



We protect your world,
we promote your well-being

Our sustainability and materiality strategy



RIMAC

Aiming to transcend: our company's purpose

**“We protect your world,
we promote your well-being”**

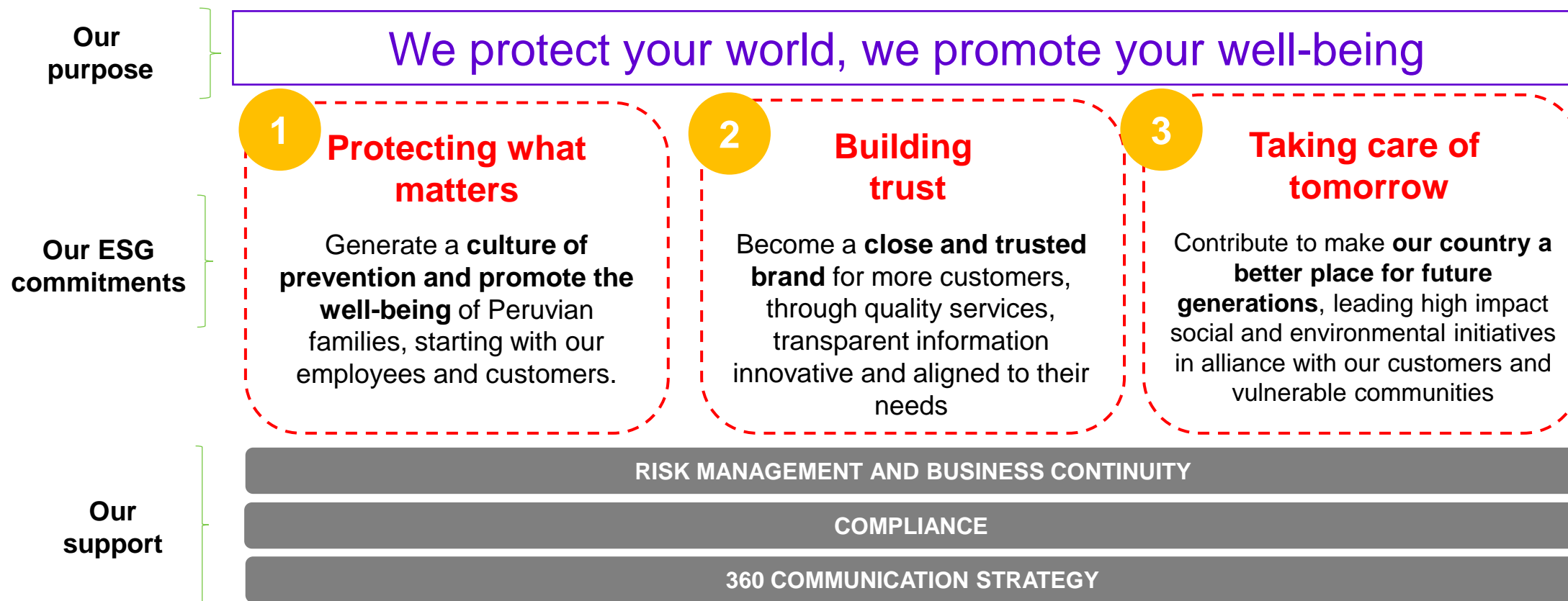


We protect your world,
we promote your well-being

RIMAC

What does Sustainability mean for us?

We understand **sustainability as a business model** that contemplates environmental, social and governance (ESG) criteria. Our sustainable management strategy responds to our purpose, and it is evidenced in each of our business lines, through various initiatives that we look forward to increase our stakeholder's well-being.



We protect your world,
we promote your well-being



The principles of our organizational culture



People are our priority

People come first and their well-being is at the center of what we do



We act **now**

We act now, assuming responsibilities with a sense of urgency.




We are all **RIMAC**

We are a single Rimac, building relationships of collaboration and trust.



We build a better **future**

Build a better future, challenging the status quo and daring more.



We protect your world,
we promote your well-being

RIMAC

The process we develop to prioritize our material issues

From the constant dialogue with our stakeholders, our materiality matrix is born, configured as a dynamic tool, which allows us to closely monitor those relevant issues for our stakeholders and the company.

PHASE

1

Context analysis and benchmarking of the sector

We conducted a comparative study (benchmark) of Sustainability Reports of companies in leading sectors for their sustainability management, nationally and internationally, to analyze the market trend and identify relevant and priority issues, which serve as a basis for comparison with the Materiality worked for the year 2020. This process also took into consideration BRECA's Corporate Sustainability Strategy and documentary information on RIMAC's annual management.

PHASE

2

Update of material issues

For the analysis of the relevant topics of RIMAC's ESG performance, we conducted a virtual dialogue with 23 leaders from different areas of the organization. In addition, we incorporated the perspective of stakeholders through online surveys, in which 53 stakeholders participated, such as representatives of customers, suppliers, employees, and other stakeholders.

PHASE

3

Analysis and prioritization of issues

Based on the principles established by the Global Reporting Initiative (GRI), the process evaluated the 12 topics prioritized in the 2020 materiality update. As a result of the dialogue process, 12 relevant topics were reformulated.

Our 12 priority material issues

1

Customer satisfaction

There has been a serious effort by the organization to improve the NPS amid a particularly complex year due to the effects of the pandemic. This required transformations and adaptations that were possible thanks to the rapid response capacity of the entire organization.

2

Well-being of people

RIMAC has made great efforts to focus on the protection and well-being of people, not only our employees and their families but also our customers, the community, and other stakeholders. In general, the effort to provide care and well-being has been RIMAC's priority since the beginning of the pandemic.

3

RIMAC Culture

At RIMAC, our culture has made it possible for our organization to be focused and work on each of its sustainability fronts. Especially in the context of the pandemic, our culture becomes the great framework that allows us to demonstrate how all actions are linked, and coherent and show the alignment around the purpose and organizational culture. Prevention is at the core of our business. That is why today we are working on a product and service experience that makes this aspect much more tangible.

4

Ethics, anti-corruption, and corporate governance

Ethics and anti-corruption: The guidelines are clear as to what our behaviors should be and the policies that govern us externally and internally. It is important to highlight the internal impulse that exists on the part of the leaders so that the teams have these parameters of action very present in their daily work.

Corporate governance: The migration to the virtual world of an operation like RIMAC has been a challenge for corporate governance management. We transformed and adapted to the situation to continue complying with corporate governance guidelines and best practices in a satisfactory manner.

5

Access to clear and transparent information

We have made great efforts to advise and assist customers with clear and timely information during this difficult juncture through the implementation of digital services and the improvement of the Call Center.

6

Commitment to sustainability

Talking about sustainability in RIMAC is extremely organic because all our employees work daily for the prevention and welfare of an increasing number of Peruvian families. In RIMAC we are clear that sustainability is not the responsibility of one area, but that each of our employees must manage it from their different work fronts.

The commitment to sustainability has been the great umbrella in the face of this complex context that we have gone through in 2021.

We protect your world,
we promote your well-being

RIMAC

Our 12 priority material issues

7

Digitalization and innovation

Innovation represents a fundamental pillar of our company, being one of the main drivers to attract more customers, create new products, improve existing ones and increase the standards of our internal and external processes, thus fostering a culture of prevention in our society.

8

Portfolio and product development

We have adopted a new operating model that allows us to capture value faster and launch new services and products to the market in a more agile way. This operating model allows us to generate a large number of employees to incorporate a new work scheme and an agile dynamic to build customer-centered products and capture value early, to increase customer satisfaction.

9

Privacy and information security

Given the context of remote work, we have deployed a series of actions and measures, both for our employees and for our clients, which have strengthened the security levels of the personal information entrusted to us.

10

Regulatory compliance

We carry out our activities in strict compliance with the applicable norms and regulations of the sector. We reinforce the culture of compliance through training to our employees related to the Code of Conduct, Anti-Corruption Policy, Anti-Corruption Clause, Flow of Donations to Public Entities, Free Competition Guidelines, and promotion of the use of our Integrity Channel, among others.

11

Relationship with brokers and channels

In our business strategy, brokers are an important ally and partner for RIMAC. During the pandemic, important advances have been made in terms of digital access and implementation of the broker portal. Likewise, important orientation and training efforts have been made to help them adapt to the context and take care of their health.

12

Climate change

Measuring the environmental impact becomes a challenge due to the migration of our employees to remote working and the hybrid operation that is configured in this new context. Taking into account the risks and opportunities of climate change with the business will help us to be prepared and resilient as a responsible and environmentally conscious insurer.

KPIs of the Material Issues 2021 and their performance



**We protect your world,
we promote your well-being**

RIMAC

N°	Material issues	KPIs	Performance 2021
1	Customer satisfaction	<ul style="list-style-type: none"> Overall satisfaction (CSAT) of patients and Chronic patients Service rating in NPS of claim and non-claim customers. 	<ul style="list-style-type: none"> The overall satisfaction (CSAT) of our patients with the service is 4.6 (Teleconsultation, Medical Chat, and AI Pre-screening). The overall satisfaction (CSAT) of Chronic patients with the service is 4.7 out of 5. The main indicator, Relational Health NPS, increased by +24 points, achieving an NPS in December of 49 points.
2	Well-being of people	<ul style="list-style-type: none"> \$ earmarked for philanthropic cash contributions. Number of employees registered in the Monkeyfit program. N° of employees who received psychological care. N° patients attended by COVID 	<ul style="list-style-type: none"> We allocated \$142,874.35 in philanthropic cash contributions. 799 employees registered in the Monkeyfit program. Psychological assistance was provided to 1,560 employees. 11,292 patients attended for COVID
3	RIMAC Culture	<ul style="list-style-type: none"> Proportion of women in all management positions. Number of employees trained and number of hours of training. Engagement assessment 	<ul style="list-style-type: none"> 41% Proportion of women in all management positions. A total of 1694 employees were trained, for a total of 43764.25 hours. A final score of 8.3/10 was achieved in the engagement assessment.
4	Ethics, anti-corruption, and corporate governance	<ul style="list-style-type: none"> N° of cases of non-compliance with the Code of Conduct through the Integrity Channel 	<ul style="list-style-type: none"> In 2021, we have not received any cases of non-compliance with the Code of Conduct through the Integrity Channel.
5	Access to clear and transparent information	<ul style="list-style-type: none"> N° of complaints related to information transparency 	<ul style="list-style-type: none"> 1134 claims for inadequate transparency of information. Of which, 968 were resolved in favour of Rimac
6	Commitment to sustainability	<ul style="list-style-type: none"> Income/placement in sustainability indexes 	<ul style="list-style-type: none"> Top 10 and only insurance company included in the first Sustainability Index prepared by the Lima Stock Exchange.



**We protect your world,
we promote your well-being**

RIMAC

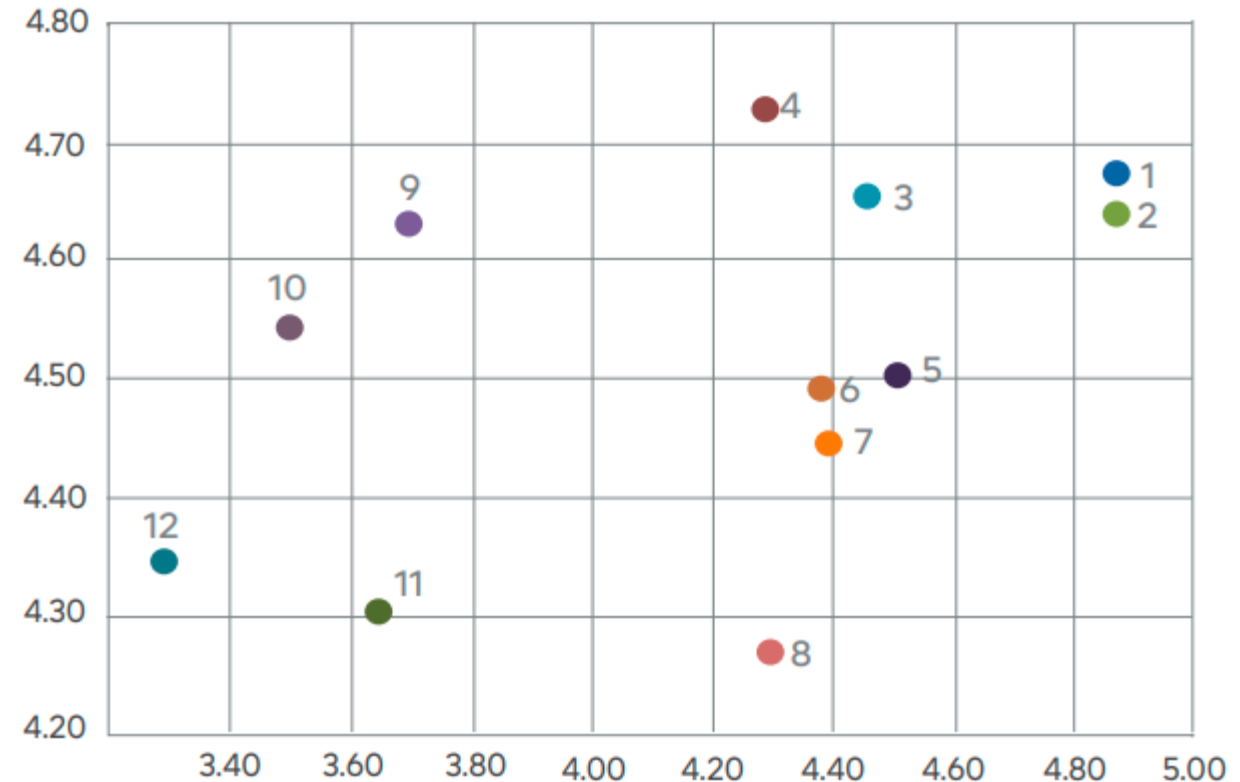
N°	Material issues	KPIs	Performance 2021
7	Digitalization and innovation	<ul style="list-style-type: none"> N° users of the Rimac APP, TOBI Chatbot, and our Rimac website. % of transactions made through Rimac's app 	<ul style="list-style-type: none"> 405,224 digital users of APP Rimac, Chatbot TOBI, and our website. The application reached 50% of the digital transactions and 22% of the value transactions across RIMAC
8	Portfolio and product development	<ul style="list-style-type: none"> NPS of our tribes (vehicular) NPS of RIMAC events 	<ul style="list-style-type: none"> NPS of up to 34 points in Vehicle Tribe NPS of events doubled from 35% to 70%, thanks to the new agile operating model
9	Privacy and information security	<ul style="list-style-type: none"> N° of complaints against RIMAC related to non-compliance with regulations on the protection of our clients' personal data. 	<ul style="list-style-type: none"> No complaints were filed against RIMAC related to non-compliance with the regulations for the protection of our clients' personal data.
10	Regulatory compliance	<ul style="list-style-type: none"> N° of employees completed the course on Regulatory Compliance and Anticorruption Management System. 	<ul style="list-style-type: none"> 2,856 employees completed the course on Regulatory Compliance and Anti-corruption Management System
11	Relationship with brokers and channels	<ul style="list-style-type: none"> N° of hours of lectures on core topics addressed to CEO's and direct reports from the main brokers. N° of hours of training on more specific topics for Brokers identified in the "Loyalty" segment. 	<ul style="list-style-type: none"> 4 hours of conferences on core topics aimed at CEO's and direct reports from the top 100 Brokers. 16 hours of training on more specific topics for 30 brokers identified in the "Loyalty" segment.
12	Climate change	<ul style="list-style-type: none"> Amount of CO2 emissions generated by RIMAC RIMAC energy consumption. Consumption of RIMAC materials (paper and cardboard). 	<ul style="list-style-type: none"> Reduced emissions generated by RIMAC from 5,124.80 to 4117.90 Reduced RIMAC's energy consumption from 3,005.55 MWh to 2,429.35 MWh Reduced the consumption of RIMAC materials (paper and cardboard) from 4,353.00 kg to 1,644.56 kg.



Cartesian map of materiality

Nro.		Final material issues	Score
1	●	Customer satisfaction and quality	6.76
2	●	Well-being of people	6.73
3	●	RIMAC Culture	6.43
4	●	Ethics, anti-corruption and corporate governance	6.41
5	●	Access to clear and transparent information	6.34
6	●	Commitment to sustainability	6.29
7	●	Digitalization and innovation	6.24
8	●	Portfolio and product development	6.09
9	●	Privacy and information security	6.05
10	●	Regulatory compliance	5.91
11	●	Relationship with brokers and channels	5.66
12	●	Climate change	5.59

Prioritization



We protect your world,
we promote your well-being

RIMAC

ESG Commitments and materiality assessment analysis

Each of our material issues represents a challenge and is directly related to the development of our business model in the short term. Our ESG commitments are aligned with these prioritized material issues.

Nro.		Final material issues	Score
1	●	Customer satisfaction and quality	6.76
2	●	Well-being of people	6.73
3	●	RIMAC Culture	6.43
4	●	Ethics, anti-corruption and corporate governance	6.41
5	●	Access to clear and transparent information	6.34
6	●	Commitment to sustainability	6.29
7	●	Digitalization and innovation	6.24
8	●	Portfolio and product development	6.09
9	●	Privacy and information security	6.05
10	●	Regulatory compliance	5.91
11	●	Relationship with brokers and channels	5.66
12	●	Climate change	5.59

ESG Commitment 1

Protecting what matters

6. Commitment to sustainability

2. Well-being of people



ESG Commitment 2

Building trust

1. Customer satisfaction and quality

3. Rimac Culture

4. Ethics, anti-corruption and corporate governance

8. Portfolio and product development



ESG Commitment 3

Taking care of tomorrow

7. Digitalization and innovation

12. Climate change



We protect your world,
we promote your well-being

RIMAC

Protecting what matters (SDG 4: Quality Education)



Initiatives

“Yo Me Cuido” (I take care of myself)

Since 2013, our prevention education program “Yo me cuido” has been working with school children, teachers, and parents in different parts of the country, promoting good practices in health and nutrition, disaster prevention, first aid, and road safety.

In 2021, thanks to our agreement with the Regional Education Directorate of Metropolitan Lima (DRELM), we managed to train more than 2,380 teachers across the country with talks focused on strategies to promote reading and mental health care. This alliance will help us to reach more teachers throughout the country and thus bring the culture of prevention to more people.

During the year we worked in parallel on digital support for our clients and 2021 allies, through the development of talks, training, and storytelling, aimed at their communities of influence and families of employees.

“Finance in my school”:

Project part of the APESEG (Peruvian Association of Insurance Companies) that integrates risk prevention, finance, and insurance topics in the school curriculum of high school students.

Business Profit KPI

USD MM of insurance premiums from loyal customers through sustainability alliances with “Yo Me Cuido”

KPI for social / environmental Benefit

[**SDG 4.4:** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship]

KPI: 4789 students, teachers, parents and mothers impacted by “Yo Me Cuido”.

KPI: 2665 students received financial education by “Finance in my school” project.

[**SDG 4.7:** By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture’s contribution to sustainable development]

KPI: 2082 teachers trained in the promotion of reading and mental health.



Building Trust (SDG 1: No poverty)



Initiatives

Volunteering in Rimac builds trust with our internal and external stakeholders. With the former, when we promote a solid culture for the future with our employees and with the latter, when we generate confidence as we evidence that we tangibilize the company's purpose of the organization: "We protect your world, we promote your well-being". Also, because the voluntary work done aims to strengthen capabilities for poverty reduction in vulnerable communities and for promotion of economic reactivation for other external stakeholders, such as our suppliers.

Digital volunteering

Contributions of our volunteers for fundraising to various initiatives

Contributions of our volunteers to various initiatives. Our volunteers were also very active and supportive during the year in terms of collecting payroll donations through various internal campaigns in favor of initiatives such as: Juguete Pendiente, Teletón, League against Cancer, Respira Perú and "Shoulder to shoulder".

"Emprendimiento X" (Entrepreneurship X)

This digital volunteering initiative aimed to support small and medium entrepreneurs in our value chain to reinvent themselves during the pandemic. Through virtual consulting, 84 RIMAC volunteers contributed their knowledge to the innovation and reactivation of SMEs, including suppliers, customers, and non-customers.

Business Profit KPI

20 suppliers benefited by financial and digital advice from volunteers.

Employee satisfaction%

KPI for social / environmental Benefit

[**SDG 1.5:** By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters]

KPI 1: 84 RIMAC volunteers contributed with 36 hours each with their knowledge to the innovation and economic reactivation of 20 of our suppliers with "Emprendimiento x"

KPI 2: S/. 194 517,00 peruvian soles fundraised from Rimac workers and their families for campaigns against hunger, to bring health access to COVID-19 patients and afford other treatments.





Taking care of tomorrow (SDG 13: Climate Action)

Initiatives

We benefit vulnerable communities and care about our planet by managing to offset the emissions of our carbon footprint. Additionally, we purchase carbon credits and make investments that contribute to environmental Education.

During the year 2021, we managed to offset the emissions corresponding to 556 tCO₂eq of our 2020 carbon footprint. This offset was made through the purchase of carbon credits from the Madre de Dios Amazon REDD Project, a Sustainable Forest Harvesting Project that avoids deforestation in a total area of 100,000 hectares of forest in the Tahuamanu Rainforest, in Madre de Dios.

For the third consecutive year, our compensation included the investment in “Environmental Service Bonds for Values and Education (SAVE Bonds for its acronym in Spanish)”, for the benefit of the Asociación para la Niñez y su Ambiente (ANIA).

This mechanism allows us to generate resources for the implementation of environmental education, creating value for the green areas or natural spaces that students use regularly to play, exercise, learn and undertake. The assumption is that children who access a natural area regularly can develop greater knowledge, skills, and values in favor of life and nature.

Business Profit KPI

Reputation assessment

2 stars out of 4 in the platform “HC Peru” (*Carbon footprint Peru*) that belongs to the Ministry of Environment and evaluates the identification, calculation, external verification, reduction and neutralization of the carbon footprint of the private and public sector in the country.
[\(HC PERÚ \(minam.gob.pe\)\)](http://HC PERÚ (minam.gob.pe))

KPI for social / environmental Benefit

SDG 13.2: Integrate climate change measures into national policies, strategies and planning

KPI: 319.82 tons of CO₂ offset thanks to the purchase of carbon credits.

SDG 13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

KPI: 232 beneficiaries from environmental education programs funded by the investments in SAVE bonds.



RIMAC