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### 1. PURPOSE

Establish internal guidelines that aim to comply with the provisions of the Federal Regulation on Safety, Hygiene, and Environment at Work (*Reglamento Federal de Seguridad e Higiene y Medio Ambiente del Trabajo*), in its Sections 42, 43, and 48.

### 2. SCOPE

This document is available to all collaborators of Quálitas Compañía de Seguros S.A. de C.V.

### 4. POLICIES

#### 4.1. GENERAL POLICIES

- 4.1.1. Quálitas will make available to all collaborators, free of charge, the **Health Days** with the purpose of identifying and measuring health risks, which will include weight, height, blood pressure, blood glucose, cholesterol, and pap smear tests, as well as the application of vaccines.
- 4.1.2. Quálitas will make available to all collaborators and their families, free of charge, electronic means where they may find information of interest through articles and tips that may help them change their health habits, as well as to identify risk factors according to their lifestyle.
- 4.1.3. Quálitas will make available to all its collaborators and their families, at no cost, the **Adjust Your Emotions Program**, where specialized psychologists will provide 24-hour attention, 365 days a year, through a telephone line: 01800 800 800 9010, or through face-to-face counseling (by coordinating an appointment with the specialist), in order to provide emotional support or guidance on issues related to work, couple, family matters, interpersonal relationships, etc.

The Adjust Your Emotions program will provide telephone counseling related to legal, financial, paperwork, and nutritional counseling.

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## Wellness Program Policy

- 4.1.4. Quálitas will make available to all its collaborators, with a significant cost that will be discounted on a biweekly basis through their payroll, a **Physical Activation Program**, in which a specialized instructor will be available at the Ajusco, San Ángel, and San Jerónimo, Valle, Polanco, Guadalajara, and Monterrey Offices, to perform physical activities through Yoga, Dance classes, etc. at the times provided by the company
- 4.1.5. We will also make available to our collaborators **Visual Health Campaigns**, in which eye exams will be carried out free of charge and ophthalmic and solar lenses will be offered at a preferential cost that can be discounted through payroll.
- 4.1.6. Quálitas will carry out **Prevention Programs** adapted to the main contingencies that may endanger the wellbeing of its collaborators.
- 4.1.7. All information provided by collaborators or obtained by Suppliers and/or Specialists is confidential. In the event of any serious risk, the collaborator and/or a direct family member will be informed in the first instance.
- 4.1.8. The information the Company obtains from the employee should be solely for statistical purposes that will measure the results of the programs implemented.

### 5. SANCTIONS

Violation of the rules contained in this document will result in the following consequences, depending on the severity of each particular case, the imposition of penalties from the Internal Work Regulations and, if applicable, those established in the applicable laws.

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