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CONTENTS

Heading	Page
1. PURPOSE	2
2. SCOPE	2
3. POLICIES	2
4. SANCTIONS	5

1. PURPOSE

To establish the guidelines for using the medical service based on the following references:

Article 504 of the Federal Labor Law (LFT), Occupational Health.

NOM-004-SSA3-2012, Regarding the clinical record.

NOM-030-STPS-2009, Preventive safety and health services at work: functions and activities.

NOM-087-ECOL-SSA1-2002, Environmental protection - Environmental health - Hazardous biological-infectious waste - Classification and handling specifications.

NOM-036-SSA2-2002, Disease prevention and control.

In compliance with the Regulatory Framework, the Company recognizes the importance of integrating Environmental, Social, and Governance (ESG) criteria into its control processes and decision-making.

Therefore, this document incorporates these criteria into its operation, in accordance with the provisions of current regulations, taking into account the organizational maturity level and the best practices of the insurance sector, promoting a responsible and transparent culture in synergy with continuous improvement.

2. SCOPE

This document is available to the workers/employees of Quálitas Compañía de Seguros S.A. de C.V. who make use of the medical service.

3. POLICIES

3.1. GENERAL POLICIES

3.1.1. All workers/employees may use the medical service provided by the company.

3.1.2. The service provided is first-contact medical care and does not replace a visit to your primary care physician or your IMSS clinic. It does NOT include:

- Gynecological, urological, or proctological examinations.
- Specialty or subspecialty evaluations (surgery, cardiology, internal medicine, neurology, ophthalmology, gastroenterology, etc.).
- Issuing medical certificates.
- Assessments or expert opinions related to clients.
- Follow-up consultations for the management of chronic-degenerative diseases.

3.1.3. The medical service has the following hours of operation:

	Office	Office Hours
Monday to Friday	Servicio Médico San Jerónimo	8:30 to 17:30 hrs.
	Servicio Médico San Ángel	
	Servicio Médico Maguey	
	Servicio Médico Ajusco	
	Servicio Médico Polanco	
	Servicio Médico Guadalajara	
	Servicio Médico Periférico	
	Servicio Médico Monterrey	

3.1.4. Medical consultations are divided into two types: urgent care and ordinary care.

Urgent care is defined as any situation that puts the worker/employee's life at risk. These cases do not require an appointment and are activated upon the patient's arrival at the medical service.

Ordinary care refers to any situation that does not compromise the worker/employee's life, and these will be attended to in accordance with scheduled medical appointments.

3.1.5. The channels to receive medical care are: in-person or via TEAMS.

3.1.6. The Doctor on duty is authorized to provide consultations to workers/employees who require it due to physical discomfort; to provide medications from a previously defined basic catalog, provided they are available and intended to treat an emergency; as well as to issue prescriptions with the treatment deemed pertinent, or to refer the worker to the necessary specialty at their IMSS clinic.

3.1.7. In case of requesting the administration of an intramuscular treatment, the worker must bring a medical prescription to the medical service; otherwise, the medication will not be administered.

3.1.8. The basic catalog of medications is for the exclusive use and prescription of the medical personnel, and no one outside the medical staff is allowed to take medication or self-medicate.

3.1.9. The worker/employee is responsible for following up on the treatment determined by the medical staff and for covering the cost of the medications prescribed to them.

3.1.10. The medical service provided does not replace the benefits provided by the Mexican Social Security Institute (IMSS).

3.1.11. The Doctor on duty is not authorized by the company, nor by law, to issue disability leaves of any kind or permits to be absent. If the Medical staff deems it necessary, they may recommend that the worker seek immediate care at the IMSS. It is the responsibility of the worker to inform their Immediate Supervisor of the need to leave their duties to go to the IMSS.

- 3.1.12. The Doctor is authorized to issue a medical referral to the IMSS emergency service, issue disability leaves for Covid-19 and Influenza, as well as provide medical notes (instructions) associated with illnesses, procedures, and/or recommendations, which immediate supervisors must adhere to.

3.2. SPECIFIC POLICIES

Information and Records Confidentiality

- 3.2.1. All information handled by reason of the medical service regarding consultations, exams, medical histories, or any other determined by the company will be managed by the Doctor with strict confidentiality.
- 3.2.2. The Doctor will generate a medical record for each patient in order to have a baseline on their medical history, considering important aspects such as drug allergies, history of hereditary-familial diseases, etc.

Every clinical record must contain the following general data:

- Privacy notice, informed consent.
- Medical notes and prescriptions.
- Type, name, and address of the establishment and, if applicable, the name of the institution to which it belongs.
- If applicable, the company name and corporate name of the owner or concessionaire.
- Name, sex, age, and address of the user.

All generated medical records will be safeguarded electronically for 5 years, as established by the Mexican Official Standard *NOM-004-SSA3-2012*.

Handling of Hazardous Biological-Infectious Waste (RPBI, by its acronym in Spanish)

- 3.2.3. The medical service personnel must be familiar with the phases of the RPBI management process.
- 3.2.4. Generated waste must be identified immediately following the process that produced it.
- 3.2.5. The medical personnel will pack the waste according to its physical characteristics in red bags or rigid containers.
- Sharps
 - Non-Anatomical Waste
 - Blood
 - Cultures and Strains of Biological-Infectious Agents
 - Pathological Waste
- 3.2.6. When the container reaches 80% of its capacity or every 6 months (whichever comes first), the Doctor must notify the provider responsible for managing the collection process, deliver the container to the authorized RPBI collection company, and collect and retain the RPBI manifests.

- 3.2.7. All pharmaceutical waste that does not meet the safety requirements for pharmacological treatment must be disposed of according to its classification as hazardous or special waste.

4. SANCTIONS

Any violation of the rules contained in this document will result, depending on the severity of the case, in the imposition of the sanctions provided for in the Internal Labor Regulations and, if necessary, those established by applicable laws.