

MAPFRE
healthy

GLOBAL HEALTHY COMPANY MANAGEMENT MODEL

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INTRODUCTION

Good physical and mental health are essential to enjoy a full life. For this reason, at MAPFRE we are firmly committed to protecting and promoting the health of our employees and to fostering healthy work environments and continuous improvement. We are certain that these are key elements of competitiveness and essential for enhancing the company's productivity and sustainability.

At MAPFRE, we have been taking care of people's safety and promoting healthy habits and lifestyles for many years. We create healthy labor environments where the safety and physical and psychological health and well-being of both employees and other people who are present and provide services at our facilities are a priority for the company.

As indicated in the Code of Ethics and Conduct, MAPFRE is committed to providing safe and healthy labor environments. This means safeguarding the people's right to protection of their health and integrity beyond the labor environment itself, and the company is committed to integrating the prevention of occupational risks and the promotion of health and well-being in all of the company's activities and decisions, at all levels of the organization, and to following a health and well-being management model based on a process of continuous improvement.

MAPFRE's Global Healthy Company Management Model aims to ensure compliance with the commitments defined in our Health, Well-being, and Occupational Risk Prevention Policy, approved by the Board of Directors on July 23, 2015, and to contribute to the Sustainable Development Goals of the United Nations 2030 Agenda and specifically SDG3 "Good Health and Well-being," to which it is fully committed.

This document sets out MAPFRE's Global Healthy Company Management Model, which is based on resolution WHA 72(9) of the World Health Organization: Global Strategy on Health, Environment and Climate Change, the criteria of the Luxembourg Declaration of the European Network for Workplace Health Promotion (ENWHP), to which we adhere, and the International Labor Organization Convention on Occupational Safety and Health, 1981 (No. 155). Furthermore, it is conceived as a management process based on the results-oriented Deming Circle of continuous improvement: Plan, Do, Check, Act (PDCA).

MAPFRE has a three-year global strategy based on which global actions and objectives are defined, and each country also develops its own annual plan according to the identified local needs, thus ensuring continuous improvement.

SCOPE

This model is global in scope, i.e., it is applicable in all countries where MAPFRE has a presence, and its implementation is local, with actions adapted to the reality of each country.

It encompasses all people linked to MAPFRE, including employees and other groups such as providers, collaborators, customers, and visitors to our facilities.

OBJECTIVES

MAPFRE's general health and well-being objectives are as follows:

- Consolidate a safe and healthy labor environment that enables all of MAPFRE's people to carry out their work in the best physical, mental, and social conditions.
- Foster and protect the physical and mental health and well-being of all people who work at MAPFRE and their families, both in their personal lives and at work.
- Minimize occupational risks in order to prevent work-related accidents and occupational diseases and reduce absenteeism for health reasons.
- Contribute to MAPFRE's commitment to the Sustainable Development Goals, especially SDG 3 "Good Health and Well-being," one of MAPFRE's priorities.
- Increase MAPFRE's positioning as a healthy company.

LEADERSHIP

The leadership and commitment of MAPFRE's management are key to the development and implementation of the health and well-being management system in our company.

At MAPFRE, the Board of Directors is the body that approves the Health, Well-being, and Occupational Risk Prevention Policy.

The Management Committee of the country will be duly informed of the local plans and the progress made with the monitoring indicators.

It is the responsibility of the highest authority in each country to ensure effective management of health, well-being, and occupational risk prevention in their respective areas. To do so, it:

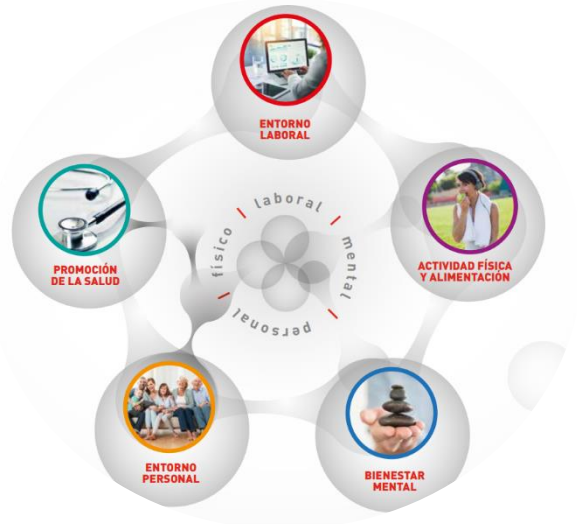
- assigns responsibilities in this area to a function within the company that develops annual plans in accordance with the needs identified in the company
- ensures the human and material resources necessary for the management
- promotes continual improvement and a company culture that supports the established objectives
- promotes the processes of worker consultation and participation

HEALTHY COMPANY AREAS

MAPFRE's health, well-being, and safety actions are focused on the individual, both inside and outside the workplace, and cover both physical and mental facets.

They are classified as follows: labor environment, health promotion, physical activity and diet, personal environment, and mental well-being.

These areas are interrelated.



LABOR ENVIRONMENT:

Integrate occupational risk prevention into all of the company's activities and decisions, at all levels of the organization, and achieve a safe and healthy workplace. The prevention model covers the specialties of occupational medicine, occupational safety, emergency plans, industrial hygiene and ergonomics, and applied psycho-sociology.



HEALTH PROMOTION:

Raise awareness and inform, train, and strengthen people's abilities to choose healthy lifestyles in order to promote health care and encourage healthier behaviors.



PHYSICAL ACTIVITY AND DIET:

Promote regular physical activity and a healthy diet, which are the main factors in maintaining good health throughout life.



PERSONAL ENVIRONMENT:

Supporting and accompanying in matters related to the employee's personal environment. Our personal environment is everything that forms part of our life but is unrelated to our job or professional activity.



MENTAL WELL-BEING:

Improve the mental health and psychological well-being of workers and reduce psycho-social risk factors.

MAPFRE has a Catalog of Healthy Company Activities that are classified according to each of the areas.

GLOBAL STRATEGY AND LOCAL PLANS

MAPFRE has a Global Healthy Company Strategy. Based on this strategy, the countries develop their local plans in accordance with local legislation and with their needs derived from factors both internal and external to the company. These plans set out a prioritization of actions and quantified objectives.

IDENTIFICATION, ANALYSIS, AND EVALUATION OF NEEDS

All countries carry out a process of identifying, analyzing, and assessing health, well-being, and occupational risk prevention needs for the development of their respective local plans.

In accordance with the legislation of each country, periodic risk assessments are carried out that holistically assess the risks to which workers may be exposed (psychosocial, health, safety, ergonomic, and other risks not related to our facilities, such as those arising from work in mobility, travel, and commuting) and allow us to define the appropriate prevention and mitigation measures.

Periodic internal inspections of facilities and work systems are also carried out, as well as investigation of accidents and trends in absenteeism for health reasons, in accordance with the law in each country.

WORKER CONSULTATION AND PARTICIPATION

At MAPFRE, worker consultation and participation (at all levels and functions) in the planning, implementation, and evaluation of actions to improve health, well-being, and occupational risk prevention are very important for effective management.

Each country has channels and mechanisms for workers to be consulted and to participate in matters relating to their health, well-being, and safety (surveys, e-mails, health and safety committees, legal representatives of workers, etc.) in accordance with the law of each country.

TRAINING

MAPFRE believes that training is essential to achieve objectives of health, well-being, and safety. For this reason, it provides all employees with both online and face-to-face training in health, safety, and occupational risk prevention.

COMMUNICATION

Information on health, well-being, and occupational risk prevention is a basic element to ensure the health and safety of all employees, contribute to continual improvement, and achieve the established objectives.

Therefore, MAPFRE carries out both global and local communication actions, identifying in each case what to communicate, when, to whom and how.

RESOURCES

MAPFRE has the human and material resources to manage health, well-being, and occupational risk prevention. To this end, each country has an appropriate organizational structure to develop local management and allocates an annual budget.

MONITORING AND MEASURING. INDICATORS

In order to ensure the continuous improvement process, MAPFRE monitors the indicators included in the Healthy Company Reporting Guide, which are used to measure and evaluate the effectiveness of the measures implemented.

MAPFRE produces an activity report on an annual basis.

MAPFRE *Where your time becomes meaningful*