

103-1 Human Rights

We are committed in Grupo SURA to respecting Human Rights throughout our value chain. This implies complying with the guidelines of the Universal Declaration of Human Rights, the Guiding Principles on Businesses and Human Rights of the United Nations and those established in the relative Declaration to the fundamental principles and rights at work, of the International Labor Organization (ILO).

We seek solid relationships, with all our stakeholders, based on respect and mutual recognition, generating trust, and value, for all parties involved, through our operation. Therefore, we actively promote the respect of fundamental rights and avoid impacts, directly and indirectly caused.

We know that for our growth to be sustainable, it is necessary to: know the human rights risks, related to our operations, to identify the impacts that we generate and define measures to mitigate them (see Management Cycle).

Therefore, during the last years, we have focused on developing methodologies seeking to determine the exposure to risk in Human Rights, of our Companies, as well as identified and defining the necessary controls to prevent the occurrence of related events or reduce their impact, in case of occurrence. We have done this as a Business Group from five foci of action: as employer, provider of diversified services, active buyer

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HUMAN RIGHTS MANAGEMENT CYCLE



of goods and services, investor and social actor:

We analyzed the Company's risk exposure in 2018, which implied selecting the rights with the greatest affinity with our sector. The International Declaration of Rights, the International Covenant on Economic, Social and Cultural Rights,

the International Covenant on Civil and Political Rights and the ILO Declaration of Human Rights were taken as reference. The result of this analysis is an evaluation of stakeholders that could be violated in one of their fundamental rights (see table).

CHALLENGES AND OPPORTUNITIES 2019

During 2019, we identified the following opportunities:

- ◆ Continue reviewing the status of risk in Human Rights for defined stakeholders.
- ◆ Carry out follow-ups of the improvement plans and evaluate the proposed treatment plans.
- ◆ Train employees on the importance and culture of Human Rights and the defined management cycle.