



Sustainability Report

Allianz Seguros 2024



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About the Report

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

The purpose of this **Sustainability Report** is to present to all audiences that interact with Allianz Seguros – customers, brokers, suppliers, business partners, employees, market institutions, government and regulatory bodies, among others – a faithful portrait of the company's activities between January 1 and December 31, 2024, with a focus on initiatives aimed at environmental, social and governance (ESG) topics.

The consolidated financial statements are disclosed within the scope of the holding company Allianz do Brasil Participações Ltda. and, as well as the sustainability report, consider the

Allianz Group, composed by Allianz Seguros SA, Allianz Saúde SA, Allianz do Brasil Participações Ltda, Brasil de Imóveis e Participações Ltda, and Corsetec Assessoria e Corretagem de Seguros Ltda. The financial report of the insurance companies (Allianz Saúde and Allianz Seguros) is reported semi-annually, according to the deadline established by SUSEP – the last disclosure occurred in February 2025.

Reflecting the alignment with Allianz Global in matters related to sustainability, this **Sustainability Report** shows how Allianz Brasil has been evolving in integrating the ESG agenda into its business strategy. The document shows the main figures achieved in 2024, as well as the projects put into practice

that are expected to show more robust results in the near future.

Special attention was given to the way how the company manages risks and opportunities for environmental issues, given the importance that climate change has been assuming around the world in recent years and its direct impact on insurance activity.

Likewise, Allianz pays constant attention to the social aspect – which encompasses from its employees, brokers and suppliers to society as a whole. Examples of this are actions for community development through corporate social investment, volunteer activities made possible by monthly donations of funds by company employees to the Associação Beneficente dos Funcionários do Grupo Allianz (ABA), and participation in emergency support, such as that provided to the NGO Parceiros Voluntários (Voluntary Partners), in Rio Grande do Sul.

Finally, the Report presents the governance model adopted by the company, guided by principles of

ethics, transparency, and compliance with industry rules and the country's legislation; and its risk-management structure, modeled in a way to predict, avoid or mitigate occurrences that may represent negative impacts to its operations or its policyholders, always in line with Brazilian legislation – in special Circular 666/2022 by the Superintendence of Private Insurance (SUSEP) – and international rules, such as the Corporate Sustainability Reporting Directive (CSRD) of the European Union, which determines the yearly publication of their ESG impacts and activities' reports.

This Report follows the guidelines of the *Global Reporting Initiative* (GRI) and some indicators of the *Sustainability*

Questions or comments regarding the Sustainability Report should be sent to: sustentabilidade@allianz.com.br



MESSAGE FROM THE CEO

A legacy of trust in Brazil

GRI 2-22

The year 2024 was special for **Allianz Seguros**. We celebrated 120 years of presence in Brazil, a trajectory built on solidity, resilience and commitment. More than a historic milestone, this moment reinforces our ability to evolve in the face of challenges and continue being a reference in the market.

But we know that our responsibility goes beyond that. As a company, we have the duty of contributing to a more just and sustainable society. Therefore, we remain steadily in our commitment to the best environmental, social and

governance (ESG) practices, promoting diversity and inclusion on all levels of the organization and promoting initiatives to protect and strengthen the communities where we operate.

We believe that sustainability and growth go hand in hand. And, with this vision, we continue working to build a safer future for everyone.

With a successful diversification strategy, the continuous improvement of our offerings, and the growth of our customer base – combined with the reduction of claim rates – we enhanced our profitability and expanded our market share in Brazil. A reflection of

this progress is reflected in the Allianz Brand Tracking survey, conducted in partnership with Kantar, which showed significant growth in the our brand's attractiveness.

We are a company that has a deep knowledge of the Brazilian market and a solid, long-term commitment to the country. Our presence for 120 years is a proof that the pillars that support us – solidity and financial resilience – will continue to guarantee our ability to face new economic and historical scenarios in the future.

To make Allianz Seguros even more agile and profitable, we remain focused on operational excellence, on the continuous improvement of our governance and, above all, on strengthening the trust of our employees, partners and customers.

We believe that active listening and sharing experiences are essential for us





to move forward together and build an even more sustainable and safe future.

Another essential journey for us is that of sustainability. Always aligned with the Group's global requirements, we are moving towards a more strategic approach, deeply integrating environmental, social, and governance (ESG) issues into our business. In a world increasingly impacted by the climate emergency and extreme events, we are developing models that allow us to understand and mitigate these risks.

In line with Allianz's global strategy, we believe we can actively contribute to preserving the environment and transitioning towards a low-carbon economy. We do this through innovative products, awareness and education initiatives, as well as concrete actions in our operations. In 2024, for example, carbon emissions per employee were 59% lower compared to 2019. In the same period, considering the average per person, water consumption fell by 75% and energy consumption by 48%, and waste generation decreased by 68%. It is worth noting that the

electricity used in our offices in São Paulo and Rio de Janeiro is totally renewable. Our commitment is clear: acting responsibly today to ensure a more sustainable future.

Equally, in 2024 we made progress in building a more diverse, egalitarian, and inclusive work environment. In addition, we will continue to strengthen initiatives that promote the well-being of our employees, encouraging the exchange of ideas, personal and professional development, and an environment that stimulates innovation and excellence.

In 2024, we also had reason to rejoice about two important achievements. We celebrated the 30th anniversary of the Associação Beneficente dos Funcionários do Grupo Allianz (ABA), an initiative that has already impacted more than 10,000 people, supporting their education and preparing them for the job market. We also celebrated the tenth anniversary of Allianz Park, our first naming rights in Brazil and Latin America, a true success story as a multipurpose arena, providing unforgettable experiences to millions of

people.

Finally, I would like to thank everyone who contributed to our success throughout the year: our employees, who, with dedication and talent, ensure the excellence and innovation that set us apart; our brokers, essential partners in our journey, whose performance was decisive in expanding our presence in the market; our suppliers, who walk alongside us in delivering high-quality solutions; entities in the insurance sector, with whom we share commitments and advances; and, of course, our customers, who are our greatest motivation to keep innovating and improving our products and services.

Happy reading!

Eduard Folch
Chairman of Allianz Seguros



In a world increasingly impacted by climate emergency and extreme events, we are developing models that allow us to understand and mitigate these risks. Aligned with Allianz's global strategy, we believe we can actively contribute to the transition towards a low-carbon economy.





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The Company





Foreword

In 120 years of operation in the national market, Allianz has become a name that inspires trust among Brazilians. **In 2024, it further integrated environmental, social, and governance (ESG) aspects** into its business strategy – after all, climate change poses significant challenges for the insurance industry and is considered a strategic priority by the company.

The highlights in 2024 were the implementation of the European sustainability reporting standard (the Corporate Sustainability Reporting Directive, or CSRD), the completion of a materiality study, which allowed to identify the most relevant topics for Allianz Seguros' activities, and the establishment of an analysis process for the underwriting teams, in order to condition the acceptance of clients based on ESG aspects and reputational risks. In addition, in 2019, targets were set to reduce greenhouse gas (GHG) emissions, improve energy efficiency and have an executive fleet composed entirely of electric or hybrid vehicles.

Regarding social issues, Allianz Brasil initiated actions to increase female participation in executive positions in the company, reinforced well-being actions aimed at employees, and introduced a series of leadership training programs and initiatives focused on physical and mental health.

120 years



In addition, the company maintained its strong support for the Associação Beneficente dos Funcionários do Grupo Allianz (ABA), which completed 30 years of operation ensuring to children, adolescents and adults in vulnerable situations the access to education, culture, technological innovations, and sustainable practices.

In terms of business, 2024 saw very positive results: the company's consolidated net profit increased by almost 150%, reaching BRL293.4 million, and its client base reached 3.07 million – an increase of 10.27% compared to the previous year.

Throughout the year, Allianz Seguros began a business journey of transformation, acceleration, and growth, with the aim of preparing the company to be a reference in the Brazilian insurance industry by 2027. Its results were obtained through a solid business vision, which offered

customers products that met their needs and expectations, and the application of an efficient underwriting strategy that allowed to reduce loss ratios by 4.9% along the year. As a result, the motor, rural and life segments presented very positive performances, which directly contributed to Allianz Seguros recording a historic year.

In addition, in 2024 the largest brand investment ever made by Grupo Allianz in Brazil completed ten years. It is the multipurpose arena Allianz Parque, in São Paulo, whose naming rights contributed to the brand's recognition in the country. Having a physical space also fosters an emotional and direct relationship with the consumer.

This Sustainability Report recaps Allianz Seguros' top highlights throughout the year, recording its achievements and detailing its ongoing sustainability journey.





Description and Strategy

GRI 2-1, 2-6

Allianz Seguros SA offers services, products and solutions to meet the needs and expectations of its customers. The company is part of Allianz Group, one of the largest global providers of financial services, mainly in the insurance and asset management industries, and also a global reference in sustainability.

[Read more in the side box](#)

In Brazil, Allianz has 1,895 permanent employees, a team of more than 30,000 brokers and more than 50 branches located throughout the country. Headquartered in São Paulo, Allianz Seguros stands out in the motor segment, with more than 2.6 million insured vehicles. The types of insurance include property, personal, business and major risk products, among others.

[See the complete list on page 12](#)

In order to offer solutions aligned with the needs and expectations of its clients, the company offers, in addition to its diversified portfolio of insurance options, a series of auxiliary services. These include technological tools that allow for faster service and 24-hour assistance services.

Allianz Seguros also stands out for sponsoring social, cultural and sports initiatives. Examples of this are the creation, in 1994, of the Associação Beneficente dos Funcionários do Grupo Allianz (ABA), which has already assisted more than 10,000 children and adolescents, the acquisition of naming rights for the Allianz Parque multipurpose arena in São Paulo, and the sponsorship of three Olympic athletes, one of them a para-athlete.

The Allianz Group

- Founded in 1890 in Berlin (Germany), Allianz Group is among the biggest insurance and asset management companies in the world, with approximately 125 million clients – both corporations and individuals – in 70 countries.
- In the fiscal year of 2024, Allianz Group generated business of:



€ 179.8 billion

(high of 11.2% compared to 2023), and operating profit of

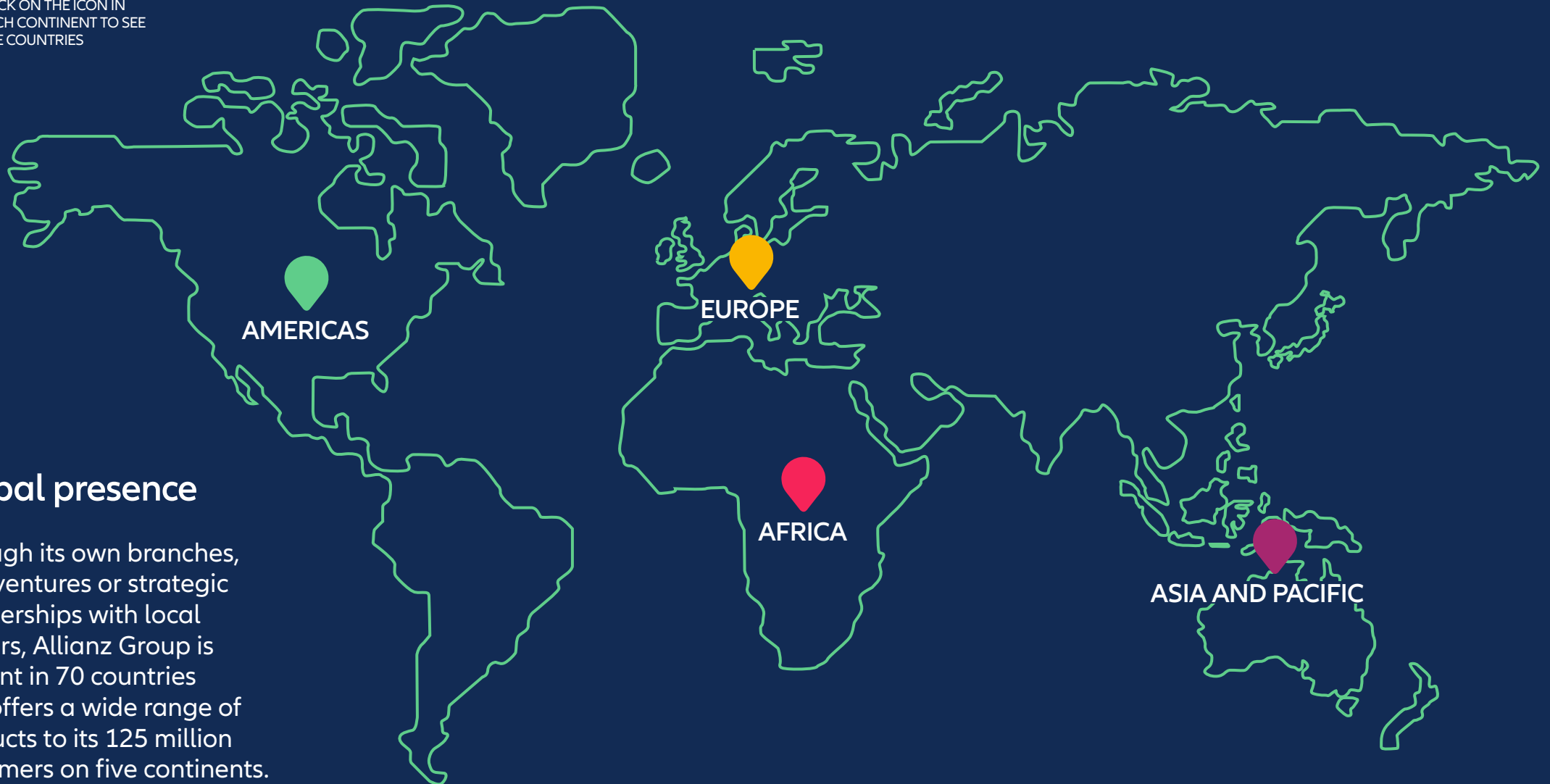
€ 16 billion

(high of 8.7%)

- With the strategic objectives of business growth, expansion of the profit margin and efficiency of invested capital, the Allianz Group has a strong commitment to sustainability in its three dimensions: environmental, with understanding climate change and its impact on its activities, in addition to ambitious plans to reduce emissions generated by the Group; social, through a focus on improving relationships with its various stakeholders and promoting a diverse, inclusive work environment that allows for the development of its employees; and governance, with the promotion of trust, the result of processes, policies and assertive leadership.
- Currently, the group is one of the leaders in the insurance segment in the Dow Jones Sustainability Index, and is an official sponsor of the Olympic and Paralympic Movements.



CLICK ON THE ICON IN EACH CONTINENT TO SEE THE COUNTRIES



Global presence

Through its own branches, joint ventures or strategic partnerships with local players, Allianz Group is present in 70 countries and offers a wide range of products to its 125 million customers on five continents.



Presence in Brazil

2024 NUMBERS



+ 1,800
employees



+ 30,000
registered brokers



+ 2,000
suppliers



+ 1 MILLION
services per year



+ 1.3 MILLION
new customers



+ 3 MILLION
active customers



+ 3.3 MILLION
policies



BRL 293.4 MILLION
in profit



+ BRL 9 BILLION
in premiums



Allianz Products in Brazil



Motor



Motorcycle



Fleet



Truck



Residence



Life, Benefits,
Travel Insurance,
SME Life and
Group Life



Personal
Accidents
(individual)



Personal
Accidents
(collective)



Corporate
SME



Real
Estate



Housing



Condominium



National and
International
Transportation



Civil Liability
of Carriers



Imported
Cargo



Professional Civil
Liability (E&O)



Civil Liability of
Directors and
Officers (D&O)



Financial
Fraud (BBB)



General Civil
Liability



Cyber
Risks



Engineering
and
Construction



Miscellaneous
Risks



Film
Production



Events



Corporate
Business



Named
Risks



Operational
Risks



Crop



Rural
Properties



Agricultural
Equipment



Highlights in 2024



Completed
120 years
of operations in Brazil



Elected the best
company by Estadão
Best Services award in
the "Insurance
Companies" category



Reduction in the
environmental
impact of operations:

48%
less energy
consumption,
75%
less water use and
68.25%
less waste
produced



30 years
of operations
by Associação
Beneficente dos
Funcionários do
Grupo Allianz (ABA)



10 years
of operations
of the Allianz Parque
multipurpose arena
in São Paulo (SP)



8pp growth
in the attractiveness
of the Allianz brand,
6pp in purchase
consideration, and 2pp
in spontaneous
knowledge
(Kantar, 2024)



Recognitions 2024

A major milestone in the recognition of Allianz Seguros by the Brazilian market was its first place in the Insurance Companies category in Estadão Best Services Award's ninth edition, granted by newspaper "O Estado de S. Paulo." The choice was based on a national survey that analyzed consumers' experiences in various segments of the economy.

In addition, the company received 14 of the 43 trophies granted by the Insurance Brokers Union of the State of Santa Catarina (Sincor-SC) in the Best of the Year award for the Santa Catarina Insurance Market. Sincor-SC also recognized the commercial director for Brazil's southern states, Luciano Ambrosini, as the Best Director/Superintendent of an Insurance Company.



1st place

in the Insurance Companies category at Estadão Best Services Award





Timeline

1904

• The Companhia de Seguros Terrestres e Marítimos Brasil (Land and Maritime Insurance Company of Brazil) is founded in Rio de Janeiro, with a minority stake held by AGF.

1900

1930

• The Brasil Companhia de Seguros Gerais Brasil (Brazil Company of General Insurance) is renamed Brasil Seguros.

1993

• AGF Seguros Brasil is acquired by the French Group AGF, and is then called AGF Brasil Seguros.

1994

• The AGF Employees' Charitable and Welfare Association (Associação Beneficente e Assistencial dos Funcionários da AGF) is created, currently the Associação Beneficente dos Funcionários do Grupo Allianz (ABA).

2008

• Change of brand to Allianz Seguros.

2000

1997

• Global merger of AGF with the Allianz Group, leading the Brazilian company to change its name to AGF Seguros – Allianz Group.

2012

• The Allianz Group now has a reinsurer in Brazil, Allianz Global Corporate & Specialty (AGCS).

2010

2013

• Acquisition of the naming rights to the Palestra Italia Stadium, popularly known as Parque Antarctica, in São Paulo (SP) – which was renamed Allianz Parque. It was the largest investment in a brand in the history of Allianz in Brazil.

2020

2020

• Acquisition of the motor and retail non motor-market products operations of SulAmérica Automóvel and Massificados.



Vision of the future

In 2024, Allianz Seguros strengthened its presence in Brazil and saw an increase in positive brand recognition in the country, both by customers and the market. There was also a process of accelerating Allianz Seguros' growth, in parallel with a journey of cultural transformation – which resulted in the redesign of the company's management and its internal processes. Maintaining this expansion in the Brazilian market and following this journey will be always important components of the insurer's vision for the future in the coming years – always having the customer at the center of its business.

In this sense, Allianz intends to become a reference in the Brazilian insurance market through the quality of its products and services, agility in its processes, integrity and respect in business, continuous innovation and the deepening of its sustainability journey. After all, the insurance activity has a social purpose, and the company's aim is to ensure the future of all people – and, for this, it must have solidity and trust.

By 2025, Allianz Seguros intends to further diversify its portfolio of products and services, focusing on lines such as Residential, Business SME, Condominium, Rural and Life. In addition, it will go on investing in cross-selling strategies and new clients in Brazil, seeking double-digit growth in premiums and improvements in loss ratios and profitability, within a sustainable growth trajectory.





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Allianz's Business





Products and solutions

GRI 2-6 / SASB FN-IN-000.A

Allianz Seguros assists several market segments, including individual clients, small and medium-sized companies and large corporations, throughout the country. With almost 3 million active clients and more than 3.3 million policies, the company totaled more than BRL 9 billion in premiums during 2024.

Its main lines of action in the Brazilian market are as follows:

Product Development	<ul style="list-style-type: none">• More than 20 products in property and personal insurance, including protection for cars, homes, life, businesses, condominium, agriculture and transport, among others.
Marketing and Sales	<ul style="list-style-type: none">• Sales are made by brokers, banks, cooperatives and partner car manufacturers through various channels, such as Allianznet, Webservices and digital platforms (APIs). In the Marketing front, it sponsors the Olympic and Paralympic Movements and has the naming rights for Allianz Parque, in São Paulo (SP).
Underwriting and Risk Assessment	<ul style="list-style-type: none">• Underwriting and risk assessment to ensure that policies are adequate and priced correctly. This way, it is possible to maintain the company's financial sustainability and ensure that each policy has a fair premium for the insured asset.
Claims Management	<ul style="list-style-type: none">• Establishment of processes for service fast and fair claims settlement through online channels and telephone service, throughout the entire compensation process.
24h Assistance	<ul style="list-style-type: none">• In partnership with Allianz Partners, emergency services are provided when policyholders need support, via telephone and online, including WhatsApp.
Service	<ul style="list-style-type: none">• Provision of customer self-service channels, such as an app and online chat, in addition to telephone support. Assistance is also provided to brokers in order to offer the best service to their clients.
Communication	<ul style="list-style-type: none">• Customers receive communications to update them on insurance news, releases, benefits and advantages, besides monitoring messages on requested services, payment and policy status.

Policies in force in 2024 by product line*



Motor

2,499,741



Personal Lines

656,608

Corporate Lines

98,613



Life

110,773

Health

1,175

*3,256,137 policies refer to assets and liabilities and 110,773 to the life segment.





Institutional connections

GRI 2-28

Allianz Seguros maintains a robust relationship strategy with institutions in the sector and other areas through participation in events, workshops, panels, sector committees and press actions. In this way, the company has been successful in conveying a message about its cultural transformation, diversity and inclusion actions, and the relevance of the insurance industry for economical sustainability.

It makes part of the National Confederation of General Insurance, Private Pension and Life, Supplementary Health and Capitalization Companies (CNseg), the National Federation of General Insurance (Fenaseg), the Brazil-Germany Chamber of Commerce and Industry, the Union of Insurance and Reinsurance Companies (Sindsegs), and the Brazilian Association of Business Communication (Aberje).

In 2024, Allianz Seguros strengthened its relationship with the media. This strategy of getting closer to journalists specializing in the segment resulted in an approximately 19.2% increase in news about the company and its products, comparing to the previous year. The topic that obtained the best result among the suggested agendas was related to human resources, with a 30% increase compared to 2023.





Financial performance

Brazilian economic scenario

Exceeding projections, the Brazilian economy showed a 3.4% growth in Gross Domestic Product in 2024. Another positive highlight was the drop in the unemployment rate to 6.2% in the quarter ending in October – the lowest historical level, according to the Brazilian Institute of Geography and Statistics (IBGE).

On the other hand, inflation showed an accumulated increase of 4.71% in the year, according to the National Broad Consumer Price Index-15 (IPCA-15), calculated by IBGE. This percentage exceeded the 3% ceiling set by the Central Bank (BC), which led to the resumption of the increase in the basic interest rate (Selic), which reached 12.25% a year by the end of 2024. Concern about the fiscal scenario also marked the period,



BRL 751.3 billion

was the sector's revenue in 2024



15.6%

was the increase in the personal segment

and led to the announcement of a package of spending cuts by the federal government in November. At the end of the year, the Brazilian real depreciated against the US dollar, whose exchange rate exceeded BRL 6.



Insurance activity

Given this scenario, the insurance sector in Brazil experienced an expansion trend throughout the year. According to data from the National Confederation of Insurers (CNSeg), the insurance market's revenue in 2024 totaled BRL 751.3 billion (considering insurance, pension plans, capitalization and supplementary health), which represented a growth of 12.2% compared to the previous year.

According to CNSeg, BRL 504 billion in compensations was paid throughout the year, an increase of 7.8% compared to 2023. The highlight was the personal segment, which registered a 15.6% increase, reaching BRL 270 billion. The Damage and Liability sector also showed expansion, totaling BRL 134.4 billion in revenue, 7.4% more than in 2023.



Allianz Seguros

Given this scenario, Allianz Seguros also experienced a very positive year. While in 2022 the company was still dealing with the effects of the Covid-19 pandemic on the market, the following year it began to implement plans to review its operations – a learning experience that was fully realized in 2024. In that year, Allianz Seguros presented a strong performance in several business lines: Personal Insurance (25%), Business Insurance (17.4%), Life (28.5%), and Motor (6.7%), demonstrating the commitment to diversifying its portfolio. Significant growth was also observed in its MidCorp portfolios.

An important factor that contributed to those results was the company's decision, still in 2023, to no longer operate with health insurance in Brazil – which led to the end of the sale of new plans and renewal of Allianz Saúde contracts. It followed the strategy of expanding its operations in other segments within some lines, such as Motor, for example, and expanding the regional reach of Rural insurance. It also invested in customization, according to the needs of customers, in Life insurance. Additionally, there was a reduction in the loss ratio – which was possible thanks to an efficient execution of the underwriting process that contributed decisively to improve the company's profitability.

The loss ratio went from 62.7% to 57.8%. This was possible thanks to the understanding of the need to calibrate the pricing of products according to the customers' risk level, seeking a more competitive position in the market; and more structured claims management,

with a differentiated service network of providers that offer customers favorable price and quality conditions.

As a result, Allianz Seguros' revenue from premiums grew by 7.6% between 2023 and 2024, reaching BRL 9.187 billion. Consolidated operating income more than doubled, reaching BRL 474.18 million, and consolidated profit before taxes and profit sharing was BRL 475.36 million (a 107% increase).

The company's consolidated net income in 2024 totaled BRL 293.4 million, an amount that exceeded the previous year's result by almost 150%, when it reached BRL 117.5 million.



150%

was Allianz's profit growth compared to 2023

BRL 9.18 billion

was the revenue from earned premiums

28.5%

was the increase recorded in the Life segment

4.9 pp

was the drop in the claims ratio in 2024



Business Highlights

The Motor segment had an impressive performance throughout the year, with a growth rate 6.8% higher than the market average. This result was mainly due to the portfolio diversification, which also focused on the Fleet, Motorcycle and, especially, Truck and Heavy Vehicle segments – all with a higher average ticket than light vehicles.

The regional spread, combined with a rigorous underwriting strategy – essential to mitigate the volatility of loss rates

– contributed to Rural insurance also presenting positive results in 2024.

These initiatives were especially important considering the effects of climate change on Brazil, which has challenged insurers to diversify risks and improve acceptance processes, while rural producers seek to expand their coverage.

Another sector that stood out in 2024 was Life, which benefited from the launch of the

Personalized Offer. In it, customers can choose the coverage, values and assistance that best suit their needs. Launched on the market in March, this product was already the most contracted within the Individual Life modality options just three months after its launch.

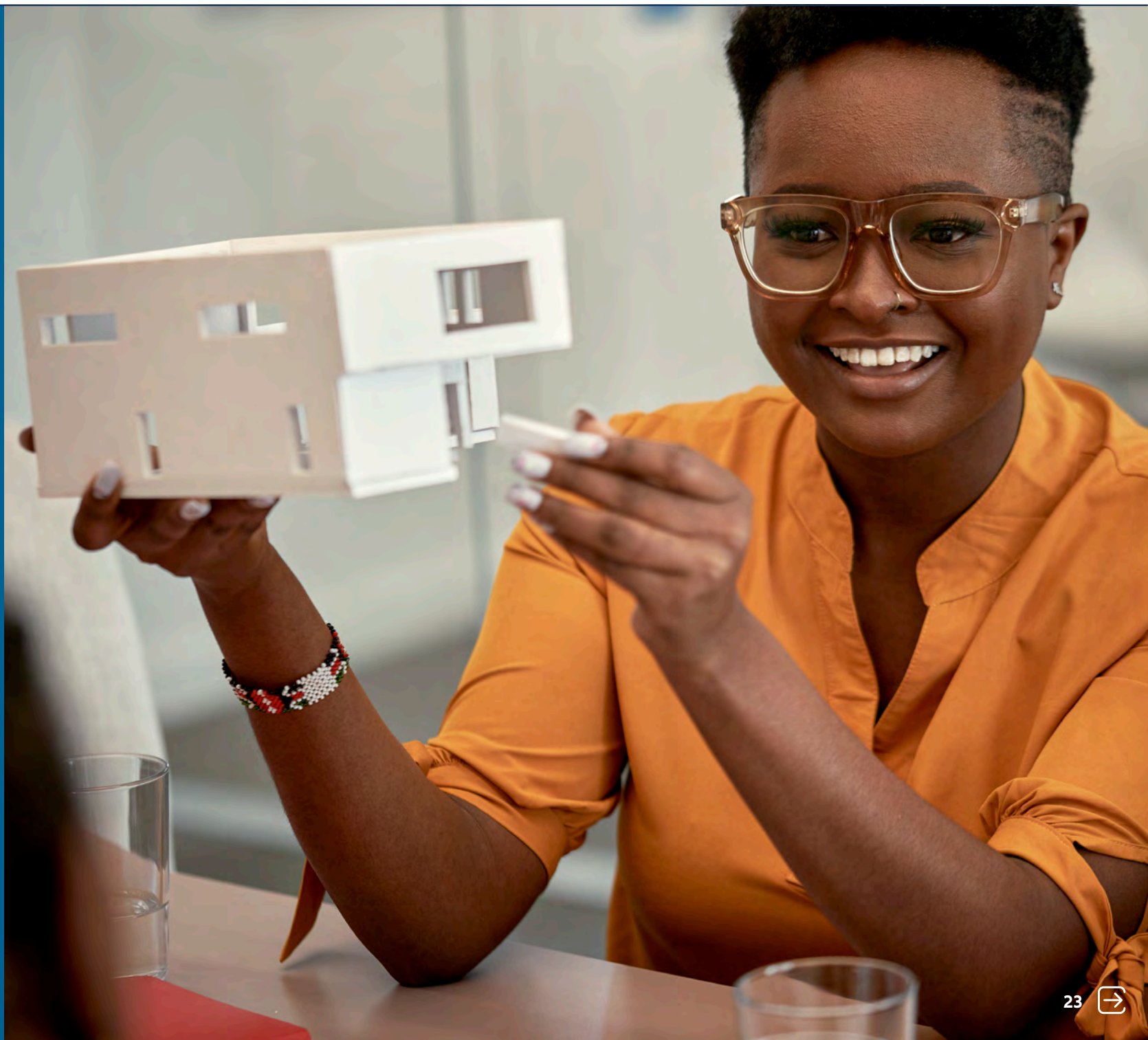


6.8%
was the growth rate
of the Motor sector



Innovation

Allianz Seguros' investment strategy in Brazil has focused on the digitalization of its processes and the development of innovative technological solutions that permit to make the company's operations more agile, increase the level of customer satisfaction and provide more precise instruments for the risk management process.





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ESG Strategy





Sustainable Approach

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

Operating in the insurance market, Allianz Seguros understands the importance of adopting a perspective that takes into account environmental, social and governance (ESG) factors. In line with the global positioning of the Allianz Group, the company goes one step further. It acts with a firm commitment to integrating sustainability into its business strategy, enabling the reduction of risks and the capture of opportunities in underwriting, claims, investment and asset management. In addition, the focus on ESG issues also ensures the fulfilment of the organization's corporate values, demonstrates responsibility in

the decision-making process and in interactions with all stakeholders – customers, employees, brokers, suppliers, business partners, and the society in general.

The Investment Policy includes in its general rules that it must consider social, environmental and climate criteria in decision-making, aligning investments with strategic sustainability goals, such as climate neutrality and environmental protection. It also specifies prioritization, whenever possible, of investments that promote sustainability and the transition to a low-carbon economy. Resilience to climate risks must be considered in the capital structure and liquidity position. A Local Investment Management Committee ensures that these guidelines are being followed.

Allianz is not exposed to derivatives and does not provide securities as collateral. An important risk management tool is the stress test of the most significant variables for the stability of liquidity solvency, definition of tolerance limits and frequent monitoring. They are based on indicators with a probability of occurrence in the medium term (up to five years), considering variables such as increased interest rates, higher loss ratio and the risk of default of exposed banking institutions and reinsurers.

Allianz Seguros' Sustainability Policy, on the other hand, was guided by SUSEP's Circular 666 and the company's global practices. The policy identifies the way how the company deals with the topic on a daily basis, in environmental, social and governance aspects, always integrated with Allianz's activities. In

addition, the universal principles that are followed within the company involve a commitment to human rights, the adoption of good practices in business and governance, and the participation in global sustainability initiatives, such as the United Nations Global Compact.

Another important point is the implementation at Allianz Seguros of the guidelines from the Corporate Sustainability Reporting Directive (CSRD), the European Union legislation that determines the yearly publication of reports on its ESG impacts and activities.

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Sustainability Policy

GRI 2-23, 2-24

Environmental, social and governance (ESG) topics are integrated into all of Allianz Group operating entities and global lines, through directives and processes in its units around the world. This stance stems from the company's own need, as an insurer, to have a full understanding of how to reduce risks and capture opportunities in underwriting, claims, investment, and asset management. Therefore, Allianz Seguros' focus on ESG issues supports the company's business and strategy, while ensuring compliance with corporate values, thus acquiring a responsible role in its decision-making process.

In order to establish how this integration occurs within the company, Allianz Seguros has a Sustainability Policy that establishes the principles by which sustainability is aligned with the company's strategy and practices – guiding not only its dedication in conducting business, but also its internal procedures and relationships with stakeholders. The document, aligned with the Allianz Group guidelines and the requirements of Circular 666/2022

from the Superintendence of Private Insurance (SUSEP), is regularly reviewed and updated, and was approved by the Executive Committee and the Board of Directors. The policy applies to all internal areas and processes and is present in corporate sustainability commitments, in the promotion of diversity, equity and inclusion, in supplier management and in the development of new products.

When establishing how ESG themes are integrated into Allianz Seguros' strategy, the Sustainability Policy takes into account four approaches:

- ➔ Furthermore, Allianz Seguros' Sustainability Policy is based on the UN Global Compact's ten principles on human rights, labor, environment and fighting corruption; on the guidelines of the Organization for Economic Cooperation and Development (OECD) for multinational companies, aimed at their commitment to responsible business practices; and on the global standards Principles for Sustainable Insurance (PSI) and Principles for Responsible Investment (PRI).

SUSTAINABILITY

- In order to bring positive impacts to society, the economy and the environment, Allianz prioritizes three UN Sustainable Development Goals: SDG 8 (Decent work and economic growth), SDG 13 (Climate action), and SDG 17 (Partnerships for the goals).



SOCIAL

- In line with the Group's purpose, summed up in the motto 'We secure your future', Allianz aims to be the most reliable partner in protecting and increasing its stakeholders' assets.



CLIMATE

- Based on the Allianz Group Climate Change Strategy, which integrates climate considerations across the organization and its business areas, this approach seeks to strengthen climate action through collaboration with private and public partners.



INTEGRATION OF SUSTAINABILITY

- A commitment to consider ESG topics in a comprehensive way, both in the company operations and in its insurance, investment and asset management businesses. This approach involves global rules and processes, as well as a review of the Risk Management and Sustainability framework.





Communication of the policy to stakeholders

Employees

- Through mandatory and non-mandatory training on internal development platforms, communication channels such as intranet, corporate emails and strategic meetings. Failure to comply with the guidelines mentioned in the Sustainability Policy can be reported via the reporting channel, a confidential space for reporting inappropriate practices.

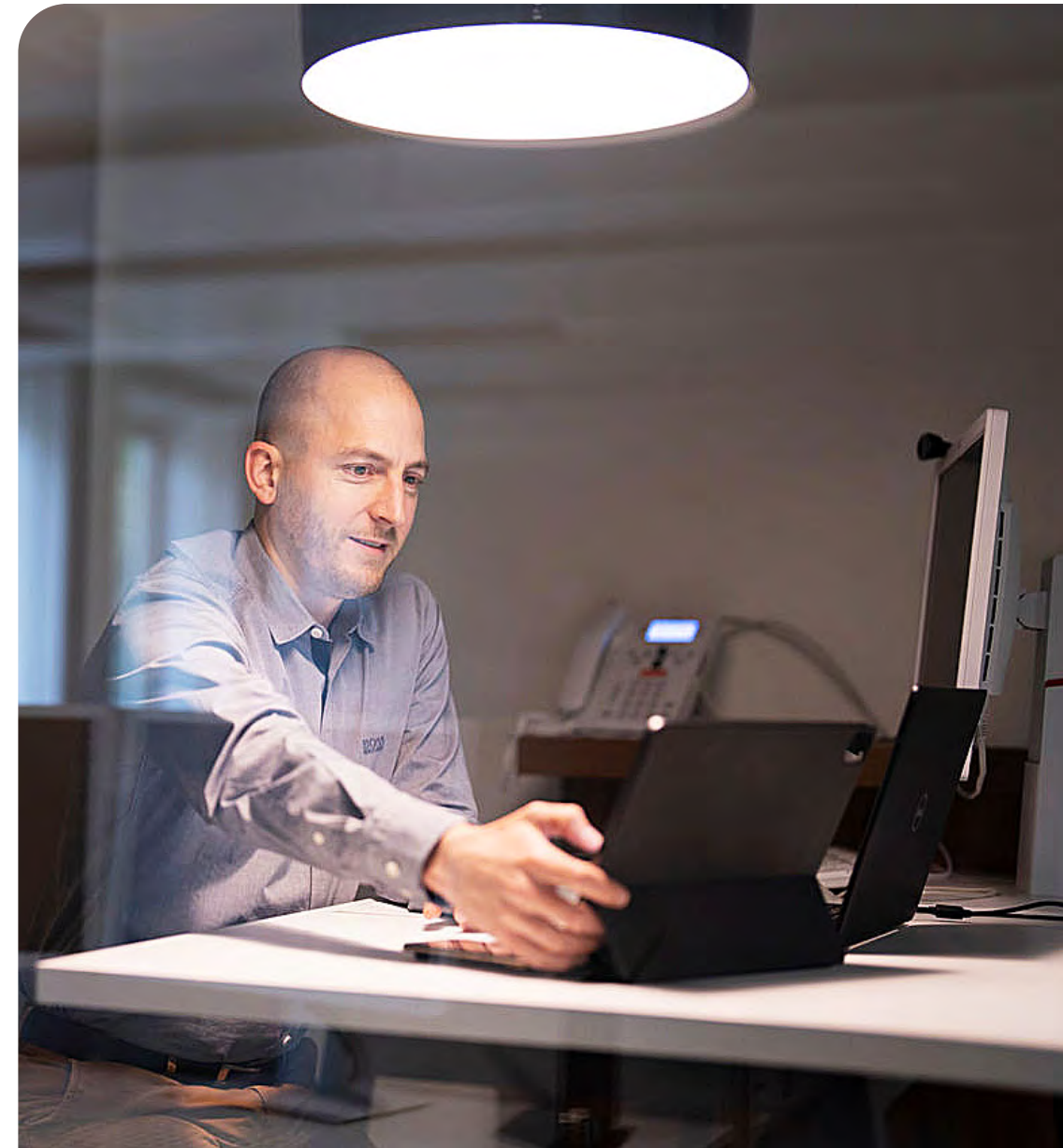
Business Partners

- To ensure that suppliers and business partners' practices are aligned with the policy principles, the company includes requirements on sustainability and human rights in signed contracts. It also conducts audits and monitoring to assess partners' compliance with sustainability commitments.

Other Stakeholders

- The policy is made available on the official Allianz website, facilitating the access of customers, investors, and civil society. Moreover, we keep a constant dialogue with customers, regulators, NGOs and other stakeholders to promote best sustainable practices.

[➞ The Sustainability Policy can be accessed here.](#)





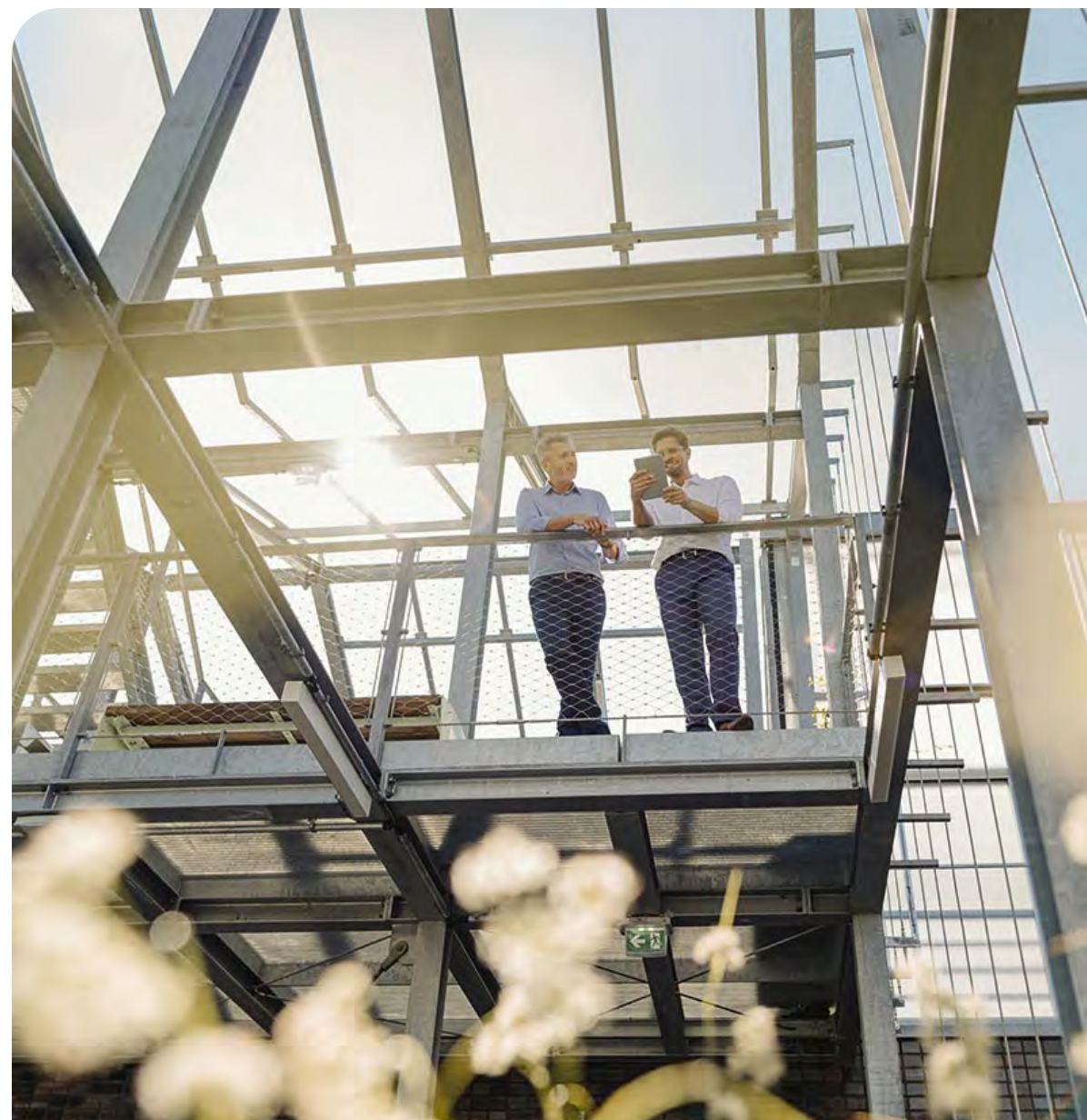
CSRD

The Corporate Sustainability Reporting Directive (CSRD) is a European Union legislation that came into force in January 2023, replacing the Non-Financial Report Directive (NFRD). It elevates sustainability reporting to the level of financial reporting and requires that, starting in fiscal year 2024, companies report annually on their impacts and activities related to ESG aspects, i.e., the first report, on the fiscal year 2024, will be published in 2025.

The standard applies to around 50,000 EU companies – ranging from large corporations to small and medium-sized companies listed on stock exchanges, as well as some companies outside the bloc. The directive enables the European Commission (EC) to define a common reporting framework for non-financial data – the European Sustainability Reporting Standards (ESRS), which in turn is based on international standards such as the International Sustainability Standard Board (ISSB), the Global Reporting Initiative (GRI), the Sustainability Accounting Standards

Board (SASB), and the Task Force on Climate Related Financial Disclosures (TCFD).

At Allianz, the process of adapting to the CSRD began in July 2024, when all parties in the data collection and validation process and internal controls implementation were engaged. Then, throughout the second half of the year, the areas were prepared to fill any gaps identified by an external consultancy and possible questions from the external audit. In this sense, the integration of the areas was a key factor in the successful implementation of the guidelines.





Transparency and reporting

Allianz Seguros is committed to providing transparency to the actions and results of its sustainability integration strategy, including its participation in ESG indexes and standards. The Allianz Group is part of the Dow Jones Sustainability Index, MSCI ESG, Sustainalytics, ISS ESG, ISS Quality Score, FTSE4Good, and PRI, among others.

The publication of this Sustainability Report is part of this commitment, as much as its annual update and availability on the company's institutional website.

Public commitments

In addition to adopting sustainable practices and seeking to act as their inducer in society, by requiring environmental compliance standards from its customers, business partners or suppliers (as is the case, for example, with the use of reconditioned parts), the insurer also seeks to disseminate the importance of the ESG topic through public commitments. Allianz Group is a signatory to the Principles for Sustainable Insurance (PSI) and the Principles for Responsible Investment (PRI), as well as a member of the Net Zero Asset Owner Alliance and the Global Investors for Sustainable Development Alliance, and a member of the United Nations Global Compact.





Sustainability Governance

GRI 2-12, 2-13, 2-14

The sustainability governance model at Allianz Seguros is aligned with both national regulatory requirements and the Allianz Group global guidelines. Thus, the Executive Committee and the Board of Directors are responsible for approving the Sustainability Policy, disseminating it throughout the company and ensuring that it is aligned with the strategic objectives, other policies and business and operations. They are also responsible for ensuring that the performance assessment mechanisms and the compensation structure of Allianz Seguros do not encourage behaviors incompatible with the Sustainability Policy; and for approving the Sustainability Report.

The Executive Committee approves sustainability goals, often following the guidelines established globally by the Allianz Group, and monitors them. This approach ensures strategic coherence between local operations and the group's global sustainability goals. It also oversees due diligence processes, which follow global guidelines, providing greater consistency and robustness. The effectiveness of impact management procedures is reviewed by the Executive Committee whenever necessary, ensuring that the company responds quickly to changes in the business environment and stakeholder demands.

The Executive Board is responsible for conducting its activities in line with the Sustainability Policy guidelines, providing support to the Executive Committee regarding its preparation and reassessment. In this sense, each director has a series of specific responsibilities regarding sustainability governance at Allianz Seguros:





ESG Sponsor	<ul style="list-style-type: none">• Stimulates and leads discussions on the topic in the Executive Committee, proposing agendas to the Board of Directors when necessary.
Superintendence of Communication, Institutional Relations and Sustainability (ESG Lead & Corporate Citizenship Coordinator)	<ul style="list-style-type: none">• Promotes progress and supervises the integration of sustainability at Allianz Seguros, acting as an interface for the topic, in addition to supporting the Executive Committee and the Board of Directors with information on the progress of action plans and the status of sustainability initiatives and practices. It also manages the environmental impacts of its own activities and operations, acts as an interface with the Allianz Group regarding sustainability, coordinates the integration between social responsibility and ESG topics, and guides communication on the subject.
Risk Management, Internal Controls and Compliance Department	<ul style="list-style-type: none">• Ensures that sustainability risk management is included in the context and activities of the Internal Control System (ICS) and Risk Management Structure (RMS). It also assesses and approves the study of the materiality of sustainability risks together with the ESG Sponsor.
Underwriting Departments in the areas of Corporate Business (ESG in Insurance Officer) and Motor, Retail non motor and Life (ESG in Insurance Officer)	<ul style="list-style-type: none">• Promote progress in integrating sustainability into the underwriting process, in addition to ensuring its compliance with the global and local sustainability guidelines of the Allianz Group.
Financial Department (ESG in Investments Officer)	<ul style="list-style-type: none">• Responsible for integrating sustainability into investment processes, in addition to ensuring its compliance with the global sustainability of Allianz Group guidelines.
Superintendence of Accounting and Tax Affairs (Non-Financial Data Coordinator)	<ul style="list-style-type: none">• Ensures the quality of non-financial information linked to the topic of sustainability and the reporting process.
Superintendence of HR Operations, Compensation, Health and Wellbeing Management	<ul style="list-style-type: none">• Coordinates the general process of people management metrics, communicating its topics, monitoring its schedule and meeting deadlines. Also monitors adherence to values, management of the area's global goals, among other duties.
Local Environment Officer	<ul style="list-style-type: none">• Regularly monitors Allianz Seguros' environmental performance, collecting and preparing environmental data and information for reporting to the Allianz Group on a half-yearly basis. Also prepares the environmental action plan, with relevant measures and activities to achieve global goals, collaborates with related areas and guides the implementation of initiatives.
Real Estate Management	<ul style="list-style-type: none">• Manages the environmental impacts of Allianz Seguros' own activities and operations, involving consumption of electricity, fuel and water, as well as waste generation, recycling and disposal.
Superintendence of Cost and Supplier Management	<ul style="list-style-type: none">• Manages the environmental impacts of Allianz Seguros' own activities and operations, involving internal consumption of paper and business travels.



Double materiality

GRI 3-1, 3-2

The process of constructing the Allianz Seguros' materiality matrix sought to identify the impacts, both real and potential, positive or negative, of the company's activities. To this end, it involved analyzing internal and sectoral documents and conducting interviews with external stakeholders and internal leaders, as well as surveying the main stakeholders for the relevance consultation.

A list was thus drawn up with the 13 main materiality topics for Allianz and their socio-environmental impacts.

The correlation of these themes with the sustainability risks to which Allianz is exposed by materiality levels (probability x financial and/or reputational impact), raised by an external consultancy together with the Risk Management and Internal Controls area and the ESG Sponsor, was also taken into account.

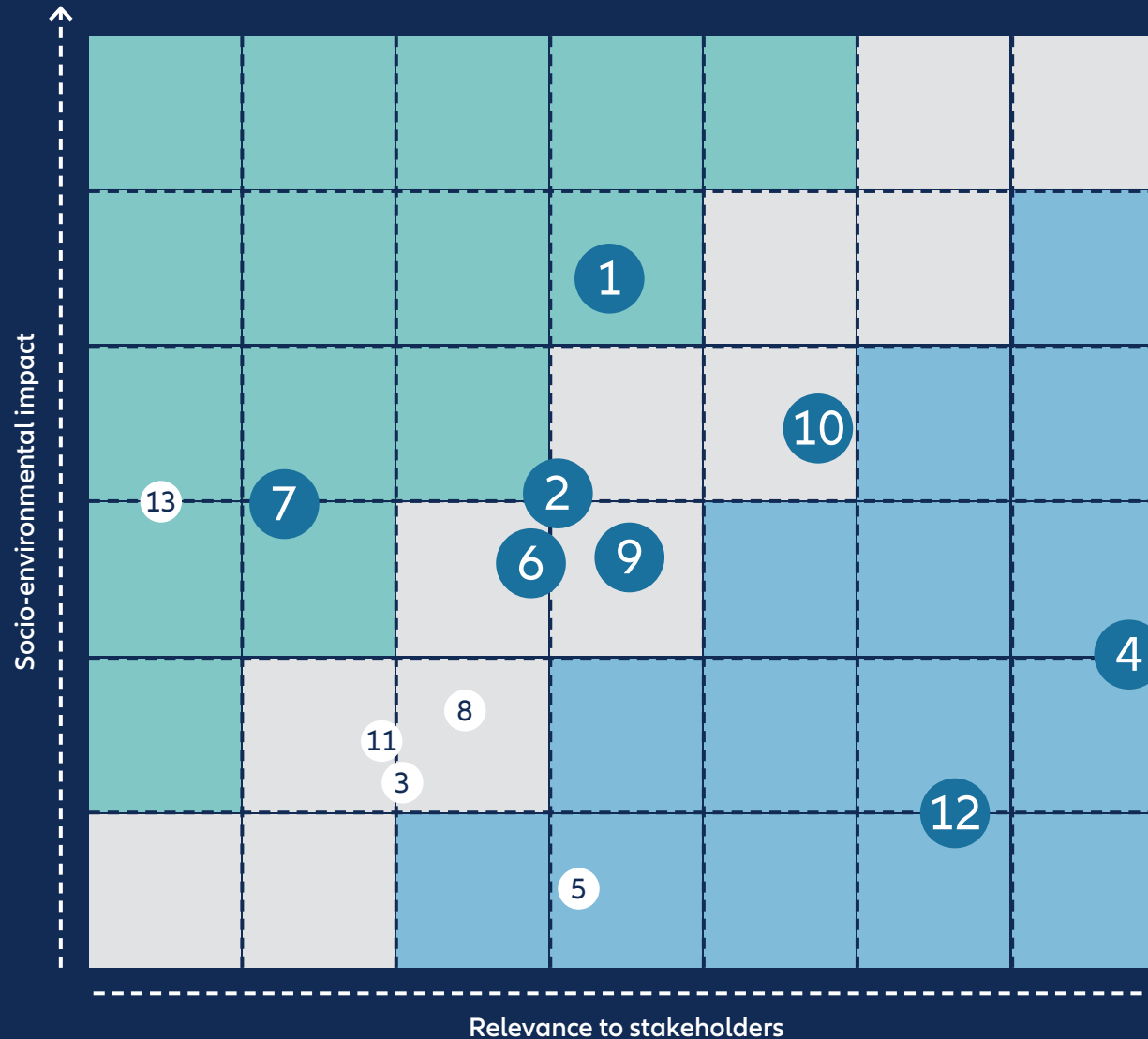
After a process of internal consultations (both on impacts and relevance) and external consultations (only on relevance), the results were analyzed and the materiality matrix was constructed, as well as its validation.

The following topics were consulted:





Materiality Analysis



- 1 Management of social, environmental and climate risks and opportunities (SEC)
- 2 Sustainable products
- 3 Governance for sustainability
- 4 Valuing human capital
- 5 Diversity and inclusion
- 6 Privacy and data security
- 7 Responsible management of the value chain
- 8 Expanding access to insurance
- 9 Transparency and relationship with partners and customers
- 10 Innovation and technology
- 11 Development of communities and private social investment
- 12 Health and well-being
- 13 Relationship with public agencies

Topics 1, 2, 6, and 7 are also related to sustainability risks assessed by materiality levels (probability x financial and/or reputational impact)



Analysis by topic

This process, which was validated by the Board of Directors, resulted in the identification of eight material topics, which reflect our socio-environmental impact, as well as the assessment of sustainability risks.

Management of social, environmental and climate (SEC) risks and opportunities

- Physical risks to customers, management of residues from accidents, adaptative actions to climate change in order to reduce risks and increase resilience, initiatives to take advantage of climate and environmental opportunities. Social risks due to conflicts and loss of social cohesion.

Sustainable products

- Sustainable portfolio, keeping up with the evolution of society with products suited to each new moment. Management of salvage with appropriate disposal.

Valuing human capital

- Promoting the health and well-being of teams, differentiated labor practices and employee development. Attracting and retaining employees. Adopting diversity, equity and inclusion (DEI) actions.

Privacy and data security

- Cybersecurity and data privacy security.

Responsible management of the value chain

- Responsible management of suppliers, brokers and partners. Human rights violations among customers and in the supply chain.

Innovation and technology

- Investment in innovation and development of technologies that enable to adapt to new scenarios, market trends and innovations in the business model.

Health and well-being

- Preservation of the mental and physical health of employees, third parties and their families.

Transparency and relationships with partners and customers

- Customer experience, quality and ethics in customer service and provision, disclosure of transparent information.



Opportunities

Materiality also pointed out the opportunities generated by sustainability, which can positively impact business.

Management of social, environmental and climate (SEC) risks and opportunities	<ul style="list-style-type: none">• Use of technology for risk analysis in underwriting
Sustainable products	<ul style="list-style-type: none">• Creation of green insurance that encourages sustainable practices
Valuing human capital	<ul style="list-style-type: none">• Review of diversity and benefits policies based on employee feedback
Privacy and data security	<ul style="list-style-type: none">• Benchmarking for improvements with other companies in the sector
Responsible management of the value chain	<ul style="list-style-type: none">• Supplier selection based on ESG aspects
Innovation and technology	<ul style="list-style-type: none">• Use of technology to analyze risks in underwriting• Partnerships with insurtech startups for innovation in services and customer support
Health and well-being	<ul style="list-style-type: none">• Internal research on gaps related to mental health• Corporate well-being program with incentives for physical activities and disease prevention
Transparency and relationships with partners and customers	<ul style="list-style-type: none">• Mapping of points of attention in the relationship• Partnerships with insurtech startups for innovation in services and customer support
Relationship with public agencies	<ul style="list-style-type: none">• Monitoring of changes in legislation via sectorial agencies





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Governance





Governance Structure

For a company in the insurance industry, governance is not just a matter of legal or regulatory compliance, or of applying good corporate practices, but rather an essential pillar for sustainability. It ensures ethical, transparent and responsible performance, while managing risks and creating long-term value for all stakeholders. In a world in which expectations regarding companies are increasingly aligned with the ESG agenda, corporate governance becomes a strategic differentiator for the company's sustainability and success.

In this sense, Allianz Seguros has ethical and transparent performance as its fundamental values, always in compliance with the current legislation and standards, in addition to ensuring business continuity through an efficient risk-management structure and a program of continuous innovation in its products and services.

In Brazil, Allianz Seguros is structured according to a governance model that includes, as its statutory bodies, the Board of Directors, the Executive Board, the Audit and Risk Committee and the Fiscal Council.





Governance bodies

GRI 2-9

The model adopted by Allianz Seguros defines the roles and responsibilities of senior management, in a manner aligned with both the Group's global guidelines and Brazilian regulatory requirements. The structure is also composed of thematic committees.

Board of Directors

GRI 2-10, 2-11, 2-13

Among the Board's duties are conducting business — including defining basic investment guidelines —, electing and dismissing members of the Board of Directors, defining their duties, to oversee the Board's management and to examine, at any time, books and documents at any time. The Board is also responsible for approving budgets and administrative and operational programs prepared by the Board of Directors; summoning the Board of Directors or some of the officers to provide clarifications,



submitting the Management Report and accounts to the General Meeting as well as proposing amendments to the Bylaws and the distribution of dividends, choosing and dismissing independent auditors, among other functions. For a strategic alignment with global guidelines, the Chairman of the Board holds the executive position of Head of the Ibero-Latam Business

Division of the Allianz Group.

Its members are elected by the General Assembly for a two-year term, with reelection permitted. In line with the sustainability governance structure described on [page 30](#), the frequency of impact reporting by other bodies is every three months, or exceptionally, whenever necessary.





Statutory Board

Its duties include performing all acts and operations of the company's management, required to achieve its corporate objectives, always in accordance with the guidelines set forth by the Board of Directors; deliberating on regulations and general management plans; deliberating on the structuring and modification of staff, setting salaries and possible benefits; appointing and hiring managers and attorneys of branches, agencies or subsidiaries and resolving on

their dismissal; creating or closing branches, agencies or subsidiaries; reporting on commercial and financial transactions to the Board of Directors; perform all acts permitted by insurance legislation, faithfully observe the provisions of DL-73/66, as well as meet the requirements and recommendations of national regulatory bodies; purchase and sell real estate, establish real encumbrances on movable and immovable assets of the company, provide guarantees, endorsements

and bail, only when authorized by the Board of Directors; propose to the Board of Directors increases in share capital and amendments to the bylaws, as well as prepare the annual report to shareholders, prepare the balance sheet, the Board of Directors' accounts and the financial statements for the fiscal year.

MEMBERS

Chief Executive Officer

Chief Financial Officer

Chief Motor, Retail non Motor and Life Insurance Officer

Chief Corporate Business Officer

Chief Commercial Officer

Chief Operations Officer

Chief Claims, Back Office and Contact Center Officer

Chief Risk Management, Internal Controls and Compliance Officer

Chief Legal Officer





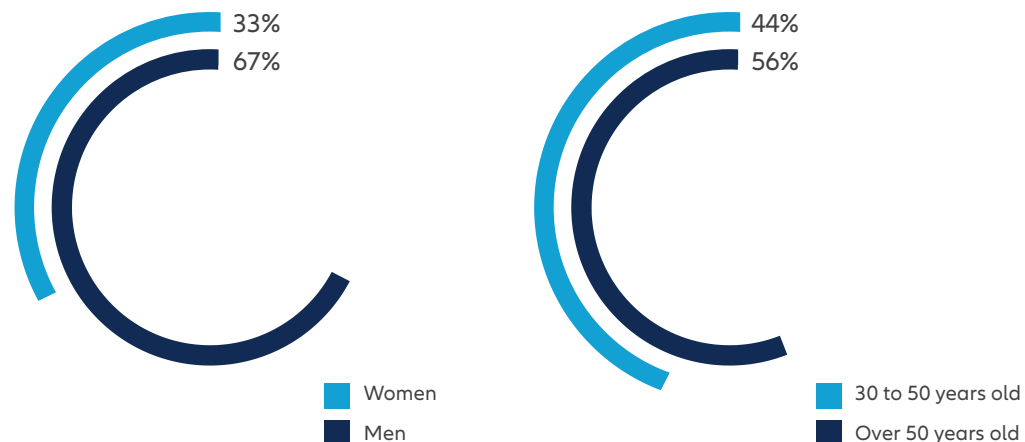
Thematic committees

Formed by members of the different areas of Allianz Seguros, the ten thematic committees meet regularly and have the active participation of the company's senior leadership. Most of these committees are determined by the Allianz Group; the exceptions are the Audit Committee and the Independent Risk Committee, which comply with the determinations of the Superintendence of Private Insurance (SUSEP) for the insurance sector in the country.

The Executive Committee is a body for the administration and representation of the company, which has the powers and responsibilities set forth in its bylaws and therefore does not report to any other body. It is composed of the president and the executive directors of Finance, Motor, Retail non motor and Life, HR, Communication and Sustainability, Transformation, Strategy and Marketing, Corporate Business, Commercial, Operations and Claims, Back Office and Contact Center.

Diversity in the Executive Committee

GRI 405-1



COMMITTEES	SPONSOR
Executive Committee	• Chairman
Operational Protection and Resilience Committee	• Superintendent of Information Security and Operational Protection & Resilience
Ethics and AML/CFT Committee	• Executive Director of Internal Controls, Risk Management and Compliance
Audit Committee (Local Regulatory Requirement - CNSP Resolution No. 432/2021)	• President appointed by the Board of Directors
Financial Committee (Fico)	• Superintendent - Asset Management
Independent Risk Committee (Local Regulatory Requirement - SUSEP Circular No. 416/2021)	• President appointed by the Board of Directors
Compensation Committee	• Executive director of Human Resources, Communication and Sustainability
Local Reserve Committee (LRC)	• Chief Actuarial Officer (Local Chief Actuary), CEO, CFO and member of the Business Division
Risk Committee	• Risk Superintendent
Control and Governance Committee	• Executive director of Internal Controls, Risk Management, and Compliance (Governance Caretaker)





Internal policies

In order to clarify the rules of action in the various areas that constitute it, Allianz Seguros has a series of specific policies that assist employees in the process of aligning themselves with the company and Group guidelines:

Actuarial Policy

Audit Policy

Capacity and Adequacy Policy

Operational Loss Collection and Recording Policy

Compliance Policy

Capital Market Compliance Policy

Purchasing Policy

Accounting and Reporting Policy

Personal Data Purge Policy

Capital Management Policy

Risk Management Policy

Governance and Control Policy

Data Governance Policy

Investment Policy

Legal Policy

Local Anti-Money Laundering and Terrorism Financing Policy

Financial Crime and Terrorism Financing Prevention Policy

Privacy Policy

Consumer Protection Policy

Personal Data Protection Policy

Recruitment and Selection Policy

Compensation Policy

Information Technology and Information Security Policy

Training Policy

Outsourcing Policy

Sustainability Policy



Compensation and evaluation of senior management

GRI 2-18, 2-19, 2-20

Allianz Seguros has a Compensation Policy for senior management members, determined according to their performance in the company's different spheres of governance. It follows a set of guidelines and processes that ensure alignment with the company's strategic objectives, in addition to regulatory compliance. The Allianz SE Executive Committee is responsible for approving these rules, while their maintenance, updating and monitoring are the responsibility of the People and Culture Group. The policy is reviewed annually, always taking into account internal and external benchmarks, also including financial and operational targets.

Board of Directors

The members of the Board of Directors receive only a fixed compensation, in order to avoid potential conflicts of interest. Total compensation is set at a level compatible with the scale and scope of the Board's functions, considering the company's activities, business and financial situation. The individual functions and responsibilities of each member of the board are also taken into account.

Executive Committee

In this case, the compensation is determined by the responsible governance body, subject to local corporate law. These decisions are prepared by the Compensation Committee.

Senior Executives

The variable compensation system for all Allianz executive groups in the insurance business model (AZpire) is mandatory and meets the specific compensation requirements of the sector. It consists of annual bonuses and restricted stock units (RSUs), which are linked to financial and behavioral performance, as well as a deferral system and clawback and adjustment clauses to ensure alignment with long-term objectives and regulatory compliance.





Compensation characteristics

While fixed compensation corresponds to the nominal base salary, variable compensation is divided into two components: short-term and long-term. Short-term compensation for executives included in the Azpire+ program is 50% related to Allianz's corporate goals and 50% to the employee's individual performance; in the case of Azpire X executives (i.e., those who serve on the Executive Committee or in eligible clusters), it is fully linked to the achievement of goals. The long-term compensation applied to Azpire X executives, in addition to considering the achievement of goals, also provides for the conversion of the amount into company shares – whose cash value can only be redeemed after all the requirements of this modality have been met.

In the event of resigning from the Executive Committee, members receive a three-month notice period. Other benefits are also negotiated, such as non-competition clauses, vehicle acquisition and advance payment of long-term incentives.

In cases of non-compliance with the company's internal rules regarding issues such as compliance, data protection, risk management and information security, among others, Allianz may reduce to zero the variable compensation for the performance period when the violation occurred. If the violation is discovered after the payment of the variable compensation, the company may demand full or partial reimbursement within a period of up to three years.





Assessment and performance

Allianz's Compensation Policy for senior management is linked to the objectives and performance of these employees, as follows:

Alignment with Strategic Objectives

- The variable compensation of senior executives is based on financial and operational targets that reflect the Allianz Group's strategy. Those targets are designed to avoid excessive risks and conflicts of interest, and to align the interests of executives with the overall success of the Group and its Business Operations (BOs).

ESG Performance Indicators

- Performance targets include, when appropriate, indicators related to environmental, social and governance (ESG) issues. In this way, officers are encouraged to consider and integrate these topics into their decisions, promoting sustainable and responsible practices that positively impact the organization and its stakeholders.

Sustainable Performance and Behavior Assessment

- The evaluation of executives' individual performance considers both quantitative and qualitative aspects, including conducts and the quality of people management. Sustainable performance is encouraged through an assessment that can adjust variable compensation based on the behavior of executives and the impact of their actions on the company's sustainable performance.

Adjustment and Recovery Clauses

- There are mechanisms such as decreasing adjustment (malus) and clawback clauses that allow Allianz to adjust or recover variable compensation in the event of non-compliance with internal and external requirements, or if an executive's behavior results in significant negative impacts. This ensures that compensation is always linked to responsible and ethical performance.



⇒ These elements ensure that the Compensation Policy not only rewards financial success, but also promotes practices that benefit the organization as a whole, considering economic, environmental and social impacts.





Integrity and transparency

Guided by ethical principles, Allianz Seguros not only values the importance of transparency and integrity, as it considers them fundamental elements of its performance. This understanding translates into a corporate culture that involves all stakeholders: senior management, employees, brokers, suppliers, and business partners.

Important components of this culture are the fundamental principles that structure the Code of Conduct for the entire Allianz Group, as well as the local Code of Conduct, and serve as a guide for employees to prevent situations that could harm the reputation and credibility of Allianz Seguros; the Integrity Program structured based on these principles; and the Reporting Channel, which receives reports of possible irregular conduct.

INTEGRITY PRINCIPLES

At Allianz, the integrity principles consist of:

1

Acculturation

- Respect for standards, adoption of ethical conduct, transparency, and integrity are prerequisites for a sustainable and modern organization.

2

Global Alignment

- As a global company, Allianz must be aligned with the requirements of several international regulators and jurisdictions.

3

Regulatory Compliance

- For Allianz, it is essential to comply with local and international regulatory bodies that affect its activities, as well as with internal standards and procedures.

4

Internal Compliance Controls

- This front is focused on the development and monitoring of preventive controls that avoid the creation of risk scenarios.

5

Fraud Prevention

- Fraud prevention at Allianz is composed of four pillars: internal protocol, awareness, data analysis, and fraud risk assessment.

6

Training

- Establishes the basis for understanding compliance, by demonstrating the ways how it is met and supporting its application.

7

Overt Communication

- Provides guidance to employees on day-to-day conduct, on internal or external matters related to compliance, in addition to encouraging the use of the reporting channel.

8

Compliance Risk Assessment

- This is the way how Allianz can effectively deal with potential uncertainties, as well as the risks and opportunities associated with them, in order to optimize governance and increase the potential of its officers, generating value for stakeholders.

9

Audits (internal and external)

- Compliance acts to support and assist the work of both internal and external audits, always maintaining a critical and participatory view.

10

Monitoring

- For the compliance program to be successful, an organization's risk management needs to be readjusted over time.





Code of Conduct

GRI 2-15, 2-23

A company is only truly aligned with ethical, transparency and compliance standards if everyone in the organization follows those guidelines. In order to enable the stakeholders involved in day-to-day operations in Allianz Seguros to observe these standards, the company has a Code of Ethics and Conduct, which reflects the values and principles of the Allianz Group and guides employees in their actions and decisions.

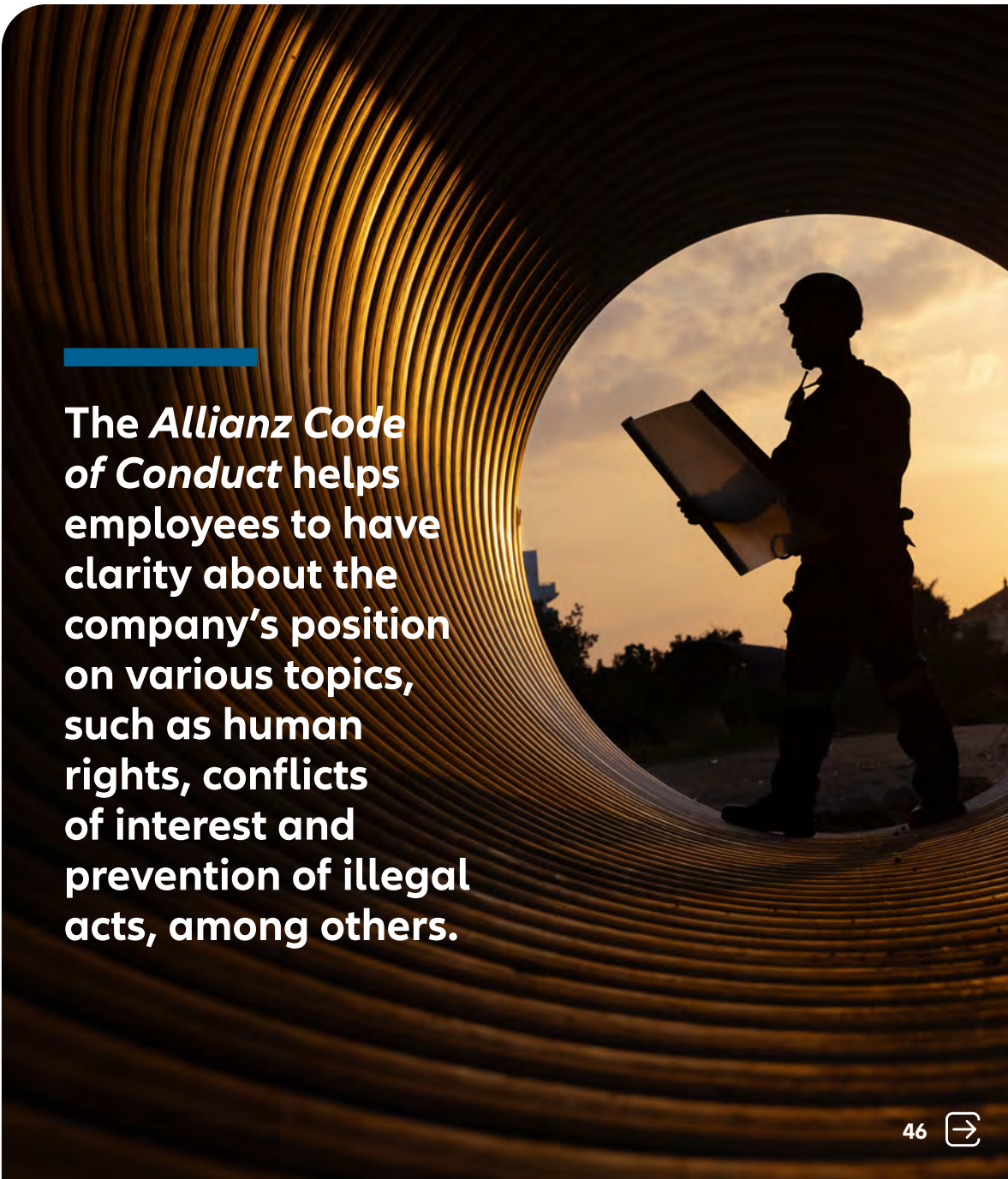
The Code of Conduct highlights the value of working together and collaboratively, in addition to emphasizing how the insurer's culture of Diversity, Equity and Inclusion (DEI) contributes not only to business, but also to generating trust and establishing a healthy work environment where everyone has a voice. In this sense, the document is clear in expressing Allianz's rejection of any situations of discrimination, bullying or harassment. Moreover, the policy encourages employees to take care of their health and well-being.

In the area of integrity, the Code of

Conduct helps employees to have a clear understanding of the company's position on issues such as compliance with the law, respect for human rights, attention to conflicts of interest, prevention of illegal acts, receipt of gifts and entertainment, management of privileged information and data, and interactions with competitors or other external parties, among other topics.

In line with the guidelines set forth in the Allianz Code of Conduct, all employees are also subject to a background check, which occurs before hiring, and an analysis of potential conflicts of interest, which is updated annually by the Compliance department.

Any potential conflicts of interest identified are reported to the Ethics and AML/CFT Committee. Any transactions with related parties are included in the financial statements (in accordance with CPC 05), which are available for consultation on the SUSEP website.



The Allianz Code of Conduct helps employees to have clarity about the company's position on various topics, such as human rights, conflicts of interest and prevention of illegal acts, among others.





Reporting Channel

GRI 2-25, 2-26, 406-1

This is the main tool used by Allianz Seguros to communicate irregular, inappropriate, dishonest or illegal conducts. Reports can be made either in anonymous or identified way; in the second case, the person has the preservation of their identity guaranteed and is protected from any type of retaliation.

⇒ **The Reporting Channel can be used by anyone, through the Allianz Seguros website.**

⇒ **The Channel is periodically announced to the company's employees, who can also access it through the institutional portals Allianz Connect and Intranet Transaccional.**

In 2024, the company did not record any cases of discrimination related to race, skin color, sex, religion, political opinion, social origin, place of birth, ancestry or other form of discrimination involving internal and external stakeholders.





Compliance programs

Prevention of Financial Crimes and Illegal Acts

GRI 2-26, 205-1, 205-2, 205-3

Considered an essential aspect for Allianz Seguros – since the practice of illegal acts not only goes against the company's ethical principles, but also incurs financial losses and reputational risk –, the fight against corruption is treated rigorously by the company. Through its Global Anti-Corruption Program, Allianz establishes rules for the acceptance of gifts and entertainment; donations, sponsorships and invitations to events; relationships with politically exposed persons and government agencies; conflicts of interest; background checks of business partners; among others. In 2024, no records of substantiated cases of corruption were identified at Allianz Seguros.

Communications on the anti-corruption procedures and policies adopted by Allianz Seguros are sent to all company employees, as well as suppliers and brokers. In 2024, an external consulting firm provided specific training for senior management (10 of the 11 members of the Executive Committee), in addition to other training courses provided by the Compliance team throughout the year and the e-learning courses available to all employees, which are updated annually and must be completed every two years.

Percentage of employees notified and trained in anti-corruption procedures and policies

GRI 205-2

Job category	Informed (%)	Trained (%)
Director	100	42.86
Manager	100	89.93
Superintendent	100	87.88
Coordinator	100	100
Supervisor	100	5.26
Executive	100	90.91
Consultant	100	94.02
Analyst	100	73.51
Assistant	100	72.58
Intern	100	95.24
Total	100	76.25*

* The total percentage reflects the acculturation carried out in 2024. All employees are invited to receive an update on the topic every two years.

During this period, the Compliance department assessed 3,107 operations regarding corruption-related risks, which represents 100% of the cases referred to the area. These analyses considered the integrity of relationships with employees, brokers and suppliers, conflicts of interest and corruption risks.

Another important initiative in this regard is the Allianz Seguros Anti-Fraud Program, which adopts a zero-tolerance stance towards acts of this nature. In line with Allianz Global guidelines, the initiative is aimed at the continuous improvement of fraud prevention, detection and investigation processes, thus ensuring an environment based on transparency and integrity.





The following actions stand out among those implemented in 2024 for this program:

- ⇒ Training for employees and senior management on the topic;
- ⇒ Anti-fraud forums with focal points from the Compliance, Protection and Resilience, Fraud Prevention in Claims and Fraud Prevention in Underwriting areas, in which good control and governance practices were shared among the participating areas;
- ⇒ Creation and diffusion of a FAQ and internal manual on the use of the Reporting Channel; and
- ⇒ An exclusive week of fraud-prevention practices awareness (Antifraud Awareness Week), held in all Allianz Group units during the month of November, with the dissemination of communications and informative materials.

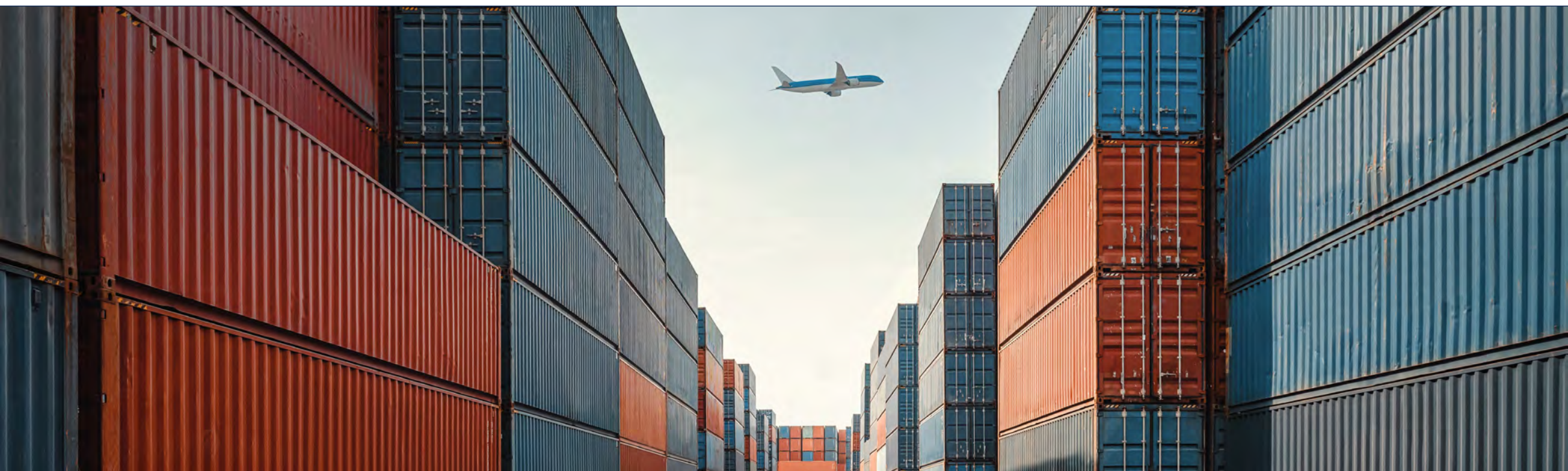


In accordance with the Group's global guidelines, in line with legal and regulatory requirements on the topic, Allianz Seguros is also strongly committed to combating suspicious money laundering and terrorist financing operations. Through the AML/CFT program, risk assessment, governance and control procedures are established considering the company's structure, operations and products features.

In addition to the implementation of annual training in money-laundering prevention and the diffusion of communications on the subject, we continuously monitor the operations for complying with SUSEP Circular No. 612/2020. In 2024, a simplified update of the Internal Audit Risk Assessment (IAR) was carried out, besides the review of rules and systemic adjustments in the KYC, KYP processes and warnings monitoring to analyze the need for

possible communication to the Financial Activities Control Council (COAF in the Brazilian acronym).

This program also undergoes annual audits, and in 2024 no relevant weak points were identified. Any indications of possible irregularities in this regard are promptly reported to the Compliance area, which takes the required measures.



Regulation and markets

Aware of the need to comply with the country's legislation and the insurance sector, regulated by the Superintendence of Private Insurance (SUSEP) and government agencies, such as the Ministries of Treasury and Labor, Allianz's Compliance area captures, with the help of the Legal department, and directs demands from these agencies. It also monitors changes in regulations or the introduction of new rules that impact the company's activities.

One of the ways this attention is performed is the Antitrust Program, which aims to prevent and reduce the risk of violations of the Competition Defense Law (law 12,529/2011) and offer mechanisms to deal with potential anticompetitive practices.

Although Allianz Seguros is not a publicly traded corporation, since it is part of a global company, it assesses, through the Capital Markets Program,

the regulatory and reputational risks arising from practices such as insider trading and market manipulation.

Allianz Seguros also has compliance initiatives aimed at protecting its customers, through the Customer Protection Program,

[> Read more on page 87](#)

and the alignment with economic sanctions imposed by the European

Union, the United States, and the United Nations, with the Economic Sanctions and Embargoes Program, which aims to ensure due control over transactions that may involve people or countries considered sanctioned or embargoed.





Privacy and data security



GRI 3-3

For an insurance company, data privacy and security are not only a legal obligation, but also constitute a strategic pillar for the sustainability of the business. Investing in robust data protection practices is essential to ensure customer trust, compliance with laws and market competitiveness.

The Data Privacy Compliance Program reflects the Allianz Group's commitment to the security and privacy of information collected and stored in the company's activities. Therefore, Allianz Seguros uses the most sophisticated security practices for the handling and use of this information, both in physical and electronic media, in order to maintain a relationship of trust and transparency in the recording and authorized use of this data.

Fully aligned with the Brazilian General Data Protection Law (GDPL, law 13.709/2018), the initiative also seeks, together with the Information Security area of Allianz Seguros, to engage all employees to carefully observe data protection guidelines and measures.

Updated in November 2024, the Allianz Seguros Privacy Policy clarifies the concepts surrounding the subject, explains the requirements established by the GDPL, details the types of information and how to handle them, in addition to defining how data can be shared, transferred and stored. The company's rules on privacy and data security can be accessed [> here](#).

In 2024, no proven complaints were registered, from Allianz Seguros' customers or regulatory agencies, regarding privacy data violations, theft or loss.





Innovation and technology

GRI 3-3



Innovation and technology are transforming the insurance industry, making it more efficient, personalized and customer-oriented. Allianz Seguros, which focuses on always placing the customer at the center of its business, invests in technological solutions that make processes more agile, increase operational efficiency, raise the level of cybersecurity and allow the construction of more accurate predictive models that contribute to the risk management process.

An example of this is the intensive use of technology by strategic service providers in the Allianz Seguros value chain – information bureaus, technology providers and the shared database of the insurance market and inspectors. In this way, it is possible not only to optimize operational efficiency, as also to contribute to reducing the company's carbon footprint. By minimizing the need for physical travel and implementing scalable digital solutions, Allianz Seguros ensures effective services nationwide, reducing its environmental impact.

It is important to highlight the role of the technology provider, which delivers to customers and brokers an end-to-end (E2E) digital claims journey. Continuous innovations and artificial intelligence tools are implemented with a focus on delivering the best possible digital experience.

An example of this was the launch of the PIX direct payment system for premium installments in 2024. The method was released exclusively for the settlement of digital policy bills. Payment via PIX is available 24 hours a day, seven days a week, for customers of any retail insurance line, including Motor, Fleet, Home, Life, Business, and Condominium, for both renewals and new contracts.

TI Inside Innovation Forum

- ➔ In August, the company participated in the first edition of the TI Inside Innovation Forum, held by TI Inside platform. The event brought together the main leaders and players in the areas of Innovation and Technology to discuss, through different knowledge tracks, how emerging technologies are redesigning the digital one in various sectors of the economy.
- ➔ On the occasion, Allianz Seguros addressed how Artificial Intelligence has been transforming the insurance industry, optimizing the activities of operators, experts and specialized professionals and resolving simple cases automatically, so that they can invest their time in analyzing more complex cases and anticipating customer needs.





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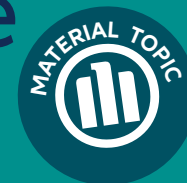


Environmental Impact





Management of social, environmental and climate risks and opportunities



GRI 2-12, 2-13, 2-16, 3-3, 201-2

Sustainability risk management is incorporated into the entire value chain of Allianz Seguros, in order to limit exposure to direct and indirect risks. With emphasis on the underwriting process aligned with the company's Risk Appetite, in-depth assessments of sustainability risks are conducted, supporting the decision-making process of accepting the risk (with or without conditions) or refusing it.





Sustainability risk management is carried out in an integrated way with other risks at Allianz Seguros. It is included in the insurer's Internal Control System and Risk Management Structure. In addition, Allianz's Risk Policy and its complementary standards define the methodology, processes, procedures and controls needed to ensure the identification, assessment, classification, measurement, treatment, monitoring, and reporting of relevant sustainability risks. These guidelines and processes are reflected in Allianz's underwriting, outsourcing and asset management regulations, among other functional rules.

Specific analyses for risk management are conducted, including guidelines for businesses in sensitive sectors and activities; the use of an exclusion policy for specific situations; and a reputational risk analysis process for operations involving sensitive industries and businesses.

The risk management model adopted by Allianz Seguros follows both the Group's global standards and the requirements of Resolution 416/2021 of

the National Private Insurance Council (Conselho Nacional de Seguros Privados - CNSP). The structure is led by the Risks, Internal Controls and Compliance Officer, and acts as a second line of defense, ensuring that the company follows its risk appetite levels defined by Senior Management. The CRO and its structure act as a "second line of defense" by monitoring whether the company is being managed within the risk appetite levels defined by senior management and its shareholders.

In this way, it is possible to identify, assess/measure, treat, monitor and report potential risks to which Allianz Seguros is exposed, and determine the measures that should be taken. This process involves the participation of all areas of the company and takes into account short, medium and long-term risks, including emerging risks.

In line with the terms of CNSP Resolution 416/2021, Allianz Seguros has a Risk Committee responsible for assisting the Board of Directors with its attributions related to risk management. Furthermore, within

its Risk Management Structure, the company has a local multidisciplinary risk management "forum" that meets quarterly, consisting of the Chief Underwriting Officers (CUOs), Institutional Actuarial, Compliance, Internal Audit and Operations/ Information Security, in addition to the Chief Financial Officer (CFO) and Chief Executive Officer (CEO) of Allianz.

In the case of conduct risks, the highest authority responsible for receiving and evaluating cases is the Ethics and AML/FT Committee, which meets every six months or in extraordinary sessions when necessary.

The risk and underwriting models follow geographic aspects in which regions more prone to these climate phenomena receive higher aggravation factors than others, which are less prone and have a shorter history of occurrences.

The risk management model adopted by Allianz allows the identification and assessment of potential risks to which the insurer is exposed, and the determination of the measures that should be adopted, in a process that includes all areas of the company.





Good sustainability practices are also incorporated into some Retail non motor Products (Residential and Condominium) in which benefits are made available in 24-hour Assistance services – such as ecological disposal of unused furniture and equipment, and collection of debris and construction waste, following strict sustainability standards.

Risks related to climate phenomena are also present in Motor products, whose coverage automatically guarantees protection to the vehicle's hull against a variety of damages caused by natural events – such as flooding due to rain, hail, lightning, hurricanes, and earthquakes.

Based on multiple factors related to the region where the client is located, the risk of natural catastrophes is considered in the real prices, taking into account the chance of occurring phenomena such as flooding and hail. The risk and pricing models include exposure to these risks. Exposure limits are tested according to the portfolio concentration scenarios for each phenomenon.

Environmental risks in retail non motor insurance are related to climate phenomena and are supported by specific additional coverage, aimed at gales, hurricanes, cyclones, tornadoes and hail. In the case of flooding, coverage is available in the Condominium insurance in the Comprehensive modality. Risks related to forest fires are excluded from Retail non motor Products.

Allianz Seguros also adopts special measures to assist brokers and clients during periods of flooding, such as those that occurred in Rio Grande do Sul in 2024.

[> Read more on page 96](#)

The company's efforts are mainly focused on 24-hour Assistance, since there is a concentration of requests for emergency services.



Actions include:

- ⇒ Joint work with Allianz Partners, a 24-hour Assistance company of the Allianz Group, of the central office and provider network, to monitor each service and provide all the appropriate support to clients;
- ⇒ Structuring yards for collecting vehicles and on-site inspections;
- ⇒ Contact with the referenced garages in the area and confirmation if they can receive and repair affected cars; and
- ⇒ Claim analysis, with teams focused on regulating the processes and contacting customers and brokers.



Responsible underwriting

GRI 2-23, 2-24

In accordance with the guidelines for responsible business management, as set out in its Sustainability Policy, Allianz Seguros incorporates a thorough analysis of environmental, social and governance risks and opportunities into the policy underwriting and investment process – adopting the precautionary principle when integrating these issues into its business decisions. This management is carried out in an integrated manner with Allianz Seguros' other risks, and is part of the Internal Control System and the corporate risk management structure.

Allianz Brasil has a flow related to reputational risks in the client analysis process. Depending on the reputational risk score of a potential client obtained in this analysis, the Institutional Relations and Sustainability areas begin to examine the case, and the decision-making process may be referred to the Executive Board in more complex situations. Requests for assessments from representatives of the Allianz Group are also part of the procedures.

This allows determining whether a transaction can proceed, with or without conditions, or whether it will be rejected. Recommendations for mitigation and improvements are also made to industries that do not fully meet sustainability criteria or involve activities that are harmful to the environment and society.





In addition, processes are regularly reviewed to ensure compliance with both Brazilian legislation and the Allianz Group's global guidelines.

In the specific case of climate and environmental risks, Allianz adopts the precautionary principle by integrating environmental and social considerations into business decisions. It carefully considers potential impacts and mitigation measures before making decisions, taking into account preventive practices and targets for emission reduction, energy efficiency and sustainable use of resources undertaken by potential customers.

In 2024, 58 analyses were carried out. In the first half of the year, the

underwriting team sent the low-, medium- and high-risk cases that attracted the most attention – either due to the company involved or the targeting of sensitive sectors of the Group. From the second half of the year, with the implementation of the reputational risk flow, the underwriting team prepares its analysis directly through a matrix, and sends the case to the Institutional Relations and Sustainability area depending on the risk score.

ESG risks in underwriting

SASB FN-IN-450a.3

Allianz proactively integrates environmental risks into its capital management and insurance underwriting processes.

1. Capital Management: risk capital is calculated based on the SUSEP regulatory model (CNSP Resolution 432/21), whose factors already incorporate the market's historical environmental risk events. This ensures that capital provisions and pricing adequately consider those exposures.

2. Individual Contract Underwriting:

⇒ Retail non motor Products (Residential and Condominium): specific coverage for climate phenomena (windstorms, hail,

flooding in condominiums). Pricing considers geographic risk factors. There are sustainability benefits, such as ecological disposal and debris collection. Forest fires are excluded.

⇒ Motor Product: comprehensive coverage covers damages due to natural events (flooding, hail, lightning). The risk of natural catastrophes (NatCat) is considered in pricing by region. The company offers special assistance during periods of flooding.

3. Corporate Products

⇒ Properties: assesses ESG risks in underwriting, which is a factor for risk acceptance.

⇒ Financial Lines (D&O): may offer coverage for defense costs in environmental damage, after analysis.

















The environmental impact of our operations

The significant and lasting changes in global or regional climate patterns observed in recent decades embody one of the greatest challenges facing humanity today. High greenhouse gas emissions are severely changing climate patterns around the world – leading to increased rainfall, prolonged heat waves, melting polar ice, rising sea levels, changes in ecosystems and loss of biodiversity.

The report *Transformative Years Ahead for the Insurance Sector*, prepared in 2024 by the global research area of the Allianz Group and which analyzes trends in the insurance sector, indicated that in Brazil, 86% of those consulted stated that climate change causes great anxiety; globally, 75% of the interviewed people expressed this perception.

The company is aware that its impact occurs through the way it engages its customers, the underwriting process, sustainable products and the management of its own operations.

Regarding the direct impact of its activity in the environment, the company seeks constant improvement of its environmental management. To this end, it listed a series of commitments and goals in all its operations, using 2019 consumption as a basis.

Goal	Implemented	Status
 Have 100% renewable energy by 2023	100%	
 Reduce energy consumption by 20% by 2025	48% reduction per employee (base date 2019)	
 Reduce water consumption by 10% by 2025	75% reduction per employee achieved (base date 2019)	
 Reduce paper consumption by 20% by 2025	94% reduction in consumption per employee (base date 2019)	
 Reduce waste production by 10% by 2025	68.25% reduction per employee (base date 2019)	
 Reduce corporate travel by 40% by 2025	49.53% reduction per employee (base date 2019)	
 Reduce greenhouse gas emissions by 50% by 2025	59.61% reduction per employee (base date 2019)	

 Achieved  Overcome





Since 2023, the facilities of Allianz Brasil, located in São Paulo and Rio de Janeiro, have been using electricity totally generated from renewable sources. The initiative is made possible, above all, through migration to the free energy market and Carbon Neutral Certifications, with guarantee and traceability.

Allianz Seguros surpassed the Group's global target of reducing water consumption by 10% between 2019 and 2025. Thus, by 2024 it was possible to achieve a reduction of over 75% in its buildings in São Paulo and Rio de Janeiro. This result reflects actions that combine internal awareness, technology and the reuse of natural resources in daily operations.

In the company's building in São Paulo, rainwater is collected through the roof and side drains, treated in a reservoir and reused in cooling, irrigation and toilet flushing systems. In Rio de Janeiro, the reflecting pool around the building acts as a natural collection system, allowing water to be stored and used for purposes similar to those of the São Paulo office.

The company now has more rigorous procedures for air travel, in addition to investing in fleets of hybrid and electric vehicles – which enabled a 59% reduction in carbon emissions per employee, exceeding the target established for travel. The use of more efficient equipment and processes for energy consumption and the digitalization of documents that previously required paper enabled a reduction of 48% and 94%, respectively, in the 2019 database. Waste generation, measured per employee, also decreased by 68.25%.

These results were possible thanks to a series of environmental management initiatives, such as the inclusion of presence sensors in bathrooms; reducing tap pressure; reusing rainwater for flushing and air conditioning; using 100% LED lighting; reprogramming of lighting and air conditioning automation systems; monitoring waste through daily weighing; and guidance on the importance of effectively reducing waste in all activities.

Earth Hour

➔ Allianz Group companies in Brazil, including Allianz Seguros, Allianz Partners, Allianz Trade, and Allianz Commercial, participated in the Earth Hour movement – an action organized by the NGO World Wide Fund For Nature (WWF), in which lights are turned off for one hour, inviting the population, companies and government to reflect on socio-environmental challenges.



Water consumption

75%

lower between 2019 and 2024
in buildings in SP and RJ

Carbon emissions
per employee are

59%

lower, compared to 2019





Since 2019, Allianz has been measuring greenhouse gas emissions from its operations in Brazil. This survey is based on the GHG Protocol. Due to the characteristics of its operations, the main source of emissions in Scope 1 in 2024 was trips made by fleet cars. In Scope 3, the company considered air travel, fleet cars and private cars used for employee transportation.



Intensity

5.96 tCO₂e
per BRL million
of net profit

Total GHG emissions

(in metric tons of CO₂ equivalent)

[GRI 305-1, 305-2 and 305-3](#)

Scopes	Emissions
Scope 1	410.9
Scope 2*	43.1
Scope 3	1,294.1
Total	1,748.1

*Based on location

Allianz does not survey ozone-depleting emissions (ODS) - [GRI 305-6](#)

Allianz does not emit NOX, SOX and other significant substances of the type - [GRI 305-7](#)

Allianz did not calculate financed emissions - [SASB FN-IN-410c](#)

Intensity of greenhouse gases emissions

[GRI 305-4](#)

Metric	Value	Total Emissions
Consolidated net income	BRL 293.4 million	1,748.10 tCO ₂ e





Sustainable products



GRI 2-24, 3-3, 203-2 / SASB FN-IN-410b.1, FN-IN-410b.2

Allianz Seguros' leading role as an inductor of good environmental practices, especially in relation to climate change, is inspired by the Group's global direction. The products and services offered in the Brazilian market are adding incentives to stimulate customers. In the case of Motor insurance, more than 90% of vehicles (both fully electric and hybrid) produced in Brazil have differentiated acceptance and pricing.

Allianz has a global tool to determine the degree of adherence to sustainability criteria for its products and services – Sustainable Solutions (SuSo). This assessment program follows the requirements of the European Union (EU) taxonomy related to sustainable solutions that must be met, and the criteria of the Sustainable Value Proposition established by Allianz Group.

Allianz Seguros is committed to developing a product portfolio aligned with the sustainability agenda.

Net premiums for policies related to energy efficiency and low-carbon technologies are not disclosed separately.

Number of policies issued in 2024:



100% electric vehicles:

11,711
(BRL 46.7 million in premiums)

Hybrid vehicles:

31,677
(BRL 163 million in premiums)





In the case of retail non motor-produced products, the company insures clean energy generation equipment (solar panels) without the need for a specific contract for this item. The insurance covers energy generation and solar heating panels, regardless of the model, in all coverages contracted according to the covered and excluded events. Damage caused by frost and/or freezing is not covered. The photovoltaic system will be insured according to the coverages contracted and expected events; if there is no definition of part of the asset, the coverage will occur as long as the event's cause is related to a contracted coverage, up to the limit established in the policy.

There is also the offer of ecological disposal services in the Residence and Condominium products, following sustainable standards. Allianz provides a service provider to perform the collection of household appliances, electronic devices, furniture and other objects, disposing of those items in a way that does not harm the environment.

ENCOURAGING THE CLIENT'S SUSTAINABILITY

Ecological Disposal

- The insured can request assistance to remove and dispose of furniture and equipment

Sustainable Consulting

- Available by phone or email, this service offers guidance on the responsible consumption of water and electricity, among other topics

Sustainable projects

- Recommendation of specialized professionals for residential projects, such as rainwater harvesting for reuse, solar heating through photovoltaic panels and implementation of green roofs, among others.

Allianz Seguros' incentive for the circular economy is also present in the motor sector, through the recycling of materials from damaged vehicles. The materials are sent to specialized recyclers, where they are decontaminated and separated – some, such as steel, are reused as raw material for new parts, while glass is used to produce packaging. In 2024, 5,600 tons of glass and 1,400 tons of sheet metal were reused.

Resources obtained from recycling are directed to the Associação Beneficente dos Funcionários do Grupo Allianz (ABA), which has social activities in the Santa Rita community in São Paulo.

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Reuse of materials in 2024

5,600 tons
of glass

1,400 tons
of sheet metal





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Social Impact





The social approach of Allianz Seguros' Sustainability Policy is based on the belief that business can only thrive in a society connected to human rights. Its purpose is to strengthen the company's role as an inductor of good practices for industry players. Faithful to the global purpose We secure your future, Allianz Seguros works to be the most reliable partner in protecting and increasing the tangible and intangible assets of its stakeholders.

To communicate its purpose, Allianz Seguros uses several channels and strategies. The evolution of this process reflects the company's commitment to cultural transformation and the alignment of its proposals with our stakeholders' expectations.

This chapter presents how we manage relationships with employees, customers, brokers, suppliers and communities. It also details all the initiatives developed.





Valuing human capital



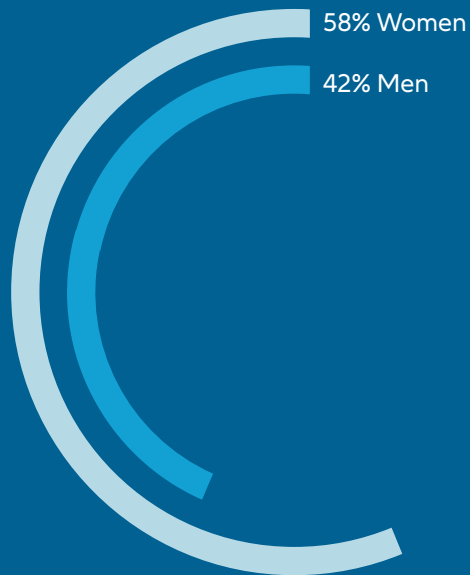
GRI 2-24, 2-29, 3-3

For Allianz Seguros, the health, safety and personal and professional well-being of its 1,895 employees are extremely important. In this sense, the company promotes an active listening process, providing a transparent and healthy work environment, prioritizing Diversity, Equity and Inclusion (DEI) policies and the personal and professional development of teams. Training, qualifications, leadership development and dissemination of sustainability actions are carried out with a focus on caring for people, a characteristic inherent to the profile of Allianz Seguros.

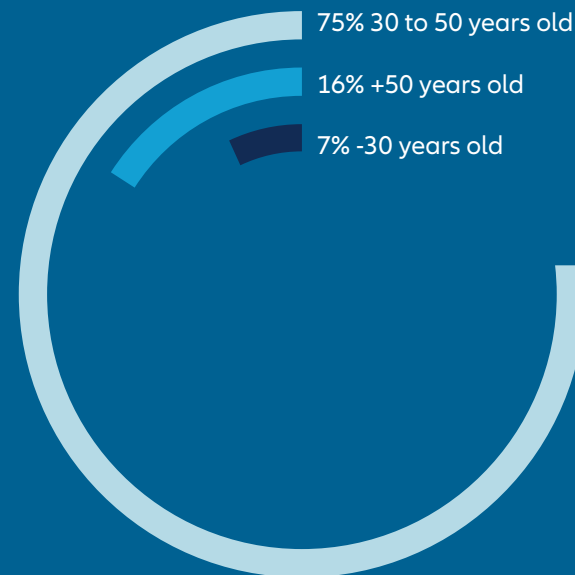




Employees by gender



Employee by age group



Workers who are not employees and whose activities are controlled by Allianz Seguros

GRI 2-8

Position	Workers	Area(s) of activity
Telemarketing Supervisor	1	Contact Center
Telemarketing Operator	44	Contact Center
Analyst	5	Large Risk Claims; Digital Channels - Motor and Retail non motor; Internal Communication; Legal
IT Analyst	43	Information Technology (IT)
Assistant	3	Legal; Customer Care - Transformation, Marketing and Strategy; Human Resources
Total	103	-

Data from 12/31/2024





Communication with employees to share knowledge, experiences and day-to-day information occurs through different channels:

Digital Platforms

- Intranet, internal social network, e-mails to disseminate information and employees engagement.

Meetings and Internal Events

- Street Talks, Open Doors with the chairman, monthly meetings with leadership, chat sessions with the Human Resources area, town halls and offsite for strategic leadership alignment.

Thematic Campaigns

- Cultural Transformation, the celebration of Allianz's 120th anniversary in Brazil and the Olympic Games, which combine culture, engagement and recognition, in addition to reinforcing the Allianz brand's global strength.

Internal Marketing Actions

- Actions that seek to strengthen the relationship between Allianz Seguros and its employees, in order to improve the corporate climate and promote engagement.





Compensation and benefits

GRI 2-20, 2-30, 201-3, 401-2, 401-3

Allianz Seguros' Compensation Policy is aligned with the market average, ensuring that offered wages are competitive in relation to other players in the sector. The Executive Committee of Allianz SE is responsible for approving the Compensation Policy, and the People and Culture Group (PC do Grupo) is responsible for maintaining, updating and monitoring the document. The policy is reviewed annually and the adequacy of the values paid to the team is ensured by processes such as internal and external benchmarking. In Brazil, as in other countries, there are local compensation committees, which monitor compliance with laws and regulations and approve packages.

Variable compensation is linked to the achievement of financial and operational targets, including ESG indicators. The Allianz Group annually communicates the individual compensation of its employees and publishes the terms and conditions of the compensation plans on the Group Intranet.

Employee benefits include health and dental insurance, private pension*, stock acquisition plan*, meal and transportation vouchers, group life insurance, daycare/nanny assistance, access to physical activities and other services on the Wellhub platform, profit sharing, disability and invalidity assistance*, and maternity and paternity leave*.

By participating in the Corporate Citizen program, Allianz increases maternity leave from 120 to 180 days, and paternity leave from five to 30 days. In addition, it also extends leave for adoption and legal custody cases, which is essential for the family and child to adapt to their new home. In 2024, 52 women requested the right, the return rate was 100% and the retention rate after 12 months was 65.85%. In the case of men, 29 requested paternity leave, with a 100% return rate and a 96.67% retention rate.

The daycare and nanny allowances are valid until the child is 6 years old; they are aimed at all employees of the company who have children, regardless of their position – each one of them can choose the allowance that best suits their reality.

The Pension Plan has its liabilities accumulated month by month and the employee can withdraw it when leaving the company, in full or through a lifetime income. Contributions are made by the employee (from 1% to 5% of the salary) and by Allianz (0.5% to 8%). The participation level is 47%.

The company also offers a flexible work model, with two days in the home-office format and three in-person. For areas where it is possible to reduce the working day, there is a Short Friday available, in which activities are carried out until 2 pm, if the employee has a time bank. In addition to the Employee Support Program (PAC), professional support in several areas, such as legal and psychological assistance.

Allianz is committed to fully complying with the agreements established through the Collective Bargaining Agreement (CCT), agreements signed individually with the trade union, as well as local labor laws. This commitment is part of the Allianz Seguros Code of Conduct and non-compliance can be reported through the company's Reporting Channel. All employees, except the CEO, are covered by the collective bargaining agreement.



180

days of maternity leave are offered at Allianz



Daycare and babysitting allowances are valid for employees' children up to 6 years of age



Flexible model offers employees two days per week in the home-office model

*Interns do not receive these benefits.



Team assessment

In 2024, the company began using the calibration assessment methodology for performance assessment, with the Nine Box tool adapted to performance. The method combines two fronts: “what”, which deals with results-oriented performance, and “how”, which addresses behavior – thus facilitating the processes of continuous feedback and career development. This calibration model was initially applied to directors and superintendents; in the 2025 cycle it will be expanded to management positions.

Turnover rate

(by gender and age group)

GRI 401-1

Women	Men	Up to 30 years old	30 to 50 years old	Over 50 years old	Total
9.54	9.13	20.67	8.74	7.02	9.37

Employees who received performance evaluation

GRI 404-3

Job category	Rated women	% Women	Rated Men	% Men	Employees Total	Total Average
Director	11	84.62	19	100	30	93.75
Superintendent	10	100	23	100	33	100
Manager	63	100	74	97.37	137	98.56
Coordinator	2	100	1	100	3	100
Supervisor	9	100	10	100	19	100
Specialist	339	100	299	99.34	638	99.69
Analyst	309	100	219	100	528	100
Consultant	73	100	103	98.1	176	98.88
Assistant	40	97.56	15	100	55	98.21
Operational assistant	236	100	31	100	267	100



In addition to the Nine Box Matrix, Allianz Brasil follows the same assessment standard as the Allianz Group. The structured process involves continuous feedback, clear goals and periodic reviews, allowing employees to understand their skills and areas for improvement.

The company also intends to enhance the preparation of individual development plans (IDPs) for all the business areas so as to align employees' personal objectives with the company's goals and culture.



Training and qualifications

GRI 404-2

For Allianz Seguros, the integration of hard and soft skills in training is essential to strengthening an efficient and harmonious work environment that meets the expectations of customers, partners and employees. Skills are mapped annually in accordance with the Allianz Group guidelines, and meetings are held between the company's heads and the managers of each area to analyze the Strategic Workforce Planning (SWP).

This way, it is possible to have a clear vision of the current and future needs of Allianz Seguros' talents relative to training, allowing for rapid adaptation to market demands and maintaining a competitive advantage. Allianz Brasil's training programs also follow the Group's lifelong learning concept.





Through the Corporate University program, the company offers a series of courses using the resources of digital platforms Degreed, SuccessFactors and LinkedIn Learning. The first two offer, for example, mandatory modules on topics essential to the business, such as compliance and data privacy.

In addition to the online content, internal training was conducted with instructors from Allianz Seguros on the company's products and information technology (IT) for 1,200 employees. There were also training sessions given by external consultants, which impacted 850 employees. Some of the topics covered are productivity; non-violent communication; change management; creativity; innovation and financial planning. And an idioms program is offered, with the participation of 80 employees.

In 2024, 266 training sessions were held in hard skills. Some of the topics covered were: anti-fraud – prevention and fight against insurance fraud; risk management; business resilience and Sustainability Policy.





The soft skills approach totaled 44 training sessions between Allianz Care initiatives focused on mental health and Allianz You. The latter promotes the curation of annual workshops focused on the skills and abilities listed in accordance with the company's strategy.

Allianz Seguros leadership members are trained through the #lead program. Mandatory practices include, for example, the #lead experience, an immersion in Allianz's leadership style, aimed at new leaders. This initiative develops leadership skills in managers whose teams work in person and online, and includes a training path in people, technology and business.

All employees who hold leadership positions and participate in the #lead program must meet the target of 45 hours of learning per year. This workload may consist of training offered by the company and/or externally, attended by their own initiative and without any direct obligation or request from Allianz, such as postgraduate courses. In



addition, coaching and mentoring development actions are carried out on an ad hoc basis, depending on the leader's needs. The program also offers optional and global training focused on technology and leadership.

Another similar initiative, #learn, encourages, in a non-mandatory manner, the achievement of the goal

of 45 annual hours of learning at all hierarchical levels of the company. Although not mandatory, this program is strongly encouraged for all employees.

Training includes 45 annual hours of leadership training for managers, who can thus improve their skills.





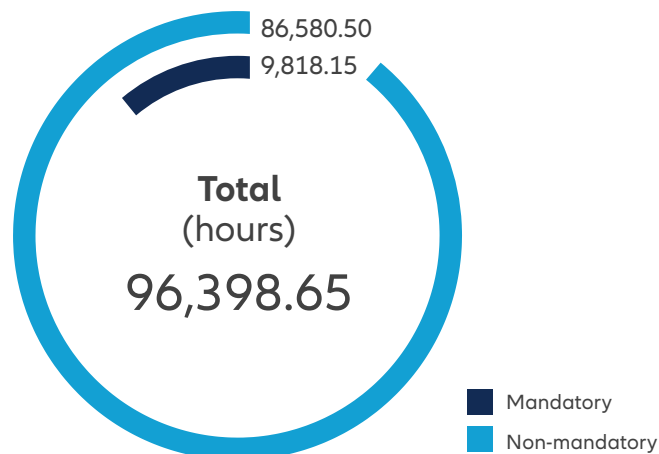
Training carried out by employees

(by gender and job category)

GRI 404-1

Job category	Hours			Average		
	Women	Men	Total	Hours women	Hours men	Total
Director	1,817	2,363	4,180	139.8	124.4	130.6
Superintendent	968	1,859	2,827	96.8	80.9	85.7
Manager	5,893	6,874	12,766	93.5	90.4	91.8
Coordinator	111	82	193	55.4	82.1	64.3
Supervisor	686	718	1,404	76.2	71.8	73.9
Specialist	19,674	12,077	31,751	58.0	40.1	49.6
Consultant	4,654	6,777	11,431	63.8	64.5	64.2
Analyst	15,404	9,217	24,621	49.9	42.1	46.6
Assistant	1,692	418	2,110	41.3	27.9	37.7
Operational assistant	3,435	380	3,815	14.6	12.3	14.3
Intern	666	635	1,300	66.6	57.7	61.9

Hours of training





Security with empathy

GRI 410-1

Training on Human Rights was also offered to employees of companies that provide security personnel to Allianz Seguros. It is an essential initiative, as it helps to ensure that security actions respect the dignity and rights of all people, promoting a more ethical and fair approach. In addition, professionals who are well-trained in Human Rights are better able to identify and prevent abuse, contributing to the construction of a safer and more respectful society.

Of the 74 professionals, 69 participated in training covering topics such as moral and sexual harassment, racial discrimination, cultural and gender diversity, conflict management, assistance at events involving people in vulnerable situations, and empathy.

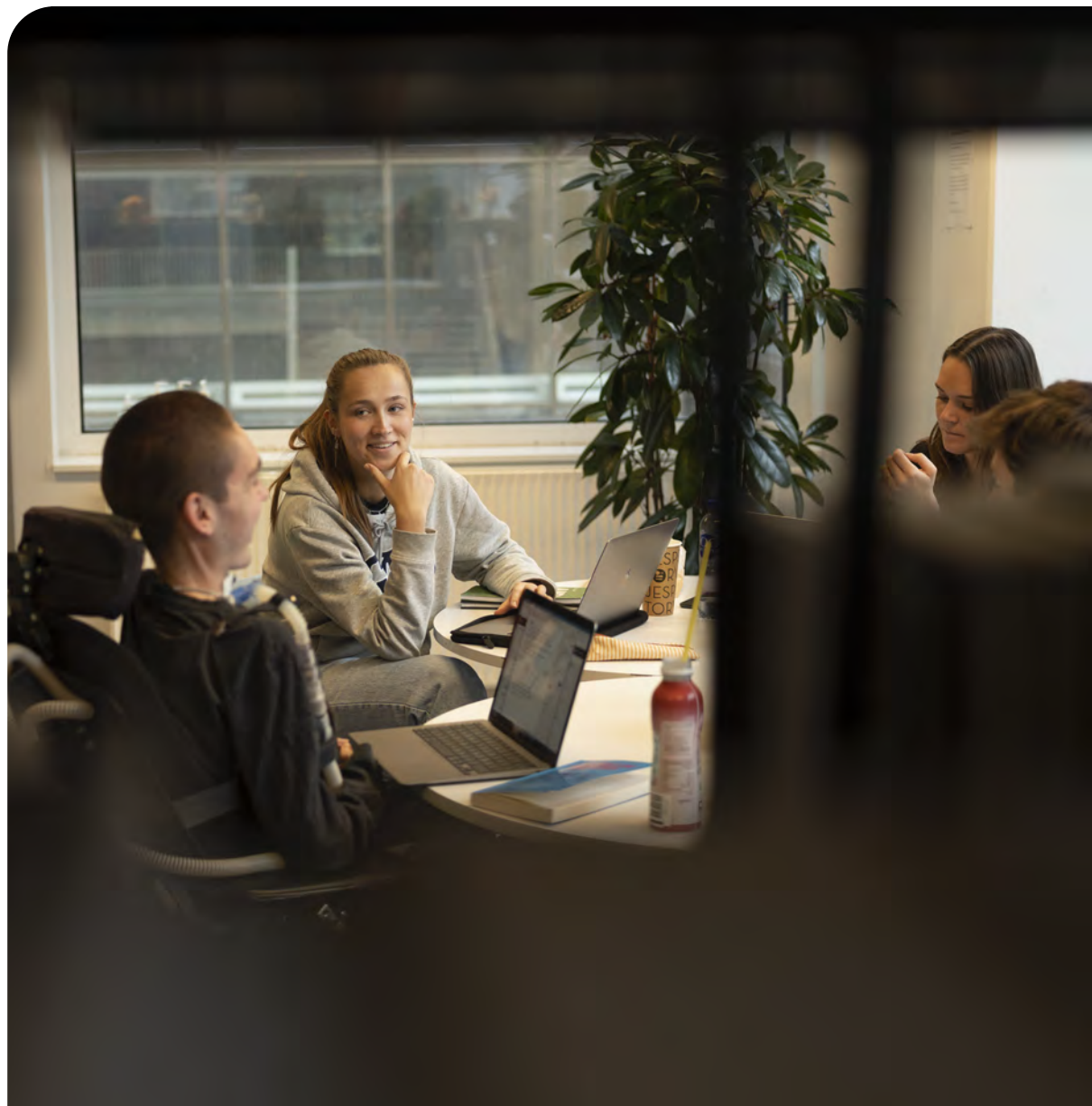


93.24%*
security professionals
trained in Human Rights

*outsourced

Engagement survey

In the engagement survey, 88% of employees responded that they are very satisfied with the company as a place to work – which represents a four-point increase compared to 2023.





Diversity, Equity and Inclusion (DEI)

In 2024, Allianz Brasil took an important step in its diversity, equity and inclusion agenda. For the first time, the company conducted an internal diagnosis, involving the Executive Committee and the leadership of Allianz Seguros. Conducted by a company specialized in the subject, the diagnosis was aimed at identifying and understanding the engagement related to DEI issues and the gaps to be solved.

Based on the collected data, actions to be prioritized from 2025 onwards were defined. The first will be the formation and training of the Diversity, Equity and Inclusion Committee, which will focus its activities on four basic pillars: race, gender, people with disabilities (PwD) and the LGBTQIA+ community.

One of Allianz Seguros' differentials is about women's participation in the company. They currently represent 57.67% of the workforce. The higher percentage is the result of the inclusion and equity actions carried out in recent years and the current profile



57.67%

female participation
in the company

of the insurance industry, which is more and more inclined towards the participation and training of women in leadership positions.

Allianz contributes significantly to this new reality in the industry, acting through programs such as She Leads, which trains women for leadership positions and, consequently, diversifies and pluralizes the company's strategic vision. The initiative is also aimed at actively recruiting women with differentiated knowledge, who can further strengthen the female presence within the company.





Total number of permanent employees

(by region and gender)

GRI 2-7

	2023			Participation in the total (%)		2024			Participation in the total (%)	
	Women	Men	Total	Women	Men	Women	Men	Total	Women	Men
Midwest	16	18	34	47.05	152.94	16	16	32	50	50
Northeast	27	36	63	42.85	57.14	27	38	65	41	58
North	5	7	12	41.66	58.33	6	7	13	46	54
Southeast	1,077	735	1,812	59.43	40.56	995	689	1,684	59	41
South	57	53	110	51.81	48.18	51	50	101	50	50
Total	1,182	849	2,031	58.19	41.80	1,095	800	1,895	58	42

Total number of temporary employees

(by region and gender)

GRI 2-7

	2023			2024			Variation 2023-2024 (%)		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Southeast	11	13	13	10	11	21	-9	-15	-12
Total	11	13	13	10	11	21	-9	-15	-12

Employees as of 12/31/2024, including interns.



Total number of full-time employees

(by region and gender)

GRI 2-7

	2023			2024			Variation 2023-2024 (%)		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Midwest	16	18	34	16	16	32	0	-11	-6
Northeast	27	36	63	27	38	65	0	6	3
North	5	7	12	6	7	13	20	0	8
Southeast	817	700	1,517	765	657	1,422	-6	-6	-6
South	57	53	110	51	50	101	-11	-6	-8
Total	922	814	1,736	865	768	1,633	-6	-6	-6

Total number of part-time employees

(por região e gênero)

GRI 2-7

	2023			2024			Variação 2023-2024 (%)		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Southeast	271	48	319	240	43	283	-11	-10	-11
Total	271	48	319	240	43	283	-11	-10	-11

Employees as of 12/31/2024, including interns.



Employees by job category, gender and age group

GRI 405-1

Job category	Women	Men	Under 30 years old	30-50 years old	Over 50 years old	Total
Director	13	19	0	22	10	32
Superintendent	10	23	0	28	5	33
Manager	63	76	1	110	28	139
Coordinator	2	1	0	3	0	3
Supervisor	9	10	0	12	7	19
Specialist	339	301	48	502	90	640
Analyst	309	219	54	391	83	528
Consultant	73	105	3	141	34	178
Assistant	41	15	17	35	4	56
Operations assistant	236	31	27	196	44	267
Intern	10	11	21	0	0	21
Total	1,105	811	132	1,440	305	1,916

In line with its global purpose We secure your future, Allianz Brazil strengthens its contribution to a more just and inclusive society by promoting and supporting initiatives related to equity and inclusion, such as those carried out by the Associação Beneficente dos Funcionários do Grupo Allianz (ABA) and through support and encouragement for athletes and para-athletes.

[> Find out more on pages 94 and 98](#)

Ratio of base salary and remuneration of women over men

GRI 405-2

Job category	%
Director	0,3
Superintendent	-0.02
Manager	-0.01
Coordinator	0,1
Specialist	-0.02
Executive	0.08
Consultant	0.08
Analyst	0.21
Operational assistant	-0.01
Assistant	-0.09





Health and well-being



GRI 3-3

In 2024, Allianz Seguros created an area dedicated exclusively to health and well-being, staffed by highly qualified professionals. The initiative reinforces the company's commitment to employee well-being by preventing occupational diseases and accidents, in addition to promoting the reduction of absenteeism and increasing employee engagement to create a safer and healthier work environment.

This new area complements the company's actions on this front, such as awareness campaigns on the importance of healthy habits, vaccination programs, initiatives for disease prevention or early diagnosis, and encouraging blood donation.

Throughout the year, Allianz Seguros prepared the launch, in 2025, of a health-monitoring program for

pregnant employees. These actions not only encourage a healthier and more balanced lifestyle among employees, but also contribute to reducing the health plan's claims rate, positively impacting the company's financial sustainability.

➔ **Pink October**
(breast cancer awareness campaign):
Educates employees on the importance of early diagnosis, promoting health and well-being.

➔ **Blue November**
(prostate cancer prevention awareness campaign):
Instructs employees on the importance of being aware of the issue through early diagnosis.





⇒ Eyes' Health Campaign:

A crucial initiative to ensure the prevention of visual problems, promoting quality of life and increasing employee productivity.

⇒ Blood Donation Campaign:

Strengthens solidarity among employees, in addition to promoting collective health and saving lives.



Through Allianz Care, a service dedicated to the physical and mental well-being of employees, nine training sessions focused on mental health were held, with the participation of 1,420 employees. The company believes that the impact of these initiatives goes beyond the work environment, also reaching the employees' families.

The covered topics were broad and diverse, including:

1. Burnout
2. Positive psychology
3. Taking care of those who care
- Mental health in adolescence
4. Anxiety attacks and insomnia
5. Fights between siblings
6. Emotional balance
7. Empathy in children
8. Mental health and communication





Transparency and relationships with partners and customers



GRI 3-3

Maintaining transparent, open and honest communication about its products, services, prices and policies is a premise in the relationship between Allianz Seguros and its brokers and customers. The company believes that this active listening strengthens trust and partnership between the parties.

Brokers

GRI 2-24, 2-29

Dedication to understanding customers' needs was essential for the good financial results achieved and for building customer loyalty throughout 2024. Proactive and personalized communication with these partners has been strengthened with the help of the Allianz + Perto (Allianz Closer) program. The first edition, held in August, gathered 20 professionals from the capital of São Paulo and the metropolitan region with chairman Eduard Folch and other executives from the insurer. The registration and maintenance of these brokers are carried out in collaboration with the Compliance area, strictly following the standards defined by the Group and by SUSEP.

Allianz sends emails and support materials regularly, keeping them informed about new products, updates and business opportunities. Social networks are also



30,000

active brokers
served by 57 branches
located in the main
Brazilian cities

used to share relevant content and foster interactions. In addition, Allianz runs specific promotions for brokers and provides content and communication materials to support professionals in their sales process, aiding in communication with customers and strengthening the relationship with the brand.

Another important action during the year was the creation of the Private Desk for brokers with the highest sales volume. The benefit allows an exclusive team to analyze, on an exceptional basis, criteria that define the acceptance of Allianz Motor insurance (Car, Motorcycle and Truck).





Alliadoz

Created with the purpose of boosting brokers' business, the Alliadoz program is segmented into the categories Private, Diamond, Emerald and Topaz, according to the professional's annual performance. Allianz Seguros also has four pillars of action with this stakeholder:

⇒ Alliadoz + Capaz (Capable):

Training, webinars, and courses geared towards business success;

⇒ Alliadoz + Prêmios (Prizes):

National and international travel;

⇒ Alliadoz + Comissão (Comission):

Greater growth and better results;

⇒ Alliadoz + Vantagem (Advantage):

Each segment has different advantages: checking account, special 24-hour assistance line, VIP boxes at Allianz Parque and more.



30

brokers from Private, Diamond and Emerald segments won a trip to Thailand





Networking in Trancoso

The company's executives and the 150 best-performing brokers in 2023 met in September in Trancoso (Bahia). In addition to exchanging experiences, Alliadoz provides a fundamental link between the company and its brokers, in a feedback process among the parties for better definition and management of strategies based on collected suggestions.

The event provided a varied itinerary of sports activities led by professionals such as goalkeeper Marcos, from the Brazilian Soccer Team that won the 2002 FIFA World Cup, held in Japan and South Korea; volleyball player Nalbert, gold medalist at the Athens Olympic Games (2004); Vanderlei Cordeiro de Lima, marathon runner and bronze medalist at the Athens Olympics; and Bruno Fratus, swimmer and Olympic medalist in Tokyo (2020).

Entrepreneurship journey

In August 2024, Allianz Seguros selected around 60 brokers from the Emerald segment, from all over Brazil, in a meeting held in São Paulo, with the purpose of stimulating the training and knowledge of these business partners. Through lectures, discussion groups and dynamic activities carried out throughout the day, topics such as management, entrepreneurship, innovation, trends, and consumer behavior were addressed – thus helping brokers to have a comprehensive view of their performance.



60

brokers participated in a training meeting in São Paulo



NPS Brokers

In 2024, Allianz applied the NPS Brokers – a quantitative survey that involved 1,849 respondents, and which was carried out between April and May. The survey revealed that Allianz Seguros' NPS performance with this audience reached 81%, which gave it the second place in a ranking that includes six insurance companies.

In the survey, brokers were asked about some attributes related to their experience with Allianz; according to the responses obtained, the brand was the attribute in which the company performed best (NPS of 79 points), followed by the commercial relationship



81%

was the NPS obtained among Allianz brokers

(NPS of 69 points) and the product (NPS of 68 points).

Following a priority matrix that takes into account the performance of the attributes and their importance for brokers, it was identified that those with the highest priority for Allianz's action are A24h (tow truck arrival time) and Claims (inspection deadline).





Clients

GRI 2-24, 2-25, 2-29, 417-1 / SASB FN-IN-270a.1, FN-IN-270a.2, FN-IN-270a.3, FN-IN-270a.4

Prioritizing customer satisfaction, retention and loyalty is vital to maintaining a growth curve in the company and strengthening the brand. The company's longevity and solidity are due to its ability to prioritize these three pillars in its business, combined with its capacity for transformation and understanding the real expectations of its clients, who feel confident in having Allianz Seguros as a company that is faithful to its global purpose. We secure your future, which seeks to expand access to different types of insurance.

Customers are also an essential source of valuable feedback on products, services and customer service, helping to identify improvements that need fine-tuning.

The company maintains clear and transparent communication, which is essential in an industry where people seek security and protection. By providing information about its policies, coverage and processes, Allianz ensures greater satisfaction and security. In addition, transparency allows customers to better understand the products they are purchasing, making more informed decisions.

Allianz makes information about its products and services available to customers through various channels. It publishes relevant content on social media and sends proactive emails about campaigns, promotions and relevant policy information, new products and communications about the products' services and benefits.



Almost

3 million

active customers

More than

3.3 million

policies



In 2024, Allianz achieved

4.67

stars out of a maximum level of 5



Customers in 2024

2,953,426

(compared to 2,784,345 in 2023)

New customers in 2024

1,210,972

Lost customers

943,218

Customers sponsored by employees

25,955





This way, the customer receives instructions on how to use insurance products, including the claims process and service, in an accessible and transparent manner. Allianz Brasil's institutional Instagram profile also publishes tips on how to use insurance products and maximize their benefits.

A series of digital channels are made available to customers to ensure a fast and efficient response to each type of request: Allianz Chat, Allianz WhatsApp, WhatsApp 24h Assistance, Digital Claims, Allianz Customer App, Customer Portal and Institutional Website. Complaints filed via the SAC Call Center, Direct Line, Social Media and Reclame Aqui reach the Customer Care area, which directs the demand to the areas responsible for the issue, and are responded to within seven days. Every month, those responsible for complaints in the company's departments receive a report from the Customer Care team with the volume and the main causes of problems, which is used to make internal improvements. Occasionally, forums are held to discuss solutions

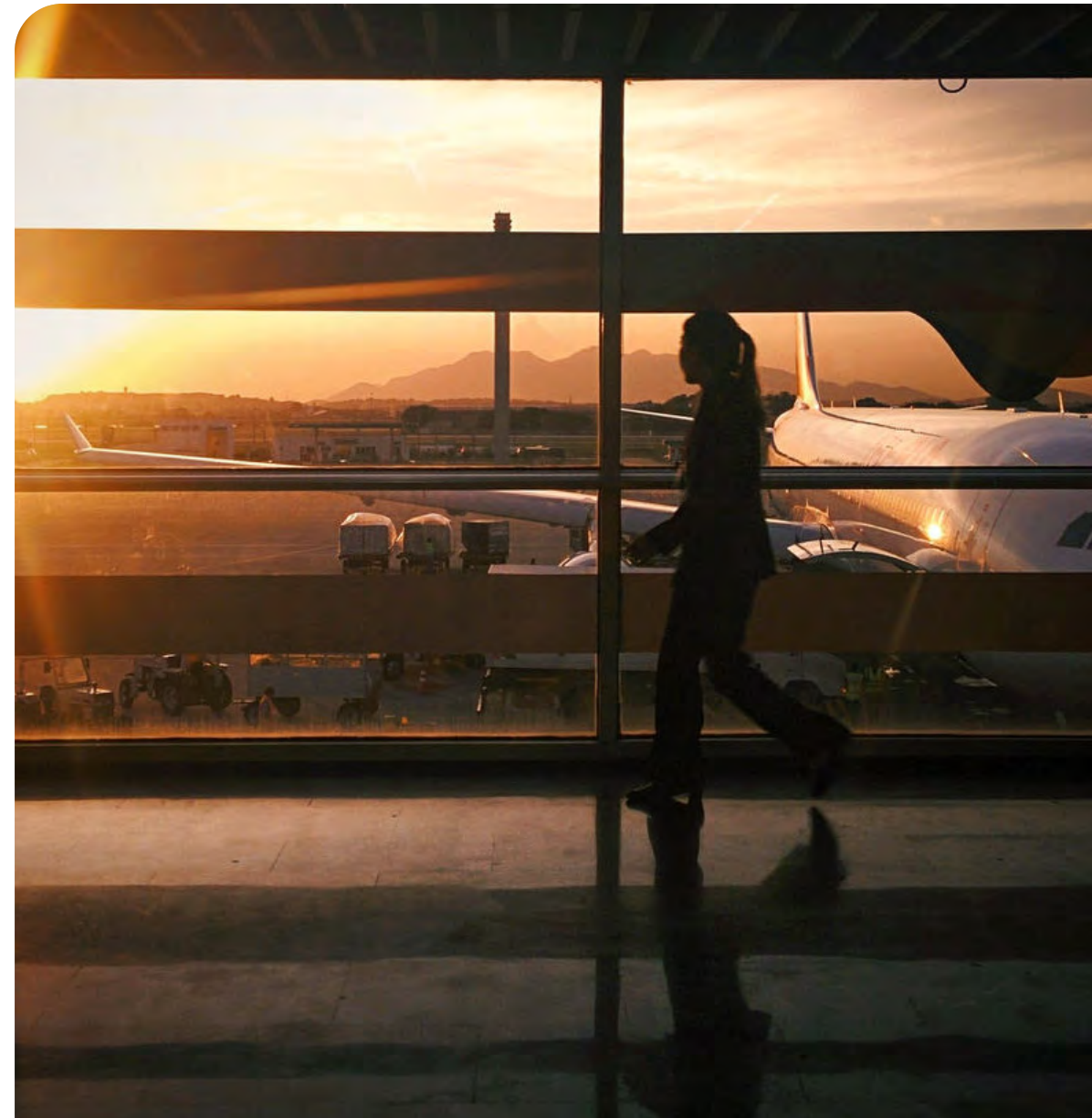
to complaints. Complaints received by Allianz are published on [SUSEPCon](#), the industry's indicator panel.*

[> Check out the Allianz Chat here](#)

To measure customer satisfaction and identify opportunities for improvement, the company applies the Voice of Customer (VoC) satisfaction survey throughout all contact journeys. In 2024, Allianz achieved 4.67 stars out of a maximum of 5. The rating on the Reclame Aqui (Complain Here) website also improved compared to 2023, rising from 6.5 to 7.2 in December 2024.

The positive points identified were good service, positive perception regarding services' quality and speed in the compensation process. The negative points were the value of the insurance, the service queue and possible disagreements

* There was no monetary loss resulting from legal proceedings associated with products disclosure and communication.





Mitigation measures

Allianz Seguros always seeks to prevent and remedy negative impacts on its customers through proactive monitoring of sensitive issues. If such impacts are detected, an action plan is drawn up with the support of several areas, company executives and crisis groups.

Some of the steps are the following:

- ⇒ When a crisis occurs: contact the crisis committee (areas and/or executives responsible for each topic);
- ⇒ Meetings between areas to identify the problem and its possible solutions, taking into account each specific audience;
- ⇒ Creation of a detailed plan of how the defined solutions or positions will be communicated to each audience;
- ⇒ Preventive work to monitor possible crises;
- ⇒ Report to the Group;
- ⇒ Validation by senior leadership and the legal department for the defined solutions;
- ⇒ Monitoring of short, medium and long-term impacts; and
- ⇒ Adoption of measures to mitigate similar situations.





Customer protection

For Allianz Seguros, maintaining the trust of its customers is essential. For this reason, the company has the Customer Protection Program, which aims to ensure that this relationship is maintained; to this end, it is necessary that the business is conducted with transparency, honesty, impartiality, professionalism and respect for the interests of customers, and also with the cooperation of brokers. Allianz's efforts in this regard are in line with the provisions of the Consumer Protection Code and the regulations of the Superintendence of Private Insurance (SUSEP), in addition to other legislation in force.

Among the various processes and guidelines of the Customer Protection Program, we can list the main activities carried out on this topic by the Compliance department:

Review of marketing materials/Consumer information

- It consists of reviewing materials specifically aimed at clients and/or brokers, including marketing pieces (from various media, such as emails, social media posts, institutional websites, television campaigns, etc.), outputs (quotes, proposals, policies, etc.) and press releases.

The Compliance department is responsible for processing and reviewing materials, which are also analyzed by the Legal Department.

The review aims to ensure that information provided to consumers is fair, clear and not misleading, in accordance with local legislation and the products' general conditions.



Product approval and modification

Product approval and modification at Allianz Brasil is governed by NP090 – Product Modification and Approval Procedure. Depending on the nature of the product modifications, the Compliance department may be an “informed” or “approving” area and must monitor the demand and verify whether internal requirements have been observed, especially regarding the Governance of the procedure.



Review of campaign regulations

Compliance is responsible for reviewing the regulations of commercial campaigns aimed at brokers and/or the commercial area, ensuring that their provisions are in accordance with the Allianz Consumer Protection Policy and that they do not affect negatively the interests of clients. Additionally, as determined in the regulations, all brokers awarded prizes for national or international trips and tickets to events at Allianz Parque resulting from national campaigns are evaluated by Compliance. Validation includes a reputational analysis of the brokerage business, as well as of the individual broker and their companion using specialized tools.



UNIQUE EXPERIENCES FOR CUSTOMERS

Female empowerment in Formula E

For the second consecutive year, Allianz was the official partner of Formula E in Brazil, an electric car race. In addition to being a global sponsor of the event, the company installed the Formula E Allianz Fan Village and was present through brand activations and interactions at the event.

Allianz Seguros welcomed 120 girls between the ages of 12 and 18 to the Anhembi Sambadrome, who participated in a workshop on financial education and the Allianz Ready Coach, a global program of Allianz that aims to facilitate women's access to financial knowledge.





Expanding access to insurance

GRI 3-3



Expanding access to insurance is essential to mitigate risks and promote financial stability and peace of mind for both individuals and businesses. Families and small businesses are increasingly vulnerable to extreme events caused by climate change, as well as accidents, illnesses or property losses. Lack of insurance can lead to debt or even bankruptcy, worsening the population's living conditions and limiting economic growth.



By offering insurance that is affordable and adapted to different realities, it is possible to reduce this vulnerability, promote greater financial resilience and contribute to a fairer and more sustainable society. One of the products being developed by Allianz Seguros to be implemented in 2026 follows this line: it is a low-cost solution for motors, with leaner services and aimed at lower insured values, and it also offers more payment options.

However, for this expansion of access to insurance to occur effectively, it is necessary to overcome a few challenges. One of them is the lack of awareness about the importance of insurance, which is often seen as an unnecessary expense.

Allianz Seguros believes that this perception can change through educational campaigns, transparency in communication, simplification of

digital channels, active listening and the offering of sustainable and innovative products. This journey has been paved over 120 years by the company, always open to positive transformations in an environment of trust and collaboration, diverse and sustainable.





Responsible management of the value chain



GRI 3-3

Allianz has policies, initiatives and a dedicated team to ensure that its relationships with suppliers, service providers and society are ethical and transparent, in line with the best global standards, as well as Brazilian rules and regulations. This management seeks to avoid situations of violations of internationally recognized laws and human rights within our value chain.

[> Read more on page 45](#)





Suppliers

GRI 2-24, 2-29, 308-2, 414-2

In a highly regulated industry that relies on trust and quality, suppliers and service providers are crucial partners in maintaining the company's solidity. For Allianz Seguros, it is essential that this important stakeholder is aligned with its standards of quality, compliance, ethics, efficiency, responsible environmental practices, and respect for human rights and diversity.

In this regard, Allianz has a document aimed exclusively at its suppliers and service providers, the Supplier Conduct and Financial Crime Prevention Handbook. It describes in detail the type of action the company expects from its business partners with regard to preventing and combating illegal acts – such as corruption, fraud, money laundering and terrorist financing. In addition, Allianz discloses its Ethics and Conduct guidelines to its employees through communications and training sessions, reinforcing the need to conduct due diligence prior to contracting all suppliers and service providers, in accordance with internal policies and standards.

Allianz performs background checks, through the Supplier Integrity Assessment Process (PAIF), on suppliers and service providers whose annual revenue exceeds BRL 100,000, especially for vehicle repair shops that have an annual revenue above BRL 250,000.

This includes due diligence through public and private databases, analysis of social, environmental, governance and compliance issues, aiming to mitigate such risks. In 2024, 259 suppliers that met these criteria were assessed and no causes of environmental and/or social impacts were identified.

If there is any indication, through analysis of the Self-Assessment Form completed by the supplier/provider or through the results of searches in public and private databases, that the supplier uses child labor or labor analogous to slavery, the risk is classified as "high" and the Compliance department recommends not hiring the supplier.

Furthermore, Allianz has a strong Information Security and Data Privacy analysis structure.

All services demanded by Allianz Brasil include a contract containing clauses that guarantee the rights of employees.

The company emphasizes the importance of carrying out due diligence when contracting suppliers and service providers in accordance with Allianz Seguros' internal policies.

Additionally, the Allianz Reporting Channel is widely publicized and can be used by anyone, regardless of their relationship with the company, to report suspected legal non-compliance, irregularities and misconduct, helping to identify and treat potential risks to the company.



Communities and social private investment

GRI 2-24, 2-29, 203-2

Allianz Seguros develops a series of activities to reduce inequalities, promote social transformation and foster sustainable growth, including involving its employees, who act as corporate volunteers. The company intends to formalize a program with this premise, which values social responsibility and engages teams, fostering a sense of belonging and purpose – in addition, of course, to generating a positive social impact.

In 2024, the company allocated BRL 899,700 in private social investment to the Associação Beneficente dos Funcionários do Grupo Allianz (ABA) and the NGO Parceiros Voluntários, from Rio Grande do Sul.





Thirty years of ABA

The civic culture of Allianz Seguros employees can be measured through initiatives related to the Associação Beneficente dos Funcionários do Grupo Allianz (ABA). Employees contributed with monthly donations of funds, thus supporting the activities carried out by the Association. In 2024, donations from 797 employees totaled almost BRL 270,000. There are also employees who provide services as volunteers at ABA.

The institution was created in 1994 to contribute to the education and personal development of vulnerable children and adolescents aged 4 to 17, from 50 public schools in the city of São Paulo. The Association also plays an important role in digital access for adults and the elderly, reducing social distances.



ABA Mission

- Contribute to ensuring that children and adolescents in vulnerable conditions have the opportunity of personal and social growth through educational actions.

ABA Values

- With comprehensive education (development of physical, intellectual, emotional, social and cultural dimensions), it helps children and adolescents served by ABA to become social actors, creating, producing and transforming the social and cultural world.



Located in the Santa Rita community, in the eastern part of the capital of São Paulo, the institution constantly monitors this population with the aim of helping them in the socio-educational process and in their development for entering the job market. Currently, ABA is receiving its second generation of attendees, that is, the children of the children served at the beginning of

its activities. In these three decades, the organization has impacted more than 10,000 people.

Ballet classes (baby class and neoclassical), visual arts, digital arts, audiovisual, sports and programming language are offered daily, all led by a dedicated team of educators and at hours that complement regular teaching.



In 2024, ABA continued its traditional Visual and Digital Arts and Dance Exhibitions. One of the highlights was the implementation of the project focused on the diversity theme, which impacted hundreds of people in the Santa Rita community. Working with technique, learning and creativity, the institution encouraged children and adolescents to recognize their particularities and the richness of a multicultural and multi-representative environment.

In the first half of the year, the works focused on different identities, promoting reflections on representation and inclusion. The project's highlight was in April, when around 20 children and teenagers visited the Allianz Seguros office in São Paulo and exhibited their visual and digital works of art. This meeting not only celebrated the participants' creativity, but also reinforced the importance of dialogue about diversity.

The works of French artist Oscar-Claude Monet were the inspiration for the work developed at the Association throughout the second half of 2024. The exhibition involved the participation of more than



900 children and teenagers, who brought to the public reinterpretations of classic works by Monet and videos that told the artist's story.

Digital games were also presented that captured the essence of nature, a predominant theme in the painter's works. This edition of the exhibition also focused on encouraging reflection on the importance of caring for nature and the community in which human beings live.





Support for Rio Grande do Sul

Allianz Brasil acted on several fronts to mitigate the consequences of the serious climate tragedy that occurred in May 2024 in Rio Grande do Sul. One of the actions was the donation to the NGO Parceiros Voluntários, contributing to the reestablishment of the physical structure of the day-care association Creches Beneficentes do Rio Grande do Sul (Acebergs), which has been serving children aged 6 to 14 after school for over 30 years in Vila Farrapos, north of Porto Alegre. Currently, the institution benefits more than 250 young people with meals, educational, sports and cultural activities. Acebergs also offers courses on social educators, Autism Spectrum Disorder (ASD), and professional support in Early Childhood Education.

Among the measures adopted specifically for employees residing in Rio Grande do Sul and affected by the tragedy was the expansion of the Employee Support Program (PAC), also covering family members – parents and siblings who were able to access psychological, legal, social and financial assistance. The anticipation and redemption of some benefits, such as, for example, the anticipation of the Profit and Results Participation (PLR) for the year 2024 and the 13th salary, were also offered to employees affected by the floods.

For policyholders residing in the region, the company extended the deadline for policy payments. Installments due between May 1 and 31 were extended to June 30, with no interest charged. It also brought forward the payment of additional commissions to partner brokers operating in the state.



Support contributed to the renovation of houses affected by flooding.



Allianz's Employee Support Program (PAC) has been expanded to include employees affected by the tragedy, as well as their families



Allianz Park

Located in the city of São Paulo, Allianz Parque is the only stadium in Latin America with the Architectural Accessibility Seal. It is also the first multipurpose arena in Brazil capable of hosting all types of events, boosting the entertainment market in the country and allowing the Allianz brand to gain important recognition in the cultural industry, in addition to sports.

The national and international events that take place at Allianz Parque also have a positive impact on the region's trade and tourism sectors by attracting a large audience, including international tourists, enabling the generation of jobs and social development.

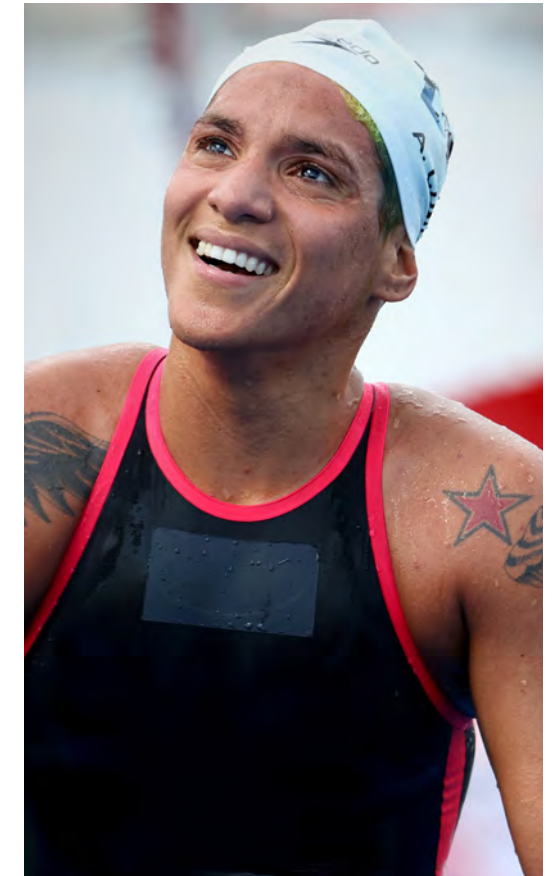




Allianz Team of the Olympic and Paralympic Movements

The Allianz Group is an official sponsor of the Olympic and Paralympic Movements around the world. In the case of Allianz Brazil, the company supports two athletes and one parathlete. They are athletes from different sports who work and exercise their bodies and minds to maintain their high performance.

This project also involves mentoring, occasions in which athletes tell their experiences to employees and get to know the company and its values. One of these mentorships, for example, had the participation of Jéssica Messali, world runner-up, and Bruno Fratus, bronze medalist, at the Tokyo Olympic Games in swimming.



⇒ Ana Marcela Cunha, multiple world champion and gold medalist at the Tokyo Olympics in marathon swimming, and Bruno Fratus, bronze medalist at the Tokyo Olympics in swimming.





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Susep Tables





GVR TABLE

Sustainability risks governance

Objective: Description of sustainability risk management governance

Content: Qualitative information

Frequency: Annual

Standard	Details
(a) Description of how the board of directors, executive board, officer responsible for internal controls and risk committee act to oversee sustainability risks.	See pages 30, 31, 55
(b) Description of the role of the board of directors, executive board, officer responsible for internal controls and risk committee in managing sustainability risks.	See pages 30, 31, 55
(c) Description of the bodies at the strategic, tactical and operational levels and their responsibilities in supporting the board of directors, executive board, officer responsible for internal controls and risk committee in managing and overseeing sustainability risks.	See pages 30, 31, 55



EST TABLE

Strategies associated with sustainability risks

Objective: Identification and description of the real and potential impacts of sustainability risks on the institution's business, strategies and risk management.

Content: Qualitative information

Frequency: Annual

Standard

(a) Description of sustainability risks with the potential to generate significant losses in the short, medium and long terms. Divide into (a.1) for climate risk events and (a.2) for other sustainability risks. Or Divide into (a.1) for climate risk events, (a.2) for environmental risk events, and (a.3) for social risk events. Indicate the temporal criteria adopted to define different time horizons (short, medium and long terms).

Details

Climate risk events - [GRI 201-2](#)

- Increase in the portfolio's loss ratio due to damage caused to insured objects by the impact of changes in climate events (short term).
- Increase in the portfolio's loss ratio due to damage caused to crops by the impact of changes in climate events (Rural) (short term).
- Inadequacy of products/coverage due to exposure to acute physical climate events caused by changes in weather patterns (long term).
- Increased claims due to chronic changes in weather patterns and stability of local ecosystems affecting agricultural production (long term).

Environmental risk events

- **Biodiversity:** Reputational impact due to relationships with clients who operate illegally in embargoed, conservation, permanent preservation or legal reserve areas (short term).



Standard

(Continued)

Details

Social Risk Events

- **Data Privacy and Cyber:** Losses caused by violation and leakage of customer data in the insurer's environment (short term).
- **Human Rights Violation:** Reputational impact due to relationship with suppliers and service providers involved in labor exploitation (slave-like, degrading, child labor) (short term).
- **Impact on Communities:** Reputational impact due to relationship with clients who operate illegally in areas of traditional communities (formerly slave people, indigenous and riverside communities) (short term).
- **Loss of Social Cohesion:** Increase in claims due to severity and frequency of robberies/thefts (short term).
- **Infectious Diseases:** Increase in claims due to pandemics (short term).

(b) description of the methodology used to assess the possibility of losses generated by sustainability risks.

Considering SUSEP's requirement on strategies associated with sustainability risks, the applied methodology assessed risks through their real and potential impacts.

- **Risks with real impact:** Those in which it is possible to estimate a financial loss given the current scenario.
- **Risks with potential impact:** Based on events for which there is no clarity as to the potential impacts on the insurer in the current state. For these risks, a long-term scenario is considered.

To determine the relevant topics and risks, information was collected on Allianz's business lines, interviews were conducted with the areas, and internal and external sources were used. From there, the sustainability risks to which Allianz is exposed were listed.



Standard

(c) Description of how the impacts of the risks mentioned in item (a) are considered in the institution's business and strategies, detailing the time horizon considered and the criteria adopted in prioritizing the risks assessed.

Details

Allianz Seguros integrates sustainability risks into its underwriting, claims and investment management processes. Risks are identified, assessed, classified and measured according to global and local guidelines, including SUSEP Circular 666/2022. The approach considers climate, environmental and social risks with the potential to generate significant losses. Time-based criteria are used to define short-, medium- and long-term horizons. Risks are prioritized based on their probability of occurrence and potential impact on business (financial or reputational), with the safeguards of acceptance policies and guidelines for sensitive sectors.

(d) Description of the resilience of the organization's strategy, considering its ability to adapt to changes in climate patterns and the transition to a low-carbon economy.

See pages 55 to 58, 62 to 63



GER TABLE

Sustainability risk management processes

Objective: Description of how sustainability risks are managed

Content: Qualitative information

Frequency: Annual

Standard	Details
(a) Description of the processes used to identify, assess, classify and measure sustainability risks.	See page 55
(b) Description of the sustainability risk management processes, highlighting their treatment, monitoring and reporting.	See page 55
(c) Description of the mechanisms used to establish limits for concentration in economic sectors, geographic regions, products or services most likely to suffer or cause impacts on sustainability.	The insurer defines in its risk appetite the policies for acceptance and restriction in sensitive sectors and activities, as well as the respective exposure to reputational damage. Sustainability risk management is included in the insurer's Internal Control System and Risk Management Structure. In turn, concentration limits are established based on risk and opportunity analyses, considering climate trends, geographic and sectoral criteria to minimize negative impacts and risk concentration. Finally, the company uses risk and underwriting models that take into account exposure to climate phenomena and other risk factors.



Standard

(d) Description of how the processes used to identify, assess, classify, treat, monitor and report sustainability risks are integrated into the management of underwriting, credit, market, liquidity and operational risks.

Details

See page 55



[About the Report](#)

[Message from the CEO](#)

[The Company](#)

[Allianz's Business](#)

[ESG Strategy](#)

[Governance](#)

[Environmental Impact](#)

[Social Impact](#)

[Susep Tables](#)

[GRI and SASB Content Indexes](#)



GRI and SASB Content Indexes

Allianz Seguros has reported in accordance with Global Reporting Initiative (GRI) for the period 01/01/2024 a 12/31/2024. This report partially addresses the Sustainability Accounting Standards Board (SASB) indicators.





GRI 1: Foundation 2021

GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021	2-1 Organizational details	9, 10		
	2-2 Entities included in the organization’s sustainability reporting	3		
	2-3 Reporting period, frequency and contact point	3		
	2-4 Restatements of information			There was no restatement of information.
	2-5 External assurance	3		
	2-6 Activities, value chain and other business relationships	9, 11, 12, 18		
	2-7 Employees	77, 78		
	2-8 Workers who are not employees	67		
	2-9 Governance structure and composition	38, 39, 40		The Board of Directors does not have independent members.
	2-10 Nomination and selection of the highest governance body	38		
	2-11 Chair of the highest governance body	38		
	2-12 Role of the highest governance body in overseeing the management of impacts	30, 31, 55		
	2-13 Delegation of responsibility for managing impacts	30, 31, 55		
	2-14 Role of the highest governance body in sustainability reporting	30		
	2-15 Conflicts of interest	46	B	There are no reports related to possible conflicts of interest in cross-shareholdings, since Allianz is a privately held company.



GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	55	B	In 2024, a report related to fraud was considered a critical concern. It should be noted that the incident was handled in accordance with the Company's guidelines and the current legislation on the subject.
	2-17 Collective knowledge of the highest governance body			There was no training focused on sustainability.
	2-18 Evaluation of the performance of the highest governance body	43, 44		
	2-19 Remuneration policies	42, 43		
	2-20 Process to determine remuneration	42, 69		
	2-21 Annual total compensation ratio			49.9 times the average compensation of other employees. The average salary adjustment for the highest-paid individual in 2024 was 9.92% and for other employees (excluding the highest-paid one), 16.13%. The compensation of the highest-paid individual is impacted by the variation in foreign currency, considering that this employee's contract is in euros. It also includes long-term compensation.
	2-22 Statement on sustainable development strategy	4, 5		
	2-23 Policy commitments	26, 27, 46, 57		
	2-24 Embedding policy commitments	26, 27, 57, 58, 62, 63, 66 to 98		
	2-25 Processes to remediate negative impacts	47, 85, 86		
	2-26 Mechanisms for seeking advice and raising concerns	47, 48, 49		



GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations			There were no significant cases of legal non-compliance in 2024 –recurring legal and/or with high financial, reputational and regulatory impact, not only in ESG, but in other Compliance topics.
	2-28 Membership associations	19		
	2-29 Approach to stakeholder engagement	66 to 89, 92 to 98		
	2-30 Collective bargaining agreements	69		

MATERIAL TOPICS

GRI 3: Material Topics 2021	3-1 Process to determine material topics	32		
	3-2 List of material topics	33 to 35		
Transparency and relationships with partners and customers				
GRI 3: Material Topics 2021	3-3 Management of material topics	82 to 89		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	48		
	205-2 Communication and training about anti-corruption policies and procedures	48		
	205-3 Confirmed incidents of corruption and actions taken	48		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			There have been no legal actions regarding unfair competition or violations of antitrust and antimonopoly laws.
GRI 415: Public Policy 2016	415-1 Political contributions			None.
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	85		100% of products are covered by transparency procedures in information.



GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling			No case.
	417-3 Incidents of non-compliance concerning marketing communications			No case.
Privacy and data security				
GRI 3: Material Topics 2021	3-3 Management of material topics	51		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			No case.
Innovation and technology				
GRI 3: Material Topics 2021	3-3 Management of material topics	52		
Management of social, environmental and climate (SEC) risks and opportunities				
GRI 3: Material Topics 2021	3-3 Management of material topics	54 to 61		
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	56, 101		
	305-1 Direct (Scope 1) GHG emissions	61		
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	61		
	305-3 Other indirect (Scope 3) GHG emissions	61		
	305-4 GHG emissions intensity	61		
	305-5 Reduction of GHG emissions			None.
	305-6 Emissions of ozone-depleting substances (ODS)	61		
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	61		



GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
Sustainable products				
GRI 3: Material Topics 2021	3-3 Management of material topics	62, 63		
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	62, 63		
Valuing human capital				
GRI 3: Material Topics 2021	3-3 Management of material topics	66 to 81		
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	69		
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage			Allianz does not base its team's remuneration on the minimum wage, but rather on category rules and union rules.
	202-2 Proportion of senior management hired from the local community			91% - 3 directors are not from Brazil.
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	70		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	69		
	401-3 Parental leave	69		
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes			The minimum deadline is 15 days.
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	74		
	404-2 Programs for upgrading employee skills and transition assistance programs	71 to 73		
	404-3 Percentage of employees receiving regular performance and career development reviews	70		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	40, 79		
	405-2 Ratio of basic salary and remuneration of women to men	79		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	47		



GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			There is no such risk in operations. As a member of CNSEG, Allianz undertakes to fully comply with the agreements established through the Collective Bargaining Agreement (CCT), the agreements signed individually with the Union, as well as local labor laws. In relation to suppliers, contracts contain clauses guaranteeing workers' rights.
Responsible management of the value chain				
GRI 3: Material Topics 2021	3-3 Management of material topics	91 to 98		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers			Each department is responsible for the expenses in its area. Therefore, there is no survey of total expenses with suppliers and classification by location.
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria			Environmental, social and governance issues are assessed, but are not used as criteria for supplier selection.
	308-2 Negative environmental impacts in the supply chain and actions taken	92		
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			There is no such risk in operations. As a member of CNSEG, Allianz undertakes to fully comply with the agreements established through the Collective Bargaining Agreement (CCT), the agreements signed individually with the Union, as well as local labor laws. In relation to suppliers, contracts contain clauses guaranteeing workers' rights.



GRI Standard	Disclosure	Location	Omission	
			Disclosure	Reason
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	92		There is no such risk in operations. With suppliers, due to the characteristics of their operations, this type of risk is reduced. Several checks are carried out, as described in the chapter on suppliers.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	92		There is no such risk in operations. With suppliers, due to the characteristics of their operations, this type of risk is reduced. Several checks are carried out, as described in the chapter on suppliers.
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	75		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria			Environmental, social and governance issues are assessed, but are not used as criteria for supplier selection.
	414-2 Negative social impacts in the supply chain and actions taken	92		
Health and well-being				
GRI 3: Material Topics 2021	3-3 Management of material topics	80, 81		



SASB - Insurance

Topic	Accounting Metric	Code	GRI connection	Location
Transparent Information & Fair Advice for Customers	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	FN-IN-270a.1	GRI 417-2, 417-3	86
	Complaints-to-claims ratio	FN-IN-270a.2		86
	Customer retention rate	FN-IN-270a.3		85
	Description of approach to informing customers about products	FN-IN-270a.4	GRI 417-1	85, 86
Incorporation of Environmental, Social and Governance Factors in Investment Management	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies	FN-IN-410a.2		25
Policies Designed to Incentivise Responsible Behaviour	Net premiums written related to energy efficiency and low carbon technology	FN-IN-410b.1		62
	Discussion of products or product features that incentivise health, safety or environmentally responsible actions or behaviours	FN-IN-410b.2		62, 63
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-IN-410c.1		61
	Gross exposure for each industry by asset class	FN-IN-410c.2		
	Percentage of gross exposure included in the financed emissions calculation	FN-IN-410c.3		
	Description of the methodology used to calculate financed emissions	FN-IN-410c.4		
Physical Risk Exposure	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	FN-IN-450a.3		58
Systemic Risk Management	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	FN-IN-550a.1		25
	Total fair value of securities lending collateral assets	FN-IN-550a.2		25



Topic	Accounting Metric	Code	GRI connection	Location
Systemic Risk Management	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	FN-IN-550a.3		25
Activity Metrics	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance.	FN-IN-000.A		18
	Number of policies in force, by product line			



GENERAL COORDINATION

Executive Board of Human Resources,
Communication, and Sustainability

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