

# 2020 Annual Report

*Environmental, Social and Governance (ESG) Indicators*

*Indicators*

*financial statements*

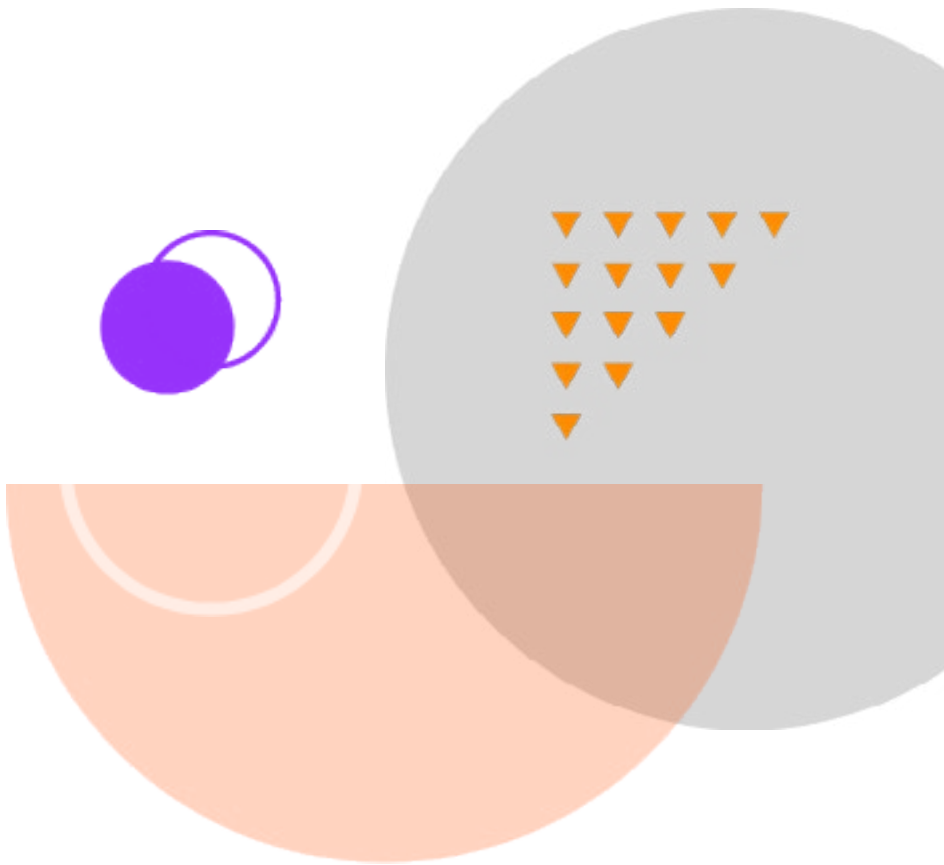
*integrated information*



# Summary

## About the Report ..... 6

|   |     |
|---|-----|
| 1. WHO WE ARE .....   | 13  |
| SulAmérica .....  | 14  |
| 2020 Highlights .....                                       | 30  |
| Materiality.....  | 38  |
| Governance.....   | 44  |
| Risk Management .....                                       | 58  |
| 2. PRODUCTS AND SERVICES INNOVATIONS .....                  | 63  |
| 3. ASSISTANCE AND SERVICES QUALITY .....                    | 76  |
| 4. HUMAN CAPITAL DEVELOPMENT.....                           | 82  |
| 5. RESPONSIBILITY AND CONSCIOUS USE OF INSURANCE .....      | 101 |
| 6. FINANCIAL EDUCATION AND CONSCIOUS USE OF INSURANCE ..... | 130 |



*“ This document is part of our Annual Report, a publication aimed to maintain transparency and constant dialogue with our customers, employees, shareholders and the society. Through its pages, we gathered and presented our main Environmental, Social and Governance (ESG) indicators. ”*





# Message from *Management*





# *In a year in which SulAmérica completed 125 years of history,*

we faced many challenges, mainly arising from the COVID-19 pandemic. However, at the same time, it was also a period of growth and transformation for the Company: we concluded relevant strategic movements, launched our new brand positioning and presented solid organic and inorganic growth trends. Under the new concept of Integral Health, in 2020 we were more than ever present offering support and autonomy in every aspect of health – physical, emotional and financial – to our employees and their families, clients and beneficiaries, brokers, providers, suppliers and all stakeholders, increasingly acting as an Integral Health manager, with intensive use of technology and innovation and a broader view of our clients.

During the COVID-19 pandemic, we had an important role based on our Coordinated Care strategy, which proved to be totally accurate, allowing us to provide access to health to our beneficiaries during this challenging period. We continued to guarantee high quality assistance, besides having all processes and services fully operational during the period. Ensuring care for all beneficiaries has always been our priority, which we have achieved successfully with an even stronger partnership with our network of providers, with an increasing volume of joint initiatives. At the same time, as seen throughout the period, one of the year's highlights was the accelerated adoption of technology, innovation and connected medicine in healthcare: in-app and WhatsApp screening for COVID-19, significant growth in telemedicine and medical phone orientation, fast track with partner hospitals, in addition to a relevant growth in the use of our health app, one of the

most downloaded and best evaluated in the market, which has several features and evolves to be an effective healthcare platform for our beneficiaries.

In the Health and Dental segment, despite the challenges brought by the economic scenario, we had a solid performance in terms of organic growth, with net adds of 48 thousand lives in group plans in relation to December/2019, as a result of good levels of new sales with a strong partnership with insurance brokers and a high level of customer retention. We also grew inorganically, adding over 90 thousand beneficiaries with the acquisition of Paraná Clínicas, an operation that makes us more confident every day in the opportunity of building a growth platform in the state of Paraná and the South of Brazil. At the same time, we are aware of other inorganic investments that are aligned with our strategy in the sector's consolidation process. Regarding the medical loss ratio, as expected, in 4Q20 we observed a seasonality different than usual, given the resumption of procedures not carried out during the pandemic, which resulted in a higher level of utilization, especially in December, a month which, historically, has a substantially lower medical loss ratio. Additionally, we observed a progressive growth in the number of COVID-19 cases during the quarter, which, on the other hand, did not cause a significant reduction in the frequency of elective procedures (appointments, exams and nonurgent surgeries) as observed in the second quarter of 2020. During 2020, a longer period that is always more suitable to analyze this indicator, the medical loss ratio was of 76.9%, keeping the consistent trend of improvement shown in recent years. Looking

ahead, we remain focused on a long-term disciplined underwriting process that shall allow us to continue to grow with profitability.

In the Wealth segment, we have also seen important progress. SulAmérica Investimentos, our asset management arm and one of the largest independent assets in the country with R\$45.9 billion in assets under management, continues to benefit from the structural trend of the progressive democratization of access to financial markets and products in Brazil. Simultaneously, we made an important inorganic move with the acquisition of a minority stake in Órama, one of the main digital investment platforms in the country. In pension, our reserves continued to grow and reached R\$9.4 billion. In life insurance, we experienced an atypical period, with the voluntary inclusion of coverage of claims related to COVID-19 impacting the segment's profitability. In the full year, the segment was affected by a lower level of sales given the more adverse economic scenario, especially in travel insurance, which has already begun to recover in the last quarter of 2020.

In recent months, it is worth noting the increased attention to environmental, social and governance (ESG) themes, coming both from investors and other stakeholders. We firmly believe that having a solid strategy for integrating ESG aspects into operations is essential to our continuous sustainable growth. In fact, SulAmérica began its journey of integrating sustainability into its strategy in a structured manner over 10 years ago and we have been signatories to

commitments such as the Principles for Responsible Investment (PRI), the Principles for Sustainable Insurance (PSI) and the Global Compact, initiatives supported by the United Nations (UN) for several years now. Furthermore, as part of our strategy to expand access to Integral Health, we are aligned with the UN Sustainable Development Goals (SDGs), especially SDG 3 – Good Health and Well-Being.

2020 was once again proof of SulAmérica's operating strength. It was also a period of many achievements that opened new paths for growth and development. We will continue to expand our leadership role in bringing transformation and innovation to the industry, with an increasingly broader offer of quality products and services, operating as an integrated health manager.

I am about to finish my term as Chief Executive Officer confident that the Company is on the right track and with a well-defined strategic plan to continue on its growth trend. I would like to thank the commitment of all our employees, whose unique dedication during this challenging year was of the utmost importance. I am also grateful for the partnership and collaboration of insurance brokers, service providers - especially all healthcare professionals - suppliers, shareholders and other stakeholders of the Company who contribute to SulAmérica's continuous development.

**Gabriel Portella**  
CEO



# About the *Report*





# About the Report

This Report was prepared based on the guidelines of the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), with the Purpose of reporting the 2020 Company's performance and management regarding the ESG material themes.

We also considered the commitments and principles that we follow and guide our sustainable development, such as the United Nations' Global Compact, Sustainable Development Goals (SDG), Principles for Responsible Investment (PRI) and Principles for Sustainable Insurance (PSI).





A close-up photograph of a woman with long brown hair and round, dark-rimmed glasses. She is holding a white ceramic mug with both hands, and her face is partially obscured by the rim of the cup. She is looking directly at the camera with a thoughtful expression. The background is a soft, out-of-focus indoor setting with light coming from a window. The overall tone is professional and contemplative.

# How to read *this report*





# How to read this report

## *INTRODUCTION OF CHAPTERS*

It shows the highlights and most important information on the themes.

## *SULA INDICATORS*

In each chapter, we include a table that shows our performance indicators and the corresponding GRI Standard and SASB indicators, United Nations' Global Compact principles, Sustainable Development Goals (SDG) and Principles for Sustainable Insurance (PSI).

## *CAPITALS*

In the Value Creation Model chapter, we show the relationship of the themes of this report with the capitals of the business.



| SULA     |   | Response  | GRI    | SASB   | GLOBAL<br>COMPACT | SDG | PSI |
|----------|---|---|--------|--------|-------------------|-----|-----|
| SULA 171 | Process for defining the report content and the topic boundaries  | <p>In order to prepare this Report and identify the themes to be addressed, we conducted a study on materiality, which may accessed on our <a href="#">Investor Relations' website</a>.</p> <p>The economic and financial information includes information on the Company and all of its subsidiaries, according to the <a href="#">SULA 68</a> indicator.</p>  | 102-46 | 102-46 | -                 | 16  | -   |
| SULA 172 | Report of any specific limitation regarding scope or report boundary.   | <p>The social and environmental information available in this report includes information on the Company and its subsidiaries, listed in the <a href="#">Financial Statements of SulAmérica S.A.</a></p> <p>The social and environmental information, in certain cases, do not cover all units, due to the lack of indicators or impossibility of monitoring.<br/>In such cases, explanatory notes were included in tables, charts, and texts.</p> <p>The social and information does not include the recently-acquired Paraná Clínicas and Docway Aplicativo para Serviços em Saúde S.A. (that account for 0.48% of the company's total revenue).</p> <p>Therefore, the social and environmental information represent 99.52%of the Company's revenue.</p> | 103-1  | -      | -                 | -   | -   |
| SULA 173 | For each topic report its boundary outside the organization.  | <p>To learn about the material themes identified by the Company and its boundaries, access the <a href="#">Investor Relations' website</a>.</p>   | 103-1  | -      | -                 | -   | -   |
| SULA 174 | Report the effect of any restatements of information given in previous reports, and the reasons for such restatements | <p>In the data in relation to which the measurement methodology changed, we included an explanatory note on the nature of such change.</p>  | 102-48 | -      | -                 | -   | -   |



| SULA     |  | Response  | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|---|--------|------|-------------------|-----|-----|
| SULA 175 | Significant changes in the scope, boundary or measurement methods applied in the report. | All significant changes in the measurement methods are notified in the respective text, spreadsheet, or chart.  | 102-49 | -    | -                 | -   | -   |
| SULA 176 | Reporting period for the information provided.   | From 01.01.2020 to 12.31.2020.  | 102-50 | -    | -                 | -   | -   |
| SULA 177 | Date of most recent previous report  | The report was published on 4.28.2020, related to the year 2019.  | 102-51 | -    | -                 | -   | -   |
| SULA 178 | Reporting cycle  | Annual  | 102-52 | -    | -                 | -   | -   |
| SULA 179 | The contact point for questions regarding the report or its contents.                    | <a href="#">Corporate Website.</a><br><a href="#">Investor Relations' Website.</a><br>For questions about social and environmental information:<br>sustentabilidade@sulamerica.com.br / +55 (11) 3779-5027<br>For other information: ri@sulamerica.com.br | 102-53 | -    | -                 | -   | -   |



| SULA     |   | Response   | GRI              | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|---|--|------------------|------|-------------------|-----|-----|
| SULA 180 | Content index that specifies where the information can be found in the report.            | <p>This report was prepared according to the GRI Standards: Core option.</p> <p>As of 2008 this report is prepared in accordance with the criteria, assumptions, and methodologies of the Global Reporting Initiative (GRI), considering that since 2017 we have adopted the GRI Standards version.</p> <p>This document – Environmental, Social and Governance indicators – contains information on indicators, or provide links to the websites of the Company that contain the responses.</p>   | 102-54<br>102-55 | -    | -                 | -   | IV  |
| SULA 181 | The policy and current practice with regard to seeking external assurance for the report. | <p>SulAmérica’s management is responsible for the preparation and presentation of the information contained in the Annual Report.</p> <p>Since 2011, our annual reports have external assurance by firms that we procure in the market that fulfill the requirements for providing assurance about our report and greenhouse gases inventory.</p> <p>The engagement is made by the Purchase and Sustainable areas, considering that the first ensures that the financial and compliance criteria are met, whereas the second analyzes the technical issues. <a href="#">Click here to read the assurance letter.</a></p> | 102-56           | -    | -                 | -   | -   |



**Who** we are





---

# SulAmérica

We are a manager of integral health with 125 years of history. We are present throughout the national territory and operate in the health & dental, life and accident insurance, asset management and private pension product lines.



*life insurance*







**Main  
offices:**

**Rio de Janeiro**

**São Paulo**



**7** Million  
clients

**26** Branches

**4,144** Employees

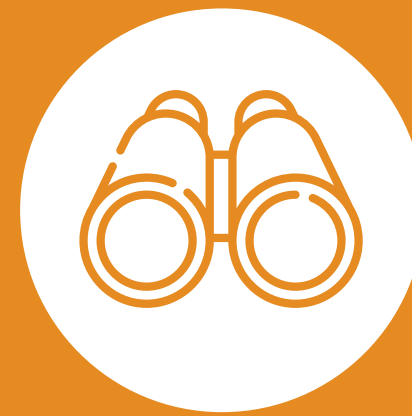
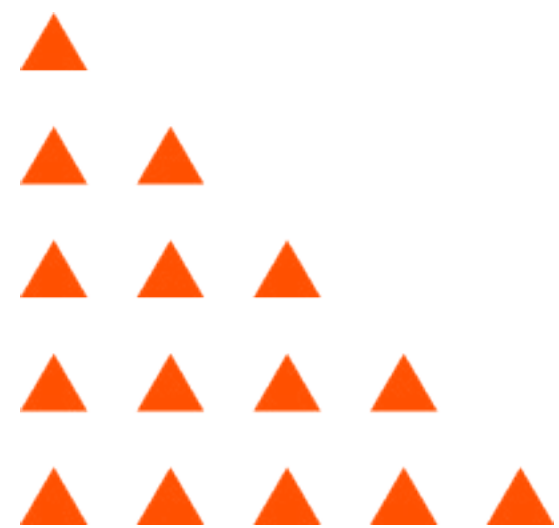
**R\$ 20** Operating  
**BILLION** Revenues





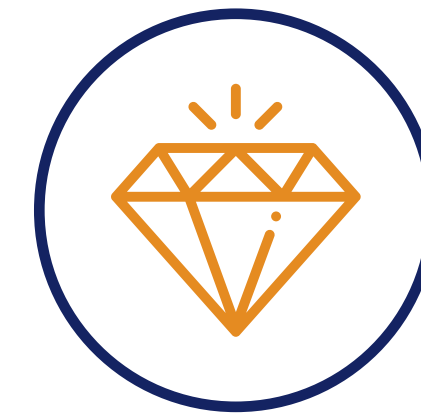
## MISSION

To provide protection and well-being to individuals and organizations, at all stages of life, creating value in a sustainable manner through a relationship of trust and respect.



## VISION

To be recognized as the best option in the markets we serve, fulfilling our clients' needs with excellence through a close and solid relationship with our colleagues, brokers and business partners, seeking a balance between growth and profitability.



## VALUES

- We are guided by the satisfaction of our customers and brokers;
- We value our staff and teamwork;
- We seek healthy and long-lasting relationships with our partners;
- We always aim for the best results and the continuous improvement of our operations;
- We fulfil our promises, preserving our commitment to sustainability.



# 125 years of history

SulAmérica was founded on December 5, 1895 by the Larragoiti family, focused on life insurance segment. Throughout our history, we expanded our business segments and regional presence.

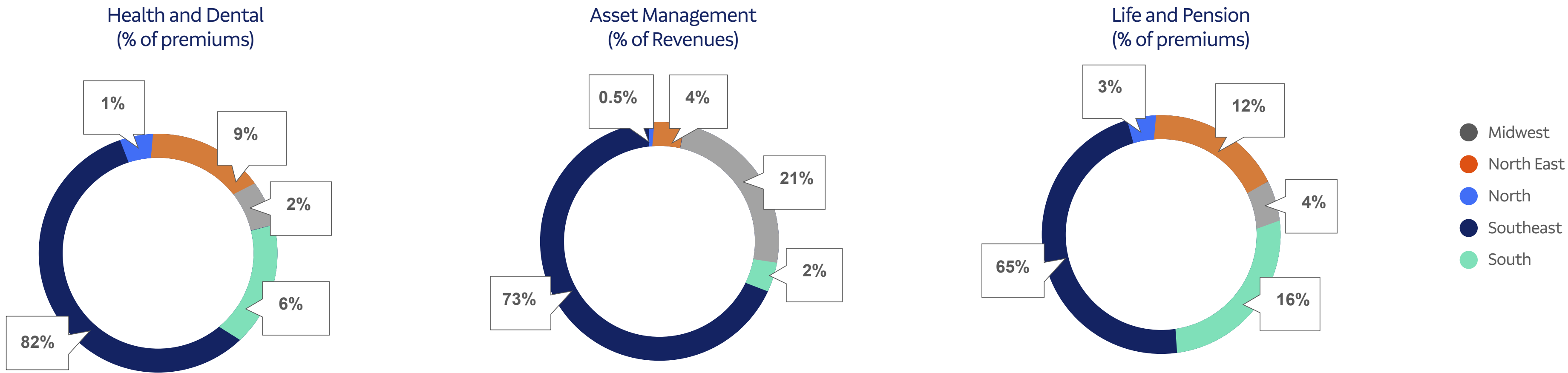
The strategy, management and results described in this Report make us confident about how we are prepared to continue to grow in a sustainable way in the next 125 years.

[Learn more about our history](#)

| SULA   |  | Response  | GRI                               | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|--------|--|---|-----------------------------------|------|-------------------|-----|-----|
| SULA 1 | Significant changes during the period covered by the report.   | <p>The main events of the Company throughout its history are described on the <a href="#">Investor Relations' website</a>.</p> <p>Among the main highlights in 2020 are the following:</p> <ul style="list-style-type: none"><li>- On September 10, 2020, completion of the acquisition of Paraná Clínicas – Planos de Saúde S/A;</li><li>- On July 10, 2020, completion of the sale of auto and other property and casualty insurance operations of the SulAmérica Group to the Allianz Group;</li><li>- On February 13, 2020, completion of the investment transaction of R\$100 million in Órama Distribuidora de Títulos e Valores Mobiliários S.A.;</li></ul> <p>Learn about other changes in the <a href="#">2020 Highlights chapter</a>.</p> | 102-10                            | -    | -                 | -   | -   |
| SULA 2 | Location of the organization's headquarters, countries where it operates, and where it has significant operations. | <p>The Company has operations that provide service throughout Brazil. The main offices of the Company are located in Rio de Janeiro and São Paulo. Learn about on <a href="#">company's corporate website</a>.</p> <p><b>Rio de Janeiro:</b> Rua Beatriz Larragoiti Lucas, 121 - Cidade Nova - RJ</p> <p><b>São Paulo:</b> Rua dos Pinheiros, 1673 - Pinheiros – SP</p>   | 102-3<br>102-4                    | -    | -                 | -   | -   |
| SULA 3 | The organization's name, scale, and legal form, and the percentages of the portfolios per region.                  | <p>SulAmérica Seguros, Previdência, Investimentos e Capitalização (trade name) / Sul América S.A. (legal name) is a joint-stock company, publicly-held corporation.</p> <p>We are a large-sized company, with R\$ 20.0 billion in revenue and more tahn 4,000 employees in 2020. According to the market capitalization classification, we are considered midcap.</p>   | 102-1<br>102-5<br>102-7<br>G4-FS6 | -    | -                 | -   | -   |



SULA 3: Breakdown of the portfolio by business lines and region



| SULA   |                                      | Response   | GRI              | SASB | GLOBAL<br>COMPACT    | SDG | PSI |
|--------|--------------------------------------|--|------------------|------|----------------------|-----|-----|
| SULA 5 | Message from the CEO and key events. | <p>The Message from Management is in page 4.</p> <p>The full message from the CEO and the main events of the Company are on the <a href="#">Investor Relations’ website.</a></p> | 102-14<br>102-15 | -    | Message from the CEO | -   | -   |

| SULA   |   | Response  | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|--------|---|---|--------|------|-------------------|-----|-----|
| SULA 6 | The organization’s values, principles, standards, and norms of behavior, such as the codes of conduct and ethics. | <p>Our Mission, Vision and Values are stated in the <a href="#">Sulamérica</a> chapter.</p> <p>According to our <a href="#">Code of Ethical Conduct</a>, employees shall have zeal in any and all internal or external relationships, so that they are based on respect and transparency, in full compliance with our values, the Code itself, and the applicable laws and regulations.</p> <p>The Code requires adherence (electronic acceptance) from all employees, including interns, upon employment or when changes are made in its contents.</p> <p>Percentage of employee adherence to the Code of Ethical Conduct:<br/><b>Senior management:</b> 100% (adherence/approval of the code, in addition to adherence clause contained in the contract)<br/><b>Own employees:</b> 99% (adherence to the code, in addition to the adherence clause contained in the contract)<br/><b>Third-party employees:</b> 100% (adherence clause contained in the contract)<br/><b>Suppliers:</b> 100% (adherence clause contained in the contract)<br/><b>Business partners:</b> 100% (adherence clause contained in the contract)</p> | 102-16 | -    | 7 and 10          | 16  |     |
| SULA 9 | List of membership of associations.   | <p>SulAmérica is an active member of trade entities and bodies that regulate the areas in which it operates, contributing to the most relevant discussions that help positioning with regard to standards and development of good practices. SulAmérica has seats in all Federations of the insurance market and participates in many debate forums about the regulations of its activities.</p> <p>We are members of the National Confederation of Insurance, Private Pension and Life Insurance, Private Health Insurance and Savings Bonds Companies (CNSeg), in addition to other bodies that represent the industry.</p> <p>We also have professionals dedicated to regulatory matters and relationship with government bodies, such as the National Regulatory Agency for Private Health Insurance and Plans (ANS), the Central Bank of Brazil (Bacen), the Brazilian Securities and Exchange Commission (CVM) and the Superintendence of Private Insurance (Susep).</p>  | 102-13 | -    | -                 | 17  | -   |



| SULA    |   | Response   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|--------|------|-------------------|-----|-----|
|         |   | <p>In the international level, we are represented in discussions through participation in the Board of the Principles for Sustainable Insurance (PSI) of the United Nations Environment - Financial Initiative (UNEP-FI), and in the CDP's technical board of Latin America.</p> <p>We have some sort of participation or representation in the following entities: CNSEG, Fenasaúde, Fenaprevi, Susep, SindSeg, Abrasca, Genova Association, IBGC, IESS, ANS, and Asap.</p> <p>We also have relations with trade union organizations, having made the following contributions to the entities listed below.</p> <ul style="list-style-type: none"><li>• Trade union of São Paulo: R\$ 402.3 thousand</li><li>• Trade union of Rio de Janeiro: R\$ 210.9 thousand</li><li>• Other trade unions: R\$ 41.1 thousand (Alagoas, Amazonas, Bahia, Blumenau, Ceará, Distrito Federal , Espírito Santo, Florianópolis, Goiás, Joinville, Maranhão, Mato Grosso, Mato Grosso do Sul, Minas Gerais , Pará , Paraíba, Paraná, Pernambuco, Piauí, Ribeirão Preto, Rio Grande do Norte, Rio Grande do Sul, Rondônia, and Sergipe).</li></ul> |        |      |                   |     |     |
| SULA 10 | Externally-developed charters, principles, or other initiatives | <p>SulAmérica is a member of national and international organizations that contribute towards the guidelines, indicators, principles and goals of the sustainable management of its businesses. Some of the commitments and initiatives are the following:</p> <ul style="list-style-type: none"><li>• <a href="#">Principles for Sustainable Insurance (PSI)</a></li><li>• <a href="#">Principles for Responsible Investment (PRI)</a></li><li>• <a href="#">Global Compact</a></li><li>• <a href="#">Sustainable Development Goals (SDG)</a></li><li>• <a href="#">Carbon Disclosure Project (CDP)</a></li><li>• <a href="#">Ethos Institute</a></li></ul> <p>In addition, we share our commitment to sustainability by signing manifestos and voluntary statements:</p>   | 102-12 | -    | -                 | 17  | -   |

| SULA | Response  | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|---|-----|------|-------------------|-----|-----|
|      | <ul style="list-style-type: none"><li>• <b>Paris Pledge for Action</b><br/>Signed in the COP-21, the UN’s Conference on Climate Change, it reinforces the Global Agreement on Climate, established in Paris. Its focus is to mobilize many sectors of the society all over the world to reduce global warming by controlling GHG emissions.</li><li>• <b>Climate Risk Statement of the Geneva Association</b><br/>The Geneva Association is an organization focused on research and performs forward-looking work on insurance industry around the world. SulAmérica signed its statement in 2014 and undertook to apply a series of principles to actions aimed to combat climate change and its effects on society and businesses.</li><li>• <b>Investor Statement on Green Bonds</b><br/>Idealized by the Climate Bonds Initiative (CBI) in partnership with the PRI and SITAWI’s Finance for Good, the document stimulates the creation of bonds focused on projects that produce positive environmental impact on Brazil. SulAmérica Investimentos signed the statement, which also has a global version.</li><li>• <b>Investor Statement on Amazon Deforestation and Fires</b><br/>SulAmérica Investimentos signed in 2019 the Investor Statement on Amazon deforestation and fires organized by the PRI and the non-governmental organization CERES that requires greater commitment and effort from companies to combat deforestation.</li><li>• <b>#NÃODEMITA (do not layoff) Movement</b><br/>Signature of the #NÃODEMITA movement, in which the company committed to not reduce its personnel during a period of 60 days due to the COVID-19 pandemic.</li></ul> <p>In 2020, we were included for the third consecutive year in the FTSE4Good sustainable index. Also in that year, two new indexes were launched in Brazil that serve to highlight companies for their sustainability performance, the CDP Brazil index of climate resilience and S&amp;P/B3 Brasil ESG Index, of which SulAmérica is included.</p> |     |      |                   |     |     |



| SULA    |   | Response  | GRI             | SASB   | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|---|-----------------|--|-------------------|-----|-----|
|         |   | <p>The company also significantly improved its performance in the Corporate Sustainability Assessment (CSA) for the Dow Jones Sustainability Index (DJSI), reflecting its commitment to the continuous improvement in its ESG risk and opportunity management practices. Despite the positive performance, after two consecutive years making up the index of emerging market portfolio, we were not confirmed for the 2021 cycle.</p>  |                 |  |                   |     |     |
| SULA 68 | <p>List of all entities included in the organization's consolidated financial statements or equivalent documents.</p> <p>Direct economic value generated and distributed.</p> | <p>The following companies are listed in the financial statements: Sul América S.A., Sul América Companhia Nacional de Seguros, Saepar Serviços e Participações S.A., Sul América Seguros de Pessoas e Previdência S.A., Sul América Companhia de Seguro Saúde, Sul América Investimentos Distribuidora de Títulos e Valores Mobiliários S.A., Sul América Santa Cruz Participações S.A., Sul América Serviços de Saúde S.A., Sul América Odontológico S.A., Sul América Capitalização S.A.- SULACAP, Sul América Investimentos Gestora de Recursos S.A. and Exclusive Investment Funds, Docway Aplicativo para Serviços em Saúde S.A, Sul América Holding S.A, PRODENT - Assistência Odontológica Ltda., Paraná Clínicas - Planos De Saúde S.A., GNI22 SP Empreendimentos Imobiliários Ltda.</p> <p>The companies Cival Reinsurance Company Ltd., Sul América Serviços e Participações S.A and Sul América Seguros de Automóveis e Massificados S.A. are no longer included in SulAmerica consolidated in 2020, but their results through the disposal date were included in the 2020 financial statements.</p> <p><a href="#">Further information in the Financial Statements</a></p> | 102-45<br>201-1 | HC-MC-000.A<br>HC-MC240a.1<br>FN-IN-270a.2<br>HC-MC-000.A<br>FN-IN-410a.1<br>FN-IN-000.A | -                 | 8   | -   |
| SULA 69 | Markets served.   | <p>We operate throughout Brazil and our customers comprise individuals and businesses. In Life &amp; Pension, most of customers are individuals, whereas in Health, Dental and Asset Management most of them are businesses.</p>  | 102-6           | -  | -                 | -   | -   |

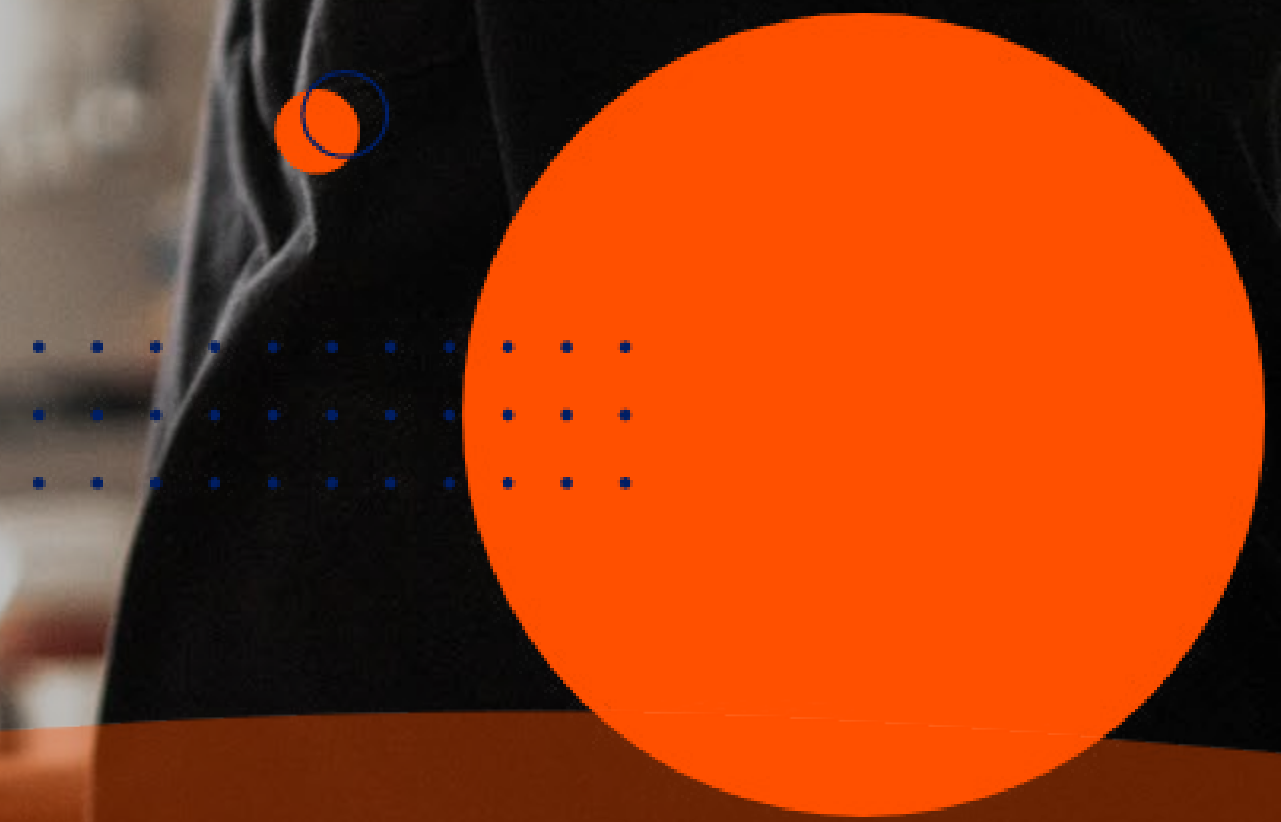


| Financial Highlights (R\$ million)                  | 2020            | 2019            | △               |
|---|-----------------|-----------------|-----------------|
| <b>Operating Revenues</b>                           | <b>18,870.3</b> | <b>17,812.5</b> | <b>5.9%</b>     |
| Health & Dental                                     | 18,376.3        | 17,307.8        | 6.2%            |
| Life & Personal Accident                            | 494.5           | 504.9           | -2.1%           |
| Other Insurance Revenues                            | -0.5            | -0.2            | -125.3%         |
| <b>Other Operating Revenues</b>                     | <b>1,162.3</b>  | <b>1,027.8</b>  | <b>13.1%</b>    |
| Private Pension                                     | 889.4           | 794.2           | 12.0%           |
| Administrative Services Only                        | 73.1            | 61.7            | 18.6%           |
| Asset Management                                    | 67.4            | 88.3            | -23.6%          |
| Other Revenues                                      | 132.4           | 83.7            | 58.2%           |
| <b>Total Operating Revenues</b>                     | <b>20,032.6</b> | <b>18,840.3</b> | <b>6.3%</b>     |
| Gross Operating Margin                              | 2,611.1         | 2,209.5         | 18.2%           |
| Investment Income                                   | 123.6           | 461.7           | -73.2%          |
| <b>Net Income from Continuing Operations</b>        | <b>797.2</b>    | <b>1,034.7</b>  | <b>-23.0%</b>   |
| Net Income from Discontinued Operations             | 1,550.2         | 146.9           | 955.3%          |
| <b>Net Income after non-Controlling Interest</b>    | <b>2,347.8</b>  | <b>1,182.6</b>  | <b>98.5%</b>    |
| INSURANCE OPERATIONAL RATIOS (%)                    | 2020            | 2019            | △ *             |
| <b>Loss Ratio</b>                                   | <b>76.4%</b>    | <b>77.8%</b>    | <b>150 BPS</b>  |
| Health & Dental                                     | 76.9%           | 78.9%           | 200 BPS         |
| Life & Personal Accident                            | 56.8%           | 45.6%           | -1130 BPS       |
| <b>Acquisition Cost</b>                             | <b>7.2%</b>     | <b>7.0%</b>     | <b>-20 BPS</b>  |
| Health & Dental                                     | 6.6%            | 6.3%            | -30 BPS         |
| Life & Personal Accident                            | 30.1%           | 26.4%           | -370 BPS        |
| <b>Combined</b>                                     | <b>95.7%</b>    | <b>96.2%</b>    | <b>50 BPS</b>   |
| <b>Operating</b>                                    | <b>95.1%</b>    | <b>93.6%</b>    | <b>-140 BPS</b> |
| CONSOLIDATED RATIOS (% OF TOTAL OPERATING REVENUES) | 2020            | 2019            | △ *             |
| Operating Gross Margin                              | 13.0%           | 11.7%           | 130 BPS         |
| General & Administrative Expenses                   | 8.0%            | 7.2%            | -80 BPS         |
| Net Margin from Continuing Operations               | 4.0%            | 5.5%            | -150 BPS        |
| Net Margin  | 10.9%           | 5.3%            | 560 BPS         |
| OPERATIONAL HIGHLIGHTS                              | 2020            | 2019            | △               |
| Health & Dental Insured Members (thousand)          | 4,199           | 4,071           | 3.2%            |
| Health Insured Members                              | 2,402           | 2,280           | 5.3%            |
| Dental Insured Members                              | 1,798           | 1,791           | 0.4%            |
| Insured Lives (thousand)                            | 3,703           | 3,541           | 4.6%            |
| Assets under Management (R\$ billion)               | 45.9            | 46.0            | -0.4%           |
| Private Pension Reserves (R\$ billion)              | 9.4             | 8.0             | 17.2%           |

\* BPS. = Change in basis points.



# *Value creation* **model**





# Value creation model

*“ We believe that seeking the **balance** of physical, emotional and financial health should be continuous to achieve **integral health** and be able to live longer and better. ”*

**WE HAVE A STRONG PURPOSE BEHIND THIS POSITIONING: IMPROVE PEOPLE'S LIVES.** Our ability to create more and more positive impact on the society is directly related to this purpose's ambition.

With this mentality, we use innovative technologies and solutions that make agile processes and routines **possible** in platforms that help us understand not only the needs of customers and partners, but also those of the society as a whole.

In 2019, we started a process to assess the impact on the **health business units**. This process aims to understand and in the future quantify how the business strategy contributes to respond to the society's challenges. In 2021, we intend to extend this study to other business units of the Company.

Profit or Loss for previous years

26 branches across the country

Knowledge of business segments

Teams organized based on agile methodology, supporting innovation

4,144 employees

Diverse and well-trained team

Water and Light to support operations

SulAmérica's brand reputation

7 million clients

Relationship with 36 thousand brokers

- FINANCIAL CAPITAL
- MANUFACTURED CAPITAL
- INTELLECTUAL CAPITAL
- HUMAN CAPITAL
- NATURAL CAPITAL
- SOCIAL AND RELATIONSHIP CAPITAL



- FINANCIAL CAPITAL
- MANUFACTURED CAPITAL
- INTELLECTUAL CAPITAL
- HUMAN CAPITAL
- NATURAL CAPITAL
- SOCIAL AND RELATIONSHIP CAPITAL

Operational revenue R\$ 20 billion

Acquisition of minority interest in Órama

Acquisition of Paraná Clínicas

Coordinated Care Strategy

Growth of Digital Tools

51,4 thousand training hours

Emission of 893.3 tCO<sub>2</sub>e

48 thousand new customers in the year (Health and dental)

Support to social programs

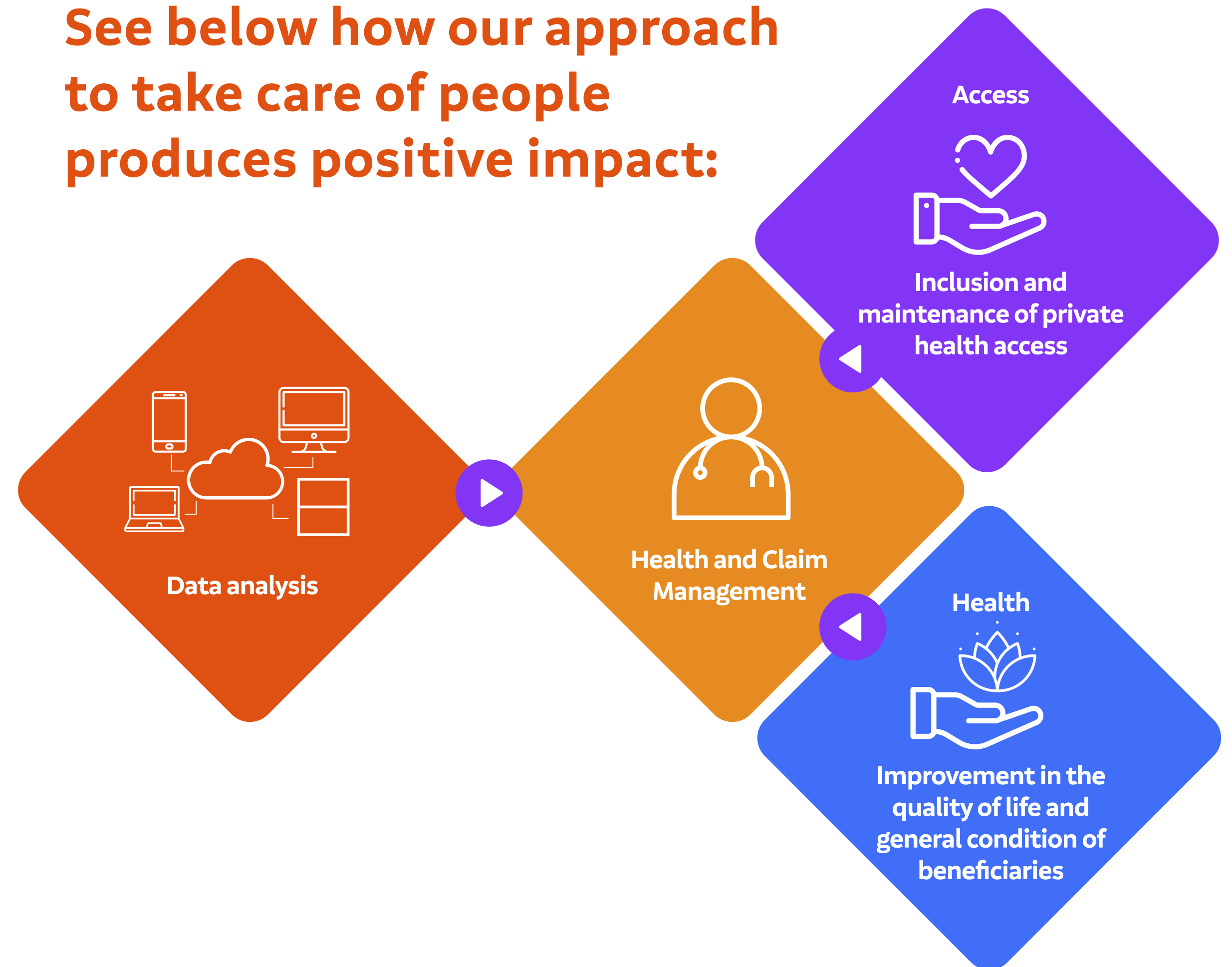


# Our impact on health

Through our model focused on integral health and development of innovative solutions, **we offer integrated platforms of physicians, patients, hospitals, outpatient facilities, healthcare programs and advice services**, so that the coordinated patient care generates more and more positive results to all.

It is actually this approach that makes it possible to reduce costs for customers and increase access to quality healthcare, through plans that are more accessible and inclusive and guarantee the best clinical outcome for beneficiaries.

See below how our approach to take care of people produces positive impact:



**This approach generates benefits to people, to master policyholders (business customers) and also to the company.**

## Information for Promoting, Preventing and Managing Health



### Waste reduction

- ▼ Hospitalization
- ▼ Event rate
- ▼ Illness rate
- ▼ Risks related to lifestyle



### Health improvement

- ▲ Healthy habits and behaviors
- ▼ Risks related to health
- ▲ Optimized care for health conditions and illness

### Improvement in Performance

- ▲ Productivity
- ▲ Engagement
- ▼ Absentee rate
- ▼ Loss at work

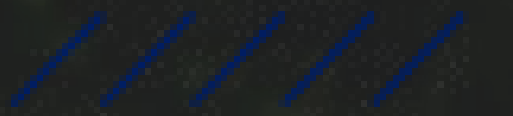
### Increase In Social Impact

- ▲ Healthy population
- ▲ Inclusion in Private Health
- ▲ Health management
- ▼ Social costs

To learn more about the main results of our healthcare management front, through the Saúde Ativa (active health) Program, and the adherence to the Sustainable Development Goal 3 (SDG3 – good health and well-being), access the [Sula 8o](#) indicator.



# 2020 Highlights





# 2020 Highlights

## RESPONSE TO COVID-19

During the year 2020, the world was marked by the Covid-19 pandemic, which impacted us from both perspectives of team safety and business sustainability, as our insurance contribute to the promotion of the integral health of our customers.

Since the first cases was confirmed in Brazil, we activated the Business Continuity Plan, which is developed, updated and frequently tested to prepare the Company for potential situations that might impact its operation. All measures regarding the pandemic were coordinated on a daily basis by the Crisis Committee, which gathers a multidisciplinary group of the Company's workforce and counts with the participation of members of the management team (CEO and VPs.) In this sense, it was possible to quickly implement several measures to ensure the quality and continuity of service to all beneficiaries, brokers, clients and employees, as well as the safety of all.

### *Our approach:*

- Keep serving its beneficiaries with the same usual quality, relationship with insurance brokers, service providers, investors and partners following its routine, continuity in the launch of products, and full operation of administrative areas;
- Focus on prevention, on extra care with groups at high risk, and sharing relevant informative content, as quality information is fundamental to combat the disease;
- We have used our risk management expertise to devise plans to minimize possible impacts and keep taking care of people with the same usual quality;
- We increased the customer service channels and the provision of unlimited access to Médico na Tela (physician on screen) and Exclusive Coronavirus Call Channel during the disease alert period.





# SulAmérica's actions in response to *Covid-19*

**We keep doing the same things, but differently in our Coronavirus portal.**

We keep providing services to our beneficiaries with the same usual quality, the relationship with insurance brokers, service providers, investors and partners followed the normal routine, and we gave continuity to the launch of products, with fully operative administrative areas.



Establishment of  
Crisis Committee



Activation of  
SulAmérica's Business  
Continuity Plan



## Employee Protection and Well-being



Virtually **100%** of employees working from home

### Emotional Health

Action aimed at the psychological protection of employees.



Viver Bem (live well) tool and tips on body and mind care.

### Financial Health

Action aimed to minimize financial impacts on employees.



Allowance to buy ergonomic equipment and sale of office chairs for a symbolic price. The amount raised from the sale was donated to the Vagalume Institution that operates in the Amazon region.



Monthly allowance to employees.



Tips on conscious consumption and financial planning.

### Physical health

Activity aimed at protecting the health of employees in view of COVID-19.



Advance of the Influenza A vaccination campaign  
**2,539** Vaccinated employees.  
**2,270** Vaccinated dependents.



Cancellation of corporate travels and participation in external events.



Toll free for COVID-19 and coronavirus button on the health app.



Health management team monitoring employees.



Monitoring and assistance to suspect and confirmed cases by the Company's on-site health clinic team.

**“We are physically separated, but together in contact and common action.”**

*Gabriel Portella - CEO*

### Engagement

Bringing the employee closer to increase the sense of belonging and acceptance.



Direct contact between vice-presidents and employees bringing the team together.



Perception survey to ensure actions targeted at the employee's needs.



Opening of spaces for employees to exchange experiences, tips and express how they are living this period.

## Care with customers

Maintenance of access to healthcare for beneficiaries during social isolation, ensuring service to over 50 medical specialties and medical guidance by phone.

### Health and Dental



Increase in the available medical and dental assistance by phone.



Unlimited access to the physician on screen service.



Proactive monitoring and guidance to elder beneficiaries by the Coordinated Care Center.



Creation of relevant and reliable content.



Increase in Saúde na Tela (health on screen) for psychologists, nutritionists and other therapies and physicians of over 50 specialties, with full digital access to drug prescription, test order or medical certificate.



Incentive to undergo treatments and preventative tests, which dropped during the pandemic.



Covid-19 button in the app, which give access to Covid-19 screening.



Preliminary health assessment using artificial intelligence through both WhatsApp and in-app chat features.



Temporary suspension for 90 days of the annual adjustment to monthly payments of individual, group, affinity group, and SME medical-hospital plans.



Implementation of fast track in partner hospitals, which provides quick service access to patients that have already been previously evaluated.

### Life, Pension and Asset Management



**Life:** Coverage of claims in case of death caused by Covid-19.



**Life & Pension:** Access to médico na tela (physician on screen)



**Asset management:** Conference call and webinars to customers for assisting them.

## Care with service providers and partners

We potentialized the use of technologies and digital tools with adjustments of processes so that our customers, service providers and brokers continue relying on us.



Hotsite with the necessary guidance to maintain business relationships.



Digital platform for physicians, psychologists, physiotherapists, nutritionists, speech therapists, occupational therapists for remote service.

## Society

Mobilization and action.



Creation of relevant and reliable content.



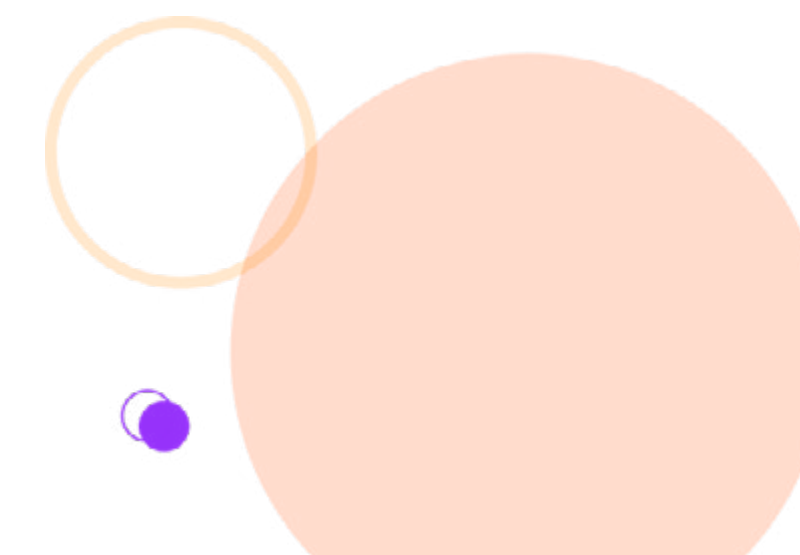
Donation of R\$ 9.3 million to deliver nearly 290 new hospital beds in the cities of São Paulo and Rio de Janeiro, for the Unified Health System (SUS) patients



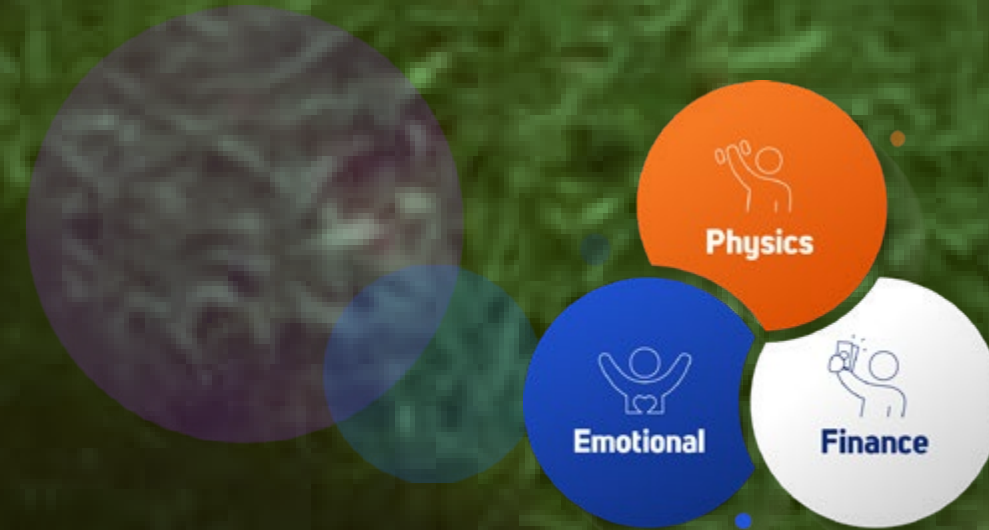
**Donation campaign:**

Run with employees and brokers, collecting over R\$ 85 thousand, which SulAmérica matched with R\$ 1 million.

The aim was to raise funds to the Fundo Emergencial para a Saúde – Coronavírus Brasil fund, used in two fronts: Fiocruz researches on Covid-19 and purchase of PPE for healthcare professionals.







# *Integral* health

In 2020, we broadened our purpose and strengthened our positioning based on *Integral Health*, offering solutions to improve people's lives in all aspects of health – physical, emotional, and financial. As integrated health manager, we aim to be present in all dimensions and all moments of the insured's life.

The positioning is a natural evolution from the business lines that we have developed over recent years, with products aimed to take care of physical health, focused on prevention and coordinated care, support to mental and emotional health and investment in the future, together with our efforts in guidance and financial education.

After seeing this portfolio in a broader perspective, bringing people into the focus of care services, we started to perform a more effective, connected and digital monitoring, offering integrated health solutions in all of our segments. For this purpose, we have to maintain the human eye and a digital soul, using more and more technology to be connected and coordinating care.

The new positioning is aligned with our commitment to incorporate ESG best practices into our strategy and operations. It is also in line with the United Nations' Sustainable Development Goals (SDG), particularly SDG 3 – Health and Well-being.

[Learn more about this positioning in our page of integral health.](#)



## Sale of the auto and Other Property and Casualty operations and savings bonds portfolio

SulAmérica's new positioning is aligned with the Company's recent strategic moves. In July, we announced the sale of the auto and other property and casualty insurance operations to the Allianz Group. Before that, in February, we had already announced the sale of our savings bonds portfolio and non-controlling interests in Caixa Capitalização S.A. to Icatu.

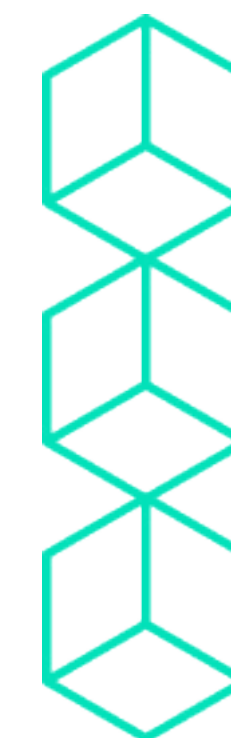
We thus have a portfolio focused on care services for people, in the segments of health, dental, life & pension, besides the asset management operations.



## Acquisition of Paraná Clínicas

As part of our growth strategy, aligned with our Integral Health positioning, we announced the purchase of Paraná Clínicas in June, the fifth largest health insurance operator of the state of Paraná.

The acquisition adds 94,000 beneficiaries to our customer base, and increases our presence in the South of the country, with a strategic platform for growing in the region, besides bringing options of more accessible products to our portfolio.





# Digital transformation

Our digital tools showed to be extremely important during the Covid-19 pandemic, when it was impossible to make personal contact with customers, employees, service providers, brokers and partners. We were able to maintain these relationships in the midst of the need for social distancing due to the investments we have made in our digital transformation in recent years, with the development of new technologies and robust and secure structuring.

By means of these investments, we have developed more accessible technology products and solutions, making viable connections that create value to all our stakeholders and allowing us to provide integral health to all insureds. Over the past years, the virtual service has been increasingly used by our beneficiaries to access to our services.

In 2020, for example, through the “Saúde na Tela” (health on screen), insureds could have appointments with on-duty doctors or physicians of over 50 specialties, besides counting on therapies with psychologist, nutritionists, speech therapists, and other healthcare professionals, including with drug prescription, test orders, and medical certificates, which could be sent digitally.







# Digital Transformation Initiatives at SulAmérica

Acceleration of digital initiatives in Business, Culture and Journey of Employees.

- SulAmérica Health App;
  - COVID-19 Button on the Health App;
  - Médico na Tela (physician on screen);
  - Psicólogo na Tela (psychologist on screen);
  - Covid Screening through Whatsapp;
  - SulAmérica Dental App;
  - Telemedicine for Life & Pension Customers;
  - Medical Screening through Cognitive Artificial Intelligence;
  - Broker Portal – New Relationship Platform targeted at Brokers.
- 
- 



# Materiality





# Materiality

The content of this report was chosen based on our Materiality Matrix, built based on a process of consultation with senior management and stakeholders. As a result, we arrived at five material themes that guide our sustainability strategy:

## Material themes



Assistance  
and services  
quality



Products  
and Services  
Innovation



Responsibility  
in the value  
chain



Human capital  
development



Financial Education  
and Conscious Use  
of Insurance

See more information on materiality and its limits on the [Investor Relations website](#).



| SULA    |   | Resposta   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|--------|------|-------------------|-----|-----|
| SULA 12 | List of the material topics identified in the process for defining report content | <p>The report considers, according to the materiality, the five themes listed as strategic in the Corporate Sustainability Policy.</p> <ul style="list-style-type: none"><li>• <b>Assistance and services quality:</b> SulAmérica is always open to talk with customers and network of business partners. Constant dialogs help to identify demands and improve everybody’s experience with products and services. For this purpose, SulAmérica created several customer service channels, customer satisfaction surveys, and tools for customers, brokers and service providers.</li><li>• <b>Products and Services Innovation:</b> The solutions are conceived not only to meet the needs of customers and partners, but also those of the society as a whole. The most innovative products and services respond to economic, environmental and social challenges, and this is SulAmérica’s way to transform the world.</li><li>• <b>Human capital development:</b> Employees, customers, brokers, service providers and the society as a whole are fundamental to make SulAmérica a solid company with consistent results. Each and every one matters, therefore, the Company values, respects and encourages the development of the people involved in its businesses.</li><li>• <b>Responsibility in the value chain:</b> The diversity and number of partnerships is what causes SulAmérica to have great capacity to offer products to different needs of people. From broker to service provider, including suppliers, commercial teams, marketing areas and customers in the middle, the company establishes a relationship of trust, ethic and responsibility. It is this relationship that makes it possible that the Company’s products and services are used according to the established social and environmental requirements, contributing actively and positively to Society.</li><li>• <b>Financial Education and Conscious Use of Insurance:</b> Encouraging financial responsibility is our priority, because our products and services contribute to the financial security and stability of our customers. We invest in initiatives, products and services to help our customers and brokers to take care of their capital in the present and future. It also includes raising awareness of the appropriate use of insurance, which has a fundamental social and economic role in our society.</li></ul> | 102-47 | -    | -                 | -   | -   |

| SULA    | Resposta   | GRI                        | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|--|----------------------------|------|-------------------|-----|-----|
| SULA 13 | <p>List of stakeholder groups engaged by the organization, basis for identifying and selecting stakeholders with whom to engage, and approaches to stakeholder engagement.</p> <p>SulAmérica has specific guidelines on stakeholder engagement, established in our <a href="#">Stakeholder Engagement Policy</a>, which introduces the approach adopted to engage our stakeholders and the boundaries of these interactions. Based on this policy, we have specific actions and practices on the engagement of our value chain, considering brokers, customers, suppliers, service providers, and employees.</p> <p>In addition, we directly and indirectly (through Confederation of Insurance, Private Pension and Life Insurance, Private Health Insurance and Savings Bonds Companies - CNSeg) engage the stakeholders of regulatory agencies and the Judicial Branch to increase awareness of the challenges and dilemmas of the industry.</p> <p>For further information on engaged groups, access the <a href="#">Company's Investor Relations website</a>.</p> <p>The main means to engage our stakeholders are the following:</p> <p><b>- Employed Sales and Broker Force</b></p> <ul style="list-style-type: none"><li>• Communication through the Broker Portal, service centers, and official releases issued by the Marketing and Press Relations channels.</li><li>• Consultations through surveys carried out in service channels (NPS standard) and digital means (portal, survey forms).</li><li>• Business customer service provided by the sales team, capacity building through training and business events (all of which in virtual format over the pandemic period).</li></ul> <p><b>- Suppliers</b></p> <ul style="list-style-type: none"><li>• Communication (newsletter, website, primer, training, etc.)</li><li>• Consultation (researches, meetings, surveys, reporting channels)</li><li>• Dialogue (forums, workshops and events)</li></ul> | 102-40<br>102-42<br>102-43 | -    | -                 | -   | -   |



| SULA |  | Resposta   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <div><div>- Regulatory bodies</div><div><div>• Through access to the tools provided by the ANS for consulting the agency’s rules and positioning.</div><div>• Participation in workshops held by ANS in official meetings (regarding public consultations, for example).</div></div><div>- National Consumer Protection System (Procon, Government Prosecution Office, Public Defender’s Office, Judicial Branch)</div><div><div>• Dialogue with these bodies through communication channel using digital and physical platforms, as well as in-person meetings.</div></div><div>- Health and Dental Care Service Providers</div><div><div>• Communication by sending circulars and releases, marketing e-mails, e-news (quarterly editions), and Operational Manual for Service Providers, which can be accessed through the Service Provider Portal.</div><div>• Consultation through in-person and virtual visits to the Health and Dental network.</div><div>• Carry out of NPS and IBOPE surveys on service providers.</div><div>• Dialogue in events and web meetings.</div></div><div>- Life &amp; Pension customers</div><div><div>• Communication by sending monthly VIPNews, with Life &amp; Pension product contents.</div><div>• Publication of the Income Tax Primer, an instruction booklet on completion of income tax return regarding the PGBL and VGBL products.</div><div>• Pension customers have an online customer space (Prev-Invest Online), where they can consult data and make transfers between funds in the same proposal, among other functionalities.</div></div></div> |     |      |                   |     |     |

| SULA           |  | Resposta  | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------------|--|---|--------|------|-------------------|-----|-----|
|                |  | <p><b>- Investors and Shareholders</b></p> <ul style="list-style-type: none"><li>• Communication through the Investor Relations’ website.</li><li>• Mailing with relevant releases to shareholders and investors.</li><li>• Consultation through perception studies.</li></ul> <p>Dialogue in public meetings and meetings with the Company’s investors and executives.</p> |        |      |                   |     |     |
| <b>SULA 14</b> | Key topics and concerns that have been raised through stakeholder engagement | The key topics raised were the following: Assistance and Services Quality, Human Capital Development, Products and Services Innovation, Responsibility in the Value Chain, and Financial Education and the Conscious Use of Insurance. For further information, access the <a href="#">Investor Relations’ website</a> .  | 102-44 | -    | -                 | -   | -   |



# Governance

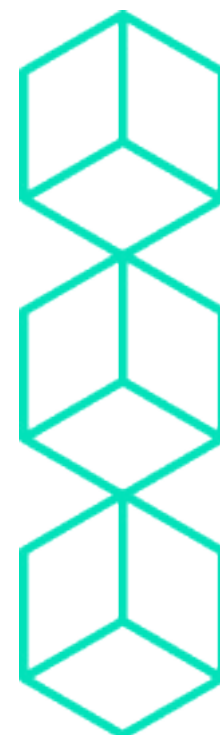




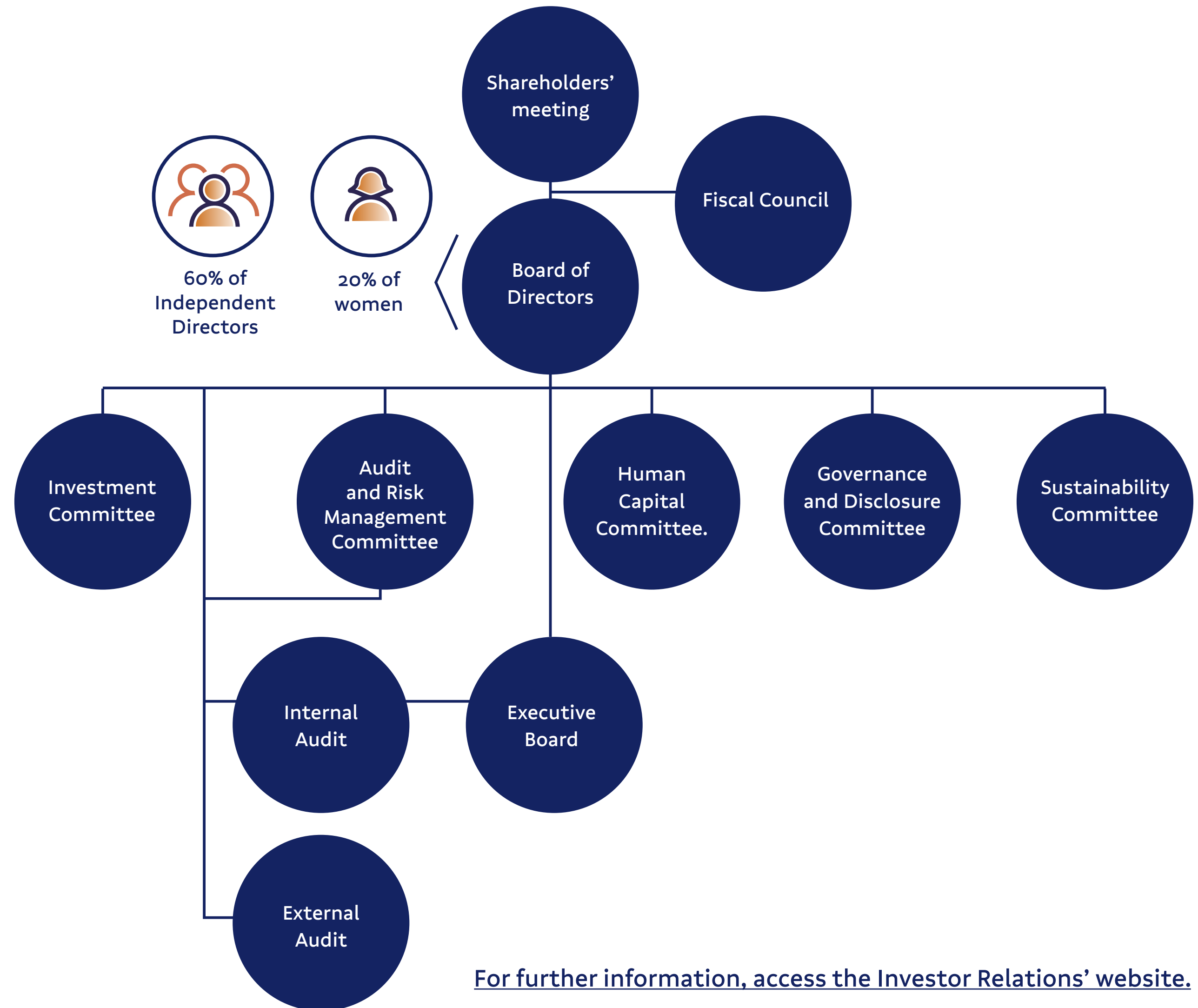
## Governance

At SulAmérica, we are committed to the best corporate governance practices and follow the recommendations of the IBGC's Code of Best Practices of Corporate Governance, which comprise the principles of transparency, fairness, accountability, and corporate responsibility.

Our Board of Directors and its five Advisory Committees actively promote the Company's strategy and continuous improvement, with solid ESG practices.



## CORPORATE GOVERNANCE



[For further information, access the Investor Relations' website.](#)



## Ethics and Anti-Corruption

The work of our management members and employees follows the Code of Ethical Conduct, which aims at reaffirming and fostering our values, in order to guide their working practices and are present in the day-to-day activities.

Among other guidelines, the document establishes that all of our relationships shall be based on three pillars:

*respect,  
transparency e  
compliance  
with laws.*

*“ We also have an Anti-corruption Policy, which establishes the guidelines to be followed by our employees and management members in the relationship with public administration representatives, partners, customers, brokers, service providers and competitors, with the aim to avoid any corruption practices. ”*

Both documents can be accessed on the [investor relations website](#).

**Training in ethics and anti-corruption**  
7,090 training hours completed.

| SULA               |   | Response   | GRI                        | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|--------------------|---|--|----------------------------|------|-------------------|-----|-----|
| SULA 17            | Report whether and how the organization applies the precautionary principle or approach   | <p>The Company has a product analysis process that assesses, on several aspects, the risks and opportunities associated with each project.</p> <p>The Product Assessment and Review Procedure (PARP) was implemented by the area of actuarial controllership as a component of responsible behavior, aiming at tangible gains over time, producing additional encouragement for internal improvements such as transparency, agility and consensual decisions. The process consists of several multidisciplinary analyses, seeking to mitigate the risks and evaluate the opportunities for new initiatives or partnerships, contributing to the Company's good corporate governance practices.</p> | 102-11                     | -    | -                 | 16  | I   |
| SULA 18            | Structure and composition of the governance body and its committees   | The structure and composition of the Board of Directors and Advisory Committees can be accessed on our <a href="#">Investor Relations' website</a> .   | 102-18<br>102-22<br>405-1  | -    | -                 | -   | I   |
| SULA 19            | Report whether the chair of the highest governance body is also an executive officer in the organization (and, in the case of the latter, describe his or her function within the organization's management and the reasons for this arrangement) | In line with the best corporate governance practices, the positions of CEO and Chairperson of the Board of Directors of the Company are occupied by different people; the CEO is Gabriel Portella and the Chairman of the Board is Patrick de Larragoitti Lucas.   | 102-23                     | -    | -                 | -   | -   |
| SULA 21<br>SULA 27 | Delegation of authority for economic, environmental, and social topics, and executive-level position or positions responsible for such topics.  | To keep the Board of Directors always informed and attentive to the social and environmental risks and opportunities, in 2020 a quarterly report was prepared, sent to Board members, containing sustainability information that is relevant to business and regulatory trends, besides the monitoring of the Company's advances towards sustainability and stakeholder demands.   | 102-19<br>102-20<br>102-27 | -    | -                 | -   | I   |



| SULA |   | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|---|--|-----|------|-------------------|-----|-----|
|      | Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics. | <p>In 2020, a Sustainability Workshop was held in the Board of Directors, aimed to debate the main work fronts regarding Environmental, Social and Governance (ESG) risks and opportunities, besides seeking to further engage board members in the theme.</p> <p>Since 2009 SulAmérica has a Sustainability Committee formed by the main executives of the Company, an external specialist, and a member of the Board of Directors. In 2011, the body started to have an Advisory Committee of the Board of Directors.</p> <p>Since then, it has focused on the formulation of a sustainability strategy aligned with the Company's strategic plan, so that the organization's risks and opportunities are considered beyond the traditional business boundaries, including in the leadership discussions a sustainability vision developed around the social and environmental challenges that are in the agendas and priorities of its stakeholders.</p> <p>Our Sustainability Committee holds meetings four times per year, and in every session there is a time to share trends and material issues. In addition, one of the Committee's independent members with renowned expertise on the theme is responsible for providing information and updates in all sessions.</p> <p>These information and trends are periodically taken to the Board of Directors and an annual presentation is made to increase the level of the Board's knowledge and engagement to the theme.</p> <p>In addition, the Sustainability Committee meetings started to include a time dedicated to talks and debates with sustainability experts to address matters that are material to the company. In these sessions, SulAmérica's executives and key leaders on these themes were also invited.</p> |     |      |                   |     |     |

| SULA    |   | Response   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|--------|------|-------------------|-----|-----|
|         |   | <p>The Sustainability Committee is assisted by the Sustainability Superintendence, which compiles the demands and information collected by the Company's several communication and service channels, and in many interactions with strategic stakeholders, and also presents the social and environmental risks and opportunities, for definition of the Company's initiatives and projects, and presentation of the most relevant ones to the Board.</p>  |        |      |                   |     |     |
| SULA 22 | <p>Report the processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom it is delegated and how the resulting feedback is provided to the highest governance body.</p> | <p>All of the attained results of the information gathered by the Company's several communication and service channels and in the many interactions with strategic stakeholders are reported to the Sustainability Committee, responsible for advising the Board of Directors and Executive Management.</p> <p>The Sustainability Committee is assisted by the Sustainability Superintendence, which organizes and carries out actions on the theme.</p>   | 102-21 | -    | -                 | -   | I   |
| SULA 24 | <p>Nomination and selection process for the highest bodies and committees.</p>  | <p>The composition of the Board of Directors and its Advisory Committees shall be according to the number of members established in the Bylaws and/or Internal Rules of Committees. The bodies shall be formed by natural persons, either resident in Brazil or not, elected or removable at the Shareholders' Meeting (in case of Board members) or Board of Directors (in case of members of the Board's Advisory Committees).</p> <p>The nomination of members to the Board of Directors shall be made by its management, on the initiative of the Board of Directors' Chairperson or shareholders, under the terms of the Brazilian Corporate Law, the Bylaws, or applicable legislation. The Bylaws establishes that a minimum of 20% of its Board of Directors shall be independent members.</p> | 102-24 | -    | -                 | -   | -   |



| SULA    |   | Response   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|--------|------|-------------------|-----|-----|
|         |   | <p>The composition of the Executive Board shall be according to the provisions of the Bylaws, formed by natural persons, resident in Brazil, elected and removable by the Board of Directors at any time.</p> <p>The nomination of candidates to the Executive Board and the Board of Directors' Advisory Committees can be made by the CEO or Chairperson of the Board of Directors.</p> <p>In all cases, the requirements established in the Management Nomination Policy shall be met, besides legal, regulatory requirements, and those included in the Bylaws and/or Internal Rules of Committees, the Human Capital Committee being able to assist in this process.</p> <p>The composition of such bodies may be reviewed at the end of each term of office, based on assessment processes adopted by SulAmérica, with the aim to best meet the criteria provided in the Management Nomination Policy for the following terms.</p> |        |      |                   |     |     |
| SULA 25 | Processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether the conflicts of interest are disclosed to stakeholders | <p>SulAmérica has a Policy on <a href="#">Transactions with Related Parties and Other Situations Involving Conflicts of Interest</a> that establishes the procedures to be followed by shareholders and management members, in transactions to be performed with related parties as well as other situations in which there is potential conflict of interests, in compliance with the best practices of Corporate Governance and prioritizing the interests of the Company and its directly and indirectly controlled companies.</p> <p>This policy establishes that the operations entered into by the Company with related parties shall be performed according to market conditions, in order to assure that it is performed on arm's length.</p> <p>The aforementioned policy forbids the following transactions with related parties of the Company: (i) those conducted on conditions other than the market ones</p>              | 102-25 | -    | 10                | 16  | I   |

| SULA    |  | Response  | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|--|---|--------|------|-------------------|-----|-----|
|         |  | <p>and (ii) granting of loans or advances to its parent, a key management member, and other related parties established in item 1.3 of such Policy. It is also forbidden, under the terms of the Company’s Code of Ethics, the participation of key management members and employees in businesses of private or personal nature that interfere or conflict with the interests of the Company or that lead to the use of insider information obtained in view of the performance of the position or job that she/he holds in the SulAmérica.</p> <p>The Company’s policies are available on the Investor <a href="#">Relations’ website, in the section Policies and Charters.</a></p> <p>In case of conflict of interest with Related Parties in relation to a certain matter to be deliberated at meeting or shareholders’ meeting, it should timely express its conflict or particular interest, declaring herself/himself impeded from participating and leaving, even physically, from the discussions and deliberations on the matter. In case one fails to do so, the other party attending the meeting may report the existing conflict.</p> <p>The reporting the conflict of interest situation and subsequent abstention and temporary leave from the meeting shall be included in the minutes of the respective meeting.</p> |        |      |                   |     |     |
| SULA 26 | Report the highest governance body’s and senior executives’ roles in the development, approval, and updating of the organization’s purpose, value, vision or mission statements, strategies, policies, and goals related to economic, environmental, and social topics | The Board of Directors periodically reviews our strategic planning, which will drive the establishment of the Company’s values, mission and vision, besides the policies and goals related to our environmental and social impacts.   | 102-26 | -    | -                 | -   | -   |



| SULA    |   | Response   | GRI                        | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|----------------------------|------|-------------------|-----|-----|
| SULA 28 | <p>Report the processes for evaluating the highest governance body’s performance with respect to governance of economic, environmental, and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.</p> <p>Report the actions taken in response to evaluation of the highest governance body’s performance with respect to governance of economic, environmental, and social topics, including, as a minimum, changes in membership and organizational practices</p> | <p>The Company’s Executive Board has a performance review mechanism based on financial and operational performance indicators, as well as satisfaction rates of the main stakeholders and sustainability goals. Moreover, the Company’s Executive Board’s members are annually evaluated by the Board of Directors or the Human Capital Committee based on the targets set in the management contracts, aligned with the Company’s strategies.</p> <p>Meanwhile, the members of the Board of Director and its Advisory Committees take part in an annual evaluation process, undertaken internally, aimed at analyzing not only its activities as a collective decision-making body, but also the performance of each of its members.</p> <p>The evaluation made by the members of the Board of Directors also includes those of the Board’s Chairperson, the advisory committees, the corporate governance department, and peer evaluation, aimed at identifying and proposing actions that contribute towards the continuous improvement of its performance.</p> <p>The evaluation processes are carried out internally, being conducted by the Company’s Corporate Governance area.</p> <p>The process of evaluation of the Board of Directors, including its results, is available in the Management section of the <a href="#">Investor Relations’ website</a>.</p> | 102-28                     | -    | -                 | -   | -   |
| SULA 30 | <p>Report the highest governance body’s role in identifying and managing economic, environmental, and social topics and their impacts, risks, and opportunities.</p> <p>Mention the highest governance body’s role in the implementation of due diligence processes.</p>  | <p>The Company has a Sustainability Committee, formed by the main executives of the Company, which advises the Board of Directors. Its main duty is to work on the alignment of the strategic plan, so that the organization’s risks and opportunities are considered beyond the traditional business boundaries, including in the leadership discussions a sustainability vision developed around the social and environmental challenges in the agendas and priorities of its stakeholders. So the Board of Directors monitors the theme and is regularly updated on the progress of mitigation and control actions.</p>   | 102-29<br>102-30<br>102-31 | -    | -                 | -   | -   |

| SULA    |   | Response   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|--------|------|-------------------|-----|-----|
|         | <p>Report whether stakeholder consultation and relationship processes are used to support the highest governance body’s identification and management of economic, environmental, and social topics and their impacts, risks, and opportunities.</p> <p>The highest governance body’s role in reviewing the effectiveness of the risk management processes for economic, environmental, and social topics. Frequency of the highest governance body’s review of economic, environmental, and social topics and their impacts, risks, and opportunities.</p> | <p>The information discussed and presented to the Board of Directors and Sustainability Committee is directly or indirectly a result from stakeholders consultation and dialogue processes. The direct one is the data about surveys and specific demands. Indirect consultations consider the information collected from third parties and organized as public documents, reports or interviews, in which the information is from a known source, however, it was not directly generated by the Company.</p> <p>In addition, the materiality process, which defined the five themes listed as strategic in the Corporate Sustainability Policy, had the participation of internal and external stakeholders.</p> <p>The Board of Directors addresses the theme annually, during the meeting dedicated to the sustainability theme. The Sustainability Committee, on the other hand, addresses the theme at least four times a year, according to its rules. The Executive Committee addresses it more intensively, once the HR, Administrative and Sustainability Vice-presidency permanently serves on the collective board that meets weekly to take resolutions on the company’s issues.</p> |        |      |                   |     |     |
| SULA 31 | Report the highest committee or position that formally reviews and approves the organization’s sustainability report and ensures that all material topics are covered   | CEO  | 102-32 | -    | -                 | -   | -   |



| SULA    |  | Response   | GRI              | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|--|--|------------------|------|-------------------|-----|-----|
| SULA 32 | <p>Report the process for communicating critical concerns to the highest governance body.</p> <p>Report the total number and nature of critical concerns that were communicated to the highest governance body, and the mechanism(s) used to address and resolve them</p>  | <p>SulAmérica has a solid Corporate Governance structure that assures the flow of information between the Company’s Executive Board and Board of Directors.</p> <p>Additionally, the Board of Directors makes available on the Company’s Investor Relations’ website the channel called “Fale com o Conselho” (Talk to the Board), a tool that provides to its shareholders the possibility of proposing to the Board of Directors themes to be included in the agenda of Shareholders’ Meetings, and also expressing doubts and putting forward suggestions. In 2020, no critical concern was reported.</p>   | 102-33<br>102-34 | -    | -                 | -   | -   |
| SULA 33 | <p>Report the remuneration policies for the highest governance body and senior executives for the following types of remuneration:</p> <ul style="list-style-type: none"><li>– Fixed pay and variable pay</li><li>– Performance-based pay</li><li>– Equity-based pay (share or stock options)</li><li>– Bonus</li><li>– Deferred or vested shares</li><li>– Sign-on bonuses or recruitment incentive payments</li><li>– Termination payments</li><li>– Clawbacks</li><li>– Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees.</li></ul> <p>Report how performance criteria in the remuneration policies relate to the highest governance body’s and senior executives’ objectives for economic, environmental, and social topic</p> | <p>The main purpose of the <a href="#">Company’s Compensation</a> Policy is to align the interests of the key management personnel with the Company’s goals, based on the best market practices.</p> <p>The global remuneration of the key management personnel may include the following elements:</p> <ul style="list-style-type: none"><li>(i) fixed pay;</li><li>(ii) variable pay;</li><li>(iii) post-employment benefits;</li><li>(iv) benefits provided when resigning from job;</li><li>(v) share-based payment; and</li><li>(vi) other that the Board of Directors or Compensation Committee determines.</li></ul> <p>The Board of Directors or Compensation Committee shall be responsible for determining the proportion of each element of the key management personnel compensation, among which those listed above.</p> <p>The Compensation Policy does not detail the targets associated with economic, social, or environmental aspects.</p> | 102-35           | -    | -                 | -   | -   |

| SULA               |  | Response   | GRI                                      | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|--------------------|--|--|--|------|-------------------|-----|-----|
| SULA 34<br>SULA 36 | <p>Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management.</p> <p>Report any other relationships that the remuneration consultants have with the organization.</p> <p>Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.</p> | <p>As set forth in the applicable legislation, the Company's management annually submits to the Shareholders' Meeting a proposal for global remuneration amount. Therefore, the responsibility for the final resolution rests with the Company's shareholders.</p> <p>When votes contrary to this matter or abstentions are identified, the Company seeks to find the reasons of such votes and to offer clarifications that provide a better understanding of the remuneration metrics adopted.</p> <p>Additionally, the Company has a Compensation Policy and a Human Capital Committee, which has, among its competencies, the proposition of remuneration compatible with the best practices noted in the market.</p> <p>For the remuneration of employees, SulAmérica participates in union negotiations to define the Collective Bargaining Agreement of Insurance Workers (CCT in Portuguese) using as benchmark the market salary surveys, and the results of climate and engagement surveys with employees.</p> | 102-36<br>102-37                         | -    | -                 | -   | -   |
| SULA 38            | Political contributions  | The Company does not make any contribution to political parties.   | 415-1                                    | -    | -                 | -   | -   |
| SULA 39            | Confirmed incidents of corruption and actions taken.   | <p>We have a series of policies with anti-corruption guidelines, such as the following:</p> <ul style="list-style-type: none"><li>• Code of Ethical Conduct;</li><li>• Code of Ethical Conduct for Service Providers and Suppliers;</li><li>• Anti-corruption Policy;</li></ul> <p>The policies are public and are available on our <a href="#">Investor Relations' website</a>.</p> <p>The employees are required to make electronic adherence to the Code of Conduct and Anti-corruption Policy and the adherence of new employees is periodically monitored.</p>  | 205-1<br>205-3<br>DMA<br>Anti-corruption | -    | 10                | 16  | I   |



| SULA     |  | Response  | GRI    | SASB                         | GLOBAL<br>COMPACT | SDG | PSI      |
|----------|--|---|--------|------------------------------|-------------------|-----|----------|
|          |  | <p>In addition, we also have an Anti-Money Laundering and Anti-Terrorism Financing Policy, Interaction with the Public Administration Policy, Policy for Participation in Tenders and Signing of Contracts with the Public Administration and Preventing and Fighting Fraud Policy.</p> <p>Currently, the risks related to the topic are mapped through mechanisms such as the whistleblowing channel and the reports of atypical operations carried out by the business units.</p> <p>Additionally, it is worth mentioning the following existing mitigating mechanisms:</p> <ul style="list-style-type: none"><li>• GRC (Governance, Risks and Compliance) training and acculturation initiatives;</li><li>• due diligence on M&amp;A operations and third party;</li><li>• monitoring of politically exposed people (PEP);</li><li>• monitoring of related party transactions.</li></ul> <p>In order to work well on anti-corruption concepts, the Company has mandatory interactive e-learning training for all employees. There are also in-person training for the areas most susceptible to the risk of corruption, in view of the interaction with the public administration.</p> <p>In 2020, no case was reported involving corruption or money laundering, in the past or in progress, filed against SulAmérica or any of its employees</p> |        |                              |                   |     |          |
| SULA 170 | Policies with specific environmental and social components applied to business lines | <p><a href="#">Environmental Policy</a></p> <p><a href="#">Corporate Sustainability Policy</a></p> <p><a href="#">Social and Environmental Risk Policy</a></p> <p><a href="#">Responsible Investment and Social Responsibility Policy</a></p> <p><a href="#">Donations and Investments of Social Interest Policy</a></p>  | G4-FS1 | FN-IN-450a.3<br>FN-AC-410a.2 | 1 to 10           | 12  | I and II |

| SULA                 |  | Response  | GRI    | SASB         | GLOBAL<br>COMPACT | SDG | PSI |
|----------------------|--|---|--------|--------------|-------------------|-----|-----|
| SULA 155<br>SULA 156 | Report the organization’s internal and external mechanisms for seeking advice about ethical and lawful behavior.   | SulAmérica has many internal and external mechanisms for ethical, legal, fraud and corruption issues, besides the law firms that provide legal advisory services, when necessary.   | 102-17 | FN-AC-510a.2 | -                 | 16  | -   |
|                      | Report the organization’s internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and organizational integrity, like reporting concerns by hierarchical means, mechanisms for reporting irregularities or reporting channels | Mechanisms:<br>- Fala Comigo (talk to me) - reporting channel available on the corporate website, intranet portal and other official platforms, which allows any stakeholder to file any possible breach of the guidelines of the Code of Ethical Conduct;<br><br>- Internal and external policies, which will be addressed with by the Ethics Committee (joint forum);<br><br>- E-mail: <a href="mailto:compliance@sulamerica.com.br">compliance@sulamerica.com.br</a> (informed in the Code of Ethical Conduct, which is available to the general public) |        |              |                   |     |     |



# Risk management





# Risk management

Our risk management process is aimed at supporting the attainment of our strategic goals, identifying potential events that may affect the results for the following periods.

## Risks considered in the process



## Phases considered in the risk management process



Process of identification and prioritization of risks that may affect short and long-term established results.

The risks are quantified through specific modelling involving the likelihood of occurrence and their possible impacts.

According to the results of the assessment process and aligned with the current risk appetite, action plans on risk response are devised.

The information on each risk and respective risk response action plans are monitored and managed through indicators and reporting by the enterprise risk area, which reports them to the, Risk Committee, Audit and Risk Management Committee and Board of Directors, at fixed intervals or whenever it deems necessary.

Additionally, we determined for each subsidiary the sufficiency of Equity in relation to Capital based on regulatory and internal capital requirement models, according to the best risk management practices.

For further information on the Company’s risk management, see Note 5 (Risk Management) of the latest version of SulAmérica’s Financial Statements, or access the latest version of the Company’s Reference Form, in items 4 (Risk Factors) and 5 (Risk management and internal controls).



| SULA    |  | Resposta   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|--|--|--------|------|-------------------|-----|-----|
| SULA 55 | Coverage and frequency of audits to assess implementation of environmental and social policies, and risk assessment procedures | <p>Our risk management process is aimed at supporting the attainment of the organization’s strategic goals, identifying potential events that may affect the expected results for the following periods, and managing such risks, guaranteeing adequate capital to support operations in unexpected scenarios, according to the current risk appetite.</p> <p>The social and environmental risk assessment is performed annually.</p> <p>The risk management program is structured using the line of defense concept, through which it is possible to effectively establish the roles and responsibilities of each area involved in risk management and internal controls. The monitoring of social and environmental risks is performed by the Sustainability Superintendence, which takes on the second line of defense role in the Company’s integrated risk management system, and reported to the Sustainability Committee, which duty is to advise the Board of Directors.</p> <p>In addition, to implement SAMI’s* long-term responsible investment strategy, social risk and opportunity management, and corporate governance, we have the following guidelines, among others:</p> <ul style="list-style-type: none"><li>• Inclusion of ESG aspects and social and environmental risk management in investment analyzes and decision-making processes;</li><li>• Work as portfolio and investment fund manager and adopters of ESG aspects in asset management policies and practices;</li><li>• Monitoring of transparency of invested companies regarding ESG aspects.</li><li>• Promotion of Principles for Responsible Investment with institution investors.</li><li>• Disclosure of its activities and progresses on the implementation of Principles.</li><li>• Observation of the compatibility of the Social and Environmental Risk and Responsible Investment Policy with the nature of its institution and complexity of its activities and investment products and services.</li><li>• Continuous strategies on actions that guarantee an appropriate integration of this Policy into the other policies of the institution.</li></ul> | G4-FS9 | -    | -                 | -   | I   |

| SULA    |  | Resposta   | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI      |
|---------|--|--|--------|------|-------------------|-----|----------|
|         |  | <ul style="list-style-type: none"><li>• The conditions and actions to keep making viable the participation, capacity building and engagement of its internal and external stakeholders in the process of formulation and implementation of this Policy.</li></ul>  |        |      |                   |     |          |
| SULA 58 | Procedures for evaluation and classification of environmental and social risks in business lines                         | <p>Complementing the follow up within the scope of the Audit and Risk Management Committee and Sustainability Committee, the Company has a Product and Partnership Assessment Process (PARP), which considers, on several aspects, the risks and opportunities associated with each project or product.</p> <p>Among other items, it evaluates the adherence of products and services to voluntary commitments, the Sustainability and Environmental Policies, as well as its contribution to the Principles for Sustainable Insurance (PSI).</p>  | G4-FS2 | -    | 1 to 10           | -   | I and II |
| SULA 6o | Total number and percentage of operations assessed for risks related to corruption, and the significant identified risks | <p>In 2020, SulAmérica reported 552 cases for evaluation by the competent bodies, classified in groups I and II established in SUSEP Circular 445/12, which provides for the internal controls of the insurance companies for the prevention and combat of crimes of money laundering or concealment of assets, rights and values, as well as the prevention and restraint against terrorism. Group I refers to parameterized communications in the systems of the business units, regardless of analysis.</p> <p>Of this total of communications, three were classified as group II, which represents discretionary communications - they deal with atypical operations that can be identified by any area of the Entity and depend on analysis before communication.</p> <p>In addition, the Company reports to the Council for Financial Activity Control, a government body that deals with money laundering, any indication of such practice. These refer to reportable proposals, transactions or operations, according to the effective regulation.</p> | 205-1  | -    | 10                | 16  | I        |



| SULA    |  | Resposta  | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|--|---|-------|------|-------------------|-----|-----|
| SULA 61 | Significant fines and non-monetary sanctions for non- compliance with laws and/or regulations  | <p>The fines considered significant to SulAmérica have amounts equal to or over R\$ 1 million.</p> <p>In the period, the payment of a fine in an amount above R\$ 1 million was identified, related to the fail to evidence the submission in advance to the ANS of the change in the hospital network made on April 6, 2003.</p> | 419-1 | -    | -                 | -   | -   |
| SULA 64 | Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, broken down by type of results | No incident of non-compliance with regulations and codes concerning marketing communication, advertising, promotion, and sponsorship was identified.  | 417-3 | -    | -                 | 16  | -   |





*Products and services* **innovation**



## Products and services innovation

Our insurance portfolio is the way we create value and fulfill our purpose of taking care of the integral health of people. For this end, we developed our solutions; seek to meet the needs of our customers and partners, while we respond to the economic, environmental and social challenges faced by the society.

Our products and services are connected to offer integral health in all moments of life, covering all needs in the scope of physical, emotional and financial health. In addition, we analyze the risks and opportunities related to the inclusion of ESG aspects in all lines, to increase our positive impact.

With the investment made in 2020 in Órama, we now have a more complete product offering. In November 2020, we integrated the Jornada Órama into the Broker portal, with training for brokers to act as financial planners, adding a vision of arrival with our value proposition.





# The ESG Impact of our products and services

As they are focused on integral health, our products and services create value, supporting customers, the community, the society, and the environment. See some examples below.

## **Médico na Tela (physician on screen) for Life & Pension customers**

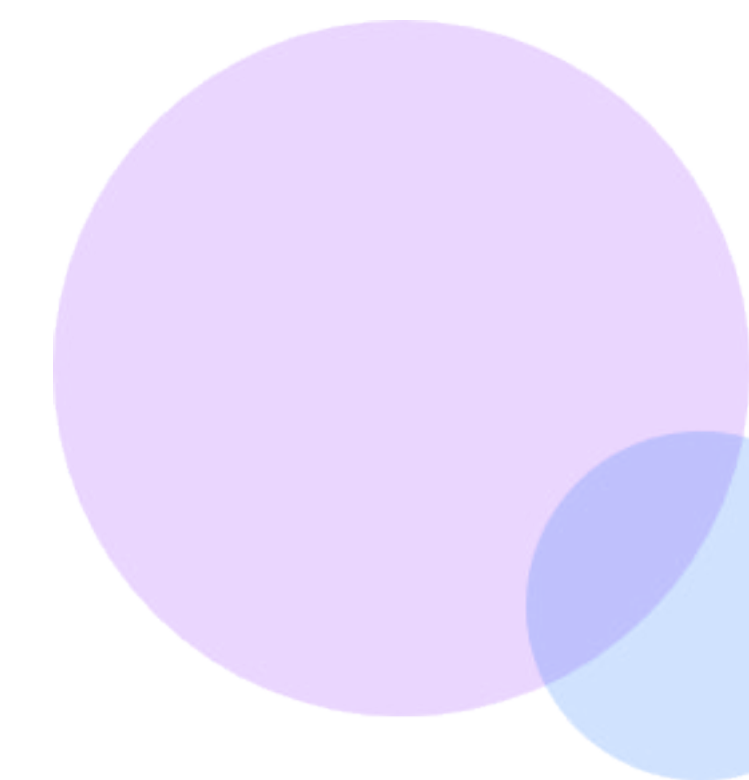
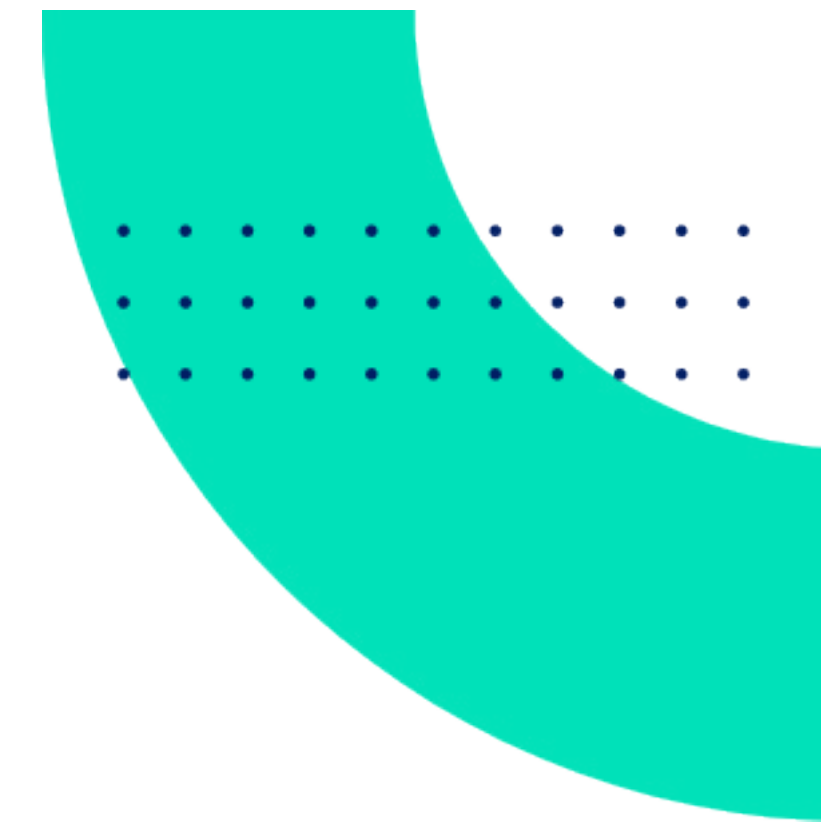
In 2020, we extended our telemedicine services to Life & Pension customers, offering them the possibility of consulting a series of specialists in the virtual format. In a Covid-19 context, in which the usage ratio of hospitals and doctor's offices reduced significantly, this was an important channel to maintain the health of this group.

## **SulAmérica Total Impacto FIA**

Since 2019, we have offered a Stock Investment Fund that adopts social and environmental criteria for selecting assets, besides promoting the donation of 100% of the management fee to an organization that has social impact on the Amazon.

## **SOS Prev**

In 2020, we launched a credit facility that aids clients who have active pension plan and need an emergency financial aid, without breaking the investment discipline in the future.





# Our products and services



- 2.4 million beneficiaries
- Business, SME and Affinity Group Lines
- Launch of new regional product lines: SulAmérica Direto (SulAmérica Direct)
- Focus on prevention and care coordination
- Use of technology and digital tools



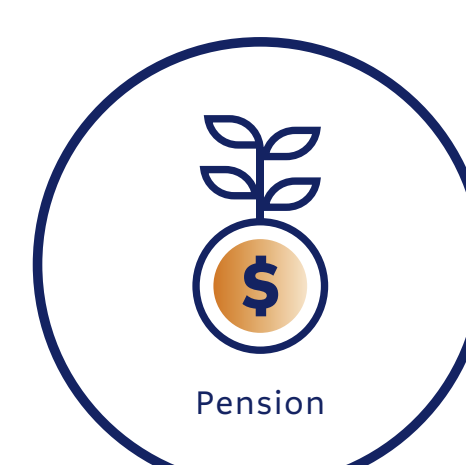
- 1.8 million beneficiaries



- 3.7 million insured lives
- Group and SME, Individual, Credit Life Insurance and Travel Lines
- Access to Médico na Tela (physician on screen)
- Covid-19 Coverage



- R\$ 45.9 billion in assets under management
- Fixed income, stocks and Multi-Strategy
- Maximum rating by S&P: AMP-1 – Very Strong
- Signatory of the Principles for Responsible Investment (PRI)



- R\$ 9.4 billion in pension reserves
- Group and Individual lines
- Offers combined value proposal
- Access to Médico na Tela (physician on screen)

| SULA    |  | Response   | GRI                | SASB | GLOBAL<br>COMPACT | SDG        | PSI |
|---------|--|--|--------------------|------|-------------------|------------|-----|
| SULA 77 | Primary brands, products and/or services   | <p>We operate in the health &amp; dental, life and accident insurance, asset management and private pension product lines.</p> <p>To learn more about our products and services, <a href="#">access SulAmérica’s website</a>.</p>  | 102-2              | -    | -                 | -          | -   |
| SULA 78 | <p>Initiatives to improve access to financial services for people with disability.</p> <p>Access to financial services in low-populated or economically-disadvantaged areas by access type.</p> <p>Initiatives to improve access to financial services for low-income population</p> | <p>Our business areas have initiatives to facilitate access to our products and services, including:</p> <p><b>- Health and Dental:</b><br/>We have in the portfolio products with national coverage, comprising many plan levels that meet the needs of companies for benefits to all hierarchical levels. From 2019, we started to develop and sell regional health plans, which have streamlined networks, in partnership with strategic partners, aiming to serve a lower income group for which we did not have options. With this new line, we provided a wider range of customers with opportunity to have access to our products.</p> <p>In dental care, we have a dental insurance which starting price is R\$ 20.50 for Small and Medium-sized Companies, and R\$ 43.90 for individuals.</p> <p>As distribution channels of health and dental plans, besides brokers, we are forming partnerships with banks.<br/>As to dental plans, sales are also performed through the websites Odonto Fácil (for businesses) and SulAmérica Odonto Individual (for individuals).</p> <p><b>- Pension:</b><br/>For selling products, we have partnership with some distributors, like Órama and XP.</p> <p><b>- Investments:</b><br/>We use the broker structure and investment platforms to get closer to SAMI’s individual customer base (retail segment), besides visiting such area’s pension funds.</p> | G4-FS13<br>G4-FS14 | -    | 1                 | 3,8 and 11 | I   |



| SULA    |   | Response   | GRI                       | SASB   | GLOBAL<br>COMPACT    | SDG         | PSI |
|---------|---|--|---------------------------|--|----------------------|-------------|-----|
|         |   | Aimed at providing access to people with hearing or speech impairment, in our <a href="#">customer service</a> there is an exclusive phone number for them.  |                           |  |                      |             |     |
| SULA 8o | Monetary value of products and services designed to deliver a specific social and environmental benefit for each business line broken down by purpose | <p>In recent years, we have tried to integrate social and environmental benefits into the development of our products and services. The integration is performed to follow the Social and Environmental Risk Policy and during the Product Assessment and Review Procedure (PARP), aligning the business strategy and creation of positive impact by promoting integral health.</p> <p>Some examples of products with such benefits are below:</p> <p><b>SulAmérica Total Impacto FIA</b><br/>Launched in 2019 by SulAmérica Investimentos, it is a Stock Fund that adopts social and environmental criteria for selecting assets and promotes the donation of 100% of the management fee to an organization that has social impact on the Amazon.</p> <p><b>SOS Prev</b><br/>In 2020, we launched SOS PrevIn, a credit facility that can aid insureds who have an active pension plan and need an emergency financial aid, without breaking the investment discipline in the future.</p> <p><b>Health Insurance – Coordinated Care</b><br/>The strategy places the beneficiary at the center of care through a coordinated model of health management that accompanies the patient on his journey through the referenced network, referring him to professionals, exams and health management programs. In this way, the integration of the data of each patient is made, allowing the construction of a comprehensive and assertive care plan, in addition to establishing links between professionals and seeking to improve the quality of the health system.</p> <p>In 2020, we had 2,283 physicians in the Program, with over 590 thousand beneficiaries’ coordinated.</p> | 203-2<br>G4-FS7<br>G4-FS8 | HC-MC-260a.1<br>HC-MC-260a.2<br>HC-MC-260a.3<br>FN-IN-410b.2 | 1,3,4,5<br>6,7 and 8 | 3, 8 and 11 | I   |

| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p><b>Health Insurance - Saúde Ativa (active health)</b></p> <p>We offer for all health insureds the Active Health Program, a set of initiatives focused on integrated health management. The Program is targeted at insureds who are healthy as well as those that have complex cases. With actions on promotion of health, wellness, prevention of diseases and their complications, it helps companies to take care of their most valuable assets: people.</p> <p>The initiatives are implemented according to the insured needs and the company's maturity in health and wellness management, either focused on behaviors that impact health and wellness or more complex cases, like patients who have cancer, risky pregnancy, spinal and articulation pathologies, among others.</p> <p>The Program's initiatives are aligned with the UN's SDG 3, according to the table below.</p> <p>To access each of the national goals of the Sustainable Development Goal 3, a work conducted by the IPEA, <a href="#">click here</a>.</p> |     |      |                   |     |     |



| Active Health Program's Initiatives                                | Description  | Main results   | SGD 3                    |
|--|--|--|--------------------------|
| Atenção no Alto Risco (high risk care)                             | The High Risk Care Program provides beneficiaries with assistance pre-hospital discharge in cases of higher complexity. We assist with recovery at home with comfort and safety, and resolve doubts such as, for example, the use of dressings, medications, catheters, among others. The program focus on reducing inpatient care or return to inpatient care of beneficiaries pre-discharge. | <ul style="list-style-type: none"><li>- 21,162 beneficiaries impacted</li><li>- 33,973 monitoring made</li><li>- 79% participated in self-care actions</li><li>- 3,782 patients monitored post-hospital discharge and advised on the risk of returning to inpatient care</li><li>- 12% avoided returns to inpatient care</li><li>- 100% instructed about general postoperative care</li></ul>  | Target 3.4<br>Target 3.8 |
| Coluna ativa / Coluna in Company (active spine / in-company spine) | The Active Spine Program is focused on reducing and controlling complications related to back problems through conservative treatment of cases. A qualified multi-professional team works to improve the beneficiary's clinical picture with services focused on the personal needs of each insured  | <ul style="list-style-type: none"><li>- 12,524 beneficiaries impacted</li><li>- 47% reduction in surgeries</li></ul>   | Target 3.4<br>Target 3.8 |
| Chronic diseases   | The Program is aimed to maintain the clinical control of chronic diseases, such as diabetes, cardiopathies, or chronic pulmonary diseases with signs of complication. In addition, it works on the reduction of clinical instability periods, emergency hospital appointments, and inpatient care, and encourages healthy lifestyles and better living with the pathology                      | <ul style="list-style-type: none"><li>- 19,211 impacted patients</li><li>- 16,766 patients loyal to the treatment</li><li>- 2,313 phone calls received from patients to access services and resolve doubts</li><li>- 1,190 stimulated to control and prevent depression</li><li>- 82% of beneficiaries maintained their glycemic indexes controlled.</li><li>- 97% beneficiaries maintained their arterial pressure controlled</li></ul> | Target 3.4<br>Target 3.8 |

| Active Health Program's Initiatives | Description  | Main results   | SGD 3  |
|-------------------------------------|--|--|--|
| Única Mente (unique mind)           | The Program has the purpose of ensuring the individualization of therapeutic measures to treat mental disorders, according to the particularities and needs of each case. It thus seek to make viable the access and quality in psychiatric and psychologic treatment, as well as monitoring of its performance in all phases of diagnostic, monitoring and treatment. | <ul style="list-style-type: none"><li>- 2,161 referrals</li><li>- 5,495 appointments made</li><li>- 4,780 online appointments</li><li>- 76% of monitored cases had Anxiety and Depression</li><li>- 80% of monitored cases by the program referred to improvement in depression and anxiety level</li><li>- 4% of referrals are considered urgent due to suicidal attempt</li><li>- 15 % of employees of a business customer showed risk of alcohol abuse and were monitored by the program</li></ul>  | Target 3.4<br>Target 3.8   |
| Futura Mamãe (future mother)        | The Future Mother program proposes the clinical monitoring of pregnant women, advising her about the necessary care with food, physical activity, the importance of prenatal appointments, and the need for undergoing preventative tests. In addition, it also advises parents in relation to baby care and breastfeeding until babies become six-month old.          | <ul style="list-style-type: none"><li>- 16,417 pregnant women monitored</li><li>- 99% of pregnant women with obstetrics monitoring</li><li>- 57% of high-risk pregnant women</li><li>- No case of maternal death</li><li>- 87% kept the work routine during gestation</li><li>- 79% completed the participation in the program</li><li>- 8,219 women during pregnancy and puerperium were advised about family planning</li><li>- 52,286 phone calls</li><li>- 60% of babies monitored</li><li>- 100% of mothers advised about the importance of breastfeeding</li><li>- 76% with exclusive breastfeeding;</li><li>- No case of neonatal mortality</li><li>- 13% reduction in neonatal ICU cases</li></ul> | Target 3.1<br>Target 3.2<br>Target 3.4<br>Target 3.7<br>Target 3.8 |



| Active Health Program's Initiatives   | Description  | Main results  | SGD 3                                  |
|---|--|---|--|
| <b>Oncology / OncoRede</b>  | <p>The Oncology program offers support and guidance to beneficiary with cancer from diagnosis, during treatment, until remission, or recommendation of palliative care. It provides emotional comfort and support to the patient and respective family, guidance on the evolution of health state, care to prevent complications and minimizing the side effects of the treatment.</p> <p>It monitors the integration of the doctor-patient relationship, reinforcing doctor conducts and preventing complications and decompensations of clinical picture through the health team guidance.</p> | <ul style="list-style-type: none"><li>- 7,700 patients monitored</li><li>-13,116 Interventions in health in remission phase</li><li>- 20,334 interventions in health in treatment phase</li><li>- 775 interventions in health in palliative phase</li><li>- 42,387 phone calls received from patients to activate services and resolve doubts</li><li>- 18,075 remote services</li><li>- 65% underwent preventative tests</li><li>- 66% were encouraged to continue treatment</li><li>- 64% participated in the psychological monitoring campaign</li><li>- 61% participated in preventative actions</li><li>- 16% avoided visits to emergency hospital</li></ul> | Target 3.4<br>Target 3.8               |
| <b>Idoso Bem Cuidado / Envelhecimento Saudável (well cared elder / healthy aging)</b> | <p>Programs aimed to provide care services to the population of elders who are 65 years or older, promoting the preservation of autonomy and maintenance of functional ability of elders by raising awareness of healthy lifestyles, by means of a qualified team who monitors the journey of each elder.</p>  | <ul style="list-style-type: none"><li>- Over 103 thousand beneficiaries impacted</li><li>- 15,585 monitored for stress and depression control</li><li>- 3,456 home visits</li><li>- In 100% of home visits aspects that encourage autonomy and safety at home are observed</li><li>- 46,223 beneficiaries monitored during medical treatment</li><li>- 225.7 thousand interventions in health</li><li>- 38,748 phone calls received from patients to access services and resolve doubts</li><li>- 21% reduction in visits to emergency hospital</li><li>- 90% of beneficiaries advised about the importance of the flu vaccine</li></ul>                          | Target 3.3<br>Target 3.4<br>Target 3.8 |

| Active Health Program's Initiatives  | Description  | Main results  | SGD 3                    |
|--------------------------------------|--|---|--------------------------|
|                                      |  | <ul style="list-style-type: none"><li>- 98% of the cases initiated by the specialized trigger for Covid-19 were subsequently monitored, until the infection was ruled out or confirmed and due referral for treatment</li><li>- 9% elders with risk of depression and anxiety sent to the Única Mente program</li></ul> |                          |
| Médico na Tela (physician on screen) | <p>Until 2020, physician on screen offered health insureds medical guidance by phone in case of doubts about mild symptoms, such as flu, suspected dengue case, high fever in children or nausea during pregnancy, avoiding unnecessary exposure in an emergency hospital. It was the first program in SulAmérica that provided direct contact between patients and doctors, through video call, using the app.</p> <p>In 2020, due to the Covid-19 pandemic, we expanded the physician on screen service and medical guidance by phone, adding over 50 specialties in digital services, besides psychologists, nutritionists, speech therapists, and other professionals, including drug prescription and issue of test orders and medical certificates in digital format.</p> <p>In this context, we also started to offer the service to Individual Life &amp; Pension customers.</p> |   | Target 3.2<br>Target 3.4 |
| Médico em Casa (physician at home)   | <p>The initiative is part of the Coordinated Care and is targeted at insureds who are 12 years old or younger and 65 years old or older. Through it, we make available medical appointment at home, avoiding lines, paperwork, and unnecessary exposure to pathogen agents in emergency hospital.</p>  |   | Target 3.2<br>Target 3.4 |



| Active Health Program's Initiatives | Description  | Main results   | SGD 3                                  |
|-------------------------------------|--|--|--|
| Medical guidance by phone           | It is available 24 hours a day, 7 days a week, without usage limit. With this service, the beneficiary can resolve doubts about health related to illness symptoms, domestic accidents, emergency situations, and medications, among others.   | <ul style="list-style-type: none"><li>- 146.6 thousand phone calls</li><li>- 79,140 multi-professional guidance on self-care</li><li>- 25,899 medical guidance on self-care</li><li>- Of the phone calls made, the outcome of 0.9% resulted in urgency and emergency rescue</li><li>- Of the phone calls made, the outcome of 54% was at home</li><li>- Of the phone calls made, the outcome of 4% was in emergency hospital</li></ul> | Target 3.3<br>Target 3.5<br>Target 3.8 |
| Network of basic health care        | With the Basic Health Care's accredited network, we offered beneficiaries services with family physician and nurses, with broad and integrated training, capacity to resolve about 80% of the reasons that caused people to seek healthcare service. It thus avoided the exposure to hospital and emergency environments, and we inspired the loyalty from health care professionals, prevention and care in all age groups. | <ul style="list-style-type: none"><li>- 87% cervical cancer screening through preventive exams, without the need to travel to a hospital.</li><li>- 82% breast cancer screening, through preventive exams, without the need to travel to a hospital.</li></ul>   | Target 3.7<br>Target 3.8               |
| Drugstore Benefit                   | The beneficiaries of SulAmérica's Health, Dental and Life lines have access to discounts in medications, personal hygiene, toiletries and beauty items in over 25,000 drugstores across the national territory.  | <ul style="list-style-type: none"><li>- R\$ 40 million saved</li><li>- 125 million items sold</li></ul>  | Target 3.8                             |
| Exclusive COVID -19 Service Center  | In response to COVID-19, SulAmérica made available an exclusive call center for healthcare service related to coronavirus, with physicians and nurses.   | <ul style="list-style-type: none"><li>- 101.7 thousand phone calls received seeking information on Covid -19</li></ul>   | Target 3.3                             |

| Active Health Program's Initiatives | Description   | Main results  | SGD 3      |
|-------------------------------------|---|---|------------|
| Orthopedics                         | The Orthopedic Program assists beneficiaries in pain and in reduction and control of complications related to shoulder, knee and hip problems, through conservative treatment in physiotherapy clinics. | - 153 referrals of patients by physicians of the Program<br>- 28 beneficiaries impacted | Target 3.8 |



# *Assistance and services* **quality**

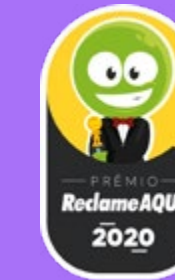




## Assistance and services quality

With our focus on integral health and care with people, the way we look at customers and the network of partners becomes even more essential. We seek to implement tools for constant dialogs, in order to identify demands and improve everybody's experience with products and services.

We received an important recognition in the 2020 Reclame Aqui Award, winning for the second consecutive year the award for the Best Health Plan Service in Brazil by popular vote. We also have one of the best scores in the sector in the Reclame Aqui indicator (8.3), with outstanding recognition as compared to the market.



Reclame AQUI 2020 Award

Best Service in Health Plan  
Reclame Aqui Score: 8.3

**exame.**

Top Ten in Exame/IBRC

Category: Outstanding in  
Customer Service in Private  
Health Insurance

**We use the Net Promoter Score (NPS) to measure the satisfaction and loyalty level of our customers with our services.**

### NPS of our services



Coordinated  
care  
**84**



Médico na Tela  
(physician on  
screen)  
**79**



Coordinated  
Care Physicians  
**86** Face-to-face  
**92** Virtual



**NPS**

### Scale from 0 to 10

**0 to 6** - detractor customers  
**7 and 8** - neutral customers  
**9 and 10** - promoter customers



# Digital experience

To ensure the best service to our customers, in recent years we have continuously invested in the structuring of our digital transformation. We aim to develop and offer new technologies focused on promoting access to private healthcare and improving the quality of life.

We rely, for example, on the SulAmérica Saúde app and the Online Health Portal, which are integrated with our digital platform and give agility to the beneficiary journey, enabling the digital relationship between groups that use the device.

“

*In 2020, when the Covid-19 pandemic required social distancing, our previous investments in digitization allowed us to maintain close relationship with customers.*

*In this sense, we strengthened the digital channels that had already been launched and worked on the implementation of new service means.*

”

## SulAmérica Saúde app numbers

1.4 | million active users

528 | thousand video appointments

2.8 | million digital reimbursement

### We connect



Doctors



Dentists



Hospitals



Laboratories

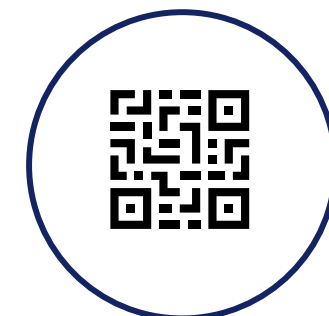
## Digital tools Highlights



Médico na Tela  
(Physician on Screen)



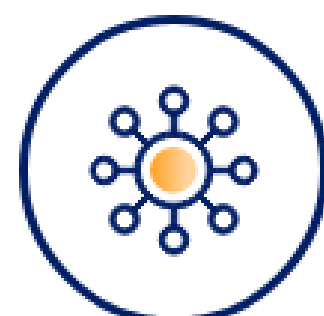
Psicólogo na Tela  
(Psychologist on Screen)



QR Code for  
medical prescription



Covid screening  
on the App



Coronavirus button  
in the health app



Call Center  
with specialties  
medical

## Cyber Security and Data Privacy



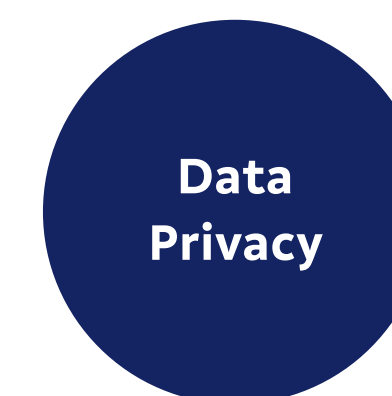
Risk  
management



Guidelines and  
practices



Culture of  
safety and  
protection



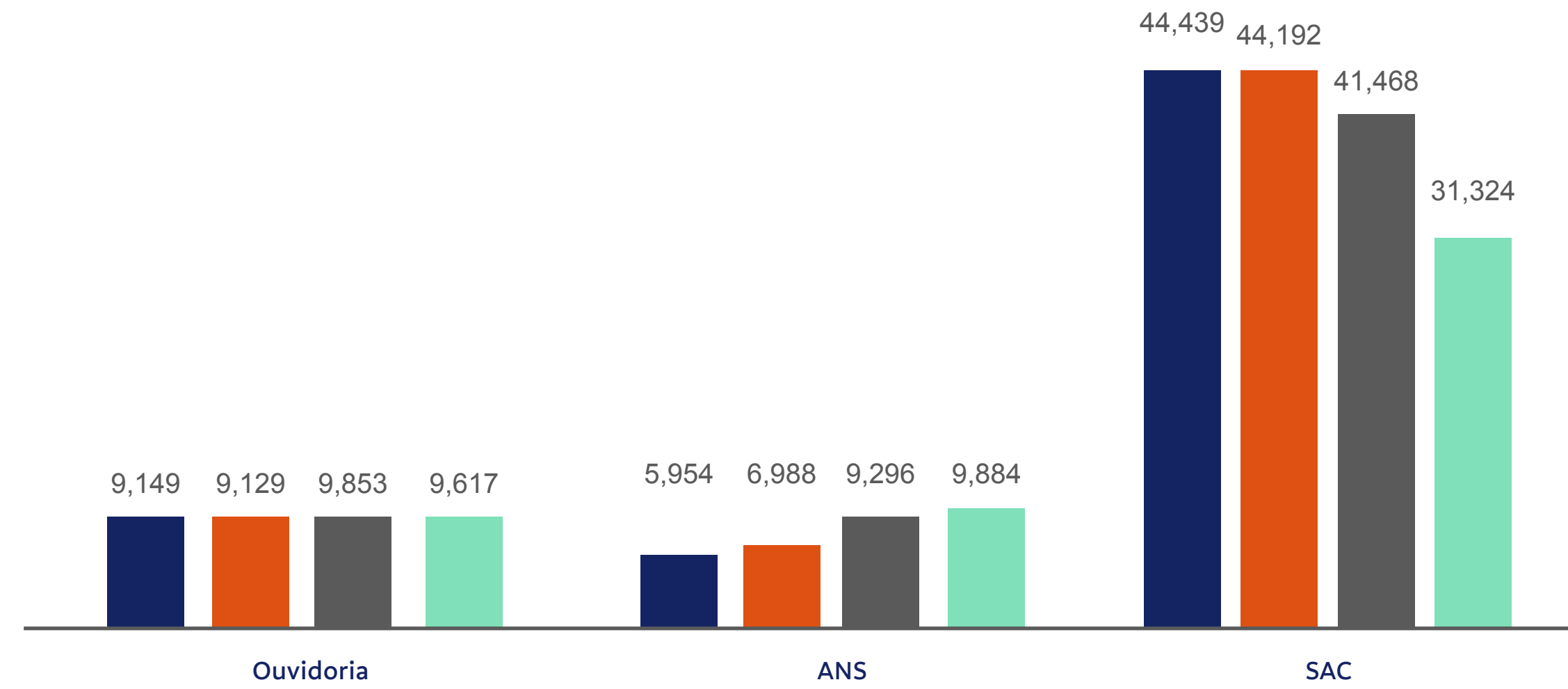
Data  
Privacy

| SULA    |  | Response   | GRI   | SASB   | PACTO<br>GLOBAL | SDG | PSI |
|---------|--|--|-------|--|-----------------|-----|-----|
| SULA 84 | Substantiated complaints concerning breaches of customer privacy and data loss | <p>We have a privacy governance program to maintain the adherence to the National Data Protection Law (LGPD), supported by established internal policy and mandatory corporate training.</p> <p>The Information Security Policy is disclosed to all employees in the company's platform.</p> <p>Our strategies are periodically reviewed and updated, based on the information security policies and standards.</p> <p>We have a multidisciplinary team focused on monitoring and managing personal data flows, third-party management, and incident management, as well as an information security structure to ensure protection of and zeal for personal data.</p> <p>Besides the permanent monitoring actions, we periodically implement systemic, preventative and predictive updates, in addition to constantly review the hardware solutions and software used in our environment, according to the best information security practices.</p> <p>Throughout the year, we organized a series of initiatives to strengthen our work on the theme:</p> <ul style="list-style-type: none"><li>• engagement of personnel through actions on culture and training;</li><li>• specialization of the privacy team with external training;</li><li>• periodic meetings with the executive management on strategic monitoring of the theme;</li><li>• continuity of the Privacy Program, contemplating the controls established in the legislation and technology needs</li></ul> <p>As a result of our actions, we did not have data security breaches in the past three years.</p> | 418-1 | HC-MC-230a.3<br>HC-MC-230a.2<br>HC-MC-230a.1 | -               | -   | -   |



| SULA     |  | Response  | GRI              | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|---|------------------|------|-------------------|-----|-----|
| SULA 16o | Results of customer satisfaction surveys | <p>To measure the quality of our products, services and relationship channels, evaluate our evolution over time, and improve our processes, we conduct several quality and satisfaction surveys into our strategic target groups. For this purpose, we use the Net Promoter Score (NPS) methodology, which measures customer satisfaction and loyalty level. Its result is included in the executive management contract, comprising the Company’s strategic indicators. It is also related to team and business area result metrics for assessing performance and result.</p> <p>The main types of survey that we conduct are the following:</p> <ul style="list-style-type: none"><li>- <b>Relationship NPS:</b> in which mapping is made based on the complete customer journey cycle. In it we ask, on a scale from 0 to 10, how likely the person would recommend SulAmérica to a friend or relative.</li><li>- <b>Transactional NPS:</b> where mapping of experience assesses a certain step in the journey cycle. In this case, the question would be, for example, how likely the person would recommend the Medical Guidance by Phone service to a friend or relative.</li><li>- <b>CSAT:</b> Mapping of the experience in a certain specific point in the customer journey cycle. In this case, we ask how satisfied the person was with the service.</li></ul> <p>Based on the score, customers are classified into detractors, neutral or promoters (NPS), or into Satisfied/Unsatisfied (CSAT). In the case of Detractors or Unsatisfied, we contact by phone those who accept to talk about their experiences. With this, we enrich even more the understanding of their pain, so that, based on information, action plans are formulated with the business areas.</p> <p>We also regularly monitor our ReclameAqui score, based on our ability to respond and handle customer demands and complaints. In 2020, the score was 8.3.</p> <p>In 2020, the evaluation by the National Regulatory Agency for Private Health Insurance and Plans (ANS) was postponed, and we do not have their results to measure satisfaction with our services.</p> | 102-43<br>102-44 | -    | FN-IN 270a.2      | 8   | I   |

## Grievance received



\*In addition to these, we also received 1,124 grievances through Procon, 720 through Susep, 65 through press, and 1,244 through other channels.

■ 2017 ■ 2018 ■ 2019 ■ 2020



# *Human capital* **development**



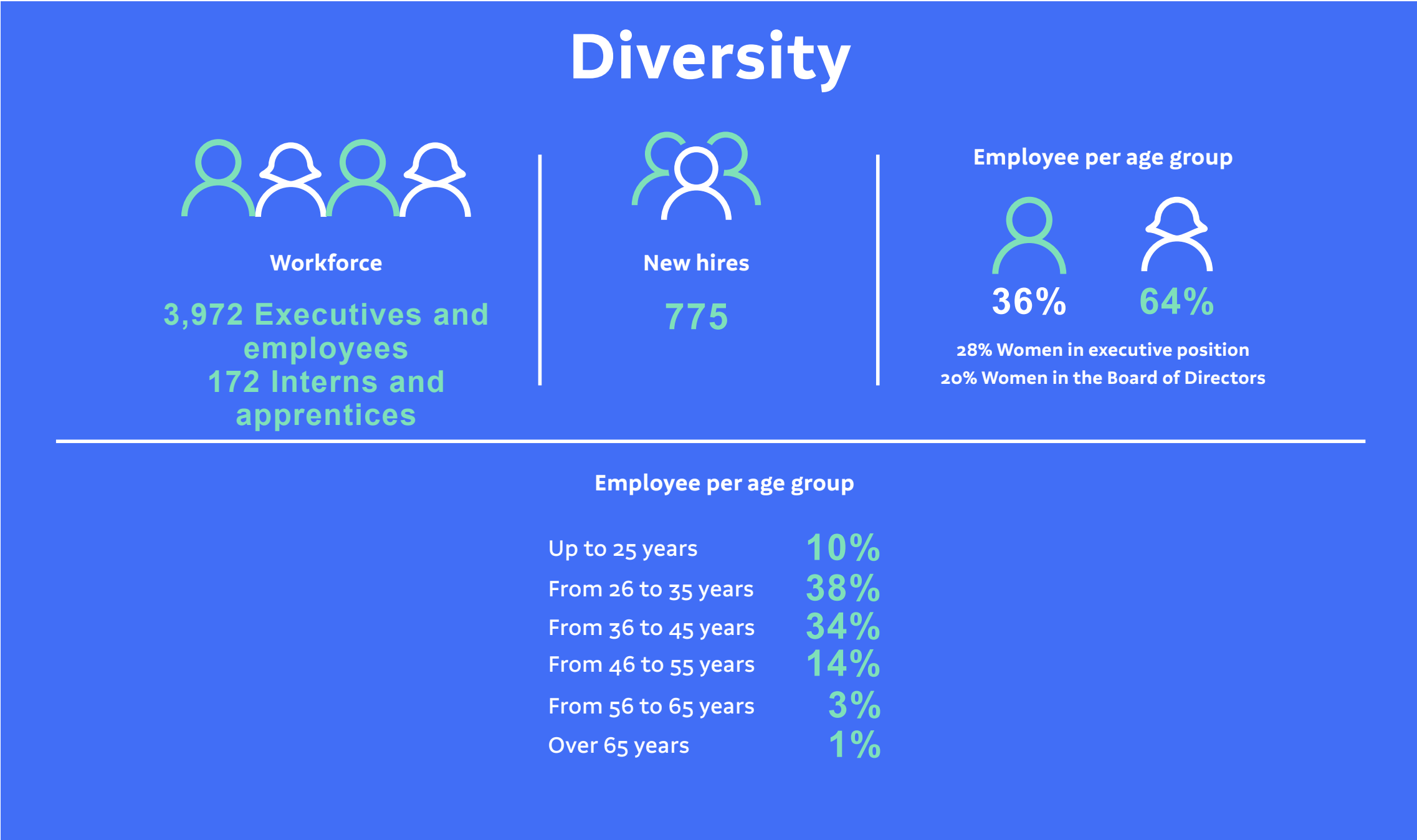


# Human capital development

As a manager of integral health, in SulAmérica we are aware that each employee is fundamental for us to fulfill our purpose of improving people’s lives in all aspects of their physical, emotional and financial health, offering support, security and autonomy in each moment and decision of their lives. For this reason, we seek to value, respect and encourage the development of our people – each and every one is important.

In this sense, we respect the individuality of each employee and seek to create a culture that values the identity and talent of each individual as well as teamwork. We work in an environment with flexible working hours and a dress code that values individuals.

We invested in the digital transformation of the business and focused on efficiency and care in our contacts and relationship with employees, partners and service providers. That is how we improved productivity and opened up business opportunities.



# Trainings

In 2020, the care with our people became even more important with the Covid-19 pandemic, which made us adopt a series of initiatives to ensure the safety of teams, also seen in the integral health perspective – physical, emotional and financial.

Even before the Covid -19 pandemic, nearly 34% of our employees already worked at home either partially or fully, and our teams already had on equipment, tools and systems required for remote work. Consequently, in two weeks we managed to have 100% of our employees working from home, without hindering business.

Our past investments in digital transformation and innovation also enabled us to give continuity to 100% virtual selection, integration and training processes.





| SULA               |   | Response  | GRI            | SASB         | GLOBAL<br>COMPACT | SDG | PSI |
|--------------------|---|---|----------------|--------------|-------------------|-----|-----|
| SULA 85<br>SULA 89 | <p>Total number of employees by employment type, employment contract, gender, and region</p> <p>Composition of the governance bodies, and breakdown per employee category according to gender, age group, and other indicators of diversity</p> | <p>During 2020, we maintained a series of corporate programs that promote diversity and performed new actions mainly focused on themes of persons with disabilities. See below some of the initiatives undertaken in the year.</p> <p><b>- Inclusive Leadership Training:</b><br/>Created in partnership with the consulting firm Talento Incluir, this training was provided to SulAmérica’s leaders, to raise awareness and clear up doubts about the particularities of managing persons with disabilities.</p> <p><b>- Training in Attracting, Selecting and Employing Professionals with Disabilities:</b><br/>Targeted at the recruitment and selection team, we held in partnership with the consulting firm Talento Incluir four workshops focused on this theme.</p> <p><b>- Increase in the quota of persons with disabilities:</b><br/>Strengthening the actions performed to employ and retain persons with disabilities, we increased their quota in the company.</p> <p><b>-“Massoterapeutas” (massotherapists) Project:</b> In this project, we have a group of five massotherapists, all of whom with vision disability, that performed actions focused on employee’s health in different premises of the Company. They even worked during the social distancing period, through virtual self-massage classes.</p> <p><b>- Vieses Inconscientes (unconscious bias):</b><br/>We included the Inclusive Leadership theme in our actions on development for leadership.</p> <p><b>- Policy on Diversity in the Board of Directors:</b><br/>The company has recently approved its Policy on Nomination of Members to the Board of Directors, in which it encourages the composition of a board considering diversity and complementarity of knowledge, experiences and profiles, including age group, ethnic origin and gender, among others.</p> | 102-8<br>405-1 | FN-AC-330a.1 | 1 and 6           | 8   | I   |

| SULA 85 - Total number of employees by employment type, employment contract, gender, and region* |                   |      |           |      |        |      |           |       |        |      |        |       |
|--|-------------------|------|-----------|------|--------|------|-----------|-------|--------|------|--------|-------|
| Employment category  | Gender and Region |      |           |      |        |      |           |       |        |      |        |       |
|  | Center West       |      | Northeast |      | North  |      | Southeast |       | South  |      | TOTAL  |       |
|  | Female            | Male | Female    | Male | Female | Male | Female    | Male  | Female | Male | Female | Male  |
| Executive Management   | 0                 | -    | 0         | 0    | 0      | 0    | 7         | 18    | 0      | 0    | 7      | 18    |
| Management   | 5                 | 5    | 12        | 10   | 2      | 2    | 258       | 233   | 8      | 5    | 285    | 255   |
| Specialist   | 21                | 5    | 39        | 17   | 12     | 5    | 1,183     | 869   | 27     | 13   | 1,282  | 909   |
| Administrative   | 9                 | 2    | 24        | 11   | 8      | 1    | 490       | 152   | 13     | 4    | 544    | 170   |
| Operacional  | 0                 | 0    | 0         | 1    | 4      | 1    | 407       | 89    | 0      | 0    | 411    | 91    |
| Total  | 35                | 12   | 75        | 39   | 26     | 9    | 2,345     | 1,361 | 48     | 22   | 2,529  | 1,443 |

| Employment type | Center West |      | Northeast |      | North  |      | Southeast |       | South  |      | TOTAL  |       |
|-----------------|-------------|------|-----------|------|--------|------|-----------|-------|--------|------|--------|-------|
|                 | Female      | Male | Female    | Male | Female | Male | Female    | Male  | Female | Male | Female | Male  |
| Full time       | 35          | 12   | 75        | 38   | 24     | 5    | 2,339     | 1,357 | 48     | 22   | 2,521  | 1,434 |
| Part time       | 0           | 0    | 0         | 1    | 2      | 4    | 6         | 4     | 0      | 0    | 8      | 9     |

\*1 Interns and apprentices are not included. <sup>2</sup> It considered the employee base in December 2020. <sup>3</sup> SulAmérica categorizes the positions according to the PWC methodology.

| SULA 89 - Composition of the governance bodies, and breakdown of employees per employee category according to gender, age group, minorities and other indicators of diversity* |                      |            |            |                |             |       |
|--|----------------------|------------|------------|----------------|-------------|-------|
| Schooling  |                      |            |            |                |             |       |
|  | Executive Management | Management | Specialist | Administrative | Operational | Total |
| Middle school diploma  | 0                    | 0          | 0          | 0              | 1           | 1     |
| Less than middle school diploma  | 0                    | 3          | 9          | 8              | 2           | 22    |
| High school diploma  | 0                    | 74         | 718        | 346            | 396         | 1,534 |
| Higher education diploma   | 13                   | 332        | 1,246      | 310            | 100         | 2,001 |
| Postgraduate degree/Master/MBA   | 12                   | 130        | 212        | 50             | 3           | 407   |
| Ph.D.  | 0                    | 1          | 6          | 0              | 0           | 7     |
|  |                      |            |            |                |             |       |
| Race   |                      |            |            |                |             |       |
| Yellow   | 0                    | 8          | 10         | 4              | 0           | 22    |
| White  | 23                   | 403        | 1,224      | 316            | 201         | 2,167 |
| Indigenous   | 0                    | 1          | 3          | 3              | 0           | 7     |
| African  | 0                    | 7          | 89         | 31             | 42          | 169   |
| Biracial   | 2                    | 121        | 865        | 360            | 259         | 1,607 |



| Age group           |                      |            |            |                |             |       |
|---------------------|----------------------|------------|------------|----------------|-------------|-------|
|                     | Executive Management | Management | Specialist | Administrative | Operational | Total |
| Up to 25 years      | 0                    | 1          | 215        | 102            | 76          | 394   |
| From 26 to 35 years | 0                    | 107        | 934        | 287            | 174         | 1,502 |
| From 36 to 45 years | 7                    | 245        | 697        | 219            | 182         | 1,350 |
| From 46 to 55 years | 12                   | 148        | 271        | 77             | 59          | 567   |
| From 56 to 65 years | 5                    | 34         | 62         | 23             | 9           | 133   |
| Over 65 years old   | 1                    | 5          | 12         | 6              | 2           | 26    |
| Total               | 25                   | 540        | 2,191      | 714            | 502         | 3,972 |
|                     |                      |            |            |                |             |       |
| Gender              |                      |            |            |                |             |       |
| Female              | 0.2%                 | 7%         | 32%        | 14%            | 10%         |       |
| Male                | 0.5%                 | 6%         | 23%        | 4%             | 2%          |       |

<sup>1</sup> Interns and apprentices are not included. <sup>2</sup> It considered the employee base in December 2020. <sup>3</sup> SulAmérica categorizes the positions according to the PWC methodology.

| SULA    |  | Response   | GRI    | SASB | GLOBAL<br>COMPACT | SDG     | PSI |
|---------|--|--|--------|------|-------------------|---------|-----|
|         |  | <p><b>- Accessibility in Development Actions:</b> We provided accessibility in all development actions whose target group included any person with disability. It is worth mentioning the Digital Week, which provided participants with a platform 100% accessible in mobile devices and computers, with translation into the Brazilian sign language in real time in all talks, workshops and talk shows held.</p> <p>In addition, during the year we completed the process of commissioning the consulting firm Mais Diversidade, for assisting us with the creation of a complete Diversity program in 2021.</p> |        |      |                   |         |     |
| SULA 86 | Report the percentage of total employees covered by collective bargaining agreements               | <p>100% of employees hired according to the CLT are covered by collective bargaining agreements</p> <p>Access the <a href="#">CCT of São Paulo</a> and the <a href="#">CCT of Rio de Janeiro</a>, locations where there are higher concentration of SulAmérica's employees.</p>  | 102-41 | -    | -                 | 8       | -   |
| SULA 87 | Total number and rate of new employee hires and employee turnover, by age group, gender and region | Table below  | 401-1  | -    | 6                 | 5 and 8 | -   |

| SULA 87 - Total number and rate of new employee hires and employee turnover, by age group, gender and region (GRI 401-1)* |           |             |          |
|---|-----------|-------------|----------|
| Age group   |           |             |          |
|   | New hires | Termination | Turnover |
| Up to 25 years  | 149       | 43          | 21.54%   |
| From 26 to 35 years   | 347       | 191         | 16.13%   |
| From 36 to 45 years   | 205       | 165         | 12.51%   |
| From 46 to 55 years   | 47        | 70          | 9.32%    |
| From 56 to 65 years   | 7         | 22          | 10.12%   |
| Over 65 years old   | 0         | 3           | 6.19%    |
| Region  |           |             |          |
|   | New hires | Termination | Turnover |
| Center West   | 18        | 11          | 26.40%   |
| Northeast   | 18        | 16          | 13.19%   |
| North   | 2         | 4           | 8.13%    |
| Southeast   | 689       | 433         | 13.78%   |
| South   | 28        | 30          | 29.82%   |
| Gender  |           |             |          |
|   | New hires | Termination | Turnover |
| Female  | 437       | 297         | 13.27%   |
| Male  | 318       | 197         | 15.88%   |
| Total   | 755       | 494         | 14.23%   |

\*1Interns, apprentices and executive management employee are not included.



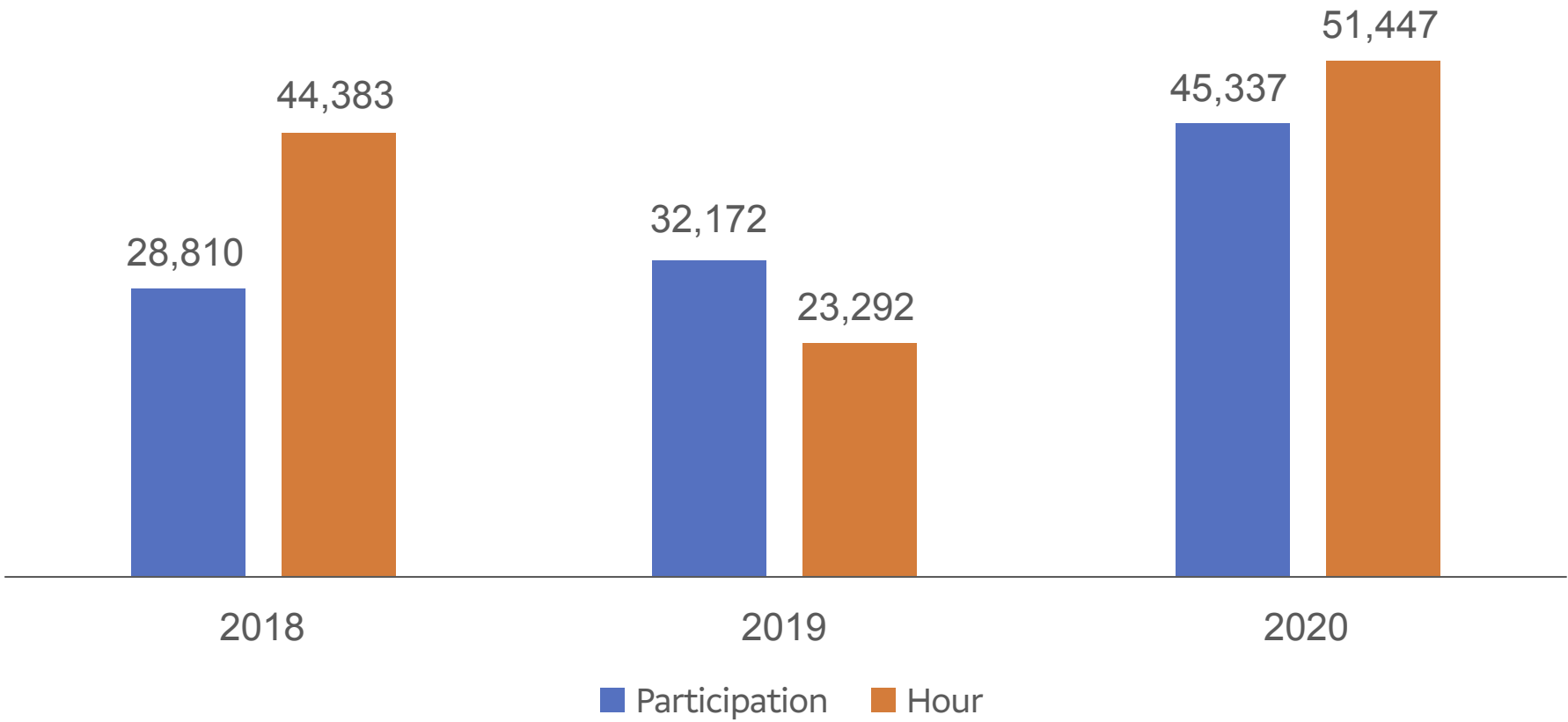
| SULA    |   | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG     | PSI |
|---------|---|--|-------|------|-------------------|---------|-----|
| SULA 88 | Return to work and retention rates of employees that took parental leave, by gender | <p>In 2019, 121 employees took maternity leave, and all of them returned to work after it. Of this total, 112 continued in the Company 12 months after returning. We thus had a return to work rate of 92.56% and retention rate of 77.7%. In 2020, 92 employees took leave.</p> <p>In case of paternity leave, 84 employees were benefitted during the year. All of them returned to work after the period, and 73 continued in the company 12 months after returning. A return to work rate of 100% and retention rate of 86.9%. In 2020, 54 employees took leave.</p> | 401-4 | -    | 1,2 and 6         | 5 and 8 | I   |

| SULA    |   | Response   | GRI  | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|--|------|-------------------|-----|-----|
| SULA 90 | Average hours of training per year per employee, broken down by gender and employee category. | <p>In order to improve the competences and abilities of our employees, we carry out several development programs, which include internally-developed training, talks, grants to attend external training courses and events, among others. To provide training, we have SulAmérica's Corporate University, Universas. In 2020, the company invested approximately R\$ 6.8 million in these initiatives.</p> <p>See below some of the initiatives undertaken in 2020:</p> <p><b>- Corporate Development:</b><br/>Targeted at our employees, the program addresses contents related to self-knowledge, self-development, health (emotional, physical and financial), behavioral and technical skills in in-person, live and e-learning sessions.</p> <p><b>- Leadership Development:</b><br/>Created having a target group comprising the Company's leaders (coordinators/supervisors, managers and superintendents) in mind, it addresses contents related to self-knowledge, self-development, team management, leadership and leadership trends in in-person, live and e-learning sessions.</p> <p><b>- Internship Program:</b><br/>We noted a growth in the number of application for our internship program, which continue to not set a maximum age or college as requirement. The company was recognized as one of the best companies to intern in the survey conducted by Glassdoor.</p> <p><b>- Apprentice Program:</b><br/>We maintained our apprentice program focused on preparing youths to perform professional activities in the labor market. Participants have access to courses with interdisciplinary approach, in proactivity, ethics, diversity, prejudice, professionalization, life project, and other subjects.</p> <p><b>- Sua Estrada (your road):</b><br/>Program created with the aim to develop a small group of employees on a specific theme, important to our business. In its latest version, initiated in 2020, 15 employees are developing their skills in a long-term Data Analysis course, organized in partnership with USP.</p> | 404-1<br><br>DMA<br>Training<br>and<br>Education | -    | -                 | 4   | I   |



| SULA | Response  | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|---|-----|------|-------------------|-----|-----|
|      | <p><b>- Corporate Events:</b><br/>In this category, there are two large annual events of SulAmérica that were 100% held in virtual format: CarreiraCon, focused on self-knowledge and personal development of employees, and Digital Week, which purpose is to raise awareness and mobilize employees of the changes in the company and market.</p> <p><b>- Trilha Regulatória (regulatory track):</b><br/>With online content only, Regulatory Track explores themes of ethics, human rights, consumer protection code, privacy, information security, governance, risks and compliance, being mandatory to all employees.</p> |     |      |                   |     |     |

SULA go - Participation in and Hours of Training



| SULA go - Average hours of training per year per employee, broken down by gender and employee category |                |           |               |        |
|--|----------------|-----------|---------------|--------|
| Position   | Training hours |           | Participation |        |
|  | Female         | Male      | Female        | Male   |
| Executive Management   | 15.50          | 87.60     | 12            | 60     |
| Management   | 4,858.10       | 3,056.71  | 3567          | 2379   |
| Specialist   | 14,849.41      | 7,704.31  | 12,808        | 7,114  |
| Administrative   | 8,342.10       | 2,278.93  | 7,438         | 2,164  |
| Operational  | 6,185.10       | 1,734.59  | 5,950         | 1,672  |
| Intern   | 1,175.02       | 1,159.18  | 1,118         | 1,055  |
| Total  | 35,425.23      | 16,021.32 | 30,893        | 14,444 |



| SULA    | Response   | GRI   | SASB                              | GLOBAL<br>COMPACT | SDG                            | PSI      |          |
|---------|--|---|-----------------------------------|-------------------|--------------------------------|----------|----------|
| SULA 91 | <p>Total number of hours devoted to employee training in human rights policies concerning aspects of human rights that are relevant to the operations of the organization’s procedures, including the percentage of employees that received training.</p> <p>Communication and training in anti-corruption policies and procedures.</p> <p>Procedure(s) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.</p> | <p>We have a series of training in developing ESG knowledge among our employees.</p> <p><b>- Training in compliance and anti-corruption:</b><br/>We offer our employees several e-learning courses in the Regulatory Track, which includes mandatory courses that explore the following themes: Governance, Risk Management and Compliance(GRC), Ethical Conduct, Fraud Prevention and Combat, Anti-corruption and Money Laundering Prevention. The online courses available in our knowledge platform can also be accessed by third parties.</p> <p>We perform the periodic monitoring of courses through a Track completion indicator of mandatory e-learning course. In the in-person format, we provide courses in GRC, Prevention and Combat of Illicit Acts, and Code of Ethical Conduct, among others. The courses are targeted at the Company’s employees, brokers and suppliers.</p> <p>In 2020, 2,033 employees completed the GRC course, 935 completed the Fraud Prevention course, 565 completed the Ethics course, and 539 completed the Anti-corruption course. We also had virtually 1,800 participations in the Pipoca Session, which consists of short lectures related</p> <p><b>Training in Human Rights:</b><br/>In 2011 SulAmérica developed a Human Rights e-learning course that addresses themes that are related to the labor environment and is aimed at disseminating the concept of human rights and ethical values. In 2020, we had 87 participations</p> <p><b>Training in Sustainability:</b><br/>In recent years, we have invested in the dissemination of Environmental, Social and Governance (ESG) concepts in our business lines, mainly to the teams of the asset management and administration, products, control and Investor Relations (IR) areas. In 2020, we achieved 230 participations the Sustainability and Sustainability Strategic Themes course in the UNIVERSAS platform.</p> | <p>412-2<br/>205-2<br/>G4-FS4</p> | <p>-</p>          | <p>1,2,3,4<br/>5, 6 and 10</p> | <p>4</p> | <p>I</p> |

| SULA    |  | Response   | GRI                        | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|--|--|----------------------------|------|-------------------|-----|-----|
|         |  | <p>In addition, the company tries to include Environmental, Social and Governance themes in development events, podcasts and training, targeted at the leadership as well as other employees. In 2020, the following themes were addressed: Social Entrepreneurship, Social and Environmental Responsibility, Innovability, Innovation and Positive Impact, SulAmérica's New Positioning and Sustainability, Business with Cause and Health Management and Positive Social Impact.</p> <p>Also, the sustainability superintendence develops and implement development actions aimed at engaging and disseminating sustainability knowledge applied to specific areas of the Company. In 2020, actions targeted at the Vice-presidency of Operations and Investor Relations' department were performed.</p> |                            |      |                   |     |     |
| SULA 97 | <p>Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individuals) in the same country.</p> <p>Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individuals)</p> | <p>The ratio of annual compensation (salary) for SulAmérica's highest-paid individual to the median annual compensation for all employees is 10.84.</p> <p>Meanwhile, the ratio of the annual total compensation (salary + variable pay) for the organization's highest-paid individual to the median annual total compensation for all other employees is 26.00.</p> <p>And the ratio of the increase in annual total compensation for the highest-paid individual to the increase in annual total compensation for all other individuals is 45.72%.</p>  | 102-37<br>102-38<br>102-39 | -    | -                 | 8   | -   |



| SULA    |  | Response    | GRI   | SASB | GLOBAL<br>COMPACT | SDG     | PSI |
|---------|--|-------------|-------|------|-------------------|---------|-----|
| SULA 98 | Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation | Table below | 405-2 | -    | 1 and 6           | 5 and 8 | I   |

| SULA 98 - Ratio of the basic salary and remuneration of women to men by employee category and significant locations of operations (GRI 405-2) |               |               |         |
|---|---------------|---------------|---------|
| Salary  |               |               | Ratio   |
|   | Female        | Male          |         |
| Management  | R\$ 14,941.80 | R\$ 16,854.09 | -11.35% |
| Specialist  | R\$ 5,583.02  | R\$ 6,513.45  | -14.28% |
| Administrative  | R\$ 3,256.80  | R\$ 2,802.22  | 16.22%  |
| Operational   | R\$ 1,738.82  | R\$ 1,745.74  | -0.40%  |
| Total   | R\$ 25,520.43 | R\$ 27,915.50 | -8.58%  |

| SULA    |   | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|--|-------|------|-------------------|-----|-----|
| SULA 99 | Percentage of total employees by gender and by employee category who received a regular performance and career development review | <p>We annually review the performance of our employees, according to the performance in relation to targets, and the development of their skills and competencies. In 2020, 91.2% of employees were reviewed by the Performance and Development Management (GPD in Portuguese) system.</p> <p>The Commercial teams are reviewed by the Sales Bonus Program (ReX), which offers bonus tied to the achievement of sales targets. Performance is quarterly assessed and the bonus is paid every six months.</p> | 404-3 | -    | -                 | -   | -   |

| SULA 99 - Percentage of total employees by gender and by employee category who received a performance review – Commercial Area Employees (GRI 404-3) |         |         |         |
|--|---------|---------|---------|
|  | Female  | Male    | Total   |
| Management   | 100.00% | 100.00% | 100.00% |
| Specialist   | 100.00% | 87.21%  | 95.44%  |
| administrative   | 100.00% | 94.44%  | 98.51%  |
| Operational  | -       | 75.00%  | 75.00%  |
| Total  | 100.00% | 91.50%  | 96.68%  |



| SULA 99 - Percentage of total employees by gender and by employee category who received a performance review – Other employees (GRI 404-3) |        |        |        |
|--|--------|--------|--------|
|  | Female | Male   | Total  |
| Management   | 84.86% | 89.05% | 86.77% |
| Specialist   | 90.80% | 85.25% | 88.45% |
| administrative   | 86.97% | 92.76% | 88.33% |
| Operational  | 84.86% | 85.06% | 84.89% |
| Total  | 88.24% | 86.76% | 87.71% |

| SULA     | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|-------|------|-------------------|-----|-----|
| SULA 101 | <p>Worker participation in formal occupational health and safety committees, comprising workers from different job levels.</p> <p>To discuss and make advances in occupational health and safety, we have an Internal Commission for Occupational Accident Prevention (CIPA), formed by members who were either invited by the Company or elected by employees. At present, we have three commissions, as follows:</p> <ul style="list-style-type: none"><li>• RJ: Formed by eight members</li><li>• SP: Formed by 12 members (+ 2 members invited by the board)</li><li>• BR: Formed by 15 designated members (regional representatives at national level, equally qualified by the CIPA course)</li></ul> <p>Monthly (SP and RJ CIPA) and timely meetings are held (BR CIPA)</p> | 403-1 | -    | -                 | 3   | -   |

| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p>We also have Emergency Brigades, as follows:</p> <ul style="list-style-type: none"><li>• RJ: 23 members</li><li>• SP: 38 members</li><li>• BR: 47 members</li></ul> <p>Both (CIPA and Brigade) are voluntary, have capacity-building course and are formed by employees from several job levels committed to prevention and engaged in the dissemination of safety culture.</p> <p>In addition, we have a team in the Human Capital, Administrative and Sustainability Vice-presidency, dedicated to the Health Management of employees, which besides the occupational test duties, has health and well-being initiatives.</p> <p>In 2020, we kept monitoring employees according to a strategy on coordinated care and basic healthcare, with a multidisciplinary team where family physicians, occupational physicians, gynecologist, nurses, nutritionists, psychologist and massotherapists coexist. In the home office period, we vaccinated over 4,800 employees and dependents against flu.</p> <p>We continued to invest in the early identification of risky conditions to the health of our executives, performing over 25 checkups, structured and aligned with the basic health care strategy.</p> <p>We also continued the activities in the areas of mental health, autism, oncology, healthy gestation, physical activity, telepsychology, orthopedics, and healthy food in our units, providing health and dental plans and travel insurance, even during vacation, to employees and their relatives.</p> <p>As to the financial health theme, we kept monitoring employee relatives who took capacity-building training in this theme in previous years. We also implemented a digital financial health program and extended the activity to all employees, to build the capacity of more people and reduce their debt level.</p> |     |      |                   |     |     |



| SULA     |  | Response    | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|-------------|-------|------|-------------------|-----|-----|
| SULA 102 | Types of injury, injury rate, occupational disease rate, lost day rate, absentee rate, and work-related fatalities, per region and gender. | Table below | 403-2 | -    | -                 | -   | -   |

| SULA 102 - Injury, lost workday, and absentee rates (GRI 403-2) |                               |                                      |                                 |
|---|-------------------------------|--------------------------------------|---------------------------------|
| Regiin  | Injury rate (TL) <sup>2</sup> | Lost workday rate (TDP) <sup>3</sup> | Absentee rate (TA) <sup>1</sup> |
| Center West   | 0.00                          | 0.06                                 | 0.46                            |
| Northeast   | 0.00                          | 0.08                                 | 0.65                            |
| North   | 0.00                          | 0.19                                 | 1.45                            |
| Southeast   | 0.25                          | 0.11                                 | 0.82                            |
| South   | 0.00                          | 0.03                                 | 0.21                            |
| Gender  | Injury rate (TL)              | Lost workday rate (TDP)              | Absentee rate (TA)              |
| Female  | 0.56                          | 0.13                                 | 0.95                            |
| Male  | 0                             | 0.07                                 | 0.55                            |

<sup>1</sup> The absenteeism rate considers sick leave / scheduled hours x 100.  
<sup>2</sup> The injury rate is given by (number of accidents x 1,000,000) / hours worked, commuting accidents are not counted.  
<sup>3</sup> The rate of days lost is calculated by working days lost due to accidents, from the first day of leave until the day before your return x 100 / hours worked)

| SULA 102 - Number of accidents, days away from work, RSI cases, and deaths (GRI 403-2) |      |      |      |        |
|--|------|------|------|--------|
|  | 2018 | 2019 | 2020 | Change |
| Number of accidents <sup>1</sup>   | 29   | 18   | 3    | -83%   |
| RSI cases <sup>2</sup>   | 0    | 0    | 0    | -      |
| Work-related deaths  | 0    | 0    | 0    | -      |

<sup>1</sup>The number of accidents reported in 2018 refers to commuting accidents.

<sup>2</sup>RSI - Repetitive Strain Injury.

| SULA     | Response   | GRI            | SASB | GLOBAL<br>COMPACT | SDG     | PSI |
|----------|--|----------------|------|-------------------|---------|-----|
| SULA 105 | <p>Benefits granted to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.</p> <p>Among the benefits related to employee’s health, we offer health plan, dental plan and nutritionists, psychologist, and massotherapist for virtual appointment across the national territory. In our São Paulo and Rio de Janeiro units, we have a breastfeeding room. In the Pinheiros unit, we have a first aid outpatient department with multidisciplinary monitoring team.</p> <p>In addition, we provided the “viver bem” (live well) program to employees, dependents and parents, which consists of phone support guidance, available 24 hours a day, on psychology, social assistance, legal, physical activity and other themes.</p> <p>In 2020, we organized over 25 lives on health-related themes, with average participation of over 150 people per event. We also offered employees a digital financial health program, described in SULA 101 indicator.</p> <p>The temporary employees receive meal and commuting allowance.</p> <p>The benefits offered by SulAmérica are described in the section <i>Faça parte do time (join the team)</i>, in the <a href="#">Company’s corporate website</a>.</p> | 201-3<br>401-2 | -    | -                 | 3 and 8 | -   |



| SULA     |  | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI      |
|----------|--|--|-------|------|-------------------|-----|----------|
| SULA 106 | Minimum notice period prior to the implementation of operational changes, and whether they are specified in collective agreements. | The notice about operational changes shall be immediate, soon after the completion of the collective agreement negotiation. The effective period of the collective agreement begins on January 1, assuming that the implementation of what was “agreed” supersedes the “legislated”.   | 402-1 | -    | 3                 | -   | -        |
| SULA 107 | Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms.                     | <p>Throughout the year, we recorded 73 new labor grievances, of which nine cases were migrated from the Prodent acquisition, 20 referred to former employees and remaining ones referred to third parties. Of these 73 cases, 14 have been resolved in 2020.</p> <p>Also in 2020, 141 grievances that had been recorded in the previous years were resolved.</p> | 103-2 | -    | -                 | 8   | I and II |
| SULA 92  | Cases of discrimination  | SulAmérica has Policies and Rules to handle cases reported to Reporting Channels, in addition to training that strengthens the importance of human rights and a more ethical professional environment. In 2020, no discrimination case was reported.   | -     | -    | -                 | -   | -        |





# Responsibility *in the value chain*



## Responsibility in the value chain

*“To fulfill our purpose of taking care of the health of people and create value to the society and environment, it is fundamental to establish a series of partnerships with our stakeholders, among which the brokers, service providers, suppliers, employees and customers.”*

By establishing relationships that are trustful, ethical and responsible, we ensure that our products and services are used according to the established social and environmental requirements, mitigating their negative impacts and increasing the positive ones.

To evolve more and more on this theme, the discussion on the Company's impacts and value creation is included in our strategic agenda, being in the agenda of the senior management in the Sustainability Committee, an advisory body of the Board of Directors.

**With the aim to support service providers in such sensitive moment as the Covid-19 pandemic, we paid an advance on their bills to help them reach break-even cash flow. The action targeted a strategic group of 504 Health and Dental service providers, of which:**

- **280 Coordinated Care network service providers**
- **26 Hospitals**
- **198 Dental service providers**

## Responsible Suppliers

We have a base of approximately 3.7 thousand suppliers of materials and services, mostly located in Brazil.

To increase our impact on society and environment, we encourage suppliers to adopt an environmental and socially responsible management model.

For this purpose, during the purchase and engagement process, all potential suppliers are submitted to an assessment in which sustainability criteria are included. In case of suppliers with social and environmental assessment below expectations, the Company advises them on the need for improvement and encourages them to adopt initiatives aligned with the best practices.





# Environmental impact

Environmental care and attention to the risks and opportunities related to climate changes are present in many voluntary commitments that we took on, described in SULA 10 indicator. They inspired us to formulate our Environmental Policy and Environmental Management Program.

**To control the impact of our business on nature, we publicly committed to meet the following targets for reduction in natural resources consumption by 2023, considering the base date for calculation as 2014. These are the following:**

- Energy: 60% reduction between 2014 and 2023, considering the RJ and SP headquarters. In 2020, the company achieved a reduction of 79.2%.
- Water: 75% reduction between 2014 and 2023, considering the RJ and SP headquarters. In 2020, the company achieved a reduction of 91.7%.
- Recyclable waste: 35% increase between 2014 and 2023, considering the RJ and SP headquarters. In 2020, the percentage of waste destined for recycling increased to 56.4%.
- Non-recyclable waste: 12% reduction between 2014 and 2023, considering the RJ and SP headquarters. In 2020, the company achieved a reduction of 81.5%.

**In 2019, we committed to the absolute reduction in GHG emission in our operations. The target for CO2 emission reduction set encompasses the scopes 1, 2 and 3, and uses the base year of 2014, and is shall also be achieved by 2023:**

- GHG emission: 40% reduction between 2014 and 2023 by the company. In 2020, the reduction was 92%.

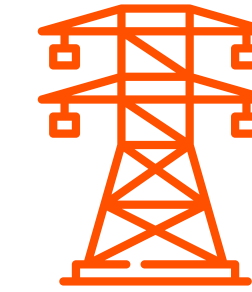
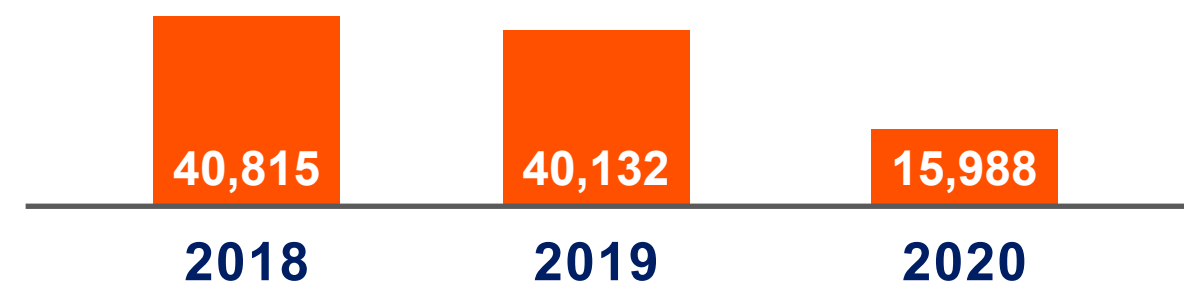
The exceeding of the goals before the expected period was due to eco-efficiency measures implemented in the company, the sale of the Automobile and mass operations and, mainly due to the Covid-19 pandemic, which led us to send 100% of the employees home office. Considering the still uncertain scenario that we are going through, the Company chose not to review the established goals yet. This review will be carried out later.



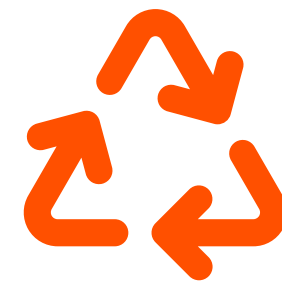




### WATER USE (m³)



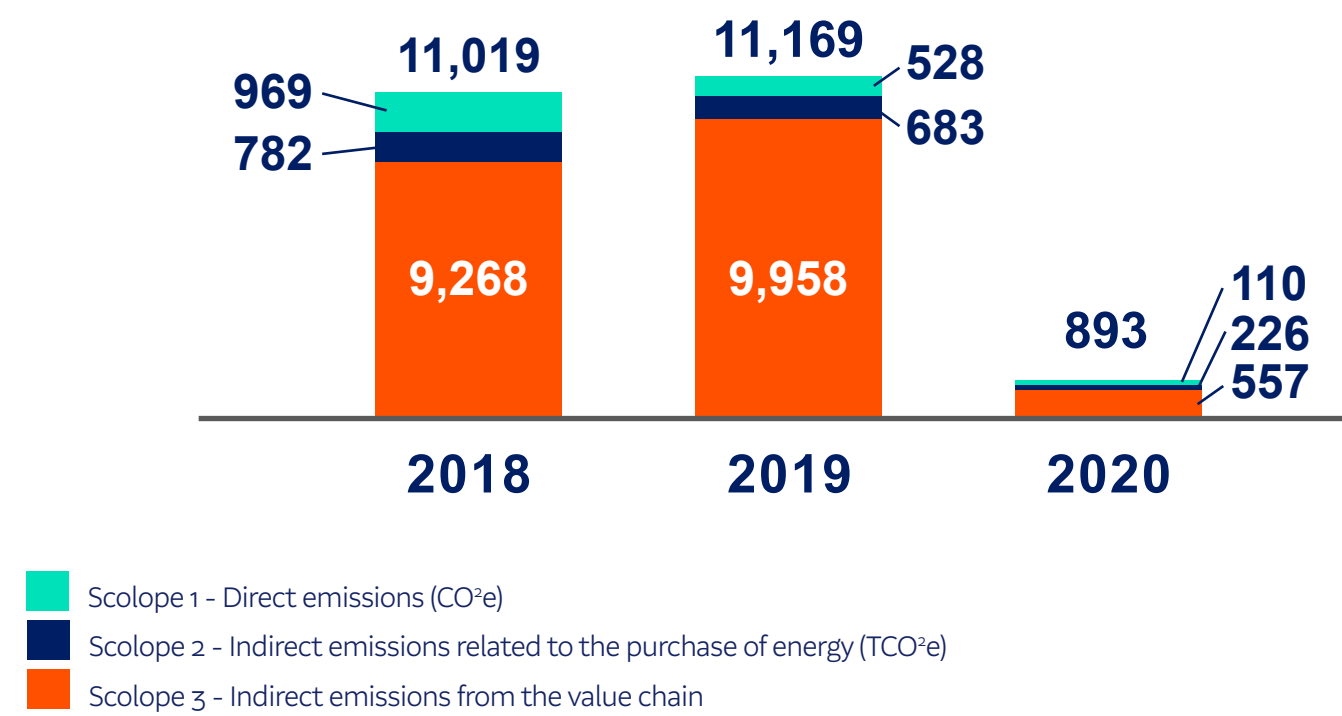
### ELECTRIC ENERGY USE (MWh)



### TOTAL WASTE PRODUCED (T)



### GHG EMISSION (TCO²e)



# Social investment

We take a proactive approach in the support of social, cultural and sports projects, covering all Brazilian states.

## Social Investment through Incentive Laws



PRONON

**R\$ 2  
MILLION**



Investments in socio-cultural and socio-sports programs via sports and culture incentive laws

**R\$ 5.0 MILLION**

Child and Adolescent  
Elderly Fund Fund

**R\$ 3.3 MILLION**



Elderly Fund

**R\$ 3.3  
MILLION**

## Covid-19 Combat Social Initiatives



Donation with  
employees

Donation campaign with collaborators to raise funds for the Fundo Emergencial para a saúde – Coronavírus Brasil.

Employees +R\$ 80 thousand  
SulAmérica R\$1 Million



Hospital Beds

Partnership with Instituto D'Or to help with the provision of hospital beds.

**Rio de Janeiro**

Field hospital with 200 beds  
Donation of R\$ 5 million

**São Paulo**

Renovation of 102 beds in Santa Casa de Misericórdia  
Donation of R\$ 4.3 million



| SULA    |  | Response   | GRI     | SASB   | GLOBAL<br>COMPACT | SDG | PSI           |
|---------|--|--|---------|--|-------------------|-----|---------------|
| SULA 71 | Percentage of assets subject to environmental or social screening, positive or negative. | <p>SulAmerica Investimentos uses social and environmental metrics in the assessment of investees, applied to 100% of assets under management, and has a Responsible Investment Policy, approved by senior management, which covers 100% of its assets under management.</p> <p>The ESG criteria assessed are as follows:</p> <ul style="list-style-type: none"><li>• Environmental: Water, energy and materials; Biodiversity and soil use; Climate change; Residue management.</li><li>• Social: Relationship with workers; Relationship with communities; Relationship with customers; Relationship with suppliers.</li></ul> <p>The assessment methodology is based on a qualitative analysis that includes the following:</p> <ul style="list-style-type: none"><li>• ESG Issues (red flag indicators, ESG agenda in meetings, ESG surveys sent to companies, SWOT analysis, centralized survey dashboard),</li><li>• Valuation of variable income including ESG issues (variable for valuation models, financial ratio projection, scenario analysis),</li><li>• Valuation of fixed income including ESG issues (analysis of duration, ranking related to ESG, analysis of benchmark value/spread analysis),</li><li>• Risk Management including ESG issues (financial risk exposures and limits, analysis of Value at Risk, analysis of scenarios in the portfolio).</li><li>• Building of portfolio considering ESG issues (ESG profile, asset diversification, analysis of scenarios in the portfolio),</li><li>• Allocation of assets considering ESG issues (strategic asset allocation, tactical asset allocation).</li></ul> <p>In addition, we have a stock fund that applies social and environmental criteria for selecting assets, Sul America Total Impacto FIA, with R\$ 18,045,805.59, representing 0.04% of AUM.</p> | G4-FS11 | FN-IN-410a.2<br>FN-AC-410a.2<br>FN-AC-410a.1 | 1 to 10           | -   | I, II and III |

| SULA     |   | Response   | GRI                     | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|---|--|-------------------------|------|-------------------|-----|-----|
| SULA 115 | Materials used, broken down by weight or volume   | <p>SulAmérica is a big consumer of paper and has adopted a series of consumption reduction actions, particularly the digitalization of processes (further information in the SULA 119 indicator).</p> <p>In 2020, 104.4 tons of paper were printed in manual kits and leaflets, which represented a 41% decrease on the prior year.</p>  | 301-1                   | -    | 8                 | -   | -   |
| SULA 116 | <p>Energy consumption within the organization</p> <p>Reduction in energy consumption</p> <p>Reductions in energy consumption related to products and services</p> | <p>Aiming to improve our ecoefficiency, we seek to reduce the consumption of electric energy and fuel in our operations.</p> <p>Among the actions performed in 2020, it is worth mentioning the retrofit of air conditioning equipment, automation of ventilation and exhaust system in floors, and adjustment of the power factor in the head office in São Paulo. In addition, LED lamps in 100% of the building, which have LEED Gold Certificate for sustainable buildings.</p> <p>In the head office in Rio de Janeiro, we work with the installation of lighting system with presence sensors and LED lamps. Additionally, in 2019, we completed the delivery of the first half of the New RJ Head Office Project, with a significant portion to achieve such reduction.</p> <p>For the year 2020, we set a target for reduction in energy consumption by 55% (in relation to 2014), reaching 5,825 MWh. In the end of the year, we achieved a 79% reduction, significantly above the target. Besides our actions, the Covid-19 pandemic helped us to achieve this reduction, as it caused us to send 100% of employees to work from home.</p> <p>In total, we spent R\$ 4.3 million on the purchase of energy, including fuels and electricity.</p> | 302-1<br>302-4<br>302-5 | -    | 7,8 and 9         | 7   | I   |



| SULA 116: Energy consumption within the organization (GRI 302-1, 302-4) |        |        |       |       |                      |
|---|--------|--------|-------|-------|----------------------|
| Renewable Energy (MWh)  |        |        |       |       |                      |
| Electric energy   | 2017   | 2018   | 2019  | 2020  | Change (2019 – 2020) |
| Head office - Rio de Janeiro  | 6,719  | 6,142  | 4,523 | 1,115 | -75.3%               |
| Head office - Pinheiros/São Paulo                                       | 2,405  | 2,280  | 2,194 | 1,573 | -28.3%               |
| Branches  | 2,347  | 2,141  | 2,385 | 976   | -59.1%               |
| Total Electric Energy   | 11,471 | 10,563 | 9,101 | 3,664 | -59.7%               |
| Ethanol   | 2017   | 2018   | 2019  | 2020  | Change (2019 – 2020) |
| Own fleet   | 596    | 874    | 822   | 198   | 75.9%                |

| SULA 116: Energy consumption within the organization (GRI 302-1, 302-4) |        |        |        |       |                      |
|---|--------|--------|--------|-------|----------------------|
| Non-renewable Energy (MWh)  |        |        |        |       |                      |
| Diesel  | 2017   | 2018   | 2019   | 2020  | Change (2019 – 2020) |
| Head office - Rio de Janeiro  | 20     | 11     | -      | -     | -                    |
| Head office - Pinheiros/São Paulo                                       | 54     | 14     | 14     | 5     | -64.8%               |
| Branches  | 2      | -      | -      | -     | -                    |
| Total Electric Energy   | 75     | 25     | 14     | 5     | -64.8%               |
| Gasoline  | 2017   | 2018   | 2019   | 2020  | Change (2019 – 2020) |
| Own fleet   | 3,615  | 2,951  | 2,207  | 569   | -74.2%               |
| Total (Renewable Energy and Non-renewable Energy)                       | 15,757 | 14,413 | 12,144 | 4,238 | -65.1%               |

| SULA     |  | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|--|-------|------|-------------------|-----|-----|
| SULA 117 | Energy consumption outside of the organization | In 2020, the Covid-19 pandemic significantly impacted our energy consumption outside the organization, as it made impossible to travel and decreased employee commuting and document transportation. | 302-2 | -    | 8                 | 7   | -   |

| SULA 117: Energy consumption outside of the organization (GRI 302-2) |         |        |        |          |                      |
|--|---------|--------|--------|----------|----------------------|
| Emission Sources (GJ)  | 2017    | 2018   | 2019   | 2020     | Change (2019 – 2020) |
| AUTO Locksmith   | 422     | 422    | 339    | -        | -                    |
| AUTO Mechanic  | 5,630   | 5,556  | 5,154  | -        | -                    |
| AUTO Tow Trucks  | 103,675 | 96,573 | 99,557 | -        | -                    |
| AUTO Táxi  | 4,163   | 4,069  | 4,644  | -        | -                    |
| Reimbursement for ride in km   | 9,699   | 10,358 | 7,611  | 1,343    | -82.3%               |
| Health Ambulance   | 585     | 146    | 46     | 60       | 30.4%                |
| Claims - Massified   | -       | -      | -      | -        | -                    |
| Document transportation  | -       | 13,543 | 11,617 | 3,763.37 | -67.6%               |
| Taxi for employees   | 1,869   | 1,416  | 2,564  | 766.49   | -70.1%               |

(1) SulAmérica will not report Solid Waste disposal emissions because it is impossible to convert such emission into Gigajoule. Such amounts can be found in the GHG Emission Inventory on the GHG Protocol Brasil’s website.

(2) In 2018, we started to report the document transportation source, arranged by trucks in the several units of SulAmérica throughout Brazil, provided by transportation company.

(3) For the Ambulance Health service, the quantities of services used were used multiplied by the average km over the last three years.

(4) Due to the the discontinuity in the Auto and Massified businesses in 2020, we no longer have the AUTO services (Locksmith, Mechanic, Trailer, Taxi)



| SULA     |  | Response   | GRI                     | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|--|-------------------------|------|-------------------|-----|-----|
| SULA 118 | Total water withdrawn by source.<br><br>Total percentage and volume of water recycled and reused | <p>We tried to reduce our water consumption through ecoefficiency initiatives and technologies in our head offices in São Paulo and Rio de Janeiro, such as the installation of washbasin flow reduction, dual flush in toilets, and use of reclaimed water in flushes and toilet bowls. In São Paulo, we even optimized the reclaimed water system, achieving a 30% reduction in potable water consumption.</p> <p>The target for reduction in water consumption for 2020 was set at 74.5% in the head offices in RJ and SP (in relation to 2014), reaching 15,000 m³. As a result of our ecoefficiency initiatives and the Covid-19 pandemic, which decreased circulation in offices, we achieved a 91.7% reduction below the target, reaching 4,884 m³.</p> | 303-1<br>303-3<br>303-5 | -    | 7,8 and 9         | 6   | I   |

| SULA 118: Total water withdrawn by source (GRI 303-1, 303-3) |        |        |        |        |                      |
|--|--------|--------|--------|--------|----------------------|
| Water consumption (m³)                                       | 2017   | 2018   | 2019   | 2020   | Change (2019 – 2020) |
| Head office Rio de Janeiro - Network                         | 15,233 | 14,436 | 11,236 | 1,157  | -89.7%               |
| Head office Rio de Janeiro - Reuse (303-3)                   | 4,563  | 3,708  | 2,970  | 1,519  | -48.8%               |
| Subtotal Head Office in Rio de Janeiro                       | 19,796 | 18,144 | 14,205 | 2,676  | -81.2%               |
| Head office in Pinheiros/São Paulo - Network                 | 12,649 | 6,441  | 6,262  | 3,749  | -40.1%               |
| Head office in Pinheiros/São Paulo - Reuse (303-3)           | 8,838  | 7,822  | 11,497 | 5,540  | -51.8%               |
| Subtotal head office in Pinheiros/ São Paulo                 | 21,487 | 14,263 | 17,759 | 9,289  | -47.7%               |
| Branches - Network   | 12,878 | 8,397  | 8,168  | 4,023  | -50.7%               |
| Total  | 54,161 | 40,805 | 40,132 | 15,988 | -60.2%               |

| SULA     |  | Response  | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|---|-------|------|-------------------|-----|-----|
| SULA 119 | <p>Environmental Impact Mitigation Initiatives</p> <p>Number of grievance related to environmental impacts filed, processes and resolved by formal mechanism</p> | <p>To mitigate our environmental impacts, we have an environmental management system that considers own operations and in the value chain.</p> <p>In administrative operations, we set targets for reduction in water, energy and fuel consumption, as well as for increase in percentage of recycling and/or waste reuse. Our performance in such items is described in indicators SULA 15, SULA 116, SULA 117 and SULA 118.</p> <p>These commitments have been achieved through a series of ecoefficiency initiatives in our offices, besides engagement actions, targeted at employees, for the conscious consumption of resources.</p> <p>In 2020, due to the new coronavirus pandemic, we have operated with almost 100% workforce working from home since March. To support the employees in adjusting to the new work model, we shared a series of practical tips, which included guidance on conscious consumption of resources.</p> <p>In addition, we developed many programs and initiatives to reduce paper consumption in our operations and value chain.</p> <p><b>- Digital Signature:</b> In 2020, we implemented a digital signature template for employment contract of employees.</p> <p><b>- Digital reimbursement:</b> functionality available in SulAmérica’s app and on the OnLine Health portal, which provides the option to apply for reimbursement by sending images of requests and bills or invoices.</p> <p><b>- Digital individual income tax statement:</b> statement for completion of the annual income tax return, available for the latest years, in the app and OnLine Health.</p> | 103-2 | -    | -                 | -   | -   |



| SULA |  | Response  | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|---|-----|------|-------------------|-----|-----|
|      |  | <p>- <b>Digital use statement:</b> available in both app and Online Health, which shows all procedures made by the insured over a certain period, as well as the charged co-participation amounts.</p> <p>- <b>Request and tracking of chemotherapy and immunobiological drugs using the app:</b> Functionality available in SulAmérica's app through which insureds undergoing treatment can request and track the sending of oral chemotherapy and immunobiological drugs, receiving them at home.</p> <p>- <b>Médico na Tela (physician on screen):</b> Functionality available in SulAmérica's app that provides direct contact between patient and physician, through video conference. It is described in SULA 8o indicator.</p> <p>- <b>Pension:</b> The broker makes available online purchase to customer, by digital signature, and after the proposal is accepted, all documentation (payment forms, product rules, certificates) is digitally sent to the insured. In 2020, 29,572 new proposals used this model.</p> <p>- <b>Client Portal (Client Space):</b> In the logged area, all information on the purchased insurance is provided (such as policy/ insured card). We also provided the client option for resending the digital kit email containing all information on the respective insurance, if no email is found in the mail box.</p> <p>We also have a working group aimed to assess the social and environmental impacts of the company's main products. In 2020, we proceeded with the pilot project in the Health business unit, and have the prospect of extending it to other business lines in 2021.</p> <p>In relation to our environmental impacts, in 2020 no grievance was reported.</p> |     |      |                   |     |     |

| SULA     |  | Response   | GRI   | SASB             | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|--|-------|------------------|-------------------|-----|-----|
| SULA 121 | Financial implications and other risks and opportunities to the organization's activities due to climate change. | <p>The Company considers the social and environmental risks of its business, including those arising from climate change, working on their mitigation and control. To learn more about the risks, management methods and impacts, access our <a href="#">Reference Form</a>.</p> <p>We know, for example, that climate change may have financial implications on health and dental plans to the extent they affect the physical health of customers, whether by metabolic changes or catastrophic consequences of extreme events, which could result in inpatient or outpatient care treatment.</p> <p>Therefore, it was not possible to identify the financial impact arising from climate events on the life, pension, investment, health and dental portfolios.</p> | 201-2 | FN-IN<br>450 a.2 | 7 and 8           | 13  | I   |



| SULA                 |   | Response  | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------------------|---|---|-------|------|-------------------|-----|-----|
| SULA 122<br>SULA 123 | Direct (Scope 1) GHG emissions.                           | For the calculation of the GHG emissions inventory, the Brazilian Program GHG Protocol tool (version 2021.0.1) was used and the operational control approach was adopted. | 305-1 | -    | 7, 8 and 9        | 13  | I   |
|                      | Indirect (Scope 2) GHG emissions from energy acquisition. |   | 305-2 |      |                   |     |     |
|                      | Other indirect (Scope 3) GHG emissions                    |   | 305-3 |      |                   |     |     |
|                      | Reduction of GHG emissions                                |   | 305-5 |      |                   |     |     |

| SULA 122: GHG emissions by scope (GRI 305-1, 305-2, 305-3, 305-5) |          |          |          |        |           |
|---|----------|----------|----------|--------|-----------|
|   | 2017     | 2018     | 2019     | 2020   | Reduction |
| Scope 1 - Direct emissions (CO2e)                                 | 1,192.50 | 968.55   | 528.00   | 110.12 | -79.1%    |
| Scope 2 - Indirect emissions related to energy purchase (tCO2e)   | 1,065.78 | 781.51   | 682.97   | 226.22 | -66.9%    |
| Scope 3 - Indirect emissions of the value chain (tCO2e)           | 9,619.98 | 9,267.83 | 9,958.32 | 556.95 | -94.4%    |

| SULA 122: GHG emissions detailed by scope in 2020 (GRI 305-1, 305-2, 305-3, 305-5) |          |                            |
|--|----------|----------------------------|
| Scope 1 - Direct emissions   |          |                            |
|  | CO2e (t) | Biogenic CO2 emissions (t) |
| “Stationary combustion”  | 1.17     | 0.14                       |
| “Mobile combustion”  | 108.16   | 75.18                      |
| “Fugitive emissions”   | -        | -                          |
| Total scope 1  | 110.12   | 75.32                      |

| Scope 2 - Indirect emissions related to energy purchase (location-based) |          |                            |
|--|----------|----------------------------|
|  | CO2e (t) | Biogenic CO2 emissions (t) |
| Electricity  | 226.22   | -                          |
| Total scope 2  | 226.22   | -                          |
|  |          |                            |
| Scope 3 - Indirect emissions in the value chain                          |          |                            |
|  | CO2e (t) | Biogenic CO2 emissions (t) |
| Category 1: Purchased goods and services                                 | 228.40   | 27.09                      |
| Category 6: Business travel  | 328.55   | 25.76                      |
| Total scope 3  | 556.95   | 52.85                      |

| SULA     |  | Response  | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|---|-------|------|-------------------|-----|-----|
| SULA 127 | Total weight of waste, by type and disposal method | <p>In our units, we develop a series of initiatives to reduce waste production in our operations and increase recycling. In this sense, in 2020 we trained outsourced personnel in recycling collection, qualifying waste collection, we substituted disposable cups for individual reusable ones, we started to perform the reverse logistics of disposed Nespresso capsules, separated the recyclable waste for disposal with correct disposal certificate, and installed bins for recyclable and non-recyclable waste.</p> <p>Further information on the amount of produced waste is shown in the table below.</p> | 306-2 | -    | 8                 | -   | -   |



| SULA 127: Total weight of waste, by type and disposal method (GRI 306-2) |       |       |       |       |                      |
|--|-------|-------|-------|-------|----------------------|
| Sanitary landfill (t)  | 2017  | 2018  | 2019  | 2020  | Change (2019 – 2020) |
| SulAmérica (head offices in Rio de Janeiro and Pinheiros in São Paulo)   | 123   | 118   | 83    | 20    | -75.9%               |
| Recycling (t)  | 2017  | 2018  | 2019  | 2020  | Change (2019 – 2020) |
| SulAmérica (head offices in Rio de Janeiro and Pinheiros in São Paulo)   | 34    | 37    | 75    | 22    | -70.6%               |
| Nespresso capsules   | -     | -     | -     | 0.53  | -                    |
| Crushed vehicles   | 1,475 | 1,096 | 893   | -     | -                    |
| Automobile parts   | 57    | 45    | 33    | -     | -                    |
| Telephone and IT cables  | -     | -     | -     | 0.25  | -                    |
| Glasses  | 729   | 430   | 704   | -     | -                    |
| Subtotal - Recycling (t)   | 2,296 | 1,607 | 1,707 | 22.78 | -98.7%               |
| Proper disposal/ Decontamination (units)                                 | 2017  | 2018  | 2019  | 2020  | Change (2019 – 2020) |
| Lamps (head offices in Rio de Janeiro and Pinheiros in São Paulo)        | 1,672 | 3,500 | -     | -     | -                    |
| Reuse/ Donation (units)  | 2017  | 2018  | 2019  | 2020  | Change (2019 – 2020) |
| Furniture  | 70    | 84    | 87    | -     | -                    |
| Equipment  | 67,00 | -     | -     | -     | -                    |

| SULA     | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|-------|------|-------------------|-----|-----|
| SULA 137 | <p>Percentage of operations with implemented local community engagement, impact assessments, and/or development.</p> <p>Guided by the Social Investment Policy and in line with the purpose of improving people's lives by supporting Integral Health, we operate proactively in the transfer of funds from incentives to social, cultural and sports projects with high social impact and located in cities where we operate.</p> <p>With these transfers, we aim to foster the following:</p> <ul style="list-style-type: none"><li>• <b>Physical health:</b> Prevention, survey and increase in healthcare area services.</li><li>• <b>Emotional health:</b> Prevention and promotion of emotional health and well-being.</li><li>• <b>Financial health:</b> Capacity building, income generation and financial education.</li></ul> <p>In this context, in 2020 the Communication and Mobilization and Sustainability areas were responsible for leading the selection of organizations and projects through the National Elderly Fund (Act 12,213/2010) and Child and Adolescent Right Fund (Act 8,069/90), besides the National Oncology Care Support Program (PRONON) and the National Support Program of People with Disability Care (PRONAS/PCD), established by Act 12,715/2012.</p> <p>For the first time, the selection was based on a strategy of active screening of all projects eligible to receive investments through the aforementioned laws. For this purpose, we had the support of Incentiv.me, a startup that developed a technology for mapping and selecting projects and funds by match, which facilitated project prospecting and curatorial work that better adjust to our social investment policy.</p> <p>We describe below the flow of social project selection for transfer through incentive laws:</p> <ol style="list-style-type: none"><li>1. Formalization of amounts available for donation and alignment of the selection process with Incentiv.me.</li><li>2. Criteria adjustment for social match, including regions of interest (cities where SulAmérica operates/has business); synergy with business; high impact on community; effectiveness and continuity of plans; possibility of connection with SulAmérica's Voluntary Program.</li></ol> | 413-1 | -    | 1                 | 11  | III |



| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p>3. Creation of a Technical Valuation Matrix that considers factors such as engagement, adherence, impact, execution capacity, and risk.</p> <p>4. For the National Elderly Fund and Child Right Fund, we actively search in all funds to check which ones are active for receiving donation, which ones allow project recommendation and which have approved projects.</p> <p>Then we curate the available projects in mapped funds as “valid” and “with approved projects”, for preparing a portfolio proposal.</p> <p>5. For PRONAS and PRONON, as there is no expectation of when or which projects will be approved by the Ministry of Health, we analyze and select accredited projects, rank them by priority, negotiate reserve of share with the applicant, and await approval for making the contribution.</p> <p>6. Validation of portfolio with the Technical and Commercial areas to check any conflict of interest and/or opportunities.</p> <p>7. In partnership with Compliance and Records area, we analyze the documents and reputation of organizations, selected projects and funds for checking whether there is any risk to SulAmérica.</p> <p>8. Approval of portfolio proposal with the Executive Committee.</p> <p>9. After the beginning of the payments, we periodically monitor the supported projects.</p> <p>In 2020, we had an extraordinary additional fund, which was transferred to social organizations in the third quarter, related to the tax from the sale of the Auto and Massified portfolios. As a result, we supported 14 social projects during the year through incentive laws:</p> |     |      |                   |     |     |

| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p><b>- Elderly Fund:</b></p> <p><b>Julita Foundation (São Paulo/SP)</b><br/>Project: Memory rescue.<br/>For elders to face situations isolation and depression, it conducts activities that stimulate cognition, motor coordination, affection, and socialization.<br/>Target group: 120 elderly, 60 years old or older, in social vulnerability condition, who live in Jardim São Luís.<br/>Amount: R\$ 154,000</p> <p><b>Cancer Hospital of Pernambuco (Recife/PE)</b><br/>Project: Support to Elderly Patient with Cancer<br/>It aims to cover the expenses with clinic and outpatient care services of elderly patients in the institution, as well as acquire medical and chemotherapy supplies for curative cancer treatment, providing quality, welcoming, safe and smooth service, respecting the local culture and patient privacy.<br/>Target group: Elderly population of Recife in process of diagnosis, treatment, rehabilitation, and assistance segment (1200 appointments per day)<br/>Amount: R\$ 1,013,004</p> <p><b>Sociedade Hospitalar Angelina Caron (Curitiba/PR)</b><br/>Project: Expansion of Teaching and Research<br/>The clinical research project aims to work on early prevention and diagnosis of elderly illnesses, generating long-term benefits and expanding the organization's Teaching and Research Department.<br/>Target group: Elderly who are 50 years old or older of the metropolitan region of Curitiba (over 25,206 patients benefitted in the year, of which nearly 93% through SUS).<br/>Amount: R\$ 1,251,050.58</p> <p><b>Instituto Ânima (São Paulo/SP)</b><br/>Project: Open University for Elderly – Trabalhabilidade Senior Center<br/>The project aims to promote elderly employability by offering capacity building, guidance on reentrance into the labor market and consulting in career management.<br/>Target group: 33,360 vacancies for elderly<br/>Amount: R\$ 350,000</p> |     |      |                   |     |     |



| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p><b>Cooperação para o Desenvolvimento e Morada (Belo Horizonte/MG)</b><br/>Project: Saber Viver (know to live)<br/>It aims to hold workshops on preparation of elderly life projects using playful and technology-based methodologies, to positively and creatively organize their finances, routines and family relationships, contributing to their active aging and improvement in the quality of life of families.<br/>Target group: 300 elderly in the Barreiro region and their families.<br/>Amount: R\$ 370,000</p> <p><b>Lar Torres de Melo (Fortaleza/CE)</b><br/>Project: Longevity with Dignity – Care, Protect and Promote IV<br/>The Project aims to provide care services to elderly with Institutional Welcoming service, with integral service ensuring life with dignity and quality.<br/>Target group: 200 elderly with Institutional Welcoming service<br/>Amount: R\$ 200,000</p> <p><b>- Child and Adolescent Fund:</b></p> <p><b>Instituto Strabos (São Paulo/SP)</b><br/>Project: Opening the eyes to the world<br/>The difficulty in access arising from high treatment cost and long waiting lines for surgery in the public healthcare network are obstacles to the treatment of strabismus in children. The project aims to serve the low-income population, through appointments, treatment and promotion of free surgeries.<br/>Target group: children and adolescents who are acquiring literacy (priority), with estimate of approximately 120 surgeries and 400 clinical services.<br/>Amount: R\$ 687,004</p> <p><b>Associação de Apoio à Criança com Câncer (São Paulo/SP)</b><br/>Project: Integrative and Complementary Health Practices for Children with Cancer<br/>It aims to support children with cancer and companion with free lodging, food, transportation, and assistance during treatment period. The project estimates the expansion of operations through specialized and qualified professionals.<br/>Target group: 100 children and adolescents benefitted annually, with ages ranging from 0 to 17 years.<br/>Amount: R\$ 280,000</p> |     |      |                   |     |     |

| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p><b>APAE (Santo André/SP)</b><br/>Project: + APAE Empowering 2nd edition<br/>Promote the empowering of children, their guardians, and other actors with whom they live and have ties, stimulating the integral development of their potentialities as early as possible.<br/>Target group: 36 children with ages ranging from 0 to 4 years, with risk of delaying the neuropsychomotor development, prematurity or those who have syndromes<br/>Amount: R\$ 200,000</p> <p><b>STEPS – Sociedade Tênis, Educação e Participação Social (Porto Alegre/RS)</b><br/>Project: WimBelemDon 2019-2021<br/>The project aims to promote social inclusion of children and adolescents in vulnerable situation, using sports, education and culture as empowering, growth and social transformation tools.<br/>Target group: 100 Children and adolescents (between 6 and 18 years old ins situation of risk and/or social vulnerability)<br/>Amount: R\$ 451,050.59</p> <p><b>Instituto de Reciclagem Do Adolescente (São Paulo/SP)</b><br/>Project: Creative Workshops of Solutions<br/>It aims at promoting the professional qualification of adolescents in social vulnerability condition, which is fundamental to include and maintain them in the labor market, as well as contribute to improve their education level.<br/>Target group: 60 adolescents with ages ranging from 15 and 17 years, who live in vulnerable territories in the West Zone of São Paulo and neighboring cities.<br/>Amount: R\$ 520,000</p> <p><b>Associação Brasileira de Educação e Cultura (Grupo Marista) (São Paulo/SP)</b><br/>Project: Education: the future is for everybody<br/>It aims to provide qualification of activities and spaces in five marista social schools located in vulnerable territories in the state of São Paulo.<br/>Target group: 2,120 children and adolescents in vulnerability condition.<br/>Amount: R\$ 250,000</p> |     |      |                   |     |     |

| SULA |  | Response  | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|---|-----|------|-------------------|-----|-----|
|      |  | <p><b>Hospital E Maternidade Jaraguá (Jaraguá do Sul/SC)</b><br/>Project: Building Expansion<br/>Cover the costs of the building expansion of the institution's maternity, ICUs, IMCUs, Nutrition and Diet areas.<br/>Target group: Approximately 191 thousand patients, among inpatient, outpatient, emergency care of adults, children and obstetrics.<br/>Amount: R\$ 950,000</p> <p>- PRONON</p> <p><b>Fundação De Apoio ao Ensino, Pesquisa e Assistência of HCFMRP-USP (Ribeirão Preto/SP)</b><br/>Project: High-technology radiotherapy<br/>The main goal of the project is to offer high-technology treatment in radiotherapy for cancer patients of HCFMRP-USP. For this purpose, it will be necessary to acquire a high-technology radiotherapy equipment (SABR), install and regulate its clinical use. In addition, the acquisition will serve to meet the pent-up demand for treatment using advanced but less complex techniques.<br/>Target group: Approximately 1,188 treated patients<br/>Amount: R\$ 2,000,000</p> <p>- PRONAS</p> <p>As the process in the Ministry of Health progresses slowly, we could not make the transfer of this incentive law in 2020.</p> <p>Besides the donations through funds with incentive, we also promote other actions with social responsibility characteristic in 2020.</p> <p>- <b>Donation campaign: #Careworkers</b><br/>During April 2020, we conducted a Donation Campaign with employees to raise funds for the Emergency Health Fund – Coronavirus Brazil. The donations, starting from R\$20, were made through the Bsocial platform. We also set a target of R\$ 50 thousand for SulAmérica to match (donation addition) the campaign.</p> |     |      |                   |     |     |



| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p>In total, employees donated over R\$ 80 thousand, which the Company matched with R\$ 1 million. The funds were invested in two fronts: researches conducted by FioCruz on Covid-19 and purchase through Comunitas of equipment to SUS hospitals.</p> <p><b>- Donation of funds raised with sales of office chairs to employees</b><br/>To support employees under permanent home office regime, we offered a single allowance of R\$ 250 to purchase ergonomic equipment. In addition, we also sold approximately 440 chairs of our offices in RJ and SP for the symbolic price of R\$ 250.</p> <p>The funds raised with this action were donated to the Internet Project, of the Vaga Lume NGO, which aims to broaden internet access in two rural communities in Tefé (AM), as means to increase access to reading material in the region.</p> <p>The amount raised with chair sales totaled R\$ 109 thousand, which the Company matched with R\$ 16 thousand.</p> <p><b>- SulAmérica Total Impacto FIA</b><br/>SulAmérica Total Impacto FIA is a stock fund of companies committed to good social and environmental management practices. In addition, 100% of its management fee is donated to Vaga Lume, an institution that empowers children of rural communities in Amazonas by promoting reading.</p> <p>The total amount transferred in 2020 was R\$ 148,868.57.</p> <p><b>- Aliança Resgate Organização Não Governamental - ARONG</b><br/>We support the “Campaign for Collection of Food and Cleaning and Personal Hygiene Supplies” to families served by ARONG, who reside in social vulnerability areas surrounding the head office in Rio de Janeiro and that are facing difficulties due to the social isolation caused by Coronavirus. We donated R\$ 20,160 to the campaign.</p> <p><b>- Lar de Crianças Nossa Senhora das Graças</b><br/>We made a donation of R\$ 2 thousand to the institution as corporate wedding gift, from PRESI and VISOD, to an important broker of our base.</p> |     |      |                   |     |     |

| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <b>- ETHOS</b><br>Donation of R\$ 33 thousand through annuity payment. |     |      |                   |     |     |

| SULA 137 - Social Investment |                                   |                          |                              |                           |
|------------------------------|-----------------------------------|--------------------------|------------------------------|---------------------------|
|                              | Direct and indirect beneficiaries | Benefitted organizations | Investment without incentive | Investment with incentive |
| 2009                         | 10,921                            | 16                       | 888,868.59                   | 154,703.70                |
| 2010                         | 12,448                            | 33                       | 905,536.08                   | 1,411,628.84              |
| 2011                         | 13,830                            | 41                       | 478,309.00                   | 1,186,995.85              |
| 2012                         | 4,319                             | 35                       | 177,117.71                   | 1,031,272.43              |
| 2013                         | 5,206                             | 58                       | 178,256.04                   | 1,139,943.08              |
| 2014                         | 4,855                             | 18                       | 196,000.00                   | 3,882,730.00              |
| 2015                         | 408,313                           | 6                        | 143,348.37                   | 6,218,116.00              |
| 2016                         | 18,400                            | 5                        | 124,367.78                   | 6,981,568.00              |
| 2017                         | 341,474                           | 8                        | 172,704.02                   | 6,294,450.76              |
| 2018                         | 330,265                           | 24                       | 292,314.38                   | 6,446,758.66              |
| 2019                         | 44,859                            | 39                       | 395,687.04                   | 7,847,735.20              |
| 2020                         | 335,946                           | 40                       | 10,676,844.65                | 29,064,892.44*            |
| Total                        | 1,485,977                         | 323                      | 14,629,353.65                | 71,660,795.00             |

\* In 2020, we increased the amount of investment with incentive due to the sale of Auto and other P&C operations, also, we started to report the Investment with incentive from the sports law and incentive to culture for socio-cultural and so-cio-sport purposes.

| SULA     |  | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|----------|--|--|-------|------|-------------------|-----|-----|
| SULA 138 | Number of grievance related to impacts on society filed, processes and resolved by formal grievance mechanism. | <p>Our reporting channel is managed by an outsourced company, with specialized attendants, service available 24 hours a day, 7 days a week, which guarantees confidentiality and anonymity (optional).</p> <p>The Compliance and Fraud Prevention Department is dedicated to the process of examining grievances, analyzing reports and devising investigation plans. After the examination is completed, the analysis is submitted to the Ethics Committee for taking resolution on the adoption of educative and/or disciplinary measures.</p> <p>In 2020, we received 59 cases in the Reporting Channel, having completing the analysis of 55 by the end of the year. Of these, 34 were classified as without grounds or inconclusive; and 21 were classified as with grounds.</p> <p>Among those with grounds, 12 were classified as interpersonal relationship; 4 as badly intended and sign of illicit act; and 5 as other breaches of rules and policies.</p> | 103-2 | -    | -                 | 11  | II  |



| SULA     |  | Response   | GRI            | SASB | GLOBAL<br>COMPACT | SDG      | PSI        |
|----------|--|--|----------------|------|-------------------|----------|------------|
| SULA 143 | Describe the organization’s supply chain   | <p>We have a base of approximately 3,700 suppliers of materials and services, mostly located in Brazil. We annually spend from R\$ 1 billion to R\$ 1.5 billion with such suppliers.</p> <p>Learn more about our value chain on our page about <a href="#">Stakeholders and Materiality</a>.</p>   | 102-9          | -    | -                 | 12       | -          |
| SULA 145 | Significant actual and potential negative social impacts on labor, human rights, society, and environment practices in the supply chain, and the measures taken on such respect. | <p>We did not identify risks and impacts to labor practices, human rights, society and environment in our supply chain.</p> <p>In our contracts we have a labor clause, to ensure that service providers and suppliers comply with the Brazilian labor legislation, as well as show supporting documents, such as, for example, the payment forms of labor charges.</p> <p>In addition, all contracts consider the Sustainability and Social and Environmental Responsibility Clause, which condition the maintenance of engaged services to the compliance with laws and voluntary commitments assumed by the Company on the theme.</p> | 308-2<br>414-2 | -    | -                 | 8        | II and III |
| SULA 146 | Percentage of new suppliers that were screened using labor, environmental, human rights, and society-related criteria  | <p>According to standard procedure, every supplier goes through a careful screening for the involvement in corruption, environmental negligence.</p> <p>The screening criteria consider the following:</p> <ul style="list-style-type: none"><li>• Social and environmental responsibility policy;</li><li>• Environmental risk mapping;</li><li>• Labor practices;</li></ul>  | 308-1<br>414-1 | -    | -                 | 8 and 12 | -          |

| SULA     |   | Response   | GRI   | SASB | GLOBAL<br>COMPACT | SDG      | PSI |
|----------|---|--|-------|------|-------------------|----------|-----|
|          |   | <ul style="list-style-type: none"><li>• Social risk mapping;</li><li>• Human rights policy or manual;</li><li>• Code of Ethics;</li><li>• Diversity and inclusion promotion;</li></ul>   |       |      |                   |          |     |
| SULA 147 | Percentage spent with suppliers local to significant location of operations   | <p>Increasing our positive impact on society, 99% of the amounts we spent with suppliers are paid to local suppliers, 90% being small and medium-sized suppliers. Our definition of local suppliers includes companies in the requested region, limited to the state itself (UF).</p> <p>In 2020, expenses with our suppliers were distributed as follows:</p> <ul style="list-style-type: none"><li>- São Paulo: 60.05%</li><li>- Rio de Janeiro: 14.22%</li><li>- Pernambuco: 6.30%</li><li>- Bahia: 5.70%</li><li>- Federal District: 3.74%</li><li>- Other states: 9.99%</li></ul> | 204-1 | -    | -                 | 8 and 12 | -   |
| SULA 150 | Total number and percentage of significant investment agreements, and that include human rights clauses, or that were submitted to human rights-related screening | <p>The Compliance and Fraud Prevention area is responsible for making reputational analysis of Individuals and Businesses that are related to SulAmérica’s business, whether they are Customers, Suppliers, Service Providers, NGOs, Brokers or Business Partners. In view of the volume, there are some controls agreed with the operations and purchase areas to act on the largest risks.</p> <p>Approximately 630 (90% of contracts) have labor and human rights responsibility clause, the exceptions being template supplier and/or strategic contracts.</p>                     | 412-3 | -    | 1,2,3, 4 and 5    | 8 and 12 | I   |

| SULA     |  | Response  | GRI                     | SASB | GLOBAL<br>COMPACT | SDG      | PSI |
|----------|--|---|-------------------------|------|-------------------|----------|-----|
|          |  | In our analyses, we checked whether they are included in national sanction lists such as CEIS, CNEP and CEPIM (Transparency Portal) and international ones, such as the OFAC list, besides negative media in reliable sources. Among the reasons for inclusion in sanction lists are, besides the main financial crimes as corruption, money laundering and fraud, other legislation breaches such as charging arising from compulsory labor. |                         |      |                   |          |     |
| SULA 151 | <p>Identified operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk, and the measures taken to support this right.</p> <p>Identified operations and suppliers considered to have risk for incidents of child labor and the measures taken to contribute to the effective abolition of child labor.</p> <p>Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor, and the measures taken to contribute to the elimination of all forms of forced or compulsory labor.</p> | <p>In 2020, no incident was reported in which the collective bargaining and the freedom of association were breached in any unit of the company or in any of its main service providers.</p> <p>Nor did we identify any risk of child labor, young workers exposed to dangerous works and forced or compulsory labor.</p>   | 407-1<br>408-1<br>409-1 | -    | 1,2,3,<br>4 and 5 | 8 and 12 | I   |



| SULA     |   | Response  | GRI    | SASB | GLOBAL<br>COMPACT | SDG | PSI        |
|----------|---|---|--------|------|-------------------|-----|------------|
| SULA 162 | Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions. | We did not monitor client's implementation of compliance with environmental and/or social requirements, but we have a <a href="#">Sustainability and Social Responsibility clause</a> .   | G4-FS3 | -    | 1 to 10           | 12  | I and II   |
| SULA 167 | Interactions with clients/ investees/ business partners regarding environmental and social risks and opportunities                                    | <p>Seeking a more active role in promoting sustainable development, SulAmérica has been integrating social and environmental benefits into its businesses, products and services.</p> <p>For innovations in products and services, see SULA 80; for initiatives in the value chain, see SULA 127; and for initiatives in financial education and responsible use of insurance, see SULA 79.</p> | G4-FS5 | -    | 1 to 10           | -   | II and III |



A photograph of a female doctor in a white lab coat and a light blue surgical mask, sitting and talking to a young girl with long braids. The doctor is holding a clipboard and a pen. The girl is sitting on a white chair, facing the doctor. In the background, there is a window with a view of a building, a anatomical chart on the wall, and a shelf with a stuffed animal and some toys. The image has a semi-transparent orange overlay at the bottom and a teal curved shape with white dots on the right side.

# Financial Education *and Conscious Use of Insurance*



# Financial Education and Conscious Use of Insurance

According to the Integral Health concept, the three health – physical, emotional and financial – are interdependent. The good performance in one of them positively impacts the other two, which triggers a virtuous cycle that provides well-being for the beneficiary. That is why we consider to encourage financial responsibility as a priority, and our products and services contribute to the financial security and stability of our customers.

In addition, we invest in initiatives, products and services that help our customers, brokers and employees to take care of their capital with a short, medium and long-term vision.



## Financial Education Initiatives

### Insurance

Communication through marketing e-mail, social media and direct mail, encouraging customers to think about the best way to manage its savings.

### Financial Education Program

It aims at raise awareness of collaborators and relatives to promote a behavioral change, seeking improvement in financial health through talks, and advisory with financial consultants.



| SULA    | Response  | GRI     | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|---------|---|---------|------|-------------------|-----|-----|
| SULA 79 | <div>Initiatives to enhance financial literacy by type of beneficiary</div> <div>In line with our Sustainability Policy and strategic themes, we have many Financial Education initiatives.<br/><br/><b>Health management</b><br/><b>Financial Education Program</b><br/>We have a digital financial education program in the national level, in which over 300 employees participated. It is mainly aimed to raise awareness of employees and relatives for behavioral changes, seeking an improvement in the integral health of the employee’s whole family. We promoted virtual discussions for dissemination of concepts and reflection about the effective inclusion of the theme in integral health of individuals, encouraging action in the family environment as well.<br/><br/>The Program is continuous, making available a digital platform that stimulates viewing the interconnectivity of physical, emotional and financial health, besides providing financial management tools to users and specialized support to clear up doubts and basic guidance on management of household and personal budget.<br/><br/>In 2020, during the National Financial Education Week (ENEF Week), we held daily discussions on the theme and over 1,000 employees participated in several days and activities.<br/><br/><b>Investments</b><br/>In relation to investment products, we undertook an in-depth Know Your Client (KYC) process, aiming at advising clients about the most appropriate investment to their moments, lives and risk profiles. In addition, we post on our website materials related to financial education, on the Economic Reports page.<br/><br/><b>Pension</b><br/>During the ENEF Week, we give talks about Pension to employees. In addition, we have in-company training in investment fund and Pension.</div> | G4-FS16 | -    | 1                 | 8   | I   |

| SULA |  | Response   | GRI | SASB | GLOBAL<br>COMPACT | SDG | PSI |
|------|--|--|-----|------|-------------------|-----|-----|
|      |  | <p>Communications through e-mail marketing, social media, direct mail encouraging customers to think about the best alternative to invest their savings. In the Educaprevi product, there is the Online School Help, which consists of a portal with activities to help children and youths in school years. The tool offers resources like question clearing, online classes of all subjects from the 5th year of Primary School to university entrance examination, virtual tests and subject revision.</p> <p><b>Health and Dental</b><br/>We publish the Conscious Use of Health Plan Primer and Online Practical Guide, provided to businesses, where tips on using insurance are given, besides a Q&amp;A section.</p> |     |      |                   |     |     |



## Credits

Coordination and execution: SulAmérica

Text: RICCA Sustentabilidade

Layout: Jotacom

Verification: KPMG Assessores Ltda.



