

General Human Talent Indicators for the SURA Business Group - 2022

2-7, 2-8, 2-21, 2-30, 401-1, 403-9, 403-10, 404-1, 404-3, 405-1, 405-2

Presentation

The Companies that make up the SURA Business Group acknowledge that people, as human beings with our own particular identities and cultures, form the heart of our Organization. That is why we are driving our employee development plans and providing skills and knowledge in support of their full development and maximizing their potential, from the standpoint of flexibility and diversity, thereby creating added value for the Company, its stakeholders and society in general.

Therefore, in 2022, one of the priorities for all our Companies was to consolidate our human talent strategy from the standpoint of employee development and welfare, as well as our sustainability and ability to create jobs on all those fronts or in all those lines of business where it was necessary to expand our capabilities, this in order to continue to offer our support to both individuals and companies in Latin America who have placed their trust in SURA.

The following is a breakdown of the main consolidated indicators that we monitor as part of our Annual Report and in compliance with international standards:

1. Employees per type of employment contract

	Business Group	Grupo SURA	Suramericana	SURA AM
Number of Employees*	30,152	68	22,895	7,189
Percentage of employees with an indefinite employment contract	88.4%	98.5%	88.3%	88.6%
Percentage of employees with a fixed-term employment contract	11.6%	1.5%	11.7%	11.4%
Employees with other types of employment contracts	789	0	789	0
	Business Group	Grupo SURA	Suramericana	SURA AM
Number of Employees*	30,152	68	22,895	7,189
Percentage of administrative employees	83.1%	100.0%	92.4%	53.4%
Percentage of sales and client care personnel	16.9%	0.0%	7.6%	46.6%

**Including sales force and advisors Excluding people working for the Business Group for academic purposes and who do not hold an employment contract*

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)

2 Breakdown of Employees by Gender

	Business Group		Grupo SURA		Suramericana		SURA AM	
Number and percentage of men	10325	34.2%	32	47.1%	7,343	32.1%	2,950	41.0%
Number and percentage of women	19827	65.8%	36	52.9%	15,552	67.9%	4,239	59.0%

3. Breakdown by age group:

	Business Group	Grupo SURA	Suramericana	SURA AM
Employees 30 years of age and under (<= 30)	19.4%	22.1%	19.1%	20.5%
Employees between 30 and 40 years of age (30< X <= 40)	41.7%	39.7%	43.7%	35.3%
Employees between 40 and 50 years of age (40<X <=50)	26.6%	29.4%	26.3%	27.6%
Employees 50 years of age and over (> 50)	12.3%	8.8%	10.9%	16.6%

4. Employees broken down by job hierarchy and gender

	Business Group	Grupo SURA	Suramericana	SURA AM
Number of Employees	30,152	68	22,895	7,189
Senior Management Positions - HAY 29 - 21	193	13	109	71
Middle Management Positions- HAY 20 - 19	255	2	160	93
Junior Management Positions- HAY 18 - 16	2,773	25	1,962	786
Non-managerial Positions - HAY 15 - 6	21,633	27	18,842	2,764
Interns	199	1	72	126
Client Care Personnel	5,099	0	1,750	3,349

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)

Breakdown of Male Employees per Job Hierarchy Level	Business Group	Grupo SURA	Suramericana	SURA AM
Senior Management - HAY 29 - 21	63.7%	76.9%	56.0%	73.2%
Middle Management Positions- HAY 20 - 19	66.7%	50.0%	63.1%	73.1%
Junior Management - HAY 18 - 16	46.7%	48.0%	44.4%	52.5%
Non-managerial positions - HAY 15 - 6	31.6%	33.3%	30.0%	42.9%
Interns	48.2%	0.0%	52.8%	46.0%
Client Care Personnel	35.2%	0.0%	35.5%	35.0%
Breakdown of Female Employees per Job Hierarchy Level	Business Group	Grupo SURA	Suramericana	SURA AM
Senior Management Positions - HAY 29 - 21	36.3%	23.1%	44.0%	26.8%
Middle Management Positions- HAY 20 - 19	33.3%	50.0%	36.9%	26.9%
Junior Management Positions- HAY 18 - 16	53.3%	52.0%	55.6%	47.5%
Non-managerial Positions - HAY 15 - 6	68.4%	66.7%	70.0%	57.1%
Interns	51.8%	100.0%	47.2%	54.0%
Client Care Personnel	64.8%	0.0%	64.5%	65.0%

5. Employees per country

	Business Group	Grupo SURA	Suramericana	SURA AM
Total number of employees	30,152	68	22,895	7,189
Colombia	21,625	68	19,558	1,999
Chile	2,502		684	1,818
El Salvador	626		287	339
Mexico	2,715		656	2,059
Peru	792			792
Uruguay	285		104	181
Argentina	570		569	1
Brazil	336		336	
Panama	436		436	
Dominican Republic	265		265	

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)



6. Employees per country and gender

	Business Group	Grupo SURA	Suramericana	SURA AM
Total number of employees	30,152	68	22,895	7,189
Colombia	21,625	68	19,558	1,999
% Male employees	30.6%	47.1%	29.9%	37.0%
% Female employees	69.4%	52.9%	70.1%	63.0%
Chile	2,502		684	1,818
% Male employees	43.3%		45.8%	42.4%
% Female employees	56.7%		54.2%	57.6%
El Salvador	626		287	339
% Male employees	45.7%		42.9%	48.1%
% Female employees	54.3%		57.1%	51.9%
Mexico	2,715		656	2,059
% Male employees	43.7%		50.0%	41.7%
% Female employees	56.3%		50.0%	58.3%
Peru	792			792
% Male employees	42.8%			42.8%
% Female employees	57.2%			57.2%
Uruguay	285		104	181
% Male employees	45.6%		50.0%	43.1%
% Female employees	54.4%		50.0%	56.9%
Argentina	570		569	1
% Male employees	48.8%			0%
% Female employees	51.2%			100%
Brazil	336		336	
% Male employees	47.0%			
% Female employees	53.0%			

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)



	Business Group	Grupo SURA	Suramericana	SURA AM
Panama	436		436	
% Male employees	35.8%		35.8%	
% Female employees	64.2%		64.2%	
Dominican Republic	265		265	
% Male employees	36.2%		36.2%	
% Female employees	63.8%		63.8%	

7. Training and development

	Business Group	Grupo SURA	Suramericana	SURA AM
Average hours of training and development	51	78	47	63
Average hours of training and development for men	50	74	46	57
Average hours of training and development for women	51	81	47	67
Total investment in employee training and development*	4,605,605	44,961	1,602,075	2,958,569
Average investment in training and development per employee*	153	661	70	412

*Investment figures stated in US dollars

Average hours of training and development per job hierarchy level	Business Group	Grupo SURA	Suramericana	SURA AM
Senior Management Positions - HAY 29 - 21	49	22	42	65
Middle Management Positions- HAY 20 - 19	112	276	137	67
Junior Management Positions- HAY 18 - 16	104	93	112	85
Non-managerial Positions - HAY 15 - 6	42	78	40	51
Interns	41	19	30	48
Client Care Personnel	56		35	67

8. Diversity of members of governing bodies

	Business Group	Grupo SURA	Suramericana	SURA AM
Total number of employees in roles of governance	82	6	9	67
Percentage of female employees in roles of governance	36.6%	50.0%	33.3%	35.8%
Percentage of male employees in roles of governance	63.4%	50.0%	66.7%	64.2%
Percentage of employees 30 years of age or younger in roles of governance	0.0%	0.0%	0.0%	0.0%
Percentage of employees between 31 and 50 years of age in roles of governance	62.2%	83.3%	33.3%	64.2%
Percentage of employees older than 50 years of age in roles of governance	37.8%	16.7%	66.7%	35.8%

9. Collective bargaining agreements or trade unions

	Business Group	Grupo SURA	Suramericana	SURA AM
Employees who are covered by collective bargaining agreements or are members of trade unions	3,517	0	2,711	806
Percentage of employees who are covered by collective bargaining agreements or are members of trade unions	11.7%	0.0%	11.8%	11.2%

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)



10. Employee turnover rates

Administrative employees	Business Group			Grupo SURA			Suramericana			SURA AM		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Employee turnover rate (total)	7.9%	11.9%	14.5%	7.2%	16.0%	25.0%	6.5%	10.5%	12.3%	15.6%	19.2%	26.9%
Employee turnover rate (voluntary terminations)	4.2%	7.2%	9.7%	1.2%	6.2%	14.7%	4.0%	6.7%	9.1%	5.3%	9.5%	13.1%
Employee recruitment rate	16.3%	13.6%	15.2%	7.2%	19.8%	13.2%	15.5%	11.7%	14.4%	21.0%	23.3%	19.5%

*Data calculated based on the number of employees as of December 31 of each year.

Client Care / Sales Personnel	Business Group			Suramericana			SURA AM		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
Employee turnover rate (total)	26.5%	45.4%	34.7%	13.2%	18.8%	20.8%	32.0%	58.1%	41.9%
Employee turnover rate (voluntary terminations)	12.8%	19.3%	13.7%	9.8%	14.2%	15.9%	14.1%	21.8%	12.5%
Employee recruitment rate	24.2%	31.4%	16.2%	23.5%	17.5%	17.5%	24.4%	38.0%	15.6%

*Data calculated based on the number of employees as of December 31 of each year.

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)

11. Recruitment rate per age group

Administrative employees	Business Group	Grupo SURA	Suramericana	SURA AM
Total hirings	3,799	9	3,043	747
Employees 25 years of age and under (≤ 25)	700	1	506	193
Employees between 25 and 35 years of age ($25 < X \leq 35$)	2,021	5	1,613	403
Employees between 35 and 50 years of age ($35 < X \leq 50$)	1,009	3	870	136
Employees 50 years of age and over (> 50)	69	0	54	15
Female	2,338	5	1,977	356
Male	1,461	4	1,066	391

Client Care / Sales Personnel	Business Group	Suramericana	SURA AM
Total hirings	825	304	521
Employees 25 years of age and under (≤ 25)	68	32	36
Employees between 25 and 35 years of age ($25 < X \leq 35$)	351	155	196
Employees between 35 and 50 years of age ($35 < X \leq 50$)	332	115	217
Employees 50 years of age and over (> 50)	74	2	72
Female	508	181	327
Male	317	123	194

	Business Group	Grupo SURA	Suramericana	SURA AM
Total No. vacancies per year to fill	6,185	9	4,347	1,829
No. vacancies filled by in-house personnel	1,436	0	1,007	429
No. vacancies filled by outside candidates	4,749	9	3,340	1,400

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)

12. Absenteeism Indicators

	Business Group	Grupo SURA	Suramericana	SURA AM
Total absenteeism rate	0.33	0.13	0.25	0.57
Absenteeism rate - administrative personnel	0.26	0.13	0.25	0.31
Absenteeism rate - sales personnel	0.68		0.31	0.87
Absenteeism due to accidents	0.01	0.00	0.00	0.03
Absenteeism due to common illness	0.32	0.13	0.25	0.54

	Business Group	Grupo SURA	Suramericana	SURA AM
Total number of accidents	927	1	591	335
No. sick and disability leaves due to common illness	34,613	36	30,958	3,619
No. of fatal accidents in the workplace	0	0	0	0

13. Performance

	Business Group	Grupo SURA	Suramericana	SURA AM
Total evaluations performed	26,773	56	19,943	6,780
Percentage of employees with performance evaluations	88.8%	82.4%	87.1%	94.3%
Number of women evaluated	17,704	31	13,648	4,025
Number of men evaluated	9,076	25	6,295	2,756

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)

Main type of performance appraisal	Employees evaluated %	Frequency
Management by objectives	82.9%	Annual
Multidimensional performance appraisal (360°)	16.6%	Annual
Comparative ranking by category	61.8%	Annual

14. Salaries

Employees	Average basic salary for men	Average basic salaries for women	Ratio
Senior Management Positions - HAY 29 - 21	225,777	151,892	0.67
Middle Management Positions- HAY 20 - 19	107,521	84,464	0.79
Junior Management Positions- HAY 18 - 16	42,913	36,626	0.85
Non-managerial Positions - HAY 15 - 6	17,062	13,076	0.77

Employees	Average basic salary for men + other incentives men	Average basic salary for women + other incentives	Ratio
Senior Management Positions - HAY 29 - 21	377,472	229,720	0.61
Middle Management Positions- HAY 20 - 19	147,685	107,701	0.73
Junior Management Positions- HAY 18 - 16	49,189	40,846	0.83
Non-managerial Positions - HAY 15 - 6	17,678	13,403	0.76

** Figures stated in US dollars. Including sales and client care personnel Excluding people working for the Business Group for academic purposes and who do not hold an employment contract*

Digital attachment to the 2022 Annual Report

(This document forms an integral part of this year-end report)

15. Total annual remuneration ratio - Grupo SURA

	Grupo SURA
Total annual remuneration ratio	54.63

16. Accumulated shares ownership (Multiple of annual base salary)

Management Ownership	Grupo SURA
CEO	6.46
Average Committee members	3.23

17. Human Capital Return on Investment

HC ROI	Grupo SURA
a) Total Revenue	7,367,141,588
b) Total Operating Expenses	6,502,029,172
c) Total employee-related expenses	511,217,284
Resulting HC ROI (a - (b-c)) / c	2.69

**Figures stated in US dollars*

18. Risk Training Board of Directors

Theme	Board	Sessions
Concentration Risk	Grupo SURA	3
Sox and internal control system	Grupo SURA	1
Grupo SURA's risk management scope	Grupo SURA	1
Cybersecurity risk and resilience	Suramericana	1
Solvency Risk	Grupo SURA	3