

OCCUPATIONAL HEALTH AND SAFETY COMMITMENT - QUALITAS CONTROLADORA

Introduction

At Qualitas we care about taking care of people through the provision of insurance and promoting of the wellbeing of all our employees. For that, we are continuously seeking to be the best place to work, identifying, responding to any work risk and guaranteeing all the tools and environment to get a safety operation.

On this way, we have a risk management and also, we promote the satisfaction to all our collaborators making sure they get the balance through their professional and personal lives. This commitment with the safety, health and wellbeing is spread through all office directors and their work teams.

Regulations and reference frameworks

We strictly adhere to the applicable legislation and regulations; in the case of Mexico the NOM-035-STPS that refers to the prevention of psychosocial risk factors; and the International Conventions Mexico subscribed to, such as *Convenio 155* that refers to the “*Seguridad y Salud de los Trabajadores y Medio Ambiente de trabajo*”, promulgated by the *Organización Internacional del Trabajo (OIT)*.

We also considered and adapt some of the guidelines and good practices that the OIT promotes, those which seek establish solid practices in terms of prevention, information and inspection to provide the maximum level of safety at work.

In addition, we apply the *Norma Oficial Mexicana NOM-036-1-STPS-2018* for those positions that for its nature includes an ergonomic risk.

The collaborators participation and inclusion

We promote the inclusive participation of all our collaborators in the pointing of the possible risks and, their participation in the decision making for the actions and its monitoring. 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 previously support to ensure that they have the knowledge and resources necessary for their response capacity.

Governance, management, and monitoring

We define the actions in consequence of the principal identified risks.

For certain positions, due to their higher risk exposure, such as adjusters, we have specific work plans the contains safety actions that are part of the safety management system and are externally certified in accordance with the international standard ISO 39001.

In all cases, the actions 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 and format as required; we are also accountable in our integrated reporting as part of the ESG (environmental, social and governance) factors.

The health and safety committees monitoring periodically the indicators and actions results, with physically visits to each work center.

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

We require that in the Human Talent area of our different subsidiaries, exist a team in charge of occupational health and safety. Their performance is complemented by the active participation we encourage from employees.

Training and awareness-raising

We facilitate the learning about security actions to our employees and we encourage to be aware of prevention and self-care.

We are committed to making the necessary for the information is always available to our employees, and always been complemented by communication actions and courses to disseminate knowledge.

We are constantly seeking and monitoring in all our training, awareness actions and operations management, emerging health and safety risks that may be occurring, as well as those that materialize 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, for that we offer different benefits that adapts to different realities.

We want our work teams and the environment at our workplaces feels safety, prevailing the respect to for themselves and the others.

We have integral health conception, that visualize the wellbeing from physical, mental, and emotional aspects.