



CONTRIBUTION TO THE SUSTAINABLE
DEVELOPMENT GOALS



Contribution to the Sustainable Development Goals

[GRI 102-12]

At Quálitas Controladora we understand that the great challenges of our society need everyone’s collaboration.

Through our operation, we seek to maximize the contribution to the especially related Sustainable Development Goals. This is possible thanks to the joint work with our value chain.

We also include below those inputs that have resulted from our response to the impacts of the COVID-19 pandemic.

SUSTAINABLE DEVELOPMENT GOALS



	SDG 3	SDG 4	SDG 8	SDG 9	SDG 11
	Goals 3.3, 3.6, 3.8	Goals 4.3, 4.4, 4.7	Goals 8.2, 8.4, 8.5, 8.8	Goals 9.3, 9.4	Goals 11.2, 11.6, 11.7
CONTRIBUTION	<p>Promotion of responsible driving and a coexistence behavior on the road: Quálitas Road Behavior Program (<i>Programa Conducta Vial Quálitas</i> or <i>CVQ for its acronym in Spanish</i>) and the #SeeYouAtTheCorner (<i>#NosVemosEnLaEsquina</i>) campaign.</p> <p>Road safety advice to policyholders with fleets, including training.</p> <p>Implementation of the Road Safety Management System for the cabin adjustment and assistance process (attention to the claim) (SGSV, in accordance with the ISO 39001 standard).</p> <p>Safety measures to protect the health of employees from the risk of COVID-19 infection: biosecurity protocols, teleworking, equipment, online relationship with the policy holder, etc.</p> <p>Emotional support and wellness measures for employees, including the Adjust Your Emotions program.</p> <p>Adaptation of the #NosVemosEnLaEsquina campaign to call for prevention and protection against COVID-19 from society as a whole.</p>	<p>Employee training at Universidad Quálitas. Also offered to agents, workers of the service offices, suppliers and policyholders (fleets, as part of the consultancy in road safety).</p> <p>Talent seedbeds, to enable and expedite the training of professionals joining any of our positions.</p> <p>Awareness-raising in financial education for policyholders. In addition, education as to savings and administration of personal finance for our employees and agents.</p>	<p>Through our model of Quálitas Development Offices (<i>ODQs for its acronym in Spanish</i>): support of socioeconomic development in growth places, creating steady jobs, offering automotive insurance and promoting prevention culture.</p> <p>Support to steady jobs and the employees' development in our different subsidiaries.</p> <p>Incorporation of new talent through the Seedbed program.</p> <p>Participation in the business model of agents and teams of the service offices.</p>	<p>Access to the automotive insurance through our offer and model of differentiated business, including the combination of access possibilities (agents, service offices, ODQs, digital channels).</p> <p>Redesign of processes in non-insurance subsidiaries to achieve greater efficiencies.</p> <p>With the #NosVemosEnLaEsquina campaign, promoting sustainable urban mobility, also contributing to the reduction of Greenhouse Gas emissions.</p> <p>Investment for the incorporation of hybrid models to the Qualicoches (Quálitas cars) fleet, with which we assist policyholders.</p> <p>Support for the development of innovative business schemes in the value chain (e.g., in repair shops: express lane and telematic notification system to the policyholder).</p>	<p>Support to citizens security in public spaces and roads, promoting responsible driving and coexistence culture: Quálitas Road Behavior Program (CVQ) and #NosVemosEnLaEsquina campaign.</p>
OUTSTANDING INDICATORS	<p>+ \$ 38.2 billion pesos of investment in the campaign #NosVemosEnLaEsquina campaign</p> <p>Campaign adapted to safeguard against COVID-19.</p> <p>+400 participants of the Quálitas road safety diploma for fleet customers</p> <p>243 claim officers trained as part of the SGSV</p> <p>2,628 attentions provided in Adjust your emotions: (Mexico, Costa Rica and El Salvador)</p> <p>+3,000 COVID tests performed on employee (Quálitas Insurance company)</p>	<p>\$23.1 billion pesos in investment in Universidad Quálitas.</p> <p>500,816 hours of employee training at Universidad Quálitas</p> <p>117 participants in the talent seedbeds.</p> <p>+250,000 impacts of the financial education messages to agents and suppliers.</p>	<p>284 ODQs</p> <p>1.2% fleet growth (group of Quálitas Controladora)</p> <p>191 service offices (model in Mexico)</p> <p>+16,900 agents</p>	<p>4.2 billion vehicles insured</p> <p>Hybrid Qualicoches fleet 17%</p> <p>19 certified repair shops (Mexico)</p> <p>33% of the certified repair shops has an express lane (Mexico)</p>	<p>See ODS 3 indicators.</p>

