

GOING BEYOND

SUSTAINABILITY REPORT 2015



BEYOND
RESPONSIBILITY



BEYOND
TRANSPARENCY



BEYOND
COMMITMENT



BEYOND
PRESERVATION





QUÁLITAS IS THE LARGEST AUTO INSURANCE COMPANY IN MEXICO IN TERMS OF MARKET SHARE, WITH OPERATIONS IN CENTRAL AMERICA AND U.S.A.

ITS SPECIALIZED BUSINESS MODEL, BASED EXCLUSIVELY IN AUTO INSURANCE, HAS ALLOWED THE COMPANY TO PROVIDE TOP QUALITY SERVICE.



MESSAGE FROM THE CHAIRMAN OF THE CORPORATE SOCIAL RESPONSIBILITY COMMITTEE

We are convinced that a fundamental characteristic for a company to stay in business is being able to go beyond the present and identify the future needs of markets and society to fully satisfy them.

The aim of this report is to describe what we did at Quálitas in the areas of sustainability, social responsibility, and environmental conservation in 2015, as well as to describe our strategies and goals for 2016 and the near future.

This has led us to include the ability to meet the needs of our internal and external stakeholders, and taking environmental conservation as one of the goals of our business model.

Expanding our objectives not only allows us to meet our stakeholders on social and environmental matters; it also gives the business a sense of permanence and immediately increases its profitability, giving us an important competitive advantage.

Because of this philosophy, we incorporated in 2015 an area whose objectives are sustainability and social responsibility.

It is noteworthy that the Audit and Business Practices Committees, that form part of our Corporate Governance are fully operational. The Social Responsibility Committee is integrated by two independent Board members which report to the Board of Directors. The Sustainability Report is prepared by a specific area with the support of the Committee.

The Committee's first activity was to begin the process of incorporating Social Responsibility into the daily practices of the Company, we gladly found that in some areas there were already notable accomplishments.

We defined the stakeholders commitments with each group, as well as the responsibilities for the relationships with them.

The identified stakeholders were:
Policyholders, employees, agents, shareholders, suppliers, authorities, competitors, and the community.

We have also created an area within the Committee exclusively dedicated to environmental protection.

A responsible person was assigned to each stakeholder, who, along with the Committee, defined the engagements, actions and strategies to achieve within agreed time periods.

Another fundamental aspect was establishing the obligation to measure the social impact obtained in commercial areas, operational efficiency, community, and environmental conservation. The above not only meaning to know the number of actions carried out, but actually measuring the results obtained in favor of each group of stakeholders.

Of course, as it is usual with this type of programs, we also defined what the Company expects from each stakeholder.

We intensified our communication campaign with stakeholders, to inform the actions we were implementing in their area and the reciprocal achieved advantages.

In December 2015, we joined the United Nations Global Compact international initiative, which encourages the implementation of 10 universally accepted principles which promote corporate social responsibility in Human Rights, Labour, Environment, and Anti-Corruption. By doing so, we made public our commitment to incorporate these universal principles into our strategies, activities, and operations.

Sincerely,



Juan Orozco y Gómez Portugal
Chairman of the CSR Committee





BEYOND RESPONSIBILITY

Quálitás defines Social Responsibility as the voluntary commitment to fully comply with the business purpose, and to act in compliance with the law, ethical values and considering its stakeholders.

QUÁLITAS AND SOCIAL RESPONSIBILITY

Quálitas Social Responsibility model seeks to integrate the financial, social, and environmental aspects into our daily work through dialogue and agreements with stakeholders in a committed and dynamic way.



GLOBAL COMPACT

In December 2015, Quálitas joined the United Nations Global Compact, an international initiative which encourages institutions to implement 10 universally accepted principles in order to promote corporate social responsibility in the areas of Human Rights, Labor Standards, the Environment and Anti-Corruption.

Quálitas' adherence to the Global Compact commits us to respect and promote Human Rights and to align our strategies, activities, and operations with the following universal principles.

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labour.

Principle 5: The effective abolition of child labour.

Principle 6: The elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

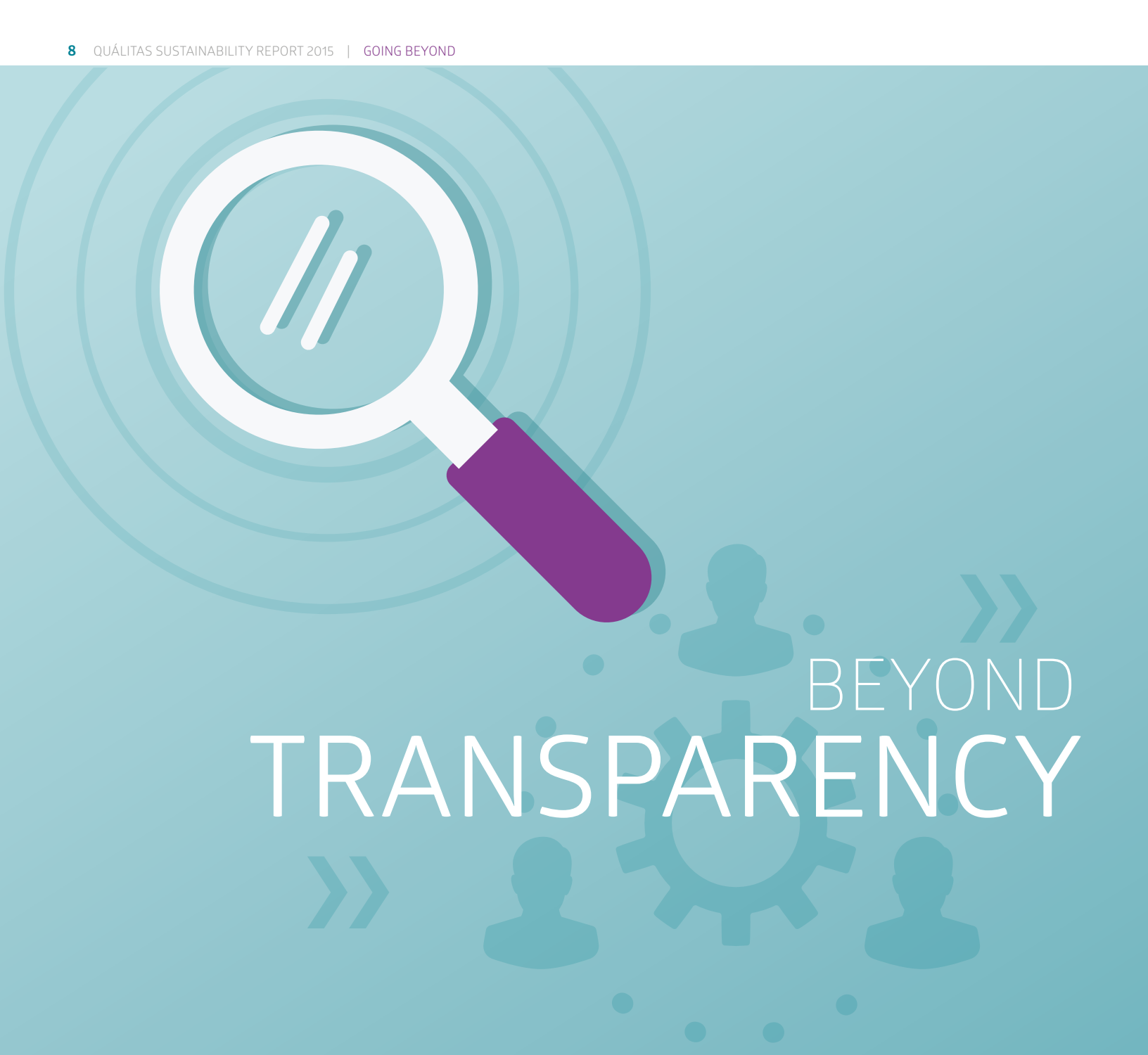
Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.







BEYOND TRANSPARENCY

Quálitás means 'quality' in Latin, and since the beginning, we have incorporated into our actions and projects the idea of going beyond, to keep growing as business, as persons and as a society.



ETHICS IN QUÁLITAS

MISSION: To protect the assets of owners whose motor vehicles are insured with Quálitas, providing them with security and peace of mind covering damages that their vehicles may suffer.

VISION: To be leaders in service quality, exceeding our policyholders' expectations, establishing long-term relationships with them as well as with the authorities and suppliers of goods and services, based on equality, honesty, and mutual trust.

In order to achieve our mission, we pursue the total satisfaction of our policyholders through excellent service and attention, defined by:

- Cordiality
- Quality
- Opportunity
- Personalized service
- Reasonable costs

Our **Code of Ethics** and **Code of Conduct** are cornerstones of our Corporation; they establish the values and principles which guide our actions and the relationships we develop with stakeholders.

They are based on human dignity and recognize the talent of our employees, service excellence, and collaborative work as drivers for growth. These Codes also establish mechanisms to report and complain about any violation.

COMMERCIAL ETHICAL PRINCIPLES

Commercial Ethical Principles regulate the conduct with our agents, customers, and employees.

These Commercial Ethical Principles were communicated to Commercial Departments through nationwide videoconferences. The Ethics Committee is responsible for dealing with violations to the Commercial Ethical Principles.

QUÁLITAS VALUES



HONESTY



EQUALITY
AND LOYALTY



TRANSPARENCY



RESPECT FOR
HUMAN DIGNITY



SOLIDARITY



RESPONSIBILITY



CORDIALITY



PERSONAL
COMMITMENT

OPERATIONAL STANDARDS

- Commitment to provide an excellent service until policyholders are completely satisfied.
- Operational efficiency.
- Achievement capability.
- Adequate use of business resources.
- Long-term vision – permanence.
- Technological innovation.
- Continuous improvement and creativity.

By embracing these values and principles, we have become a leading Company in the sector.



CORPORATE GOVERNANCE

INTERNAL CONTROL

Quálitas exercises a solid Internal Control through a joint collaboration of the Audit and Corporate Practices Committees, the Enterprise Risk Management Department and Internal and External Auditors.

Quálitas has a Corporate Governance scheme that collaborates on decision-making and observes the efficiency and transparency of its operations, complying with the requirements of the Best Corporate Practices Code.

Corporate Governance practices have developed an effective culture of accountability and have been an important element of institutionalization and discipline.

Quálitas Corporate Governance objectives are:

- Management transparency.
- Adequate disclosure to shareholders.
- Equitable treatment of shareholders.
- Company management that ensures its permanence and leading position.
- Identification, dissemination, monitoring, and settlement of relevant matters.
- Frequent evaluations of the achieved objectives established by the Board of Directors in reinsurance matters.
- Report on the results of its operations and actions implemented to correct deviations.

In order to ensure transparency and proper management, Quálitas has seven Committees. Such Committees are comprised by independent board members and officers of the Company, both men and women.

BOARD OF DIRECTORS

At the end of 2015, Quálitas' Board of Directors was integrated by 11 Proprietary Members, out of which 8 are Independent Members.

72.7% of Proprietary Members are Independent, free of conflict of interests and with an average age of over 55, which grants the Board an important level of authority and institutionalization over the Company Management.

According to bylaws, at least 25% of Members must be Independent. Furthermore, Independent Members (and their respective alternates, as applicable) are selected for their experience, skills, and professional reputation, taking into account that they must discharge their functions free of any conflict of interest and not be subordinated by any personal, corporate or financial interest.



Members of the Board have an annual compensation scheme which is competitive with other companies listed on the Mexican Stock Exchange. There is an additional compensation for Members participating in Corporate Governance Committees under the same premise.

The Chairman of the Board of Directors is also the CEO of the Company and one of the founding shareholders.

BOARD OF DIRECTORS		COMMITTEES						
	QUÁLITAS CONTROLADORA	AUDIT	CORPORATE PRACTICES	SOCIAL RESPONSIBILITY	INVESTMENTS, FINANCE AND PLANNING	OPERATIONS	REINSURANCE	COMMUNICATION AND CONTROL
Joaquín Brockman Lozano								
Wilfrido Javier Castillo Sánchez Mejorada								
Fernando Jacinto Velarde Muro								
Juan Enrique Murguía Pozzi								
Juan Felipe Sottill Achutegui								
Juan Marco Gutiérrez Wanless								
Harald Feldhaus Hermann								
Juan Orozco y Gómez Portugal								
Raúl Alejandro Jiménez-Bonnet García								
Mauricio Domenge Gaudry								
Christian Alejandro Pedemonte del Castillo								
Noah Daniel Couttolenc Brockmann								
Wilfrido Javier Castillo Miranda Olea								

Proprietary Related Proprietary Independent Suplente Relacionado President

NOTE: THE OPERATIONS, REINSURANCE AND COMMUNICATION AND CONTROL COMMITTEES APPLY ONLY TO QUÁLITAS MX.

AUDIT COMMITTEE

- Monthly sessions, closely following the daily operations of the business and its officers.
- Monitors the management performance and execution of relevant matters in compliance with the Insurance and Bonding Sole Circular, Best Corporate Practices Code, and the Securities Market Law.
- Designates and evaluates the performance of the external auditor.
- Analyzes the Company's financial statements and information.
- Researches possible breaches of guidelines, operational policies, comprehensive risk management systems, internal control systems, and takes appropriate corrective measures.
- Ensures that Top Management fulfills the agreements made by the Board.

The Audit Committee is comprised solely of Independent Members and its Chairman is financial and accounting expert.

CORPORATE PRACTICE COMMITTEE

- Monitors the management, performance, and execution of relevant matters in compliance with the Bonding Sole Circular, Best Corporate Practices Code, and the Securities Market Law.
- Ensures that Top Management fulfills the agreements made by the Board.
- Evaluates and proposes to the Board of Directors the remuneration of the CEO and other relevant Directors.
- Informs the Board of Directors about operations with related parties.

The Corporate Practice Committee is comprised solely of Independent Members.

SOCIAL RESPONSIBILITY COMMITTEE

- Establishes the scope of Quálitas Social Responsibility.
- Defines strategies and activities to implement Social Responsibility practices.
- Implements mechanisms to measure the social impact of Quálitas' functions and activities.

INVESTMENTS, FINANCE AND PLANNING COMMITTEE

- Strictly monitors compliance of investments regulations.
- Evaluates and suggests investment policies according to the organization's vision.
- Establishes guidelines for the Company strategic planning.
- Maintains a balanced portfolio under the authorized investment regime.
- Gives an opinion on the budget's assumptions and monitors the budget.
- Identifies risk factors and evaluates policies to manage them.

OPERATIONS COMMITTEE

- Advises the Top Management, in establishing strategies and actions to optimize efficiency and quality of Company's operations.
- Assists in establishing the business plan and comprehensive strategy to guarantee the continued and improved development of the Group.

REINSURANCE COMMITTEE

- Proposes objectives and policies to contract, monitor, assess, and manage reinsurance operations.
- Establishes mechanisms to monitor and assess the policies and rules for reinsurance.
- Periodically evaluates the achievement of strategic objectives established by the Board of Directors in terms of reinsurance.
- Informs on the results of the operation and of the corrective measures implemented to correct deviations.

COMMUNICATION AND CONTROL COMMITTEE

- Advises on contracts or operations which may favor acts of terrorism or money laundering.
- Establishes and disseminates criteria for classification of clients in terms of their risk level.
- Dictates the operations that must be reported to the SHCP (Ministry of Finance and Public Credit), by conduct of the CNSF (National Insurance and Bonding Commission), as unusual or troubling.

CORPORATE GOVERNANCE ACHIEVEMENTS

During the year, Committees met with agreed frequency, and complied with their responsibilities.

The Committees fulfilled the requirements established by the new Solvency II Model set out by the CNSF (National Insurance and Bonding Commission). The Company met 95% of the requirements of the qualitative scheme, having the highest ratio in the sector.

Comprehensive Risk Management department was formed to satisfy the development of the Quantitative Scheme, which integrates the base of our Own Model.







BEYOND COMMITMENT

Quálitas undertakes commitments and actions that promote the creation of shared value and sustained growth of the Company and its stakeholders, respecting human rights and environmental care.

POLICYHOLDERS

Quálitas maintains long-term relationships with its policyholders based on transparent and ethical actions. We aim to meet customers' needs and expectations through service excellence.



Our commitments and actions with stakeholders are focused on Quálitas Mexico (Q MX), as this subsidiary represents 97.7% of the workforce and 96.5% of written premiums of Quálitas Controladora.

Commitment 1:
Protect the person and its assets, as well as their responsibility to third parties, through quality service, in accordance with the agreed contract which meets their expectations.

We are a company specialized in auto insurance, that provides **personalized service** to its policyholders. Our business model is based on **excellence in service and quality**.

In order to provide an excellent service, we have a structure of:



6,287
average daily calls



334
service offices



830
claims officers



250
attorneys



113
call center executives



143
radio-operators at call center



Integral claims executive maintains communication with policyholders

Online information systems allow us to assist our clients promptly.

Our goal is to arrive at the accident site in the shortest time possible.

Claims Officers provide basic roadside assistance services.

Integral claims executive maintains the relationship with particular accounts to track claims and to maintain communication with policyholders about the repair and delivery date of their vehicles.

In 2016, Quálitas will open 15 to 20 “Q-Certified Repair Centers”, which will bring high-quality guarantees and reduce repairing times.

Commitment 2: Fair and competitive prices.

Our rates are based on the experience of each zip code, therefore the price is defined according to the risk of the area in which their vehicle commonly travels. This allows us to offer fair, competitive and equitable premiums.

Commitment 3: Honesty and transparency in our service. Personalized and respectful attention.

“**Service Attitude**” is a continuous training program targeting claims staff. It includes orientation on values, operational rules and customer service.



Commitment 4: Communication Channels which allow us to improve the quality of our service.

Quálitas counts on several communication channels to inform, solve questions and support our clients. These communication channels can be accessed through www.qualitas.com.mx

EMPLOYEES

Quálitas expects its employees to act with ethics, integrity, and professionalism, through a genuine commitment and trust in our business model, making an efficient use of resources to promote the growth of the business.

Our employees' programs are based on respect for human dignity.



Commitment 1:
Fair and equitable salaries according to employees' position, responsibilities and achievements.

Employees are the foundation and strategic pillars of our business. Quálitas recognizes their universal rights and promotes a workplace which favors professional and personal growth.

There is an annual evaluation of our employees' achievements to define opportunity areas and equitable retribution.



3,905
Employees

Workforce

Quálitas Controladora	2014	2015
Total Employees	3,626	3,905
Quálitas México (Q MX)	3,547	3,817
Quálitas El Salvador (Q ES)	38	33
Quálitas Costa Rica (Q CR)	25	33
Quálitas Insurance Company (QIC)	16	22



62%
Men



38%
Women

Q MX	2014	2015
Total Employees	3,547	3,817
Men	2,215	2,376
Women	1,332	1,441

Gender equality and opportunities

At Quálitas we encourage gender and opportunities equality as well as respect for human dignity.

43% of executive and management positions are held by women, which shows the important role that this group plays in the business.

Position	Total	Men		Women	
		Number	%	Number	%
Director	21	11	52%	10	48%
Subdirector	36	24	67%	12	33%
Manager	118	65	55%	53	45%
Total	175	100	57%	75	43%

Various generations work together at Quálitas. The enrichment that we have achieved with this human value has allowed us to continue growing as an insurer.

Year of birth	Men	Women	Total	%
<1963	116	32	148	4%
1964-1979	946	433	1,379	36%
1980-Present	1,314	976	2,290	60%
Total	2,376	1,441	3,817	100%

Quálitas gives variable compensation to 1,527 employees which represent 40% of the workforce. This remuneration scheme has allowed us to honor equality principles and has helped us to position ourselves as a leading Company.





345
promoted
employees

**Commitment 2:
Priority of promotion, according to employee’s merit and potential.**

Open vacancies are advertised to our staff to motivate a sense of belonging and to allow their personal and professional progress. If they are skilled, they have access to these posts.

The profiles, functions, and expectations of each position are clearly defined in the Post Description Policy.

Recruitment and Selection Policy, emphasizes that recruitment must be free of discrimination by gender, race, religion, age, or disability. We therefore reaffirm our commitment to skills-based recruitment and selection.

As a recruitment strategy, we ran “Talent Seedbeds” which aimed to recruit inexperienced staff in order to train them to acquire the necessary skills, values and operational standards for the post.

In 2015 we had nine “Talent Seedbeds” which allowed us to hire 84 people.



9
Talent
Seedbeds



84
hired
persons

**Commitment 3:
Comprehensive training through skills development, technical training, and ethical values, to encourage personal self-realization.**

Training and development

Quálitas makes continuous efforts to develop the skills and competencies of its employees and business partners. Because of this, we consolidated training projects for different stakeholders throughout 2015.

Quálitas University was inaugurated on May 2015.

In this initial phase, we started with the commercial school which offers online programs for:

- Employees
- Agents
- Service Offices

By December 2015, 1,300 employees enrolled in different courses beginning their commercial training and 627 people completed at least one course.



1,300
employees enrolled at
Quálitas University

Employees:

Throughout 2015, **9,383 employees** were enrolled in online, presential and hybrid programs:



7,529
online



1,709
presential



145
hybrid



63
Scholarships

Scholarships

The Educational Economic Support Policy defines the requirements and guidelines for obtaining a scholarship.

We currently provide **63 scholarships** to our employees for supporting their development.

Level	Number of people
Technical	1
Diploma	2
Bachelor's Degree	42
Master's Degree	17
Doctorate	1
Total	63



Commitment 4:
Promote physical well-being through sporting and health-related activities.

Quálitas Well-being Program

The Quálitas Well-being Program launched in 2015, promotes physical, mental, emotional, and financial balance through prevention and healthcare culture.



35%
of participation during
Health Day



3,263
medical
appointments



53%
of employees use the
Savings Fund



600
school
supplies kits

1. Physical

Major Medical Insurance

All employees have Major Medical Insurance. They can incorporate their family and Quálitas supports them with 40% of the premium. There are currently 1,738 family members insured.

Health Day

Vaccination and glucose, cholesterol and Pap tests were held. 35% of employees participated. The obtained results enabled detection of health risks and recommendations for self-care. The main metropolitan offices have medical rooms for basic assistance; 3,263 appointments were offered in 2015.

Physical Activity Program

We have agreements with several fitness centers to provide preferential prices payable through payroll deduction. 16% of employees benefit from this program.

In the main metropolitan office premises we offer physical activity in a suitable schedule.

2. Mental-emotional

“Adjust your emotions” is a national support program for employees, it started in October 2015, in which specialized psychologists provided free telephone support for employees every day of the year. Advice was given on different topics such as; work, relationships, family issues, interpersonal relationships, legal and financial matters, paperwork, among others. 252 cases were dealt with in the first three months of the program.


3. Financial

The Savings Fund encourages a culture of saving in our employees and provides a safe investment option. It is managed by a banking institution, reinforcing the transparency of investments.

There are two investment options and they offer ordinary and home loans.

At the end of 2015, the Savings Fund had:


2,015
savers


1,359
granted
loans


\$34,459,430
pesos in funds

As part of the support for employees in unforeseen circumstances, the Funeral Expenses Support Policy came into effect in 2015, and 23 employees were benefited.

We run a yearly campaign among employees to encourage the elaboration of testaments. Employees are offered preferential prices through payroll discount, 15 employees made their testament with this benefit.

We provided 600 school supplies kits to support employees; we distributed 170 Christmas boxes to support staff.



**Commitment 5:
Avoid any kind of discrimination respecting human dignity.**

Quálitas offers its employees fair treatment and equal opportunities. It promotes and encourages relationships based on respect, equality, tolerance, and collaboration between its employees and stakeholders.



465

employees received
disability awareness talks

In order to offer a dignified work to people with disabilities, we launched the Work Inclusion Program in August 2015. With the support of specialists, we gave talks on disability awareness to 465 employees.

We currently have 19 people with a disability in our workforce and we provide development and growth opportunities to make the most of their skills.

We support employees who have a child with Down Syndrome by paying for therapy or tuition at specialized centers, .

■ At Quálitas® we live together



We have started our

Work Inclusion Program

Commitment 6: Achieve a loyal and long-term relationship with our employees.



200
summer scholars

During summer, we carried out our scholarship program for our employees' kids aged 13-17. It is a comprehensive program that provides opportunities for learning through daily work at Quálitas, and it also offers different courses and workshops.

We supported 29 employees through paying for 50% of summer courses fee for their kids.

In 2015 we held the traditional Annual Flag Football Tournament. We had 82 participants.

To encourage healthy lifestyle and cooperation, we held a Football Tournament in Monterrey with 32 employees.

In the main metropolitan offices there are cafeterias that offer healthy food options for employees.



Communication channels

Through the "Q-Transparency" mailbox on the Company's internal webpage, employees can send comments, complaints and suggestions to the CEO and these are dealt with absolute confidence.



Road Safety

Quálitas, as a leading company in the automotive insurance industry and concerned about high accident rates, has taken the initiative to generate an education and communication campaign.

Our goal is to raise awareness through high impact information diffusion that has to be taken into account while driving.

<http://conductavialqualitas.com.mx/>

Cultural Promotion

To encourage culture and arts, Quálitas publishes an annual book that broadcasts the work of Mexican and international artists.

This book is given to agents and employees and is available for sale to the public.

AGENTS

Quálitas expects commitment, honesty, and loyalty to the business values and operational standards from its Agents and Office Directors. They must provide our policyholders with highly professional and ethical service.



334
service offices

Commitment 1: Equitable and transparent commercial relationship.

We provide equitable treatment regardless of portfolio size, type of business or broker. The Company has a transparent bonus scheme for the individual businesses.

For Quálitas, supporting Agents' work is a priority. We have a national network of 334 service offices, the largest of its kind.

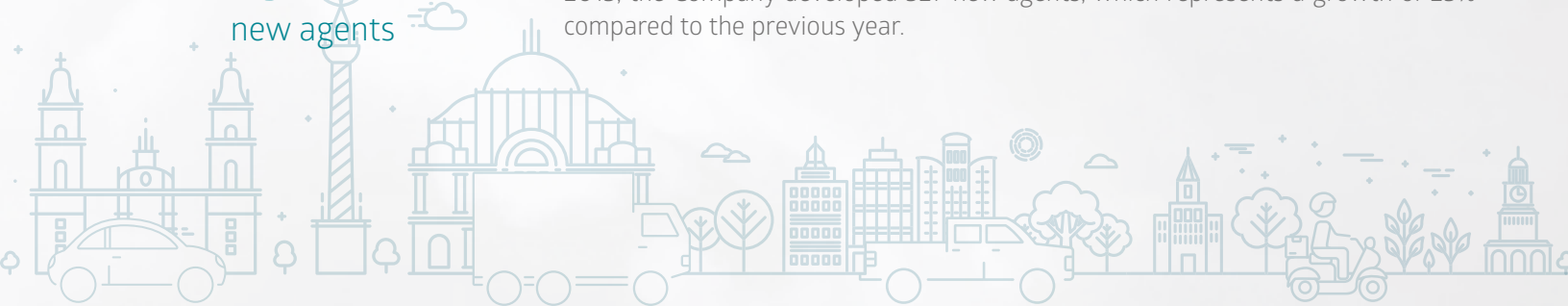


527
new agents

Commitment 2: Support to develop its professional activities.

Quálitas recognizes its Agents' work and is committed to support their development.

With the program **"Agents Developer"** Quálitas recruited, trained and provided the tools for the career development of new agents, helping them to obtain their agent license. This program is carried out through our national service offices network. In 2015, the Company developed 527 new agents, which represents a growth of 25% compared to the previous year.



Also, at the end of 2015 the Company launched the **“Program for Endorsement of Licenses”**, to help agents with the required training to fulfil with regulator’s demands. In 2015, 117 agents benefited from this initiative.

Through Quálitas University, in 2016 we will initiate an online training program for Agents’ professional and personal development.

We designed the **Q Agent** App for an efficient management of their portfolio, it includes a calendar with collection and expiration dates, claims follow-up, repair status, etc.

Additionally, in 2015 the IT department implemented the off-line feature for quotation and issuance in mobile devices; this becomes extremely useful in areas with limited internet access.



“We care about your opinion” section in the web page

Commitment 3: Efficient communication in professional relationships.

We maintain personal, close, and collaborative communication with Agents through the service offices to help them develop their professional activity.

We have a section in our webpage called **“We care about your opinion”** which is dedicated to receiving complaints and suggestions to the CEO.



SHAREHOLDERS

Quálitas makes a constant effort to gain investors' confidence through a transparent and ethical professional management.



Commitment 1: Capital return, according to market conditions.

We are aware that we must provide our shareholders results that justify their investments.

Commitment 2: Professional management with a long-term vision which guarantees the Company's sustainability.

The Company's management is mindful that in order to earn the trust of shareholders, it must work continuously on transparency of information and the implementation of ethical and honest corporate governance practices.

Relevant financial and operational information on the development of the business is available to shareholders through the periodic publication of the following reports:



Periodic releases

Annual	Quarterly	Monthly
Annual Report Sustainability Report BMV Annual Report	Earnings Report Industry Report	Sales Report



Investors
web page

Commitment 3: Communication channels.

The Company has developed open communication channels with shareholders such as the corporate website and IR contact information. These channels give relevant financial information about stock performance, financial highlights, competitive environment, market conditions and regulatory changes, among others.

There is also a section on the corporate website to send complaints and suggestions.



New operation
manual for
Board Members and
officers

Commitment 4: Compliance with best Corporate Governance Practices.

In 2015, according to best corporate practices, a single earnings conference call in English was organized to share the same message and attending the questions and answers session.

All relevant information is uploaded to the website in English and Spanish and the content is frequently updated.

To provide investors with greater transparency and equality, in 2015 the Company exchanged its Common Share Certificates for single series shares. With this transaction Mexican and foreign shareholders now have the same rights, without implying a dilution in the share of Quálitas' social capital.

During 2015, the Company prepared a new operations manual for Board Members and officers, in order to supervise their transactions of Q* shares in the periods established by the regulator, as well as updating the Repurchase Fund Policy for the same purpose.

In April 2015, primary subjects and alternatives to vote were published 10 calendar days before the General Shareholders' Meeting. This permitted shareholders to vote or confer voting instructions with clear and objective information.



Issuers'
Traffic Light

Commitment 5: Comply with legal obligations and Regulatory Agencies.

It is fundamental for the Company to meet all legal provisions and requirements established by the various regulating bodies in a timely and suitable manner.

From 2015, the National Banking and Securities Commission implemented a compliance indicator called "**Issuers' Traffic Light**", which evaluates the level of compliance of public companies. According to this indicator, Quálitas has remained in the green light, representing the maximum score.

SUPPLIERS



+ 6,400
Suppliers

Quálitas maintains ethical and transparent relationships with suppliers and expects them to comply with the Company's operational standards and values.

Suppliers of services and products are a key element for achieving excellence of service. We establish agreements and alliances which permit us to meet our mission, to drive growth and promote the creation of value for the Company.



Commitment 1: Transparent and equitable selection processes which allow open competition.



Transparent selection processes

We have policies and procedures based on transparency and equality in our bidding procedures with suppliers.

Our relationship with suppliers rests on contracts which clearly and equitably indicate the responsibilities of both parties that facilitate compliance with it.

To select a supplier, Quálitas considers vital that they have infrastructure, permits, technical capacity, and facilities to provide the required service and that will not incur in a conflict of interest.

For the purchase of spare parts, an auction system was implemented, which makes automatic assignments, promoting a culture of transparent and open competition to suppliers.

We have reward schemes for our suppliers based on performance indicators, constant improvement, quality, delivery schedules and competitive prices.



Q Suppliers Site

Commitment 2: Meeting mutually-established commitments to build a relationship of trust and loyalty.

We developed **Q Suppliers Portal** which has the function to upload invoices for automatic payment, significantly reducing the collection period.

To facilitate suppliers' continuous improvement, the Company provides them with tools for analyzing monthly indicators such as delivery days, costs, and quoting system performance.



6 new repair shops

Commitment 3: Supplier development and awareness.

We seek to establish long-term relationships meeting mutually-established commitments to build a relationship of trust and loyalty.

Relations with suppliers are based on the practice of Quálitas' values and operational standards.

Workshop Development Program

As a result of this program, 6 new repair shops were opened in 2015. These meet high standards of quality and infrastructure.

In terms of the environment, the program establishes basic guidelines in terms of waste management, pollutant emissions, and safe working conditions.



01-800 number for support

Commitment 4: Communication channels.

We have various bilateral communication channels which allow feedback on performance, seeking to encourage better business relationships.

The repair shops have a 01-800 number to receive technical advice, solve vehicle assignment problems, and deal with workshop changes, etc.

Commitment 5: Information confidentiality.

Quálitas meets with its obligations in terms of how it handles personal data, as stipulated by the Federal Law regarding Personal Data Protection.

We have a Privacy Notice permanently available at the suppliers' portal and at Quálitas webpage.

Commitment 6: Environment.

Out of the **1,207** repair shops currently registered in the Mexican Center for Experimentation and Road Safety (CESVI), **67%** have paint booths, **80%** use HVLP guns, and **11%** use water-based products, which reduces the quantity of Volatile Organic Compounds (VOCs) released into the atmosphere.

COMMUNITY

Quálitas recognizes the need to support communities' well-being as part of its Social Responsibility.

During 2015 Quálitas granted contributions representing 0.5% of Company's net income.



Commitment:

To support the development of the most vulnerable communities in education, health, and environment, through supporting Private Assistance Institutions.

We have guidelines that establish the requirements for Institutions to receive support. Applications are assessed by a specialized Committee.

Quálitas periodically requests an activity report to be informed about the management and social impact of the institutions that receive the Company's support.

We supported different causes through the following organizations in 2015:

1. **Metamorfosis Global A.C.**

Take care of people with mental disabilities, abandoned, or who are in extreme poverty.

> Quálitas employees support 70 people per month.

In 2016 the Company will provide \$1 peso for each \$1 peso given by employees.



2. Fundación San Ignacio de Loyola A.C.

Support social, cultural and economic development of the most vulnerable sectors in Mexico.

> Beneficiaries: 86 boarding school girls in Cerocahui, Sierra Tarahumara.

3. Proeducación I.A.P.

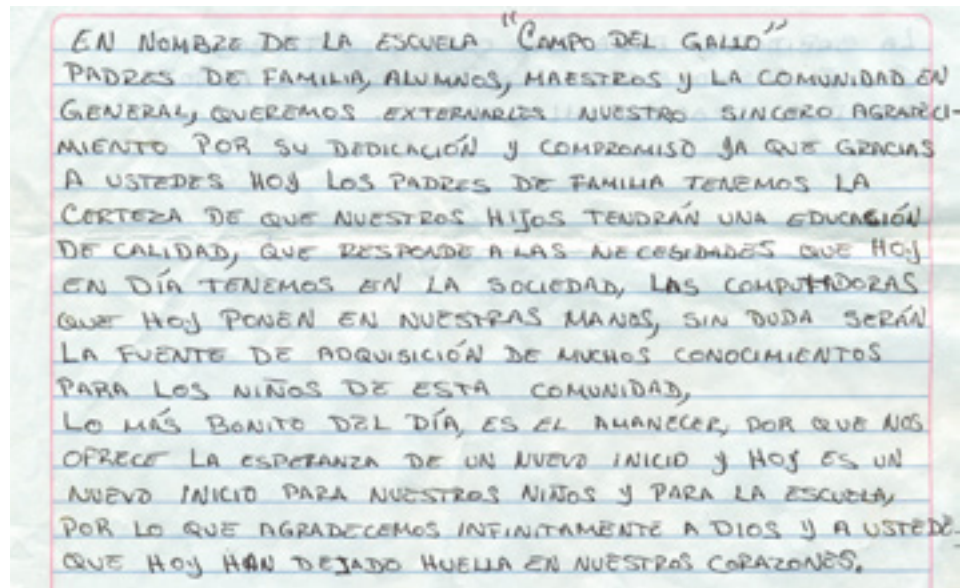
Promotes a quality education in Public Elementary Schools.

> Beneficiaries:

“Miguel Hidalgo School”: 200 students, 10 teachers, 190 parents.

“Campo de Gallo School”: 124 students, 7 teachers, 60 parents.

“In name of the “Campo de Gallo” school, parents, students, teachers and the community, want to sincerely thank you for your dedication and commitment. With your support we, as parents, are certain our children will have a quality education that responds to our current needs. New computers will be the source of knowledge in benefit for the children in our community. The prettiest moment of the day is sunrise, because it brings hope for a new beginning and today we have a new beginning for our children. We are infinitely grateful to God and Quálitas. You have left an important trace in our hearts.”



4. Fondo para la Paz I.A.P.

Promotes quality secondary education in rural extreme poverty communities.

> Beneficiaries: 70 students.

5. Comunidad de Desarrollo Integral Copilco A.C. (CODIC)

Academic support and education on values for children, adolescents, and adults who live in marginalized situations with high risks and insecurity.

> Beneficiaries: 260 people.

6. Convivencia Sin Violencia A.C.

Promotes a culture of legality, health, and safety among young people. Prevents and guides people against violence and its causes..

> Beneficiaries: 2,000 young people.

7. Cadena de Ayuda contra la Fibromialgia A.C.

Improves quality of life for people suffering Fibromyalgia and their families.

> Beneficiaries: 310 people.

8. Unidos... Pro Trasplante de Médula Ósea Francisco Casares Cortina A.C.

Comprehensive and economic support for people with financial limitations who require a bone marrow transplant.

> Beneficiaries: 8 patients.

9. Fundación Owen I.A.P.

Assistance for children and young people with multiple severe disabilities and limited resources.

> Beneficiaries: 89 patients.

10. Fundación Pro Niños de la Calle I.A.P.

Support children, teenagers, and young people at risk of life on the streets.

> Beneficiaries: 352 people.

11. Casa Santa Clara A.C.

Rescue, education and guidance for girls living on the streets.

> Beneficiaries: 8 children.

12. Casa Hogar Kamami A.C.

Provide help for girls living on the streets.

> Beneficiaries: 23 children.

13. Internado Infantil Guadalupano A.C.

Comprehensive support for children, and young people who have been physically and emotionally mistreated.

> Beneficiaries: 30 students and 200 people in the Bakery Workshop.



14. Renovación, Unión de Fuerzas, Unión de Esfuerzos A.C.

Help disadvantaged people in Barrancas de Las Águilas, Mexico City.

> Beneficiaries: 100 children, 200 families

15. Infogen A.C.

Information for men and women in reproductive age about possible prevention of birth defects.

> Beneficiaries: 369,083 people

16. El Buen Samaritano I.A.P.

Support for terminally ill patients in poverty.

> Beneficiaries: 6,271 people.

17. Comedor Santa María A.C.

Help extreme poverty children to cover food primary needs.

> Beneficiaries: 12 children.

18. Fundación Hermanitas de los Ancianos Desamparados I.A.P.

Assistance for poor elderly people.

> Beneficiaries: 20 seniors.

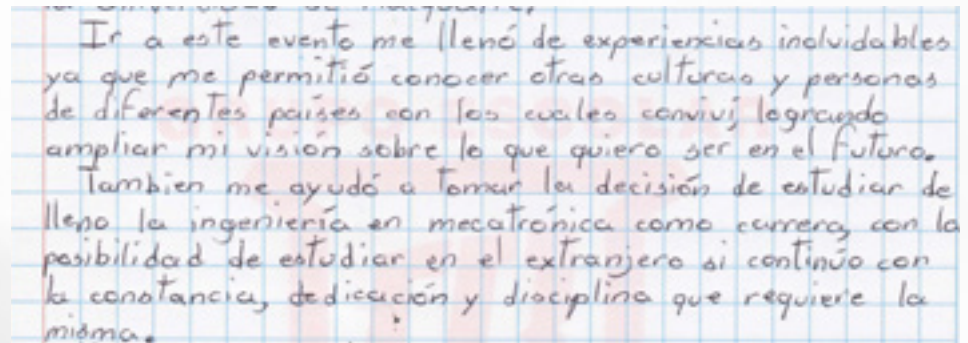
Robotics

Quálitas sponsored five robotic teams who participated and won in various national and international competitions held by FIRST (For Inspiration and Recognition of Science and Technology).

> With this initiative we boosted the development of science and technology. More than 40 children and young people were directly benefited.

"Going to this event was an unforgettable experience because it allowed me to get to know new cultures, people and different countries, helping me to expand my horizons and to decide what I want to become when I grow up.

It also helped me to make the decision to study mechatronic engineering as a major, and to realize the possibility of studying abroad if I am constant, dedicated and disciplined"



COMPETITION

Quálitas expects honesty and professionalism in dealing with its competitors.

Commitment:

Collaboration and exchange of information to ease the progress of the insurance market.

Qualitas' top management actively participates in various Committees of the Mexican Insurance Association to promote the development of the industry.

AUTHORITIES

Quálitas expects and behaves with honesty and professionalism in dealing with competent authorities.

Commitment 1:

Meeting legal provisions and regulations.

We elaborated the Compilation of obligations to the National Insurance and Bonding Commission (CNSF) describing Quálitas requirements according to the law. It indicates the responsible area, the obligation, timing, deadlines and manner of delivery (physical or electronic) of each duty.

The Procedure Rules for the Board of Directors were established. This document describes duties and functions of the Board and Committees, bodies that comprise Quálitas' Corporate Governance.

Commitment 2:

Proactive collaboration with the authorities and business groups.

Quálitas actively participates in the requirements for Solvency II implementation and in the quantitative impact studies to define internal model to determine reserves. This model should be approved by the CNSF and will be used in 2016.







BEYOND PRESERVATION

Quálitas promotes a culture of sustainability, with practices oriented towards the efficient use of resources and to minimize the environmental impact of its activities.

ENVIRONMENT

The Social Responsibility Committee has been incorporating actions that contribute to the conservation of our planet within our day-to-day activities.

Quálitás complies with environmental regulations established by government authorities, for the yearly endorsement of the Environmental License issued by the Secretary for the Environment of Mexico City (SEDEMA).



Commitment 1: Optimizing electrical consumption in our offices.

Due to the nature of Quálitas' services, our energy expenditure in offices is significant. We have buildings in which all light bulbs are low energy consumption and LED.

As part of our actions to fight global warming, we choose energy-efficient computer equipment and servers with low heat dissipation. Air conditioning in computer centers optimizes energy use.

We have established guidelines for our offices and promote their use between agents and representatives:

- Low-energy consumption LED lighting.
- Automatic lighting sensors.
- Solar panels.

In the Principal Data Center the electrical infrastructure was renewed optimizing consumption and reducing noise and environmental pollution.



All light bulbs
are low energy
consumption
and LED



Water treatment plants for
68,034 liters daily

Commitment 2: Responsible water consumption.

The Company has a water reuse program. In San Jerónimo office, water is reused to flush toilets, in line with the Mexican Official Standard 003.

Metropolitan offices have dry urinals that are ecofriendly and use gel instead of water.

We have water treatment plants with a capacity for 68,034 liters per day.

We are raising employees' awareness for the responsible use of water through electronic media.

Rainwater is collected for reuse in certain offices. We have storm tanks in two offices, with a capacity of 112,000 liters.

Commitment 3: Priority purchase of recycled, reprocessed, or eco-friendly materials.

We are working to establish environmental criteria in our purchasing policies in order to prioritize consumption of sustainable products.





1,591 kg paper
and **5,411 kg cardboard**
collected

Commitment 4: To recycle or reprocess waste.

Policies are printed on FSC (Forest Stewardship Council) certified paper, which is obtained from sustainably-managed forests in compliance with the requirements of FSC® international standards.

We collected 1,591 kg of paper and 5,411 kg of cardboard in 2015. The income earned from the collected material sale is donated to support conservation of natural species.

Recycling 2015

Material	Kilograms
Cardboard	5,411
Paper	1,591
Plastic	243
Newspapers	118
Magazines	56
Iron	20
Aluminum	31
Glass	73

Quálitas promotes reused paper printing in its offices, as well as separating organic and inorganic waste.

The computer equipment disposal is made through Recicla Electrónicos México (REMSA), a company certified by the Environment and Natural Resources Ministry (SEMARNAT) which specializes in collection, separation, and recycling of these types of electronic waste.



Commitment 5: Ecosystems protection.

Quálitas has concentrated its efforts on the recovery of Mexican forests actively involving its employees and their families. With the support of Naturalia A.C., which promotes the conservation of ecosystems and wildlife species in Mexico, various areas of the country have been reforested.

The conservation of Mexican forests is a joint effort to preserve environmental sustainability and to mitigate climate change.

Metropolitan offices reforestations:

Year	Location	Participants	No. of trees planted	CO ₂ accumulated in total living trees in kg. (40% weight of a tree is CO ₂)
2011	Bosque de los Remedios, Estado de México	250	2,000	1,200
2012	Sierra de Guadalupe, Estado de México	250	1,500	880
2013	Comunidad de Ahuatepec, Morelos	500	4,310	2,320
2014	Ajusco, Ciudad de México	550	6,000	360
2015	Parque Estatal Sierra Morelos, Estado de México	900	12,000	1,700
Total		2,450	25,810	6,460

Source: Naturalia A.C.



900 participants at Parque Estatal Sierra Morelos reforestation

In Monterrey, reforestation took place in Manzano Community in Ciénega de González, Nuevo León, where 135 employees and their families participated and planted 1,000 trees.

In Bosque la Primavera, Guadalajara, 23 employees maintained half a hectare and 100 trees were planted.

In order to contribute to caring for the environment, Quálitas promotes reusing and separating organic, paper, glass, aluminum, and plastic waste.



CONTACT

SOCIAL RESPONSIBILITY
QUÁLITAS

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GOING
BEYOND

2015 » SUSTAINABILITY
REPORT

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