
UNEP-FI Principles for Sustainable Insurance (PSI)

Grupo Catalana Occidente

Table of contents

| | |
|--|---|
| Introduction..... | 3 |
| Principle 1. We will embed in our decision-making environmental, social and governance issues relevant to our insurance business..... | 4 |
| Principle 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..... | 6 |
| Principle 3. We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues..... | 7 |
| Principle 4. We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles..... | 7 |

Introduction

In January 2020, Grupo Catalana Occidente joined the *United Nations Environment Programme Finance Initiative (UNEP-FI) Principles for Sustainable Insurance*, (hereinafter, PSI). This adherence demonstrates our commitment to observing and monitoring these principles and the voluntary development of business practices aligned with them, in reference to all our entities (Seguros Catalana Occidente, Seguros Bilbao, Plus Ultra Seguros, NorteHispana Seguros, Atradius Crédito y Caución, among others).

Since 2002, we have been a signatory member of the Global Compact and we promote actions that favour achieving the United Nations Sustainable Development Goals (SDGs) through good practices that we align with our materiality, contributing with our activity to the ambitious challenges we face. Grupo Catalana Occidente is also a signatory to the *Principles for Responsible Investment* (hereinafter, PRI).

We are a group with more than a 150 year history, a time in which we have adapted to political, social and cultural changes, maintaining a clear vocation for sustainability and service at all times. Our purpose is based on leadership in the protection and long-term welfare for families and companies in Spain and on the coverage of commercial credit risks at international level.

For Grupo Catalana Occidente, sustainability is the voluntary commitment to integrate risks and responsible management of economic, social and environmental issues into its strategy, to promote ethical behaviour with our stakeholders, to rigorously apply the principles of good governance and to contribute to the well-being of society through the creation of sustainable social value.

Social value is the result of focusing our activity not only on obtaining good financial results but also on favouring the welfare of the stakeholders to which the group's entities respond. This value becomes sustainable when it is integrated into the business strategy not only in the short term but also in the medium and long term.

The verification of regulatory compliance and of our commitments in the field of sustainability is materialised in a transparent manner through our corporate communication.

This report includes the strategies, projects and milestones aligned with the four Principles for Sustainability in Insurance over the last year.

Principle 1. We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.

Company strategy:

- Grupo Catalana Occidente integrates risk management and ESG issues in the Board of Directors, at management and business level. There is a Sustainability Committee to address this, made up of members of senior management and representatives from all areas, which has consultative and decision-making functions on the development of sustainability and its integration into the Group's strategy. This Committee is chaired by the Deputy General Manager to the Chairman, who reports to the Chief Executive Officer, who in turn reports to the Group's Board of Directors. During 2021, this Committee met twice, dealing with the following issues, among others:

- Monitoring and analysis of the progress made in the Sustainability Master Plan during 2021
- Monitoring of non-financial information 2021: Integrated and Verified Sustainability Report and Statement of Non-Financial Information
- ESG (*Environmental, Social and Governance*) analyst and rating agency reports
- Analysis and monitoring of the recommendations of the *Task Force on Climate-related Financial Disclosures* (TCFD)
- Progress on climate change strategy
- Group ESG Performance
- Analysis of the Group's contribution to the SDGs
- Sustainability Policy Review
- Monitoring and analysis of new European and national regulations on sustainability (Taxonomy Regulation, Sustainability Disclosure Regulation, Climate Change and Energy Transition Law, among others)
- Proposal and approval of the Sustainability Action Plan 2022

- The Group has a Sustainability Master Plan 2020-2023, through which it materialises its commitment to sustainability. During 2021, work has been carried out to comply with the actions established for that year for each of the lines of action defined within the Master Plan.

Risk management:

- The Group understands, prevents and has the ambition to reduce ESG risks, as well as to manage the opportunities they may offer and ESG risks have therefore been integrated into the Group's risk map.

Investment management:

- The Group is a signatory to the United Nations Principles for Responsible Investment (PRI) and incorporates ESG issues into its investment decision-making process and active exercise of ownership.

- The Group has a responsible investment strategy whereby it applies principles of exclusion of companies (based on negative *screening* by sector activity and regulatory *screening*) and principles of integration of companies (by sustainable theme and impact on projects aimed at achieving the SDGs).

- Each year, the Group draws up a Responsible Investment Plan, in which it specifies the responsible investment goals it wishes to achieve for that time horizon. In this way, during 2021, the Responsible Investment Plan for that period has been fulfilled.

Product development:

- The Group's companies market responsible products (such as insurance for electric vehicles, senior health and wellness insurance, cyber risk insurance, environmental risk insurance, etc.). During 2021, work has continued on the development of these products and on compliance with the requirements of the EU Taxonomy in this respect.

Claims management:

- Group companies provide responsible services. Through Prepersa (the Group company that manages partners specialised in claims settlement: experts, workshops, repairers and lawyers) the "minimum order assignment unit" criterion has been implemented at Autopresto, based on always assigning customers to the nearest workshop, in order to shorten distances, avoid journeys and reduce emissions, while improving efficiency and customer service. Other responsible practices are also encouraged, such as repairs through "non-invasive interventions" in the home, based on the use of techniques that reduce damage to the environment. Lastly, the Group has implemented a video or remote appraisal service, which allows remote appraisals to be carried out and thus avoids the emissions that would be caused by the loss adjusters travelling to homes.

Sales and marketing:

- In 2021, the Group continued its commitment to the digitalisation of its services, incorporating Bizum as a form of payment for customers of traditional business companies, as well as continuing to promote digital policies and digital signatures for contracting products in order to contribute to reducing the impact on the environment.

- The Group has clearly included the new obligations of the Disclosure Regulation in the pre-contractual documentation regarding transparency on the integration of sustainability risks in products with a financial component.

Principle 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.

The Group extends the dissemination of its ethical and sustainability principles to its supply chain as a key to consolidating a network of suppliers and partners consistent with corporate values.

The Group's selection of suppliers is based on objectivity, impartiality, transparency, equal treatment and quality. Furthermore the Group tries to encourage responsible management by suppliers, including social and environmental issues among the criteria for selecting suppliers.

In addition, clauses have been included in the contracts with suppliers through which the Group ensures that its suppliers comply with the same ethical and sustainability principles, comply with the labour regulations that affect them and are up to date with their tax obligations.

All employees must respect the Group's values in order to maintain a relationship with the Group. They must therefore adhere to the Group's Code of Ethics before receiving any assignment.

On the other hand, the Group considers customer relations to be essential, which is why it maintains a constant dialogue through its extensive sales network, technical assistance services, customer care services, its own network of offices and corporate website.

For the Group, developing innovative and sustainable solutions that are sensitive to changes in consumption patterns and that favour the implementation of new technologies and energy sources, this represents a competitive advantage and the opportunity to better adapt to the changing needs of our customers. This, coupled with the adoption of the requirements set out by the EU Taxonomy, has allowed work to continue on the design of insurance products that incorporate customers' sustainability preferences.

Principle 3. We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues.

We participate in the main sector associations (UNESPA -Insurance Business Association-, and ICEA - Spanish insurance sector-research department) that have corporate responsibility programmes.

In addition, we support national and sector sustainability initiatives such as:

- Work of Finresp (Centre for Responsible and Sustainable Finance in Spain).
- EWI (Empower Women in Insurance) to promote the presence of women in insurance sector.

We are also committed to the main international reference standards:

- Adherence to the ten principles of the United Nations Global Compact.
- Commitment to the Sustainable Development Goals (SDGs).
- Adherence to UNEP-FI.
- Adherence to the Principles for Responsible Investment (PRI).
- Adherence to the Principles for Sustainability in Insurance (PSI).

Principle 4. We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.

The main tools to report on the state of compliance with the Principles for sustainability in insurance included in this report are the corporate website of Grupo Catalana Occidente and of its main credit insurance company, Atradius. In addition, this report will also be made publicly available on the UNEP-FI website.

In addition, the Group demonstrates accountability and transparency by regularly publicly disclosing its progress in implementing these Principles through its Sustainability Report, prepared in accordance with GRI Standards and verified by an independent external party.