



2024 Sustainability report

GRUPO HDI.



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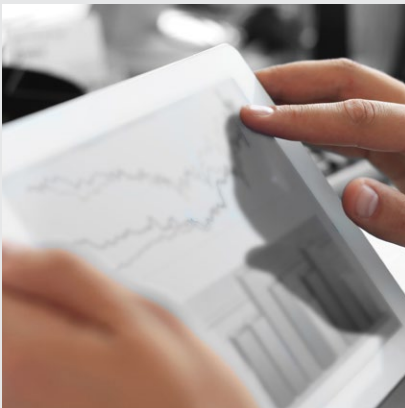
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1 Introduction

OUR SUSTAINABILITY REPORT

This is the HDI Group's (HDI Seguros S.A.) first Sustainability report, in which we reaffirm our commitment to transparency, responsible governance and sustainable value generation. Based on this document, we aim to share institutional information and present our approach to ESG (environmental, social and governance) aspects, enabling stakeholders to track our initiatives and progress in a structured way. The document is published annually and covers the period from January 1 to December 31, 2024.

The publication of this report not only reinforces our quest for transparency and continuous improvement, but also complies with the determinations of Susep (Private Insurance Superintendence), through its Circular No. 666/2022, mandating all companies in the sector to publish a sustainability report as of 2025, containing

mandatory information that we have included in [Annex I](#) of this document (Sustainability risks).

To ensure greater reliability and consistency from this first edition onwards, we have voluntarily adopted elements from two internationally recognized frameworks: the technical framework of the CSRD (Corporate Sustainability Reporting Directive), represented by the ESRS (European Sustainability Reporting Standards), and the GRI Standards (Global Reporting Initiative).

Based on this document, we aim to share institutional information and present our approach to ESG aspects, enabling stakeholders to track our initiatives and progress in a structured way.





CSRD is a European Union directive that requires companies operating in that region to publish sustainability reports covering their social and environmental impacts, as well as how ESG issues affect their business. The choice of this reference was motivated by our strategic alignment with Talanx, the German parent company of the HDI Group, which will report in accordance with the CSRD as of 2025.



The GRI Standards, in turn, are one of the leading reporting standards used globally, promoting transparency and standardization in the disclosure of sustainability indicators. We chose to follow the format “based on” GRI, enhancing quality, strength, and alignment with the CSRD.

The report is not subject to an independent audit. However, the financial information presented is aligned with the audited Financial Statements, and GHG (greenhouse gas) emissions data are part of the inventory prepared by the HDI Group, which is also verified by a third party. It is also important to mention that the data used in this publication converge with that reported internally to Talanx, for inclusion in its global report – which is subject to external assurance in accordance with CSRD requirements.

It should be noted that this report may present minor, non-significant variations in quantitative data compared to the content submitted for the Talanx report. This is because the data released by our holding company include projections for the months of November and December 2024, while the data presented here reflect updated information for the full period from January to December 2024.



If you have any questions about this report, we are available to provide any clarification you may need. Readers may contact the Sustainability department by email at: sustentabilidade@hdi.com.br.

Material topics

The topics and indicators covered in this report meet a fundamental principle of sustainability: materiality. This principle guides our actions by prioritizing strategic topics. for our business, as well as the main impacts of our activities on society and the environment. Moreover, materiality considers the impacts that our stakeholders exert on the company, reflecting a dynamic and essential process for responsible and transparent management.

In 2023, we conducted a materiality impact study to identify the most relevant issues for the HDI Group and its stakeholders. This process relied on the support of a specialized external consulting firm, following a methodology structured in three stages:

Materiality impact study



1 Contextual study, with analysis of global and sector macro trends;

2 Consultation with stakeholders, involving different audiences organized into 16 groups, including employees, suppliers, workshops, regulatory bodies, customers, banks and financial institutions and the press, among others;




3 Definition of the impact materiality matrix, based on the analysis of ESG risks and recommendations for the organization at a strategic level.

This study led to the definition of **eight material topics** for the HDI Group, organized under the three ESG pillars: environmental, social and governance.

In addition to the local materiality matrix, our report management and planning considers **Talanx's global materiality matrix**, seeking to understand both local stakeholder expectations and the strategic demands of our group, expanding our vision to a global perspective.

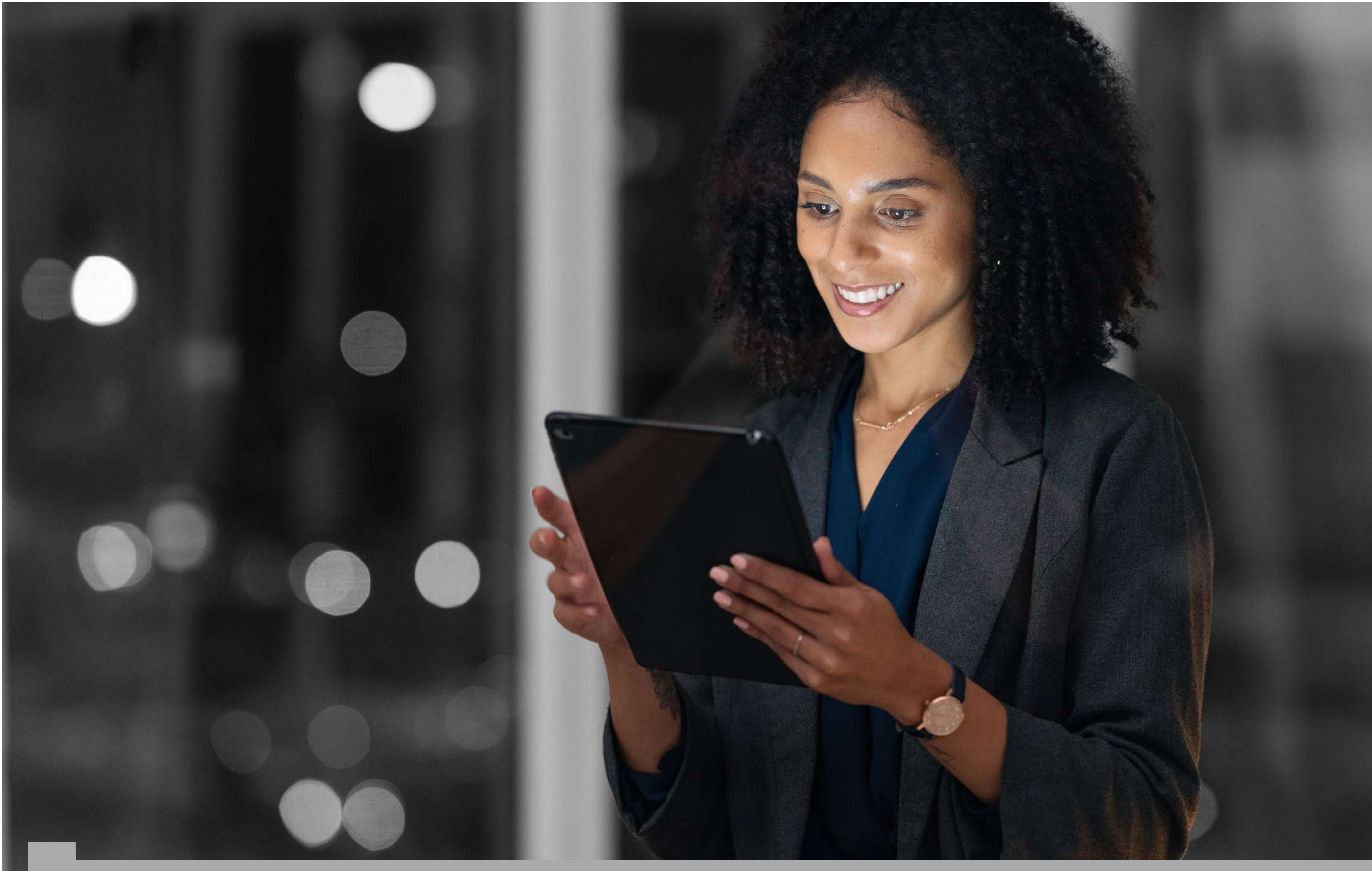
Below, we present the eight material topics identified through our local materiality study, correlating them with the materiality matrix published by Talanx in its [2024 Annual Report](#), in compliance with the CSRD.

MATERIAL TOPICS

	HDI Group	Talanx	Matrix disclosed in 2024 report, in compliance with CSRD	Related content in this report
Environmental	<div><ul style="list-style-type: none">■ Climate change.■ Social and environmental risks.</div>	<ul style="list-style-type: none">■ Climate change mitigation.■ Climate change adaptation.■ Energy.		<ul style="list-style-type: none">🔗 Organizational profile Sustainability in the HDI Group🔗 Environmental management Efficient and humane response to climate disasters; Greenhouse gas emissions; Energy consumption
Social	<div><ul style="list-style-type: none">■ Diversity, equity and inclusion.■ Valuing our people.■ Engagement with local communities and society.</div>	<ul style="list-style-type: none">■ Equality and non-discrimination.■ Working conditions.■ Consumers and end users.		<ul style="list-style-type: none">🔗 Governance and compliance Code of ethics and Whistleblowing channel; Human rights🔗 Talent management Onboarding and organizational culture; Diversity, Equity and Inclusion; Development and education; Performance and career; Occupational safety🔗 Strategic stakeholders Community and society: impact and social responsibility; Suppliers: responsible supply chain management; Brokers: essential business partners; Customers: service excellence and continuous improvement
Governance	<div><ul style="list-style-type: none">■ Ethics and compliance.■ Information security and cybersecurity.■ Management and relations with suppliers and service providers.</div>	<ul style="list-style-type: none">■ Corruption and bribery.■ Culture of business practices.		<ul style="list-style-type: none">🔗 Governance and compliance Overview and governance premises; Corporate policies and due diligence, Code of ethics and Whistleblowing channel; Fighting corruption; Preventing conflicts of interest; Data privacy and cybersecurity🔗 Strategic stakeholders Suppliers: responsible supply chain management

This first Sustainability report sought to gather information on these material topics, reinforcing a commitment to continuous evolution. In each new reporting cycle, we aim to improve the approach to these topics, expanding the depth and scope of information and linking indicators and metrics that allow our stakeholders to better understand the company and its impacts. The materiality process is dynamic and will be constantly improved to reflect the changes and challenges of the sector and society, as provided for in the HDI Group's Sustainability Policy.

Additionally, in compliance with the requirements of Susep Circular No. 666/2022, we conducted a materiality study based on financial impacts. This process was aimed at identifying, evaluating and classifying sustainability risks to be managed in an integrated manner with the company's risk management process. This work is detailed in [Annex I](#) of this report.



MESSAGE FROM THE PRESIDENT

The decision to release the HDI Group’s first Sustainability report reflects our commitment to transparency, responsible governance and the continuous improvement of our business practices. Beyond meeting a regulatory requirement, we want to establish a good practice , ensuring that our stakeholders can monitor our evolution on environmental, social and governance issues in a clear and structured manner. Sustainability is not just a strategic pillar, but an essential element for the sustainability of our business and for creating long-term value.

The year 2024 was a period of transformation and growth for the HDI Group, consolidating the 2023 acquisitions of Liberty Seguros, Indiana Seguros and Sompo Consumer (Sompo’s retail division) and strengthening our organizational structure. We undergo these changes responsibly, prioritizing balance and transparency in the transition, always with sensitivity and attention to people. We seek to maintain a healthy and collaborative work environment, aligned with our growth journey. We reviewed our organizational culture, integrating processes

in a structured manner to improve operational efficiency, ensure excellence in service and a positive experience for customers, brokers and partners. In the midst of this transition, we reaffirmed our commitment to sustainability and responsible governance, pillars that support our operations and ensure solidity and alignment with good practices.

Our financial performance reflects this trajectory. We ended the year with BRL 13.4 billion in premiums issued and BRL 775.5 million in net profit, exceeding the established goals and strengthening our position in the insurance sector. The automobile segment remained our primary business line, representing approximately 77% of the total, while we made significant progress in insurance for small and medium-sized companies, property, homeowner and life insurance, reinforcing our diversification strategy. Even in the face of macroeconomic challenges, such as the rise of the dollar and volatility in interest rates, we maintained solid control over expenses and continued to evolve in the company’s structuring.



BRL 13.4 billion

in premiums issued.



BRL 775.5 million

in net profit.

The continued onboarding of acquired companies was one of the strategic priorities of the year and continues as an evolving process. Merging three organizations with distinct cultures has required careful work to harmonize processes, technology and, above all, people. Our new corporate structure reflects this progress, consolidating three brands – HDI, Yelum and Aliro – that serve different customer profiles, in addition to the operations of Fácil Assist and Agrega, which supplement our service ecosystem. This redesign strengthens our competitiveness, expands the reach of our services and improves the experience of our policyholders, while we continue to advance in onboarding to ensure an increasingly fluid and efficient transition.

Brokers remain at the heart of our commercial strategy. They are the main interlocutors with our customers, which is why we continually invest in digital solutions, training and support, ensuring that they have the necessary tools to offer a distinctive advisory service. In an increasingly dynamic market, partnerships with brokers continue to be a fundamental competitive advantage.

In the field of sustainability, we have made structural progress in our management. After formalizing our Sustainability Policy in 2023, we worked to effectively disseminate its principles for conducting our business, ensuring that environmental, social and governance aspects are integrated into our corporate strategy. The sustainability management structure was strengthened in 2024, and a new strategy was defined, with clear objectives and goals. The area responsible for the topic advanced its own operational initiatives, while strengthening its internal consulting firm work, ensuring alignment with the sector's best practices and contributing to sustainable development of the business.

As part of this progress, we conducted a specific study on the materiality of sustainability risks based on financial impact, in accordance with Susep Circular No. 666/2022. This study guided the definition of sustainability risks to be managed in an integrated manner within the company's risk management process, in accordance with our Risk Management Policy.

We also prepared our first Greenhouse Gas Emissions Inventory, using methodologies such as the GHG Protocol, a global reference for quantifying and managing corporate emissions. This inventory establishes an initial milestone for monitoring our progress in the emissions reduction plan led by our holding company Talanx and underpins our future environmental impact mitigation initiatives.

We have made significant progress on our climate agenda, absorbing many of the lessons learned from the Rio Grande do Sul event and improving our ability to respond to extreme events. This process underscored the importance of coordinated and structured action with

the fundamental support of our brokers, strengthening our resilience and ensuring fast and effective support to policyholders, employees and affected communities. During the most critical period of the tragedy, we reinforced our emergency response structure, sending specialized teams to the region, activating a Crisis Committee and organizing a task force dedicated to providing priority assistance to policyholders, brokers and family members. In addition, we mobilized a broad social action with the engagement of employees and partners, enabling the donation of emergency items to impacted communities. At the same time, we adopted new technologies to make our response even more efficient. Monitoring via drones allowed for rapid identification of damaged vehicles, while the improvement of rescue and compensation logistics ensured greater agility in the processes, even in the face of a challenging scenario.

The sustainability management structure was strengthened in 2024, and a new strategy was defined, with clear objectives and goals. The area responsible for the topic advanced its own operational initiatives, while strengthening its internal consulting firm work.

Valuing people remains an essential pillar of our work, reflected both internally and in initiatives aimed at communities. With a team of 4,752 employees, we promote actions focused on diversity, equity and inclusion (DEI), structuring internal DEI affinity groups and strengthening professional development initiatives. We even received the GPMH (Great People Mental Health) seal, in recognition of our commitment to the mental health of our employees.

We made investments through the Incentive Laws for Culture, Sports, Children and Adolescent Funds and Elderly Funds, totaling more than BRL 14 million contributed in 2023, which impacted over 140,000 people in various locations in Brazil over the course of 2024. Moreover, our social commitment has also translated into a strategic advance in Private Social Investment. We structured and approved guidelines that strengthen the synergy between sustainability, business objectives and social ambitions of the brands that make up the HDI Group, applicable to projects selected in 2024 for execution in 2025.

The HDI Group's corporate governance continues to evolve, based on integrity, transparency and responsibility, as an essential factor in sustaining our growth

and consolidating the sector's best practices. In 2024, we promoted our first Compliance Week, reinforcing the ethical culture in the organization. We expanded our risk management structure, improved internal controls and remained aligned with the industry's best practices to ensure safe and sustainable strategic decisions.

We know that the insurance sector plays an essential role in protecting people and ensuring the resilience of societies in the face of economic and environmental challenges. As such, we continue to innovate, invest in technology, improve our governance and expand our presence to ensure a more sustainable and balanced future. The HDI Group is undergoing a transformation, and this report reflects our journey of responsible growth and commitment to all those who trust in our work.

I would like to thank each employee, broker, partner and customer who is part of this journey. Together, we keep moving forward, building an increasingly strong, sustainable and innovative HDI Group, ready to face the challenges and opportunities of the future. Because here, we care personally – about people, about the business and about the impact we generate in the world.



Eduardo Dal Ri
CEO of HDI Group

2024 HIGHLIGHTS



BRL 13.4 billion

in premiums issued

BRL 775.5 million in net profit

77% share in
the Auto segment

98,9% of the country's municipalities
have at least one policy in force

**4,752
employees**

Achievement of the **GPTW® Seal** (Great Place
to Work) and Age Friendly certification

69% internal eNPS (GreenOmeter)
and **89%** in the Talanx Group
Engagement Survey



**Support for culture, sports,
health and inclusion projects**

140,000 people impacted by social projects

BRL 9.7 million in social investment
via tax incentives



**Disaster Response Plan in RS
with over 90 heavy duty vehicles
and 13 loss recovery yards**

BRL 420,000 donated for emergency
assistance to residents

29,000 people assisted by
these solidarity contributions



**1st verified
greenhouse gas
emissions inventory**

30% reduction in emissions
by 2030, as per the holding
company's target

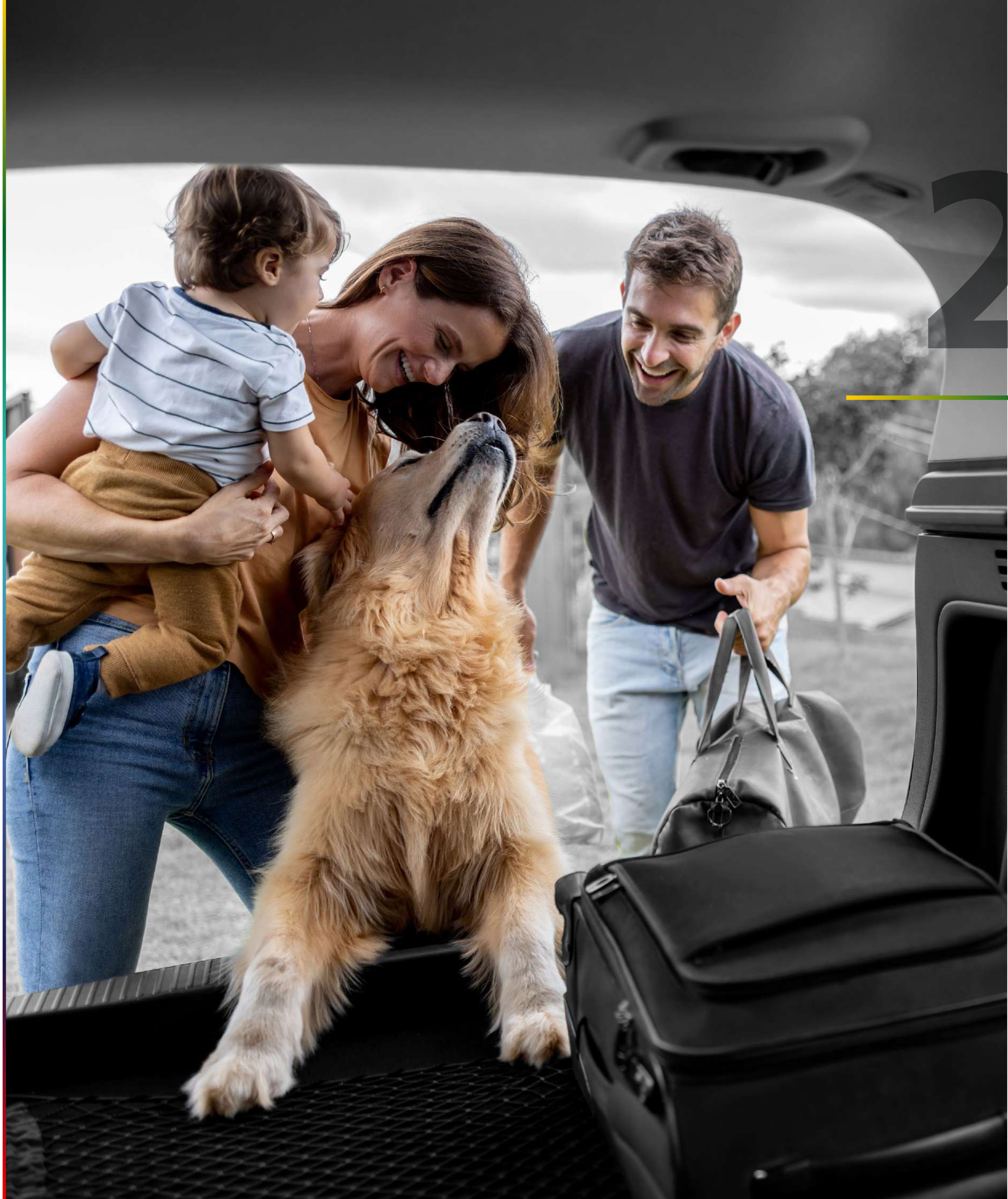


36,665

accesses to ethics and
compliance training

Sustainability Policy
updated and implemented

Ethics Channel
available to all stakeholders



2 Organizational profile

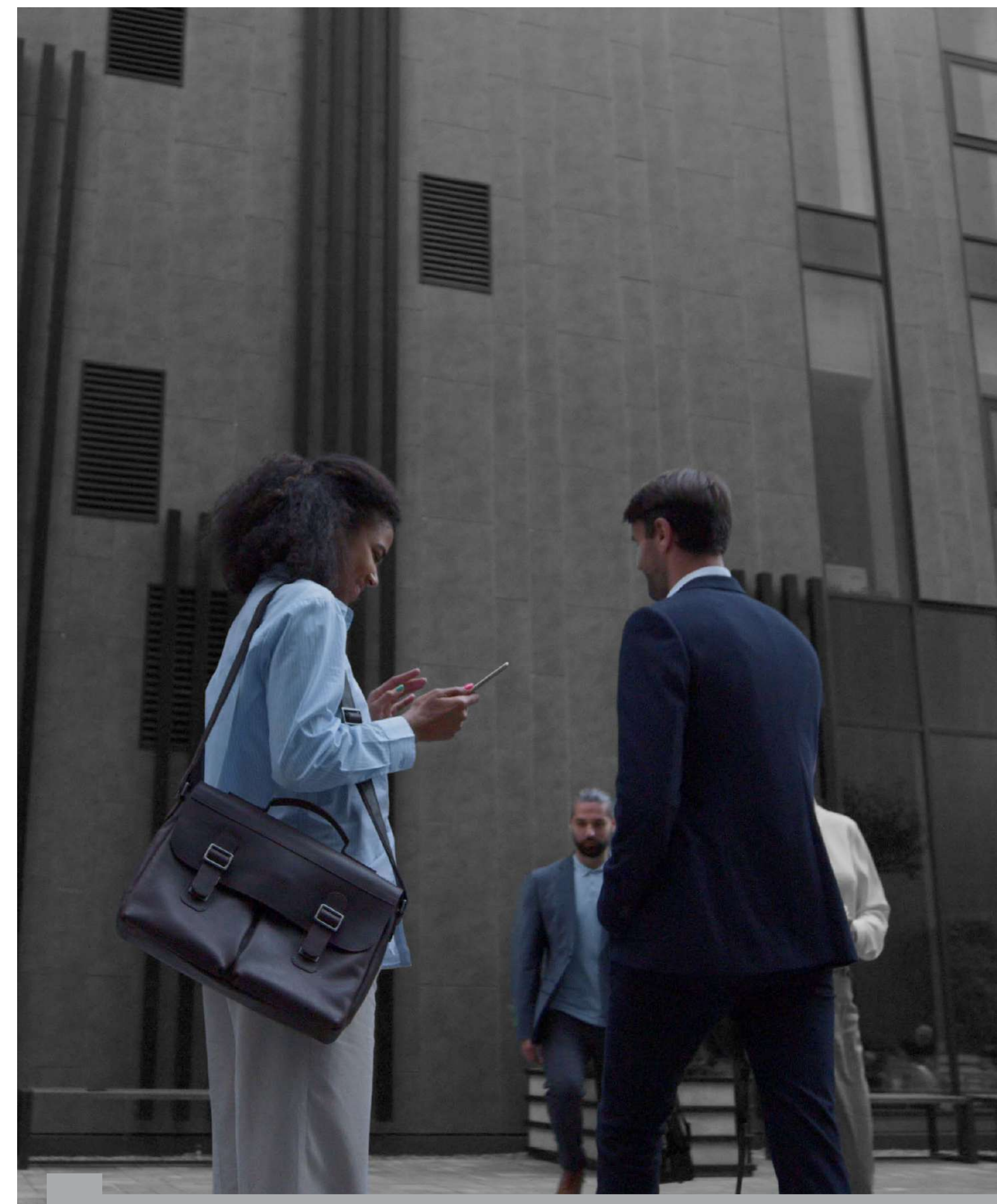
THE HDI GROUP

With more than six million customers and a team of nearly five thousand employees, the HDI Group stands out as one of the leading insurance conglomerates in Brazil. The company's mission is to protect people and businesses, offering one of the most complete portfolios on the market, with solutions suited to different customer profiles and needs. Its commitment is to provide excellent customer journeys and expand opportunities for brokers and partners across the country, including dealers, cooperatives and financial institutions.

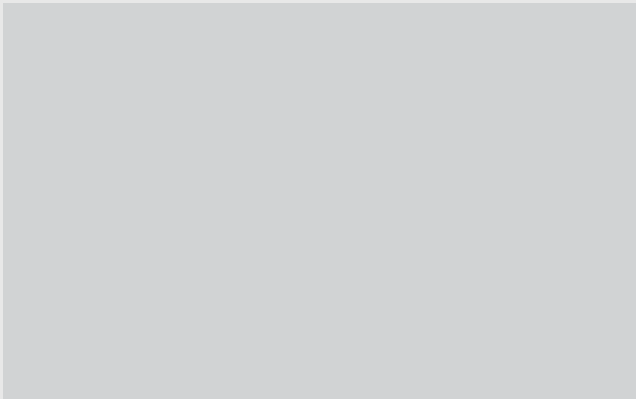
The HDI Group is part of Talanx, one of the largest insurance groups in Europe, with a strong presence in Latin America. Brazil represents Talanx's largest operation outside Germany, highlighting the country's strategic relevance for the group. The company recently received an investment of more than USD

1 billion to expand its operations in the Brazilian market, boosting its growth and strengthening its position in the insurance sector. Based on this investment, the HDI Group acquired Sampo Consumer (Sampo's retail division), Liberty Seguros and Indiana Seguros in Brazil in 2023, including brands and operations that strengthened its presence in the main insurance sectors and allowed for building an even more comprehensive and diversified portfolio.

Grupo HDI's mission is to protect people and businesses, offering one of the most complete portfolios on the market, with solutions suited to different customer profiles and needs.



GRUPO HDI.



Currently, the HDI Group comprises three insurance brands: Yelum, HDI and Aliro. The organization also includes Fácil Assist, which specializes in 24-hour assistance, and Agregá, which focuses on supporting brokers. Santander Auto, in turn, was created through a joint venture with Banco Santander, consolidating its operations in the automotive and home loan insurance market. Together, these companies strengthen the Group's presence and ensure comprehensive and distinctive service for all audiences.

The HDI Group's portfolio covers a wide variety of insurance, serving both individuals and legal entities. The company offers automotive, residential, business, life and home insurance, as well as products aimed at major risks, transportation, civil liability, rural, bond and differentiated risks. With this

diversity of products and an agile, digitalized service model, the HDI Group seeks to offer the best experience to its customers, ensuring protection and security in different contexts.

Combining technology, innovation and operational excellence, the HDI Group continues its path of evolution, consolidating itself as one of the main references in insurance in Brazil.

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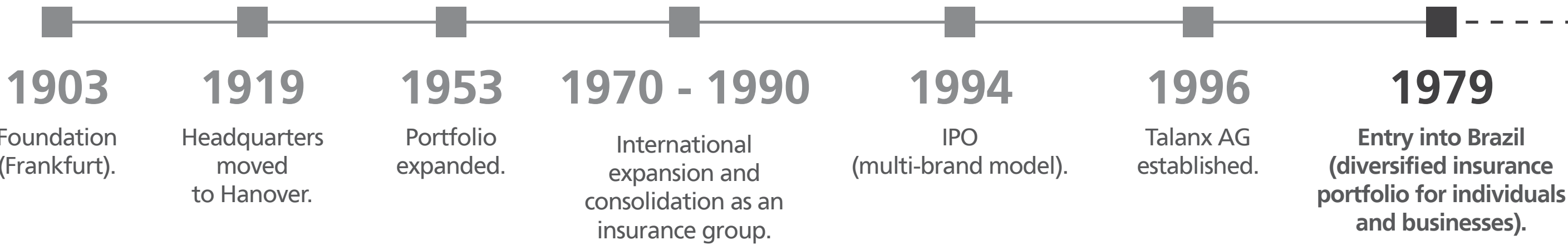
GLOBAL HISTORY

HDI (Haftpflichtverband der Deutschen Industrie) was founded in 1903 in Frankfurt as an employers’ civil liability insurance association focused on the German steel industry. In 1919, the headquarters were moved to Hannover, where they remain to this day.

In 1953, the company underwent a reorganization and expanded its portfolio, including products aimed at retail. This move marked its entry into the personal insurance market and represented an important step in the company’s evolution.

Between the 1970s and 1990s, HDI expanded its operations and established itself as an international insurance group. In 1994, the subsidiary Hannover Re went public, strengthening the Group’s stability, which began to operate under a multi-brand model. Two years later, in 1996, Talanx AG was founded as HDI Group’s holding company, reinforcing its corporate governance and global growth strategy.

HDI arrived in Brazil in 1979 and has since expanded its presence, offering a diversified portfolio of insurance for individuals and companies.



STRATEGIC ACQUISITIONS AND JOINT VENTURES IN BRAZIL

Two decades after HDI arrived in Brazil, the company's expansion plan began in the 2000s. The first major acquisition was HSBC's auto and property insurance portfolio, which brought in around 4.8 million customers and allowed HDI's market share to grow by 2.6% at the time. The growth trajectory continued over the following years, with emphasis on the creation of a joint venture with Banco Santander (Santander Auto), in 2019, and was

intensified from 2023 onward, with decisive movements that repositioned the company in the Brazilian insurance market.

In 2023, the HDI Group consolidated its second-place position in the Brazilian insurance market through two strategic acquisitions, expanding its operations and strengthening its presence in the sector.

In August, HDI Seguros completed the acquisition of **Sompo Consumer** (Sompo's retail division), incorporating a significant business volume from the different sectors served. With this operation, the company advanced in the national ranking of insurance companies, moving from 10th to 8th position in the sector and, specifically in the automobile segment, from 6th to 5th place, according to Susep data from 2023, considering gross premium.

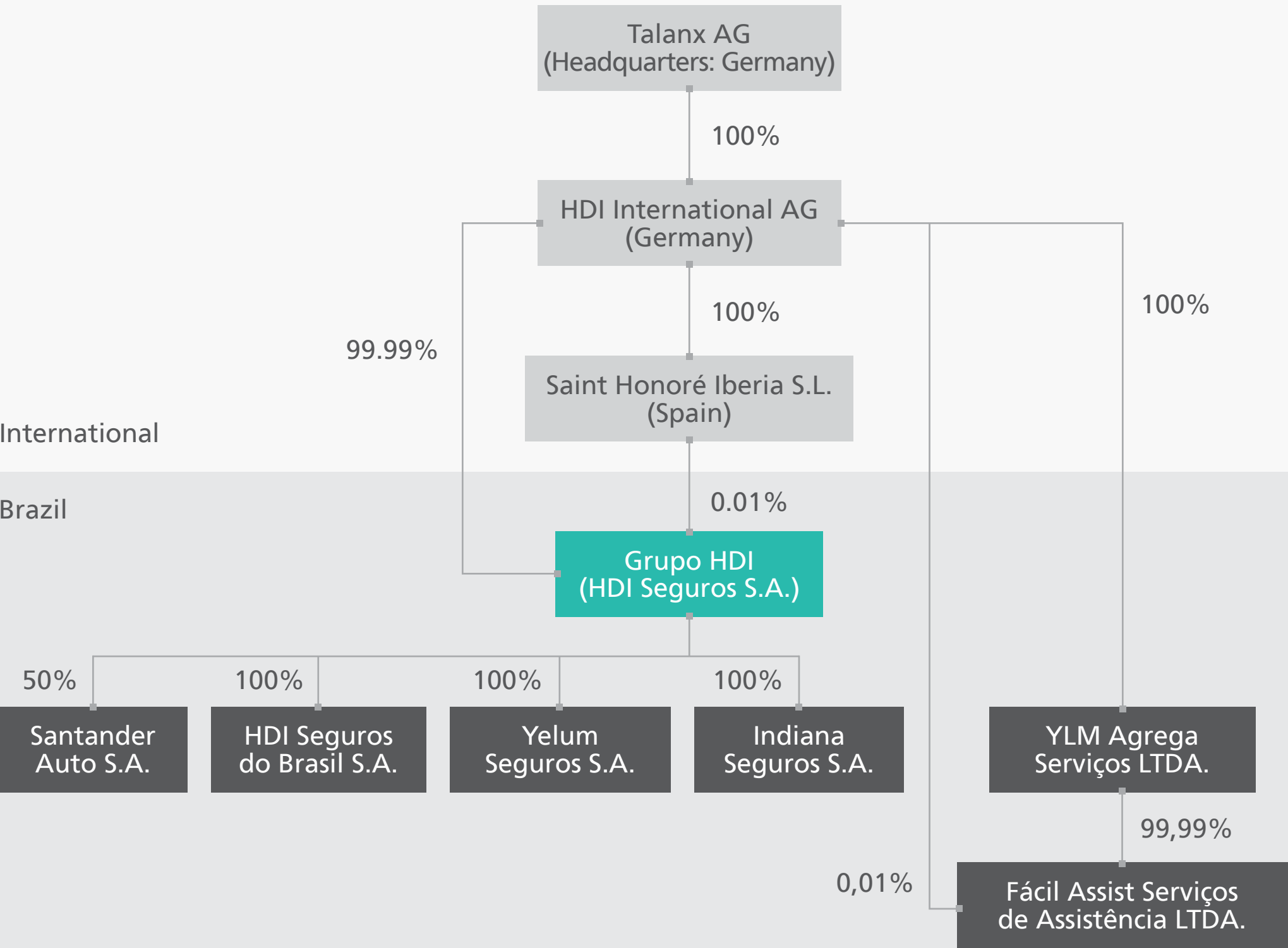
In November 2023, the HDI Group completed acquisition of **Liberty Seguros** and **Indiana Seguros**, adding the operations of Fácil Assist, Indiana Seguros, Liberty Agrega, Liberty Seguros and the Aliro brand to its structure. With this transaction, the Liberty brand was renamed Yelum, and HDI became the second largest insurer in property and casualty lines in Brazil in 2023, achieving revenues of BRL 12.8 billion and expanding its customer base to around 6 million.



The incorporation of these companies reinforces HDI's commitment to expanding and diversifying its operations in Brazil, improving the experience of customers and brokers. In addition to expanding the portfolio of products and services, the synergy between operations contributes to a more efficient and competitive business model in the national market.

CORPORATE STRUCTURE

The HDI Group (HDI Seguros S.A.), part of the Talanx Group, is subordinate to HDI International AG, located in Germany, which owns 99.99% of the company. In Brazil, the company fully owns HDI Seguros do Brasil S.A., Yelum Seguros S.A. and Indiana Seguros S.A., in addition to holding 50% of Santander Auto S.A., a joint venture with Banco Santander Brasil. See the detailed corporate organization chart below.



talanx.

About Talanx Group

Talanx is a multinational insurance and financial services group, recognized for its robust and diversified operations. One of the top ten insurance companies in Europe, the company has a presence in more than 175 countries and stands out for the excellence of its credit ratings by S&P and A.M. Best.

With over 120 years of experience in the sector, Talanx combines tradition and innovation, following a strategy of sustainable growth and global expansion. In Brazil, the group operates in the retail, major risks and industrial segments, in addition to maintaining a presence in the reinsurance and assistance services market, consolidating its position as one of the leading players in the national insurance industry.

OUR PURPOSE AND VALUES

At HDI Group, our purpose and values reflect a genuine commitment to people and the way we conduct our business. More than offering insurance, we seek to build relationships of trust, act with empathy and always deliver the best experience. Our values guide all decisions and interactions, ensuring transparency, efficiency and collaboration to always move forward, with ambition to go beyond.

Here, we care personally

This is our reason for existing. This is the commitment we make every day and which is reflected in all our interactions, whether with our customers, brokers, partners or employees. This is why we get involved in each case, because we truly believe in everything we do, to deliver nothing less than the best for each person who counts on us. This is what we do best!

We live our values

Value is what we do not compromise on while living our purpose. It's what connects and engages us. It is what directs the business's actions, our relationships with customers, partners, employees, the market and society. These are the values we do not compromise on:



Trustworthy relationships

We deliver what we promise. We are steadfast and truthful, transparent and direct, without ever letting go of our commitments to customers and partners.



We simplify the solution

We like to solve things. No hassle, no red tape. We have the calling, preparation and great empathy to solve problems.



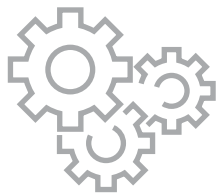
Ambition to go further

The better the result, the bigger we dream. We compete together, with great focus and integrity, to be able to go further and achieve everything we want.



We move forward together

We play together and that makes all the difference. At every step, every collaboration, every achievement, we truly celebrate our team spirit.



We make it happen

We believe in people's initiative and autonomy, always with an entrepreneurial spirit and a strong commitment to our purpose.

OUR BRANDS

The HDI Group operates in the Brazilian market through three distinct insurance brands, each with a unique positioning to meet customers’ diverse occasions and needs. In addition, it has specialized companies that supplement its operations, expanding the range of services and support offered to brokers.



Committed to delivering insurance at a **fair** and competitive price, HDI Seguros ensures precision and peace of mind throughout all customer journeys. Recognized for offering complete solutions, the brand offers a wide range of products — from auto, residential and business to life insurance — with a focus on excellent service and technological innovation. More than what we deliver, we value how we deliver it: with quality, integrity and focus on the real needs of those who trust HDI.



Shaped by the ongoing pursuit of **excellence**, Yelum — the new name of Liberty Seguros — reinforces the pillars of freedom, flexibility and innovation. The brand offers a high level of experience to customers and partners, with insurance solutions that adapt to individual needs, promoting freedom in all its forms. Moreover, the color yellow symbolizes light, clarity and safety, reinforcing the brand’s closeness to its customers and its commitment to offering reliable and transparent protection. Yelum evolves with a focus on genuine proximity to each audience and accessibility to all those seeking security and peace of mind.



As the group’s entry-level brand, Aliro is focused on making auto insurance more **affordable**. With an uncomplicated and intelligent approach, it offers essential coverage at competitive prices, ensuring basic protection for vehicles and serving an audience that seeks economical solutions without sacrificing quality.

SUPPLEMENTARY SERVICE BRANDS

fácilassist

Specializing in 24-hour assistance, Fácil Assist offers emergency support and services such as towing, locksmithing and mechanical assistance, with a wide network of providers in Brazil and Mercosur. With technology and efficient service, it guarantees agile and quality support to customers.

GRUPO HDI *agrega*

Dedicated to technological solutions for the insurance sector, Agrega supports brokers and partners in managing quotes, policies and administrative processes. With an innovative platform, it simplifies operations and strengthens the connection between insurers and professionals in the sector.



PRODUCT PORTFOLIO

The **HDI Group** offers a comprehensive portfolio of products to meet the diverse needs of its customers, regardless of the brand chosen.

With this diversified portfolio, the **HDI Group** reaffirms its commitment to offering insurance solutions that meet the specific needs of each customer, ensuring security and peace of mind in different aspects of personal and professional life.



Auto Insurance:

Covers collision, theft, fire and third-party damage, for all vehicle categories, with additional coverage options and 24-hour assistance services.



Business Insurance:

Solutions for companies of different sizes and segments, including asset protection, civil liability and business interruption.



Home Insurance:

Protection for financed properties, covering physical damage to the property and ensuring peace of mind for owners and financial institutions.



Transport Insurance:

Coverage for losses and damages during the transport of goods nationally and internationally, reducing logistical risks.



Rural Insurance:

Protection for farmers, covering improvements, agricultural products and rural pledges, as well as damage to equipment and machinery.



Home Insurance:

Coverage for damage caused by fire, explosion, theft, windstorms and other events, as well as home assistance services.



Life Insurance:

Plans that guarantee financial security, with coverage for death, disability and serious illnesses, as well as assistance such as telemedicine and funeral assistance.



Civil Liability Insurance:

Protection against risks that could cause harm to third parties, including bodily injury, losses in business operations and product failures.



Surety insurance:

Surety insurance for contracts and legal obligations, including tenders, concessions and legal proceedings.



Specialty insurance:

Solutions for specific segments, such as errors and omissions liability, aviation, offshore energy and animal insurance.

GEOGRAPHICAL DISTRIBUTION

The HDI Group is present in several regions of Brazil, ensuring proximity to our customers, brokers and partners. Our extensive network of operations, combined with a comprehensive network of dealers, cooperatives and financial institutions, allows us to offer agile and efficient service, contributing to the delivery of personalized insurance solutions.

We are currently present in **98.9% of the country's municipalities**, with at least one policy in force in 5,583 municipalities, out of a total of 5,645. This capillarity reinforces our commitment to providing protection and security to millions of Brazilians, wherever they are.

Our strategic geographic presence enables coverage of key markets and strengthens our operations in different segments. Below, we provide a map detailing the locations where we are present through our 44 branches and offices.



¹ Locations served in December 2024.

SECTOR CONTEXT

The insurance sector in Brazil plays a strategic role in the economy, offering protection to individuals and companies against various risks and contributing to the country’s financial stability. In addition to its economic relevance, the insurance market has undergone constant transformations to meet society’s more recent demands, driven by digitalization, product customization and greater awareness of the importance of financial protection.

The most recent figures from Susep show this evolution². In 2024, the sector’s total revenue reached BRL 435.56 billion, a growth of 12.2% compared to the previous year. After offsetting inflation for the period, the real increase was 7.6%. In the same period, insurance companies returned BRL 241.42 billion to society through compensation, redemptions, benefits and draws, a 6.8% increase compared to 2023.

² Source: Monthly Summary Report with consolidated data from the insurance, pension and capitalization sector for the 2024 year.

This performance reflects an increasingly consolidated market, with greater consumer adoption and regulatory advances that promote transparency and sustainable growth. According to information released by CNseg (National Confederation of General Insurance, Private Pension and Life, Supplementary Health and Capitalization Companies) in December 2024, projections for 2025 indicate growth of around 10%, increasing the sector’s share to 6.4% of GDP (Gross Domestic Product).

The potential for expansion stems, among other factors, from the low penetration of insurance in Brazil. It is estimated that over 80% of Brazilians do not yet have any type of insurance, which demonstrates a great market opportunity. This growth is expected to be driven by a variety of factors, such as expansion of the customized product offering, the emergence of new markets like cyber insurance and the greater adoption of insurance solutions by small and medium-sized companies.



In 2024, the sector’s total revenue reached

BRL 435.56 billion



insurance companies returned

BRL 241.42 billion

to society through compensation, redemptions, benefits and draws.



It is estimated that over 80% of Brazilians do not yet have any type of insurance, which demonstrates a great market opportunity.

REGULATORY ENVIRONMENT

The insurance sector in Brazil is mainly regulated by Susep (Private Insurance Superintendency) and CNSP (National Private Insurance Board), which stipulate standards and guidelines for insurance company activities.

In recent years, sector regulation has advanced to keep up with market changes and ensure greater legal security for operations. In 2024, one of the most important milestones was the enactment of Bill 2.597/2024, known as the Insurance Legal Framework, which improves insurance contract rules in the country, enhancing transparency, predictability and protection for policyholders.

In line with regulatory requirements, the company complies with Susep Circular No. 666/2022, which establishes guidelines for sustainability risk management. As part of this alignment, we met the deliverables set out in the standard, including publication of our Sustainability policy, conducting a detailed study on sustainability risks and incorporating

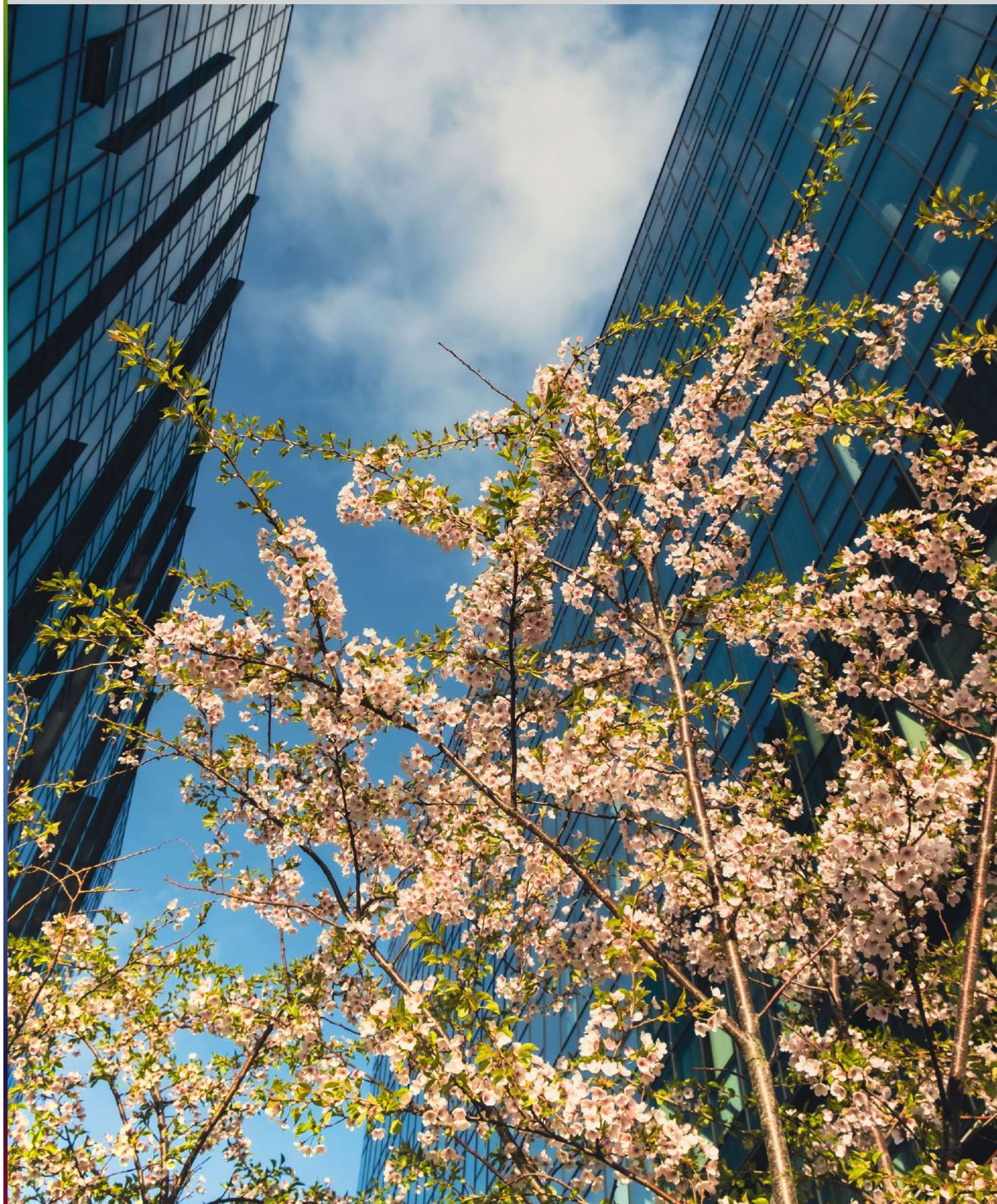
the management of these risks into our internal processes. This report also meets the established requirements, reinforcing our commitment to responsible governance.

In addition to this regulatory development, we have been closely monitoring other issues that impact the sector. We continually monitor changes that may require administrative and operational adjustments, encouraging internal discussions and discussions with experts to ensure that we are always prepared for new requirements.

Our engagement in the regulatory agenda goes mainly through CNseg and FenSeg (National General Insurance Federation). Working through these entities allows for strategic dialogue with adjusters and facilitates participation in technical groups and public consultations on topics such as regulatory modernization, tax reform, prudential governance, risk management and regulatory compliance.



We continually monitor changes that may require administrative and operational adjustments, encouraging internal discussions and discussions with experts to ensure that we are always prepared for new requirements.



Our commitment is to monitor and actively participate in discussions on regulations that impact the insurance market. Among the highlighted topics is the adaptation to Open Insurance, a system that allows for data sharing between insurers, increasing competition and driving innovation in the sector.

Regulating sustainable products is also relevant in this context, with guidelines for the development and marketing of insurance that generate positive environmental and social impacts. Susep is working to ensure that, starting in 2025, specific standards are implemented so that products can be classified and marketed as sustainable.

Moreover, we are fully in line with including the corporate name field in documents issued by insurance companies, evaluating the possibility of expanding this practice to other documents not expressly mentioned in the regulation.

Other topics being monitored include improving the rules for corporate changes, mergers and acquisitions, and reviewing the Internal Risk and Solvency Assessment Process (known as Orsa – Own Risk and Solvency Assessment), reinforcing financial stability in the sector.

SUSTAINABILITY IN THE HDI GROUP

Sustainability is an essential pillar for the HDI Group and the insurance industry. This is because, among other factors, insurer activity plays a key role in protecting society and the economy, promoting financial security, risk mitigation and supporting the resilience of companies and individuals in the face of emerging challenges.

At HDI Group, we seek to integrate good ESG (environmental, social and governance) practices into our strategy, aligning with national and international standards and guidelines. We also closely monitor the factors that impact our sector, such as extreme weather events and the growth of renewable energy solutions, ensuring that our practices evolve consistently and in line with market demands.

The year 2024 marked significant advances in sustainability governance at the HDI Group.



Advances in the ESG Agenda in 2024

The year 2024 marked significant advances in sustainability governance at the HDI Group. The area was restructured and strengthened to accelerate incorporation of the ESG agenda into the organization's strategy, prompted by evolution of the sector and the need to meet national and international regulatory requirements.

At the national level, this evolution was marked by the publication of Susep Circular No. 666/2022, which established comprehensive guidelines for sustainability risk management, including environmental, social and climate aspects, requiring insurers to implement specific policies and transparently disclose their practices. In the international sphere, we highlight that the holding company Talanx recently adopted the CSRD (Corporate Sustainability Reporting Directive), expanding data monitoring requirements and

underscoring the need for a more integrated and detailed ESG vision of the Group's companies, including the HDI Group, which reinforces transparency and corporate responsibility.

In this context, we conducted an in-depth assessment of sustainability from a business perspective, identifying strengths that increase our positive impact and opportunities for improvement in processes, management, controls and metric monitoring. One of the current challenges is to incorporate and enhance the good practices of the acquired companies, taking advantage of their learning to strengthen our strategy, while understanding the specific challenges of the new organizational structure.

This process resulted in a more robust approach aligned with the HDI Group's strategic objectives, ensuring that sustainability is integrated into decision-making and business management.

ESG materiality and sustainability risks

The HDI Group’s ESG strategy is guided by materiality studies that identify the most relevant topics for the company and its strategic audiences. In 2023, we conducted a structured process supported by a specialized consulting firm, divided into three main stages: context analysis, with global and sector trends; consultation with stakeholders, to map expectations and priorities; and definition of the impact materiality matrix, based on the assessment of ESG risks and global recommendations.

This process defined eight material topics across the environmental, social and governance pillars, which began to be used as a supporting tool for prioritizing projects and transparency initiatives regarding the organization’s results. The full list of topics is available in the “[Our Sustainability report > Material topics](#)” chapter.

In addition to this survey, we conducted a [sustainability risk study](#) to identify the main ESG risks with potential financial and reputational impact for the HDI Group. Conducted based on Susep Circular No. 666/2022 and global sustainability reporting

guidelines, this study classified risks according to their frequency and severity, ensuring alignment with our Risk Management Policy. Details can be found in Annex I to this report, in [Table EST – Strategies associated with sustainability risks](#).

The studies are complementary: while ESG materiality analyzes impacts of the business and its interaction with the environment and society, the sustainability risk assessment is directly related to the operating model and portfolio. This integrated approach strengthens the company’s resilience and ensures alignment with the industry’s best practices.

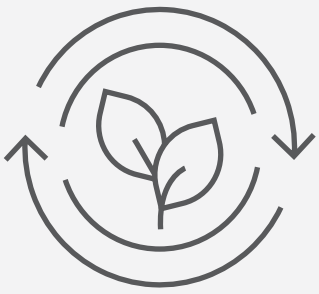
The materiality study defined eight material topics across the environmental, social and governance pillars, which began to be used as a supporting tool for prioritizing projects and transparency initiatives.



Our ESG Commitment and Ambitions

Based on the materiality study and its alignment with the business strategy, we developed our ESG Commitment and Ambitions. This process involved senior management at every stage, from initial inquiry to defining priorities, goals and action plans.

Commitment:



To make our businesses increasingly responsible and resilient to contribute to the development of a sustainable future.

Ambitions:



Environmental

To develop innovative solutions that address climate challenges and reduce the environmental impacts of operations.



Social

To invest in the qualification of professionals for the insurance and related sectors, promoting social development, professional advancement, and equity.



Governance

To strengthen ESG governance, ensuring compliance with national and international regulations and promoting transparency and quality in operations.

Each pillar and its respective ambition have specific objectives and goals, which will be rolled out continuously throughout 2025 across the company. In this context, the Sustainability team plays a strategic and advisory role, supporting business areas to incorporate ESG practices in a comprehensive and structured manner. The aim is for each area to gradually take ownership of these initiatives and understand their impact on the business, ensuring lasting, sustainable changes.



Sustainability Policy Review

As part of the evolution of our ESG agenda, we reviewed corporate policies aiming to strengthen governance on the topic. The Sustainability Policy, developed in alignment with the guidelines of the Talanx Group, is updated periodically—as occurred in 2023 to meet the requirements of Susep Circular No. 666/2022, and in 2024 for further improvements.

The main commitments made in this policy include:



To promote a culture of sustainability and reduction of environmental impact.



To incorporate sustainability principles into corporate culture, human development and community engagement.



To integrate sustainability into the company's key performance indicators.

In addition, the policy establishes well-defined roles and responsibilities at different levels of the organization, from the Board of Directors and the Executive Board to the ESG Commission and its Working Groups, the Compliance, Risk Management and Internal Controls area, as well as other employees. This structure reinforces the HDI Group's commitment to transparency and the continuous evolution of ESG practices within the company.

The HDI Group recognizes that the ESG journey requires continuous adaptation and improvement. Our commitment is to ensure that sustainability is integrated into the business strategy in a practical and effective manner, contributing to risk mitigation, value generation and the company's resilience to future challenges. We will continue to improve our ESG agenda with a close eye on best practices and the positive impact we can generate for our customers, partners and society.

[!\[\]\(95b425611cbd2b8716a140cf67c81822_img.jpg\) Access the Sustainability Policy.](#)



3 Governance and Compliance

OVERVIEW AND GOVERNANCE PREMISES

HDI Group’s corporate governance is structured to ensure transparency, integrity and accountability in all our operations. We adopt high compliance and risk management standards, aligned with the best market practices and applicable regulations.

We thus ensure that strategic decisions are made in an ethical, sustainable manner, committed to generating value for our stakeholders. This structure is overseen by the Board of Directors, which works together with the Executive Board to monitor implementation of the corporate strategy and make decisions in line with the company’s guidelines.

Our risk management and compliance model follows the “three-line” concept, ensuring an effective approach to identifying, mitigating and monitoring risks. The first line of defense is formed by the business areas, responsible for managing operational risks and ensuring compliance with internal and external standards. The second line of defense is made up of the Risk Management and Compliance areas, which monitor risks and reinforce internal controls. Finally, the third line of defense is conducted by Internal Audit, which independently assesses the effectiveness of implemented processes and controls.

Three-line model:



MANAGEMENT STRUCTURE






The HDI Group’s corporate governance is structured to ensure transparency, integrity and efficiency in the company’s management. We have a solid model that ensures strategic and operational oversight of the business, aligning our practices with the best references in the sector and the commitment to creating sustainable value.

Our governance structure is formed by the Board of Directors, responsible for defining the strategy and overseeing the organization; the Executive Board, responsible for conducting operations and implementing strategic guidelines; and the Advisory Committees, which support decision-making on specific topics.

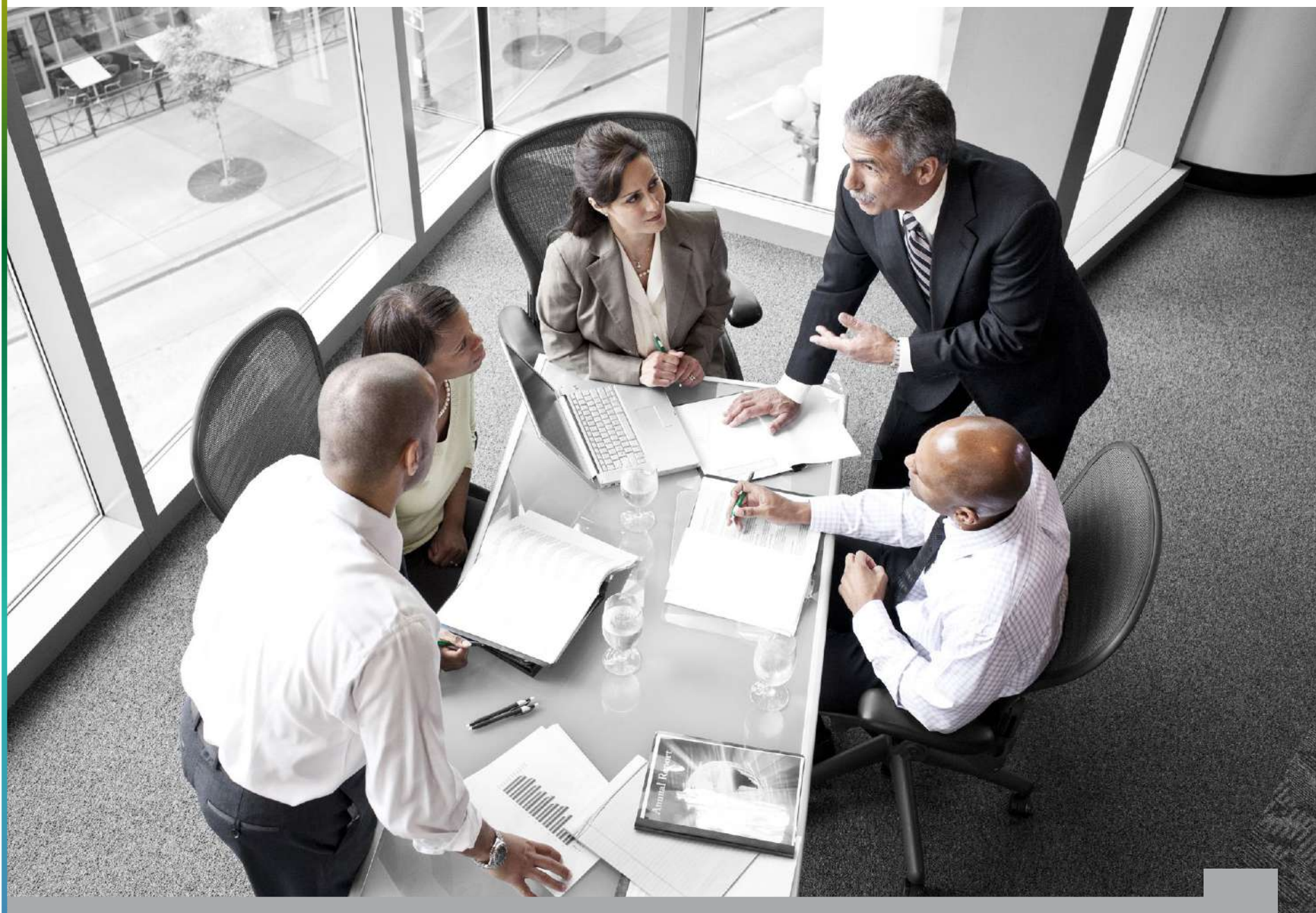
Board of Directors

HDI Group’s Board of Directors consists of five members, three of whom represent HDI International AG and two are independent directors. Members are elected by the General Shareholders’ Meeting for a two-year term, with the possibility of re-election. There are four men and one woman, and the age range of the group is 37 to 72 years old. In addition, there are three foreigners.

COMPOSITION OF THE BOARD OF DIRECTORS

Full name	Position	Executive role	Independent member
 Wilm Langenbach³	Chairman	No	No
 João Francisco S. Borges da Costa	Vice-chair	No	Yes
 Fabiana Valério Arana	Member	No	Yes
 Nicolas Masjuan	Member	No	No
 Maximiliano Javier Casas Sanchez	Member	No	No

³ Non-executive member of the Board of Talanx.



Advisory Committees to the Board of Directors

Our Bylaws provide for the existence of **independent committees that support corporate governance and the Board’s strategic decision-making**. Among the established committees, the following stand out:

The **Audit Committee**, which also acts as the **Risk Committee**, responsible for overseeing the risk governance, the regulatory compliance and the integrity of the company’s financial information, in addition to evaluating the effectiveness of internal and independent audits.

The **Compensation Committee**, which reviews and proposes changes to the Board compensation policy, ensuring alignment with best market practices and the company’s interests.

Appointment of board members

Board members are selected exclusively by shareholders, without formal participation of other stakeholders. We aim to ensure that Board members have strategic skills aligned with the body’s responsibilities, covering areas such as corporate administration, insurance sector regulation and risk management.

Currently, there are no specific regulatory requirements or internal guidelines that determine diversity or independence criteria for the composition of the Board, or which establish a formal process for evaluating its performance. However, we include independent members in this structure and continually improve our governance practices.

Board meetings are held at least twice a year and can include remote participation by board members, ensuring agility and effectiveness in decision-making.

Role of board members

The Board of Directors plays a central role in defining our corporate strategy. Its main responsibilities include approving the organizational structure, defining general business guidelines and monitoring execution of the business plan, operational budgets and investments.

Issues related to sustainability and ESG are addressed by the Executive Board (Executive Committee – Comex) in the company’s strategic planning context. Whenever there is a relevant impact on the strategy or business plan, the topic may be submitted to the Board for information and deliberation.

Participation in the Sustainability report

This document was approved by the Vice-Presidency of Transformation, responsible for ESG issues, and by the Internal Controls Division, as laid out in Circular Instruction 666 dated 6/27/2022. It was also submitted to the Board of Directors, Executive Board and the Audit Committee for their information, ensuring alignment with the company’s governance bodies.

Monitoring of relevant complaints
by the Board of Directors









Our Governance includes mechanisms for monitoring complaints and concerns from stakeholders. Reports through the Ethics Channel are reported to the Executive Board and to the Audit Committee, which assesses the relevance of the cases and may forward critical issues to the Board of Directors. In addition, Ombudsman’s Office periodically presents complaint indicators to the Audit Committee and the Board of Directors. In 2024, no complaints were brought to the Board of Directors.

Executive Board

The Executive Board is responsible for the operational and strategic management of the company, ensuring implementation of the guidelines defined by the Board of Directors and conducting daily operations with a focus on sustainable growth, innovation and corporate governance. Its responsibilities include overseeing administrative, commercial, technical and operational areas, as well as risk management and regulatory compliance. Moreover, the CEO and other Executive Board members monitor and guide execution of the sustainability strategy and projects.

In 2024, we went through a significant period of organizational transformation. With the onboarding of operations resulting from the previous year’s acquisitions, we rolled out a restructuring of leadership, consolidating a unified executive committee. This new structure strengthens our ability to offer a diversified portfolio, expand our presence in the market and improve the experience of customers, brokers and partners. Of the 11 members of the Board, four are women. The age range is between 43 and 59 years old. In addition, there are three foreigners.

COMPOSITION OF THE EXECUTIVE BOARD⁴

Full name	Position
 Eduardo Stefanello Dal Ri	Chief Executive Officer (CEO)
 Marcos Machini	Commercial Vice President
 Reinaldo Amorim Lopes	Chief Financial Officer (CFO)
 Rafael de Gouveia Ramalho	Technical Vice President (Auto)
 Igor Di Beo	Technical Vice President (Life and Casualty)
 Vanessa Karen Orellano Bustamante	Chief Information Officer
 Andre Steiner Truzzi	Vice President of Transformation
 Marcio Popper Probst	Chief Claims & Operations Officer
 Luciane Merli Rodrigues	Fácil Assist Chief Operations Officer
 Delane Batista Giannetti	Chief Talent Officer
 Karen Ferraz de Aguiar Schiavon	Chief Legal & Compliance Officer

⁴ Unlike this section, the CSRD table published at the end of this report considers Senior Management to be the Presidency and Vice-Presidency members, as defined by the Talanx holding company.

CORPORATE POLICIES AND DUE DILIGENCE

Our corporate policies ensure integrity and coherence between strategic guidelines and business conduct.
We implement a comprehensive set of policies, including:



Code of ethics and professional conduct – Presents the legal and ethical requirements that must be known and complied with by all employees and internal service providers when conducting their activities.



Compliance policy – Establishes the general requirements regarding the Compliance Program, applicable to all company employees.



Risk management policy – Lays out the guidelines and components of the Risk Management Structure, in accordance with current applicable standards.



Internal controls policy – Provides an overview of the Internal Controls System, aligned with regulatory requirements and strategic Risk Management principles (COSO-ERM).



Corporate governance policy – The Policy establishes the company's management guidelines, how it is governed, monitored and incentivized, which involves the relationship between shareholders, the Board of Directors, the Executive Board and control bodies.



Sustainability policy – Lays out sustainability guidelines and reaffirms the HDI Group's commitment to sustainable development, establishing guidelines for the implementation and maintenance of social, environmental and governance aspects in its business. It also describes the sustainability agenda governance structure.



Money laundering and terrorism financing prevention policy – Provides for internal procedures and controls specifically designed to prevent and combat crimes involving money laundering or concealment of assets, rights and values, as well as related crimes.



Fraud prevention policy – Establishes guidelines for preventing, detecting and remedying signs of illicit activities and fraud, as well as guidelines for controlling and reporting fraud to the competent authorities.



Institutional conduct policy – Includes conduct guidelines for activities and in customer relations throughout the lifecycle of the products sold.

The set of organizational policies forms the basis of our Compliance Program, establishing guidelines for compliance and continuous improvement of processes, ensuring that operations are conducted safely and within acceptable risk levels. We also strive to ensure legal compliance and alignment with international best practices, including Talanx Group guidelines.

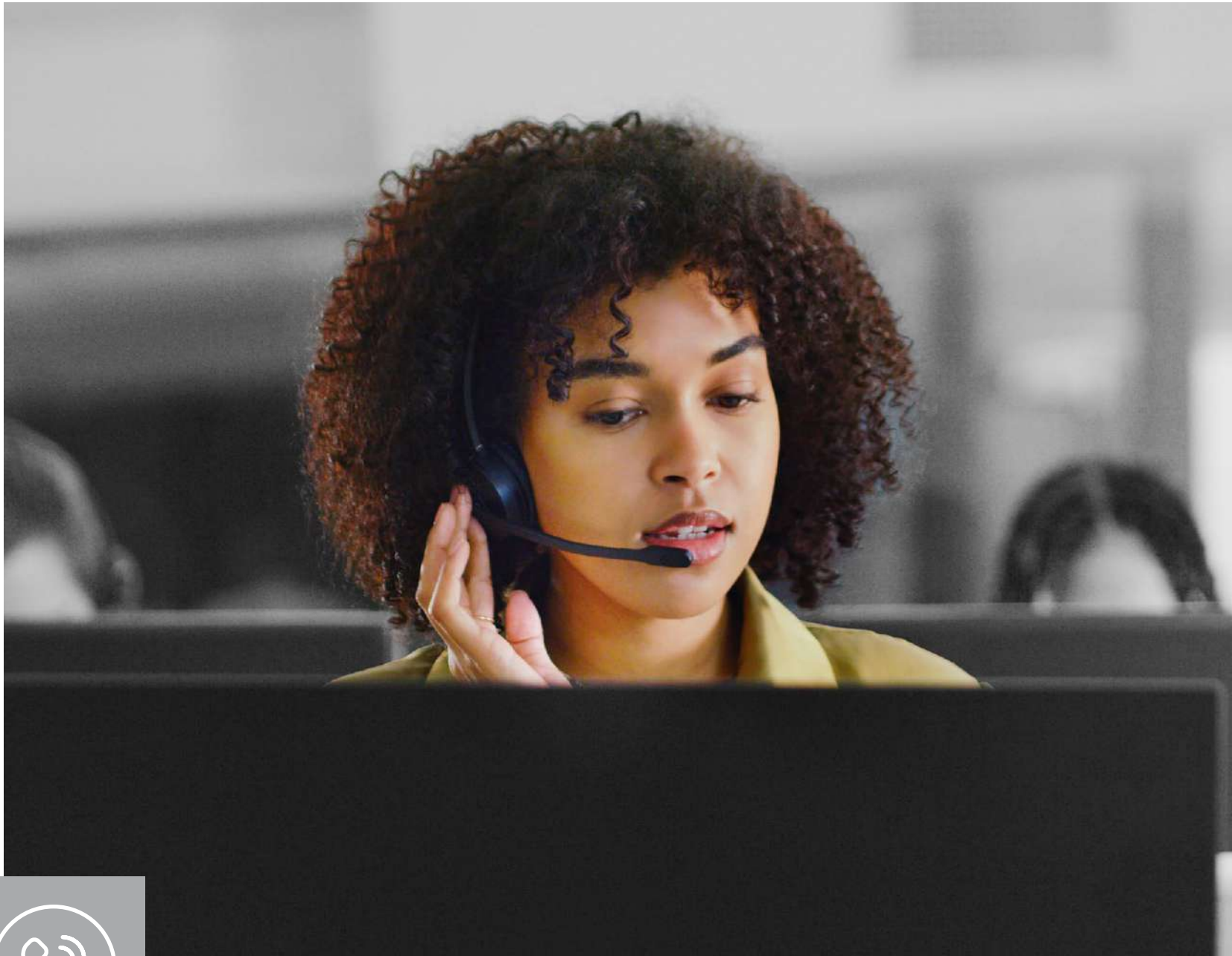
Our due diligence is conducted systematically to ensure that operations, suppliers and partners are aligned with our values and commitments. To this end, we rely on internal audits and risk assessments, continually monitoring our level of exposure and implementing measures to improve compliance and mitigate potential risks.




CODE OF ETHICS AND WHISTLEBLOWING CHANNEL

The HDI Group has a Code of Ethics and Professional Conduct that sets out the principles guiding business relationships and defines clear guidelines for ethical business conduct, ensuring alignment with Talanx Group values and compliance with best practices and regulatory requirements.

To ensure the effectiveness of the Code, we have an independently operated Ethics Channel, ensuring confidentiality, protection against retaliation and the possibility of anonymous or identified reporting. Widely disseminated in communications and training, the channel is available 24 hours a day, seven days a week and can be accessed by:





Telephone: 0800 015 3156
Email: grupohdi@linhaetica.com.br
Online platform: www.linhaetica.com.br/etica/grupohdi

Reports can also be sent directly to the Compliance area by email compliance@hdi.com.br, in person or through the [BKMS](#) system, used globally by the Talanx Group and available in Portuguese, English and German.

Both the Ethics Channel and the BKMS system can be used by everyone, internal or external to the company, to report any suspected legal or ethical breach, including fraud, corruption, embezzlement, harassment or any inappropriate conduct.

Received reports go through a rigorous screening and investigation process conducted by the Compliance area, with the involvement of other areas depending on the nature of the case. The verification flow includes:

- 1 **Receiving and recording** the complaint in the system;
- 2 **Screening and referral** to the leadership of the responsible area;
- 3 Detailed **analysis and investigation**, respecting confidentiality and ensuring protection for the whistleblower;
- 4 **Completion of the investigation** and definition of corrective measures, when applicable;
- 5 **Application of sanctions** and, if necessary, referral to the Ethics Committee.

In 2024, we received 326 reports through local and global channels, of which 321 were concluded in the same year, while six remained under analysis for 2025. Of those concluded, 30 were considered valid and resulted in proportional disciplinary measures, which ranged from verbal warnings to joint decisions by the Ethics Committee, made up of representatives from the Human Resources, Compliance, Legal and Internal Audit areas. Another 34 complaints were classified as unsubstantiated, meaning there was no proof of the reported conduct. Of those that were concluded in the same year, it is clear that the remaining 257 were archived due to lack of evidence or insufficient data, or closed because they did not fall within the scope of the Whistleblowing Channel. None of the substantiated reports involved human rights violations or corruption cases.

Received reports go through a rigorous screening and investigation process conducted by the Compliance area, with the involvement of other areas.





HUMAN RIGHTS

Respect for human rights is an essential pillar in our organizational culture and is reflected in the Code of Ethics and Sustainability Policy. These documents reaffirm the HDI Group’s commitment to human dignity, diversity and inclusion, among other fundamental values, establishing clear guidelines for promoting a safe, respectful work environment free from any form of discrimination or abuse.

Among our commitments, zero tolerance for any form of discrimination, harassment, child labor, involuntary or forced labor stands out. We also ensure fair working conditions and adopt practices to mitigate risks of human rights violations in our value chain. Find out more at “[Strategic stakeholders > Suppliers: responsible supply chain management](#)”.

In 2024, no human rights violations were identified in our direct operations.⁵ There were also no fines, penalties or compensation for damages applied resulting from breaches of social factors and human rights. Similarly, no complaints or incidents of discrimination or harassment, involving employees or third parties, were recorded throughout the reported period.

These documents reaffirm the HDI Group’s commitment to human dignity, diversity and inclusion, among other fundamental values.

⁵This analysis exclusively considers our direct operations and does not include acceptance criteria or monitoring of customers and suppliers.

ANTI-CORRUPTION

At the HDI Group, we take a rigorous approach to preventing and fighting corruption, fraud, bribery and money laundering. Our Anti-Corruption Policy sets out clear guidelines for risk mitigation, while our management structure ensures continuous monitoring of operations.

We have a structured matrix indicating the areas most susceptible to corruption, which identifies those that have contact with public bodies or agents. Areas that have this contact through third parties were classified as “High” risk, due to the greater complexity of monitoring. We also conducted an additional assessment involving the Bidding area. Through these and other tools and instruments, we implemented and monitored controls in 2024 aimed at mitigating the identified risks.

We did not identify any cases of corruption in the organization in 2024, nor were there any legal proceedings against the organization or its employees related to corruption.

Compliance Week

In August 2024, we held the first HDI Group Compliance Week, an initiative aimed at strengthening the culture of ethics and integrity in the company. Over the course of one week, employees participated in lectures, debates and interactive activities that reinforced the importance of compliance in operations and in relationships with customers, partners and society.

The event was attended by leaders, including our CEO, Eduardo Dal Ri, as well as industry experts, in addition to an inspiring talk on integrity in the corporate environment, given by lawyer and writer Ruth Manus. The program involved discussions on governance, transparency and corporate responsibility, as well as a Compliance Quiz that engaged the teams in a dynamic and educational way.

Compliance Week marked an important step in consolidating an organizational culture guided by ethics, reinforcing the HDI Group’s commitment to the best practices in the sector.



Training and communications

In 2024, 4,194 employees, including 471 managers, attended and passed the Anti-Corruption training, which covered topics such as perception of corruption in the world, Brazilian anti-corruption legislation and recommendations for daily conduct. We also provide training on the subject to business partners, such as recovery specialists.

Other relevant training courses confirmed our commitment to improving employees and leaders. Prominent among them are Business Continuity Management, which addressed the importance of this instrument and the Operational Continuity Plan, and the training on Money Laundering Prevention, which explained the concept of this crime and the financing of terrorism, as well as the measures adopted to prevent them.








We also highlight the Risk Management training, which covered aspects such as risk concepts and categories, governance structure, roles and responsibilities, in addition to the processes that aim to identify and mitigate risks.

Also worth mentioning is the training related to the Institutional Conduct Policy, which highlights standards of conduct and principles of action from the conceiving of an insurance product to after-sales, as well as the Ethics and Conduct Policy, which raises awareness among employees about these concepts, highlighting points such as our Mission, Vision, Values and Way of Acting, and including topics such as conflict of interest, fair competition and others. Finally, the LGPD (General Data Protection Law) training warrants emphasis, which guides the processing of personal data within the company and before stakeholders.

4,194
employees

including 471 managers, attended and passed the Anti-Corruption training.

Considering the set of Compliance training courses mentioned in this section, we reached a total of 36,665 accesses , with an average approval rate of 77% on the first access. See the details below:

Training	Approved participants
 Anti-corruption	4,178
 Business Continuity Management	4,194
 Risk Management	4,209
 Data Protection (LGPD)	4,048
 Money Laundering Prevention	4,032
 Institutional Conduct Policy	4,141
 Ethics and Conduct	4,019

In addition to training, we reinforce the culture of ethics and compliance through regular communication on the subject, sent to all employees via email.



PREVENTING CONFLICTS OF INTEREST

We implement strict measures to prevent and mitigate conflicts of interest, reinforcing our commitment to ethical conduct and compliance with the guidelines of the Corporations Act. All board members have a fiduciary duty to act in the company's best interests, ensuring the integrity of strategic decisions.

To reinforce this commitment, we run a periodic check using a self-assessment questionnaire completed by members of the Board of Directors and all other employees, allowing us to identify potential conflicts of interest. This process also occurs when board members are elected.

Moreover, our Code of Ethics and Compliance Policy establish guidelines on situations that may constitute a conflict of interest, determining the obligation to communicate to the immediate manager and to the Compliance Department for assessment and appropriate measures.

we run a periodic check using a self-assessment questionnaire completed by members of the Board of Directors and all other employees.

DATA PRIVACY AND CYBERSECURITY

Privacy and security of personal data are priorities for the HDI Group. To ensure the protection and proper processing of personal data, we have implemented a Data Privacy Program that stipulates strict guidelines and controls in compliance with the legislation and standards of ANPD (Brazilian National Personal Data Protection Authority). All employees and internal service providers must follow data protection standards, ensuring that customer and third-party information is collected, stored, processed and used only for legitimate and specific purposes.

Our Data Privacy area is managed by the DPO (Data Protection Officer), responsible for managing the company's Privacy Program and implementing corporate policies, which cover incident management, data sharing and handling, consent, processing and storage

of personal data. In addition, we roll out continuous awareness and training actions, map data processing activities and prepare Data Protection Impact Reports to assess and mitigate risks.

Access to personal data is restricted, following the principles underpinning the LGPD (General Data Protection Law), meaning that data can only be processed and shared by those who really need this information to perform their functions, including service providers and suppliers.

We also have a Personal Data Breach Incident Response Management Standard, which defines procedures for rapid response and impact mitigation in cases that may compromise the integrity, confidentiality or availability of personal data.

In 2024, we responded to 42 requests from data subjects to delete or correct personal data we stored.

During the same period, we did not receive any regulatory action related to data privacy, nor did we record any incidents of leakage, theft or loss of customers' personal data.





4 Talent management

ONBOARDING AND ORGANIZATIONAL CULTURE

The year 2024 was marked by the consolidation of the integration process of the acquired companies, Sompo Consumer (Sompo's retail division), Indiana Seguros, and Yelum (the new name for Liberty Seguros). This type of process represents a great challenge for people, as it involves significant transformations in organizational structures, work models and the company's cultural identity.

We know that onboarding can generate uncertainty among employees, which is why we employ a careful and transparent communication process in all company decisions. The focus was to ensure that relevant information about the organizational structure and team composition was shared clearly. All decisions were based on objective criteria, aligned with the company's strategic direction.

Another central aspect of this process was organizational culture. We conducted a detailed diagnosis of the companies' cultures and discussed which elements of each cultural identity would best support the Group's strategy. Based on this, we defined the essence of this new culture, shaped to guide our employees' attitudes and behaviors.

After an extensive structuring process, which included studies, workshops with management and consultations with teams, we formalized an exclusive Guide that reflects our organizational identity. This material covers the HDI Group's Culture, its dimensions, our manifesto, our purpose and values, how these values should be demonstrated in practice, what brings us together and what separates us, our way of working, what the everyday routine is like at the company and how much we value aspects such as sustainability, diversity and volunteering. [Click here](#) to learn about the HDI Group's Purpose and Values.



Culture support groups

To strengthen the culture chosen by the HDI Group, we defined priorities and formed **working groups** support the company's strategy. These groups are:



Collaboration:

Led by Talent Attraction Management, this group aims to streamline integration between areas to build together, overcome silos and encourage multidisciplinary work, generating the sense of a single team, regardless of the area and/or brand.



Operational Efficiency:

Under the leadership of the Procurement and Facilities Superintendence, this group works on optimizing processes, saving money and improving the quality of operations, controlling administrative expenses and efficiently managing supplies and fleet.



Customer Focus:

Under the leadership of the Customer Experience team, this workstream reviews and improves the customer journey, ensuring experiences aligned with needs and expectations in the products and claim areas.

In addition to the strategic groups, we have **four other groups** that are enablers of our organizational culture:



ESG:

Led by Sustainability Management, it works to integrate culture into the Environmental, Social and Governance pillars, ensuring compliance and transparency for investors, stakeholders and regulatory bodies.



Our Way of Working:

Led by the Lean and Agility Superintendence, it focuses on continuous improvement and innovation, connecting problem-solving and opportunities to optimize processes and drive organizational efficiency.



DEI (Diversity, Equity and Inclusion):

Led by the Training, Development, Culture & DEI Superintendence, it promotes a diverse, equitable and inclusive environment, raising awareness and educating about the importance of representation and belonging.



Leadership:

Led by the Internal Consulting Management, this group aims to strengthen leadership as a driver of organizational performance, promoting management aligned with our values and talent development.

GPTW RECOGNITION



Strengthening the organizational culture and conducting onboarding resulted in the achievement of the **GPTW® (Great Place to Work)** seal. This certification, based on employee perception, recognizes the HDI Group, including HDI Seguros, Yelum Seguradora and Santander Auto, as a great place to work.

The GPTW certification reinforces the HDI Group’s commitment to employee care and experience, ensuring a positive and collaborative environment, even in times of change.

The survey evaluated criteria such as leadership credibility, respect, impartiality, pride and team spirit, reinforcing that onboarding was conducted with transparency and a focus on employee well-being.

The GPTW certification reinforces the HDI Group’s commitment to employee care and experience, ensuring a positive and collaborative environment, even in times of change. Moreover, it makes it possible to identify opportunities for ongoing improvement, ensuring that the company is a place where people can develop and contribute to a stronger, more innovative and humane future.

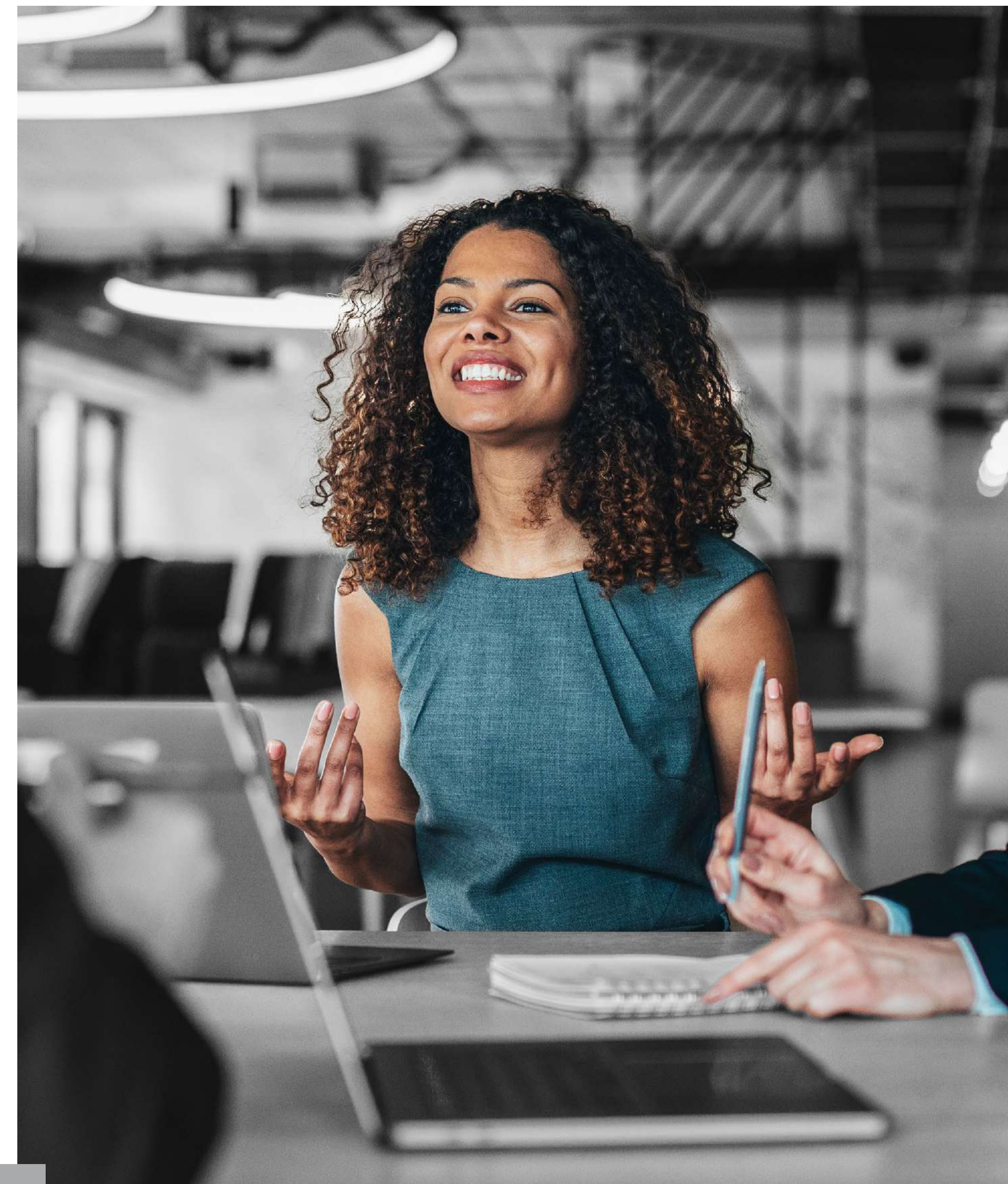
DIVERSITY, EQUITY AND INCLUSION

At HDI Group, DEI (Diversity, Equity and Inclusion) goes beyond a set of values — it is an essential strategic pillar for sustainable growth and for building a more representative, welcoming and equitable work environment. Our commitment is to create a psychologically and emotionally healthy environment to work, a truly inclusive space, ensuring opportunities for all people and promoting actions that strengthen equity and a sense of belonging among employees. We value differences and believe that an inclusive environment means all professionals feel safe to be who they really are.

To further drive this agenda, we launched **DEI Affinity Groups**, voluntary groups formed by employees who share a common identity, characteristic or interest and who want to strengthen the culture of diversity within the company.

Supported by members of the Executive Board (sponsors), these communities play a strategic role in promoting inclusion, helping to attract and retain diverse talent, in addition to strengthening the company's relationship with different social groups and external initiatives focused on diversity. Even more than that, they have the potential to contribute to expanding representation in fields where there are more opportunities for advancement.

We value differences and believe that an inclusive environment means all professionals feel safe to be who they really are.



Diversity, Equity and Inclusion Communities

DEI Affinity Groups are divided into **five priority pillars**, aligned with the Culture and DEI strategy:



Segura de Si **(Self-assured)**

Promotes gender equity and strengthens the presence of women in leadership.



Sem Barreiras **(No Barriers)**

Focuses on inclusion and accessibility for people with disabilities.



Gerações **(Generations)**

Values age diversity and encourages the exchange of experiences between young and mature people.



Todas as Cores **(All Colors)**

Promotes inclusion of the LGBTQIAP+ community and fights discrimination.

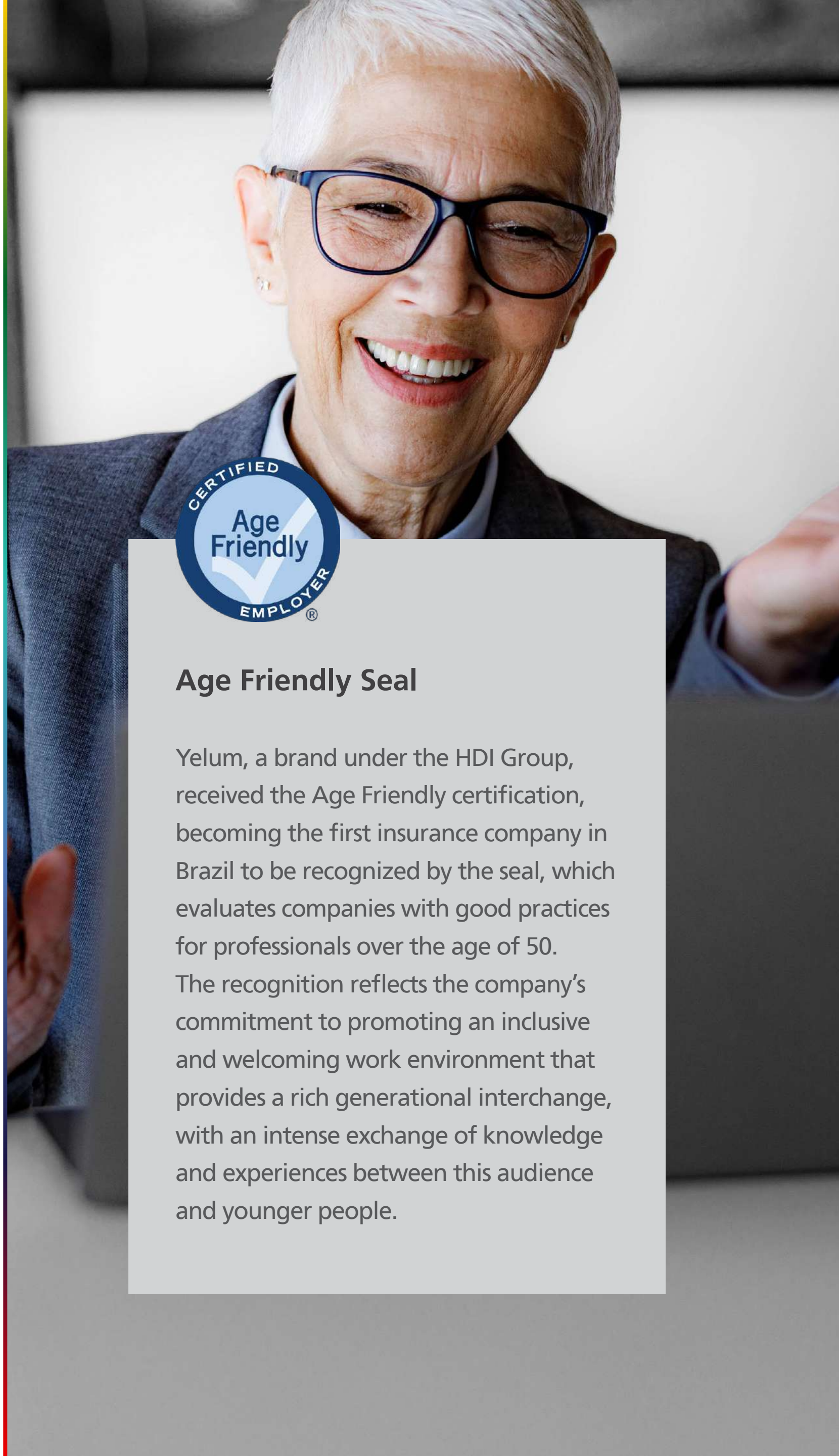


Raízes **(Roots)**

Promotes racial and ethnic equity, especially the inclusion of black professionals in various positions.



Based on insights from these groups, we define initiatives and actions that promote a more equitable and inclusive environment for all.



Age Friendly Seal

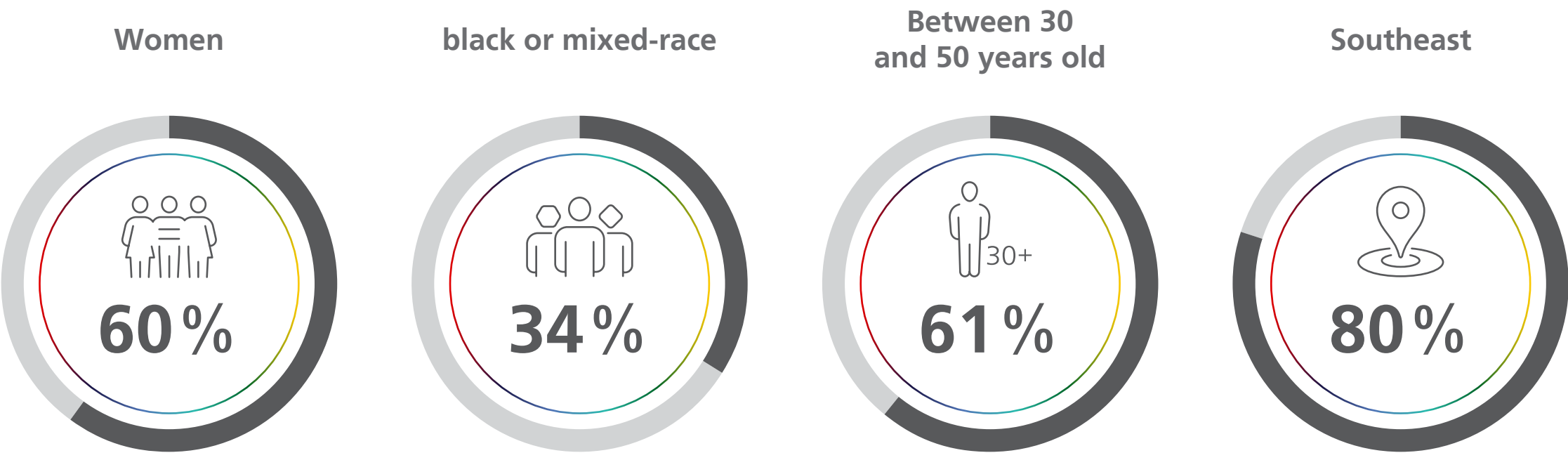
Yelum, a brand under the HDI Group, received the Age Friendly certification, becoming the first insurance company in Brazil to be recognized by the seal, which evaluates companies with good practices for professionals over the age of 50. The recognition reflects the company's commitment to promoting an inclusive and welcoming work environment that provides a rich generational interchange, with an intense exchange of knowledge and experiences between this audience and younger people.

EMPLOYEE PROFILE

With a total of **4,752 employees⁶** on our team, we seek to promote a diverse and inclusive environment, ensuring balance between different professional profiles. Of the total number of professionals, 60% are women and 34% identify as black or mixed-race. In Senior Management (C-Level, VPs and Directors), female representation is 36%, while ethnic-racial diversity is not yet reflected in this group. This scenario reinforces the importance of continually strengthening diversity,

equity and inclusion practices at all levels of the organization.

In terms of age, most (61%) of employees are between 30 and 50 years old, reflecting a balance between experience and talent renewal. Geographic distribution indicates a greater concentration in the Southeast, with more than 80% of employees in this region, although we have teams in all regions of the country.



⁶ The number of 4,752 employees represents permanent (CLT – Consolidated Labor Laws) and full-time contracts active on 12/31/2024, considering all employees of the HDI Group, including Fácil Assist and Santander Auto. Additionally, there are 126 interns and apprentices.

TURNOVER

In an onboarding period like the one we recently experienced, the way we conduct the turnover inherent to the onboarding process is an essential aspect to ensure a balanced and welcoming organizational environment. We strive to conduct this process with planning, transparency and respect, preserving internal knowledge as much as possible and valuing the company's talents.

Onboarding of the acquired companies occurred gradually, allowing leaders to understand the skills and experiences of each professional for better allocation within the organization. Therefore, no decision was made in haste, ensuring that each employee was considered in their trajectory and potential contribution.

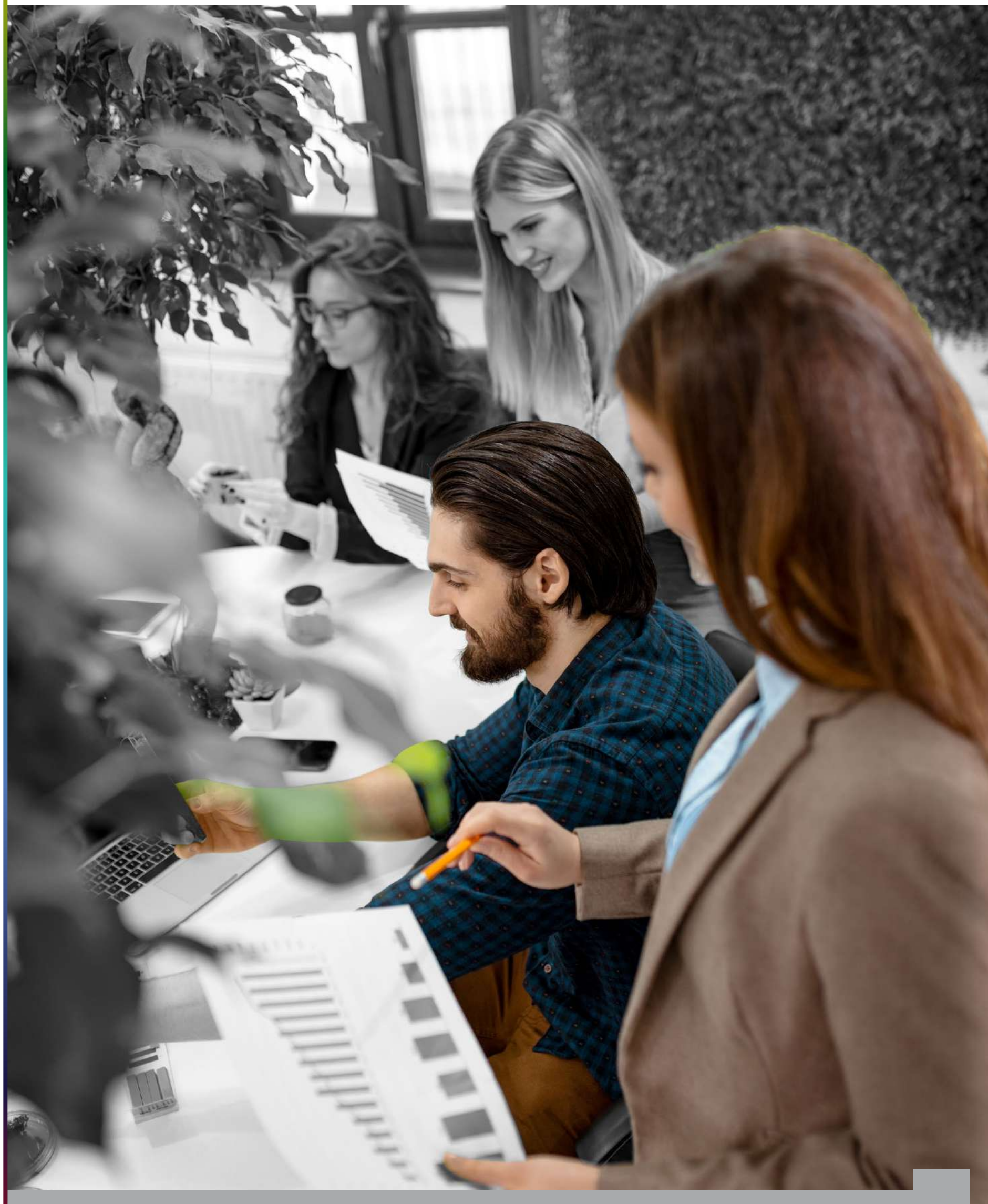
In cases of termination, we ensure support for a dignified and structured transition. Terminated professionals received medical assistance for an additional period and, in the case of management, there was specialized support for relocation, including professional guidance and psychological support. For other employees, we offered workshops focused on preparing résumés, repositioning in the market and networking.

For the employees who remained, we implemented actions to facilitate adaptation to the new structure and promote team onboarding, preserving a positive organizational climate.

In 2024, the company recorded a turnover rate of 23%, with 1,113 employees leaving. This result is in line with the ongoing organizational transformation scenario.

Onboarding of the acquired companies occurred gradually, allowing leaders to understand the skills and experiences of each professional for better allocation within the organization.





COMPENSATION POLICY

In line with the guidelines of the holding company Talanx, our compensation policy is structured to ensure a balance between stability and performance, encouraging the generation of sustainable value and the company's solidity. Remuneration combines fixed and variable components, the latter linked to strategic goals and financial indicators. We thus ensure that compensation is tied to corporate objectives and long-term value creation.

The remuneration model follows principles of transparency and equity, considering the responsibility of each role and industry practices. Variable remuneration is based

on achieving previously established goals, with periodic assessment to ensure its effectiveness and adaptation to the regulatory and market scenario. In addition, we regularly review remuneration parameters to ensure competitiveness and compliance with national and international standards.

In addition to ensuring a salary structure aligned with the market and strategic guidelines, we also monitor aspects related to salary equity. The data is sent for monitoring by our holding company Talanx and are reported annually on a consolidated basis in its Annual Report.

DEVELOPMENT AND EDUCATION

The continuous development of employees is essential to strengthen our organizational culture and business sustainability, maintaining alignment with the best market practices, through professionals prepared for their current and future positions.

In 2024, we unified training initiatives on *Conecta+*, a platform that brings together content, learning paths, attendance governance, certificate issuance, performance and potential assessment, in addition to the individual development plan and other strategic actions for team growth.

Conecta+ also provides learning flexibility, allowing internal and external training in both specific meetings and in structured sessions. In this way, programs can be targeted toward all employees as well as specific profiles, ensuring alignment with business needs and greater impact on professional development.

In 2024, the most accessed topics on *Conecta+* were mandatory training, including ethics and conduct, anti-corruption, LGPD (General Data Protection Law), institutional policy, business continuity management, risk management and prevention of money laundering. Content on professional development also had high adherence, including performance evaluation, organizational culture and behavior in the workplace.

To supplement the recommended or mandatory trails, we provide a virtual library called HDIteca, with more than 17 thousand titles, including books, audiobooks, podcasts and articles with accessibility suitable for people with ADHD and dyslexia, expanding access to continuous learning and respecting each person's needs and learning styles.

Aiming to expand learning opportunities, we offer the Language Program, with 115

active students, and the Continuing Education Program, which includes graduate MBA and doctoral courses, currently with one participant. Both apply eligibility criteria defined by internal policy, ensuring that investments in education are aligned with the company's strategic competencies.

With this set of initiatives, we totaled 131,850 hours of training in 2024, 78,404 hours (59%) by women and 53,445 hours (41%) by men.

In 2024, we unified training initiatives on Conecta+, a platform that brings together content, learning paths, attendance governance, certificate issuance, performance and potential assessment, in addition to the individual development plan and other strategic actions.

PERFORMANCE AND CAREER

The PAD (Performance Assessment Program) drives professional development, guiding career progression and improving skills aligned with the company’s strategic challenges. The program is applied to all HDI Group employees, except young apprentices, interns and third parties.

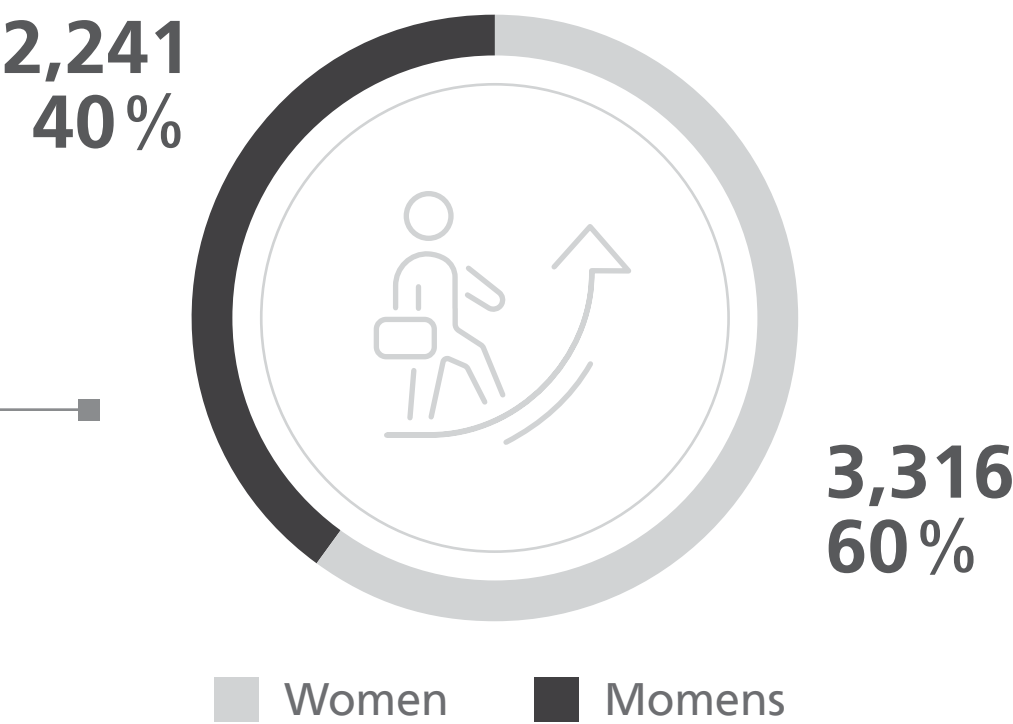
In 2024, we improved the PAD methodology, training teams for its effective application. Among the main developments, incorporation of objective individual goals stands out, expanding the assessment beyond behavioral aspects, and onboarding with *Conecta+*, which centralizes performance monitoring, the definition of goals and construction of the PDI (Individual Development Plan).

We also empower leaders to offer structured feedback and provide clear directions to employees, strengthening the culture of continuous learning and professional growth. Assessment results support growth dialogue and personalized actions, allowing each

professional to visualize their opportunities for development within the company.

In 2024, 5,560 employees participated in regular performance and career development assessments, 3,316 (60%) women and 2,241 (40%) men. The assessment is applicable to all people who worked more than 15 days for the Yelum, Agrega and Fácil Assist brands and more than 90 days for HDI and Santander Auto in the current year, regardless of whether or not they were active at the end of the cycle.

In 2024, we improved the PAD methodology, training teams for its effective application. Among the main developments, incorporation of objective individual goals stands out, expanding the assessment beyond behavioral aspects, and onboarding with *Conecta+*.



Employee recognition and appreciation

To strengthen the culture of appreciation and engagement, we implemented *Meu Momento Reconhecimento*, a platform dedicated to recognizing good practices and encouraging good employee performance. This program allows for recognizing co-workers and accumulating Stars, the platform’s internal currency that can be exchanged for exclusive benefits. In addition, the initiative includes important milestones for a professional trajectory, such as the *Nossa História* Program, which celebrates company anniversaries every five years.

ENGAGEMENT AND ORGANIZATIONAL CLIMATE

We value the experience of our employees and seek to continually improve the work environment, making it more positive and productive. To this end, we conduct periodic surveys to understand their perceptions throughout the journey and improve our organizational practices. In 2024, we conducted three surveys with this audience:



GreenOmeter (bimonthly): measures employee satisfaction and loyalty levels using the eNPS (Employee Net Promoter Score) methodology.



GPTW® (annual): conducted by the Great Place to Work consulting firm, it compares our company with others in the market and reinforces our reputation as an employer brand.



Engagement Survey (annual): global survey that compares the Brazilian operation with other Talanx subsidiaries, providing a broad view of employee engagement.

To encourage participation, we use internal communication information campaigns, with emails, live broadcasts and direct contact with leaders, reinforcing the invitation for everyone to contribute with their feedback.

Responses are treated confidentially, and the results are only disclosed to teams with more than five participants, ensuring anonymity.

In 2024, we achieved a favorability index of 88% in the GPTW survey, an average eNPS of 69% in the GreenOmeter and 89% in the Engagement Survey, demonstrating a high level of employee engagement.

Among the highlighted strengths are the light work environment, flexible hours and care for mental health. The main opportunities for improvement refer to the optimization of systemic processes and the harmonization of procedures, aspects linked to the company onboarding process. The results were discussed by HR and management, who developed and monitored action plans to improve these points.

We remain committed to promoting a work environment aligned with employee expectations, encouraging a culture of dialogue, innovation and valuing people.

favorability index of

88%

in the GPTW survey

average eNPS of

69%

in the
GreenOmeter

89%

in the
Engagement Survey

OCCUPATIONAL HEALTH AND SAFETY

The safety and health of employees are priorities for the HDI Group. We have a system dedicated to the topic and a computerized environment that allows for complete and efficient management of the company's health and safety agenda. This structure contributes to compliance with Brazilian labor legislation and applicable Regulatory Standards (NRs), in addition to ensuring a safer and more protected work environment.

The insurance sector is classified as low occupational risk, as its activities are predominantly administrative without significant exposure to physical, chemical or biological agents. This assessment is carried out based on the NR guidelines and the continuous analyses conducted by the PGR (Risk Management Program) and the PCMSO (Occupational Health Medical Control Program). Additionally, we recognize the importance of preventing ergonomic and psychosocial risks and take specific measures to mitigate them.

Scope and monitoring

Our health and safety practices cover all employees, ensuring compliance with current legislation and continuous monitoring. As part of our occupational health and safety governance, we conduct internal audits to monitor the application of these practices and ensure adherence to the required standards.

In the event of incidents, we have a structured process for investigation, identification of causes and implementation of corrective and preventive measures, ensuring an increasingly safe environment.

In the reporting period, we recorded five typical accidents. There were no cases of occupational diseases or deaths.⁷

⁷ Occupational safety data covers direct employees.



The insurance sector is classified as low occupational risk, as its activities are predominantly administrative without significant exposure to physical, chemical or biological agents.

Risk prevention and management

Occupational risk management is structured to eliminate hazards and minimize impacts on the health and safety of employees. Measures include:



Hierarchy of controls:
We apply elimination, replacement, administrative control and use of PPE (personal protective equipment) actions as necessary.



CIPA and Firefighting Brigade: We maintain spaces for dialogue such as the Internal Accident Prevention Committee and the Firefighting Brigade, ensuring active employee participation in the continuous improvement of working conditions.



Occupational Safety Technicians and Property Firefighters: They carry out daily inspections of administrative spaces, ensuring everyone's safety, and point out opportunities for improvement to the Facilities team.



Right of refusal:
Employees have the right to remove themselves from situations of imminent risk, ensuring a safe environment for everyone.

Training and communication

We offer periodic training, including firefighting brigade and Sipat (Internal Occupational Accident Prevention Week), which in 2024 covered topics such as ergonomics, harassment, first aid, sexually transmitted infections and mental health.

In addition, we promote ongoing health and safety communication through newsletters, covering topics such as the importance of water, self-care, women's and men's health, ergonomics in daily life, voice care and the impact of noise in the workplace. These actions reinforce our commitment to raising awareness and engaging employees in promoting a safe and healthy environment.

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WELL-BEING AND QUALITY OF LIFE

Employee well-being and quality of life are essential for building a healthy and productive organizational environment. Through the *Sinta-se Bem* (Feel Good) Program, we seek to promote the physical, financial, mental and emotional health of our professionals, offering ongoing support and initiatives aimed at preventing diseases and balancing personal and professional life.



Main initiatives:



WellHub: Access to gyms, fitness classes and wellness services to encourage regular exercise.



Livramento (Freely): Space for listening and empathetic exchange on mental and emotional health, led by experts.



Wellz: Digital platform with individual and group therapy sessions, meditation tips and content on emotional well-being.



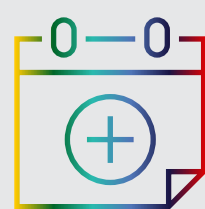
Mulheres de Fases 40+ (40+ Women): Initiative aimed at women over 40, covering self-knowledge, health and personal development.



Lactation Space: Safe and comfortable environment for lactating employees to store breast milk.



Nossos Filhos (Our Children): Support program for parents at all stages of the parenting journey, from pregnancy until the child reaches two years of age. It includes monthly meetings, a visit from an obstetric nurse during the postpartum period or care via telemedicine, telephone support, and other resources.



Extended leave: Extension of maternity and paternity leave through the federal *Empresa Cidadã* (Citizen Company) program, providing a 60-day extension for maternity leave and 15 days for paternity leave. In 2024, 111 professionals enjoyed this benefit, 76 of whom were women.



HDI Care: 24-hour psychological, legal, social and financial support channel for employees and dependents.



Nutri-On: Individual and group care with nutritionists to promote healthy diet and disease prevention.



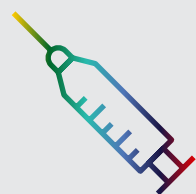
Self-Care Moments: Services such as manicures, quick massages and acupuncture are available at the Morumbi and Berrini units.



Seasonal and traveling campaigns: Ergonomic actions and “color” months with an emphasis on white January (mental and emotional health), yellow September (suicide prevention), pink October (breast cancer prevention), blue November (prostate cancer prevention), which are disseminated throughout the company at different times of the year.



Hybrid model and Short Friday: Work structure that combines in-person and remote formats, in addition to reduced working hours on Fridays.



Flu vaccination: Every year, we run a flu vaccination campaign for our employees and their dependents.



We also have a medical clinic in one of our offices, located in the Brooklin Novo region (Berrini building), with a multidisciplinary team including a family doctor, family nurse, occupational physician, occupational nursing technician, occupational safety technician, nutritionist, ergonomist and speech therapist, ensuring continuous support for the health of employees.

With this set of initiatives, we reaffirm our commitment to providing a work environment that values the safety, health and well-being of employees, favoring quality of life and encouraging healthy habits.



Great People Mental Health Seal

In 2024, we received the GPMH (Great People Mental Health) seal, a recognition of the company’s commitment to the mental health of its employees, applicable to the insurance companies Yelum, HDI Seguros and Santander Auto.

In addition to the GPTW® (Great Place to Work) seal, which already attested to the quality of the organizational environment, GPMH highlighted the HDI Group’s concern in promoting a space of trust, in which leaders demonstrate interest and ability to address mental health on a daily basis.



5 Strategic stakeholders

COMMUNITY AND SOCIETY: IMPACT AND SOCIAL RESPONSIBILITY

Solidarity and mobilization in support of Rio Grande do Sul

The rains that hit Rio Grande do Sul in 2024 demanded a great mobilization of solidarity to meet the emergency needs of the population. The HDI Group not only reinforced its work for customers, but also actively engaged in social initiatives, helping to minimize the impacts of the tragedy and support the return of normal operations in some regions of the state.

DONATIONS AND SOLIDARITY ACTIONS

As our contribution to society, we allocated BRL 420,000 to the social partner Instituto da Criança, which made emergency care possible for approximately 29,000 people through Movimento União BR. This support enabled:



Distribution of essential items, such as blankets, cleaning supplies, clean water and meals to affected communities.



Medical, dental and psychological care for five months in 2024, through Health Trucks, which provided consultations and assistance to flood victims. Due to high demand, truck service continued for another three months in 2025.

Our internal donation campaign was also well received by employees, allowing us to send three tons of food and essential items to displaced families, as well as raising approximately BRL 17,000 for distributing drinking water and meals. Employee engagement was essential, and almost 50 volunteers helped with sorting and sending donations.

BRL 420,000

allocated to emergency relief in Rio Grande do Sul (RS).

BRL 17,000

and 3 tons of food and essential items collected through an internal campaign.

**INTERNAL MOBILIZATION
AND DIRECT ASSISTANCE TO
EMPLOYEES**

As we have a strong commercial and operational presence in Rio Grande do Sul, many of the people affected by the tragedy are part of our team. For this reason, we implemented a special support program for affected employees, ensuring emergency financial support and social support.

In addition to donations and direct assistance, we organized an online fundraiser, allowing co-workers to contribute financially to help those who had suffered significant losses. This initiative reinforced the spirit of solidarity within our company and demonstrated the strength of our organizational culture.

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**ONGOING ACTIONS AND
COMMITMENT TO RECONSTRUCTION**

Our commitment to the recovery of Rio Grande do Sul did not end with emergency actions. We remain attentive to the needs of the population and look for ways to contribute in a sustainable and structured way to the reconstruction of the state.

A tragedy of this magnitude underscores the importance of the private sector in responding to extreme climate events, and the HDI Group remains committed to acting in an agile, responsible and supportive manner when faced with challenges like this.

[!\[\]\(17413706fd4997a1a4bdf85c6864eee1_img.jpg\) Learn more](#) about the HDI Group's actions in Rio Grande do Sul



Social Investment

In the face of emergency challenges such as those faced in Rio Grande do Sul, we reaffirm our commitment to social responsibility, both in immediate support actions and in structured, long-term initiatives. To ensure that our social work has an increasingly positive impact and is aligned with the business strategy, we improved our approach to private social investment in 2024.

Our social work has always been guided by the commitment to generate a positive impact for communities, reconciling solidarity and engagement with structured processes aligned with the best social management practices. In 2024, we made significant progress in this regard, structuring and approving a private social investment strategy that strengthens the synergy between sustainability, business objectives and the social ambitions of the brands that make up the HDI Group.

⁸Data relating to Santander Auto are not included in this section and will be presented in its respective Sustainability report.

This new approach resulted in creation of the Guidelines for Private Social Investment, focusing on incentivized sponsorships and a reformulated process of prospecting, public calling, analysis and selection of projects to be sponsored through tax incentive laws. Our goal is to harmonize social impact with the company’s purposes. We have also started to develop a Social Management Policy, scheduled to be rolled out in 2025.

Projects supported in 2024

In 2024, we supported several social projects around four incentive laws: Culture Incentive Law, Sports Incentive Law, Children and Adolescents Rights Funds and Elderly Funds. Investments made by the end of 2023 totaled more than BRL 14 million and impacted more than 140 thousand people in different locations in Brazil.⁸



Brincando na Quadra (Playing on the Court) Project

CULTURE INCENTIVE LAW

- **Raízes (Roots) Festival (SP)** – Multicultural event that showcases Brazilian culture with free activities.
- **Sensational Festival! Celebra (MG)** – Music festival with more than 35 attractions, promoting diversity and inclusion.
- **Nós Arte e Ciência por Mulheres (We, Art and Science by Women) (SP)** – Exhibition and educational activities about the female trajectory in science and art.
- **Paredes Vivas (Living Walls) Festival – Cinzas da Floresta (Forest Ashes) (various cities)** – Painting urban murals using ash from forest fires.
- **Oktoberfest (SP)** – São Paulo edition of the famous celebration of German culture, full of cuisine and music.



Brincando na Quadra (Playing on the Court) Project

SPORTS INCENTIVE LAW

- **Brincando na Quadra (Playing on the Court) (several cities)** – Implementation and renovation of sports courts in schools and vulnerable communities.
- **Transformar Circuit (SP)** – Street racing circuit held in four cities in São Paulo.
- **Recicla Run (SP)** – Sustainable race held at Villa-Lobos Park.
- **Music Run (São Paulo/SP)** – Street race promoting culture and well-being.

CHILDREN AND ADOLESCENTS’ RIGHTS FUNDS

- **Associação Santo Agostinho (SP)** – Assistance to children, adolescents and elderly people in vulnerable situations.
- **Fundação Tênis – Jovem Aprendiz (Tennis Foundation – Young Apprentice) (RS)** – Technical and professional training for young people.
- **Vocação – Você em Ação (Vocation – You in Action) (SP)** – Development of children and young people during after school hours to encourage social and emotional skills and training for work.

SENIOR CITIZEN FUNDS

- **Agroforestry Project (CE)** – Environmental education and implementation of agroforestry systems for the elderly.
- **Horta Social (Social Garden) (CE)** – Production of seedlings and vegetables to provide food for the elderly and health care in the community.
- **Barretos Cancer Hospital (SP)** – Free care for elderly cancer patients.
- **Projeto Páginas da Vida – Arte Literária (Pages of Life Project – Literary Art) (SP)** – Reading and artistic production workshops for the elderly.



At the end of 2024, we invested BRL 9.7 million in a new portfolio of incentivized social projects, strengthening our social impact for 2025.

Special year-end action

In addition to the supported projects, together with HDI Global and Santander Auto, we offered a special year-end action that benefited children and adolescents assisted by ASA (*Associação Santo Agostinho*), one of the institutions supported by the company through tax incentives via the Children and Adolescents Fund.

Through the Solidary Christmas Campaign, we collected 1,028 kilos of food and toiletries, surpassing the initial target of one ton. To increase the initiative's social impact, the HDI Group matched the amount, doubling the total volume raised.

1,028 kg



of food and toiletries collected through the Solidary Christmas Campaign.

To organize and allocate the donations, groups of volunteer employees actively participated in sorting and separating items, in a task force that reinforced the spirit of unity and social engagement within the company.

As part of the initiative, 700 healthy Wup cupcakes were also delivered to the selected institution, expanding the Christmas action.

ASA was chosen because it assists more than 1,600 children, adolescents and elderly people in socially vulnerable situations in the city of São Paulo.

To increase the initiative's social impact, the HDI Group matched the amount, doubling the total volume raised.



SUPPLIERS: RESPONSIBLE SUPPLY CHAIN MANAGEMENT

The HDI Group’s supply chain management plays a strategic role in the efficiency and quality of our operations, ensuring the necessary support for administrative areas and services provided to customers.

In the administrative and backoffice sphere, our suppliers are mostly linked to the procurement of goods, communication and office supplies, equipment, software and licenses, travel and vehicle expenses, in addition to contracting service providers, such as advisory services, consulting firms and building maintenance.

In operations and claims management, we work with suppliers specialized in the purchase of parts, workshop networks, adjusters and surveyors, among other essential services.

In 2024, this broad partner base included 447 suppliers distributed nationwide, totaling BRL 762 million in purchases and contracts.⁹

Enhanced Governance

Throughout the year, the Procurement area underwent a strategic period of reviewing processes, seeking to improve governance over suppliers. One of the main challenges has been the unification and consolidation of the different supplier bases originating from the companies acquired by the HDI Group. This process remains ongoing in 2025, with the aim of ensuring greater efficiency in management and better commercial conditions.

Another point of attention in continuous improvement is reassessing the criteria for ranking and categorizing suppliers, to make management more applicable to the profile and ESG risks associated with each partner. The aim is for strategic suppliers to be evaluated based on the financial volume of their activities and by an even broader range of ESG aspects, allowing for more qualified monitoring.

Being part of the German group Talanx has been an important distinction in this process, both by enabling global negotiations and process optimization, and by supporting the definition of criteria for identifying critical suppliers. Find out more in the “[ESG criteria in supplier management](#)” section.

Another point of attention in continuous improvement is reassessing the criteria for ranking and categorizing suppliers, to make management more applicable to the profile and ESG risks associated with each partner.

⁹ The numbers cover suppliers contracted throughout 2024, involving amounts above BRL 100,000 in both one-off purchases and in contracts in force during the reported period. In addition to administrative suppliers, some operational providers were considered, such as 24-hour assistance, glass, adjusting, data bureau, among others.

Critérios ESG na gestão de fornecedores

In the process of screening, approving and managing suppliers, we continue to advance to strengthen our governance model, ensuring a standard that is increasingly aligned with the best sustainability and compliance practices. In addition to technical, operational and financial aspects, we follow a legal and regulatory compliance process, incorporating social and governance criteria into our guidelines.

During the screening phase, we conduct detailed analyses, including consulting restriction lists related to money laundering, corruption, human rights violations, terrorism and relationships with politically exposed persons. This process aims to prevent risks and ensure the integrity of our business partners. If restrictive occurrences are identified, such as child labor or forced labor, the supplier's registration is denied.

Contracts signed with our suppliers include specific clauses on legal compliance and business ethics, reinforcing our commitment to a transparent and responsible supply chain.

As part of improving supplier governance, we participated in the **process of adapting to the German Supply Chain Due Diligence Act (LkSG)**, led by Talanx. This process includes an annual assessment coordinated by the holding company, aimed at suppliers considered most relevant, based on criteria such as economic activity (CNAE). These suppliers are invited to answer an ESG questionnaire through contracted software. The tool works as a means of assessment, enabling mapping of social and environmental aspects in the supply chain and supporting alignment with Talanx guidelines and the German regulatory context. To date, there have been no supplier exclusions or restrictions as a result of this assessment.

During the screening phase, we conduct detailed analyses, including consulting restriction lists related to money laundering, corruption, human rights violations, terrorism and relationships with politically exposed persons.

Moreover, in 2024, no negative socio-environmental impacts generated by suppliers were identified. We are structuring more comprehensive socio-environmental criteria that will enable more robust management of the environmental and social impacts of our supply chain and the mitigation of associated risks. This improvement will strengthen both the screening and approval process and the monitoring of suppliers, consolidating an increasingly sustainable supply chain.





Internalization of Assistance and Call Center at Fácil Assist

Internalization of the 24-hour Assistance and Call Center operation at Fácil Assist, a company within the HDI Group specialized in this type of service, represented a strategic advance for the Group, allowing greater control over the policy holder’s journey in assistance situations since 2023 and ensuring greater operational efficiency, quality and agility in service.

Throughout 2024, this transition brought significant gains, consolidating a higher level of service and improving the customer experience. With a network of 20,000 providers, Fácil Assist expands our response capacity, offering fast and effective support for vehicle and residential assistance and specialized services.

Modern infrastructure and contingent processes ensure continuity of service, while advanced technologies enable efficient ticket management and real-time monitoring. In addition to reinforcing our operational excellence, internalization strengthens our position in the market, consolidating a high standard of customer support.

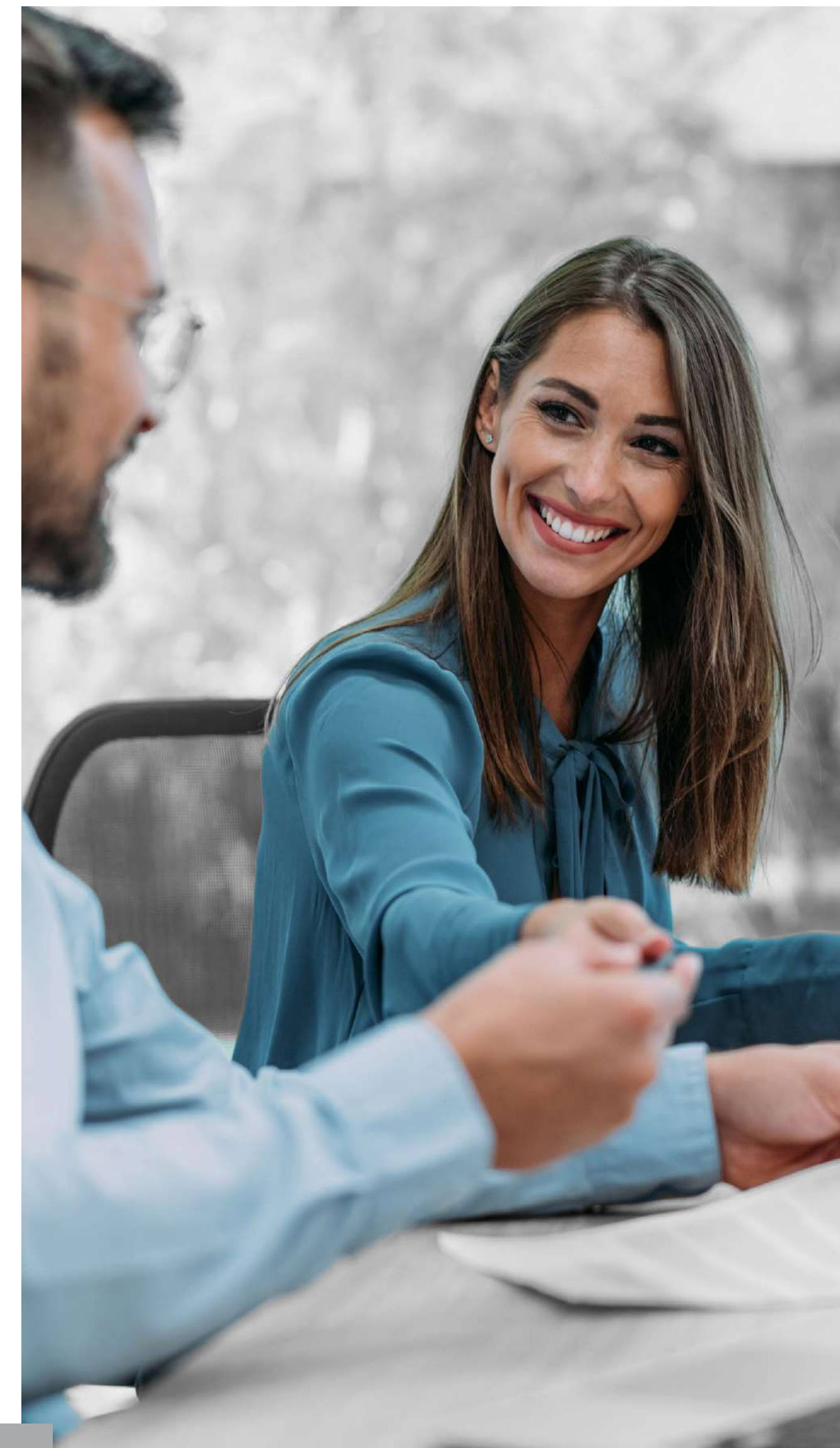
BROKERS AND PARTNERS: ESSENTIAL IN BUSINESS

Brokers and partners are essential for the connection between the HDI Group and policyholders. Our commitment is to build lasting relationships and promote joint growth, offering support, training and tools that optimize its work and drive the insurance market. We currently have more than 38 thousand partner brokers throughout Brazil, expanding our presence and strengthening our proximity to customers of different profiles and regions.

Recognizing the importance of brokers and partners as a central element of our business strategy, we constantly strive to strengthen this partnership. We invest in innovation and process improvement, providing resources and solutions that simplify your routine and expand your business opportunities, ensuring more agile and efficient performance.

To present the organizational changes resulting from the acquisition of Sampo Consumer (Sampo's retail division), Indiana Seguros and Liberty Seguros, in addition to highlighting the business opportunities in each brand – HDI Seguros, Yelum and Aliro –, we held in-person and online meetings with brokers and distributors in various regions of Brazil. We also promote three-day immersions at our office in Morumbi, allowing brokers to get to know different areas of the company. Interactions like these strengthen our partnership, enable the exchange of experiences about the insurance market and contribute to the continuous evolution of our portfolio of products and services.

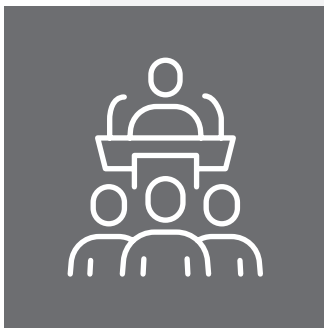
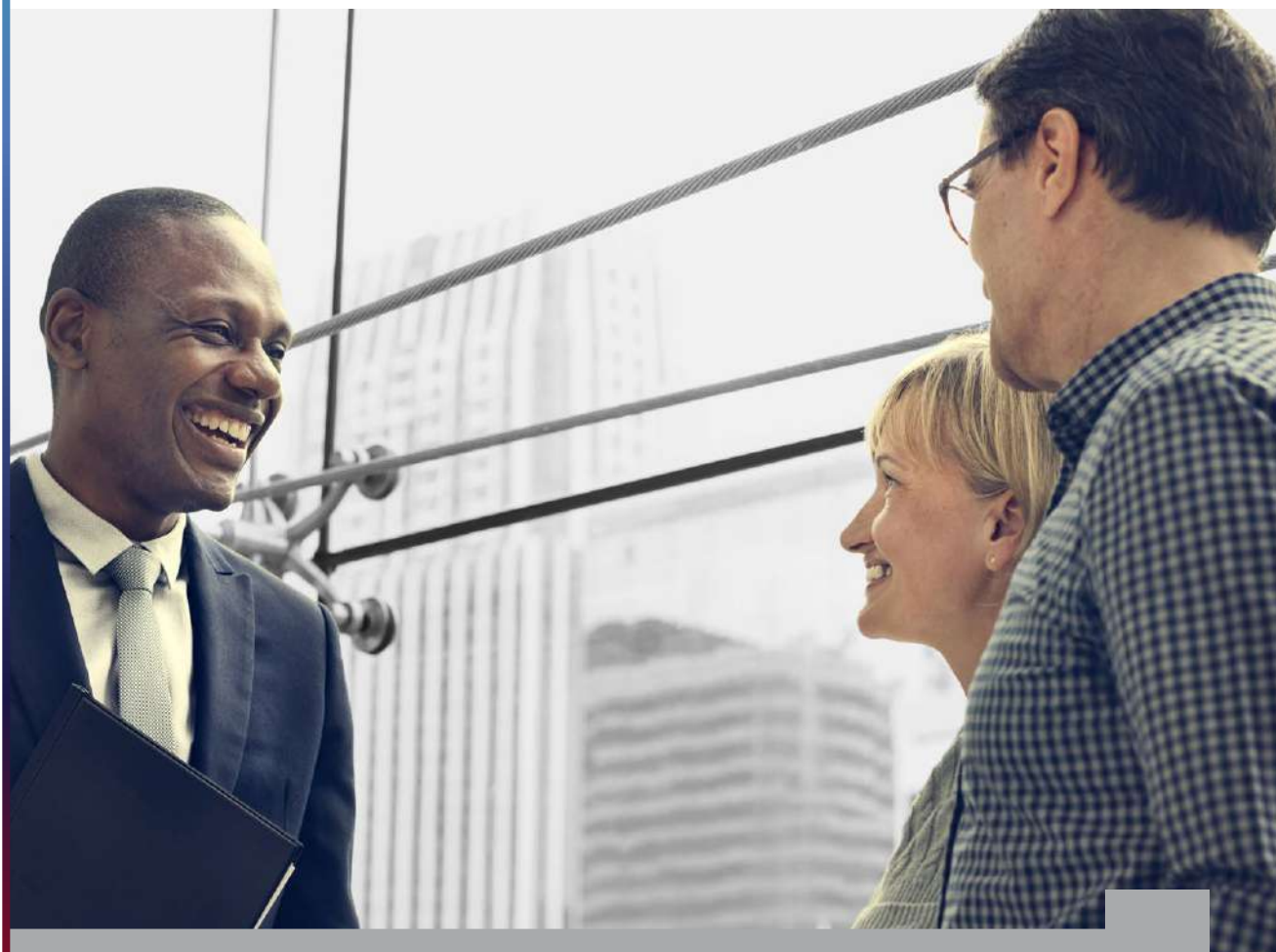
Our commitment is to build lasting relationships and promote joint growth, offering support, training and tools that optimize its work and drive the insurance market.



Cresça Corretor (Grow Broker) Program

Our **Cresça Corretor (Grow Broker)** relationship program is one of the strategic pillars for boosting the development of partner brokers. Built on Liberty's already established program, this initiative reinforces our commitment to mutual growth by empowering, educating and encouraging our partners to reach new levels of success. The program is based on three pillars: growing sales, expanding knowledge and increasing efficiency.

Cresça Corretor offers a robust set of initiatives to support brokers:



Events, conferences and seminars: meetings to strengthen relationships with brokers, present market trends and share innovations.



Online platforms: exclusive portals that provide tools for management, quotations, quick support and monitoring of operations.



Sales campaigns and incentive programs: recognition and rewards for brokers who achieve strategic goals, encouraging growth and excellence in service.



Exclusive training: hundreds of courses on a dedicated platform, within an exclusive area for brokers, ensuring continuous training and updates on products and services.

In addition to communicating organizational changes, our periodic meetings encourage training and discussion on regulatory issues, reinforcing an environment of dialogue and cooperation to align strategies and ensure greater predictability and security in the market.

Our commitment is to continue investing in the relationship with brokers and partners, offering innovative tools, ongoing support and opportunities for our partners to grow alongside the HDI Group.

Our *Cresça Corretor* (Grow Broker) relationship program is one of the strategic pillars for boosting the development of partner brokers. This initiative reinforces our commitment to mutual growth by empowering, educating and encouraging our partners to reach new levels of success.

CUSTOMERS: EXCELLENT SERVICE AND CONTINUOUS IMPROVEMENT

Customer relations is one of the fundamental pillars for the success of the HDI Group. We strive to provide an efficient, agile and welcoming service experience, ensuring solutions that meet the needs and expectations of policyholders, brokers and partners. To achieve this, we have several support channels available and use technologies that optimize interaction with our audiences. Moreover, we keep our policyholders well informed about the services contracted, ensuring clarity and accessibility in all communications.

Contact channels

To ensure accessibility and convenience for our customers, brokers and third parties, we provide different service channels that allow for quick and efficient contact. In addition, we offer exclusive applications and portals for policyholders and brokers, which facilitate the management of services and requests with greater agility and convenience.

	 Call Center	 SAC (Customer Service)	 Digital channels
	Capitals and metropolitan regions: 3003-5390 Other locations: 0800 434 4340	0800 722 7149 Digital form For the hearing impaired: 0800 772 1825	Policyholder Portal App WhatsApp
	Capitals and metropolitan regions: 4004-5423 Other locations: 0800 709 5423	0800 726 1981 Digital form For the hearing impaired: 0800 721 9104	Policyholder Portal App – Android App - IOS WhatsApp
	Capitals and metropolitan regions: 3003-2127 Other locations: 0800 220 2127	0800 220 2128 Digital form For the hearing impaired: 0800 721 9104	Policyholder Portal App – Android App – IOS WhatsApp

Ouvidoria

The HDI Group’s Ombudsman’s Office acts independently and impartially to ensure that customer complaints and suggestions are analyzed transparently and fairly. As the last administrative resort channel, it is available to policyholders, brokers, third parties and beneficiaries who have not obtained a satisfactory solution through the insurer’s other channels. Its role is to mediate conflicts, clarify rights and obligations and ensure efficient support.

Complaints can be submitted by telephone (HDI Seguros: 0800 775 4035; Yelum Seguros and Indiana Seguros: 0800 740 3994), letter or digital form, and responses are provided within 15 days, in accordance with current regulations. Explore the channels [here](#).

Between January and December 2024, the Ombudsman’s Office handled approximately 3,614 demands, all of which were resolved, with around 50% considered substantiated.

In addition to meeting demands submitted by telephone and digitally, the Ombudsman’s Office also handles complaints registered on the [Consumidor.gov.br](#) platform, a public service that allows for direct communication between consumers and companies to solve consumer problems.

To ensure transparency and quality in service, the Ombudsman’s Office undergoes semi-annual internal audits to assess the adequacy of its structure, the efficiency of systems and complaint statistics, ensuring continuous improvement of the channel. All recorded information follows the guidelines of the LGPD (General Data Protection Law) and CNSP Resolution 445/2022, which regulates the work of ombudsmen in the insurance sector.

Customer communications

All communications, promotional actions and institutional content are previously validated by the Technical, Commercial, Legal and Marketing areas to ensure compliance with current regulations, including CNSP Resolution 382/2020. This process ensures that all interactions are aligned with regulatory standards and strengthens brand credibility.

Additionally, we remain committed to making the customer experience more intuitive and accessible by simplifying the language and improving the format of contractual documents. This process aims to make information clearer and more user-friendly, ensuring that customers’ interests are well served throughout the entire insurance lifecycle.

The Ombudsman’s Office undergoes semi-annual internal audits to assess the adequacy of its structure, the efficiency of systems and complaint statistics, ensuring continuous improvement of the channel.

NPS (Satisfaction Survey)

NPS (Net Promoter Score) is a widely used methodology to measure **customer and broker** satisfaction, based on the likelihood of recommending the company. Respondents are classified as promoters, neutrals and detractors, allowing for continuous analysis of the experience and identification of opportunities for improvement.



Research results are analyzed internally and processed in a structured manner, ensuring the implementation of effective solutions and continuous improvement of the customer experience. This process follows a structured cycle, consisting of the following steps:



Closed Loop Feedback: Direct contact with the customer or broker to understand the complaint and solve problems.



Inner Loop: Detailed understanding of customer/broker pain points in conjunction with related business areas.



Focus Meeting: Sharing analytics and results with business areas to identify opportunities for improvement.



Outer Loop: Monitoring of the implementations based on operational KPIs, such as average response time, claims adjustment time and tow truck arrival time, among others.

This continuous complaint handling model allows us to identify opportunities for improvement and develop strategies for more efficient service aligned with the expectations of customers and brokers. Based on this data, we implemented significant improvements in our processes

and products, reinforcing our commitment to the satisfaction and loyalty of policyholders and brokers.

All customer and broker information is processed in a grouped and anonymized manner, in compliance with the LGPD.



6 Performance and value creation



OPERATING AND FINANCIAL RESULTS

The HDI Group reached the mark of BRL 13.4 billion in premiums issued and BRL 775.5 million in net profit. To support this operation, we have BRL 24.4 billion in assets and reserves of BRL 12.2 billion.

With the climate events that occurred in Rio Grande do Sul in May 2024, we reached BRL 385.97 million paid in compensation to the community, to offset the losses suffered by the climate disaster.

DISTRIBUTION OF ADDED VALUE

In 2024, we generated BRL 14.1 billion in economic value, reflecting the solidity and sustainable growth of our operations. This amount includes revenues obtained from our insurance and reinsurance activities, including premiums issued, claims recovery and other sources of financial income.

Distribution of Added Value (thousand BRL) ^{10,11}	Value
Economic value generated	
Revenues	14,146,045.83
Economic value distributed	
Operational costs	11,896,288.97
Employee wages and benefits	874,909.03
Payments to providers of capital	350,949.01
Payments to the government	588,388.47
Investments in the community	11,022.62
Economic value retained	
“Direct economic value generated” less “economic value distributed”	424,487.74

¹⁰ Values do not include Santander Auto.

¹¹ The values presented were generated by the criteria of CPC 09 (Value-Added Statement) and the disclosure was adapted to the model proposed by GRI.

Of this total, BRL 13.7 billion was distributed, reinforcing our commitment to generating value for our stakeholders. The main components of this distribution include operating costs (BRL 11.9 billion), which include expenses with claims, marketing and administration; employee compensation (BRL 874.9 million), considering wages, benefits and social charges; payments to providers of capital (BRL 350.9 million), which involve financial expenses and investor compensation; contributions to the government (BRL 588.4 million), related to taxes and charges; and investments in the community (BRL 11 million), intended for social and environmental initiatives.

The economic value retained in the period was BRL 424.5 million, allowing for strengthening our financial structure and

continuous investments toward the company's sustainable growth. This result demonstrates our ability to balance value generation, responsible distribution and strategic reinvestment, ensuring the long-term solidity of the HDI Group.

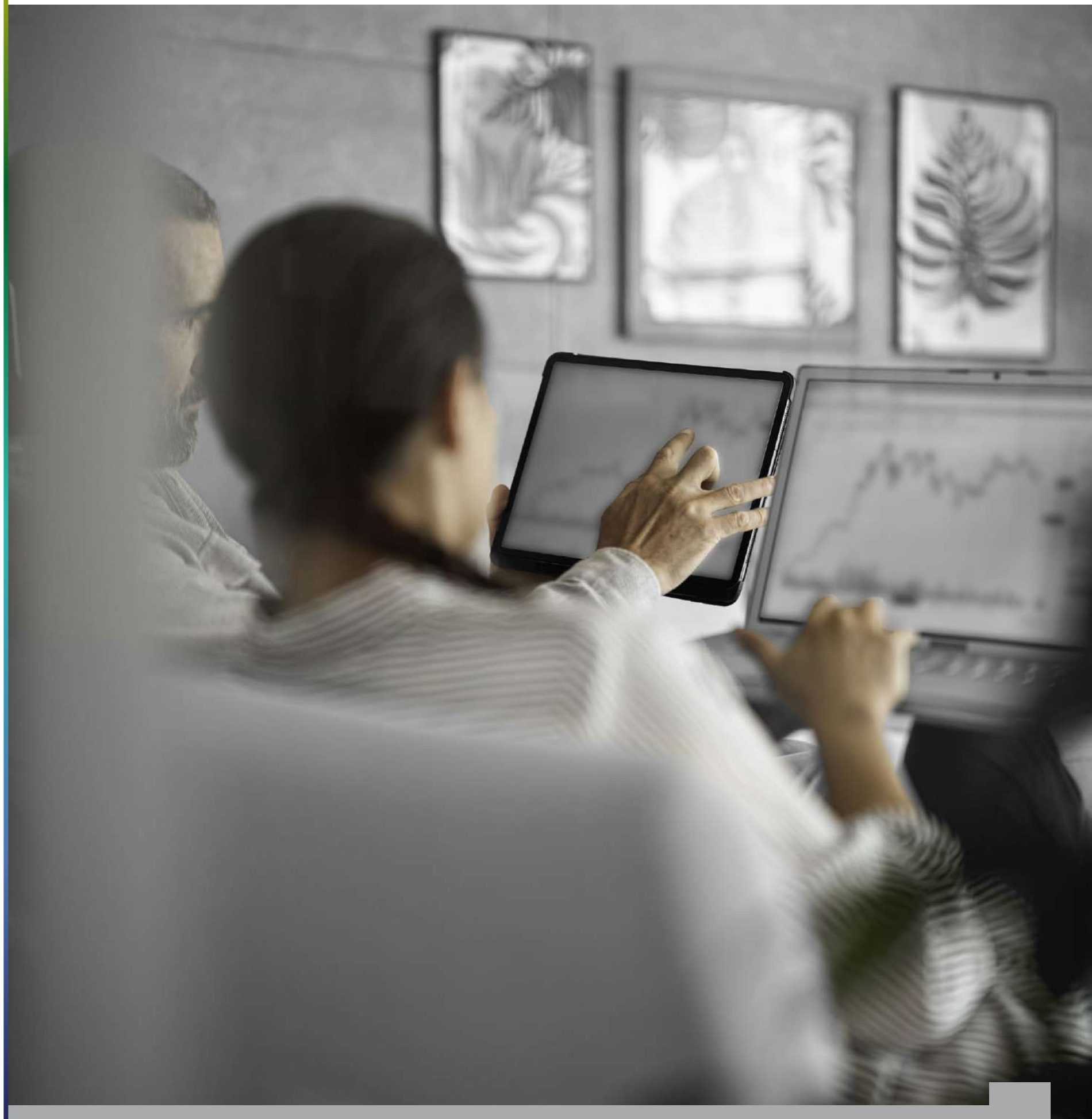
For more information about the economic and financial results, please see our [Financial Statements](#) on the Susep website.



BRL 14 billion

generated in economic value.





ESG CRITERIA IN INVESTMENT DECISIONS

HDI Group companies, in their role as institutional investors, exercise their duty to act in the best interest of their businesses, in alignment with the broader objectives of society and always attentive to changing scenarios, developments, and new legislation. Therefore, in accordance with the guidelines of our holding company, Talanx, our Investment Policy establishes criteria for avoiding investments in companies that are not aligned with good market practices.

To make decisions about investments that will be allocated in our portfolio, we use the negative screening technique, which excludes companies that have been convicted

and/or that have received negative publicity in major newspapers, websites and portals in the last five years. Companies that earn a certain volume of revenue from tobacco sales, coal-based energy generation, arms sales and animal testing or animal cruelty are also excluded from the portfolio.

In accordance with the guidelines of our holding company, Talanx, our Investment Policy establishes criteria for avoiding investments in companies that are not aligned with good market practices.

TAX APPROACH

The HDI Group adopts a tax policy based on regulatory compliance, risk mitigation and transparency in tax management, with zero tolerance for tax evasion. Our tax strategy ensures full compliance with tax obligations and efficient tax management, always in line with current legislation and the best practices in the sector.

The Group's tax governance is handled by the Finance and Tax departments, with the CFO bearing direct responsibility. Tax policy is reviewed biannually, ensuring alignment with regulatory changes and improvement of internal processes.

We have a robust tax management structure, which includes continuous monitoring of the regulatory environment. Relevant tax issues are analyzed internally by the tax department and the Legal department and, when necessary,

rely on the support of external experts. In addition, we conduct periodic internal and external audits and undergo independent external audits, ensuring that the Financial Statements and reported taxes comply with current regulations.

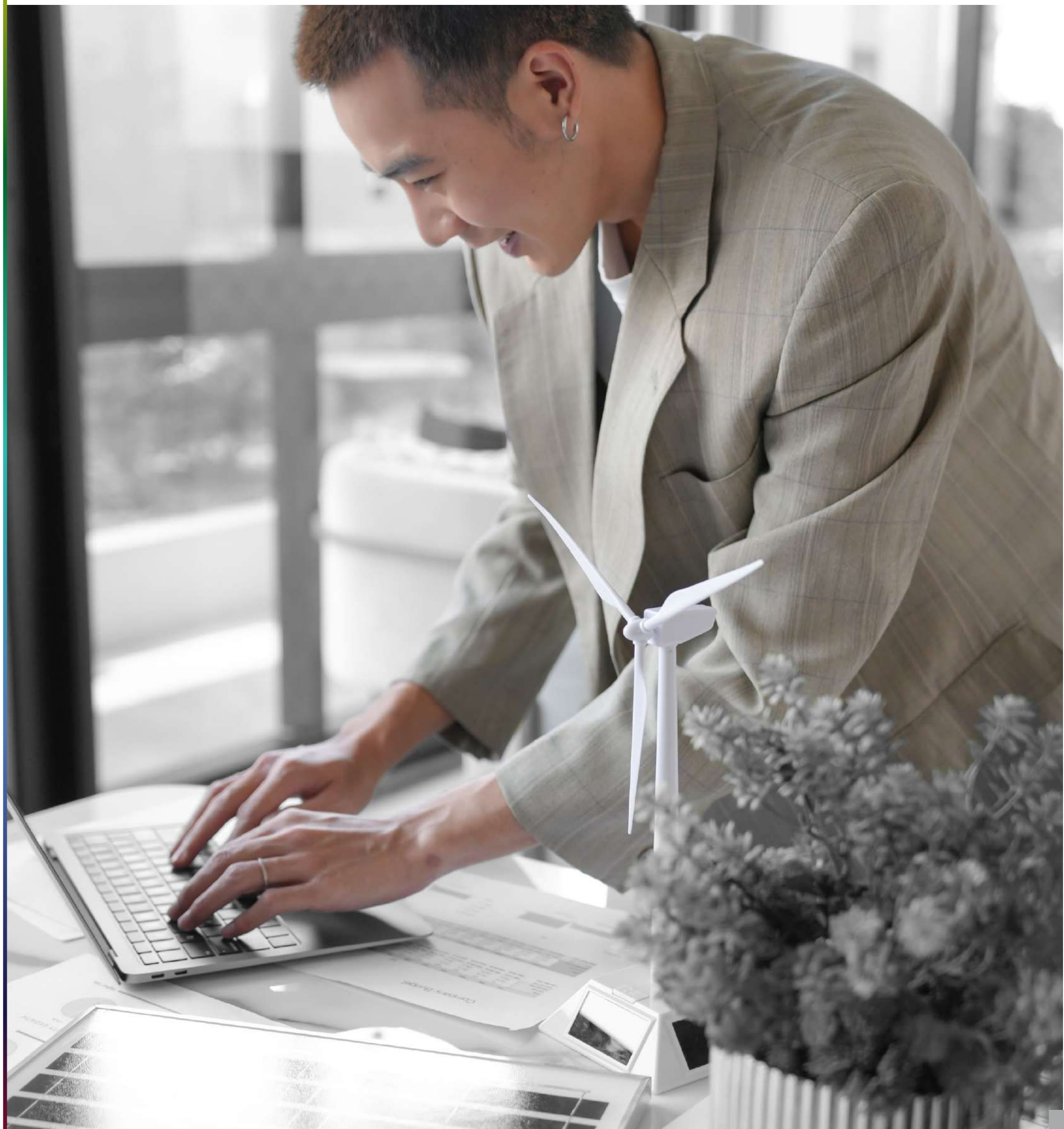
The fiscal strategy is also integrated with the commitment to sustainable development. Whenever possible, we use tax incentives to direct part of the taxes to social, sports, cultural and health promotion projects. These initiatives strengthen our social actions and reinforce our commitment to generating value for society.

To ensure tax-related transparency and governance, we provide internal channels for asking questions and reporting concerns related to tax policy, including the Whistleblowing Channel, which can be used confidentially.

The fiscal strategy is also integrated with the commitment to sustainable development. Whenever possible, we use tax incentives to direct part of the taxes to social, sports, cultural and health promotion projects.

Our relationship with tax authorities is ethical and structured, through official electronic portals, formal communications and direct interactions with regulatory bodies.

For more information on fiscal policy and tax payments in fiscal year 2024, please refer to our [Financial Statements](#), which include information on compliance with tax obligations in each tax jurisdiction where we operate.



GOVERNMENT SUPPORT AND INCENTIVES

In 2024, the HDI Group received government financial incentives linked to tax benefits and encouragement of activities that can positively impact society. Among the main incentives, the tax benefits of the *Lei do Bem* (Law for Good) stand out, which encourages Research, Development and Technological Innovation activities, the PAT (Worker Food Program), the extension of maternity leave, in addition to tax incentives to support social projects.

The total value of federal tax benefits received by the HDI Group, considering all companies that make up its structure, was BRL 15,491,140.10. At the municipal level, *Nota Fiscal Paulista* credits totaled BRL 102,697.92. These values reflect the structure of the group's companies and include different legal entities that operate under its management.



7 Environmental management

EFFICIENT AND HUMANE RESPONSE TO CLIMATE DISASTERS

How we acted in the face of floods in Rio Grande do Sul

The heavy rains and floods that hit Rio Grande do Sul in 2024 left an unprecedented trail of destruction, affecting 478 of the state’s 497 municipalities.¹² With entire cities flooded, families left homeless and incalculable losses, the climate disaster required a rapid and effective response from all sectors of society.

As one of the leading insurance companies in Brazil, with a strong presence in the region, we immediately mobilized our teams to support customers, employees and society through our Disaster Response Plan, ensuring agile service and prioritizing support measures for the population.

¹²Source: Report published on the SOS Rio Grande do Sul website in August 2024, linked to the State Government’s Communications Department.



Disaster response plan

We know that extreme weather events are becoming increasingly frequent and that the unexpected for the insured needs to be something anticipated and planned by the insurer. We already had a structured disaster response plan in place, but the magnitude of the event in Rio Grande do Sul required unprecedented reinforcement.

To ensure agile and effective service, we implemented an emergency contingency plan and immediately activated our Crisis Committee, enabling strategic decisions aligned with local reality. Among the actions taken, the following stand out:



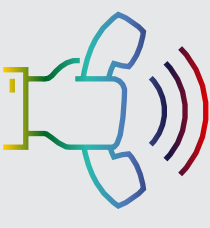
National mobilization of teams: we transferred employees from the Claims Department to the region and structured a task force with 25 professionals in the state and 75 in São Paulo, working exclusively on disaster claims.



In-person service: we moved a mobile unit to Novo Hamburgo, streamlining processes and strengthening relationships with customers and brokers.



Extended service: we have expanded the structure for analyzing, adjusting and receiving documents, operating from 8 am to 7 pm, including weekends.



Prioritized call center: customers and brokers in the affected regions now have access to dedicated and priority service.



Reinforced logistics: in addition to expanding the fleet of tow trucks and exclusive loss recovery yards, we used drones to identify vehicles in flooded areas, speeding up the definition of type of loss, compensation procedures and removal of loss recovery.

- 80 active tow trucks, 16 of which are customized for specific demands
- 7 trucks with capacity to remove up to three vehicles
- 1 car carrier with capacity for 11 vehicles
- 13 loss recovery yards operating 24 hours a day, seven days a week



Specific operational processes: we segmented the management of claims related to the disaster from other operations, ensuring maximum priority for victims.



Digital solutions and flexibility: we simplified the submission of documents through photos and videos and extended the deadlines for payment of policies and bills, offering more flexibility to impacted customers.



Priority compensation: even in the face of the temporary suspension of Detran (DMV) operations and the loss of documents by customers, we ensured prompt payments.



Our goal was to eliminate operational obstacles and provide security, predictability and real support to our customers at a time of extreme vulnerability, helping them to begin rebuilding their lives as quickly as possible.

Use of technology and data analytics

Efficiently responding to extreme weather events requires not only operational agility, but also the intelligent use of different databases to improve service to policyholders. Data analytics played a fundamental role in the response to the event in Rio Grande do Sul, allowing greater precision in decision-making and optimization of mobilized resources.

With this approach, we were able to:

- **Map areas of greatest impact**, allowing for the early allocation of teams, tow trucks and loss recovery yards.
- **Direct the use of drones to monitor severely affected areas**, facilitating localization of damaged vehicles that are inaccessible during floods.
- **Optimize compensation processes**, streamlining payments and reducing red tape.

- **Refine prevention and mitigation strategies**, enabling more assertive actions in future events.

Moreover, the use of predictive technologies and modeling allows us to forecast scenarios and improve our preparation for future events. Based on the history of events such as flooding, high water, gales/hail, and analysis of the operational volume of claims, we identify the areas of greatest risk. This ongoing analysis allows us to strengthen not only our emergency response, but also long-term planning, aiming for greater resilience in the face of extreme climate events.

Data analytics played a fundamental role in the response to the event in Rio Grande do Sul, allowing greater precision in decision-making and optimization of mobilized resources.

Actuarial management and reinsurance in the face of climate change

Worsening climate change has increased the frequency and severity of extreme events such as floods, droughts and storms, bringing significant challenges to the insurance sector. To address this scenario, actuarial science has been improving its methodologies, incorporating predictive analysis and advanced modeling techniques.

Traditionally, claim reserves are built based on historical data, but increasing climate unpredictability requires a more dynamic approach. In this sense, Talanx, the HDI Group's parent company, is conducting a global study on the impact of natural disasters, using data from Brazilian operations as input to project future scenarios. One of the responses to this study has already materialized in the increase of reinsurance protection for specific portfolios, anticipating risks and ensuring greater financial solidity.

The HDI Group had a specific reinsurance contract for natural disasters before the extreme weather event that affected Rio Grande do Sul in 2024. This strategy reinforced the company's ability to absorb the financial impacts of the disaster and quickly ensure business continuity. It also allowed the company to expand its ability to respond to affected policyholders, ensuring that compensation was paid quickly and efficiently.

Within the actuarial scope, climate volatility poses additional challenges to pricing and reserve creation. One of the effects of this scenario can be seen by monitoring the IBNR (Claims Incurred But Not Reported) disaster indicator, considering the delay in reporting claims that is typical in events of this magnitude. The actuarial methodology was adjusted to ensure that provisions were robust enough to cover future claims, taking into account long-term projections.

To this end, a harvest study was applied, allowing for more precise modeling of

financial impacts. The methodology considers that claims from the same event can be reported at different times, which is especially relevant in large-scale situations like natural disasters. This approach was essential to avoid underestimating technical reserves, ensuring that the company was prepared for claims not yet reported and maintaining its solid solvency management.

HDI Group's resilience to extreme weather events reinforces the importance of an integrated approach between actuarial modeling, reinsurance strategy and predictive analysis. In addition to the already established contractual protections, the use of data intelligence and machine learning to identify patterns and more agile and effective adjustments contribute to the company's sustainability in a scenario of growing uncertainty. The evolution of these practices reflects an ongoing commitment to the company's financial security and the protection of its policyholders in the face of challenges posed by climate change.



HDI Group's resilience to extreme weather events reinforces the importance of an integrated approach between actuarial modeling, reinsurance strategy and predictive analysis.

GREENHOUSE GAS EMISSIONS

For the first time, the HDI Group has prepared its Greenhouse Gas Emissions Inventory, a systematic survey of emissions associated with our operations. This process allows us to quantify and monitor our environmental impact, supporting the definition of strategies to reduce and mitigate emissions.

Our survey considers three scopes:



Scope 1, which covers direct emissions from sources controlled by the company, such as fuels used in its own fleet;



Scope 2, which includes indirect emissions associated with the consumption of electricity purchased from third parties; and



Scope 3, which includes indirect emissions resulting from activities in the company's value chain, such as employee travel, corporate travel and suppliers.

The inventory covers all operations of our brands and businesses, headquarters and branches, including HDI Seguros, Yelum, Aliro, Fácil Assist and Agrega, as well as Santander Auto operations, ensuring a consolidated mapping of our environmental impact. In addition, the inventory includes greenhouse gases regulated by the Kyoto Protocol, including carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O), among others. These gases are recognized for their global warming potential and were quantified in tons of CO₂ equivalent (tCO₂e), according to internationally accepted methodology.





We are committed to reducing the environmental impacts of our operations and aligned with the goal of our holding company Talanx, which seeks to reduce its emissions by 30% by 2030. In 2024, we are implementing strategic initiatives to optimize operational efficiency and reduce our emissions. The main measures adopted include:



Prioritization of biofuel (ethanol) to supply the corporate fleet that serves executives and the operational team, blocking gasoline use when paying with the fuel card;



Optimization of the branch structure, reviewing the physical network after acquisitions, eliminating redundancies and increasing operational efficiency; and



Implementing the hybrid work model, reducing the need for employees to commute every day.

Although common practice in the sector considers outsourcing the assistance service and its classification under Scope 3, our own operation with Fácil Assist gives us greater autonomy to identify opportunities for improvement and, in the future, implement effective mitigation measures.

It is important to highlight that the year 2024 was established as the baseline for monitoring our progress in reducing emissions. Starting in the next inventory cycles, it will be possible to objectively measure the impacts of implemented actions and progress in relation to the established goals.

The following table presents a summary of HDI Group’s emissions in 2024, considering the three scopes in the inventory, which was also assured by a third party:

The preparation of this inventory represents an advance in our environmental governance and reinforces our commitment to transparency and the pursuit of low-carbon solutions.

GHG EMISSIONS IN 2024 (BASE YEAR), IN TCO₂e

Category	Scope description ¹³	Emissions (tCO ₂ e)
Scope 1	Emissions from the use of ethanol in operational fleet vehicles	603.71
Scope 2	Electricity consumption at the head office and branches.	251.71
Scope 3	Goods and services purchased	1,447.68
	Capital goods	968.60
	Upstream activities – use of fuel and energy not included in scopes 1 and 2	142.31
	Business travel (air and land)	808.70
	Employee commuting	4,223.49
	Subtotal	7,590.78
Grand total		8,446.20

The emission factors used in this survey are aligned with what was reported globally by Talanx to comply with CSRD, based on the methodology of the Department for Environment, Food & Rural Affairs (DEFRA) in the United Kingdom. In Brazil, we have adopted the emission factors defined by the Brazilian GHG Protocol Program, ensuring consistency with national guidelines. As part of this process, the audited inventory will be published in the Public Emissions Registry, available at: <https://registropublicodeemissoes.fgv.br/>, in the second half of 2025.

The preparation of this inventory represents an advance in our environmental governance and reinforces our commitment to transparency and the pursuit of low-carbon solutions. We continue to improve our practices, seeking a more sustainable business model aligned with the best global practices.

¹³The reported data consider emissions related to the HDI Group’s headquarters and branches. The figures do not include biogenic emissions — those from biological sources, such as biomass and ethanol — and the approach used for scope 2 is location-based, which considers the average emission factor of the local electricity grid.

ENERGY CONSUMPTION

The HDI Group’s energy consumption is directly linked to the use of fuel in its fleet, the consumption of electricity in its facilities, goods and services purchased and business trips. In 2024, the Group’s total energy consumption was 9,908.88 MWh. Of this total, 7,883.36 MWh (79.6%) were of fossil origin, correlated with mobile combustion and electricity consumption in the captive market, travel and cloud services.

The consumption of electricity purchased from the public utility to supply administrative units represents a significant portion of total energy consumption. In the year, energy purchased from the utility company totaled 4,371.55 MWh (44.1%), of which 992.90 MWh (23%) came from renewable sources. Renewable energy is only used in the Morumbi building, which has LEED certification (Leadership in Energy and Environmental Design – GBC Brasil).

These numbers reflect the energy consumption of the company’s administrative units and branches throughout Brazil. By 2025, and in line with the holding company Talanx’s emissions reduction plan, we are studying possibilities to reduce the energy impact of our entire operation.



LOSS RECOVERY AND WASTE MANAGEMENT

The HDI Group has responsible waste management as an environmental and operational commitment. In the insurance sector, our greatest contribution to the proper disposal of materials lies in loss recovery management, which include vehicles and equipment originating from full compensation payments made to policyholders and third parties.

Whenever possible, these items are sold, enabling reuse of components and materials in the production chain, reducing waste generation and contributing to the conservation of natural resources. For those with no commercial value or possibility of reuse, we ensure proper disposal in compliance with environmental legislation, preventing impacts such as soil and water contamination by hazardous substances.

We recognize the relevance of this process and continue to improve our method of measuring the positive impact of loss recovery disposal, aiming to strengthen our transparency and evolve this reporting in the next cycles.

In addition to loss recovery management, our direct operations generate a low waste volume because our activities are predominantly administrative. The main waste generated in our offices comes from the daily consumption of employees, building maintenance and cleaning processes.

Although we do not yet conduct detailed monitoring of waste generation in our administrative units, we are working to improve our measurement, with the aim of establishing more accurate estimates based on consolidated data from the property reports of the condominiums where we operate. In 2024, we were able to monitor waste generation in one of our administrative units, located in the Berrini region in São Paulo. During the period, 14,872.81 kg of recyclable waste was discarded, including paper, plastic, metals, glass and compostable waste. Another 36,989.20 kg were classified as non-recyclable and were disposed of properly.



We currently promote good practices and awareness about waste disposal, including the elimination of plastic cups, sorting and proper disposal of recyclable and organic materials, support for the voluntary collection of items such as can tabs, plastic caps, receipts and electronic waste, in addition to encouraging the scanning of documents to reduce paper use. Waste collection and treatment are carried out by specialized companies, with periodic monitoring. We receive reports and certificates of proper disposal, ensuring that all processes are aligned with current environmental legislation.

Whenever possible, these items are sold, enabling reuse of components and materials in the production chain, reducing waste generation and contributing to the conservation of natural resources.

A stack of numerous light-colored, rectangular papers or cardstock is fanned out from the top left towards the bottom right. Each paper has a small, colorful metal paper clip attached to its top edge. The clips are in various colors including blue, red, pink, white, green, and light blue. The papers are slightly overlapping, creating a sense of depth and volume. The background is a plain, light gray surface.

8 Annex

ANNEX I – SUSTAINABILITY RISKS

In compliance with the provisions of art. 16 of SUSEP Circular No. 666 from 2022, this annex to the Sustainability report aims to lay out the required standard tables for summarized presentation of the information provided for in art. 15, section II, of the aforementioned standard.

GVR Table – Sustainability Risk Governance

Describe the role of the Board of Directors, Executive Board, Director Responsible for Internal Controls and Risk Committee in the sustainability risk governance process, as set out in SUSEP Circular No. 666, dated June 27, 2022, and in CNSP Resolution 416, dated July 20, 2021.

The insurance market has become increasingly volatile, complex and competitive, which has led to the evolution of risk management practices, aligning them with this new scenario. The Company believes that comprehensive and integrative risk management, which involves the Board, executives and stakeholders, can provide a competitive advantage.

The risk management strategy is derived from the business strategy and involves the participation of different organizational levels, according to the responsibilities assigned to each position, based on policies and guidelines that consider the complexity of the company’s products, services, operational processes and systems.

This process involves everyone from Senior Management to the various business areas that act as the first line of defense in identifying, evaluating, measuring, addressing and monitoring these risks. The structure also includes a risk management area, internal controls and functions as

the second line of defense, monitoring the company’s exposure to risks. The main governance bodies related to sustainability risks are highlighted.

The Board of Directors and the Executive Board, as the Company’s Management Bodies, ensure adequacy of the Risk Management Structure and the Internal Control System, promoting a culture of risk management, strategic alignment and regulatory compliance. They also ensure that areas have suitable organizational structure, material and human resources for risk management, in addition to formalizing risk appetite and approving related policies.

Moreover, the Administrative bodies have a general understanding of the supervised entity's Risk Profile, observing the main risks to which it is exposed, considering: its nature and potential impacts on the business; the current level of exposure; and actions adopted for management, in addition to ensuring that the performance evaluation mechanisms and remuneration structure adopted by the supervised entity do not encourage behaviors capable of compromising the effectiveness of the Internal Control System and Risk Management Structure.

The Audit Committee, in turn is the statutory body that, as expressly permitted by applicable regulations, also functions as its Risk Committee for the purposes of CNSP Resolution No. 416/2021, assists the Board with annual assessment of the Risk Management Structure and Internal Control System, considering its adherence to the risk appetite and risk management policy, and oversees the performance of the Director of Internal Controls and the Risk Management Unit, in addition to the effectiveness of actions adopted to remedy deficiencies.

Moreover, the Audit Committee assists the Board of Directors in its role of assessing

the Company's business plan from a risk perspective and helps to define the corresponding risk appetite. It also supports strategic decision-making related to Risk Management.

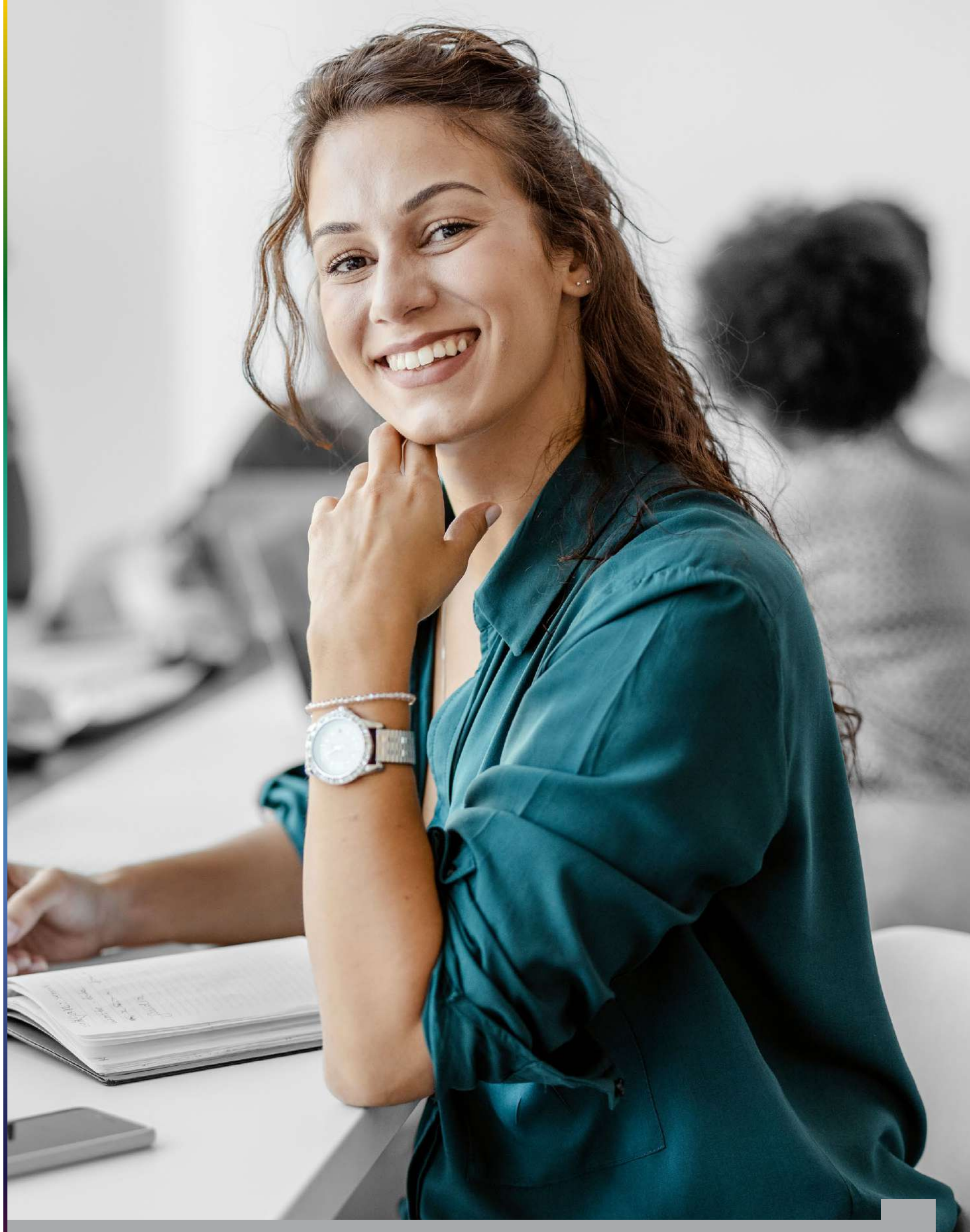
In this sense, the HDI Group also has **Executive Committees** established that assist the Executive Board in risk management, namely:

- **Governance and Corporate Affairs Committee:** aims to discuss, evaluate, recommend and deliberate, in a joint manner, on activities related to compliance, risk management, internal controls, internal audit and privacy.
- **Transformation Committee:** aims to discuss, evaluate, recommend and deliberate, in a joint manner, on activities related to corporate projects, customer experience and ESG topics.

Other Executive Committees also exist and can generate input for discussing sustainability risks, such as: Operations and Claims Committee, Financial Committee, among others.



The Executive Directors are responsible for: (i) guiding, overseeing and ensuring the preparation, implementation and operation of processes and procedures related to internal controls and risk management associated with the activities under their responsibility; (ii) systematically verifying implementation and compliance with the processes and procedures referred to in item I, as well as maintaining their suitability, defining and implementing action plans aimed at remedying deficiencies in the Risk Management Structure and Internal Control System, and (iii) approving the exposure limits for business activities that entail the assumption of relevant risks, in accordance with risk appetite provisions.



The **Director Responsible for Internal Controls** is in charge of (i) guiding and overseeing implementation and operation of the Internal Control System and Risk Management Structure and activities of the compliance and risk management units; (ii) providing the compliance and risk management units with the resources needed for proper performance of their respective activities; and (iii) periodically and whenever deemed necessary, reporting to the management bodies and the Audit Committee, if any, regarding any material matters relating to internal controls, compliance and risk management, including, but not limited to:

- a. new or emerging risks;
- b. levels of exposure to risks, as well as any limitations and uncertainties related to their measurement;
- c. actions related to risk management; and
- d. deficiencies related to the Risk Management Structure and Internal Control System and their respective remedies.

In view of this, the **Risk Management Area** is responsible for continuously monitoring risk management, periodically reviewing and evaluating the inventory of risks and controls, monitoring action plans to mitigate Risk Management Structure deficiencies and managing the Business Continuity Plan. In addition, the area promotes training and publications on risk management and monitors the company's exposure in relation to the established limits. The Risk Management Structure helps predict, identify and respond to emerging risks, allowing the company to adapt its operations and strategies quickly and effectively.

Other Business Areas identify risks within their processes, implement appropriate controls, report detected or materialized risks and inform deficiencies in internal controls to the Risk Management area, ensuring that risk management is integrated into all company operations.

EST Table – Strategies associated with sustainability risks

Describe the aspects of sustainability risks with potential impacts on business, strategies and risk management, as set out in Circular No. 666, dated June 27, 2022.

The HDI Group conducted a materiality study to identify the most relevant issues for its business and the main sustainability risks with the potential to generate financial losses and reputational impacts. Conducted in accordance with the ESRS guidelines – European Sustainability Reporting Standards, the study highlighted material topics, those that represent the most significant financial impacts for the company.

In this sense, the risk management process stipulates risk measurement so that materiality can be assessed and management can consequently match the nature, scale and complexity of such risks. Measurement therefore occurs in a qualitative and quantitative way.

The methodology was established in accordance with ESRS guidelines and followed HDI Group’s risk management criteria for measuring and classifying risks, considering two main factors: financial impact and probability. The financial impact is analyzed based on its magnitude, from minimal effects to significant losses, while the frequency analysis follows a scale from rare and unlikely events to those with high recurrence throughout the year. Combining these factors, the risks were classified into five levels, from very low to very high. Risks classified as medium, high or very high are considered material. Additionally, a horizon of up to three years was considered as short term, from three to ten years as medium term and over ten years as long term for assessing risk levels and materiality.

To ensure consistency in risk estimation, historical data, mean analysis of observed impacts and analysis of future probabilities

are used whenever possible according to business characteristics, external events and estimated changes, whether technological, related to commodities, political, market, regulatory, etc. In cases of risks with no history of occurrence, benchmarks market research, industry data and professional assessments are used. For risks considered emerging, the analysis considers market projections and expert opinions, ensuring that the company is prepared for events that are hard to predict.

As a result of the work, we highlighted sustainability risks with potential impact on business.

Climate Risk (a.1)

- **Energy:** Risks related to impacts on claims and new markets.
- **Adaptation to Climate Change:** Risks related to the materiality of the company’s adaptation solutions to mitigate physical risks arising from actual and expected climate change.

Environmental Risks (a.2)

- **Air, Water and Soil Pollution:** Risks related to environmental pollution throughout the company’s value chain, covering emissions into the atmosphere (except greenhouse gases), water and soil.
- **Hazardous Substances:** Risks related to the use, production, distribution and marketing of substances that raise concern throughout the value chain.
- **Biodiversity and Ecosystems:** Risks associated with the integrity of ecosystems and possible changes along the value chain, including terrestrial, freshwater and marine habitats, as well as populations of animal and plant species.

Social Risks (a.3)

- **Working Conditions:** Risks related to job security, appropriate working hours, decent wages, collective bargaining, social dialogue, freedom of association, existence of company boards and worker rights.
- **Equality and Non-Discrimination:** Risks linked to gender equality, equal pay for work of equal value, training and qualifications, inclusion of people with disabilities, as well as measures against violence and harassment in the workplace, promoting diversity.
- **Workers in the Value Chain:** Risks related to working conditions, equality/non-discrimination and other labor rights of workers along the value chain.
- **Consumers and End Users:** Risks linked to information rights, including privacy, freedom of expression and access to information, as well as the personal security of consumers and end users.

The sustainability risks mentioned are incorporated into strategies and operations through a structured process that considers both financial and operational impacts of climate, environmental and social risks on the organization, as well as the company’s adaptation to regulatory and market trends in order to strengthen organizational resilience and the ability to adapt to climate change, promoting continuous evolution, profitability of the product portfolio and efficiency of the operational model. Finally, the HDI Group’s strategy considers sustainability a priority pillar to achieve its objectives in a sustainable way.

Based on the definition of material risks, the HDI Group revisited monitoring and control procedures to mitigate the materialization of these risks, considering data and statistical models to continually improve risk pricing and underwriting, actuarial assumptions for technical provisioning and management of reinsurance contract coverage and limits. With the intention of increasing its product and customer portfolio, the HDI Group continually monitors new markets in which to operate. Risk matrices with sustainability criteria for acceptance of suppliers, service providers, partners, customers and investments in financial assets were also reviewed.

GER Table – Sustainability
risk management processes

Describe the processes for identifying, assessing, classifying, measuring, handling, monitoring and reporting sustainability risks, as set out in Circular No. 666 dated June 27, 2022 and CNSP Resolution No. 416 dated July 20, 2021.

The HDI Group follows the three-line model. This model ensures an integrated and comprehensive approach to risk mitigation and control, ensuring the implementation of company guidelines at all levels.

1st line: It is formed by the process owners and consequently the risk owners, meaning those directly responsible for keeping the risks within the tolerance limits defined by the HDI Group, and by the process executors in the operational, commercial, project, support and administrative areas. They hold primary responsibility and directly manage risks, identifying, assessing, treating, preventing and monitoring their risks in an integrated manner.

2nd line: Independently, the 2nd line of defense is formed by the Risk Management and Internal Controls and Compliance areas. It is responsible for advising business managers in the development, implementation and correction of Internal Controls and in the quest to mitigate or reduce Inherent Risks.

3rd line: This is formed by an independent area of the Administration, Internal Audit, which conducts assessments and inspections through control tests and report investigation, observing its respective purview, providing impartial assurance, including on the effectiveness of management and risk prevention, internal controls and compliance.

It is also worth noting that the company reviews its risk management strategy after annual business planning, ensuring alignment with strategic objectives.

A structured process is adopted for identifying, evaluating, classifying and measuring sustainability risks, ensuring an approach aligned with the nature, scale and complexity of these risks, with ongoing identification, analysis, monitoring and reporting, in a manner integrated with the corporate strategy.

Risk identification involves analyzing threats and opportunities that may impact organizational objectives, using information collected through internal process mapping, audits, executive committees and the analysis of new products, services and business models. Structural changes, such as mergers, acquisitions and outsourcing, are also assessed for their impact on the company's risk profile.

Risk management considers granularity, segmenting risks by business line and specific area. This allows, for example, insurance underwriting risks to be analyzed by segment and counterparty credit risks to be handled by the reinsurance, investment and customer areas.

Risk measurement combines qualitative and quantitative approaches, considering their likelihood of occurrence and potential impact. The materiality of risks defines the need for quantitative measurement, which is mandatory for material risks. Non-material risks can be assessed quantitatively if they add value to management. The process follows minimum criteria to guarantee uniformity and comparability, ensuring consistency in strategic decision-making.

It warrants mention that the company is evaluating the possibility of incorporating natural catastrophic events into its internal risk model, in alignment with the Talanx Group methodology, due to growing concerns about the impact of climate change on the organization's risk profile.

With this structure, the company strengthens its ability to anticipate and mitigate sustainability risks, ensuring an effective management model aligned with best market practices and regulatory requirements.

Risk treatment entails taking measures proportional to their relevance and impact and may include avoidance, mitigation, transfer to third parties or controlled acceptance. Business areas define and implement these strategies, ensuring that the controls are compatible with the complexity of identified risks.

Continuous monitoring is carried out using periodically reviewed indicators, allowing for assessing the company's exposure and the effectiveness of mitigation actions. The first line of defense monitors risks within the respective areas through reports, dashboards and periodic meetings, while Risk Management conducts independent monitoring of material and high-impact risks, ensuring the integrity of controls and strategic alignment.

Risk reporting is structured to ensure transparency and traceability. The Executive Board receives quarterly updates through the Executive Advisory Committees and the Audit Committee, ensuring that the Board of Directors has visibility into the main risks.

The procedure adopted in preparing the risk inventory allows risks to be identified by area and sub-area, mapping the processes involved. After identification, risks are classified into established categories and their impacts, including financial impacts, are analyzed together with the likelihood of occurrence and the inherent risk. After that, the internal control assessment is applied, which results in the residual risk. The company's mapping process allows for continuously ascertaining and monitoring residual risk.

The use of a unified methodology allows an integrated view of risks, facilitating the interconnection between different types of risk. Thus, sustainability risks are assessed together with other financial and operational risk taxonomies – underwriting, credit, market, liquidity, operational, strategic and emerging, promoting consistent and strategic management.

As an example, we can mention monitoring of the company's risk appetite, where potential sustainability risk impacts can lead to financial losses and be reflected in HDI Group's risk appetite.

As part of the mechanisms used to mitigate sustainability impacts, the HDI Group establishes criteria for not accepting customers in certain activities, locations with a likelihood of flooding, inundation, landslides, earthquakes and strong winds, and restrictions on coverage directly impacted by climate events. Quantitative modeling is also used, considering climate issues.

ANNEX II – CSRD METRICS

With the aim of demonstrating its commitment to transparency and alignment with the guidelines of the group to which it belongs, this annex presents information organized in accordance with some requirements set out in the ESRS – European Sustainability Reporting Standards, in line with the CSRD – Corporate Sustainability Reporting Directive.

Although this report is voluntary, its preparation is in line with the HDI Group's commitment to aligning with the practices in place at Talanx, the German holding company it is part of, which is legally obligated to disclose sustainability information in accordance with the CSRD and its materiality analysis.

HDI Group data is included in Talanx's global report, which can be consulted on its institutional website: https://www.talanx.com/en/investor_relations/reporting/reporting



Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-6 – Characteristics of direct employees	50 - a/b	Total number of employees (CLT, permanent and full-time contracts)	4,752
		50 - a/b	Total number of employees by gender – Female	2,846
		50 - a/b	Total number of employees by gender – Male	1,906
		50	Number of interns and apprentices	126
		50-c	Total number of employees who left the company	1,113
		50-c	Employee turnover rate (total terminated/total employees in 2024)	23%
	S1-7 – Characteristics of non-employee workers	55-a	Number of non-employee workers (interns, apprentices and outsourcers)	787
		55-a	Number of outsourcers	661
	S1-8 – Collective bargaining coverage and social dialogue	60-a	Percentage of workers covered by collective bargaining and representatives	100%
	S1-9 – Diversity metrics	66-a	Total number of Senior Management members	9
		66-a	Total number of Senior Management members by gender – Female	2
		66-a	Total number of Senior Management members by gender – Male	7
		66-b	Total number of employees by gender – Under 30 years of age	964
		66-b	Total number of employees by gender – Between 30 and 50 years of age	3,180
		66-b	Total number of employees by gender – Over 50 years of age	608

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-10 – Adequate wages	70	Total number of employees paid below adequate wage (current minimum)	0
	S1-12 – People with disabilities	77	Total number of employees with disabilities	141
	S1-13 – Training and skills development metrics	83-a	Total number of employees who participated in regular performance and career development reviews	5,560
		83-a	Number of employees who participated in regular performance and career development reviews – Female	3,316
		83-a	Number of employees who participated in regular performance and career development reviews – Male	2,241
		83-b	Total number of training hours for all employees	131,850
		83-b	Total number of training hours for employees – Female	78,404
		83-b	Total number of training hours for employees – Male	53,445
	S1-14 – Health and safety metrics	88-d	Number of recordable cases of work-related health problems (with mandatory reporting)	21
		88-e	Number of days lost due to work-related injuries, occupational diseases and fatalities	795

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-15 – Work-life balance metrics	93-a	Number of employees entitled to any type of family-related leave	4,752
		93-b	Total number of employees who took family-related leave	105
		93-b	Total number of employees who took family-related leave – Female	72
		93-b	Total number of employees who took family-related leave – Male	33
	S1-17 – Incidents, complaints and severe human rights impacts	100	Total amount of fines, penalties and compensation for damages resulting from violation of social factors and human rights	0
		100	Number of complaints related to social and human rights issues, excluding discrimination	0
		103-a	Total number of cases of discrimination, including harassment	0
ESRS E1 – Climate change	E1-5 – Energy consumption and energy mix	37-a	Energy consumption from renewable sources controlled by the organization (Mwh)	992.90
		37-c	Energy consumption from non-renewable (fossil) sources controlled by the organization (Mwh)	7,883.36
		37-c	Total energy purchased by the organization (Mwh)	4,371.55
		37	Total energy consumed in operations (Mwh)	9,908.88
	E1-6 – Gross scopes 1, 2, 3 and total GHG emissions	44-a	Total scope 1 greenhouse gas emissions (tons of CO2e)	603.71
		44-b	Total scope 2 greenhouse gas emissions (tons of CO2e)	251.71
		44-c	Total scope 3 greenhouse gas emissions (tons of CO2e)	7,590.78
		44-d	Total greenhouse gas emissions (tons of CO2e)	8,446.20

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S3 – Affected communities	S3-4 – Taking action on material impacts on affected communities	35	Human rights issues and incidents	0
		24-a	Cases of corruption or bribery	0
ESRS G1 – Business Conduct	G1-4 – Confirmed cases of corruption or bribery	24-a	Fines for breaches of anti-corruption and anti-bribery laws	0

ANNEX III – GRI DISCLOSURE SUMMARY

Declaration of use	The HDI Group has reported the information cited in this GRI disclosure summary for the period from January 1 to December 31, 2024, based on GRI Standards.
GRI Standard	GRI 1: Foundation 2021

GRI Standard	Item	Disclosure	Location
GRI 2: General Disclosures 2021	2-1	Organizational details	Pages 4, 18, 23 e 77
GRI 2: General Disclosures 2021	2-2	Entities included in the organization’s sustainability reporting	Page 4
GRI 2: General Disclosures 2021	2-3	Reporting period, frequency and contact point	Page 4
GRI 2: General Disclosures 2021	2-4	Restatements of information	This is the first report.
GRI 2: General Disclosures 2021	2-5	External assurance	Page 5
GRI 2: General Disclosures 2021	2-6	Activities, value chain and other business relationships	Pages 14-26, 62-75
GRI 2: General Disclosures 2021	2-7	Employees	Page 51*
GRI 2: General Disclosures 2021	2-8	Workers who are not employees	Pages 71 and 103 (CSRD Metrics)
GRI 2: General Disclosures 2021	2-9	Governance structure and composition	Pages 33-35*
GRI 2: General Disclosures 2021	2-10	Nomination and selection of the highest governance body	Page 34
GRI 2: General Disclosures 2021	2-11	Chair of the highest governance body	Page 33
GRI 2: General Disclosures 2021	2-12	Role of the highest governance body in overseeing the management of impacts	Pages 33-34*
GRI 2: General Disclosures 2021	2-13	Delegation of responsibility for managing impacts	Pages 33-34*

GRI Standard	Item	Disclosure	Location
GRI 2: General Disclosures 2021	2-14	Role of the highest governance body in sustainability reporting	Page 34
GRI 2: General Disclosures 2021	2-15	Conflicts of interest	Page 43*
GRI 2: General Disclosures 2021	2-16	Communication of critical concerns	Page 34
GRI 2: General Disclosures 2021	2-19	Compensation policy	Page 53*
GRI 2: General Disclosures 2021	2-23	Policy commitments	Pages 36-40*
GRI 2: General Disclosures 2021	2-24	Embedding policy commitments	Pages 36-40*
GRI 2: General Disclosures 2021	2-25	Processes to remediate negative impacts	Pages 38-39, 73-75
GRI 2: General Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns	Pages 38-39
GRI 2: General Disclosures 2021	2-28	Membership associations	Pages 25-26
GRI 2: General Disclosures 2021	2-29	Stakeholder engagement	Pages 6-7, 56, 65-67, 69, 71-72, 75
GRI 2: General Disclosures 2021	2-30	Collective bargaining agreements	Page 103 (CSRD Metrics)
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Pages 6-8
GRI 3: Material Topics 2021	3-2	List of material topics	Page 7
GRI 3: Material Topics 2021	3-3	Management of material topics	Page 7**
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Pages 77-78
GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	Pages 83-87, 94-101 (Annex I)
GRI 201: Economic Performance 2016	201-4	Financial support received from the government	Page 81
GRI 202: Market Presence 2016	202-2	Proportion of senior management hired from the local community	Page 35 (There are eight Brazilians among the 11 members of the Executive Board)
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Page 68 (100% national)
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Pages 41-42
GRI 205: Anti-Corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	Pages 41-42*

GRI Standard	Item	Disclosure	Location
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken	Pages 41-42
GRI 207: Taxes 2019	207-1	Tax approach	Page 80
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Page 91*
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Pages 88-91*
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) greenhouse gas (GHG) emissions	Pages 88-91*
GRI 305: Emissions 2016	305-3	Other indirect (Scope 3) greenhouse gas (GHG) emissions	Pages 88-91*
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Page 92*
GRI 306: Waste 2020	306-2	Management of significant waste-related impacts	Page 92*
GRI 306: Waste 2020	306-3	Waste generated	Page 92*
GRI 306: Waste 2020	306-4	Waste diverted from disposal	Page 92*
GRI 306: Waste 2020	306-4	Waste directed to disposal	Page 92*
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened based on environmental criteria	Pages 68-69
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Page 52*
GRI 401: Employment 2016	401-3	Parental leave	Page 105 (CSRD Metrics)*
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Pages 57-58*
GRI 403: Occupational Health and Safety 2018	403-2	Hazard identification, risk assessment and incident investigation	Pages 57-58*
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	Pages 58-61
GRI 403: Occupational Health and Safety 2018	403-4	Worker participation, consultation and communication on occupational health and safety	Page 58*
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	Page 58

GRI Standard	Item	Disclosure	Location
GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health	Pages 59-61
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	Page 57*
GRI 403: Occupational Health and Safety 2018	403-10	Occupational diseases	Page 57
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Page 54*
GRI 404: Training and Education 2016	404-2	Programs to improve employee skills and provide assistance for career transition	Pages 52, 54-55
GRI 404: Training and Education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Page 55*
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Pages 33, 35 and 51*
GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Pages 40 and 105 (CSRD Metrics)
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programs	Pages 63-67
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened based on social criteria	Pages 68-69
GRI 417: Marketing and Labeling 2016	417-1	Information and labeling requirements for products and services	Page 74
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints regarding breach of privacy and loss of customer data	Page 44

* This GRI Standards Disclosure was reported partially, considering only part of the expected requirements. This approach complies with the declaration of use “based on” the GRI Standards, which allows its application even when not all requirements are fully met, provided this condition is clearly indicated.

** The management descriptions of material topics are presented in the sections indicated in the “Material topics” table, in the “Related content in this report” column”.

Credits

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🔗 <https://www.hdiseguros.com.br/grupo-hdi>

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Disclosure, ESG consulting and indicators

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Envato, Freepik, Getty Images, iStock





GRUPO HDI.