



Annual Report
2018





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About the Report

This Annual Report for 2018 consolidates information related to the economic, social and environmental impacts of Porto Seguro for the period from **January 1 to December 31, 2018**. As in the last two years, the Company is following the guidelines established by the Global Reporting Initiative (GRI), an international organization that sets global standards for sustainability indicators. Porto Seguro uses the GRI Standard, “in accordance” with the Essential Option. [\[102-50, 102-54\]](#)

The document uses the materiality matrix established in 2017, with the involvement of company leaders, customers, employees, brokers, partners, suppliers, the press, community representatives, shareholders and service providers. At that time, Porto Seguro customers and executives participated in more in-depth interviews, while other stakeholders contributed through an online survey, which engaged more than 100 people. Internal documents were also analyzed, such as reports, balance sheets, policies and codes of ethics and conduct, as well as national and international sector studies prepared by reference organizations in sustainability.

The topics raised by the stakeholders were organized into seven dimensions: [\[102-46, 102-47\]](#)

- 1  **Performance and economic impact**
- 2  **Environment**
- 3  **Labor practices**
- 4  **Human rights**
- 5  **Relationship with society**
- 6  **Responsibility for services**
- 7  **Suppliers evaluation**

Thus, Porto Seguro was able to establish its materiality matrix, which includes 23 topics deemed relevant by stakeholders and 38 other topics raised by the company’s leaders.

Through this approach, the report addresses the most relevant issues in terms of the impact of Porto Seguro’s activities on different stakeholders in society – shareholders, customers, regulatory agencies, government, employees, service providers, among others.

Please direct any questions and suggestions to:

respsocial.ambiental@portoseguro.com.br

[\[102-53\]](#)



[102-14]

At Porto Seguro, care is one of our core values. From product design to the way we relate to different stakeholders, it guides all our actions. And when we position ourselves as a thoughtful company, ensuring that our conduct reflects our discourse is critical.

In the last year, we have continued with our energy efficiency, waste reuse and recycling practices, as well as promoting social and environmental education. Our participation in voluntary social responsibility actions has been constant. In 2018, we had 2,095 employee participations in 166 institutions supported by Porto Seguro throughout Brazil.

At the Porto Seguro Institute, we support 225 children and adolescents in the Ação Educa Project and educate 1,193 students in professional training courses. We hired a total of 559 employees for inclusion programs for adolescents and people with disabilities.

With a business-driven approach, we maintained the growth of our total revenues, closing the year with R\$ 17.9 billion – a 5.3% increase over 2017. Despite Brazil's economic

slowdown, our profitability increased by 19.4% through integrated management of operating and financial position.

The company's positive results were supported by a strategy aimed at diversifying products and services, as well as expanding Porto Seguro's market presence. The focus on our customers also showed satisfactory results, reaching 91% satisfaction in the period.

This Sustainability Report had the active engagement of the leadership and the input of all stakeholders impacted by the company's operations. However, in addition to presenting figures, we want this report to be transparent, fair and respect all stakeholders with whom we relate.

I hope the information on the following pages may achieve this goal and that we can participate together in the transformation of our society.

Have a good read!

Best regards,

Roberto Santos
Chief Executive Officer

Porto Seguro



Organizational Profile

[102-1, 102-3, 102-4, 102-6, 102-7]

Founded in **1945** as a small insurance company, Porto Seguro is currently the leader in the auto and residential segment in Brazil. In the different business lines in which it operates, its portfolio totals **8.5 million unique customers**.

At present, its operating and distribution structure has approximately **13,500 employees, 106 branches** – not to mention the service network consisting of **311 Auto Centers** and **78 Fast Service Centers**. In addition, **34,000 independent brokers** and **4,300 service providers** operate exclusively for Porto Seguro throughout Brazil.

In addition, the company operates in the auto insurance market in Uruguay through a wholly-owned subsidiary, Porto Seguro - Seguros del Uruguay.

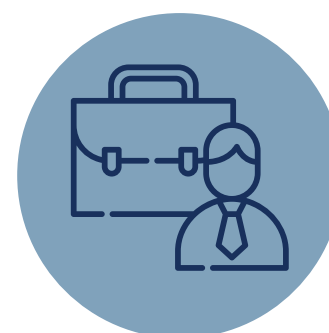
At present, Porto Seguro serves a number of



8.5
millions of unique customers



43
million customer services/year



34
thousand independent brokers



13
thousand exclusive service providers



Market leader
in Auto, Residential and Lease Surety insurance

Headquartered in the city of São Paulo, Porto Seguro offers **more than 50 products and services** for individuals and companies and is structured in three key areas.

The Insurance segment includes the controlled companies operating directly in the automobile, home, healthcare, dental, life and pension fields, among others.

Financial Services includes the group's activities related to consortium, financing, credit cards and investment management. Lastly, Services brings together businesses such as vehicle subscription services and protection and monitoring solutions, among others.

Products and services [102-2]



Auto



Consortium



Investments



Healthcare + Dental



Easy Car



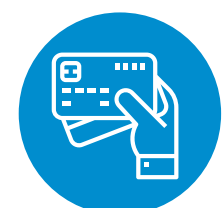
Financing



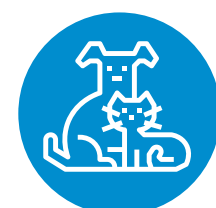
Property



Life and Pension



Credit Card



Health for Pet



Residential



Sector participation

[102-13]

Aware of the direction of the markets in which it operates, Porto Seguro aims to have a stake in the key sector discussions in relevant entities.

Thus, the company occupies the boards of the National Confederation of General Insurance, Private Pension and Life, Supplementary Health and Capitalization Companies (CNseg), the National Federation of General Insurance (FenSeg), the National Federation of Private Pension and Life (FenaPrevi), the Union of Insurance and Reinsurance Companies (SindSeg) of the states of São Paulo, Rio de Janeiro and Espírito Santo, the National Federation of Supplementary Health (FenaSaúde) and the Council of Personal Injury Insurance for Motor Vehicles (DPVAT).

In addition, Porto Seguro is a member of commissions in FenSeg and CNseg.

Corporate governance



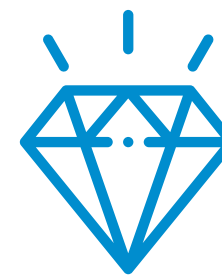
Corporate governance [102-40]

Porto Seguro aims to follow the best corporate governance practices, in order to support the principles guiding transparency, fairness and respect for its shareholders, while at the same time creating conditions for the development and maintenance of a corporate relationship with its stakeholders.

The Company's mission is to take risks and provide services through a close service that exceeds expectations, ensuring dynamic services at competitive costs – always in line with social and environmental responsibility. Porto Seguro defines itself as a group of people made up of employees, officers, shareholders, brokers, service providers and business partners – all individually and collectively driven by practices focused on the following values, examples and commitments:



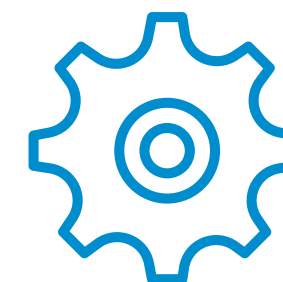
Cooperation, transparency, fairness and an attitude of caring with genuine interest are our core values



The pursuit of perfection requires humility, determination and patience



Everyone has the right to participate and express their views through dialogue in an egalitarian and ethical conduct



Mistakes happen and need to be accounted for and remedied right away, as an opportunity for learning, improvement and growth



The work should be carried out with enthusiasm and seen as a development opportunity



Each one's dedication must not be limited to his or her role



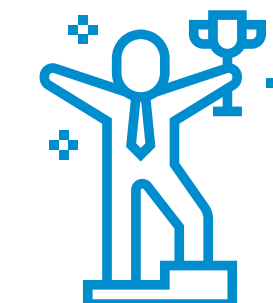
Not benefiting from the function for personal advantage and maintaining a posture of simplicity without personalism



It is our responsibility to implement a simple, flexible, dynamic and integrated management



Prepare successors who can broaden the horizons of the corporation

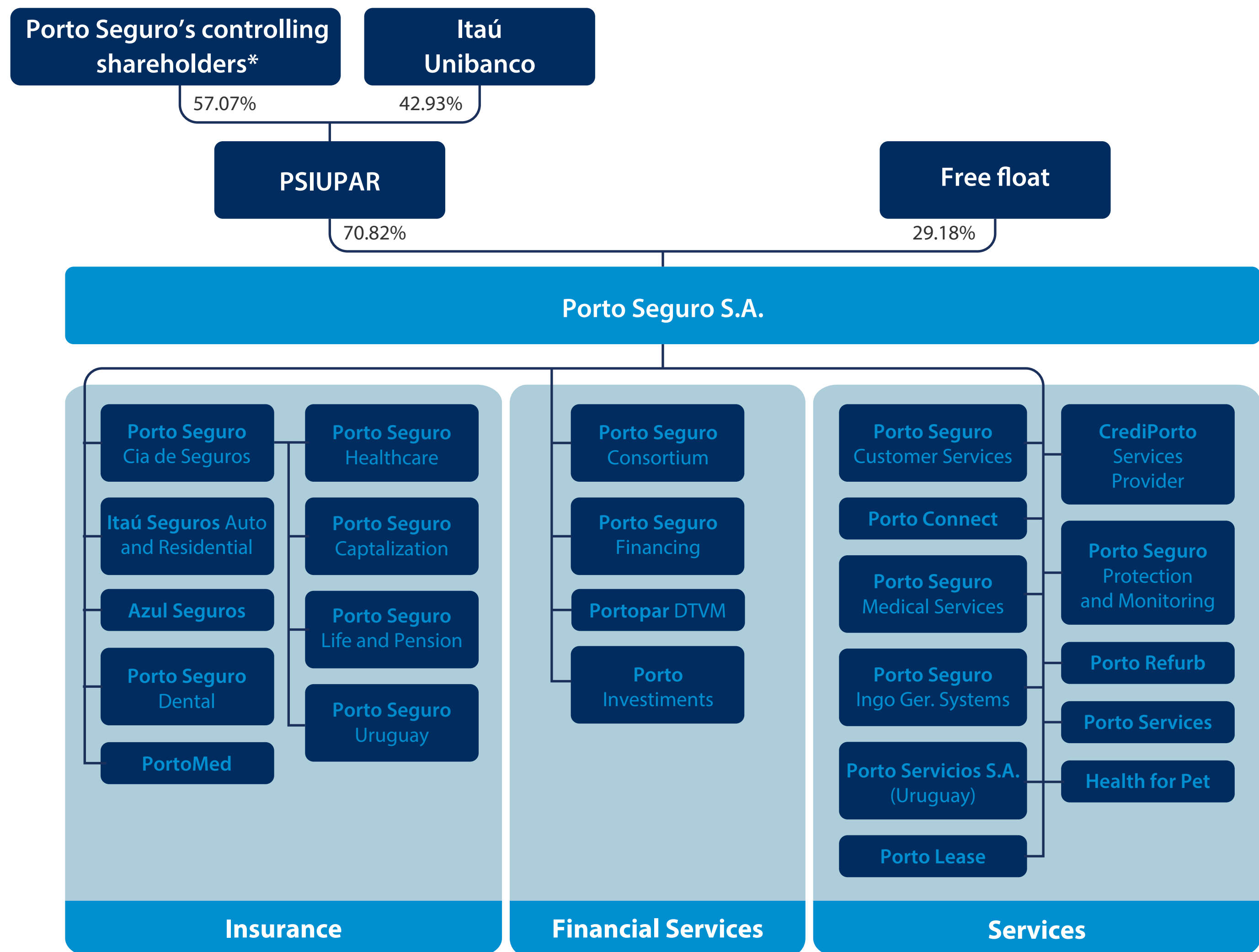


Professional achievement must be the result of stimulating self-development and seeking new challenges

Corporate structure [102-5, 102-45]

Porto Seguro S.A. is a corporation, organized for the purpose of consolidating the controlling interest of Porto Seguro Companhia de Seguros Gerais and its subsidiaries, and to facilitate the development of other insurance-related activities. Porto Seguro is comprised of several companies, which offer more than 50 products and services to individuals and companies, and works with auto insurance, healthcare and health insurance, personal and supplementary pension plan insurance, and other insurance (such as those related to damage and Personal Injury Insurance (DPVAT), financial and property consortium insurance, provision of services and capitalization, protection and monitoring.

Interest ownership breakdown



*Controlled by Jayme Garfinkel

Board of Directors [102-18, 405-1]

Currently consisted of seven members, Porto Seguro’s Board of Directors is responsible for establishing the company’s general policies, electing its officers, supervising management and approving certain Company operations. Directors are elected during the annual shareholders’ meetings to serve two-year terms, after which reelection is permitted; and may be removed by shareholders at any time. At present, the Board of Directors is composed as follows*:

Name	Date of Birth	Position
Jayme Brasil Garfinkel	November 1946	Chairman of the Board of Directors
Marco Ambrogio Crespi Bonomi	May 1956	Vice Chairman of the Board of Directors
Bruno Campos Garfinkel	October 1977	Director
Luiz Alberto Pomarole	April 1963	Board Member
Pedro Luiz Cerize	September 1969	Independent Board Member
Fabio Luchetti	December 1965	Board Member
Márcio de Andrade Schettini	May 1964	Board Member

*This composition refers to the year 2018.

Executive Board

The members of the Executive Board are responsible for executing the decisions of the Board of Directors, as well as the day-to-day management of the Company; In addition, each officer also has individual responsibilities assigned by the Board of Directors. It is consisted from three to nine members, elected for a one-year term (reelection is permitted) and may be removed at any time by the Board of Directors. They are distributed as follows: one Chief Executive Officer; five Directors-General. At present, the Executive Board is composed as follows:

Nome	Date of Birth	Position
Roberto de Souza Santos	May 1961	Chief Executive Officer
Marcelo Barroso Picanço	May 1969	Director-General – Insurance, Investments and Investor Relations
Celso Damadi	May 1969	Director-General – Finance, Controllershship and Customer
Lene Araújo de Lima	July 1972	Director General – Corporate
José Rivaldo Leite da Silva	August 1965	Director General – Commercial
Marcos Roberto Loução	July 1974	Director-General – Financial Business & Services

Supervisory Board

An independent body of the Company’s management and independent auditors, the Supervisory Board is responsible for overseeing the acts of the managers; opining on certain proposals of the management bodies to be submitted to the shareholders’ meeting for resolution; examining the Company’s financial statements; and reporting to the management bodies and the shareholders’ meeting any errors, frauds or crimes of which they become aware. Members are elected at the annual shareholders’ meeting to serve two-year terms and may be reelected.

According to Brazilian law governing corporations (Law no. 6404/1976), the Supervisory Board may not include members of the Board of Directors or the Executive Board, or employees of the company, or spouses or third-degree relatives of any management member. The current composition is as follows:

Name	Date of Birth	Position
Alfredo Sérgio Lazzareschi Neto	April 1975	Supervisory Board Member
Edson Frizzarim	November 1961	Supervisory Board Member
Andréa Noceto Degli Oddi	October 1945	Supervisory Board Member

Committees

In order to support its operations, Porto Seguro has the support of six specific committees, which are responsible for evaluating, monitoring and recommending topics related to its areas. They are as follows:

Audit Committee

Personnel Committee

Compensation Committee

Integrated Risk Committee

Investment Committee

Ethics and Conduct Committee

Members of the Board of Directors, Executive Board, and Committees
Committees [405-1]

Male	Female
23	1
95.8%	4.2%

30 - 45 years old	46 - 60 years old	Over 61 years old
5	16	3
20.8%	66.7%	12.5%

Management Compensation [102-36]

In order to motivate its professionals to generate economic value for shareholders and meet the interests of other stakeholders, Porto Seguro has developed an achievement achievement-based compensation policy for its managers. Accordingly, though risk sharing and other incentive and control elements, the Company may align its interests with those of its management – as well as of all people and companies impacted by Porto Seguro’s operations. The compensation of the members of the Board of Directors, the Executive Board

and the Audit Committee is standardized and involves all group companies.

In 2018, the stock-based compensation plan was approved, which will be implemented for the first time in 2019. The amount of stock-based compensation indicates only the amount of the projection that will be converted into shares according to the quotation at the time, under the terms of the compensation plan.

Capital market

Company shares are traded on the *Novo Mercado* (New Market) of the São Paulo Stock Exchange (B3) – a special segment of the stock market intended exclusively for companies that meet minimum requirements and agree to comply with the most stringent corporate governance rules. These standards, recommended by the Brazilian Institute of Corporate Governance (IBCG) and observed by Porto Seguro, include, but are not limited to:



Maintenance of a minimum portion of outstanding shares, representing 25% of the company’s capital;



Equal conditions between the controlling shareholders and minority shareholders in the event of sale or disposal of control of the Company (tag-along);



Establishment of a Board of Directors with at least five members and a standard term of up to two years – in which at least 20% of the members must be independent directors;



Provision of detailed information to the Brazilian Securities Commission (CVM) and B3; regular public meetings with analysts and investors (at least once a year);



Adherence to the Market Arbitration Chamber for the resolution of corporate conflicts.

Risk management [102-11, 102-15]

In light of the need to protect its operations and financial position, ensuring its economic sustainability and value creation, Porto Seguro considers risk management as a highly-strategic factor. This assessment stems both from the continued innovation of the company's services and products and from the globalized nature of the business, the increased use of technologies and the range of regulations involved in its activities – factors that make management increasingly complex.

Accordingly, the Company has a formal risk management process in place designed to identify financial and non-financial risks, thereby estimating their potential impact on Porto Seguro's business. Actions and methods are established to mitigate threats while enabling opportunities to improve business operations to be achieved.

Porto Seguro's risk management framework (EGR) brings together the components that provide the organizational basis and arrangements for the development, implementation, monitoring, critical analysis and continuous improvement of the risk management process – which is integrated in the company. There are three lines of defense for risk management:

1st Line of defense - operating units

The executive boards and their operating units are responsible for identifying and managing the risks, while adopting the appropriate procedures and controls.

2nd Line of defense - control functions

Mainly related to Corporate Risk Management, Compliance and Internal Controls, they are responsible for guiding and supervising the processes and controls defined by the operating units.

Line 3 of defense - internal audit

It acts broadly and independently in assessing management effectiveness and risk control, overseeing the first two lines of defense.

The risks are divided into six groups:



Credit risks

These relate to the possibility of non-compliance with obligations related to the settlement of transactions involving financial assets.



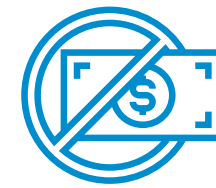
Subscription risks

Possibility of events contradicting expectations and may compromise the results of operations and shareholders' equity in the Auto, Damage (except cars) and Financial Risks, Healthcare, Life Insurance and Supplementary Pension Plans segments.



Market risks

Possibility of losses related to adjustments in prices and market rates of positions held in the portfolio.



Liquidity risks

Possible unavailability of cash to meet future obligations.



Operational risks

Losses resulting from failure, deficiency or inadequacy of internal processes, personnel and systems, or even external events (including legal risks).



Solvency risks

Represented by the Group's inability to meet its current obligations with funds that constitute its equity or assets, either due to lack of cash flow or the unexpected increase in its obligations. This risk also includes regulatory solvency requirements.



In addition to its primary function of protecting the continued existence of Porto Seguro's operations, risk management is directly related to the Company's business, contributing to improving the business environment. As an example, the company has included human rights, social and environmental responsibility and anti-corruption clauses in all of its agreements and contracts. [\[408-1\]](#)

Integrated Risk Committee (CRI)

The risk management structure is also supported by specific Committees, such as the Integrated Risk Committee (CRI). The purpose of the CRI is to provide input and information to the Board of Directors on risk management matters, proposing action plans and guidelines, assessing compliance with risk management standards and monitoring key risk indicators across all companies owned by the Porto Seguro Group.

The precautionary principle is not formally adopted by Porto Seguro, but the company manages economic, social and environmental risks.

Ethics and Integrity [102-16]

The trust-based relationship that Porto Seguro builds with its different stakeholders is its greatest asset. Therefore, it is necessary to have instruments in place ensuring the alignment of all its practices with the company's philosophy. For this reason, every year Porto Seguro reviews its Policy and Ethics and Conduct – a document reflecting the company's values and principles, and establishing the rules by which its employees should guide its activities within the Company.

In addition to the Ethics and Conduct Policy, other policies aim to reinforce corporate governance practices in the various companies owned by the Porto Seguro group – such as the Anti-Corruption Policy and the Risk Management Policy. Regular training on the Porto Seguro Anti-Corruption Policy is carried out by the Compliance area with the participation of all leaders. Reports of any violations may be made through a specific Reporting Channel.



Code of Ethics and Conduct

All employees receive a copy of the Code of Ethics and Conduct at the time of hiring and sign a commitment instrument to adhere to the guidelines in the document. The policy also applies to suppliers and providers of products and services.

The wording comprehensively addresses different aspects of employees' relationships with the company – such as their relationships in the workplace, access to privileged and/or confidential information, the policy for receiving bonuses, and so on. In addition, the conduct guidelines expected by the company are also set out – with emphasis on activities arising from professional activity, such as access to customer or company information. The document also includes guidelines to prevent money laundering, terrorist financing, fraudulent practices and other unlawful practices.

The document is reviewed and validated annually by Porto Seguro's Ethics and Conduct Committee, which is also responsible for evaluating reports of possible violations of the Code, ensuring that they are properly punished, and monitoring and evaluating the effectiveness of its reporting channel.

Ethics and Conduct Committee

The Ethics and Conduct Committee is responsible for: (i) reviewing and validating the Company's Code of Ethics and Conduct; (ii) evaluating reports of violations and breaches of the Code of Ethics and Conduct; (iii) ensuring applicable measures are taken against violations and breaches, regardless of hierarchical level, without prejudice to applicable legal penalties; and (iv) monitoring and evaluating the effectiveness of the reporting channel, discussing on the indicators presented and suggesting actions for adaptation or improvement, where applicable.

From time to time, Porto Seguro maps the processes of the areas in order to identify the level of exposure to the corruption risks and assists in the implementation and monitoring of the controls required to mitigate these risks. Face-to-face training and online classes on the subject are also applied to employees and leaders, in particular to professionals in risk areas, addressing the key points raised by anti-corruption rules, such as harmful practices, applicable sanctions and criteria of the **Integrity Program**. Additionally, prevention and control criteria are adopted for the service providers and suppliers, such as training, conduct assessment and contractual clauses on corruption and money laundering prevention.



Money laundering

Porto Seguro also has a specific policy on **Prevention of Money Laundering and Terrorist Financing (PLD/FT)** describing the actions taken by the company to prevent and combat this illegal practice, in compliance with regulations on the subject. The Company has normative instructions and procedural manuals to guide the precautions that business areas and compliance staff should take in their operations, as well as the procedures to be observed to prevent and monitor suspicious operations. All process indicators for PLD/FT are reported regularly to senior management. Other procedures include measures to identify customers, employees and third parties; record of transactions carried out; risk assessment within operational structures; risk control tests; monitoring; and reporting of suspicious operations.

The need to consolidate a problem-solving corporate culture has also led Porto Seguro to apply face-to-face training and online classes to employees and leaders, especially professionals in the areas most at risk of exposure to money laundering. These training initiatives are also extended to service providers and suppliers. Employee compliance with this policy is monitored monthly, and company manuals on the subject are delivered to employees during the hiring process.



Anti-Corruption [205-2]

The Company also has a specific **Anti-Corruption** policy in place, which aims at preventing, identifying and combating all forms of corruption and any unlawful practices committed against the government, in order to allow for operations in compliance with the law. A normative instruction of the company provides guidelines on the holding of events and campaigns that may involve government agencies, rectifying the rules for relationships with government entities in compliance with the law and internal policies.

The processes of Porto Seguro's various areas of operation are also mapped, from time to time, in order to identify its level of exposure to corruption risks. Thus, the company is able to assist in the implementation and monitoring of the controls necessary to prevent and mitigate these risks.

As in the case of the PLD policy, employees receive manuals on the subject at the time of hiring and participate in anti-corruption training (online or face-to-face) – which are mandatory for areas contacting government agencies. Employee compliance is monitored monthly. Suppliers and service providers also subject to this training.



Training Sessions

In order to ensure that its governance principles are understood and applied by all its employees, service providers and suppliers, Porto Seguro conducts a series of training sessions both face-to-face and through online classes - on specific subjects related to the ethical conduct established by the group. Thus, the alignment of all parties with the company's policies is reinforced. Some of the key initiatives in this regard are as follows:

Code of Ethics and Conduct

The principles established by Porto Seguro are reinforced with employees, service providers and suppliers through training sessions, both face-to-face and online.

Money laundering

Providing information on both the law and Porto Seguro's policy on the subject, the Anti-Money Laundering and Terrorist Financing (PDL/FT) training is applied to employees - especially those working in the areas most at risk of exposure to money laundering - service providers and suppliers.

2018 in figures:

PDL/FT training totaled

4,258 hours

90%

of senior managers participated

Suppliers and service providers received

51.4 horas

of training



Anti-Corruption

Similar to LDP/FT training, anti-corruption training is also applied to all employees -especially those contacting government agencies -, service providers and suppliers.

2018 in figures:

Anti-Corruption training totaled

3,710.4 hours

85%

of senior managers participated

Suppliers and service providers received

2,808.2 hours

of training



Economic and financial performance



Economic and financial performance

Despite the slow growth of the economy, 2018 was a favorable year for the Brazilian insurance market, with the strengthening and expansion of activities of the companies operating in the country. Total revenue from the sector (including property/casualty, people coverage, capitalization and supplementary health) totaled R\$ 444.87 billion – a 3.7% increase over the previous year.

In this context, Porto Seguro's activities followed the general trend and allowed the Company to maintain its expansion pacing. At the same time, the company overcame the impacts that the downturn in the Brazilian economy could have on its business. The Company's total revenues totaled R\$ 18.1 billion, a 5.6% increase over 2017. Return on financial investments also contributed positively to the result through an 8.7% return, representing a 135% return on the CDI. The integrated management of the company's operating and financial position was the key that allowed Porto Seguro to increase its profitability amid falling interest rates in Brazil; at the same time, the diversification of its products has made it possible to face the challenges of the economic environment.

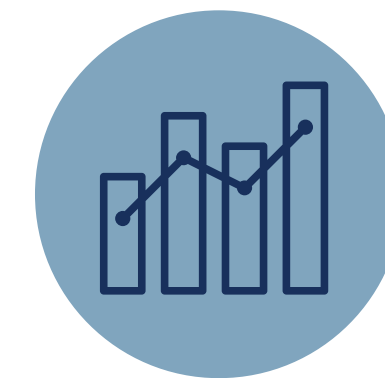
The combined ratio of the insurance operation presented the best result to date: 92.2% This performance was due to the significant reduction in claims over 2018, as well as the increase in operating efficiency.



**Insurance premiums
increased
by 5%
over 2018**

Insurance premiums increased by 5% in 2018 compared to the previous year. In the auto segment, the increase was 4%; in this case, the auto segment was also positively impacted by the increase in the volume of new vehicles sold throughout the year – which, according to the National Federation of Motor Vehicle Distribution (Fenabrave), increased by 13.8% between 2017 and 2018, totaling 2.5 million cars and light commercial vehicles. In addition, there was a 3% drop in the number of stolen and robbed vehicles in Brazil. Between one year and the other, Porto Seguro expanded its fleet by 180,000 new vehicles, an initiative made possible mainly by offering more affordable alternatives, such as products as *Azul Leve* and *Itaú Auto Roubo*.

The healthcare segment increased by 19% in premiums – its largest increase in seven years. This was possible as a result of sales to small and medium businesses and adjustments to the operation. Life and Property insurance increased by 2% and 4%, respectively – lower than the growth of recent years, but still indicating potential due to the low penetration of these insurance segments in Brazil.



**11%
growth in other
businesses**

In other businesses of Porto Seguro, there was an 11% growth in revenues, mainly due to the expansion of financial products – such as the 21% increase in credit operations and with a default (> 90 days) of 5.4%, remaining in line with the market average. The services area, on the other hand, continued the strategy of prioritizing businesses having competitive advantages – by selling the operation of the Portomed's medical centers to Davita and the transfer of telecommunications operator Conecta's customer portfolio to Tim.

Product and service innovation

Porto Seguro's strategy in 2018 focused on the expansion of its product and service line, aiming to improve the quality of its services and, at the same time, increase its market share in Brazil. Some of these initiatives were as follows:

In the auto segment, the **Trânsito+gentil** application was launched, which contributes to promote respect among drivers by offering the user a journey with various challenges and missions.

In addition, individual customers of Sem Parar, Brazil's largest electronic toll payments firm, are now entitled to a 5% discount on hiring or renewing **Auto Insurance**.

Porto Seguro Moto now offers two types of insurance – for big- and small-displacement motorcycles.

The **healthcare segment** has also been resized, reducing the list from 78 insurance types to 20; the introduction of the two-year remission from ten lives; the standardization of the reimbursement tables of the Corporate and SME insurance; the release of the supplementary network from five lives already available for the Prata Mais plan; and clearer presentation of products and their characteristics.

Porto Seguro Cartões launched the Porto Seguro Corporate Card (in the International and Platinum versions), which contributed to the financial management of customers by allowing them to separate corporate and personal expenses.

Together with the Brazilian Institute of Stock Market (Ibmec), Porto Seguro Vida, Previdência e Investimentos launched an initiative to train brokers – the Program of Specialists in Financial Planning. The course, taught in São Paulo (SP), included lectures and workshops covering topics such as economics, administration, finance, among others.

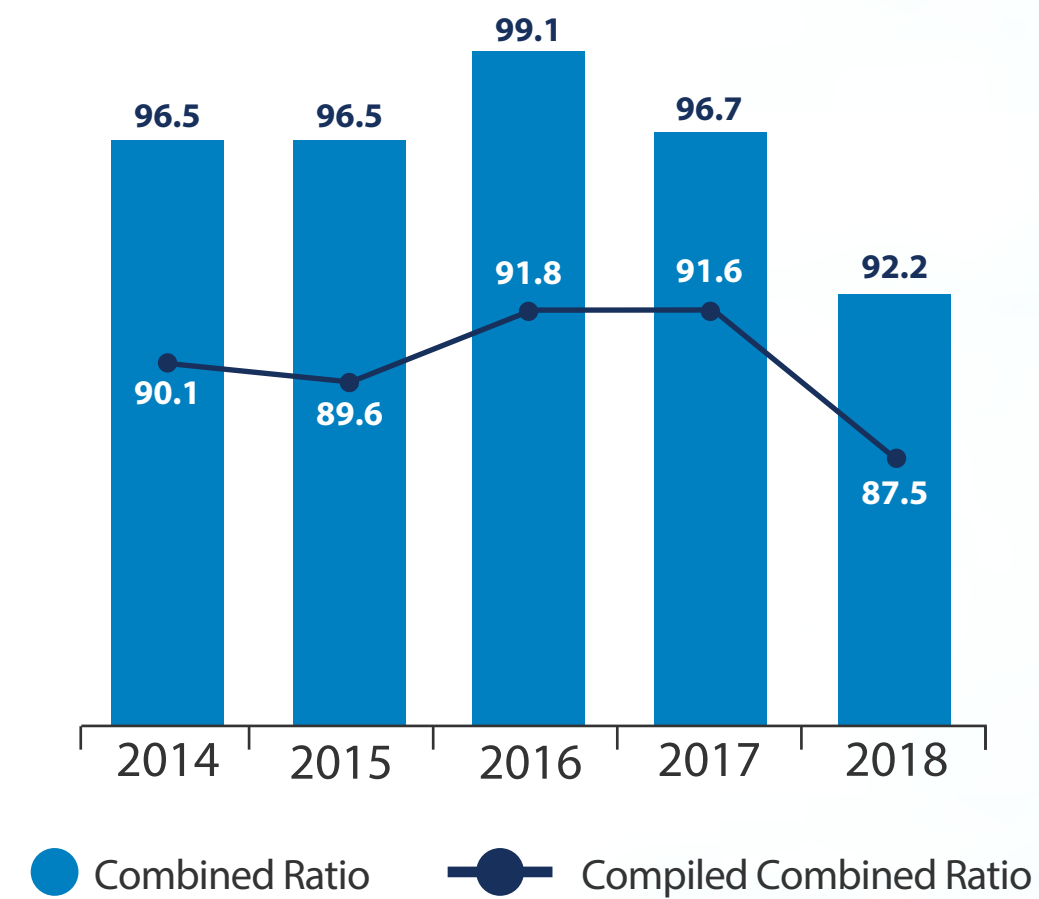
The **Rastreador Porto Seguro** online sales platform was launched, which allows the vehicle to be located in case of robbery or theft.



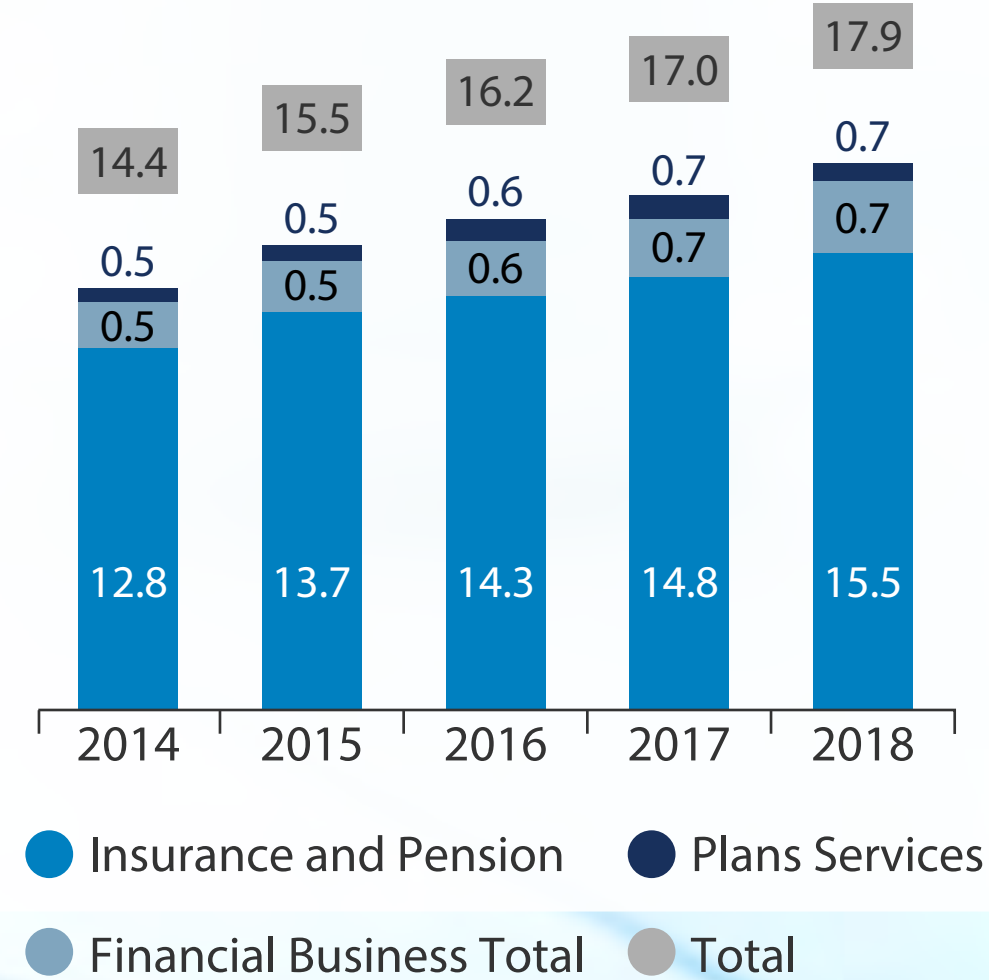
Porto Seguro's strategy in 2018 focused on expanding its product and service line

Key Indicators [102-7, 201-1, 203-2]

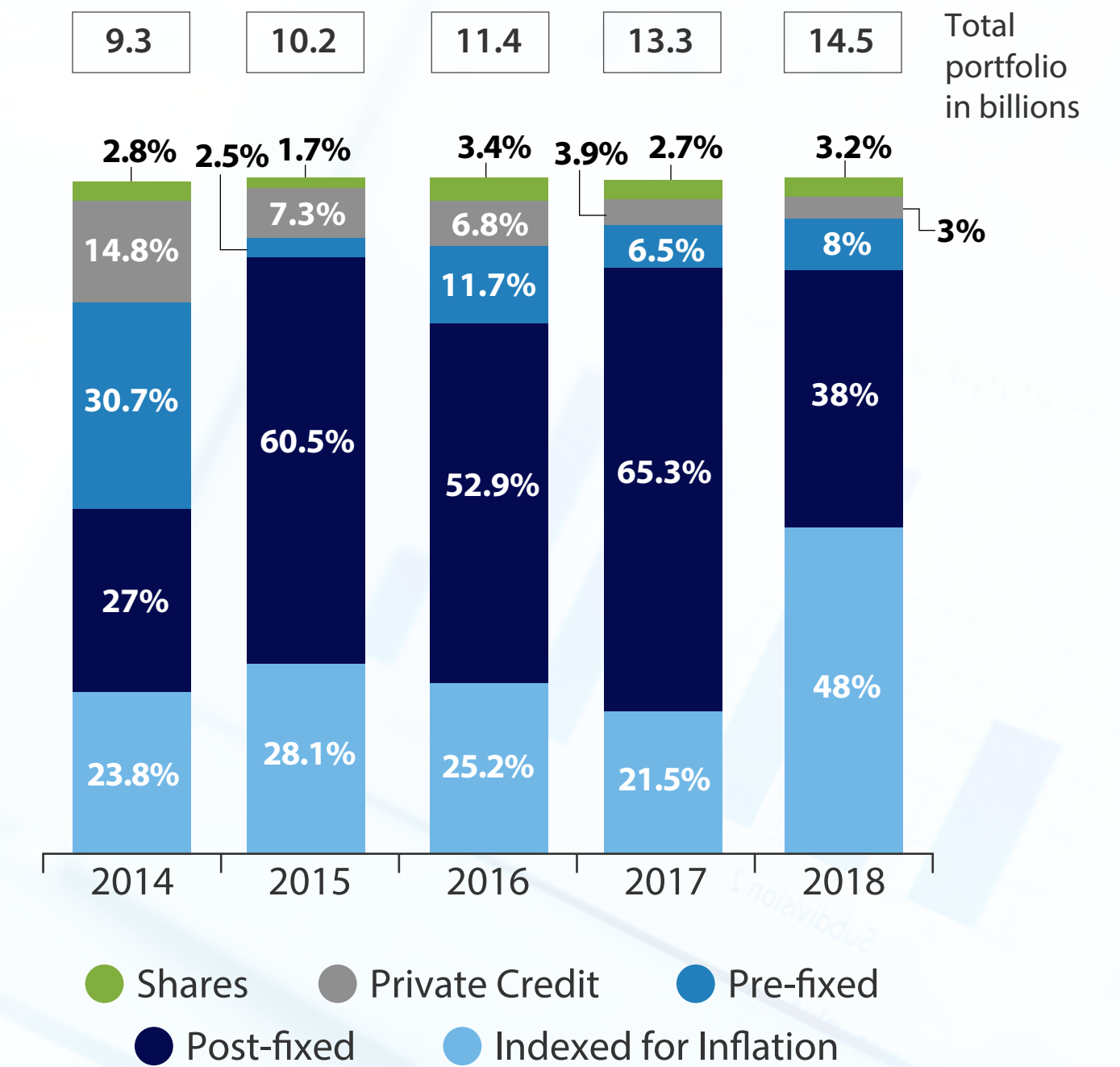
Combined Insurance Ratio



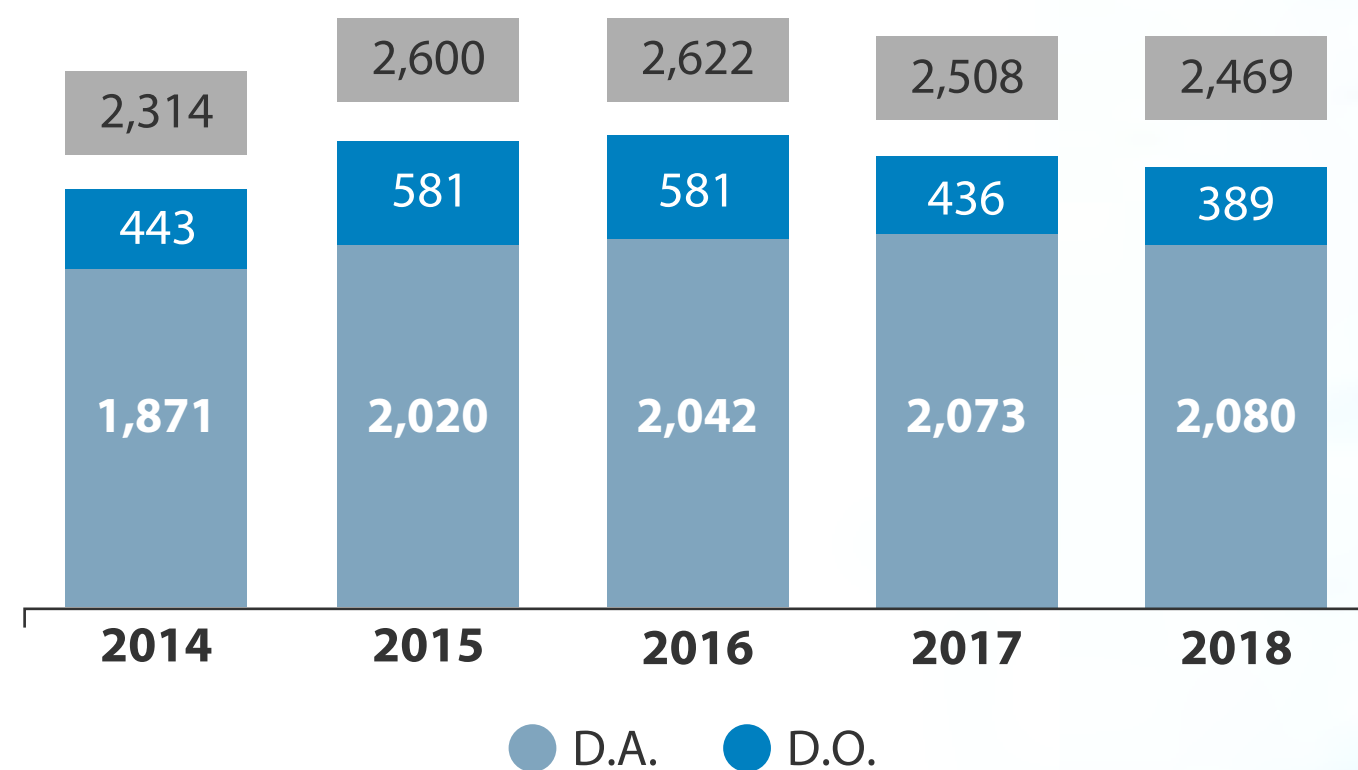
Revenue by Business Line
(in R\$ billion)



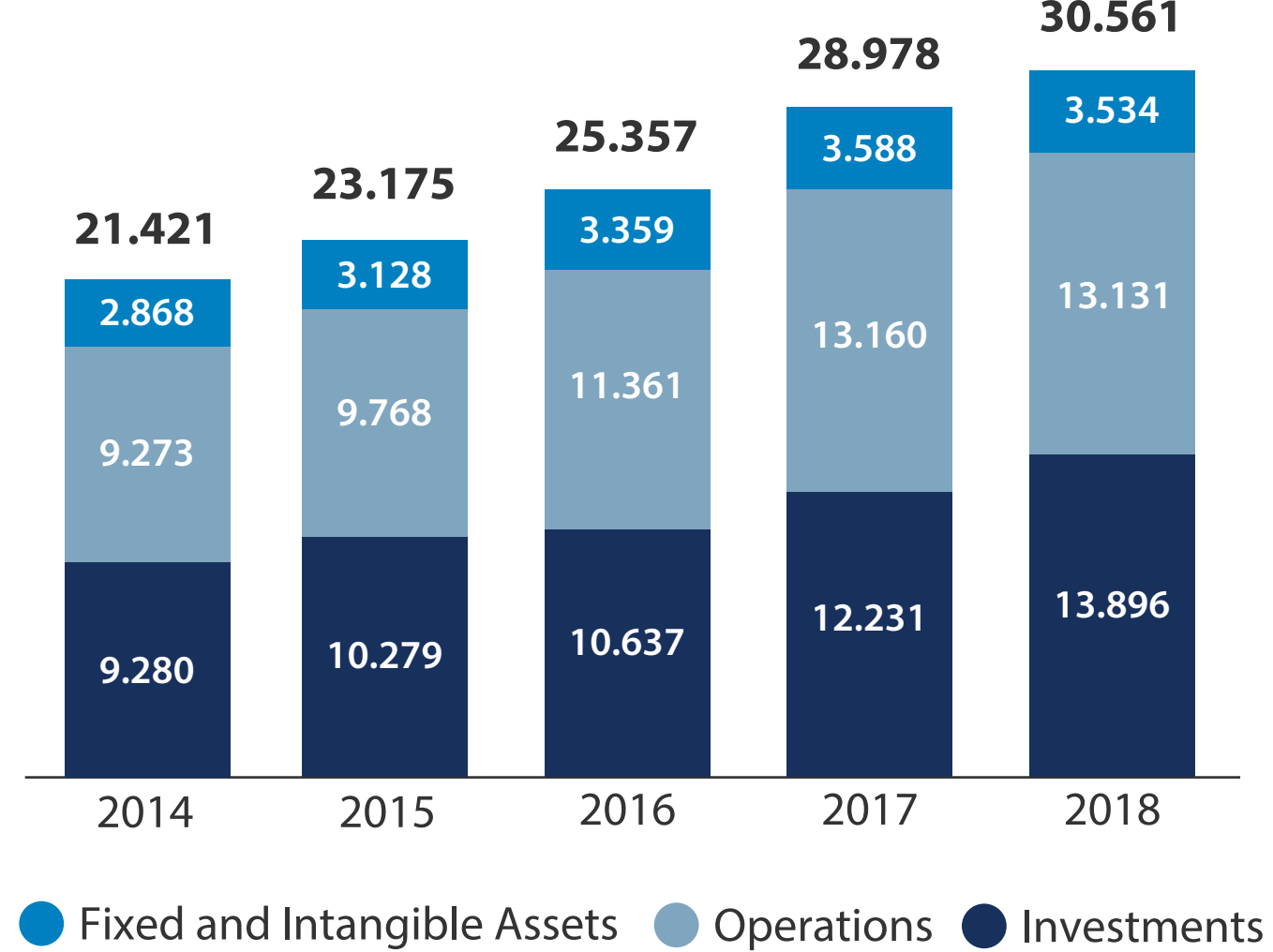
Allocation (formerly Pension Plan)



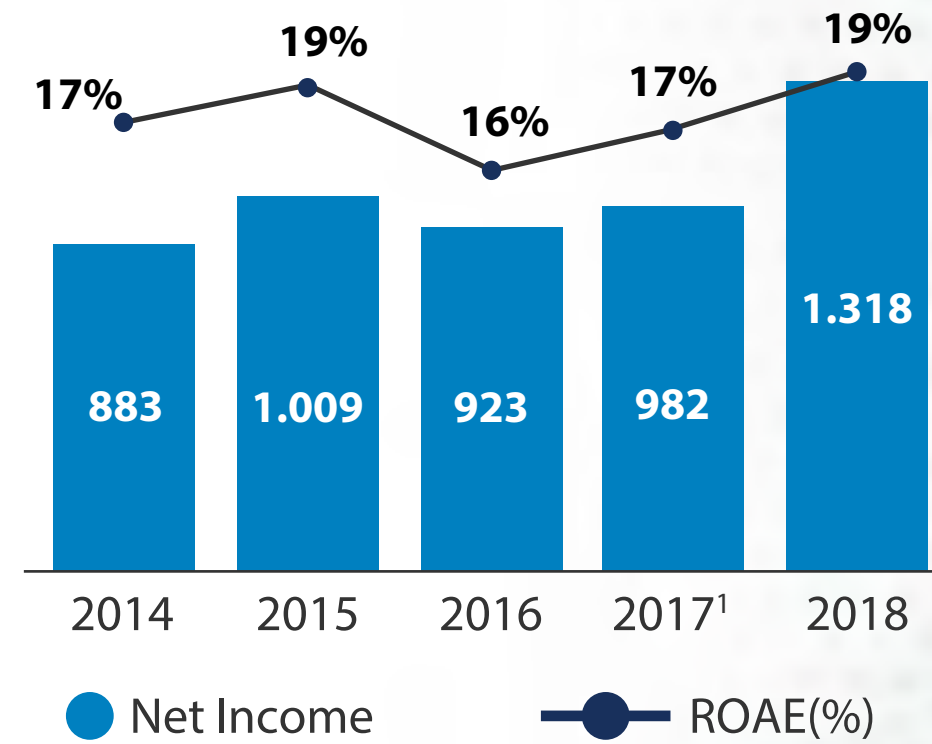
Administrative (D.A.) and Operating (D.O.)
Expenses on Insurance (in R\$ million)



Total Assets
(in R\$ million)

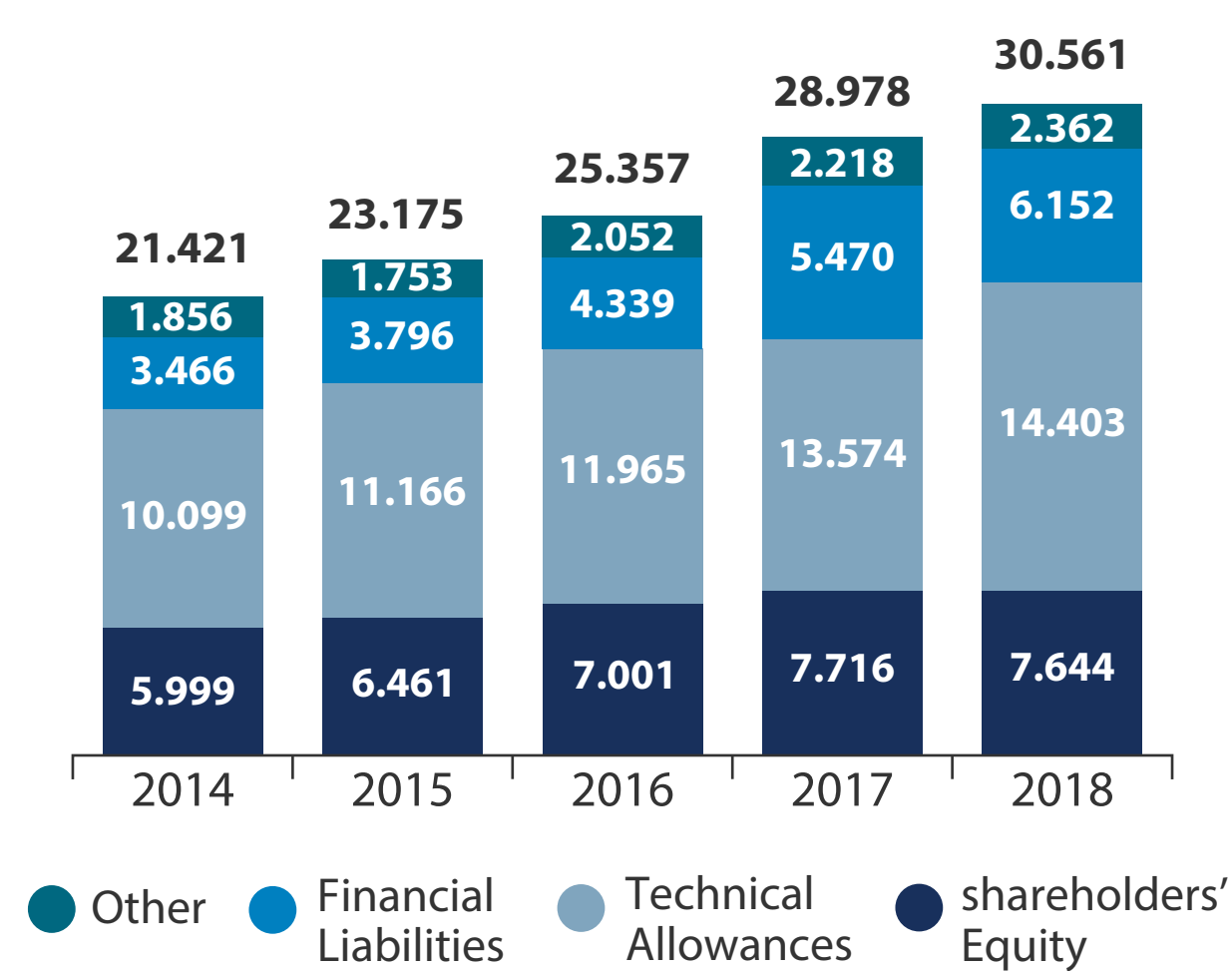


Net Income and Return On Average Equity (ROAE) - Recurring

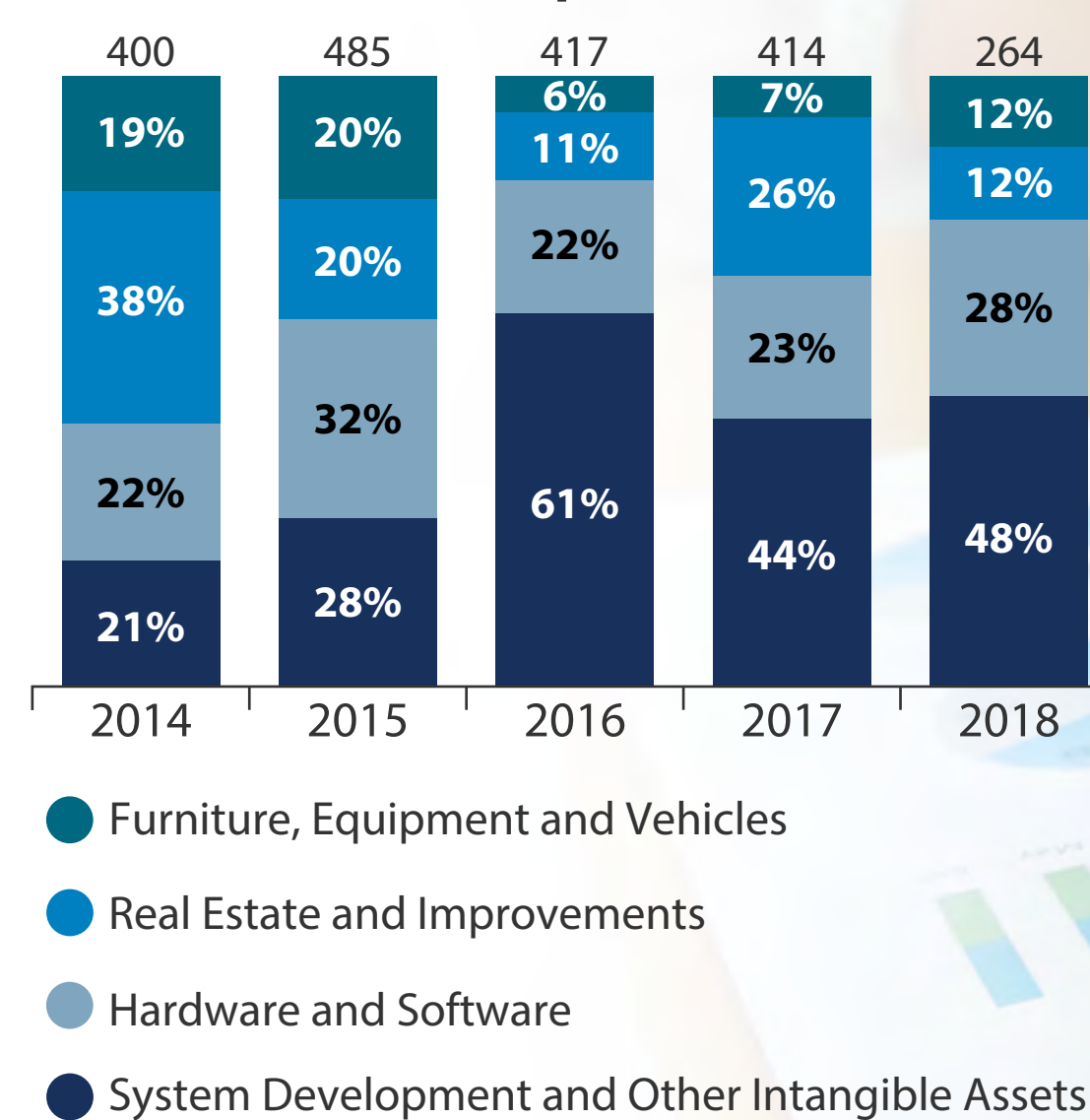


¹ Excluding non-recurring income from the sale of IRB (Brasil Resseguros S. A.) interest in the net amount of R\$ 126 million.







Total Liabilities (in R\$ million)



Investments (Capex) (in R\$ million)



Detailed result of key products and services

Insurance				Financial	
					
Auto	Property	Healthcare + Dental	Life	Credit Card	Consortium
27.8% Market Share	10.1% Market Share	3.4% Market Share	2.5% Market Share	2.3% Market Share	1.7% Market Share
R\$ 10 billion Premiums Earned	R\$ 1.5 billion Premiums Earned	R\$ 1.5 billion Premiums Earned	R\$ 798 million Premiums Earned	R\$ 1.3 billion Revenues	R\$ 297 million Revenues
55% Total Revenues	8% Total Revenues	8% Total Revenues	4% Total Revenues	7% Total Revenues	2% Total Revenues
5.5 million Vehicles	2.6 million Insured Items	791 thousand Insured Lives	6 million Insured Lives	2.2 million Units	143 thousand Customers
52.7% Claims	28.7% Claims	78.9% Claims Healthcare	44.8% Claims Dental	31% Claims	5.4% Default exceeding 90 days
					9.1% Default

Source: Susep / Bacen / Card Monitor / SINCOR

Opportunities and Challenges

The Brazilian insurance market also offers important opportunities to expand Porto Seguro's share in various areas and regions of the country, diversifying its business and products. The Company outlined six action fronts:

**Expand
insurance
industry
penetration**

**Increase
operational
efficiency**

**Develop
startup
operations**

**Diversify
portfolio through
products with
attractive
profitability**

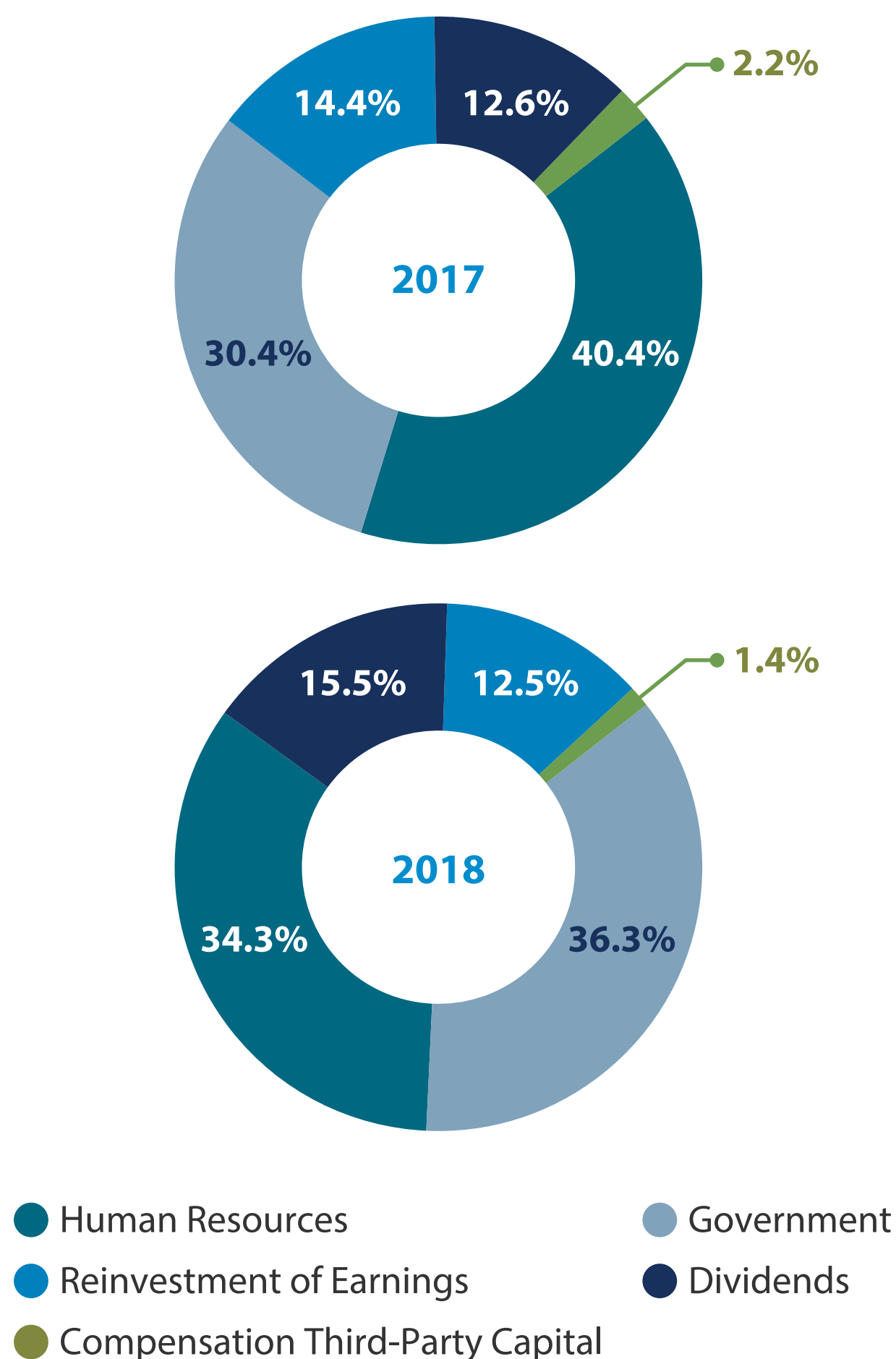
**Increase Internet
use and develop
digital platform**

**Auto insurance
new positioning
with new offer
model and
geographic
expansion**



Statement of Value Added (DVA)

In 2018, there was a 14.9% increase in value added, which totaled R\$ 4,677.2 million. The value for 2017 was R\$ 4,069.7 million.



The Statement of Value Added (DVA) is an accounting statement aiming to report the wealth that was generated by the Company over a given period of time, as well as how it was distributed among various sectors involved in the process.

Stock performance

Porto Seguro's shares are traded on *Novo Mercado*, a B3 stock segment intended only for companies that meet a number of requirements and rules related to corporate governance practices, recommended by the Brazilian Institute of Corporate Governance (IBGC). At the end of 2018, Porto Seguro's total market value was R\$ 16.9 billion. In addition, at the end of the period, the Company had 94.3 million shares distributed in the market (equivalent to 29.18% of the capital).

Porto Seguro's positive economic and financial position in 2018 was reflected in the stock market. Traded at B3 since 2004, Porto Seguro's shares (PSSA3) performed as well as in previous years. The performance of the Company's securities appreciated 43.5% between December 2017 and December 2018 – well above the 15% increase observed in the Ibovespa index.

Thus, the accumulated appreciation of Porto Seguro's shares in the 15 years they have been traded on the stock exchange reached 649% – compared to 266% in the Ibovespa indexed for the same period.

This result was possible due to the strong operating performance and the diversification of products and services

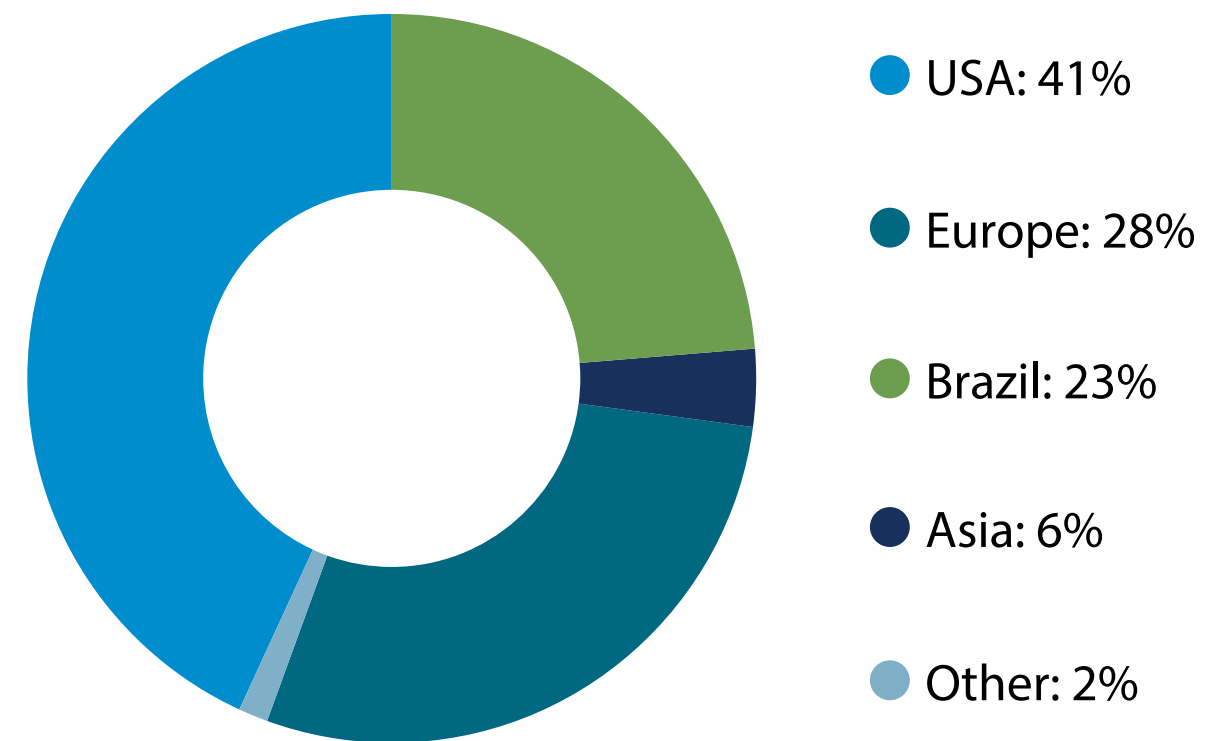


**Porto Seguro's shares
Appreciated
43,5 %
in the period**

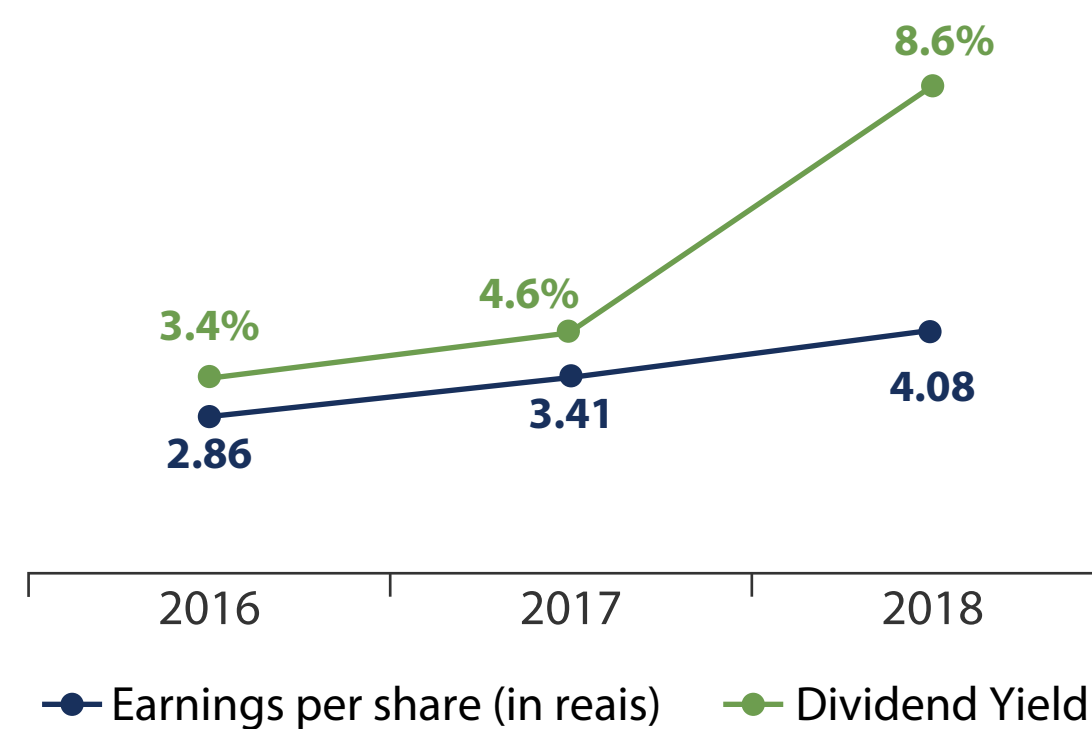


In December 2018, Porto Seguro had 8,285 shareholders, of which 886 were institutional investors and 7,399 were individuals or companies.

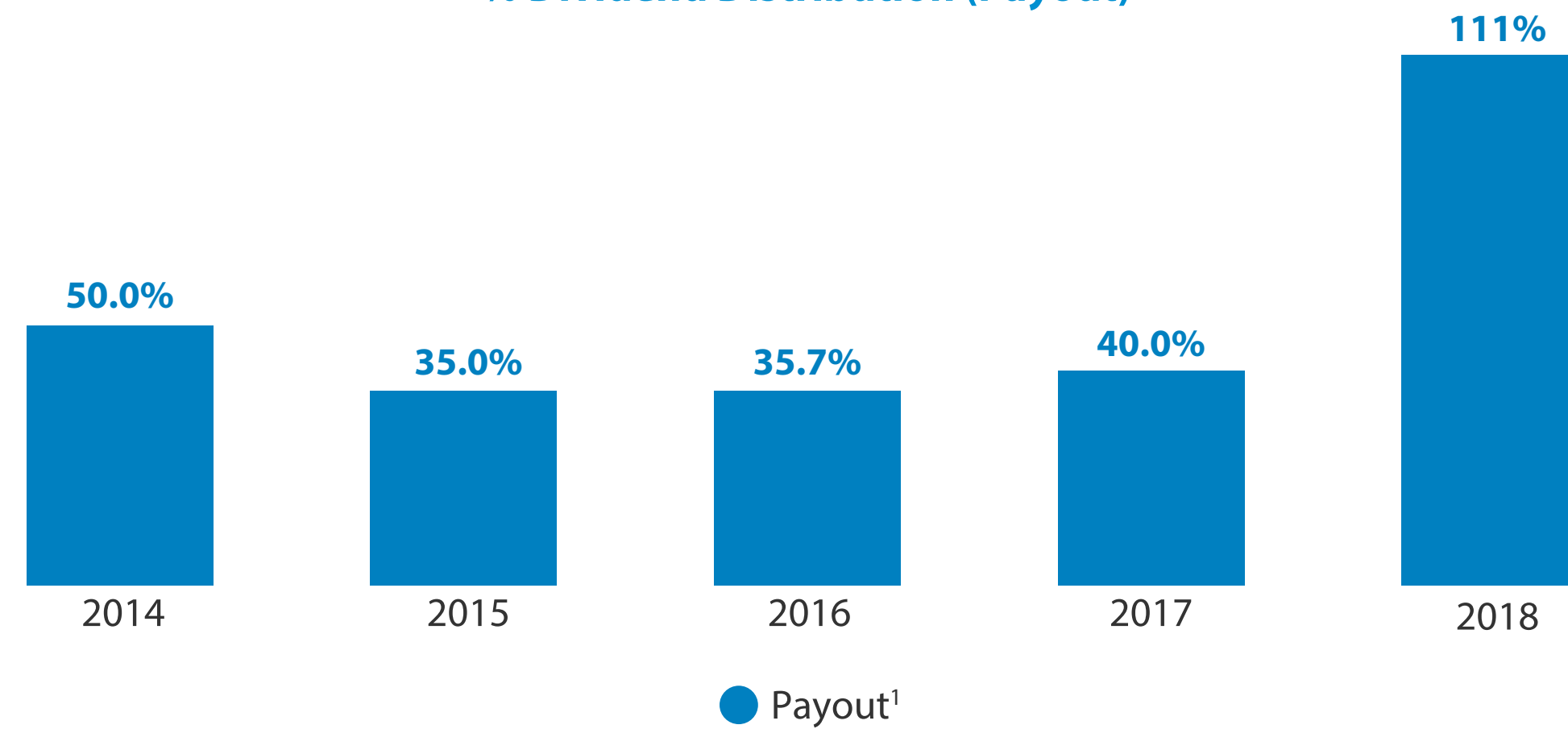
Distribution of outstanding shares



Earnings per Share and Dividend Yield



% Dividend Distribution (Payout)¹



¹ Total Dividends paid (Dividends + Interest on the shareholders' Equity arising from taxes) divided by Adjusted Net Income



Relationship with stakeholders and the environment



Relationship with stakeholders and the environment

[102-40, 102-42, 102-43, 102-44]

At Porto Seguro, sustainability is addressed in its three aspects – economic, social and environmental, to meet the needs and demands of its various stakeholders. In order to align its actions with the best market practices, the company established the Social and Environmental Responsibility Policy, revised in October 2018, which directs its activities in four guidelines: the environment, society, ethical relationships and business.

The company also carries out initiatives in line with the Sustainable Development Goals (SDGs), part of the United Nations' (UN) global agenda, with goals to be met by 2030. At present, our projects contribute to the achievement of 13 of the 17 SDGs.

THE GLOBAL GOALS For Sustainable Development



Porto Seguro is also a signatory to the Principles for Sustainable Insurance (PSI), established on the basis of a joint work carried out in 2009 between global insurers and the United Nations Environment Programme – Finance Initiative (UNEP-FI). The purpose of the PSI is to drive and promote global industry engagement and includes four guiding principles:

- 1 Embedding in the company's decision-making process environmental, social and governance issues relevant to its insurance business.
- 2 Working together with clients and business partners to raise awareness of environmental, social and governance issues, managing risk and developing solutions.
- 3 Working together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues.
- 4 Regularly disclosing publicly the company's progress in implementing the Principles.



Employees [102-8]

Porto Seguro aims to promote cooperation between people and provide a harmonious workplace environment in order to strengthen motivation and productivity. To achieve this goal, employees are offered a variety of in-house training courses and programs. Policies to encourage the inclusion of young apprentices and people with disabilities (PCDs), and support and preparation for retiring employees are also implemented.

At the end of 2018, Porto Seguro had 12,903 employees – 66% of them working in the group’s insurance companies, and the other 34% in other companies of the group. The employee turnover rate, which measures the relationship between hired and dismissed employees (voluntarily and involuntarily), was 23.3%. [401-1]

	2015		2016			2017			2018		
	Total	Distribution (%)	Totais	Distribution (%)	2015-2016 Change (%)	Total	Distribution (%)	2015-2016 Change (%)	Total	Participação (%)	2015-2016 Change (%)
Total employees	14,000	100	14,849	100	6.06	14,456	100	-2.64	12,903	100	-10.74
Insurers	9,335	66.67	10,048	67.66	7.63	9,674	66.92	-3.72	8,511	65.96	-12.02
Other companies	4,665	33.32	4,801	32.33	2.91	4,782	33.07	-0.39	4,392	34.03	-8.15

Vision for 2020

Porto Seguro’s culture and organizational vision project continued in 2018, with new additions to the initiative’s ambassadors and monitoring of its development, as well as creating specific trails to keep them up-to-date throughout the process. Project ambassadors also participated in motivational talks during the period.

Benefits [401-2]

In light of the need to implement activities that promote improvements in health and well-being to its employees, Porto Seguro offered several actions throughout 2018 – such as road running, dance classes, Pilates and muay thai, gym and acupuncture, among others. These actions engaged around 70,000 participations during the year.

Employees also have at their disposal a library with a large collection of books, with an average of 3,000 loans per month, as well as reading groups and actions such as Cultural Week.

In addition, other benefits are granted to employees: one is supplementary pension through Portoprev, the contributions of which range from 1% to 6% of salary, according to individual salaries, and which are supplemented with a deposit of the full amount paid by the employee. Each employee can choose the plan that best suits their investor profile. [201-3]

Other benefits available include food vouchers and meal vouchers; health and dental insurance; child care benefit and babysitting; scholarship, gym membership, possibility of working under

home office; and discounts on company products, among others.

Climate Research and Development

The Development Process is comprised of the Development Dialogue based on Philosophy for leadership (Officers, Superintendents, Managers and Coordinators) and the Assessment of Skills for other stakeholders (Teams, Consultants and Experts and Supervisors). This process aims to focus on the development of Porto Seguro's employees, based on the company's core values and practices.

Leaders participate in the Development Dialogue, a conversation held between leader and immediate manager about Porto Seguro's values and philosophy. The purpose of this discussion is to encourage the leader to perceive the application of this content in the day-to-day activities, as well as prompt self-reflection about how the Company's values may be even more present in their practices and actions. The Development Dialogue focus on leadership so that leaders increasingly act as disseminators of our values to their teams and serves as an opportunity to evaluate whether targets are being achieved according to our principles.

In the assessment of skills, the observable conduct associated with each skill is evaluated and demonstrated throughout the year. The

employee self-evaluates and is also evaluated by the manager. The implementation of this process encourages feedback conversations between leader and employees to align expectations, keeping these conversations consistent throughout the year. During the cycle, both leader and employee are required to go through this process and record it within the system at least once.

The employee also has the opportunity to evaluate the company and its workplace environment. Through an Organizational Climate Survey, conducted every two years, the results are shared with all areas of the company, based on which Porto Seguro is able to define an action plan to address points in need of adjustments or improvements. Employees are also able to communicate with the company through the Corporate Ombudsman, which receives complaints and reports about internal procedures and practices which are not in accordance with the principles observed by Porto Seguro. Throughout 2018, no cases of discrimination were reported within the company. [406-1]

Porto Seguro also offers an exclusive program for employees who are nearing retirement. The initiative aims to prepare them for this career transition moment and includes discussions on topics such as Finance, Health, Entrepreneurship, Innovation, Career and Life Plan. [404-2]

Occupational health and safety

Porto Seguro provides medical outpatient clinics with a multidisciplinary staff, including speech therapists, physiotherapists and psychologists, as well as a trained nursing team for emergency care. In 2018, the local service opened a new medical outpatient clinic to serve the employees who work at the Porto Building in Barra Funda.

These actions support the activities of SESMT – Specialized Services in Safety Engineering and Occupational Medicine, composed of physicians, engineers, nurses and occupational nursing assistants.

In addition to the legal health and safety activities carried out by SESMT, Porto Seguro has several preventive programs in place aimed at assisting its employees in disease prevention and health promotion. Such actions contribute significantly to the reduction of absenteeism.

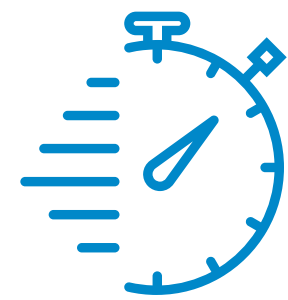
Health-related absenteeism management

Another aspect of significant financial impact is the management of the Accident Prevention Factor (FAP), which is based on the company's payroll costs X environmental risk X number of occupational accidents. Through close management between leadership and employees, in 2018, we achieved savings of R\$ 353,000. The following table shows the position:

2017	2018
R\$ 7,426,000.00	R\$ 6,019,000.00
-9.3%	-18.9%

Human capital in figures

[404-1, 405-2]



Training programs had a course load of

32,000 hours/year

in 2018



Investments in training programs totaled

R\$ 658,000

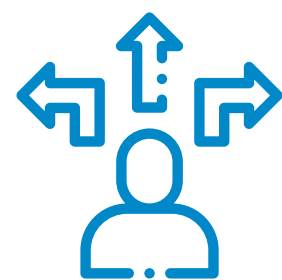
per month in 2018



Actions to train and develop leaders occupied

14,000 hours/year

in 2018



Career transition process already has

86 employees

eligible



Employees were **559** hired through the inclusion programs for adolescents and people with disabilities.



2,277

employees worked at home in 2018



The nominal average monthly salary paid by the company was

R\$ 5,346.95

for men and

R\$ 4,155.74

for women.



Customers and Brokers

Customers

At the end of 2018, Porto Seguro served 8.5 million unique customers, distributed among the various insurance products, financial activities and general services. The company's relationship with the people and companies that chose to use its solutions is guided by its mission: "to take risks and provide services through a close service that exceeds expectations, ensuring dynamic services at competitive costs with social and environmental responsibility".

To this end, Porto Seguro always strives to ensure the best experience, both with regard to the quality of service and the quality of products and services offered. Constant concerns of the company in this sense are the modernization of the structure, with the expansion of service channels, and the continuous training of its employees and brokers. Thus, Porto Seguro is able to detect any problem or situation in which it is necessary to act in order to ensure that the customer is treated in the best way possible.



**Porto Seguro's
Satisfaction Rate was
91% in 2018**

In light of its mission to promote the well-being of its customers, Porto Seguro conducts surveys to measure the level of satisfaction relating to the services provided. These surveys are conducted through various channels and communication points, and apply to all products with which the company operates. In 2018, the satisfaction rate obtained by Porto Seguro in these surveys was 91% of favorable answers. In this calculation, all the "Satisfied" or "Very Satisfied" ratings (score 4 and 5) are included. Customer surveys are mainly used to improve internal processes. The insured evaluate the service with scores between 1 and 5. When scores of 1 and 2 are received, the company contacts the customer to understand the reason for dissatisfaction and, based on the considerations, develops action plans. In 2018, we received 91,807 customer complaints related to our products and services and 100% of the cases were solved.

In addition, Porto Seguro always strives to exceed its customers' expectations through innovative initiatives which improves its operations – such as insurance products using resources such as telemetry, actions involving the recycling of automotive parts and electronic devices, and the dissemination of good practice through manuals, guides or applications.

Throughout 2018, Porto Seguro's call centers made 115 million service calls – of which 43 million (37.4%) directly by the staff and the other 72 million (62.6%) online. Porto Seguro's customer service staff consists of 3,200 employees; in addition to more than one thousand professionals dedicated to specialized assistance in various areas, such as medical auditors. None of these activities are outsourced and are all provided by employees of the company.

Between the moment the employee joins the company and his or her first direct contact with the customer, a 45-day preparatory course is held, in which he or she participates in training on general concepts (such as procedural changes) or specific topics aimed at groups making similar demands.

Updates

Trânsito+gentil: In order to contribute to a gentler traffic and promote respect among drivers, Porto Seguro Auto has launched the *Trânsito+gentil* application. With a gamification-based dynamic, the application proposes a journey for users, who go through various challenges and missions to accumulate points, compete for premiums and discounts on the insurance taken out.

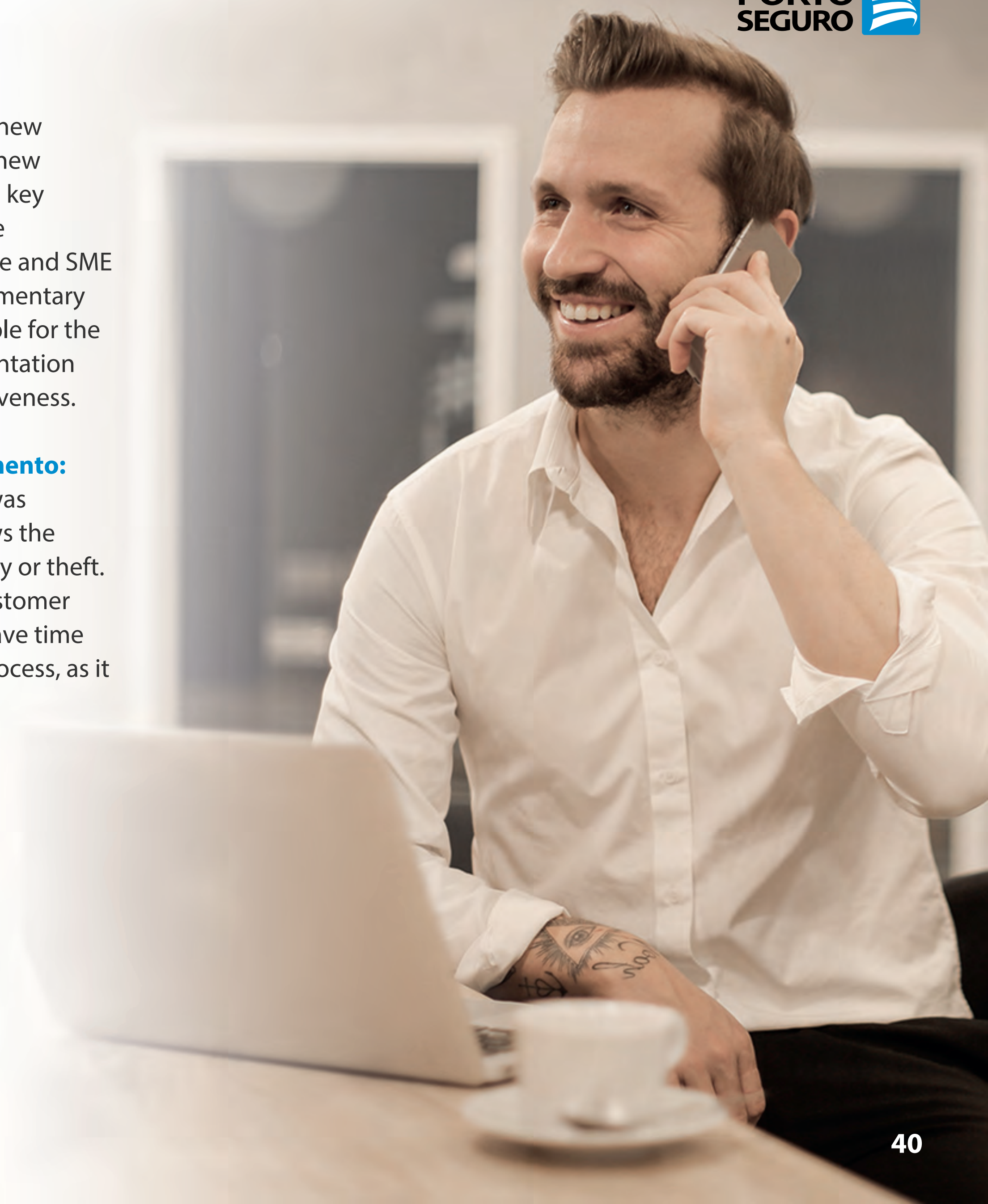
Porto Seguro Auto: *Sem Parar* customers get a 5% discount on taking out or renewing their insurance. The discount applies to individuals, in passenger/utility cars, taxis and public transit apps.

Porto Seguro Motos: In 2018, Porto Seguro Moto began to offer two types of insurance: one for small-displacement motorcycles and another for big-displacement motorcycles.

Porto Seguro Cartões: The new Porto Seguro Corporate Card allows customers to separate company spending from personal spending, improving financial management and professionalizing the business. Porto Seguro's MasterCard Corporate Card is available in International and Platinum modes.

Porto Seguro Saúde: Porto Seguro's new generation of health insurance offers new coverage and advantages. Among the key changes are the standardization of the reimbursement tables of the Corporate and SME insurance plans; the release of supplementary network from five lives already available for the Prata Mais plan; clearer product presentation and features allowing more competitiveness.

Porto Seguro Proteção e Monitoramento: Porto Seguro's online sales platform was launched, a tracking system that allows the vehicle to be located in case of robbery or theft. With the online sales site, both the customer and the broker gain practicality and save time throughout the product marketing process, as it can be done in real time.



Brokers

The need to establish a close relationship with brokers was maintained in 2018 by a series of initiatives developed for these professionals. Porto Seguro holds monthly broker meetings with the company's leadership, in addition to offering training courses at its Brokers School. In 2018, the company promoted, in partnership with the Brazilian Institute of Stock Market (Ibmec), the Program of Specialists in Financial Planning, through which contents on economics, administration, finance and trends were disseminated, as well as topics related to investments, social security and legislation, among others for about 80 brokers.

In addition, the company provides the Broker Portal, which gathers information on Porto Seguro's products and services. In addition, the company offers structured broker training and training programs. In all, 169,000 professionals were trained in 2018. In Business Spaces and Broker Rooms, individual positions are available for brokers who do not have the physical structure to carry out their activities.

Suppliers and service providers

[102-9, 408-1, 412-2]

Porto Seguro uses products and services from two categories of third-party companies: suppliers, which provide goods, services and general supplies (equipment, office supplies, consulting) and service providers (hospitals, physicians, tow trucks, automobile repair shops).

The company has a base of 12,723 registered suppliers. All these companies underwent an evaluation process that considers the degree of alignment with the principles guiding Porto Seguro's operations. The criteria include the care to understand if there is use of labor analogous to forced/compulsory labor and/or child labor and the analysis of audit, tax and business matters, licenses, conflict of interest and the Transparency



Portal. If a company does not follow the standards set by Porto Seguro, it is considered unable to provide services to the company. [409-1] [414-1]

There are currently 8,165 companies deemed unsuitable and 4,558 considered fit to provide services to the company. In addition, the supplier is specifically approved for the service/product that will be acquired, even though its scope of operations is greater. During the approval, the area that is demanding the engagement is also requested to provide a technical analysis in order to determine the service capacity of the supplier in relation to the service to be engaged. [414-2]

There are also specific requirements per activity: graphic, clothing, waste disposal and furniture suppliers, which account for a large volume of purchases from Porto Seguro, are required to meet specific environmental assessment criteria – such as the presentation of the ISO 14,001 certification or specific documents and evidence on the proper disposal of their waste. [308-1]

At present, 4,300 service providers provide services to homes and businesses of customers and policyholders. Porto Seguro also has a Service School, which trains our service providers on technical and behavioral issues. In order to achieve excellence in



service, 5,858 face-to-face, registered courses, 42,451 hits to the platform and 24,430 completed training sessions were conducted.

Enviroment

Taking into account the company's business profile, some actions that could mitigate the impact of activities on the environment were identified. These include, but are not limited to, management of waste generated by the operation, the eco-efficiency program, which controls energy consumption and greenhouse gas emissions, and environmental education actions.

All these actions put into practice Porto Seguro's policy that sustainability should be incorporated into the routine and processes of all areas – whether business or corporate. In 2018, some of the key initiatives were as follows:



Automotive Waste Recycling Program

It provides for the recycling and proper disposal of hazardous wastes, such as greases, cooling water and automotive oil, generated in Automotive Centers and Repair Shops.



Selective Waste Collection and Recycling Program

It addresses all other materials generated by Porto Seguro, except those of organic origin, which are sent to landfills, as provided for by the applicable law. In 2018, 603 tons of waste were generated in branches and the head office, of which 252 tons (41.7%) were recycled.

Responsible Disposal

We achieved 76% disposal efficiency, an indicator used to verify that employees are disposing of waste correctly.



Renova Ecopeças

A Porto Seguro Group company that dismantles vehicles at the end of their useful life and recycles almost all parts and components. Parts in good condition or with minor defects return to the market, with origin identified and warranty. On the other hand, materials that cannot be reused are recycled by partners or specialized companies.



Card Recycling Program

Collection of cards used for recycling totaled 66,700 units in 2018 – which is equivalent to 8% of all credit cards issued by Porto Seguro.



Electronic Waste Recycling Program

During the service, customers living in the metropolitan region of São Paulo are offered the option to have electronic equipment they no longer use collected.

Recycled volume

2.8 tons of miscellaneous equipment such as mobile phones, laptops, cables and cameras were collected and recycled.



Earth Hour Program

It focus on saving electricity. The program determines that the lights of Porto Seguro's buildings should be turned off for one hour each working day, resulting in savings of over 826,163 kWh last year – which is approximately R\$ 446,128.00. [302-1]



Eco-points

In the Head Office Complex, sites are made available for employees to dispose of their own waste properly, such as:

Medication disposal

It enabled the incineration of 164 kg of medicines and the recycling of 90 kg of x-ray films.

Card recycling

In total, 10,810 cards were sent for recycling.

Cooking oil recycling

In all, 262 liters of oil were sent for recycling. As a result, the waste is transformed into biodiesel, thus avoiding the contamination of 6.5 million liters of water.

Battery recycling

In 2018, 594 kg of batteries were sent for recycling.

Porto Seguro is also part of the Brazilian GHG Protocol Program, which aims to stimulate corporate culture for the preparation and publication of inventories of greenhouse gas (GHG) emissions. The tool was originally developed by the World Resources Institute (WRI); its method is compatible with ISO 14.064 and the quantification established by the Intergovernmental Panel on Climate Change (IPCC).

Greenhouse Gas (GHG) Emissions in ton CO2 [305-1] [305-2] [305-3]	2016	2017	2018	Variation (2017 and 2018)
Scope 1	1,601	1,041	1,757	41%*
Scope 2	7,045	3,254	3,476	6%*
Scope 3	19,179	23,168	13,970	-66%

*Scope 1 and 2 emissions variation occurred due to increased inventory coverage, including Branch data.

Some emission reduction initiatives [305-5]

	Projetos de Redução de Emissões	tCO2e
Scope 2	Earth Hour Program Solar panels 2	61 2
Scope 3	Bicycle Service Light Tow Truck Service Right Step Program Electric vehicle Home Office Program for employees	199 2,478 5,785 52 9,956
	TOTAL	18,470



With the purpose of disseminating the concepts of social and environmental education among its employees, Porto Seguro held last year 42 actions, which addressed topics such as conscious consumption, selective collection, sustainability week and community garden, among others. 2,103 participations in these activities were accounted for. In addition, nine social and environmental meetings were held with groups of multipliers in corporate sustainability, training a group of 69 employees. Topics such as social business, eco-efficiency and field experiences were addressed, among others.



**Social and environmental
agents carried out
259
engagement actions**

Society

In line with the guidelines of its Social and Environmental Responsibility Policy, Porto Seguro aims to contribute to society, both through the voluntary action of its employees and support to social organizations. In 2018, some of the key initiatives in this regard were as follows:

Porto Volunteer

Through this initiative, the company encourages various forms of voluntary action, either individually or collectively, by its employees – within and outside office hours. In all, more than 600 employees participated in 283 recurring and timely volunteering actions. In addition, 379 donation campaigns were carried out last year throughout Brazil, involving all branches, which achieved the delivery of 149,000 items to 91,398 people in socially vulnerable situations.

Total 2,905 voluntary participations in over 165 institutions throughout Brazil.

Campos Elíseos+gentil Association

Campos *Elíseos+gentil* Association (The Campos Elíseos+kind Association), which takes care of janitorial actions in the streets of the Campos Elíseos district, in São Paulo (SP), carried out two social and educational civic responsibility actions that brought together 360 residents and local traders. In addition, the company supported the development of the association's app, available for desktop computers and smartphones, which serves as a channel for the population to warn about problems in the neighborhood. The results achieved with the initiatives were:

- 461 app downloads;
- 10,276 hits to the association's website;
- 1,150 action requests were submitted by neighborhood residents, traders and volunteers;
- 73% of cases solved by the competent agencies of the Sub prefecture of Sé.



Porto Seguro Institute

The Porto Seguro Institute is a non-profit organization focused on the development of children, youth and adults in a socially vulnerable situation in the Campos Elíseos district, in São Paulo (SP). It offers more than 15 professional training courses, as well as social, environmental and cultural initiatives. The key results in 2018 were:

- 1,193 students earning certificates, with 83% course completion;
- 31% were employed through professional training courses;
- **Young Apprentice:** first training class with 20 students;
- **Ação Educa Project:** 225 children supported after school;
- **Escola Empreendedora Project:** social incubator that helps train entrepreneurs in the field of sewing. Revenues in 2018 R\$ 490,000.

Crescer Sempre Association

Crescer Sempre Association (The Always Grow Association) provides care to preschool children who attend high school in the community of Paraisópolis, in São Paulo (SP). Porto Seguro is a partner of the initiative, contributing to the professional training of the participants:

- 733 students supported by professional training courses;
- 28 classes in 2018;
- **Jovem Crescer Project:** 168 students supported.

Porto Seguro Theater and Cultural Space

Porto Seguro's premise is to foster the development of culture and contribute to broadening people's access to quality content, which generates reflection and discussion.

In 2018, the Porto Seguro Theater presented 61 attractions in 311 sessions, attracting an audience of over 93,000 spectators. Porto Seguro Cultural Space, on the other hand, received more than 26,000 people for exhibitions, courses, experiences, workshops and lectures.



GRI 102 GENERAL DISCLOSURES	STANDARD		PAGE	OMISSIONS
Organizational profile	102-1	Name of the organization	06	
	102-2	Activities, brands, products, and services	06	
	102-3	Location of headquarters	06	
	102-4	Location of operations	06	
	102-5	Ownership and legal form	11	
	102-6	Markets served	06	
	102-7	Scale of the organization	06	
	102-8	Information on employees and other workers	35	
	102-9	Supply chain	41	
	102-10	Significant changes to the organization and its supply chain	There were no significant changes	
	102-11	Precautionary principle or approach	15	
	102-12	External initiatives	Brazilian GHG Protocol Program PSI (Principles for Sustainable Insurance) Sustainable Development Goals (SDGs)	
	102-13	Membership of associations	08	
Strategy	102-14	Statement from senior decision-maker	04	
	102-15	Key impacts, risks, and opportunities	15	
Ethics and Integrity	102-16	Values, principles, standards, and norms of behavior	18	
Governance	102-18	Governance structure	12	
	102-36	Process for determining compensation. Report whether compensation consultants are involved in determining compensation and whether they are independent of management	14	

GRI 102 GENERAL DISCLOSURES	STANDARD		PAGE	OMISSIONS
Stakeholder engagement	102-40	List of stakeholder groups	33	
	102-41	Collective bargaining agreements	100% employees are covered by collective bargaining agreements	
	102-42	Identifying and selecting stakeholders	33	
	102-43	Approach to stakeholder engagement	33	
	102-44	Key topics and concerns raised	33	
Reporting practice	102-45	Entities included in the consolidated financial statements	11	
	102-46	Defining report content and topic boundaries	49	
	102-47	List of material topics	03	
	102-48	Restatements of information	There were no restatements	
	102-49	Changes in reporting	There was no significant change from previous report	
	102-50	Reporting period	January 1 through December 31, 2018	
	102-51	Date of most recent report	October 29, 2018	
	102-52	Reporting cycle	Annual	
	102-53	Contact point for questions regarding the report	03	
	102-54	Claims of reporting in accordance with the GRI Standards	03	
	102-55	GRI Content Index	48	
	102-56	External assurance	This reporting cycle does not have an external audit	

MATERIAL TOPICS				
GRI 201 Economic Performance	201-1	Direct economic value generated and distributed	26	
	201-2	Financial implications and other risks and opportunities due to climate change	The company is aware of the relevance of climate change and integrates it into its risk management/ underwriting process. This risk is priced taking into account claims arising from weather events	
	201-3	Defined benefit plan obligations and other retirement plans	36	
	201-4	Financial assistance received from government	Porto Seguro does not receive direct financial assistance from the government	
GRI 203 Indirect Economic Impacts	203-1	Infrastructure investments and services supported	06, 26	
	203-2	Significant indirect economic impacts	26	
GRI 205 Anti-corruption	205-1	Operations assessed for risks related to corruption	100% operations undergo corruption risk assessments	
	205-2	Communication and training about anti-corruption policies and procedures	21	
	205-3	Confirmed incidents of corruption and actions taken	There were no occurrences of the type	
GRI 206 - Anti-competitive behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no occurrences of the type	
GRI 302 - Energy	302-1	Energy consumption within the organization	44	
GRI 305 Emissions	305-1	Direct (Scope 1) greenhouse gases (GHG) emissions	44	
	305-2	Indirect (Scope 2) greenhouse gases (GHG) emissions	44	
	305-3	Other indirect (Scope 3) greenhouse gases (GHG) emissions	44	
GRI 307 - Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	Not applicable	
GRI 308 Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	42	
GRI 401 Employment	401-1	New employee hires and employee turnover	35	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	36	

MATERIAL TOPICS				
GRI 402 - Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	There is no period defined	
GRI 404 Training and Education	404-1	Average hours of training per year per employee	38	
	404-2	Programs for upgrading employee skills and transition assistance programs	36	
GRI 405 Diversity and equal opportunity	405-1	Composition of Groups Responsible for Employee Governance and Discrimination (gender, age, minorities) - Diversity of governance bodies and employees	12	
	405-2	Ratio of basic salary and compensation of women to men	38	
GRI 406 - Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	Not applicable	
GRI 408 - Child labor	408-1	Operations and suppliers at significant risk for incidents of child labor	Not applicable	
GRI 409 Forced or compulsory labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not applicable	
GRI 410 Security practices in human rights	410-1	Security personnel trained in human rights policies or procedures	100%	
GRI 412 - Human rights assessment	412-2	Hours of employee training on human rights policies or procedures	41	
GRI 413 Local communities	413-1	Operations with local community engagement, impact assessments, and development programs	100%	
	413-2	Operations with significant actual and potential negative impacts on local communities	Not applicable	
GRI 414 Supplier social assessment	414-1	New suppliers that were screened using social criteria	100%	
	414-2	Negative social impacts in the supply chain and actions taken	42	
GRI 416 Customer health and safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable	
	416-3	Incidents of non-compliance concerning marketing communications	Not applicable	

MATERIAL TOPICS				
GRI 417 Marketing and labeling	417-1	Requirements for product and service information and labeling	We are currently working to make insurance policies more understandable and easily accessible to everyone.	
	417-2	Incidents of non-compliance concerning product and service information and abeling regulations and relative voluntary codes	Not applicable	
	417-3	Incidents of non-compliance concerning product and service information and abeling regulations and relative voluntary codes	Not applicable	



Overall project coordination

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