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1. PURPOSE

To establish the internal guidelines aimed at complying with the provisions of Articles 42, 43, and 48 of the Federal Regulations on Safety, Health, and the Workplace Environment (*Reglamento Federal de Seguridad e Higiene y Medio Ambiente del Trabajo*).

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 all Quálitas Compañía de Seguros S.A. de C.V. personnel.

3. POLICY

3.1. GENERAL POLICIES

- 3.1.1. Quálitas will make Health Days available to all personnel at no cost, with the objective of identifying and measuring potential health risks. These will include: weight, height, blood pressure, blood glucose, cholesterol, and Pap smear tests, as well as the administration of vaccines (IMSS).
 - 3.1.1.1. In the case of private vaccination (those contracted with private laboratories, which may include: COVID, Influenza, and Herpes Zoster), a 50% discount is granted to personnel with a payroll deduction payment option. Likewise, their family members may benefit from the prices agreed upon with the laboratory, with the option to pay via payroll deduction.
 - 3.1.1.2. If payroll deduction capacity is not available, the payment can be deposited into Quálitas' bank accounts.
 - 3.1.1.3. Vaccines requested during registration will be charged, with no option for transfers between Quálitas personnel. In the event that the vaccine cannot be received by the worker or their family member, the corresponding charge will still apply.
- 3.1.2. Quálitas will make webinars available to all personnel regarding recommendations that can support changing to healthy habits, as well as identifying risk factors according to their lifestyle.
- 3.1.3. Quálitas will make the "Ajusta Tus Emociones" (Adjust Your Emotions) Program available to all personnel and their family members at no cost. Specialized psychologists will provide care 24 hours a day, 365 days a year, via the phone line: 800 800 9010, or through face-to-face counseling (by scheduling an appointment

with the specialist), with the purpose of providing emotional support or guidance on topics related to work, relationships, family matters, interpersonal relations, etc.

The "Ajusta Tus Emociones" program will provide over-the-phone guidance related to legal and financial matters, administrative procedures, and nutritional counseling.

- 3.1.4. All personnel may participate free of charge in the Physical Activation Program taught online via Teams. This program offers sessions with an online instructor to perform activities such as Yoga, Therapeutic Yoga, and Pilates, available in morning, evening, and Saturday schedules. Registration is open at any time and is managed through the Wellness personnel.
- 3.1.5. Quálitas will make Visual Health Campaigns available to personnel, during which eye exams will be conducted at no cost. In addition, ophthalmic lenses and sunglasses will be offered at preferential prices, with a payroll deduction payment option. Additionally, there are promotions and/or campaigns with special prices at various optical stores, which can be identified in the Coupon Booklet (subject to validity); alternatively, personnel may visit Salud Digna, which will provide free eye exams.
- 3.1.6. Personnel may access the Habit Challenge Program, which offers personalized nutritional counseling for a period of 8 to 12 weeks. Its objective is to recognize and reward those who achieve the greatest progress in improving weight and habits.

Registration will be available once a year for personnel with an indefinite contract and upon publication of the official announcement through Internal Communications. For more details regarding this benefit, consult the Habit Challenge Program Policies.

- 3.1.7. Quálitas will conduct Prevention Programs adapted to the main contingencies that put the well-being of workers at risk.
- 3.1.8. All information provided by personnel or obtained by Suppliers and/or Specialists is strictly confidential. In the event of a serious risk, the worker and/or a direct family member will be informed in the first instance.
- 3.1.9. The information obtained by the Company from personnel must be used solely for statistical purposes to measure the results of the implemented programs.

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.