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CONTENTS

Heading	Page
1. PURPOSE	2
2. SCOPE	2
3. CONCEPTS	2
4. POLICY	4
5. SANCTIONS	7

1. PURPOSE

The purpose of this policy is to reaffirm Quálitas' commitment to the full respect for human rights, establishing principles that enable the enforcement and prevalence of the freedom, integrity, and dignity of all individuals.

2. SCOPE

This document applies to the workers/employees assigned to the different subsidiaries of Quálitas Controladora S.A.B. de C.V., regardless of their activity or geographic location, including the relationships among them and with the rest of the stakeholders.

3. CONCEPTS

Discrimination	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, 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. ¹
Diversity	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.
Favorable Organizational Environment	That in which the workers/employees' sense of belonging to the company is promoted, along with training for the proper performance of assigned tasks, the precise definition of responsibilities for the workplace workers/employees, initiative-taking participation and communication among them, the proper distribution of workloads, regular working hours in accordance with the Federal Labor Law, and performance evaluation and recognition. ²
Harassment	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, and mistreatment: those acts consisting of insults, mockery, humiliation, and/or ridiculing of the worker, carried out continuously and persistently (more than once and/or on different occasions). ²

¹ Source: Ley Federal para Prevenir y Eliminar la Discriminación (Federal Law to Prevent and Eliminate Discrimination).

² NOM-035-STPS-2018, Psychosocial Risk Factors at Work-Identification, Analysis, and Prevention.

Intimidation	Instilling fear or apprehension toward a person or group of people.
Freedom of Association	The right to join and be part of social groups under a common goal. ³
Freedom of Expression	The right to manifest opinions. This right comprises the freedom to seek, receive, and disseminate information and ideas, whether orally, in writing, or through new information technologies, which cannot be subject to prior censorship but rather to subsequent liabilities expressly fixed by law. ⁴
Freedom of Assembly	The right to gather peacefully for a specific purpose.
Mobbing / Workplace Harassment	The International Labor Organization (ILO) defines mobbing as a systematic, repeated, or persistent verbal or psychological action through which, in the workplace or in connection with work, a person or group of persons injures, humiliates, offends, or intimidates a victim. In this document, mobbing and workplace harassment (the Spanish term) will be used interchangeably.
Forced Labor	In accordance with the Forced Labor Convention, the concept refers to all work or service exacted from any individual under the menace of any penalty and for which the said individual has not offered themselves voluntarily. According to the ILO, child labor is that which is harmful to the physical and psychological development of children. Specifically, it has the following characteristics: • It is dangerous and harmful to the physical, mental, or moral well-being of the child; • It interferes with their schooling since: • It deprives them of the opportunity to attend classes; • It forces them to leave school prematurely, or • It requires them to combine study with heavy and highly time-consuming work.
Child Labor	
Violence	The World Health Organization defines violence as the intentional use of physical force and threats against oneself, another person, a group, or a community that results in or has a high probability of resulting in injury, psychological harm, developmental problems, or death.
Workplace Violence	Those acts of harassment, bullying, or mistreatment against any worker that can damage their integrity or health. ⁵

³ Constitución Política de los Estados Unidos Mexicanos (Political Constitution of the United Mexican States).

⁴ Comisión Nacional de Derechos Humanos (National Human Rights Commission).

⁵ NOM-035-STPS-2018, Psychosocial Risk Factors at Work-Identification, Analysis, and Prevention.

4. POLICY

This policy seeks to ensure that human rights prevail throughout Quálitas Controladora's operations, in accordance with the company's values, which include Fairness, Responsibility, and Respect for human dignity, as well as being aligned with its Code of Ethics and Conduct. It is developed in compliance with the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights.

Quálitas workers/employees must comply with non-discrimination guidelines in their relationships with the workers/employees of all the company's stakeholder groups.

4.1. WORKERS/EMPLOYEES

- 4.1.1. Quálitas Controladora and its member companies commit to providing a work environment that guarantees the integrity of individuals and the free exercise of their rights.
- 4.1.2. At Quálitas Controladora and its member companies, the freedom of expression, association, and assembly of all workers/employees is respected. Under no motive or circumstance may workers/employees suffer any act of injustice due to their opinions or their membership in collectives, including trade organizations and labor unions.
- 4.1.3. Any form of discrimination is expressly prohibited in accordance with the Policy for Respect for the Individual and Diversity. All workers/employees will be valued for their talent within diversity.
- 4.1.4. The company monitors and provides tools to promote equal opportunities in selection, recognition, and career development. It seeks to foster a culture of transparency, recognizing the effort and collaboration of its members.
- 4.1.5. At Quálitas Controladora, the total compensation of workers/employees is designed according to the job profile, responsibilities, competencies, and performance evaluation, with no differences based on gender or any other diverse characteristic of the individual. Additionally, to ensure we remain competitive in the salary market, an annual salary survey is conducted to monitor that the total compensation of Quálitas workers/employees remains competitive.
- 4.1.6. The company is committed to providing decent working conditions for all workers/employees, including the availability of the necessary work tools and equipment to perform their duties properly.
- 4.1.7. The company seeks conditions for its workers/employees that promote well-being and contribute to self-care through the wellness program, which addresses 5 dimensions of the individual: physical, intellectual, socio-family, spiritual, and professional.

- 4.1.8. Quálitas complies with the current labor legal framework in the jurisdictions where it operates, prohibiting any practice contrary to legislation and regulations; therefore, such laws and regulations are included within its internal policies and guidelines.
- 4.1.9. In accordance with the Policy for Respect for the Individual and Diversity, all workers/employees must treat each other with respect and cordiality, and the use of any offending behavior is strictly prohibited.
- 4.1.10. Quálitas Controladora, through various institutional practices and documents (Code of Ethics, policies and procedures, communication campaigns, reporting channel, organizational climate survey, performance evaluation system, etc.), monitors compliance with an environment free from workplace violence or any other action that denigrates or violates the human rights of any of its members.
- 4.1.11. Quálitas is committed to promoting a favorable organizational environment among the company's workers/employees and leaders through the prevention of psychosocial risk factors, as indicated in NOM-035-STPS-2018.
- 4.1.12. The company defines protocols for the care of workers/employees who suffer a severe work-related traumatic event, as established in the "Psychosocial Risk Prevention" policy.
- 4.1.13. Quálitas Controladora makes the "Ajusta tus Emociones" (Adjust Your Emotions) program available to affected workers/employees and their families to receive psychological support 24 hours a day, 365 days a year, via its telephone line 800.800.9010 or through in-person counseling if required. It also provides guidance on financial, legal, nutritional, leadership, governance, and comprehensive management topics.

4.2. AGENTS, OFFICE DIRECTORS, AND INSURED PARTIES POLICIES

- 4.2.1. The services provided by Quálitas are governed under the principle of non-discrimination.
- 4.2.2. At all times, Quálitas addresses agents and insured parties with honesty, in order to create a relationship of trust and respect for rights in the relationship between the company and the client.
- 4.2.3. Quálitas is committed to solid operations management, including risk prevention, responding to the trust placed by agents and insured parties.
- 4.2.4. As part of its commitment to the trust placed by insured parties and adherence to legislation, the company guarantees the protection and correct use of personal data provided by its clients, as well as data derived from the operation.
- 4.2.5. Quálitas is committed to insurance access and the development of a prevention culture, making different service mechanisms available to insured parties, which include an extensive network of agents, service offices, and Quálitas Offices in Development (ODQ, by its acronym in Spanish).

- 4.2.6. Quálitas promotes the inclusive development of society, extending beyond insured parties. It is also committed to responsible driving behavior and healthy coexistence on the road.

4.3. SUPPLIERS

- 4.3.1. Quálitas maintains fair and equitable treatment with its suppliers, under the principle of mutual development and adherence to the conditions set in the different agreements and contracts.
- 4.3.2. Quálitas ensures that suppliers perform in accordance with regulations, in areas it can supervise, as well as in adherence to this policy. This is established from the supplier selection stage, as a way to extend the commitment to human rights and compliance with obligations to those who make up its supply chain.
- 4.3.3. Quálitas also seeks comprehensive respect for human rights, including non-discrimination, throughout the entire insured party experience. Under this premise, suppliers who have direct contact with the insured party must guarantee respect for their integrity and diversity.

4.4. SOCIETY

- 4.4.1. Road safety, through responsible driving, is key to the integrity of individuals. Quálitas promotes its adoption by society through its operation and as part of its social responsibility. The company encourages workers/employees and members of the value chain, including agents, office directors, and suppliers, to act as promoters of safe and respectful road behavior.
- 4.4.2. Quálitas understands road safety as a pillar of civic coexistence among all those who share the road. The company extends its commitment to respectful practices beyond its insured parties and other drivers, using a comprehensive approach that includes adults, youth, and children.
- 4.4.3. The commitment to human rights is also part of the principles through which Quálitas approaches social investment, seeking to work on specific issues within the communities where it operates. In the selection of both allied organizations and topics to address, respect for diversity and the educational component prevail to establish a solid foundation.
- 4.4.4. Quálitas forms alliances with civil society organizations that promote social development in the areas of health, education, and the environment.
- 4.4.5. Quálitas' relationship with society, including its different stakeholders, always adheres to transparency.

4.5. IMPLEMENTATION MECHANISMS

The care and promotion of respect for human rights within operations is part of the various control, supervision, and auditing mechanisms existing in the company for the performance of workers/employees. It is also included in the evaluation of the relationship with suppliers, agents, and other business allies.

Adherence to this policy, the Code of Ethics and Conduct, and all other policies and guidelines is required for all workers/employees. If non-compliance is identified, it must be brought to the company's attention. For this purpose, a whistleblowing channel exists through which workers/employees, as well as any other stakeholder group, have the option to report anonymously.

- Web Form: www.resguarda.com/qualitas
- Phone Line: 800-123-3312
- E-Mail: q-transparencia@resguarda.com

5. 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.