



ENSURING THE PRESENT, DRIVING THE FUTURE

INTEGRATED ANNUAL REPORT

2021

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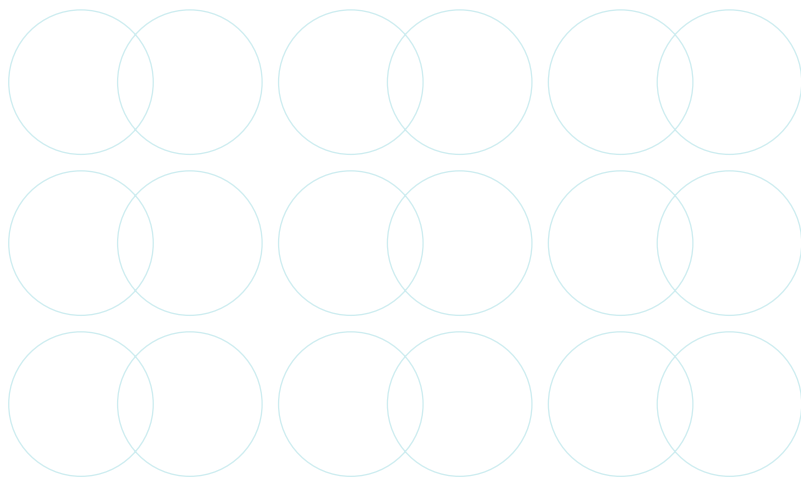
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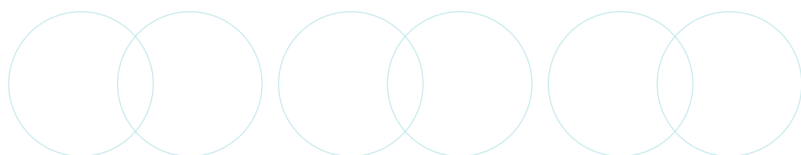
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Today more than ever we demonstrate that in Qualitas we are more than an insurance company. We are confident that the sustainable balance of our company can only be obtained by prioritizing our policyholders, employees, suppliers and other business allies.

Our singular business model has allowed us to be leaders **insuring the present, driving the future.**



MAIN FIGURES

QUALITAS CONTROLADORA (HOLDING)



INFRASTRUCTURE

- **216** service offices
- **304** ODQs (Mexico)
- **5,597** Employees
- **5** Operations in five countries: Mexico, Costa Rica, El Salvador, United States, and Peru.
- **+18,500** agents
- **291,130** hours of employee training (including Qualitas University)
- **8,838** people trained at Qualitas University¹

PERFORMANCE

- **\$38,224** million pesos of premiums written
- **\$36,067** million pesos of earned premium
- **4.5** insured vehicles
- **\$3,778** million pesos of net profit
- **65.0%** loss ratio
- **91.7%** of combined ratio
- **19.2%** in ROE (12-month)
- **\$42,179** million pesos in market capitalization

CONTINUITY IN:

MEMBER OF
Dow Jones Sustainability Indices

DOW JONES SUSTAINABILITY INDEX MILA PACIFIC ALLIANCE

S&P TOTAL MEXICO ESG INDEX



INCORPORATION TO :

BLOOMBERG GENDER EQUALITY INDEX



¹ Employees, agents, service office employees, suppliers, policyholders, and Cristafacil franchisees.

HOW TO READ THIS REPORT

GRI 2-2, 2-3, 2-5, 2-14

The purpose of this integrated annual report is to communicate our main financial results and our environmental, social, and corporate governance (ESG) performance during 2021.



The information corresponds to Qualitas Controladora as a whole, except for the cases where a more specific scope is specified. Thus, we report the operation of our different subsidiaries.

We respond to critical topics by applying the concept of double materiality, in which the socio-environmental and financial dimension is integrated, according to the international trends, and using the related reference standards, referred to in this section.

[DETAIL OF DOUBLE MATERIALITY](#)

The contents of this report are validated in first instance by the Social Responsibility Committee and finally by the Executive Chairman. In addition, we have submitted the report to external verification by an independent third party; the scope is referenced in the verification letter.

[VERIFICATION LETTER](#)

The report:



Has been developed in accordance with the Global Reporting Initiative (GRI) Standards; we used the new Universal GRI 1, 2 and 3 Standards, launched in October 2021. In addition, we applied the GRI Sectorial Supplement for Financial Services.

The GRI Standards respond to the socio-environmental materiality and are aimed at a broad public.



It also includes the Sustainability Accounting Standards (SASB) Standards for the insurance industry.

The SASB Standards are related with the financial materiality and especially respond to requests for information from investors.



Reports our contribution to the Sustainable Development Goals (SDG), a global roadmap proposed by the United Nations (UN) to address the great challenges of society.



Considers the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), on the risk management and opportunities linked to climate change.



For Qualitas Compañía de Seguros, this report includes its progress in the implementation of the Principles for Sustainable Insurance (PSI), United Nations Environment Programme Finance Initiative (UNEP FI) that has been subscribed by our insurance subsidiary in Mexico.



Serves as our Communication on Progress (COP) for the Global Compact and reports the progress achieved in the implementation of its 10 principles.

How to identify the contents:

The **front page of each chapter** includes: a reference to the **SDGs** and lines of action of the **Sustainability Strategy**.

The **start of each section** includes: a reference to the contents of the **GRI Standards**, the **SASB Standards**, and the **TCFD Recommendations**.

Our progress regarding the **SDGs** and the **Global Compact Principles** is detailed **at the end of the report**; and specifically, for Qualitas Compañía de Seguros in the **PSI**.

The specific indexes of the standards and report frameworks are **also included at the end**: **GRI**, **SASB** and **TCFD**.

SDGs with Qualitas strategic contribution

- 3 Good health and well-being
- 4 Quality education
- 8 Decent work and economic growth
- 9 Industry, innovation, and infrastructure
- 11 Sustainable cities and communities
- 16 Peace, justice, and strong institutions

TCFD Recommendations - Core Elements



Governance

The organization's governance regarding risks and opportunities related to the climate.



Strategy

The real and potential impacts of the climate-related risks and the opportunities related to the organization's business, strategy, and financial planning.



Risk management

The processes used by the organization to identify, evaluate, and manage climate related risks.



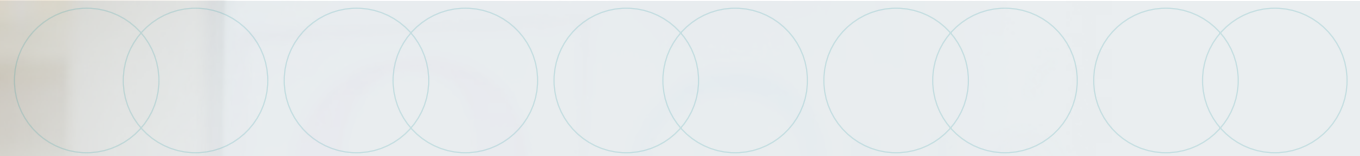
Metrics and objectives

The metrics and objectives used to assess and manage the relevant risks and opportunities related to the climate.

Sustainability Strategy - Priorities and lines of action



- Innovation and Operational Efficiency
- Employee Development
- Development of the members of the value chain
- Prevention and Road Safety Culture
- Ethics and Corporate Transparency
- Excellence in service



MESSAGE FROM THE **CHAIRMAN OF THE BOARD**

GRI 2-22

DEAR EMPLOYEES, SHAREHOLDERS,
AND BUSINESS PARTNERS,

2021 year could be characterized as a year of normalization and transition, where we experienced in Mexico and the rest of the countries in which we operate, a recovery in mobility trends even above pre-pandemic levels, although the year posted a slow recovery in new cars sales, impacted by the supply chain shortage; high inflationary pressures, as well as a highly competitive environment in the industry tariffs, mainly in the Mexican market.

Despite the situation described above, we closed the year with an annual net profit of \$3,778 million and a 12M ROE of 19.2%, reflecting the resilience of our business model, our ability to create value despite the complexities of the environment, and the strength of our capital base. Written premiums grew 6.3% in the year compared to 2020, also driven by the performance of our international subsidiaries; at year-end, these represented 8.5% of the holding Company's total written premiums.

MESSAGE FROM THE CHAIRMAN OF THE BOARD

At Qualitas, we continue growing given our closeness to the policyholder model, who trusts our team and all those who participate in the relationship we establish: employees, agents, staff of service offices and suppliers, which is one of our greatest strengths. We celebrate the fact that this network continues to grow, adding more than 18,500 agents at year-end and inaugurating 9 service offices and 22 new ODQs.

The normalization of mobility translated in a loss ratio of 65.0% for 2021 year. These rates evidently reflect an increase in the frequency and average cost of claims handled, trends that we will have to address carefully in order to endorse our differentiator in the industry: cost control. It will be fundamental to maintain our pricing discipline and continue to make the necessary adjustments to sustain healthy ratios; our best competitive advantage has been and must continue to be excellence in service.

In terms of our insured units, we had a 7.5% growth, with increases in each of our subsidiaries and closing at an all-time high of 4.5 million units. Regarding our organization, Qualitas' team surpassed 5,500 employees by the end of the year. Recognizing that our employees are the company's most important asset, we seek to

strengthen and promote their training and personal and professional development, especially through Qualitas University, which operates as a digital platform. In Mexico, we were certified in the NMX-R-025-SCFI-2015 Standard for Labor Equality and Non-Discrimination.

The commitment to the digitalization of our processes and services did not stop. We continued incorporating new and better tools both for internal processes, such as our own Board of Directors' meetings, and for our business partners and end clients, such as agents with their renewed online platform, and our policyholders by improving

our various mobile applications. We have set out to make our Q Mobile app the center of the policyholder relationship by integrating new functionalities; our app strengthens the relationship with our agents and service office teams in the digital environment. This year, we also succeeded in launching this application for our clients in the United States.

We remain committed to the 10 Principles of the United Nations Global Compact and actively working to achieve the Sustainable Development Goals. Our sustainability strategy is based in the implementation of environmental, social, and



MESSAGE FROM THE
CHAIRMAN OF THE
BOARD

governance (ESG) criteria in our operations, and is recognized by the market, rating agencies, and investors. We are part of the national reference indexes in Mexico and Latin America, respectively the S&P/BMV Total Mexico ESG Index, the Dow Jones Sustainability MILA Pacific Alliance and the Bloomberg Gender Equality Index (GEI), being the only insurance company included in those indexes.

Regarding the operation of the Board of Directors, our directors received training during the year on tax and cybersecurity issues, among others, reaffirming our commitment to be at the forefront of current issues that allow us to take the best decisions for the benefit of all our stakeholders.

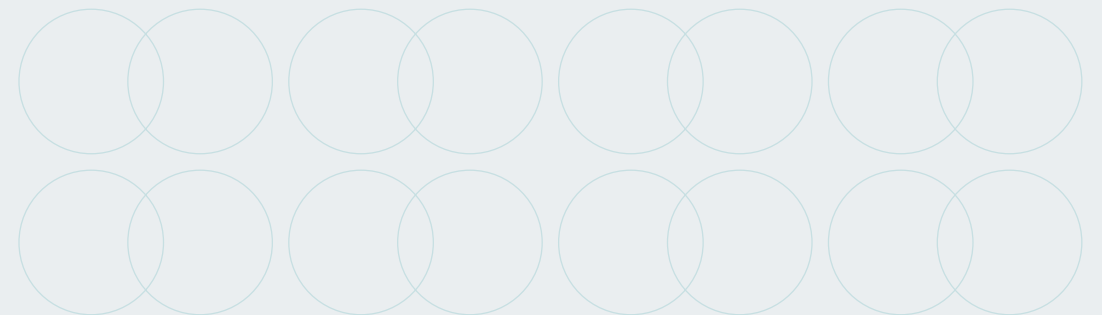
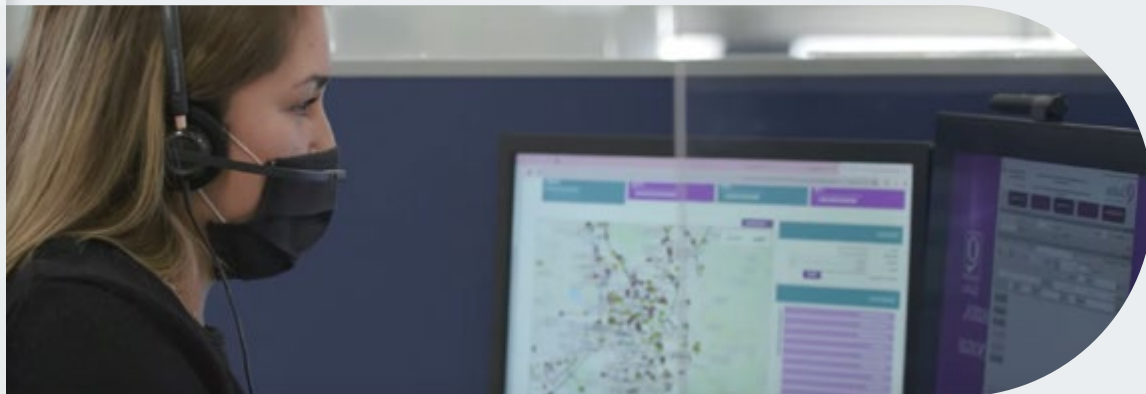
We appreciate our policyholders' preference, our employees' commitment, as well as our suppliers', agents', and other business partners', as well as our shareholders' trust. We will continue to work to create value for each and every one of them.

I am confident in the leadership of our organization and that we will continue this path of shared success.

SINCERELY,

José Antonio Correa Etchegaray

Chairman of the Board of Directors Qualitas Controladora S.A.B. de C.V.



UNFINISHED

STRENGTHENING

OUR IDENTITY

ORGANIZATIONAL IDENTITY

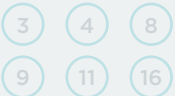


We have a service culture, which allows us to protect the policyholders' assets with a quality and efficient operational proposal. Our model integrates the active work of agents and teams of service offices.

SS



SDGs



ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks

DIMENSIONS

GRI 2-1, 2-2

We protect the vehicle assets of our policyholders, with a high degree of specialization and excellence in service, providing assistance to both the vehicle and its occupants in case of an accident or claim. Qualitas provides assistance throughout the beginning to end of the process, from the issuance of policies to the attention in case of claims.

With 27 years of experience, our value proposition has allowed us to be leaders in Mexico for the last 14 years and to develop internationally.

The growth of our subsidiaries outside Mexico has been outstanding, as a diversification opportunity for Qualitas Controladora; and also as an opportunity to bring the strengths of our model to those markets, benefiting our clients.

Since 2019, we have reinforced our comprehensive service to our policyholders through our direct management of non-insurance subsidiaries (also known as vertical subsidiaries) with complementary services in claims assistance such as: provision of spare parts and glass, auto parts outlet, and windshields and auto glass repairs (Outlet de Refacciones, Easy Car Glass, and CristaFacil).

In 2021, we took a step forward through its commercial consolidation into a single subsidiary called “Flekk”; enhancing the policyholder value proposition and growth opportunities in the sector. Currently, the vertical subsidiaries have a focus on technology and e-commerce, as well as a new target to increase their home delivery service, seeking efficiencies and savings for both the policyholders and for the company.



**At Qualitas, we insure cars,
we take care of people.**



Go to:

[MISSION STATEMENT](#)

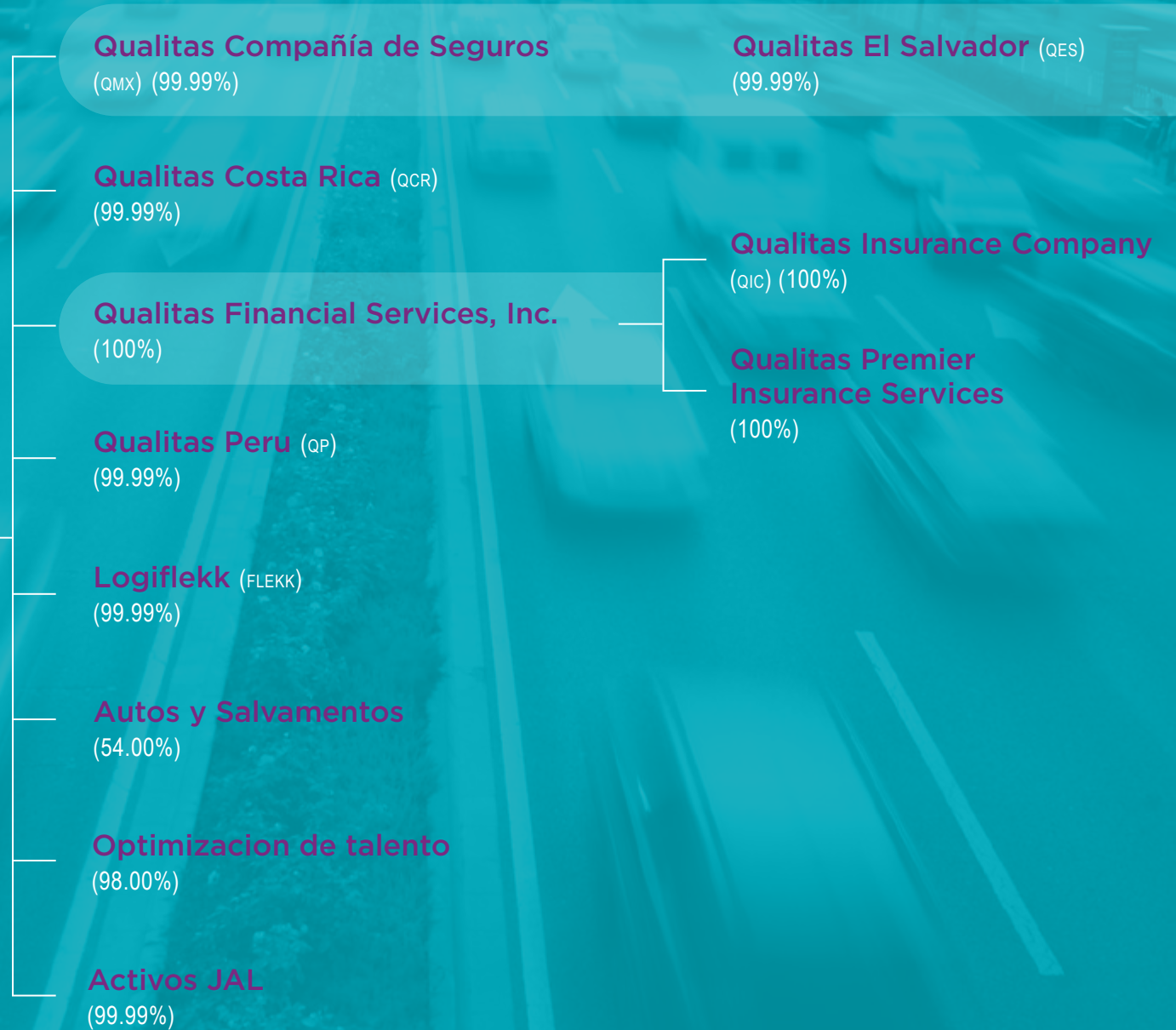
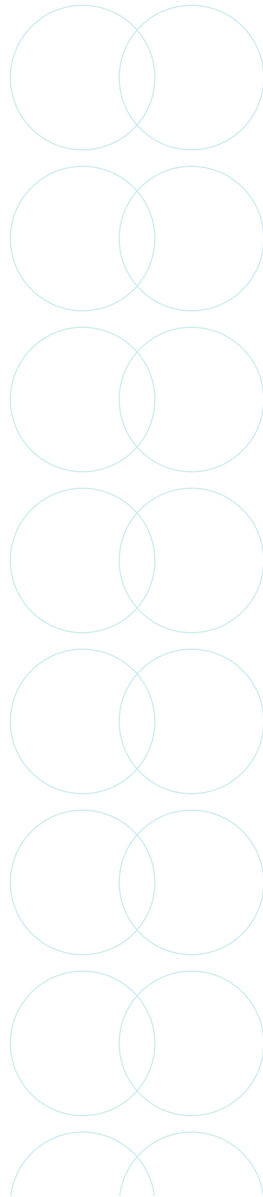
[VISION](#)

[VALUES](#)

ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks

Subsidiary Diagram



Note to the diagram: The scope of this report considers operational control, leaving out Autos y Salvamentos, subsidiary whose management corresponds to our partner.

ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks



Qualitas Compañía de Seguros
FS13, FS14

QUALITAS COMPAÑÍA DE SEGUROS (MEXICO)

	Δ 21-20	2021	2020	2019
Insured units	+273,667	4,310,848	4,037,181	4,094,194
Written premiums (MM MXN)	+1,696	35,056	33,360	34,316
Market Participation (%)	+0.7	32.2	31.5	29.8
Employees	+133	5,014	4,881	4,918
Service Offices	+5	196	191	186
ODQs	+20	304	284	251

Note: Only information from Mexico is included.

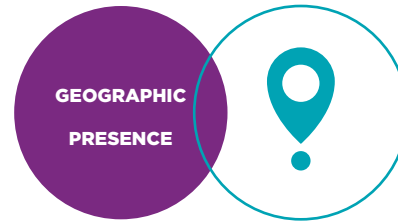
ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks

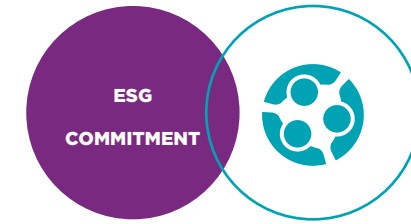
QUALITAS COMPAÑÍA DE SEGUROS (MEXICO)



- Qualitas maintains its leadership in the Mexican market, according to the latest data from the Mexican Association of Insurance Institutions (AMIS, for its acronym in Spanish).
- Written premium results reflect resilience, despite the decline in new car sales and the competitive environment.
- Growth in written premium vs. 2020.
- New car sales were impacted by the post-pandemic context, according to the Mexican Association of Auto Distributors (AMDA, for its acronym in Spanish) data, new car sales in Mexico increased by 6.8% vs. 2020, a trend that was impacted by a very low comparative base; contrasting the same data against 2019, it still presents a 23.0% drop.
- Due to the effects of the current shortage in the supply chain of the manufacturing and automotive industry worldwide, which affects assemblers and the production of new cars, the development of the second-hand vehicle market was significant.
- Qualitas operates in both, so the impact in the underwriting of the company was mitigated.



- The network of Qualitas Development Offices (ODQ) continues growing, through its business model we offer auto insurance through this model in places with growing economic activity, but with low financial inclusion, which makes access to insurance more difficult. Qualitas provides easy access, contributing to increase the insurance culture in our country. The network reached 304 centers throughout Mexico and 576 employees. They contribute 3.2% of the total written premium by Qualitas Controladora.
- Regarding **service offices**, we also increased the network in Mexico to 196 centers. The model is supported by third parties who represent us in the different locations, with our own team, which now has a total of 1,396 employees.



- In Mexico, ODQs business model facilitates accessibility to insurance. Likewise, our intention to increase the subscription of mandatory civil liability insurance in the country.
- Regarding environmental impact, Qualitas Compañía de Seguros insures natural gas fleets, as well as hybrid and electric vehicles.
- Our subsidiary also continues to make progress in implementing the **Principles for Sustainable Insurance** (PSI), launched by the United Nations Environment Programme Finance Initiative (UNEP FI). We signed up those principles in 2020 and also applied for the commitment in the other insurance subsidiaries in the remaining countries.

For more information, see:

● [EXHIBIT III](#)

ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks

International Insurance Subsidiaries

	USA		COSTA RICA		EL SALVADOR		PERU	
	Δ 21-20	2021	Δ 21-20	2021	Δ 21-20	2021	Δ 21-20	2021
Insured Units	+3.8%	17,881	+19.7%	75,628	+12.0 %	21,370	+78.6%	51,365
Employees	-24.3%	53	+12.5%	90	+1.4%	71	+46.4%	82
Offices (all categories)	+20%	6	=	6	=	4	+300%	4
Agents	-30%	7	-0.4%	529	=	959	+52.2%	525
Market Participation (%)	NA	NA	+1.1 pp	9.7%	-0.6 pp	6.4%	+2.0 pp	4.5%



ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks

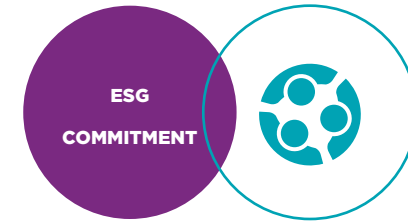
INTERNATIONAL INSURANCE SUBSIDIARIES



- They reported a 22.4% growth for 2021, achieving \$3,239 million pesos of written premiums. Excluding the exchange rate impact, the quarterly subsidiaries growth in USD stood at 29.6%.
- Qualitas celebrated its 10th anniversary of presence in **Costa Rica**. During the year, Qualitas has sought to develop innovative products (e.g., stay insurance, short-term insurance) that allowed Qualitas to compensate the reduction in other segments and maintain its position as a pioneer in innovation in that country.
- In **El Salvador**, the client loss generated by the first impact of the pandemic is under recovery, based on the quality and responsiveness of Qualitas. Additionally, they have progressed in the adoption of IT tools used in Mexico's operations. In this way, we seek to continue strengthening our competitive advantages.
- In the **USA**, personal auto insurance continued to progress in local models for USA residents,

adding the California product to a similar one in Texas. Likewise, we continue investing in IT for new technological tools adoption; for example, our Qmovil app is now available in that country.

- In **Peru**, our specialized model and close collaboration with agents is generating a change in the market since our arrival in 2019. During 2021, we inaugurated service offices in Lima, Arequipa, and Piura, which brought a broader portfolio diversification.



- Our subsidiary in Costa Rica is leading the preparation of teams and clients to move forward with specialized insurance for hybrid and electric vehicles. In 2021, a selection of employees was trained on this type of vehicle, in collaboration of the National Learning Institute (INA, for its acronym in Spanish).

More information in:

- [CLIMATE CHANGE RISKS AND OPPORTUNITIES SECTION](#)

ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks



Our value proposition with services related to claims assistance was reinforced in 2021 with the integration of Outlet de Refacciones, Easy Car Glass, and CristaFacil into a single commercial subsidiary named “FLEKK”.

This subsidiary allows greater efficiency in the operation and provision of services. CristaFacil is still active as the brand of the franchised glass repairment shops we work with.

FLEKK



- For the spare parts business, its key the diversification in product offerings and excellence in service, with last year’s incorporation of new generic spare parts, as well as its commercialization through different channels, including e-commerce.
- The disruption experienced in 2021 due to the interruption in the supply chains had less impact on Flekk due to its provision and inventory strategy. Although it was higher for glass material, in the case of auto parts it stands out inventory management, and the ample storage capacity for generics together with the importing partner.
- The investment in technology and processes for the glass repairment business has led CristaFacil to become the largest network in the market.



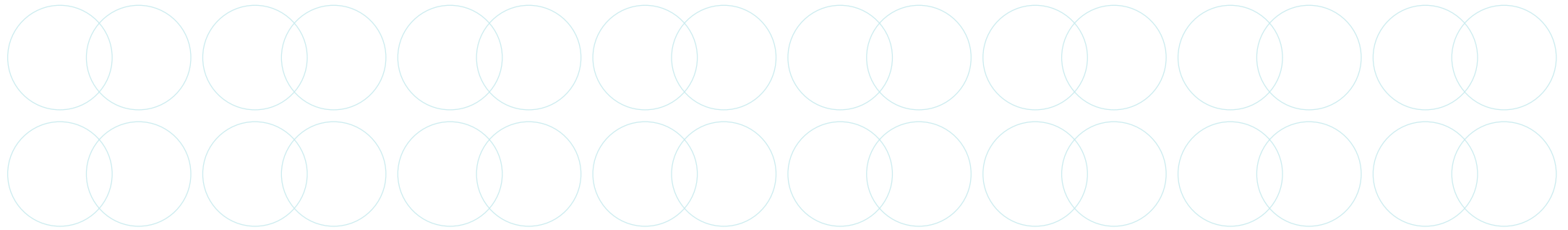
- We highlight program for scrap recovery, with this program Flekk removes scrap generated in the repairment shops for Qualitas insured cars for: 1) commercialization of the parts, if possible, and 2) auction for other uses. In this way, environmental management is integrated into a business solution. A similar model exists for tires, which considers the sale to third parties for specialized management.
- Likewise, in the case of glass incidents, repairment is promoted over replacement, which is also more efficient in terms of time and also benefits our policy holders.

More information in:

● [OTHER ENVIRONMENTAL INITIATIVES SECTION](#)

ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks



FLEKK BUSINESS AND OPERATING DIMENSIONS

	2021	2020	Δ 21-20	2019
Inventory value (MM MXN)	212.1	108.0	96.4	76.9
% sales to Qualitas Compañía de Seguros	83.80%	NA	-	NA
Average Delivery Time (Days)				
Spare Parts	5.7	6.9	-17.9	7.1
Glasses	2.9	3.1	-5.9	7.0
Number of Employees	287	222	29.3	169
Number of Company-Owned Stores (CristaFacil)	1	4	-75.0	2
Number of Franchised Stores (CristaFacil)	133	125	6.4	95
Number of Franchisees (CristaFacil)	81	122	-33.6	67
Number of Services (CristaFacil)	153,994	108,357	42.1	90,000

Notes

- The 2020 and 2019 data correspond to the sum of Outlet de Refacciones, Easy Car Glass, and CristaFacil.
- The average delivery time is presented separately for spare parts and glass due to the very different nature of the products.

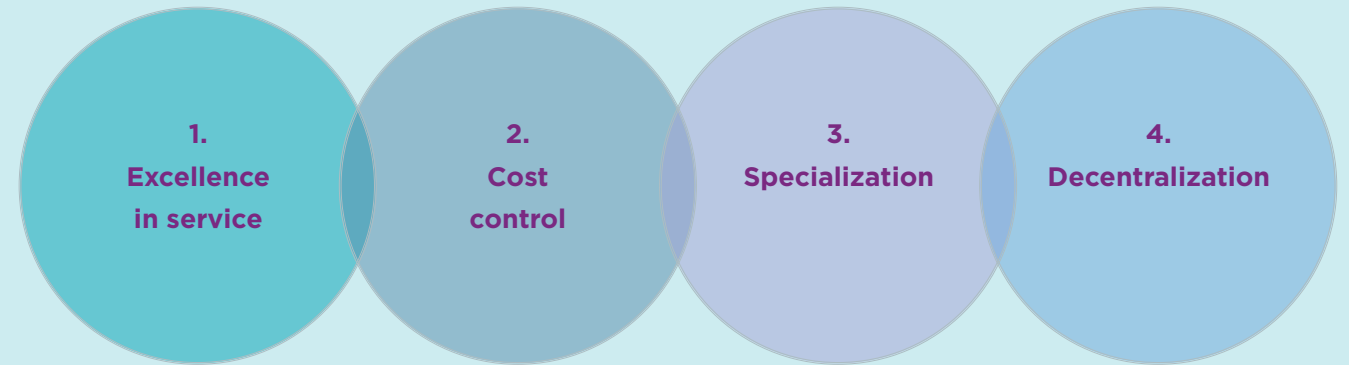


BUSINESS MODEL

Pillars

Our unique business model is based on four pillars that ensure our financial success, the delivery of value to our stakeholders, and our permanence over time.

The performance of the company and of our different subsidiaries, as well as our adherence to business fundamentals, are monitored through a series of indicators defined for each area, which are evaluated on a monthly basis by the General Management and the Strategic Planning Department.

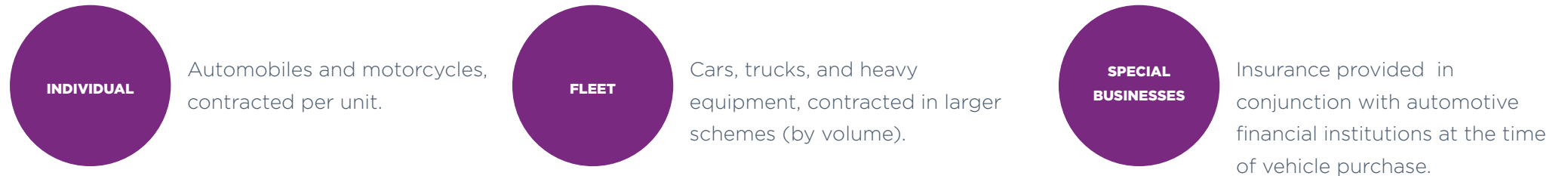


- 1.** We are available through our network of offices and agents, with personalized attention.
Dynamic due to the team structure, the process organization and the implementation of state-of-the-art technology.
Demanding in terms of the quality of our suppliers.
Drivers of the development of workshops and direct management of spare parts, including our own model of glass repair service.
We know our customers, so we can offer relevant products and conditions.
- 2.** Efficient use of resources.
Strict monitoring of operating and expenditure indicators.
Leading-edge with an integrated model in the provision of spare parts and glass repair.
- 3.** Experts in the automotive insurance sector.
Flexibility to adapt our model to the different countries in which we offer our services.
Innovative according to the policyholders' needs.
- 4.** Focused on being there for the policyholder's needs.
Collaborating with agents who share our vision and commitment.
Open to new forms of collaboration.

Insurance Business

GRI 2-6

We provide insurance to vehicles, being a company fully specialized in this field. Our offer is organized in the following segments:



The insurance commercialization and the assistance service provided to our policyholders is possible through different channels, in order to facilitate contact at all times:



ORGANIZATIONAL IDENTITY

Dimensions

● Business Model

Risks

Insurance commercialization in the individual and fleet segments takes place through agents, service offices, and offices under development (ODQs), as well as online via the Internet. In the case of the special businesses segment, the commercialization is originated in Qualitas with the intermediation of the automotive financial institutions.

For new products development, the participation of all of them is also a key element, with their knowledge of the evolution in the needs and expectations of policyholders and potential policyholders. In the case of our subsidiary Qualitas Compañía de Seguros, the work is articulated in the New Products Committee, which meets monthly, with the participation of the technical team, claims team, and other teams in an interdisciplinary manner. There are different schemes in the other countries, depending on their scale, so that our specialization in automobile insurance meets the particularities of each market.

Along with the provision of insurance, we also work to promote a risk prevention culture. Due to our participation in the automotive segment, we also develop road safety and responsible driving education through different initiatives and partners.

More information in chapter:

● [CONTRIBUTION TO ROAD SAFETY](#)



ORGANIZATIONAL IDENTITY

Dimensions

• Business Model

Risks

Non-Insurance Business
GRI 2-6

Our value proposition to the policyholders integrates complementary services such as the provision of spare parts and glass, as well as glass repairment.

We integrated our offering into the new FLEKK subsidiary, which is organized into the following business lines:



*Flekk is in charge of the spare parts removal at workshops where auto parts are replaced in vehicles insured by Qualitas Compañía de Seguros. In this way, our insurance subsidiary guarantees a correct removal and recycling by third parties, making use of Flekk's infrastructure.

Flekk's Competitive Advantages



RISKS

GRI 2-12, 2-13

SASB FN-IN-550a.3

TCFD GOB-B, GDR-C

At Qualitas, we have a solid risk management structure which is articulated at the level of each subsidiary, for a better understanding of business and the operating context.

Each insurance subsidiary has a specialized team that conducts risk identification, proposes prevention and response measures, and monitors their implementation. They report to the Investment Committee in the case of financial risks, to the Audit Committee in the case of technical and operating risks, and to the Risk Committee for those operations whose regulations so require, who in turn report to the Board of Directors, all at the subsidiary level.

The integrated risk management team of Qualitas Compañía de Seguros also supports the rest of the subsidiaries with its experience and performs the integrated management for Qualitas Controladora.

ESG Risks

In addition to immediately address the short-term risks brought by the pandemic in 2021, we also managed to address those issues that, in the medium and long term, may impact the operation and the business, as part of our ongoing management. This social component was further enhanced by the application of a human rights due diligence process.

More information in:

🕒 [EXHIBIT II](#)

Our corporate governance, both from Qualitas Controladora and from the different subsidiaries, is also recurrently evaluated in its compliance with regulations and international best practices.

Regarding potential environmental risks, together with the analysis of compliance with the different regulatory provisions (e.g. in waste), we are also looking in depth the identification and management of risks and opportunities associated with climate change.

More information in:

🕒 [CLIMATE CHANGE RISKS AND OPPORTUNITIES CHAPTER](#)

In this report we highlight how social, environmental, and corporate governance topics could affect our operations and business results.

ORGANIZATIONAL IDENTITY

- Dimensions
- Business Model
- Risks

MAIN RISKS

Category	Risk	Detail	Management
Financial	Market	<ul style="list-style-type: none"> • Requirement for more capital or debt to address growth • Noncompliance in the payment of obligations with financing suppliers and/or renegotiation thereof 	ECONOMIC PERFORMANCE
	Liquidity	<ul style="list-style-type: none"> • Loss of insurance agents and/or significant clients for the written premium 	
	Credit	<ul style="list-style-type: none"> • Significant decrease in new car sales 	
	Concentration	<ul style="list-style-type: none"> • Negative results in the treasury or investments management • Volatility in stock prices 	
Technical	Technical	<ul style="list-style-type: none"> • Loss derived from underwriting as a result of both the claims covered and the operating processes related to their attention. It also considers premium and reserve risks, administrative expenses, as well as extreme events in property and casualty insurance. 	Technical Indicator Performance.
Operational	Operational	<ul style="list-style-type: none"> • Loss of key executives • Dependency of a single insurer branch 	TEAM EFFORT
	Technological	<ul style="list-style-type: none"> • Fault in systems that may cause process discontinuity • Leakage and/or theft of information (cybersecurity) 	SYSTEM SECURITY
	Legal	<ul style="list-style-type: none"> • Changes to applicable regulation • Penalties for legislation breaches • Revocation of authorizations to operate 	ETHICS AND COMPLIANCE
	Reputational	<ul style="list-style-type: none"> • Noncompliances of own self-regulation in environmental, social, and governance (ESG) aspects • Operating practices contrary to our ethical guidelines • Incidents in the performance of our suppliers in the attention of claims 	Common to all performance
	Strategic	<ul style="list-style-type: none"> • Increase in the accident levels of the policyholders • Disturbances in the socio-economic and political context of the countries • Slowness and irregularity in the evolution of the incidence of COVID-19 • Concentration of suppliers in certain services • Increased competition 	CUSTOMER'S EXPERIENCE ONE STEP FORWARD IN SERVICE
	Related to Climate Change	<ul style="list-style-type: none"> • Incidence of more intense meteorological phenomena • Restrictions on vehicle mobility 	CLIMATE CHANGE RISKS AND OPPORTUNITIES

UNINTERRUPTED

DRIVING OUR BUSINESS FORWARD

BUSINESS KEYS

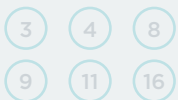


The insurance business is immersed in a dynamic context with respect to market trends, which redefine its value proposition in the medium and long term.

SS



SDGs



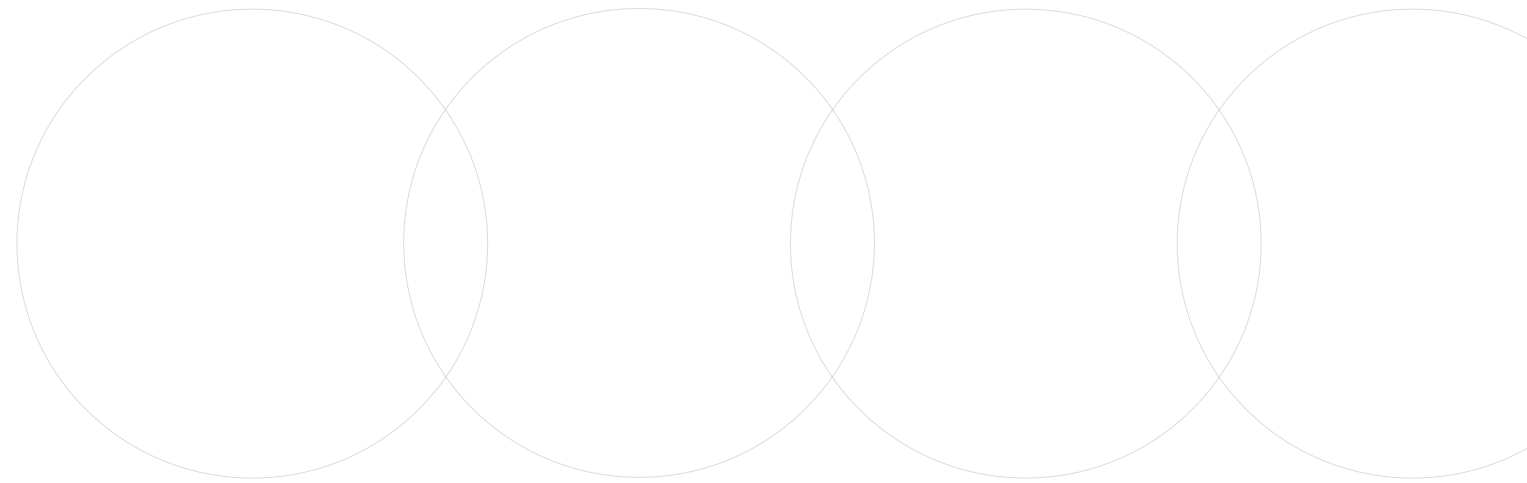
BUSINESS KEYS

- Technology
- Climate Change
- Employee well-being
- Insurance Culture

BUSINESS KEYS

At Qualitas we want to keep going forward and continue driving the business, leading its transformation. We present an overview of how we are doing it, in close collaboration with our stakeholders.

Along with providing automobile insurance service, the generation of results in the non-insurance business and through our capital investment strategy, we complement our strength and response to this dynamic environment.



TECHNOLOGY

Qualitas has been a pioneer in the adoption of new technologies and innovation; this characteristic was even more accelerated since the beginning of the pandemic, with the redefinition of certain processes, products, services and channels. The search for and application of innovation are part of Qualitas' essential daily activity, using new technologies that make sense and generate value in the market and segments where we operate, seeking the continuous improvement of our products, processes, and services.

Our focus on technology is a constant effort to be more efficient, to be available where and when the policyholder needs us, and to offer the best tools to our agents and service office teams. Likewise, in the claims handling process, it allows us to improve the policyholder's experience and shorten the handling and resolution times. Developments

such as the incorporation of bots with different functionalities, our express adjustment tool, direct communication channels with the client during the repairment, among others, demonstrate Qualitas' continuous search and focus on innovation and service.

On the other hand, technology also offers us the opportunity to monitor through telemetry devices the driving habits of our policyholders and make those devices available to them, contributing to responsible driving in fleets.

More information in:

- [CUSTOMER EXPERIENCE](#)
- [CUSTOMER TECHNOLOGY](#)

BUSINESS KEYS

Technology

● Climate Change

Employee well-being

Insurance Culture

CLIMATE CHANGE

Climate change is a factor that is transforming the insurance business, due to the risks it represents, but also because of the new opportunities with which we can stop its impact, either through the deployment of advanced technology, improvements in business planning and processes, among others. Climate change influences the company's operation from the increase in the cost of claims due to the impact of extreme weather events, to the development of a market linked to the resilience of companies and individuals.

In addition, Qualitas facilitates and promotes the development of a prevention culture, which is fundamental in personal and business finances. In general terms, in the countries in which we operate, this prevention culture is scarce, so we seek to strengthen it and generate greater awareness.

More information in:

🕒 [CLIMATE CHANGE RISKS AND OPPORTUNITIES](#)



BUSINESS KEYS

Technology

Climate Change

● Employee well-being

Insurance Culture



EMPLOYEE WELL-BEING

Having the best talent is one of Qualitas' greatest differentiators with respect to the market, which is complemented with the incorporation of technology. New generations have shown less attachment to the workplace, beside that during the pandemic there has been a general trend of employees leaning more towards aligning their work activity with their life purpose and expectations.

Qualitas recognizes that in order to attract and retain employees in highly competitive markets and sectors, it is key to guarantee their well-being as part of an attractive value proposition that also includes professional development opportunities.

More information in:

● [TEAM EFFORT](#)

BUSINESS KEYS

- Technology
- Climate Change
- Employee well-being
- Insurance Culture

INSURANCE CULTURE

It constitutes one of the main opportunities to accelerate the progress and penetration of insurance in the countries in which we operate, due to the limited knowledge and/or interest of citizens. For families, their assets are critical, and it is of vital importance to have efficient attention in the event of an incident.

Qualitas recognizes that it is necessary to advance in financial education and inclusion at the moment of sales and commercialization. It is also necessary to develop products that facilitate access and that are relevant to the needs identified.

In Mexico, we highlight the role of the Compulsory Civil Liability Insurance to be able to travel on federal roads, highways and bridges, stipulated in the local Insurance Contract Law (LCS). Due to the constant search to promote the insurance culture, financial inclusion and foreseeing this mandatory matter, we mention that at Qualitas Mexico we offer the Mandatory Insurance package offering as an added value to it a complete protection at national level, providing coverage in any way whether local, state or federal road. Through this and all our products, Qualitas seeks to increase

the insurance culture and include the lower-middle class community and our stakeholders, in order to increase the penetration of this industry and allow its sustained growth.

[THE IMPORTANCE OF INSURANCE IN SOCIETY](#)



UNLIMITED

COMMITTED TO SUSTAINABILITY

FOCUS ON SUSTAINABILITY

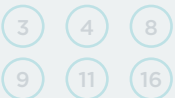


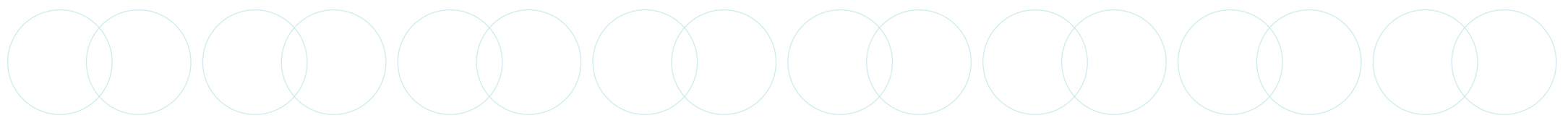
We generate value for all of our stakeholders, especially through the provision of automobile insurance, claims handling, the integrated supply of auto parts, the promotion of a culture of prevention and road safety education. To this end, we integrate ESG criteria into decision making at all levels.

SS



SDGs





**We generate integral value
and consider ESG factors
in our performance.**

SUSTAINABILITY APPROACH

GRI 2-23, 2-24

TCFD GOB-A, GOB-B

Our **Sustainability Strategy** allows us to prioritize the initiatives and to coordinate efforts. Through the implementation of the Strategy, the environmental, social, and corporate governance topics (ESG) are already part of the decision making at the different levels of the company.

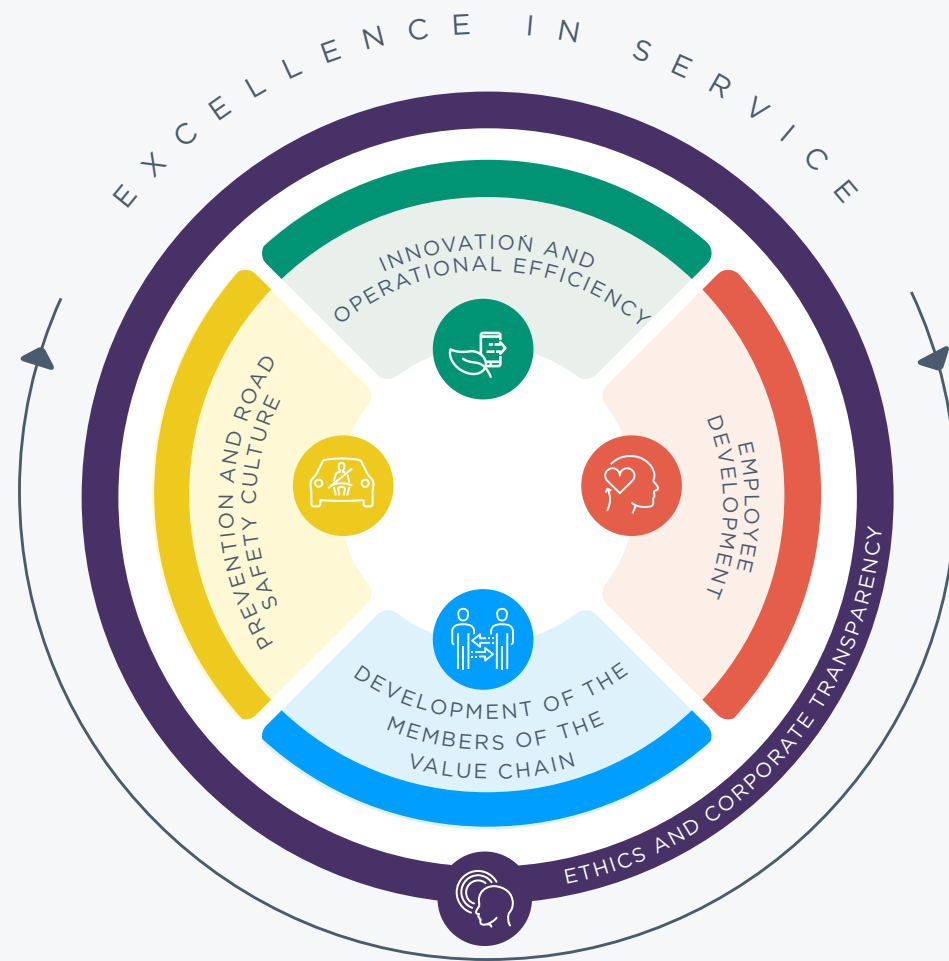
Since launching the Strategy in 2018, we have lived an interesting evolution of our operations with the regional growth, the integration of businesses related with insurance and the change in the countries context due to the evolution of markets and the impact of COVID-19.

In 2020 we updated our materiality, a process in which we defined the significant ESG topics. Consequently, we changed priorities of the Sustainability Strategy and included new initiatives.

Through the Sustainability **Strategy**, we seek to prevent and manage any type of negative impact generated by our operations, as well as to drive our contribution to the sustainable development of the places where we operate. We practice a responsible business conduct, supported by our policies and management and systems at the level of Qualitas Controladora and our subsidiaries.

[**DETAIL OF DOUBLE MATERIALITY**](#)

BASIC FOUNDATIONS OF THE SUSTAINABILITY STRATEGY



Connects our understanding of the operation with the expectations of the stakeholders, always under the maximum attention of excellence to the policyholder. Such bases materialize through work lines, with initiatives equipped with their respective action plans, including follow-up indicators.

Innovation and Operational Efficiency

Offer value-added products and services for the policyholder, jointly with an efficient operation of the company both in the use of resources and in the management of impacts (for example, environmental). To realize the potential of technology for operation.

9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE

Employee Development

To harness the talent of our employees and their development, from the value of diversity, and their well-being. To promote constructive leadership and a solid culture underpinned by internal communication.

4 QUALITY EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH

Development of the members of the value chain

Work closely with agents, teams of service offices and suppliers, supporting their training and operation, to offer excellent products and services to our policyholders.

8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Prevention and Road Safety Culture

Promote the prevention, insurance and financial culture. Likewise, contribute to responsible driving and road behavior, encouraging coexistence of all those who use roads and public spaces.

3 GOOD HEALTH AND WELL-BEING 11 SUSTAINABLE CITIES AND COMMUNITIES

Ethics and Corporate Transparency

To operate abiding by the values of the company, under ethical and conduct guidelines, raised from a solid corporate governance. Integrate sustainability criteria in decision-making.

16 PEACE, JUSTICE, AND STRONG INSTITUTIONS



We have been working with our non-insurance subsidiaries (Cristafacil, Outlet de Refacciones and Easy Car Glass), in environmental, social and corporate governance aspects (ESG). With the merge of the three of them in 2021 as the same company, commercially named Flekk, we would be able to make more efficient the processes and to reinforce sustainability practices in its different business lines.

The relationship with the community will develop especially in 2022 with the full operation of the center in Toluca, which will be its main facility. The different initiatives are monitored by a specific committee within the Flekk structure.

At Qualitas Controladora level, the Social Responsibility Committee quarterly monitors the implementation of the Strategy, with the participation



of the different involved areas¹. The conclusions of the meetings and the activities are presented quarterly by the chairman of the Social Responsibility Committee to the Board of Directors, making it easier for them to learn about the company's progress in the different ESG topics.

Given the importance of climate change risk and opportunities for the business and the expectations from our stakeholders, we have reinforced the related action and governance within the framework of the Sustainability Strategy, with the active participation of the Risk Comprehensive Management Department in a first exercise at the level of Qualitas Compañía de Seguros.

● [DETAIL OF CLIMATE CHANGE RISKS AND OPPORTUNITIES](#)

The participation of our stakeholders is essential for the implementation of the Strategy, as well as the learning and alignment with international benchmark initiatives.

As Qualitas Controladora, we are part of the United Nations Global Compact. At the level of our subsidiaries, highlights the participation of Qual-

itas Costa Rica in the sustainability committee of the Private Insurance Association. Besides, Qualitas Compañía de Seguros has subscribed the Principles for Sustainable Insurance (PSI), developed by the United Nations Environment Programme Finance Initiative (UNEP FI).

● [DETAIL OF ALLIANCES AND MEMBERSHIPS](#)

We understand that our role as corporate citizens extends to areas unrelated to our operations and that constitute needs of the society. Through social investment, we work with different organizations to manage the main social and/or environmental problems and to improve the living conditions of the people.

● [DETAIL OF THE SOCIAL INVESTMENT](#)

¹ The Finance, Commercial, Risk Management, Legal Corporate, Treasury, Relationship with Investors, Claims Service, Issuance and operative assistance, Operations of claims, National Medical Manager, Sales Customer Service Manager Departments participate.

UNITED

MANAGING THE VALUE GENERATION

CORPORATE GOVERNANCE



Decision-making ensures the continuity of the company and complies with to best practices, including transparency in management.

SS



SDGs

- 3
- 4
- 8
- 9
- 11
- 16

CORPORATE GOVERNANCE

GRI 2-9, 2-10, 2-11, 2-17, 2-18, 2-19, 2-20, 3-3, 405-1

At Qualitas Controladora, the decision-making structure complies with the Mexican legislation and, for each subsidiary, to the law of the country of operation. We also follow national and international benchmark practices, including the Corporate Governance Best Practices Code of the Business Coordinator Council (CCE for its acronym in Spanish) and the Corporate Governance Principles of the Organization for Economic Cooperation and Development (OECD).

The purpose is to ensure that we generate value for the company and for all of our stakeholders, above individual interests. Likewise, we promote that the members of our corporate governance act in accordance with their fiduciary duty.

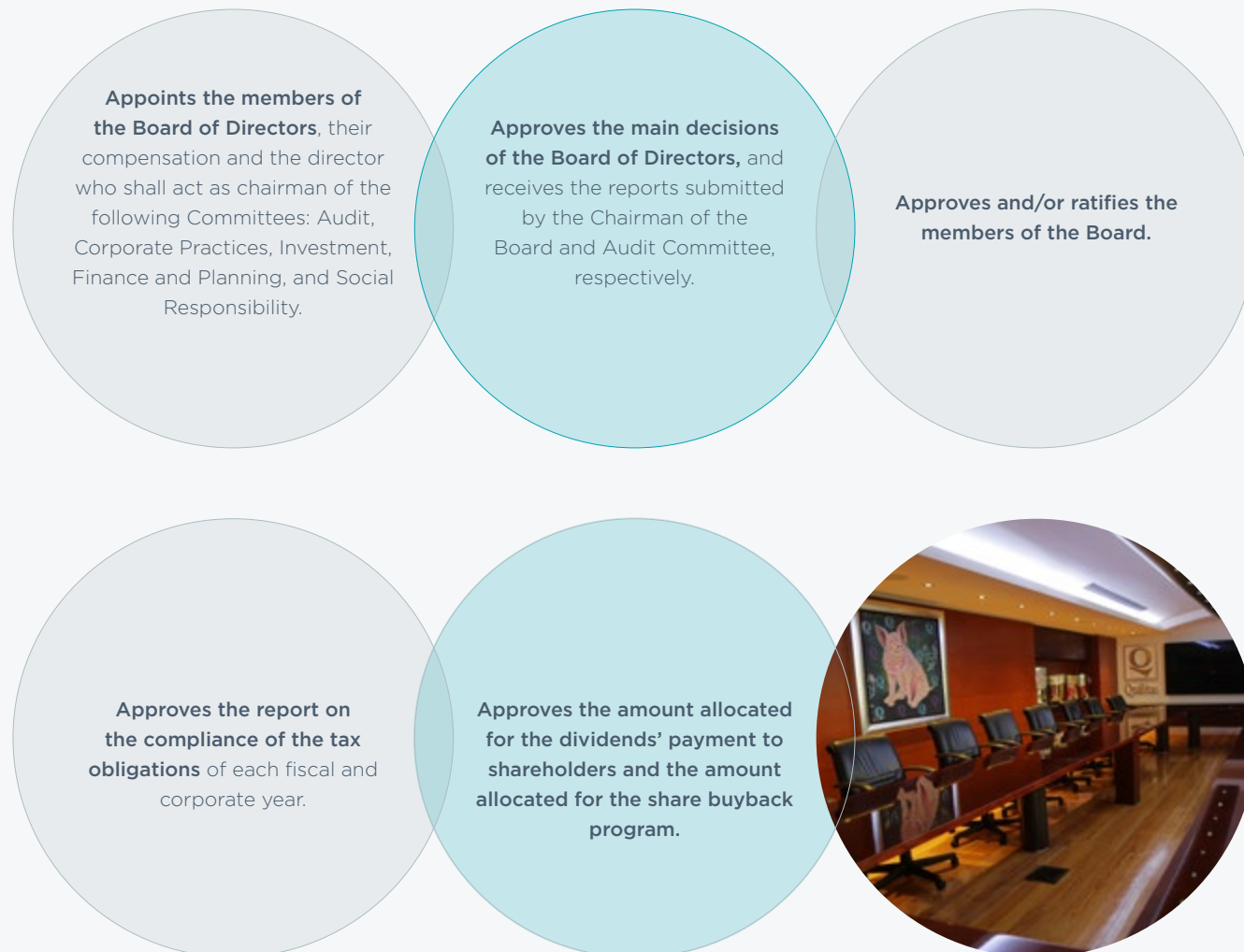
[CORPORATE GOVERNANCE MANUAL](#)

[CORPORATE BY LAWS](#)

Our Corporate Governance is structured as follows:

General Shareholders' Meeting

ON AN ORDINARY BASIS, IT IS HELD ONCE A YEAR





Board of Directors

- Defines Qualitas Controladora business strategy and has the authority to appoint the management team of the company, including the Chief Executive Officer.
- During 2021, it was composed by 13 regular board members, 9 of them, independent (69%).
- José Antonio Correa Etcheagaray was ratified as Executive President of Qualitas Controladora at the Ordinary General Assembly meeting held on April 2021, and he also acts as chairman of the Board of Directors.

Following the sensitive passing of D. Joaquín Brockman Lozano, Executive President and Founder of Qualitas, it was followed an orderly succession process, conducted accordingly with the regulation, ensuring the continuity in the decision-making process. During this time, the strength of the management team, the strategic vision installed and the commitment to the company, which guarantee the present and future success, have been more evident than ever.

On the directors

They are selected based on the guidelines provided in the Corporate Bylaws and in the Corporate Governance Manual, at the proposal of the Audit Committee and Corporate Practices Committee, subject to the approval of the Shareholders' Meeting.

They shall have the authorities and skills necessary to perform their duties, free of conflicts of interests. Every year the Audit Committee evaluates its technical and financial expertise and the credit capabilities, with the support of the legal department.

They represent the company through a diverse composition, in which we are progressing, integrating different experiences, knowledge, origin, age and gender.

They are well-informed for decision making and also receive annual training on the most current topics and their impact on the operation.

They annually conduct a self-assessment of their performance, as stated by the Corporate Governance Manual.

They receive the compensation proposed by the Audit Committee and the Corporate Practices Committee and approved by the General Shareholders' Meeting.

They are appointed for one-year periods, which may be renewed.



- From the independent directors, two of them are part of the board of another listed company; thus, they are especially focused on our strategy.
- 15% are women.
- 7 years is the average seniority in the position.
- 96% is the average attendance to the meetings as of the designation of the Shareholders' Meeting held in April 2021.

QUALITAS CONTROLADORA

			Committees				
			Audit	Corporate Practices	Social Responsibility	Investment, Finance and Planning	Operations
Board of Directors							
CHAIRMAN							
INVESTMENT COMMITTEE PRESIDENT	José Antonio Correa Etchegaray	RELATED MEMBER			●	●	●
OPERATION COMMITTEE PRESIDENT							
VICE CHAIRMAN	Bernardo Eugenio Risoul Salas	RELATED MEMBER			●		●
	Joaquín Brockmann Domínguez	RELATED MEMBER					●
	María del Pilar Moreno Alanís	RELATED MEMBER					●
	Wilfrido Javier Castillo Miranda Olea	INDEPENDENT MEMBER				●	
	Juan Marco Gutiérrez Wanless	INDEPENDENT MEMBER				●	
SOCIAL RESPONSIBILITY COMMITTEE PRESIDENT	Juan Orozco y Gómez Portugal	INDEPENDENT MEMBER			●		●
	Juan Enrique Murguía Pozzi	INDEPENDENT MEMBER	●	●			●
	Mauricio Domenge Gaudry	INDEPENDENT MEMBER	●	●			
	Christian Alejandro Pedemonte del Castillo	INDEPENDENT MEMBER				●	
	Madeleine Marthe Claude Brémond Santacruz	INDEPENDENT MEMBER					
AUDIT COMMITTEE PRESIDENT	Alfonso Tomás Lebrija Guiot	INDEPENDENT MEMBER	●	●			
CORPORATE PRACTICES COMMITTEE PRESIDENT	José Francisco Torres Olmos	INDEPENDENT MEMBER					
	María Fernanda Castillo Olea	INDEPENDENT MEMBER					

Committees

For its performance, the Board, relies on the following committees:

- Audit Committee
- Corporate Practices Committee;
- Investment, Finance and Planning Committee
- Operations Committee;
- Social Responsibility Committee

- [DETAIL OF THE DIRECTORS' BACKGROUND](#)
- [DETAIL OF COMPENSATION PAID TO DIRECTORS](#)
- [DETAIL OF THE COMPOSITION AND ROLES OF THE COMMITTEES](#)



Corporate governance of the subsidiaries

The majority of our subsidiaries have their own corporate governance scheme, under the supervision of a specific Board of Directors.

All of them adhere to the guidelines followed by Qualitas Controladora, along with the applicable local regulations.

In the case of Qualitas Compañía de Seguros, our main subsidiary due to its 91.5% contribution to the total written premium in 2021, the position of CEO and Chairman of the Board is held by Jose Antonio Correa Etchegaray.

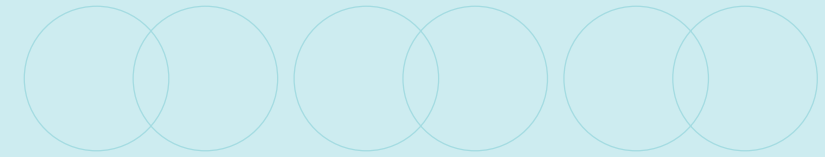
Management team

At the level of Qualitas Compañía de Seguros, we held weekly meetings to coordinate the different management teams, including extraordinary meetings that could be needed. Likewise, we conduct a detailed monitoring of compliance with the strategic guidelines and progress in the scorecard indicators established in each case.



Management Team of the Subsidiaries





Compensation

The compensation of the CEO and other relevant executives is set by the Corporate Practices Committee.

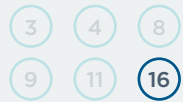
The CEO has a variable compensation as a bonus linked to the operating result of the company, as well as to cost control and service quality enhancement indicators.

The rest of the directors have annual bonuses based on the achievement of their respective KPI's, monitored in the balance scorecard. We have a specific policy for establishing and delivering the bonus. This has two main items, efficiency projects and service improvement. For the CFO, we include the result of the S&P Global Corporate Sustainability Assessment (CSA), a reference questionnaire that reflects progress in ESG management.

SS



SDGs



UNITED

DOING THE RIGHT THING

ETHICS AND COMPLIANCE



According to our values, we live a culture of ethics and compliance, which reduces risks. We also promote the same in our value chain.

5,345 EMPLOYEES
trained in Ethics (within the
framework of Q Certification)

1,238 EMPLOYEES
of the service offices
trained in ethics

ETHICS AND COMPLIANCE

GRI 2-15, 2-23, 2-24, 2-25, 2-26,2-27, 3-3, 205-1, 205-2, 205-3, 206-1, 412-2, 415-1, 416-2, 417-2, 417-3, FS15

SASB FN-IN-270a.1

At Qualitas we promote and require from all our employees and Board Directors an ethical conduct in the performance of their activities; reinforcing and responding to the trust placed by our policyholders. These considers compliance with the applicable external regulations, as well as compliance with our Code of Ethics and Conduct. This document is reviewed annually by the Corporate Practices Committee and approved by the Board of Directors of Qualitas Controladora.

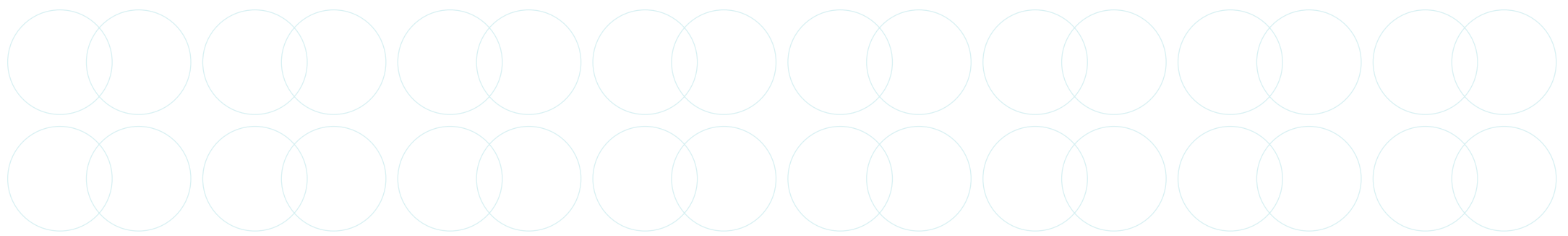
Each subsidiary expands on the requirements in specific policies complementary to the Code of Ethics and Conduct. In addition, our non-insurance subsidiary Flekk has developed its own version of the Code tailored to the distinct nature of its non-insurance operation.

In the particular case of Qualitas Compañía de Seguros, it also has its own Anti-Corruption Principles and Mechanisms Policy, Conflict of Interest Policy and Donations Policy. In addition, it has the Ethical Principles in Business, which guide the way insurance commercialization and the

relationship that employees, agents and service office personnel have with policyholders. Suppliers are also required to comply with the Operating Standards, guidelines that rule business practice and are included in the contracts we have with them.

 [MAIN POLICIES OF QUALITAS CONTROLADORA AND QUALITAS COMPAÑÍA DE SEGUROS](#)

Also, in our insurance subsidiary in Mexico, part of the extensive exercise of promoting ethics and good conduct includes looking for opportunities to reduce risks. To this end, we require to agents, teams in service offices and suppliers, to comply with the Code of Ethics and Conduct. In the case of suppliers, we made a request to update their commitment, which was signed by 45% of them.



Our international and non-insurance subsidiaries have a similar ethics self-regulation scheme, with an adequate compliance with specific regulations. The Ethics Committee of each of our subsidiaries oversees and monitors the application and compliance of the Code, the associated culture and, of issuing resolutions regarding confirmed cases of non-compliance; they are also required to report progress and relevant facts on a quarterly basis to the Audit Committee and the Corporate Practices Committee respectively.

Our Whistleblower Hotline (Q-Transparencia) is available to the public so that they may inform us of any non-compliance activities detected of the Code of Ethics and Conduct and other policies; at Qualitas Compañía de Seguros, as a best practice, such Whistleblower Hotline is managed by an external third party.

Complaints are made directly on the website and can be made anonymously; we handle them in a

way that offers guarantees for all parties involved. Complaints are first analyzed by a Whistleblower Hotline monitoring committee in each subsidiary, which in turn forwards the cases to the corresponding operating areas for resolution. In addition, the most significant cases that we identify through the areas of audit, internal control, and fraud prevention, are analyzed by the Ethics Committee, which applies a system of consequences related to each case.

During 2021, at Qualitas Compañía de Seguros we received 93 complaints for dishonest acts and inappropriate labor behavior. Of these, 74% corresponded to aspects of employee relations (HR), 25% to adherence to processes and policies (internal audit) and the remaining 1% to cases of fraud¹.



¹ Includes those closed where irregularities were found and those still under investigation at the end of 2021. There were 63 closed and proven cases of some type of discriminatory practice; there was also 1 closed and proven case of corruption such as fraud.

As a complement, and seeking to strengthen organizational ethics, we actively work to raise awareness and train our employees, agents, and service office personnel.

We developed the Compliance Month campaign and continued with the Q Certification program, which integrates courses related to: Code of Ethics and Conduct, Anti-Money Laundering, Conflict of Interest Policy, and Personal Data Protection. We also provided a specific course on PCI DSS certification guidelines for the security of policyholders’ banking and personal information when issued online.



Q CERTIFICATION

		2021	VAR 21-20	2020	2019
Own employees (all countries)²	Average number trained (different courses)	5,345	2.9%	5,193	4,999
	Total number of hours Q Certification	26,669	-16.4%	31,915	29,976
Service office employees (Mexico)	Average number trained (different courses)	1,238	6.5%	1,163	1,049
	Total number of hours Q Certification	6,629	-37.5%	10,606	9,516

² With the exception of Flekk, since it is developing the program to continue advancing in ethics training.

Additionally, to the Q Certification courses, we emphasize that all our employees receive training on the Code of Ethics and Conduct from the moment they join the company, as an essential part of their introduction to the company. On the other hand, in 2021 Qualitas Peru advanced in a complementary program for employees, with training in information security, operational risks and business continuity; the average participation in the three courses was 26 employees, with a total of 234 hours.

More information in:

● [ESG EXHIBIT](#)

Our employees' compliance with internal and external regulations, as well as the diligence of the control entities, reduces the sanctions' risk.



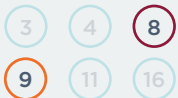
With respect to the protection of our policyholders as consumers, during 2021 we were subject of 27 proceedings before the CONDUSEF in Mexico, of which 12 have already been resolved in our favor and the remaining 15 are still in process.

Qualitas Controladora did not make any contributions to political parties and/or representatives. On the other hand, we do support the industry organizations in which we participate, which contribute to the development of regulations and address the risks and opportunities of the industry in the different countries. In particular, the contribution of Qualitas Compañía de Seguros was \$27,252,067 pesos for the year.

SS



SDGs



PROVIDING THE BEST EXPERIENCE

CUSTOMER EXPERIENCE

Excellence in service is a pillar of our business model; we achieve it by the culture and commitment of our employees in the relationship with the client, especially when a claim happens.

22%
of claims handled with
Express adjustment (Mexico).

81%
satisfaction level of policyholders
in the service survey (Mexico).



CUSTOMER'S EXPERIENCE

GRI 3-3, 416-1, 417-1, FS15
 SASB FN-IN-270a.4
 TCFD GDR-B

The focus on service excellence is present in the relationship with and requirements of the agents, service office teams, and the different suppliers that participate in the assistance in the event of a claim.

Below, we present the path of our policyholder's experience. The description corresponds to Qualitas Compañía de Seguros' operation, our main insurance subsidiary.¹

We have been strengthening our offer to the policyholder with the provision of complementary insurance services through specialized subsidiaries. Now part of them integrated as Flekk, they guarantee to the policyholder the availability of spare parts at a convenient price, as well as the repairment or replacement of windshields and other glasses.

Process that forms the policyholder's experience



¹ Except where a broader scope of countries is indicated.

PART 1
ADVICE AND CONTRACTING

Detail

1.1 Contact

In-house team; agents, service offices, financial institutions and ODQs

- Availability of information for our policyholders and potential clients through different channels, including offices, the website and, above all, directly with our agents.
- Our employees and service office teams work closely with agents under the guidelines of the Marketing Policy, the Code of Ethics and Conduct and the Ethical Business Principles.
- The automobile financial institutions commercialize insurance policies associated with the purchase of vehicles by credit (special businesses segment).
- The information we provide to our policyholders includes policy conditions, parties' rights and a glossary of terms to facilitate interpretation.

Milestones of the year

- Complete update of the agents' portal, with greater functionalities that facilitate the issuance and renewal of policies. It should be noted that our agents played an active role in the design of the improvements implemented.
- Development of web sites for service offices, which provide contact information and allow the request of quotations.
- Continuity in the support to new agents related to their professional certification and financial advisory.
- Training to agents and employees of the service offices through Qualitas University.

1.2 Pricing

In-house team

- The **design of our products and services** is responsibility of the technical team, which considers the requests of internal and external commercial managers (ODQs, service offices and agents).
- The work is proposed and articulated in the New Products Committee, which meets monthly, with the interdisciplinary participation of the technical team, claims team and others.
- The setting of the rate incorporates multiple variables: In Mexico, it is considered zip code (zone), statistics in terms of accident rate, type of unit, among other factors. We seek to encourage drivers' responsibility and offer risk-based rates, for example, through a double deductible scheme for the heavy equipment segment if they drive at night during certain hours and routes of higher risk.

- Attention to changes in the needs of our customers as a result of the evolution of the pandemic, including rate adjustments.
- Coverage of drivers and not only of the vehicle, as an extension of the mandatory liability policy.
- Loan of telemetry and security devices.

PART 1
ADVICE AND CONTRACTING

Detail

1.3 Vehicle inspection

In-house team; agents and the policyholder

- Vehicle inspection is performed prior to signing and contracting the insurance service. It can be done by the applicant himself/herself by sending the photographs through a disposable electronic link or by the analysis of a *onsite* claim officer.

1.4 Road safety support

In-house team

- Value proposition to fleets' policyholders, including consulting and training, technology support and data analysis.
- Value proposition and differentiator in the market with specialized training for operators and managers of these companies with fleets.
- Raising awareness of road safety issues among the public: Conducta Vial Qualitas program.

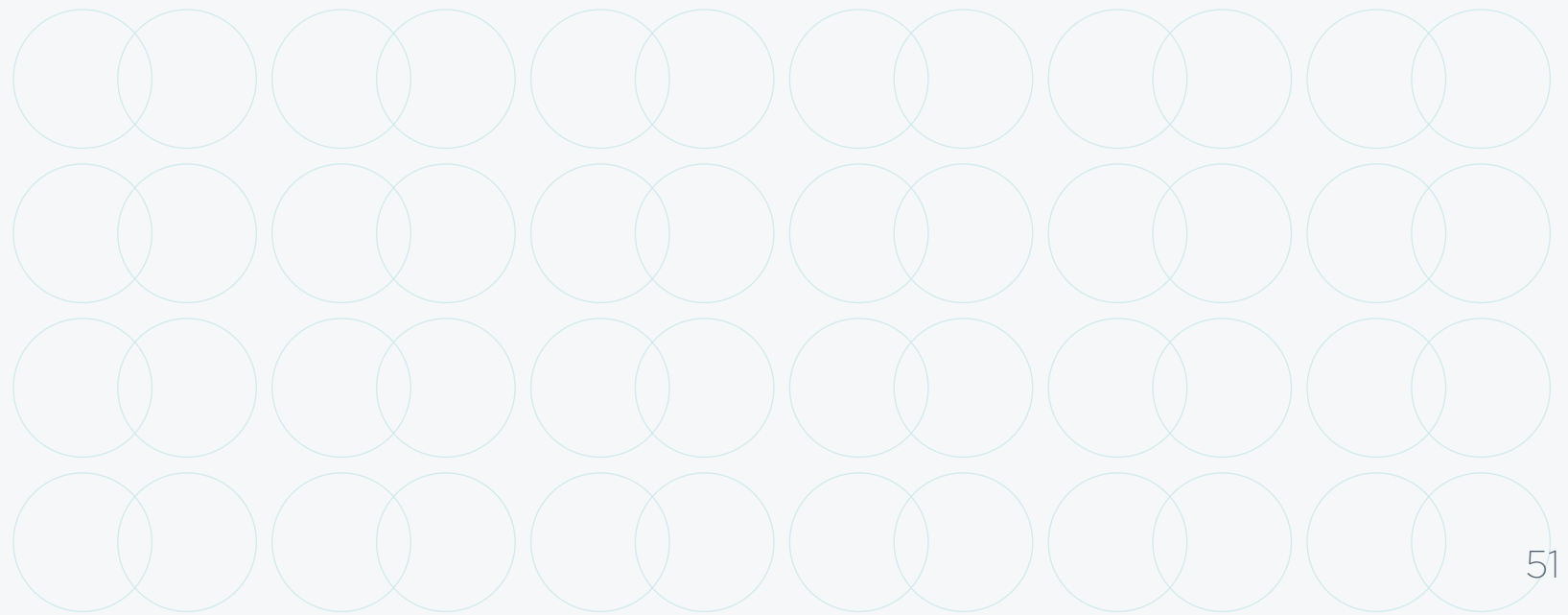
More information in chapter:

[CONTRIBUTION TO ROAD SAFETY](#)

Milestones of the year

- Increase of the remote vehicle inspection.

- Continuity in the use of digital channels, together with the reincorporation of face-to-face training and consulting.
- Third edition of the Road safety Diploma for middle and top management of clients.
- Development of preparatory advisory services for companies' ISO 39001 certification by an external third party.
- Reinforced awareness and training for heavy equipment operators.



PART 2
ASSISTANCE IN CASE OF A CLAIM

Detail

2.1. Report

In-house team: call center and the policyholder

- In the event of a **claim**, the policyholder can report the situation by telephone (to the national call center), through the QMovil app or by scanning the QR code of his/her policy documentation. The last two channels allow immediate geolocation and automatic assignment of the nearest available claim officer; the policyholder can follow in real time the claim officer's travel to the place of loss.
- Operation through our own call center in Mexico for the attention in the country, USA and El Salvador; complementing with external infrastructure on which the rest of our operations are supported.

Milestones of the year

- The National call center remote attention generated in Mexico as a result of the pandemic remains as an alternate call center in the application of the business continuity Plan (BCP).
- Attention to windshields and glasses damage reports and road assistance through new generation bot.
- *Whatsapp* availability as a channel to report claims and in cases of higher severity they are transferred to the call center (e.g. third party involvement).
- Full launch of QMovil app in USA (already available in Mexico).

2.2. Adjustment

In-house equipment: claim officers; cranes and the policyholder

- The process is carried out by Qualitas' own claim officers, who attend the policyholder in person, with the coordination of our call center team. The assignment of claim officers is carried out with the support of geolocation tools, so that the claim officer assigned is the closest to the place of the claim and to provide the greatest efficiency in response times to our policyholders.
- We also offer the possibility for the policyholder to carry out the process directly, through a disposable electronic link. This is the Express Adjustment tool (***Ajuste Exprés***), applicable to claims that meet a series of conditions, such as the absence of a third party involved or the damage to the public highway.
- For policyholders with heavy equipment, the attention is with a specialized claim officer.
- Electronic file opening; the sector already has the Electronic Unified Digital File.
- After the accident, if necessary, the vehicle is moved by the towing services with which the company works.

- Improvements in the valuation process, coordination between claim officer, appraiser and legal team.
- The average response time during 2021 in the national call center was 7 seconds.
- The claim officer's assignment and arrival at the claim site took an average of 24 minutes; **94% of times our claim officers arrived at the site before the competition.**
- Growth in express adjustment, which accounted for 22% of claims handled in 2021.
- Monitoring the driving habits of claim officers in Qualicoches, promoting preventive behavior.
- Trainings continued for claim officers and call center as part of the Road Safety Management System (in accordance with ISO 39001).
- Migration to a 100% digital paperless adjustment process (Mexico). 88% of the files at the end of the year.

PART 2
ASSISTANCE IN CASE OF A CLAIM

Detail

2.3. Valuation, repairment and payment

In-house team: valuation team; shops

- The policyholder chooses the shop to which their vehicle will be transferred, depending on their convenience.
- Once it is in the workshop, the **valuation** is carried out by the Qualitas staff, experts in the field. In cases where the repairment of a claim range from 0 to 3 parts to be replaced, a **statistical valuation** is performed, i.e. a remote valuation with prices already fixed.
- As part of our work with the network of certified repairment shops, the policyholder has at his/her disposal the express lane, which shortens the repairment times in the case of minor claims.
- We offer an additional coverage to our policyholders that allows them to have a substitute car at their disposal during the time the vehicle is being repaired.
- We also provide the necessary spare parts for the repairment of the vehicle.
- In the event of a total loss situation, we will proceed with the corresponding compensation in accordance with the policy conditions.
- The policyholder is kept informed throughout the process by our team and agents. With technology, we have improved the monitoring of the case status with real-time information available on the Q Indemnity Portal for agents and clients.


Milestones of the year

- ISO 9001 certified valuation process.
- Training of appraisers with the support of CESVI and official validity; 23 appraisers already trained by the end of 2021.
- Growth of the certified network shops: 32 by the end of 2021 (third-party certification, Qualitas does not certify).
- Continuity in the development of the express lane: 53% of the certified workshops have this functionality; average time of attention less than 24 hours.
- 83% of the valuation is already statistical (remote) (of the cases in which it applies); opportunity to continue advancing in its application for heavy vehicles.
- Improvement in the results of the customer satisfaction survey in certified workshops, with support from Qualitas. 86.66% of customers surveyed said that the vehicle was delivered on time; 97.32% said they were satisfied with the repairment.
- System available in certified shops that allows customers an online check of their repairment.
- Launching of the Q Indemnity Portal.

2.4. Medical care

Medical providers

- In the event of physical damage due to a claim, we make available to policyholders a selection of medical providers, either for outpatient or inpatient care, with whom we work closely on quality, monitoring data from the comprehensive service survey and specific indicators.
- Continuous improvement of quality and efficiency, specific evaluations from Qualitas (together with the policyholder service survey).


 PART 2
**ASSISTANCE IN
 CASE OF A CLAIM**

Detail

2.5. Legal counsel

In-house legal team; outside counsel

- We support the policyholder in the legal processes and formalities that may arise from the incident with our own team of lawyers, who will represent them before administrative and judicial institutions.

Milestones of the year

- Follow-up to files and support to policyholders, in a context of increased delays in court rulings due to the pandemic.



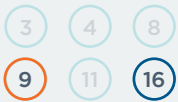
We monitor the satisfaction of our policyholders throughout the different stages of claim attention, through the Integral Service Survey. In 2021, the average satisfaction rate was 81%, highlighting the road assistance provided by our claim officers.

With regard to suppliers, we evaluate their performance under high ethical, social and environmental standards; we seek to endorse their commitment through the application of our Code of Ethics and Conduct and promote the application of the rest of our ESG policies.

SS



SDGs



UNITE INNOVATING IN SERVICE

A STEP AHEAD IN SERVICE



Technology is key to process efficiency and customer connection, as well as allowing us to offer value-added solutions based on data.

App QMóvil
available to QIC (USA)
policyholders

18,000
telemetry devices in
fleet (Mexico)

ONE STEP FORWARD
IN SERVICE

- System Security
- Technology for Clients
- Operational Continuity



**We have policies,
processes and initiatives
for prevention culture.**

SYSTEM SECURITY

GRI 3-3, 418-1

Qualitas has stood out for its processes' digitalization and for the development of remote operations, such as adjustment or valuation, always seeking to maintain control of the systems and guarantee efficiency and convenience for users. Currently, the technological advances allow the company to carry out a more in-depth data analysis exercise, with the clear objective of generating value and an increasingly personalized service for the policy holders.

To ensure the security of our systems and information, we have internal policies, processes, and guidelines applicable to all our employees. Additionally, we continuously reinforce our prevention organizational culture. Furthermore, we monitor our online infrastructure and our systems' network and facilities which comprise our operational base.

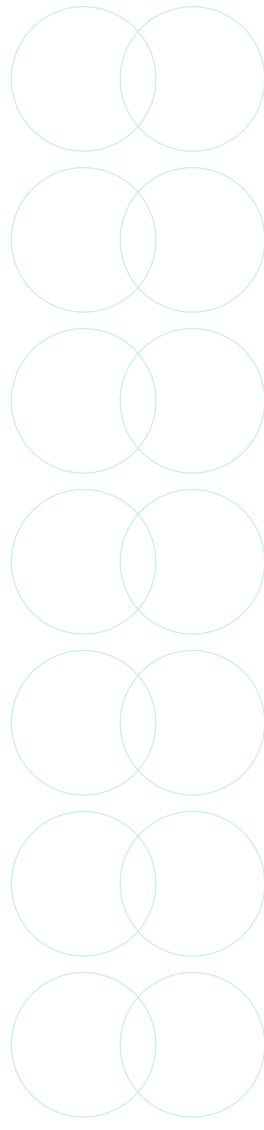
Throughout the year, we made progress in the development of a new IT Strategy, investing in technical and human resources in order to guarantee the best level of service in terms of system availability and performance, with strict adherence to systems' security.

Fortunately, we did not have any incidents of information theft and/or leakage during the year nor any complaints of misuse from our side. In line with our focus on prevention, we have a policy in place against cybersecurity attacks for USD \$1,000,000.

ONE STEP FORWARD
IN SERVICE

- System Security
- Technology for Clients
- Operational Continuity

As follows,
Qualitas Compañía
de Seguros
management
detail, subsidiary of
reference due to its
operating size:



Action Point

Performance

Self-Regulation

We have different policies that regulate our employee’s performance to avoid possible risks of systems and/or information misuse. They are established at the level of each subsidiary, as is the case of the **Security of Information Policy** of Qualitas Compañía de Seguros.

We have a **Business Continuity Plan** (BCP), which execution should be led by the IT area in response to an instruction from the CEO, and which requires the participation of the different areas and collaborators.

Monitoring and Control

SECURITY OF INFORMATION CERTIFICATION

The online payment of policyholders in our systems is certified according to the **PCI DSS** (*Payment Card Industry, Data Security Standard*) for the operations of Qualitas Compañía de Seguros, by complying with the requirements of the PCI Council standards on secure handling of sensitive data.

In 2020, we obtained the recertification and raised our compliance level (from level 4 to level 2). Throughout this year we have ensured its compliance and have been in constant preparation for the next assessment in 2022; we have an officer in charge of ensuring guideline application.

Thanks to this certification, we have made progress in card data encryption and the development of secure code applications, among other examples.

SYSTEMS’ ASSESSMENTS

The entire Qualitas Compañía de Seguros’ systems infrastructure was evaluated during the year by an external specialist.

We also carried out an annual operational test of the processes at an alternate site, with a successful result.

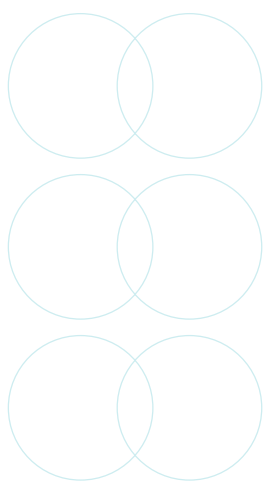
Another example of our controls at Qualitas Compañía de Seguros was the external hack test performed to the QMovil application, without identifying critical or high risks.

OTHER MEASURES

We are investing in technology to reinforce the access controls of our collaborators to the systems, incorporating different complementary recognition options.

ONE STEP FORWARD
IN SERVICE

- System Security
- Technology for Clients
- Operational Continuity



Action Point

Performance

Culture

All our collaborators were trained in the PCI requirements, a course integrated in the Q Certification of mandatory annual compliance.

Additionally, throughout the year, we send out “Security Tips” to our collaborators, i.e., awareness-raising messages with various tips. We also test them with internal phishing simulations.

Beware of cybercriminals

Cybercriminals are looking to steal your data or confidential information.

- They send emails posing as another person, brand or institution.
- They use emotional issues or issues that generate stress in the target victim.
- They enter the institution pretending to be suppliers, staff or customers.

Be careful when opening emails, files and entering links of unknown origin.

IT SYSTEMS MANAGEMENT

SEGURITIPS

Quálicas

IT security from home

Follow Quálitas Security Policy

Do not connect to public networks or share sensitive information.

If you have any questions, contact IT Systems

IT SYSTEMS MANAGEMENT

SEGURITIPS

Quálicas

ONE STEP FORWARD
IN SERVICE

- System Security
- Technology for Clients
- Operational Continuity

TECHNOLOGY FOR CLIENTS

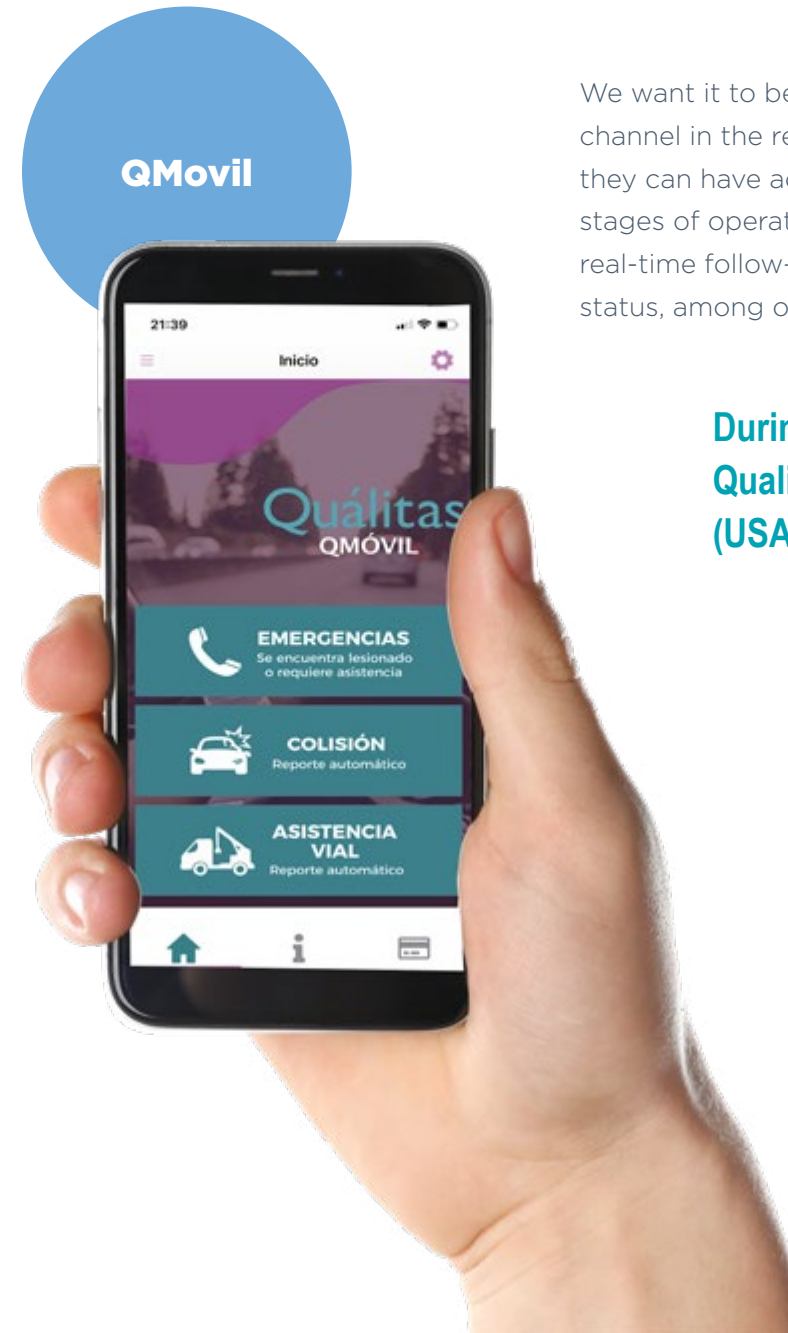
GRI 3-3, FS7, FS8
SASB FN-IN-410b.2
TCFD GDR-B

Service quality is key, so the availability and performance of our service is fundamental. For this, we invest in people and technology.

The new initiatives and functionalities introduced in the IT area are based on an agile methodology. 92 team members were trained under this approach. Furthermore, we made an identification of potential members from other areas that could be added for training, since the efforts need to be interdisciplinary at all levels of the company.

Regarding technology, we renewed the core platform, guaranteeing total system availability.

On the other hand, we updated the configuration and functionalities of the channels we have within our value chain, such as the agents' portal and QMovil application for policyholders. The continued importance of disposable applications should also be noted.



We want it to become the main communication channel in the relationship with policyholders; they can have access in one place to the different stages of operations: road assistance requests, real-time follow-up to claim officers, repairs status, among other functionalities.

During 2021, the version for the Qualitas Insurance Company (USA) operation was launched.

ONE STEP FORWARD
IN SERVICE

System Security

• Technology for Clients

Operational Continuity

Disposable Applications

They facilitate interaction through digital channels and provide agility and efficiency in our response to policyholders; we are continuously working to make them increasingly more user-friendly. Some of these applications are already available in our subsidiaries in El Salvador and Peru.

MAIN DISPOSABLE APPLICATIONS DEVELOPED BY QUALITAS COMPAÑÍA DE SEGUROS

	Vehicle Inspection	Claim Report	Express Adjustment	Express Glass	Follow Your Tow Truck	Express Total Theft
Users	Policyholders, offices, and agents	Claim officer	Policy holder	Policy holder	Policy holder	For the company
Description	To send photographs and complete the necessary information about the vehicle's condition (prior to the insurance contract)	(Including the activation of the process from the QR code of the policy holder) Claim attention, (for the claim officer) - which allows to perform administrative management activities of the process and to send the location.	To report those incidents that meet the criteria (e.g. absence of third party involvement), including the submission of supporting photos.	Similar to the previous one for cases with glass damage.	So that the user can know in real time the location of the assistance service that has been assigned.	So that the insured reports the cases in the first instance and the internal process is triggered.

Whatsapp

In Mexico, now it is possible for policyholders to report a claim, request road assistance, as well as make various queries via WhatsApp. In the case of claims that require greater attention, the system recognizes them through a series of questions and transfers the case to our call center.

ONE STEP FORWARD
IN SERVICE

System Security

• Technology for Clients

Operational Continuity

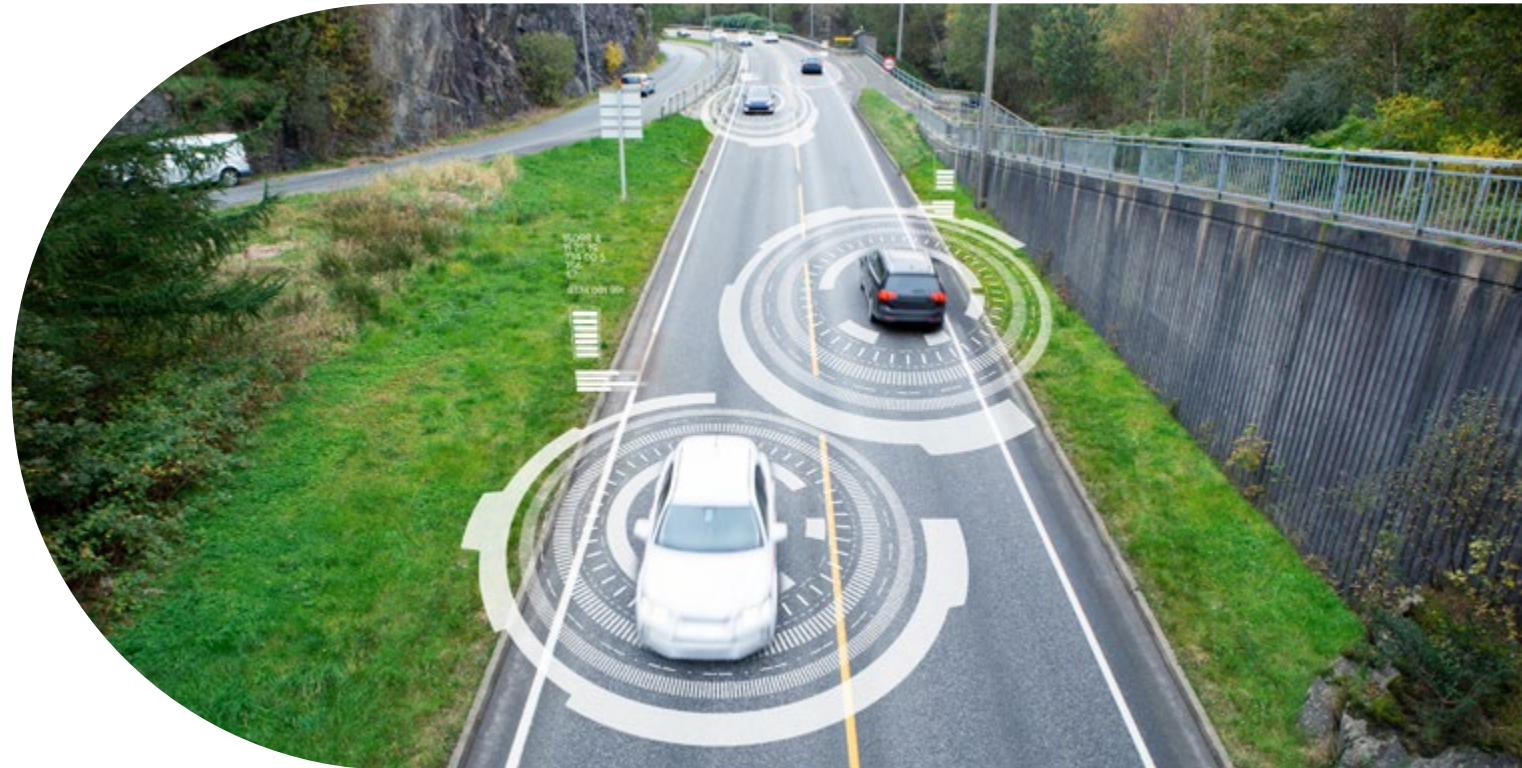
Technology also allows us to promote driving safety and encourage risk prevention. We offer our policyholders with fleets the use of telemetry devices that provide information on drivers' driving behaviors, facilitating preventive measures to avoid accidents. We also provide them with devices that allow vehicle geolocation in case of theft.

At year-end, we reached 112,725 telemetry devices installed in insured vehicles, in fleets that represented a premium of \$2,001 MM MXN, 5.7% of the written premium by the subsidiary (and 5.2% of Qualitas Controladora' total premium).

We recovered 71% of total stolen units with a tracking device; and of the total number of insured vehicles that were stolen, we recovered 49%. Both figures are higher than the total recuperation rate of the sector which was 46%, according to data from the Insured Risk Coordinating Office (OCRA, for its acronym in Spanish).

FLEET DEVICES - QUALITAS COMPAÑIA DE SEGUROS 2022

	Written Premium	% Premium Qualitas Controladora
Tracking (for recovery in case of theft)	1,852,154,299	4.8%
Telemetry (for driving monitoring)	80,972,125	0.2%
Integrated (both uses)	67,681,007	0.2%



ONE STEP FORWARD
IN SERVICE

System Security

Technology for Clients

• Operational Continuity



OPERATIONAL CONTINUITY

In all our operations, we seek to guarantee continuity working on processes and infrastructure, with the support of our collaborators.

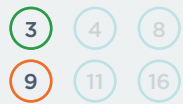
At Qualitas Compañía de Seguros we follow the guidelines set in our Business Continuity Policy, which must be complied by all employees. The design and execution of the Business Continuity Plan (BCP) corresponds to the IT team responsibility, acting under the CEO mandate, to be applied in the event of any incident that may require it.

The in-house call center developed in 2020 in response to COVID-19, with employees operating remotely, becomes an alternate cabin and reinforces the BCP. Additionally, a significant investment has been made to have alternate sites for the main applications.

SS



SDGs



WORKING ON ROAD SAFETY

CONTRIBUTING TO ROAD SAFETY

We promote responsible behavior in driving and using the road, which contributes to peaceful living and reduces the accident rate. We work on our clients and also as a contribution to society.

+300

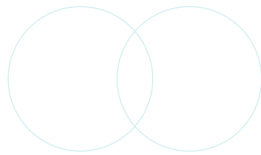
fleets are informed monthly about their drivers' performance (Mexico)

220

in the process of training as part of the SGSV (CDMX)

CONTRIBUTION TO ROAD SAFETY

GRI 3-3, FS7



At Qualitas we protect the safety of our policyholders and those who share the road.

Mobilizing the Policyholder

FS7

It highlights our contribution to promote responsible driving and prevent accidents in insured fleets, associated with their greater exposure to risks due to the time they spend on the road.

We strengthen the culture of prevention in road safety and continuous improvement processes in companies with the comprehensive accident prevention program, which is available for fleets with premiums over \$5 million pesos.

Thanks to the positive impact in Mexico during these years, we began to implement the consulting component in the USA and Costa Rica operations; in the latter, we also trained drivers.

ACCIDENT PREVENTION WITH INSURED FLEETS

Service type	Detail	Indicators
Advisory	<p>We analyze the public accident data and those generated by the monitoring and alert devices we offer on loan.</p> <p>We conduct joint causality analysis sessions, designing action plans to reduce accidents.</p>	More than 300 fleets receive the information monthly.
Sensitization	<p>We prepare information bulletins considering the main risks that we identify in the group of clients with whom we work.</p> <p>We have also developed a microsite on road safety for heavy equipment, with training and awareness materials (awareness videos, newsletters); part of the material is public and part private (prepared thanks to the data we have in an integrated manner).</p>	Road safety bulletins.
Training	<p>We implemented a defensive driving training program for drivers, recognized by the Ministry of Labor and Social Security (<i>Secretaría de Trabajo y Previsión Social, STPS</i> in Spanish).</p> <p>For middle and top management of client companies, we offer a Qualitas' own diploma course with teachers from our company. This year we expanded access to agents and our integrated claims executives (who serve the service offices).</p> <p>While the training component was intended for larger fleets, we now have an online course for fleets with a premium of more than \$3 million pesos.</p> <p>Both the diploma course and this last online course are developed in the virtual platform of Qualitas University; in the specific case of driver training, it depends on the culture and needs of the client.</p>	1,216 participants in the diploma course (second and third editions, 2021)



Service type	Detail	Indicators
Management support	<p>We encourage and facilitate these companies to set up their Road Safety Committee, including guidance on its functions and who should participate. This strengthens the internal management of these teams.</p> <p>We also participated in accident data analysis sessions and the generation of ideas for road safety initiatives to be developed by the company.</p>	Manual for the constitution and operation of Road Safety Committees.
Technology	We offer on loan devices to prevent accidents using telemetry to monitor drivers' driving; both in light and heavy equipment. Some of our devices also facilitate the recovery of the units in case of theft.	Approx. 18,000 devices installed ¹ . Installed in fleets representing \$2,001 million in insured premiums.
Certification	We encourage them to develop policies and procedures that facilitate road safety management; we also prepare them internally to meet the requirements of ISO 39001.	10 companies supported in their certification process.

¹ Unlike the 2020 Report, all available types are included.



Setting an example from our teams

GRI 3-3, 403-1, 403-2, 403-5

At Qualitas Compañía de Seguros we have a Road Safety Management System (SGSV), based on the ISO 39001 Standard, to promote claim officers' safety.

The guidelines are also extended to the call center staff for their participation in the assistance process. After its development for the operation in Mexico City and metropolitan area, it will be scaled to a national level.

The system integrates training with courses on risk factors, defensive management, and risk minimization in the setting. During the year, 607 claim officers were trained.

On the other hand, also at Qualitas Compañía de Seguros, we continue to incorporate telemetry devices in our vehicle fleet (Qualicoches), which trigger alerts in case of bad driving practices. For those in Mexico City and the metropolitan area we are piloting the monitoring of statistics to drive those drivers who represent a risk to the Qualitas University defensive driving course.

Contribution to society
GRI 3-3

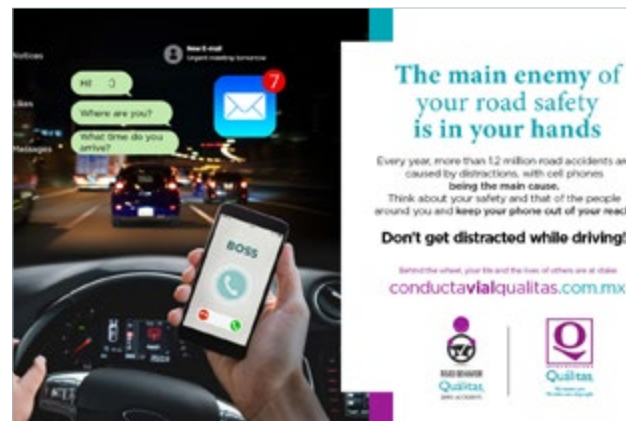
At Qualitas we contribute to raise awareness of road safety among the population in general, for which we have different initiatives based on our knowledge of the risks and consequences.

In Mexico, we have the Qualitas Road Behavior (Conducta Vial Qualitas) program, which distributes messages on responsible driving through a specific website, the company’s social networks and service offices. In 2021, we relaunched the Good Driver Test and the Good Driver Test for cargo transport operators, which allows self-assessment to identify behaviors and habits that help prevent accidents.

This test is complemented by campaigns targeted at our employees, service office teams and agents.

Visit the Conducta Vial Qualitas website:

 [CONDUCTAVIALQUALITAS.COM.MX](https://conductavialqualitas.com.mx)



 **CONDUCTA VIAL**
Qualitas
CERO ACCIDENTES

CVQ's website had more than 119,000 users this year.

In 2021, we focused on fleet drivers with the Heroes of the Road (Héroes del camino) campaign, which highlights the value and importance of those who work tirelessly to make goods and services available throughout the country. We call for preventive awareness, respecting speed limits and rest periods, as well as checking the condition of vehicles. In addition to the online content, we added radio messages, with more than 7 billion estimated impacts.

Visit the Héroes del Camino website at:

[HEROES DEL CAMINO](https://heroesdelcamino.com.mx)



BEWARE OF BAD WEATHER!

Extreme weather is a risk factor when driving your unit. If you are faced with this type of situation, slow down, turn on your lights and drive with caution.

Drive slowly and reach your destination!!

Behind the wheel, your life and the lives of others are at stake.
conductavialqualitas.com.mx

ROAD BEHAVIOR
Quálitas
ZERO ACCIDENTS

HEROES DEL CAMINO

At Qualitas Controladora we support the Decade of Action for Road Safety 2021-2030, declared by the United Nations. In the different countries where we operate, we are part of associations and/or alliances that promote road safety, such as the participation of Qualitas Insurance Company (QIC) in the Insurance Institute for Highway Safety (IIHS) (USA).



SS



SDGs



UNITE

WE CARE

FOR THE WELL-BEING OF OUR PEOPLE

TEAM EFFORT



We are a strong team, with opportunities for development and commitment from all of us. Responding to the pandemic, we have always had health and safety as a priority.

5,597
employees

230,716
hours of training for
employees by Quálitas University

TEAM EFFORT

Demographics and Diversity

- Training and Career Development
- Health and Safety
- Work Environment

TEAM EFFORT

Our team is key to quality service and operational efficiency. We are especially grateful for the commitment during these two difficult pandemic years. The company has been attentive at all times to ensure the safety, health, and working conditions of our employees.

The strength of our business and management model has allowed us to continue to provide our employees with employment stability and development opportunities.

Demographics and Diversity

GRI 2q2-7, 2-30, 3-3, 401-1, 405-1

The staff of Qualitas Compañía de Seguros represents 89.6% of the total number of employees of Qualitas Controladora.

At Qualitas, we respect diversity, which adds value to the company by integrating different perspectives and learning; our employees are based in five different countries.



At the end of 2021, we had 5,597 employees, 4.8% more than the previous year.

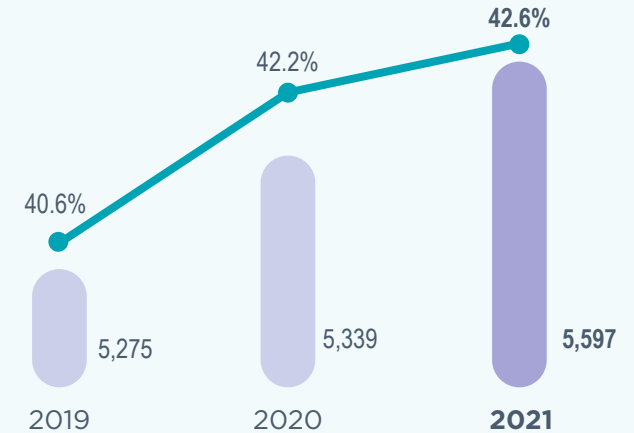
42.6% OF OUR EMPLOYEES ARE WOMEN

Management and Assistant Management	Management	Directors, Assistant Directors, and Managers
34.0% women	36.8% women	36.0% women

Total Employees | % Women 2019-21

Qualitas Controladora

- Total Employees
- % Women

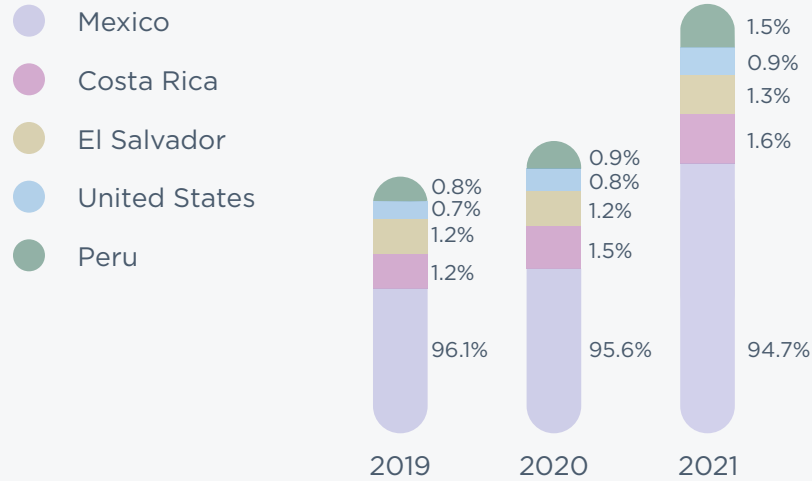


TEAM EFFORT

Demographics and Diversity

- Training and Career Development
- Health and Safety
- Work Environment

LABOR DEMOGRAPHICS BY COUNTRY
QUALITAS CONTROLADORA



QUALITAS CONTROLADORA LABOR DEMOGRAPHICS - 2021

	Under 30 years old		Between 30 and 50 years old		Over 50 years old		TOTAL	
	M	H	M	H	M	H	M	H
Director	0	0	6	6	10	15	16	21
Assistant Director	0	1	16	32	4	16	20	49
Manager	3	6	92	140	7	29	102	175
Coordinator/Supervisor	40	58	263	410	14	35	317	503
Analyst	447	471	1,008	1,638	50	136	1,505	2,245
Assistant/Auxiliary	241	91	177	111	7	17	425	219
Total	731	626	1,562	2,337	92	248	2,385	3,212

Note: W-women; M-men

At the level of Qualitas Controladora, our Code of Ethics and Conduct and Human Rights Policy are very clear regarding the commitment to non-discrimination, established in the work guidelines.

At Qualitas Compañía de Seguros we also have a Policy of Respect for People and their Diversity, which is relevant due to the size of our staff. Along with internal regulation,

we have been working hard on an inclusive culture and leadership.

Our efforts during this time have been recognized with the inclusion of Qualitas Controladora in the Bloomberg Gender Equality Index 2022, in the first year we were invited; we are one of the 10 Mexican companies included.

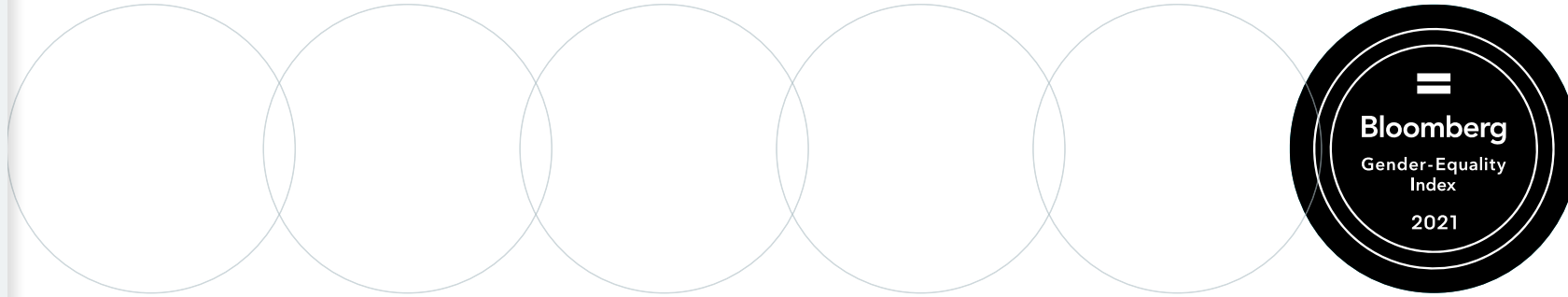
THE INDEX EVALUATES TRANSPARENCY AND PERFORMANCE IN



TEAM EFFORT

Demographics and Diversity

- Training and Career Development
- Health and Safety
- Work Environment



Qualitas Controladora is part of the Bloomberg Gender Equality Index.

At Quálitas, we embrace equality and diversity.

We are very proud to share with you that this June 2, Quálitas received the Gold Certification in the Mexican Standard NMX-R-025-SCFI-2015 in Labor Equality and Non-Discrimination, with which it ratifies its commitment with the promotion of a corporate culture in which diversity and equal opportunities are lived.

“Quálitas has equality in its DNA and values. We are a leading company thanks to the people who are part of it and we are committed to continue working on equal opportunities.”
José Antonio Correa
 Chief Executive Officer of Quálitas

“Quálitas has been an inclusive company since its beginnings. I am grateful for the support of the Board of Directors and all the areas that make it possible and support the policies that have allowed us to achieve it.”
Guadalupe Saad
 Human Resources Director

José Antonio Correa, Chief Executive Officer of Quálitas and Guadalupe Saad, Human Resources Director, received the certificate.

The certificate was delivered by Ramón Cuevas, General Director of Maxon Certificadora, who commented that Quálitas received the gold category because it not only complies with the requirements, but also gives an extra in terms of equality.

This is an achievement of all of us at Quálitas, let's continue living our values. Congratulations!

At Qualitas Compañía de Seguros, we moved forward with a set of measures that have allowed us to obtain the certification in the Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Discrimination in 2021. We are committed to ensuring that women and men have equal opportunities for career and salary development. The following are some of the main measures:

- Inclusive language in all company policies.
- Action plans and corrective measures aligned to the points requested by the standard.
- Implementation of an Equality and Non-Discrimination Committee to monitor the development and implementation of these practices.
- Measures to ensure non-discrimination and equal opportunity in recruitment and selection.
- Appointment of an *ombudsperson* to oversee compliance with the standard and deal with any cases of discrimination that may arise.

TEAM EFFORT

● Demographics and Diversity

Training and Career Development

Health and Safety

Work Environment

We also respect the freedom of association and union representation of our employees, operating in compliance with our labor responsibilities.

We offer our employees employment stability, which has been especially relevant in the pandemic for their families; at the end of 2021, 93% of our employees had permanent contracts, out of the total workforce in the different countries¹.

Additionally, we continued to create opportunities through new hires; in Mexico, 1,136 employees were hired².

Along with employment, we offer our employees opportunities for professional development. At Qualitas Compañía de Seguros, 58% of the vacancies were filled with our own personnel. It is also noteworthy that in our subsidiary in Costa Rica, all vacancies were filled with internal talent.

These growth opportunities are complemented by training and measures to ensure their well-being. With all this, we seek to be your work preference and to move forward together in a shared commitment.

At the level of our subsidiaries as a whole, turnover was 17.5% among our employees who are already on permanent contracts.

Those employees who leave the company, who are over 60 years old and have 10 years of seniority, receive a one-time contribution to support them in their retirement.



58% of job vacancies directly filled by Qualitas' own personnel at Qualitas Compañía de Seguros.

¹ The difference is due to initial three-month contracts in Mexico, in accordance with Mexican labor practice.

² Includes Qualitas Compañía de Seguros and Flekk.

TEAM EFFORT

Demographics and Diversity

- Training and Career Development
- Health and Safety
- Work Environment

TURNOVER BY SUBSIDIARY - EMPLOYEES WITH INDEFINITE-TERM CONTRACTS

	2021		2020
	Total Turnover (%)	Voluntary Turnover (%)	Total Turnover (%)
Qualitas Compañía de Seguros	16.4	11.1	11.2
Flekk	42.3	25.2	32.3
Qualitas Costa Rica	23.3	21.1	6.2
Qualitas El Salvador	28.2	16.9	32.8
Qualitas Insurance Company	15.1	11.3	17.1
Qualitas Peru	22.2	12.3	20.0
Total	17.5	11.8	12.3

Notes:

- Turnover was calculated as Dismissals with indefinite contract / Active employees as of Dec 31st, 2020 for those with indefinite contract.
- The 2020 report calculates the integrated turnover of Outlet de Refacciones, Easy Car Glass, and CristaFácil consolidated Flekk.
- In 2021, we began measuring voluntary turnover for integrated reporting.

More information on demographics and diversity can be found in:

[EXHIBIT: ESG RESULTS](#)

TRAINING AND CAREER DEVELOPMENT

GRI 2-19, 2-20, 3-3, 401-2, 404-1, 404-2, 404-3, 405-2

We support the skills and knowledge in our teams with different training options. We have Universidad Qualitas, which concentrates a large part of the educational offer, and which we complement with additional programs in the different subsidiaries.

EMPLOYEES TRAINING - 2021



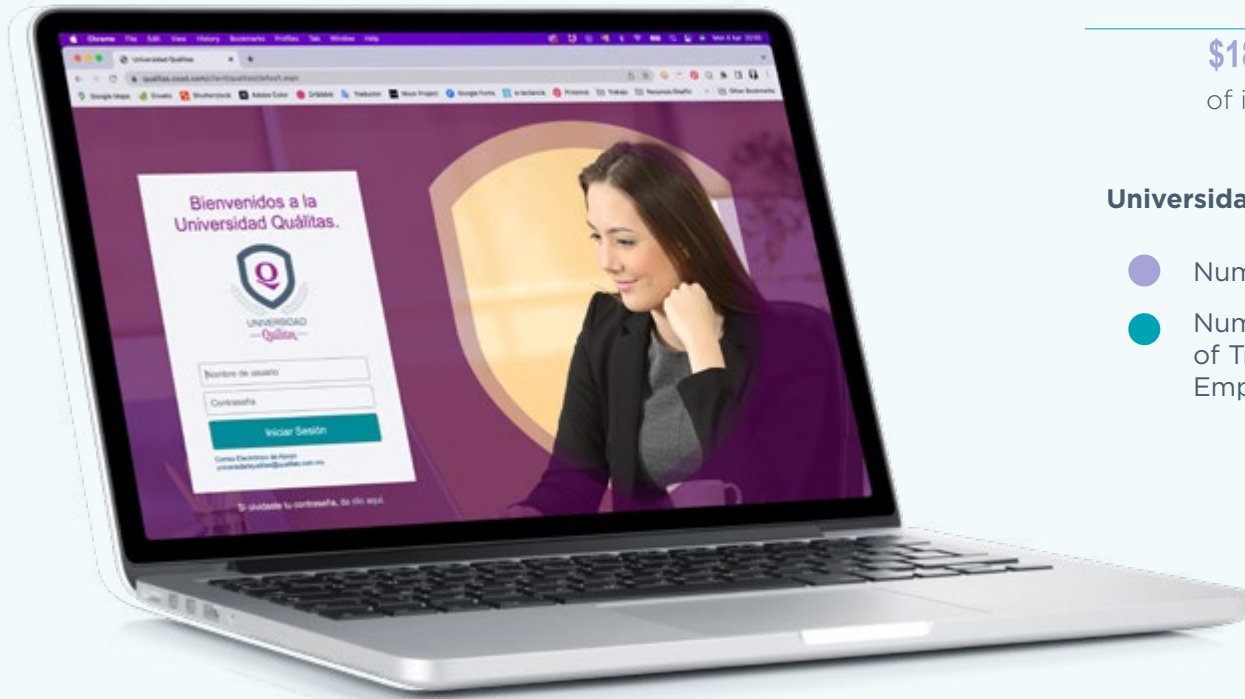
TEAM EFFORT

Demographics and Diversity

- Training and Career Development

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Work Environment



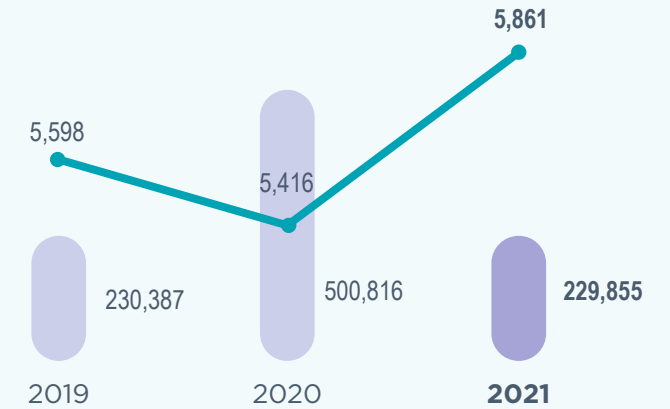
Universidad Qualitas

\$18.4 million pesos
of investment in 2022

5,861 trained
employees

Universidad Qualitas Evolution 2019-21

- Number of Hours
- Number of Trained Employees



During the pandemic, we reinforced training, which resulted in a significant increase in hours, but for a smaller number of employees; in 2021, we are recovering the usual ratio.

In addition to the courses already established on the University's platform, we have added a series of webinars, especially on aspects of emotional well-being. These webinars were attended by 18,561 participants, including agents, policyholders, service office personnel, and our employees from the different subsidiaries.

TEAM EFFORT

Demographics and Diversity

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The University is accompanied by a series of **programs specially designed for team leaders:**



In collaboration with Universidad Anáhuac. It seeks to develop leadership competencies in our managers, with the purpose of integrating committed, competitive, and efficient work teams. This year, 110 company managers from different subsidiaries participated.



In 2020, we added the Qualitas Leader Diploma Course, which we continued this year. It promotes collaboration within the teams and the experience of the company's values. In 2021, 887 employees with middle and senior management participated.

The Leader's Role in Times of COVID-19

Taught by:
Mtro. Ricardo González Escobar

Live webinar

22
Thursday
April 22
6:00pm a 7:00pm

How to exercise strategic human leadership in times of adversity, taking care of themselves and their work team, developing resilience and adaptability.

Register here!

<https://universidad.qualitas.com.mx>

For more information contact:
@universidadqualitas@qualitas.com.mx
55 5481 8669 | 55 5263 5419 | 55 5263 5429 | 55 5263 5428 | 55 5263 5437

Information Security Awareness

We have at your disposal a series of courses on:
identification of misleading emails, common risks on the Internet, security in social networks, among others.

Remember to take your courses!

Click here!

Modality: Self-Study

For more information contact us:
Universidadqualitas@qualitas.com.mx
55 5263 5428 | 55 5481 8669 | 55 5481 8649 | 55 5263 5419 | 55 5263 5429

TEAM EFFORT

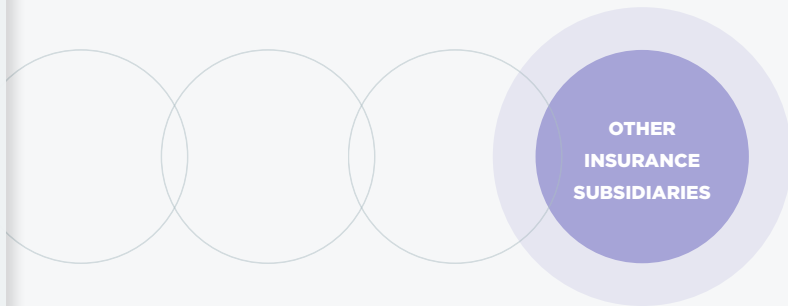
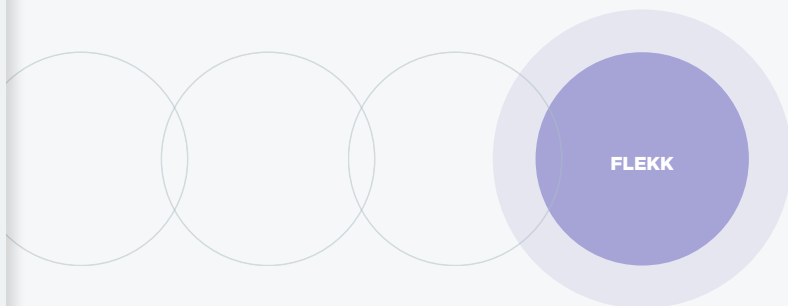
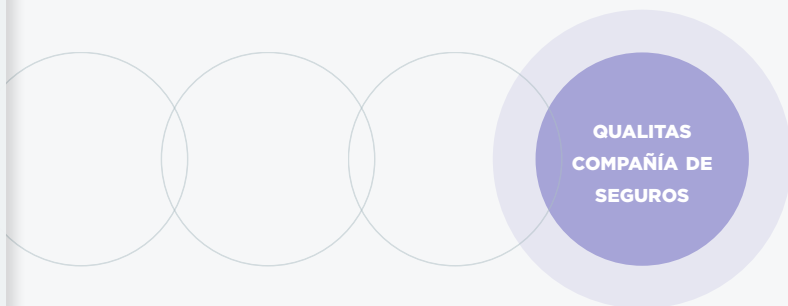
Demographics and Diversity

• Training and Career Development

Health and Safety

Work Environment

Other Outstanding Programs



- **Integral Development Workshop**, in collaboration with the Unión Social de Empresarios de México (USEM). It is focused on the human development of the individual and their integration in the professional practice. Continuing from the great participation of 2020, this year 463 more participants were added.
- **Q Certification**, which integrates the Code of Ethics and Conduct, Money Laundering Prevention, Conflict of Interest Policy, and Personal Data Protection courses.
- **PCI Information Security Training Program**
- **Training of health and safety brigades** to ensure the best performance of their functions in order to operate in the event of an emergency (details in the following section on Well-Being).

More information in the chapter: [ETHICS AND COMPLIANCE](#)

With the integration of the non-insurance subsidiaries, a broad organizational culture program was developed, with different training programs. The team-building workshop, focused on constructive leadership, was attended by 94 participants.

Furthermore, the Leadership Development Program was implemented, including the establishment of trajectories with clear objectives.

- **Costa Rica:** Highlights the first edition of a course with the National Learning Institute (INA, for its acronym in Spanish) so that the different positions directly related to vehicles, such as appraisers, learn about the differential characteristics of electric cars.
- **United States:** Mainly training related to processes and products, such as cross-border insurance and its particularities.
- **El Salvador:** Extensive program for employees, more than 16 courses during the year, on topics related to different tasks such as customer experience, auditing, etc., most of them in agreement with the Salvadoran Institute of Professional Training (INSAFORP, for its acronym in Spanish).
- **Peru:** Training programs in personal finance and taxation stand out as part of the value proposition for employee well-being.

TEAM EFFORT

Demographics and Diversity

• Training and Career Development

Health and Safety

Work Environment

We extend our training to our **value chain**, through various courses available for agents, service office teams, and suppliers.

- In 2021, we added the **High-Level Management Competencies Diploma Course** for directors and middle managers of service offices at Qualitas Compañía de Seguros, with the purpose of developing their business and technical competencies on Qualitas' operation, for a correct management that allows its growth with profitability. The first edition had 110 participants.
- The Mexican insurance company also provides training for agents to help them obtain their professional license. In 2021, 70 agents participated.
- In Costa Rica, for the first time, the Sales Technician course for claim officers was developed through the Spanish Insurance Institute (IES, for its acronym in Spanish).

For our **insured fleets**, Qualitas Compañía de Seguros offers a road safety prevention course through Universidad Qualitas. By the end of the year, personnel from 10 companies had participated.

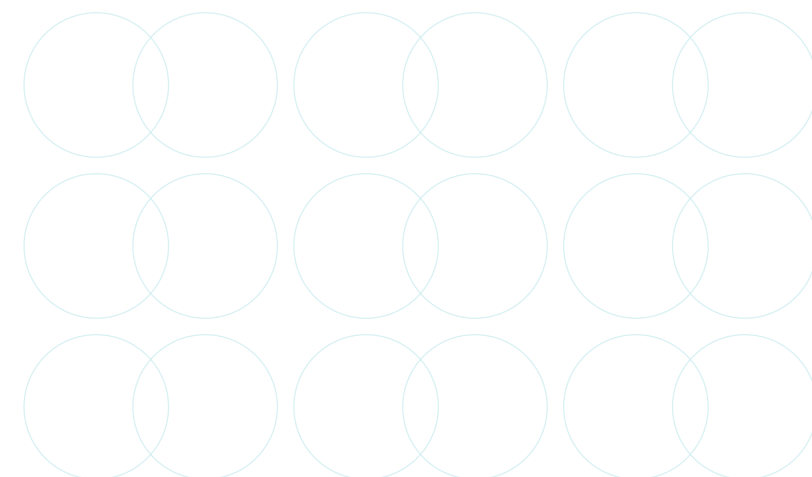
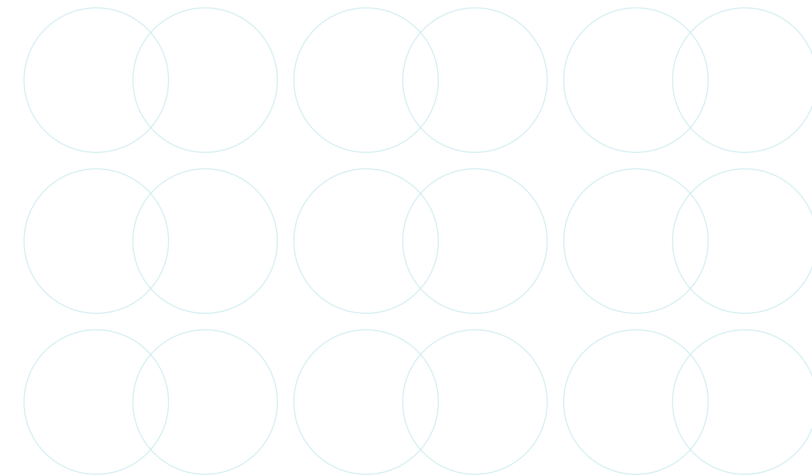
As part of our efforts to attract employees, at Qualitas Compañía de Seguros we also have **Talent Incubators**. They seek to accelerate the technical training of new employees in the profiles that are most in demand. Those with a better performance shall join the company indefinitely. In 2021, we developed the ODQ personnel talent incubator, with 65 participants, 5,169 hours of training, and an incorporation rate of 95%.

Training contributes to employees' professional growth within Qualitas, which also depends on the results of the performance evaluation. In our insurance subsidiaries in Mexico, Peru, and USA (QIC) we have formalized processes for such evaluation; we are working on its development in the rest of the subsidiaries.

Compensation also takes into account the results of the performance evaluation; it is established by applying our Salary Administration Policy. We guarantee equal pay for equivalent positions and equal seniority.

Breakdown of the indicators presented in:

● [EXHIBIT I: DETAIL OF ESG RESULTS](#)



TEAM EFFORT

Demographics and Diversity

Training and Career Development

• Health and Safety

Work Environment

HEALTH AND SAFETY

GRI 3-3, 401-2, 401-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 404-2

At Qualitas, we protect our employees' health and safety, with special emphasis since the beginning of the pandemic. We thank all the teams for their commitment during this time, during which we have continued to provide an essential and uninterrupted service with the support of all of them.

We gave continuity to the measures established in 2020 in response to the pandemic, given the situation of risk of contagion that continued to exist in the different countries. Taking the operation of Qualitas Compañía de Seguros as an example, we continue to apply COVID-19 protocols, random and recurrent COVID-19 tests, medical attention and follow-up procedures, and the Remote Work Policy. As part of the return to hybrid offices and/or schemes scenario, we also developed the New Normal Code.

With the lessons we have learned since the arrival of COVID-19, we are currently a more agile organization that integrates new work models and reinforces our employees' well-being, including emotional aspects.



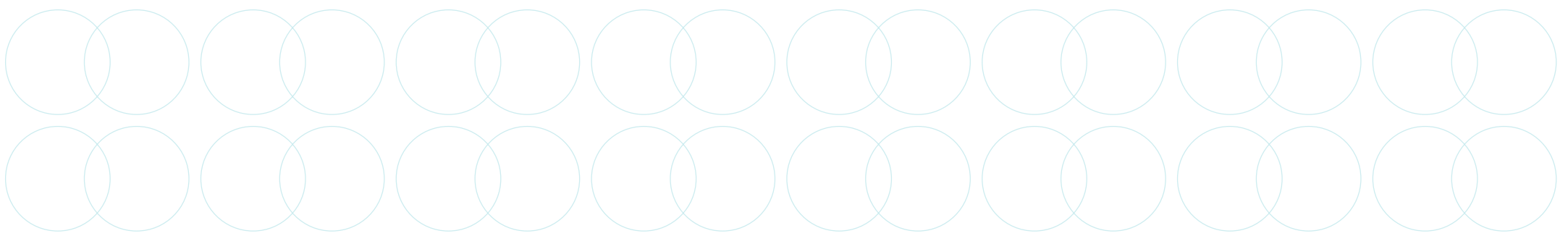
TEAM EFFORT

Demographics and Diversity

Training and Career Development

• Health and Safety

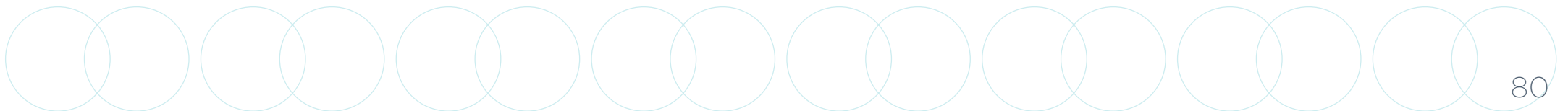
Work Environment



WELL-BEING PROGRAMS AND INITIATIVES - QUALITAS COMPAÑÍA DE SEGUROS

PILLAR	OUTSTANDING PROGRAM/INITIATIVES	OUTSTANDING INDICATORS
Physical	<ul style="list-style-type: none"> • Medical evaluations and health days • Prevention campaigns • Major medical expense benefit for all employees • Medical insurance for children and/or spouse • life insurance • Physical activities and other sports activities • COVID-19 testing and consultation in response to the pandemic • Influenza vaccination campaign 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Adjust Your Emotions - Transversal Program (Attention Line)</p>
Financial	<ul style="list-style-type: none"> • Financial education: training sessions • Savings bank • Funeral support for immediate family members • Financing facilities (housing and automobile) and other aids 	
Social-labor	<ul style="list-style-type: none"> • Scholarships for employees' studies • Activities for families • Volunteering • Discounted agreements with universities for employees' family members 	
Mental-Emotional	<ul style="list-style-type: none"> • Advise line 	
		<ul style="list-style-type: none"> • 3,512 medical consultations • 1,536 queries related to COVID-19 • 1,677 dependents with health insurance • 4,680 COVID-19 tests performed on employees • 880 participants in physical activation • 746 employees + 241 family members vaccinated against influenza • 45 well-being releases • 2,757 participants in the savings bank • 124 new loans in 2021, totaling 498 loans • 110 support for funeral expenses • 28 scholarships to employees, representing \$3.1 million pesos • 292 employees' children participated in scholarship and summer course programs • 456 cases attended (scope for the entire operation in Mexico, Costa Rica, and El Salvador)

Note: Health insurance, awareness, and training activities and the advice line apply to all employees, not only to those with permanent contracts.



TEAM EFFORT

Demographics and Diversity

Training and Career Development

• Health and Safety

Work Environment

The occupational safety management of *Qualitas Compañía de Seguros*, a subsidiary that represents most of the work centers and 90% of employees, is detailed below.



Processes and performance are based on the risks we identify for our employees' health and safety. For this purpose, the Health and Safety Commissions of each work center conduct quarterly observation tours. Additionally, we implemented the psycho-social risk survey, in accordance with Mexican Official Standard NOM-035-STPS-2018. For some positions in particular, which we consider to be of greater risk due to their type of activity, we carry out specific evaluations.



Based on the risks identified and their possible updating, in order to prevent and mitigate them, we developed mandatory policies and codes of conduct for our employees. This is the case of the Road Safety Policy, which establishes guidelines for the activity of claim officer when dealing with accidents on the road.



To promote a culture of prevention, self-care, and adherence to safety and health guidelines, we carried out awareness-raising and training activities, including: 1) standard communication, 2) recurrent communications on the response to COVID-19, 3) road safety day for claim officers, in which 92% of them were trained, and 4) other regular messages throughout the year.



The operation of the Adjust Your Emotions Program, which also extends to the subsidiaries in Costa Rica and El Salvador, is also noteworthy. It provides a line of assistance by third-party specialists via telephone, e-mail, and mobile application, for external legal, financial, psychological, and even dietary counseling. It has been instrumental in providing support in the face of pandemic distress.

On the other hand, in the event of an emergency (earthquake, fire, other) we would apply the protocols we have, which include the participation of the Civil Protection brigades. These groups would lead the response in such situations and are composed of volunteer employees. At the end of 2021, there were 254 employees, to whom we provided 4,622 hours of training during the year.

TEAM EFFORT

Demographics and Diversity

Training and Career Development

● Health and Safety

Work Environment



In addition to the above general description of how we work in health and safety, we would like to focus particularly on the two job profiles with the highest risk of accidents: claim officers in the insurance business and loading personnel at Flekk.

for claim officers,

We implemented the Road Safety Management System for claim officers, in accordance with ISO 39001, starting in Mexico City and its metropolitan area; it includes reviewing processes, reinforcing guidelines, monitoring driving, and training¹.

for loading personnel,

We provided training in the requirements of the Mexican Standard NOM-036-STPS-2018 on Ergonomic Risk Factors in the Workplace for loading personnel. Forklift operator training courses were also provided.

An essential component for employees' well-being is the balance between professional and personal life, which includes enforcing maternity and paternity. At Qualitas Compañía de Seguros, we extended the number of leave days above the legal minimum established; during the year, 115 employees used the leave, 61% of them women. 97% returned to the workforce after completing their maternity/paternity leave.

Of the employees of our insurance company in Mexico who completed one year in 2021 after their reinstatement, 86% remained with the company.

¹ More information in the chapter on Contribution to Road Safety.

TEAM EFFORT

Demographics and Diversity

Training and Career Development

Health and Safety

• Work Environment

WORK ENVIRONMENT

GRI 3-3, 406-1

Our employees are strongly committed to their responsibilities, focused on excellence in client service and the importance of our activity for the security of your assets and yourself.

We provide employment stability and adequate working conditions, along with training and professional development opportunities. We also worked on team culture, developing leaders, and many of them are an example of growth within Qualitas.

We conduct an annual organizational work environment survey at Qualitas Controladora, which evaluates seven dimensions. In 2021, 91% of the workforce participated. From the results, we always highlight the Passion variable for its relationship with commitment and identification with the company; the score in this dimension was 90 points out of 100.

The Passion variable evaluates aspects such as identification with the company's mission, vision and values, pride in working for the company, the



We obtained 90 points out of 100 in Passion variable, which shows our commitment to the company (result of the organizational work environment survey).

feeling of loyalty and commitment to the company, the desire to continue working for the company for the next five years, as well as satisfaction with the activities performed at work, among other aspects.

The results of the organizational climate survey are presented to managers and their work teams in order to understand the work environment and to be able to take the necessary measures and action plans to continue improving.

In this way, we also monitor the situation in the teams and the company as a whole, ensuring that employees are in optimal conditions to carry out their activities, that internal communication is adequate, and that abusive practices are avoided.

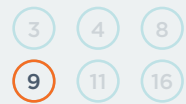
Likewise, we attend to the complaints that come to our attention through the Q-Transparency Line and other channels. During the year, 42 cases of discrimination were reported and analyzed.

We provide the climate survey to the service offices, so that they can know the situation of their teams, and then work with their managers on improvement commitments and action plans.

SS



SDGs



UNITE

WE CONTRIBUTE TO IMPROVING OUR PLANET

ENVIRONMENTAL FOOTPRINT



We advance in eco-efficiency measures in our operations. We respond to the impact of climate change with assurance solutions that contribute to lower GHG emissions.

\$235

MXN million premium written in insurance of hybrid and electric vehicles.

0.32

gCO₂eq/MXN premium written as GHG emissions intensity (Scopes 1 and 2).

ENVIRONMENTAL FOOTPRINT

- Climate Change Risks and Opportunities
- Energy Management and GHG Emissions
- Other Environmental Initiatives

CLIMATE CHANGE RISKS AND OPPORTUNITIES

TCFD EST-A, GDR-A

Climate change is a risk for insurance companies' activities, both in insurance provision itself, with its impact on claims, and in investments made in fixed-income assets, equities, or other mechanisms. Additionally, there are other risks inherent to the business activity due to the use of energy.



As part of our risk management and in line with our commitment to sustainability in our operations, we determined the main risks and opportunities related to climate change in the insurance business.

Furthermore, in the case of the non-insurance business, there are also implications related mainly to the impact of climate change on global supply chains.

The identification and assessment of climate change risks was led by the risk team of Qualitas Compañía de Seguros, for the insurance operation in Mexico. The scope is due to the fact that this is the main subsidiary in terms of business and operation. This was based on the first study conducted in 2020, which was expanded with the analysis

of the main processes, including the context in which they are implemented (regulatory and legal aspects), the related stakeholders and their expectations, and our strategic guidelines for each of them.

We have also begun to establish associated financial indicators, in a process aimed at some of the main risks, which will be progressively extended to the rest whenever there is technical feasibility for calculation and/or estimation.

The analysis results is presented to the Social Responsibility Committee for validation.

Based on this, the risk team has integrated action on these risks and monitoring into its regular activity, along with the rest. In this way, the risk map of the team in charge is articulated in a double classification according to what generates the risk (e.g. climate change) and how it manifests itself (financial, operational, reputational impacts, etc.).

The risks and opportunities detailed below consider the changes that are occurring or may occur in our business due to climate change: weather phenomena, legislation, demand for new products and commercial actions, capital market requirements, among others.

ENVIRONMENTAL FOOTPRINT

- Climate Change Risks and Opportunities
- Energy Management and GHG Emissions
- Other Environmental Initiatives

Risks

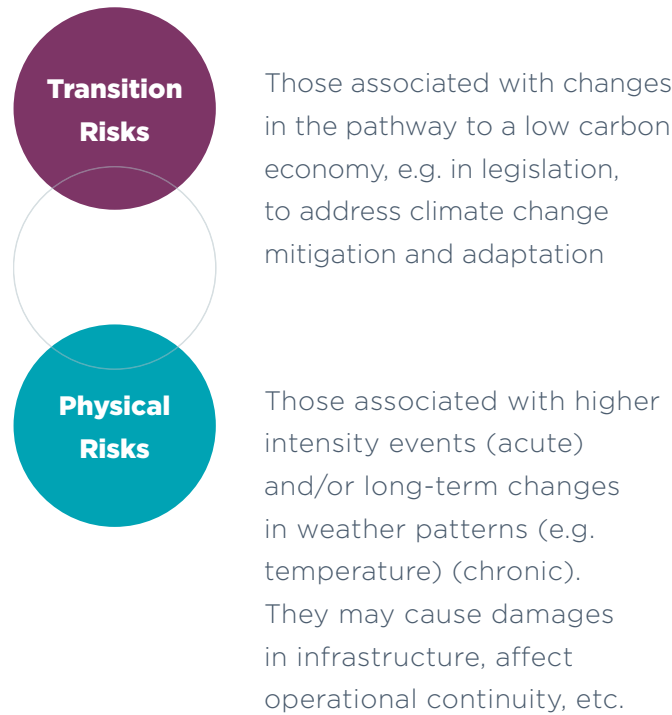
GRI 201-2

SASB FN-IN-450a.1, FN-IN-450a.2, FN-IN-450a.3

TCFD EST-A, EST-B



We presented the main risks identified, referencing the nomenclature established in the TCFD recommendations. The following is a brief explanation of this categorization.



Risk Type	Risk Sub-Type	Inherent Risk Assessment	Description	Temporary Horizon
Transition	Technological, Reputational	Medium	That the internal fleet of utility cars and Qualicoches uses unsustainable and/or obsolete technology that damage the company's image.	Long-Term
	Political and Regulatory	Medium	That regulations be developed to restrict the circulation of utility cars and Qualicoches that use fossil energy.	Long-Term
	Political and Regulatory	Medium	That there is an increase in the cost of fossil fuels for the use of the claims and legal services infrastructure.	Long-Term
	Political and Regulatory	Medium	That there are high costs in the electricity fees, either through taxes, surcharges, or penalties for its use in the operation as a whole.	Long-Term
	Reputational	Medium	That no products, fees, and/or benefits for the adoption of hybrid and electric vehicles are incentivized for customers, internal staff, utility cars, and Qualicoches.	Long-Term

Note: Short term: < 3 years; Medium term: 3-6 years; Long term: > 6 years.

ENVIRONMENTAL FOOTPRINT

- Climate Change Risks and Opportunities
- Energy Management and GHG Emissions
- Other Environmental Initiatives



Risk Type	Risk Sub-Type	Inherent Risk Assessment	Description	Temporary Horizon
Physical	Acute	Medium	That there is an interruption in the issuance processes and attention to the insured due to meteorological events related to climate change, such as storms, hurricanes, and/or floods.	Short-Term
	Acute	Medium	That there is an increase in the cost of policies based on the zip code of areas classified as high risk and/or high loss areas due to weather events related to climate change, such as storms, hurricanes, and/or floods.	Long-Term

Note: Short Term: < 3 years; Medium Term: 3-6 years; Long Term: > 6 years

For financial sizing, we started working with the following risks:

Category	Risk	Indicator	Monetary Value (MXN)
Physical - Acute	Increase in the cost of policies associated with higher claims from extreme weather events.	Cost of claims associated with extreme weather events (Mexico, Qualitas Compañía de Seguros)	\$327,561,919 pesos* (costs 2021)
Transition	Increase in the cost of fuel used for the claim, legal and other services to the policyholder on the road (directly by Qualitas)	Cost of fuel used by Qualitas for the insured's attention	\$156,896,927 pesos (cost for the operation of insurance in Mexico in 2021)

*Unlike 2020, it does include the claims costs of Qualitas Compañía de Seguros, also from Costa Rica. The associated with floods and strong winds.

ENVIRONMENTAL FOOTPRINT

- Climate Change Risks and Opportunities

Energy Management and GHG Emissions

Other Environmental Initiatives

Opportunities

GRI 2-4, FS8
 SASB FN-IN-410b.1, FN-IN-410b.2
 TCFD EST-A, GDR-B, MYO-A

The reduction of GHG emissions in our policyholders is an opportunity for us to develop different insurance products, as well as to provide them with access to technology that promotes more efficient driving.

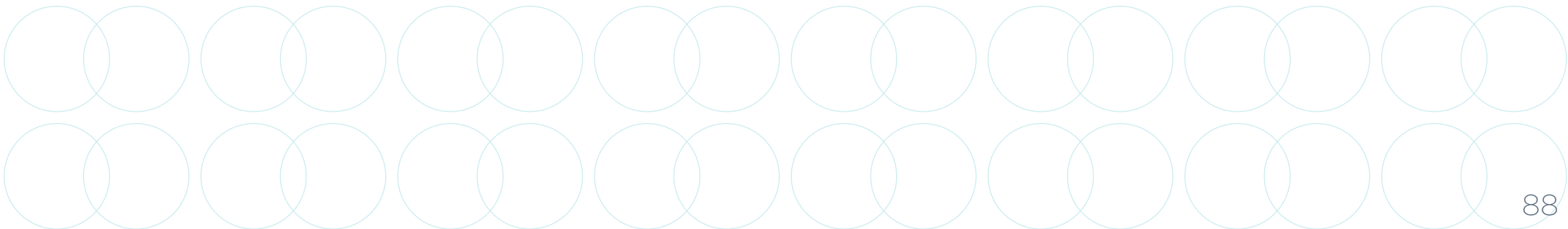
In this way, we are also making progress in reducing our indirect impact associated with the circulation of insured vehicles.



ENVIRONMENTALLY FRIENDLY PRODUCTS - QUALITAS COMPAÑÍA DE SEGUROS

	2021			2020		
	Written premium (MM MXN)	% which represent (of Qualitas Controladora's total)	Written premium as a % of Qualitas Compañía de Seguros)	Written Premium (MM MXN)	% which represent (of Qualitas Controladora's total)	% which represent (of total Qualitas Compañía de Seguros)
Delivery of driving monitoring devices in commodatum (responsible driving is less GHG emitting)	148.7	0.39	0.43	101.5	0.27	0.30
Insurance of natural gas fleet	5.8	0.02	0.02	1.3	0.00	0.00
Hybrid vehicle insurance	188.8	0.49	0.54	156.0	0.41	0.47
Electric vehicle insurance	46.2	0.12	0.13	24.5	0.06	0.07

Note: Regarding the values shown in the 2020 report, there were modifications due to adjustments in the book value of premiums issued.

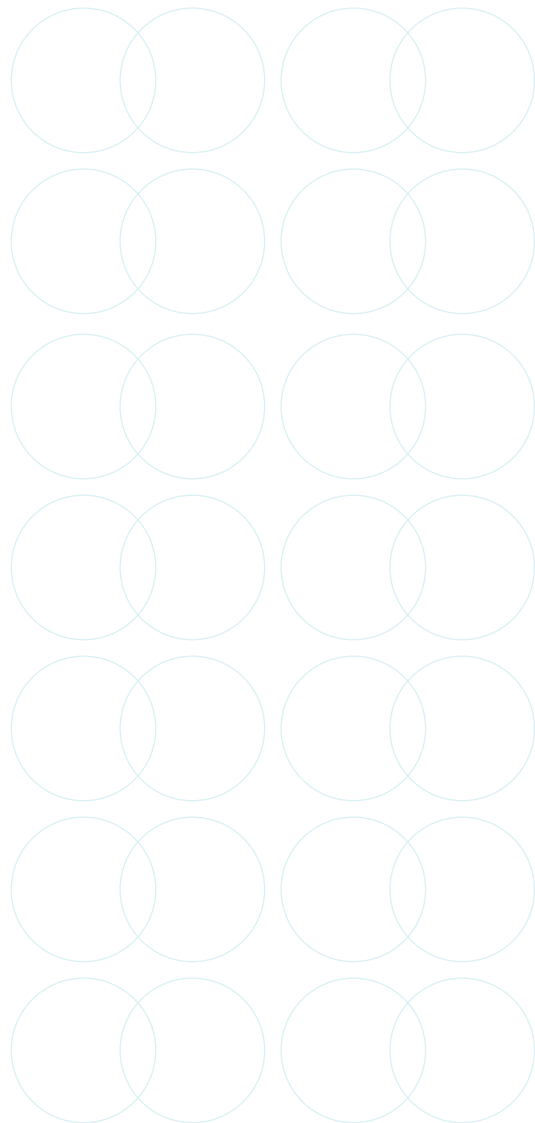


ENVIRONMENTAL FOOTPRINT

Climate Change Risks and Opportunities

• Energy Management and GHG Emissions

Other Environmental Initiatives



ENERGY MANAGEMENT AND GHG EMISSIONS

GRI 3-3, 302-1, 302-3, 302-4, 305-1, 305-2, 305-3, 305-4, 305-5
TCFD GDR-B, MYO-A, MYO-B

In our operations, both insurance and complementary, we use fuels and electric power according to the following scheme:



Electricity in:

- 1) Administrative buildings
- 2) ODQs

Fuels in:

- 1) LP gas and diesel consumption in own facilities (all subsidiaries) (equipment of cafeterias and emergency plants),
- 2) Gasoline consumption for the company's own utilities (all subsidiaries) (includes Qualicoches of Qualitas Compañía de Seguros).



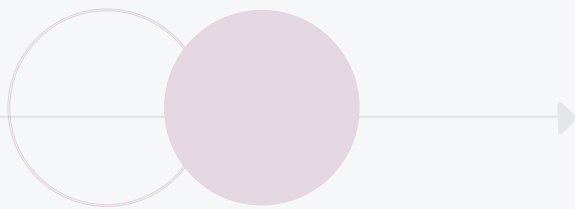
(SUPPLY OF SPARE PARTS, GLASS, AND GLASS REPAIR)

Electricity in:

- 1) Administrative facilities
- 2) Warehouses

Gasoline consumption in:

- 1) Own vehicles for commercial activity and own transportation (complemented with transportation contracted to third parties).



176,315 GJ energy consumption

-2.83% compared to 2020

80.9% fuel consumption

corresponds to gasoline (consumption in Qualitas' own vehicles)

4.83 KJ/MXN written premium

Intensity in energy consumption, -4.4% compared to 2020

82.4% energy consumption

corresponds to the activity of Qualitas Compañía de Seguros

ENVIRONMENTAL FOOTPRINT

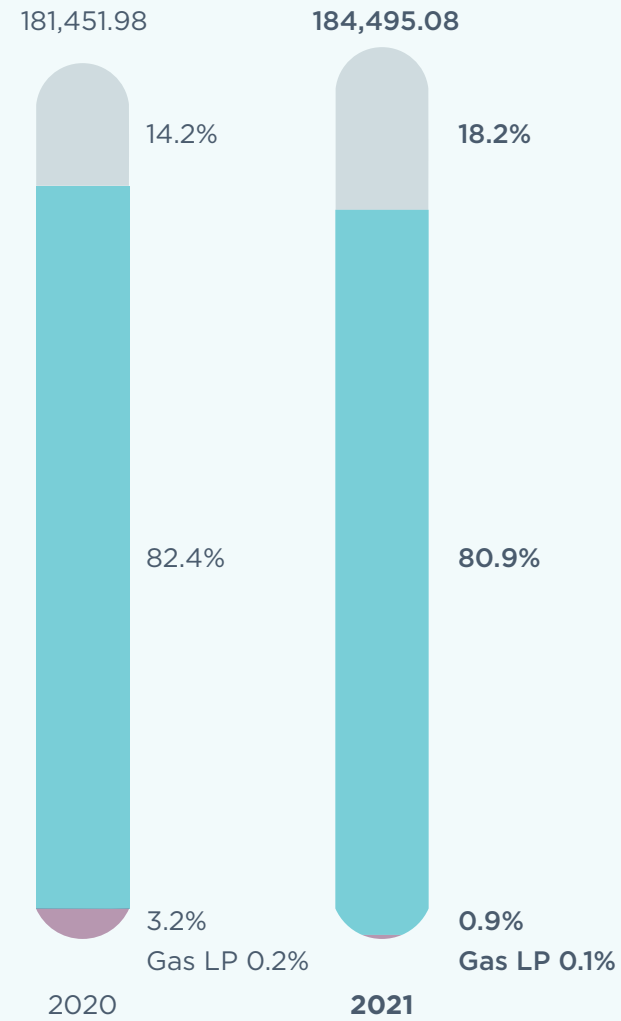
Climate Change Risks and Opportunities

• Energy Management and GHG Emissions

Other Environmental Initiatives

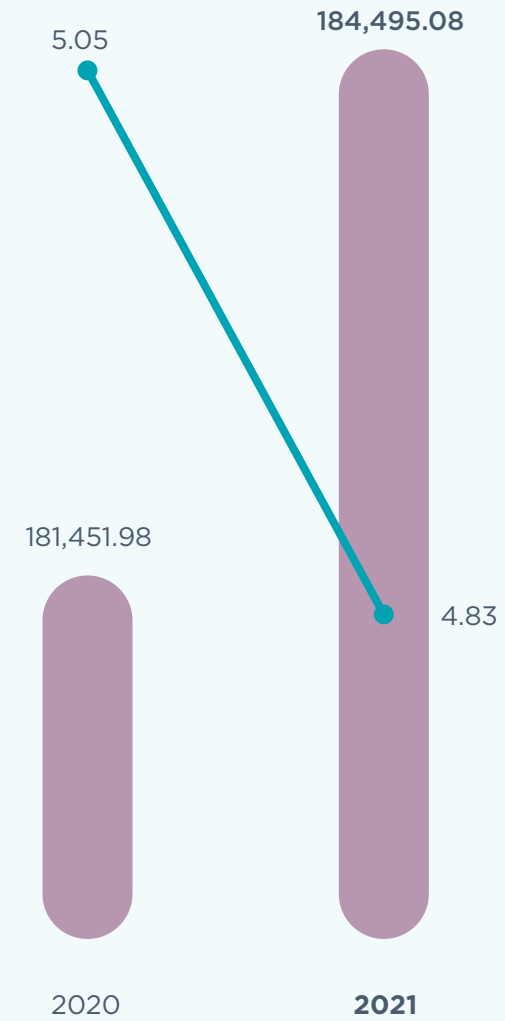
Breakdown of energy consumption (GJ) by type
Qualitas Controladora

- Diesel
- Gasoline
- Electricity



Energy consumption in relation to intensity
Qualitas Controladora

- Energy consumption (GJ)
- Intensity in energy consumption (KJ/MXN written premium)



ENVIRONMENTAL FOOTPRINT

Climate Change Risks and Opportunities

● Energy Management and GHG Emissions

Other Environmental Initiatives

To reduce energy consumption, we continue to work especially on the most time-consuming process: the displacement of claim officers and lawyers, through the following initiatives:

- Implementation of express adjustment, which does not require the claim officer to travel, since the insured can carry out the process directly from a remote application. In 2021, it accounted for 22% of the claims handled in Mexico, compared to 16% the previous year.
- Progressive incorporation of hybrid vehicles to the fleet of Qualicoches of Qualitas Compañía de Seguros, reducing the use of gasoline. At the end of the year, Qualitas Compañía de Seguros had 35%¹ hybrid cars in the Qualicoches fleet, compared to 17% the previous year.

¹ Includes claim officers and lawyers' cars.

Through energy-efficiency measures and the reduction in the use of fossil fuels, we are making progress in the generation of lower Greenhouse Gas Emissions (GHG), both in absolute terms and in terms of intensity, considering Scope 1 and 2 emissions.

In addition to the incorporation of hybrid Qualicoches, we also have solar panels in three administrative offices of Qualitas Compañía de Seguros.

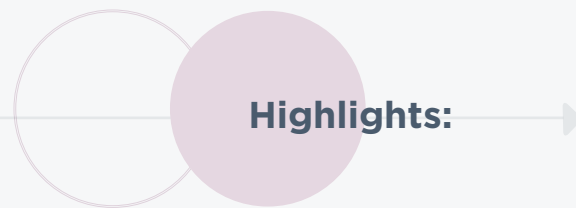
Regarding emissions in our value chain, which are considered Scope 3 in terms of the GHG Protocol; we are making progress in the calculation, with the aim of being able to launch science-based targets

(SBTi compliant) in 2022.

We have already been implementing initiatives to reduce them, highlighting:

- Financial support to service offices in Mexico, managed by Qualitas' partners, to install solar panels
- Hybrid and electric vehicle insurance, also for natural gas fleets
- Installation of telemetry devices, which contribute to responsible driving and, thus, to the reduction of fuel consumption due to lower speed changes

As we do every year, we calculate our GHG emissions inventory at the Qualitas Controladora level, in accordance with ISO 14064-1, the GHG Protocol and the methodology established by the Mexican authority for the National Emissions Registry (RENE, for its acronym in Spanish).



13,831 tCO₂e
emissions Scope 1 and 2, -6.3% compared to 2020

0.32 gCO₂e/MXN
emissions A1+A2, -16.6% compared to 2020

93.1% emissions
(A1+A2) corresponds to the activity of Qualitas Compañía de Seguros

ENVIRONMENTAL FOOTPRINT

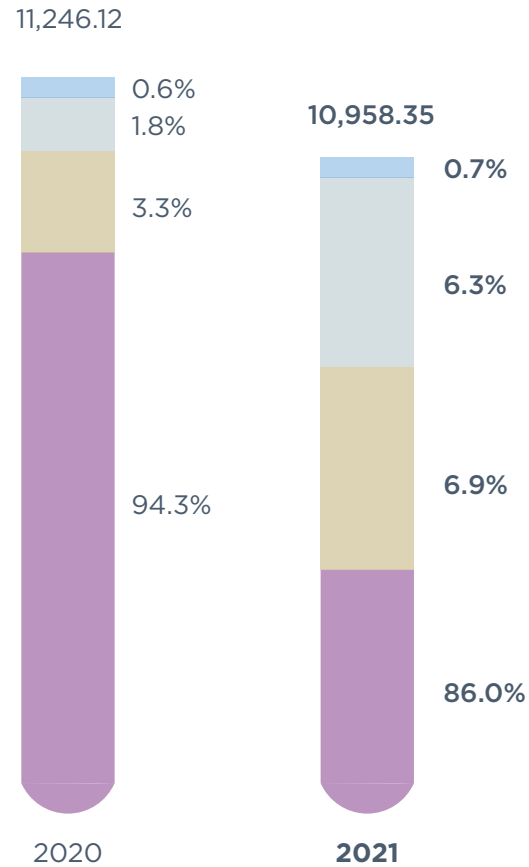
Climate Change Risks and Opportunities

• Energy Management and GHG Emissions

Other Environmental Initiatives

Breakdown of A1 emissions by subsidiary (tonCO₂e) - Qualitas Controladora

- Qualitas Compañía de Seguros
- Flekk
- Qualitas Costa Rica
- Qualitas El Salvador
- Qualitas Insurance Company
- Qualitas Peru



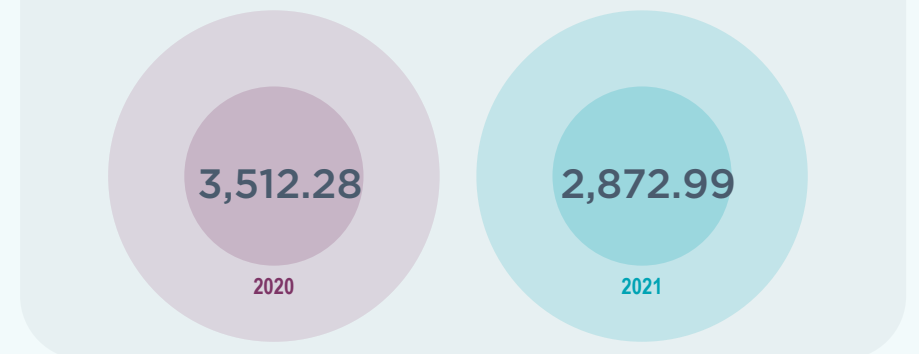
For Scope 3 emissions, please refer to:

● [EXHIBIT I: DETAIL OF ESG RESULTS](#)

BREAKDOWN OF A2 EMISSIONS BY SUBSIDIARY (tonCO₂e) - QUALITAS CONTROLADORA

	2020	2021
Qualitas Compañía de Seguros	85.2%	91.7%
Flekk	10.0%	2.4%
Qualitas Costa Rica	1.4%	0.0%
Qualitas El Salvador	2.9%	3.5%
Qualitas Insurance Company	0.3%	2.2%
Qualitas Peru	0.1%	0.1%

TOTAL BREAKDOWN OF A2 EMISSIONS BY SUBSIDIARY (tonCO₂e) - QUALITAS CONTROLADORA



ENVIRONMENTAL FOOTPRINT

Climate Change Risks and Opportunities

Energy Management and GHG Emissions

Other Environmental Initiatives

OTHER ENVIRONMENTAL INITIATIVES

Water

Due to the type of activities, we carry out, both in the insurance and non-insurance business, we are not a particularly water-demanding industry. However, we encourage our employees to optimize their use.

For further details, please refer to:

[EXHIBIT I: DETAIL OF ESG RESULTS](#)

Waste

The insurance activity has parts that are replaced in vehicle repairs as indirect waste, because although it is generated in the activity of the shops and/or agencies, it is on vehicles insured by us. We have made progress in guaranteeing its use. For this purpose, Flekk's team is in charge of removing the parts, having started in some states of Mexico. These are then auctioned to scrap dealers so that they can be used for other purposes. On the other hand, in the case of tires, we guarantee proper handling by specialized suppliers.

At the close of 2021, 2,554,885 parts of the repaired units were replaced.

In the case of waste due to the activity in our offices, the following measures stand out in Qualitas Compañía de Seguros:

- Reduction in the generation of residual paper due to process digitalization; at the end of the year, 88% of the files in Mexico were processed digitally.
- Management of electronic waste by a specialized third party and we seek to reuse it for social purposes.

For further details, please refer to:

[EXHIBIT I: DETAIL OF ESG RESULTS](#)

As a complement to the above efforts, we also seek to raise awareness among our employees with campaigns for the responsible use of resources and care of the environment; we also extend this to our policyholders, for example, by encouraging them not to print their documents and to use digital ones instead.



GENERATING OUTSTANDING RESULTS

ECONOMIC PERFORMANCE



The results show the strengths of the model, and the success of the value proposition to the policyholder, which we reinforce day by day together with cost control and investment management.

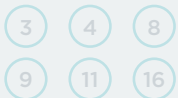
38,224
million pesos of written premium

91.7%
of combined ratio

SS



SDGs



ECONOMIC PERFORMANCE

- Relevant Financial Data
 - Premium issuance
 - Operating Indicators
 - Investments
 - Results
 - Distribution of Economic Value

RELEVANT FINANCIAL DATA

GRI 2-4, 3-3

Qualitas Controladora's 2021 results are in line and within the expected range by the company, despite uncertainty and volatility of the environment regarding the behavior of the economy in the face of the continuity of the pandemic.

In Mexico's auto insurance market, we grew above the industry, we were also able to grow and expand in our foreign insurance subsidiaries. Likewise, our non-insurance subsidiaries (verticals) maintained their growth momentum.



ECONOMIC PERFORMANCE

• Relevant Financial Data

Premium issuance

Operating Indicators

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Distribution of Economic Value

Below are the main financial indicators and their evolution with respect to the previous year.

KEY FINANCIAL INDICATORS

Figures in Millions of Mexican Pesos

Income Statement	2021	2020	Δ 21-20	2019
Written Premium	38,224	35,947	6.3%	36,196
Retained Premium	37,923	35,566	6.6%	35,991
Earned Premium	36,067	36,779	-1.9%	34,899
Acquisition Cost	8,831	7,791	13.3%	7,780
Cost of Claims	23,437	19,210	22.0%	20,687
Technical Result	3,799	9,777	-61.1%	6,432
Operating Expenses	1,317	2,397	-45.1%	2,029
Operating Result	2,491	7,387	-66.3%	4,410
Comprehensive Financing Result	2,273	1,975	15.1%	2,882
Taxes	986	2,564	-61.5%	1,934
Net Result	3,778	6,798	-44.4%	5,358
BALANCE SHEET				
Total Assets	71,888	69,039	4.1%	63,041
Total Investment	36,798	37,122	-0.9%	32,679
Technical Reserves	37,850	34,312	10.3%	35,896
Total Liabilities	51,509	49,977	3.1%	49,477
Shareholder's Equity	20,379	19,061	6.9%	13,564
COST INDICATORS				
Acquisition Ratio	23.3%	21.9%	140 pb	21.6%
Claims Ratio	65.0%	52.2%	1,280 pb	59.3%
Operating Ratio	3.4%	6.7%	-330 pb	5.6%
Combined Ratio	91.7%	80.8%	1,090 pb	86.5%
Adjusted Combined Ratio	93.1%	79.9%	1,320 pb	87.4%
PROFITABILITY INDICATORS				
Return on Investments	5.6%	4.8%	80 pb	8.2%
ROE 12m	19.2%	41.7%	-2,250 pb	47.3%

Notes:

- During 2021, we posted an accounting consolidation update, where the sales of non-insurance subsidiaries are now reflected in operating expenses within other income/ expenses and the cost of sales of non-insurance subsidiaries within claims costs. As of the third quarter of 2021, Easy Car Glass, Outlet de Refacciones, and CristaFacil were consolidated for accounting purposes in Outlet de Refacciones, commercially in "Flekk", with their respective accounting effects.
- The figures presented in this report for 2021 and 2020 years include the aforementioned accounting consolidation for comparability purposes. In the case of 2019, the figures presented are in accordance with the audited financial statements reported in the corresponding period.
- The Adjusted Combined Ratio refers to the sum of acquisition, claims, and operating costs divided by earned premium, and is presented for comparison purposes with international ratios.

ECONOMIC PERFORMANCE

- Relevant Financial Data
- Premium issuance
- Operating Indicators
- Investments
- Results
- Distribution of Economic Value

PREMIUM ISSUANCE

GRI 2-4, 3-3, FS6
SASB FN-IN-000.A

Premium issuance was \$38,224 million, representing a 6.3% growth over 2020 and also grew over 2019, a pre-pandemic year, showing the company’s resilience despite the downturn in new car sales and the competitive environment.

Qualitas Compañía de Seguros, our main subsidiary, reached \$35,056 million MXN in written premiums, 5.1% more than the previous year. The traditional individual segment presented growth in terms of written premiums of 16.4% with respect to 2020 and 25.9% with respect to 2019. This contrasts with the traditional fleet segment, where it was observed a decrease in underwriting for both years, given the slowdown in the economic activity brought by the pandemic and the competitive environment. Underwriting through financial institutions increased 7% over 2020, but decreased 2.5% over 2019, a pre-pandemic year, linked to the drop in new car sales. According to Mexican Association of Automotive Distributors (AMDA, for its acronym in Spanish), new car sales in Mexico increased 6.8% vs. 2020, a figure impacted by a very low comparative base; comparing same figures against 2019, it still presents a 23.0% drop.

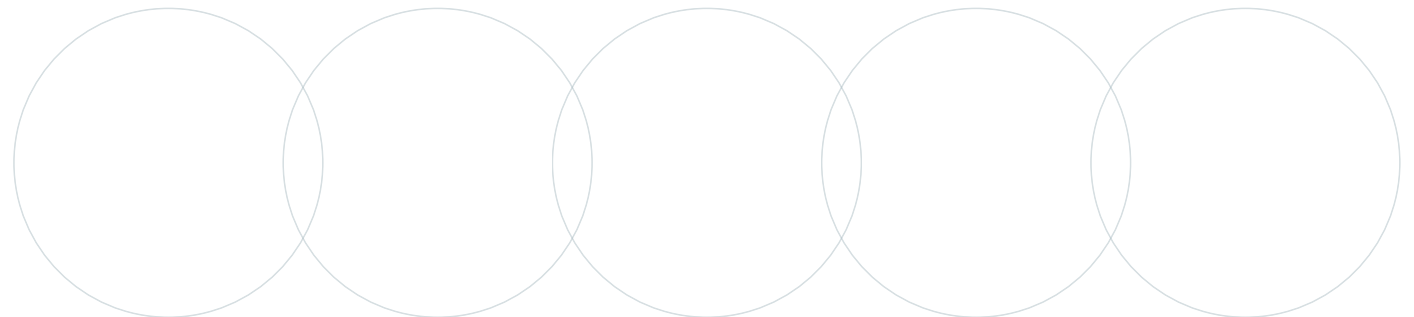
Our foreign insurance subsidiaries continue to be an engine of growth for the company. In 2021, the growth in written premiums was 22.4%, with total written premiums of \$3,239 million pesos; which represented 8.5% of Qualitas Controladora written premium.

PREMIUM WRITTEN PER INSURANCE SUBSIDIARY

(Millions of Mexican Pesos)

Subsidiary	2021	2020	Δ 21-20	2019
Qualitas Compañía de Seguros	34,985	33,299	5.1%	34,315
Qualitas El Salvador	186	149	24.8%	167
Qualitas Costa Rica	540	509	6.1%	459
Qualitas Insurance Company (QIC, USA)	2,139	1,778	20.3%	1,116
Qualitas Peru	374	212	76.4%	168
Total	38,224	35,947	6.3%	36,224

Note: Figures may vary due to effects of exchange rate.



ECONOMIC PERFORMANCE

Relevant Financial Data

• Premium issuance

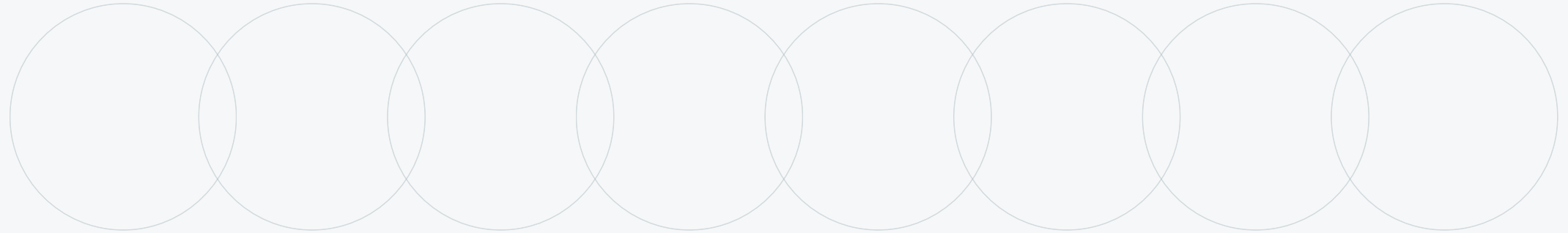
Operating Indicators

Investments

Results

Distribution of Economic Value

We underwrite automobile policies through different segments, focused on individual vehicles, fleets, and heavy equipment; the financial institutions segment is related to the sale of automobiles through some type of credit and/or leasing.



Despite the complicated environment, we closed 2021 with 4.5 million insured units, representing an increase of 7.5% over 2020, or +312 thousand additional units. Our international subsidiaries include Qualitas Costa Rica with a growth in insured units of 19.7% and Peru with an increase of 78.6% compared to 2020.

WRITTEN PREMIUMS PER SEGMENT

(Million Pesos)

Segment	2021	2020	Δ 21-20	2019
Individual	13,391	11,503	16.4%	10,634
Fleets	9,823	10,802	-9.1%	11,538
Financial Institutions (special businesses)	11,771	11,000	7.0%	12,076
Foreign Subsidiaries	3,239	2,647	22.4%	1,909
Total	38,224	35,947	6.3%	36,196

Note: During 2021 Easy Car Glass and CristaFácil were consolidated into Outlet de Refacciones, with their respective accounting effects.

INSURED UNITS PER SUBSIDIARY

Figures in thousands

Subsidiaria	2021	2020	Δ 21-20	2019
Qualitas Compañía de Seguros	4,311	4,037	6.8%	4,094
Qualitas El Salvador	21	19	12.0%	20
Qualitas Costa Rica	76	63	19.7%	60
Qualitas Insurance Company (QIC, USA)	18	17	3.8%	19
Qualitas Peru	51	29	78.6%	31
Total	4,477	4,165	7.5%	4,224

ECONOMIC PERFORMANCE

Relevant Financial Data

Premium issuance

• Operating Indicators

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Results

Distribution of Economic Value



OPERATING INDICATORS

The acquisition ratio was 23.3%, within our target range; the increase vs. 2020 is due to an increase in the bonus provision for the collection of premiums.

On the other hand, the loss ratio was 65.0%, an increase of 13 percentage points compared to 2020. It responds to the upward trend during the year in vehicles' mobility, which at the end of 2021 was 22.4% above pre-pandemic levels; the same does not occur with the use of public transportation, which remains 27.0% below.

With respect to robberies, there was a decrease in 2021 of 10.6% at the end of the year, according to data from the Office for the Coordination of Insured Risks (OCRA, for its acronym in Spanish).

ECONOMIC PERFORMANCE

Relevant Financial Data

Premium issuance

Operating Indicators

• Investments

Results

Distribution of Economic Value

INVESTMENTS

GRI 3-3, 412-3

SASB FN-IN-410a.1, FN-IN-410a.2, FN-IN-550a.3

TCFD GOB-A, GOB-B

The investment strategy is defined on a monthly basis in the Investment, Finance, and Planning Committee of Qualitas Controladora, for the different insurance subsidiaries and always in accordance with the regime established for the sector in each of the countries we operate. Each subsidiary also has its own committee, in charge of approving local investments.

In general, for the subsidiaries as a whole, we are seeking a greater portfolio diversification. By year-end, Qualitas Controladora portfolio was invested 85.1% in fixed income and 14.9% in equity, compared to 89.0% and 11.0%, respectively, the previous year.

At the Qualitas Controladora level, we had \$34,767 million MXN in invested or float assets during the year. The Return on Investment (ROI) was 5.6%, 120 basis points above the average reference rate in Mexico in 2021.

Qualitas Compañía de Seguros has progressed in the consideration of environmental, social, and governance (ESG) aspects in its investments, as a reference experience for the rest of its subsidiaries. Those aspects are already part of the guidelines of the Investment Manual and we are developing

internal processes to provide a better evaluation. However, we have already made investments in sustainable bonds, as well as participating in investments related to activities that contribute to the protection of the environment, such as the generation of renewable energy.

In this way, we progressively contribute from the investment side to the transition to low-carbon industries and economies that contribute to fight climate change. The Investment Committee oversees and monitors these investments and, as with all other placements, reports quarterly to the Board of Directors.



This year, the Investment Guide and policies were updated in response to a new strategy.

ECONOMIC PERFORMANCE

Relevant Financial Data

Premium issuance

Operating Indicators

• Investments

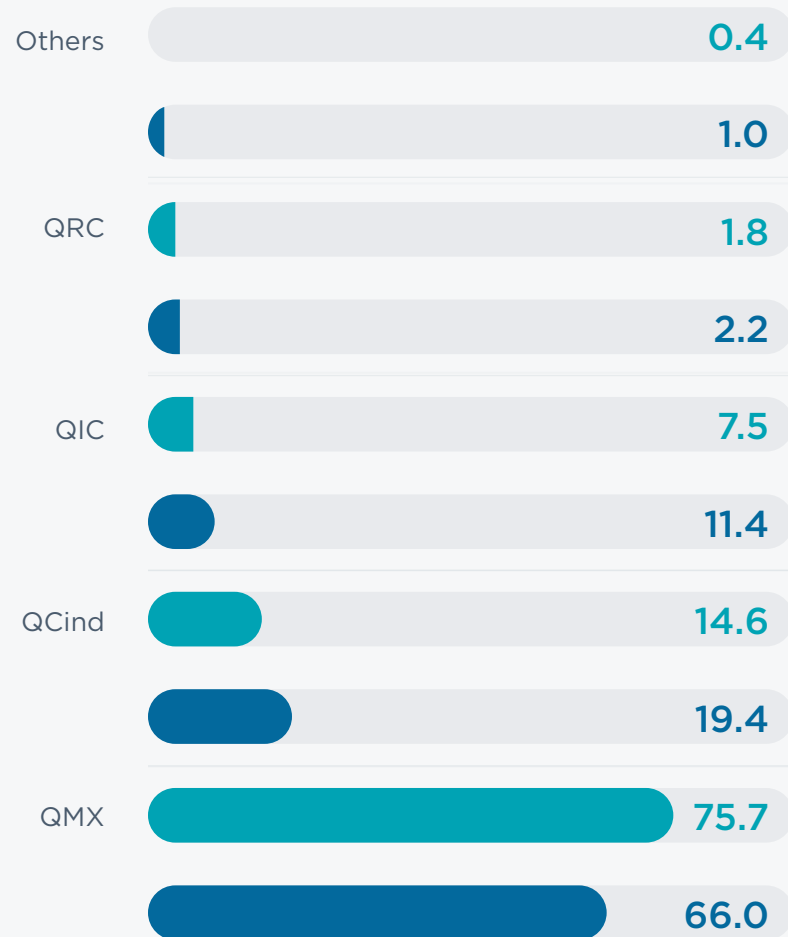
Results

Distribution of Economic Value

Portfolio by Subsidiary

Percentages

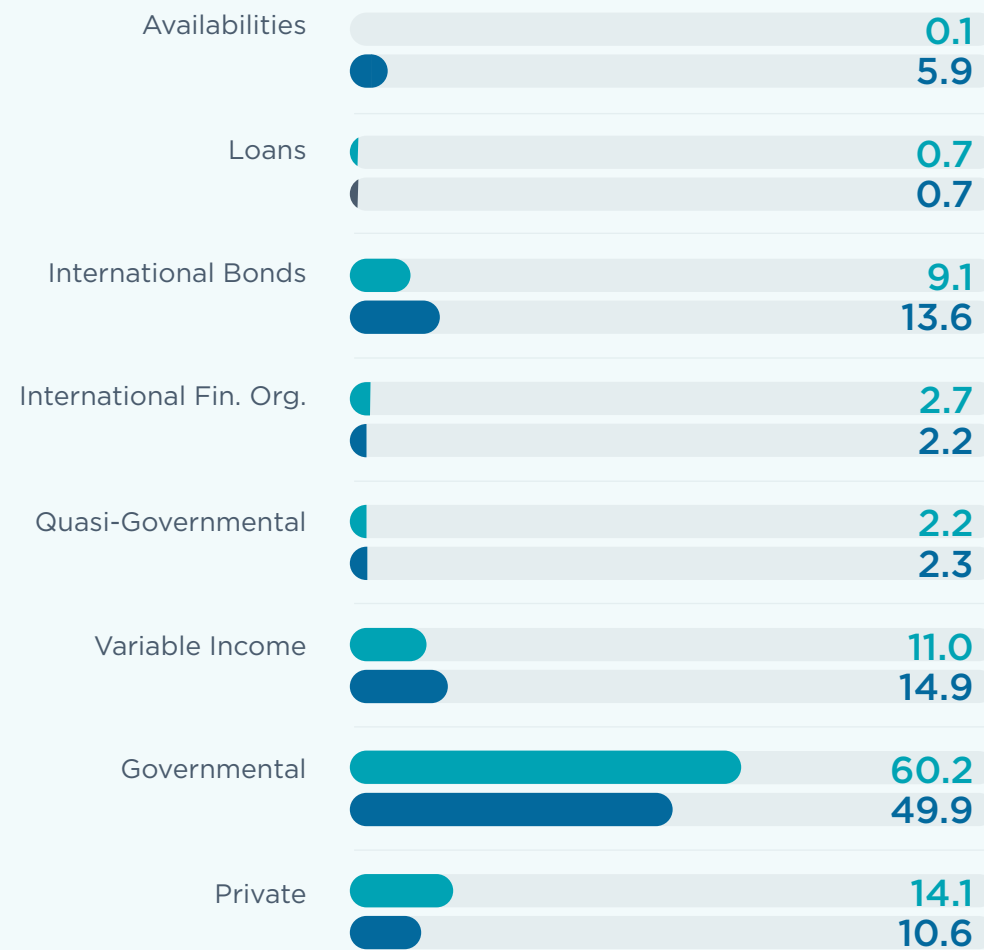
● 4T20 ● 4T21



Total Portfolio

Percentages

● 4T20 ● 4T21



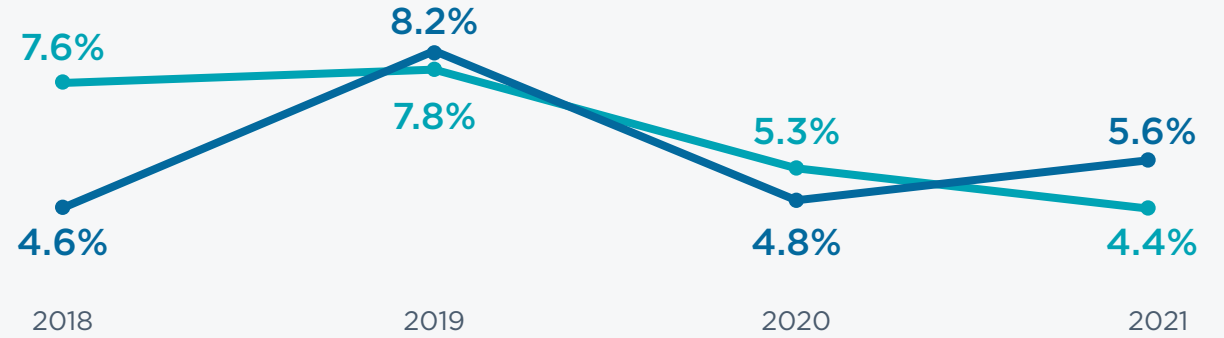
ECONOMIC PERFORMANCE

- Relevant Financial Data
- Premium issuance
- Operating Indicators
- Investments
- Results
- Distribution of Economic Value

QC - Return on Investments

Percentages

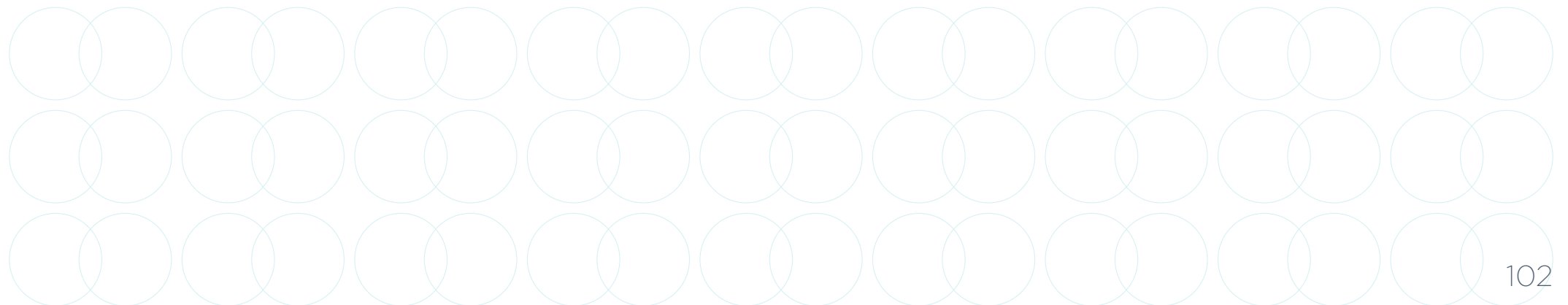
- 28-day Treasury Certificates
- Qualitas



RESULTS

Net profit of the year was \$3,778 million, representing a net margin of 9.9%. Income per share for the year closed at \$9.3 pesos.

The 12-month ROE was 19.2%, slightly below our medium- and long-term target range of 20%-25%. The ROE is comprised by an operating ROE of 10.1% and a financial ROE of 9.1%. The P/E ratio closed at 11.2 and the P/BV closed at 2.1.



ECONOMIC PERFORMANCE

Relevant Financial Data

Premium issuance

Operating Indicators

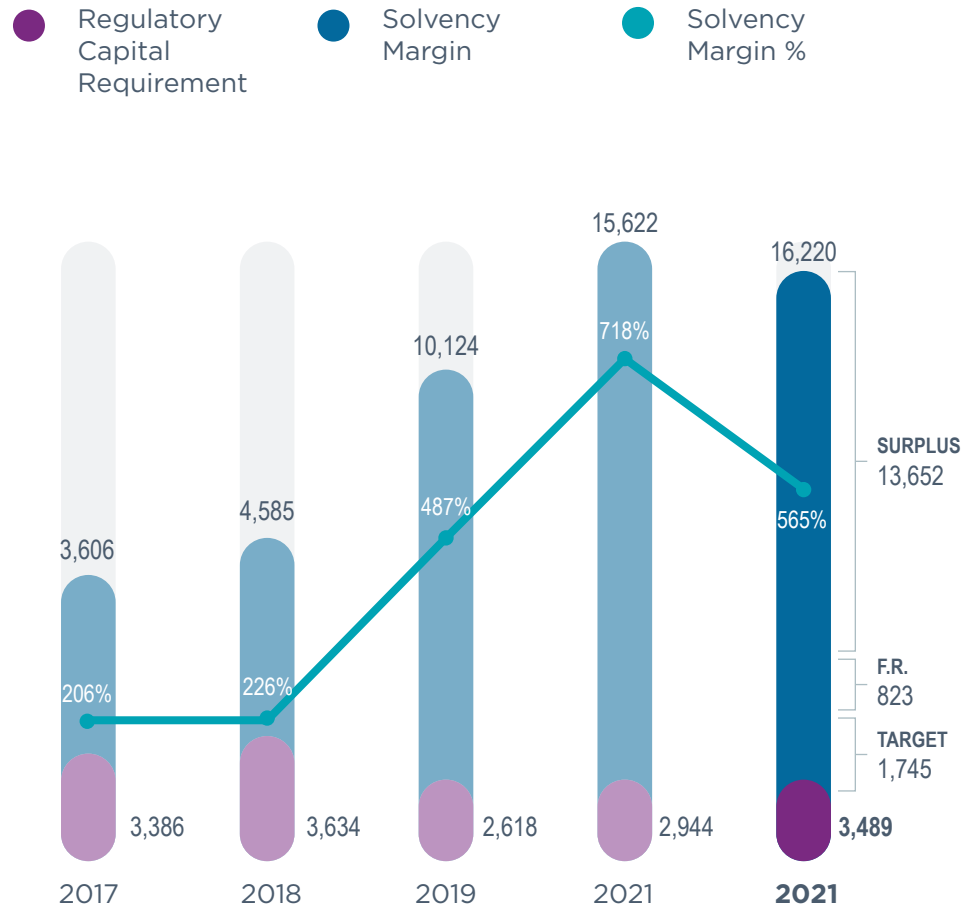
Investments

• Results

Distribution of Economic Value

Solvency Margin

The solvency margin was \$16,220 million, well above from the regulatory capital requirement of \$3,489 million at the end of the year; this represents a solvency margin percentage of 565%. We, therefore, have the financial strength to meet our obligations.



F.R. refers to the amount to be used from the Repurchase Fund at the last Shareholders' Meeting.

Note: The calculation of the required regulatory capital varies in the countries in which Qualitas operates.

Share's Value

Qualitas Controladora is listed on the Mexican Stock Exchange (BMV: Q*), with a free float of ~ 46% of its total shares. The company's market capitalization was \$42,179 million MXN by year-end and closed the year with a value of 103.89 pesos.

We are part of the main Mexican index the S&P/BMV IPC index, as well as the S&P/BMV Profitability index, which includes those of the previous index that have continuity in dividends payment. Our Q* stock traded more than \$5 million dollars on average daily during the year.

Presence in ESG Indexes

Our ESG performance is recognized by international rating agencies.



- For the second consecutive year, we are part of the Dow Jones Sustainability MILA Pacific Alliance Index (DJSI), being the only insurance company member of the index.
- We were ratified as a member of the S&P / BMV Total Mexico ESG Index, for the second consecutive year. This is the BMV's index that recognizes leading companies in sustainability, now in its second edition, and continues the trajectory of the IPC Sustentable.



Extemporaneously, we also informed of our participation and inclusion for the first time in the Bloomberg Gender Equality Index (GEI) 2022, which recognizes the companies most committed to transparency in their performance with respect to gender equality; we are one of the 10 Mexican companies listed in this index.

ECONOMIC PERFORMANCE

Relevant Financial Data

Premium issuance

Operating Indicators

Investments

Results

- Distribution of Economic Value

DISTRIBUTION OF ECONOMIC VALUE

GRI 2-4, 3-3, 201-1, 201-4, 415-1

Through our operations, we seek to generate value for our employees, as well as agents, service office teams, suppliers, and investors. With a solid business model and management based on efficiency, we are able to continue with a successful trajectory in the market, generating income.

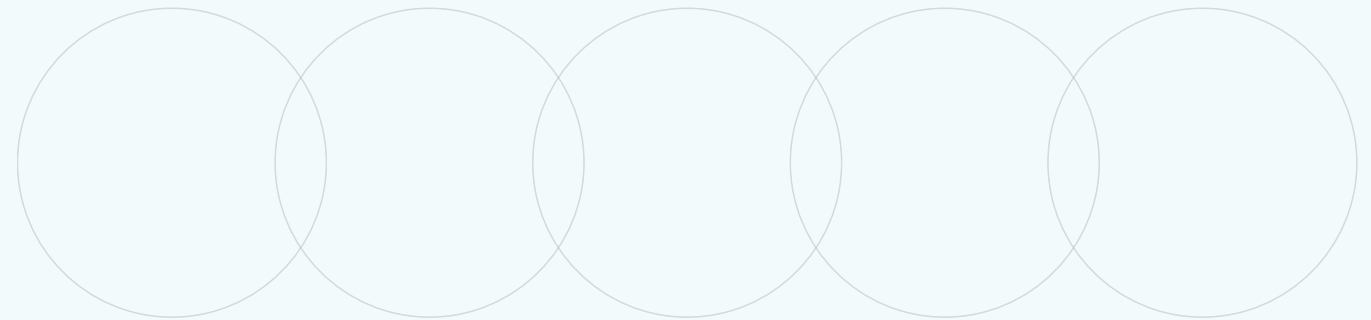
Our income, result from the underwriting of premiums, the sales of our non-insurance subsidiaries, and the return on our investments, are distributed among the different stakeholders. We set aside a portion of the resources as Retained Economic Value (REV) for continued growth.

At Qualitas Controladora we are committed to the exercise of principles and best tax practices in our subsidiaries and the holding company, operations that are subject to tax rates as established by the corresponding authorities. This commitment is formalized in the [FISCAL POLICY](#).

ECONOMIC VALUE GENERATED AND DISTRIBUTED

Millions of Mexican pesos

	2021	2020	Δ 21-20 (%)	2019
Income (Generated Economic Value - GED)	38,224	35,947	6.3	36,196
Expenses (Distributed Economic Value - DEV)	34,903	32,903	6.1	33,093
Acquisition	8,831	7,791	13.3	7,780
Claims	23,437	19,210	22.0	20,687
Operation	1,317	2,397	-45.0	2,029
Employees' statutory profit sharing (Known in spanish as PTU)	331	940	-64.8	664
Taxes	986	2,564	-61.5	1,934
Retained (GED-DEV)	3,321	3,044	9.1	3,103



EXHIBITS

EXHIBIT I.

DETAIL OF ESG RESULTS

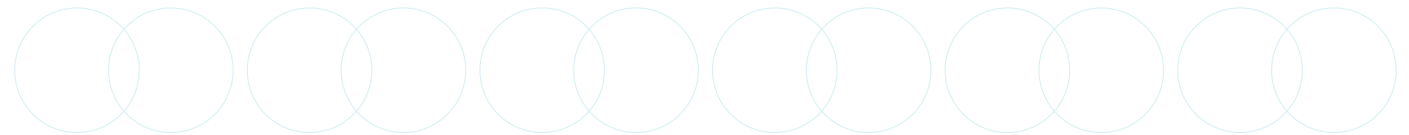
This Exhibit complements the information presented in the integrated report. Here, we detail the main quantitative ESG indicators and their year-on-year evolution.

Workforce demography and Diversity

GRI 2-7, 405-1, 401-1

EMPLOYEES BY AGE AND SEX

Qualitas Controladora		2021	2020	Δ 21-20 (%)	2019
Men	< 30	627	633	-0.9	709
	30-50	2,337	2,235	4.6	2,221
	> 50	248	219	13.2	201
Women	< 30	731	747	-2.1	764
	30-50	1,562	1,429	9.3	1,316
	> 50	92	76	21.1	64
Total	Men	3,212	3,087	4.0	3,131
	Women	2,385	2,252	5.9	2,144
	< 30	1,358	1,380	-1.6	1,473
	30-50	3,899	3,664	6.4	3,537
	> 50	340	295	15.3	265



EMPLOYEES BY COUNTRY AND SUBSIDIARY

COUNTRY	SUBSIDIARY	2021	2020	Δ 21-20 (%)	2019
Mexico	Total	5,301	5,103	3.9	5,067
	Qualitas Compañía de Seguros	5,014	4,881	2.7	4,898
	Flekk	287	222	29.3	169
Costa Rica	Qualitas Costa Rica	90	81	11.1	64
El Salvador	Qualitas El Salvador	71	64	10.9	64
United States	Qualitas Insurance Company	53	41	29.3	39
Peru	Qualitas Peru	82	50	64.0	41
Total		5,597	5,339	4.8	5,275

EXHIBIT I:
DETAIL OF ESG
RESULTS

EMPLOYEES BY PROFESSIONAL CATEGORY, SEX, AND AGE

Qualitas Controladora			2021	2020	Δ 21-20 (%)	2019
Director	Total	Total	37	33	12.1	25
		< 30	0	0	0.0	0
		30-50	12	12	0.0	9
		> 50	25	21	19.0	16
	Men	Total	21	17	23.5	15
		< 30	0	0	0.0	0
		30-50	6	5	20.0	5
		> 50	15	12	25.0	10
	Women	Total	16	16	0.0	10
		< 30	0	0	0.0	0
		30-50	6	7	-14.3	4
		> 50	10	9	11.1	6
Assistant Director	Total	Total	69	55	25.5	52
		< 30	1	2	-50.0	1
		30-50	48	39	23.1	38
		> 50	20	14	42.9	13
	Men	Total	49	37	32.4	36
		< 30	1	2	-50.0	1
		30-50	32	23	39.1	25
		> 50	16	12	33.3	10
	Women	Total	20	18	11.1	16
		< 30	0	0	0.0	0
		30-50	16	16	0.0	13
		> 50	4	2	100.0	3

EMPLOYEES BY PROFESSIONAL CATEGORY, SEX, AND AGE

Qualitas Controladora			2021	2020	Δ 21-20 (%)	2019
Manager	Total	Total	277	214	29.4	187
		< 30	9	8	12.5	7
		30-50	232	178	30.3	160
		> 50	36	28	28.6	20
	Men	Total	175	125	40.0	113
		< 30	6	1	500.0	3
		30-50	140	103	35.9	93
		> 50	29	21	38.1	17
	Women	Total	102	89	14.6	74
		< 30	3	7	-57.1	4
		30-50	92	75	22.7	67
		> 50	7	7	0.0	3
Coordinator/ Supervisor	Total	Total	820	775	5.8	725
		< 30	98	81	21.0	97
		30-50	673	643	4.7	578
		> 50	49	51	-3.9	50
	Men	Total	503	486	3.5	463
		< 30	58	54	7.4	64
		30-50	410	392	4.6	363
		> 50	35	40	-12.5	36
	Women	Total	317	289	9.7	262
		< 30	40	27	48.1	33
		30-50	263	251	4.8	215
		> 50	14	11	27.3	14

EXHIBIT I:
DETAIL OF ESG
RESULTS

EMPLOYEES BY PROFESSIONAL CATEGORY, SEX, AND AGE

Qualitas Controladora			2021	2020	Δ 21-20 (%)	2019
Analyst	Total	Total	3,750	3,625	3.4	3,722
		< 30	918	950	-3.4	1,047
		30-50	2,646	2,515	5.2	2,525
		> 50	186	160	16.3	150
	Men	Total	2,245	2,220	1.1	2,354
		< 30	471	494	-4.7	573
		30-50	1,638	1,607	1.9	1,665
		> 50	136	119	14.3	116
	Women	Total	1,505	1,405	7.1	1,368
		< 30	447	456	-2.0	474
		30-50	1,008	908	11.0	860
		> 50	50	41	22.0	34
Assistant/ Auxiliary	Total	Total	644	637	1.1	564
		< 30	332	339	-2.1	321
		30-50	288	277	4.0	227
		> 50	24	21	14.3	16
	Men	Total	219	202	8.4	150
		< 30	91	82	11.0	68
		30-50	111	105	5.7	70
		> 50	17	15	13.3	12
	Women	Total	425	435	-2.3	414
		< 30	241	257	-6.2	253
		30-50	177	172	2.9	157
		> 50	7	6	16.7	4



EMPLOYEE RECRUITS AND TURNOVERS- 2021 - QUALITAS CONTROLADORA

	Indefinite contract departures	Voluntaries	Total employees with indefinite contract	Total turnover (%)	volunteer turnover (%)
Qualitas Compañía de Seguros	777	525	4,750	16.4	11.1
Flekk	69	41	163	42.3	25.2
Qualitas Costa Rica	21	19	90	23.3	21.1
Qualitas El Salvador	20	12	71	28.2	16.9
Qualitas Insurance Company	8	6	53	15.1	11.3
Qualitas Peru	18	10	81	22.2	12.3
Total	913	613	5,208	17.5	11.8

Career

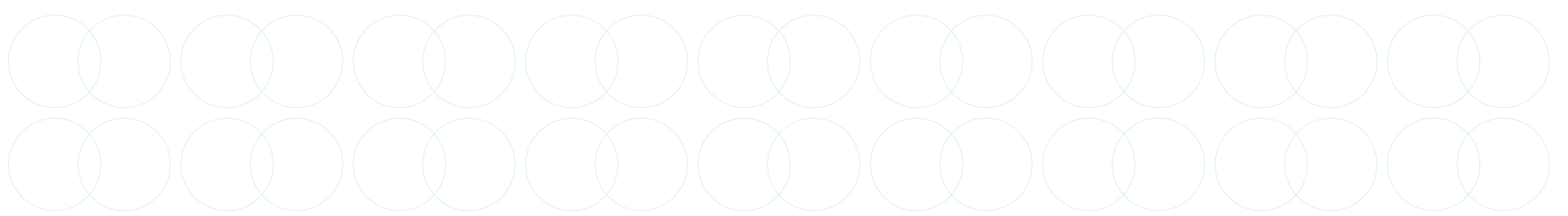
Development

GRI 404-1, 404-3

TRAINING HOURS PER SUBSIDIARY - QUALITAS CONTROLADORA

		2021	2020	Δ 21-20 (%)
Qualitas Compañía de Seguros	Qualitas University	225,327	494,913	-54.5
	Other trainings/formation	50,942	100,140	-49.1
	Total	276,269	595,053	-53.6
Flekk	Qualitas University	861	0	-
	Other trainings/formation	2,645	660	300.8
	Total	3,506	660	431.2
Qualitas Costa Rica	Qualitas University	2,891	4,478	-35.4
	Other trainings/formation	1,903	1,055	80.4
	Total	4,794	5,533	-13.4
Qualitas El Salvador	Qualitas University	790	631	25.2
	Other trainings/formation	3,434	592	480.1
	Total	4,224	1,223	245.4
Qualitas Insurance Company (USA)	Qualitas University	28	0	-
	Other trainings/formation	1,177	282	317.4
	Total	1,205	282	327.3
Qualitas Peru	Qualitas University	819	794	3.1
	Other trainings/formation	313	0	-
	Total	1,132	794	42.6

Note: for subsidiaries (with the exception of Qualitas Compañía de Seguros), data prior to 2020 is not available.



TRAINING BY PROFESSIONAL CATEGORY - QUALITAS CONTROLADORA

		2021
Directors	Training hours	1,675
	Average hours of training/employee	45
Assistant Directors	Training hours	2,606
	Average hours of training/employee	38
Managers	Training hours	14,372
	Average hours of training/employee	52
Coordinators/Supervisors	Training hours	58,130
	Average hours of training/employee	71
Analysts	Training hours	187,442
	Average hours of training/employee	50
Assistants/Auxiliaries	Training hours	37,204
	Average hours of training/employee	58



Note: for subsidiaries (with the exception of Qualitas Compañía de Seguros), data prior to 2020 is not available.

**AVERAGE OF ALL EMPLOYEES:
54 AVERAGE HOURS OF TRAINING/EMPLOYEE**



QUALITAS UNIVERSITY DIMENSIONS

		2021	2020	Δ 21-20 (%)	2019
Employees (QUALITAS)	Number of people trained	5,861	5,416	8.2	5,598
	Number of training hours	229,855	500,816	-54.1	230,387
Agents	Number of people trained	861	1207	-28.7	512
	Number of training hours	9,498	23,462	-59.5	5,792
Service office employees	Number of people trained	1,323	1209	9.4	1,135
	Number of training hours	44,650	74,980	-40.5	62,039
Suppliers	Number of people trained	399	678	-41.2	2,246
	Number of training hours	838	909	-7.8	2,701
Policyholders	Number of people trained	85	36	136.1	19
	Number of training hours	159	282	-43.6	109
Franchisees (CristaFácil)	Number of people trained	309	NA	-	NA
	Number of training hours	2,163	NA	-	NA

PERFORMANCE EVALUATION - QUALITAS CONTROLADORA

	2021			2020
	% evaluated	Men	Women	
Qualitas Compañía de Seguros	75.9	81.9	67.9	100.0
Qualitas Peru	100.0	100.0	100.0	44.0
Qualitas Insurance Company	100.0	100.0	100.0	NA

Note: There is no formalized performance evaluation in the following insurance subsidiaries: Costa Rica y El Salvador, and Flekk.

**Occupational
health and safety**
GRI 403-9, 403-10

Main Health and Safety Indicators 2021 - Qualitas Controladora

126	0	0	2,978	9.7	0.0	0.18
Number of accidents	Number of occupational diseases	Number of fatalities	Absent days reported to the authority	Accident rate	Occupational disease rate	Absenteeism rate (%)

Note:

- Data from previous years is available for Qualitas Compañía de Seguros in its specific Exhibit of ESG indicators.
- We present the data of the operations of Qualitas Compañía de Seguros and Flekk.
- The calculation formulas used are:
 - » Accident rate= number of disabling accidents/total hours worked*1,000,000.
 - » Occupational illness rate= number of cases of occupational illnesses/total hours worked*1,000,000
 - » "Absenteeism rate= % days lost (due to accidents and occupational diseases)/total working days in the year (excluding vacations) of the entire workforce

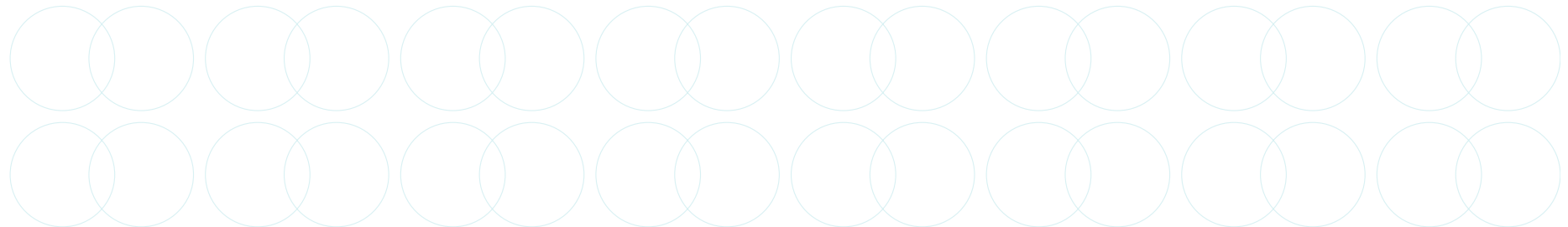


Commitment and work environment

Next, we present the Passion dimension index, which was included in the work environment survey. This is the dimension in which it is evaluated how much the collaborator identifies with the company, their feeling of pride of belonging, and sense of fidelity.

**RESULTS OF THE WORK ENVIRONMENT SURVEY
QUALITAS CONTROLADORA**

	2021	2020	2019	2018
% Passion (score)	90	93	93	92
% answers	91	83	91	82



Energy

GRI 302-1, 302-3, 304-4

ELECTRICITY CONSUMPTION (KWH) - QUALITAS CONTROLADORA

Country	2021	2020	Δ 21-20 (%)	2019	2018
Mexico	6,466,345	6,771,287	-4.5	7,137,999	6,448,185
Qualitas Compañía de Seguros	6,230,218	6,058,628	2.8	6,883,864	6,448,185
Flekk	236,127	712,660	-66.9	254,135	NA
United States	250,980	24,285	933.5	24,304	13,073
Costa Rica	125,402	120,286	4.3	121,872	113,119
El Salvador	149,177	150,359	-0.8	165,524	147,534
Peru	65,498	80,646	-18.8	40,572	NA
Total (kWh)	7,057,402	7,146,863	-2.3	7,490,271	6,721,911
Total (GJ)	25,407	25,729	-2.3	26,965	24,199

FUEL CONSUMPTION (GJ) - QUALITAS CONTROLADORA

Fuel	2021	2020	Δ 21-20 (%)	2019	2018
LP Gas	130	303	-57.2	344	235
Diesel	1,575	5,834	-73.0	1,281	1,423
Gasoline	149,204	149,586	-0.3	184,679	168,105
Total (GJ)	150,908	155,723	-3.1	186,305	169,763
Total (kWh)	41,919,008	43,256,498	-3.1	51,751,361	47,156,427

ENERGY COSTS - QUALITAS CONTROLADORA 2018-2021 (MXN)

Figures in pesos

		2021	2020	2019	2018
Qualitas Compañía de Seguros	Fuel	156,937,315	97,894,445	103,938,613	ND
	Electricity	16,222,849	16,314,114	18,627,340	15,561,145
Other subsidiaries	Fuel	11,671,596	NA	NA	NA
	Electricity	4,695,441	NA	NA	NA
Total	Fuel	168,608,911	97,894,445	103,938,613	NA
	Electricity	20,918,289	16,314,114	18,627,340	15,561,145

Emissions

GRI 305-1, 305-2, 305-3, 305-4, 305-5

GHG EMISSIONS (tCO₂e) - QUALITAS CONTROLADORA

	2021	2020	Δ 21-20 (%)	2019	2018
Scope 1	10,958.35	11,246.12	-2.6	13,554.50*	14,269.73*
Scope 2	2,903.00	3,512.28	-17.3	3,770.24	3,513.10
Total	13,861.35	14,758.40	-6.3	17,324.74	17,782.83

Note:

- *Limited to emissions in Mexico operation, did not have accounting in subsidiaries outside Mexico.
- - Includes CO₂, CH₄ and N₂O emissions.

SCOPE 3 EMISSIONS (tCO₂e) - QUALITAS CONTROLADORA

Categoría	2021	2020	2019	2018
1. Purchased goods and services	3,341.76	NA	NA	NA
2. Capital assets	1,490.34	33.94	18.34	0.00
3. Energy and fuel related activities	778.38	145.45	220.51	248.31
4. Transportation and upstream distribution	1,983.79	NA	NA	NA
5. Waste generated in the operation	1.57	0.64	NA	NA
6. Business travel	707.29	382.34	1,127.65	456.09
7. Employee travel	544.66	NA	NA	NA
8. Upstream leased assets	1,050.94	NA	NA	NA
9. Downstream transportation and distribution	NA	NA	NA	NA
10. Processing of products sold	NA	NA	NA	NA
11. Use of products sold	NA	NA	NA	NA
12. End of life of sold products	NA	NA	NA	NA
13. Downstream leased assets	31.67	NA	NA	NA
14. Franchises	6.55	NA	NA	NA
15. Investments	NA	NA	NA	NA
Total	9,936.96	562.37	1,366.50	704.40



ENERGY CONSUMPTION INTENSITY AND GHG EMISSIONS - QUALITAS CONTROLADORA

	2021	2020	Δ (%) 21-20	2019	2018
Energy (KJ/Ps. issued premium)	4.61	5.05	-8.6	5.89	NA
Emissions GEI (gCO ₂ eq/Ps issued premium)	0.36	0.38	-4.2	0.47	NA

Other environmental topics

WATER WITHDRAWAL (THOUSANDS M³) - QUALITAS CONTROLADORA

	2021	2020	Δ (%) 21-20
Sea water	0.32	0.27	16.8
Surface water (rivers, lakes, rainwater)	0.64	0.23	179.4
Supplied by third parties (water supply system, pipe)	17.9	34.4	-48.0

Note: We do not have a record of the data on the collection of water from Flekk and Qualitas Insurance Company (QIC).

WASTE GENERATION AND DESTINATION (KG) - QUALITAS CONTROLADORA (MEXICO)

		2021	2020
Urban solids	Paper and cardboard	2,482	1,734
Special handling	PET	41	64
	Electronic	4,640	6,279
	Glass (crystals)	65,121	49,526
	Sludge	168,000	129,600

Notes:

- From urban solids are extracted aluminum cans and feminine towels, not obtained in 2021.
- Hazardous: extracted with respect to the 2020 reports as the data for car cutting at Flekk is not available, an activity that is already very reduced. Includes the operations of Qualitas Compañía de Seguros and Flekk.

In addition, Flekk's operation removed 18,600 kg of scrap metal from vehicles insured by Qualitas Compañía de Seguros, which were destined for recycling by third parties that acquired them.

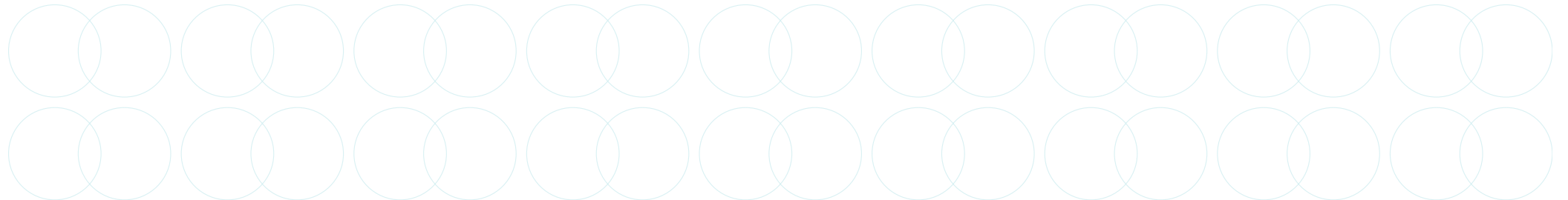


EXHIBIT II: ESG MANAGEMENT IN DETAIL

- Relationship With Stakeholders
- Alliances and memberships
- Social investment
- Materiality Analysis
- Contribution to the Sustainable Development Goals (SDG)
- Respect to Human Rights

EXHIBIT II.

ESG MANAGEMENT IN DETAIL
RELATIONSHIP WITH STAKEHOLDERS
 GRI 2-29

Our relationship with the different stakeholders reflects the form in which we understand the generation of value and service culture, which is governed by the guidelines of the Code of Ethics and Conduct and other specific policies.

We consider as stakeholders those who may be directly or indirectly affected by our activities, as well as key groups for the implementation of the business model and the achievement of our objectives and goals.

Communication is a priority, to facilitate their participation in our operation. For this reason, we offer them different channels and platforms, as well as specialized attention from the teams that have a closer relationship due to the type of activity. Considering the changing context in which we live, it is essential to strengthen the trust we have been building.

[DETAIL OF THE RELATIONSHIP](#)

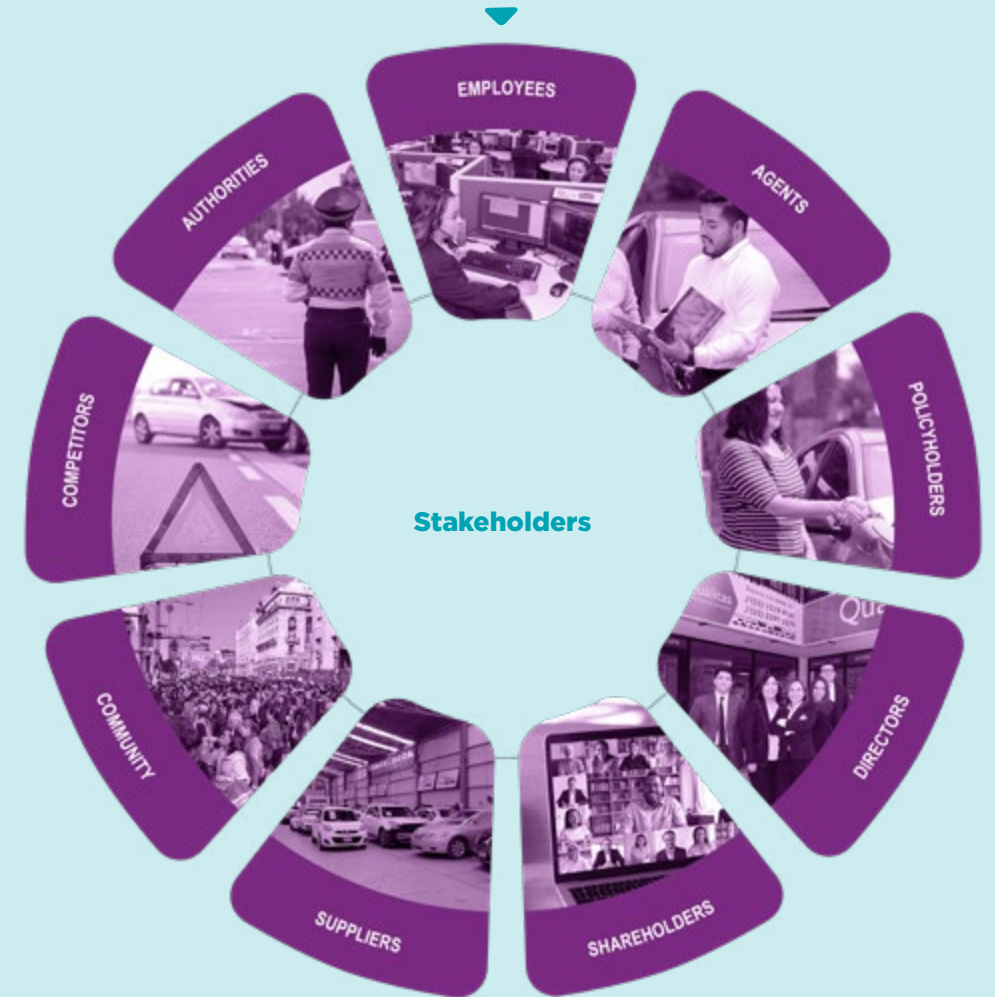


EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

● Alliances and memberships

Social investment

Materiality Analysis

Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

ALLIANCES AND MEMBERSHIPS

GRI 2-28

We support global initiatives related to sustainability, such as our contribution to the Sustainable Development Goals (SDG) and our participation in the United Nations Global Compact, committed to applying the 10 principles it establishes on labor, human rights, environmental protection, and anti-corruption issues.

We are also committed to our sector’s own initiatives. Our subsidiary Qualitas Compañía de Seguros adhered in 2020 to the UNEP-FI Principles for Sustainability in Insurance, being a pioneer as a private insurer in Mexico.

As a company especially focused on automobile insurance, we are very attentive to possible alliances around responsible driving and road safety, in addition to the efforts of our *Conducta Vial Qualitas* program. We support the Decade of Action for Road Safety 2021-2030, declared by the United Nations. In the United States, our subsidiary Qualitas Insurance Company (QIC) is a member of the Insurance Institute for Highway Safety (IIHS).

Our subsidiary in Costa Rica participated in the development of the Responsible Business Conduct Protocol for the insurance sector, developed by the Business Alliance for Development within the framework of the Responsible Business Conduct

Program in Latin America and the Caribbean (CERALC, for its acronym in Spanish).

We also participate in chambers and industry associations in the different countries in which we operate.

País	Cámara/Asociación
Mexico	<i>Asociación Mexicana de Instituciones de Seguros, A.C. (AMIS)</i> <i>Oficina Coordinadora de Riesgos Asegurados, S.C. (OCRA)</i> <i>Consejo de la Comunicación</i>
Costa Rica	<i>Asociación de Aseguradoras Privadas (AAP)</i>
El Salvador	<i>Cámara de Comercio e Industria</i>
United States	National Association of Insurance Companies (NAIC) Insurance Accounting & Systems Association (IASA) Pacific Association of Domestic Insurance Companies (PADIC)
Peru	<i>Asociación Peruana de Seguros (APESEG)</i>

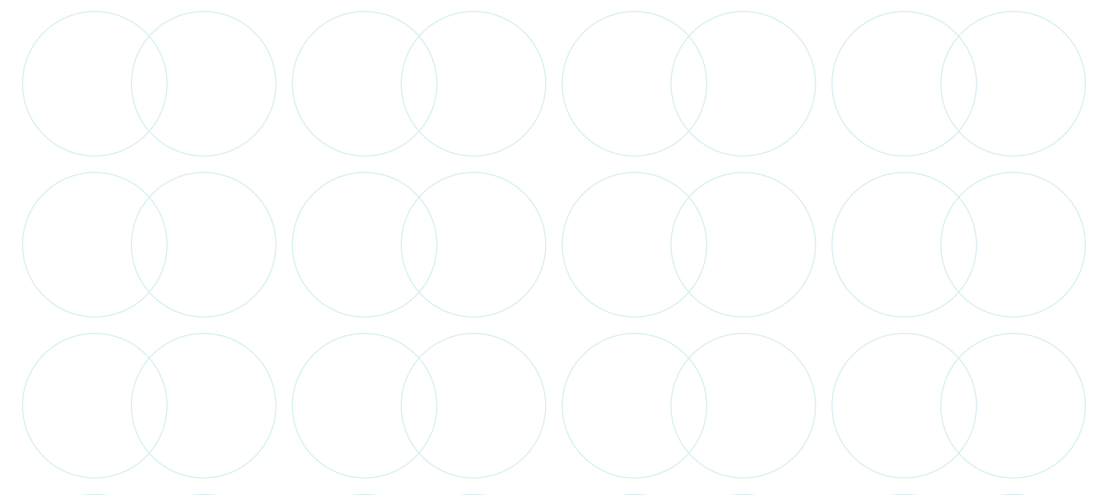


EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

• Social investment

Materiality Analysis

Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

SOCIAL INVESTMENT

At Qualitas Controladora, we focus on contributing to social and economic development, as well as to the protection of the environment, from the insurance activity itself and the rest of the complementary services we provide in our different subsidiaries.

Aware of the inequality in the countries where we are present, we joined forces to address the main social and/or environmental problems in each place, hand in hand with organizations in the different areas and topics.

We always work together with specialized organizations, to which we provide the financial resources. To this end, we follow the guidelines of the [DONATIONS POLICY](#), which we developed to ensure the proper use of resources and accountability of the organizations.

At Qualitas Compañía de Seguros, we have a social investment strategy articulated in four axes.



EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

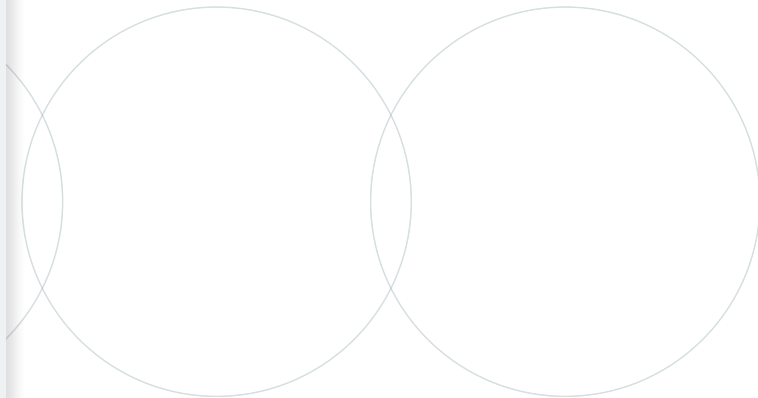
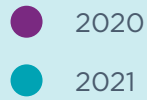
• Social investment

Materiality Analysis

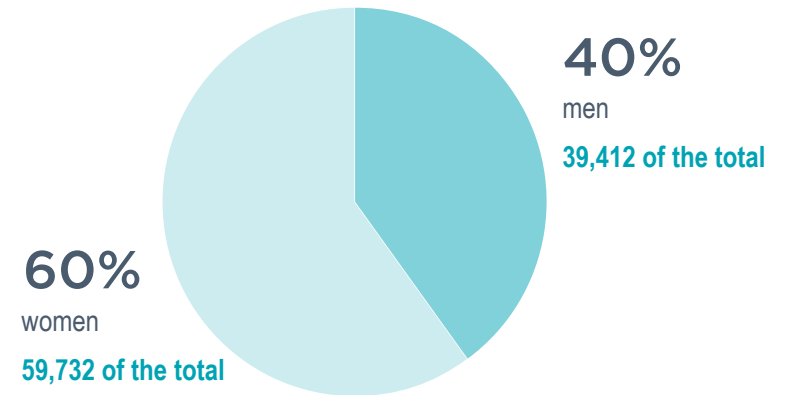
Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

Social investment
Interannual evolution of % per line
Qualitas Compañía de Seguros



During 2021, 51 organizations were supported, benefiting a total of 99,144 people¹, of which:



¹ The number includes 71,165 people benefited through *Fundación María Ana Mier de Escandón I.A.P.*, which was supported for the first time in 2021.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

• Social investment

Materiality Analysis

Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights



The success of the campaign encourages us to continue promoting the collaboration with Monte de Piedad de Piedad Foundation.

Pioneering Collaboration with Monte de Piedad Foundation

In 2021, Qualitas Compañía de Seguros launched the campaign “Qualitas con México, juntos cambiando vidas” (Qualitas with Mexico, Together Changing Lives), in alliance with *Fundación Monte de Piedad I.A.P.*

We encourage our employees, agents, and service office teams, as well as society in general, to make donations to support one of the three previously determined social causes. We committed to contributing \$1 MXN for every peso raised from our stakeholders, up to the amount of \$1.8 million MXN.

The selected organizations and their causes were:

AMANC Michoacán, I.A.P.

Supports children and young people with cancer.

Fundación con los Niños y Familias del Campo, I.A.P.

Assists through education and training, young farmers, and indigenous people from areas of high poverty and marginalization throughout the country.

El Buen Socio te Apoya, A.C.

Provides training and financial services to indigenous communities.

The amount raised was \$1,338,721 MXN; with our complementary contribution, we reached \$3,138,721 MXN. The success encourages us to continue promoting this project.

COMMUNITY CONTRIBUTION QUALITAS COMPAÑÍA DE SEGUROS (MXN)

	2021	2020
Financial donations (social investment strategy)	18,290,283	17,447,828
Donations in kind (policies)	139,818	252,152
Total	18,430,101	17,699,980

In the rest of our subsidiaries, we also seek to support initiatives, as we forge alliances with organizations and in response to the needs that arise in the environment.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

Social investment

• Materiality Analysis

Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

MATERIALITY ANALYSIS

GRI 3-1, 3-2, 3-3

We incorporate the concept of double materiality, according to international trends, which allows us to address the information expectations from the broadest set of stakeholders.



Socio-environmental materiality (impact)

REFLECTS THE MOST SIGNIFICANT IMPACTS OF THE COMPANY EXTERNALLY: ON THE ECONOMY, THE ENVIRONMENT, AND PEOPLE. THESE IMPACTS CAN HAVE POSITIVE OR NEGATIVE CONSEQUENCES FOR THE COMPANY (OPERATIONAL, REPUTATIONAL, AND FINANCIAL).

For that purpose, we conducted a prioritization of ESG issues in which both a selection of our stakeholders and the company's senior management participated. This exercise is recurrent and was last updated at the end of 2020.

In this way we want to incorporate the trends in the insurance sector, the changes in the context of our operations (including the influence of COVID-19), and the evolution of the environmental and social impacts we generate due to our business model.

Financial materiality

REFLECTS THE ESG FACTORS THAT COULD HAVE A REASONABLE PROBABILITY OF MATERIALLY AFFECTING THE FINANCIAL SITUATION, THE OPERATING PERFORMANCE, AND THE CASH FLOWS WITHIN THE COMPANY.

We consider as such the most recurring topics in a selection of references that include: the stated investment positions of asset managers, rating agency questionnaires, and the Sustainability Accounting Standards Board (SASB) Standard for the insurance industry. We selected the latter because the main part of our revenues of Qualitas Controladora are generated by insurance subsidiaries.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

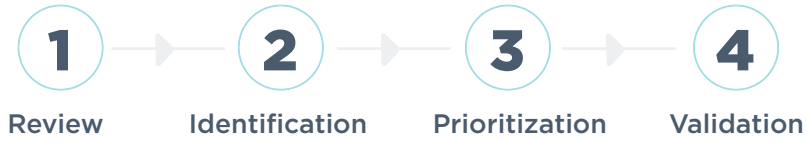
Social investment

• Materiality Analysis

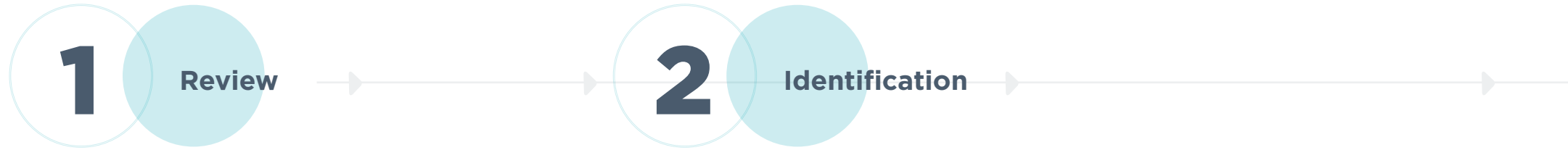
Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

Process for socio-environmental materiality



Below, we detail the process for socio-environmental materiality:



Analysis of determined material topics and pre-existing queries from the last year.

Opportunities for improvement were identified in stakeholder consultation, including scope, and in the incorporation of the company's strategic priorities.

In this step of the process, **a list of potentially relevant topics was prepared** from the analysis of:

- ESG priorities of rating agencies and international investors
- Pre-existing consultations with our stakeholders: comprehensive customer service survey, survey of workshops, agencies, agents, and employees' organizational climate; an analysis of the company's appearances in the media was also conducted.
- Response to COVID context: changes to companies' strategies, consumer priorities, etc.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

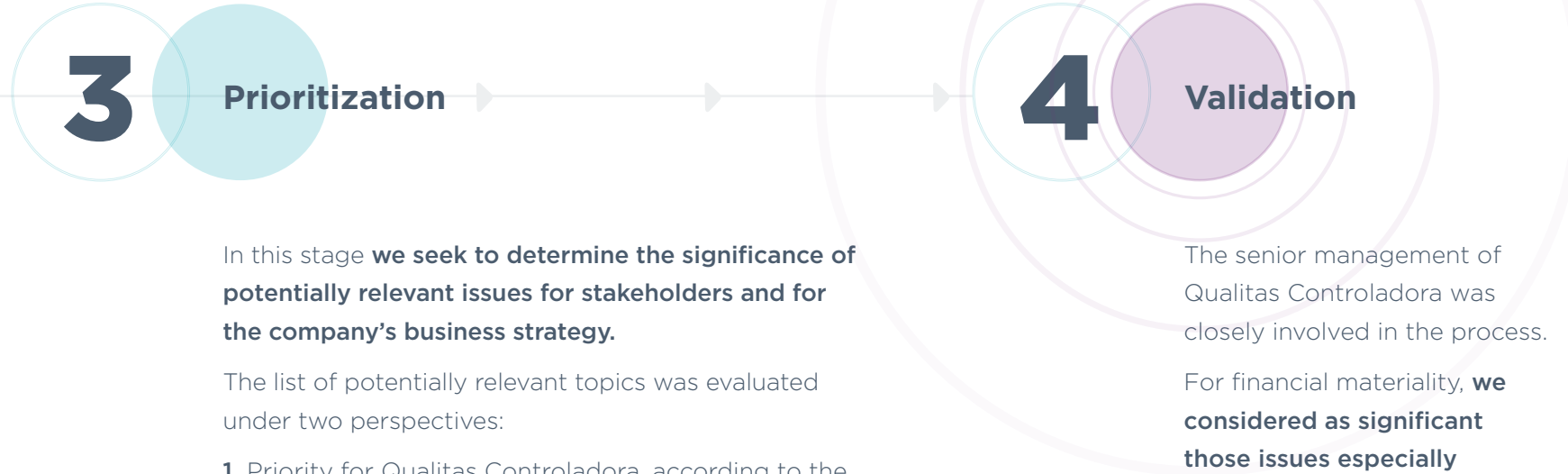
Alliances and memberships

Social investment

• Materiality Analysis

Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights



In this stage **we seek to determine the significance of potentially relevant issues for stakeholders and for the company’s business strategy.**

The list of potentially relevant topics was evaluated under two perspectives:

1. Priority for Qualitas Controladora, according to the corporate strategy, through interviews to a selection of directors.
2. Importance for stakeholders, through the priorities identified in the pre-existing consultations (as part of the materiality update exercise). We therefore incorporated the perspective of employees, policyholders, agents, agencies, suppliers, media, and investors.

From these, we prepared the materiality matrix, with the significance of the different topics.

The senior management of Qualitas Controladora was closely involved in the process.

For financial materiality, **we considered as significant those issues especially highlighted in a selection of stewardship criteria from institutional investors**, as well as questionnaires from ESG rating agencies.

We integrate the socio-environmental and financial materiality in a same matrix.

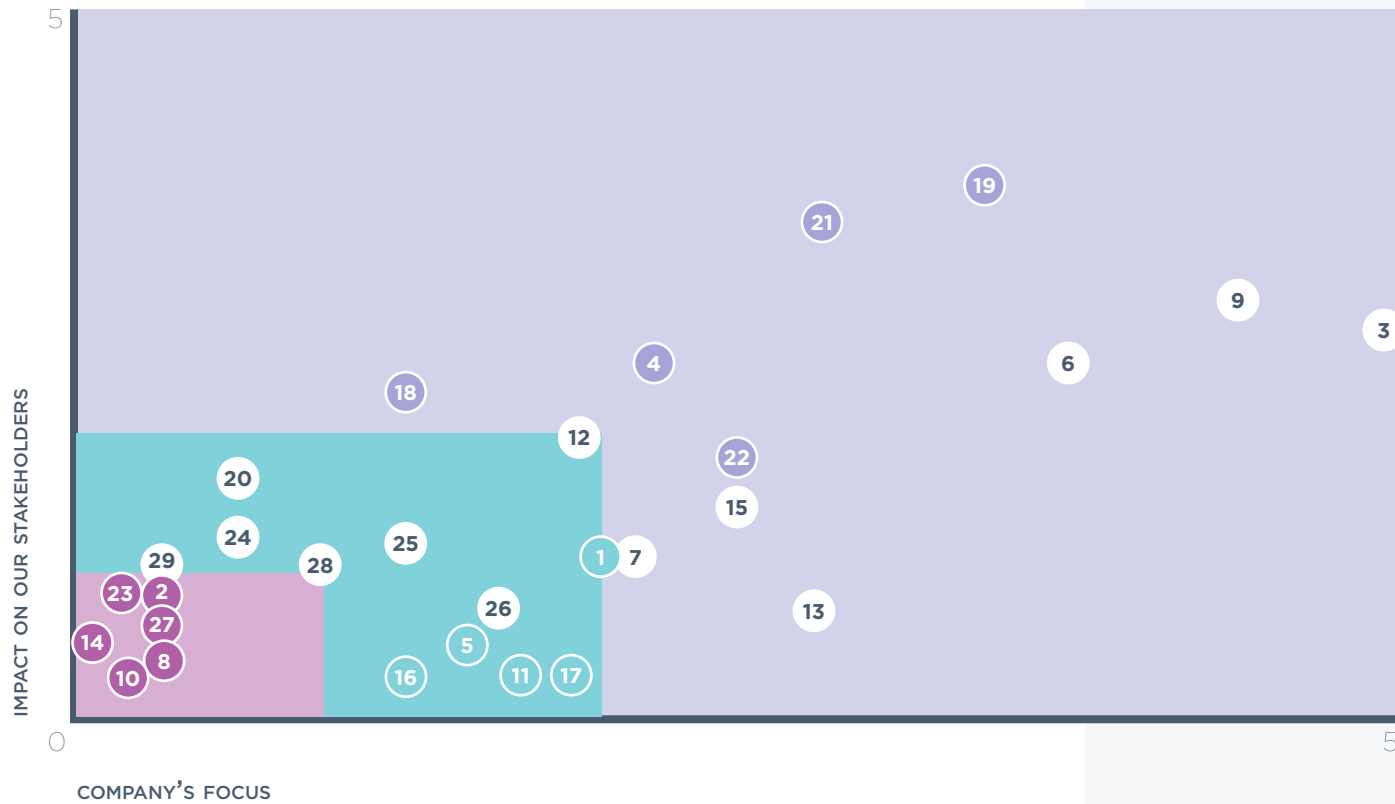
EXHIBIT II: ESG MANAGEMENT IN DETAIL

- Relationship With Stakeholders
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- Contribution to the Sustainable Development Goals (SDG)
- Respect to Human Rights

Integrated materiality matrix

QUALITAS CONTROLADORA (INSURANCE BUSINESS)

- Materiality topics (socio-environmental, impact materiality)
- Financially material topics
- Short term potential subjects
- Other potentially relevant subjects



●	1	Road safety educational program and support
●	2	Financial education and insurance culture
○	3	Operational innovation and efficiency
●	4	Suppliers relationships
●	5	Insurance availability for all the population
○	6	Relationship with business allies
○	7	Cybersecurity- safekeeping of information (policyholders and operations)
●	8	Data Protection of the policyholder (privacy)
○	9	Customer service
●	10	Clear and accurate Insurance conditions information
●	11	Legal compliance
○	12	Ethics, transparency and anti-corruption
○	13	Corporate Governance
●	14	Involvement in the preparation of the public policies
○	15	Economic results
●	16	Market and brand positioning
●	17	Attraction and retention of employees
●	18	Labor atmosphere and employee satisfaction
●	19	Career training and development (employees)
○	20	Diversity and equal opportunities (employees)
●	21	Wages and benefits (employees)
●	22	Labor Security (employees)
●	23	Community support for its development (social support and donations)
○	24	Environmental management
○	25	Products and services with environmental benefits
○	26	Claims conditions
●	27	Fiscal strategy
○	28	ESG Investment
○	29	Climate change risks and opportunities

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

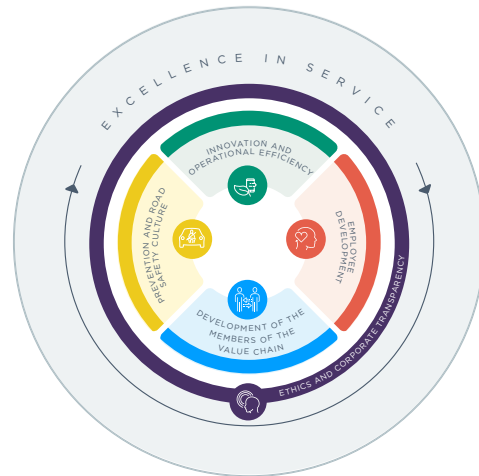
Social investment

• Materiality Analysis

Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

From the result of both materiality exercises, we updated the Sustainability Strategy, which in great part already covered such aspects. Below, we present the relationship between the pillars of the Sustainability Strategy and the material topics.



Our Sustainability Strategy at Qualitas Controladora is mainly focused on ESG priorities in the insurance business, due to its relevance in the total operation. However, we have promoted the work on the impacts of the non-insurance business, dedicated to the commercialization of auto parts and glass repair. We identified the main key issues to work on and, with the integration of all activities in Flekk, we have been able to generate an environmental and social agenda related to these topics.

Sustainability Strategy Pillars

	2020 Material Topics	Materiality to which it belongs
 <p>Innovation and operating efficiency</p>	Innovation and operating efficiency	Both materialities
	Economic results	Both materialities
	Customer service	Both materialities
	Products and services with environmental benefits	Financial
	Accident rate Conditions	Financial
	Environmental management	Financial
 <p>Employee development</p>	Climate change risks and opportunities	Financial
	Training and career development	Socio-environmental
	Work environment and colleague satisfaction	Socio-environmental
	Benefits and compensation	Socio-environmental
	Health and occupational safety	Socio-environmental
	Diversity and equal opportunities (colleague)	Financial
	Climate change risks and opportunities	Financial
 <p>Development of the members of the value chain</p>	Relationship with business allies	Both materialities
	Relationship with suppliers	Socio-environmental
	Customer service	Both materialities
 <p>Prevention and road safety culture</p>	Road behavior education and support	Both materialities
	Accident rate Conditions	Financial
 <p>Corporate ethics and transparency</p>	Ethics, transparency, and anti-corruption	Both materialities
	Corporate governance	Both materialities
	Cybersecurity – safeguarding of information	Both materialities
	ESG Investment	Financial

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

Social investment

Materiality Analysis

• Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDG)

At Qualitas Controladora, we understand that the Sustainable Development Goals (SDG) are the basis to face the great challenges of our society and require collaborative work.

We seek to maximize the contribution to those objectives especially linked to our business and the context in which we operate. The progress made is

thanks to the collaborative work with our value chain.

The following is a summary of these objectives, the related goals, and the contribution we make as a company through initiatives, processes, products, and services.



SDGS	Goals	Contribution
	3.3, 3.6, 3.8	<ul style="list-style-type: none"> • Promotion of responsible driving through the Qualitas Road Behavior Program (CVQ, for its acronym in Spanish). • Road safety advice to policyholders with fleets, including training. We are extending it to our subsidiaries outside Mexico. • Implementation of the Road Safety Management System (RSMS) for the adjustment process and call center assistance (accident assistance), in accordance with ISO 39001. • Continuity of measures to protect the health of our employees from the risk of COVID-19 infection. • Emotional support and wellness measures for employees, including the Adjust your emotions program.

Highlighted indicators

+300 fleets

receive monthly information

220 claim officers

in the process of training as part of the SGSV (CDMX)

1,216 participants

in the diploma course (second and third editions, 2021)

574 services provided

in Adjust your emotions program (Mexico, Costa Rica, and El Salvador)

EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders

Alliances and memberships

Social investment

Materiality Analysis

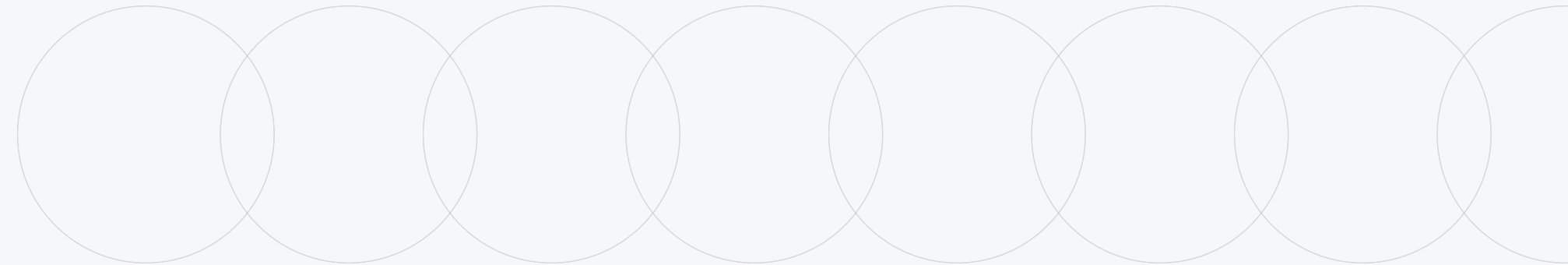
- Contribution to the Sustainable Development Goals (SDG)

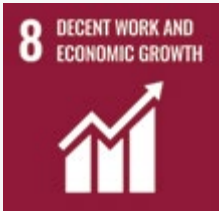
Respect to Human Rights

SDGS	Goals	Contribution
	4.3, 4.4, 4.7	<ul style="list-style-type: none"> • Employees training at Universidad Qualitas. Also extended to agents, service office workers, suppliers, and policyholders (fleets, as part of road safety consulting). • Talent incubators, to facilitate and accelerate the training of professionals who join some of our positions. • Awareness-raising on financial education for policyholders. Additionally, training in savings and personal finance management for our employees and agents.

Highlighted indicators

\$18,419,924 pesos investment in Universidad Qualitas	230,716 hours of employee training at Universidad Qualitas	134 participants in the talent incubators	271,258 impacts of financial education messages to agents and suppliers
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SDGS	Goals	Contribution
	8.2, 8.4, 8.5, 8.8	<ul style="list-style-type: none"> • Through our model of Qualitas Development Offices (ODQs for its acronym in Spanish): support of socioeconomic development in growth places, creating steady jobs, offering automotive insurance and promoting prevention culture. • Support for the stable employment and development of employees in our different subsidiaries. • Incorporation of new talent through the Talent program. • Participation in the business model of agents and service office teams, providing opportunities for their development.

Highlighted indicators

304 ODQs	4.8% in the growth of the workforce (Qualitas Controladora)	216 service offices (all countries)	+18,500 agents
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EXHIBIT II: ESG MANAGEMENT IN DETAIL

Relationship With Stakeholders


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- Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

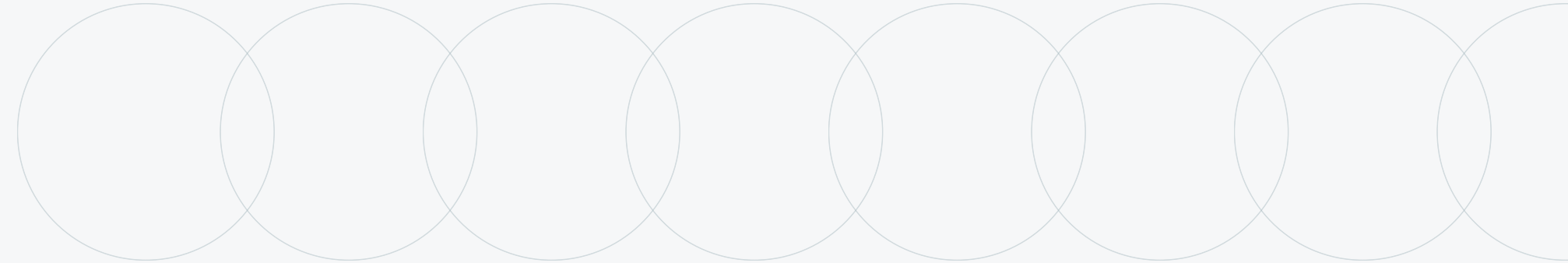
SDGS	Goals	Contribution
	9.3, 9.4,	<ul style="list-style-type: none"> • Access to automotive insurance through our offer and model of differential business, including the combination of access possibilities (agents, service offices, ODQs, digital channels). • Growing offering in the non-insurance business: development of Flekk's value proposition with the provision of glass spare parts and glass repair. • Support for the development of innovative business schemes in the value chain (e.g. in workshops: express lane and telematic warning systems for the policyholders).


Highlighted indicators

4.5 million
vehicles insured

53% of certified repair shops
have express lane in Mexico

32 certified repair shops
in Mexico



SDGS	Goals	Contribution
	11.2, 11.6, 11.7	<ul style="list-style-type: none"> • Support for the safety of citizens in public spaces and roads, promoting responsible driving: Qualitas Road Behavior Program (CVQ, for its acronym in Spanish). • Incorporation of hybrid models to the Qualicoches fleet, with which we provide assistance to policyholders. • Assurance of natural gas fleets and hybrid and electric vehicles. It reduces the generation of compounds from the burning of diesel, improving air quality; it also reduces the generation of greenhouse gas (GHG) emissions.

Highlighted indicators

\$2,145,116 pesos investment
in the *Conducta Vial Qualitas* program

35.3% hybrid cars
of the Qualicoches fleet

\$235,004,835 pesos
of written premium for hybrid and electric vehicles

EXHIBIT II: ESG MANAGEMENT IN DETAIL

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Materiality Analysis

- Contribution to the Sustainable Development Goals (SDG)

Respect to Human Rights

SDGS



Goals

16.5, 16.7

Contribution

- Corporate governance organization at the level of Qualitas Controladora and its subsidiaries, which guarantees the sustainability of the company over time with collegiate decisions.
- Q Certification Program, which integrates courses related to: Code of Ethics and Conduct, Prevention of Money Laundering, and the Personal Data Protection and Conflict of Interest Policy (Qualitas Compañía de Seguros).
- System Q Transparency, with a whistleblower hotline and a procedure for analysis and resolution of cases.

Highlighted indicators

5,345 employees

trained in the different courses of the Q Certification (Qualitas Compañía de Seguros), updating their commitment with the Code of Ethics

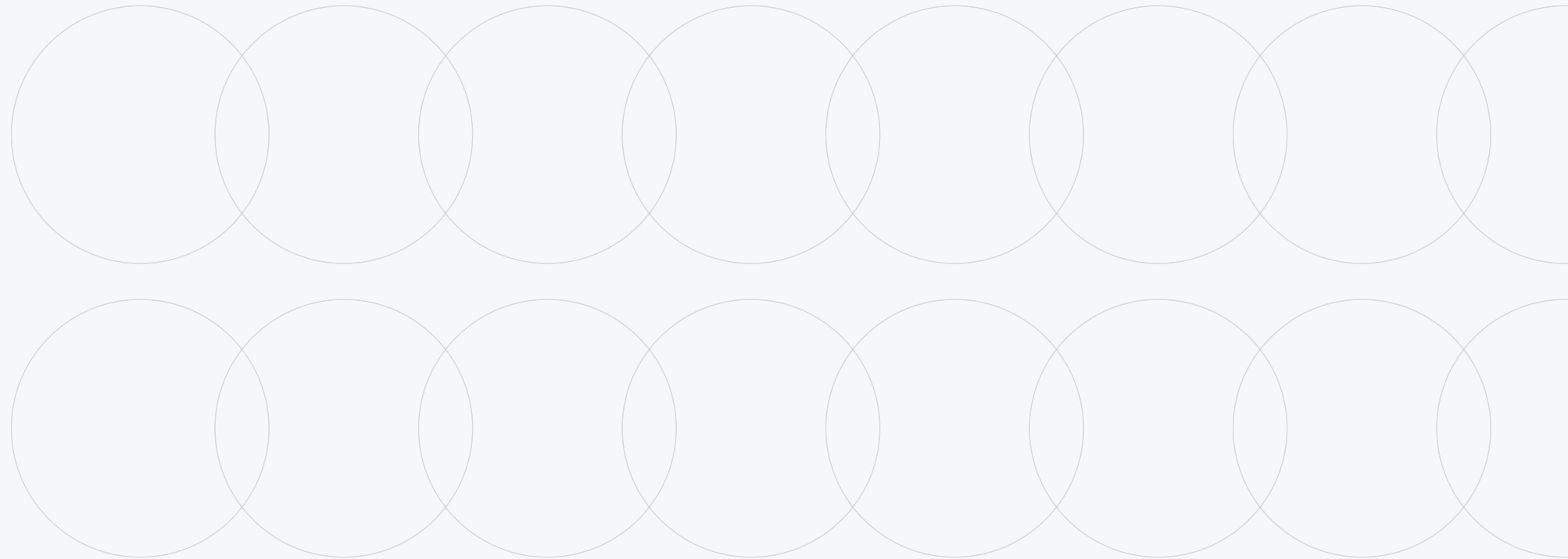


EXHIBIT II: ESG MANAGEMENT IN DETAIL

- Relationship With Stakeholders
- Alliances and memberships
- Social investment
- Materiality Analysis
- Contribution to the Sustainable Development Goals (SDG)

● Respect to Human Rights

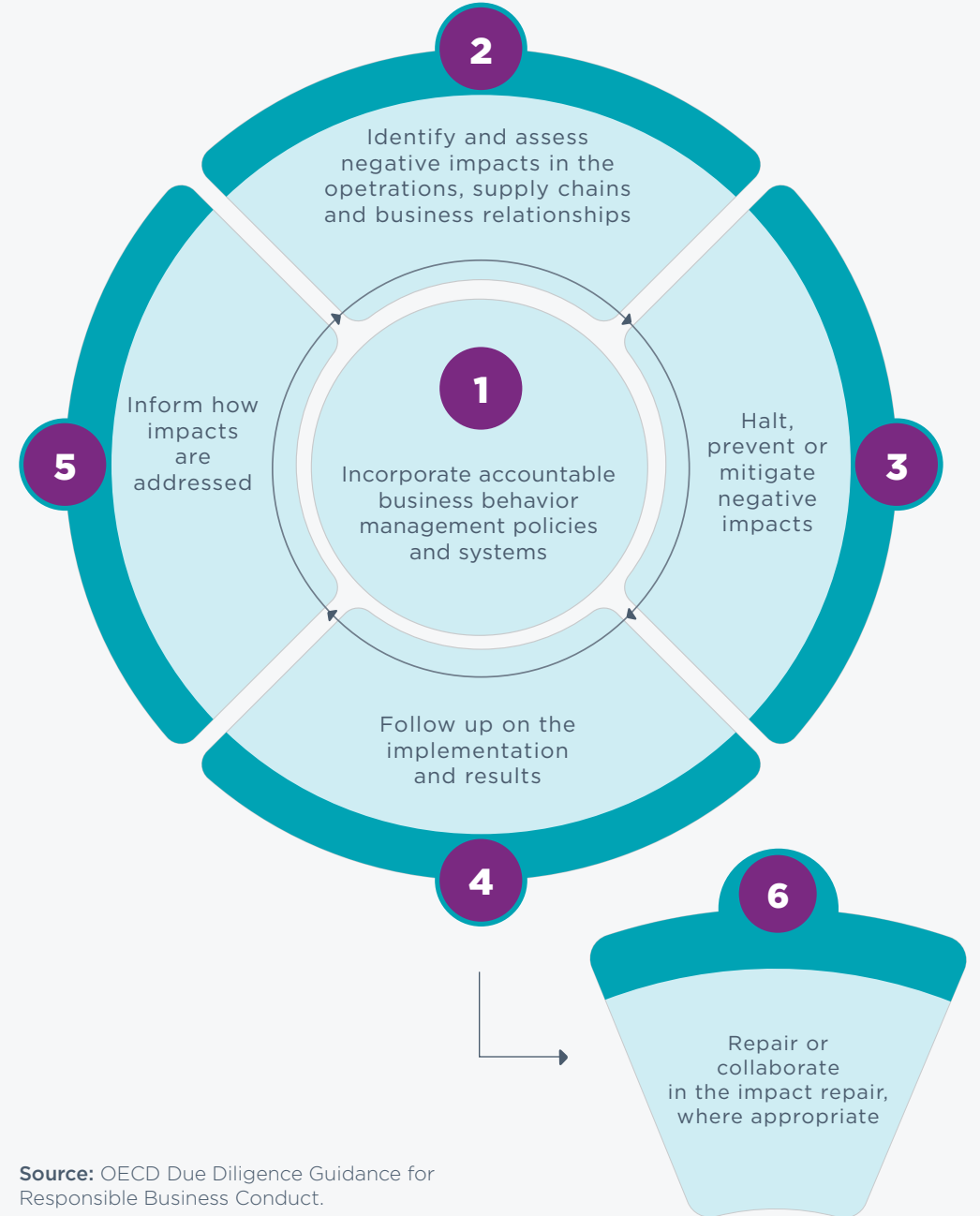
RESPECT TO HUMAN RIGHTS

GRI 2-23, 2-24, 2-25, 2-26, 3-3, 406-1, 412-1, 412-2, 412-3

At Qualitas Controladora we are committed to respect human rights, from the way we understand our operation and the relationship with the value chain. We adhere to **international guidelines**, including the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, as well as the Guidelines for Multinational Enterprises and other recommendations of the Organization for Economic Cooperation and Development (OECD).

We continuously implement a due diligence process, based on the identification and prioritization of risks, which we update regularly to address the changes in context of the countries in which we operate and in our own activities.

Oecd Due Diligence Process diagram



Source: OECD Due Diligence Guidance for Responsible Business Conduct.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

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● Respect to Human Rights

Description of each step of the due diligence process and supporting measures

	Process	Performance	Greater detail
1	Incorporate responsible business conduct into policies and management systems	We have a self-regulation at Qualitas Controladora, including our subsidiaries. We require our employees to comply with, among themselves and in their relations with external interlocutors.	<ul style="list-style-type: none"> ● ETHICS AND COMPLIANCE ● LABOR ENVIRONMENT ● INVESTMENT
		<ul style="list-style-type: none"> ➤ QUALITAS CONTROLADORA HUMAN RIGHTS POLICY ➤ QUALITAS CONTROLADORA CODE OF ETHICS AND CONDUCT ➤ RESPECT FOR PEOPLE AND THEIR DIVERSITY POLICY – QUALITAS COMPAÑÍA DE SEGUROS 	
		We extend the guidelines of the Code of Ethics and Conduct to our value chain. They are required of our service office teams and we promote them among our agents and suppliers. Similarly, we are working on incorporating ESG aspects into our investment processes.	
2	Identify and assess negative impacts on operations, supply chains and business relationships.	We detect non-compliance with the aforementioned self-regulation based on complaints received through our Q-Transparency line. These are supplemented with the cases identified through internal and external auditing processes.	<ul style="list-style-type: none"> ● ETHICS AND COMPLIANCE ● RISK MANAGEMENT
		As part of our risk management process, we are beginning to include social and environmental risks that may be linked to our operation, and that of our supply chain (e.g. road safety of claim officers and suppliers in claims assistance). We also conducted an initial analysis of which and how these risks are linked to human rights violations.	
3	Halt, prevent and/or mitigate negative impacts.	In the following table we present the risks that generate possible negative impacts.	<ul style="list-style-type: none"> ● EXHIBIT

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Contribution to the Sustainable Development Goals (SDG)

• Respect to Human Rights

In identifying and prioritizing risks we have considered:

The different activities of the company:

- 1 INSURANCE
- 2 INVESTMENT
- 3 OPERATION
- 4 DEVELOPMENT OF NON-INSURANCE BUSINESS

Control of involved operations:

- 1 DIRECT
(of Qualitas Compañía de Seguros and the other subsidiaries)
- 2 IN THE VALUE CHAIN
(agents, suppliers, customers, etc.)

Customer profiles, differentiating between:

- 1 INDIVIDUAL CUSTOMER
- 2 ENTERPRISE CUSTOMER
- 3 INTERNAL CUSTOMER (the company itself)

The following are the potential risks by type of business model and operating context; this does not mean that the risks are already materializing as present impacts.

Scope	Risks	Measures
Insurance: direct operation	<ul style="list-style-type: none"> • Policy conditions, product features (which may be detrimental to groups) (difficulties in accessibility) • Management of customer information, use thereof and possible affectations appropriate to confidentiality 	<ul style="list-style-type: none"> • Wide range of vehicle insurance products, in order to meet the different needs. The New Products Committee involves the different areas, which transfer the needs identified by customers. • Offer of compulsory vehicle insurance, which is the smallest and allows the population to comply with the legal requirement (Mexico). • Insurance of public transportation fleets, taxis and shared-use vehicles, which are essential for the mobility of the population, especially in urban areas. • Development of ODQs to bring insurance closer to underserved areas. • Robustness in system security to guarantee the safeguarding of the information, together with the training and awareness of the collaborators involved in the management. Use of data always in accordance with the law and for the benefit of the customer.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

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Contribution to the Sustainable Development Goals (SDG)

- Respect to Human Rights

Scope	Risks	Measures
Insurance: value chain	<ul style="list-style-type: none"> • Business practices with discriminatory aspects • Performance of suppliers that participate in handling claims • Discriminatory aspects in legal and/or medical attention • Vehicle driving practices of customers, with little care that may result in damage to them and/or other road users. 	<ul style="list-style-type: none"> • Requirement for agents and service office teams to perform in accordance with the company's Code of Ethics and Conduct. • At Qualitas Compañía de Seguros, we are also required to comply with the Ethical Principles in Business and Operating Standards that guide the way products are marketed and the relationship with policyholders. • Evaluation of suppliers prior to establishing a business relationship. • Road education program • Advice and training on driving safety for fleet customers, also available at subsidiaries outside Mexico. • Road safety management system for claim officers in Mexico, in accordance with ISO 39001.
Investment	<ul style="list-style-type: none"> • Social and environmental impacts of the sectors in which Qualitas Controladora and/or its subsidiaries invest, as well as of the administrations in the case of government investment vehicles. 	<ul style="list-style-type: none"> • Exclusion of particularly socially and/or environmentally risky activities.
Corporate Operation (management)	<ul style="list-style-type: none"> • Discriminatory aspects of the company's labor practices (e.g., access and career development, freedom of expression). • Safety and health incidents, including deterioration of well-being and occurrence of psychosocial effects. 	<ul style="list-style-type: none"> • Code of Ethics and Conduct and supplementary policies, mandatory for employees. • Regular ethics training and recurrent awareness-raising campaigns throughout the year. • Institutionalized management of policies, procedures and actions for equality. Qualitas Compañía de Seguros is certified in accordance with Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Discrimination. • Excellence in compliance with other legal provisions. QCS example with the application of the Mexican Official Standard NOM-035-STPS-2018.

EXHIBIT II: ESG MANAGEMENT IN DETAIL

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- Respect to Human Rights

Process

Performance

Greater detail

4 Follow up on the implementation of the results

We monitor the implementation of the different initiatives that address risks, through specific operational committees such as our annual ESG performance balance sheet (for this report).
We also have indicators linked to our Sustainability Strategy (employee health and safety, road safety).

- [SUSTAINABILITY APPROACH](#)
- [CORPORATE GOVERNANCE](#)

5 Inform on how impacts are addresses

We reinforce the content of our integrated annual report with the contents of this Exhibit, which consolidate the efforts made. Likewise, we respond to the information requirements specifically requested by our different stakeholders (e.g. investors).

- Integrated report.
- [STAKEHOLDERS ENGAGEMENT CHANNELS](#)

6 Repair or collaborate in the repair of the impact, where appropriate

Our preventive management, through self-regulation and different initiatives that comprise our operation and the value chain, have allowed us to avoid significant cases of human rights violations (discrimination, violation of privacy of information, corruption -that may result in human rights violations-).

- [ETHICS AND COMPLIANCE](#)
- [SECURITY OF THE SYSTEMS](#)
- [LABOR ENVIRONMENT](#)



EXHIBIT III.

REPORTING FRAMEWORKS AND STANDARDS INDEXES. VERIFICATION LETTER

GRI 2-5

- Verification letter

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Verification Letter of the 2021 Integrated Annual Report "Ensuring the present, driving the future"

To the Board of Directors of Quálitas Controladora, S.A.B. de C.V. and readers:

Please be informed that Redes Sociales en Línea Timberlan performed a limited independent verification of a sample of disclosures of the GRI Standards, strategic Environmental, Social and Governance ("ESG") indicators for Quálitas Controladora and Sustainability Accounting Standards Board ("SASB") topics, presented in the Integrated Annual Report 2021 "Ensuring the Present, Driving the Future" ("2021 Integrated Annual Report"), developed by Quálitas Controladora, S.A.B. de C.V. ("Quálitas Controladora") for the period from January 1st to December 31st, 2021.

Responsibilities, criteria and scope:

The Management of Quálitas Controladora is responsible for the preparation of the information contained in the "2021 Integrated Annual Report" and for that submitted for the verification process, which involves, but is not limited to the process of selecting the material issues and GRI contents reported and verified and providing sufficient documentary evidence to verify the agreed contents.

Our mission is to issue impartial and objective opinions on the quality, accuracy, traceability and reliability of the disclosures / indicators included in the selected sample. The following standards were considered as criteria: GRI Standards, in the latest version (2021), as well as the Sector Supplement for Financial Services and Insurance Sustainability Accounting Standard of SASB. Our work used as reference the International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information".

The activities carried out during the verification process included: validation of information presented in previous reports, review of methodological compliance based on GRI and SASB Standards, and verification of qualitative and quantitative information through visual, documentary and public evidence of the sample selected for verification.

Therefore, we can conclude that during the verification process we did not identify any factor that leads us to consider that the sample of GRI Standards disclosures and SASB topics and those of Quálitas Controladora's ESG indicators do not comply with the requirements of such standards. Likewise, we do not suspect any error in the publication of Quálitas Controladora's key indicators.

An internal report of recommendations, exclusive for Quálitas Controladora, containing the areas of opportunity detected for a future report, is provided separately.

Alma Paulina Garduño Arellano
T. (55) 54 46 74 84
paulina@redsociales.com

Redes Sociales en Línea Timberlan S.A. de C.V. | Pico Sorata 180, Jardines en la Montaña, Tlalpan, C.P. 14210, CDMX. | April 21st, 2022

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The limited assurance covered the results of the subsidiaries that comprise Quálitas Controladora. The following list shows the GRI Standards disclosures and indicators verified:

GRI disclosures, 2021 version
2-6 Activities, value chain and other business relationships
2-7 Employees
2-9 Governance structure and composition
2-10 Nomination and selection of the highest governance body
2-13 Delegation of responsibility for managing impacts
2-17 Collective knowledge of the highest governance body
2-18 Evaluation of the performance of the highest governance body
2-23 Policy commitments
2-24 Embedding policy commitments
2-26 Mechanisms for seeking advice and raising concerns
3-1 Process to determine material topics
3-2 List of material topics

GRI disclosures / indicators verified	Scope
401-1 New employes hires and employee turnover	Quálitas Controladora
405-1 Diversity of governance bodies and employees	Quálitas Controladora
405-2 Ratio of basic salary and remuneration of women versus men	Quálitas Controladora
406-1 Incidents of discrimination and corrective actions taken	Quálitas Compañía de seguros
404-1 Average hours of training per employee	Quálitas Controladora
404-2 Programs for upgrading employee skills and transition assistance programs	Quálitas Compañía de seguros
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Quálitas Compañía de seguros
205-2 Communication and training about anti-corruption policies and procedures	Quálitas Controladora
205-3 Confirmed incidents of corruption and actions taken	Quálitas Compañía de seguros
412-2 Training of employees in human rights policies or procedures	Quálitas Controladora
403-4 Worker participation, consultation, and communication on occupational health and safety	Quálitas Controladora
403-5 Worker training on occupational health and safety	Quálitas Controladora
403-6 Promotion of worker health	Quálitas Controladora
403-9 Work-related injuries	Quálitas Controladora
403-10 Work-related kill health	Quálitas Controladora

Redes Sociales en Línea Timberlan Statement of Independence and Competence

The employees of Redes Sociales en Línea Timberlan have the necessary level of competence to verify compliance with the standards used in the preparation of Sustainability Reports, so they can issue a professional opinion of the reports of non-financial information, complying with the principles of independence, integrity, objectivity, competence and professional diligence, confidentiality and professional behavior. In no case can our verification statement be understood as an audit report and therefore no responsibility is assumed for the management and internal control systems and processes from which the information is obtained. This Verification Letter is issued on April 21st, 2022 and is valid as long as no subsequent and substantial modifications are made to the Quálitas Controladora, S.A.B. de C.V. 2021 Integrated Annual Report.

GRI disclosures / indicators verified	Scope
204-1 Proportion of spending on local suppliers	Quálitas Compañía de Seguros
FS6 Percentage of the portfolio for business lines by specific region, size (e.g. mikro/SME /large) and by sector	Quálitas Controladora
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Quálitas Compañía de Seguros
417-2 Incidents of non-compliance concerning product and service information and labeling	Quálitas Compañía de Seguros
417-3 Incidents of non-compliance concerning marketing communications	Quálitas Compañía de Seguros
FN-IN-270a.1 Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	Quálitas Compañía de Seguros
FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Quálitas Controladora
FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Quálitas Controladora
FN-IN-410b.1 Net premiums written related to energy efficiency and low carbon technology	Quálitas Compañía de Seguros
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Quálitas Compañía de Seguros
201-1 Direct economic value generated and distributed	Quálitas Controladora
FS14 Initiatives to improve access to financial services for disadvantaged	Quálitas Controladora
302-1 Energy consumption within the organization	Quálitas Controladora
302-2 Energy consumption outside of the organization	Quálitas Controladora
302-3 Energy intensity	Quálitas Controladora
305-1 Direct (Scope 1) GHG emissions	Quálitas Controladora
305-2 Energy indirect (Scope 2) GHG emissions	Quálitas Controladora
305-3 Other indirect (Scope 3) GHG emissions	Quálitas Controladora
305-4 GHG emissions intensity	Quálitas Controladora
FN-IN-450a.2 Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance))	Quálitas Controladora
Quálitas Indicators	Quálitas Compañía e Seguros Costa Rica Quálitas El Salvador Quálitas Peru Quálitas
Quálitas Indicators	Solid waste: Quantity generated and % by destination
Quálitas Indicators	Quálitas Compañía de Seguros Fleek
Quálitas Indicators	Absenteeism rate
Quálitas Indicators	Quálitas Controladora
Quálitas Indicators	Quálitas Wellness Program
Quálitas Indicators	Quálitas Controladora

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- Labour
- Environment
- Anti-Corruption

WE SUPPORT



Principle	Commitment	Performance (presented in the integrated report)	
1	Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none"> • Code of Ethics and Conduct • Values: Includes the respect for people’s dignity. • Operational Policies 	<ul style="list-style-type: none"> ● ETHICS AND COMPLIANCE ● DEMOGRAPHY AND DIVERSITY
2	Business should make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none"> • Human Rights Policy • Corporate Donations Policy • Policy for Respect for the Person and its Diversity (Qualitas Compañía de Seguros) 	
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<ul style="list-style-type: none"> • Code of Ethics and Conduct • Internal regulations 	<ul style="list-style-type: none"> ● DEMOGRAPHY AND DIVERSITY
4	Businesses should support the elimination of all forms of forced and compulsory labour.	<ul style="list-style-type: none"> • Code of Ethics and Conduct - agents, service office teams, and suppliers are requested to comply and follow it (in Qualitas Compañía de Seguros) 	<ul style="list-style-type: none"> ● ETHICS AND COMPLIANCE
5	Businesses should support the effective abolition of child labour.	<ul style="list-style-type: none"> • Human Rights Policy 	
6	Businesses should work for the elimination of discrimination in respect of employment and occupation.	<ul style="list-style-type: none"> • Human Rights Policy • Policy for Respect for the Person and its Diversity (Qualitas Compañía de Seguros) • Commitments acquired in achieving Mexican Standard certification NMX-R-025-SCFI-2015 of Labor Equality and Non-Discrimination (Qualitas Compañía de Seguros) • Equality and Non-Discrimination Committee performance (Qualitas Compañía de Seguros) 	<ul style="list-style-type: none"> ● DEMOGRAPHY AND DIVERSITY

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	Principle	Commitment	Performance (presented in the integrated report)
7	Businesses should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none"> • Internal management guidelines • Internal work code • Work plans based on the GHG inventory • Analysis of the risks and opportunities of climate change - work plans based on the results. 	<ul style="list-style-type: none"> ● ENVIRONMENTAL FOOTPRINT
8	Businesses should undertake initiatives to promote greater environmental responsibility.	<ul style="list-style-type: none"> • Portfolio of products and coverage - insurance of natural gas fleets, hybrid and electric vehicles. • Disposition of remote processes (ex. Express adjustment) 	<ul style="list-style-type: none"> ● ENVIRONMENTAL FOOTPRINT
9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	<ul style="list-style-type: none"> • Availability of telemetry devices under a commodatum. 	<ul style="list-style-type: none"> ● CUSTOMER EXPERIENCE ● TECHNOLOGY FOR CLIENTS ● ENVIRONMENTAL FOOTPRINT
10	Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> • Code of Ethics and Conduct • Corporate Donations Policy • Policy for Respect for the Person and its Diversity (Qualitas Compañía de Seguros) • Conflict of Interest Policy (Qualitas Compañía de Seguros) • Ethical Principles for Business, which guide the way in which insurances should be commercialized and the relationship between collaborators, agents and staff of service offices, with the policyholders. • Operating Rules - included in contracts with suppliers 	<ul style="list-style-type: none"> ● ETHICS AND COMPLIANCE

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GRI CONTENT INDEX

Section	Content	UNIVERSAL STANDARDS	
		Page/s	Omission
GRI 1: Foundation 2021			
GRI 2: General Disclosures 2021			
The organization and its reporting practices	GRI 2-1	12, 154	
	GRI 2-2	5, 12	
	GRI 2-3	5, 154	
	GRI 2-4	88, 95, 97, 104, Exhibit ESG QCS	
Activities and workers	GRI 2-5	5, 135	
	GRI 2-6	21, 23	
	GRI 2-7	70, 106, Exhibit ESG QCS	
Governance	GRI 2-8	-	Not applicable; Quálitas has its own staff with contract.
	GRI 2-9	36	
	GRI 2-10	36	
	GRI 2-11	36	
	GRI 2-12	24	
	GRI 2-13	24	
	GRI 2-14	5	
	GRI 2-15	44	
	GRI 2-16	-	Confidential, due to internal company guidelines.
	GRI 2-17	36	
	GRI 2-18	36	
	GRI 2-19	36, 74	
	GRI 2-20	36, 74	
	GRI 2-21	-	Confidential, due to internal company guidelines.



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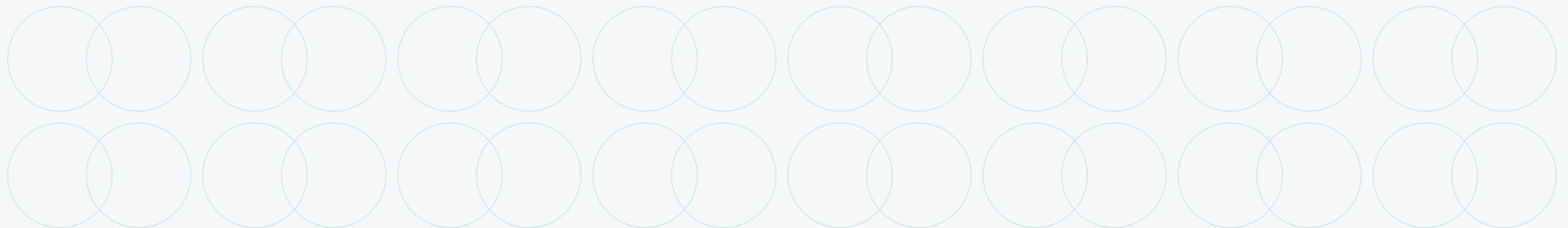
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UNIVERSAL STANDARDS

Section	Content	Page/s	Omission
GRI 1: Foundation 2021			
GRI 2: General Disclosures 2021			
Strategy, policies and practices	GRI 2-22	8	
	GRI 2-23	32, 44, 130	
	GRI 2-24	32, 44, 130	
	GRI 2-25	44, 130	
	GRI 2-26	44, 130	
	GRI 2-27	44	
	GRI 2-28	117	
Stakeholder engagement	GRI 2-29	116	
	GRI 2-30	70	
GRI 3: Material Topics 2021			
	GRI 3-1	121	
	GRI 3-2	121	
	GRI 3-3	It is presented throughout the report, for each material topic.	



GRI CONTENTS BY MATERIAL TOPIC

Material topic	Standard	Content	Page/s	Omission
Traffic behavior support and education	GRI 3: Material topics 2021	GRI 3-3	64, 66, 67	
	Training and career development (employee)	GRI 3: Material topics 2021	GRI 3-3	74
	GRI 404: Training and education 2016	404-1	74, 109, Exhibit ESG QCS	
			74, 79	
		404-3	74, 109	
Work environment and employee satisfaction	GRI 3: Material topics 2021	GRI 3-3	70, 83	
	GRI 401: Employment 2016	401-1	70, 106, Exhibit ESG QCS	
		401-2	74, 79	
		401-3	79	
	GRI 405: Diversity and equal opportunity 2016	405-1	36, 70, 106, Exhibit ESG QCS	
		405-2	Exhibit ESG QCS	
	GRI 406: Non-discrimination 2016	406-1	83	
Business ethics, transparency, and anti-corruption	GRI 3: Material topics 2021	GRI 3-3	44, 130	
	GRI 205: Anti-corruption 2016	205-1	44	
		205-2	44, Exhibit ESG QCS	
		205-3	44	
	GRI 206: Anti-competitive behavior 2016	206-1	44	
	GRI 412: Human rights assessment 2016	412-1	130	
		412-2	44, 130	
		412-3	130	
GRI 415: Public policy 2016	415-1	-		
Corporate governance	GRI 3: Material topics 2021	GRI 3-3	36	

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GRI CONTENTS BY MATERIAL TOPIC

Material topic	Standard	Content	Page/s	Omission
Operational efficiency and innovation	GRI 3: Material topics 2021	GRI 3-3	89	
	GRI 302: Energy 2016	302-1	89, Exhibit ESG QCS	
		302-2	Inventario de emisiones de GEI	
		302-3	89, Exhibit ESG QCS	
		302-4	89, Exhibit ESG QCS	
		302-5	-	Not applicable, what does apply is the possibility for insurance to promote lower GHG emissions in clients' vehicles, e.g. by insuring natural gas fleets.
	GRI 305 Emissions 2016	305-1	89, 114, Exhibit ESG QCS	
		305-2	89, 114, Exhibit ESG QCS	
		305-3	89, 114, Exhibit ESG QCS	
		305-4	89, 114, Exhibit ESG QCS	
305-5		89, 114, Exhibit ESG QCS		
305-6		-	Qualitas' activities do not require significant use of refrigerant gases.	
305-7		-	Not applicable, due to the low significance of diesel used by Qualitas in stationary sources of consumption.	
"Benefits and compensation (employee)"	GRI 3: Material topics 2021	GRI 3-3	74	
"Data security of the insured party (Cybersecurity)"	GRI 3: Material topics 2021	GRI 3-3	56	
	GRI 418 Customer privacy 2016	418-1	56	
"Relationship with business allies (agents, financial institutions, automotive businesses, service office teams)"	GRI 3: Material topics 2021	GRI 3-3	49	

GRI CONTENTS BY MATERIAL TOPIC

Material topic	Standard	Content	Page/s	Omission
Relationship with suppliers (workshops, doctors, cranes, etc.)	GRI 3: Material topics 2021	GRI 3-3	49	
	GRI 204 Procurement practices 2016	204-1	Exhibit ESG QCS	
Economic results	GRI 3: Material topics 2021	GRI 3-3	95, 97, 100, 104	
	GRI 201 Economic performance 2016	201-1	104	
		201-2	86	
		201-3	70	
		201-4	104	
GRI Financial Services Sector Supplement	FS6	97		
Occupational health and safety (employee)	GRI 3: Material topics 2021	GRI 3-3	79	
	GRI 403 Occupational health and safety 2018	403-1	66, 79	
		403-2	79	
		403-3	66, 79	
		403-4	79	
		403-5	66, 79	
		403-6	79	
		403-7	79	
		403-8	79	
		403-9	112, Exhibit ESG QCS	
403-10		112, Exhibit ESG QCS		



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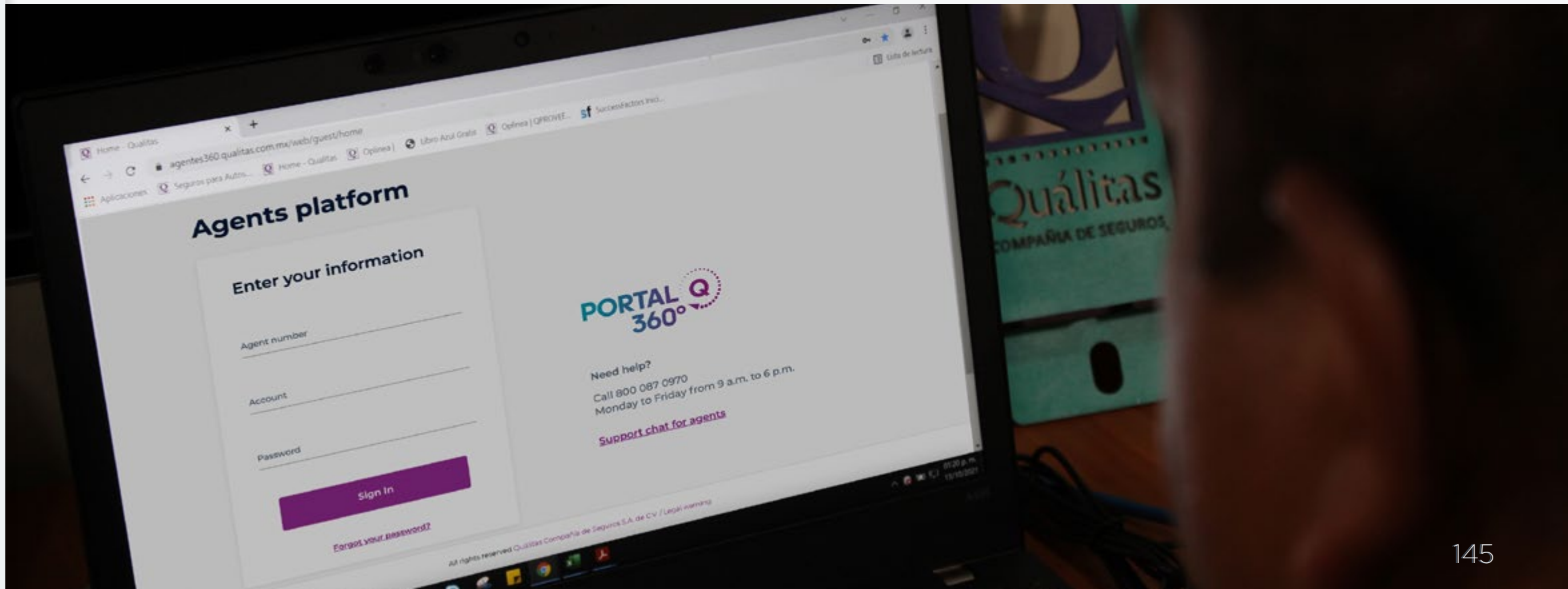
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GRI CONTENTS BY MATERIAL TOPIC

Material topic	Standard	Content	Page/s	Omission
Customer service	GRI 3: Material topics 2021	GRI 3-3	49, 59, 64	
	GRI 416 Customer health and safety 2016	416-1	49	
		416-2	44	
	GRI 417 Marketing and labeling 2016	417-1	49	
		417-2	44	
		417-3	44	
	GRI Financial Services Sector Supplement	FS7	59	
		FS8	59, 88	
		FS13	14	
		FS15	44	



SASB PARAMETER INDEX

ASSURANCE STANDARD - 2018 VERSION

Topic	Code	Description	Unit of measure	Omissions	Page/s
Activity Metric					
(Activity metric)	FN-IN-000.A	Número de pólizas vigentes, por segmento: (1) de propiedad y accidentes, (2) de vida, (3) de reaseguros asumidos	Number	The premium issued is indicated as a measure of activity	97
Accounting parameters					
Transparent Information & Fair Advice for Customers	FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance productrelated information to new and returning customers	Reporting currency		43
	FN-IN-270a.2	Complaints-to-claims ratio	Rate	Non available.	-
	FN-IN-270a.3	Customer retention rate	Rate	Non available. We presented as a metric the satisfaction index (obtained in the service survey).	
	FN-IN-270a.4	Description of approach to informing customers about products	N/A		49
Incorporation of Environmental, Social, and Governance Factors in Investment Management	FN-IN-410a.1	Total invested assets, by industry and asset class	Reporting currency	Investment by sectors of economic activity is not available; it is presented by type of instrument / asset class.	-
	FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	N/A		NA

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ASSURANCE STANDARD - 2018 VERSION

Topic	Code	Description	Unit of measure	Omissions	Page/s
Accounting parameters					
Policies Designed to Incentivize Responsible Behavior	FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	Reporting currency	The premium issued is indicated as a measure of activity	88
	FN-IN-410b.2	Analysis of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	N/A		88
Environmental Risk Exposure	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	Reporting currency	Non available information	86
	FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	Reporting currency	Natural disasters have not been modeled, but a first survey of the expenses for claims related to these events is already available.	-
	FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	N/A	The accident rate by geographical area, which includes the probability of extreme weather events, is considered when setting the underwriting process for individual contracts	86

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ASSURANCE STANDARD - 2018 VERSION

Topic	Code	Description	Unit of measure	Omissions	Page/s
Accounting parameters					
Systemic Risk Management	FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	Reporting currency	Not applicable, Quálitas does not constitute a qualified insurer of global systemic risk nor is it shareholding related to companies in the banking sector	-
	FN-IN-550a.2	Total fair value of securities lending collateral assets	Reporting currency		-
	FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	N/A		-

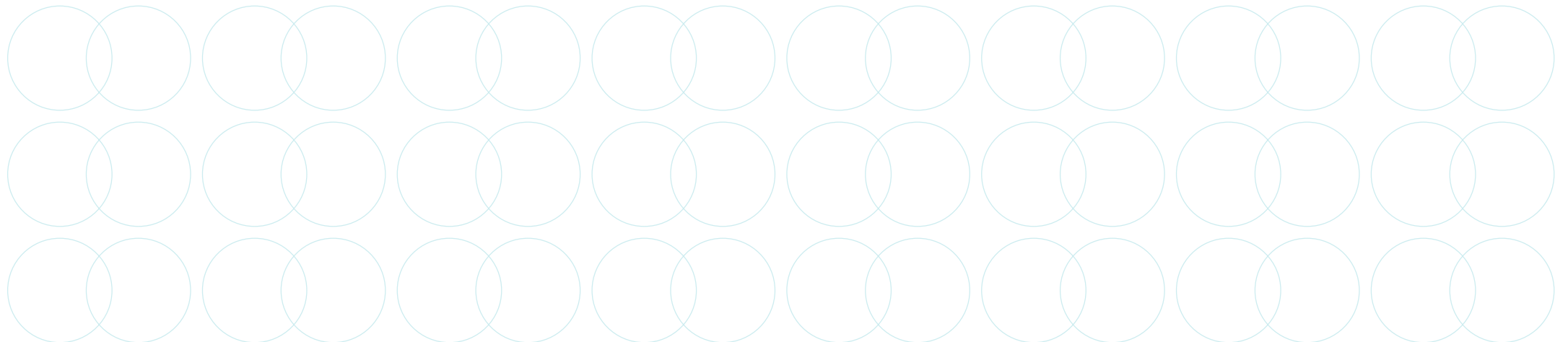


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Governance

TCFD RECOMMENDATION INDEX

Recommendations	Recommended report	Code	Page/s	Complementary information
<p>Governance</p>	<p>a)</p> <p>Describe the board's oversight of climate-related risks and opportunities.</p>	GOB-A	32, 100	<p>Qualitas has a sustainability committee (social responsibility), at the level of the complementary management team of the committees of the Board of Directors. The Chairman of the Sustainability Committee is an independent director and communicates the preliminary results at the Board of Directors' meetings. Among the results is progress in achieving the goals of climate-related indicators (energy consumption, energy intensity, GHG emissions, GHG emissions intensity). In 2022, we will be integrating our medium-term emission reduction targets, which we are developing in accordance with the guidelines of the Science-Based Targets initiative (SBTi).</p> <p>The Investment, Finance and Planning Committee is properly a Board committee. It is in charge of defining the investment strategy on a monthly basis, and will ultimately supervise the application of ESG criteria in investment by the different subsidiaries.</p> <p>In regards to the company's risks, the risk management team reports to the Audit Committee in the case of technical and operational risks, and to the Investment Committee in case of financial risks; both are council committees.</p>
	<p>b)</p> <p>Describe management's role in assessing and managing climate-related risks and opportunities.</p>	GOB-B	24, 32, 100	<p>The Sustainability Committee is in charge of supervising the Sustainability Strategy, which includes initiatives that reduce risks (Ex: with the incorporation of hybrid cars in the own fleet) and maximize opportunities linked to climate change (insurance of hybrid and electric vehicles). The initiatives of the Strategy are associated with different areas, which report to that Committee.</p> <p>Regarding risks, both operational and financial, work is done at a subsidiary level. In 2021, the risk management area of Qualitas Compañía de Seguros, has carried out an identification exercise, from which different measures will be derived to present to Board-level committees (Investment Committee and Audit Committee, as appropriate).</p>

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Strategy


Recommendations	Recommended report	Code	Page/s	Complementary information
	a) Describe the risks and opportunities climate-related risks and opportunities identified by the organization organization has identified in the short, medium and long term.	EST-A	85, 86, 88	The Comprehensive Risk Management area identified climate change risks, which will be included in the risk matrix; the measures that are proposed based on the results will also be integrated into our monitoring plans. Opportunities have been identified based on TCFD guidelines and recommendations, and with the participation of the senior management team. Several of these opportunities were already being worked on due to their value for the business and the added value proposition for the policyholder. In this report, we make reference to the main risks and opportunities identified.
	b) Describe the impact of climate related risks and opportunities on the organization's businesses, strategy, and financial planning.	EST-B	86	The measures that we establish in response to the risks will be integrated to the Sustainability Strategy, as well as the strategies from particular areas (such as administration, equipment and real estate, fleet, technical area in product development, claims area in records, etc.).
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	EST-C	-	Not available yet a scenario analysis.

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Risk Management

Recommendations	Recommended report	Code	Page/s	Complementary information
	a) Describe the organization's processes for identifying and assessing climate-related risks.	GDR-A	85	We identify climate change risks based on: 1) the nature of our operations and main processes, 2) the context in which we operate (Ex. differences in legislative advances regarding climate in the USA and Mexico compared to other countries in the region). For its categorization, we consider the classification proposed by TCFD with transitional and physical risks.
	b) Describe the organization's processes for managing climate-related risks.	GDR-B	49, 89, 59, 88	The complete proposal of measures will be proposed in 2022, once the risk analysis is completed by the team of Qualitas Compañía de Seguros. Said measures that will be proposed at the level of the insurer (QCS) in Mexico, will be extended to the insurers in the rest of the countries, in those cases in which it is possible. However, in this report we already present our management trajectory around the main risks identified, with measures such as: Incorporation of hybrid Qualicoches (subchap. Management of energy and GHG emissions). Development of Express Adjustment (subchapter. Customer experience), which avoids the claim officers' displacement, and reduces GHG emissions. Facilitate customers, especially fleets, to have telemetry devices, which favor responsible and efficient driving, less generation of GHG emissions. Insurance of vehicles that use natural gas (fleets) and hybrids (automobiles). (chap. Business Keys), (subchap. Climate Change Risks and Opportunities, chap. Environmental Footprint).
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	GDR -C	-	They are part of the ordinary risk management, in the case of Qualitas Compañía de Seguros; the internal risk team has been in charge of identifying and characterizing the risks and the results are now integrated into the general risk map. In the same way, they participate in the definition of prevention and/or mitigation measures. Likewise, the team has been prepared with specialized training. The results of the work at Qualitas Compañía de Seguros (identified risks and proposed measures) will be transferred to the insurance business in the rest of the countries, working together with the local teams on the particularities of each case. Likewise, an identification will be made for the non-insurance business at a more mature stage in terms of business growth.

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**Metrics and
Targets**


Recommendations	Recommended report	Code	Page/s	Complementary information
 <p>Metrics and Targets</p>	<p>a) Disclose the metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process.</p>	MYO-A	88, 89	<p>For the different risks and opportunities resulting from the preanalysis, a selection of indicators with established annual objectives is proposed.</p> <p>Number of hybrid cars (Qualitas Compañía de Seguros, our insurance subsidiary in Mexico (QCS).</p> <p>% of hybrid vehicles in our own fleet (QCS).</p> <p>Premium written for natural gas fleets (QCS).</p> <p>Premium written for hybrid and electric vehicles (QCS).</p>
	<p>b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p>	MYO-B	89 Emissions inventory report	<p>Available now.</p> <p>Scope 1 and 2 emissions are calculated for all of our subsidiaries.</p> <p>Regarding Scope 3, this year we expanded the scope of categories included, to the categories of the GHG Protocol classification that apply to us, based on our type of activities.</p>
	<p>c) Describe the targets used by the organization to manage climaterelated risks and opportunities and performance against targets.</p>	MYO-C	Targets document	<p>The annual objectives in the indicators are available in a complementary document to the integrated report, with the agreements of the Sustainability Committee.</p> <p>It should be highlighted that in 2022, we will be forging medium-term emission reduction targets applying the guidelines of the Science-Based Targets (SBTi) initiative.</p>

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Number	Description	Performance detail	Page/s
1	We will integrate environmental, social and governance issues (ESG issues) relevant to our insurance business into our decision-making process	"Sustainability Committee - monitoring the Strategy Climate change risk and opportunity analysis Development of products with social impact (+) Development of products with environmental impact (+)"	34 88 61 88
2	We will collaborate with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions	"Quálitas Road Safety Program Support in the management of the work environment for those responsible for service offices."	67 83
3	We will collaborate with governments, regulators and other key stakeholders to promote broad action across society on environmental, social and governance issues.	"Commitment to the Decade of Action for Road Safety (2011-2020). Contribution to the SDGs from the operation and the service proposal."	68, 117 126
4	We will be accountable and show transparency, publicly and periodically disclosing our progress in applying the Principles	"Integrated report Annual objective agreements for social and environmental indicators (Sustainability Committee)"	NA

Note: Qualitas Compañía de Seguros is the company that has subscribed to the Insurance Sustainability Principles, although the rest of our insurance subsidiaries apply the guidelines established internally.



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