

**Version:** 07

**Code:** 3840005

**Date of Latest Update:** May 11, 2026

## CONTENTS

---

| Heading                                            | Page |
|----------------------------------------------------|------|
| 1. PURPOSE                                         | 2    |
| 2. SCOPE                                           | 2    |
| 3. COMMITMENT                                      | 2    |
| 4. CONCEPTS                                        | 3    |
| 5. POLICIES                                        | 3    |
| 6. GENERAL PRINCIPLES                              | 7    |
| 7. REFERENCE FRAMEWORK                             | 7    |
| 8. LABOR EQUALITY AND NON-DISCRIMINATION COMMITTEE | 8    |
| 9. SANCTIONS                                       | 8    |

## 1. PURPOSE

---

To establish the policies that serve as a reference framework to create and maintain a work environment based on human rights, establishing basic conditions that ensure the well-being and promote the development of each individual, which are rooted in human dignity and aligned with our Code of Ethics and Conduct.

## 2. SCOPE

---

This Policy applies to all personnel working at Quálitas. Its monitoring, operation, and evaluation will be managed by the Wellness and Social Responsibility Coordination.

Any form of mistreatment, violence, and segregation by workplace authorities toward personnel, as well as between personnel, is strictly prohibited regarding:

- Physical Appearance
- Culture
- Disability
- Language
- Sex
- Gender
- Age
- Social, Economic, Health, or Legal Status
- Pregnancy
- Marital or Conjugal Status
- Religion
- Opinions
- Ethnic or National Origin
- Sexual Preferences
- Immigration Status

Workplace personnel are prohibited from engaging in any action or omission, whether intentional or unintentional, that nullifies, harms, reduces, hinders, restricts, or impedes the equal recognition, enjoyment, or exercise of the human rights and freedoms of anyone working at **Quálitas Compañía de Seguros, S.A. de C.V.**

## 3. COMMITMENT

---

All TEAM MEMBERS, regardless of contract type, commit to complying with the following items of this policy.

## 4. CONCEPTS

---

Within this document, the following concepts are considered while respecting gender and inclusive language for easier reading: TEAM MEMBERS (male and female team members), SUPPLIERS (male and female suppliers), and PARTNERS (male and female partners).

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Work Environment</b> | The set of characteristics, conditions, qualities, attributes, or properties of a specific work environment that are perceived, felt, or experienced by the individuals who make up the workplace, influencing the behavior and/or effectiveness and efficiency of team members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Discrimination</b>   | Any distinction, exclusion, restriction, or preference that, through action or omission, whether intentional or unintentional, is not objective, rational, or proportional, and whose purpose or result is to hinder, restrict, impede, impair, or nullify the recognition, enjoyment, or exercise of human rights and freedoms, when based on one or more of the following grounds: ethnic or national origin, skin color, culture, sex, gender, age, disabilities, social, economic, health, or legal status, religion, physical appearance, genetic characteristics, immigration status, pregnancy, language, opinions, sexual preferences, political identity or affiliation, marital status, family situation, family responsibilities, language, criminal record, or any other ground. Discrimination shall also include homophobia, misogyny, any manifestation of xenophobia, racial segregation, antisemitism, as well as racial discrimination and other related forms of intolerance. |
| <b>Diversity</b>        | A concept that refers to difference, variety, the abundance of distinct things, or dissimilarity. Diversity rejects distinctions based on class, nationality, religion, sex, disability, stage of pregnancy, sexual orientation, and/or political affiliation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Gender</b>           | The set of ideas, representations, beliefs, and social attributes that each culture constructs based on sexual difference. The concept of gender designates social relations between the sexes; in other words, it is the way of being a man or being a woman in a specific culture and is, therefore, socially constructed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Harassment</b>       | The exercise of power within a relationship of actual subordination of the victim to the aggressor in the workplace, expressed through verbal behaviors, physical behaviors, or both.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## 5. POLICIES

---

### 5.1. GENERAL POLICIES

- 5.1.1 Quálitas recognizes the rights of its TEAM MEMBERS and is committed to non-discrimination, the promotion of equal opportunities, and the valuation of diversity in accordance with the provisions of the Federal Law to Prevent and Eradicate Discrimination (*Ley Federal para Prevenir y Erradicar la Discriminación*).

- 5.1.2 In accordance with the Federal Law to Prevent and Eradicate Discrimination, published in the Official Gazette of the Federation on June 11, 2003 (DOF 06-21-2018), Article 1, Section III, this is defined as any distinction, exclusion, restriction, or preference that, through action or omission, whether intentional or unintentional, is not objective, rational, or proportional, and whose purpose or result is to hinder, restrict, impede, impair, or nullify the recognition, enjoyment, or exercise of human rights and freedoms, when based on one or more of the following grounds: ethnic or national origin, skin color, culture, sex, gender, age, disabilities, social, economic, health, or legal status, religion, physical appearance, genetic characteristics, immigration status, pregnancy, language, opinions, sexual preferences, political identity or affiliation, marital status, family situation, family responsibilities, language, criminal record, or any other ground; Discrimination shall also include homophobia, misogyny, any manifestation of xenophobia, racial segregation, antisemitism, as well as racial discrimination and other related forms of intolerance.
- 5.1.3 All Quálitas TEAM MEMBERS will be valued for their talent within diversity, complementing actions aimed at promoting a balance between work and personal life.
- 5.1.4 Quálitas promotes the hiring of people with disabilities.
- 5.1.5 Quálitas does not require pregnancy or HIV testing for any applicant.
- 5.1.6 All Quálitas TEAM MEMBERS must treat each other with respect and cordiality, and any offending behavior and all types of discrimination are strictly prohibited.
- 5.1.7 All Quálitas personnel commit to promoting—both within the Company and with clients, SUPPLIERS, PARTNERS, shareholders, and society—a relationship environment based on freedom, equality, and respect for the individual, honoring Quálitas' mission, vision, and values.
- 5.1.8 Quálitas prohibits any discrimination against clients and SUPPLIERS, and values collaborations established in a multicultural and global environment, promoting respect for human rights.
- 5.1.9 Quálitas prohibits any act of discrimination against its TEAM MEMBERS who carry the SARS-CoV2 (COVID-19) virus or those who have been in close contact with relatives and/or acquaintances who tested positive for the virus.
- 5.1.10 All its TEAM MEMBERS have the right to report through Q-Transparencia any situation involving discrimination, harassment, abuse of authority, workplace violence, offense, or any other form of aggressiveness and hostility by any coworker or superior. It is understood that their report will be anonymous, if the whistleblower so desires, and strictly confidential.
- Web Form: [www.resguarda.com/qualitas](http://www.resguarda.com/qualitas)
  - Phone Line: 800-123-3312
  - E-mail: [g-transparencia@resguarda.com](mailto:g-transparencia@resguarda.com)
- 5.1.11 Quálitas utilizes new technologies to establish SUPPLIER selection systems within a fair and transparent competitive environment.

- 5.1.12 Quálitas guarantees the right of its shareholders to access transparent and truthful information regardless of their gender, race, ethnicity, nationality, relevance, influence, position, or background.
- 5.1.13 Quálitas commits to society and the communities where it operates to comply with local laws and to encourage development and the defense of human rights.
- 5.1.14 Any situation involving discrimination, harassment, sexual harassment, abuse of authority, workplace violence, offense, or any other form of aggressiveness and hostility that creates a climate of intimidation is prohibited:
- I. Attacks through organizational measures (relocating a person with the purpose of isolating them, forbidding personnel from speaking to them, repeatedly overloading them with work to affect their health, family or personal life, grading their performance in an offensive manner, assigning tasks disproportionate to their capabilities, giving them insufficient information or incorrect data to perform tasks, among others).
  - II. Attacks on the victim's social relations (forbidding their coworkers from speaking to them, not speaking directly to them, ignoring them, among others).
  - III. Attacks on the victim's personal life (ridiculing the victim, making fun of the victim, imitating the victim, spreading rumors about the victim, among others).
  - IV. Physical aggressions (pushing, slapping, kicking, hitting, among others);
  - V. Verbal aggressions (insults, shouting, threats, disrespect, among others), and
  - VI. Behaviors with sexual connotations (jokes, comments, and remarks with intense intentional sexual charge, inappropriate touching, showing pornography, making indecent proposals).
- 5.1.15 The following imply unacceptable forms of behavior:
- Uncomfortable physical contact.
  - Physical, verbal, or psychological aggression.
  - Proposals of a sexual or compromising nature.
  - Racist, sexist, or religious jokes.
  - Abusive language, insults, shouting, and obscene gestures.
  - Harassment or stalking.
  - Criticism, gossip, or rumors about any person.
  - Any action that goes against human dignity.
  - Any action lacking integrity.
- 5.1.16 All TEAM MEMBERS have the right to receive psychological support if any professional or personal situation generates anxiety, stress, or concern. Quálitas provides care through the "Ajusta tus Emociones" (Adjust your Emotions) support line, which is confidential and does not require revealing one's identity.
- Ajusta tu Emociones
  - Phone Line: 800-800-9010

\* Norma Oficial Mexicana 035 (NOM035) (Official Mexican Standard).

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.

## 5.2. SPECIFIC POLICIES

### 5.2.1 In addition to the provisions outlined above, it is the responsibility of superiors toward the personnel under their charge to:

- 5.2.1.1 Provide fair treatment, avoiding the granting of labor benefits based on clear preferences.
- 5.2.1.2 Foster education and respect, ensuring that personal relationships among everyone are cordial and respectful.
- 5.2.1.3 Communicate everything necessary for the optimal performance of their work as an integral member of the company.
- 5.2.1.4 Provide training for the optimal performance of their position and for their self-improvement as an integral member of their work team.
- 5.2.1.5 Listen to and address their suggestions, complaints, and work-related matters.
- 5.2.1.6 Ensure, within their work area, strict compliance with this document, as well as the Internal Labor Regulations, Individual Employment Contract, Policies, Procedures, and Rules established by the company.

### 5.2.2 It is the responsibility of the TEAM MEMBERS to:

- 5.2.2.1 Comply with the rules established in the Internal Labor Regulations, Individual Employment Contract, Company Policies and Procedures, and in general, any applicable verbal or written instructions related to the contracted work.
- 5.2.2.2 Demonstrate professionalism, honesty, and discretion in the performance of their duties.
- 5.2.2.3 Address all personnel with respect and consideration.
- 5.2.2.4 Address all internal and external personnel with the highest consideration, respect, and courtesy, providing an efficient, timely, and quality service.
- 5.2.2.5 Refrain from engaging in activities or behaviors that damage the image or reputation of the company, or the physical integrity of other employees.



- 5.2.2.6 Pursue self-study as a means of improvement for the performance of their position and as a member of their work team.

## 6. GENERAL PRINCIPLES

---

- a) We respect individual differences in culture, religion, and ethnic origin.
- b) We promote equal opportunities and development for all personnel.
- c) In hiring processes, we seek to provide equal employment opportunities to applicants, regardless of race, color, religion, gender, sexual orientation, marital or conjugal status, nationality, disability, or any other status protected by federal, state, or local laws.
- d) We foster a work environment of respect and equality, a humanitarian atmosphere of open communication, and a workplace free from discrimination, sexual harassment, and other forms of intolerance and violence.
- e) We are committed to attracting, retaining, and motivating our personnel; therefore, the compensation and benefits system at Quálitas makes no distinction between male and female team members who hold similar job responsibilities.
- f) We respect and promote the right of individuals to achieve a balance in their lives, encouraging shared responsibility in the work, family, and personal lives of our team members.

## 7. REFERENCE FRAMEWORK

---

- Ley Federal del Trabajo (Federal Labor Law)
- Code of Ethics and Conduct
- Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Discrimination
- Committee for the Monitoring, Development, and Implementation of Labor Equality and Non-Discrimination Practices

## 8. LABOR EQUALITY AND NON-DISCRIMINATION COMMITTEE

---

### STRUCTURE

1. **Chairperson:** Human Resources Directorate
2. **Secretary:** Talent Acquisition and Development Sub-directorate
3. **Responsible for Policy and Objective Implementation (Ombudsperson):**  
Quálitas University Management
4. **Responsible for Policy and Objective Implementation (Ombudsperson):**  
Wellness and Social Responsibility Analyst

5. **Speaking Member:** Communications Management
6. **Speaking Member:** Wellness and Social Responsibility Coordination
7. **Speaking Member:** Investor Relations Coordination

## 9. 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.

In strict compliance with the applicable regulatory framework, the Company recognizes the strategic importance of integrating Environmental, Social, and Governance (ESG) criteria into its control processes and decision-making. Consequently, this document incorporates these criteria into corporate operations, aligning with current regulations, organizational maturity levels, and insurance sector best practices. This initiative promotes a culture of responsibility and transparency in synergy with our continuous improvement principle.