

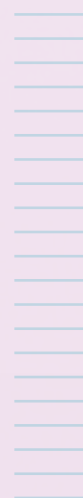


DRIVING
TOWARD A BETTER TOMORROW
ANNUAL REPORT
INTEGRATED **2024**





Driven by our excellence in service, we have overcome challenges and evolved with the world, seizing opportunities to achieve extraordinary goals.



1994-2004

30 YEARS,

HEADING IN THE RIGHT DIRECTION



Satellite infrastructure enabled the monitoring of weather conditions, improving risk management within the insurance industry.

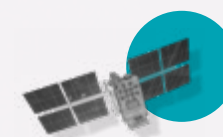
GLOBAL EVENTS THAT IMPACTED US



Launch of the **Netscape Navigator** web browser, which popularized access to the Internet.



The **North American Free Trade Agreement (NAFTA)** came into force.

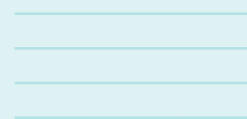


The **Solidaridad II** satellite was launched into orbit.





We move forward with a strong conviction to go far and leave an inspiring legacy.



2004-2014

30 YEARS,

LEAVING A MARK



The **REPUVE (Renewable Energy and Natural Gas program) in Mexico** helped build trust in the automotive and insurance markets, creating a more trustworthy environment.

EVENTS IN THE WORLD THAT IMPACTED US



Cell phones began to become widespread, transforming communication across the country.



The launch of **Facebook and YouTube** transformed online social interaction.



We strengthened our commitment to protect, grow, and reach new destinations together to create a better future.



2014-2024

30 YEARS,

ACCELERATING GROWTH



With **e-commerce**, changes in consumer habits required the sector to optimize the customer experience and broaden its reach.

GLOBAL EVENTS THAT IMPACTED US

-  **Paris Agreement on climate change**, a global commitment to reduce carbon emissions.
-  Significant advances in **artificial intelligence**.
-  **Post-pandemic e-commerce** changed the way we consume services and products globally.



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Risk management

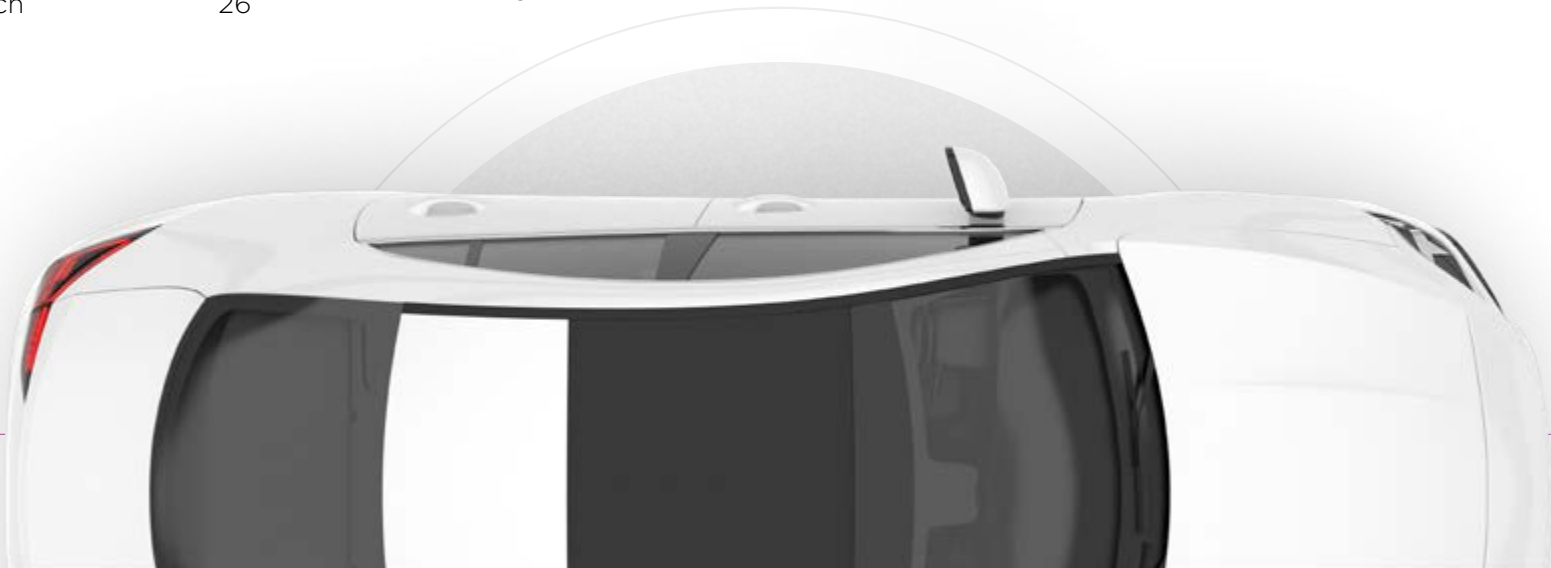
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DRIVING TOWARD A BETTER TOMORROW MEANS DEVELOPING THE BEST TALENT

Our talent

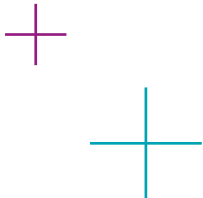
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2025 MAIN FIGURES

Operational and financial results



69,276

MXN MILLION
WRITTEN PREMIUM
↓
(+28.9%)

5,144

MXN MILLION
NET INCOME
↓
(+35.7%)

66.3%

LOSS RATIO

5,737,056

INSURED
UNITS
↓
(+7.5%)

Customer experience



575

SERVICE
CENTERS

229

SERVICE
OFFICES

346

ODQs

23,473

AGENTS

28%

OF TOTAL CLAIMS
MANAGED ON
DIGITAL EXPRESS
ADJUSTMENT

26 average
minutes

OF ARRIVAL TIME
FOR A CLAIM

6 average
seconds

OF RESPONSE
TIME TO ANSWER
A CALL IN A
PHONE BOOTH

90.9%

OVERALL
SATISFACTION IN
THE CUSTOMER
SERVICE SURVEY





Prevention and road safety culture

577

CLAIM OFFICERS THAT RECEIVED TRAINING

650

PARTICIPANTS IN THE 2024 ROAD SAFETY DIPLOMA COURSE

56¹

FLEET CUSTOMERS WITH TELEMETRY SYSTEMS



Financial education

8,062

TRAINED EMPLOYEES AND AGENTS (PARTICIPANTS)

6,829

INDIVIDUALS BENEFITED FROM SUPPORT TO CIVIL ORGANIZATIONS

Employee experience



42%

OF THE WORKFORCE IS MADE UP OF WOMEN

7,344

EMPLOYEES IN FIVE COUNTRIES



86%

FAVORABILITY IN OUR WORK ENVIRONMENT SURVEYWORKFORCE

99 average hours

OF TRAINING PER EMPLOYEE



\$4,996 MXN

AVERAGE INVESTMENT IN TRAINING PER EMPLOYEE

618

PARTICIPANTS IN OUR SEMILLEROS DE TALENTO PROGRAM



86%

OF THE PARTICIPANTS INCORPORATED INTO THE WORKFORCE

Environmental footprint

0.26²

EMISSIONS INTENSITY OF A1 AND A2

(-7.2%)

3.22³

INTENSITY OF ENERGY CONSUMPTION

(-9.8%)

2,255⁴

MXN MILLION AS PREMIUM VALUE FOR ELECTRIC AND HYBRID CARS

(+191%)

¹ Corresponds to Qualitas Compañía de Seguros.

² gCO2e/MXN written premium.

³ Kj/MXN written premium.

⁴ Includes only Qualitas Compañía de Seguros.





LETTER FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

GRI 2-22

DEAR SHAREHOLDERS,

→ 2024 will be a year to remember Qualitas. Not only for the fact that we are celebrating our 30th anniversary, during which we have been industry leaders for the past 18 years. We have maintained our focus, agility, and flexibility, while continuing to offer world-class service and actively listening to our agents and policyholders, as we are also achieving significant milestones this year.

Evidence of this success includes a 28.9% increase in issuance compared to 2023, reaching a written premium of MXN \$69,276 million. We have once again delivered a ROE above 20%, which is our long-term objective. Additionally, we achieved a record number of insured units, surpassing 5.7 million – an increase of over 400 thousand units compared to last year. This growth in units is equivalent to the number of customers we had in the first 8 years of the company's establishment.

Growing at this pace provides us with a continuous opportunity to deliver excellent customer service and meet our customers' expectations. During the year, we increased our workforce and successfully filled more than 600 new positions within the company. We also secured key leadership positions, such as our Chief Financial Officer and Chief Investment Officer. We also facilitated a successful succession transition in critical areas, such as Human Resources, Treasury, and Valuation.





These transitions allowed us to develop and grow internal talent. These achievements have been instrumental in driving our growth, strengthening our organization, and ensuring that we are well prepared for future challenges.

Regarding our costs, both the acquisition and operating ratios remained within their historical ranges. However, the claims ratio ended the year at 66.1%, which is still above our target range, but improved by 4.8 percentage points compared to the same period of last year. The combined ratio closed at 92.1%, reflecting our focus on operating profitability and remaining within our target range.

The financial product amounted to MXN \$4,933 million, with an annual return on investment of 12.7%. At the end of 2024, 86% of the investment portfolio was allocated to fixed income, with a total duration of 1.8 years.

We reported net income of MXN \$5,119 million at the end of the year, representing a 35% increase over the previous year, a net margin of 7.4%, and earnings per share of MXN \$12.8 for the year. These results demonstrate our positive performance in both operating and financial areas.



In 2024, Qualitas' corporate development plan also advanced, reaching two important milestones in line with our three-pillar strategy that we deployed a couple of years ago.

- By the end of the year, we had received authorization Colombia's financial regulator to operate in the field of auto insurance sector with Qualitas Compañía de Seguros Colombia, with operations set to begin in early 2025. This is an opportunity that will present a significant challenge, but undoubtedly is something we are very excited about.
- Additionally, we acquired a company with over 50 years of experience in installing and distributing automotive glass, parts, and paint. This acquisition confirms our strategy of differentiation through vertical integration by strengthening and complementing the potential of our Flekk subsidiary.





In the realm of sustainability, we are moving forward with clear short-, medium-, and long-term visions to responsibly manage our impacts. Our approach to sustainability responds to global trends that are shaping our industry, including technological transformation, macroeconomic challenges, the decarbonization of transportation, and growing social expectations regarding transparency and human rights.

In this context, we have environmental and social indicators that allow us to measure our impact more accurately and define specific goals that align with the Sustainable Development Goals (SDGs). This reinforces our commitment to the United Nations Global Compact. We are confident in our ability to continue creating value for our shareholders and other stakeholders.

Based on the results of 2024, and looking ahead to 2025, I am confident that we can continue to promote sustainable and healthy growth.

Finally, I would like to thank the entire organization for their valuable contributions throughout the year; our agents, business partners, and customers, for their trust and commitment: and our shareholders for their support.

Sincerely,

**JOSÉ ANTONIO
CORREA ETCHEGARAY**

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





DRIVING TOWARD A BETTER TOMORROW MEANS,

CARING FOR PEOPLE



ABOUT US

GRI 2-1, 2-2, 2-6

Major milestones over time

Celebrating three decades of history at Qualitas Controladora, we share our evolution over time. In this tour, we highlight the key moments that have been fundamental to our growth, the achievements and changes that have allowed us to consolidate our position as a leading company in the sector.

Each stage reflects our commitment to service excellence, innovation and sustainability.



The distribution network reaches 2,300 agents.

2001

Qualitas becomes the leader in the Mexican auto insurance market.

2007

Start of vertical integration in the spare parts business with CristaFácil and Outlet Refacciones.

2009

Qualitas Foundation.

1994



1996

Development of a decentralized expansion model, establishing offices throughout the country.

2005

Qualitas Compañía de Seguros begins trading on the Mexican Stock Exchange.

2008

Incorporation of Qualitas Controladora.

Start of operations abroad with the opening of Qualitas El Salvador.





Qualitas Controladora, replacing Qualitas Compañía de Seguros, is listed on the Mexican Stock Exchange.

2012



Outlet de Refacciones, CristaFácil and Easy Car Glass merged under the trade name "FLEKK".

2021



We entered the Dow Jones MILA Pacific Alliance sustainable index for the first time.

2017



2024

2011

Start of operations of Qualitas Costa Rica and creation of the Qualitas Development Offices (ODQ's).

2016

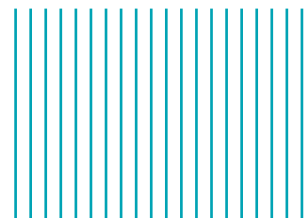
Qualitas Mexico begins to operate under Solvency II regulation, its own reserve model.

2020

Qualitas is included as part of the sample of the S&P/BMV IPC, profitable and ASG indexes.

2019

Start of operations of Qualitas Peru.



2014

Start of operations in the United States.



2022

Start of operations of the subsidiary Qualitas Salud S.A. de C.V.



30
YEARS

Qualitas celebrates its 30th anniversary.



About us

SASB FN-IN-000a

→ We are the leading auto insurance company in Mexico, with international presence in the United States, El Salvador, Costa Rica, Colombia and Peru.

Since 1994 we have been protecting the vehicle assets of our policyholders, committed to providing an excellent service from the contracting of a policy to the attention in the event of a claim.

• **5.7** MILLION OF UNITS INSURED

• **\$69,276** PREMIUMS ISSUED MDP

VIEW ONLINE:

MISSION

VISION

QUALITAS VALUES



INDIVIDUAL INSURANCE

Offer designed for car and motorcycles owners.



FLEETS

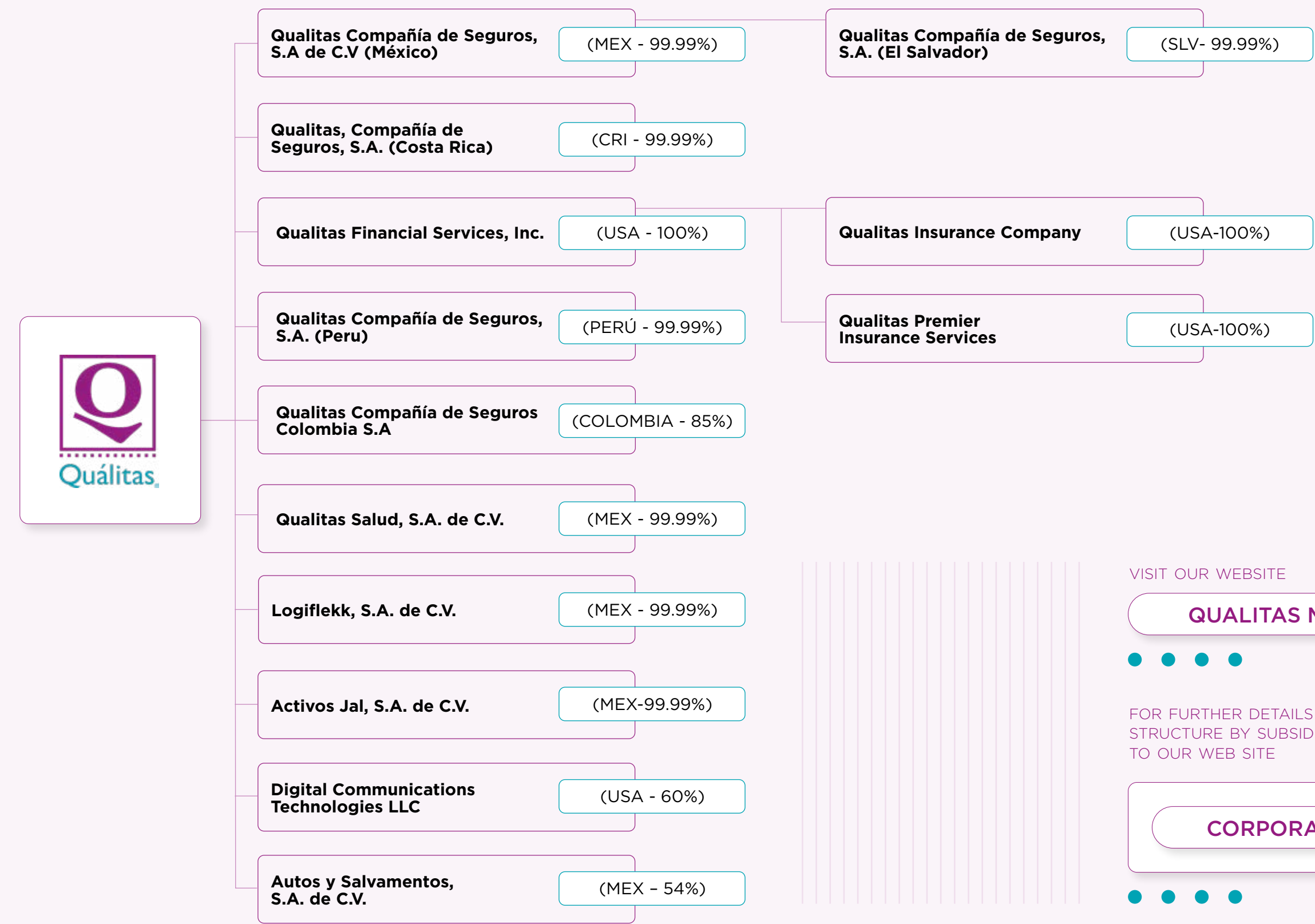
Segment focused on meeting the needs of companies and organizations that operate fleets of vehicles, from cars to trucks and other types of heavy equipment. We offer the possibility of contracting volume coverages, ensuring comprehensive protection.



SPECIAL BUSINESS/FINANCIAL INSTITUTIONS

We collaborate with the financial companies of the major automotive brands, as well as institutions that grant loans for the purchase of automobiles.

Subsidiaries diagram



VISIT OUR WEBSITE

[QUALITAS MX](#)

FOR FURTHER DETAILS ON OUR CORPORATE
STRUCTURE BY SUBSIDIARY, PLEASE REFER
TO OUR WEB SITE

[CORPORATE STRUCTURE](#)

Complementary businesses

QUALITAS SALUD



We offer a preventive and integral health model, mainly aimed at the C, C-socioeconomic sector.¹

OPERATIONAL
PRESENCE IN
MEXICO

KEY OPERATING DATA →

- **5,400** MEDICAL SPECIALISTS
- **280** AVAILABLE CLINICS



We expanded our service offering by entering the health sector with Q Salud, to offer affordable, quality preventive health insurance in Mexico.

[QUALITAS SALUD](#)

NON-INSURANCE BUSINESS (FLEKK)



We offer a wide portfolio of spare parts and auto parts of the main brands in the market.²

OPERATIONAL
PRESENCE IN
MEXICO

KEY OPERATING DATA →

- **150** OF FRANCHISEES
- **1** OWN STORES



We have complementary services, including the supply of spare parts and auto parts, through our vertical subsidiary FLEKK.

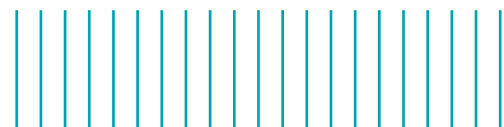
[FLEKK](#)

¹ QSalud's main differentiator lies in its preventive approach to any type of disease.

² This year, we added paint to our service offering.

BUSINESS MODEL

Our unique business model is based on four strategic pillars that directly contribute to the company's financial performance, the generation of value for our stakeholders and our permanence over time.



1

EXCELLENCE IN SERVICE

MANAGEMENT APPROACH

The essence of our business model is the constant search for excellence in service. We strive to exceed our customers' expectations, ensuring satisfaction and long-term loyalty.

VALUE PROPOSITION

- We understand the needs and adapt to the expectations of our policyholders.
- We provide complementary services to enhance the customer experience.

2

COST CONTROL

MANAGEMENT APPROACH

Through rigorous cost control, we ensure efficient management of our resources, optimizing each process and maximizing value for our shareholders.

VALUE PROPOSITION

- Discipline in our unique pricing model.
- We constantly monitor operating and cost indicators.
- We have a competitive advantage thanks to our vertical subsidiary for the supply of spare parts and auto parts (Flekk).

3

SPECIALIZATION

MANAGEMENT APPROACH

We have refined our approach to provide solutions that go beyond the conventional.

VALUE PROPOSITION

- We have 30 years of experience in the automotive sector.
- We are constantly innovating our product offering.

4

DECENTRALIZATION

MANAGEMENT APPROACH

We are committed to maintaining a close and accessible presence, ensuring that our service is efficient and timely regardless of the location of our policyholders.

VALUE PROPOSITION

- Through our agents and extensive network of offices, we offer a personalized and close customer service.
- We have different digital tools.

PILLARS

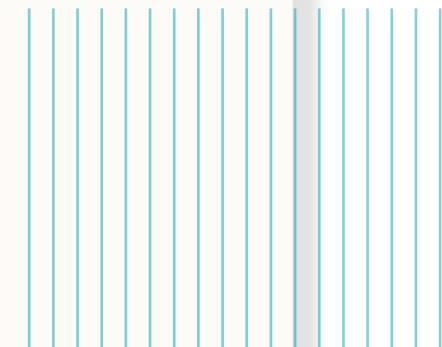


2

ECONOMIC PERFORMANCE

DRIVING TOWARD A BETTER TOMORROW MEANS

CREATING VALUE OVER TIME



FINANCIAL RESULTS

GRI 3-3

We closed 2024 with solid results showcasing three decades of growth, commitment, and leadership in the insurance sector.

Throughout the year, written premiums maintained a positive trend, driven by higher-than-expected multiyear issuance. These results enabled us to reach a record number of insured units and continue to strengthen our market position.

These results reinforce our long-term vision of staying a leader in the sector.

Main financial indicators

Qualitas Controladora

FIGURES IN MXN MILLION

INCOME STATEMENT	2024	Δ 24-23%/pb	2023	2022
Written Premiums	69,276	28.9%	53,726	42,036
Retained Premiums	69,202	29.1%	53,597	41,458
Accrued Premiums	61,293	23.6%	49,591	39,969
Acquisition Cost	15,205	27.4%	11,936	9,454
Loss Cost	40,514	15.2%	35,174	28,194
Technical Results	5,574	124.6%	2,482	2,321
Operating Expenses	2,766	77.7%	1,556	1,289
Operating Result	2,809	203.3%	926	1,032
Comprehensive Financial Result	4,933	24.5%	3,961	1,423
Income Taxes	2,623	139.3%	1,096	245
Net Income	5,119	35.0%	3,791	2,209
BALANCE SHEET				
Total Assets	108,134	23.3%	87,688	75,988
Total Investments	52,094	23.5%	42,178	40,402
Technical Reserves	59,301	21.9%	48,642	42,162
Total Liabilities	83,467	26.0%	66,244	56,469
Total Stockholders' Equity	24,667	15.0%	21,445	19,519
COST INDICATORS				
Acquisition Ratio	22.0%	(30) pp	22.3%	22.8%
Loss Ratio	66.1%	(483) pp	70.9%	70.5%
Operating Ratio	4.0%	110 pp	2.9%	3.1%
Combined Ratio	92.1%	(403) pp	96.1%	96.4%
Adjusted Combiden Ratio ¹	95.4%	(272) pp	98.1%	97.4%
PROFITABILITY INDICATORS				
Return on Investments	9.6%	17 pp	9.4%	3.1%
ROE 12m	22.2%	374 pp	18.5%	11.1%

¹ This refers to the sum of acquisition costs, claims incurred, and operating expenses, divided by earned premiums. The ratio is presented to facilitate comparison with international benchmarks.



	2024	2023	2022
Income before taxes	7,742	4,887	2,455
Taxes reported	2,623	1,096	245

It is worthy to note that we don't receive financial assistance from the government in any of the countries where we operate.

PERFORMANCE OF THE INSURANCE BUSINESS

Cumulative issuance reached MXN \$69,276 million, a 28.9% increase from last year. In line with recent trends, the traditional segment drove this result, representing approximately 68% of total business. The traditional segment showed a 33.3% cumulative growth, while the fleet business outperformed its performance in the same period of 2023 by 43.9%. Notably, there was a significant increase in the issuance of multiyear policies, particularly in December.

Written premiums by our international subsidiaries grew 4.9% compared to 2023. Considering only the operations of our subsidiaries in LATAM, issuance increased by 27.2%, aligning with our regional strategy.

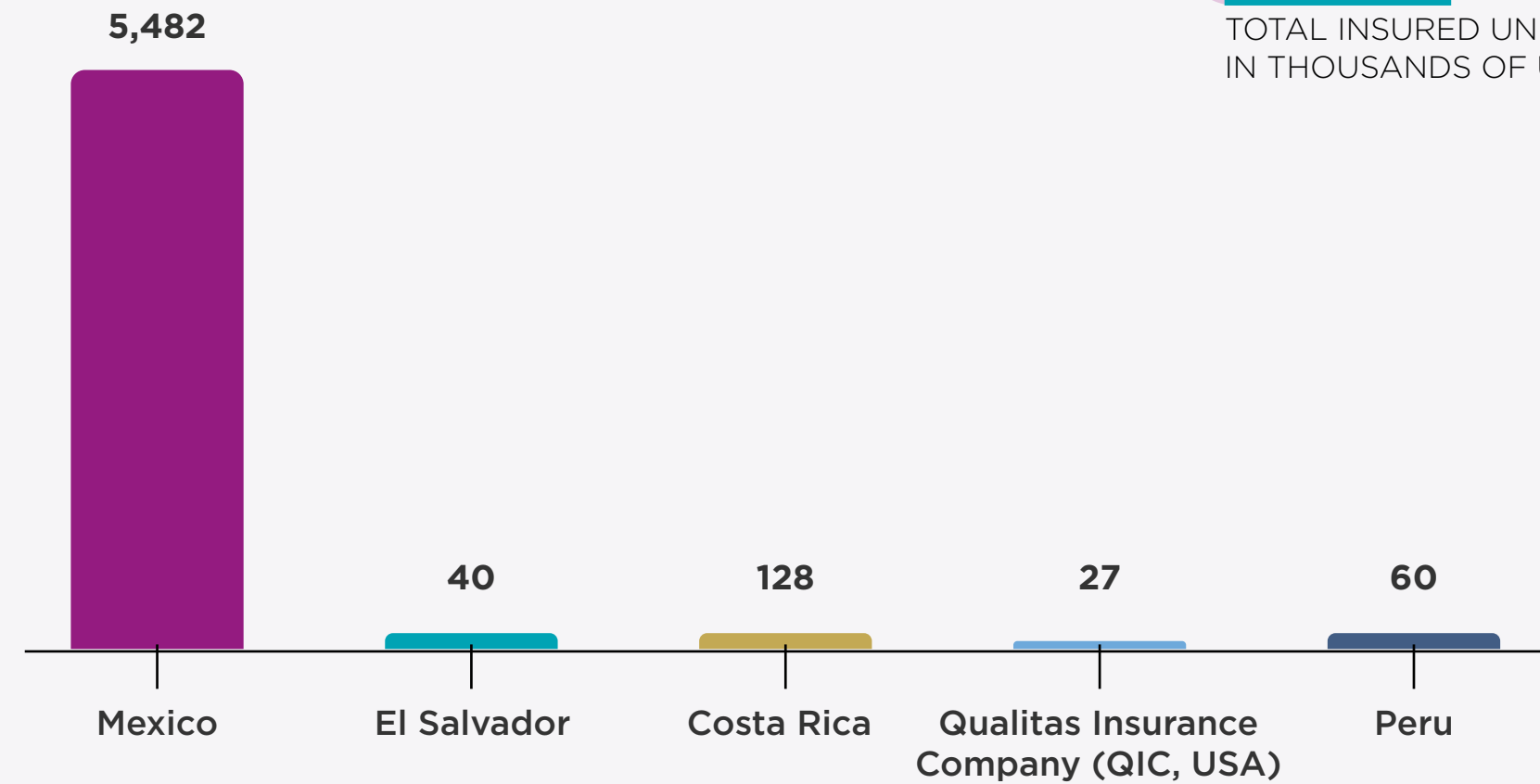
Written premium by insurance subsidiary (MXN millions)

	2024	2023	Δ%
QMx	65,890	50,417	30.7%
Q EN	383	296	29.3%
Q CR	1,068	846	26.3%
Q P	1,395	1,659	(15.9%)
Qualitas P	513	401	27.8%
QC geogra (g)	69,248	53,619	29.1%
Verticals ² (v)	1,920	666	188.0%
QC g + v	71,168	54,285	31.1%
Actual QC	69,276	53,726	28.9%

NOTA:
Written premiums by foreign subsidiaries may include differences due to the exchange rate effect. Variation in 2024 figures reported due to changes in the consolidation of intercompany operations.

² Excludes intercompany operations and includes QSalud, Autos y Salvamentos, O&T and Activos Jal.

Units insured by subsidiary

**5,737**TOTAL INSURED UNITS
IN THOUSANDS OF UNITS

In 2024, the insurance subsidiaries performed facing a number of challenges, while achieving important milestones in their respective operations





Challenges



Peru

- Incorporating of brand-name dealers as new sales channels and requiring them to return to their yards for repairs.
- Increased the participation of brand workshops in authorized repairs from 45% to 52%.
- Application of controls to the loss ratio without affecting sales and market share growth.
- Adjustment of technical reserves levels and reduction of the provision for insufficient premiums.
- Reduction of claims through more robust rates and focus on profitable business.

El Salvador

- The main challenge of consolidating the service structure was the growth of 32% in 2023 and a projected 22% in 2024.
- Strengthen customer confidence by demonstrating superior service that exceeds their expectations.
- Optimizing processes to achieve greater operational efficiency.

Costa Rica

- Achieve sustained growth in a context where increasing tariffs is necessary without losing market share.
- To seek a ROE aligned with the Board of Directors' expectations, while maintaining a balance between profitability and competitiveness.
- Operational challenge of repairing vehicles in an environment with a shortage of spare parts.
- Fall in the interest rate.

United States (QIC)

- Operating in states with high legal adversity, especially Texas.
- Significant deterioration in the loss ratio, affecting the financial results of the QIC portfolio in 2024.
- Portfolio reconfiguration strategy.

Achievements



- Reduction of the overall average cost of claims by 5% compared to 2023.
- Decrease in the average valuation cost by 3.44%, despite inflation and greater use of branded workshops.
- Increased operating efficiency by 28%, by performing almost 1,800 more appraisals performed with the same team of claim officers.
- Salvage sales of over \$1.3 million, with a 41.23% return on the indemnified amount.
- Growth 10 times higher than the market average.

- 22% growth compared to 2023, which consolidated market positioning.
- Collection of 114% of the annual budget, demonstrating financial management efficiency.
- Maintained the loss ratio at 56%, six points below the projected budget.
- Profit growth of 45% compared to the previous year, showcasing solid operational and financial management.

- The projected sales budget for the year was achieved. Production goals were achieved at 98%.
- Most profitable auto insurance company in the Costa Rican market.
- Maintained second place in car market share since 2013.
- Total payment for the remodeling of the new office, with an investment of USD 2.3 million, without compromising profitability.

- 23% increase in written premiums in the heavy equipment segment, compared to 2023.
- Successful development of the **digital portal for tourist policies** in collaboration with QMX.



In the United States, we made progress with our portfolio reconfiguration strategy, reducing our share of the domestic market significantly from 31% to 5% in the last year. Currently, the border/binational business represents 69% of the portfolio, while the remaining percentage corresponds to the PPA market.



QSalud

In 2024, QSalud experienced significant growth, expanding its coverage throughout the country, and achieving rapid adoption in regions with fewer medical offerings, where user interest was greater. The strategy was not limited to Qualitas clients exclusively but was diversified to include other profiles and segments beyond transportation. One of the main challenges was motivating the extensive network of car agents to market QSalud, given that many of them serve the middle-income population.



Up to date,

- **over 2,380 advisors,**
- **82 promoters,**
- **a hospital network of 280 hospitals throughout Mexico.**

	Total		\$MXN
Customers	44,592	\$	113,757,969.53
Paid medical expense claims	2,151	\$	26,500,000
Issued premium (\$MXN)			
AP Colectivo (Collective)		\$	7,745,022.17
Q Contigo Individual (Individual)		\$	3,232,484.30
Q Contigo Colectivo (Collective)		\$	11,780,970.09
GMMC		\$	90,999,492.97



NON- INSURANCE BUSINESS PERFORMANCE - FLEKK



In 2024, Flekk made a key strategic move by acquiring **Roto Cristales y Partes** for approximately MXN \$500 million. Flekk’s main competitor in the glass installation segment has **130 branches nationwide**. Integrating this company represents a high-impact opportunity to strengthen Flekk’s business model. The acquisition focused on generating synergies in four key areas: **glass**, increasing purchasing power to offer more competitive prices; **spare parts**, unifying supply channels; **automotive paint**, leveraging Roto’s position as the largest distributor in the country to expand offer in Crista Fácil’s 160 branches; and **logistics**, consolidating distribution routes nationwide to improve delivery times and reduce operating costs. This acquisition increases Flekk’s value proposition and operational efficiency, positioning the brand as a more prominent player in the automotive ecosystem.

Flekk 2024 operational and business data

Number of own stores	→	1
Number of franchised stores	→	150
Number of franchisees	→	83
Revenues (MXN)	→	\$619,912,685
Market share (%)	→	34%
Number of repairs (glass)	→	4,979
Number of replacements (of crystals)	→	141,246
% of services (repairs and/or replacements) for Qualitas policyholders	→	82%

SHARE VALUE

Qualitas began trading on the Mexican Stock Exchange in 2005 and since then has strengthened its presence in the stock market.

It currently participates in six relevant indexes, including: S&P/BMV IPC, Total Mexico ESG, S&P/BMV Rentable, FTSE BIVA Mid Cap, DJS MILA Pacific Alliance Index³ and the Bloomberg GEI Index, reflecting its financial strength, performance, and commitment to environmental, social, and corporate governance (ESG) criteria. With 400 million shares outstanding, Qualitas has a share repurchase program and a market maker, key tools that boost the liquidity and stability of its stock in the market.

On April 25, 2024, the General Ordinary Stockholders' Meeting approved the payment of dividends of Ps. 3,200 million (equivalent to Ps. 8 per share), which were paid by electronic transfer on two dates: May 8 and November 8, 2024.

In addition, we comply with all requirements established by the CNBV and the Mexican Stock Exchange (BMV). To ensure the proper functioning of the market, the market maker service operates in accordance with the practices described in the Operating Rules Manual for the Electronic Trading System, the BMV's Internal Regulations and other applicable regulatory provisions.

Traded value (daily averages)

	1T24	2T24	3T24	4T24
Volume traded (shares)	1,195,752	856,055	726,857	803,048
Total (Millions of USD)	\$13.0	\$9.9	\$6.3	\$6.1

Key multiples

P/U \$13.6

UPA 12M

\$12.9 P/VL \$2.8

³ We exited the Index by the end of 2024.

INVESTMENT APPROACH

In 2024, the reference rate in Mexico showed decreased, closing the year at 10.0%, compared to 11.25% in 2023. In response, a strategic decision was made to increase the duration of the Fixed Income portfolio to 1.8 years, taking advantage of the high interest rate environment to improve the risk-adjusted yield.

Currently, the portfolio is 86% fixed income instruments and 14% equity. Ten percent (10%) of the total is invested in ETFs under a passive strategy, and the rest operates with an active approach.

Additionally, almost 19% of the total portfolio is invested abroad, in accordance with the capital requirements of our international subsidiaries. Equity exposure was primarily maintained through global ETFs with an indexed approach.

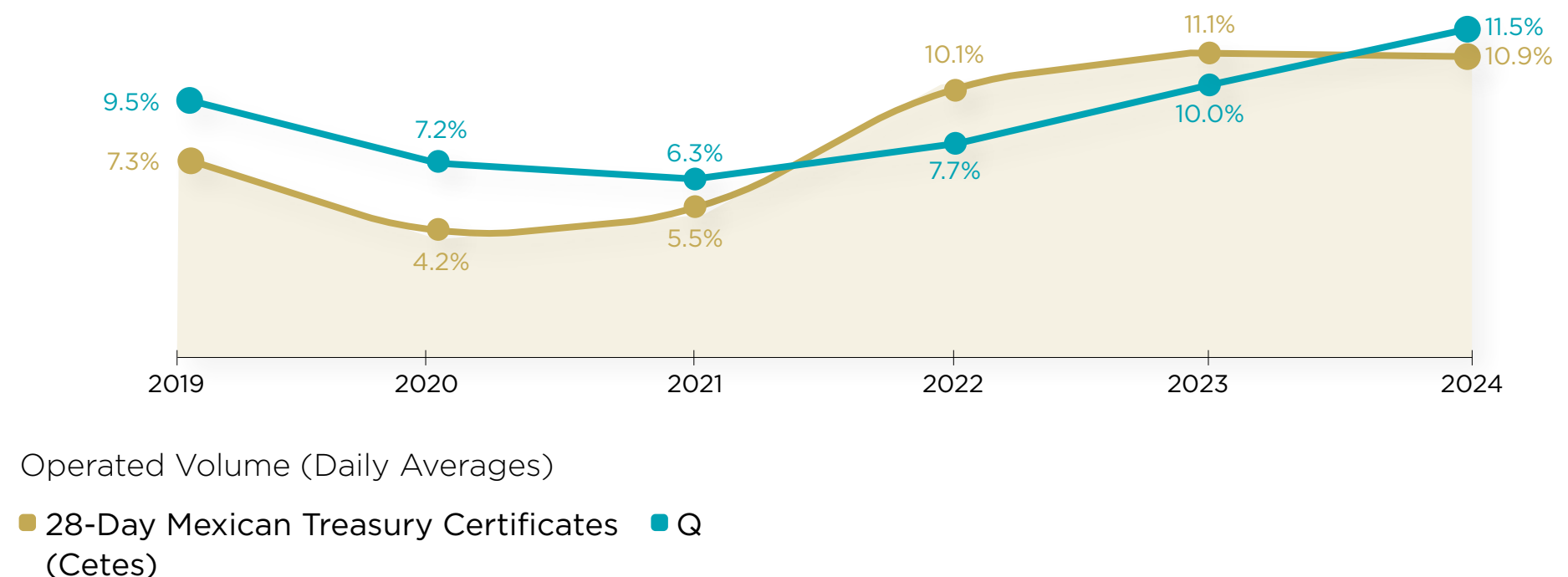
In terms of performance, the Financial Investment Return (FIR) was \$4,933 million for the year, and the portfolio achieved a Return on Investment (ROI) of 11.5% quarterly and 9.6% cumulative.

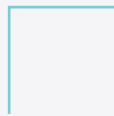
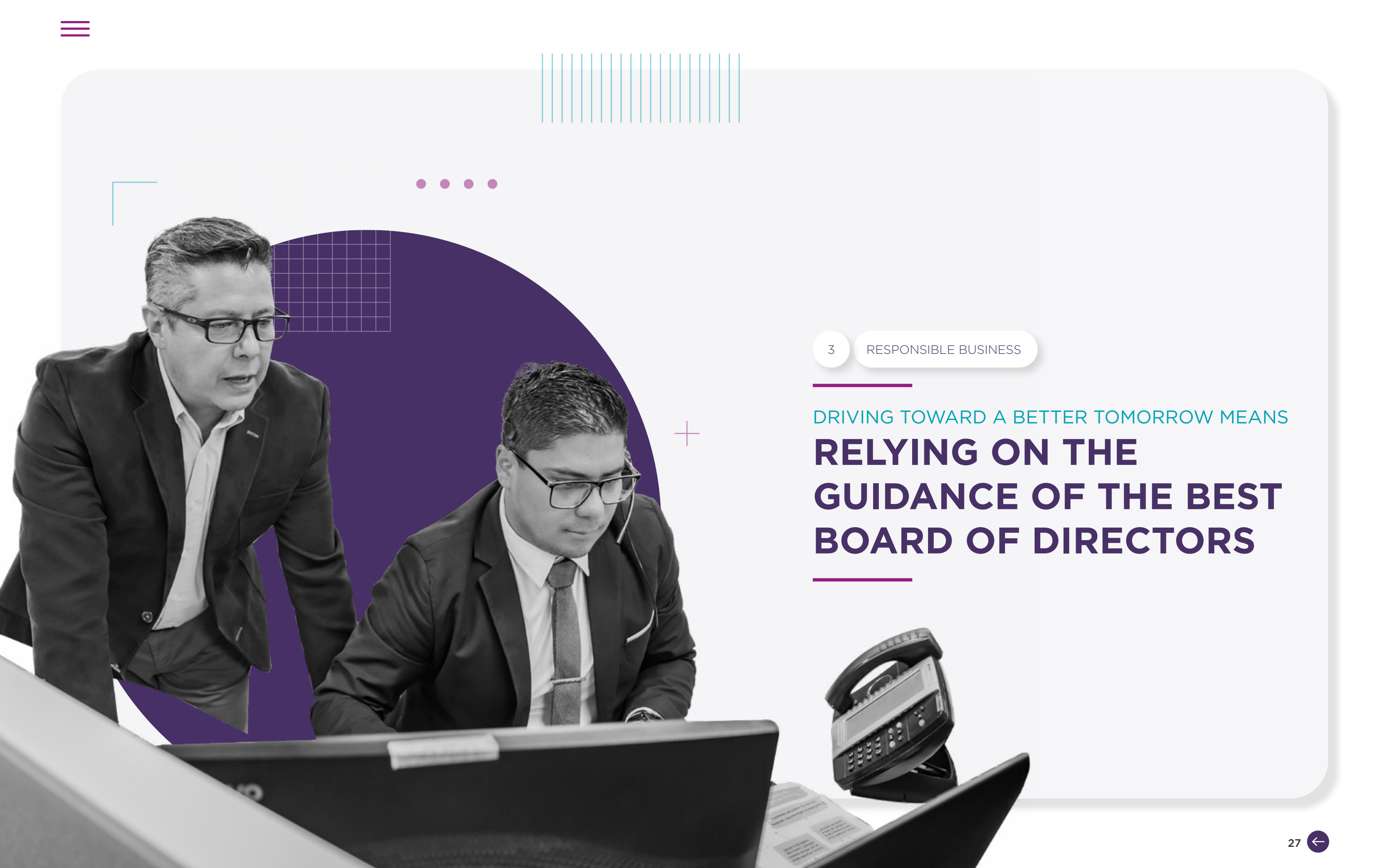
As part of our commitment to sustainable finances, we will implement a new Responsible Investment Policy in 2025.

This policy will establish Environmental, Social and Governance (ESG) monitoring guidelines, including a formal methodology for calculating the portfolio's ESG rating.

A new Chief Investment Officer (CIO) has been appointed and is now an active member of the Investment Committee.

Return on investments:





3

RESPONSIBLE BUSINESS

DRIVING TOWARD A BETTER TOMORROW MEANS

**RELYING ON THE
GUIDANCE OF THE BEST
BOARD OF DIRECTORS**





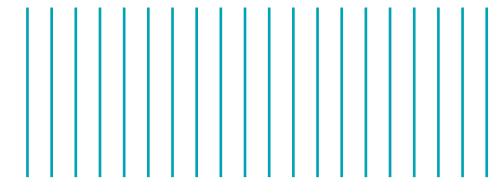
CORPORATE GOVERNANCE

GRI 33-3, 2-9, 2-10, 2-11, 2-15, 2-17, 2-18, 2-19, 2-20, 405-1

At Qualitas Controladora we adopt the best international corporate governance practices and comply with the regulations in force in the countries where we operate.

Our corporate governance model is oriented to guarantee the sustainability and continuity of the business, as well as the long-term success of our operations. To this end, we have collegiate bodies that play a key role in strategic decision-making, driving the creation of value for all of the company's stakeholders.

Our actions are guided by the **QC Corporate Governance System Policies** , document, which establishes the principles and guidelines for our internal practices. In addition, our bylaws reflect our commitment to transparency and efficiency in corporate governance.



General Shareholders' Meeting

It is the highest governing body. Its main responsibilities include the approval or ratification of the members of the Board of Directors, as well as the determination of their compensation. It also has the power to appoint the chairmen of the Governance Committees.

The assembly plays a fundamental role in approving the reports presented by the Board of Directors and the existing committees. In addition, it reviews the report on tax compliance and approves the payment of the dividend to shareholders. Where appropriate, it evaluates the possibility of cancellation or repurchase of shares.

Finally, it is responsible for authorizing the persons linked to the company who shall receive powers of attorney to manage and represent the company.

Board of Directors

Its main responsibilities include the definition and supervision of the Parent Company's strategy, the management of corporate risks, as well as the appointment and evaluation of the members of the management team, including the Chief Executive Officer.

It is made up of twelve members, **eight of whom are independent**. The election of each member is carried out on an individual basis, following the principles established in the Bylaws and the Corporate Governance Manual. In addition, criteria such as gender, nationality and experience are considered.



SEE ON THE BOARD OF DIRECTORS HERE OUR

COMMITMENT TO DIVERSITY

The terms of office are annual, with the possibility of renewal, and are elected and ratified by the General Shareholders' Meeting. In the case of independent members, we ensure compliance with the requirements of **article 26 of the Mexican Securities Market Law**, in order to avoid any conflict of interest. Each director submits a declaration of independence, in which he/she states that he/she is not influenced by personal, financial or economic interests.

The Board of Directors meets on an ordinary basis at least once every quarter. During the year, **5 ordinary sessions** were held. In order for the sessions to be legally valid, a **minimum attendance of 75%** of the members is required.





67% of the members
of the board of
directors are
independent

7.8 years

AVERAGE LENGTH OF
SERVICE ON THE BOARD

95%

AVERAGE ATTENDANCE
IN 2024

2 women

IN THE BOARD OF
DIRECTORS

Board members conduct an annual self-assessment focused on their technical and soft skills. In addition, we have the validation of an external consulting firm, which analyzes and validates the results obtained. These results are presented to the Corporate Practices Committee.

Finally, with the aim of ensuring solid corporate governance and always at the forefront, during 2024, we conducted training sessions for Board members on the following topics:

- Protection of personal data, prevention of money laundering and financing of terrorism
- Corporate risk management
- Sustainability in the financial sector, climate change risks and opportunities



BOARD OF DIRECTORS		PARTICIPATION IN COMMITTEES				
		AUDIT	CORPORATE PRACTICES	INVESTMENTS, FINANCE AND PLANNING	INNOVATION AND OPERATIONS	SUSTAINABILITY
José Antonio Correa Etchegaray	Related incumbent 5 YEARS			CHAIRMAN		
Bernardo Eugenio Risoul Salas	Related incumbent 4 YEARS					
Joaquín Brockmann Domínguez	Related incumbent 5 YEARS					
María del Pilar Moreno Alanís	Related incumbent 9 YEARS					
Wilfrido Javier Castillo Miranda Olea	Independent incumbent 5 YEARS					
Juan Marco Gutiérrez Wanless	Independent incumbent 5 YEARS					
Mauricio Domenge Gaudry	Independent incumbent 17 YEARS					
Madeleine Marthe Claude Brémond Santacruz	Independent incumbent 9 YEARS					
Alfonso Tomás Lebrija Guiot	Independent incumbent 11 YEARS	CHAIRMAN	CHAIRMAN			
José Francisco Torres Olmos	Independent incumbent 4 YEARS					
Luis Celhay López	Independent incumbent 3 YEARS					
David Coppel Calvo	Independent incumbent 2 YEARS					

FOR MORE INFORMATION ON THE EXPERIENCE AND MANDATES OF THE DIRECTORS, PLEASE CLICK HERE

GOVERNANCE



NOTE:
No member of the Board serves on more than four boards of directors of publicly traded companies. In Qualitas Controladora S.A.B de C.V. there is no restriction on the number of participations in other boards of directors.

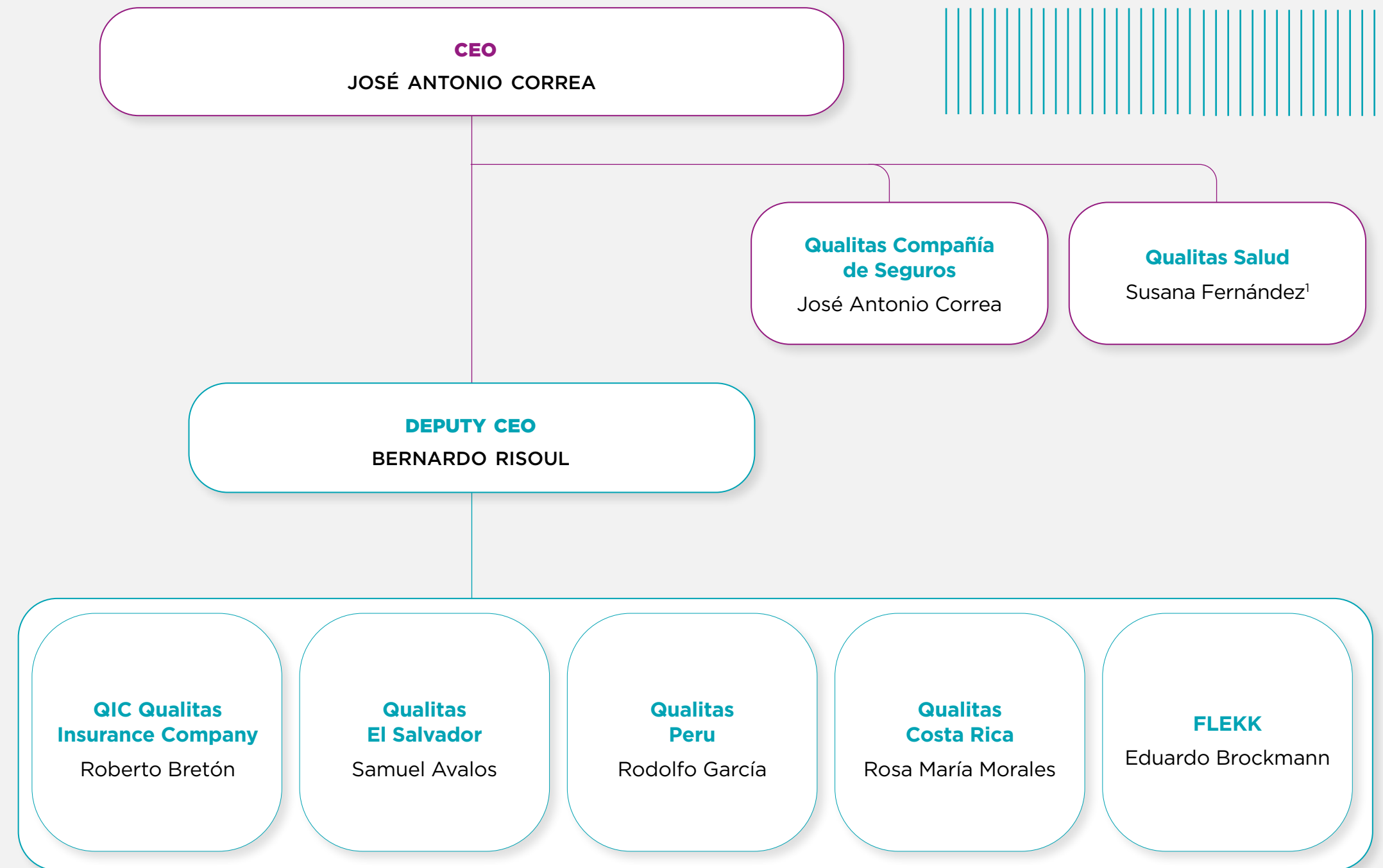


Executive team

Our management team is made up of professionals with extensive industry experience, who are not only responsible for effectively implementing the company's strategy, but also play a crucial role in key decision making, ensuring that actions aligned with long-term objectives are executed efficiently.

Each of our subsidiaries has a highly qualified management team that effectively implements the business strategy adapted to its context.

Organization chart of Qualitas Controladora S.A.B de C.V.



¹ As of the end of 2024, Susana Fernández stepped down as Director of Qualitas Salud.

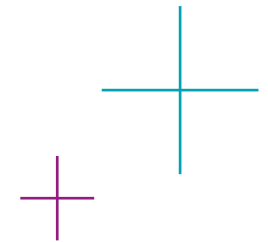


Compensation

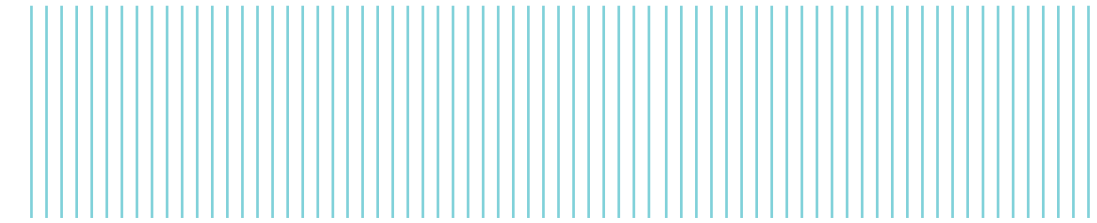
The Corporate Practices Committee is the body in charge of defining the compensation of the executive team, including that of the Chief Executive Officer. We also have variable compensation policies and procedures.

The CEO's variable compensation scheme is defined by short and long-term indicators. The variable compensation of a portion of the senior management is linked to the Combined ratio.

The other directors receive an annual variable bonus based on the achievement of specific objectives in their areas. We have variable compensation policies that adapt to the performance of each team, evaluating efficiency and service improvement projects.



The Board of Directors is supported by various specialized committees that play a key role in strategic decision-making. These committees help to ensure that specific applicable rules and regulations are properly followed.



Each of our insurance subsidiaries, together with the vertical subsidiary FLEKK, operates independently under its own corporate governance scheme, being closely supervised by their respective boards of directors. This approach allows each business unit to adapt to its particular needs.

In turn, all subsidiaries must comply with established corporate guidelines and local regulations applicable in the jurisdictions where they operate.

FOR MORE INFORMATION CLICK HERE

**FUNCTIONS OF THE
GOVERNANCE COMMITTEES**

ETHICS, INTEGRITY AND REGULATORY COMPLIANCE

GRI 3-3, 2-24, 2-25, 2-26, 2-27, 3-3, 205-2, 205-3, 206-1, 406-1

At Qualitas, we live a culture of ethics and integrity that is reflected at all levels of the organization. We are committed to complying with the regulations and standards of the countries where we operate, ensuring that every action is aligned with our values.

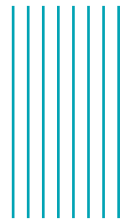
Our **Code of Ethics and Conduct**  is an essential guideline that orients all members of the company to act with responsibility, honesty and professionalism in their daily work. This Code integrates the principles for maintaining transparent and trusting relationships with the different stakeholders. It also establishes clear guidelines to prevent and sanction acts of corruption, bribery, conflicts of interest, the granting or acceptance of gifts, or any other illicit

action, reaffirming our commitment to ethics and integrity.

Each year, the Audit Committee reviews the Code of Ethics and Conduct, which is approved by the Board of Directors of Qualitas Controladora, in order to ensure its validity and strengthen its content. This review incorporates key aspects aligned with our Sustainability Strategy, such as respect for human rights, equity and inclusion, non-discrimination, environmental protection and contribution to the social and economic development of our surroundings.

Although the Code is applicable to all Qualitas Controladora, including our various stakeholders, the subsidiaries have

implemented additional requirements and guidelines in order to adapt it to their specific regulations and context. Flekk, our non-insurance subsidiary, has its own version of the Code of Ethics and Conduct, aligned to its operating nature and business model.

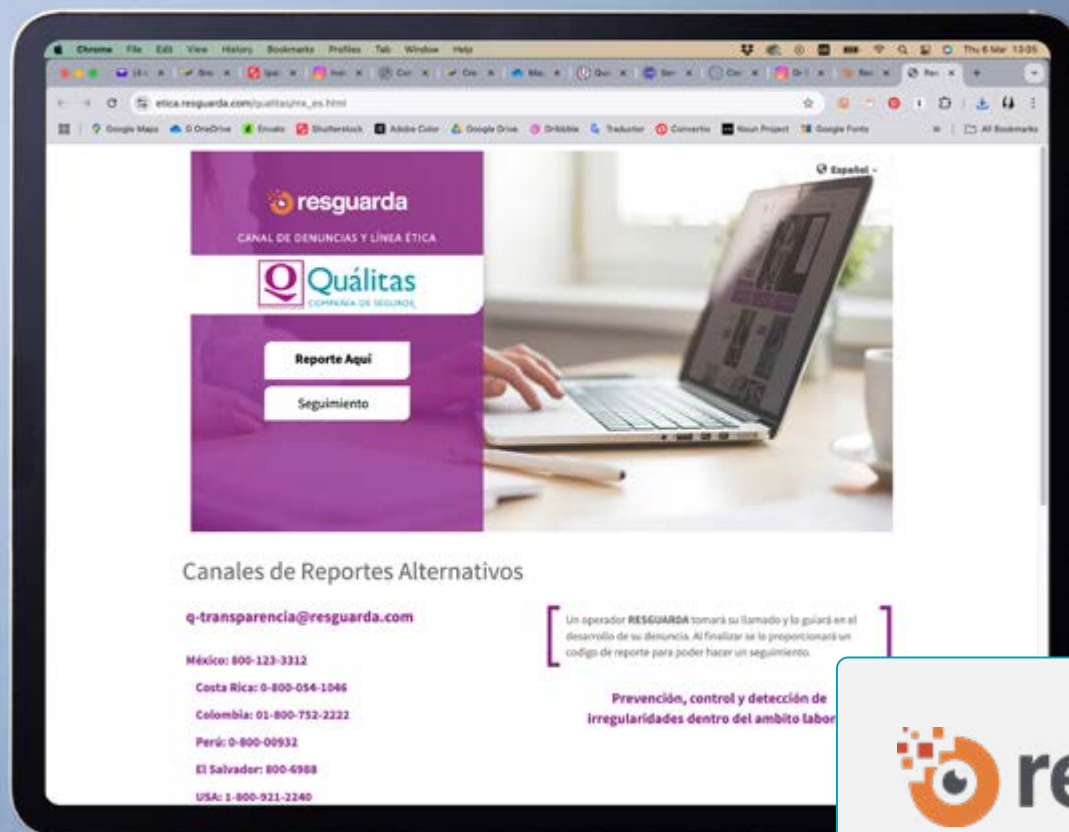


In the case of Qualitas Compañía de Seguros, we have the Business Ethical Principles, which serve as a guide for the marketing of insurance and relations with contributors, office personnel, agents and policyholders. In addition, a sound regulatory framework has been established, consisting of the following policies:

-  • Code of Ethics and Conduct.
-  • Anti-Corruption Principles and Mechanisms Policy
-  • Conflicts of Interest Policy
-  • Donations Policy
-  • Qualitas Conduct Catalog
-  • Internal Labor Regulations
-  • Business ethical principles



We value collaboration with agents, service office teams and suppliers who share our principles and ethical commitment. Therefore, we ask you to commit yourselves to comply with the provisions of the Code of Ethics and Conduct. Suppliers must also comply with the Operating Standards, which are a fundamental part of the contracts entered into with them.



In order to allow the reporting of situations or suspicions of acts that violate the company's principles, as well as internal or external regulations, we have **Q-Transparencia**, a channel available to employees, suppliers, policyholders and anyone else. **This line is operated by an independent third party**, which guarantees the confidentiality and security of users.

→ FORM

WWW.RESGUARDA.COM/QUALITAS

→ TELEPHONE LINE

800-123-3312

→ E-MAIL

Q-TRANSPARENCIA@RESGUARDA.COM



Each subsidiary has a committee in charge of following up on complaints received through Q-Transparencia and referring cases to the corresponding area for resolution. Cases identified directly in the areas of Internal Audit, Internal Control, Human Resources, Compliance and Fraud Prevention are also addressed.

During 2024, a total of 158 complaints were received, of which 38% (60) proceeded and 10 remain under investigation.

Complaints received by type

1	Availability of Premiums
1	Personal data breach
2	Tampering of Information
3	Bribery
3	Corruption
3	Fraud
4	Sexual Harassment
8	Misuse of Assets
16	Harassment at Work
19	Poor Performance

The Ethics Committee of each subsidiary is responsible for continuously monitoring compliance with the Code and the associated ethical culture, as well as for providing solutions to non-compliance cases. The measures adopted include:

- Process changes
- Chats with contributors
- Termination of contract
- Disassociations for cause
- Legal proceedings

Progress and relevant facts are presented periodically to the Ethics Committee. As part of our ethical culture, we ensure that all new contributors receive training on the Code of Ethics and Conduct during their induction process, thus promoting a commitment to ethics and integrity in their work.





We implement training and awareness programs for contributors, agents and office staff. These programs include the Compliance Month campaign and Q Certification, which address key issues such as the Code of Ethics and Conduct, Money Laundering Prevention, Conflict of Interest

Policy and Personal Data Protection. All employees must complete these courses annually, complete the corresponding evaluation, and sign an acknowledgement of their acknowledgment and acceptance of each course.

27,513

HOURS OF TRAINING PROVIDED
THROUGH 2024 Q CERTIFICATION¹



Our commitment to compliance and legality is reflected in the open, transparent and collaborative relationships we maintain with regulatory institutions and competent authorities, with whom we work to ensure that all our activities are carried out in accordance with applicable regulations.

To promote effective risk management and informed decision making, we ensure that we communicate in a timely manner any involvement in legal proceedings that may affect our functions or the company's reputation.

In line with our ethical principles, at Qualitas we do not make contributions to political parties or representatives. We also work to promote healthy competition and, as a result, we have received no sanctions for inappropriate practices.

In order to contribute to the development and continuous improvement of the insurance sector, we made contributions to chambers and business associations through our subsidiaries, both in Mexico and in the other countries where we have a presence. We actively participate in working groups to promote improvements in the sector and in the management of risks and opportunities within the insurance industry

¹ Employees of the subsidiaries in Peru and the United States do not participate in the Q Certification.



FOCUS ON SUSTAINABILITY

GRI 2-23, 2-24

At Qualitas we are committed to sustainable development. Therefore, under a business model focused on the creation of shared value, we offer a high quality comprehensive service and promote a culture of prevention and education in road safety. Through these actions, we not only fulfill our mission to satisfy our customers' needs, but also generate a positive impact in all the places where we have a presence.

We have a Sustainability Strategy that permeates all levels of the company and integrates environmental, social and governance (ESG) criteria in decision making. This strategy motivates us to continually evaluate our performance and incorporate best practices to ensure that our operations are conducted in a responsible and sustainable manner.

Aligned with our Sustainability Strategy, all our subsidiaries share the same goal: to achieve a sustainable future.

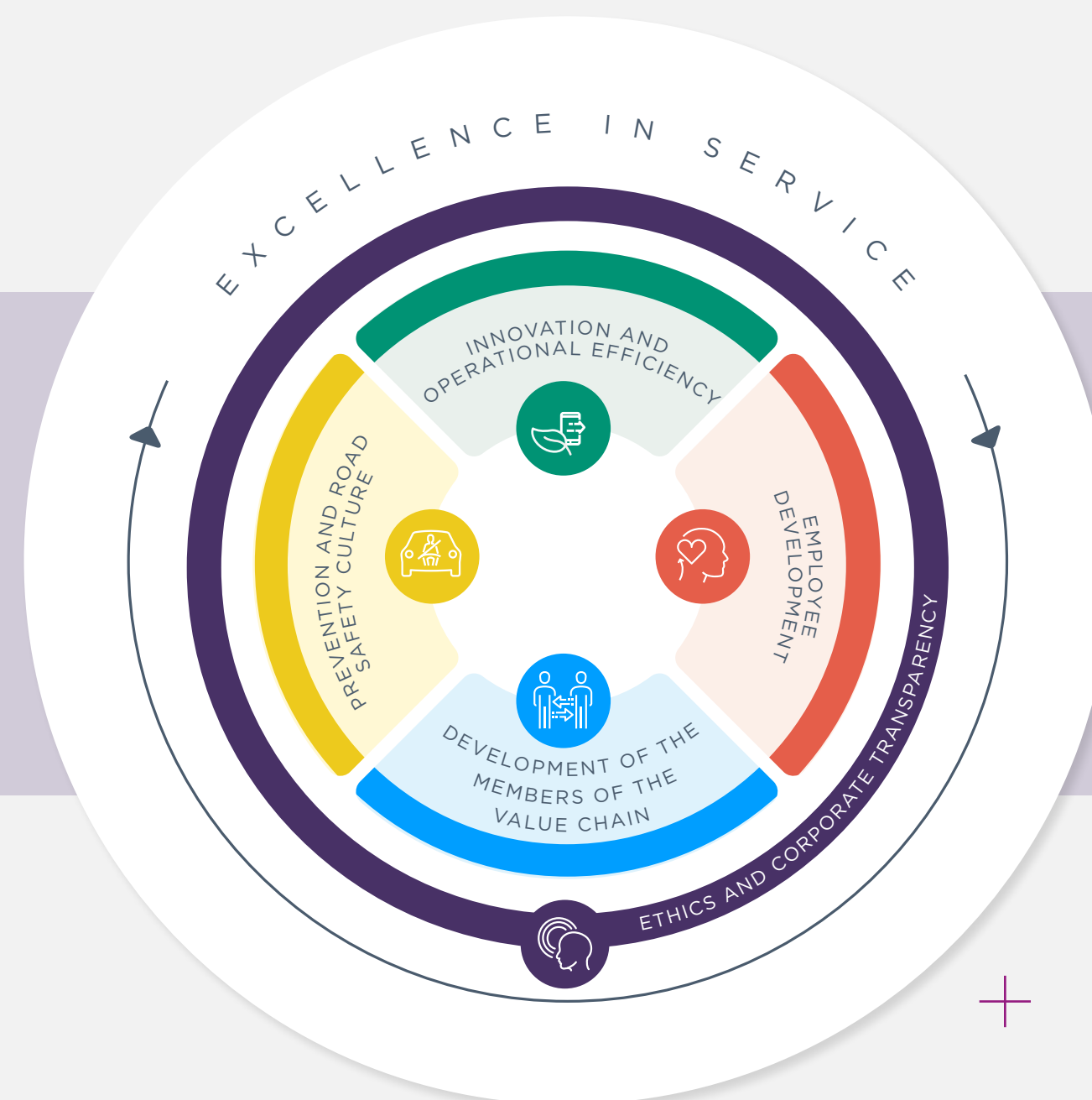


Pillars of the Sustainability Strategy

Our Sustainability Strategy has a comprehensive approach and is based on five strategic pillars, which include specific initiatives that contribute to the generation of shared value, as well as to the achievement of the Sustainable Development Goals.

Our Sustainability Strategy reflects not only our compliance with market demands, but also our financial expectations and service excellence.

In 2024, we carried out the dual materiality process for the first time. This exercise allowed us to identify the most important issues for the company and to validate that our actions are aligned with the expectations of our stakeholders and with our global sustainability goals.



The relationship between the material issues obtained and the pillars of our sustainability strategy is detailed below.

SDGS THAT WE SUPPORT



ETHICS AND CORPORATE TRANSPARENCY

→ To operate in accordance with the company's values, under ethical and behavioral guidelines, based on solid corporate governance. Integrate sustainability criteria in decision making.

SDGS TO WHICH IT CONTRIBUTES • • • • 16



INNOVATION AND OPERATIONAL EFFICIENCY

→ To offer value-added products and services to the policyholder, accompanied by an efficient operation both in the use of resources and in addressing impacts (e.g. environmental). Leverage the potential of technology for the operation.

SDGS TO WHICH IT CONTRIBUTES • • • • 9



EMPLOYEE DEVELOPMENT

→ To promote the talent of our employees and their development, based on the value of diversity, as well as their well-being. Promote constructive leadership and a strong culture based on internal communication.

SDGS TO WHICH IT CONTRIBUTES • • • • 4 8

RELATED MATERIAL TOPICS

- Corporate governance
- Business ethics and legal compliance
- Disclosure and transparency of financial and sustainability information
- Sales practices (responsible marketing)
- Privacy of policyholder data
- Claims management and policyholder service
- Taxation
- Money laundering prevention

- Digital transformation and operational efficiency
- ESG investment
- Innovation in products and services
- Cybersecurity
- Management of own and portfolio climate risks (physical and transitional)

- Work environment
- Occupational health and safety
- Diversity and equal opportunity
- Training and career development (of employees)

**DEVELOPMENT OF THE MEMBERS OF
THE VALUE CHAIN**

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

SDGS TO WHICH IT CONTRIBUTES ● ● ● ● **8 9**

**ROAD SAFETY CULTURE**

Promote a culture of prevention, insurance and finance. Likewise, to contribute to responsible road management and behavior, favoring the coexistence of all those who use the roads and public spaces.

SDGS TO WHICH IT CONTRIBUTES ● ● ● ● **3 11**

RELATED MATERIAL TOPICS

- Sustainable supply chain
- Accessibility and affordability of the product/service
- Claims management and policyholder service
- Financial education and insurance culture

- Road safety culture and behavior

GRI 2-12, 2-13

We have a Sustainability Committee, made up of representatives from different areas of the company¹, in charge of supervising and evaluating the implementation of the Sustainability Strategy. The results obtained in ESG aspects are presented to the Board of Directors on a quarterly basis by the Chairman of the Sustainability Committee.

In 2024, Pilar Mariscal assumed leadership of the Sustainability Committee.

¹ Participants include General Management, Commercial Management, Integrated Risk Management, Administration, Treasury, Claims Service, Issuing and Operational Assistance, Customer Service, Social Responsibility, Human Resources, Corporate Communication, Projects and Information Intelligence.

FOR THE RESULTS OF OUR LATEST DUAL MATERIALITY EXERCISE, SEE:

EXHIBIT 4: ESG MANAGEMENT DETAIL





In setting automobile insurance premiums, criteria such as the loss ratio due to weather events are considered.

As part of the governance of our strategy, we collaborate with the Integrated Risk Management area and take as a reference the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) to integrate the risks and opportunities associated with climate change that may affect our activities.



SEE OUR SECTION ON:

CLIMATE CHANGE RISKS AND OPPORTUNITIES



4

RISK MANAGEMENT

DRIVING TOWARD A BETTER TOMORROW MEANS,
**WORKING WITH
INTEGRITY**



RISK MANAGEMENT

● ● ● ● Introduction to risk management

We identify and manage risks that could significantly impact our operations and the company's financial condition.

As part of our corporate governance framework, we have implemented an Integrated Risk System that encompasses the processes and procedures necessary to continuously monitor, manage, measure, control, mitigate, and report the risks to which the Company is exposed.

The **Comprehensive Risk Management Directorate (DAIR)** is responsible for designing, implementing and monitoring the Integrated Risk System. To fulfill its objective, it submits for approval by the Board of Directors the Comprehensive Risk Management Manual, the global and risk-specific

exposure limits, and the Institutional Own Risk and Solvency Assessment (ORSA). This assessment tool is used to evaluate our compliance with risk management standards and to analyze our financial solvency.

As part of its risk management responsibilities, the **DAIR reports to the Board of Directors, the Chief Executive Officer**, and the relevant departments on the assumed risk exposure, the level of compliance with approved tolerance limits, and, in the event of any deviations, documents their causes and issues the necessary recommendations to realign the risk exposure. It also reports on new operations and services that, by their nature, involve risk.

Lastly, we have an Internal Audit Area, which is responsible for **conducting independent audits** of the Integrated Risk System. This process is carried out once a year and is validated by the Audit Committee.



Main risks identified

Risks are measured using evaluation methodologies and indicators approved by the Board of Directors and are monitored to ensure that they are within the authorized limits¹⁾ , scenario projections and stress tests, using data analysis techniques and considering relevant historical events.



¹ The RCS analysis is performed on a quarterly basis. From this analysis, it is possible to determine, for all types of risks, indicators that are part of the risk appetite (limits and tolerances). The Institutional Risk and Solvency Self-Assessment (ARSI) is carried out annually or extraordinarily during the year.

² The scope of the risk categories is at the Mexican level, as Qualitas Compañía de Seguros. Financial risks have the scope of the entire operation (Qualitas Controladora).

Main risks identified²

CATEGORY

TYPES OF RISK

TECHNICAL RISKS

- Premiums
- Reservations

FINANCIAL RISKS

- Market
- Liquidity
- Credit
- Concentration
- Assets and liabilities mismatch
- Real Estate

OPERATIONAL RISK

- Operational processes
- Technological
- Legal
- Reputational
- Strategic

OTHER COUNTERPART RISKS

- Commercial loans



Below, we present the main risk categories and report their level of exposure and tolerance in three of them.

	CATEGORY	TYPE OF RISK	NAME OF RISK	PROBABILITY OF MATERIALIZATION (HIGH, MEDIUM, LOW)	BUSINESS IMPACT (HIGH, MEDIUM, LOW)	RISK TOLERANCE (HIGH, MEDIUM, LOW)	MITIGATION ACTIONS
→ 1	Technical Risks	Subscription	Risk derived from losses caused by direct insurance underwriting risks in its damage operation and its components.	High	High	High	Specific underwriting policies are in place.
→ 2	Financial Risks	Market	Potential loss from changes in risk factors affecting the value of assets and liabilities.	High	High	High	There is an Investment Policy which contemplates the limits under which the portfolio can be operated, as well as the measurement of the market VaR which is within the risk appetite.
		Credit	Potential loss arising from non-payment, or deterioration in the creditworthiness of counterparts (securities).	Low	Low	Low	There is an Investment Policy which contemplates the limits under which the portfolio can be operated, as well as the measurement of the market VaR which is within the risk appetite.
		Liquidity	Potential loss from the early or forced sale of assets at unusual discounts to meet obligations.	Medium	Medium	Medium	There is an Investment Policy which contemplates the limits under which the portfolio can be operated, as well as the measurement of the market VaR which is within the risk appetite.
		Mismatch of A and L	That which reflects the potential loss arising from the structural mismatch between assets and liabilities.	High	High	High	There is an Investment Policy which contemplates the evaluation of the mismatch behavior of A and L, the limits under which the portfolio can be operated, additionally the mismatch risk is evaluated under its own methodology, and this is within the risk appetite.
		Concentration	Potential losses associated with inadequate diversification of assets and liabilities (asset type, economic activity or geography).	Low	Low	Low	Financial and portfolio performance is monitored on a quarterly basis.

	CATEGORY	TYPE OF RISK	NAME OF RISK	PROBABILITY OF MATERIALIZATION (HIGH, MEDIUM, LOW)	BUSINESS IMPACT (HIGH, MEDIUM, LOW)	RISK TOLERANCE (HIGH, MEDIUM, LOW)	MITIGATION ACTIONS
→ 3	Counterparty risk	Commercial loans	Non-compliance with counterparty obligations (loan or credit operations).	Low	Low	Low	The purpose of the business is not to grant loans, so the risk is low.
→ 4	Operational risk	Processes	Operational processes, corresponding to the potential loss due to non-compliance with policies and procedures required in the management of operations.	Medium	Medium	Medium	The methodology for the management of operating risks by process is detailed in internal regulations previously approved by the Board of Directors.



Main emerging risks

We recognize that the insurance industry faces a number of emerging risks that can have a significant impact on our operations and financial results. We have identified two risks aligned with the *World Economic Forum* (WEF) Global Risk Report 2025³ which assesses risks that have a high probability of materializing in the short and long term (two and ten years).

³ The WEF report presents economic, environmental, geopolitical, social and technological risks.



EMERGING RISK 1

EMERGING RISK 2

Name of risk	Risks related to nature and biodiversity		Artificial Intelligence (AI) risk	
Risk category (e.g. Economic, Environmental, Social, Geopolitical, Technological)	Environmental		Technological	
	Risk description		The risk associated with Artificial Intelligence involves the threats or problems that may arise from the use, implementation or reliance on AI systems. These risks may arise due to errors in algorithms, biases in data, lack of transparency in automated decision making, or even intentional misuse of AI, such as manipulation of information or loss of control over automated decisions. AI can also generate risks in terms of privacy, ethics, security and operability.	
	Potential business impact		• If AI systems make mistakes or are perceived as unfair or biased, customers may lose confidence in the organization. • Ethical and reputational risks: Irresponsible use of AI may generate public consequences, lawsuits or negative impact on the company's reputation. • Disruption to operations: AI's reliance on automated processes can cause disruption if systems fail or malfunction. • Regulatory and legal uncertainty: Laws related to the use of AI are constantly developing. Failure to comply with regulations could result in penalties. • Loss of control: In cases where AI systems make autonomous decisions, there may be a loss of control over outcomes if not properly monitored.	
	Possible mitigation measures		• Rigorous development and testing: Extensive testing and simulations to ensure proper AI performance in different scenarios. • Ongoing auditing and monitoring: Continuous monitoring systems to review how AI makes decisions and ensure they are aligned with expectations and ethical standards. • Regulatory compliance: compliance with local and international laws and best practices on the use of AI, ensuring compliance with all regulations and standards. • Ethical and responsible training: training for AI developers and managers on the ethical implications of AI use. • Development of Human Intervention Policy that clearly defines the limits of automated AI decision making.	



We promote a culture of risk management throughout the organization through awareness campaigns aimed at the areas responsible for implementing controls and mitigation measures. In addition, we offer training sessions throughout the year on various topics, such as anti-corruption, money laundering prevention, cybersecurity and personal data protection. For more details on these training sessions, please refer to **Ethics in the Q certification section.** [↗](#)



CLIMATE CHANGE RISKS AND OPPORTUNITIES

GRI 3-3, FS2;

SASB FN-IN-450a.3;

TCFD GDR-A, GDR-B, GDR-C;

IFRS S2 GES

Globally, we face risks related to climate change that could have a significant impact on our operations. In the insurance sector, these risks could affect the level of claims. In the non-insurance business⁴, particularly in the distribution and sale of auto parts, the effects could be reflected in disruptions in the supply chain, which could jeopardize the availability of these products.

We identify climate change risks based on the nature of our operations and the context in which we operate. For their categorization, we rely on international frameworks such as the *Task Force on Climate-Related Financial Disclosures (TCFD)*⁵.

⁴ A specific risk identification for the non-insurance business will be carried out at a more mature stage of the business.

⁵ As of October 2023, the responsibilities of the TCFD were transferred to the IFRS International Non-Financial Reporting Standard S2 (IFRS).





Physical and Transitional Risks

TCFD EST-A, EST-B

The risks presented below take into account current and potential changes in our operations, including the possible impact of weather events, regulations, commercial strategies and capital market requirements.

TYPE OF RISK	RISK SUBTYPE	INHERENT RISK ASSESSMENT	DESCRIPTION	TIME HORIZON ⁶
Transition	Technological, reputational	Medium	The use of unsustainable or outdated technology in proprietary vehicles could damage the company's reputation.	Long term
	Political and regulatory	Medium	Changes in policies or regulations that limit the circulation of vehicles that depend on fossil fuels.	Long term
	Political and regulatory	Medium	Increased fossil energy costs to operate the company's appraising and legal assistance services infrastructure.	Long term
	Political and regulatory	Medium	High electricity tariff costs due to taxes, surcharges or penalties.	Long term
	Reputational	Medium	Lack of incentives for the promotion of products/prices and/or benefits associated with the purchase of electric or hybrid vehicles.	Long term
Physical	Acute	Medium	Meteorological phenomena attributed to climate change, such as storms, hurricanes and floods, which may interrupt the issuance procedures and assistance to our policyholders.	Short term
	Acute	Medium	Increase in the price of premiums for areas identified as high-risk and/or high-claim areas due to climate change-related events.	Long term

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

Financial Implications of Climate Change

GRI 201-2, FS8;
SASB FN-IN-450a.1, FN-IN-450a.2; FN-IN-410b.1, FN-IN-410b.2
TCFD EST-A, EST-B, GDR-B, MYO-A;
IFRS S2 EST⁷

We identify the main risks and opportunities that may have a financial impact. In the case of physical risks, we assess information based on historical data and relevant events we have faced. One of the main opportunities lies in the promotion of sustainable insurance, being the adoption of electric/hybrid vehicles a global trend that could generate positive impacts on our company's financial situation.

Valuation for identified risks⁸

TYPE OF RISK	RISK DESCRIPTION	INDICATOR	POTENTIAL FINANCIAL IMPACT (M MXN) 2024
Physical (acute)	Increase in the price of premiums for areas identified as high-risk and/or high-claim areas due to climate change-related events.	Cost of claims associated with extreme weather events.	708,677,652 ⁹
Transition	Increased fossil energy costs to operate the company's appraising and legal assistance services infrastructure.	Cost of fuel used for the care of our policyholders.	126,646,515 ¹⁰

Valuation for identified opportunities

TYPE OF OPPORTUNITY	DESCRIPTION OF THE OPPORTUNITY	INDICATORS	POTENTIAL FINANCIAL IMPACT (M MXN) 2024
Sustainable vehicle insurance ¹¹	Insurance for our clients' hybrid/electric cars.	Value of the issued premium.	\$1,694 (M MXN) for a total of 87,916 Hybrid vehicles \$561 (M MXN) for a total of 21,079 electric vehicles

⁷ Strategy: we do not disclose section 22 regarding the use of climate scenarios.
⁸ Applicable only for Mexico, Qualitas Compañía de Seguros.
⁹ Estimates based on weather events in different states of Mexico: hurricanes and floods (\$183,632,881 and \$525,044, respectively). Figures in millions of pesos.
¹⁰ 25.7% increase in cost compared to the data we presented in our 2023 Annual Report (\$100,731,907 M MXN).
¹¹ They include insurance for fleets that use hybrid and electric vehicles, as well as individual vehicles. The scope of the information corresponds only to Qualitas Compañía de Seguros (Mexico).

Climate Governance

TCFD GOB-A, GOB-B;
IFRS S2 GOB

The supervision of climate-related risks and opportunities is carried out through various committees that report directly to the Board of Directors. The Sustainability Committee, integrated at the management level, presents the progress in key indicators, such as energy consumption and greenhouse gas (GHG) emissions.



Likewise, the Investment, Finance and Planning Committee defines the investment strategy and supervises the integration of ESG criteria.

In terms of risk management, we are in the process of implementing the criteria established in sustainable taxonomy. With the support of the different areas involved, each subsidiary will establish its own management methodology.

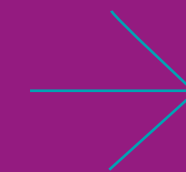
In 2024, as part of a requirement from the National Insurance and Bonding Commission, we presented a scenario in the Dynamic Solvency Test where we considered the impact of climate change on the loss ratio. To determine this, we took into account variables such as the probability of occurrence and meteorological events that took place in Mexico.



CYBERSECURITY

GRI 3-3, 418-1

Digital transformation and data management are constantly evolving, transforming the way companies operate and improve the customer experience. At Qualitas, we have joined this trend by implementing processes that optimize our services, protecting the information we handle. In this context, information security and cybersecurity risk management are becoming increasingly important.



Governance and Responsibilities

We have an Information Security Committee, which supervises information security strategies and controls and the management of cybersecurity risks, to prevent incidents and respond to possible eventualities.

This committee reports directly to General Management.

In addition, we have an Information Security Department, which also reports directly to the CEO.



Security Processes and Systems

To ensure proper data management, we adhere to our General Information Security Policy, which establishes procedures applicable to all employees to guarantee the protection of information and the proper handling of data. It also defines responsibilities within the organization.

Our strategy is based on international frameworks such as ISO 27001, ISO 22301 (related to business continuity plans) and NIST. We develop business continuity and disaster recovery plans based on risk assessment and impact analysis

In addition, a specialized independent third party carries out internal and external penetration tests on our information systems.

In 2024, we faced a cybersecurity incident that was successfully overcome by applying our protocols and protective measures.

It is important to emphasize that, in the event of any suspicious circumstance or eventuality, we have a specific email address available to all employees for the purpose of reporting possible cases of information security risk:

→ E-MAIL

Q-TRANSPARENCIA@RESGUARDA.COM



Cybersecurity Training

We offer continuous training to our employees on cybersecurity issues. This initiative aims to promote a culture of prevention at all levels of the organization.

Some of the courses we offer are Business Continuity, Phishing and Vishing, Password Security and Remote Working, among others.

The PCI DSS Fundamentals course is mandatory and is part of the annual performance assessment.

ROAD SAFETY

GRI 3-3

We recognize that road safety is fundamental for our clients and employees; therefore, at Qualitas we have implemented a road culture program designed to reduce the risk of accidents for our policyholders and claim officers.



Commitment to our policyholders

We actively advise our clients to prevent road accidents. Based on the telemetry devices installed in the fleets, we analyze data related to driving habits in order to identify areas of opportunity and, based on them, design action plans to reduce the number of incidents.

In this same sense, we offer support for the correct implementation of road safety management systems in accordance with the ISO 39001 standard. We also provide tools for the creation and institutionalization of road safety committees within companies.

We also have several training options for insured fleets; one of them is the Road Safety Diploma, designed to provide the necessary tools to promote good practices in road safety in order to prevent and effectively manage risks on the road due to accidents and theft. We also share information on legal and operational aspects. This program is aimed at middle management personnel in trucking companies. In 2024, we had the participation of 650 people.



By the end of 2024,
530¹² fleets were
receiving monthly
guidance and
information
regarding their
claims experience.

THE 2024 ROAD SAFETY DIPLOMA
COURSE WAS ATTENDED BY

→ **650 participants**

¹² In addition to our communication campaigns, it is worth noting that fleet customers in Mexico are equipped with telemetry devices provided by us, representing an approximate premium value of MXN 9,526,269.

We have a "Defensive Driving" program validated by the Ministry of Labor and Social Security (STPS), aimed at operators and for fleets with a premium of more than one million pesos. We also offer a series of online modules specifically designed for their needs focused on "Risk Prevention", available at Universidad Qualitas.



IN ADDITION, WE CONDUCTED COMMUNICATION CAMPAIGNS TO ENCOURAGE OPERATORS TO TAKE A DRIVING EVALUATION THROUGH THE "PROFESSIONAL FREIGHT TRANSPORT OPERATOR TEST" ON THE MICROSITE

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

- ● ● ● Since 2021, we have been generating valuable content for the freight transportation sector, with **Héroes del Camino** being one of our most representative campaigns.



Able to transport
24 tons



Commitment to Our Team

We manage the risks faced by our appraisers in their daily work. As with our customers, we have implemented the ISO 39001 road safety management system.

As part of our safety protocols, all appraisers receive a road safety kit that includes reflective vests, cones and turrets. In addition, we have incorporated telemetry devices in our Qualicoches vehicle fleet.

We have three main training programs. The first is the *Road Safety Kit* course, which is aligned with the physical resources provided to appraisers. This

course is designed to identify aspects and measures that help reduce the risk of accidents during the attention of claims on public roads.

In addition, the Defensive Driving course, endorsed by the Ministry of Labor and Social Welfare (STPS), trains appraisers to identify and prevent risks that may cause accidents.

The Road Safety Program, on the other hand, reinforces the skills of the participants, enabling them to carry out their activities safely and turn them into active promoters of a culture of prevention and respect.

Finally, we carried out mailing campaigns aimed at our entire appraisers base, with the objective of sharing tips, recommendations and dynamics that contribute to improving their road culture.

577

CLAIM OFFICIERS TRAINED IN
ROAD SAFETY DURING 2024

In 2024, an additional 332 telemetry devices were installed in Qualicoches of the Mexican Claims Service Directorate.



HUMAN RIGHTS

GRI 2-23, 2-24, 2-25, 2-26

We adhere to key international guidelines, such as the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the Guidelines for Multinational Enterprises and other recommendations of the Organization for Economic Co-

operation and Development (OECD), as well as the frameworks established by the International Labor Organization (ILO).

We have a Human Rights Policy applicable to all our subsidiaries, which reflects our vision on the management

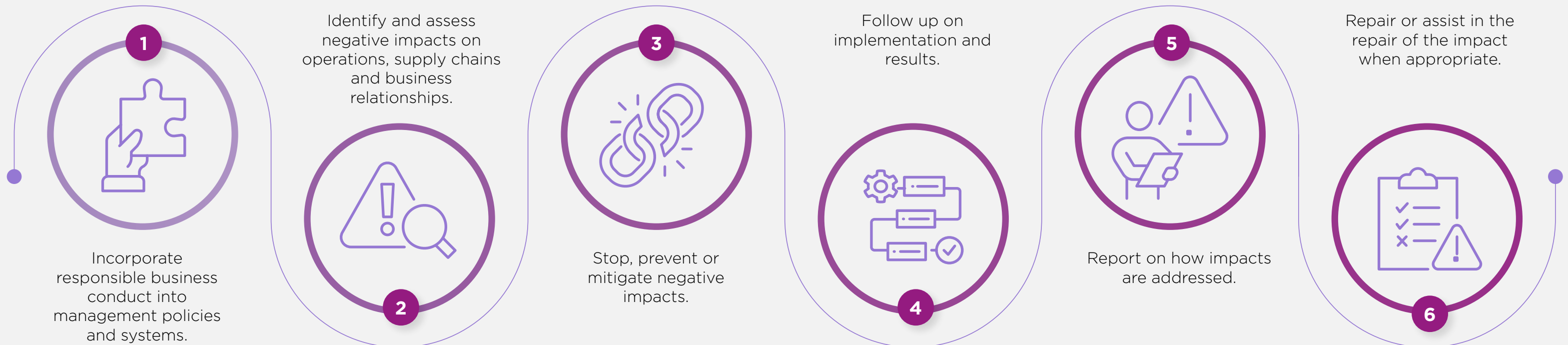
of potential risks and establishes expectations for our employees, agents and business partners. We are committed to preventing situations of child labor, human trafficking, forced labor and discrimination, as well as to respecting freedom of association and ensuring equitable remuneration.

To identify potential risks, we evaluate the activities we have as a company, as well as the stakeholders that could be impacted.

→ CONSULT HERE OUR

HUMAN RIGHTS POLICY

Due diligence process and supporting measures





Below we detail the main risks we have identified, as well as the main mitigation measures we have in place. It is important to note that the risks presented should be considered as potential risks since they have not necessarily materialized as actual impacts.

→ ANY VIOLATION CAN BE REPORTED THROUGH OUR WHISTLEBLOWER CHANNEL.

Q-TRANSPARENCY

SCOPE	RELATED STAKEHOLDERS	RISKS IDENTIFIED	MITIGATION/PREVENTION MEASURES
Direct operations	Administrative employees	- Discrimination in the workplace. - Impact on mental and psychosocial well-being. - Wage inequity.	- Acknowledgement of the Code of Ethics and continuous awareness raising. - Support with activities and online attention by psychologists. - Tabulation of pay scales by country and job position.
	Operational employees (claim officers)	- Adequate remuneration. - Unsafe working conditions.¹³	- Continuous training in road safety. - Continuous prevention of occupational hazards according to safety standards.
	Clients/policyholders	- Exposure of personal/confidential information. - Misleading communication and advertising. - Breaches in the contracts of the policies acquired.	- Policies and internal controls for the treatment and use of data. - Policies aligned with current marketing and labeling regulations. - Training to our agents. Punctual follow-ups with clients if needed.
Value chain	Business partners ¹⁴	- Labor non-compliance. - Child labor. - Forced labor.	Acknowledgement of the Code of Ethics and continuous awareness raising.
Investment approach	Society in general	Social and environmental impacts by companies/sectors where capital is positioned.	- Development of a Responsible Investment Policy. - ESG assessment in the portfolio.



¹³ In addition to continuous training, our appraisers are provided with safety equipment supplied by Qualitas.
¹⁴ We have alliances with authorized repair shops who provide assistance to our policyholders in the event of a claim.



5

CUSTOMER EXPERIENCE

DRIVING TOWARDS A BETTER TOMORROW MEANS,
**CREATING VALUE FOR
OUR POLICYHOLDERS**



CUSTOMER EXPERIENCE

At Qualitas we strive to make every interaction with our customers memorable because we know that the real difference lies in the experience we have with our policyholders. We distinguish ourselves by providing an excellent service at every stage, from the policy contracting claim assistance. Our personalized approach, supported by technological tools, enables us to guarantee an agile, reliable, and up-close experience.

Main channels of contact with our policyholders

→ Agents

Agents are the focal point of contact. They form a specialized network that stands out for its experience and knowledge of the sector.

→ Service Offices

The Service Offices are managed by entrepreneurs who specialize in the sector and are familiar with our company's DNA. They play a key role in direct marketing and specialized services to policyholders.

→ Qualitas Development Offices

The ODQs are the company's own facilities located in areas where the insurance culture is still emerging

→ Qualitas Operating Center

The Qualitas Operating Center provides comprehensive support by providing key tools, equipment, and resources that enhances the efficiency and performance of service offices and agents.

→ Other Qualitas Direct Channels

Other Qualitas Direct Channels are digital platforms, such as mobile applications and chats, that facilitate service for our policyholders.



Through our extensive distribution network, that includes our service offices, QDOs, agents, and digital communication channels, we provide personalized, flexible, and efficient service



229

SERVICE OFFICES

346

ODQS

23,473

AGENTS



CLAIMS MANAGEMENT

GRI 3-3

A fundamental part of our business is the assistance we provide to our policyholders when they process a claim. Recognizing responsibility, we have developed a comprehensive approach that enables us to resolve any incident effectively and efficiently.



Process of assistance in the event of a claim



There are different communication channels for **reporting** claims, which are detailed below:

Q MOBILE APP



A digital application designed to provide comprehensive management of the use of our customers¹ policies (payment of receipts, renewals, and consultation of general conditions and scope of coverage). It also allows customers to report claims and see the claim officers progress to the required site in real time. The app also facilitates the follow-up on vehicle valuation and repair processes, as well as a possible legal follow-up if needed.

TELEPHONE ASSISTANCE

A telephone line that allows to report claims to our national booth. Policyholders can call 800 800 2888 for assistance.

QUALIBOT

An automated WhatsApp chatbot with AI (artificial intelligence) that allows the reporting of claims and follow-up. Through a tracking link, the customers can also track the location of their assigned r in real claim officer time.

For minor claims¹ there is the possibility of using the **Digital Express Adjustment** service, which can be accessed through our main communication channels. Our policyholders can initiate contact through Q Móvil, telephone, or Qualibot. Depending on the incident's characteristics, they can continue the report through Digital Express Adjustment.

The customer will only be asked to take pictures and provide information about the incident, without needing a claim officer on site.

It is worth mentioning that for incidents involving **heavy duty** equipment (like trailers and trucks), we have a specialized network of over 200 on-site claim officers who are dedicated to this segment of vehicles.

28%

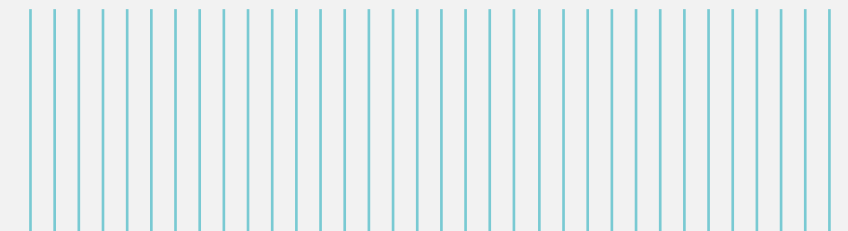
OF ALL CLAIMS HANDLED IN 2024 WERE THROUGH DIGITAL EXPRESS ADJUSTMENT

6 seconds

AVERAGE RESPONSE TIME TO ANSWER A CALL

26 minutes

AS AVERAGE ARRIVAL TIME FOR AN INCIDENT



¹ This are claims where the presence of any type of authority is unnecessary, there is no third party involved, and no injury has occurred, either to the insured or third parties. Examples include loss of glass, flat tires, and theft.



Satisfaction index

GRI 3-3

We continuously monitor our policyholders' satisfaction through the Service Survey and the **Net Promoter Score (NPS)** indicator.

By the end of 2024, we had achieved an average **overall satisfaction rate of 90.9%**, surpassing the 88.6% rate from the previous year. The number of surveys completed also exceeded expectations, reaching 930,876 surveys, which represents 165% more than in 2023.

This year, the on-site adjuster process received the highest rating at 95.8%, followed by the national booth process at 94.4%. The annual result for Digital Express Adjustment was 94.1%.

90.9%

OVERALL
SATISFACTION

19.7%

PARTICIPATION
IN THE SURVEY



Responsible sales practices

GRI 3-3, 417-1, 417-2, 417-3, FS15

SASB FN-IN-270a.1, FN-IN-270a.4

Transparency is an essential value that guides all of our actions. It ensures that our policyholders always have clear, updated information about their policies. We act in accordance with our Marketing Policy, as well as our Code of Ethics and Conduct, and Ethical Business Principles.

We maintain open and accurate communication throughout the sales process, underwriting, and after-sales follow-up.

Notably, in 2024, we had no cases of non-compliance related to communication or marketing regarding our products.

The ratio of confirmed to received customer complaints is 1.10².

² This ratio is obtained by dividing the total number of complaints that reached a regulatory entity by the total number of registered complaints. The result is then multiplied by 1,000.

Innovation and technology

GRI 3-3

We offer our fleet customers the option of using telemetry devices to provide key information for taking preventive measures and reducing the frequency of accidents.

In **2024**, we installed telemetry devices in **56 fleets** which, representing more than **118 million of Mexican Pesos in written premium**, including the company's own cars.

We also offer geolocation devices for both individual customers and fleets, to facilitate locating vehicles in the event of theft. In Mexico, we have **recovered 53% of the stolen vehicles insured with these devices**, representing 7% of the total stolen vehicles. According to data from the Insured Risk Coordination Office (Oficina Coordinadora de Riesgos Asegurados, OCRA), the percentage exceeds the industry average.

Fleet devices

Quálitas Compañía de Seguros 2024

	Written premium (MXN)	% Written Premium fleet/ total written premium
Tracking (for recovery in case of theft)	3,333,412,450	5.03%
Telemetry (for driving monitoring)	118,634,861	0.18%
Total	3,452,047,311	5.21%





PERSONAL DATA PROTECTION

GRI 3-3, 418-1

Our Personal Data Protection Policy³ is aligned with the Federal Law for the Protection of Personal Data in Possession of Individuals (Ley Federal de Protección de Datos Personales en Posesión de los Particulares) and its regulations. As part of this commitment, we provide our Privacy Notice to data owners, detailing the scope of our data processing.

CHECK OUR PRIVACY NOTICE HERE:

PRIVACY NOTICE



With the support of the **Information Systems, IT Systems^[1], and Systems Development** areas, we have administrative, physical, and technical security measures that regulate access to and processing of personal data to ensure its protection. These **measures apply not only to our employees but also to our customers, third parties, suppliers, agents, and promoters.** We promote the continuous training of our personnel through annual courses, webinars, and internal communication campaigns to reinforce a culture of Personal Data Protection.

Additionally, **the Risk Sub-Directorate^[2]** and the Compliance Sub-Directorate are working together to implement the **BAA Risk Analysis methodology**, to evaluate risk levels based on the personal data categories provided by the methodology and reinforce the necessary controls to minimize possible violations.

Through Q Certification, we provide training on personal data protection.^[3]

³ The policy only applies to QCS (Mexico), and it is being updated.

^[1] In 2024 we experienced an information security event that was neutralized thanks to a timely response. No information was compromised, including that of our customers.

^[2] Risks related to the confidentiality of information are part of Qualitas's risk management.

^[3] The training offered through the Q Certification comprises four mandatory courses on: the Code of Ethics and Conduct, Personal Data Protection, Money Laundering Prevention and Conflicts of Interest.



In the event of non-compliance with personal data security processes, we apply sanctions in accordance with our Internal Work Regulations and, if necessary, in compliance with the legal provisions in force. Our **Code of Ethics and Conduct**  emphasizes the importance of confidentiality as a pillar of our corporate responsibility.

It is worth noting that Qualitas does not transfer personal data requiring the express consent of the Holder. It only makes transfers in accordance with the exceptions set forth in the applicable Law.

ACCESSIBILITY OF OUR INSURANCE PRODUCTS

GRI 3-3, FS7, FS13, FS14

We offer our products and services through **346 Qualitas Development Offices (ODQs⁴)** in places where no other insurance company is present, and where we are the only insurer. This represents 85.2% of the total ODQs nationwide.

ODQs' percentage growth in premiums written compared to 2023 was 21.4%. ODQs would be in the top 15 if they were considered a stand-alone auto insurer.



⁴ The scope of this initiative applies only to *Qualitas Compañía de Seguros* (Mexico).



FINANCIAL EDUCATION AND PROMOTION OF INSURANCE AWARENESS CULTURE

GRI 3-3

Insurance agents play an important role in making our services accessible to people. Recognizing their importance, we provide them with various tools to strengthen their professional development. These include a training program with nearly 30 courses, as well as workshops and webinars that address topics such as personal finance management, retirement savings, and insurance culture.

Financial education training programs for agents 2024

Total training
programs for
agents →

30

Total
training
hours →

14,121

Total
participants →

4,276



We also promote actions aimed at university students, particularly those interested in buying their first car. Through conferences at universities across the country, we aim to promote the importance of insurance. Our campaign this year was called “*Prevenir es Proteger*” (Prevention is Protection) and it took place at, four institutions: the Instituto Tecnológico Superior de Mulegé, the Instituto Tecnológico de Villahermosa, the Universidad Tecnológica de Huejotzingo and the Tecnológico de Monterrey.

Financial education training programs for undergraduate students 2024

Total
educational
conferences
for students



4

Total
training hours

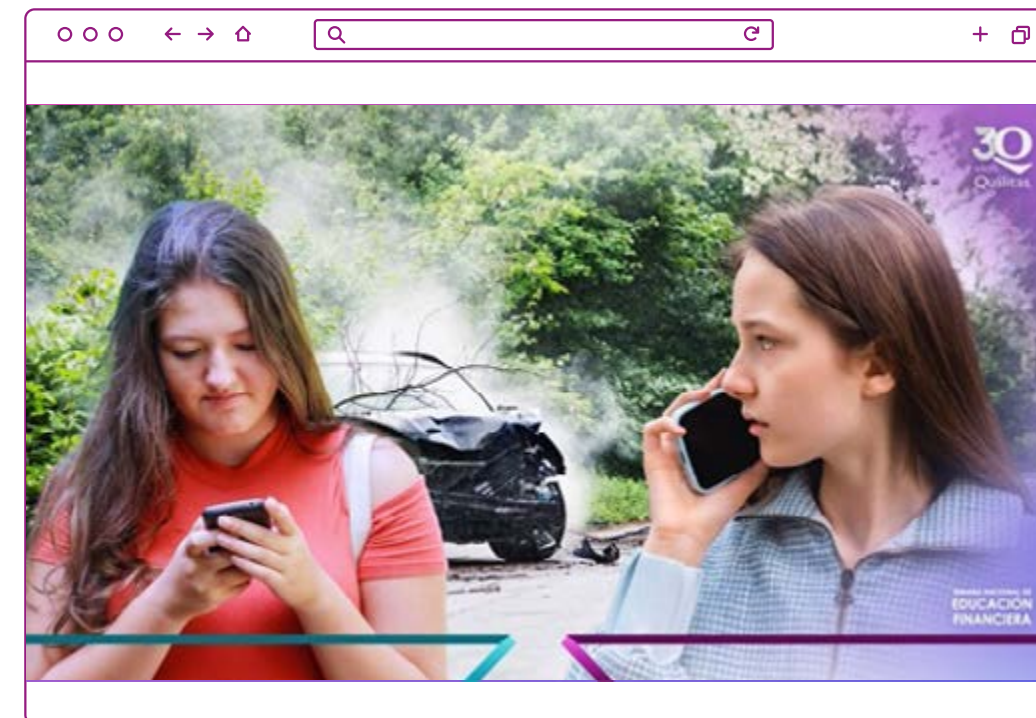


16

Total
participants



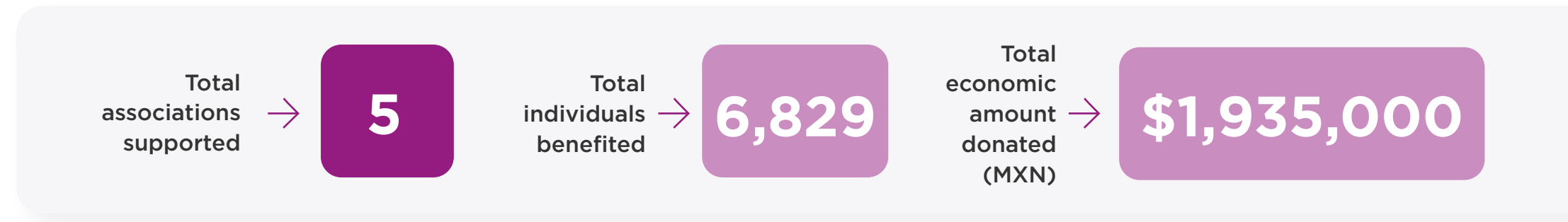
176



Through civil society organizations such as Fundación EDUCA México A.C., UDEC A.C., Centro Solidario Tsomanotik, Fundación Pro Empleo A.C., and Manos que Reconstruyen Oaxaca A.C., we provide entrepreneurship and financial education training to children, women, and low-income individuals.

Financial education training programs through civil associations

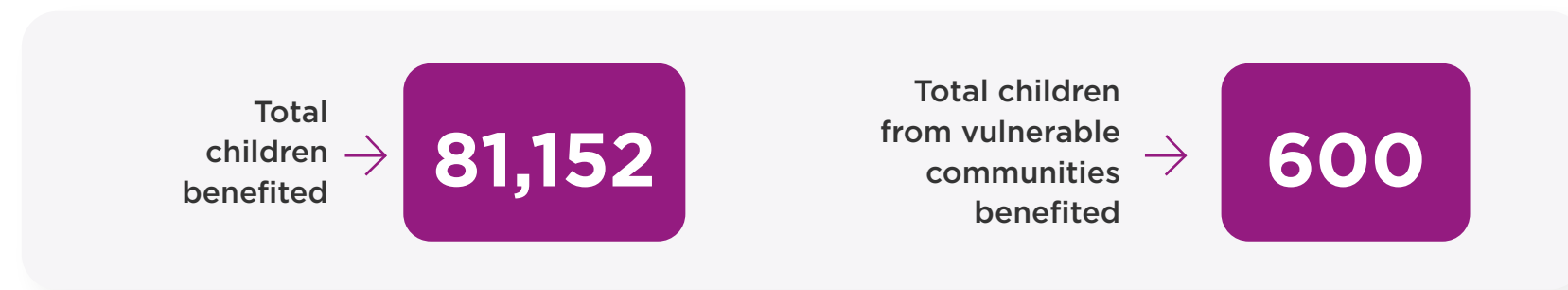
Qualitas Compañía de Seguros 2024

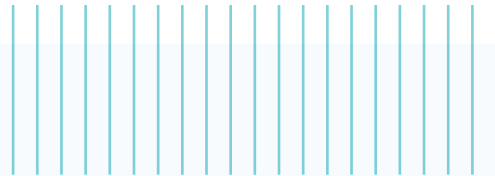


To promote a culture of insurance from an early age, we opened service offices in **KidZania** Cuicuilco, Santa Fe, Guadalajara, and Monterrey in 2024. Through this initiative, we aim to teach in children the importance of having automobile insurance and promote a culture of prevention and protection from an early age. In these spaces, participants can assume the role of claim officers, agents, or costumers, allowing them to learn about the social function of insurance.

Insurance culture for children in partnership with KidZani

Qualitas Compañía de Seguros 2024





6

OUR TALENT

DRIVING TOWARDS A BETTER TOMORROW MEANS,
**DEVELOPING THE
BEST TALENT**



WORKFORCE DESCRIPTION

GRI 2-7, 401-1

As a company, we are committed to providing a work environment that enables our employees to perform with excellence, while also fostering their personal and professional growth.

Our talent management strategy is built on three core pillars: promoting a culture of well-being, strengthening professional development, and fostering diversity and equality. For each of these focus areas, we implement targeted policies and programs.

In light of the growth we have experienced in recent years, we expanded our workforce in 2024 by adding 1,786 new positions, thereby reinforcing the development of our subsidiaries.

As of today, we have a team of 7,344 employees whose commitment and expertise are key to strengthening our leadership.

7,344

EMPLOYEES IN 5 COUNTRIES¹

42%

WOMEN WITHIN OUR TEAM

58%

MEN WITHIN OUR TEAM

1,786

NEW HIRES

FOR DETAILED INFORMATION ON OUR
WORKFORCE COMPOSITION:

EXHIBIT 3: KEY ESG INDICATORS

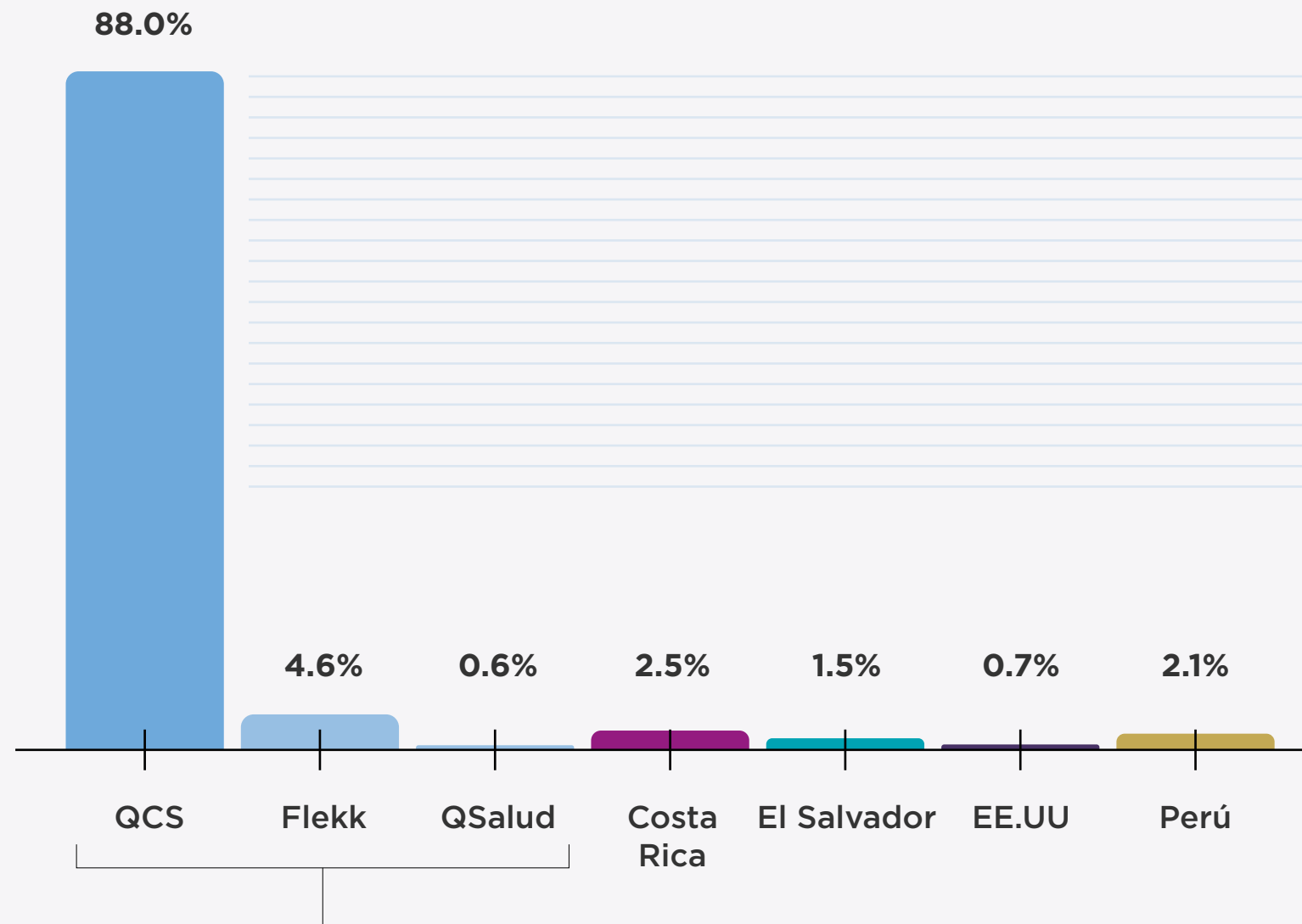


¹ At Qualitas, we recognize and uphold the right to freedom of association in every country where we operate.



Workforce distribution by country, 2024

Qualitas Controladora



These correspond to Qualitas Mexico

EMPLOYEE DEVELOPMENT

GRI 3-3, 404-1, 404-2

We recognize that the growth and development of our teams is essential to providing a high-quality service to our clients. Through a robust training offering - both virtual and in-person - we successfully develop their skills and knowledge.

99

AVERAGE TRAINING HOURS
PER EMPLOYEE²

\$4,996

AVERAGE TRAINING INVESTMENT
PER EMPLOYEE

² Virtual and in-person training.

Universidad Qualitas

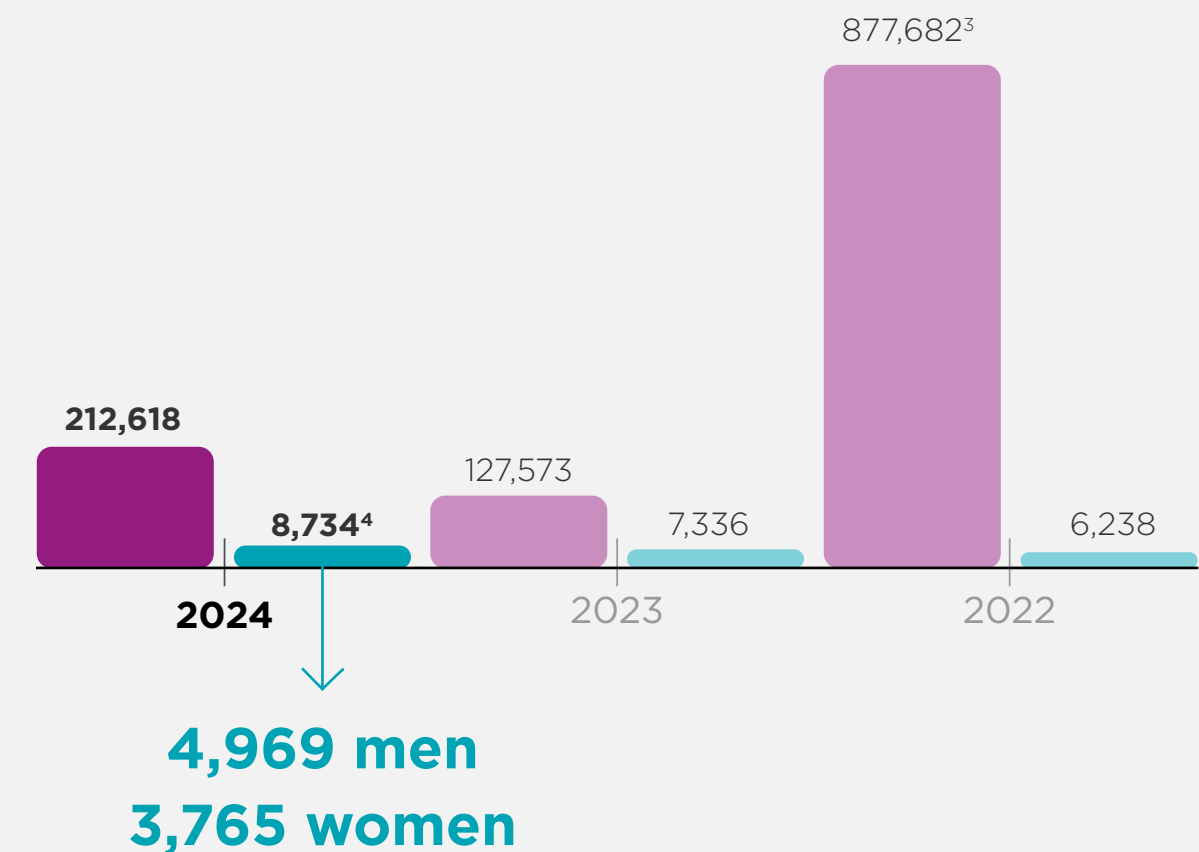
Universidad Qualitas is our digital training and talent development platform. It offers a wide range of programs focused on enhancing technical, leadership, and management skills. Access is available to our employees, agents, suppliers, and clients.



Universidad Qualitas Evolution 2022-2024

■ Hours

■ Trained employees



In 2024, MXN \$15,856,940 were invested in training through the Universidad Qualitas, equivalent to MXN \$1,899 per employee.

³ In 2022, a targeted training program was implemented for agents and commercial departments, leading to a substantial increase in the number of trained individuals and the total training hours.

⁴ The reported data exceeds the workforce count, as it includes employees who were no longer with the company by the close of 2024.

● ● Main training programs

We have programs that are designed to enhance the skills of key personnel within the company, while delivering direct benefits to the business.

PROGRAM	CLAIM OFFICERS DEVELOPMENT PROGRAM ⁵	STRATEGIC COMPETENCIES PROGRAM ⁶	QUALITAS LEADERSHIP PROGRAM
	↓	↓	↓
OBJECTIVE	Develop technical, ethical, and operational skills to improve client service.	Develop leadership skills for managerial and executive roles.	Reinforce organizational culture and values in managerial and executive roles.
FORMAT	Virtual	Virtual	Virtual
BUSINESS IMPACT IN 2024	- Improvement in the % of service satisfaction survey results. 9% of claim officers achieved career advancement.	- Improvement in team productivity. 25% of managers and executives experienced professional growth.	- Reduction or the % of voluntary turnover of the workforce. 57% of leaders achieved professional growth.
N° OF PARTICIPANTS IN 2024	91	157	1,043
% OF PARTICIPANTS IN 2024 (OUT OF THE TOTAL ELIGIBLE WORKFORCE TO WHICH THE PROGRAM IS AIMED)	8%	31%	32%
% OF PARTICIPANTS IN 2024 (OUT OF THE TOTAL WORKFORCE)	1.5%	2%	13%

⁵ A program designed for personnel responsible for managing claims and maintaining direct contact with our customers.

⁶ In partnership with Universidad Anáhuac México



Talent incubation program (*Semilleros de talento*)

We continue to onboard new professionals through our Talent Incubation Program (*Semilleros de Talento*), where participants are trained to work as sales agents, valuator⁷, and claim officers.

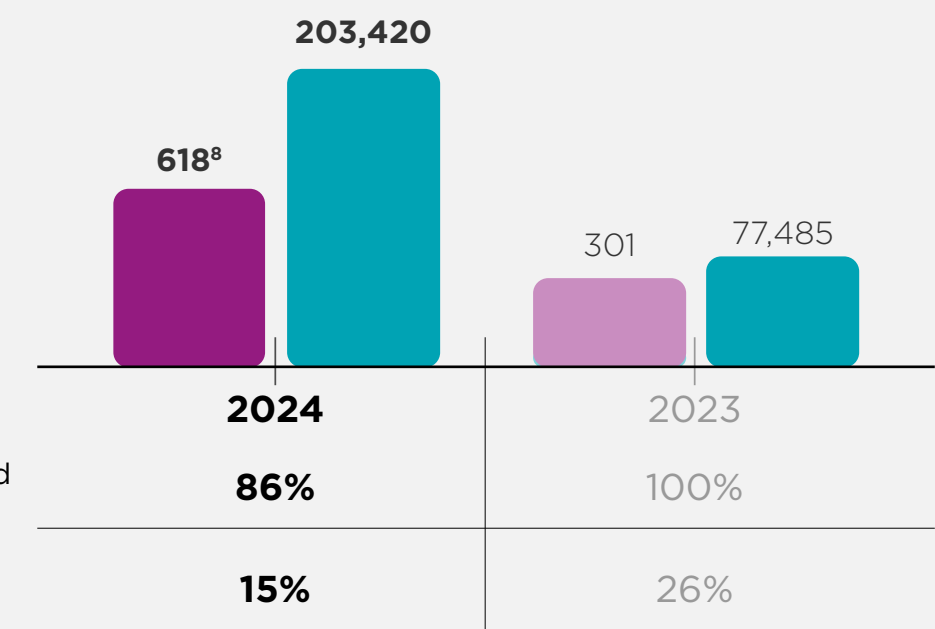
Those participants with the strongest performance during the incubation are incorporated to the workforce.

86%

OF PARTICIPANTS WHO COMPLETED THE PROGRAM WERE HIRED INTO THE WORKFORCE

Talent Incubation Program Progress 2023-2024

- Total participants
- Total training hours



⁷ Including valuator of heavy-duty equipment.

⁸ 95 Agents; 26 Valuators; 497 Claim officers (91 women and 527 men)

Financial education training

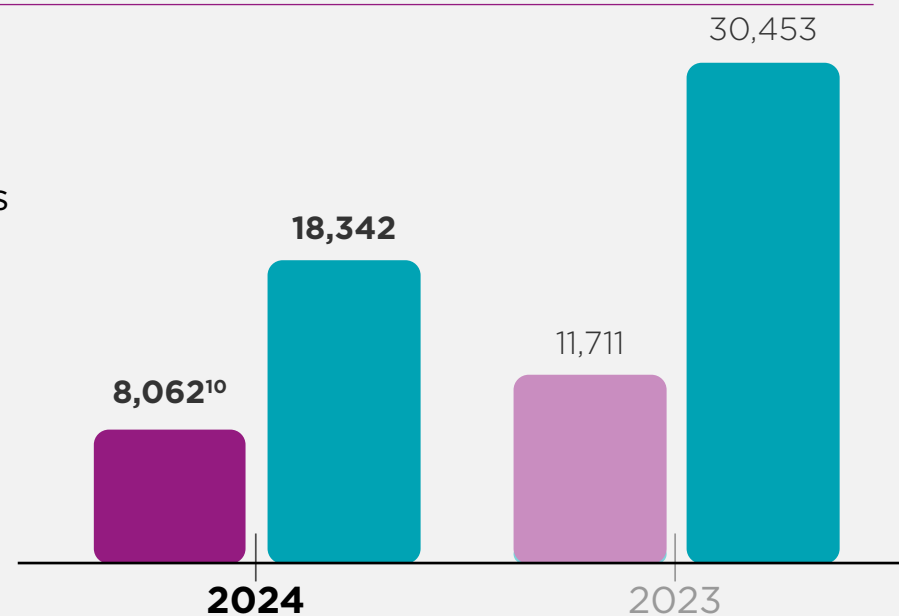
We provide specialized training in personal finance and insurance awareness through courses and workshops for our workforce and agents. Key topics include the CONDUSEF personal finance program, basic insurance concepts, and prevention of financial fraud.

8,062

PARTICIPANTS OF PERSONAL FINANCE AND INSURANCE AWARENESS WORKSHOPS/COURSES

Progress of the Financial Education Training Approach 2023-2024

- Total participants ⁹
- Total training hours



⁹ We record the total training program participations, meaning that an individual employee may have taken part in one or more programs.

¹⁰ The total figure includes employee participation (3,786) and agents (4,276).



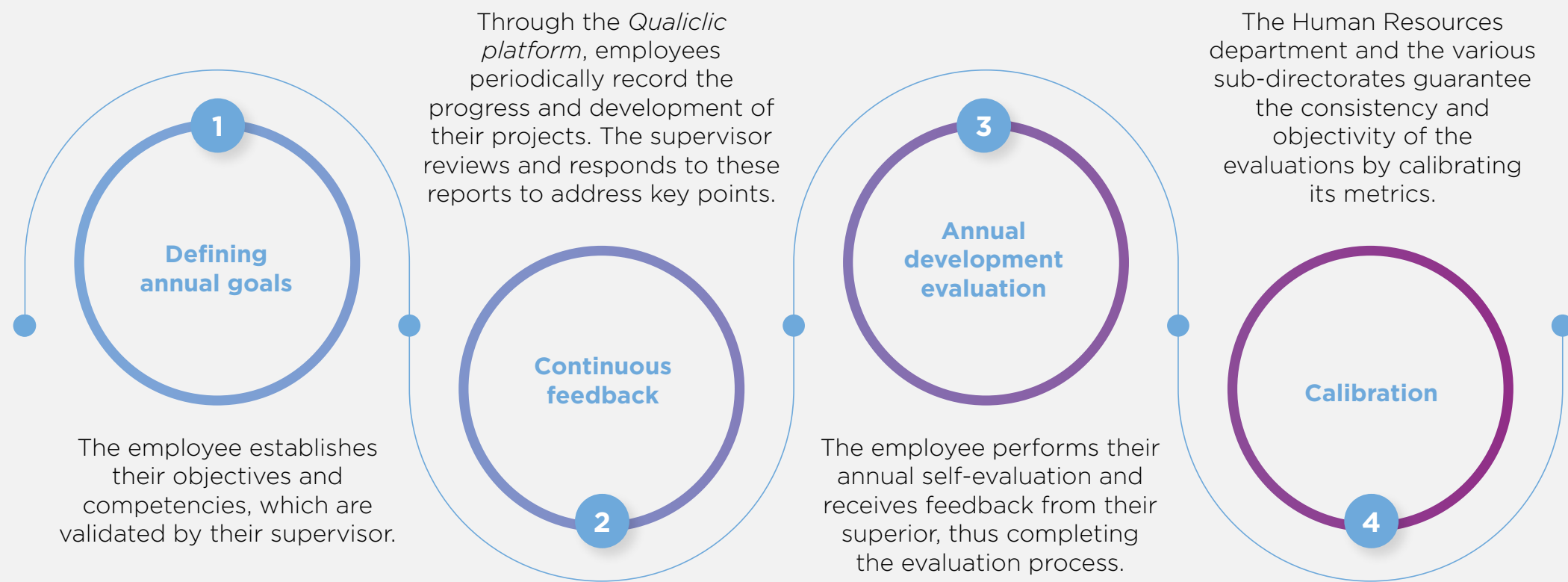
WE HAVE A DEDICATED WEBSITE WHERE A VARIETY OF PROGRAMS AND TRAINING SESSIONS FOCUSED ON FINANCIAL EDUCATION AND INSURANCE AWARENESS ARE MADE AVAILABLE:

[QUALITAS FINANCIAL EDUCATION](#)

Development evaluation

GRI 404-3

We follow an annual **objective-based development evaluation** approach¹¹. This process is carried out throughout the year and consists of multiple phases:



62.7%

OF THE WORKFORCE HAD
AN ANNUAL OBJECTIVE-
BASED PERFORMANCE ¹²

For **commercial and frontline** teams, **goals are set by area**, evaluating both individual and team performance. Both assessments are key components for measuring employee performance.

We also use an **agile** performance management and development **approach**, which means we foster a culture of open communication by encouraging regular conversations and continuous feedback. During this process, we regularly evaluate and redefine our goals and the strategies to achieve them.

FOR A DETAILED BREAKDOWN OF THE
PERFORMANCE EVALUATION BY JOB CATEGORY,
SEE EXHIBIT 3:

KEY ESG INDICATORS

¹¹ Objectives are set using the SMART methodology (specific, measurable, achievable, realistic, and time-bound).

¹² Across Qualitas Controladora.

DIVERSITY AND EQUAL OPPORTUNITY

GRI 3-3, 405-1

We support a culture based on diversity and equal opportunity. We are committed to ensuring that everyone - regardless of gender - has access to the same opportunities for professional development and career advancement.

We actively work to promote equal employment opportunities for women, and make sure they are represented at all levels of the company. This includes key positions such as coordinators, managers, and directors.

Evolution of key positions held by women 2022-2024 – Qualitas Controladora

	2024	2023	2022
% of women out of the total workforce	42.0%	42.8%	42.7%
% of women holding directive and deputy directive positions ¹³	35.8%	34.7%	34.5%
% of women in management positions ¹⁴	38.6%	38.9%	38.2%
% of women in leadership positions ¹⁵	37.8%	37.7%	37.1%
% of women in positions that generate sales ¹⁶	51.4%	54.3% ¹⁷	59.0%
% of women in STEM positions ¹⁸	31.2%	30.5%	31.7%

CHECK OUR COMMITMENT WITH DIVERSITY HERE:

COMMITMENT WITH DIVERSITY



¹³ Roles considered are those two tiers below the CEO

¹⁴ Management is considered as an initial position within leadership positions.

¹⁵ Including positions of director, deputy director and management.

¹⁶ Considered commercial positions across Qualitas Controladora.

¹⁷ GRI 2-4: data related to 2023 was recalculated, considering only positions of: Directors, Deputy Directors, and Managers.

¹⁸ Positions are considered for technical and information technology-related departments

Equal pay

GRI 405-2

We actively work to ensure gender equity. To achieve this, we continuously monitor our salary structures to identify potential pay gaps and implement corrective actions, ensuring that opportunities for growth and development are granted under conditions of equality.

Job category	Gender	2024-MXN (Monthly)
Directors and deputy directors (base salary)	Women	128,295
	Men	168,249
Directors and deputy directors (base salary + variable salary)	Women	321,616
	Men	323,132
Managers (base salary)	Women	59,225
	Men	63,368
Managers (base salary + variable salary)	Women	107,942
	Men	126,362
Other employees (base salary)	Women	16,135
	Men	14,872
Other employees (base salary + variable salary)	Women	35,757
	Men	42,084

Note: The average monthly salary of all employees excluding the CEO is 47,599 MXN.



Certifications and recognitions

Qualitas Compañía de Seguros holds certification in compliance with the **Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Discrimination** for which we have implemented diverse measures that strengthen our inclusion, recruitment, and career development policies under equitable conditions. These measures include the use of inclusive language, oversight by the Equality and Non-Discrimination Committee, and the appointment of an ombudsperson to ensure adherence to the standard.



We are also part of the **Bloomberg Gender-Equality Index (GEI)**. The GEI evaluates companies across five key areas: leadership and talent development, equal pay and gender parity, inclusive culture, anti-sexual harassment policies, and brand reputation.

EMPLOYEE WELL-BEING

GRI 3-3



The well-being of our team is a top priority for us. Our approach is based on promoting occupational safety and support programs that ensure a safe, healthy, and productive work environment.





Occupational health

GRI 403-1, 403-2, 403-4, 403-5, 403-7, 403-8

We implement measures to identify, prevent and mitigate occupational risks, thereby ensuring a safe working environment for all our employees.

We implement measures to identify, prevent and mitigate occupational risks, thereby ensuring a safe working environment for all our employees.

We have a Health and Hygiene Brigade¹⁹, which carries out **regular internal inspections and provides emergency response support**. The Human Resources department monitors key performance indicators such as the number of accidents, occupational illnesses, and fatalities.

A key aspect of our strategy is protecting our claim officers, who due to the nature of their work, face risky conditions. We have implemented a road safety management system certified under the international standard **ISO 39001**²⁰ which enables us to identify and minimize risks. For more information, see the subchapter on **Road Safety Risk Management**

About administrative staff, we strictly adhere to applicable laws and regulations. In Mexico, for example, we apply **NOM-035-STPS on the prevention of psychosocial risk factors**. In addition, due to the nature of certain positions that involve ergonomic risks of some positions, we have adopted the **Official Mexican Standard NOM-036-1-STPS-2018**²¹ on ergonomic risk factors at work.

CHECK OUR COMMITMENT TO OCCUPATIONAL HEALTH AND SAFETY HERE:

COMMITMENT TO OCCUPATIONAL
HEALTH AND SAFETY



¹⁹ Our workforce participates, not only personnel in leadership positions.

²⁰ 100% of our claim officers are covered under this management system.

²¹ 100% of our administrative employees are covered.

We promote **continuous training** for our employees and provide them with prevention tools. The following programs are worth noting:

Occupational safety programs

OCCUPATIONAL SAFETY PROGRAMS

Identify, evaluate, prevent, and control risk situations in administrative offices. Program aimed at brigade teams.

FIRST AID

Know essential and advanced practices for the correct management of accidents at work. Program aimed at brigade teams.

FIRE PREVENTION AND RESPONSE

Reduce the risk of fire, minimize its consequences, and ensure a timely response. Programme aimed at brigade teams.

DEFENSE DRIVING AND ROAD SAFETY²²

Know and apply defensive and preventive driving techniques to reduce the risk of a road accident. Program aims at claim officers.

In case of an emergency, we have **response plans**, from the reporting of cases to the assignment of medical coverage²³. It should be noted that all accidents are investigated and followed up by the Human Resources department. In 2024 the absenteeism rate was 0.06%²⁴.



²² Program endorsed by the Ministry of Labor and Social Welfare (Secretaría de Trabajo y Previsión Social).

²³ All our employees have major medical expense insurance and life insurance.

²⁴ Includes days that represented an absence from work. Vacations, educational leave, or maternity/paternity periods are not considered.

Benefits and support programs

GRI 401-2, 403-3, 403-5, 403-6

We offer our employees benefits in line with those mandated by law. In addition, we provide above-statutory benefits such as Major Medical Expense Insurance, Life Insurance, and an Employee Savings Fund.



• Major Medical Expense Insurance

- 100% of the workforce



• Life Insurance

- 100% of the workforce



• Employee Savings Fund

- 2,940 enrolled employees

We promote the **workforce's well-being** through different initiatives. Our *Work-life balance* training webinars provide tools for better time management and help prevent *work-related stress*. We also encourage physical activity through strategic partnerships with local gyms and virtual yoga classes.

Regarding **working conditions**, we offer flexible partial remote work arrangements for certain departments of the company. Our maternity and paternity leave benefits exceed legal requirements: female employees are entitled to 84 days of leave plus an additional 6 days, while male employees receive the 5 days mandated by law plus 5 additional days, totaling 10 days. We provide lactation rooms to support maternity.

On the other hand, we are committed to the **wellness and health** of our team. We participate in health campaigns of the Mexican Social Security Institute (IMSS), that provide access to medical consultations, vaccination drives, breast and cervical cancer prevention, among other benefits. It is also possible to have access to the company's in-house medical services. **Check out our Medical Services Policy here** [↗](#).

For mental health, we offer webinars specially designed for emotional regulation during challenging situations. Additionally, our Regulate Your Emotions Support Line provides free psychological and legal counseling.

Lastly, we offer a variety of additional support services, including funeral expense assistance, housing support, and benefits for employees' families such as scholarships and discounts at universities.

CHECK OUR WELL-BEING POLICY HERE:

[WELL-BEING POLICY](#) [↗](#)

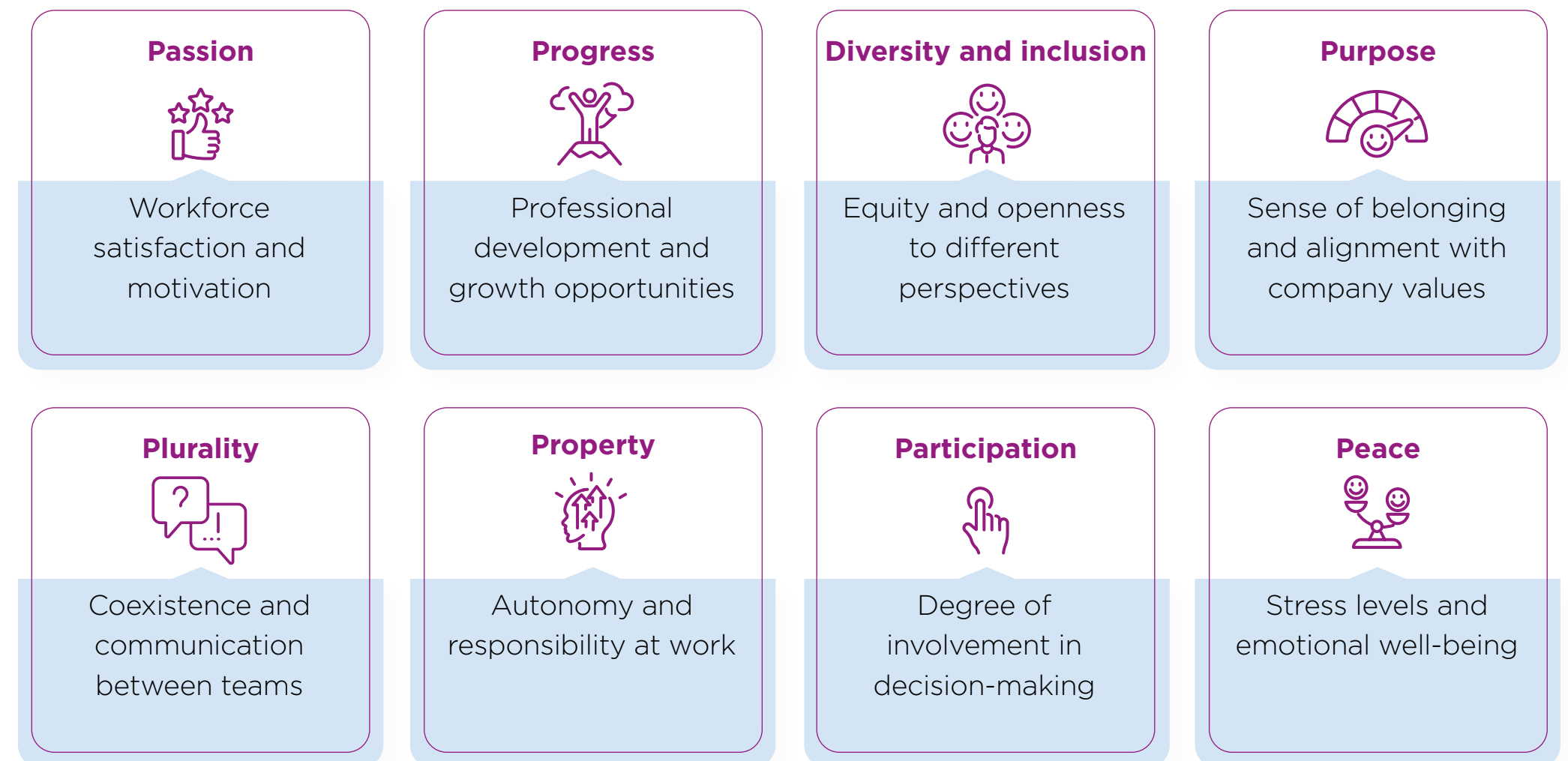
Work Environment

GRI 3-3

We believe that a positive work environment is essential to the well-being and development of our workforce. To strengthen our organizational culture, we conduct an annual Work Environment Survey, which allows us to better understand our team's experience and to identify areas for improvement. We also have a **Work Environment Policy** in place, designed to foster working conditions that encourage engagement, collaboration, and respect across the company.

Our survey covers the five countries where we operate, including our service offices, vertically integrated subsidiaries as Q Salud and Flekk, and Colombia, where we recently began operations.

It is structured in multiple sections that help us evaluate key aspects of the work environment, including:



The survey results provide us with valuable information that helps us continue building a better work environment. This tool enables us to do the following:

- **Make decisions based on information:**
The results are shared with directors and their teams, offering a clear vision of the work environment. This helps them to make strategic decisions and implement improvements that benefit all.
- **Encourage continuous improvement:**
Based on the findings, directors develop an action plan to address the identified areas of opportunity. The plan is monitored and presented to the Corporate Practices Committee to ensure its compliance and effectiveness.

Work environment results

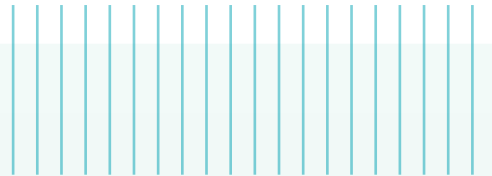
Qualitas Controladora

	2024	2023	2022
Percentage of participation	87%	90%	90%
Favorability ²⁵	86%	86%	86%
eNPS ²⁶	75	73	72



²⁵ Total number of respondents who selected “Strongly agree” and “agree.”

²⁶ This measures the extent to which an employee would recommend Qualitas as a place to work.



7

ENVIRONMENTAL FOOTPRINT

DRIVING TOWARDS A BETTER TOMORROW MEANS,

REDUCING OUR IMPACT



Our commitment to sustainability and environmental stewardship is evident in our responsible resource management and actions aimed at reducing environmental impact and greenhouse gas emissions (GHG). As part of our comprehensive vision of environmental responsibility, we pay particular attention to the proper management of water and waste.

ENERGY AND EMISSIONS MANAGEMENT

Energy management

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

We have implemented several initiatives at our subsidiaries that strengthen Qualitas Controladora environmental commitment. We promote the **use of solar panels and the efficient electricity use** through LED lighting and other technologies that reduce energy consumption. We promote responsible fuel management, including LP gas and diesel in our own facilities, canteens, and emergency plants. Additionally, we encourage practices that improve fuel efficiency and promote the use of more environmentally friendly vehicles.

These actions are complemented by efforts to strengthen **energy efficiency and reduce emissions throughout our value chain**. With the support of our service offices, which are operated by specialized partners, we promote the installation of solar panels.

Regarding our policyholders, we promote cleaner technologies by **insuring hybrid and electric vehicles, as well as fleets that run on natural gas**. At the same time, we continue installing telemetry devices in our fleets to encourage more efficient and responsible driving and reduce fuel consumption.

Initiatives contributing to lower energy consumption at Qualitas



Digital
Express
Adjustment →

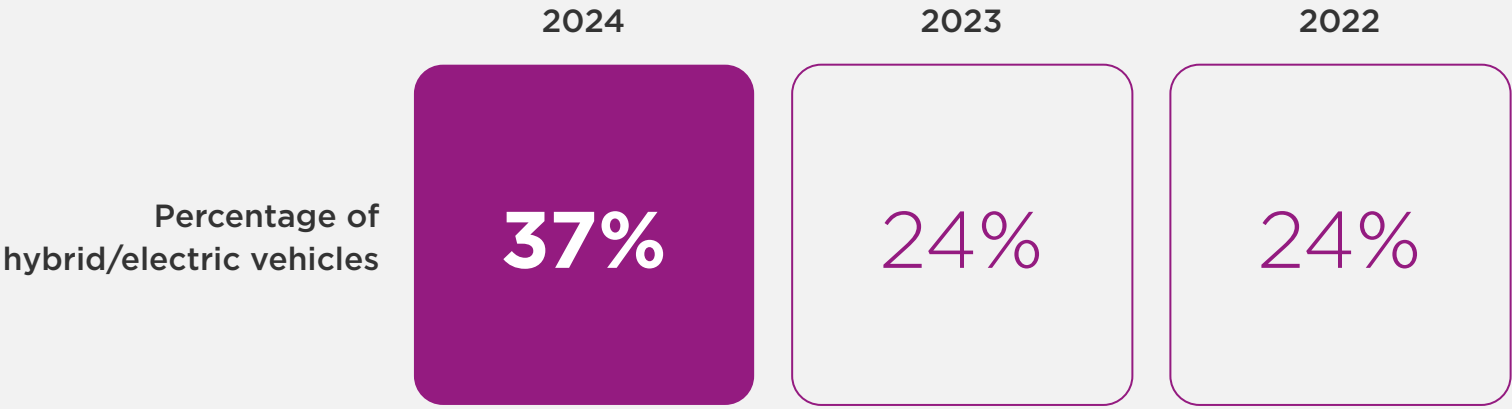
We promote the use of the Digital Express Adjustment service, which allows claims to be handled via an app, eliminating the need for the claim officer to travel in person. In 2024, 28% of all claims handled in Mexico were processed through this service.



Hybrid/
Electric
Vehicles →

By the end of 2024, 37%¹ of our Qualicoche fleet consisted of hybrid or electric cars. Integrating these vehicles has enabled us to significantly reduce the emissions generated by our field operations, and progress toward more efficient and environmentally responsible operations.

Sustainable vehicles “Qualicoches” (hybrid/electric) Qualitas Controladora



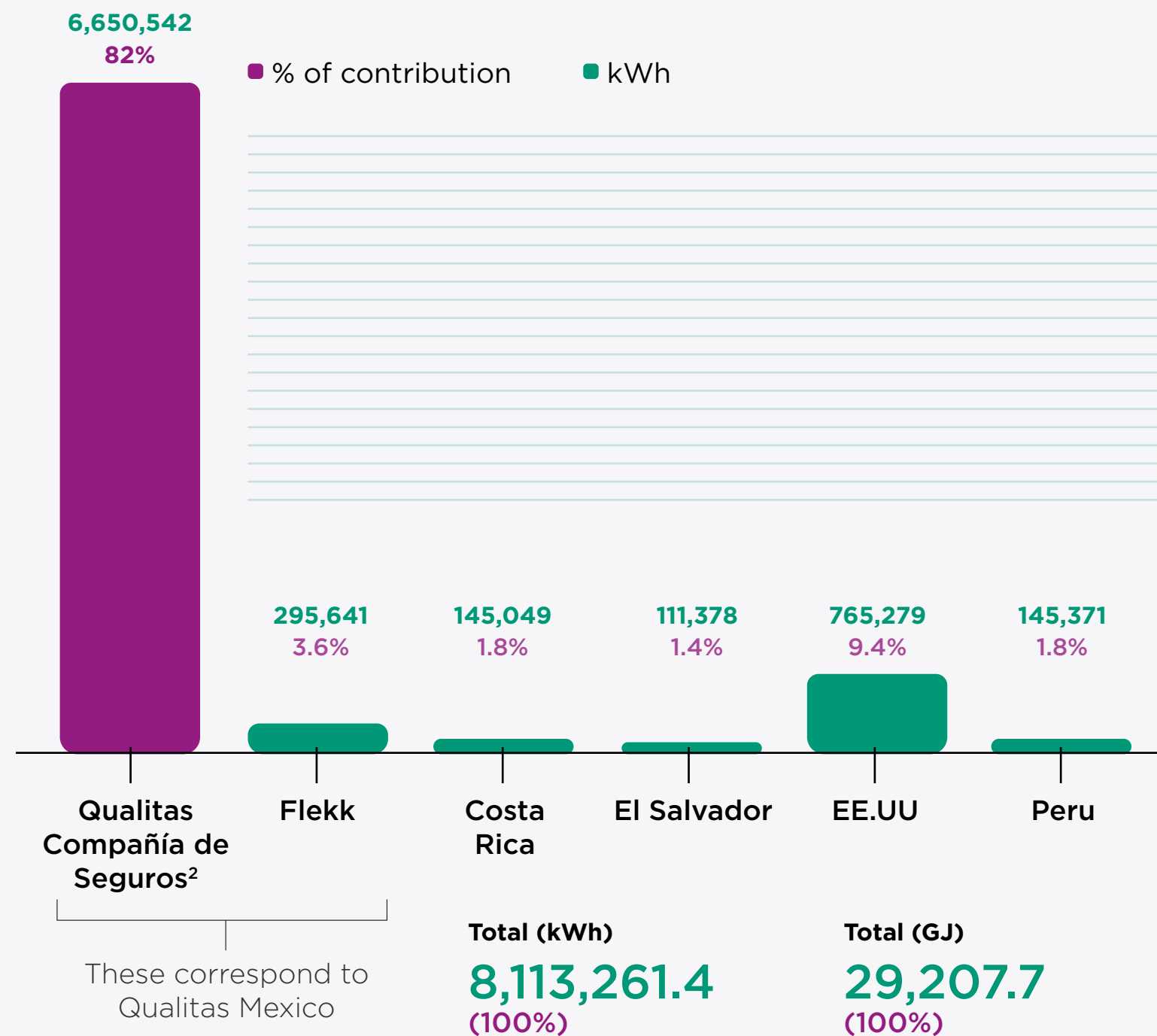
We reduced our energy intensity by 9.8% of the total value of the written premium with respect to 2023.

FOR FURTHER DETAILS OF OUR ENERGY CONSUMPTION, PLEASE REFER TO EXHIBIT 3:

[EXHIBIT 3 MAIN ESG INDICATORS](#)

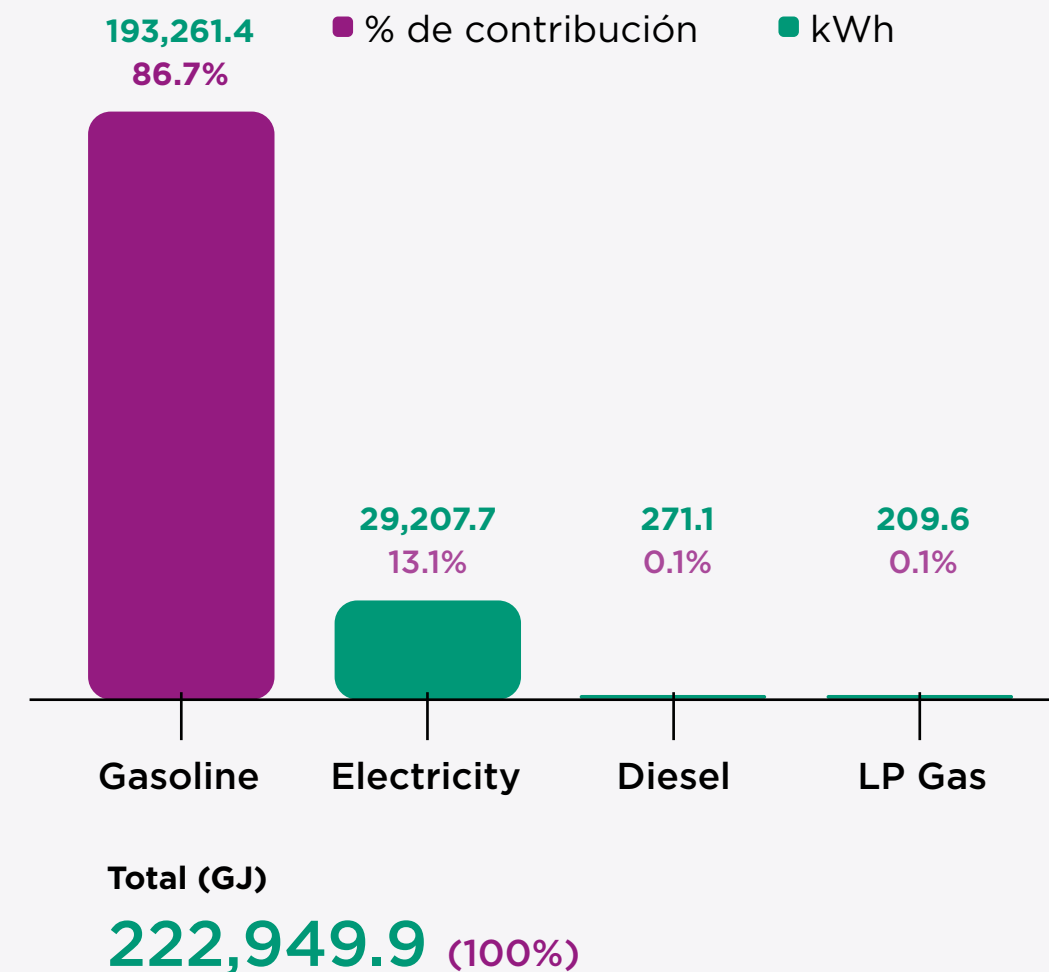
¹ 803 hybrid and 5 electric vehicles, out of a total of 2,198 units.

Electricity consumption by subsidiary (kWh)

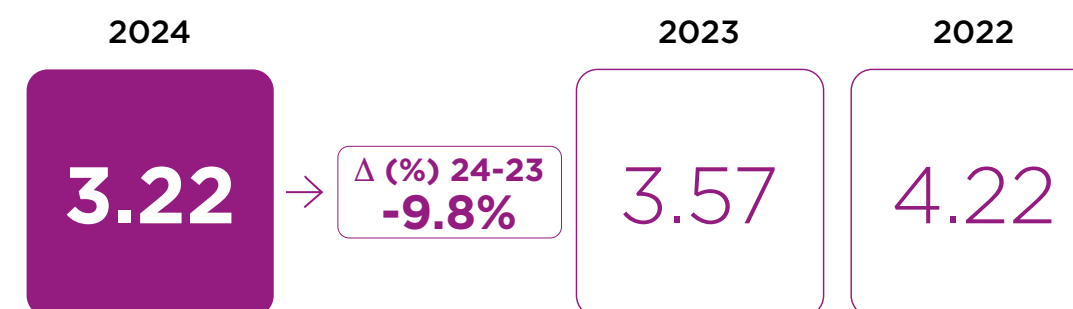


Consumption by type of energy (GJ)

Qualitas Controladora 2024



Energy (kJ/MXN written premium)



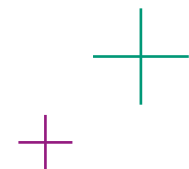
² Q Salud consumption is included.

Emissions

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

TCDF GDR-B, MYO-A, MYO-B

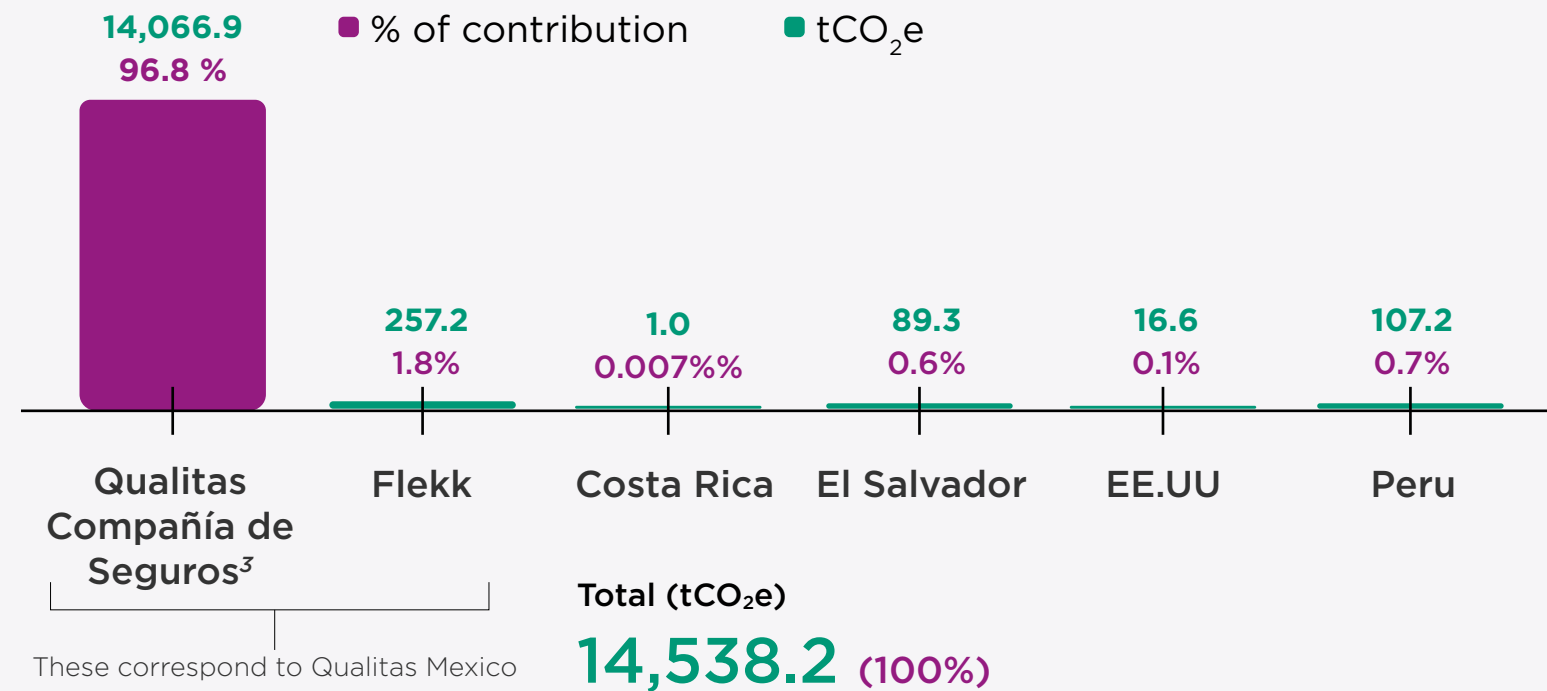
In accordance with the Greenhouse Gas Protocol (GHG Protocol) guidelines, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), we conduct our annual greenhouse gas (GHG) emissions inventory. We also comply with the Mexican legal requirements and provisions for calculating emissions, including the National Emissions Registry (Registro Nacional de Emisiones, RENE).



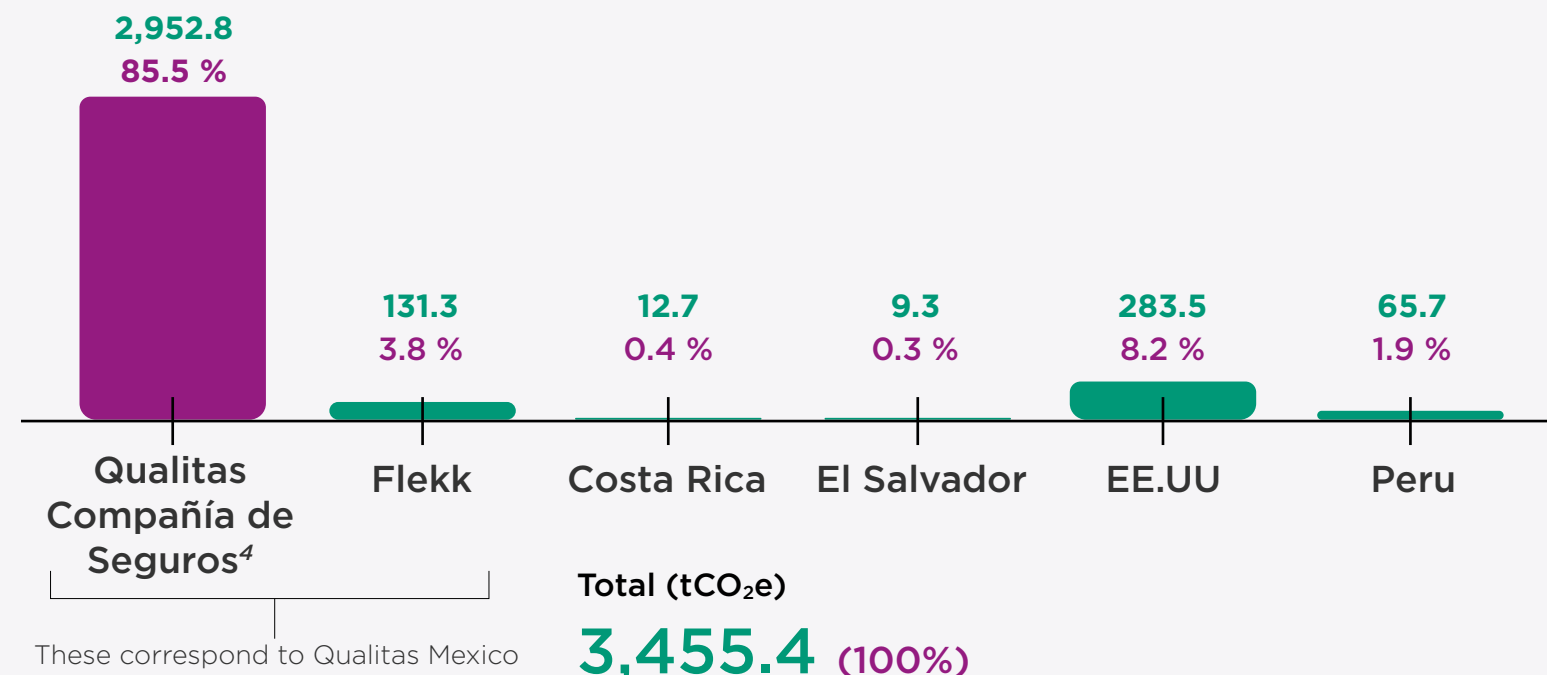
³ Q Salud emissions are included.

⁴ Q Salud emissions are included.

Scope 1 GHG Emissions by subsidiary (tCO₂e)

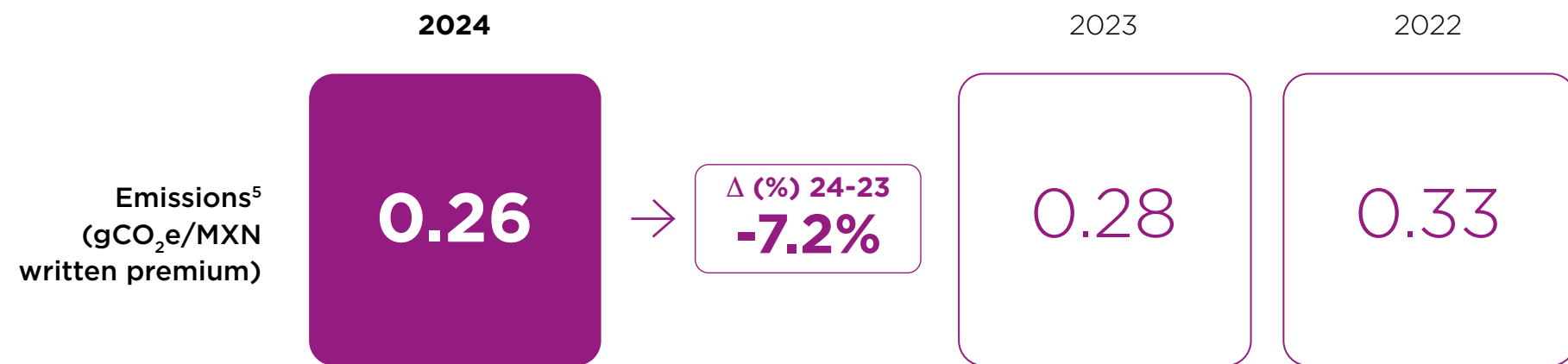


Scope 2 GHG Emissions by subsidiary (tCO₂e) in 2024



Issuance intensity of written premium

Qualitas Controladora



We reduced our emissions intensity by 7.2% compared to 2023

FOR FURTHER DETAIL REPORT ON EMISSIONS, INCLUDING SCOPE 3, SEE:

EXHIBIT 3: MAIN ESG INDICATORS

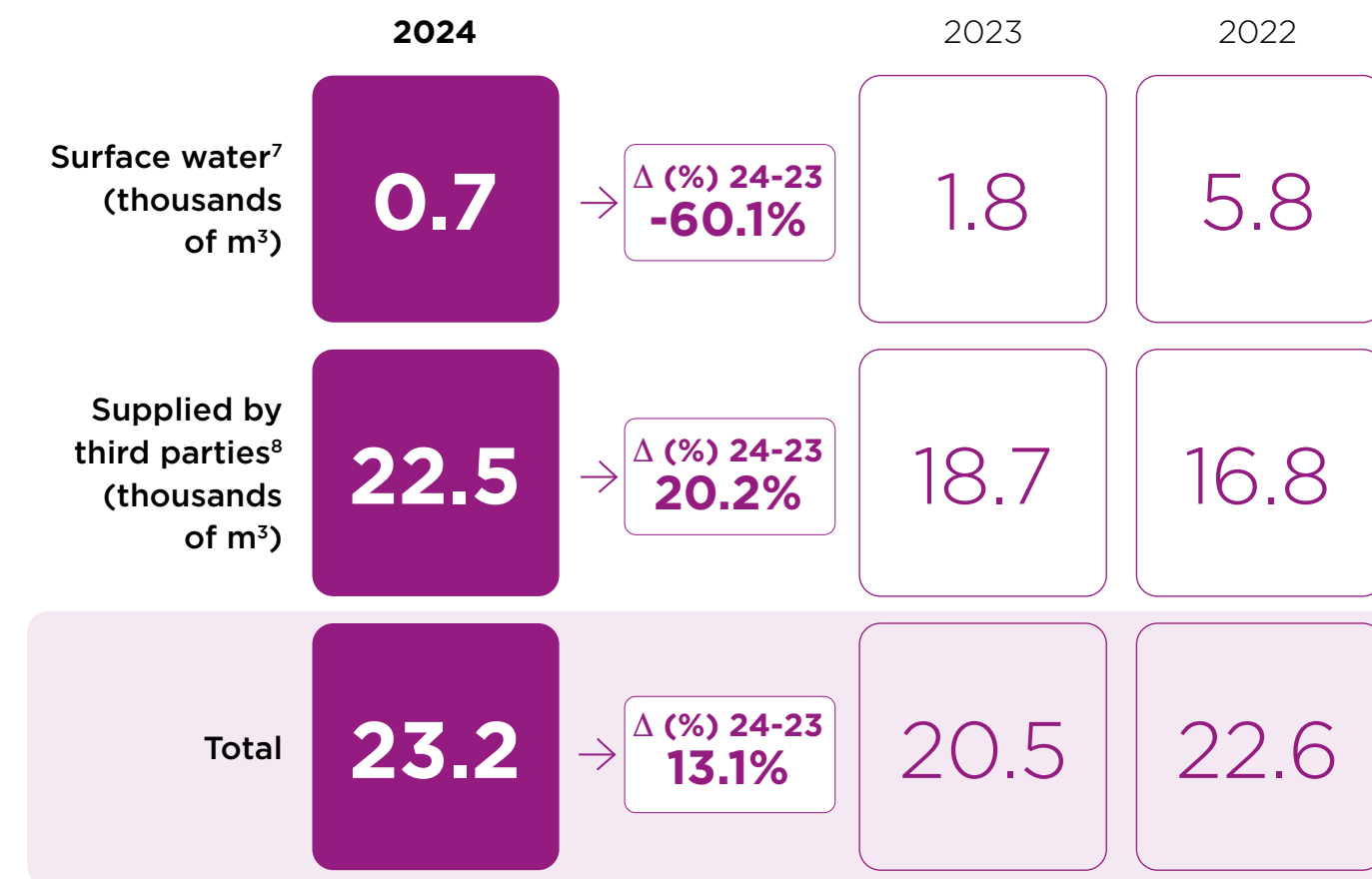
⁵ Includes Scope 1 and 2 emissions.

OTHER ENVIRONMENTAL INITIATIVES

Water

Although our operations in the insurance and non-insurance operation do not involve intensive water consumption, we recognize the importance of using this resource responsibly. For this reason, we implement various water efficiency measures and operate wastewater treatment plants at two of our work centers in Mexico.

Water consumption by type of source⁶



⁶ Includes QCS (Mexico), QPeru, QCosta Rica, QEI Salvador and Flekk subsidiaries only.

⁷ Rivers, lakes, rain.

⁸ Local water networks and pipes.

⁹ Doors, hoods, radiators, and mechanical components, among others.

Waste

As part of our operations in the insurance sector, we indirectly generate waste, primarily from parts replaced in workshops and agencies following claims. To properly manage these materials, we collaborate with our scrap partners, who provide the necessary infrastructure, vehicles, and personnel for collection.

In collaboration with Flekk, our partners receive detailed information on the parts to be recovered⁹, including materials such as plastic and fiberglass. In certain cases these materials are recovered and sold by the kilogram. These pieces are auctioned to specialized buyers, contributing to the circular economy within a tertiary market.

FOR FURTHER DETAIL ON WASTE REPORTS, SEE:

EXHIBIT 3:
KEY ESG INDICATORS

ABOUT THIS REPORT

GRI 2-2, 2-3, 2-4, 2-5, 2-14

This report contains the main financial and operating results, as well as the progress of our approach to sustainability.

The information presented corresponds to the period from January 1st to December 31st, 2024. It covers all subsidiaries and verticals of Qualitas Controladora S.A.B. de C.V., except in those cases where a more limited scope is indicated.

The content has been validated by the different areas involved and approved by our management team. In addition, the non-financial information has been verified to a limited extent by an independent third party.

In preparing this report, we have considered the issues identified in the last update of the materiality exercise conducted in 2024. Furthermore, we have also used international standards, which are detailed below.

Applied international standards



This report provides a first approach in response to the International Financial Reporting Standards on Sustainability (IFRS S1, S2), in order to align our communication with international sustainability standards.



We use the universal standards GRI 1, 2 and 3 in their latest version updated in 2021, as well as their thematic standards, responding to the materiality of socio-environmental impact.



We comply with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) on the management of risks and opportunities related to climate change.



We use the insurance sector standard, which responds to financial materiality and meets the information requirements requested by investors.



We report our contribution to the UN Global Compact Principles.



We communicate our contribution to the Sustainable Development Goals (SDGs) that align with our sustainability model.



In particular for Qualitas Compañía de Seguros, we communicate the progress made towards the Principles for Sustainability in Insurance.



We report the calculation of our Scope 1, 2 and 3 emissions, aligned with SBTi's tools and framework for progress on internal reduction targets.

How content is identified:

ON THE COVER PAGE OF EACH CHAPTER

→ we indicate the GRI standards used, as well as the parameters established by the SASB standards and the TCFD recommendations.

EXHIBIT 1: SOCIAL INVESTMENT

→ we communicate the quantitative and qualitative results of the four areas of action that comprise our strategy.

EXHIBIT 2: FINANCIAL AND OPERATING INDICATORS

→ we report detailed quantitative information related to premium value, investments, taxes and generated and distributed economic value.

EXHIBIT 3: MAIN ESG INDICATORS

→ we provide detailed quantitative information related to environmental, social and governance issues.

EXHIBIT 4: ESG MANAGEMENT DETAIL

→ we present information on our participation in sectoral chambers, recognitions, the company's social investment approach, our contribution to the SDGs and the UN Global Compact Principles. In addition, we include the detail of the dual materiality exercise addressing the main impacts, risks and opportunities along with their management.

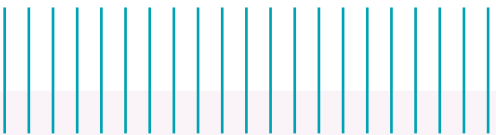
EXHIBIT 5: REPORTING FRAMEWORKS AND STANDARDS

→ we include the reference indexes to the main reporting standards we use, GRI, SASB, TCFD.

EXHIBIT 6: LETTER OF VERIFICATION OF NON-FINANCIAL INFORMATION

→ we communicate the independent verification report of the selected sustainability indicators.





EXHIBITS



- 1 SOCIAL INVESTMENT
- 2 FINANCIAL AND OPERATIONAL INDICATORS
- 3 PRINCIPALES INDICADORES ASG
- 4 ESG MANAGEMENT DETAIL
- 5 REPORTING FRAMEWORKS AND STANDARDS
- 6 VERIFICATION LETTER FOR NON-FINANCIAL INFORMATION

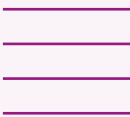


EXHIBIT 1

SOCIAL INVESTMENT

At Qualitas, we are firmly committed to promote social and economic development, while at the same time fostering environmental care. We fulfill this commitment through our activities as an insurance company and the complementary services provided by our subsidiaries.

In addition, in order to generate a positive impact where we operate, we have a social investment strategy through which we identify the needs and opportunities of our environment, working closely with various civil society organizations, thus channeling funds to initiatives that address social and environmental challenges.

In order to grant donations to legally constituted civil organizations, we have clear and transparent guidelines that must comply with the criteria established in our [Donations Policy](#)

Our objective is to ensure the efficient use of financial resources in the various social initiatives we support.

Our social investment strategy is based on four main lines of action



Health and
nutrition support



Strengthening
education



Productive
projects



Environmental
protection

In 2024, we allocated a total of \$25,677,258 MXN to more than 50 organizations, foundations and associations, benefiting a total of 105,315 people.

59.1%
Women

40.9%
Men

Breakdown by type of beneficiary

Group and age	Gender	
	Women	Men
Children and adolescents (0-17 years)	6,247	6,292
Adults (18-59)	44,893	31,495
Seniors (60-plus)	11,133	5,255
Total	62,273	43,042



Distribution of Social Investment

Lines of action	2024	2023	2022
 Health and nutrition	30%	36%	39%
 Education	43%	36%	32%
 Environment	14%	16%	12%
 Productive projects	13%	12%	17%

Donations Qualitas Compañía de Seguros (MXN)

	2024	2023	2022
Financial donations (social investment strategy)	\$ 25,516,424	\$ 20,115,926	\$ 19,288,709
Donations in kind (policies)	\$ 160,834	\$ 249,561	\$ 198,503
Total	\$ 25,677,258	\$ 20,365,487	\$ 19,487,212



Qualitas con Mexico, Juntos Cambiando Vidas®

In 2024, we continued with the initiative **"Qualitas con Mexico, Juntos Cambiando Vidas®"**, which invites employees, agents, directors and staff of service offices, and the general public to make financial donations to support organizations with social and environmental impact. For each peso donated, Qualitas contributes another peso, up to a maximum of 1.5 million pesos. This campaign is carried out in

collaboration with Fundación Monte de Piedad, I.A.P., which is in charge of distributing 100% of the funds to the benefited organizations.

Thanks to the participation of 1,624 people, \$1,741,105 MXN was raised, which added to Qualitas' contribution of \$1,500,000 MXN was distributed among the following organizations:



FONDO OAXAQUEÑO PARA LA CONSERVACIÓN DE LA NATURALEZA, A.C.

Organization dedicated to the protection and conservation of the ecosystems of Oaxaca, with a focus on the preservation of forests, rivers and endangered species. Through conservation and environmental education projects, it works to ensure a sustainable future for the region.



UNA NUEVA ESPERANZA, A.B.P.

Organization committed to supporting children and young people in their fight against cancer. Through donations, it provides medical treatment, emotional support and the opportunity for a better future for those who need it most.



GRUPO ECOLÓGICO SIERRA GORDA, I.A.P.

This organization focuses on nature conservation and sustainable development in the Sierra Gorda de Querétaro, Mexico. It works to protect ecosystems, promote sustainable practices and improve the quality of life of local communities through ecotourism and environmental education projects.



HOSPITAL INFANTIL DE LAS CALIFORNIAS, I.B.P.

The organization provides quality medical care to children, especially those from low-income families. It provides treatment, surgery and prevention programs to improve children's health.





Reforestation

As part of our commitment to social responsibility, we promote volunteering through reforestation activities, inviting our employees and their families to participate and contribute to the conservation of ecosystems.



	2024			2023			2022		
	CDMX	MTY	GDL	CDMX	MTY	GDL	CDMX	MTY	GDL
Participants	1,200	No se realizó		1,200	224	130	1,200	160	No se realizó
Trees Planted	10,000			10,000	180	750	10,000	300	

+1,300 volunteers participated in the 2024 reforestation days.



FINANCIAL AND OPERATIONAL INDICATORS

EXHIBIT 2

FINANCIAL AND OPERATIONAL INDICATORS

Premium value detail

Market share by sector
QCS (Mexico)

	2024	2023
Individual cars	27.1%	26.7%
Trucks	47.0%	44.8%
Tourists	24.0%	20.5%
Others	25.9%	23.1%
Total	34.1%	32.8%

Written premium by segment Qualitas Controladora
(MXN million)

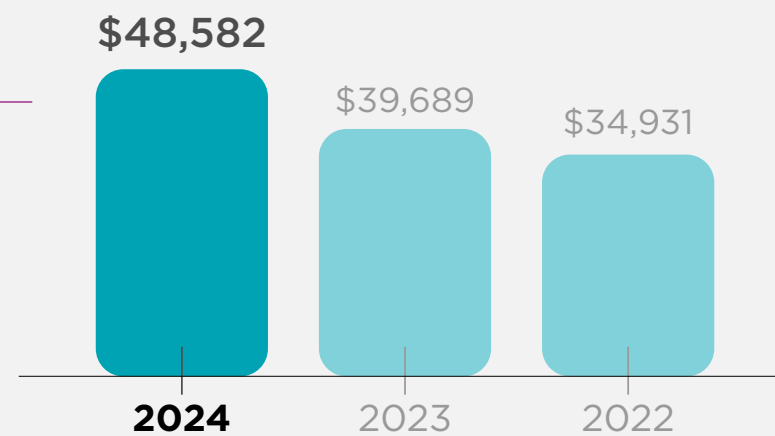
	2024	2023	2022
Individual cars	26,048	20,692	15,318
Fleets	20,813	14,464	11,155
Financial institutions	19,051	15,162	11,982
Subsidiaries abroad	3,358	3,202	3,422
Total	69,276	53,726	42,036

Note: Variation in 2023 figures reported due to changes in the consolidation of Intercompany operations.



Composition of the investment portfolio

Total managed assets (MXN million)



Investment portfolio by type of instrument

	2024	2023	2022
Governmental	58.1%	60.4%	55.3%
International bonds	17.1%	13.4%	13.5%
Equities	13.1%	11.0%	11.5%
Availability	5.9%	8.9%	7.1%
Private	3.8%	3.8%	8.2%
Quasi-governmental	0.5%	0.7%	2.1%

Investment portfolio by subsidiary

	2024	2023	2022
QMX	73.6%	73.40%	69.30%
QCind	7.1%	10.70%	14.70%
QIC	15.4%	12.60%	12.30%
QCR	2.0%	2.00%	2.30%
Other ¹	1.9%	1.30%	1.40%

¹ Includes: Optimization and Talent, Qsalud, QPeru, QColombia and QSalvador.

Return on investments

	2024	2023	2022
28-day Cetes (period average)	10.8%	11.10%	7.70%
Qualitas Controladora (ROI)	9.6%	9.40%	3.10%





Economic value generated and distributed

GRI 201-1

Economic value generated and distributed (MXN million)

	2024	Δ (%) 24-23	2023	2022
Revenue (Economic Value Generated, EVG)	69,276	29%	53,726	42,036
Expenditures (Economic Value Distributed, EVD)	60,980	21%	50,209	39,513
Acquisition ²	15,205	27%	11,936	9,454
Loss ratio ³	40,559	15%	35,174	28,194
Operation ⁴	2,765	34%	1,556	1,289
Profit-Sharing (PTU) ⁵	674	50%	448	331
Taxes ⁶	2,452	124%	1,096	245
Economic Value Retained (EVG-EVD)	8,296	136%	3,517	2,523

² Agents, automotive financing institutions, suppliers, workforce.
³ Suppliers and workforce.
⁴ Service offices, suppliers, workforce.
⁵ Workforce.
⁶ Government and authorities.

KEY ESG INDICATORS

EXHIBIT 3

SOCIAL
PERFORMANCE

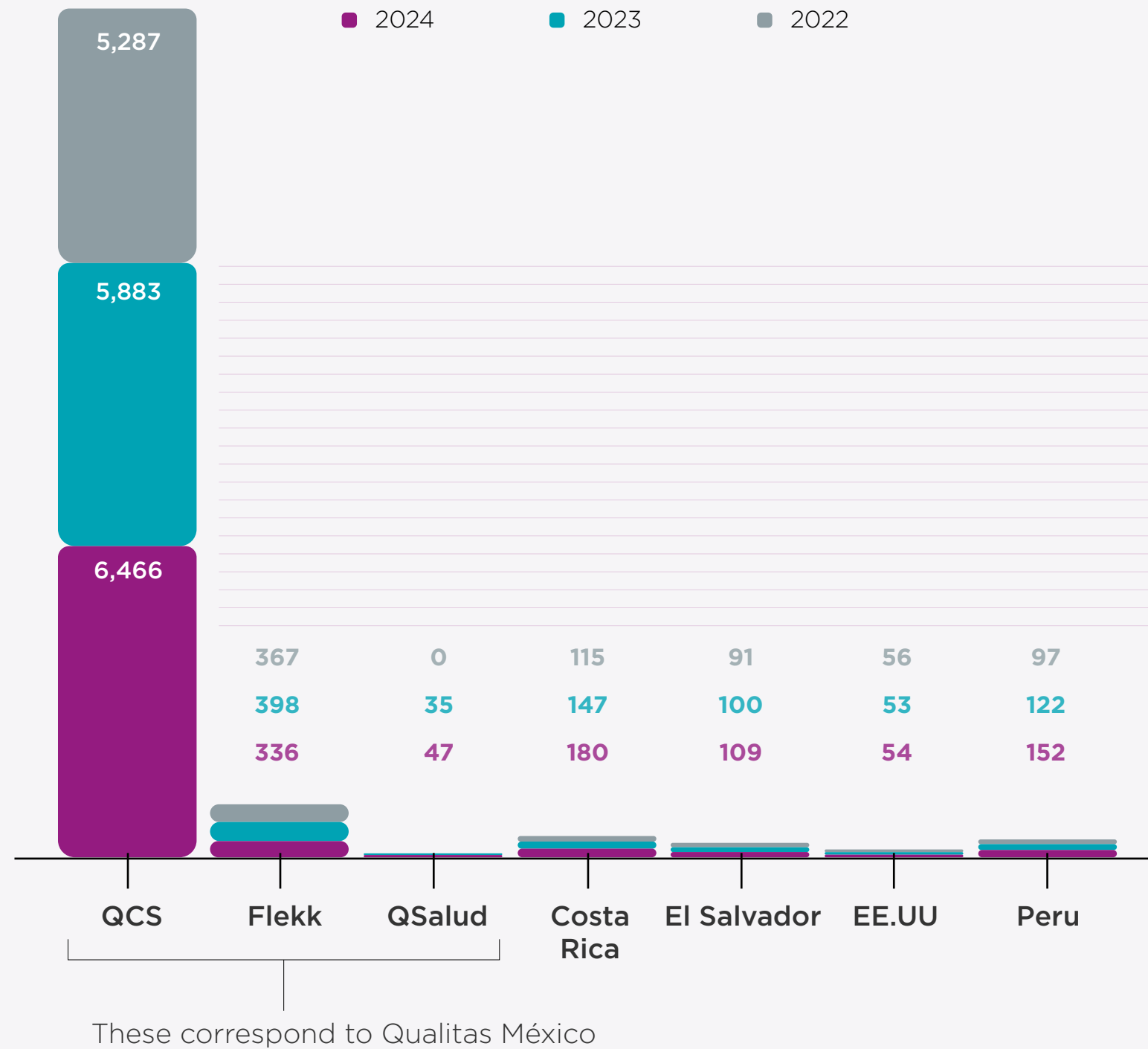
Workforce composition

GRI 2-7, 405-1

Total employees

Qualitas Controladora

Workforce by country and subsidiary





Employees by work category, gender, and age

Qualitas Controladora

	Age	2024	Δ (%) 24-23	2023	2022
DIRECTOR	Total	46	24.3%	37	39
	< 30	0	-100.0%	1	1
	30-50	24	60.0%	15	14
	> 50	22	4.8%	21	24
Women	Total	15	0.0%	15	16
	< 30	0	-	0	0
	30-50	7	16.7%	6	7
	> 50	8	-11.1%	9	9
Men	Total	31	40.9%	22	23
	< 30	0	-100.0%	1	1
	30-50	17	88.9%	9	7
		14	16.7%	12	15
DEPUTY DIRECTOR	Total	77	-4.9%	81	71
	< 30	0	-	0	1
	30-50	53	-8.6%	58	47
	> 50	24	4.3%	23	23
Women	Total	29	11.5%	26	22
	< 30	0	-	0	1
	30-50	22	10.0%	20	15
	> 50	7	16.7%	6	6
Men	Total	48	-12.7%	55	49
	< 30	0	-	0	0
	30-50	31	-18.4%	38	32
	> 50	17	0.0%	17	17

	Age	2024	Δ (%) 24-23	2023	2022
MANAGER	Total	316	9.7%	288	246
	< 30	4	-50.0%	8	3
	30-50	257	6.2%	242	208
	> 50	55	44.7%	38	35
Women	Total	122	8.9%	112	94
	< 30	3	-50.0%	6	2
	30-50	106	7.1%	99	87
	> 50	13	85.7%	7	5
Men	Total	194	10.2%	176	152
	< 30	1	-50.0%	2	1
	30-50	151	5.6%	143	121
	> 50	42	35.5%	31	30
COORDINATOR/ SUPERVISOR	Total	1,199	11.8%	1,072	3,770
	< 30	152	9.4%	139	176
	30-50	946	10.8%	854	3,512
	> 50	101	27.8%	79	82
Women	Total	455	7.3%	424	2,860
	< 30	70	14.8%	61	54
	30-50	354	2.9%	344	2,788
	> 50	31	63.2%	19	18
Men	Total	744	14.8%	648	910
	< 30	82	5.1%	78	122
	30-50	592	16.1%	510	724
	> 50	70	16.7%	60	64

	Age	2024	Δ (%) 24-23	2023	2022
ANALYST/ EXECUTIVE	Total	4,985	11.1%	4,486	4,028
	< 30	1,345	17.9%	1,141	983
	30-50	3,374	8.6%	3,107	2,833
	> 50	266	11.8%	238	212
Women	Total	1,949	8.7%	1,793	1,640
	< 30	599	11.3%	538	474
	30-50	1,265	6.5%	1,188	1,098
	> 50	85	26.9%	67	68
Men	Total	3,036	12.7%	2,693	2,388
	< 30	746	23.7%	603	509
	30-50	2,109	9.9%	1,919	1,735
	> 50	181	5.8%	171	144
ASSISTANT/ AUXILIARY	Total	721	-6.8%	774	719
	< 30	351	-3.3%	363	374
	30-50	343	-10.9%	385	320
	> 50	27	3.8%	26	25
Women	Total	514	0.6%	511	447
	< 30	259	-1.1%	262	251
	30-50	240	1.7%	236	188
	> 50	15	15.4%	13	8
Men	Total	207	-21.3%	263	272
	< 30	92	-8.9%	101	123
	30-50	103	-30.9%	149	132
	> 50	12	-7.7%	13	17



Talent attraction and retention

GRI 2-7, 401-1

Employees by type of contract 2024

Qualitas Controladora

7,009

EMPLOYEES WITH
PERMANENT CONTRACTS

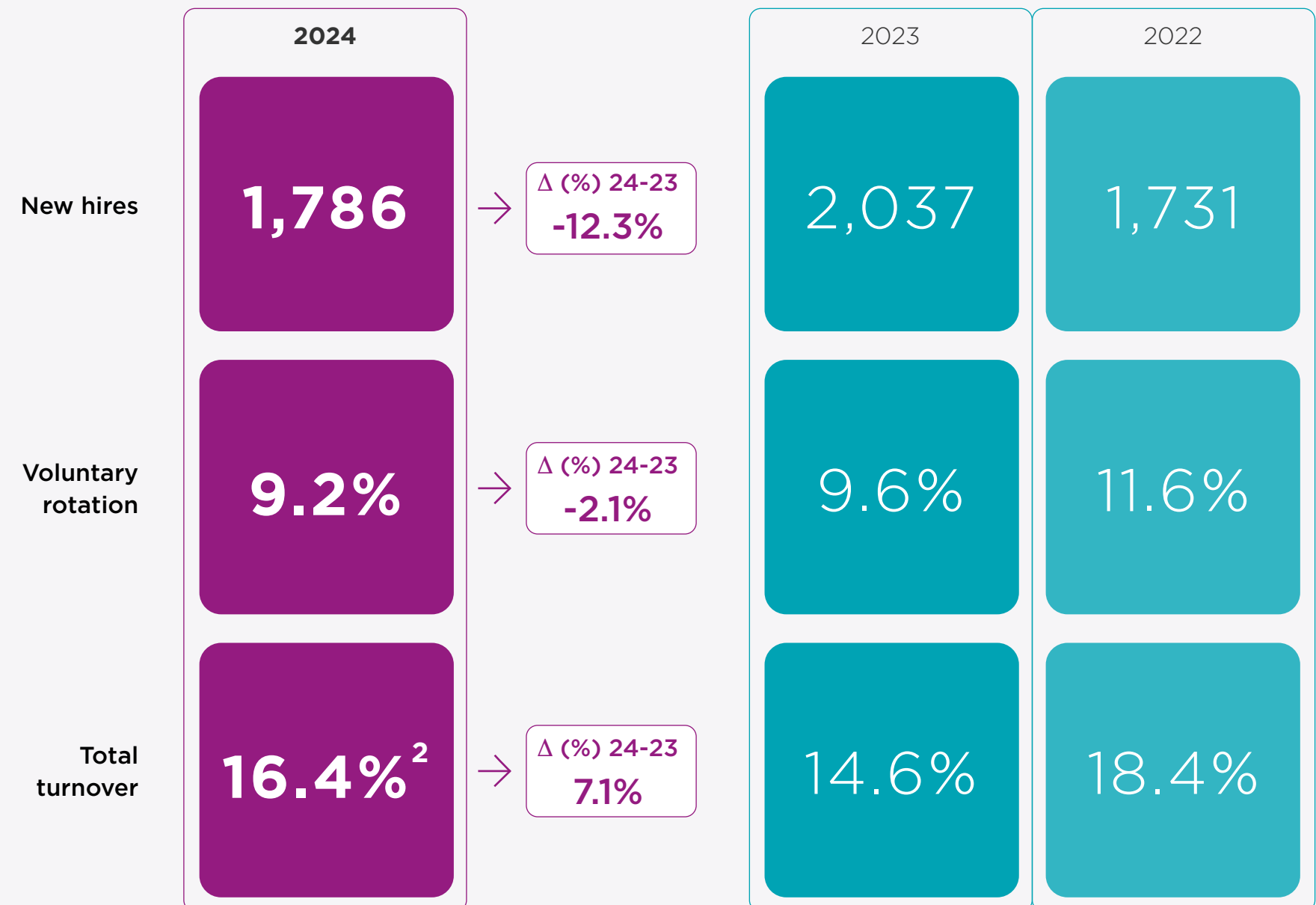
332

EMPLOYEES ON
PROBATIONARY CONTRACT

3

EMPLOYEES WITH
TEMPORARY CONTRACTS

Hiring and rotation Qualitas Controladora



² Qualitas Compañía de Seguros improved its turnover ratio, reaching 15.3 % in 2024. This was the lowest turnover compared to the other subsidiaries.



Hiring and turnover by gender, age, and work category 2024

Qualitas Controladora

	Age	New hires	Total turnover ² (%)	Voluntary turnover ³ (%)
DIRECTOR	Total	11	8.7%	2.2%
	< 30	1	-	-
	30-50	7	16.7%	4.2%
	> 50	3	0.0%	0.0%
Women	Total	2	13.3%	6.7%
	< 30	0	-	-
	30-50	2	28.6%	14.3%
	> 50	0	11.8%	0.0%
Men	Total	9	6.5%	0.0%
	< 30	1	-	-
	30-50	5	11.8%	0.0%
		3	0.0%	0.0%
DEPUTY DIRECTOR	Total	3	6.5%	3.9%
	< 30	0	-	-
	30-50	3	3.8%	0.0%
	> 50	0	12.5%	12.5%
Women	Total	0	3.4%	0.0%
	< 30	0	-	-
	30-50	0	4.5%	0.0%
	> 50	0	0.0%	0.0%
Men	Total	3	8.3%	6.3%
	< 30	0	-	-
	30-50	3	3.2%	0.0%
		0	17.6%	17.6%

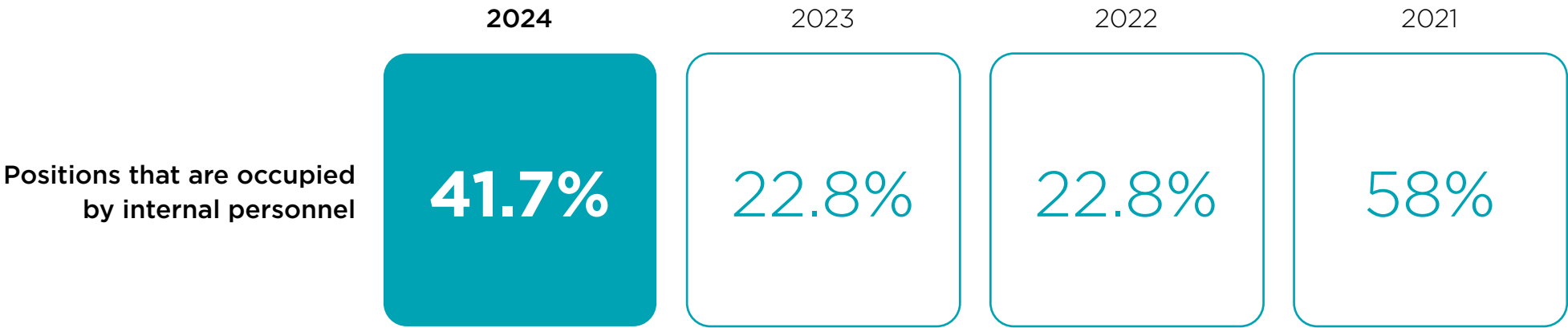
	Edad	New hires	Total turnover ² (%)	Voluntary turnover ³ (%)
MANAGER	Total	22	13.3%	6.3%
	< 30	0	125.0%	50.0%
	30-50	19	11.7%	5.8%
	> 50	3	16.7%	5.5%
Women	Total	5	13.1%	4.9%
	< 30	0	66.7%	33.3%
	30-50	5	13.2%	4.7%
	> 50	0	0.0%	0.0%
Men	Total	17	13.4%	7.2%
	< 30	0	300.0%	100.0%
	30-50	14	10.6%	6.6%
		3	16.7%	7.1%
COORDINATOR/ SUPERVISOR	Total	117	11.6%	5.2%
	< 30	21	8.6%	5.9%
	30-50	90	11.6%	4.7%
	> 50	6	15.8%	8.9%
Women	Total	46	13.8%	6.6%
	< 30	8	12.9%	7.1%
	30-50	37	14.1%	6.2%
	> 50	1	12.9%	9.7%
Men	Total	71	10.2%	5.2%
	< 30	13	4.9%	4.9%
	30-50	53	10.1%	3.7%
		5	17.1%	8.6%

	Edad	New hires	Total turnover ² (%)	Voluntary turnover ³ (%)
ANALYST/ EXECUTIVE	Total	1,368	16.1%	8.6%
	< 30	683	21.9%	13.5%
	30-50	673	14.0%	6.9%
	> 50	12	14.3%	6.4%
Women	Total	465	15.7%	8.6%
	< 30	246	20.9%	13.2%
	30-50	214	13.8%	6.8%
	> 50	5	8.2%	2.4%
Men	Total	903	16.4%	8.6%
	< 30	437	22.7%	13.8%
	30-50	459	14.1%	6.9%
		7	17.1%	8.3%
ASSISTANT/ AUXILIARY	Total	265	29.3%	22.5%
	< 30	165	29.1%	27.4%
	30-50	97	24.5%	19.2%
	> 50	3	14.8%	0.0%
Women	Total	207	28.0%	21.0%
	< 30	127	34.0%	26.3%
	30-50	78	22.5%	16.7%
	> 50	2	13.3%	0.0%
Men	Total	58	32.4%	26.1%
	< 30	38	38.0%	30.4%
	30-50	19	29.1%	25.2%
		1	16.7%	0.0%

² The turnover rate was calculated by dividing the total number of voluntary and involuntary departures by the total number of employees, then multiplying the result by 100 to obtain the percentage.

³ The voluntary turnover rate was calculated dividing the total number of voluntary departures by the total number of employees and multiplying the result by 100.





Return on investment in human capital

Qualitas Controladora

	2024	2023	2022	2021
Total Revenue ⁴ (MXN)	69,276,092,937	53,725,801,862	42,035,726,784	37,681,696,390
Total Operating Expenses (MXN)	2,765,458,205	1,555,934,233	1,289,413,901	1,317,397,549
Employee Related Expenses (MXN)	2,011,341,113	1,570,590,802	848,364,441	982,243,079
HC ROI	34.1	34.2	49.0	38.0
Total Employees	7,344	6,738	6,013	5,597



⁴ Before any type of deduction.

Employee training and development

GRI 404-1, 404-3



Development evaluation
Qualitas Controladora

62.7%
OF EMPLOYEES IN 2024

⁵ Training hours include those provided through Universidad Qualitas and classroom training.
⁶ Starting in 2024, the breakdown by work category and gender is reported.

Training hours⁵ by work category
and gender 2024⁶
Qualitas Controladora

	Total hours	Average
DIRECTOR	1,239	27
Women	429	29
Men	810	26
DEPUTY DIRECTOR	4,718	61
Women	1,603	55
Men	3,115	65
MANAGER	18,234	58
Women	6,355	52
Men	11,878	61
COORDINATOR/SUPERVISOR	79,254	66
Women	23,800	52
Men	55,454	75
ANALYST/EXECUTIVE	410,595	82
Women	101,474	52
Men	309,121	159
ASSISTANT/AUXILIARY	215,990	300
Women	67,521	131
Men	148,469	717
Total	730,029	99
Women 	201,182	65
Men 	528,847	124

Diversity and equal opportunity

GRI 405-1

51.4%WOMEN IN LEADERSHIP
POSITIONS⁸ 2024**54.3%**WOMEN IN LEADERSHIP
POSITIONS⁷ 2023**31.1%**WOMEN IN
STEM POSITIONS⁹ 2024**30.5%**WOMEN IN
STEM POSITIONS⁹ 2024

99.7% of our employees are
from the countries in which
we operate.¹¹

⁷ GRI 2-4: the 2023 data was recalculated considering only Directors, Deputy Directors, and Managers.

⁸ Directors, Deputy Directors, and Managers are considered leadership positions.

⁹ Positions in Technical and Information Technology areas are also considered.

¹⁰ The proportion of these positions held by nationality is considered of the total number of leadership positions in Qualitas Controladora. For example, 93.27% of the leadership positions at Qualitas Controladora are held by Mexicans.

¹¹ Mexico, Costa Rica, the United States, El Salvador, and Peru.

Breakdown of employees by nationality 2024

Qualitas Controladora

Country	% of workforce	% in leadership positions ¹⁰
Mexico	93.10%	93.27%
Costa Rica	2.36%	2.14%
United States	0.76%	1.22%
El Salvador	1.50%	1.35%
Peru	2.06%	1.83%
Bolivia	0.01%	0.06%
Canada	0.01%	0.00%
Colombia	0.05%	0.00%
Venezuela	0.07%	0.12%
Honduras	0.01%	0.00%
Nicaragua	0.07%	0.00%

Pay equity

GRI 405-2

Employee well-being

GRI 401-3, 403-9

Salary ratio¹² Qualitas Controladora

Work category ¹³	Fixed	Fixed + variable
Directors and deputy directors	0.76	1.0
Managers	0.93	0.85
Other	1.08	0.85
Total	0.98	0.87

Occupational health and safety Qualitas Controladora

Indicator ¹⁴	2024	Δ (%) 24-23	2023
Accidents	176	6.0%	166
Fatalities	1	-66.7%	3
Absent days reported to the authority ¹⁵	7,387	5.1%	7,025
Loss ratio ¹⁶	13.93	-1.6%	14.16
Absenteeism rate (%) ¹⁷	0.06%	-	0.06%

Paternity permissions Qualitas Controladora

160

EMPLOYEES WITH
PATERNITY LEAVE
OF ABSENCE



Women 91
Men 69

150

EMPLOYEES
WHO RETURNED
TO WORK AFTER
LEAVE OF ABSENCE



Women 82
Men 68

133

EMPLOYEES WHO
REMAIN WITH THE
COMPANY ONE YEAR
AFTER RETURNING FROM
LEAVE OF ABSENCE



Women 69
Men 64

¹² It is calculated by taking the difference between men's and women's wages and dividing it by men's wages.
¹³ The categories equalize the levels between subsidiaries. For example, Directors in Mexico are Managers in foreign subsidiaries.
¹⁴ Data from all Qualitas Controladora operations is presented in an integrated format.
¹⁵ Days representing an absence from work area included. Vacations, educational leave, and maternity/paternity leave are not considered.
¹⁶ Loss ratio = number of lost-time accidents / total hours worked*1,000,000
¹⁷ Absenteeism rate = working days lost / total working days in the year (excluding vacations) for the total workforce.



KEY ESG INDICATORS

EXHIBIT 3.2

ENVIRONMENTAL PERFORMANCE

Energy

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



Note:
Emissions for 2022 and 2023 were recalculated due to the reclassification of ODQs (except those under the fixed-fee scheme, since QC is responsible for those consumptions), as well as the reclassification of the Echegaray office (from Scope 2 to Scope 3, Category 8). The recalculation also considered gasoline used in employees' personal vehicles, where the share of VAT and IEPS covered by Quálitas was moved from Scope 3, Category 3 to Scope 1. Energy consumption costs already reflect these adjustments. See the next slide, table "Energy cost by subsidiary (MXN)".

Electricity consumption by subsidiary
(kWh)

Subsidiary	2024	Δ (%) 24-23	2023	2022
Mexico	6,946,183.0	6.5%	6,523,844.7	6,218,988.0
Qualitas Compañía de Seguros ¹	6,650,542.0	4.2%	6,384,514.7	6,110,276.0
Flekk	295,641.0	112.2%	139,330.0	108,712.0
Costa Rica	145,049.0	-18.4%	177,777.2	180,327.5
El Salvador	111,378.9	-43.2%	196,165.0	160,791.0
United States	765,279.5	-7.2%	825,021.5	328,551.0
Peru	145,371.0	12.2%	129,603.0	99,168.0
Total (kWh)	8,113,261.4	3.3%	7,852,411.5	6,987,825.6
Total (GJ)	29,207.7	3.3%	28,268.7	25,156.2

Consumption by energy type
Qualitas Controladora

Energy consumption (GJ)	2024	Δ (%) 24-23	2023	2022
Gasoline	193,261.4	18.7%	162,862.7	150,468.8
Representative % of total	86.7%	-	84.9%	84.8%
Electricity	29,207.7	3.3%	28,268.7	25,156.2
Representative % of total	13.1%	-	14.7%	14.2%
Diesel	271.1	-33.7%	409.2	1,498.3
Representative % of total	0.1%	-	0.2%	0.8%
LP Gas	209.6	-11.9%	237.8	219.1
Representative % of total	0.1%	-	0.1%	0.1%
Total	222,949.9	16.2%	191,778.5	177,342.3



Cost of energy by subsidiary (MXN)

Cost of energy		2024	Δ (%) 24-23	2023		2022	
Qualitas Compañía de Seguros (México)	Combustible	\$ 126,877,327.7	25.7%	\$ 100,924,297.7	\$	86,720,381.4	
	Electricidad	\$ 19,487,170.0	2.2%	\$ 19,059,439.0	\$	16,831,100.0	
Other subsidiaries	Combustible	\$ 4,090,046.8	56.8%	\$ 2,608,001.5	\$	7,196,362.9	
	Electricidad	\$ 3,651,806.2	67.6%	\$ 2,178,562.4	\$	2,717,262.0	
Total	Combustible	\$ 130,967,374.5	26.5%	\$ 103,532,299.2	\$	\$93,916,744.3	
	Electricidad	\$ 23,138,976.2	9.0%	\$ 21,238,001.4	\$	\$19,548,362.0	

Energy intensity on premium issued

Qualitas Controladora

	2024	Δ (%) 24-23	2023	2022
Energy (kJ/MXN premium emitted)	3.22	-9.8%	3.57	4.22

Emissions

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

GHG Emissions (tCO₂e)

Qualitas Controladora

	2024	Δ (%) 24-23	2023	2022
Scope 1	14,538.2	23.6%	11,766.7	11,170.8
Scope 2	3,455.4	0.3%	3,443.8	2,820.0
Total	17,993.6	18.1%	15,061.8	13,990.8

Note:
Emissions from previous years for Scope 1 and 2 were recalculated based on the considerations outlined in the notes on pages 116 and 118.

Intensity of emissions over premiums issued

Qualitas Controladora

	2024	Δ (%) 24-23	2023	2022
Emissions ² (gCO ₂ e/MXN premium issued)	0.26	-7.2%	0.28	0.33

Premiums issued

	2024	Δ (%) 24-23	2023		2022	
Issued premium QC	\$ 69,276,092,937	28.9%	\$ 53,725,801,862	\$	42,035,726,784	
Issued premium QCS	\$ 66,283,104,890	30.9%	\$ 50,633,675,945	\$	38,709,556,244	

² Includes Scope 1 and 2 emissions.



	Scope 1 Emissions by subsidiary (tCO ₂ e)				Scope 2 Emissions by subsidiary (tCO ₂ e)			
	2024	Δ (%) 24-23	2023	2022	2024	Δ (%) 24-23	2023	2022
Qualitas Compañía de Seguros (México)	14,066.9	22.8%	11,459.8	10,319.4	2,952.8	5.6%	2,796.4	2,658.0
representative % of total	96.8 %	-	97.4 %	92.4%	85.5 %	-	85.7%	92.7%
Flekk	257.2	133.2%	110.3	678.6	131.3	115.1%	61.0	47.3
representative % of total	1.8 %	-	0.9 %	6.1 %	3.8 %	-	1.9 %	1.6 %
Qualitas Costa Rica	1.0	-38.6	1.7	4.3	12.7	-18.4%	15.6	9.6
representative % of total	0.0 %	-	0.0 %	0.0 %	0.4 %	-	0.5 %	0.3 %
Qualitas El Salvador	89.3	22.2%	73.1	84.2	9.3	-43.2%	16.3	13.4
representative % of total	0.6 %	-	0.6 %	0.8 %	0.3 %	-	0.5 %	0.5 %
Qualitas Insurance Company (EE.UU)	16.6	-58.6%	40.0	15.4	283.5	-10.5%	316.7	94.1
representative % of total	0.1 %	-	0.3 %	0.1 %	8.2 %	-	9.7 %	3.3 %
Qualitas Peru	107.2	31.0%	81.8	69.0	65.7	12.2%	58.6	44.8
representative % of total	0.7 %	-	0.7 %	0.6 %	1.9 %	-	1.8 %	1.6 %
Total	14,538.2	23.6%	11,766.7	11,170.8	3,455.4	6.0%	3,264.7	2,867.2

The 2022 and 2023 data for Scope 2 emissions were updated using the most recent emission factors for each country, publicly available in the respective years.

Emissions by Scope 3³ (tCO₂e)

Qualitas Controladora

GRI 305-3

Category	2024	Δ (%) 24-23	2023	2022
1. Goods and services purchased	4,903.4	-11.4%	5,532.5	5,911.0
2. Capital assets	2,745.5	48.9%	1,843.9	676.5
3. Activities related to energy and fuels	4,235.8	19.7%	3,538.8	3,413.9
4. Transport and distribution upstream	628.3	-7.6%	680.0	739.1
5. Waste generated in the operation	169.8	88.4%	90.1	84.1
6. Business travel	1,105.4	34.9%	819.3	1,191.8
7. Employees movement	5,104.8	130.1%	2,218.2	4,277.8
8. Upstream leased assets	1,033.4	-2.3%	1,057.5	969.8
11. Use of products sold	25.9	185.8%	9.1	12.5
Total	19,952.2	-26.4%	15,789.5	17,276.4
15. Investments	42,534.30	1,903.9%	2,122.6	30,430.5
Total (Incluye categoría 15)	62,846.53*	248.8%*	17,912.1	47,706.9

³ Categories 9, 10, 12, 13, and 14 are not included in the table, as they are not applicable to the sector in which Qualitas operates.

* In 2024, the Scope 3, Category 15 emissions estimate was conducted using the PCAF methodology, specifically designed for financial institutions. The analysis included corporate stocks and bonds assets.

Emission notes in connection with Scope 3

Category 1:

In 2024, the emissions calculation was broadened to include a larger number of general or standard goods purchased by QCS. For Flekk, the scope was also expanded to incorporate windshield repair supplies; however, the associated emissions are minimal. Additionally, there was a reclassification of goods purchased by this subsidiary: radiators, which were previously reported separately, were included this year under the broader category of spare parts.

Category 2:

In 2024 the scope of this category was expanded due to the inclusion of a greater amount of capital goods or fixed assets (according to the QC classification), including computer equipment, office furniture, vehicles and motorcycles, for the subsidiaries QCS, Qualitas Costa Rica, Qualitas Perú, Qualitas El Salvador and QIC.

Category 3:

In 2024, the scope of this category was also expanded to include emissions in connection with the transmission and distribution of electricity consumed by all subsidiaries.

Category 4:

In 2024, the scope of this category was expanded to include inland transportation of repair supplies purchased by Flekk.

Category 5:

In 2024, an adjustment was made to the estimation of Urban Solid Waste (USW) generated by QCS. The revised calculation considered the average number of days employees attended the offices during the reporting year, one-third of the national average USW generation in Mexico, and the

number of employees at each location—factors that significantly influenced this category. Additionally, for the first time, waste generated at the Qualitas El Salvador offices was included in the report.

Category 6:

In 2024 there was a significant increase in the number of flights and nights.

Category 7:

At the end of 2024, there was an increase in QCS’s workforce and, consequently, a greater number of employees commuting to their work centers.

Category 8:

In 2024, it was identified that certain ODQs operate under a scheme known as “Iguala,” in which Qualitas assumes all expenses at the start of these offices’ operations. As a result, their classification was revised from Category 8 to Scope 2.

Category 11:

In 2024 there was a higher consumption of gasoline by policyholders, and diesel began to be consumed.

Category 15:

As part of a methodological refinement, the calculation for category 15 was adjusted (in the 2022 and 2023 inventories). To do this, an approach based on emissions intensity (tCO₂e/total revenue) and the amount invested in each company was applied. It should be noted that these results are not comparable with the 2024 emissions, as this is the first time they have been calculated using the PCAF methodology.

Water

Water consumption by type of source⁴

	2024	Δ (%) 24-23	2023	2022
Surface water ⁵ (thousands of m ³)	0.7	-60.1%	1.8	5.8
Supplied by third parties ⁶ (thousands of m ³)	22.5	20.2%	18.7	16.8
Total	23.2	13.1	20.5	22.6



⁴ The information reported includes only the subsidiaries QCS (Mexico), QPeru, QCosta Rica, QEI Salvador and Flekk.

⁵ Rivers, lakes, rain.

⁶ Local water networks and tank trucks.

Waste⁷

		2024	Δ (%) 24-23	2023
Urban solids (Kg)	Paper and cardboard	7,216.2	-3.0%	7,441
	Amount recycled	7,216.2	48.1%	4,874
Special handling (Kg)	PET	455.7	-11.2%	513
	Amount recycled	455.7	2069.8%	21
	Electronics	6,184.0	38.7%	4,459
	Amount recycled	6,184.0	292.9%	1,574
	Metals	176.9	190.0%	61
	Amount recycled	176.9	-	-
	Sludge	54,810.0	ND	-
	Amount recycled	0.0	ND	-
Total		68,842.74	451.9%	12,474

⁷ The information reported includes only the subsidiaries QCS (Mexico), QPeru, QCosta Rica, QEI Salvador and Flekk. In 2024, there was an increased generation of aluminum cans and scrap at three QCS offices. Additionally, the amount of waste increased this year due to the inclusion of sludge generation in our calculations.



EXHIBIT 3.3

GOVERNANCE

Board of Directors

GRI 2-9

	2024	2023	2022
Total number of directors	12	12	12
Number of independent directors	8	8	8
% attendance at meetings	95%	93%	91%
Average tenure (years)	7.8	6.8	4.3



Ethics, integrity, and regulatory compliance

GRI 205-3, 406-1

Complaints received through Q-Transparency in 2024

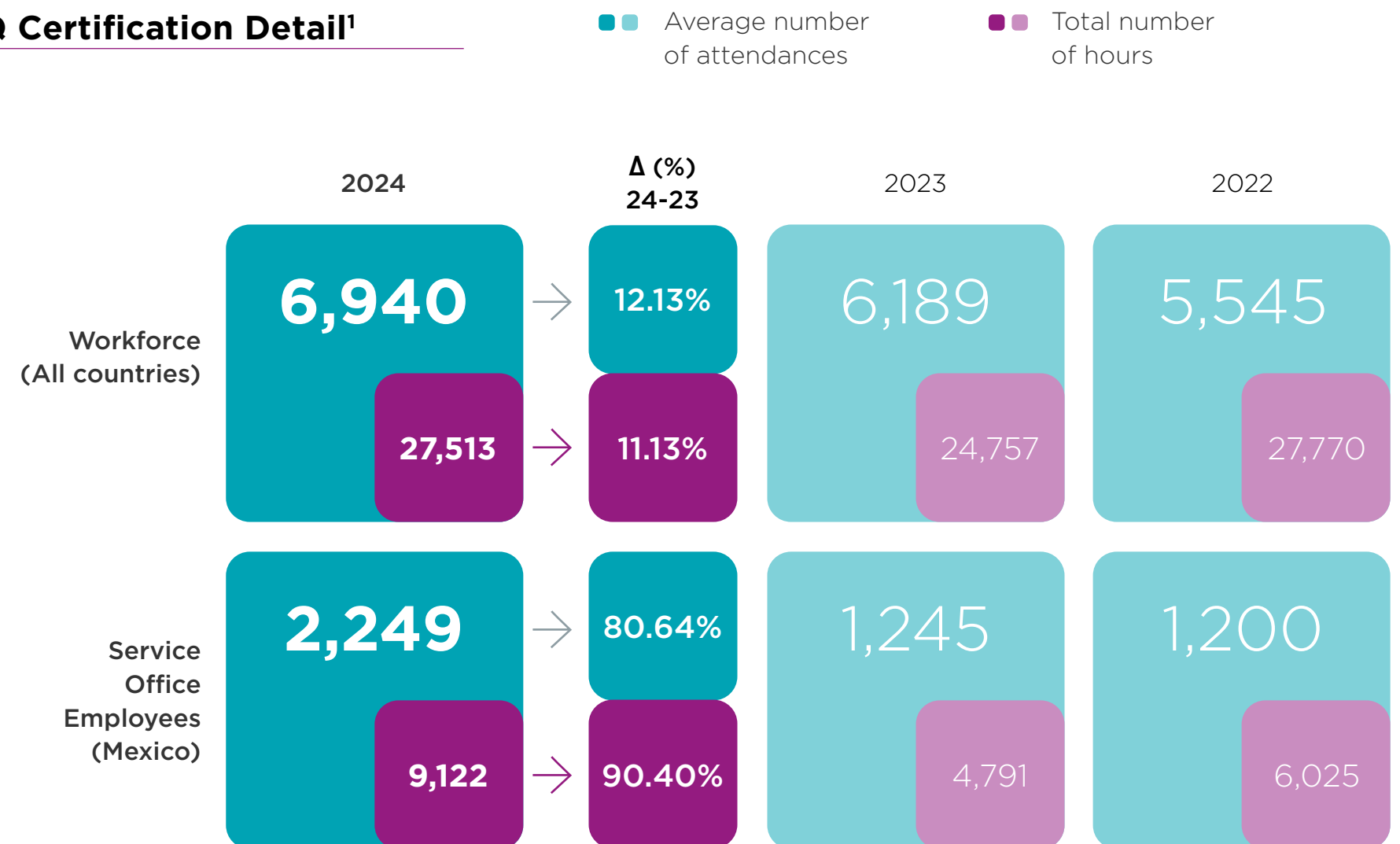
	Complaints received	Complaints sustained
Poor Performance	54	19
Labor Harassment	38	16
Fraud	18	3
Corruption	8	3
Bribery	8	3
Misuse of Assets	7	8*
Sexual Harassment	6	4
Information Tampering	6	2
Personal Data Breach	6	1
Other	4	0
Disposition of Premiums	2	1
Money Laundering	1	0
Total	158	60

* In addition, a complaint was filed in 2023.

Ethical training

GRI 205-2

Q Certification Detail¹



¹ Includes courses related to the Code of Ethics and Conduct, Money Laundering Prevention, Conflict of Interest Policy, and Personal Data Protection.

ESG MANAGEMENT DETAIL

EXHIBIT 4.1

MATERIALITY ANALYSIS

GRI 3-1; 3-2; 3-3

IFRS S1; GES¹

In 2024, we updated our materiality exercise by adopting the dual materiality approach to identify the company's priority sustainability issues.

First, we developed a global analysis of Environmental, Social and Governance (ESG) trends, based on peer companies and international industry standards, such as the *Global Reporting Initiative* (GRI), the *Sustainability Accounting Standards Board* (SASB) industry standards, and the *Morgan Stanley Capital International* (MSCI) industry materiality map.

The result was a preliminary list of key issues and their main impacts, risks, and opportunities (IROs)², reflecting a comprehensive understanding of the sector's sustainability expectations.

Strategic areas and the internal workforce participated in this process and evaluated the main impacts, risks, and opportunities related to each issue.³

For evaluating of issues under the concept of impact materiality, we considered four criteria: scale, scope, probability and remediability. For positive impacts, only the first three were considered.

Regarding risks and opportunities, we considered two criteria: probability and impact on the business.⁴

Finally, we conducted validation process of the results with the senior management.

¹ Risk management. We comply with paragraphs 43 and 44 of IFRS S1.

² Impacts, Risks, and Opportunities.

³ We considered the perspective of diverse stakeholders for the company, including policyholders, office managers, agents, suppliers, advisors, and investors, to facilitate the prioritization of the evaluated issues.

⁴ Impacts on cash flow/capital.

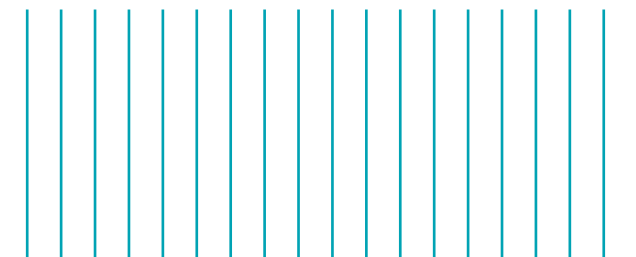
PROCESS OF DOUBLE MATERIALITY



We based the methodology used to evaluate material impact issues on the 2021 recommendations of the Global Reporting Initiative (GRI). For financial materiality, we relied on International Financial Reporting Standard (IFRS) S1, published in 2023.

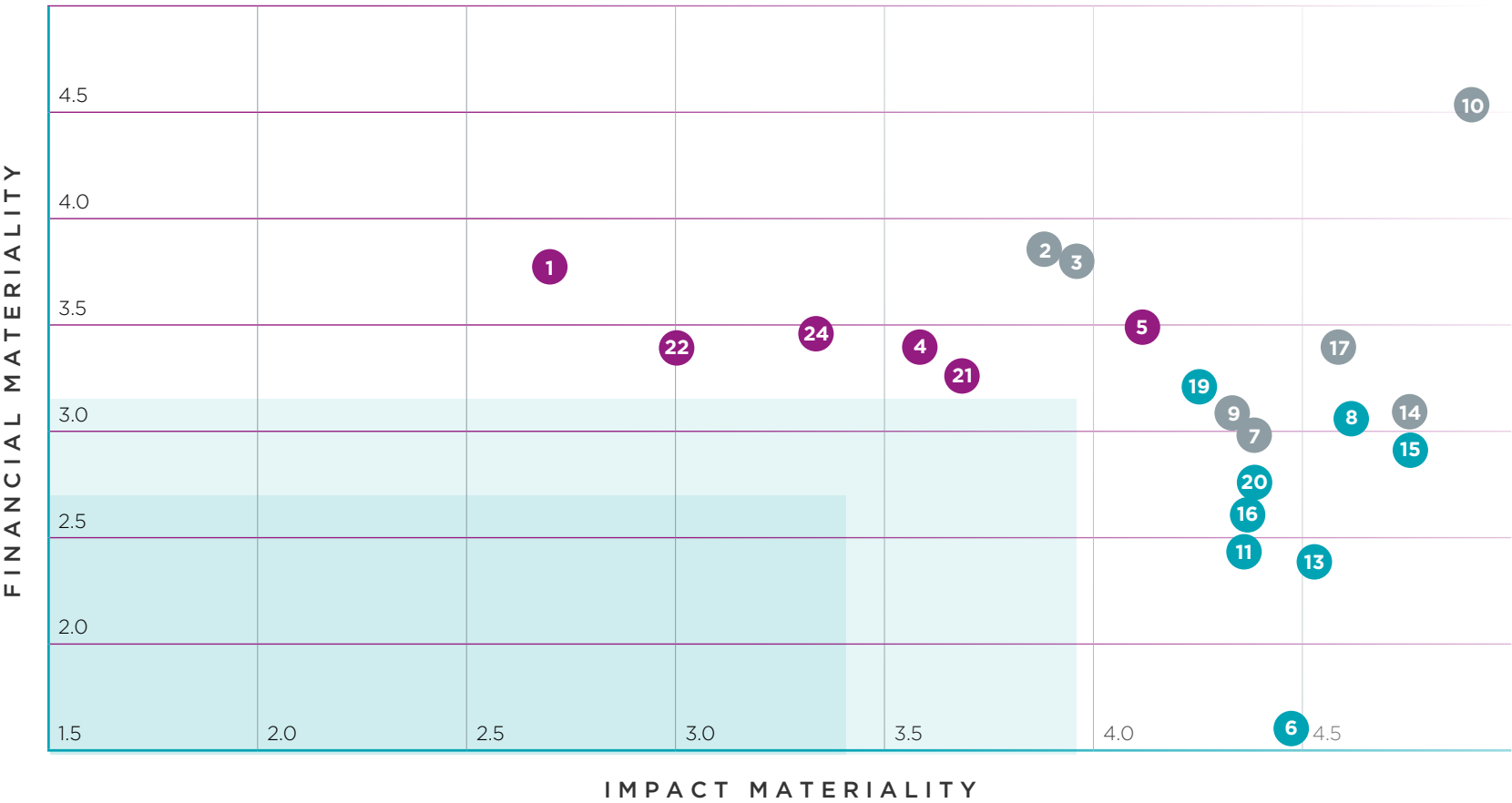
It is important to note that we review and evaluate issues relevant to our sector at least every two years. Additionally, an independent third party verified the outcome of the dual materiality analysis.

As a result of the analysis, we developed individual matrices prioritizing material issues of impact and financial relevance. This allowed us to consolidate a matrix reflecting the most important issues for the company from dual perspectives of materiality.



DUAL MATERIALITY MATRIX

- Issues with double materiality
- Issues with financial materiality
- Issues with impact materiality



DUAL MATERIALITY ISSUES

- 10 Claims management and policyholder service
- 17 Financial education and insurance culture
- 14 Workforce training and development
- 3 Product and service innovation
- 2 Road safety culture and behavior
- 9 Cybersecurity
- 7 Business ethics and legal compliance

ISSUES WITH FINANCIAL MATERIALITY

- 5 ESG investment
- 4 Digital transformation and operational efficiency
- 21 Taxation
- 24 Management of own and portfolio climate change risks (physical and transition risks)
- 1 Sustainable supply chain
- 22 Money laundering prevention

TEMAS MATERIALES DE IMPACTO

- 8 Sales practices (responsible marketing)
- 15 Work environment
- 19 Disclosure and transparency of financial and sustainability information
- 20 Corporate governance
- 16 Occupational health and safety
- 13 Diversity and equal opportunity
- 6 Accessibility and affordability of the product/service
- 11 Policyholder data privacy



Main impacts, risks, and opportunities

IFRS S1; GOB⁵

The following table outlines our key impacts, risks, and opportunities, and how they align with the issues identified in the dual materiality matrix.

The Chairman of the Social Responsibility Committee reports quarterly to the Board of Directors on the conclusions and activities undertaken, providing a comprehensive view of performance across environmental, social and governance (ESG) aspects.



⁵ Governance: we comply with requirement 27 of IFRS S1.



Risks and opportunities

IFRS S1 EST⁶; MET⁷

⁶ Strategy: we comply with requirement 29 (except item d), item 30 (except items b and c) and item 32.
⁷ Metrics.

Related material issue

Item 1



POLICYHOLDER SERVICE AND CLAIMS MANAGEMENT

RISK:
Loss of loss due to dissatisfaction.

OPPORTUNITY:
Automation and digitization of processes; digital channels that improve service efficiency and reduce cost.

Item 2



PRODUCT AND SERVICE INNOVATION

RISK:
Loss of competitiveness in a changing political, social, and economic context.

OPPORTUNITY:
Entry into new market segments and positioning as an innovative company.

Item 3



ROAD SAFETY CULTURE AND BEHAVIOR

RISK:
Increase in accidentality and claims costs.

OPPORTUNITY:
Reduction in loss ratio and improvement in road user behavior.

Business relevance

Our business model is centered on delivering excellence in customer service. We offer comprehensive service, from policy contracting to claims management.

Service gaps at any point during the process, pose a risk of losing the customer.

We offer products and services that adapt to our customers' needs, staying ahead by identifying trend and investing in technology and data analytics.

This topic is critical to business continuity and our capacity to offer products and services that meet customer's expectations.

At Qualitas, road safety is a core commitment to our customers and society.

This commitment is aimed at reducing accidents and fatalities.

This enables the company to mitigate, prevent, and manage related risks, ultimately lowering accident-related costs.



Risks and opportunities

IFRS S1 EST⁶; MET⁷

	Item 1	Item 2	Item 3
	↓	↓	↓
Related material issue	POLICYHOLDER SERVICE AND CLAIMS MANAGEMENT	PRODUCT AND SERVICE INNOVATION	ROAD SAFETY CULTURE AND BEHAVIOR
Type of business impact	Cost	Income	Cost
Strategies and initiatives to address risk /opportunity	Through our broad distribution network, which includes service offices, ODQs, and agents, we provide personalized, flexible, and efficient service. We have also developed digital platforms that allow customers to request assistance, access services, and follow-up on claims. Our Service Survey allows us to gauge customer satisfaction with the attention provided and the services received throughout the claims process. We periodically monitor the results of this survey, which enables us to take the necessary measures for continuous improvement.	In recent years, we have adapted to changes in the insurance market and trends. This has enabled us to develop innovative products for companies interested in operating non-traditional vehicles, including hybrids, electric vehicles, and those that run on natural gas. Our New Products Committee evaluates customer and market needs in order to offer services that meet their requirements.	We have developed a road culture program to reduce accidents and promote respectful coexistence on streets and highways. We offer customers with insured fleets valued at more than MXN \$5 million the opportunity to join our accident prevention program, which originated in Mexico and is expanding to the United States, Costa Rica, and Peru. We also provide consulting services to help our customers obtain ISO 39001 road safety management certification. Click here to learn more about our road safety culture promotion approach ↗



Risks and opportunities

IFRS S1 EST⁶; MET⁷

	Item 1	Item 2	Item 3
	↓	↓	↓
Related material issue	POLICYHOLDER SERVICE AND CLAIMS MANAGEMENT	PRODUCT AND SERVICE INNOVATION	ROAD SAFETY CULTURE AND BEHAVIOR
Risk/opportunity related metrics	Customer satisfaction index	Premium value of products/ services targeted to specific or new segments (e.g. hybrid vehicles, electric vehicles, environmental liability, civil liability)	Loss ratio
Metric targets and target year	90% overall satisfaction	Adapt to market requirements by offering excellent products and services.	62% to 65% loss ratio
Target year:	2024	2025	2025
2024 results	90.9% Overall satisfaction	MXN million \$2,255 written premium for hybrid and electric vehicles	66.3% Accident rate





Impacts

GRI 3-3

We consider the two dual materiality issues with the greatest impact on our stakeholders.

	Item 1	Item 2
Related materiality issue	Policyholder service and claims management	Road safety culture and behavior
Related materiality issue	Increased customer satisfaction and retention through service excellence and efficient process management. The Digital Express Adjustment tool enables claims to be managed remotely, improving the customer's experience, and making the process more efficient.	Accident prevention through the use of behavioral data (telemetry) to assess risk and monitor driving habits.
Impact type (positive/negative)	Positive	Positive
Operational cause of the impact	Operations Products and services	Operations Products and services
Impacted stakeholders	End customers	Customers, partners and society
Operational metrics where the impact originates	% claims managed via Digital Express Adjustment as percentage of total claims 28% of the total claims in 2024 were managed via Digital Express Adjustment	Written premium for QCS fleet with telemetry services MXN \$118,634 of written premium of fleets with telemetry
Qualitative impact evaluation based on operational metrics	Customer satisfaction index Process efficiency	Monitoring of driving habits with key information to reduce loss ratio
Quantitative impact metrics based on operational metrics	Increase in customer satisfaction levels	Reduction in fleet loss ratio (customers)

ESG MANAGEMENT DETAIL

EXHIBIT 4.2

PARTNERSHIPS AND MEMBERSHIPS

GRI 2-28

At Qualitas Controladora, we are committed to the United Nations Global Compact and align to its 10 principles. Through our Sustainability Strategy, we actively contribute to the Sustainable Development Goals (SDGs) by promoting practices that favor social, economic, and environmental well-being.

We actively participate in sectoral initiatives such as the UNEP-FI Principles for Insurance Sustainability. These initiatives facilitate the management of risks and opportunities related to environmental, social, and governance (ESG) factors. They promote a more sustainable and resilient insurance industry. Since 2020, we have adhered to these principles, standing out as one of the pioneering companies in Mexico to do so.

Locally, our subsidiary in Costa Rica contributed to the creation of the Responsible Business Conduct Protocol for the insurance sector, an initiative of the Business Alliance for Development and the Responsible Business Conduct Program in Latin America and the Caribbean (CERALC).

At Qualitas, we recognize the importance of collaborating with other organizations to achieve our goals and expand the scope of our sustainability initiatives. For this reason, we participate in various chambers and associations.



In 2024, we allocate over MXN \$215 million in contributions to industry associations.

Country	Memberships	Investment (MXN)
Mexico	- Mexican Association of Insurance Institutions, A.C. (Asociación Mexicana de Instituciones de Seguros, A.C., AMIS) - Insured Risk Coordination Office, S.C. (Oficina Coordinadora de Riesgos Asegurados, S.C., OCRA) - National Insurance and Surety Commission (Comisión Nacional de Seguros y Fianzas, CNSF) - Communication Council (Consejo de la Comunicación)	\$ 201,657,213.96
Costa Rica	- Association of Private Insurers (Asociación de Aseguradoras Privadas) - Chamber of Insurance Intermediaries (Cámara de Intermediario de Seguros) - Mexican-Costa Rican Chamber of Commerce (Cámara de Comercio Mexicano-Costarricense, CICOMEX)	\$2,653,568.92
United States	Pacific Association of Domestic Insurance Companies (PADIC)	\$35,156.00
Peru	- Peruvian Association of Insurance Companies (Asociación Peruana de Empresas de Seguros, APESEG) - Automotive Association of Peru (Asociación Automotriz del Perú, AAP)	\$11,296,197.36
El Salvador	Chamber of Commerce and Industry of El Salvador (Cámara de Comercio e Industria de El Salvador)	\$48,721.93

ESG MANAGEMENT DETAIL

EXHIBIT 4.3

INDEXES, AWARDS, INITIATIVES AND RANKINGS

Our strong performance in sustainability has earned Qualitas recognition from various organizations, showcasing our commitment to responsible management and continuous improvement.

We participate in the following indexes:

- S&P/BMV IPC
- Total ESG Mexico Index
- S&P/BMV Profitable Index (S&P/Bolsa Mexicana de Valores Rentable)
- FTSE BIVA MID CAP Index
- Dow Jones MILA Pacific Alliance Index¹
- Bloomberg Gender-Equality Index (GEI)

ISO 39000



We obtained ISO 39001 certification, which recognizes our commitment to road safety.

THE 1000 MOST IMPORTANT COMPANIES IN MEXICO MUNDO EJECUTIVO



We are ranked among the top 200 companies in Mundo Ejecutivo list of the 1,000 most important companies in Mexico.

2024 RESPONSIBLE COMPANIES RANKING EXPANSION MAGAZINE



At the GMW Expansion ESG Summit, we took first place in the Governance category of the 2024 Responsible Companies Ranking.

IDEAL INSURER (ASEGURADORA IDEAL) YO AGENTE MAGAZINE



Yo Agente magazine recognized us as the ideal insurer for the fifth consecutive year.

¹ As of the end of 2024, we are no longer part of this Index.

ESG MANAGEMENT DETAIL

EXHIBIT 4.4

CONTRIBUTION TO GLOBAL COMPACT

As a **signatory of the UN Global Compact**, Qualitas is committed to upholding its ten principles.



HUMAN RIGHTS

LABOUR
STANDARDS

ENVIRONMENT



ANTICORRUPTION



Below, we outline the actions we have implemented and our performance over the past year.

Principle	Commitment	Performance
1 Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence.	• Code of Ethics and Conduct • Values: Respect for Human Dignity • Operating Standards • Human Rights Policy • Corporate Donations Policy • Policy of Respect for People and their Diversity (Qualitas Compañía de Seguros)	Ethics, integrity, and regulatory compliance ↗ Workforce Description ↗
2 Businesses should make sure that they are not complicit in human rights abuses.		Ethics, integrity, and regulatory compliance ↗
3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	• Code of Ethics and Conduct • Internal Work Regulations	Workforce Description ↗

Principle	Commitment	Performance
4 Businesses should support the elimination of all forms of forced and compulsory labor.	• Code of Ethics and Conduct - agents, service office teams and suppliers (at Qualitas Compañía de Seguros) are required to comply. • Human Rights Policy	Ethics, integrity, and regulatory compliance ↗
5 Businesses should support the elimination of child labor.		Ethics, integrity, and regulatory compliance ↗
6 Businesses should support abolition of discriminatory practices in the employment and occupation.	• Human Rights Policy • Policy of Respect for People and their Diversity (Qualitas Compañía de Seguros) • Commitments to the Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Discrimination (Qualitas Compañía de Seguros) • Performance of the Equality and Non-Discrimination Committee (Qualitas Compañía de Seguros)	Workforce Description ↗
7 Companies shall maintain a preventive approach that favors the Environment.	• Sustainability Strategy - Environmental Pillar • Work plans based on the GHG inventory • Climate Change Risk and Opportunity Analysis (TCFD) – and resulting work plans	Environmental footprint ↗



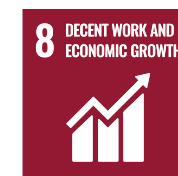
Principle	Commitment	Performance
 Businesses should encourage initiatives that promote greater environmental responsibility.	• Product and coverage portfolio - underwriting of natural gas, hybrid, and electric vehicle fleets • Remote process set-up (e.g., Express Adjustment) • Availability of telemetry devices on loan	Environmental footprint  Customer experience 
 Businesses should encourage the development and diffusion of environmentally friendly technologies with the environment.		Environmental footprint 
 Businesses should work against corruption in all its forms, including extortion and bribery.	• Code of Ethics and Conduct • Corporate Donations Policy • Anti-Corruption Principles and Mechanisms Policy (Qualitas Compañía de Seguros) • Conflict of Interest Policy (Qualitas Compañía de Seguros) • Ethical Business Principles guide the marketing or insurance and the relationships with the workforce, agents, and service office personnel , and policyholders • Operating Standards are included in supplier contracts	Ethics, integrity, and regulatory compliance 

ESG MANAGEMENT DETAIL

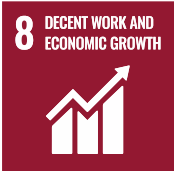
EXHIBIT 4.5

CONTRIBUTING TO THE SUSTAINABLE
DEVELOPMENT GOALS (SDGs)

In alignment with our commitment to the 2030 Agenda, we focus our efforts on the Sustainable **Development Goals (SDGs)** that are most relevant to our business operations and our sustainability strategy. This enables us to generate a positive impact on the community and the environment.



The following table outlines our contributions to the SDGs and their targets through our actions, initiatives, products, and services.

SDG	Goals	Contribution	Key Indicators
	3.3, 3.6, 3.8	Through the Qualitas Road Behavior Program (CVQ, for its acronym in Spanish), we promote responsible driving culture. We provide road safety advice to insured fleets, including our subsidiaries outside Mexico. We implement the ISO 39001 Road Safety Management System (RSMS) in our vehicle adjustment and assistance processes. We offer emotional support and promote the well-being of our employees through the Adjust Your Emotions program.	530 fleets received detailed information on their loss ratio, along with monthly road safety advice. We managed 625 cases through the Adjust Your Emotions program. We delivered over 12 thousand hours of training to brigade members.
	4.3, 4.4, 4.7	We deliver training through Universidad Qualitas to employees, agents, service office personnel, suppliers, and fleet policyholders. We facilitate job placement through talent pipelines, training professional for our job vacancies. We offer financial education training to our policyholders. We provide training in savings and personal finance management for employees and agents.	MXN invested \$15.8 million in Universidad Qualitas. Employees receive an average of 99 hours of training. 8,062 individuals participated in financial education courses.
	8.2, 8.4, 8.5, 8.8	We support the socioeconomic development of growing areas through our model of Qualitas Development Offices (ODQs), offering vehicle insurance and promoting a culture of prevention. We guarantee stable employment and encourage the development of our employees within our different subsidiaries. We attract new talent through our Seedbed program. We offer development opportunities for agents and service office teams through their participation in the business model.	A total of 7,344 employees are part of our team. Our network consists of over 20,000 agents, who are committed to our services. Our 229 service offices and 346 ODQs allow us to guarantee an effective and accessible presence.

SDG

Goals

Contribution

Key Indicators



9.3, 9.4

We provide access to auto insurance through products and services that adapt to different customer needs, including a combination of access possibilities (agents, service offices, ODQs, digital channels).

We offer a value proposition in the non-insurance business through Flekk, with the provision of glass spare parts and repair.

We support innovation through new business schemes in the value chain.

We have over 5.7 million insured vehicles that represent the trust our customers have in us.

Our subsidiary Flekk has performed **over 146 thousand auto glass repairs and replacements**.



11.2, 11.6, 11.7

We promote responsible driving and support improving citizens' safety in public spaces and on roads through the Qualitas Road Behavior Program (CVQ).

We have incorporated hybrid models into our fleet for assisting policyholders (Qualicoches).

We incorporate natural gas fleets, hybrid, and electric vehicle fleets to reduce emissions from burning diesel, improve air quality and reduce the Greenhouse Gas (GHG) emissions.

37% of our Qualicoches are hybrid or electric cars, in line with our commitment to sustainability and to the adoption of environmentally friendly technologies.

We issued **MXN \$2.2 million in written premiums for hybrid and electric vehicles**, supporting the transition to more sustainable transportation.



16.5, 16.7

We ensure the company's long-term sustainability through collegial decisions in our corporate governance at the Qualitas Controladora level.

Our Q Certification Program includes courses on the Code of Ethics and Conduct, Money Laundering Prevention (PLD), Personal Data Protection and the Conflict-of-Interest Policy (Qualitas Compañía de Seguros).

We make the Q Transparency System available to our stakeholder. This system includes a whistleblower hotline and a procedure for analyzing and resolving detected cases.

We provided over 27 thousand hours of training through the Q Certification Program.



REPORTING FRAMEWORKS AND STANDARDS

EXHIBIT 5.1

GRI CONTEXT INDEX

UNIVERSAL STANDARDS: QUÁLITAS CONTROLADORA S.A.B DE C.V HAS PREPARED THE REPORT IN ACCORDANCE WITH THE GRI STANDARDS FOR THE PERIOD FROM JANUARY 1 TO DECEMBER 31, 2024.

Section	Contents	Page(s) or direct response	Omission
GRI 1: FOUNDATION 2021			
GRI 2: GENERAL DISCLOSURES 2021			
The organization and its reporting practices	2-1 Organizational details	p. 12	
	2-2 Entities included in the organization’s sustainability reporting	p. 13	
	2-3 Reporting period, frequency and contact point	p. 98	
	2-4 Restatements of information	p. 98, 114, 116, 117	
	2-5 External assurance	p.152	
Activities and workers	2-6 Activities, value chain and other business relationships	p. 12	
	2-7 Employees	p. 76, 108 y 110	
	2-8 Workers who are not employees		Not applicable. Quálitas does not have workers who are not registered on its own payroll.
Governance	2-9 Governance structure and composition	p. 28 y 122	
	2-10 Nomination and selection of the highest governance body	p. 28	
	2-11 Chair of the highest governance body	p. 28	
	2-12 Role of the highest governance body in overseeing the management of impacts	p.43	
	2-13 Delegation of responsibility for managing impacts	p.43	
	2-14 Role of the highest governance body in sustainability reporting	p. 98	
	2-15 Conflicts of interest	p.28	
	2-16 Communication of critical concerns		Confidential information.
	2-17 Collective knowledge of the highest governance body	p. 28	
	2-18 Evaluation of the performance of the highest governance body	p. 28	
	2-19 Remuneration policies	p. 28	
	2-20 Process to determine remuneration	p. 28	
	2-21 Annual total compensation ratio		Confidential information.
	2-22 Statement on sustainable development strategy	p. 8	



Section	Contents	Page(s) or direct response	Omission
Strategy, policies and practices	2-23 Policy commitments	p. 40, 61	
	2-24 Embedding policy commitments	p. 35, 40, 61	
	2-25 Processes to remediate negative impacts	p. 35, 61	
	2-26 Mechanisms for seeking advice and raising concerns	p. 35, 61	
	2-27 Compliance with laws and regulations	p. 35	
	2-28 Membership associations	p.132	
Stakeholder engagement	2-29 Approach to stakeholder engagement	We share the main communication channels with our stakeholders on our official website. Check here.	
	2-30 Collective bargaining agreements		At Quálitas, we recognize and legitimize the right to freedom of association in each of the countries where we operate.
GRI 3: MATERIAL TOPICS 2021			
	3-1 Process to determine material topics	p. 124	
	3-2 List of material topics	p. 124	
	3-3 Management of material topics	The material topics are presented throughout the report, labeled as GRI 3-3.	
CONTENTS BY MATERIAL TOPIC			
19 DISCLOSURE AND TRANSPARENCY OF FINANCIAL AND SUSTAINABILITY INFORMATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 19	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p.107	
	201-2 Financial implications and other risks and opportunities due to climate change	p. 53	



Section	Contents	Page(s) or direct response	Omission
TAXATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	For more information about our tax approach, please consult our tax policy here.	
GRI 207: Tax 2019	207-1 Approach to tax		
	207-2 Tax governance, control, and risk management		
	207-3 Stakeholder engagement and management of concerns related to tax		
CORPORATE GOVERNANCE			
GRI 3: Temas materiales 2021	3-3 Gestión de los temas materiales	p. 28	
BUSINESS ETHICS AND LEGAL COMPLIANCE			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 35	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		Information not available
	205-2 Communication and training about anti-corruption policies and procedures	p. 35 y 123	
	205-3 Confirmed incidents of corruption and actions taken	p. 35 y 123	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		We have not incurred any fines or sanctions related to this matter.
GRI 415: Public Policy 2016	415-1 Political contributions		We do not provide financial contributions to political parties or their representatives.
CYBERSECURITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 55	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 55, 70	
FINANCIAL EDUCATION AND INSURANCE CULTURE			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 72 y 81	
Financial Services Sector Supplement	FS14: Initiatives to improve access to financial services for disadvantaged people	p. 71	



Section	Contents	Page(s) or direct response	Omission
PRODUCT AND SERVICE INNOVATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 69	
Financial Services Sector Supplement	FS7: Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	p. 71	
	FS8: Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose	p. 53	
SALES PRACTICES (RESPONSIBLE MARKETING)			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 68	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	p. 68	
	417-2 Incidents of non-compliance concerning product and service information and labeling	p. 68	
	417-3 Incidents of non-compliance concerning marketing communications	p. 68	
ACCESSIBILITY AND AFFORDABILITY OF THE PRODUCT/SERVICE			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 71	
Financial Services Sector Supplement	FS7: Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	p. 71	
	FS13: Access points in low-population or economically disadvantaged areas, broken down by type	p. 71	
	FS14: Initiatives to improve access to financial services for disadvantaged people	p. 71	
CLAIMS MANAGEMENT AND POLICYHOLDER SERVICE			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 66 y 68	
Financial Services Sector Supplement	FS15: Policies for the fair design and sale of financial products and services	p. 68	
POLICYHOLDER DATA PRIVACY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 70	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 55, 70	



Section	Contents	Page(s) or direct response	Omission
ROAD SAFETY CULTURE AND BEHAVIOR			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 57	
WORK ENVIRONMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 89	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 76, 110	
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	p. 88	
	401-3 Parental leave	p. 115	
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 83	
GRI 405: Diversity of governance bodies and employees 2016	405-1 Diversity of governance bodies and employees	p. 28, 83, 108, 114	
	405-2 Ratio of basic salary and remuneration of women to men	p. 84	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 35,123	
WORKFORCE TRAINING AND DEVELOPMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 84	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 77, 113	
	404-2 Programs for upgrading employee skills and transition assistance programs	p. 77	
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 82, 113	
OCCUPATIONAL HEALTH AND SAFETY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 85	
GRI 403: Occupational Health and Safety 2018	403-1: Occupational health and safety management system	p. 86	
	403-2: Hazard identification, risk assessment, and incident investigation	p. 86	
	403-3: Occupational health services	p. 88	
	403-4: Worker participation, consultation, and communication on occupational health and safety	p. 86	



Section	Contents	Page(s) or direct response	Omission
	403-5: Worker training on occupational health and safety	p. 86, 88	
	403-6: Promotion of worker health	p. 88	
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 86	
	403-8: Workers covered by an occupational health and safety management system	p. 86	
	403-9: Work-related injuries	p. 115	
	403-10: Work-related ill health		Information not available.
OTHER REPORTED GRI STANDARDS			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 92, 116	
	302-3 Energy intensity	p. 92, 116	
	302-4 Reduction of energy consumption	p. 92, 116	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 95, 117	
	305-2 Energy indirect (Scope 2) GHG emissions	p. 95, 117	
	305-3 Other indirect (Scope 3) GHG emissions	p. 119	
	305-4 GHG emissions intensity	p. 95, 117	
	305-5 Reduction of GHG emissions	p. 95, 117	



REPORTING FRAMEWORKS AND STANDARDS

EXHIBIT 5.2

SASB CONTEXT INDEX

STANDARD OF INSURANCE - VERSION 2023

Topic	SASB Code	Description	Unit of Measurement	Page(s)	Omission
ACTIVITY METRIC					
Activity Metric	FN-IN-000a	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	Number	p. 14	
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 product-related information to new and returning customers	Currency	p. 68	
	FN-IN-270a.2	Complaints-to-claims ratio	Ratio	p. 68	
	FN-IN-270a.3	Customer retention rate	Ratio		Not available
	FN-IN-270a.4	Description of approach to informing customers about products	N/A	p. 68	
Incorporation of Environmental, Social and Governance Factors in Investment Management	FN-IN-410a.1	Total assets invested, by sector and type of asset	Currency		Not available
	FN-IN-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies	N/A		Not available



STANDARD OF INSURANCE - VERSION 2023

Topic	SASB Code	Description	Unit of Measurement	Page(s)	Omission
ACTIVITY METRIC					
Policies Designed to Incentivise Responsible Behaviour	FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	Currency	p. 53	
	FN-IN-410b.2	Discussion of products or product features that incentivise health, safety or environmentally responsible actions or behaviours	N/A	p. 53	
Physical Risk Exposure	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	Currency	p. 53	
	FN-IN-450a.2	Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance)	Currency	p. 53	
	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 entity-level risks and capital adequacy	N/A	p. 51	
Systemic Risk Management	FN-IN-550a.2	Exposure to derivative instruments by category: (1) total exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with a central clearinghouse, and (3) total exposure to centrally cleared derivatives	Currency		Not applicable. Quálitas is not categorized as a globally systemically important insurer and does not maintain any equity relationships with companies in the banking sector.
	FN-IN-550a.2	Total fair value of securities lending collateral assets	Currency		
	FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	N/A		



REPORTING FRAMEWORKS AND STANDARDS

EXHIBIT 5.3

TCFD CONTEXT INDEX

Recommendations	Recommended report	Code	Page(s)	Additional information
Governance	a) It describes the supervision of the board of directors on risks and opportunities related to climate.	GOB-A	p. 54	Quálitas has a Sustainability Committee at the executive level, which complements the work of the Board of Directors' committees. The chair of this committee reports to the Board on key progress, including climate indicators such as energy consumption and intensity, and GHG emissions. On the other hand, the Investments, Finance, and Planning Committee—part of the Board—defines the investment strategy on a monthly basis and incorporates ESG criteria in the subsidiaries' investments.
	b) It describes the function of the management upon assessing and managing risks and opportunities related to climate.	GOB-B	p. 54	The Sustainability Committee oversees the Sustainability Strategy, which includes actions to reduce risks and seize opportunities. Each subsidiary manages its own risks. At Quálitas Compañía de Seguros, the Risk area identifies potential threats and proposes measures, which are submitted to the Investment or Audit Committees.
Strategy	a) Describe the risks and opportunities related to climate that the organization has identified in the short-, medium- and long-term.	EST-A	p. 52,53	The Comprehensive Risk Management area identified climate-related risks, which will be included in the risk matrix and in the corresponding monitoring plans. Opportunities were identified based on TCFD recommendations and with support from senior management. Many of these opportunities were already being pursued due to their value for the business and for policyholders. This report presents the main identified risks and opportunities.
	b) Describe the impact of risks and opportunities related to business climate, strategy and financial planning of the organization.	EST-B	p. 52,53	We identified the financial impact of two main climate risks. One is related to the cost of claims due to climate-related events. The other is the cost stemming from the constant increase in fuel prices used by our own fleet to serve our policyholders. At the same time, we identified the economic value of the opportunity to further develop our insurance offering for hybrid/electric vehicles. By the end of 2024, we reported MXN 1.694 billion in premiums for hybrid vehicles and MXN 561 million for electric vehicles.
	c) Describe the resilience of the organization's strategy, considering the different scenarios related to climate, such as a 2°C scenario or less.	EST-C	Not available	We identify climate change risks by considering the nature of our operations and the context in which we operate, such as differences in climate regulations between countries. For classification, we use the TCFD guidance, dividing them into transition and physical risks. Additionally, we are strengthening our team's capabilities to update the climate risk map and include response measures in their comprehensive plans. However, we do not yet have a scenario-based assessment aligned with those developed by international organizations.





Recommendations	Recommended report	Code	Page(s)	Additional information
Risk Management	a) Describe the processes of the organization to identify and assess risks related to climate.	GDR-A	p. 51	We identify climate change risks by considering the nature of our operations and the context in which we operate, such as differences in climate regulations between countries. For classification, we use the TCFD guidance, dividing them into transition and physical risks. Additionally, we are strengthening our team's capabilities to update the climate risk map and include response measures in their comprehensive plans. However, we do not yet have a scenario-based assessment aligned with those developed by international organizations.
	b) Describe the processes of the organization to manage risks related to climate.	GDR-B	p. 51,53,95	Based on the risks and opportunities identified, the Risk team proposes measures and initiatives, which are finalized in collaboration with the relevant areas. These measures in Mexico will be extended to other insurers in different countries whenever feasible. Some of the main measures include: • Integration of hybrid Qualicoches to manage energy and GHG emissions. • Development of "Ajuste Express" which reduces claim officers travel and thereby Scope 1 GHG emissions. • Offering telematics devices to fleet customers to promote efficient driving and reduce GHG emissions. • Insuring natural gas and hybrid vehicles for fleets and individual cars. • Incorporation of climate event stress tests to project a claims ratio.
	c) Describe how the processes to identify, assess and manage risks related to climate are integrated into the general risk management of the organization.	GDR-C	p. 51	The identification of climate change risks is part of Quálitas Compañía de Seguros' comprehensive risk management process. We are developing our team's capabilities to update the climate risk map and include prevention and mitigation measures in our comprehensive plans. Additionally, risk identification will be carried out for the non-insurance business once a more advanced stage of growth is reached.
Metrics and objectives	a) Disclose the metrics used for the organization to assess risks and opportunities related to climate according to its strategy process and risk management.	MYO-A	p. 53, 95	We defined indicators with annual targets for the risks and opportunities, such as: • Cost of claims associated with climate-related events (Quálitas Compañía de Seguros) • Fuel cost used for servicing our policyholders (Quálitas Compañía de Seguros) • Premiums issued for hybrid and electric vehicles (Quálitas Compañía de Seguros)
	b) Disclose Scope 1, Scope 2 and, where applicable, the Scope 3 of greenhouse emissions (GHG) and related risks.	MYO-B	p. 95	We calculate Scope 1 and 2 emissions, while Scope 3 covers the GHG Protocol categories relevant to our activities.
	c) Describe the objectives used by the organization to manage risks and opportunities related to climate and performance in comparison with the objectives.	MYO-C	Not available	Not available



REPORTING FRAMEWORKS AND STANDARDS

EXHIBIT 5.4

PSI CONTEXT INDEX

Number	Description	Performance Detail	Page(s)
1	We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.	- Sustainability Committee - Strategy monitoring - Climate change risk and opportunity analysis	p. 43, 51
2	We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions.	- Qualitas Road Behavior Program - Awareness and promotion of sustainable products.	p. 57, 60
3	We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues.	- Commitment to the Decade of Action for Road Safety 2021-2030, declared by the United Nations - Contribution to the SDGs through operations and service offering	p. 57, 138
4	We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.	- Integrated report - Annual target agreements for social and environmental indicators (Sustainability Committee)	NA

Note: The scope of the commitment to the PSI only covers Qualitas Compañía de Seguros (Mexico).



EXHIBIT 6

VERIFICATION LETTER FOR NON-FINANCIAL INFORMATION

Independent limited assurance report on a sample of 2024 sustainability indicators presented in the Annual Report Integrated of Quálitas Controladora.



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

Growing Verifications carried out a limited assurance engagement on a sample of key sustainability performance indicators ("Sustainability KPIs sample") Detailed from page 3 of this report, corresponding to the period from January 1st and December 31st, and presented in the Annual Report Integrated: "Driving Toward a Better Tomorrow" (hereinafter "2024 Annual Report Integrated"), of Quálitas Controladora (hereinafter, "Quálitas Controladora") that includes its subsidiaries in Mexico (Quálitas Compañía de Seguros), the United States, Costa Rica, and Peru, as well as the complementary businesses: Quálitas Salud and Flekk.

Responsibilities and Criteria:

The responsibility of QuálitasControladora's Social Responsibility management is to:

- define the **material topics** and select the sustainability KPIs sample.
- provide **supporting evidence** from the sample of sustainability KPIs that you provide **accuracy, integrity, reliability, and sufficiency of the information**, free from material misstatement or material inaccuracy (due to fraud or error).
- design and implement internal procedures and systems to adequately **define, measure, collect, validate, process and report** the sustainability KPIs sample included in the Annual Report Integrated.
- prepare and present the 2024 Annual Report Integrated.

Growing Verifications' responsibility, in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information, is to:

- design and perform procedures to provide **limited assurance** on the sustainability KPIs sample.
- assess the reasonableness of the sustainability KPIs sample based on Quálitas Controladora's **material topics**.
- identify any significant matters suggesting **material misstatement**, whether due to fraud or error, within the sustainability KPIs sample.
- express a limited assurance conclusion on the preparation and presentation of the sustainability KPIs sample, in accordance with GRI Standards, the Sustainability Accounting Standards Board (SASB) standards Insurance sectors and certain strategic indicators for Quálitas Controladora in the 2024 Annual Report Integrated.



Scope and Procedures:

Our conduct adheres to the ethical principles outlined in the Code of Professional Ethics of **Instituto Mexicano de Contadores Públicos (IMCP)**, which aligns with the International Code of Ethics for Professional Accountants issued by the IESBA (International Ethics Standards Board for Accountants), upholding integrity, objectivity, confidentiality, and professional behavior. The assurance engagement described in this report was carried out by a team that includes professionals with the necessary competence and relevant experience in sustainability assurance, and who meet the applicable independence requirements.

The scope of this assurance engagement is limited, and therefore significantly narrower than a reasonable assurance engagement. We did not perform an exhaustive evaluation of the design or operating effectiveness of management and internal control systems.

Our procedures consisted of:

- gaining an understanding of Quálitas Controladora's business and sustainability **strategies**.
- learning about the **procedures and systems** used to define, measure, collect, validate, process, and report the sustainability KPIs sample.
- performing an **alignment analysis** of the sustainability KPIs sample with Quálitas Controladora's materiality assessment.
- assessing the **sufficiency and appropriateness** of the evidence provided by Quálitas Controladora.
- reviewing documentation and/or **public evidence**, including reports from previous years.
- applying various **data analysis** techniques to identify inconsistencies or unusual fluctuations that could indicate potential material misstatements in the sustainability KPIs sample.
- Holding discussions with personnel involved in and responsible for the preparation of the 2024 Annual Report Integrated.

Conclusion and Use of the Report:

In our opinion, based on the procedures performed, nothing has come to our attention that causes us to believe that the sustainability KPIs sample has not been prepared and presented in accordance with the GRI Standards, the Sustainability Accounting Standards Board (SASB) for the insurance sector, and certain strategic indicators for Quálitas Controladora, as presented in the 2024 Annual Report Integrated.



This report is provided solely for the use of Quálitas Controladora and is not intended for use by third parties. This assurance report expires June 10th 2025. Neither Growing Verifications nor the verification team accept any responsibility arising from its application for other purposes or by other parties. A separate feedback report, detailing the main findings and recommendations aimed at strengthening future processes, is delivered exclusively to Quálitas Controladora.

Alma Paulina Garduño Arellano
pgarduno@growingverifications.com
Cel: 5532039023
México, CDMX

2

Sustainability KPIs sample - Environmental



Sustainability KPIs	GRI Standards / SASB Insurance Sector / Strategic Indicators for Quálitas Controladora	Scope Quálitas Controladora / Subsidiary																
Total energy consumption: 8,113,261.4 kWh 29,207.7 GJ	302-1 Energy consumption within the organization	Quálitas Controladora																
Total water extractio: 23.2 (thousands of m3) Surface water: 0.7 (thousands of m3) Supplied by third parties: 22.5 (thousands of m3)	303-3 Water withdrawal	QCS (México), QPerú, QCosta Rica, QEI Salvador and Flekk.																
Scope 1 emissions: <table><tr><th>Subsidiary</th><th>tCO2e</th></tr><tr><td>Quálitas Compañía de Seguros (Mexico)</td><td>14,066.90</td></tr><tr><td>Flekk</td><td>257.2</td></tr><tr><td>Quálitas Costa Rica</td><td>1.0</td></tr><tr><td>Quálitas El Salvador</td><td>89.3</td></tr><tr><td>Quálitas Insurance Company (EE.UU)</td><td>16.6</td></tr><tr><td>Quálitas Perú</td><td>107.2</td></tr><tr><td>Total</td><td>14,538.20</td></tr></table>	Subsidiary	tCO2e	Quálitas Compañía de Seguros (Mexico)	14,066.90	Flekk	257.2	Quálitas Costa Rica	1.0	Quálitas El Salvador	89.3	Quálitas Insurance Company (EE.UU)	16.6	Quálitas Perú	107.2	Total	14,538.20	305-1 Energy consumption within the organization	Quálitas Controladora
Subsidiary	tCO2e																	
Quálitas Compañía de Seguros (Mexico)	14,066.90																	
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Total	14,538.20																	
Scope 2 emissions: <table><tr><th>Subsidiary</th><th>tCO2e</th></tr><tr><td>Quálitas Compañía de Seguros (Mexico)</td><td>2,952.9</td></tr><tr><td>Flekk</td><td>131.3</td></tr><tr><td>Quálitas Costa Rica</td><td>12.7</td></tr><tr><td>Quálitas El Salvador</td><td>9.3</td></tr><tr><td>Quálitas Insurance Company (EE.UU)</td><td>283.5</td></tr><tr><td>Quálitas Perú</td><td>65.7</td></tr><tr><td>Total</td><td>3,455.4</td></tr></table>	Subsidiary	tCO2e	Quálitas Compañía de Seguros (Mexico)	2,952.9	Flekk	131.3	Quálitas Costa Rica	12.7	Quálitas El Salvador	9.3	Quálitas Insurance Company (EE.UU)	283.5	Quálitas Perú	65.7	Total	3,455.4	305-2 Energy indirect (Scope 2) GHG emissions	Quálitas Controladora
Subsidiary	tCO2e																	
Quálitas Compañía de Seguros (Mexico)	2,952.9																	
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Quálitas Perú	65.7																	
Total	3,455.4																	
Scope 3 emissions: 21,301.4 tCO2e	305-3 Other indirect (Scope 3) GHG emissions	Quálitas Controladora																
GHG emissions intensity 0.26 KI/MXN premium issued	305-4 GHG emissions intensity	Quálitas Controladora																

Sustainability KPIs		GRI Standards / SASB Insurance Sector / Strategic Indicators for Quálitas Controladora	Scope Quálitas Controladora / Subsidiary														
<table><tr><th>Waste generated</th><th>kg</th></tr><tr><td>Paper and cardboard</td><td>7,216.20</td></tr><tr><td>PET</td><td>455.70</td></tr><tr><td>Electronics</td><td>6,184.00</td></tr><tr><td>Metals</td><td>176.90</td></tr><tr><td>Sludge</td><td>54,810.00</td></tr><tr><td>Total</td><td>68,842.74</td></tr></table>	Waste generated	kg	Paper and cardboard	7,216.20	PET	455.70	Electronics	6,184.00	Metals	176.90	Sludge	54,810.00	Total	68,842.74		306-3 Waste generated	Quálitas Compañía de Seguros
Waste generated	kg																
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<table><tr><th>Waste diverted from disposal</th><th>kg</th></tr><tr><td>Paper and cardboard</td><td>7,216.2</td></tr><tr><td>PET</td><td>455.7</td></tr><tr><td>Electronics</td><td>6184</td></tr><tr><td>Metals</td><td>176.9</td></tr><tr><td>Total</td><td>14,032.80</td></tr></table>	Waste diverted from disposal	kg	Paper and cardboard	7,216.2	PET	455.7	Electronics	6184	Metals	176.9	Total	14,032.80		306-4 Waste diverted from disposal	Quálitas Compañía de Seguros		
Waste diverted from disposal	kg																
Paper and cardboard	7,216.2																
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Total	14,032.80																
Waste directed to disposal: Sludge: 54,810 kg		306-5 Waste directed to disposal	Quálitas Compañía de Seguros														

Sustainability KPIs sample - Social



Sustainability KPIs	GRI Standards / SASB Insurance Sector / Strategic Indicators for Quálitas Controladora	Scope Quálitas Controladora / Subsidiary																																																																														
<table><tr><td>Total employees</td><td>7,344</td></tr><tr><td>Women</td><td>42%</td></tr><tr><td>Men</td><td>58%</td></tr></table>	Total employees	7,344	Women	42%	Men	58%	2-7 Employees	Quálitas Controladora																																																																								
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<table><tr><td colspan="2">Employees by type of contract</td></tr><tr><td>Permanent contracts</td><td>7,009</td></tr><tr><td>Probationary contract</td><td>332</td></tr><tr><td>Temporary contract</td><td>3</td></tr></table>	Employees by type of contract		Permanent contracts	7,009	Probationary contract	332	Temporary contract	3																																																																								
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1,786 New hires: 725 women 1,061 men	401-1 New employee hires and employee turnover	Quálitas Controladora																																																																														
Total turnover: 16.4% Voluntary rotation 9.2%																																																																																
<table><tr><th colspan="4">Total and average hours of training per job category</th></tr><tr><th>Employment category</th><th>Gender</th><th>Total hours</th><th>Average</th></tr><tr><td rowspan="3">Director</td><td>Women</td><td>429</td><td>29</td></tr><tr><td>Men</td><td>810</td><td>26</td></tr><tr><td>Total</td><td>1,239</td><td>27</td></tr><tr><td rowspan="3">Deputy Director</td><td>Women</td><td>1,603</td><td>55</td></tr><tr><td>Men</td><td>3,115</td><td>65</td></tr><tr><td>Total</td><td>4,718</td><td>61</td></tr><tr><td rowspan="3">Manager</td><td>Women</td><td>6,355</td><td>52</td></tr><tr><td>Men</td><td>11,878</td><td>61</td></tr><tr><td>Total</td><td>18,233</td><td>58</td></tr><tr><td rowspan="3">Coordinator/ Supervisor</td><td>Women</td><td>23,800</td><td>52</td></tr><tr><td>Men</td><td>55,454</td><td>75</td></tr><tr><td>Total</td><td>79,254</td><td>66</td></tr><tr><td rowspan="3">Analyst / Executive</td><td>Women</td><td>101,474</td><td>52</td></tr><tr><td>Men</td><td>309,121</td><td>102</td></tr><tr><td>Total</td><td>410,595</td><td>82</td></tr><tr><td rowspan="3">Assistant / Auxiliary</td><td>Women</td><td>67,521</td><td>131</td></tr><tr><td>Men</td><td>148,469</td><td>717</td></tr><tr><td>Total</td><td>215,990</td><td>300</td></tr><tr><td rowspan="3">Total</td><td>Women</td><td>201,182</td><td>65</td></tr><tr><td>Men</td><td>528,847</td><td>124</td></tr><tr><td>Total</td><td>730,029</td><td>99</td></tr></table>	Total and average hours of training per job category				Employment category	Gender	Total hours	Average	Director	Women	429	29	Men	810	26	Total	1,239	27	Deputy Director	Women	1,603	55	Men	3,115	65	Total	4,718	61	Manager	Women	6,355	52	Men	11,878	61	Total	18,233	58	Coordinator/ Supervisor	Women	23,800	52	Men	55,454	75	Total	79,254	66	Analyst / Executive	Women	101,474	52	Men	309,121	102	Total	410,595	82	Assistant / Auxiliary	Women	67,521	131	Men	148,469	717	Total	215,990	300	Total	Women	201,182	65	Men	528,847	124	Total	730,029	99	404-1 Average hours of training per year per employee	Quálitas Controladora
Total and average hours of training per job category																																																																																
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Sustainability KPIs	GRI Standards / SASB Insurance Sector / Strategic Indicators for Quálitas Controladora	Scope Quálitas Controladora / Subsidiary																											
<table><tr><th>Development evaluation</th><th colspan="2">Total employees</th></tr><tr><th>Category</th><th>Women</th><th>Men</th></tr><tr><td>Director</td><td>5</td><td>18</td></tr><tr><td>Deputy Director</td><td>21</td><td>45</td></tr><tr><td>Manager</td><td>113</td><td>185</td></tr><tr><td>Coordinator/ Supervisor</td><td>361</td><td>626</td></tr><tr><td>Analyst / Executive</td><td>1,459</td><td>1,492</td></tr><tr><td>Assistant / Auxiliary</td><td>135</td><td>145</td></tr><tr><td>Total</td><td>2,094</td><td>2,511</td></tr></table> Total of 4,605 employees, representing 62.7%	Development evaluation	Total employees		Category	Women	Men	Director	5	18	Deputy Director	21	45	Manager	113	185	Coordinator/ Supervisor	361	626	Analyst / Executive	1,459	1,492	Assistant / Auxiliary	135	145	Total	2,094	2,511	404-3 Percentage of employees receiving regular performance and career development reviews	Quálitas Controladora
Development evaluation	Total employees																												
Category	Women	Men																											
Director	5	18																											
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<table><tr><th colspan="3">Salary ratio</th></tr><tr><th>Category</th><th>Fixed</th><th>Fixed+ variable</th></tr><tr><td>Directors and deputy directors</td><td>0.76</td><td>1.0</td></tr><tr><td>Managers</td><td>0.93</td><td>0.85</td></tr><tr><td>Other employees</td><td>1.08</td><td>0.85</td></tr><tr><td>Total</td><td>0.98</td><td>0.87</td></tr></table>	Salary ratio			Category	Fixed	Fixed+ variable	Directors and deputy directors	0.76	1.0	Managers	0.93	0.85	Other employees	1.08	0.85	Total	0.98	0.87	405-2 Ratio of basic salary and remuneration of women to men	Quálitas Controladora									
Salary ratio																													
Category	Fixed	Fixed+ variable																											
Directors and deputy directors	0.76	1.0																											
Managers	0.93	0.85																											
Other employees	1.08	0.85																											
Total	0.98	0.87																											
<table><tr><th colspan="2">Health and Safety Indicators - QC</th></tr><tr><td>Number of accidents</td><td>176</td></tr><tr><td>Number of accident-related fatalities</td><td>1</td></tr><tr><td>Days absent due to accidents reported to the authorities</td><td>7,387</td></tr><tr><td>Accident frequency rate</td><td>13.93</td></tr><tr><td>Absenteeism rate</td><td>0.06%</td></tr></table>	Health and Safety Indicators - QC		Number of accidents	176	Number of accident-related fatalities	1	Days absent due to accidents reported to the authorities	7,387	Accident frequency rate	13.93	Absenteeism rate	0.06%	Health and safety indicators 403-9 Work-related injuries	Quálitas Controladora															
Health and Safety Indicators - QC																													
Number of accidents	176																												
Number of accident-related fatalities	1																												
Days absent due to accidents reported to the authorities	7,387																												
Accident frequency rate	13.93																												
Absenteeism rate	0.06%																												
Existence of the initiative “Quálitas with Mexico, together changing lives®” that provided financial contributions to: - Grupo Ecológico Sierra Gorda, I.A.P. (Querétaro) - Fondo Oaxaqueño para la Conservación de la Naturaleza, A.C. (Oaxaca) - Hospital Infantil de las Californias, I.B.P. (Baja California) - Una Nueva Esperanza, A.B.P. (Puebla)	Social investment indicators	Quálitas Controladora																											



Sustainability KPIs sample - Governance



Sustainability KPIs	GRI Standards / SASB Insurance Sector / Strategic Indicators for Quálitas Controladora	Scope Quálitas Controladora / Subsidiary	Sustainability KPIs	GRI Standards / SASB Insurance Sector / Strategic Indicators for Quálitas Controladora	Scope Quálitas Controladora / Subsidiary								
Existence of the materiality process carried out in 2023 and updated in 2024	3-1 Process to determine material topics	Quálitas Controladora	Products offered by subsidiaries during 2024: - Individual Insurance: cars and motorcycles - Fleet: companies with fleets ranging from vehicles to trucks and other types of heavy equipment - Special businesses / financial institutions: collaboration with financial companies										
Dual materiality issues 10 Claims management and policyholder service 17 Financial education and insurance culture 14 Workforce training and development 3 Product and service innovation 2 Road safety culture and behavior 9 Cybersecurity 7 Business ethics and legal compliance			Complementary businesses: - Health: preventive and comprehensive health model (5,400 specialist doctors and 280 hospitals and clinics in the network) - Spare parts and auto parts: has 150 franchisees and 1 own store	Activities and products	Quálitas Controladora								
Issues whit financial materiality 5 ESG investment 4 Digital transformation and operational efficiency 21 Taxation 24 Management of own and portfolio climate change risks (physical and transition risks) 1 Sustainable supply chain 22 Money laundering prevention	3-2 List of material topics	Quálitas Controladora	Composition of the governing body: - Board of Directors: 12 regular directors, 8 of them independent and 2 women. - Corporate Practices Committee: 2 independent directors. - Investment, Finance and Planning Committee: 7 members, of which 4 are independent. - Innovation and Operations Committee: Made up of 4 members. - Sustainability Committee: Made up of 2 members.	2-9 Governance structure and composition	Quálitas Controladora								
Material impact topics: 8 Sales practices (responsible marketing) 15 Work environment 19 Disclosure and transparency of financial and sustainability information 20 Corporate governance 16 Occupational health and safety 13 Diversity and equal opportunity 6 Accessibility and affordability of the product/service 11 Policyholder data privacy			Existence of the Comprehensive Risk System	2-12 Role of the highest governance body in overseeing themanagement of imnacts	Quálitas Controladora								
			Existence of the Sustainability Strategy	Sustainable development strategy	Quálitas Controladora								
			Ratio of confirmed and received customer complaints: 1.10	FN-IN-270a.2: Complaints-to-claims ratio	Quálitas Compañía de Seguros								
			1 complaint for violation of personal data was filed. Six were received, but only one was processed.	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Quálitas Compañía de Seguros								
			<table><tr><th colspan="2">Economic value (MXN million)</th></tr><tr><td>Economic Value Generated</td><td>\$69,276</td></tr><tr><td>Economic Value Distributed</td><td>\$60,980</td></tr><tr><td>Economic Value Retained</td><td>\$8,296</td></tr></table>	Economic value (MXN million)		Economic Value Generated	\$69,276	Economic Value Distributed	\$60,980	Economic Value Retained	\$8,296	201-1 Direct economic value generated and distributed	Quálitas Controladora
Economic value (MXN million)													
Economic Value Generated	\$69,276												
Economic Value Distributed	\$60,980												
Economic Value Retained	\$8,296												





Sustainability KPIs sample - Governance



Sustainability KPIs	GRI Standards / SASB Insurance Sector Standards / Strategic Indicators for Quálitas Controladora	Alcance Quálitas Controladora / Subsidiaria
Anti-corruption training: 6,940 employees and 27,513 hours - Money laundering prevention - Code of ethics and conduct - Protection of personal data - Conflicts of interest	205-2 Communication and training about anti-corruption policies and procedures	Quálitas Controladora
3 corruption complaints were filed. Eight were received, but only three were processed.	205-3 Confirmed incidents of corruption and actions taken	Quálitas Compañía de Seguros
They did not incur any related fines or penalties.	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Quálitas Compañía de Seguros
They did not contribute financially to political parties and/or representatives	405-1 Diversity of governance bodies and employees	Quálitas Controladora
Existence of the Marketing Policy, the Code of Ethics and Conduct and the Business Ethical Principles.	FS15: Policies for the design and fair sale of financial products and services	Quálitas Controladora
Products and services are provided through 346 Quálitas Development Offices (ODQs), 295 of which are located in locations where they are the only insurer. This represents 85.2% of the total number of ODQs nationwide. The percentage growth in premiums issued by ODQs compared to 2023 was 21.4%.	FS14: Initiatives to improve access to financial services for disadvantaged people	Quálitas Controladora
Telemetry devices provide key information for adopting preventive measures and reducing accident rates. In 2024, telemetry devices were implemented in 56 fleets, which, together with the company's own vehicles, represented more than 118 million pesos in written premiums.	FS7: Monetary value of products and services designed to provide a specific social benefit for each line of business, broken down by purpose	Quálitas Controladora
\$2,255 million MXN issued premium for hybrid and electric vehicles.	FS8: Monetary value of products and services designed to provide a specific environmental benefit for each line of business, broken down by purpose	Quálitas Compañía de Seguros





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