

Sustainability Policy

Company	Fidelidade Macau Life - Insurance Company Limited (“Fidelidade Life”)
Document Name	Sustainability Policy
Document Summary	This document presents the main principles of integration of Sustainability within the Fidelidade Life company. Aware of the impact of business on environmental, social and government factors, the Fidelidade companies in Macao defined a policy to generate value and long-term well-being for its stakeholders.
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1. Framework, Objectives and Scope

Fidelidade Life's priority is to position itself at the forefront of sustainability in the Macao Special Administrative Region ("Macao") in order to respond to the expectations of its stakeholders, aiming to change their behaviours and playing an active role to positively impact the Macao Society.

Macao as special administrative region from the People's Republic of China ("China"), will play a key role to implement [China's 2030 Agenda for Sustainable Development from the United Nations](#), according to its national implementation plan and medium-to-long-term development strategies. Fidelidade Life is committed to responding to any legal requirement defined by the Government of Macao ("Government").

Recognizing the importance of the insurance sector in the transition to a more sustainable economy, Fidelidade Life is committed to align its activities with good sustainable practices in its investment policy and product and services development, in order to minimize the impact of its business on environmental factors, social and government policies for its stakeholders and society in general. Fidelidade Life is also committed to responding to any regulatory requirement defined by the Monetary Authority of Macao ("AMCM").

This Sustainability Policy ("Policy") reflects Fidelidade Life's and the Fidelidade Group's ("Group") vision on sustainability and guarantees its consistency across all activities. Its main objective is to identify the principles that guide Fidelidade Life's business model, its value creation process and compliance with respective legal and regulatory obligations.

This document establishes the following points:

- ▶ Fidelidade Life's commitment to sustainability.
- ▶ Positioning and sustainability strategy of Fidelidade Life to achieve defined goals.
- ▶ Way of integrating sustainability objectives into Fidelidade Life's other policies, regulations and processes.
- ▶ Corporate sustainability governance model, roles and responsibilities for implementing and monitoring the respective strategy.

Fidelidade Life, as an individual entity and the Group's parent company, will set its own strategy and main commitments, aligned with the Group's sustainability strategy, and apply any adaptations that may be necessary in view of the requirements laws and regulations of its jurisdiction.

2. Strategy & Commitments

Fidelidade Life is strongly committed to integrating ESG factors into its processes and activities, evaluating their long-term impacts, contributing to an adequate management of our exposure to inherent risks.

a) Strategy and Vision

Fidelidade Life positions itself as a responsible agent in the Macao Society, aiming to promote its role as a driver for behavioural change, especially within its stakeholders.

Societal challenges that impact the performance of economic agents, such as demography, longevity and aging of the population, health, financial literacy, the importance of prevention and climate change are the core of its strategy focus and scope of its commitments.

The strategic and priority areas are as follows:

- ▶ Sustainable investment.
- ▶ Sustainable products and services.
- ▶ Innovation models and digitalization of services.
- ▶ Diverse, fair and inclusive employment.
- ▶ Resource efficiency.
- ▶ Procurement.
- ▶ Raising awareness on sustainability among its stakeholders.

Fidelidade Life follows the Group's defined vision for sustainability (**Vision 2030**), which is based on three axes of action:

- A. Taking on a relevant role in the social dimension and impacting Society as a whole.
- B. Having a proactive role in the ecological transition.
- C. Being a responsible and exemplary economic agent.

These axes materialize in concrete actions to be made at a Group level and within Fidelidade Life's commitments.

b) Commitments to Act

Fidelidade Life has defined its sustainability scope in 8 commitments linked to its business activities, across environmental, social and governance matters, directly linked with the *Sustainable Development Goals (SDGs)* defined by the United Nations:

1. Offering sustainable products and services while promoting the adoption of more sustainable behaviours. (Alignment with SDG 3, SDG 9, SDG 10 and SDG 13)
2. Acting as responsible investor, making the asset portfolio more sustainable in all strategic axes. (Alignment with SDG 8, SDG 13 and SDG 17)
3. Commitment to calculate our carbon footprint across the entire value chain, in the dimensions of operations, insurance and investments, in order to implement reduction measures that contribute to the objectives of the Paris Agreement. (Alignment with SDG 9, SDG 12 and SDG 13)
4. Implementing a responsible procurement – enhancing the sustainability trajectory of the various stakeholders throughout the value chain. (Alignment with SDG 12 and SDG 17)
5. Promoter of investments in sustainable ecosystems that contribute to the regeneration of the planet and act as carbon sinks. (Alignment with SDG 8, SDG 10, SDG 13 and SDG 17)
6. Maintain the main goal to be valued by stakeholders, in our commitment to be act and be present when they need us most. (Alignment with SDG 3 and SDG 10).
7. To be one of the best companies to work for in Macao – ensuring lifelong learning, supporting employees at the end of their careers, guaranteeing the best practices in terms of health and safety at work and promoting diversity, equity and inclusion. . (Alignment with SDG 8 and SDG 10)
8. Be an active agent in social responsibility – assuming our role in promoting a more cohesive and resilient Society through working together with institutions that contribute to the main societal challenges. (Alignment with SDG 3, SDG 10, SDG 13 and SDG 17)

c) Institutional commitments

Fidelidade Life will follow the Group's set of commitments to sustainability programs outlined by national and international organizations, which guide its positioning and its actions as a responsible and sustainable entity, whenever applicable to its scope of activities.

Fidelidade Life will act responsibly toward commitments that may arise from local organizations, both from the public and private sectors.

3. Policies and Processes

a) Sustainability in Remaining Policies

The strategic positioning of Fidelidade Life, and its mission, vision and values, should integrate sustainability concerns into most policies and processes, based on the pillars and resources defined above, promoting compliance with its strategic planning and fostering towards a transversal compliance.

Additionally, it is ensured that existing governance models and required policy responsibilities should be adjusted to the implementation of the strategic sustainability plan.

In order to promote a gradual, consistent and effective integration of sustainability, initiatives must be considered to plan, validate, monitor, rectify and communicate it. Such initiatives must be reflected into Fidelidade Life's current policies and processes to which they are applicable.

b) Disclosures on Sustainability Matters

Fidelidade Life reports on issues related to sustainability in the Group's Integrated Report, that details the Group's sustainability strategy, asset and investment management principles, analysis of the materiality of sustainability risks, relevant ESG metrics and indicators, the governance model in the context of sustainability, and any other requirements underlying standards and commitments to which the Group subscribes.

The metrics to be disclosed must follow the recommendations of the different reporting standards subscribed to or regularly in force, in order to ensure compliance with Fidelidade Life's and the Group's reporting requirements in matters of sustainability.

4. Governance

The person responsible for Sustainability should include sustainability into Fidelidade Life's business model and processes, as well as monitoring the adequacy and effectiveness of the implementation of the defined strategy to ensure its sustainable commitments and objectives.

The responsible reports directly to Fidelidade Life's Chief Executive Officer. It is part of an extensive team of focal point interlocutors in all the Group's companies and operations, as a guarantee of permanent monitoring of sustainability issues and their compliance at local level.

The existence of a Sustainability Committee was also defined to ensure the discussion and monitoring of priority themes in terms of sustainability.

The defined strategic positioning, as well as its objectives, must be reviewed annually or whenever significant changes justify it, by the Executive Committee upon proposal from the person responsible for Sustainability.

The person responsible for Sustainability should develop non-financial reporting, and the Executive Committee approves them, taking into account the legal requirements in force and requirements of reporting standards to which the Fidelidade Life subscribes. In all cases, the sustainability strategic positioning must be reflected, ensuring the sufficient detail of information required by this positioning.

5. Final Dispositions

This Policy is disclosed internally on the respective internal communication channels and externally on the Fidelidade Life's website, as well as its updates, after the respective approval.

The person responsible for Sustainability is in charge for reviewing this Policy, with the support of the Human Resources and General Affairs Department and the Compliance Department, which will be subjected to analysis and approval from Fidelidade Life's Executive Committee.

This Policy must be reviewed in accordance with the applicable legal and regulatory standards, or when any significant change, namely legislative or regulatory, so justifies.