

OCCUPATIONAL HEALTH AND SAFETY COMMITMENT - QUALITAS CONTROLADORA

July, 2024

Introduction

At Qualitas we care about taking care of people, both from the provision of insurance, as well as with the internal commitment with our employees. We seek to be the best place to work, identifying and addressing risks, guaranteeing the necessary measures for a safe operation, and promoting wellbeing.

We expand our commitment to the continuous improvement of our procedures and management system, ensuring timely identification of risks along with their prevention, mitigation, and remediation plans.

This commitment to health and safety includes our employees, but we also encourage our service office executives to apply it to their teams. We also extend it to wellbeing, so that we not only address risk management, but also facilitate employee satisfaction, including aspects such as work-life balance.

On regulations and frameworks

We strictly adhere to the applicable legislation and regulations, as in the case of Mexico's application of NOM-035-STPS on the prevention of psychosocial risk factors, as well as the international conventions signed by the country, such as Convention 155 on Occupational Safety and Health and the Working Environment, promulgated by the International Labour Organization (ILO).

We also consider reference guidelines and good practices, such as those promoted by the ILO itself, which seek to establish solid practices in terms of prevention, information, and inspection and to provide maximum safety at work.

These are complemented by our adoption of others that are specific to certain positions due to their nature, such as the Mexican Official Standard NOM-036-1-STPS-2018 on ergonomic risk factors at work.

On employee participation

We are also committed to participative management, allowing, and promoting the active participation of employees not only in pointing out possible risks, but also in making

decisions on the measures to be implemented and monitoring them. The health and safety committees at each workplace have staff representation beyond the executives in charge.

Employees can also participate on a voluntary basis as brigadiers in emergency situations, with our support to ensure that they have the knowledge and resources necessary for their response capacity.

On governance, management, and monitoring

We plan measures according to the main risks identified.

For certain positions there are specific work plans due to their higher risk exposure, such as adjusters. In this case the measures are integrated as part of an externally certified road safety management system in accordance with the international standard ISO 39001.

In all cases, the measures are monitored by designated staff and the main indicators are also reported to committees within the corporate structure. Those indicators required by the authority are brought to their attention in a timely manner as required; we are also accountable in our integrated reporting as part of the ESG (environmental, social and governance) factors.

The monitoring of indicators is complemented by measures to proactively monitor risks and the evolution of measures, such as site visits by the health and safety committees.

We reinforce commitment by setting annual and medium-term targets.

We require that in our different subsidiaries there is a team in charge of occupational health and safety, within the area of human talent. Their performance is complemented by the active participation we encourage from employees, as mentioned above.

Our commitment to the health and safety of our employees, along with the initiatives and procedures, is assessed and approved by the management team. The monitoring is conducted by the respective committees, which report to the management team.

Training and awareness-raising

We make it easier for employees to learn about security measures and to be aware of prevention and self-care.

We are committed to making the necessary information available to them on a permanent basis, always complemented by communication actions and courses to disseminate knowledge.

We are vigilant so that awareness and training, as well as operational management measures themselves, consider emerging health and safety risks that may be occurring, as

well as those that materialise quickly, as happened with the incidence of the COVID-19 pandemic.

On welfare

We are attentive to the different needs of our employees in terms of work-life balance and offer different benefits, which are adapted to different realities.

We want our workplaces and teams to be conducive to a good working environment, where employees feel safe and where respect for others is paramount.

Our concept of health is integrated by the physical, mental, and with the adoption of the wellness approach, also emotional aspects.