Oriental’s Corporate Social Responsibility Program focuses on promoting Education, Entrepreneurship, and Social Innovation through local organizations and groups, and in 2021 we integrated Environmental Initiatives. As part of our commitment, our Manos Oriental (Oriental Hands) volunteer program also supports the development and well-being of our communities. The goal of our CSR Program is to bring forward sustainable and innovative support to the communities we serve.

We want to encourage our staff to challenge the status quo, promote change, and contribute to the economic and social development of Puerto Rico. Due to the COVID-19 situation, in 2021 we had to adapt many of our initiatives to virtual formats.
New Alliances
As part of our CSR Program, in 2021 we made new alliances with three nonprofit organizations. These new alliances help strengthen our engagement with the communities. The new organizations were:

- **Kinesis**: they provide the necessary resources for Puerto Rican students to achieve a highly competitive education that empowers them to develop a healthy socioeconomic environment for Puerto Rico. Through this alliance we offer financial educational seminars to students.
- **Centro Empresarial para la Mujer**: the center has created 40 businesses to provide support to those businesses. In addition to our donation, we offer financial seminars to small and medium business owners.
- **Para La Naturaleza**: their mission is to protect 33% of Puerto Rico’s lands of high ecological value by 2033. They have a direct impact on the local health of the island’s ecosystems and the surrounding communities, in addition to modeling mitigation efforts that affect climate change. With the donated funds thus far, PLN developed two community gardens in Ciales and Ponce. Learning about food insecurity, the goal is for these gardens to become working examples for the entire community.

Education
We offered three programs:

- Scholarships for children of employees interested in science, technology, engineering, and mathematics (STEAM), and business administration.
- The Oriental te Orienta (Oriental Guides You) program, which helps university students learn about financial education and leadership skills.
- Financial Education Seminars for high school and college students.
- Over 250 Boxes of Hope filled with school supplies were delivered to children in time for the new school year.

Entrepreneurship
- To help foster the economic resurgence of Puerto Rico, we joined Grupo Guayacán in support of its EnterPRize business competition for entrepreneurs.
- We joined Mujer Emprende Latina by supporting a program that consists of granting scholarships to women who are starting or already have started a business, as well as a second program that consists of mentoring and coaching.

Social Innovation
- Working with Enactus Puerto Rico, a local volunteer organization, we supported 31 projects to help communities become sustainable and achieve growth. This involved 25 teams, 456 students, and more than 51,615 volunteer hours. The projects impacted over 22,000 people and 38 cities and $12.7 millions reinvested into the Island economy.

The Numbers
- Because of COVID-19, we could only undertake volunteer efforts virtually.
- More than 40 employees volunteered for +335 hours, completing more than 10 initiatives in 3 municipalities, helping more than 2,000 people.
Customer & Employee COVID-19 Efforts

We continue managing the Covid-19 pandemic in our workplace and beyond through the preventive measures and safety protocols already established. A mandatory vaccination policy was implemented for all our employees. Our proactive approach towards the health and well-being was expanded to include on-site vaccination fairs along the continuation of on-site Covid-19 testing program free of charge.

During 2021, work from home arrangements for our employees (about 50% of our workforce) were kept in place as part of our broad approach to their safety. And onsite measures and protocols continue to include providing protective equipment to employees, sanitation procedures, group segmentation and restrictions to limit the number of people allowed in our premises, masks required for all employees and visitors, and an appointment system for visiting our branches, among many others.