

## Exhibit 1

### **Banco Davivienda Innovation Skill – Training Axis**

To support the innovation strategy, we created the **Innovation Coach** figure, a person who is chosen for his or her leadership skills and abilities and has the task of identifying needs, planning and facilitating meetings to support the generation of new ideas which solve problems or capitalize on opportunities.

Innovation Coaches are trained in the innovation methodology developed by SIT (Systematic Inventive Thinking), its tools, principles, procedures, guidelines directives, and the way in which they should lead an innovation meeting.

The Bank's objective is not to train all staff in the methodology, but to ensure that in all areas of the organization there are trained people who have the skills needed to lead innovation processes. This is why **986 officers have been trained in the methodology**, of which 546 belonging to the core areas of the organization have as their aim developing new products and services, and increasing process efficiency, and 440 belonging to branches seek greater business productivity and customer satisfaction in their respective areas.