

## **SUL AMÉRICA S. A CORPORATE SUSTAINABILITY POLICY**

To reaffirm its commitment to sustainable development, Sul América S.A. and its subsidiaries (the Company) understand that, jointly with its stakeholders, has an important part to play to incorporate into business and disseminate environmental, social and governance (ESG) themes.

To achieve this objective, the purpose of this Policy is to guide actions and procedures necessary for the implementation of the sustainability strategy, as well as to present guiding principles for the operations of the Company.

### **1. PURPOSE**

- 1.1. To formalize the Company's commitment to the sustainable development of society and its business;
- 1.2. To establish guidelines for its current and future operations and relations;
- 1.3. To align the best practices of sustainability to the Company's strategy, positioning, business model and value proposal.
- 1.4. To disseminate the concept and principles of sustainability adopted by the Company to its most strategic stakeholders, and to engage them.

### **2. SUL AMÉRICA S.A. SUSTAINABILITY PRINCIPLES**

#### **2.1. Quality of customer care and services**

- 2.1.1. To train the customer care and services departments, and to encourage significant business partners, to build and maintain a culture of outstanding customer satisfaction;
- 2.1.2. To proactively identify and evaluate customers and brokers needs by means of continuing dialogue, incorporating their requirements into the Company operations whenever possible, speedily and transparently;
- 2.1.3. To present information to customers on products and services on a clear and intelligible way, establishing a relationship of trust and mutual respect;
- 2.1.4. To develop an attitude focused on solutions and conflict resolution in employees and service providers.

#### **2.2. Development of human capital**

The human capital of the Company consists of its employees, customers, brokers, service providers and the general public.

- 2.2.1. To develop, respect and value employees, encouraging an ethical behavior in working relations and quality of life at work and outside;
- 2.2.2. To provide opportunities for professional development and growth for our employees, business partners and members of the communities where we operate;

## **SUL AMÉRICA S. A CORPORATE SUSTAINABILITY POLICY**

- 2.2.3. To promote knowledge and engagement for sustainable development, contributing to the establishment of this culture among employees, brokers, service providers, customers and society.

### **2.3. Responsibility in the value chain**

The Company's value chain is made up of its suppliers, service providers, brokers, sales and marketing teams and customers.

- 2.3.1. To establish a relationship of trust, ethical behavior and partnership throughout the value chain, by means of constant dialogue and engagement;
- 2.3.2. To support and promote environmental, social and governance (ESG) best practices by means of criteria for hiring, incentives and training in the value chain;
- 2.3.3. To lead the engagement of partners in the value chain on the development of collaborative solutions for the challenges of sustainable development.

### **2.4. Innovation in products and services**

- 2.4.1. To innovate in the development and offer of products and services, in order to respond to the challenges of sustainable development, customer requirements and eventual changes in the market or the economy;
- 2.4.2. To promote the development of processes and tools to strengthen the capacity of individuals, families and organizations to respond to social and environmental challenges.

### **2.5. Financial education and the Conscious use of insurance**

- 2.5.1. To promote among its stakeholders the conscious use of insurance and the importance of financial planning, through educational initiatives and by supplying appropriate products and services;
- 2.5.2. To develop and provide tools to support financial education;
- 2.5.3. To promote and elucidate the social and economic role of insurance to society.

## **3. SUSTAINABILITY GOVERNANCE**

The sustainability governance structure is an integral part of the Company's corporate governance structure.

### **3.1. Main governance bodies**

- 3.2. *Board of Directors:* responsible for the approval of the Company's and its direct and indirect subsidiaries sustainability strategy, as recommended by the Sustainability Committee.
- 3.3. *Sustainability Committee:* as an advisory body to the Board of Directors, it is responsible for preparing and proposing the Company's sustainability strategy, as

## **SUL AMÉRICA S. A CORPORATE SUSTAINABILITY POLICY**

well as for recommending and monitoring the execution of actions for the implementation of this strategy.

- 3.4. *Sustainability Superintendence*: area responsible for coordinating, supporting and reporting on the sustainability strategy initiatives. The superintendence reports periodically to the Sustainability Committee.

### **4. COMMUNICATION AND ENGAGEMENT**

Sul América S.A. and its subsidiaries commit to communicate progress and challenges in a structured, transparent and systematic way, to encourage dialogue and strengthen its relationship of trust with stakeholders.

### **5. VOLUNTARY COMMITMENTS AND ACCOUNTABILITY**

Sul América S.A. and its subsidiaries undertake voluntary commitments that demonstrate its commitment to sustainable development and guide accountability to stakeholders and society in general. They are:

- 5.1. Principles for Sustainable Insurance (PSI) issued by the United Nations Environment Program Finance Initiative (UNEP-FI);
- 5.2. Principles for Responsible Investment (PRI);
- 5.3. Global Reporting Initiative (GRI);
- 5.4. United Nations Global Compact;
- 5.5. The ILO National Pact for the Eradication of Slave Labor;
- 5.6. The Green Insurance Protocol of the Ministry of the Environment, National Confederation of Insurers (CNSeg) and the Insurance Companies Union (SindSeg).

### **6. REVISION**

The Sustainability Committee is responsible for revising this Corporate Sustainability Policy, whenever needed to redefine principles so as to reflect the expectations of stakeholders and society challenges.

It is also the responsibility of the Sustainability Committee to verify compliance with the guidelines contained in this Policy, and to monitor their progress.

*Policy approved by the Board of Directors in April 2013.*