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### 1. OBJECTIVE

To establish policies that serve as guidelines to create and maintain a work environment based on dignity, equality and mutual respect.

### 2. SCOPE

This document must be noticed by all of Quálitas Compañía de Seguros S.A. de C.V. and any other subsidiaries' personnel.

### 3. CONCEPTS

#### Discrimination

According to the Federal Law to Prevent and Eradicate Discrimination (*Ley Federal para Prevenir y Erradicar la Discriminación*, in Spanish), this is defined as any distinction, exclusion or restriction that, by action or omission, with or without intent, is not objective, rational and proportional, and has the object or result of hindering, restricting, preventing, diminishing or cancelling the recognition, enjoyment or exercise of human rights and freedoms, when based on one or more of the following reasons: ethnic or national origin, skin color, culture, sex, gender, age, disabilities, social, economic or legal status, physical health, religion, physical appearance, genetic characteristics, immigration status, pregnancy, language, opinions, sexual preferences, identity or political affiliation, civil status, family situation, family responsibilities, criminal records or any other motives; Homophobia, misogyny, any manifestation of xenophobia, racial segregation, anti-semitism, as well as racial discrimination and other related forms of intolerance will also be understood as discrimination.

<b>Diversity</b>	It is a notion that refers to difference, variety, abundance of different things or dissimilarity. Diversity discourages distinctions of class, nationality, religion, gender, disability, pregnancy status of women, sexual orientation and/or political affiliation.
<b>Gender</b>	It is the set of ideas, representations, beliefs and social attributions that each culture constructs, based on sexual difference. By using the gender concept, the social relations between the genders are designated; in other words, it is the way of being a man or of being a woman in a certain culture, built by society.
<b>Harassment</b>	Hound without rest, harass, disturb, defy, aggravate.
<b>Discriminatory or unfair situation</b>	Set of factors or circumstances that give rise to an inferiority treatment to a person or group for racial, religious or political reasons, etc.

## 4. POLICIES

### 4.1. GENERAL POLICIES

- 4.1.1. Quálitas acknowledges the rights of its employees and is committed to non-discrimination, the promotion of equal opportunities and the appreciation of diversity in accordance with the provisions of the Federal Law to Prevent and Eradicate Discrimination (*Ley Federal para Prevenir y Erradicar la Discriminación*, in Spanish).
- 4.1.2. All Quálitas' employees will be valued for their talent within diversity, complementing actions tending to promote the balance between work and personal life.
- 4.1.3. Quálitas forbids any discrimination to clients and suppliers, and values the cooperation established in an increasingly multicultural and global environment, promoting human rights in its area of influence. Likewise, it uses new technologies to establish supplier selection systems in a fair and transparent competition environment.
- 4.1.4. Quálitas acknowledges the importance of shareholders for its operations and will do everything possible to encourage and consolidate the trust they place in the company. In addition, it will seek the support of new technologies to provide information on its performance and operations timely, clearly and safely.
- 4.1.5. Quálitas guarantees the right of its shareholders to access transparent and truthful information regardless of the relevance, influence, position or provenance of each one.
- 4.1.6. Quálitas is committed to society and communities where it operates, in order to comply with local laws and to encourage development and defense of human rights.
- 4.1.7. All Quálitas employees must be treated with respect and cordiality, any aggravating conduct and any type of discrimination is forbidden.

- 4.1.8. Any situation of discrimination, harassment, abuse of authority, offense or any other form of aggressiveness and hostility that foster an intimidation climate is prohibited.
- 4.1.9. Unacceptable behavioral manners include:
- Uncomfortable physical contact or approach.
  - Physical, verbal or psychological aggression.
  - Proposals of a sexual or compromising nature.
  - Jokes or puns of racist, sexist or religious character.
  - Abusive language, insults, shouts and obscene gestures.
  - Harassment or stalking.
  - Criticism, gossip or rumor about any person.
  - Any action that is against the person's dignity.
  - Any action of lack of probity.
- 4.1.10. All Quálitas employees commit to promote, within the company as well as with customers, suppliers, partners, shareholders and society; a relationship based on freedom, equality and respect for the person, honoring the mission, vision and values of Quálitas.

## 4.2. SPECIFIC POLICIES

- 4.2.1. In addition to the aforementioned provisions, it is responsibility of the higher levels towards the personnel under their responsibility to:
- 4.2.1.1. Treat him or her equally, avoiding giving labor benefits under evident preferences.
  - 4.2.1.2. Treat him or her politely and with respect, procuring that the personal relations are kind and respectful.
  - 4.2.1.3. Communicate everything that is necessary for his or her better performance as a member of the company.
  - 4.2.1.4. Train him or her to execute the position in the best way and to achieve his or her personal overcoming as a member of a work team.
  - 4.2.1.5. Listen to him or her and address suggestions, complaints and work matters.
  - 4.2.1.6. Take care in his or her work space about the strict compliance with this document, as well as the Internal Work Regulation, Individual Work Contract, Policies, Procedures and Norms established by the company.
- 4.2.2. It is responsibility of the employees to:

- 4.2.2.1. Comply with the rules established in the Internal Work Regulation, Individual Work Contract, Policies and Procedures of the company and overall to the verbal or written provisions that are applicable according to the contracted work.
- 4.2.2.2. Prove professionalism, honesty and discretion in the development of his or her functions.
- 4.2.2.3. Address all personnel with respect and consideration.
- 4.2.2.4. Address the users and clients with consideration, respect and courtesy, providing a quality, effective and timely service.
- 4.2.2.5. Refrain from engaging in activities or behaviors that damage the image or reputation of the company and physical integrity of other employees.
- 4.2.2.6. Every employee has the obligation to report to Human Resources or through Q-Transparency (Qualinet), any situation of discrimination, harassment, abuse of authority, offense or any other form of aggressiveness and hostility from any co-worker or higher level, as well as knowledge of any dishonest act.

## 5. SANCTIONS

The violation to the norms contained in this document will bring as consequence, according to the severity of the case, the enforcement of the penalties foreseen in the Internal Work Regulation and, if necessary, those established in the laws that are applicable.