing in all contexts: at home, commuting, and within the office, as well as offering educational tools, creating a hygienic environment with all government-recommended safety measures.



Hygiene measures at MMG Tower

Social distancing measures were maintained in the lobby and common areas, including elevators, as well as the use of antibacterial gel, temperature checks, deep sanitation in common areas, a strengthened cleaning routine with specialized products, and the use of specialized filters in air conditioners, among others.



Physical and emotional well-being of employees

Through the "Wellness at Home" program, employees continued to access talks on Covid and other health-related topics. We also continued to offer various training courses via the "Morgan Academy" platform, which all employees can access to take technical/regulatory, organizational courses, among others.





Mental Health Access

The firm kept its Psychological Assistance Program as a way to contribute to the mental health of its employees. Offering free and confidential support to all employees and their families, 24 hours a day, 7 days a week, we continue to support those who are going through stress, depression, and/or anxiety.



Hotline



Assistance given by licensed psychologists



24 hours a day/7 days a week



Free and confidential



In addition, the firm reactivated the MEDIMOR clinic, an exclusive and free in-house general medicine clinic for employees, which also monitors cases related to chronic disease.

Telemedicine

Since the pandemic began, employees have had access to a Telemedicine service that includes:



Free medical
video consultations

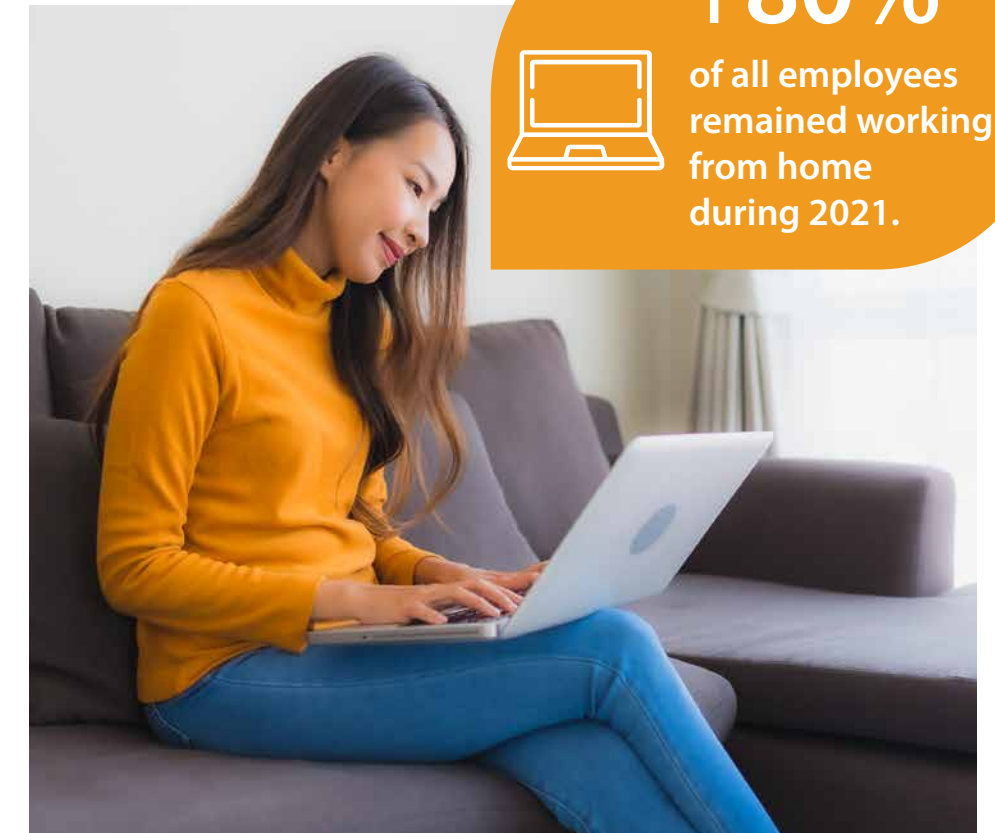


Use of the SEMM
(Medical Emergency
Mobile Service) App



Special monitoring
of patients with Covid-19

Work From Home



+80%
of all employees
remained working
from home
during 2021.

All employees received

100%
of their salary



Other employee incentives:

100% of full-time employees have:



Private life and emergency health insurance



Annual benefit to purchase corrective eyewear, with the possibility of financing



Nursing room for employees who need it.



Savings/retirement plan



Gasoline bonus for carpooling employees (with the pandemic and considering that most employees were working from home, this was paused for a few months; in mid-2021 it was reactivated for employees returning to their jobs, helping them avoid public transportation and, thus, exposure to contagion).



Scholarships: Financial aid for employee dependents with outstanding grades; scholarships for advanced, post-graduate, or master's degrees for employees; and interest-free loans for bachelor's, advanced, post-graduate, or master's degrees.

In 2021,

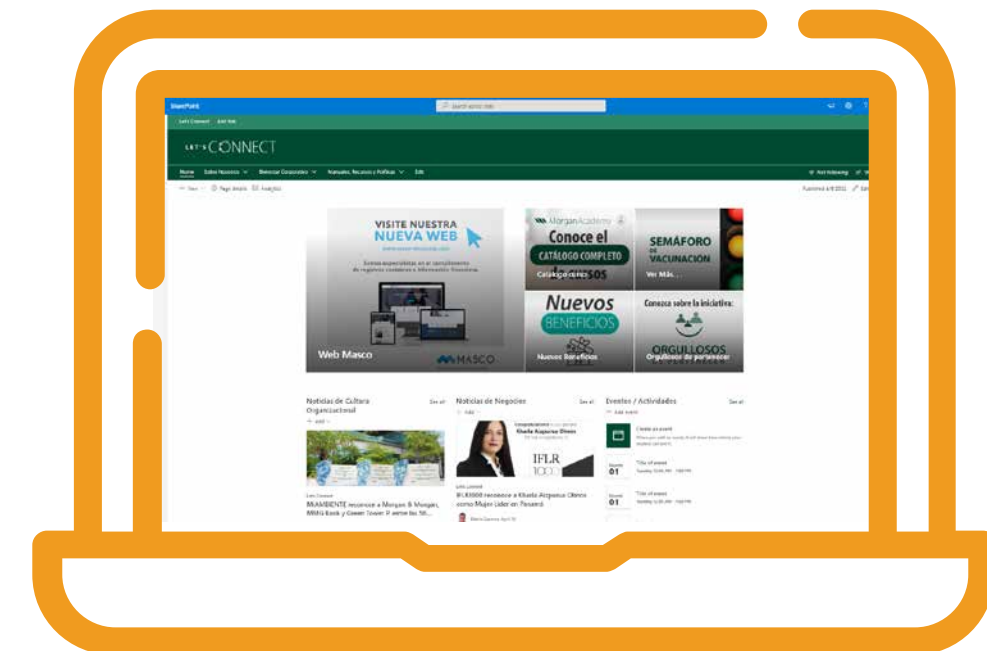
27
scholarships were
awarded to children of employees

4
scholarships for
advanced studies

New internal tool "Let's Connect"

The new internal communication tool, "Let's Connect", was released to provide employees online access to the latest news, corporate initiatives, and business deals, and to keep them informed of internal vacancies, birthdays, new hires, and changes in policies, among others.

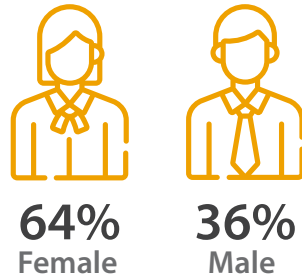
Still in its "beta" phase, we continue to scale up the platform, always considering the security of company data. This tool also enhances employee-firm communication, allowing online feedback from any member of the organization. Furthermore, transparency is strengthened as clear, up-to-date information flows freely, processes are streamlined, and important information is recorded.



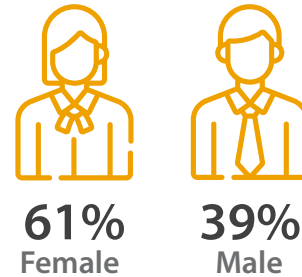


Workforce Composition

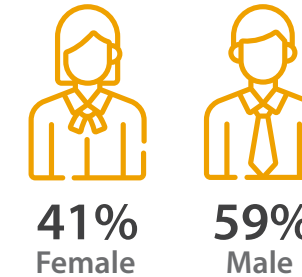
405
Total
employees



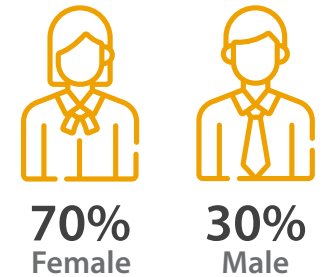
39
Executives



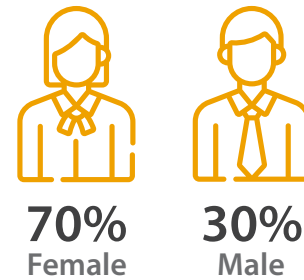
66
Lawyers



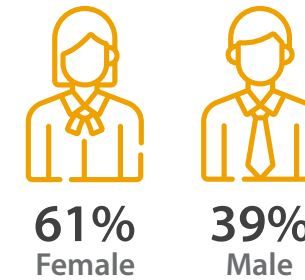
37
Total New Hires



63
Officer



237
Administrative

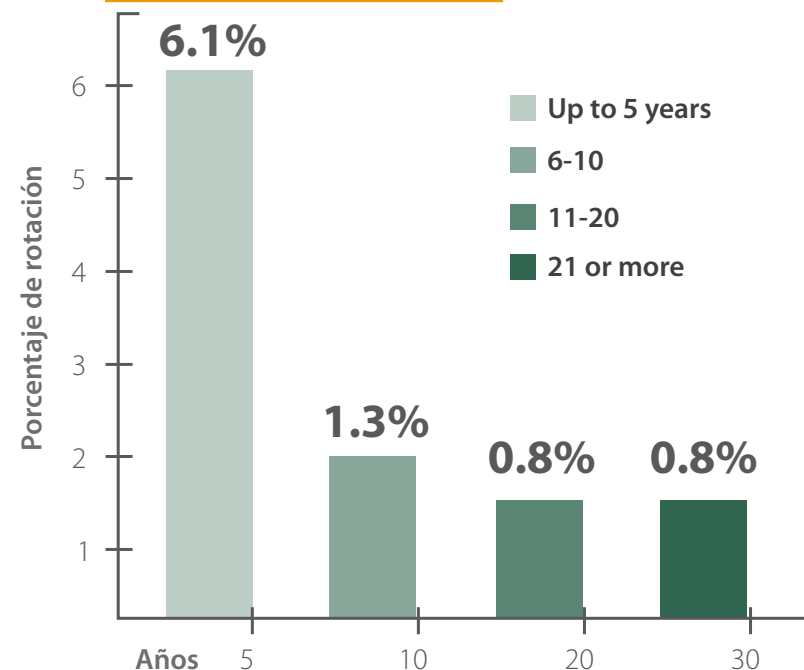


392
Full-time

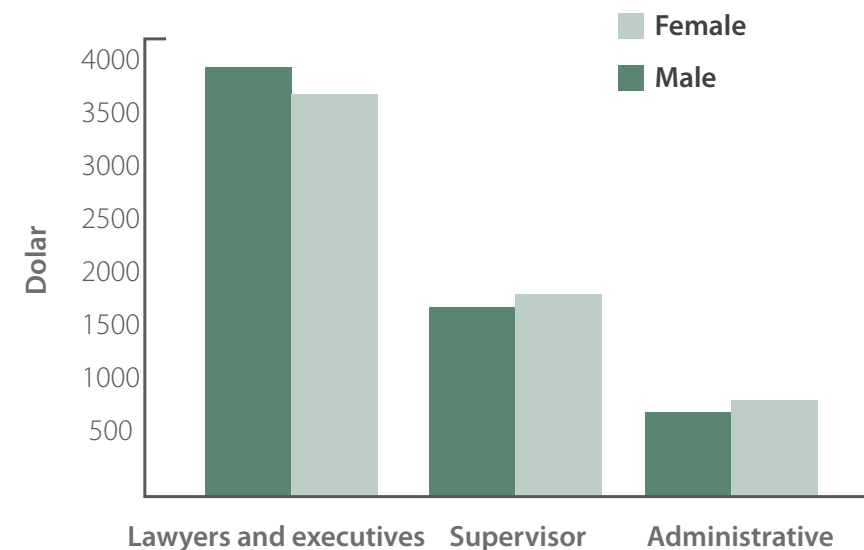
13
Part-time

*Taken from the payroll of Morgan & Morgan and Morgan & Morgan Legal.

Seniority



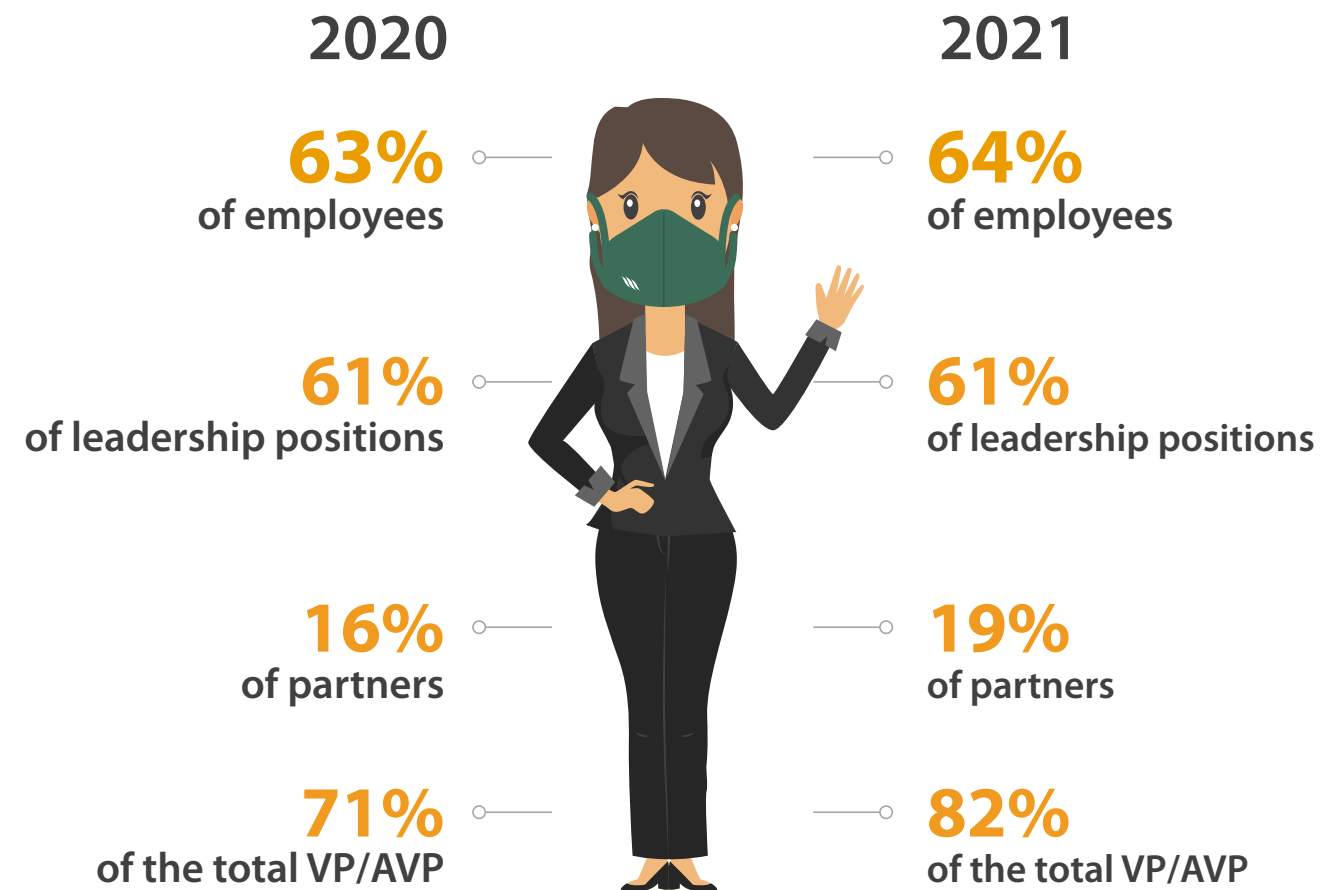
Average salary ratio between genders



The average salary gender ratio is important to continue working on reducing the salary gap, which is still a challenge nationwide. Therefore, Morgan & Morgan considers the standard market ratios regarding salaries, irrespective of the gender or any other type of diversity.

Women's leadership in our organization

In our organization, women represent:



*VP: Vice President /AVP Assistant Vice President



Gender Parity Initiative (IPG) recognizes Morgan & Morgan

The National Council for Gender Parity of the Ministry of Social Development (MIDES) recognized Morgan & Morgan for its work and promotion of gender equality and reduction of gaps between men and women in the country.

The recognition is given in a special context, where the covid-19 pandemic has evidenced the gaps that still persist to achieve gender equality.



Environment

Morgan & Morgan not only recognizes that all companies have an impact on the environment, regardless of their operations, but also the active role businesses play as an agent of change within the community. We therefore promote innovative initiatives with a real impact, for example:

MMG Tower installs the first Biodigester in Panama

With the aim of promoting sustainable practices for environmental recovery, as well as proper waste-disposal, MMG Tower, in alliance with the Panamanian company Bioconsult Corp., installed the first biodigester ever in the Republic of Panama.

The biodigester will complement the existing in-house Recycling Center at our headquarters.

The biodigester is a machine that, through biodigestion technology, can:

digest and process an average of 100 kilograms of organic waste per day, to transform it into contaminant-free "gray water", in less than 24 hours.





Recycling Center

Through the efficient waste-management of the Recycling Center at MMG Tower, in 2021 the Company managed to:

- Process **38.48 tons of recycled material**, making it one of the city's most important recycling posts.
- Install a **compacting machine** with the capacity to recover 71% of recycled material and reduce the amount of waste sent to Panama City landfills, expand the capacity to compact recoverable material, and make the waste management process more hygienic.
- Educate** the community about solid waste management by hosting organizations interested in learning about the new biodigester and compactor installed at MMG Tower.

Materials sent to the Recycling System

	2020	2021
Material	tons	tons
Paper/fiber	22.483	15.888
Plastics	8.713	6.103
Metals/electronics	4.038	3.988
Glass	12.769	12.504
Organic Waste	0.000	0.000
Total	48.003	38.484

**Note: the metals/electronics section includes cans, electronics, aluminum, scrap metal, canned food, and metals in general.*




Visits to the Recycling Center

Holistic waste management center



Environmental benefits

Contribution to the recycling process

 **+38**
tons recycled
material


Non-renewable energy available

 **+365**
kw

Available in forests

 **+270**
total from the
workers

Available Potable water

 **+413**
m³

Reduction in the atmosphere

 **25.76**
de CO₂

**This report has been made by Bliss Earth Recycling Panama (BERP)*



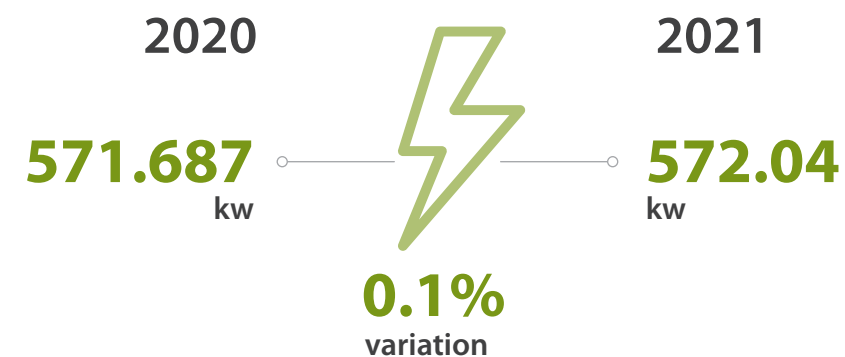
Measures to promote responsible consumption

Energy

Electricity is the main energy source for our offices. Efforts aimed at reducing consumption include:

- 118 250-W solar panels.
- LEED Certified Offices
- LED lighting
- Natural lighting.
- State-of-the-art occupancy sensors and lighting controls.
- High efficiency variable air conditioning system.

Measurement of energy consumption of MMG Tower



Paper

Paper consumption is a relevant element as it is closely linked to the firm's business activity. We therefore promote the use of ecological paper, and since the beginning of the pandemic paper saving has been optimized.

Paper consumption indicators

	2018	2019	2020	2021
Type	Weight	Weight	Weight	Weight
Letter	76,000	68,700	19,700	22,200
Legal	52,460	53,070	15,860	25,010
A4	1,760	800	-	160
x13	4,130	3,835	295	1,180
Total	134,350	126,405	35,855	48,550

There has been a significant decrease in paper consumption during the pandemic, however, we are monitoring the different areas of the organization so we don't return to the consumption patterns we had before the pandemic.





#Tupapelcuenta campaign



In collaboration with Tetrapak, employees participated in the #Tupapelcuenta campaign. In addition, recycling days were organized and educational posters promoting the campaign were placed in the Recycling Center.

Beach cleanup in Costa del Este



More than 200 volunteers and allies of Morgan & Morgan participated in the Costa del Este beach cleanup organized in November, in which approximately 11 tons of trash, including plastic, glass, foam, fabrics, aluminum, as well as tires and household appliances, were removed.

#PanamáLibreDePlásticos campaign



Morgan & Morgan accepted the invitation from @soyimpactopositivo to be part of the #PanamáLibreDePlásticos campaign, which seeks to promote societal changes to reduce plastic consumption.

We are committed to carbon neutrality

Morgan & Morgan has signed the Declaration of the Top 50 Carbon Neutral Organizations, meeting the minimum requirements to receive its marquee recognition. Morgan & Morgan has participated since 2021 in "Reduce your corporate carbon footprint", an initiative of the Ministry of the Environment. Our Action Plan will guide the firm towards compliance with the goal of carbon neutrality by 2050, and an intermediate reduction target by 2030.

Commitments:

- Develop an annual inventory of greenhouse gases at the corporate level.
- Develop an action plan for carbon neutrality by 2050 that sets ambitious and measurable greenhouse gas emission reduction targets.





EDUCATION



ACCESS TO
JUSTICE



MORGAN & MORGAN

External Iniciatives

Commemorating



FUNDAMORGAN celebrated its more than 20-year history, strengthening its commitment and focus on:

Education in Citizenship and Access to Justice

FUNDAMORGAN executes the communitarias programs of our sustainability strategy. It focuses on **Education** and **Access to Justice**, in order to contribute to a more just society and a greater quality of life for its citizens.



Commemorative Activities



“Remembering our experiences helps keep the legacy of our founder, Eduardo Morgan Alvarez, a self-made man who was a fearless defender of human rights.”



Contest:
Challenges of youth in times of pandemic: human rights and citizenship (participation in alliance with the Museum of Contemporary Art-MAC)



 **23**
works of art

 **10**
winners

This initiative had two phases, one for education, and another for creativities and artistic creation.

The first phase consisted in a series of workshops to educate young participants with collaboration of local artists. The workshops imparted knowledge on diverse topics, such as human rights, and participation in society, and taught participants artistic skills to incentivize their creation and expression through art.

The second phase invited participants to develop a work of art and present it to a panel of judges from the MAC.

The contest was aimed at teenagers and young adults ages 15-24. The entries to the contest included participants from all provinces and indigenous communities.

10 winners were selected and received a cash prize and had their works showcased in the MAC during the month of August.

Contest: Youth, human rights, and writing



Starting in June, and during the month of July, registered participants developed their stories, supported by workshops that the Foundation offered in alliance with the *Grupo de Lectores de Panama*, the *Camara Panameña del Libro* and the Ministry of Culture.

Two winners were selected during the International Book Fair of Panama, and received a cash prize, a scholarship for a PROFE 2022 course, and an internship at the *Camara Panameña del Libro*.



Justice Cinema at the Hayah International Festival of Short Films



The Hayah International Short Film Festival, in its thirteenth edition, innovated by creating a category of film called "Justice Cinema", in collaboration with FUNDAMORGAN, to raise awareness about gender-based violence. Panamanian and international filmmakers alike participated in this special category of the festival, and their works reflected a hopeful message and resolution for issues related to violence against women in all its manifestations.

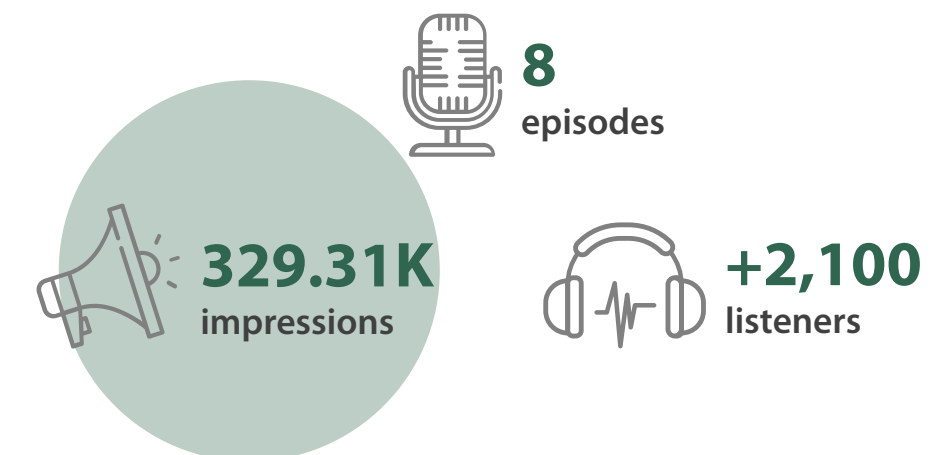


Commemorative Activities

Violencias Podcast creating awareness of gender-based violence



FUNDAMORGAN, in collaboration with *Indomables*, the Basta-Panama Editorial Committee, Avon Foundation, and *Telemetro Radio*, created an 8-episode podcast called *Violencias*, that discussed the different types of violence that affect women. The podcast is available on Spotify, Apple, Google, Go Loud and MedcomGo.



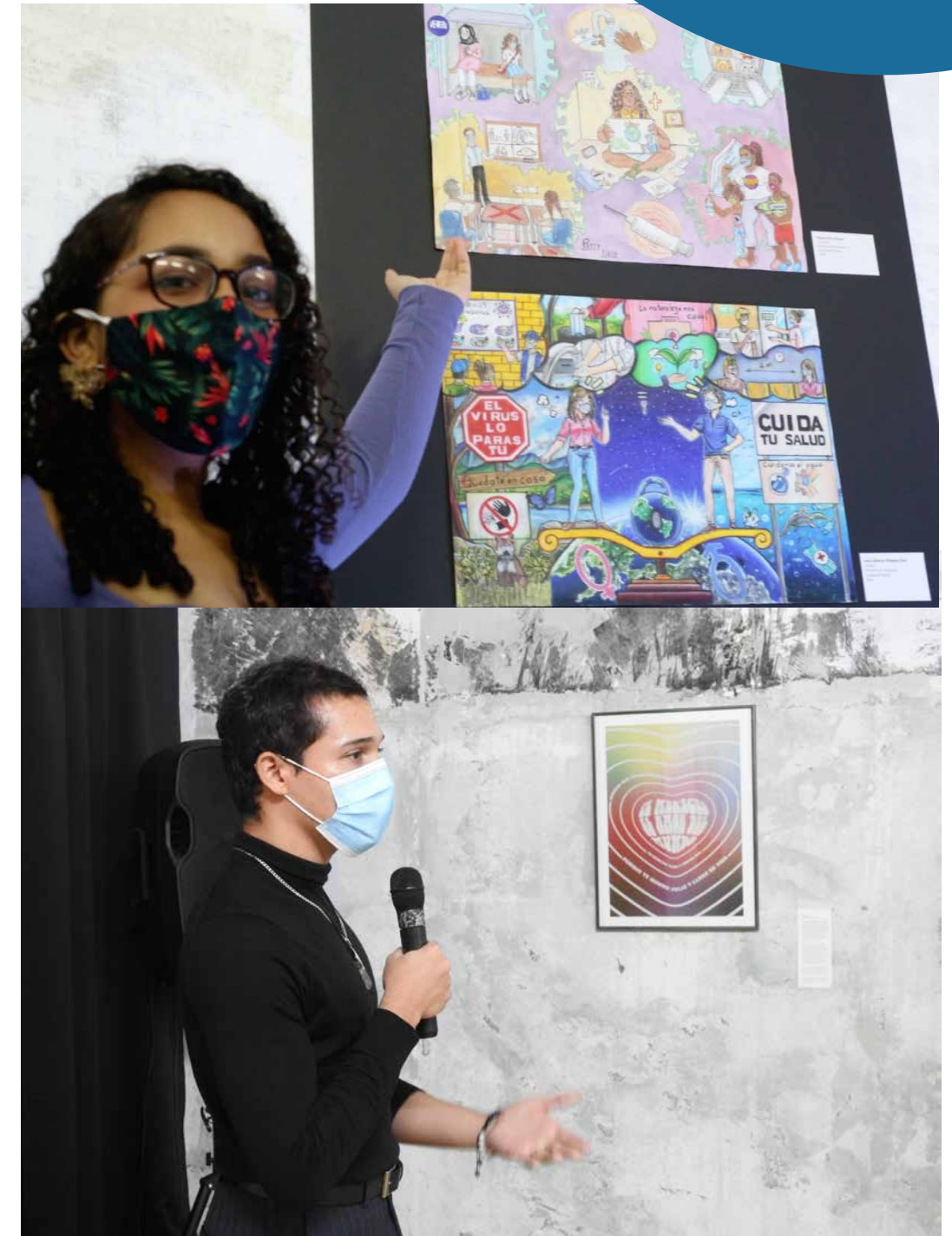
Education on Citizenship

Responsible Citizenship and Human Rights Program

Since 2014 we are committed to train adolescents and young adults in Panama and, thanks to the collaboration of the United States Embassy, we held the eight version of the Program: Promotion of Human Rights and Construction of a Responsible Citizenship, which offers teenagers and young adults training and education in life skills such as the exercise of democracy, human rights and other competences, as a method to raise responsible, participatory citizens, who are aware of their personal dignity, are respectful of others and of their community.

During 2021, during the covid-19 pandemic, the program continued to reinvent itself to adapt to our new reality, which included the prolonged closure of in person activities in institutions and schools across the country.

During this challenging time, FUNDAMORGAN reaffirmed, with a greater sense of urgency than ever, its commitment to the education of youth in citizenship and human rights. This gave teenagers and young adults spaces in which they could strengthen life skills and other competencies to help face the complex situations caused by the covid-19 pandemic. FUNDAMORGAN continued airing its segment on Radio Panama and created a Virtual Learning Platform called "Citizen Academy."





Training



64
workshops



375
teenagers and young adults
trained virtually
(OSFL and Public Schools)

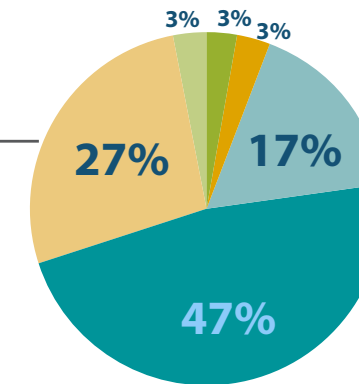


72%
female



28%
male

Age



2,379
hours



6.3
hours per
participant

Radio



The segment “*Academia Ciudadana Radio*” was broadcast every Saturday on Radio Panamá, in the *Agenda Ciudadana* radio show. This segment discussed topics on human rights, citizen participation, debate and other topics that promote good citizen competencies.



40
radio segments
broadcast by
Radio Panamá

“You can stop the virus” Drawing Contest



To highlight the importance of citizen participation and the involvement of Panamanian youth to help contain the spread of Covid-19, and help families, communities, and the environment, Fundamorgan held the “You Can Stop the Virus” drawing contest, alongside the #TodoPanama Movement, and with the collaboration of the Museum of Contemporary Art (MAC), the United States Embassy, and ANCON.



295
contest entries



10
winners



Collaboration to create the virtual learning platform “Academia Ciudadana”



The virtual learning platform “Academia Ciudadana,” an initiative led by Fundamorgan, the OEI and ASPADE, was presented in November at the head office of the Tribunal Electoral.

This platform strives to develop critical thinking and citizen competencies through a variety of online courses, including the importance of debate as a pedagogical tool. The platform is free and available to the public.



www.academiaciudadana.org/

Other education initiatives



7

new students from the Law and Political Science Faculty of the University of Panama received the Eduardo Morgan Alvarez scholarship.

Strategic Allies

- The United States Embassy in Panama.
- The Panamanian Debate Association (ASPADE).
- The Organization of Iberoamerican States for Education, Science and Culture.
- Agenda Ciudadana Radio Show.



Access to Justice

In order to guarantee and promote the human right of “access to justice”, in favor of a society with greater justice and equity, we concentrate efforts on:

Pro-Bono and the Community Legal Assistance program.

Pro-Bono: Bringing legal advice to the Community

Morgan & Morgan is the first Panamanian company signatory of the Pro-Bono Declaration of the Americas, committing to work a number plural of Pro-Bono hours per year. The lawyers of the firm are a key part of this program, contributing their time and experience in free legal advice to various Non-Profit Organizations and other public interest projects.

Since the program was formalized in 2012, lawyers have donated more than 15,000 hours of pro bono work. During 2021, the firm renewed its commitment to offer legal advice to more than 20 non-profit organizations (NGOs) who received legal guidance and training on corporate issues, labor and tax, intellectual property, among others.

We are proud to highlight that:

- We renewed the alliance with the City of Knowledge (main purpose is to support entrepreneurs).
- We were an acting party in the Mental Health bill and the Child Protection System.
- We process the formation of new NGOs before the Ministry of Government and Justice, and we support them with other procedures.
- We offered training on topics related to labor law, trademark management and copyright law, and protection of data to the membership of CAPADESO (Panamanian Chamber of Social Development).
- We signed a collaboration alliance with “Panama en Positivo”, to benefit women in jail with free legal assistance in their criminal proceedings.





Acknowledgements



For the ninth consecutive year, Morgan & Morgan has been distinguished as "Leading Lights" in Latin America by its Pro-Bono program. In Panama, only Morgan & Morgan has achieved this recognition, sharing honors with other high-caliber firms in the region.

The distinction was granted by Latin Lawwer, who annually, in conjunction with the Cyrus R. Vance Center for International Justice, investigates the practice within the firms and the involvement of their lawyers.

Achievements 2021



+20

OSFL beneficiaries



+900

Pro-Bono hours



+40

lawyers participants



Among our beneficiary organizations we can mention:



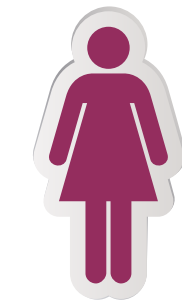


The Community Legal Assistance Program

The Community Legal Assistance Program's mission is to provide free legal support to women victims of domestic violence that generate income less than \$800.00 per month, in family and criminal legal proceedings. There are already more than 3,200 legal processes that have been processed and that, without the support of this program, could not have been carried out. Via awareness activities, the program has impacted more than 11,000 people with the purpose of learning to recognize violence, its beginnings and how to stop it.



Perfil de personas atendidas en el 2021



82%
women



Ages

76%
from 26 to 54 years

14%
55 years and older

10%
From 18 to 25 years



Sons

66%
they have 1 to 2 children

22%
have 3 or more children

12%
do not have kids



Scholarship complete

45%
secondary

38%
university

12%
primary

5%
vocational



Nationality

15%
are foreigners

85%
are Panamanian



Employment situation

53%
work

47%
do not work



Socioeconomic situation

30%
lost their job in the pandemic

14%
receive help from relatives

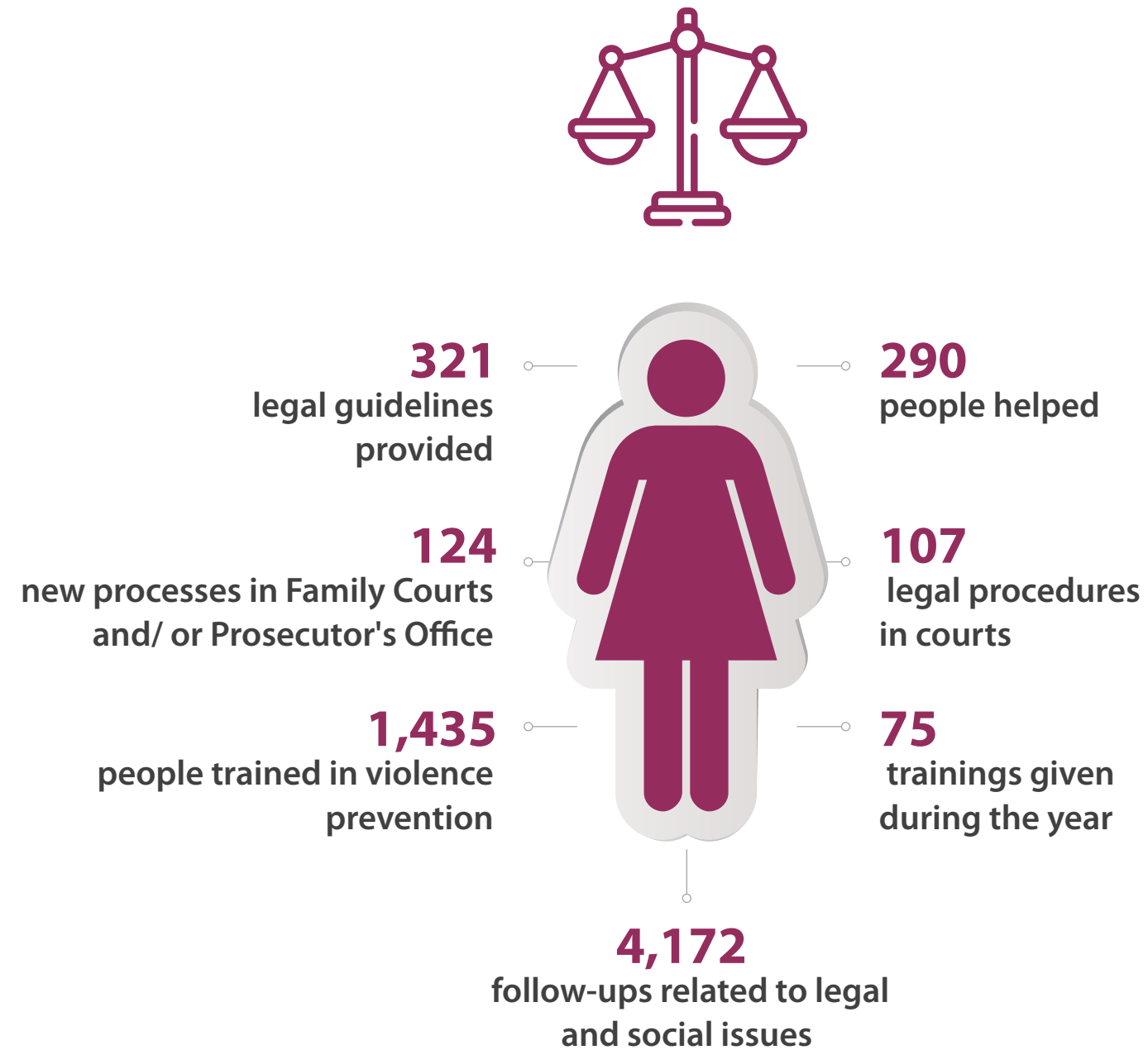
11%
take care of children

25%
do informal work

20%
depend on
their partner



Results 2021



**A person served can receive more than one service.*

Recognition



The Community Legal Assistance Program received recognition in the Category "Women Empowerment", in the award for Good Practices of the SDG Seal 2021 granted by the Ministry of Social Development (MIDES).



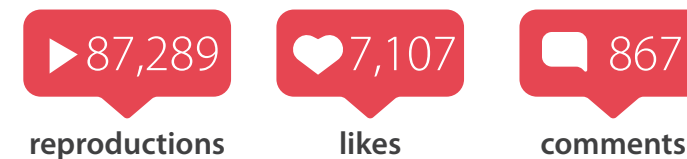
In 2021, in addition to legal assistance, the following activities were carried out:

Adolescent awareness project:
building relationships free of violence



Through this initiative, we trained adolescents and mothers of “Fundación Espacio Creativo”, with the aim of breaking gender stereotypes and exploring new forms of coexistence. This project was carried out with the support of Avon Foundation, APLAFA, FUN, United Nations Population Fund (UNFPA) and other allies.

Campaign:
call things by its
name. Violence, is
violence



This Campaign calls for citizens to question the different forms of gender violence that manifest through everyday situations such as street harassment, violence in social networks, micromachism, and the lack of co-responsibility related to home care tasks.

Men can be allies in these issues, unlearning behaviors that generate inequality and talking about it. Is Campaign is a co-creation between FUNDAMORGAN, Sumarse-Global Compact, Ministry of Social Development and Espacio Creativo Foundation and has allies such as the Parity Initiative of Gender (IPG), UN Population Fund (UNFPA), Masculinity for Equity, and the National Institute for Women (INAMU). It was available online thru social channels and on television (RPC, OyeTV, EcoTv and Telemetro).

GRI Content Index

Conformity to GRI Standards: Essential Option

GRI 101 Fundamentals 2016

General content 2016

GRI Standard	Description	Page no. or direct answer
Organizational Profile		
102-1	Name of the organization.	About this report, p.5.
102-2	Activities, brands, products, and services.	About us, p.6.
102-3	Location of headquarters.	About us, p.4.
102-4	Location of operations.	About us, p.8.
102-5	Ownership and legal form.	About us, p.5.
102-6	Markets served.	About us, p.8.
102-7	Scale of the organization.	About us, p.8.
102-8	Information on employees and other workers.	Corporate Wellbeing, p.25.
102-9	Supply chain.	Corporate Governance, p.19.
102-10	Significant changes to the organization and its supply chain.	No significant changes.
102-11	Precautionary Principle or approach.	Corporate Governance, p.14.
102-12	External initiatives.	About us, p.6, p.7.
102-13	Membership of associations.	About us, p.6, p.7.
Strategy		
102-14	Statement from senior decision-maker.	Message of our Board of Directors, p.3.
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior.	Corporate governance, p.14,15,16.
Governance		
102-18	Governance structure.	Corporate governance, p.14.

GRI Content Index

Stakeholder engagement		
102-40	List of stakeholder groups.	Corporate Governance, p. 18
102-41	Collective bargaining agreements.	Comunicación de Desempeño, p. 51.
102-42	Identifying and selecting stakeholders.	Corporate governance, p.36.
102-43	Approach to stakeholder engagement.	Corporate governance, p.36.
102-44	Key topics and concerns raised.	Corporate governance, p.36.
Reporting practice		
102-45	Entities included in the consolidated financial statements.	About us, p.4.
102-46	Defining report content and topic Boundaries.	About this report, p.4.
102-47	List of material topics.	Corporate Governance, p.16.
102-48	Restatement of information.	This sustainability Report is the first of M&M that includes GRI indicators.
102-49	Changes in reporting.	This sustainability Report is the first of M&M that includes GRI indicators.
102-50	Reporting Period.	About this report, p.4.
102-51	Date of most recent report.	There is not previous report with these features.
102-52	Reporting cycle.	Annual.
102-53	Contact point for questions regarding the report.	About this report, p.4.
102-55	GRI content index.	Table of contents, p.2.
102-56	External assurance.	Morgan & Morgan self-declares its compliance level.
103-1	Explanation of the material topic and its Boundary.	About this report, p.4.
103-2	The management approach and its components.	About this report, p.4.
103-3	Evaluation of the management approach.	About this report, p.4.

GRI Content Index

Economic Performance		
201-1	Direct economic value generated and distributed.	Corporate Wellbeing, p.25
201-2	Financial implications and other risks and opportunities due to climate change.	FUNDAMORGAN, p.31-42.
201-3	Defined benefit plan obligations and other retirement plans.	Environment, p.27-30.
201-4	Financial assistance received from government.	Morgan & Morgan complies with the mandatory pension plans in Panama. There was no government financial assistance received.
Market presence		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage.	Corporate Wellbeing, p.25.
202-2	Proportion of senior management hired from the local community.	99% of senior executives in the organization are from the local community.
Indirect Economic Impact		
203-1	Infrastructure investments and services supported.	FUNDAMORGAN, p.31-42.
203-2	Significant indirect economic impacts.	Not reported.
Procurement Practices		
204-1	Proportion of spending on local suppliers.	Corporate Governance, p.19.
Anti-corruption		
205-1	Operations assessed for risks related to corruption.	The Compliance department promotes a holistic analysis of operative risk in all areas, including risks related to corruption. However, individual areas are not specially analyzed for these risks.
205-2	Communication and training about anti-corruption policies and procedures.	Corporate Governance, p.16-17.
205-3	Confirmed incidents of corruption and actions taken.	If there is an internal corruption incident, the Audit department determines the disciplinary measure that must be taken.
Anti-Competitive Behavior		
206-1	Legal action for anti-competitive behavior, anti-trust, and monopoly practices.	There were no action actions by causes related to monopolistic practices or anti-competitive behaviors.

GRI Content Index

Environmental Indicators		
	Materials	
301-1	Materials used by weight or volume.	Environment, p.27-30.
301-2	Recycled input materials used.	Environment, p.27-30.
	Energy	
302-1	Energy consumption within the organization.	Environment, p.27-30.
302-2	Energy consumption outside the organization.	Environment, p.27-30.
302-3	Energy intensity.	Environment, p.27-30.
302-4	Reduction of energy consumption.	Environment, p.27-30.
302-5	Reductions in energy requirements of products and services.	Environment, p.27-30.
	Emissions	
305-1	Direct Scope (Scope 1) GHG Emissions.	Not measured.
305-2	Energy indirect (Scope 2) GHG Emissions.	Not measured.
305-3	Other indirect (Scope 3) GHG Emissions.	Not measured.
305-4	GHG emissions intensity.	Not measured.
305-5	Reduction of GHG emissions.	Not measured.
305-6	Emissions of ozone-depleting substances (ODS).	Not measured.
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant emissions.	Not measured.
	Environmental Compliance	
307-1	Non-compliance with environmental laws and regulations.	There was compliance with all laws and regulations.
	Supplier Environmental Assessment	
308-1	New suppliers that were screened using environmental criteria.	Corporate Governance, p.19.
308-2	Negative environmental impacts in the supply chain and actions taken.	We do not evaluate the current or potential environmental impact in our supply chain.

GRI Content Index

Social: Labor practices and decent work		
	Employment	
401-1	New employee hires and employee turnover.	Corporate Wellbeing, p.25-26.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Corporate Wellbeing, p.21-26. There are no part-time employees currently.
401-3	Parental leave.	Corporate Wellbeing, p.26. Morgan & Morgan complies with the mandatory maternity leave plans in Panama.
	Labor/Management Relations	
402-1	Minimum notice period regarding operational changes.	There is no established minimum notice period for organizational changes.
	Training and Education	
404-1	Average hours of training per year per employee.	Corporate Wellbeing, p.22-25.
404-2	Programs for upgrading employee skills and transition assistance programs.	Corporate Wellbeing, p.22-25.
404-3	Percentage of employees receiving regular performance and career development reviews.	Corporate Wellbeing, p.22-25.
	Diversity and Equal Opportunity	
405-1	Diversity of governance bodies and employees.	Corporate Wellbeing, p.22-25.
405-2	Ratio of basic salary and remuneration of women to men.	Corporate Wellbeing, p.22-25.
	Non-Discrimination	
406-1	Incidents of discrimination and corrective actions taken.	There were no such reported incidents.
	Freedom of association and collective bargaining	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk.	The operations or suppliers are not evaluated or identified with these criteria.

GRI Content Index

Social: Labor practices and decent work		
	Child Labor	
408-1	Operations and suppliers at significant risk for incidents of child labor.	Corporate Governance, p.19.
	Forced or compulsory labor	
409-1	Operations and suppliers at risk for incidents of forced labor or compulsory labor.	Corporate Governance, p.19.
	Security Practices	
410-1	Security personnel trained in human rights policies or procedures.	The security personnel has not been trained in human rights aspects.
Social: Human Rights		
	Human Rights Assessment	
412-1	Operations that have been subject to human rights reviews or impacts.	Corporate Governance, p.19.
412-2	Employee training on human rights policies or procedures.	Corporate Governance, p.17.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Corporate Governance, p.19.
Social: Society		
	Local Communities	
413-1	Operations with local community engagement, impact, assessments, and development programs.	FUNDAMORGAN, p.31-42.
413-2	Operations with significant actual and potential negative impacts on local communities.	No impact.
414-3	Percentage and total number of operations that have been subject to human rights reviews or impacts.	Besides our Risk Management System, we have not revised or evaluated operations with these criteria.
	Supplier Social Assessment	
414-1	New Suppliers that were screened using social criteria.	Our suppliers are not formally evaluated with these labor criteria, but we do send ethical commitment letters, see Corporate Governance, p.19.
414-2	Negative social impacts in the supply chain and actions taken.	We do not measure potential negative impact on our supply chain; however, our Supplier Hiring Policy includes fundamental and compliance aspects and parameters, see Corporate Governance, p.19.

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Social: Society		
	Public Policy	
415-1	Political contributions.	Morgan & Morgan does not make financial contributions or in-kind contributions to any political party or related institutions.
Social: Responsibility of the product		
	Marketing and Labeling	
417-1	Requirements for product and services information and labeling.	We comply 100% with the norms related to the type of information that is required for products and services.
417-2	Incidents of non-compliance concerning products and services information and labeling.	There was no lack of compliance.
417-3	Incidents of non-compliance concerning marketing communications.	There was no lack of compliance.
	Customer Privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	There were no complaints.
	Socioeconomic Compliance	
419-1	Non-compliance with laws and regulations in the social and economic area.	There were no complaints.

Relationship with the Sustainable Development Goals

In September 2015, the United Nations General Assembly passed the 2030 Agenda, a plan with 17 objectives and 169 goals. It's an integral, ambitious, and universal route that intends to change the course of our planet towards sustainable development. MMG Bank acknowledges that companies play a fundamental role in the attainment of the Sustainable Development Goals. For this reason, we have aligned our sustainability strategy with these goals as we share the purpose of contributing to a more environmentally sustainable, economically prosperous, and socially just world. We highlight our contribution to the SDGs for which we have a greater capacity of influence, as follows:



ODS	Description	pg #
	Responsible Citizenship and Human Rights Program. Beca Eduardo Morgan Álvarez.	35-37 37
	Women's leadership in the organization. Community Legal Assistance Program.	26 40-42
	Corporate Standards. Corporate Wellness.	14-20 21-26
	Environment.	27-30
	Pro Bono Program. Community Legal Assistance Program.	38 y 39 40-42
	Citizenship Education Program. Pro Bono Program. Community Legal Assistance Program.	35-37 38 y 39 40-42



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