

Sustainability Report

Highlights 2023



TOKIO MARINE
SEGURADORA

NOSSA TRANSPARÊNCIA, SUA CONFIANÇA

Summary

03

This is the summarized version of Tokio Marine's 2023 Sustainability Report, highlighting its main initiatives.



The full report can be found at:

www.tokiomarine.com.br/empresa/esg/

CEO Message

GRI 2-22

It is a great honor for me to present Tokio Marine's 2023 Sustainability Report, an important milestone along our journey of commitment to building a fairer, more transparent society that uses natural resources responsibly. This is a priority issue for our company and this report lays out our main initiatives in 2023 within the ESG (Environmental, Social and Governance) agenda.

We work daily to set ourselves apart in the market by means of factors such as a wide range of insurance and coverage products at competitive prices; quality service delivery; extensive relationships with brokers and broker associations (insurance broker intermediaries), which totaled more than 41,000 partners in 2023; and a solid internal corporate governance structure, the foundation for the company's sustainable growth over the last few years.

Our performance is supported by a business strategy aligned with the Tokio Marine Group's guidelines and the best ESG practices. Looking beyond profit, training employees and meeting commitments are the cornerstones of the "Good Company" philosophy, which the Group disseminates in the 46 countries where it has a presence. The concept translates into a unique, responsible and sustainable way of doing business and making a difference in the communities in which we operate.

We also continue including responsible solutions in our portfolio. As an example, we are closely attuned to the migration to more sustainable sources that is underway in the Brazilian energy sector, already offering insurance for the entire chain, including generation, transmission and distribution.

We also offer products that allow insured parties to structure an appropriate program for the environmental risks of their activities in a conscientious and environmentally sound manner.

In the social sphere, we are particularly concerned about issues related to diversity and inclusion. For this reason, we rolled out new initiatives in 2023 under the Tokio com Todos label, we strengthened the company's Diversity and Inclusion Group, and expanded *Sementes do Brasil* (Seeds of Brazil), a project focused on employability actions including training and mentoring classes for teenagers in foster care between the ages of 15 and 18 and high school students from low-income schools. In 2023, the program's employability rate was over 65%.

“Our performance is supported by a business strategy aligned with the Tokio Marine Group's guidelines and the best ESG practices.”

For 12 consecutive years we have also supported and participated in Teleton, a telethon to benefit AACD, a non-profit organization focused on ensuring excellent medical and therapeutic care in orthopedics and rehabilitation. In addition to the company's own contribution, the amount donated by Tokio Marine is raised through voluntary actions by our employees and brokers.

Also in the social sphere, we support many cultural, sports, educational and welfare activities via tax incentives in order to transform lives and create opportunities for a better future. Moreover, we stand in solidarity with those who have suffered the brutal impacts of increasingly severe weather phenomena through actions like donating food and toiletries to affected communities, as well as initiatives aimed at supporting policyholders and brokers, with a focus on streamlining and simplifying claim payment processes.

“We are ready to face the challenges ahead and to continue living up to our noble mission of protecting people and companies, contributing to society's development.”

Considering the scenario marked by greater consumer engagement with socially responsible brands, I can assure you that Tokio Marine will continue to invest and plan with a focus on sustainability. We are ready to face the challenges ahead and to continue living up to our noble mission of protecting people and companies, contributing to society's development.



José Adalberto Ferrara
CEO of Tokio Marine Seguradora

2023 Highlights

Tokio Marine in Brazil



2,369

employees

53

branches

nationwide

Moody's

AAA.br

rating



4.5 million

customers,
approximately

41,500

brokers and

110

broker associations



+2.7 million

vehicles insured



97.7%

customer and broker
satisfaction rating

2023 Highlights

ESG (Environmental, Social and Governance)



739.8 tons

recycled from
damaged/wrecked
vehicles



teleton

Donations to AACD and
Teleton, in the 12th year
of partnership



+17 tons

of environmentally
sound waste collected
from customers



44.5%

of leaders are
women¹



Best Insurer to Work
For, for the 6th year in
the Top 5 (GPTW)



Products and
services that support
renewable energy



+19 tons

of donations to victims
of climate disasters

¹ This figure includes supervisors, coordinators, managers, superintendents and directors.

Tokio Marine

Tokio Marine Seguradora S.A. is a privately-held corporation, a subsidiary of the renowned Tokio Marine Group, one of the world's largest insurance holding companies, based in Tokyo, Japan. Founded in 1879, the Group has a presence in 46 countries. Since the Group's inception, we have demonstrated a deep commitment to the well-being of our policyholders. In 1923, we supported our customers during the devastating earthquake in Kantō, even with no coverage. In 2011, we proved our dedication once again when we assisted more than 150,000 policyholders affected by the tsunami that hit Japan.

In 1959, we brought this support and service philosophy to Brazil. Today, with 53 branches and operations nationwide, we are recognized as one of the country's leading insurers. We have a team of 2,369

employees working to ensure security and protection for our customers every day. Our history has been defined by an unwavering commitment to excellence and trust, reflecting the values that shaped our founding group and continue to guide our actions today.

Our products and services

Tokio Marine stands out as a multi-product insurer, offering comprehensive solutions for individuals and enterprises. With products ranging from auto and residential insurance to specialized coverage for the corporate sector, we guarantee complete protection adapted to our customers' specific needs. This diversity allows us to offer security and peace of mind in all spheres of activity.

Personal Lines

Examples of Product Lines



Auto



Life Insurance



Residential Insurance



Condominium



Extended Warranty



Rental Guarantee

Commercial Lines

Examples of Product Lines



Marine



Property



Financial Risks



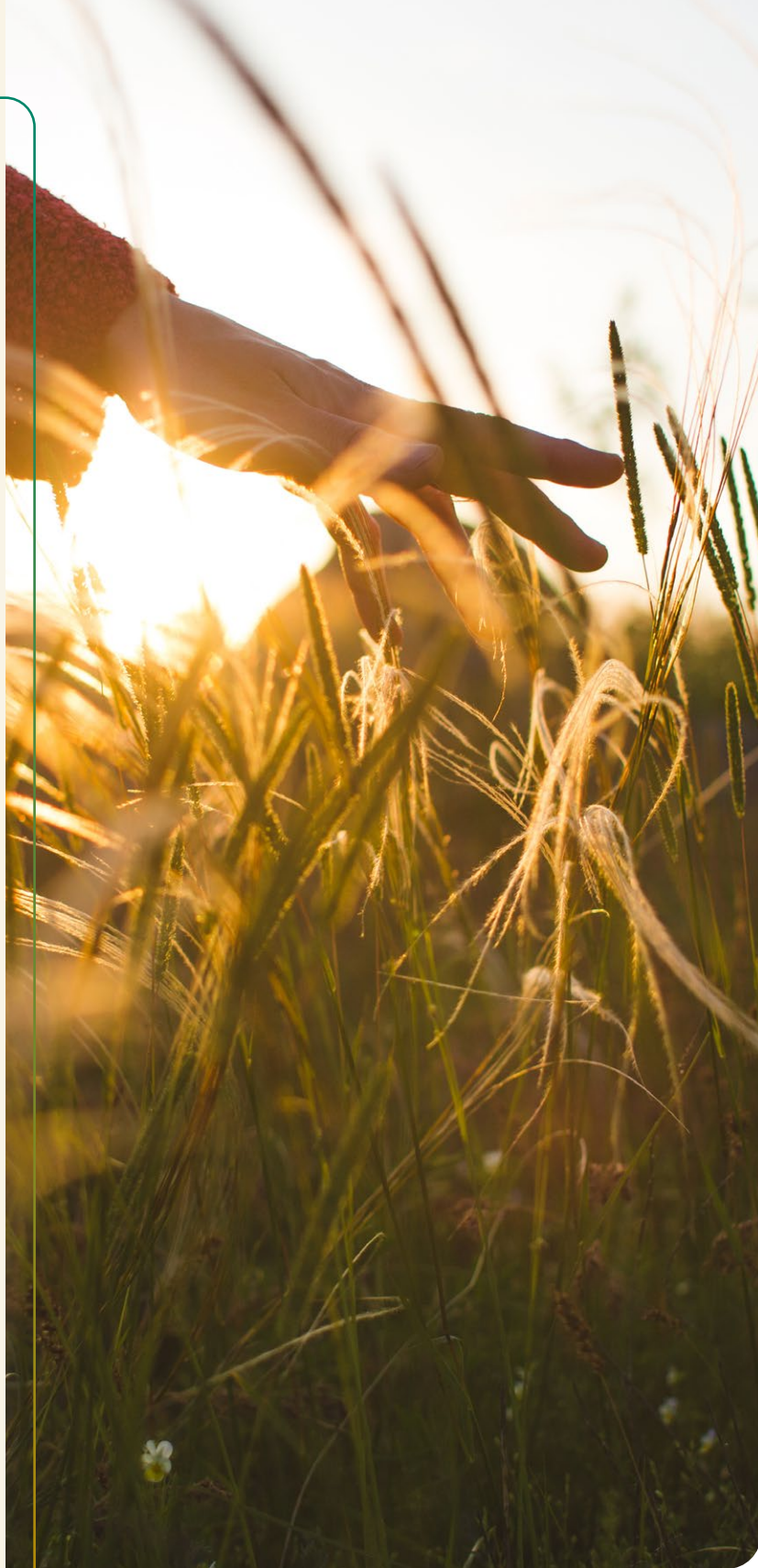
Liability Insurance



Mortgage



Agro Insurance



Sustainability in the corporate strategy

At Tokio Marine, our concern goes beyond offering security and protection for our customers. We are recognized for our commitment to initiatives and programs with a social and human impact. We have striven to contribute to sustainability in the insurance industry, evaluating ways to generate change through our business and insurance solutions, aware of the industry's importance in protecting people and their assets.

We are constantly expanding and strengthening our ESG (Environmental, Social and Governance) practices,

aiming to generate a positive, lasting impact. In Brazil, we have rolled out a comprehensive set of initiatives ranging from incorporating ESG criteria into our underwriting processes to programs aimed at social inclusion and appreciating diversity, in addition to strengthening corporate governance. In this context, we have established and disclosed our [Sustainability Policy](#), consolidated Sustainability Risk Management and developed this report as part of our ongoing commitment to transparency and sustainable development of the organization.

Sustainability risks

At Tokio Marine, sustainability risk management is an integral part of our Internal Control System and Risk Management Structure. These risks span a variety of areas, including climate risks (with subcategories such as physical, transition and litigation risks), environmental risks and social risks.

In 2023, we conducted a comprehensive study on sustainability risks, leading to the identification of 19 specific risks, which were divided into 52 risk scenarios. Each of these risks was assessed and classified according to its impact and probability. Mitigation and prevention measures were put into place for all of them, involving various company departments, ensuring proactive and effective management.



Environmental Management

Portfolio for energy transition

We support the transition to a decarbonized economy with specialized products for renewable energy, while taking a restrictive stance toward coal-driven energy extraction and generation projects and other sectors with adverse social and environmental impacts. Our portfolio includes products such as Integrated Sustainable Energy Insurance (for clean energy projects), Solar Panel Coverage, Energy Efficiency Consulting for Renewable Energy Installations and Auto Insurance for Hybrid and/or Electric Vehicles, as well as other specific products that include services such as environmentally sound waste disposal.

Climate management

Climate change poses substantial challenges for us, demanding a multi-faceted approach that combines risk mitigation with the exploration of new opportunities. One of the major challenges faced not only by Tokio Marine but also the entire insurance industry, is the development of accurate modeling based on operational and meteorological data. In line with our risk management approach, we have been developing and improving internal models since 2009, to measure and understand the risks to which we are exposed in our operations in Brazil and across the group as a whole.

GHG emissions

Underscoring our commitment to business sustainability and transparency regarding the impacts of our activities, we measured greenhouse gas emissions from our activities in 2023, which totaled 27,478.54 tCO₂e. Of the total emissions, 98.7% were Scope 3, corresponding primarily to travel by the 24-hour assistance network.

Waste management

Waste management is a priority in our environmental management, especially in the Salvage and Reimbursement area which handles waste generated by total loss claims. This waste consists largely of vehicles that have been damaged which need to be managed carefully to prevent environmental impacts. In 2023, Tokio Marine sent 733 scrap metal units (each corresponding to a damaged vehicle) for recycling, amounting to 739.8 tons of recycled waste.

Social Management

3rd Best Company to Work For

In 2023, Tokio Marine was elected the 3rd Best Company to Work For in Brazil, in the size category spanning 1,000 to 9,999 employees. This was our 11th consecutive placing in the GPTW (Great Place to Work) ranking of the 150 Best Companies to Work For and our 6th year in the Top 5.

Diversity and inclusion

In 2023, Tokio Marine was awarded in four categories of the GPTW Brazil Diversity Ranking: Women, Ethnic-Racial, LGBTQIA+ and 50+. This recognition reflects our commitment to creating a work environment in which all employees, without distinction, can have a positive professional and personal experience. Among the outstanding initiatives of 2023 are the Diversity and

Inclusion Group, the Diversity Census, and women represented in 44.55% of leadership positions.

Professional development

Through our Corporate University, Tokio Saber, we offer more than 300 courses for the professional development of employees. We have divided the courses into ten business schools covering areas such as the insurance industry, ethics and governance, business relations, leadership, role of brokers, career and performance, innovation, engagement, service and well-being. We provided 37,698 hours of training in 2023, with an average of 15 hours per employee.

Resilience and solidarity in the face of climate events

We are committed to facing extreme weather events with resilience and

solidarity. Over the course of 2023, we responded to six such events, deploying a series of operational measures to ensure that our customers received agile, effective support. We also donated more than 19 tons of food, toiletries and cleaning supplies to the affected communities, in partnership with local agencies such as Civil Defense.

Sementes do Brasil (Seeds of Brazil)

The *Sementes do Brasil* program offers educational and professional opportunities to young people in socially underprivileged situations, helping them to build a more promising future. Since its creation in 2021, it has benefited 185 young people, with an annual employability rate over 65%. We launched the LED version (Light in Education) in 2023, with classes on administration, financial management and insurance. In addition to classes, the young people are mentored by volunteer workers.



Corporate Governance

Organizational strategy

Tokio Marine's strategic plan for the next three years (2024-2026), called "Tokio Transforma", reflects our ongoing commitment to Employees, Brokers, Customers and the Community, as well as to our chain of suppliers and service providers. Our strategic goals encompass service excellence, innovation and technology, strengthening the Tokio team, sustainable growth, productivity and efficiency, and a strong commitment to ESG (Environmental, Social and Governance) causes.

Corporate indicators and goals

To improve ESG performance management, we have structured a Panel of Indicators, involving Environmental, Social and Governance metrics that permeate all areas of the company. In the

Environmental sphere, we monitor waste management, reverse logistics and the environmental management of buildings. In the Social area, we track investments in human capital, accessibility, equity, volunteering and donations for social purposes. In Governance, we measure the satisfaction and engagement of customers, brokers and employees.

Corporate governance

Our Corporate Governance is based on three lines of defense, which play a crucial role in managing risks and supervising corporate activities. This approach ensures that all processes are conducted with integrity, transparency and accountability, reflecting our commitment to the best market practices and creating value for our stakeholders. We also have a robust management structure that provides efficient, transparent and performance-oriented management.

Code of Ethical Conduct

The behavior and ethical standards of our activities and relationships are guided by a Code of Ethical Conduct. The document lays out the principles guiding the conduct of all employees, covering their interactions with customers, business partners, service providers, suppliers, trade associations, institutions and public entities in general. We also have a Hotline Channel (hotline@tokiomarine.com.br) available for reporting possible misconduct.

Cyber security

We have a Cyber Security Policy and a management structure that allows us to analyze and respond quickly to attempted cyber attacks and guarantee protection of the company's digital assets. In 2023, we recorded no relevant cyber incidents, data leaks or service interruptions in the period.



Credits

Tokio Marine Seguradora S.A.

📄 www.tokiomarine.com.br

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Project coordination area

Superintendence of Market Strategy,
Quality, and ESG

Participating areas

- People Administration and Organizational Health
- Administrative
- Customer Service, Ombudsman, and Quality
- Audit
- Special Channels
- Compliance, Internal Controls and Risks
- Administrative Council
- Accounting, Taxes, and Coinsurance
- Organizational and People Development
- Statistics
- Growth Strategy and Commercial Support

- Market Strategy and Sustainability
- People and Career Strategy
- Corporate Products Strategy (Legal Entity)
- Investments and Treasury
- Corporate Legal
- Marketing
- TMA Assistance Operations and Services
- Corporate Planning
- Presidency
- Personal Insurance Products
- Auto Products and Services
- Mass Risks Products
- Salvage and Reimbursement
- Information Security
- Claims
- Policy Management Systems
- Technology, Digital, and Innovation

Disclosure, ESG consulting and indicators

NEXO Communication and Sustainability

📄 www.nexoconecta.com.br

Projeto gráfico e diagramação

L7 Design (partner coordinated by NEXO in this project)

📄 www.l7design.com.br



This report was drawn up to provide information on a voluntary basis and is not intended to meet regulatory requirements.



