

Highlights about Fidelidade

The Fidelidade Group's mission is to support the development of a sustainable society. The Group is committed to serving people throughout their lives, with innovative products and services that provide effective protection.

Since the beginning of our operations, we have always been a human-driven company made up of people who think about people. We are genuine in everything we say and do. People know they can trust us. This is the commitment we have made, which also promotes stability in our relations with all those who are Fidelidade customers, employees, partners, shareholders, and society itself. This is what we work for every day, giving meaning to our purpose, so that life never stops!

With more than two centuries of history, Fidelidade results from the merger of various Portuguese insurers and is recognized by its credibility and robustness.

The Fidelidade Group occupies a leading position in the Portuguese insurance market, complemented by an international presence across 4 continents and in 13 countries, including Portugal (LATAM: Peru; Bolivia; Paraguay & Chile; EUROPE: Portugal; Spain; France & Liechtenstein; AFRICA: Angola; Mozambique & Cape Verde; ASIA: Macao & China). With a total of 8.000 employees, 30.1% of Fidelidade's business comes from outside of Portugal.

In recent years, Fidelidade's international business has undergone a real transformation. Fidelidade grew abroad and established itself as a benchmark in the various markets where it operates. Its geographical diversification gives Fidelidade greater resilience in the face of adverse situations, while also ensuring new opportunities for future growth for the insurance business.

Reporting on sustainability

Fidelidade officially became a signatory to the Principles of Sustainable Insurance (UNEP FI PSI) on 25 November 2020.

The four main principles (see below) describe how corporate responsibility should be incorporated by insurers into their business. By signing the PSI, Fidelidade commits to addressing environmental, social and governance (ESG) issues in the way it conducts its business as an insurer and in its relationships with all stakeholders in the sector, including employees, clients, suppliers, and government bodies.

This first report from Fidelidade seeks to report on the progress. Please see the [Integrated Management Report 2022](#) of Fidelidade Group for an overview of our key figures and activities.

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| <p>Principles for Sustainable Insurance</p> | <p>Fidelidade Integrated Management Report 2022</p> |
| <p>1. We will embed in our decision-making environmental, social and governance issues relevant to our insurance business</p> | <p>Key highlights:</p> <ul style="list-style-type: none"> • Fidelidade has a Strategic Sustainability Committee approved by the Executive Board of Directors. This committee includes members of the Board of Directors and the Chairman of Fidelidade Group. The committee plays an advisory, recommendatory, and preparatory role and takes decisions taken on critical sustainability related issues across environmental, social and governance topics. • The Sustainability Division reports directly to the Group CEO. • The Board of Directors is responsible the approval of sustainability or ESG strategies and policies. <p>For further details and references see Fidelidade Integrated Management Report 2022:</p> <ul style="list-style-type: none"> • Message from the Board of Directors – Executive Board (Chairman & CEO) • Fidelidade Group: <ul style="list-style-type: none"> ▪ Our Journey: Mission and Values ▪ Our Business: Value creation model ▪ Our Strategy: Strategy, Commitments and Goals • Create value, invest in the future <ul style="list-style-type: none"> ▪ European Taxonomy ▪ Accompany Customer ▪ Caring for People ▪ Invest in Society ▪ Protect Environment ▪ Sustainable Supply Chain ▪ Create Value for Investors • Governance and Risk Management <ul style="list-style-type: none"> ▪ Governance Structure ▪ Ethics and Compliance ▪ Risk Management • Annexes relating to the Non-Financial Information Report <ul style="list-style-type: none"> ▪ GRI Table <p>Non-Financial Statement</p> |

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| <p>2. We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions</p> | <p>Key highlights:</p> <ul style="list-style-type: none"> • Fidelidade has a relationship based on dialogue with clients and suppliers on the benefits of managing ESG issues and the company's expectations and requirements on ESG issues. • Fidelidade offers information, products and services that answer clients pressing needs. • We see our relationships with our suppliers as partnerships, based on trust and transparency. These relationships also allow us to create a positive impact on the community, contributing to the development and transition of our partners. • In the Fidelidade Group Supplier Code of Conduct, we define a set of commitments for Fidelidade Group and its partners, in line with the Group's principles regarding social, ethical and environmental factors, including human and labour rights, the fight against corruption and respect for the environment. We ask our suppliers to align their business practices with the Group's policies and to ensure compliance at all levels of their respective supply chains. <p>For further details and references see Fidelidade Integrated Management Report 2022:</p> <ul style="list-style-type: none"> • Fidelidade Group: <ul style="list-style-type: none"> ▪ Our Journey: Mission and Values ▪ Our Business: Value creation model ▪ Our Strategy: Strategy, Commitments and Goals • Create value, invest in the future <ul style="list-style-type: none"> ▪ European Taxonomy ▪ Accompany Customer ▪ Caring for People ▪ Invest in Society ▪ Protect Environment ▪ Sustainable Supply Chain ▪ Create Value for Investors • Governance and Risk Management <ul style="list-style-type: none"> ▪ Ethics and Compliance ▪ Risk Management • Annexes relating to the Non-Financial Information Report <ul style="list-style-type: none"> ▪ GRI Table <p>Non-Financial Statement</p> |
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| <p>3. We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues</p> | <p>Key highlights:</p> <ul style="list-style-type: none"> • We adhere to voluntary initiatives both at a national level (in the various geographies where the Group is present) and at an international level. • Fidelidade Group is a member of and is committed to initiatives promoted by the United Nations, which encourage the adoption of sustainable principles and commit us to sharing and implementing these principles in our business activities. Examples include PSI, PRI and UN Global Compact. <p>For further details and references see Fidelidade Integrated Management Report 2022:</p> <ul style="list-style-type: none"> • Fidelidade Group: <ul style="list-style-type: none"> ▪ Our Business: Value creation model ▪ Our Strategy: Strategy, Commitments and Goals • Create value, invest in the future <ul style="list-style-type: none"> ▪ Caring for People ▪ Invest in Society ▪ Protect Environment • Governance and Risk Management • Annexes relating to the Non-Financial Information Report <ul style="list-style-type: none"> ▪ GRI Table <p>Non-Financial Statement</p> |
| <p>4. We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles</p> | <ul style="list-style-type: none"> • Fidelidade Integrated Management Report 2022 www.fidelidade.pt |