



Governance and People

The Sustainability Division, which reports to the CEO, defines, promotes, and coordinates the execution of Fidelidade Group's sustainability strategy. The Division:

- Leads and organizes Sustainability Committees: Operational Committee and Strategy Committee
- Manages the ESG Rating Process, leading all work streams and overseeing the collection and preparation of information requested by Sustainalytics
- Responsible for ensuring the incorporation of sustainability perspectives in committees and forums within the Group
- Ensures the onboarding of International Operations on Sustainability issues through the sharing of best practices, training sessions, workshops, mentoring sessions, and steering meetings with CEOs

People

We aim at becoming an increasingly inclusive company where our people feel valued and fulfilled at work. To achieve this, Fidelidade has implemented its Diversity, Inclusion, Equity, and Sense of Belonging (DEIB) Group policy, along with a DEIB and well-being program.

New Governance tools have been implemented to position Fidelidade as one of the best companies to work for:

- **People Committee:** Forum where discussions, priority definitions, progress tracking, and accountability promotion on topics related to leadership and talent take place. It manages issues such as succession and talent identification, commitment to culture, and workforce planning within the Group. The People Committee is held monthly and is attended by members of the Executive Committee and the People and Organization Department
- **Gender Pay Gap:** Within the Group, we assess the gender pay gap by answering the question: "on average, what is the difference in salary between male and female employees performing the same job with the same responsibilities?". For approximately 70% of the Group's employees worldwide (i.e., Portugal and Peru), the average gender pay gap in 2022 was 3.9%, with a median of 2.8%. Fidelidade Group is committed to achieving a Gender Pay Gap below 5% by 2025
- **Well-being:** As a major national company, we recognize our responsibility and prioritize how we take care of our employees. We focus and invest on their well-being, and promote diversity, equity, and inclusion. Fidelidade continuously invests in its employees' training, ensuring the development of appropriate and necessary skills for their professional and personal growth

- **Governance Commitments:**

- ✓ Perform Talent Mapping and Development:
 - Ensure equal growth and development opportunities within the Group
 - Inclusion of all employees in the talent mapping and development program
- ✓ Guarantee an inclusive recruitment process and positive integration of all individuals
- ✓ Monitor diversity levels in the organization through surveys conducted every 3 years
- ✓ Conduct an annual organizational climate survey throughout the organization
- ✓ Promote Great Place to Work (GPTW) practices:
 - Achieve an Engagement Index equal to or greater than 65% in 2024 across all structures
 - Obtain GTPW certification for all companies within the Fidelidade Group
 - Position Fidelidade and Multicare as Best Workplace

WeCare Commitment

WeCare is the central element of our culture, setting us apart from other organizations. WeCare means being present for all people, whether they are customers, colleagues, or partners, going beyond what is expected.

To find more about the WeCare Commitment, click [here](#).

Responsible Investor

As a responsible investor, Fidelidade is committed to achieve the following investment-related goals:

- Review the entire investment portfolio to comply with the ESG criteria by 2025
- Issue its first green bond
- Halt new investments and reduce legacy investments in socially controversial industries:
 - ✓ Limit existing investments in the arms, gambling, and tobacco industries to no more than 3% of the total investment portfolio within the next 3 years and to 0% within the next 5 years
 - ✓ Reduce investments in the fossil fuels extraction and thermal coal production industries to no more than 5% of total investment portfolio within the next 5 years
 - ✓ Reduce investments in industries associated with pollutants, mining, aviation, among others, to no more than 5% of the total investment portfolio over the next 5 years