



SUSTAINABILITY REPORT 2022

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1. ABOUT THIS REPORT

GRI 2-1, GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5

This report marks Interamerican's 11th Sustainability Report, accessible in digital format on the company's official website. It outlines the Environmental, Social, and Governance (ESG) strategy, priorities, and corporate initiatives related to sustainable development, emphasizing the company's commitment to ongoing modernization and creation of value for all stakeholders.

The primary objective of this report is to provide precise and comprehensive information about Interamerican's actions, performance, and commitments on Sustainability topics. The report utilizes both quantitative and qualitative data, covering the period from January 1, 2022, to December 31, 2022. The financial statements align with the same timeframe. Interamerican assumes responsibility for collecting, assessing, and ensuring the completeness of the quantitative and qualitative data featured in the report.

The information of this report concerns "INTERAMERICAN Hellenic Life Insurance Company S.A.", member of ACHMEA Group, which owns 99,89% of the capital share, counting to 0,11% of minority share. For the selection of Interamerican Group companies included in the Sustainability Report, the list of companies included was derived from the Annual Report on Solvency and Financial Statements 2022 of the Company. In detail the entities laid out in the Sustainability Report are:

INTERAMERICAN
HELLENIC LIFE
INSURANCE COMPANY
S.A.

ATHINAIKI
MEDICLINIC
SINGLE MEMBER
S.A.

MEDIFIRST -
MODERN PRIVATE
POLYCLINIC OF ALIMOS
SINGLE MEMBER S.A.

INTERASSISTANCE
PROVIDING ROAD
ASSISTANCE SERVICES
SINGLE MEMBER S.A.

Interamerican' Sustainability Report 2022 is prepared in accordance with the Sustainability Reporting Guidelines of the new GRI Universal Standards (GRI 1, GRI 2, GRI 3) and GRI Topic Standards, and to the Sustainability Accounting Standards Board (SASB Standards) for the Insurance industry. The objective is to meet the needs and expectations of stakeholders and underscore Interamerican's role in contributing to sustainable development.

For the Sustainable Development Report of 2022, there has been no external assurance of the content. The report encapsulates Interamerican's dedication to transparency, accountability, and sustainable business practices, aligning with internationally recognized standards in ESG reporting. Interamerican values the input of each reader regarding the Report's content as crucial for fostering dialogue and enhancing its quality. To share your comments or pose any questions, please feel free to reach out using the contact details provided below:

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2. STATEMENT OF THE CEO

GRI 2-22

Interamerican has an unparalleled track record of making a positive impact in the lives of the people we serve each day.

Our people work relentlessly with our customers, clients, distribution, and service partners to strengthen our innovation capabilities and expand our ecosystem products and services beyond insurance. We have a strong execution discipline, we care and we place sustainability at the core of our business strategy.

Whilst 2022 was presumed to be the year that the Covid19 headwinds would fade out, unprecedented events such as the devastating humanitarian crisis in Europe with the Russian invasion of Ukraine, the economic slowdown with the energy crisis, the inflationary pressures and steep rise in interest rates, posed significant challenges that Interamerican had to address head on, both within and beyond our walls. In the wake of extreme climate events, there is a renewed sense of urgency to uphold to our promise and effectively respond to the people affected by providing excessive protection, refocusing on prevention, and scaling products with climate perils as well as relevant technologies.

Apart from the macro environment, this year we had to say our own last goodbye to a distinguished leader – the founder of Interamerican, Dimitris Kontominas. D. Kontominas has been an emblematic personality in the private insurance sector by positioning Interamerican as the first domestic insurance firm focused on life insurance. He led the highly untapped private health insurance market and modernised the healthcare delivery model through the development of privately owned medical units and healthcare services. He also played a pivotal role in a system-wide transition to mobility by introducing the road assistance module across country. As a result, a new award, "Dimitris Kontominas", has been established as a tribute to the founder of the company, which will be annually granted to an insurance partner for outstanding performance based on sales productivity.

In the current report, we are proud to highlight a revamped ESG strategy that reflects a comprehensive redesign compared to the previous year. Our renewed approach aims to address emerging challenges and aligns with our commitment to sustainability and responsible business practices. We sharpened our focus on sustainability by firming up a robust ESG governance model, (including a Sustainability Committee and Sustainability Team) across organizational layers – strategic, operational, and tactical – to ensure seamless execution and embedment of our holistic ESG transition programme, which is structured around three main pillars and ambitions:

“Act on the Planet”: Become a climate neutral Company by reducing our environmental footprint.

“Drive Social Purpose”: Maximize social impact and deliver sustainable solutions for everyone.

“Grow Responsibly”: Achieve long term business resilience by adhering to the highest governance standards.



We are confident that our refreshed ESG framework caters to the needs of our many stakeholders today, and tomorrow. This year, we have built on that framework by developing a strategic roadmap to deliver on our ESG vision. At Interamerican, we aim at staying ahead of the curve by providing more choice, affordability, greater value, and better outcomes for our customers, as we believe they always deserve more. That requires anticipating future challenges and unlocking sustainability momentum. Therefore, this is the first year of integration of the double materiality approach to identify Interamerican’s ESG material issues that impact our operations and business, informing our forward-looking ESG strategy.

With a strong sense of responsibility, Interamerican has deliberately incorporated ESG risks and opportunities into Group’s business strategy and activities. The following are a few highlights of our 2022 efforts within each pillar:



ACT ON THE PLANET

We are making real progress on environmental stewardship by reducing our footprint through the integration of products with ESG characteristics. This year we launched the first "green" car insurance policy in Greece, Short Green Drive by our online direct channel, anytime. Following reputable international standards, Interamerican calculates and offsets the carbon emissions of its insured vehicles by carrying out certified environmentally friendly actions with positive footprint. In this way, commuting becomes "climate neutral" throughout the duration of the insurance coverage.



DRIVE SOCIAL PURPOSE

Our ambition is to be a trusted partner for the communities we serve, drawing on our expertise, customer focus and know-how to help resolving society’s most pressing issues. Ensuring Mobility and Convenience by facilitating access and around-the-clock road assistance service is of utmost importance for us. Thus, we implemented a fleet renewal initiative by increasing capacity and enhancing the already 222 privately owned road assistance vehicles and 17 ambulances with 10 650cc motorbikes, 4 4X4 vehicles, 8 towing platforms and 5 ambulances, as well as electric bicycles for on-the-spot customer service.



GROW RESPONSIBLY

Digital transformation, speed to market and proposition innovation are integrated across our operating model and are strongly associated with Interamerican’s brand. On the backdrop of our strong innovation focus, we launched our Innovation Hub – an incubator that encapsulates ideas, and channels them across business areas for the design and implementation of niche service offerings. Key focus areas of the Innovation Hub are mental health and wellness solutions, the sense of security and comfort for the aged populations, the "smart" home of the future, the future of urban mobility and safe travel should the unpredictable hit.

The ever evolving regulatory landscape and increased expectations on transparency, on one hand put pressure on companies to enhance their sustainability disclosures, and on the other hand facilitate a level playing field across peers and industries. While our long history of voluntary sustainability reporting has enabled us to navigate the evolving reporting requirements, it is of paramount importance to amplify our efforts to continue delivering on our ESG promise. At Interamerican, we pledged to maintain a dialogue with our clients on sustainability, effectively engage with our stakeholders and communicate about progress towards our strategy, targets, and key initiatives.

With the utmost respect for our stakeholders, their needs, and expectations, we hope this report will help you to get to know our Company, along with the principles and values that govern it, its key business challenges and priorities, and its aspiring role as a responsible business within the economy, environment, and wider society.

Yiannis Kantoros,
CEO of INTERAMERICAN Group of Companies

ESG PERFORMANCE AND KEY HIGHLIGHTS

ESG PERFORMANCE AND KEY HIGHLIGHTS

PILLAR

ACT ON THE PLANET



MATERIAL ISSUE **OUR PERFORMANCE IN 2022**

DECARBONIZATION	Scope 1 emissions: 475,35 tn CO ₂
	Scope 2 emissions: 1.157,37 tn CO ₂
ENERGY EFFICIENCY	Consumed 62.121,1 MWh of total energy achieving a reduction of 1,7% (vs 2021)
	Electricity consumption accounted for 61.112,3, achieving a reduction of 2,1% (vs 2021)
	51,0 energy intensity (MWh per employee), achieving a reduction of 6,4% (vs 2021)

MATERIAL ISSUE **OUR PERFORMANCE IN 2022**

CIRCULAR ECONOMY PRACTICES	Interamerican has in place an established cooperation with XEROX Hellas, regarding the management of printing consumables.
NATURAL DISASTERS	Launch of Programme "YANTAS", a standard system for assessing and mapping vulnerability and disaster risk due to severe weather events in Greece
	The partial and full casco products for different vehicle uses and for all product lines (property, marine & engineering) include coverages of fire and climate perils
RESILIENT PORTFOLIOS	Consideration of ESG risks and PAI indicators in the responsible investment framework policy shaping the investment decision making process
	Launch of the 1st "green" car insurance scheme, the Short Green Drive available through the direct channel, Anytime

ESG PERFORMANCE AND KEY HIGHLIGHTS

ESG PERFORMANCE AND KEY HIGHLIGHTS

PILLAR

DRIVE SOCIAL PURPOSE



MATERIAL ISSUE	OUR PERFORMANCE IN 2022
LABOR MANAGEMENT	Total workforce of 1.219 Employees
	100% of Employees were covered by a collective bargaining agreement
	150 new hires
HEALTH & SAFETY AND WELLBEING OF EMPLOYEES	21 Employees granted parental leave
	Zero work-related injuries

MATERIAL ISSUE	OUR PERFORMANCE IN 2022
DIVERSITY, EQUITY, AND INCLUSION (DEI)	49,30% of our total workforce is represented by women achieving an increase of 2,7% (vs 2021)
	44,5% of women in leadership positions
	25% of women are members in Board and Committees
HUMAN CAPITAL DEVELOPMENT	13.871 training hours, with 22,4 average training hours per employee, achieving a 43,5% increase (vs 2021)
	Over 619 employees participated in training programmes

ESG PERFORMANCE AND KEY HIGHLIGHTS

ESG PERFORMANCE AND KEY HIGHLIGHTS

PILLAR

DRIVE SOCIAL PURPOSE



MATERIAL ISSUE

OUR PERFORMANCE IN 2022

SUPPORT OF LOCAL COMMUNITIES	194,5 million € social product in 2022
	13 CSR initiatives
	20 NGOs supported by Interamerican
	130 vehicles insured by Interamerican as a sponsor
	A new award, the "Dimitris Kontominas" award, was established as a tribute to the founder of the company

MATERIAL ISSUE

OUR PERFORMANCE IN 2022

HEALTH AND VITALITY	Launched Medi ON Health Symptom Checking App, promoted health digital content and organized mental health webinars
EQUITABLE ACCESS TO INSURANCE PRODUCTS	Embedded the cutting-edge app known as Medi On to all health insureds
	Deployment of telematics leading to more competitive pricing and potentially affordable premia
CONSUMER FINANCIAL PROTECTION	Availability of Value for money options

ESG PERFORMANCE AND KEY HIGHLIGHTS

ESG PERFORMANCE AND KEY HIGHLIGHTS

PILLAR

GROW RESPONSIBLY



MATERIAL ISSUE OUR PERFORMANCE IN 2022

DATA PRIVACY AND CYBERSECURITY	Zero confirmed incidents for customer data breaches
DIGITAL TRANSFORMATION	Embraced the agile way of working
	Developed 53 total digital epics
CUSTOMER FOCUS	Obtained a market leading enterprise Net Promoter Score (NPS) of 58 for Interamerican and 75 for the online direct channel Anytime brand
	Achieved a 79,3% customer retention rate across all Lines of Business, resulting in an 1,7% increase (vs 2021)

MATERIAL ISSUE OUR PERFORMANCE IN 2022

ETHICAL BUSINESS CONDUCT AND CULTURE	Zero incidents of non-compliance with laws and regulations
	Zero fines for instances of non-compliance with laws and regulations
	Zero confirmed incidents of corruption
SUSTAINABLE PROCUREMENT	Zero legal action for anti-competitive behavior anti-trust, and monopoly practices
	86,8% proportion of spending on local suppliers

3. PORTRAIT OF INTERAMERICAN

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3.1 BUSINESS STRATEGY

GRI 2-6



Interamerican Hellenic Life Insurance Company S.A. (hereinafter "Interamerican") operates since 1969 in the Greek insurance market. Interamerican offers a wide range of individual and corporate insurance schemes in Life & Health ("L&H"), Motor, Property & Casualty ("P&C") covering Life, Personal Accidents, Health and Retirement as well as Vehicle, Home Insurance and other non-life products providing comprehensive protection to hundreds of thousands of people in every corner of Greece focusing on improving the quality of people's lives.

In February 2023, Interamerican completed the transaction of the acquisition of Horizon General Insurance Company (hereinafter "Horizon"), following the appropriate regulatory approvals. The rationale for the acquisition of Horizon was to leverage its composite license with the aim to integrate Interamerican's legal entities of Life and P&C under a common legal structure. As a result, Horizon and Interamerican P&C will cease to exist as legal entities. The new common entity will be renamed to "Interamerican Hellenic Insurance Company S.A".

INTERAMERICAN'S VISION,
VALUES, AND MISSION

↑
OUR VISION

AT INTERAMERICAN IS TO BE THE FIRST ORGANIZATION IN THE GREEK INSURANCE MARKET THAT EXPANDS THE TRADITIONAL BOUNDARIES OF INSURANCE THROUGH SERVICE ECOSYSTEMS AND PRODUCTS, WHILE IMPROVING THE QUALITY OF LIFE OF CUSTOMERS AND POWERING FEELINGS OF SATISFACTION AND PRIDE OF EMPLOYEES AND OUR PARTNERS.

↑
OUR MISSION

IS TO SUPPORT PEOPLE TO LIVE SAFER, LONGER, AND BETTER LIVES.



INTEGRITY

WE ACT WITH INTEGRITY, ADHERING TO THE PRINCIPLES OF HONESTY, ETHICS, AND FAIRNESS. WE FOLLOW OUR CORE VALUES, ABIDE BY THE LAW, AND TRANSPARENCY CHARACTERIZES ALL OUR ACTIONS.



RESPECT

WE DEMONSTRATE APPRECIATION TO OUR PEOPLE, BUT ALSO TO OURSELVES. WE RECOGNIZE THE UNIQUE CHARACTERISTICS OF EACH INDIVIDUAL AND ACT WITHOUT DISCRIMINATION, IN AN EXEMPLARY MANNER FOR BOTH SOCIETY AND THE ENVIRONMENT.



INNOVATION

OUR MENTALITY IS TO CONSTANTLY SEEK AND EMBRACE INNOVATIVE IDEAS, ALLOWING US TO INTRODUCE A BREATH OF FRESH AIR ON EVERY ASPECT OF OUR ACTIVITIES THROUGH DISRUPTION, CREATION, AND EXPERIMENTATION.



↑
TEAMWORK

WE OPERATE IN TEAMS UTILIZING OUR CREATIVITY AND IMAGINATION, LEVERAGING THE SPECIAL CHARACTERISTICS AND UNIQUE PERSONALITY OF EACH MEMBER. OUR TEAMS' MEMBERS ARE ACTING AS A SOURCE OF INSPIRATION AND STRENGTH FOR US.



↑
RESPONSIBILITY

WE BEHAVE IN A PROFESSIONAL MANNER AND RESPOND IN A CONSISTENT AND EFFICIENT WAY TO FULFILL OUR OBLIGATIONS. OUR SENSE OF RESPONSIBILITY TOWARDS CUSTOMERS AND SOCIETY DETERMINES OUR ACTIONS AND ATTITUDE.

THE 6 TRAITS THAT MAKE UP INTERAMERICAN'S DNA

INTERAMERICAN'S DNA

FOR THE HUMAN

PEOPLE FIRST PHILOSOPHY

OUR PEOPLE FIRST PHILOSOPHY IS REFLECTED IN OUR MISSION, DEDICATION TO CUSTOMERS, WORKPLACE AND COMMITMENT TO SOCIETY.

PHYGITAL DISTRIBUTION MODEL

LEADERSHIP POSITIONS IN INSURANCE ADVISORS THROUGH TIED AGENCY AND IN DIGITAL THROUGH ANYTIME.

EXTENSIVE COLLABORATION

WE HAVE A COLLABORATIVE APPROACH TO GROWTH THROUGH BUSINESS PARTNERSHIPS AND SERVICES NETWORKS.

FINANCIAL STRENGTH

OUR FINANCIAL STRENGTH IS REFLECTED IN OUR RESPONSIBLE INVESTMENT APPROACH, HIGH SOLVENCY AND GOOD FINANCIAL PERFORMANCE.

SOLUTIONS BEYOND INSURANCE

OUR UNIQUE SERVICES INFRASTRUCTURE ALLOWS US TO OFFER VALUE PROPOSITIONS THAT GO FAR BEYOND INSURANCE TO MEET CUSTOMER NEEDS.

INNOVATION LEADERSHIP

WE HAVE A DECADES LONG TRACK RECORD IN INNOVATION, LEVERAGING DIGITAL AND NEW TECHNOLOGIES AND BETTER WAYS OF DOING THINGS.

FOR THE BUSINESS

3.2 BUSINESS MODEL

GRI 2-6

Interamerican's business model is underpinned by a steadfast commitment to long-term value creation for itself and its stakeholders through its product and services platform. The Company integrates market feedback into product and services iterations to cater to the needs of its insured populations, creates a fair working environment, minimizes its environmental footprint, and aims at making a scalable positive impact on society.

Interamerican supports the 17 Sustainable Development Goals (SDGs) of the United Nations which are global priorities, contributing to sustainable development, promoting social well-being, and eradicating poverty.



INTERAMERICAN' OPERATIONAL HEAT MAP

51
SALES OFFICES

915
TIED INSURANCE AGENCIES

860
BROKERS OFFICES

3.3 ECONOMIC PERFORMANCE

GRI 201-1, GRI 201-4

INTERAMERICAN'S ECONOMIC PERFORMANCE 2022

€ 435.285.000

GROSS WRITTEN PREMIUM

€ 64.100.000

EARNINGS BEFORE TAXES

908.134

TOTAL IN-FORCE POLICIES

687.978

CUSTOMER NUMBER

LIFE & HEALTH

€ 163.129.000

GROSS WRITTEN PREMIUM

149.266

NUMBER OF POLICIES

P&C

€ 272.156.000

GROSS WRITTEN PREMIUM

758.868

NUMBER OF POLICIES

(Only P&C number of policies excluding Assistance)

KPIS AND PERFORMANCE

In the escalating uncertainty landscape of 2022, we continued to demonstrate remarkable resilience and adaptability in the backdrop of geopolitical challenges, supply chain disruptions, and the ongoing impacts of the Covid-19 pandemic. Despite a slight decline in revenues during 2022, we were able to ensure a profitable year for Interamerican. Through the implementation of our strategic initiatives and prioritization of sustainability goals, not only we mitigated the impact of the revenue downturn but also positioned Interamerican as a partner of strong financial resilience and reliability for its policyholders.

The following table presents a detailed breakdown of the direct economic value generated and distributed by Interamerican:

DIRECT ECONOMIC VALUE GENERATED

	2022	2021
(€ MIL)		
Direct economic value generated	345,69	381,26
Operating costs	48,58	40,27
Employee Wages	36,60	35,12
Payments to Providers of Capital	0,00	0,00
Payments to government	2,63	6,61
Community Investments	0,22	0,23
Economic Value Distributed	88,03	82,23
Economic Value Retained	257,65	299,02

The data is presented on an accrual basis. The direct economic value generated and distributed is calculated in aggregate for all companies in the Interamerican Group.

Moreover, in 2022, the total financial aid that Interamerican received from the Greek government rose to € 2,54 million due to a reduction in tax income, resulting from its participation in the PSI bond exchange programme.

Additionally, there is no participation of the State in the shareholding structure of the company.

SOCIAL PRODUCT DISTRIBUTION

For 2022, the total Social Product of Interamerican amounted to €194,57 million, increased by 9,2% compared to 2021, and is broken down as follows:

SOCIAL PRODUCT DISTRIBUTION 2020-2022

	2022	2021	2020
SOCIAL PRODUCT DISTRIBUTION (€ MIL)			
Employee Wages	36,60	35,12	33,82
Contribution to social securities	12,01	10,08	10,17
Corporate Income Tax	2,63	6,61	9,70
Payments to Providers of Capital	0,00	0,00	0,00
Investment in Fixed Equipment	11,16	9,78	8,72
Payments to Partners (incl. Sales Network and Assistance Partners)	131,95	116,32	112,34
Intermediaries' fees	57,82	52,92	50,46
Suppliers' fees	74,13	63,39	61,88
Expenditure on Corporate Social Responsibility Initiatives (ESR)	0,22	0,23	0,61
Total	194,57	178,13	175,35

3.4 MEMBERSHIPS AND ASSOCIATIONS

GRI 2-28

At Interamerican, we are active members of international, and national associations and alliances committed to sustainable growth, aiming to expand our expertise in developing sustainable strategic pathways and setting sustainability targets. The entities that we collaborate with, are the following:

UNITED NATIONS GLOBAL COMPACT

Interamerican is a member of the UNGC, the world’s largest corporate sustainability initiative, which gets businesses to align their strategies and operations with universal principles on human rights, labour, environment, and anti-corruption, and take actions that advance societal goals.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS)

The United Nations Sustainable Development Goals were adopted by all United Nations in 2015, providing a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership. Interamerican has pledged to support the 17 SDGs.

UNITED NATIONS ENVIRONMENT PROGRAMME FINANCE INITIATIVE

Interamerican is a member of UNEPFI, which today cultivates leadership and advances sustainable market practices while supporting the implementation of global programmes at a regional level across Africa and the Middle East, Asia Pacific, Europe, Latin America & the Caribbean and North America. The UNEPFI aims to:

- Help financial institutions set and implement sustainability targets
- Implement global frameworks developed by leading practitioners
- Contribute to in-depth thematic research, guidance, and communities of practice

2014/2015 GLOBAL INVESTOR STATEMENT ON CLIMATE CHANGE

The Global Investor Statement on Climate Change represents the leading European-focused investor membership organization for collaboration on climate change over the last 20+ years. Their mission is to bring the investor community together in making significant progress towards a net zero and climate resilient future by 2030.



HELLENIC NETWORK FOR CORPORATE SOCIAL RESPONSIBILITY (CSR HELLAS)

Interamerican is a proud member of the Hellenic Network for Corporate Social Responsibility - CSR Hellas, whose vision is to improve long-term competitiveness in business and in the Greek economy as a whole, through the integration of corporate social responsibility in companies' strategies and in the main pillars of their operations.

The main mission of CSR Hellas is the:

- comprehensive integration of the principles of sustainability and responsible entrepreneurship into corporate strategy, governance, and administration.
- reinforcement of systematic collaborations between businesses and stakeholders in both the private and public sector, society, and the state.
- adaptation to new trends and improvement of competitiveness and long-term profitability, enhancing the knowledge and experience of all stakeholders.

EUROPEAN ROAD SAFETY CHARTER

Interamerican has joined the European Road Safety Charter in 2009, the largest civil society platform on road safety. The mission of the Chapter is to carry out road safety actions and initiatives. The 4 core principles of the Chapter are:

- Care about road safety
- Act locally in a concrete way
- Support road safety in your country
- Share knowledge, collaborate, and exchange good practices

GLOBAL SUSTAIN

Since 2006, Global Sustain provides a wide range of services and solutions to support its members and clients achieving triple bottom-line results. Global Sustain offers innovative online and offline services related to sustainability, corporate responsibility, responsible investing, the green economy, business ethics and excellence, transparency, human rights, and accountability.

TRANSPARENCY INTERNATIONAL GREECE

Transparency International is a global movement operating in over 100 countries to end the injustice of corruption. The main mission of the organization is to stop corruption and promote transparency, accountability, and integrity at all levels and across all sectors of society.



3.5 DISTINCTIONS AND AWARDS

SUSTAINABILITY FOR SOCIAL DIALOGUE AWARDS

Interamerican was awarded in the Bravo Sustainability Awards 2022, organized by the Quality Net Foundation, receiving distinctions for the cutting-edge Medi ON application. The Medi ON application was assessed and awarded by the 170 members of the institution's Dialogue and Evaluation Committees, as well as through public voting, with the participation of more than 16,000 active citizens, for its significant contribution to promoting sustainable development and supporting a sustainable future.

SOCIAL MEDIA AWARDS

Interamerican received the Gold Award for its social media activities and the bronze award for YouTube in Best Finance & Insurance.

MARKETING AWARDS

Interamerican won several awards for its marketing activities:

- Bronze Award for the Smart Drive Challenge action in the "Best Use of Content Marketing for Lead Generation" category
- Bronze Award for Facebook usage in the "Best Use of Marketing for Content Marketing" category
- Silver Award for Content Marketing in the "Best Content Marketing Program | Financial & Insurance Services and Products" category
- Gold Award for the Blog in the "Best Branded Blog (B2C/ B2B)" category
- Silver Award for "Anytime Influencer Campaigns" in the Best in Finance & Insurance

HR AWARDS

- Interamerican won the Bronze Award for Most Effective Talent Retention Initiatives: Interamerican's Success Story and the Bronze Award for Best Flexible Working Strategy: Flexibility is the key word for Interamerican's New Working Model.
- In 2022, Interamerican participated in the Brandon Hall Group Excellence Awards, achieving the highest distinction of "Gold" in the "Best Advance in Creating a Learning Strategy" category.

ENVIRONMENTAL AWARDS

Interamerican won awards for its environmental initiatives:

- Silver Award for the Short Drive in the "Greenhouse Gas Emissions Offset" category.
- Silver Award for the Smart Drive in the "Sustainable Transport" category.

4. APPROACH TO SUSTAINABILITY

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**AT INTERAMERICAN,
SUSTAINABILITY IS NOT PURELY
A COMMITMENT,
BUT A GUIDING PRINCIPLE EMBEDDED
IN OUR ORGANIZATIONAL ETHOS.**

ALIGNED WITH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS), WE ARE DEDICATED TO FOSTERING POSITIVE CHANGE ON A GLOBAL SCALE. IN OUR STEADFAST PURSUIT OF SUSTAINABILITY, WE HAVE EMBARKED ON A PIONEERING JOURNEY, ELEVATING OUR EFFORTS BY INCORPORATING A DOUBLE-MATERIALITY APPROACH FOR THE FIRST YEAR. THIS STRATEGIC FRAMEWORK ENABLES US TO HOLISTICALLY EVALUATE THE IMPACTS OF OUR OPERATIONS, NOT ONLY FROM A FINANCIAL PERSPECTIVE BUT ALSO IN TERMS OF THEIR BROADER SOCIETAL AND ENVIRONMENTAL IMPLICATIONS. FURTHERMORE, OUR COMMITMENT EXTENDS BEYOND INTERNAL ASSESSMENTS, AS WE PRIORITIZE TRANSPARENT AND MEANINGFUL COMMUNICATION WITH OUR STAKEHOLDERS.

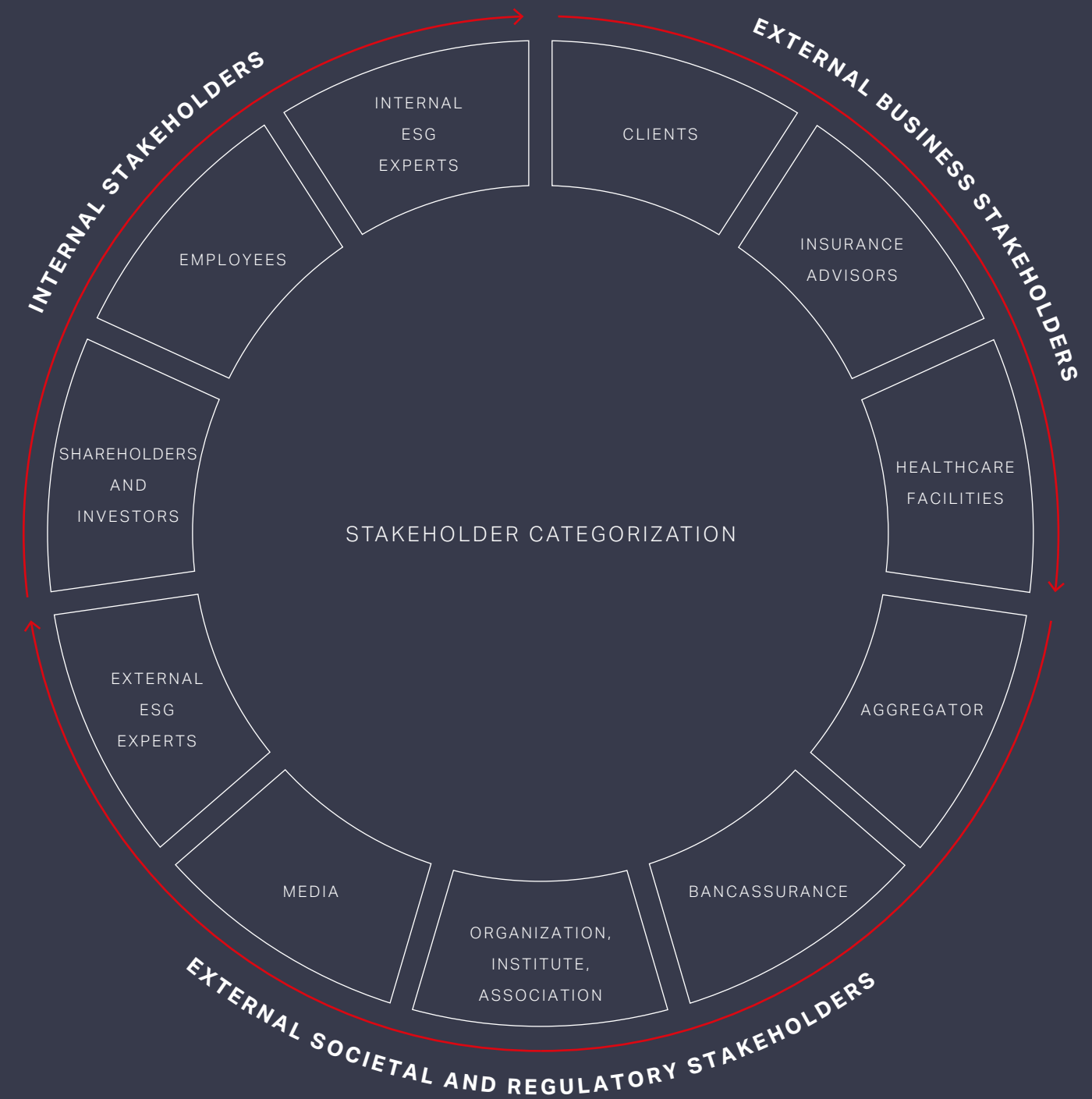
4.1 STAKEHOLDER DIALOGUE AND ENGAGEMENT

GRI 2-29



The cornerstone of Interamerican’s Sustainable Development Strategy lies in nurturing strong relationships and collaborating with diverse stakeholder groups. These interactions play a pivotal role in deepening company's understanding of the impact of its activities whilst consistently striving to meet stakeholder expectations and developing mutual trust. In shaping our course and strategy, decisions are made with thorough consideration of stakeholders’ expectations in environmental, social, and economic dimensions. To drive a comprehensive dialogue, Interamerican actively engages with interested parties, creating a forum that directly addresses economic and social needs while ensuring long-term relevance.


Interamerican conducted a materiality analysis exercise as part of its engagement with stakeholders, seeking a comprehensive understanding of ESG issues that have substantial impacts on both the business and the broader society and environment.

The engagement with stakeholders is captured in the enclosed table, illustrating the diverse categories of stakeholders within Interamerican. This table outlines the methods, frequency, and outcomes of the Company's communication with each stakeholder group, aligning with the principles of our ESG commitment.






STAKEHOLDER DIALOGUE

CATEGORIES OF STAKEHOLDERS	CHANNELS OF COMMUNICATION	FREQUENCY OF ENGAGEMENT	ENGAGEMENT OUTCOMES
 <p>SHAREHOLDERS AND INVESTORS</p>	<ol style="list-style-type: none"> 1. Annual shareholders' meeting 2. Participation in investment forums 3. Financial reports 4. Press releases 	<ol style="list-style-type: none"> 1. Annually 2. Whenever deemed necessary 3. Quarterly 4. Whenever deemed necessary 	<ul style="list-style-type: none"> • Financial performance • Transparency • ESG performance • Fair business practices • Regulatory compliance • Business governance
 <p>EMPLOYEES</p>	<ol style="list-style-type: none"> 1. Reference channels 2. Working groups 3. Social media 4. Newsletters 	<ol style="list-style-type: none"> 1. Continuously 2. Whenever deemed necessary 3. Continuously 4. On a weekly basis 	<ul style="list-style-type: none"> • Occupational health and safety • Education and training • Equal opportunities • Inter-company dialogue • Compensation and reward conditions • Protection of human rights • Organizational effectiveness • Fair working conditions

CATEGORIES OF STAKEHOLDERS	CHANNELS OF COMMUNICATION	FREQUENCY OF ENGAGEMENT	ENGAGEMENT OUTCOMES
 <p>INTERNAL ESG EXPERTS</p>	<ol style="list-style-type: none"> 1. Specialized Conferences 2. Company publications 3. Social Media 4. Website 	<ol style="list-style-type: none"> 1. Whenever deemed necessary 2. Annually 3. Continuously 4. Whenever deemed necessary 	<ul style="list-style-type: none"> • Transparency • Compliance with regulations • Active Participation in Industry Developments • Information Relevant to the Industry • ESG performance • Positive environmental impacts
 <p>CLIENTS</p>	<ol style="list-style-type: none"> 1. Customer support line 2. Social media 3. Complaints procedures 4. Newsletters 5. Press releases 	<ol style="list-style-type: none"> 1. Continuously 2. On a weekly basis 3. Continuously 4. On a weekly basis 5. Whenever deemed necessary 	<ul style="list-style-type: none"> • Customer satisfaction • Innovation • Fair business practices • Data protection and privacy • Insurance and product quality assurance • Small footprint products
 <p>INSURANCE ADVISORS (TIED AGENCY, BROKERS)</p>	<ol style="list-style-type: none"> 1. Publications of the Company 2. Conferences 3. Social media 4. Website 5. Meetings 6. Working groups 	<ol style="list-style-type: none"> 1. Whenever deemed necessary 2. Whenever deemed necessary 3. On a weekly basis 4. Ongoing 5. Whenever deemed necessary 6. Whenever deemed necessary 	<ul style="list-style-type: none"> • Industry-related information • Transparency • Regulatory compliance • Active participation in industry events

CATEGORIES OF STAKEHOLDERS	CHANNELS OF COMMUNICATION	FREQUENCY OF ENGAGEMENT	ENGAGEMENT OUTCOMES
 <p>HEALTH CARE FACILITIES</p>	<ol style="list-style-type: none"> 1. Meetings 2. Website 3. Social media 4. Inspections and evaluations 	<ol style="list-style-type: none"> 1. Whenever deemed necessary 2. Continuously 3. On a weekly basis 4. Whenever deemed necessary 	<ul style="list-style-type: none"> • Business ethics and compliance with the law • Provision for emergencies • Consistency of payments • Consistency of delivery times • Fair business practices • Data protection and privacy • Transparency • Procurement policies
 <p>AGGREGATOR</p>	<ol style="list-style-type: none"> 1. Direct communication 2. Financial statements 3. Website 	<ol style="list-style-type: none"> 1. Whenever deemed necessary 2. Quarterly and annually 3. Continuously 	<ul style="list-style-type: none"> • Financial performance • Transparency • Coverage of financial liabilities • Regulatory compliance
 <p>BANCASSURANCE</p>	<ol style="list-style-type: none"> 1. Website 2. Press releases 3. Social media 4. Dialogue with officials' bodies 	<ol style="list-style-type: none"> 1. Continuously 2. Whenever deemed necessary 3. On a weekly basis 4. Whenever deemed necessary 	<ul style="list-style-type: none"> • Interaction with local communities • Investing in social capital • Financial economic impact • Generation of employment opportunities

CATEGORIES OF STAKEHOLDERS	CHANNELS OF COMMUNICATION	FREQUENCY OF ENGAGEMENT	ENGAGEMENT OUTCOMES
 <p>ORGANIZATION, INSTITUTE, ASSOCIATION</p>	<ol style="list-style-type: none"> 1. Special meetings 2. Finance results 3. Periodic audits 	<ol style="list-style-type: none"> 1. Whenever deemed necessary 2. Annually 3. Whenever deemed necessary 	<ul style="list-style-type: none"> • Fair business practices • Transparency • Regulatory compliance
 <p>MEDIA</p>	<ol style="list-style-type: none"> 1. Press releases 2. Newsletters 3. Sponsored activities 4. Social media 	<ol style="list-style-type: none"> 1. On a weekly basis 2. Monthly 3. Whenever necessary 4. On a weekly basis 	<ul style="list-style-type: none"> • Information about the activities of the Company • Information about the industry • ESG performance • Transparency
 <p>EXTERNAL ESG EXPERTS</p>	<ol style="list-style-type: none"> 1. Specialized Conferences 2. Company publications 3. Social Media 4. Website 	<ol style="list-style-type: none"> 1. Whenever deemed necessary 2. Annually 3. Continuously 4. Whenever deemed necessary 	<ul style="list-style-type: none"> • Transparency • Compliance with regulations • Active Participation in Industry Developments • Information Relevant to the Industry • ESG performance • Positive environmental impacts

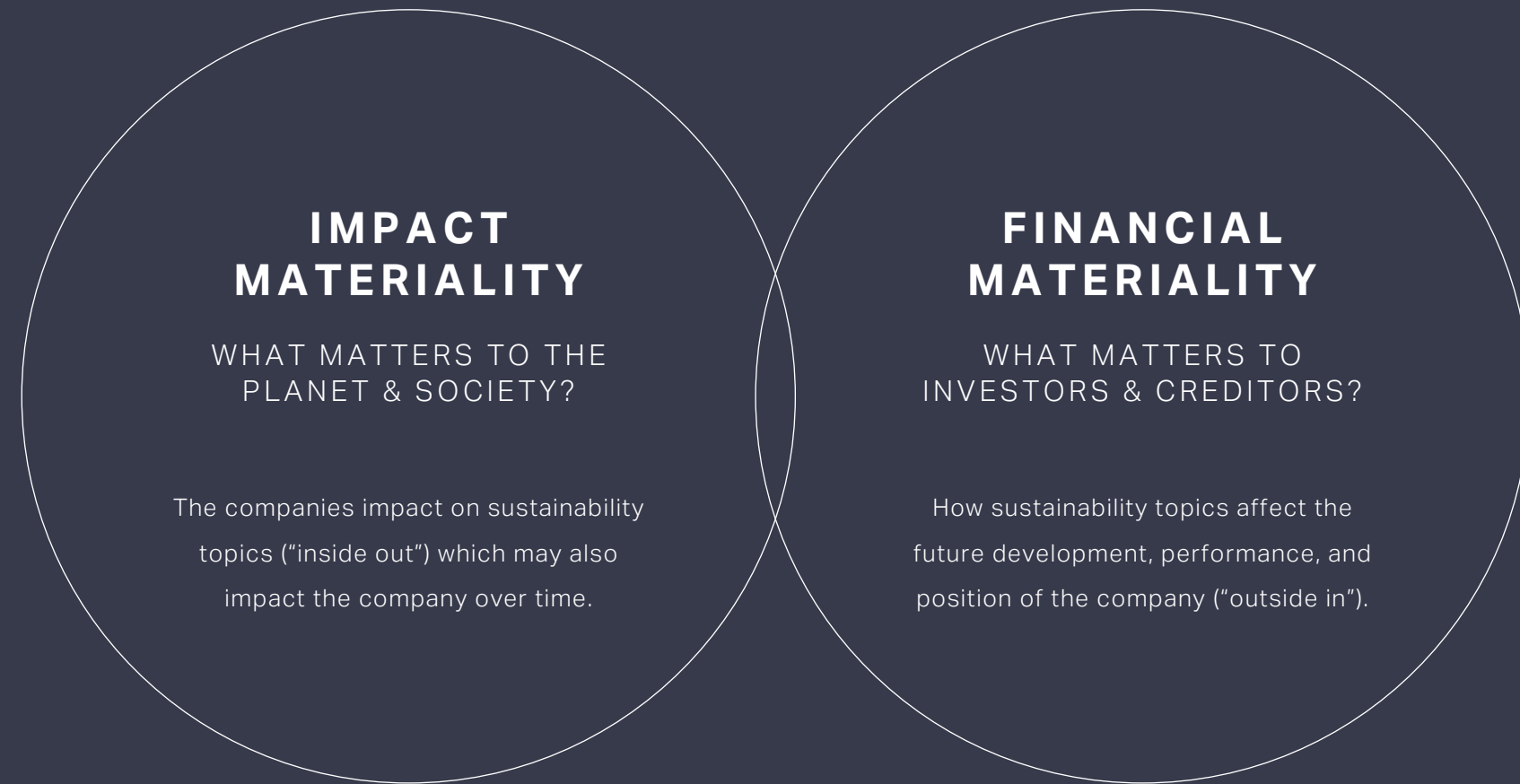
4.2 DOUBLE MATERIALITY APPROACH

GRI 3-1, GRI 3-2, GRI 201-2

With laser focus on transparency, accountability, and sustainable business practices, Interamerican is pleased to call out a significant milestone in its sustainability journey – the integration of the double materiality approach into its Sustainability reporting. This approach entails a comprehensive contemplation of impact materiality, assessing the actual or potential impacts arising from Interamerican’s activities on people and the environment, alongside financial materiality, which evaluates risks or opportunities causing material financial influence. In the next section, we explore how these dimensions interact, revealing their connections and highlighting Interamerican’s commitment to navigating the dynamic landscape of sustainability.

DOUBLE MATERIALITY APPROACH

Double materiality” addresses the full spectrum of either and both perspectives, resulting in a holistic lens of what matters to the broader stakeholder of a company.



In this context, Interamerican has adopted a forward-thinking approach by integrating the concept of "double materiality" into its operational and insurance framework. As stewards of responsible business practices, we recognize the profound impact our operations can have not only within our organization but also on the broader societal and environmental spectrum. This has led us to embrace a holistic lens that extends beyond traditional sustainability reporting standards:

VALUE CHAIN MAPPING AND ESRS ALIGNMENT

Interamerican initiated the Double Materiality assessment by mapping its value chain. This exercise, aligned with the Environmental, Social, and Risk Sub-system (ESRS) Standards, providing insights into the upstream and downstream sectors impacting the company's operations in 2022. Key points include:

- Value chain mapping to identify operational sectors.
- Alignment with ESRS Standards for capturing relevant sustainability issues.

ESG TOPIC IDENTIFICATION USING GLOBAL FRAMEWORKS

Interamerican conducted an exhaustive analysis of reputable sustainability frameworks, such as GRI, SASB, UNGC, and IFRS. This step allowed for the identification of a wide range of sustainability topics, addressing both industry-specific and overarching societal concerns. Key points include:

- Analysis of GRI, SASB, UNGC, and IFRS frameworks.
- Identification of diverse sustainability topics relevant to Interamerican.

STAKEHOLDER INCLUSIVITY IN MATERIALITY ASSESSMENT

Recognizing the importance of diverse perspectives, Interamerican carefully selected representatives from various stakeholder groups. This inclusive approach ensured the consideration of multiple viewpoints, aligning sustainability initiatives with stakeholder needs and expectations. Key points include:

- Careful selection of diverse stakeholders.
- Inclusivity in materiality assessment for a comprehensive perspective.

DOUBLE MATERIALITY ASSESSMENT FOR INFORMED DECISION-MAKING



Interamerican conducted a robust Double Materiality assessment, leveraging impact materiality and financial materiality. This step entailed the analysis of identified sustainability topics from both an external and internal standpoint, resulting in informed decisions on material topics. Key points include:




- Dual assessment of impact materiality and financial materiality.
- Evaluation of actual and potential impacts on people, the environment, and financial performance.
- Determination of material sustainability topics for focused sustainability efforts.





DOUBLE MATERIALITY ANALYSIS


The analysis captured in our impact assessment table marks a pivotal step towards understanding the specificities of our company's operations, presenting a detailed overview of the ESG landscape. By itemizing the impacts generated for each ESG topic and classifying them as positive or negative, we gain valuable insights into the most important consequences of our activities. The aggregation of scores for impact, financial, and double materiality elevates this analysis to a strategic level as the identified risks and opportunities shall be an integral part of the company's risk management framework. This holistic approach enables us to pinpoint the interconnection between our operations, the environment, and society, offering a roadmap to navigate potential risks and capitalize on opportunities. Moreover, the alignment of our ESG topics with the United Nations Sustainable Development Goals (UN SDGs) further underscores our commitment to global sustainability objectives. This analysis serves not only as a reflection of our impact but as a guidepost for informed decision-making, positioning us to refine our strategies, foster transparency through enhanced disclosure practices, and ultimately drive positive change in our operational landscape.




DOUBLE MATERIALITY ANALYSIS






ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
E1 CLIMATE CHANGE	Energy	Energy efficiency	Accelerating the transition to a more energy efficient operating model through the promotion of RES technologies and energy efficiency initiatives.	⊕	◐	◐	◐	 
			Heavy reliance on non-renewable energy sources and limited adoption of renewable energy.	⊖				




ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
E1 CLIMATE CHANGE	Climate change mitigation	Decarbonization	Promotion of insurance products and operational measures to tackle climate change and reduce GHG emissions.	⊕	◐	◐	◐	
			Increase of insurance products/services and operational practices, that increase GHG emissions.	⊖				
	Climate change adaptation	Natural disasters	Commercialization of insurance product offerings / services with coverage on climate-related perils other than earthquake and flood (e.g. wildfire, etc.) across Mobility and Convenience ecosystems	⊕	◐	◐	◐	
			Absence of a diverse set of NatCat (Natural Catastrophic) scenarios in risk modelling and dynamic pricing to reduce company's risk exposure	⊖				
		Resilient portfolios	Commercial bonus on risk premium and other incentives for clientele with ESG transition pathways and exclusionary criteria for underlying investments in firms with ambiguous economic activities.	⊕	◐	◑	◑	
			Limited insurance offerings that meet customers' sustainability preferences across LoBs and absence of a responsible investment policy in place.	⊖				







ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
E4 BIODIVERSITY & ECOSYSTEMS	Direct impact drivers of biodiversity loss	Biodiversity	Inclusionary criteria for firms that are committed to supporting nature-based solutions such as zero deforestation and biodiversity pledges in the underwriting portfolios.	⊕	◐	◐	◐	
			Continuous integration of nature-negative clients in the underwriting portfolios.	⊖				
E5 RESOURCE USE AND CIRCULAR ECONOMY	Resource - Inflows	Circular economy practices	Implementation of appropriate collection, treatment, reuse, and recycling systems to promote circular economy practices, both in own operations and associated facilities.	⊕	◐	◐	◐	  
	Resource-outflows		Waste	Absence of waste management policies and procedures both in own operations and associated facilities, leading to an increase in waste generation.				

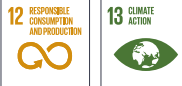
ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
S1 OWN WORKFORCE	Working Conditions	Health & Safety and Wellbeing	Implementation of a strong and effective health and safety management system leading to a safe working environment	⊕	◐	◐	◐	
			Absence of initiatives focused on employee's wellbeing leading to an unhealthy working environment.	⊖				
	Equal Treatment and opportunities for all	Diversity, Equity and Inclusion (DEI)	Ensuring equal treatment and opportunities for all through the implementation of integrated policies and systems.	⊕	◐	◐	◐	
			Increased inequalities and incidents of employee's discrimination, due to the lack of initiatives to promote diversity, equality, and inclusion.	⊖				

ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
S1 OWN WORKFORCE	Other work-related rights	Human capital development	Implementation of measures for the employees' training and development, to increase employee performance.	⊕	◐	◐	◐	 
			Absence of established procedures for the training and development of employees, leading to decreased productivity and employee skills.	⊖				
	Own Worker Other work-related rights	Labor management	Fostering employee satisfaction and engagement through the creation of a stable work environment that actively supports career growth and development.	⊕	◐	◐	◐	  
			Low employee engagement rate and high turnover rate, due to the lack of established procedures for the development of the workforce.	⊖				

ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
S2 WORKERS IN THE VALUE CHAIN	Working conditions	Health and Vitality	Embedment of a robust wellness ecosystem looking after the physical, emotional, and mental health of third parties, distribution channels and insured population.	⊕	◐	◐	◐	 
			Absence of a robust wellness ecosystem looking after the physical, emotional, and mental health of third parties, distribution channels and insured population.	⊖				
S3 AFFECTED COMMUNITIES	Communities' Economic, Social, and Cultural Rights	Support of local communities	Empowering local communities and vulnerable populations through corporate social responsibility initiatives.	⊕	◐	◐	◐	  
			Inadequate response to stakeholder concerns, due to the lack of grievance mechanisms.	⊖				

ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
S4 CONSUMERS AND END-USERS	Information-related impacts for consumers and/or end-users	Information democratization	Sufficient access to quality precontractual disclosures at the point of sale and periodic product training / refreshers during policy management	⊕	◐	◐	◐	
			Limited mechanisms to ensure robust quality checks potentially leading to misselling practices.	⊖				
	Social inclusion of consumers and/or end-users	Equitable access to insurance products	Provision of inclusive insurance products / principles and services that cater to the needs of underserved populations and minimize social disparities.	⊕	◐	◐	◐	
			Standardized product and services platform with limited flexibility for optionality / tailoring leading to social inequalities.	⊖				
	Financial wellbeing and financial certainty Prevention and education	Customer financial protection	Socialization of insurance product offerings/services promoting financial well-being and empowerment of individuals, leading to out-of-pocket savings and improved societal welfare.	⊕	◐	◐	◐	
			Limited breadth of coverage in insurance products / services resulting in increased financial exposure and diminished well-being.	⊖				

ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
G1 BUSINESS CONDUCT	Data and cybersecurity	Data privacy and cybersecurity	Ensuring the protection of personal data through the establishment of a robust cybersecurity framework.	⊕	◐	◐	◐	
			Lack of established cybersecurity frameworks, leading to incidents of data breaches and personal data leaks.	⊖				
	Corporate culture	Digital transformation	Strategic investments in digital innovation leading to operational efficiencies and sustained competitive advantage.	⊕	◐	◐	◐	 
			Lack of technology modernization initiatives to carve out or enhance administration legacy systems across Lines of Business.	⊖				
		Customer focus	Integrated insurance products/services and omni-channel communication approach leading to the increase of overall customers' satisfaction.	⊕	◐	◐	◐	  
			Fragmented insurance product offerings and limited communication channels contributing to a decline in overall customer satisfaction levels.	⊖				

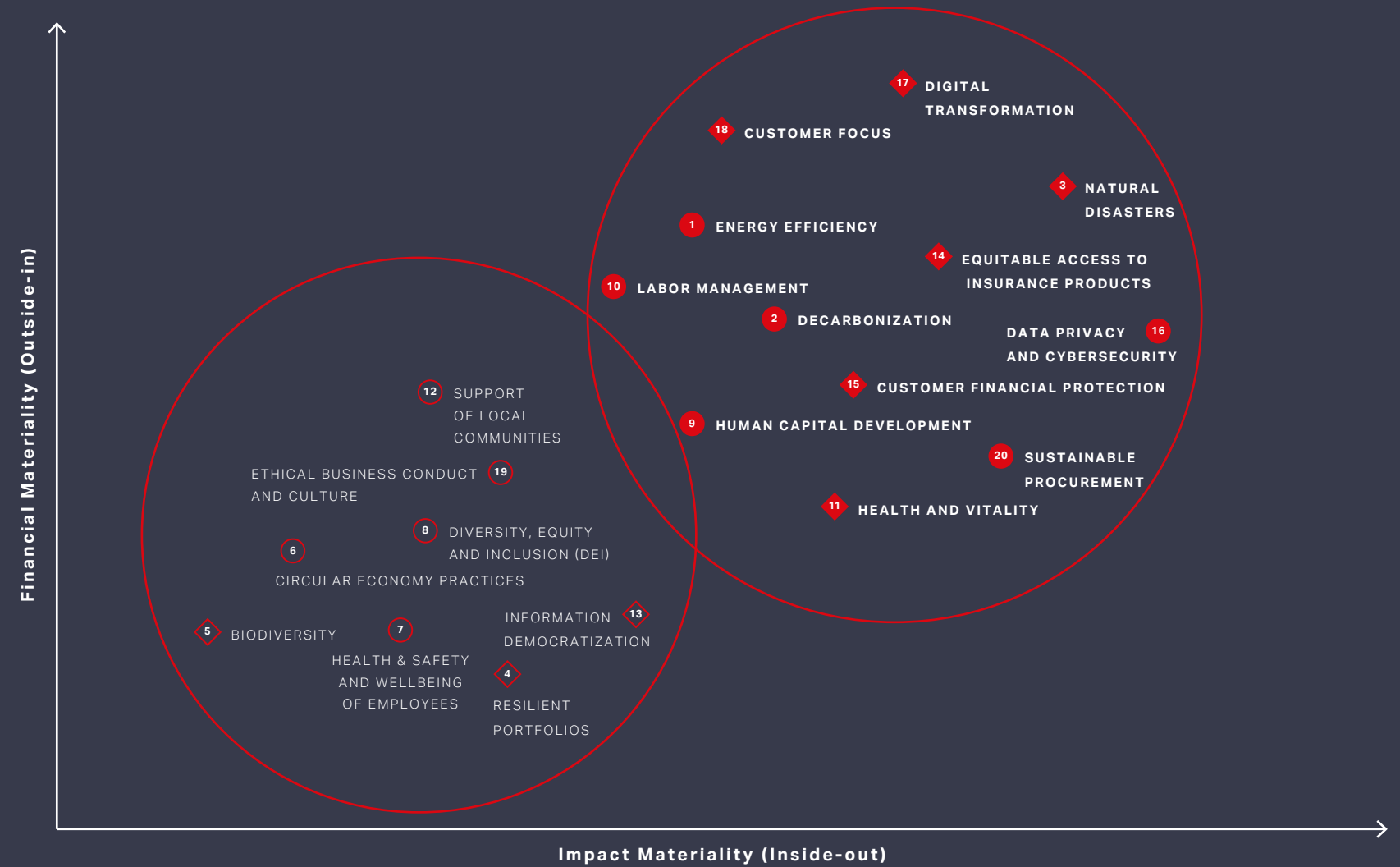
ESRS TOPIC	ESRS SUB-TOPIC	INTERAMERICAN'S TOPIC	IMPACT GENERATED	TYPE	IMPACT MATERIALITY LEVEL	FINANCIAL MATERIALITY LEVEL	DOUBLE MATERIALITY	UN SDG'S ALIGNMENT
G1 BUSINESS CONDUCT	Corruption and bribery	Ethical business conduct and culture	Fostering high ethical standards and transparency in compliance with relevant legislations through established policies and systems.	⊕	◐	◐	◐	
			Increased instances of ethical misconduct and/or non-compliance with laws and regulations, due to inadequate policies and measures.	⊖				
	Management of relationships with suppliers, including payment practices	Sustainable procurement	Enhancing ESG practices in the wider value chain by integrating sustainability criteria in the supplier evaluation and selection process.	⊕	◐	◐	◐	
			Insufficient ESG screening among suppliers, leading to adverse effects across the supply chain.	⊖				

4.3 ESG MATERIAL ISSUES

GRI 3-2

The correlation between the identified material issues based on impact materiality (X-axis) and financial materiality (Y-axis) empowers Interamerican to underpin the impact of its operations on sustainability aspects and how these factors affect the Company's future development, performance, and influence. This analysis aids in highlighting crucial material concerns, allowing for strategic prioritization of activities to address potential impacts or capitalize on emerging opportunities within the realm of ESG considerations.

INTERAMERICAN'S DOUBLE MATERIALITY MATRIX



● ◆ Material
○ ◆ Non-Material
Insurance related ESG topics
Operational related ESG topics



ACT ON THE PLANET

- 1 ENERGY EFFICIENCY
- 2 DECARBONIZATION
- 3 NATURAL DISASTERS
- 4 RESILIENT PORTFOLIOS
- 5 BIODIVERSITY
- 6 CIRCULAR ECONOMY PRACTICES



DRIVE SOCIAL PURPOSE

- 9 HUMAN CAPITAL DEVELOPMENT
- 10 LABOR MANAGEMENT
- 11 HEALTH AND VITALITY
- 14 EQUITABLE ACCESS TO INSURANCE PRODUCTS
- 15 CUSTOMER FINANCIAL PROTECTION
- 7 HEALTH & SAFETY AND WELLBEING
- 8 DIVERSITY, EQUITY AND INCLUSION (DEI)
- 12 SUPPORT OF LOCAL COMMUNITIES
- 13 INFORMATION DEMOCRATIZATION



GROW RESPONSIBLY

- 16 DATA PRIVACY AND CYBERSECURITY
- 17 DIGITAL TRANSFORMATION
- 18 CUSTOMER FOCUS
- 20 SUSTAINABLE PROCUREMENT
- 19 ETHICAL BUSINESS CONDUCT AND CULTURE



4.4 OUR SUSTAINABLE DEVELOPMENT STRATEGY

At Interamerican, our sustainability strategy is a deliberate step towards positive change, aimed at enhancing not only our company's well-being but also benefitting our stakeholders and society at large. We are proud to highlight our revamped ESG strategy that reflects a comprehensive redesign compared to the previous year. Our renewed approach aims to address emerging challenges and aligns with our commitment to sustainability and responsible business practices. We've crafted this strategy with a focus on meaningful contributions, striving for improvements that resonate across all aspects of our operations. By adopting sustainability principles, we aim to create a lasting positive impact that goes beyond traditional boundaries.

Our strategy revolves around three fundamental pillars: "Act on the planet," "Drive social purpose," and "Grow responsibly." These pillars serve as the guiding principles shaping our sustainable journey. Within each pillar, we've set specific targets, carefully designed to better both insurance and operational procedures. Through these pillars and their targets, we aim to not only redefine insurance practices but also enhance overall operational efficiency, fostering positive outcomes for our stakeholders and the broader community.

SUSTAINABLE STRATEGY PILLARS



ACT ON THE PLANET

BECOME A CLIMATE NEUTRAL COMPANY BY REDUCING OUR ENVIRONMENTAL FOOTPRINT

We contribute to a healthier and more resilient planet, by promoting sustainable practices and innovative solutions.



DRIVE SOCIAL PURPOSE

MAXIMIZE SOCIAL IMPACT AND DELIVER SUSTAINABLE SOLUTIONS FOR EVERYONE

We create a meaningful and lasting impact on our societies, by prioritizing inclusivity and supporting local communities.



GROW RESPONSIBLY

ACHIEVE LONG TERM BUSINESS RESILIENCE BY ADHERING TO THE HIGHEST GOVERNANCE STANDARDS

We are diligent in protecting what our people value most by putting sustainability at the core of our governing system.

INTERAMERICAN'S ESG TARGETS



ACT ON THE PLANET

BECOME **NET-ZERO** IN OWN OPERATIONS **BY 2030**

REDUCE THE **ENERGY CONSUMPTION** PER **EMPLOYEE BY 30% BY 2025**

BECOME **PAPERLESS** BY **2030**

INCREASE BY 30% THE **UNDERWRITING PORTFOLIO COVERAGE** IN COMMERCIAL CLIENTS THAT HAVE SET AND DISCLOSED **EMISSIONS REDUCTION TARGETS BY 2030**



DRIVE SOCIAL PURPOSE

MAINTAIN **AT LEAST 45% OF WOMEN** IN **LEADERSHIP POSITIONS BY 2025**

ACHIEVE AN OVERALL **EMPLOYEES' ENGAGEMENT SCORE** OF **≥7,7 BY 2030**

PROVIDE **TANGIBLE SOCIETAL SUPPORT** ANNUALLY THROUGH LOCAL COMMUNITY ENGAGEMENT **BY 2030**

INCREASE COMPANY'S **RESPONSIBLE INVESTMENTS** (IN NET ASSET VALUE) TO **50% BY 2030** AND **100% BY 2050**

INCREASE BY **50%** THE **PENETRATION** (IN GWP PRODUCTION) **IN SUSTAINABLE PRODUCTS** AND SERVICES BY **2030**



GROW RESPONSIBLY

EVALUATE **20%** OF THE COMPANY'S SUPPLIERS WITH **ESG CRITERIA BY 2025**

MAINTAIN **ZERO TOLERANCE ON CORRUPTION** AND **BRIBERY INCIDENTS BY 2030**

INCREASE BY **10%** THE WEIGHT OF THE **SUSTAINABILITY PERSPECTIVE** IN THE MANAGEMENT **PERFORMANCE CONTRACTS BY 2030**

INCREASE TO **50%** THE **DIGITAL INTERACTIONS BY 2030**

INCREASE **BY 10%** THE AVERAGE **CUSTOMER RETENTION RATE BY 2030** (I) OR DECREASE **BY 30%** THE **CUSTOMER EFFORT SCORE** (CES, CONVENIENCE) **BY 2030**



5. ACT ON THE PLANET

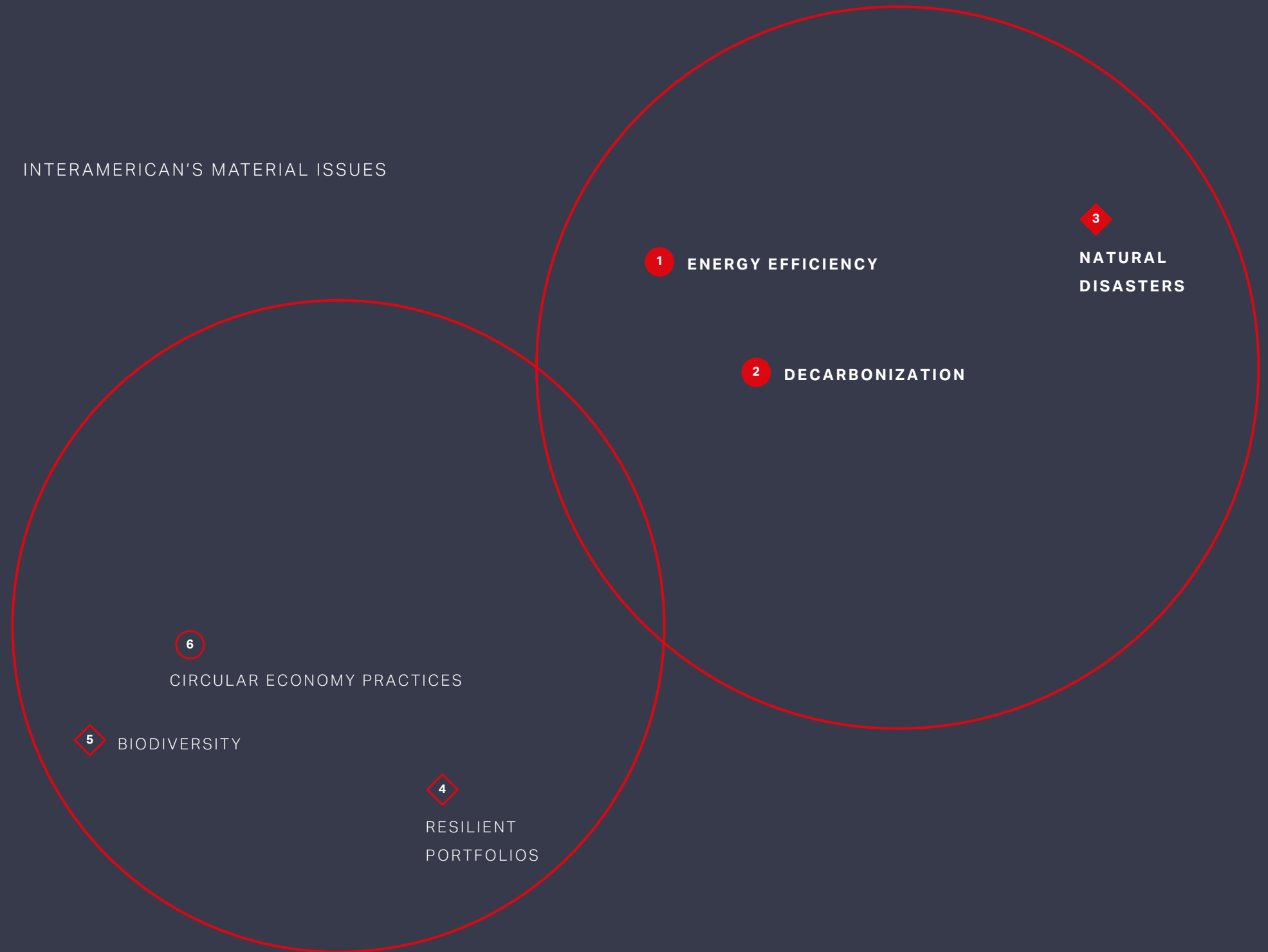
GRI 3-3

BECOME A CLIMATE NEUTRAL COMPANY BY REDUCING OUR ENVIRONMENTAL FOOTPRINT

5.1 DECARBONIZATION	46	5.4 NATURAL DISASTERS	52
5.2 ENERGY EFFICIENCY	47	5.5 RESILIENT PORTFOLIOS	54
5.3 CIRCULAR ECONOMY PRACTICES	51	5.6 BIODIVERSITY	56

Interamerican is dedicated to environmental responsibility, for both operational and insurance related services. Operating within the insurance sector demands an extended approach, combining operational efficiency with industry-specific considerations. We examine extensively our operations for efficiency, address material issues like energy consumption and waste management, and solidify our stance on decarbonization. Simultaneously, our focus on resilient portfolios and responses to natural disasters showcases our dedication to safeguarding not only our operational integrity but also the interests of our clients. In this dynamic intersection of operations and insurance, our “act on the planet” initiatives underscore our commitment to sustainability and resilience within the evolving landscape of our industry.

INTERAMERICAN'S MATERIAL ISSUES



INTERAMERICAN'S TARGETS AND PERFORMANCE REGARDING THE "ACT ON THE PLANET" ISSUES

TARGETS	2022 PERFORMANCE	VS 2021	SDGS
BECOME NET-ZERO IN OWN OPERATIONS BY 2030	Scope 1 475,35 tn CO₂ Scope 2 1.157,37 tn CO₂	For year 2022 we have expanded our perimeter of GHG emissions calculation	
REDUCE THE ENERGY CONSUMPTION PER EMPLOYEE BY 30% BY 2025	Energy intensity 51,0 mWh / employee	-6,4%	
BECOME PAPERLESS BY 2030	New metric (1st baseline year is 2023)		
INCREASE BY 30% THE UNDERWRITING PORTFOLIO COVERAGE IN COMMERCIAL CLIENTS THAT HAVE SET AND DISCLOSED EMISSIONS REDUCTION TARGETS BY 2030	New metric (1st baseline year is 2023)		



ENVIRONMENTAL RISK MANAGEMENT AND ISO 50001 CERTIFICATION

In alignment with our holistic strategy for managing environmental risks, since 2019, we have undergone certification by an independent and accredited auditing body for compliance with the ISO 50001 Energy Management System. This certification extends across our infrastructure, facilities, and vehicles, encompassing approximately 90% of the total energy consumption for our operational needs. This certification surpasses the requirements outlined in regulation 4342/2015, specifically for mandatory energy audits conducted by independent energy auditors.



● 5.1 DECARBONIZATION

GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5

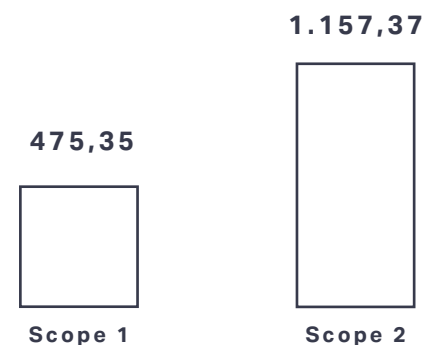
Interamerican is committed to environmental sustainability, specifically exploring the practicalities of decarbonization and the thorough management of our emissions. Company discloses its Scope 1, 2 and certain categories of Scope 3 emissions.

INTERAMERICAN'S GHG EMISSION PROFILE FOR YEARS 2021-2022 (t CO₂e)*

	2022	2021
Scope 1	475,35	163,75
Scope 2	1.157,37	3.632,42
Scope 3*	358,82	51,51

In the near future, Interamerican is planning the measurement of Scope 3 emissions, focusing on both financed and insurance-associated emissions. In examining financed emissions, we evaluate the environmental impact of investments in external entities, considering their operational contributions to greenhouse gas emissions. Simultaneously, our assessment of insurance-associated emissions involves an in-depth understanding of the indirect environmental consequences of our insurance portfolio. This comprehensive analysis aligns with our commitment to environmental responsibility, providing valuable insights on our contributions to emissions and steering us towards sustainable practices.

SCOPE 1,2 2022 GHG EMISSIONS



In 2022, we expanded the coverage of our greenhouse gas emissions reporting scope for Scope 1 and 2 emissions. Our perimeter for GHG emissions calculations include: "INTERAMERICAN Hellenic Life Insurance Company S.A.," "INTERAMERICAN Assistance Insurance Company Single Member S.A.," and "INTERAMERICAN Property & Casualty Insurance Company S.A." into our operational boundaries. It's crucial to note that due to these changes in the reporting perimeter, a direct comparison between 2021 and 2022 emissions is not applicable.

INSURANCE/ INVESTMENT PORTFOLIO

In our contemplation of the insurance and investment portfolios, we prioritize the analysis of associated emissions. The investment portfolio, consisting of assets like stocks, bonds, and real estate, is chosen diligently to meet financial needs and generate returns. The link between our portfolio and greenhouse gas emissions stems from our investments in various companies and projects. As we allocate funds, we indirectly contribute to their operations and, consequently, their emissions.

Understanding this connection is crucial to our commitment to environmental responsibility. At Interamerican, we actively assess the impact of our investment decisions on the environment, evaluating our involvement in high-emission industries. We consistently guide our portfolio towards environmentally friendly and sustainable investments. Currently, we are in the process of calculating emissions linked to our investments and insurance portfolio. Our objective is to present clear and transparent insights into the relationship between our insurance and investment portfolios and greenhouse gas emissions, aligning with industry sustainability reporting standards.



5.2 ENERGY EFFICIENCY

GRI 302-1, GRI 302-3, GRI 302-4

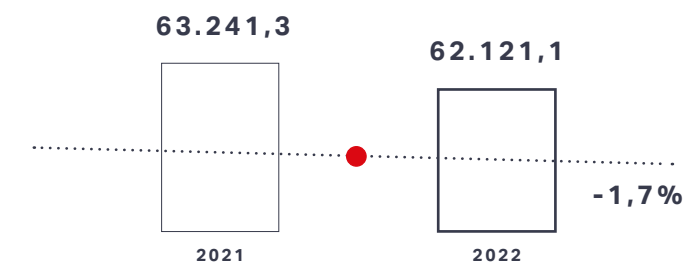
In our pursuit of environmental responsibility, our attention extends to the critical area of energy consumption. Recognizing the profound impact that energy utilisation has on both our operational efficiency and broader environmental footprint, we have taken deliberate steps to monitor and manage our energy consumption. The table that follows gives a clear picture of our energy use during 2021 and 2022.

ENERGY CONSUMPTION (MWh)

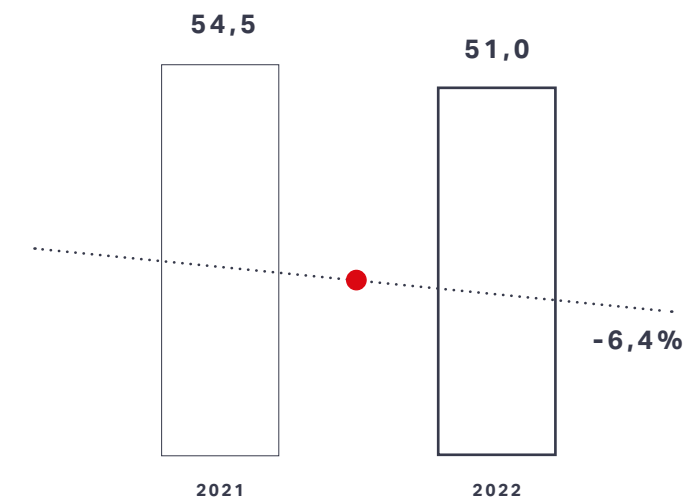
	2022	2021
Diesel/Heating oil consumption	302,7	254,8
Natural gas consumption	126,2	52,4
Company's vehicles fuel consumption	579,9	507,1
Fuel consumption within the organization from non-renewable sources	1.008,8	814,3
Electricity consumption	61.112,3	62.427,0
Renewable energy consumed	0	0
Total energy consumption within the organization	62.121,1	63.241,3

In 2021, our total energy consumption was 63.241,3 and in 2022, it decreased to 62.121,1, marking a reduction of 1,7%. The energy intensity, a measure of efficiency, was 54,5 in 2021 and decreased to 51,0 in 2022, showcasing a decline of 6,4%. It's important to note that starting this year, our calculation scope has expanded to include more company's premises in the perimeter, applicable to both 2021 and 2022. This expansion reflects our commitment to transparency and environmental responsibility, demonstrating our dedication to continually improving and minimizing our energy footprint.

TOTAL ENERGY CONSUMPTION
2021-2022 (MWh)



ENERGY INTENSITY
(MWh /NUMBER OF EMPLOYEES)



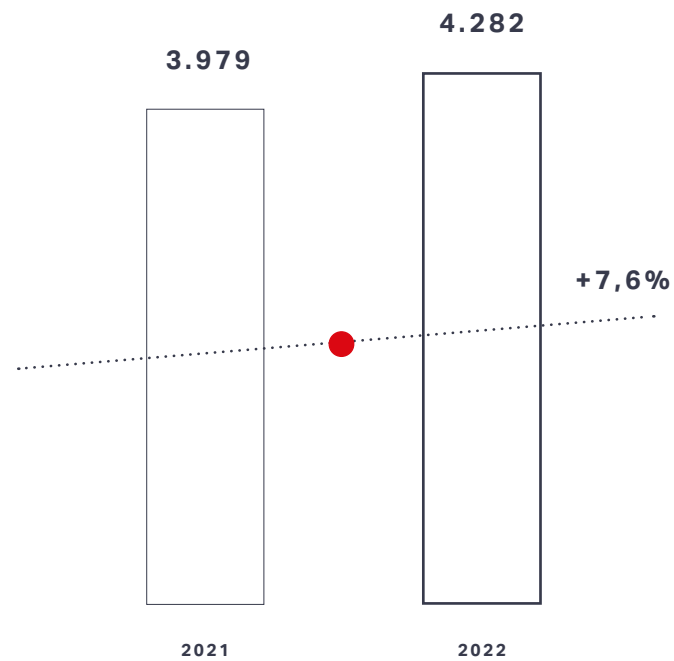
INSURANCE COVERAGE OF POWER PLANTS BY RES

This table offers a concise snapshot of our insurance coverage within the renewable energy sector for the years 2022 and 2021. It highlights key metrics, including the number of contracts, power capacity (MWP), and insured values (€), providing valuable insights into our risk management strategies. This data serves as a practical reference for industry stakeholders and fellow insurers, showcasing our commitment to securing and supporting the renewable energy landscape.

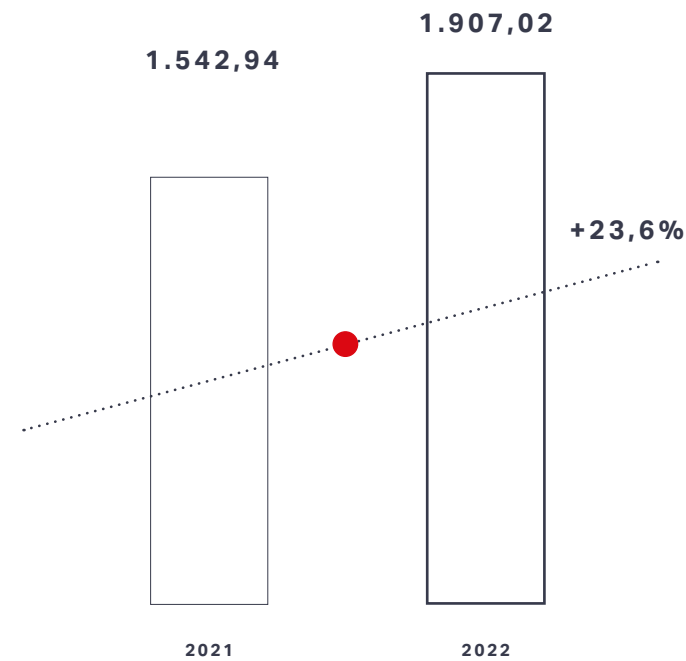
INSURANCE COVERAGE OF POWER PLANTS BY RES

	2022			2021		
	NUMBER OF CONTRACTS	POWER (MWP)	INSURED VALUES (€)	NUMBER OF CONTRACTS	POWER (MWP)	INSURED VALUES (€)
Property Sector (contracts for the operation of RES units of fire, additional risks & loss of profits)	542	91,11	83.172.395,77	536	80,96	88.325.389,85
Technical Insurance Sector (contracts against all risks of assembly & operation of RES units of mechanical failures & loss of profits)	3.328	1.695,22	1.656.371.272,14	3.084	987,04	1.439.537.568,90
Guarantee Sector (coverage of the issuance of letters of guarantee for the licensing of RES projects regardless of the phase)	412	5.074,00	167.474.784,00	359	591	15.078.946,00
Total	4.282	6.860,32	1.907.018.451,91	3.979	1.659,00	1.542.941.904,75

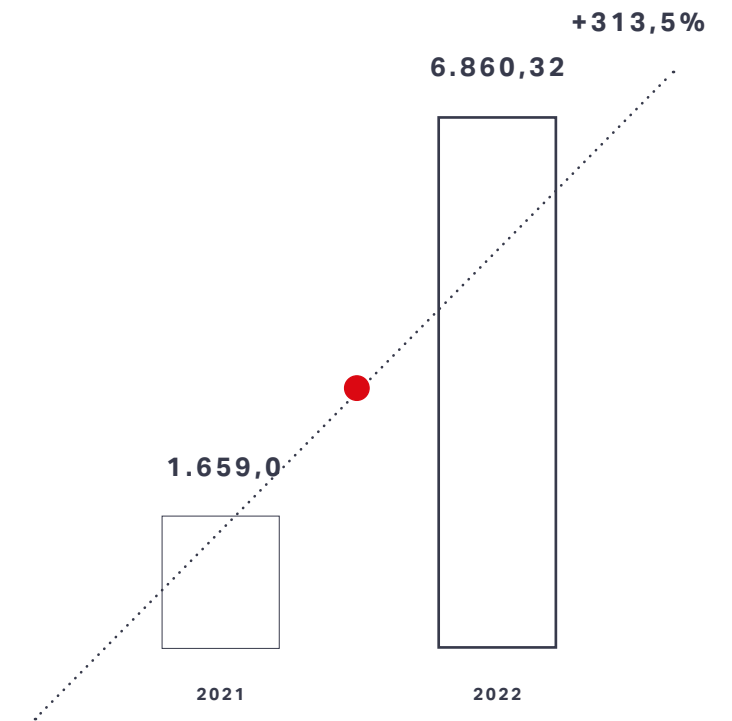
TOTAL NUMBER OF CONTRACTS FOR YEARS 2021-2022



TOTAL INSURED VALUES FOR YEAR 2021-2022 (AMOUNTS IN MILLIONS OF €)



TOTAL POWER CAPACITY INSURED FOR YEARS 2021-2022 (MWP)



In 2022, we are pleased to report notable growth in our renewable energy insurance portfolio compared to 2021. We have witnessed a 7.6% increase in the total number of contracts, coupled with a substantial 23.6% rise in total insured values and a remarkable 313.5% increase in power capacity (MWp). This upward trend underscores our continued commitment to providing robust insurance solutions and fortifying our support within the dynamic landscape of the renewable energy sector.

INTERNAL OPERATION OF THE BUILDINGS

In all Interamerican buildings, the following policies and initiatives are in place to reduce energy consumption and minimize the environmental footprint:

REDUCTION OF LIGHTING

Implementing measures to reduce lighting in secondary areas such as warehouses and parking lots.

CONTINUOUS MONITORING OF INSTALLATIONS

Regular checks and continuous monitoring of electromechanical installations to ensure their maximum operational efficiency.

BURNER MAINTENANCE AND OPTIMIZATION

Regular maintenance of boilers with a focus on optimizing their settings.

Moreover, in all equipment or material purchases, the energy classification is considered. Additionally, all fire extinguishers comply with European standards, undergoing annual testing and certification by a specialized partner. These measures underscore our commitment to energy efficiency, sustainability, and adherence to quality standards across our operational landscape.

AIR CONDITIONING SYSTEMS

Monthly checks and maintenance of air conditioning systems, in line with annual contracts established between Interamerican and a specialized partner.

FLEET RENEWAL WITH HYBRIDS

Exclusive renewal of the company's vehicle fleet with hybrid vehicles to promote energy efficiency.



5.3 CIRCULAR ECONOMY PRACTICES

GRI 306-1, GRI 306-2, GRI 306-3

In its building-related operations, Interamerican utilizes consumable materials that, as a collective, are entirely recyclable.

SOLID WASTE (TONES)

	2022	2021	2020
Paper recycling	4,44	3,17	4,23
Waste electrical and electronic waste recycling electronic equipment	0,19	7,66	N/A
Battery recycling	0,04	0,02	0,05
Toner recycling	0,09	N/A	0,06
Film	0,14	0,18	0,02
Plastic	0,99	N/A	12,23
Paper consumption*	1.500	N/A	2.516
Total	5,89	11,03	16,59

Recyclable paper is gathered in designated bins throughout our offices and then deposited into specialized blue recycling bins for disposal. However, in the past, tracking these quantities proved challenging. In 2022 a redesign of the paper recycling process was implemented to enhance efficiency and ensure accurate recording of quantities sent for recycling.

Interamerican has in place an established cooperation with XEROX Hellas, regarding the management of printing consumable, according to the national legislation.

* Consumption is in number of boxes, not kg, and is not counted in the total solids waste.



◆ 5.4 NATURAL DISASTERS

FN-IN-410a.2

Each year, natural disasters globally cause billions in damages, with only a small portion of the loss being insured. As global climate events and the resulting perils surge, insurers' ability to model and predict exposures, accurately calculate reserves, offer coverage with climate related perils, and pay claims will become a greater challenge. This results in more markets becoming uninsurable, leaving consumers and businesses with limited options for coverage. The current level of awareness and engagement in prevention is clearly insufficient, leading to a persistent natural catastrophe (natcat) protection gap and creating a business opportunity for insurers. In Greece, unlike other markets where the insurance gap has narrowed, it's increased due to the low insurance penetration for climate-related perils, leaving individuals and businesses vulnerable to bearing the full brunt of the losses themselves.

INTERAMERICAN IS ALWAYS STANDING BY

OUR ROAD ASSISTANCE SERVICES OPERATE 24/7 EVERY DAY OF THE YEAR
TO REACH AND HELP OUR CUSTOMERS, UNDER ANY CIRCUMSTANCES

PREVENTION, WITH SCIENTIFIC PARTNERSHIPS

Interamerican and Anytime have participated into initiatives and partnerships with renowned organisations. The ROADS app, in cooperation with the National Observatory of Athens ("NOA") and Anytime, enables our policyholders to be informed about the forecasted weather conditions throughout the Greek road network for the next 72 hours, with detailed data updated every 3 hours.

YANTAS PROGRAMME

Through the project "YANTAS", a standard system for assessing and mapping vulnerability and disaster risk due to severe weather events in Greece, we analyse and use spatial data for the thorough management of weather risks. We support the research community relative to the vulnerability and potential catastrophic risk of different areas, providing accurate, up-to-date, and accessible data, enabling the development of effective forecasting and response tools, thus contributing to local and national resilience.

ADAPTING RISK MANAGEMENT MECHANISMS TO CLIMATE CHANGE

Assessing risks from climate change is a growing priority for Interamerican. We design coverage and shape pricing considering the proximity of the risk to hazardous areas (i.e., rivers or forests) as well as the details of the risk (construction, protection measures, loss record). We aim to improve data-driven underwriting of these risks by incorporating risk management frameworks (such as the consultation of hazard maps) in our decision-making process.

The partial and full casco products for different vehicle uses and for all product lines (property, marine & engineering) include coverages of fire and climate perils (storm, tempest, flood, hail, snow, hurricane, fire, windstorm, volcanic eruption, earthquake, subsidence, or landslide). In Property Business climate related covers are offered to compensate in case of wildfires, weather phenomena (flood, snow, weight of snow, storm, hail, frost) and earthquake. Flood pricing is based on input from extensive analysis of project YANTAS in cooperation with NOA, which considers historical rain events. Interamerican's data and geodemo information produce zone risk classification in Greece based on flood vulnerability. Earthquake pricing is based on input from Solvency and zone risk classification.

NATURAL CATASTROPHE RISK ASSESSMENT AND INTERNAL RISK MANAGEMENT FRAMEWORK

Interamerican operates an internal unit with an expertise in offering insurance products to address environmental risks, in accordance with the standards of RICS (Royal Institution of Chartered Surveyors). Within this context, Interamerican has implemented an internal risk management framework, which recognizes only earthquake as a risk. Nevertheless, due to current experience, the impact of other risks (flood, storm, landslide, extreme natural phenomena) is assessed, to be included and configured according to globally accepted techniques and ACHMEA Group guidelines.

REINSURANCE

Interamerican carries out reinsurance activities in all the main Lines of Business, creating significant strategic benefits to the stabilisation of the company's operational results. Each LoB is responsible for controlling its exposure to natural catastrophes and for defining local reinsurance requirements based on local risk appetite and capital position. Interamerican, through the implementation of the Internal Risk Management Framework, obtains a thorough understanding of the related risks and applies the most modern decision-making processes, both in underwriting and reinsurance guidelines. The Reinsurance Committee, under the authority and supervision of the Company's Executive Committee, is responsible for all reinsurance activities.



5.5 RESILIENT PORTFOLIOS

FN-IN-410a.2

Guided by our ambition to become a climate neutral company, we maintain a strong interest in “advancing the net-zero transition” across our investment and underwriting portfolios and we deeply understand the tangible benefits of it.

INVESTMENT PORTFOLIO

Interamerican systematically integrates sustainability risks and their adverse impacts into the investment decision making process across its investable universe – both general accounts and client assets. Adhering to the Sustainable Finance Disclosure Regulation (“SFDR”) requirements at entity level, we consider the elevated categories of Principal Adverse Impact (“PAI”) indicators on sustainability factors in our investment process, the degree and breadth that these PAI indicators are integrated depend on the type of asset, investment strategy and availability of reliable data.

We are guided by the responsible investment framework policy of ACHMEA, which encompasses the embedment of exclusionary criteria in sectors with controversial economic activity (e.g., weapons manufacturing), norms-based criteria and materiality thresholds based on revenue exposure in

ambiguous activities (e.g., gambling) across the underlying investments. Interamerican as a long-term institutional investor is laser focused on adopting mechanisms and guardrails to ensure alignment of investment vision and approach with the most material external asset managers we engage with as well as our investee companies. We perform initial screenings through sustainability disclosures and ESG ratings to capture potential inconsistencies and non-conformance, and we actively exercise engagement policies to the extent that this is feasible and possible.

In selecting future investments across type of assets (fixed income, equities, mutual funds, fund of funds), Interamerican excludes those who do not conform to its corporate policy and philosophy. The main criterion is the compliance with the 10 Principles of the United Nations Global Compact.

At the same time, the selection of investments is based on the type of actions that require financing. For new markets, special emphasis is placed on green bonds, funds advancing energy transition and other mutual funds that are classified as ESG / sustainable impact / focused.

Interamerican has committed to increasing its responsible investments to 50% by 2030 and we are well underway on this transition pathway.

To date our underlying investments, have:

2022

75%
INVESTMENT ALLOCATION
IN GOVERNMENT BONDS
AND RELATED ASSETS

0%
EXPOSURE IN EXCLUSIONARY
SECTORS

UNDERWRITING PORTFOLIOS

Interamerican aims at integrating ESG factors in the inception of corporate clients in its underwriting portfolios for commercial lines. We have been pioneers in attempting to decarbonize our portfolios either by monitoring our portfolio coverage in clients that disclose their Greenhouse Gas Emissions Scope 1, 2, 3 and have pledged on an ESG transition plan or by commercialising insurance products with “green” characteristics.

This year we made the following progress across our tribes:

HEALTH AND FINANCIAL FUTURE

Interamerican has launched 5 insurance-based investment products (Unit Linked) with a capital protection element consisting of underlying mutual funds that consider environmental and/or social characteristics in their investment strategy and commit to a minimum proportion of sustainable investments. These UL products will be classified as Article 8 based on the SFDR requirements at product level coming into force as of January 2023. Customers can freely invest their premiums in either of these funds. The choice of the fund is based on customers' risk classification, needs analysis integrating sustainability preferences based on the Insurance Distribution Directive (“IDD”) 2.0 and overall suitability assessment.

The relevant funds are listed below:

- INTERAMERICAN (LF) Fund of Funds – ESG Focus
- INTERAMERICAN (LF) Fund of Funds Global Megatrends
- Alpha Trust Global Leaders ESG Μετοχικό Εξωτερικού
- JPMorgan Funds - Europe Equity Plus Fund
- JPMorgan Funds - JPM Global Healthcare

MOBILITY AND CONVENIENCE



Short Green Drive

In 2022 we launched the first "green" car insurance policy in Greece, Short Green Drive by our online direct channel, Anytime. Following reputable international standards, Interamerican calculates and offsets the carbon emissions of its insured vehicles by carrying out certified environmentally friendly actions with positive footprint. In this way, commuting becomes "climate neutral" throughout the duration of the insurance coverage.

Short Drive and Smart Drive

The Short Drive and Smart Drive insurance plans utilize telematic and other mobility technologies (Buy the Mile and SmartDrive app respectively) and are distributed by our direct channel, Anytime. Telematic and “Buy the Mile” solutions and their link to rewards-based programmes incentivise responsible driving behaviors (e.g. progressive braking) and limited use of vehicle by offering a pricing differential. These integrated technologies are directly correlated with greenhouse gas emissions containment.



Green Line and Energy Line

Interamerican has been offering the "Energy Line" insurance product for investments in renewable electricity production since 2008. (e.g., solar and wind plants, biomass power plants). This product line offers flexible insurance frameworks to cover the needs of insured assets, regardless of installed capacity, and adapt to the requirements of lenders and customers.

Given the requirements of national legislation for the remediation of potential environmental damage, business insurance coverage against the risk of the environmental damage is a necessary aspect of our product offerings. For this purpose, Interamerican provides the specialized product "Green Line", which offers a series of specially designed insurance products against environmental risk, depending on the business activity (e.g., comprehensive insurance of production units, insurance of hazardous waste management, insurance of collection and transport of hazardous or non-hazardous waste or raw materials and products).

Sustainable insured assets

Dedicated e-bikes & e-scooters product lines are available to customers in the direct channel of Anytime as standalone insurance policies. These schemes have experienced an upward trend in their uptake driven by the massive consumers' shift to alternative mobility means.



5.6 BIODIVERSITY

We keep abreast of recent developments relative to the integration of nature-positive clients in our underwriting portfolios. We consider nature-related / biodiversity risks as a pathway to improve our environmental footprint and accelerate our Climate transition plan by contributing to the ecosystems' restoration through our underwriting and investment inception activities.

WE CLOSELY MONITOR OUR EXPOSURE TO THE AGRICULTURE BUSINESS AND WE AIM AT SETTING ENGAGEMENT TARGETS AND ADOPTING MECHANISMS TO LIMIT THE MATERIALITY OF POTENTIAL NEGATIVE IMPACTS.



6. DRIVE SOCIAL PURPOSE

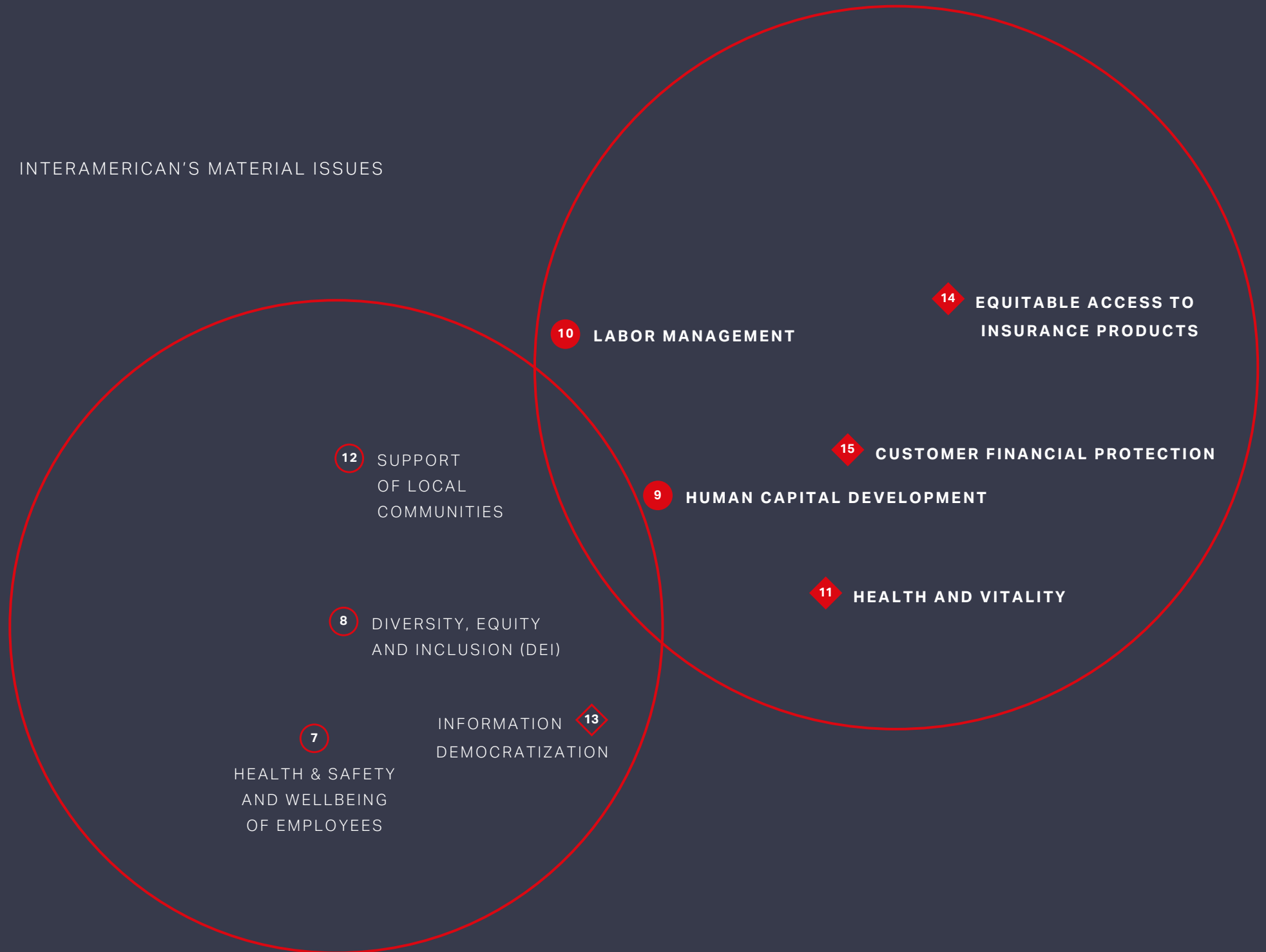
GRI 3-3

MAXIMIZE SOCIAL IMPACT AND DELIVER SUSTAINABLE SOLUTIONS FOR EVERYONE


6.1 LABOR MANAGEMENT	60	6.6 SUPPORT OF LOCAL COMMUNITIES	82
6.2 HEALTH & SAFETY AND WELLBEING OF EMPLOYEES	64	6.7 EQUITABLE ACCESS TO INSURANCE PRODUCTS	84
6.3 DIVERSITY, EQUITY, AND INCLUSION (DEI)	72	6.8 CONSUMER FINANCIAL PROTECTION	86
6.4 HUMAN CAPITAL DEVELOPMENT	77	6.9 INFORMATION DEMOCRATIZATION	87
6.5 HEALTH AND VITALITY	81		

Interamerican is dedicated to the development and well-being of our employees, underpinned by a commitment to human rights. We prioritize creating a workplace that fosters growth and values the rights and dignity of every individual. Our focus extends beyond our operations, aiming to make a positive impact on society. Through clear policies and active engagement, we ensure that our commitment to employee development and upholding human rights remains a cornerstone of our business practices.

INTERAMERICAN'S MATERIAL ISSUES



INTERAMERICAN'S TARGETS AND PERFORMANCE REGARDING THE "DRIVE SOCIAL PURPOSE" ISSUES

TARGETS	2022 PERFORMANCE	VS 2021	SDGS
MAINTAIN AT LEAST 45% OF WOMEN IN LEADERSHIP POSITIONS BY 2025	Women in leadership positions 44,5%	N/A	  
ACHIEVE AN OVERALL EMPLOYEES' ENGAGEMENT SCORE OF ≥ 7,7 BY 2030	Employees' engagement score 7,7	+5,5%	   
PROVIDE TANGIBLE SOCIETAL SUPPORT ANNUALLY THROUGH LOCAL COMMUNITY ENGAGEMENT BY 2030	We are in the process of developing our Social Impact strategy.		  
INCREASE COMPANY'S RESPONSIBLE INVESTMENTS (IN NET ASSET VALUE) TO 50% BY 2030 AND 100% BY 2050	New metric (1st baseline year is 2023)		  
INCREASE BY 50% THE PENETRATION (IN GWP PRODUCTION) IN SUSTAINABLE PRODUCTS AND SERVICES BY 2030	New metric (1st baseline year is 2023)		  



6.1 LABOR MANAGEMENT

GRI 2-7, GRI 2-8, GRI 2-30, GRI 401-1

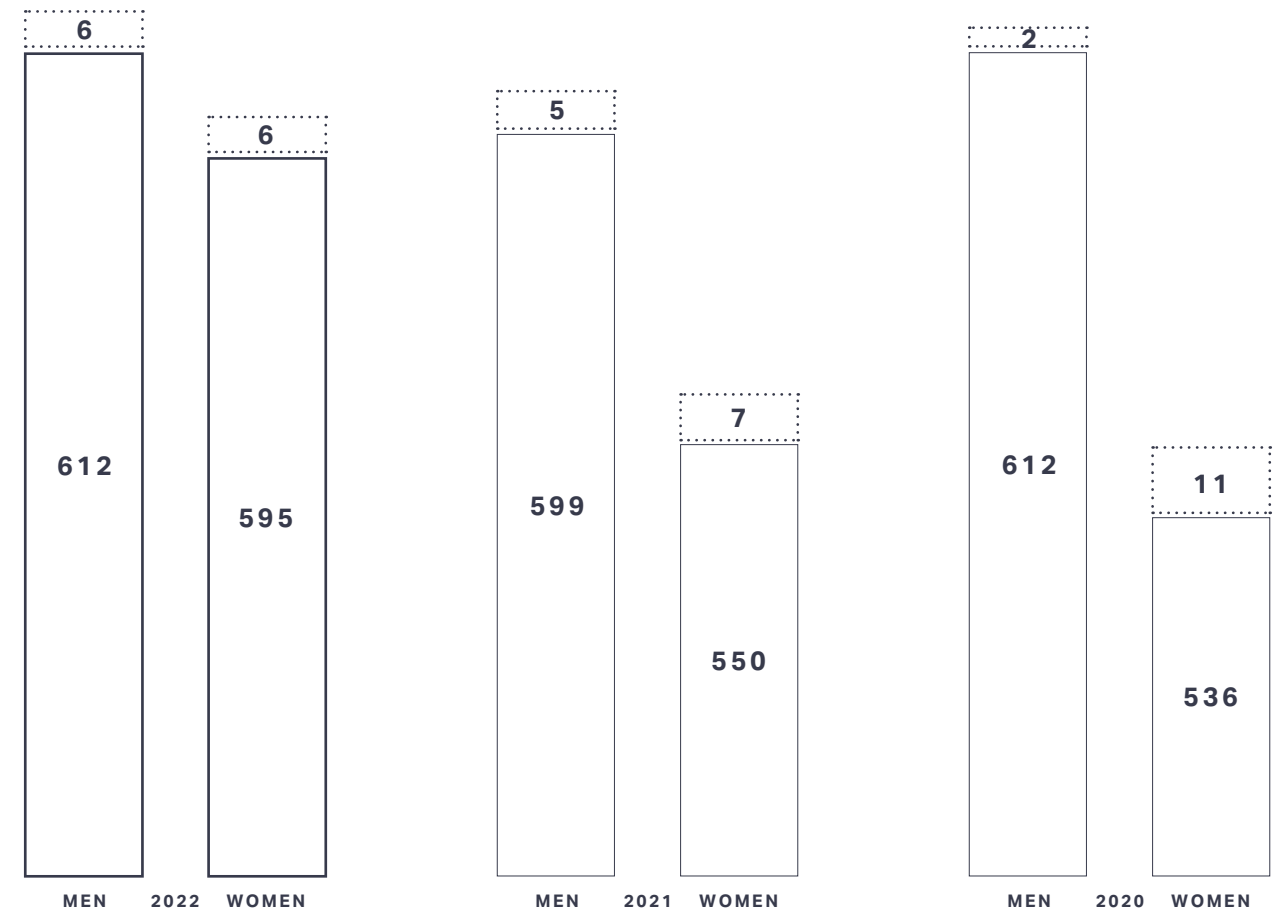
The Company aims to create a modern working environment with transparency and meritocracy, seeking to create new jobs and supporting diversity and equal opportunities.

KEY EMPLOYEE DATA

In 2022, our total workforce reached 1.219 employees, marking a 5% increase compared to the 1.161 employees in 2021.



TOTAL WORKFORCE



Total number of permanent employees
 Total number of temporary employees

COLLECTIVE BARGAINING AGREEMENTS AND INTERAMERICAN'S TRADE UNION

For both the years 2021 and 2022, all permanent employees of our workforce are covered by collective bargaining agreements, ensuring consistent and equitable employment terms for our employees.

EMPLOYEES UNDER COLLECTIVE BARGAINING AGREEMENTS

	2022	2021
Number of permanent employees	1.207	1.149
% of permanent employees	100%	100%

INTERAMERICAN recognizes and promotes the right of employees to participate in collective bargaining and trade unions. In this context, the communication and consultation of the Management with the employees and their representative bodies are particularly important, for the mutual benefit of INTERAMERICAN and its employees. In August 2022, a new Operational Collective Labor Agreement 2022-2024 was signed, in which all the terms of the expired Sectoral Labor Agreement were maintained, in terms of benefits, as well as the institutional working conditions (hours, permits, etc.). In addition, the Basic Salary scales were maintained and an increase of 3.5% was additionally agreed upon in all salary scales. For 2022, 62% of all employees received wages above the minimum thresholds from collective bargaining agreements.

TOTAL NUMBER OF WORKERS WHO ARE NOT EMPLOYEES AND WHOSE WORK IS CONTROLLED BY THE ORGANIZATION

	2022	2021	2020
Number	213	203	214

In 2022, a total of 213 individuals, including third-party workers from companies such as ICAP, Syntax, IBM, etc., and freelancers, were engaged by the organization. This category encompasses roles like consultants, telephone representatives, and administrative staff working within our premises and reporting to HR. Cleaning services and security personnel are excluded due to data limitations. HR maintains regular and consistent reporting, aligning with Interamerican's internal employee data collection methodology.

EMPLOYEE HIRES AND TURNOVER

Interamerican values talent acquisition as a core element of its corporate culture. Actively collaborating with educational institutions, the company attracts and retains competent individuals, fostering loyalty through a fair working environment. This approach reduces turnover and contributes to societal development by integrating skilled professionals.

As part of our continuous efforts to foster an engaged and productive workforce, we closely track key workforce related metrics—new hires and employee turnover. These indicators highlight our steadfast focus on talent acquisition and retention. The following data tables present information for the years 2020-2022, reflecting our commitment to workforce dynamics:

NEW HIRES FOR YEARS 2020-2022

	2022	2021	2020
PER GENDER			
Men	70	44	37
Women	80	52	54
PER AGE GROUP			
<30 years old	43	18	22
30-50 years old	99	74	63
>50 years old	8	4	6
Total	150	96	91

In 2022, we welcomed 150 new hires, marking a noteworthy increase of 56,3% compared to 2021. This substantial growth underscores our pledge to attracting fresh talent pool and fostering a dynamic and diverse workforce.

EMPLOYEE TURNOVER FOR YEARS 2020-2022

	2022	2021	2020
PER GENDER			
Men	57	62	45
Women	35	63	32
PER AGE GROUP			
<30 years old	11	13	11
30-50 years old	62	81	36
>50 years old	19	31	30
Total	92	125	77

In 2022, our employee turnover accounted for 92 employees, showcasing a significant 23,2% decrease compared to 2021.

COOPERATION WITH HIGHER EDUCATION INSTITUTIONS

The company collaborates with Greek universities and both Greek and foreign colleges, offering opportunities for students to undertake internships within the organization. In the vast majority of cases, interns receive compensation for their work.

DIGITAL TRAINEE PROGRAM

The "Digital Trainee Program" aligns with ACHMEA standards and serves as a strategic initiative to attract new talent. The primary goal is to identify and nurture the most promising individuals, integrating them into the company's workforce. This programme represents a substantial investment in human resources, reflecting Interamerican's commitment to the future, with a specific educational focus on advancing the company's strategic priority of becoming a leading "Digital Insurer" in Greece.

A distinctive feature of the "Digital Trainee Program" is its innovative approach, offering participants the unique opportunity to work across three different departments during their initial two years of employment. This rotational structure, spanning various positions and workplaces, enables them to gain comprehensive experience in corporate organization and exposure to diverse practices related to workplace dynamics and insurance aspects. The programme ensures continuous and intensive training, incorporating both practical and theoretical elements, with a dedicated focus on personal development.



6.2 HEALTH & SAFETY AND WELLBEING OF EMPLOYEES

GRI 401-2, GRI 401-3, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7, GRI 403-8, GRI 403-9, GRI 403-10

At Interamerican, we prioritize the health and safety of our workforce as a fundamental human right. Our commitment extends to the comprehensive measures we implement to minimize risks and create a secure environment. Recognizing the intrinsic value of health and safety benefits, we extend these provisions to all employees. Our dedication not only enhances individual well-being but also contributes to improved overall performance and increased productivity. By fostering better working conditions, we align with the principles of respect for human rights, promoting a workplace culture that positively impacts both our organization and society at large.

INTERAMERICAN'S HEALTH AND SAFETY MANAGEMENT SYSTEM

HEALTH AND SAFETY MANAGEMENT SYSTEM

According to legal requirements, Interamerican has established a robust Health and Safety Management System, comprising two essential pillars: Health, overseen by an occupational doctor, and Safety, managed by a safety technician. Key aspects of our system include:

HEALTH AND SAFETY MANAGEMENT SYSTEM



MANDATORY COMPLIANCE

Our system complies with all obligatory legal requirements.

RISK ASSESSMENT

Each building undergoes a meticulous risk assessment, evaluating factors like occupational safety, location, nature of work, working hours, workplace environment, and facilities. The risk level is clearly signposted with a color-coded system (green, yellow, red).

MEDICAL OVERSIGHT

All employees benefit from regular visits by the occupational doctor, a safety manual, and a medical certificate. Employees are encouraged to complete a certificate of suitability and maintain a medical file.

OUR SYSTEM ENCOMPASSES ALL SCOPES OF WORKERS, ACTIVITIES, AND WORKPLACES, INCLUDING INSURANCE COMPANIES, HOSPITALS, DIAGNOSTIC CENTERS, ASSISTANCE SERVICES, AND CAR POINT-GARAGES, LEAVING NO WORKER, ACTIVITY, OR WORKPLACE OVERLOOKED.

PREVENTIVE CHECK-UPS

Periodic check-ups by the doctor are conducted in the workplace, providing personalized advice to employees on maintaining a healthy work environment.

SCOPE OF COVERAGE

Our system encompasses all scopes of workers, activities, and workplaces, including insurance companies, hospitals, diagnostic centers, assistance services, and car point-garages, leaving no worker, activity, or workplace overlooked. In 2022, 95% of employees and workers, whose not directly employed by Interamerican but under our organizational control, were covered by our Health and Safety system.

NON-DISCRIMINATION

All individuals directly employed by Interamerican are included in the health and safety management system, providing 100% coverage for the entire workforce, without discrimination based on employment type or contract, ensuring equal access to all personnel.

HAZARD IDENTIFICATION, RISK ASSESSMENT, AND INCIDENT INVESTIGATION

In our commitment to maintaining a safe and respectful work environment, we employ a robust set of policies and procedures for hazard identification, risk assessment, and incident investigation.

HAZARD IDENTIFICATION AND RISK ASSESSMENT

- A policy addressing violence and harassment incidents underscores our dedication to eliminate hazards and minimize risks.
- A detailed reporting process ensures the quality and thoroughness of our hazard identification and risk assessment procedures.
- Employees are encouraged to report concerns related to potential hazards or unsafe situations to the designated referral person in the Human Resources Department, the Regulatory Compliance Department, or the Internal Audit Department via incident@interamerican.gr.

SUPPORT FOR VICTIMS AND COMPLAINTS HANDLING

- We are committed to support employees who are victims of domestic violence, providing special facilities, and safeguarding their personal data.
- Complaints related to violence and harassment are thoroughly reviewed by the Internal Audit Department in collaboration with the Legal Service and Regulatory Compliance Department.
- The examination is conducted impartially, and measures are in place to protect the confidentiality of personal data.

REPORTING MECHANISMS

- A designated Senior HR Operations Expert serves as a reference person for incident reporting.
- Employees can report incidents directly to the Regulatory Compliance Department and the Internal Audit Department via incident@interamerican.gr.

OCCUPATIONAL HEALTH AND SAFETY COMPLIANCE

- Safety Technicians and Occupational Doctors are integral parts of our annual personnel table, contributing to a proactive approach to health and safety.
- The employer ensures compliance with health and safety regulations, aligning with Greek legislation standards.
- Our policies empower employees to remove themselves from potentially harmful work situations, reporting concerns to the occupational doctor.

INCIDENT INVESTIGATION PROCESS

- Incidents triggering our investigation process are examined in detail, involving collaboration among various departments.
- Hazard identification, risk assessment, and the application of the hierarchy of controls guide our investigations.
- Corrective actions and system improvements are implemented based on investigation outcomes, contributing to continuous improvement in our health and safety practices.

WORKER'S PARTICIPATION ON OCCUPATIONAL HEALTH AND SAFETY

The organization places a strong emphasis on worker participation and consultation throughout the development, implementation, and evaluation of its occupational health and safety management system. This commitment extends to all workers, encompassing both employees and non-employee workers. The organization fosters worker engagement through regular meetings, feedback mechanisms, and open communication platforms. Workers have access to comprehensive information relevant to occupational health and safety, and their feedback and concerns are actively encouraged.

In cases of incidents, there are specific responsible individuals assigned for different categories of incidents based on their nature (e.g., HR-related, facilities-related etc.). Each designated person manages and oversees the incidents within their respective category, ensuring the appropriate actions and responses are taken. This approach guarantees that incidents are managed by experts in the relevant areas, optimizing incident resolution and corrective actions. The organization remains resolute in its commitment to inclusive worker engagement and collective input into health and safety matters.

PROMOTION OF WORKER HEALTH

Interamerican promotes worker health, acknowledging the link between well-being and productivity. Our approach includes diverse initiatives beyond standard occupational health measures. We actively promote healthy lifestyles, prioritize mental well-being, and offer resources for non-occupational medical services. Through voluntary health programmes, we address non-work-related health risks, foreseeing a proactive well-being culture. This commitment extends beyond the workplace, creating a supportive environment for the overall physical and mental health of our workforce.

FOSTERING WORKER HEALTH AND WELL-BEING

**ACTIVELY
ENCOURAGING
HEALTHY
LIFESTYLES**

**PRIORITIZING
MENTAL
WELL-BEING**

**ACCESS TO
NON-OCCUPATIONAL
MEDICAL
SERVICES**

**ADDRESSING
MAJOR
NON- WORK-RELATED
HEALTH RISKS**

**FOSTERING
A PROACTIVE
CULTURE OF
WELL-BEING**

WORKER TRAINING ON OCCUPATIONAL HEALTH AND SAFETY

Interamerican prioritizes the well-being and development of our workforce in our commitment to fostering a resilient and healthy work environment. We actively participate in industry health and safety events, collaborating with partners such as GEP to deliver impactful training activities.

Interamerican's holistic approach to employee well-being encompasses various initiatives and programmes aimed at promoting health, safety, and continuous learning. The following bullet points highlight key aspects of our commitment to a resilient and thriving workforce:

 **ACTIVE PARTICIPATION IN HEALTH & SAFETY INITIATIVES**

Interamerican prioritizes employee well-being through active participation in health and safety initiatives. During the European Week of Health & Safety at Work 2022, we collaborated with GEP to offer complimentary educational activities, ensuring our workforce stays informed.

 **COMPREHENSIVE TRAINING SESSIONS**

To enhance employee preparedness, Interamerican organized additional training sessions throughout the year. Covering crucial topics such as Fire Safety, First Aid, CPR, and Psychological First Aid, these sessions empower our employees with essential life-saving skills.

 **REGULAR DISSEMINATION OF EDUCATIONAL CONTENT**

Staying informed is key to a safe workplace. Interamerican regularly posts educational articles on our company's intranet platform, providing a continuous source of information to keep our employees updated on best practices and emerging safety standards.

 **PROACTIVE MONITORING OF HEALTH SITUATIONS**

In response to the ongoing COVID situation, Interamerican took proactive measures to keep employees informed. From disseminating informative posters to conducting awareness talks on hygiene standards and vaccination efficacy, we prioritize knowledge to minimize the risk of transmission and ensure a safe working environment.

HEALTH AND SAFETY INDICATORS

We take pride in achieving impressive safety records for the years 2022 and 2021, with zero fatalities and zero high-consequence work-related injuries. Additionally, we recorded zero recordable work-related injuries, an 1% Lost Time Injury Rate (LTIR), and zero fatalities or recordable cases of work-related ill health for both our employees and those under our organizational control who are not direct employees.

WORK-RELATED INJURIES AND ILL HEALTH

	2022	2021
Number of hours worked	2.127.012	2.089.552
Number of fatalities as a result of work-related injury	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0
Number of recordable work-related injuries	0	0
Rate of recordable work-related injuries (TRIR)	0%	0%
Lost Time Injury Rate (LTIR)	1%	0
Number of fatalities as a result of work-related ill health	0	0
Number of cases of recordable work-related ill health	0	0

INTERAMERICAN'S NEW WAY OF WORKING

Interamerican is actively pursuing a Sustainable Development-oriented transformation to enhance organizational responsiveness and performance. This comprehensive plan involves gradual restructuring, altering both structure and culture. The new approach emphasizes less traditional hierarchy, fostering teamwork and innovation. Interamerican has adopted agile project management methodology, emphasizing self-organization, teamwork, and responsibility.

INTERAMERICAN'S NEW WORKING METHODS

MODERNISATION OF WORKING ENVIRONMENT



ORGANIZATIONAL TRANSFORMATION

Transitioning from a seven-tier hierarchy to a flatter three-tier organizational structure.

WORKING METHODS

Shifting from bureaucratic processes to agile and lean methodologies.

BUSINESS TARGETS

Transitioning from a product-centric focus to a customer-centric focus.

EMPLOYERS' PRACTICES

Shifting from disparities to fostering equality and inclusion.

WORKING ENVIRONMENT

Transitioning from a conventional workplace atmosphere to a collaborative and inspirational environment.

WORKING STYLE OPERATIONS

Shifting from fixed working hours to a flexible schedule that blends remote work with on-site presence.

ADDITIONAL BENEFITS FOR EMPLOYEES

Interamerican ensures additional benefits for its employees, either in the form of company benefits or in the form of facilities in the way they work.

Specifically:

- Childcare allowance day nursery (applies only to insured employees).
- Personal loans at a reduced rate interest rate and duration repayment term of up to 30 months.
- Discounts on corporate products and services.
- Flexible working hours.
- Possibility of remotely working.
- Flexibility in the distribution of the 8-hour working hours within the day.
- Supplying electronic equipment to facilitate remote learning and work support.
- Organizing entertainment events and providing gifts for employees' children.
- Voucher donation/ voucher/ticket restaurants 1-2 times per year.
- Additional days of leave for all staff during the holidays (Christmas and Easter).

From the occupational health and safety insurance plan all employees of the Company, in all areas of the Company, are covered all its facilities, except for external freelance partners who are not covered. Please note that there is no discrimination of any kind on the basis of type of employment and type of employment contract of the employees, with regard to the above benefits, which apply to all persons employed by the Company.

Exceptions are the benefits related to the Occupational Insurance Fund (EVA) of Interamerican, which is described below and relates to a specific number of employees.

The Company provides its employees with group Life and Health insurance coverage, including:

- life insurance
- permanent total disability
- medical expenses
- medical visits
- diagnostic tests
- maternity benefits
- hospital care.

It also provides the following insurance programmes. In the Professional Insurance Fund (PIF) of Interamerican can be joined by permanent and full-time employees upon application and payment of personal contributions of between 1 % and 10 % of their nominal salary. The contribution of the Company, which amounts to 5,25 % of the nominal salary of the employee. Of the nominal salary of each beneficiary, is paid for employees who have completed 12 months of employment.

PARENTAL LEAVE

In terms of parental leave and support initiatives, our company actively family-friendly policies. In 2020 11 women granted parental leave, followed by 15 women in 2021, and 21 women in 2022. These figures reflect our ongoing commitment to fostering a supportive environment for employees during significant life events such as parenthood.

EMPLOYEES GRANTED PARENTAL LEAVE FOR YEARS 2020-2022

	2022	2021	2020
PER GENDER			
Men	0	0	0
Women	21	15	11
Total	21	15	11

EMPLOYEE ENGAGEMENT SURVEY

Interamerican conducted the Pulse Survey Overview, aiming to capture real-time insights into employees' experiences, opinions, and perceptions within the workplace. Invitations were sent to all employees, with a robust 46,3% participation rate, involving 559 employees. The survey focused on key aspects such as Employee Net Promoter Score (eNPS), Engagement Score, and Leaders' Support. The engagement score averaged at 7,7, indicating a positive level of employee engagement, and the eNPS score reached an impressive 28, showcasing high satisfaction and advocacy—a substantial improvement from the Employee survey conducted in the previous year with a score of 7. The survey also highlighted strong direct leader support, with a score of 8, indicating employees feel well-supported in achieving their objectives—a positive trend from the previous year's score of 7,7. These results provide valuable insights for ongoing improvement efforts, demonstrating our commitment to employee satisfaction and the continuous enhancement of our workplace environment.

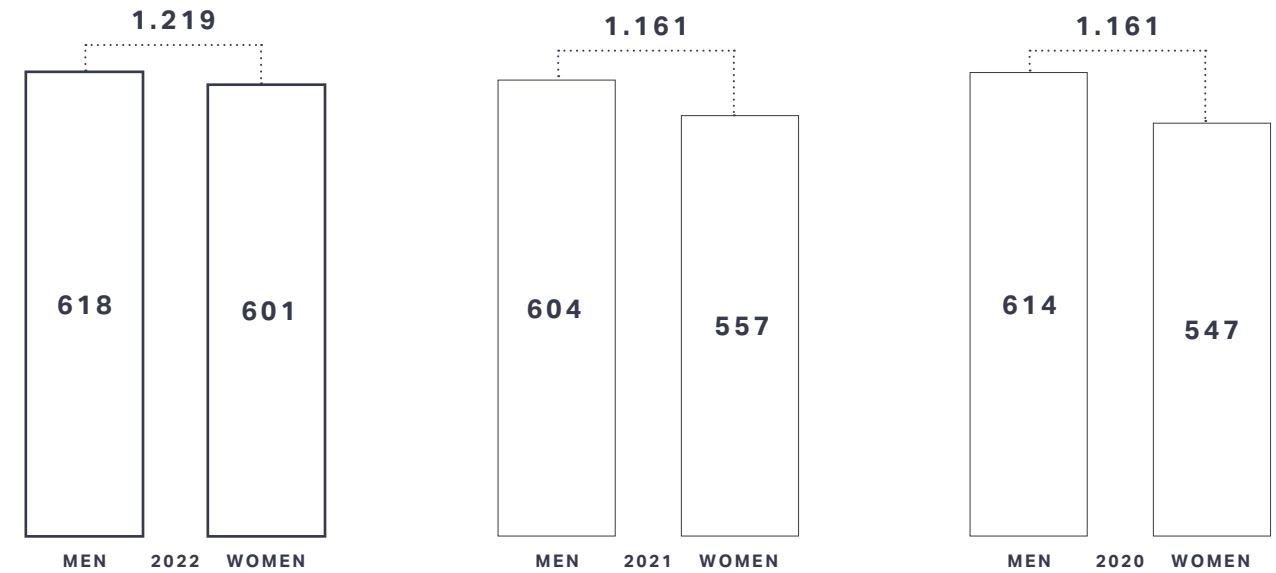


6.3 DIVERSITY, EQUITY, AND INCLUSION (DEI)

GRI 405-1, GRI 405-2, GRI 406-1

At Interamerican, we fully embrace and value gender diversity as a fundamental part of our organizational culture. In 2020 47,11% women constituted our workforce and 47,98% in 2021. Notably, in 2022, we observed a positive shift, with women making up 49,30% of our total workforce—a notable increase of 2,7% from the previous year. This reflects our ongoing commitment to safeguarding an inclusive and diverse workplace.

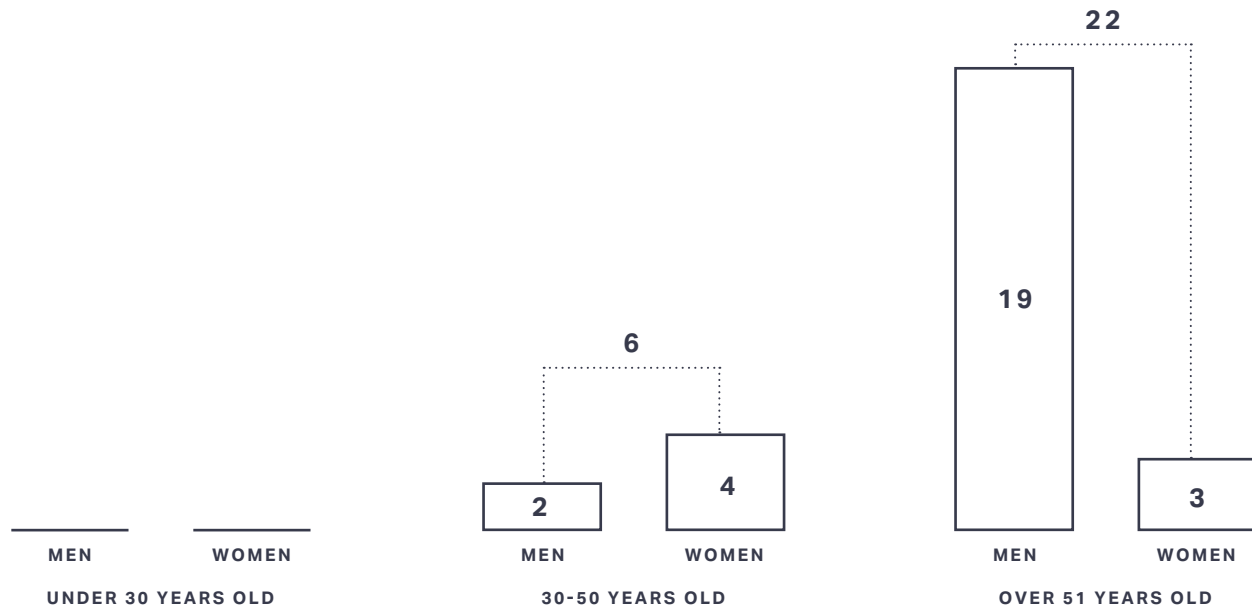
GENDER DIVERSITY



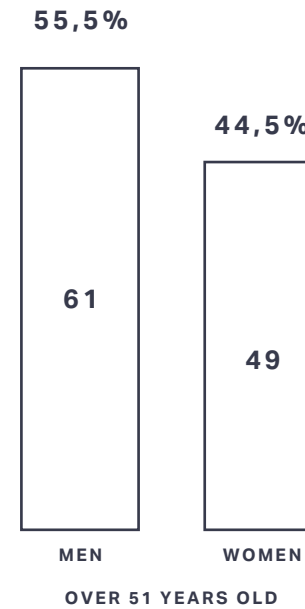
The governance bodies for the year 2022, included a total of 28 employees. Among these, 7 individuals were women, constituting 25% of the total composition. Breaking down the female representation, 4 women fell within the 30-50 years age group, while 3 women were over 51 years old. On the male side, 21 individuals made up 75% of the governance bodies. Within this group, 2 men were in the 30-50 years age bracket, and 19 men were over 51 years old.

In leadership positions for the year 2022, there were a total of 110 individuals. Among them, 49 were women, accounting for 44,5% of leadership roles, while men constituted 61 individuals, representing 55,5%. This indicates a relatively balanced gender distribution, reflecting a commitment to diversity in leadership positions.

EMPLOYEES IN GOVERNANCE BODIES WITHIN THE ORGANIZATION FOR 2022



GENDER DIVERSITY IN LEADERSHIP POSITIONS FOR 2022



2022

44,5%
OF WOMEN IN LEADERSHIP POSITIONS

EMPOWERMENT OF WOMEN

Women are treated equally in all corporate appraisals and remuneration. Understanding the vital role of women in society, at Interamerican, we consistently strive to create conditions that enhance their quality of life. The confidence, dignity, and freedom of women are directly linked to human rights, contributing to both short-term and long-term well-being. This commitment also plays a crucial role in promoting women's economic stability. By providing equal opportunities for pay and career advancement, we contribute to improved conditions for women's economic prosperity and their continuous professional development.

2022

49%

OF WOMEN IN TOTAL WORKFORCE

In 2022, the representation of women within our organization showcased a diverse and inclusive landscape. Women constituted 25% of the Board and Committees, demonstrating a commitment to gender diversity at leadership levels. Across the entire workforce, the percentage of women was notably higher, accounting for 49% of total employees. This inclusive trend extended to both permanent and temporary positions, with women making up 49% of permanent employees and an equal 50% in temporary roles.

The ratio of basic salary and remuneration for women compared to men in various employee categories for the year 2022 reflects notable trends. Specifically, in leadership positions, the ratio stands at 0,7, indicating that women receive 70% of the basic salary and remuneration compared to their male counterparts. Conversely, in non-leadership roles, the ratio is 1,1, signifying that women receive 110% of the basic salary and remuneration relative to men. These figures demonstrate a favorable compensation balance in leadership positions, reinforcing our commitment to gender equity within the organization.

WOMEN REPRESENTATION IN INTERAMERICAN

2022

2021

	2022	2021
Total employees	49%	48%
Senior management and leadership positions	45%	33%
Permanent employees	49%	48%
Temporary employees	50%	58%
Board and Committees	25%	33%

EMPOWERMENT OF WOMEN INITIATIVES

Since 2019, we have been collaborating with the organization 'Women on Top' to empower our women. As part of our commitment, we are hosting several workshops and events within our company, dedicated to fostering women's empowerment. The event on International Women's Day aimed to explore women's rights from diverse perspectives, especially in the face of current challenges. The participants engaged in a meaningful dialogue on the key role of businesses in fostering a culture of equality. Discussions encompassed overcoming obstacles posed by social stereotypes, promoting gender equality, and addressing the positions of other under-represented groups striving for effective representation.

These initiatives underscore Interamerican's commitment to creating an inclusive and empowering environment for women, integrating discussions on gender equality into the broader societal and corporate narrative.



EQUAL TREATMENT AND OPPORTUNITIES FOR ALL

At the core of our philosophy is the commitment to upholding the rights and dignity of all our team members. Throughout the reporting period, we have been steadfast in our efforts to champion equal opportunities for all our employees. Our primary focus remains on ensuring impartial treatment, underpinned by the establishment of rigorous policies that safeguard the human rights of every individual within the Interamerican community.

AGE DISTRIBUTION AT INTERAMERICAN FOR YEARS 2020-2022

	2022	2021	2020
Under 30 years old	6,6%	4,8%	5,9%
30-50 years old	62,0%	64,9%	63,2%
Over 51 years old	31,4%	30,3%	30,9%

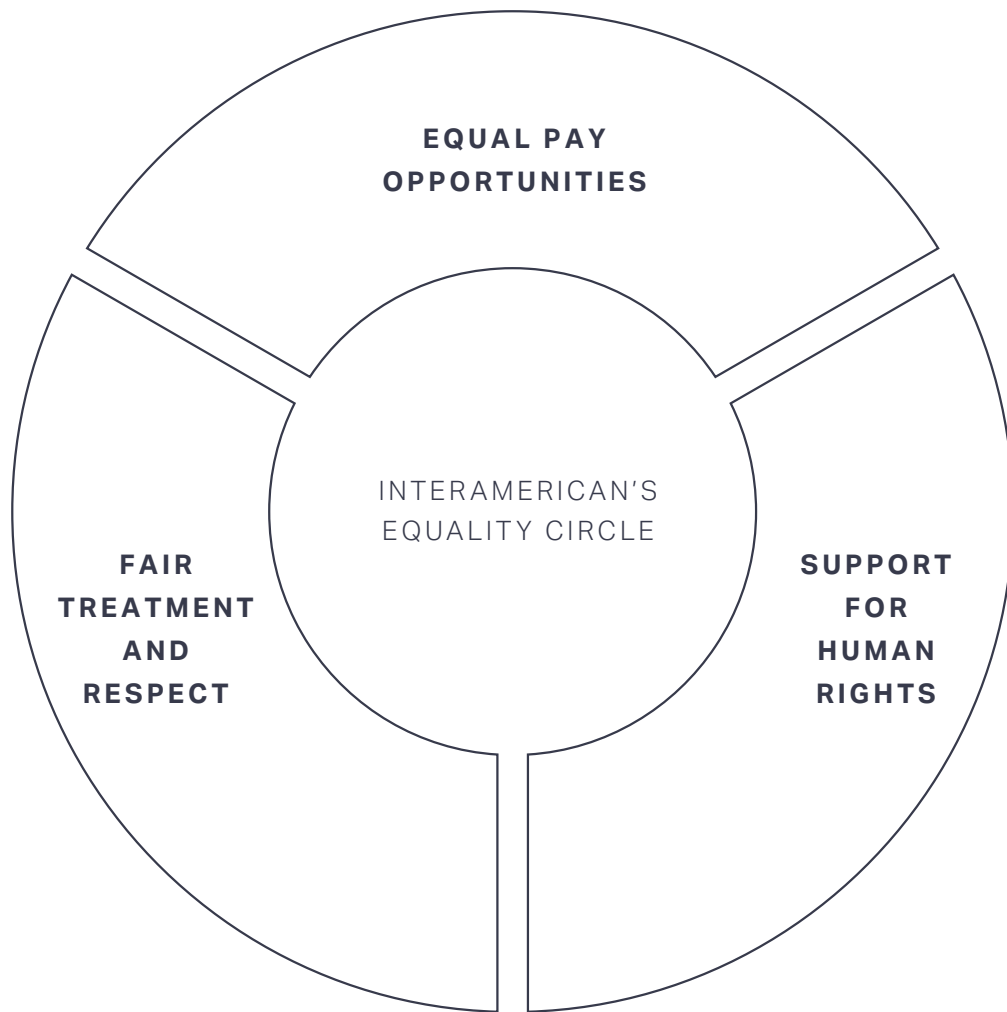
In the year 2022, our workforce exhibited the following age distribution: 6,6% were under 30 years old, 62% were in the 30-50 age group, and 31,4% were over 51 years old. This distribution provides insight into the varied age demographics within our organization during 2022.

It is important to highlight that no incidents related to unequal treatment of employees, failure to provide equal opportunities, or a lack of respect for human rights have occurred. This success is credited to the strict operating framework, which encompasses defined policies, procedures, a Code of Conduct, and communication of desired values and behaviors to staff. Additionally, on an annual basis, employees engage in a survey facilitated by the Company, providing them with the opportunity to evaluate various areas, express their opinions, and make suggestions.

NO INCIDENT
OF DISCRIMINATION FOR THE YEARS
2021 AND 2022.

ETHICAL CONDUCT AND THE EQUALITY CIRCLE AT INTERAMERICAN

Explore the core principles guiding Interamerican's commitment to ethical conduct and equality. In this visual representation, each distinct segment embodies our unwavering dedication to fairness, respect, and equal opportunities.



FAIR TREATMENT AND RESPECT

Respect stands as a cornerstone among Interamerican's core values. Within this framework, the company extends respectful treatment to its employees, customers, partners, and suppliers, ensuring equal and fair treatment for all.

EQUAL PAY OPPORTUNITIES

Behavior and performance in the workplace form the primary criteria for employee rewards at the Company. Regardless of gender, the Company ensures equal pay for similar roles.

SUPPORT FOR HUMAN RIGHTS

The Company upholds and endorses internationally recognized human rights, adhering to both national and international European legislation. Additionally, it has committed to the principles of diversity and signed the Declaration on Diversity, aiming to intensify efforts in promoting awareness and reinforcing the imperative of human rights defense.



6.4 HUMAN CAPITAL DEVELOPMENT

GRI 404-1, GRI 404-2

Interamerican prioritizes ongoing learning with strong training programmes, fostering a dynamic workforce. The company is committed to attracting and retaining talent with effective strategies focusing on excellence.

EMPLOYEE TRAINING AND DEVELOPMENT

At Interamerican, we invest in our employees' growth and potential through tailored training programmes, fostering a culture of continuous development and skill enhancement.

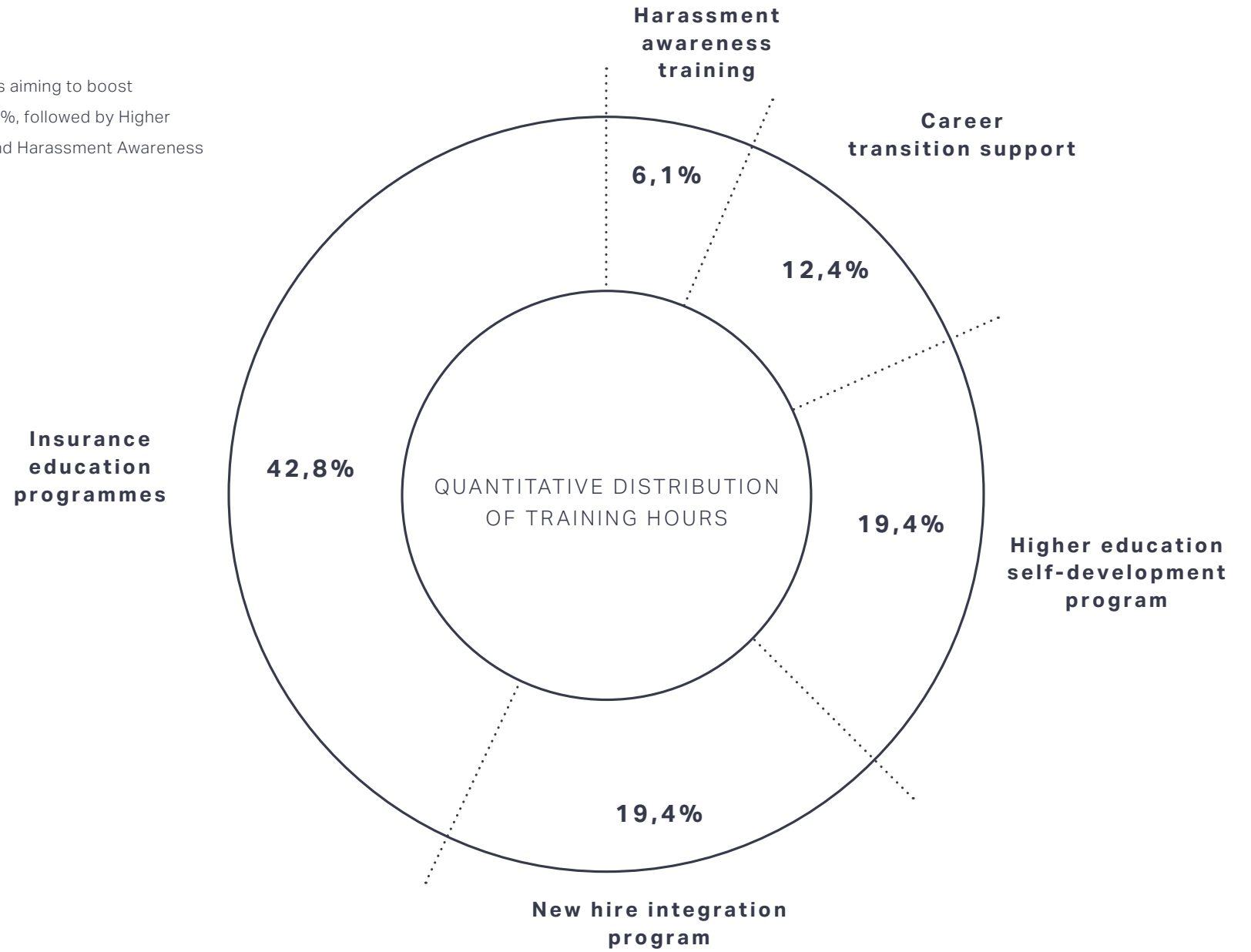
TRAINING KPIs

	2022	2021	2020
Total training hours	13.871	12.926	12.157
Average number of hours of training for leaders and team members	11,4	11,1	10,5
Average number of hours of training for leaders	21,2	31,3	29,7
Average number of hours of training for team members	22,6	22,4	24,5
Number of workers trained	619	564	487

In the year 2022, Interamerican achieved a commendable 7,3% rise in total training hours from 12.926 in 2021 to 13.871 in 2022, coupled with an 2,7% increase in average hours per employee, from 11,1 in 2021 to 11,4 in 2022.

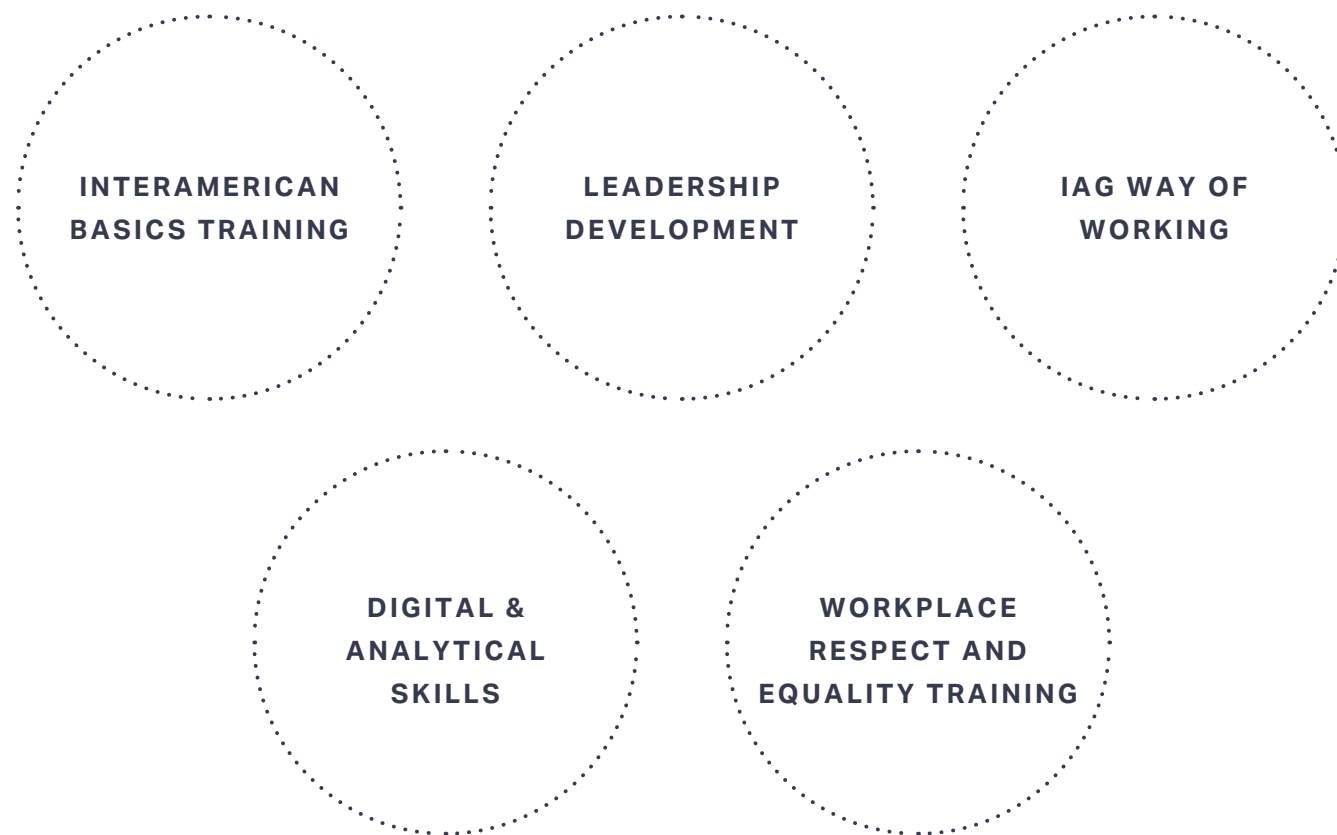
TRAINING SEMINARS BY CATEGORY

As part of our commitment to fostering employee growth and development, we conduct training seminars aiming to boost skills and knowledge across a diverse range of topics. The Insurance Education Programmes lead at 42,8%, followed by Higher Education Self-Development (19,4%), New Hire Integration (19,4%), Career Transition Support (12,4%), and Harassment Awareness Training (6,1%).



STRATEGIC APPROACH ON TRAINING PROGRAMMES

In 2022, Interamerican implemented a diverse range of programmes, that operates in the following strategic approaches:



INTERAMERICAN BASICS

Interamerican provides foundational training to employees, covering essential aspects of the company's operations and values.

LEADERSHIP DEVELOPMENT

Interamerican supports employee development ensuring they are prepared for the dynamic demands of the insurance industry:

- Internal Agile methodology training aligning with innovation goals.
- Employee and management programmes focusing on objective setting, evaluation, and effective management.

IAG WAY OF WORKING

Training programmes were designed to instill the distinctive IAG Way of Working, fostering a collaborative and innovative work environment. In addition, Interamerican extends opportunities for employees interested in pursuing MBA programmes to enhance their professional development.

DIGITAL & ANALYTICAL SKILLS

Employees are provided with opportunities for external training, enhancing their skills through:

- Microsoft Excel sessions
- LinkedIn platform workshops
- Courses at Hellenic Institute of Insurance Studies (EIAS)
- Programs at Eurapco Academy
- Training from the European Institute of Insurance Studies
- Participation in TEDx events
- Engagement in Panel discussions

WORKPLACE RESPECT AND EQUALITY TRAINING

The company prioritizes a culture of respect and equality, offering training programmes to create an inclusive and harmonious workplace.

PERFORMANCE & FEEDBACK MANAGEMENT SYSTEM

In 2021, Interamerican implemented a new evaluation system to better align with evolving corporate needs, ensuring a more flexible approach that incorporates ongoing feedback and continuous improvements. This process contains five main steps and applies to all employees:

OBJECTIVE AND VALUES SETTING

Interamerican adopts the OKR methodology, establishing targets related to values, behaviors, and competencies. This process, completed every year in March, allows for ongoing adjustments, and ensures relevance.

IAG WAY OF WORKING

Training programmes were designed to instill the distinctive IAG Way of Working, fostering a collaborative and innovative work environment. In addition, Interamerican extends opportunities for employees interested in pursuing MBA programmes to enhance their professional development.

REFLECTIVE DIALOGUE

At the end of the year, instead of a final performance review and employee evaluation, there is an annual retrospective discussion to analyze progress throughout the year and discuss next steps.

CONTINUOUS FEEDBACK

The performance system promotes a dynamic approach with continuous feedback exchange. Employees have the flexibility to request or provide feedback 24/7 on the platform, fostering a culture of ongoing improvement.

TRANSITION FROM ANNUAL REVIEWS TO CONTINUOUS GROWTH CONVERSATIONS

Interamerican breaks away from the conventional annual review structure, encouraging recurring one-on-one meetings between leaders and employees. This shift aims to enhance regular communication and collaboration.

INDIVIDUAL DEVELOPMENT PLANS

The performance system integrates the formulation of individual development plans into goal-setting and one-to-one meetings. This approach aligns personal goals with the specific needs of employees and the broader strategic objectives of the company.

The updated performance system required a new platform for setting goals and exchanging feedback. After extensive research, we transitioned to the online platform, “Leapsome” in early 2022. This tool not only makes it easier to record performance and evaluation data for all employees, including leaders and non-leaders, but also promotes inclusivity by avoiding gender-based categorization.

EMPOWERING GROWTH THROUGH TRAINING, FEEDBACK, AND TARGET SETTING

IN 2022, INTERAMERICAN ESTABLISHED THE USE OF “LEAPSOME”, A PLATFORM FOSTERING INCLUSIVITY WITH ITS NON-GENDER-BASED CATEGORIZATION APPROACH.



◆ 6.5 HEALTH AND VITALITY

It is of utmost importance for Interamerican to promote health and vitality for our insured, reflecting our dedication to amplify our social impact. With this in mind, we pave the way by providing health ecosystem products to ensure convenience and access to the healthcare system for our customers at any time. An overview of the holistic Interamerican’s healthcare ecosystem products is presented below:

Medi ON HEALTH SYMPTOM CHECKING APP

In alignment with our commitment to advising on healthier conditions and well-being for all health insurance customers, we have introduced a cutting-edge digital app, known as MediOn, since 2020. MediON is an internationally certified Health Symptom Checker that uses Artificial Intelligence, Machine Learning and Natural Language Processing. Through this innovative ecosystem product, we ensure that all insureds are enabled to:

- Assess their health symptoms easily (24 hours/7 days),
- Identify the associated diseases and guide individuals to the most appropriate healthcare service based on the estimated level of urgency. This may involve directing them to a specialized doctor, Emergency Phone Line 1010, or the primary health care center or clinic.

DIGITAL CONTENT FOR PROMOTING GOOD HEALTH

In Interamerican, we believe that knowledge is the cornerstone of good health. By collaborating with esteemed scientific institutes and experts such as Prolipsis Institute and Nutrimed, we consistently generate unique content. Accessible on our website and blog portal, this content aims to encourage healthy behaviors among our customers.

MENTAL HEALTH WEBINARS

In cooperation with Thrive Global, we have organized free online webinars tailored to our health insurance customers’ needs. These webinars focus on promoting well-being and mental health solutions.



6.6 SUPPORT OF LOCAL COMMUNITIES

At Interamerican Group, working closely with local communities is a top priority. We believe in strengthening the well-being of society by investing in the human resources of each region where our company operates. We understand the substantial impact our company can have on the communities we serve, and this approach is fully aligned with our vision and values.

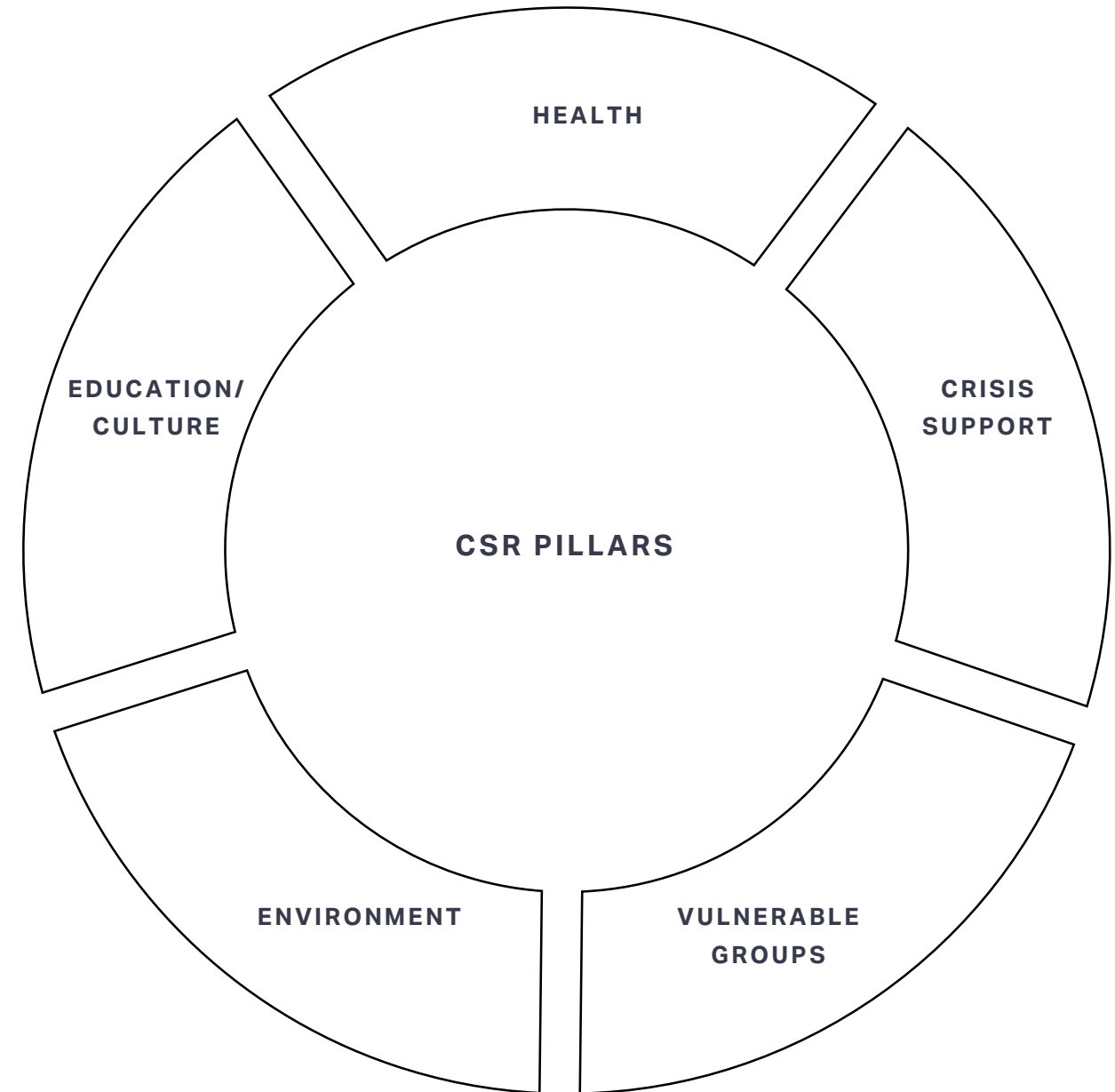
LOCAL COMMUNITIES

Our company primarily hires employees from local communities in areas outside Attica. This intentional approach not only aligns with our commitment to community engagement but also makes a significant impact on boosting local employment. By tapping into the local talent pool, we actively contribute to the economic development of the regions where our company operates.

OUR CSR PILLARS

To align our CSR strategy with our Sustainable Development Strategy, we have reshaped our CSR approach. Our focus centers on the following five core pillars, dedicated to address key ESG and sustainability considerations. This strategic realignment underscores our commitment to a more cohesive and impactful integration of responsible business practices:

INTERAMERICAN'S CSR PILLARS



194,5 million €
SOCIAL PRODUCT PER YEAR

13
CSR INITIATIVES

20
NGOS SUPPORTED
BY INTERAMERICAN

130
VEHICLES INSURED BY
INTERAMERICAN AS A SPONSOR

MOBILIZATION
OF THE ROAD ASSISTANCE AND
HEALTH INFRASTRUCTURE
IN CRITICAL PERIODS

**CORPORATE
VOLUNTEERISM**

ENVIRONMENT

- The company participated in the "Just Go Zero" initiative, organizing clean-up events at Philopappou Hill and Neo Faliro beach, combining environmental education and a surprise cultural event to foster community involvement and eco-consciousness, circular economy principles and cultural appreciation.
- Anytime participated in "Mobility 2022" to showcase and support green mobility solutions, offering comprehensive insurance for electric vehicles and encouraging sustainable transportation trends

CRISIS SUPPORT

- Interamerican sponsored the insurance of "Smile of the Child"'s fleet of vehicles, which traveled to Poland and transported humanitarian aid for children and families in Ukraine, as well as the travel insurance of the staff accompanying the mission.

HEALTH

- Interamerican bolstered community health support by launching a comprehensive Medical Assistance programme for Syros residents, covering emergency air ambulance services and 24/7 medical consultations.

VULNERABLE GROUPS

- With volunteering being a core element of its corporate culture, Interamerican has developed since 2007 a longstanding relationship with the non-profit organization "Diogenes" and the street magazine "Σχεδία", in an effort to tackle poverty and social exclusion. Specifically, Interamerican provides a sheltered post for accredited sellers of the street magazine once a month at its headquarters. In addition, Interamerican employees participated in the voluntary action "Salesman for an hour" and promoted the magazine themselves.

EDUCATION/CULTURE

- Sponsored the publication of "The Spiritual Course of the Nation," a four-volume work on European and Greek literature, symbolizing Interamerican's commitment to preserving and promoting Hellenic culture and intellectual heritage.
- Interamerican's innovative Training System, including the Digital Learning Academy, achieved significant results in enhancing insurance advisors' skills, with high partner satisfaction and improved productivity and efficiency.



◆ 6.7 EQUITABLE ACCESS TO INSURANCE PRODUCTS

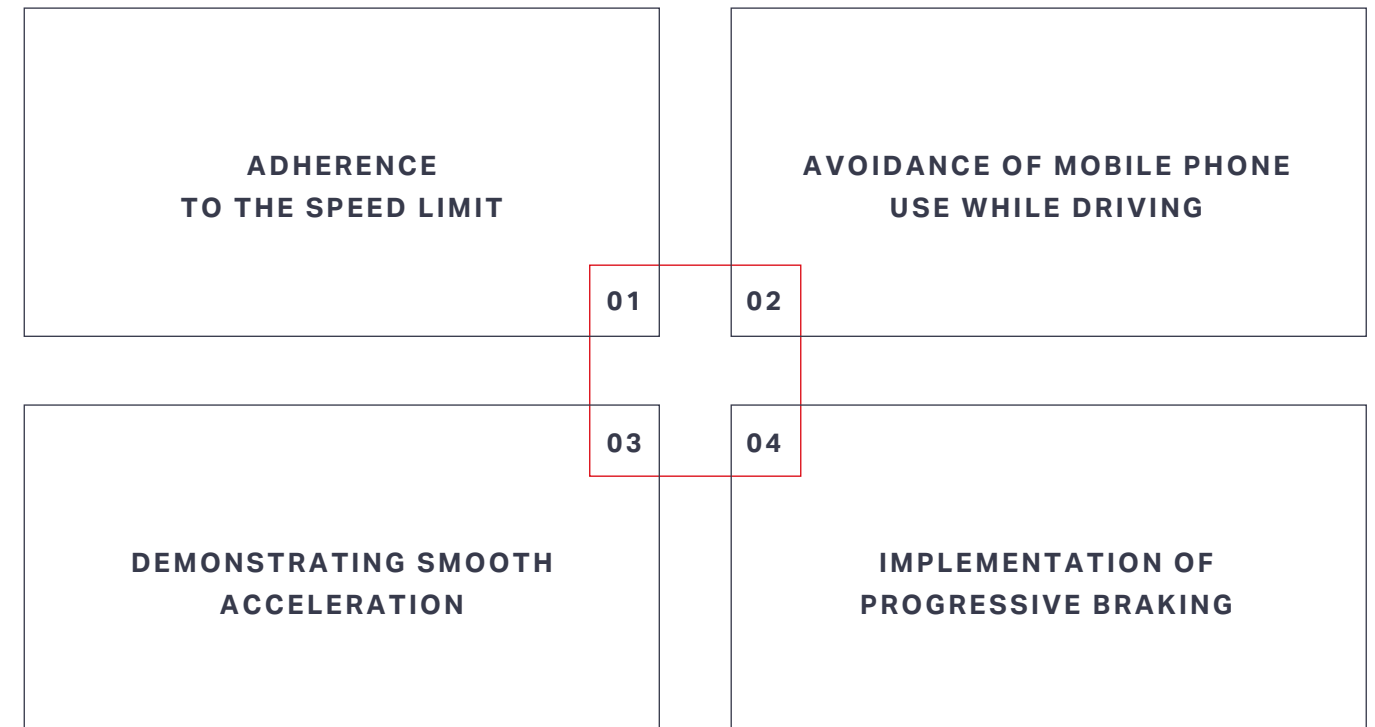
The escalating financial exclusion amid the cost-of-living crisis determines our commitment to promote suitable, accessible, fair, and equitable products and services. For us, equitable access to insurance products is a key part of our commitment to sustainability. By redefining access in insurance, we aim to maximize the social impact of our insurance services and empower equity and inclusivity. Furthermore, we introduce top-up rewards-based initiatives to encourage our responsible citizens, who adhere to the driver’s code of conduct, to cultivate a sustainable mindset.

Within the framework of advancing equitable access to insurance products, we strive to incorporate automation technologies and telematics processes. One notable example of telematics services is our Smart Drive product, which utilizes an application on the drivers' mobile phones. Also, the Short Drive product, via the application “Buy the Miles”, integrates an application on mobile phone and a device into the vehicle, which measures the distance in kilometers.

As part of its overall transformation journey, Interamerican has implemented competitive pricing policies that serve as pathways to affordability, providing a better premium to the short drive product line than the standard products.

The Smart Drive has a different pricing approach, with discounts based on driver behavior. The evaluation of driving behavior has been determined around 4 core pillars:

SMART DRIVE CORE PILLARS



Moreover, there is the new Smart Drive rewards programme. For every ride you complete safely, you earn Smart Points that you can redeem at our partners in the form of a coupon or donate them to a Non-Profit Organization (NGO) of your choice.

Interamerican actively participates in advancing processes across passenger service touchpoints. For this reason, we aim to formulate relevant alliances. Indicatively:

INTERAMERICAN'S PARTNERSHIPS

AUTODUDER PARTNERSHIP

By collaborating with Autoduder, our insureds have access to car services and battery repair.

MICHELIN PARTNERSHIP

By engaging with Michelin, our customers benefit from installing tires on the vehicle.

CARGE PARTNERSHIP

Through our partnership with Carge, our customers can earn rewards for their next recharges.

Stemming from our commitment to equitable access to insurance, we provide the cutting-edge app known as Medi ON to all health insureds. We ensure healthcare accessibility that impacts out-of-pocket savings and makes important contributions to clinical savings through cost avoidance translated in doctors' visits and additional episodes of care.



◆ 6.8 CONSUMER FINANCIAL PROTECTION

In the context of the ESG implementation, insurance companies should evaluate their current stance towards society and design their overall strategic initiatives to embrace a more socially responsible and sustainable business model.

An important pillar of every ESG initiative is the adoption of a strategy for the customers' financial protection entailing the socialization of insurance products and services by promoting the financial wellbeing and empowerment of individuals. This will ultimately lead to out-of-pocket savings and improved societal welfare.

By taking into consideration the above, the promotion of customer's financial protection and inclusion has become an imperative for the financial sectors as it allows to drive customer engagement to higher levels, earn trust while increasing customer retention and acquisition. Moreover, it allows customers to extract more value from the premiums they pay and consequently they will be able to invest in a wider range of wealth and insurance products.

To fulfill our customers financial and wealth management needs, we offer a wide variety of value propositions in the areas of life and income insurances, retirement and personal savings, investment services, business insurances and risk management.

INTERAMERICAN'S VALUE PROPOSITIONS

PROTECTING PEOPLE'S KEY ASSETS	Home & Property Insurance	Business Insurances	Risk Management
SECURING PEOPLE'S FINANCIAL FUTURE	Life & Income Insurances	Retirement & Personal Savings	Investment Services

Interamerican continuously strives to create value for its customers and increase its impact in society, by utilizing technology advancements to boost customers' financial well-being. This has been achieved with the incorporation of telematics to our product lines. More specifically, we have developed the "Short Drive" insurance plan embedding the "Buy the Mile" technology. This tailor-made product allows customers who use a car for shorter trips to get insured at a lower price - paying a fairer premium. We have also introduced the "Smart Drive" product along with a rewards programme based on the driving style of the customer.

To get a better understanding of our customer's financial and wealth management needs, we have established a clearly defined process for both digital and physical distribution channels to ensure that steer and consultative guidance provided relative to the available product offerings, caters to the needs of the existing clientele / new customers. This comprehensive needs' analysis process, which encompasses information capture regarding the financial background, behavioral trends and overall client profiling is adopted to ensure that the client receives a "value for money" solution in terms of type / level of coverage and insurance plan design, which matches preferences at a fair price point. This eventually results in the containment of out-of-pocket expenses and hence, better protection.



◇ 6.9 INFORMATION DEMOCRATIZATION

FN-IN-270a.4

Interamerican has prioritized the themes of fairness, transparency, and accountability. In alignment with these elements, Interamerican demonstrates a steadfast commitment to information democratization. We set out to raise awareness about our products via campaigns, advertising, and marketing brochures. As part of our aim to cultivate a sustainable culture, we implement a robust strategy to enhance the accessibility of information across all our customers in two different dimensions based on channels. Our approach encompasses the following steps in each channel:

INTERAMERICAN'S APPROACH BY CHANNEL

DIRECT CHANNEL

CUSTOMER AWARENESS

We offer all necessary documents to potential customers before, during, and after the sales process.

PRE-CONTRACTUAL DISCLOSURE

We offer information about the product structure, including coverage details, terms, and conditions, etc., through our website at different points and via email dispatching during policy issuance. We provide recommendations to our clients related to the product line and package based on vehicle and personal data information during quotation process. Some of the indicative documents are IPID (Insurance Product Information), information documents, and terms and conditions.

SALES PROCESS

We consider the following prerequisites for proceeding with the policy issuance process: our customers must read the information kit and give their consent.

TRADITIONAL NETWORKS

CUSTOMER AWARENESS

We provide the need form to gain a clear understanding of the customer's needs for all types of insurance that we have available and then recommend the suitable product to them.

PRE-CONTRACTUAL DISCLOSURE

We ensure that our customers have received all the relevant material and documents before the policy is issued, including IPID, terms and conditions.

SALES PROCESS

We offer information about payments, new propositions, offers, and services relevant to their insurance, etc.



7. GROW RESPONSIBLY

GRI 3-3

ACHIEVE LONG TERM BUSINESS RESILIENCE BY ADHERING TO THE HIGHEST GOVERNANCE STANDARDS







7.1 ETHICAL BUSINESS CONDUCT AND CULTURE	96	7.4 DATA PRIVACY & CYBERSECURITY	107
7.2 DIGITAL TRANSFORMATION	103	7.5 SUSTAINABLE PROCUREMENT	108
7.3 CUSTOMER FOCUS	105		

INTERAMERICAN'S MATERIAL ISSUES

Interamerican prioritizes strong business ethics, transparent practices, and sustainable procurement. Data privacy is a top concern, and we maintain a customer-focused approach. Embracing digital transformation, we adapt to technological advancements for efficiency. These pillars guide our commitment to ethical conduct, sustainability, data security, customer satisfaction, and innovation.



INTERAMERICAN'S TARGETS AND PERFORMANCE REGARDING THE "GROW RESPONSIBLY" ISSUES

TARGETS	2022 PERFORMANCE	VS 2021	SDGS
EVALUATE 20% OF THE COMPANY'S SUPPLIERS WITH ESG CRITERIA BY 2025	Interamerican is in the initial stages of implementing this initiative to enhance sustainability practices.		 
MAINTAIN ZERO TOLERANCE ON CORRUPTION AND BRIBERY INCIDENTS BY 2030	0 incidents	Same	  
INCREASE BY 10% THE WEIGHT OF THE SUSTAINABILITY PERSPECTIVE IN THE MANAGEMENT PERFORMANCE CONTRACTS BY 2030	New metric (1st baseline year is 2023)		  
INCREASE BY 10% THE AVERAGE CUSTOMER RETENTION RATE BY 2030 (I) OR DECREASE BY 30% THE CUSTOMER EFFORT SCORE (CES, CONVENIENCE) BY 2030	New metric (1st baseline year is 2023)		  
INCREASE TO 50% THE DIGITAL INTERACTIONS BY 2030	New metric (1st baseline year is 2023)		 

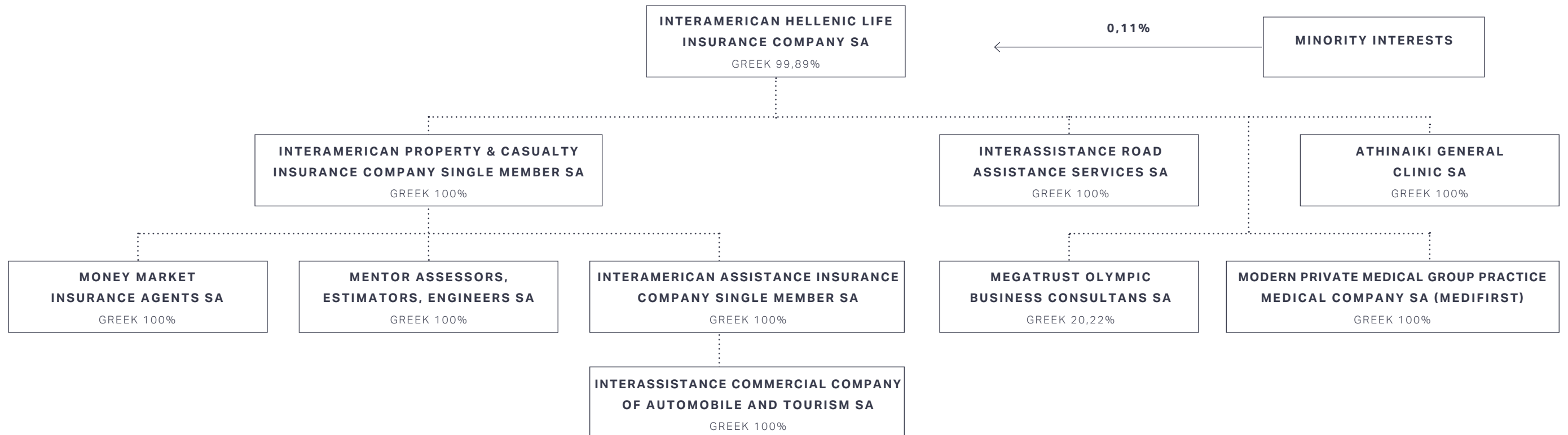
GOVERNANCE STRUCTURE

GRI 2-9, 2-10, 2-11, 2-12

For Interamerican, the organisational structure is dynamic, adapting annually to address necessary changes at the governance level. Industry trends, challenges, and opportunities have prompted us to incorporate sustainability into our operations, establishing a solid framework for the responsible and coordinated management of related issues. Our organisational structure at the end of 2022 is depicted as:

INTERAMERICAN'S ORGANISATIONAL STRUCTURE

GROUP STRUCTURE ACHMEA



The organisation’s highest governance body is the Board of Directors (BoD), and is chaired by Robert Otto, who serves in the capacity of a "Non-Executive Director." His role as the Chair indicates the company's commitment to independent and effective leadership at the highest governance level.

BOARD OF DIRECTORS COMPOSITION

BOARD MEMBERS	ROLE
ROBERT OTTO	Chairman of the BoD, non-executive
MICHEL LAMIE*	Vice Chairman of the BoD, non-executive
IOANNIS KANTOROS	CEO, executive
VINCENT TEEKENS**	COO, Member of the BoD, executive
MARINUS JOHANNES SCHOLTEN	CFO, Member of the BoD, executive
EDMOND HILHORST	Member of the BoD, independent, non-executive
LINDA MARILYN PHILLIPS	Member of the BoD, non-executive
ROELOF KONTERMAN	Member of the BoD, independent, non-executive
GEORGIOS MAVRAGANIS	Member of the BoD, independent, non-executive

* Lidwien Suur, replaced Michel Lamie in 2023

** Panos Kouvalis, replaced Vincent Teekens in 2023

The BoD composition in 2022 reflects a strategic selection of professionals with extensive experience, primarily in the 51 or above age range, bringing significant expertise and strategic depth to the board. While the current gender representation stands at 11% for female members, this initial figure sets the stage for future growth and a more balanced gender distribution. The organisation’s three-year tenure policy for board members provides a structured opportunity for enhancing gender diversity, aligning with global sustainability trends that emphasize equal representation.

With seven foreign nationals serving on the BoD, the organisation demonstrates its commitment to global diversity. These members contribute varied cultural insights and expertise, key to tackling the complex challenges of sustainable development. Their presence enhances the board's innovative approach to sustainability and promotes inclusive growth.

BOARD OF DIRECTORS AGE DISTRIBUTION PER GENDER

	MALE	FEMALE
<30 YEARS OLD	0	0
30-50 YEARS OLD	0	1
>50 YEARS OLD	8	0
TOTAL	8	1

BOARD OF DIRECTORS NATIONALITY DISTRIBUTION PER GENDER

	MALE	FEMALE
NATIVE	2	0
FOREIGN	6	1
TOTAL	8	1

Furthermore, the Interamerican BoD holds the mandate to develop and endorse the company's strategy, ensure comprehensive transparency, and manage corporate affairs. This mandate excludes areas exclusively reserved for the General Meeting of Shareholders as specified by the Articles of Association or relevant legislation and is always exercised in the interests of both the Company and the shareholder, ACHMEA.

In collaboration with various internal bodies—Committees, Directorates, and Departments—the Board is responsible for developing, approving, updating, and ensuring strict adherence to policies. These policies cover all aspects of the Company's responsibility and resilience, thereby safeguarding stakeholder interests.

Stakeholder representation on the Board, comprising employees and shareholders, is integral to reinforcing the credibility and authority of the Company in all its business activities. The Board's commitment to selecting and upholding the finest principles and practices of Corporate Governance is a testament to the ethical supervision of the Management.

The Board's complex and diverse responsibilities are strengthened by the support of various committees. These committees are essential in ensuring that the Company operates efficiently and in compliance with the relevant regulatory framework and are listed below:

INTERAMERICAN'S COMMITTEES

EXECUTIVE COMMITTEE

Responsible for the overall functioning of other committees, this committee meets weekly to review and forward critical decisions to the Board of Directors, focusing on subsidiary operations.

FINANCE AND RISK COMMITTEE

Guided by the Executive Board, this committee convenes quarterly to manage the company's financial health and risk profile, ensuring effective implementation of control mechanisms and risk management strategies.

AUDIT AND RISK COMMITTEE

Meeting before each Board session, this committee is responsible for financial risk management and regulatory compliance, assessing operational and financial performance to ensure adherence to the Risk Management System.

SUSTAINABILITY COMMITTEE

This committee was established in 2022, it is coordinated by the Sustainability Leader, oversees the implementation of sustainable development strategies within the company, involving executives from various departments.

THEMATIC COMMITTEES

Nine specialized committees, including Reinsurance, Sales Network, Remuneration, Investment, Procurement, and Product Design and Development, focus on key operational areas. They significantly influence the company's economic, social, and environmental decision-making.

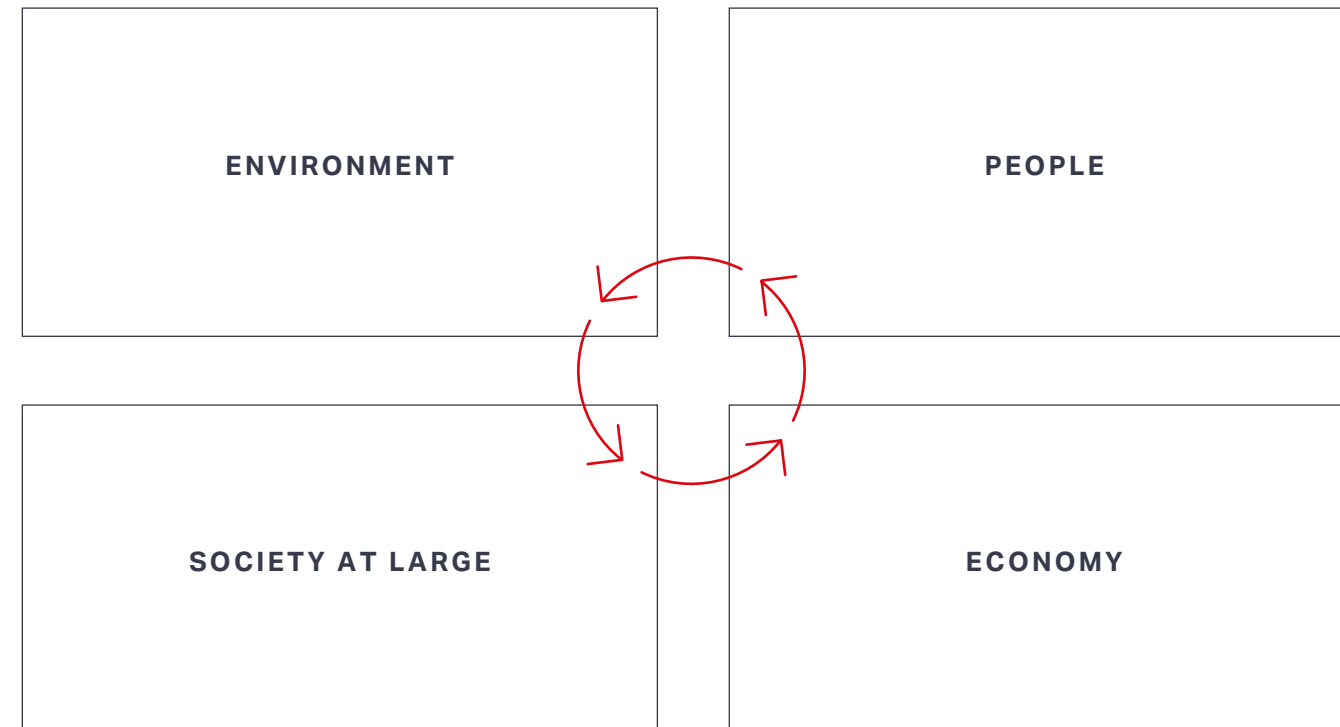
SUSTAINABLE IMPACT GOVERNANCE

GRI 2-14, GRI 2-17, GRI 2-25

Interamerican has developed a strategic action, which encompasses clear commitments, objectives, initiatives, and performance indicators. This plan places Sustainability at the forefront, integrating Environment, Society, and Governance with our business strategy pillars. The term "impacts" encompasses a range of influences, both positive and negative, actual, or potential, that stem from the company's activities. Specifically, these impacts represent the ways Interamerican interacts with its environment in all dimensions of its operations, whether directly or indirectly.

Interamerican's approach to identifying impacts focuses not just on how they affect the company, but more importantly, on what the company contributes to its external environment. This includes:

IMPACT GOVERNANCE: INTERAMERICAN'S HOLISTIC APPROACH



In this context, the highest governance body at Interamerican holds the pivotal role of reviewing and endorsing the sustainability report's content, which entails a rigorous evaluation of the company's material issues. These issues are validated and affirmed in a specialized workshop setting.

Furthermore, Interamerican acknowledges the significance of its corporate structure in realizing its sustainability ambitions, which is instrumental in ensuring the effective operation of various departments, promoting inter-departmental communication, and sustaining awareness of sustainability concerns. The company's organisational design is tailored to keep a continuous record of environmental and social metrics, which guarantees that management remains abreast of developments in achieving the company's sustainability goals.

EVALUATION OF THE PERFORMANCE OF THE HIGHEST GOVERNANCE BODY

GRI 2-18

In 2016, a pre-employment screening policy was introduced to ensure suitability and reliability, particularly for key positions managing the business. This policy applies to Board members, executive committee members (who are not Board members), the Human Resources Director, the General Manager of Inter-American Life, and the Key Operations Officers. These individuals bear significant risks for Interamerican. Evidence of their suitability and reliability has been disclosed to the Supervisory Authority.

In February 2017, the Board adopted the Fitness and Assurance Policy in line with the IAEA's Governance Guidelines and EU Regulation 2015/35. This policy outlines the criteria and procedures for fitness and propriety assessments within the following entities of the Achmea BV Group and their subsidiaries:

- Interamerican Hellenic Life Insurance Company S.A.
- Interamerican Hellenic Non-Life Insurance Company Unipersonal S.A.
- Interamerican Assistance Unipersonal General Insurance Company Limited Company

The Policy is drafted in compliance with Articles 42 and 43 of Directive 2009/138/EU (as incorporated by Article 31 of Law 4364/2016), Article 273 of Regulation 2015/35/EU, and Articles 11, 12, 13 of the Guidelines (BoS14-253/28.1.2015) as implemented by Articles 12, 13, 14 of the T.T.E.E.'s RIS 60. In particular, it describes:

EVALUATION AND OVERSIGHT PROCEDURES FOR ORGANISATIONAL ROLES

CRITERIA	DESCRIPTION
PRE-HIRING CHECKS AND ONGOING ASSESSMENTS	Detailed process for evaluating the suitability and reliability of board members and key functional heads before hiring and on a continuous basis.
INDEPENDENCE AND FREQUENCY OF EVALUATIONS	Evaluations conducted in accordance with EIOPA and EU Regulation 2015/35 guidelines, ensuring independence. Assessments are carried out both at the time of initial assessment for a position and continuously thereafter.
ACTIONS IN RESPONSE TO EVALUATIONS	Actions include scenarios for reassessment, categorization of employees into two levels for evaluation purposes, and regular policy revisions to align with current standards and regulations.

The Policy is applicable to all personnel associated with Interamerican, including employees, temporary contractors, seasonal staff, and agency network. Its primary objective is to uphold standards of fitness, reliability, integrity, and accountability. The standards are categorized as follows:

- Tier 1 includes Members of the Board, senior management who report directly to the Board (such as members of the Executive Committee), and Heads of Key Functions (namely, Risk Management, Compliance, Actuarial, and Internal Audit).
- Tier 2 encompasses all other employees.

This approach ensures that the governance body of Interamerican Insurance Company is not only suitably qualified and reliable but also continuously aligned with the highest standards of integrity and responsibility, reflecting the company's commitment to sustainable and ethical governance.

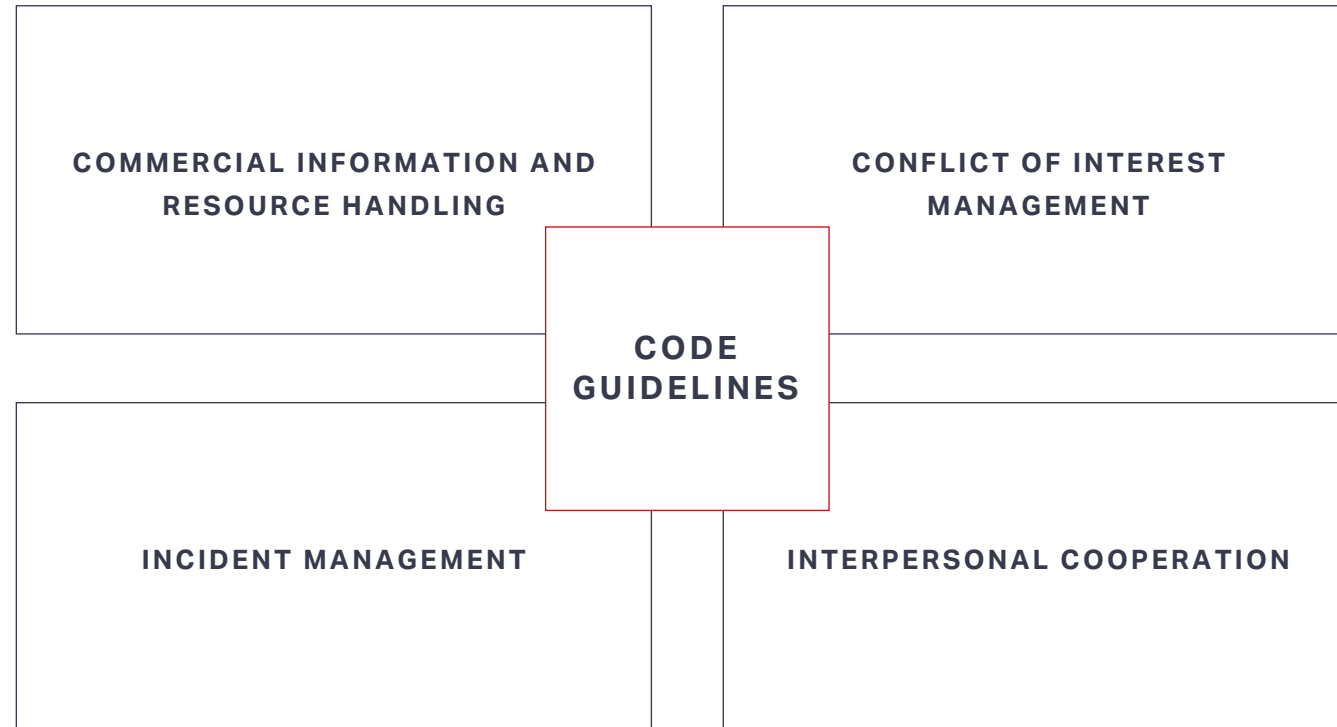


7.1 ETHICAL BUSINESS CONDUCT AND CULTURE

GRI 2-15, GRI 2-23, GRI 2-24, GRI 2-27, GRI 205-1, GRI 205-2, GRI 205-3, GRI 206-1, GRI 417-1, GRI 417-2, GRI 417-3

CODE OF CONDUCT GUIDELINES

Our Code of Ethics and Conduct, grounded in our core values of Integrity, Innovation, Respect, Teamwork, and Responsibility, delineates the expected standards of conduct for all employees. Developed collaboratively with our staff, this Code is not just a set of rules but a reflection of our organisational ethos, guiding our daily interactions and decisions. Below are the key guidelines of our Code, designed to foster a culture of ethical excellence:



INTERPERSONAL COOPERATION

Address unwanted behavior; maintain employee privacy.

CONFLICT OF INTEREST MANAGEMENT

Handle biases in customer interest; regulate gift acceptance; provide additional employment guidelines; prevent favoritism; ensure competition compliance.

COMMERCIAL INFORMATION AND RESOURCE HANDLING

Utilize IT facilities correctly; adhere to clean office policies; responsibly manage social media use.

INCIDENT MANAGEMENT

Handle aggression and threats; implement emergency protocols.

OVERSIGHT AND ACCOUNTABILITY

The Board of Directors ensures adherence to the Business Continuity Management System, in accordance with ISO 22301:2012, reinforcing our commitment to maintain operational excellence. This system is a key aspect of our ethical commitment, guaranteeing our ability to respond and adapt to unexpected situations. With oversight from the Compliance Directorate, the Board proactively addresses any infractions of our ethical code, upholding our values of transparency and accountability. Rigorous investigations are conducted for all reported incidents, with consequences for verified breaches varying from warnings to termination.

Interamerican's dedication to ethical conduct is underscored by our comprehensive policies and procedures, which are foundational to our corporate governance. These protocols are designed to align with our core values, ensuring our business practices meet both legal standards and our own moral benchmarks, thereby cultivating an environment of trust and ethical responsibility.

INTEGRITY & THE FIGHT AGAINST FRAUD

INFORMATION SECURITY POLICY

BASIC PRINCIPLES OF SAFETY

ACCEPTANCE & OFFER POLICY

INTERNAL AUDIT REGULATION, ANTI-MONEY LAUNDERING

CIVIL PROTECTION OF PERSONAL DATA

REPORTING & EVENT MANAGEMENT POLICY

MARKET REGULATION - PROCUREMENT

BUSINESS CONTINUITY POLICY

POLITICAL MANAGEMENT

POLICY OF CORRECT USE OF RESOURCES

POLICY ON CYBERCRIME

ETHICAL CONDUCT POLICIES AND PROCEDURES

INTEGRITY AND ANTI-CORRUPTION FRAMEWORK

Interamerican is committed to combating corruption through comprehensive policies and procedures. The key elements of our anti-corruption efforts include:

KEY ELEMENTS OF OUR ANTI-CORRUPTION EFFORTS

A robust Governance System that ensures a clear separation of duties, with definitive lines of accountability and the diligent application of the 'four-eyes principle' in critical decision-making processes.

An annual Systematic Integrity Risk Analysis (SIRA) is performed by the Compliance and Risk Management teams, addressing risks including money laundering and terrorist financing, and adherence to our Code of Ethics and Conduct.

The development and enforcement of a control system by the Risk Management and Compliance departments.

The four central functions of the Internal Audit System (Risk Management, Actuarial, Regulatory Compliance, and Internal Audit) are fully operational and effective.

The compulsory adherence to the Code of Ethics and Conduct, Purchasing and Procurement Regulations, and the Integrity and Anti-Fraud Policy.

Regular training for staff on corruption offences, the significance of reporting such incidents, and related internal policies and procedures.

INTEGRITY AND ANTI-FRAUD POLICY FOR ETHICAL GOVERNANCE

Integrity and Anti-Fraud Policy in the Context of Corporate Governance Interamerican, following the guidelines set forth by its parent company ACHMEA, has instituted a robust Integrity and Anti-Fraud Policy to adhere to international legislation and uphold best practices in business integrity, crucial in the post-financial crisis era. This policy, a testament to our commitment to ethical conduct, encompasses a broad spectrum of risks, including Money Laundering, Terrorism Financing, International Sanctions, and Corruption—against which we maintain a zero-tolerance stance, covering both Internal and External Fraud, Tax Evasion, Market Manipulation, Information Systems Security, Personal Data Breaches, and Socially Unacceptable Behavior. Embracing these directives, Interamerican's management is dedicated to implementing them rigorously, thereby enhancing Corporate Responsibility and Sustainability metrics and exemplifying strong Corporate Governance in alignment with the rigorous demands of Solvency II.

FRAUD INCIDENT REPORTING POLICY

The Fraud Incident Reporting Policy is a critical aspect of Interamerican's internal control system. This policy is applied across all ACHMEA Group subsidiaries since early 2016 and establishes a specific procedure for the reporting and recording of fraudulent incidents within the Company. It mandates that all employees identify and report any such incidents to the Compliance Department. This department is responsible for the recording, coordination, and investigation of these reports. Reports can be made directly to the Compliance Directorate or anonymously via a dedicated whistleblowing email address (incident@interamerican.gr). Access to these reports is strictly controlled and limited to designated employees of the Regulatory Affairs, Compliance, and Internal Audit Departments, ensuring confidentiality and thorough investigation.

COMPLIANCE WITH LAWS AND REGULATIONS

In our constant adherence to anti-corruption policies and compliance with legal standards, Interamerican has successfully achieved zero instances of non-compliance with laws and regulations in both 2021 and 2022. Furthermore, we are proud to report that no fines were imposed for noncompliance with laws and regulations during this period.

ZERO INSTANCES

OF NON-COMPLIANCE WITH LAWS AND REGULATIONS FOR BOTH 2021 AND 2022

NO FINES

FOR INSTANCES OF NONCOMPLIANCE WITH LAWS AND REGULATIONS WERE PAID FOR BOTH 2021 AND 2022

TRAINING AND EDUCATION ON ANTI-CORRUPTION

For education against corruption in 2021 and 2022, Interamerican has undertaken several initiatives:

ANTI-CORRUPTION EDUCATION INITIATIVES

ANTI-CORRUPTION EDUCATION

THE COMPLIANCE DIVISION CONDUCTED TRAINING PROGRAMMES ON ANTI-MONEY LAUNDERING, COUNTER-TERRORIST FINANCING, AND THE IMPLEMENTATION OF INTERNATIONAL SANCTIONS SCHEDULES.

A SPECIALIZED TRAINING PROGRAMME WAS ORGANISED BY THE COMPLIANCE DIVISION FOR HUMAN RESOURCES (TRIBE AND CHAPTER LEADERS) FOCUSING ON BUSINESS INTEGRITY AND CORPORATE GOVERNANCE.

OUR EXECUTIVES PARTICIPATED IN WEBINARS OF THE "BUSINESS INTEGRITY FORUM" ORGANIZED BY "TRANSPARENCY INTERNATIONAL - GREECE."

THE COMPLIANCE DIVISION ALSO CONDUCTED A TRAINING PROGRAMME ON BUSINESS ETHICS AND CORPORATE GOVERNANCE FOR THE STAFF OF GENERAL LARGE RISK INSURANCE (CORPORATE SOLUTIONS).

ACHMEA, IN CONJUNCTION WITH OUR COMPLIANCE AND SALES TRAINING DIVISIONS, PROVIDED TRAINING ON ANTI-MONEY LAUNDERING TO EMPLOYEES AND INTERMEDIARIES.

SINCE 2017, WE HAVE A MEMORANDUM OF COOPERATION WITH "TRANSPARENCY INTERNATIONAL - GREECE," PARTICIPATING IN THEIR BUSINESS INTEGRITY FORUM. THIS PROVIDES OUR EXECUTIVES WITH ACCESS TO EDUCATIONAL RESOURCES, RESEARCH MATERIALS, AND TRAINING MEETINGS.

In 2022, Interamerican intensified its anti-corruption efforts, training 57 employees, including management, surpassing the 51 trained in 2021. The company also offered webinars on compliance topics such as Anti-Money Laundering and Competition Law. Additionally, all governance body members and staff were informed about the anti-corruption policies via intranet, reflecting our commitment to ethical business conduct across all regions.

ANTI-CORRUPTION TRAINING 2021-2022

	2022	2021
TRAINING SESSIONS		
PERCENTAGE OF GOVERNANCE BODY MEMBERS TO WHOM THE ORGANIZATION'S ANTI-CORRUPTION POLICIES AND PROCEDURES HAVE BEEN COMMUNICATED	100%	100%

COMPLIANCE WITH ANTI-CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR

Interamerican's dedication to ethical conduct is reflected in our record for the past two years, with no instances of corruption or legal proceedings related to anti-competitive practices. Our proactive stance on integrity and transparency is further evidenced by a comprehensive Systematic Integrity Risk Assessment (SIRA) across all operations. This exhaustive process ensures meticulous scrutiny for corruption risks, reinforcing our zero-tolerance policy and commitment to the highest ethical standards. Additionally, during the reporting period, there were no fines for instances of noncompliance with laws and regulations, underscoring our commitment to lawful and ethical business practices.

ZERO CONFIRMED INCIDENTS

OF CORRUPTION FOR BOTH 2021 AND 2022

ZERO LEGAL ACTIONS

FOR ANTI-COMPETITIVE BEHAVIOR, ANTI-TRUST, AND MONOPOLY PRACTICES FOR BOTH 2021 AND 2022

MARKETING AND LABELING REGULATORY COMPLIANCE

Interamerican is committed to full compliance with European Sustainable Regulations by 2025, guided by its Regulatory Compliance Function in line with ASMEA standards. This includes a comprehensive policy, specialized staff, and an annual programme focused on risk management and regulatory oversight. Our approach encompasses a Code of Ethics, anti-fraud measures, rigorous policies for event management, money laundering prevention, and corporate governance, aligning with ACHMEA's requirements. Our 2021 and 2022 efforts emphasized adapting to new legislation, enhancing communication with supervisory bodies, staff training, and risk analysis, while our audit programme targeted key areas such as customer protection, business integrity, and market safety.

INSURANCE DISTRIBUTION DIRECTIVE

In promoting its insurance business, Interamerican rigorously adheres to principles of legality and transparency as mandated by relevant legislation, specifically Law 2496/1997 and Law 2251/1994. A fundamental aspect of our approach is the strict adherence to behavioral standards by both employees and intermediaries. This includes unwavering compliance with the Company's Code of Ethics and the Code of Behavior and Ethics of the Panhellenic Association of Insurance Advisors (P.S.A.S.). Additionally, the company implements specific procedures to ensure compliance before marketing and advertising new products and services. The Marketing Directorate reviews all communication materials, including customer correspondence and promotional activities. Concurrently, compliance is verified through coordination with other competent directorates, such as the Operational unit, Legal Service, and Compliance, thereby guaranteeing full alignment with current regulations and the legislative framework.

SOLVENCY II INSTITUTIONAL FRAMEWORK

Solvency II is the latest institutional framework governing capital adequacy requirements, operations, and supervision of insurance companies in the European Union. This framework provides a unified basis for European insurers in both the qualitative and quantitative aspects of their solvency calculations. It enables them to integrate their internal models for managing insurance and financial risks, as well as to organise methods for mitigating these risks through various strategies. Interamerican holds the distinction of being the first company in the Greek insurance market to receive approval under this framework in 2015. This was further reinforced with the enactment of Law 4364/2016, which officially incorporated Solvency II into Greek legislation.

PRODUCT AND SERVICE INFORMATION AND LABELING

2022

PRODUCT OVERSIGHT AND GOVERNANCE ALIGN WITH THE INSURANCE DISTRIBUTION DIRECTIVE, INTEGRATING ESG CRITERIA AND TARGET MARKET RISKS. OUR PRODUCTS UNDERGO SCENARIO ANALYSIS FOR COST-EFFICIENCY, USEFULNESS, CUSTOMER SATISFACTION, CLARITY, AND FUTURE-READINESS.

2021

PRODUCT OVERSIGHT AND GOVERNANCE APPLIED ACCORDING TO INSURANCE DISTRIBUTION DIRECTIVE.

ZERO INCIDENTS

OF NON-COMPLIANCE CONCERNING PRODUCT AND SERVICE INFORMATION AND LABELING FOR BOTH 2021 AND 2022

ZERO INCIDENTS

OF NON-COMPLIANCE CONCERNING MARKETING COMMUNICATIONS FOR BOTH 2021 AND 2022

In both 2021 and 2022, Interamerican upheld the stringent requirements of the Insurance Distribution Directive and the Solvency II institutional framework, achieving comprehensive regulatory compliance across all product and service offerings. Our commitment to ethical practices was underscored by zero incidents of non-compliance concerning product and service information and labeling, as well as marketing communications for two consecutive years. Through the application of Product Oversight and Governance, integrating ESG criteria, and rigorously assessing the Target Market risks, we conducted thorough scenario analyses to ensure our offerings were cost-efficient, beneficial, and met customer expectations in an understandable and future-proof manner. Our consistent strategy across these years showcases our dedication to clear, accurate, and compliant product information, reaffirming our transparency and customer-centric approach in the insurance marketplace.



◆ 7.2 DIGITAL TRANSFORMATION

During recent years, Interamerican has been rapidly transforming itself into a digital insurer, striving for innovation in the design of new insurance products, encouraging the use of environmentally friendly technologies targeting to improve our customers' experience.

AGILE METHODOLOGY

At Interamerican, we have successfully transitioned from the traditional "waterfall" IT product development and delivery model to the "Agile" model, which demonstrates more adaptability and flexibility to change. This new model is expressed through the creation of 25 cross-functional teams, which develop and deliver projects in 2-week sprints. These teams are further divided to 3 main groups which called "tribes", and to 4 "horizontal" ones which called "chapters", based on their capabilities, allowing to maintain higher standards of service while promoting knowledge sharing. The overall concept and terminology was taken by "Spotify" working model and modified accordingly to meet our organization needs and specificities.

PARTNERS

Our digitization initiatives are also focused on our partners and intermediaries providing them with unique services to optimize and streamline their workflows, enabling them to focus on providing our customers with the best possible level of service. To enhance their productivity tools platform, we have developed the "e-office" application, available on mobile phone, tablet, or laptop, allowing each partner to manage

its portfolio and extract valuable information regarding its clientele, commissions, contract renewals etc. They can also issue online and in real time a contract for Property & Casual (P&C) sector. For the Life & Health sector, which require an active reinsurance, Interamerican has developed a unique and innovative online reinsurance system called "Genius" while for P&C we have integrated an advanced fraud detection tool. This tool detects online and in real time potential fraudulent act. In 2022 we made available to our partners the entirety of customer related documents through "ask me" platform so they can service them faster and better.

INTERNAL FUNCTIONS

To further optimize our internal functions workload, digital tools have been developed while several initiatives were implemented in 2022 to enhance these tools. The innovative "Genius" platform also acts as a digital underwriting system, automates the process of evaluation of the risk and significantly reduces the issuance time of a policy to less than 15 minutes.

Enhancements were made in the "OnE", our organization wide platform in which we have integrated our issuance processes, policy administration and claims management for P&C and

Assistance Line of Services. More specifically in 2022, we integrated Claims and Payments of R&H Assistance into the system.

In the area of Policy Administration, Underwriting and Scanning, our focus for 2022 was to optimize our back and mid office operation by terminating or optimizing "unnecessary" processes. To achieve this, we introduced an automated underwriting concept in retail to support our target for zero back-office support. Minimized our back-office operations for motor and property line of services by redesigning our issuing and alterations processes. The E-postage service was also initiated to provide the customers with the ability to receive their policies in digital format for Motor and Life & Health. Specifically for Life & Health customers were introduced with a new digital customer acceptance process.

To streamline our claims handing processes, we designed a new process automation for uploading M&C claims documents and we simplified the claims customer journeys by creating a seamless customer experience. In the area of Health, we automated our primary health claims, and we integrated a claim tracking process. Moreover, we proceeded with operational improvements for our Group policies.

CUSTOMER

To support the above initiatives and to elevate our customers experience, we updated the capabilities of the "Anytime.gr" (website of our direct channel) and its dedicated customer portal "MyAccount" by adding new self-service functionalities. For example, we provided the ability to customer to make alterations in their motor policy. More customer related documents were uploaded to "Anytime.gr", to be available at any given moment.

In 2022 "Anytime.gr" website was also enhanced with the addition of "Helpi" our new chatbot to support our customer and help them to find the answers they seek as quickly and precisely as possible.

TOTAL DIGITAL EPICS FOR 2022

53

TOTAL DIGITAL EPICS FOR 2022

CUSTOMER

21 EPICS

in the areas of:

- Developing mobile applications (anytime app)
- Introduction of new Chatbot
- Update anytime.gr with new functionalities (e.g. claims)
- Add self service functionalities to client portal

PARTNER

12 EPICS

in the areas of:

- Enhancing current systems with capabilities
- Introduction of new e-sales platform

INTERNAL FUNCTION

20 EPICS

in the areas of:

- Minimize back office operations
- Automate underwriting processes



7.3 CUSTOMER FOCUS

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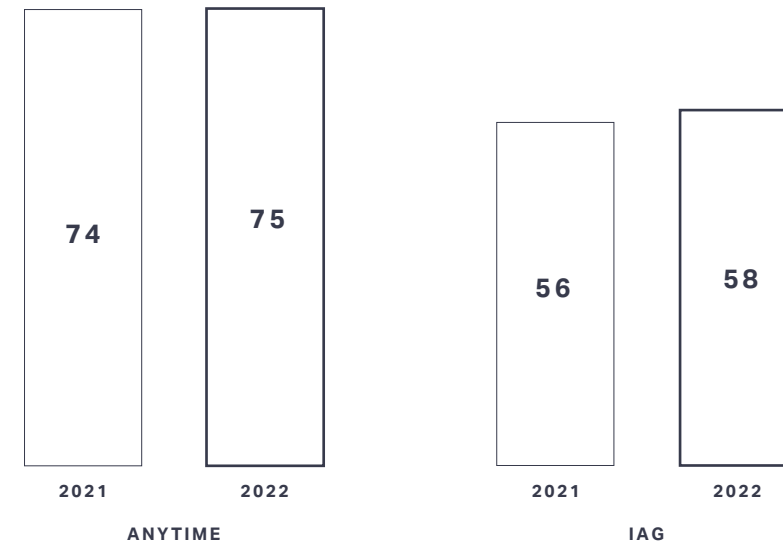
In today’s business landscape, the high level of customer satisfaction is of paramount importance for every company to succeed as an organization but to ensure also future proof financial results. Given this and by taking into consideration the ESG expectations and trends, every company should embrace a more sustainable mindset and act in such way to increase its impact on society while improving the overall satisfaction of its customers.

Customers trust insurance firms that deliver on their promise and provide relevant solutions in every step of their lifecycle. This can be achieved by providing seamless processes and procedures while implementing an omnichannel approach to adjust to all communication styles.

Interamerican has established the 360°customer view approach to assess current perception and improve customer experience. Moreover, by utilizing and analyzing the available data, we can document consumer experience based on which we build tailor made products and services, aiming at enhancing and elevating our customers’ overall experience. More specifically, we have developed innovative services to support health incidents (e.g. booking an appointment with a doctor), car accidents in conjunction with our Road Assistance services and various other applications deployed particularly to optimize the handling of customer queries.

To monitor our customers satisfaction level, we have established specific KPIs and metrics to safeguard a high-level service standard. In this context, we monitor Net Promoter Score (NPS) since 2014, which is based on feedback received from customers who had at least one interaction with the company. This index provides an overview of customer satisfaction, loyalty, and willingness to refer our company to others. For 2022 the index reached 75 for Anytime (our direct web distribution channel) and 58 for Interamerican, increased in comparison to the 2021 figures.

NPS SCORE



We also monitor specific service center KPIs to measure the quality of our provided services like the average hold time (AHT) and the percentage of inbound calls answered in less than 40 seconds.

As illustrated above we managed to improve the performance of our service centers for 2022. More specifically for the AHT we reduced the average hold time to 4,1 minutes (2021: 4,3 minutes) while improving the percentage of calls answered in less than 40 seconds to 85% (2021: 69%).

AVERAGE HOLD TIME (IN MINUTES)

□ 2021 □ 2022

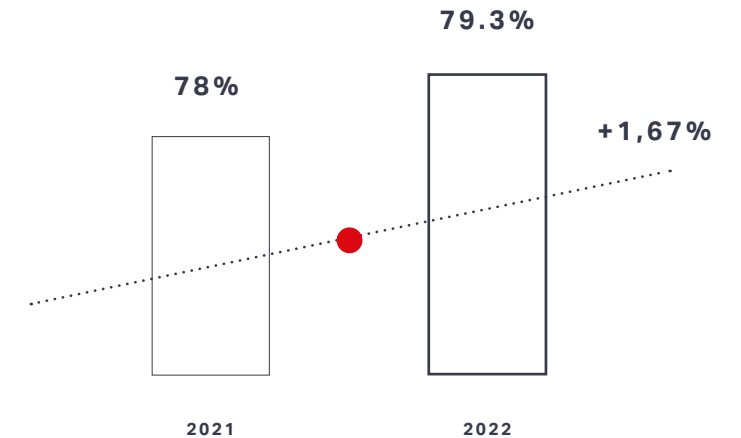


Our superior customer service is evident in our customer stickiness and long-lasting customer relationships we have built over the years. These have positively contributed to our customer retention rate which for 2022 was on 79,3 % demonstrating an increase of 1,67 % compared to 2021 (78 %).

CUSTOMER RETENTION RATE FOR YEARS 2021-2022

CALLS ANSWERED IN LESS THAN 40" (% OF TOTAL INBOUND CALLS)

□ 2021 □ 2022





● 7.4 DATA PRIVACY & CYBERSECURITY

GRI 418-1

At Interamerican, the protection of personal data and privacy is a foremost priority. We implement robust technical and organisational measures to prevent data theft, loss, and leakage, and regularly update and disseminate our internal policies to ensure comprehensive understanding and compliance. Our proactive measures in 2021-2022 have strengthened our defenses against cybercrime, enhancing the privacy protection of our customers and employees and contributing to the broader efforts to combat cybercrime.

APPROACH TO DATA PRIVACY AND COMPLIANCE

Our commitment to data privacy, rooted in our culture since the 1990s, gained further momentum with the enactment of the GDPR in 2018. This commitment extends to continuous compliance, infrastructure modernization, and robust data protection. Our Data Protection Officer (DPO) leads a structured compliance strategy, ensuring alignment with GDPR and Solvency II legislation, supported by a 'three lines of defense' governance model for strategic coherence and data security. Regular control framework reviews and reporting underscore our commitment to maintaining high standards of data privacy and compliance.

OUR ACHIEVEMENTS AND COMMITMENTS

Our dedication to data protection is underscored by a record of zero customer data breaches for two consecutive years, 2021 and 2022, reflecting the success of our privacy measures. Our dedication to cybersecurity is ongoing; we persistently seek to enhance our defenses, integrating the latest technological advances and best practices to ensure the continued protection of our customers' personal information.

ZERO CONFIRMED INCIDENTS

FOR CUSTOMER DATA BREACHES
FOR BOTH 2021 AND 2022



7.5 SUSTAINABLE PROCUREMENT

GRI 2-6, GRI 204-1

Responsible supply chain management is a cornerstone of Interamerican's strategy for sustainable development and competitive advantage. By 2025, Interamerican is committed to evaluating 20% of its suppliers against ESG criteria, signifying our dedication to sustainability. Our value chain reflects these sustainability ambitions, integrating responsible practices from sourcing to final delivery.

PURCHASING AND PROCUREMENT REGULATIONS

Adopted and implemented in 2014, the Purchasing and Procurement Regulation outlines the procedures for procuring materials and services needed by all Interamerican subsidiaries. These regulations are readily available on the internal corporate website for employee reference. They are updated regularly to address evolving needs and developments, ensuring continual improvement in our procurement processes.

OUTSOURCING MANAGEMENT AND COMPLIANCE

In January 2020, Interamerican adopted and implemented an Outsourcing Policy, which was also in alignment with ACHMEA's updated policy. This policy applies to all procurement activities, with specific exceptions, and clearly outlines the management process for outsourcing contracts. This process includes drafting, implementation, monitoring, and termination of contracts, categorizing each according to its criticality. Furthermore, the policy specifies roles for project, contract, and work management, along with monitoring responsibilities. The Outsourcing Policy, its supporting templates, and the RACI table of responsibilities are available on the Company's internal website for employee access.

RESPONSIBILITIES OF THE PURCHASING AND PROCUREMENT COMMITTEE

The Purchasing and Procurement Committee functions as an independent executive body within the Company. It comprises a member from the Executive Committee, four members elected by the Executive Committee, and a non-voting lawyer appointed by the Executive Committee. The committee is authorized to review and provide opinions or detailed recommendations on material and service purchases exceeding EUR 15,000.

DEVELOPING RESPONSIBLE RELATIONSHIPS IN THE SUPPLY CHAIN

Interamerican adheres to a strict code of conduct and ethics, as well as an integrity and anti-fraud policy, striving to become the most trusted insurance company. This culture of transparency and integrity extends to all employees and partners without exception. Consequently, Interamerican engages only with partners who uphold similar principles and values, particularly in combating fraud and corruption. This includes conflicts of interest, facilitation payments, bribery, money laundering, terrorist financing, tax evasion, and internal and external fraud. Partners are also required to comply with professional conduct rules as per Bank's IDD 86/5.4.2016 and the draft law adopting the Insurance Mediation IDD.

Since 2015, the Supplier Code of Conduct has been a core component of the Purchasing and Procurement Regulation, forming an essential part of every contract between Interamerican and its suppliers. By entering into an agreement with Interamerican, each supplier of products and services is required to adhere to and align with:

- The Corporate Responsibility Principles adopted by Interamerican.
- The Corporate Social and Environmental Responsibility commitments of the Company, including the 'Principles for Sustainable Insurance' from the UN Environment Programme.
- The ten Principles and Terms of Corporate Responsibility outlined in the UN Global Compact.

GREEN SUPPLIES

In its supplier selection and evaluation process, Interamerican incorporates economic and technical criteria along with Green Procurement Principles. These principles require suppliers to have:

REQUIRED PRINCIPLES FOR SUPPLIERS



HUMAN RIGHTS IN THE SUPPLY CHAIN

As indicated, Interamerican selects partners based on stringent criteria. However, our agreements don't include specific terms relating to human rights. These rights are safeguarded by Greek and international laws, ensuring all our agreements comply with the applicable legal framework.

PROCUREMENT ACHIEVEMENTS: 2021-2022 HIGHLIGHTS

Our procurement strategy in 2021 and 2022 was crafted to strengthen the local economy while ensuring a balanced mix of national and international sourcing. In these years, a substantial portion of our budget was allocated to national suppliers, amounting to €74,081,929.53 and €74,088,037.30 respectively. This not only demonstrates our strong commitment to domestic markets but also represents a significant increase compared to previous years. Our engagement with international suppliers, consistent at 13.2% of our total procurement value, underscores our global reach and contributes to a diverse and resilient supply chain. These efforts collectively reflect our dedication to fostering sustainable, long-term relationships with suppliers at both local and international levels.

PROPORTION OF SPENDING ON NATIONAL AND INTERNATIONAL SUPPLIERS



8. APPENDIX

GRI 3-3

8.1 GRI TABLE	111
8.2 SASB TABLE	120

8.1 GRI TABLE

STATEMENT OF USE	Interamerican has reported in accordance with the GRI Standards from 1 January 2022 to 31 December 2022.
GRI 1 USED	GRI: Foundation 2021
APPLICABLE GRI SECTOR STANDARD(S)	N/A

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
GENERAL DISCLOSURES					
GRI 2 GENERAL DISCLOSURES 2021	2-1 Organisational details	About this report	p.3		
	2-2 Entities included in the organisation's sustainability reporting	About this report	p.3		
	2-3 Reporting period, frequency and contact point	About this report	p.3		
	2-4 Restatements of information	About this report	p.3		
	2-5 External assurance	About this report	p.3		
	2-6 Activities, value chain and other business relationships	Portrait of Interamerican / Sustainable procurement	p.10, p.108		
	2-7 Employees	Labor management	p. 60		
	2-8 Workers who are not employees	Labor management	p. 60		
	2-9 Governance structure and composition	Grow responsibly	p. 91		
	2-10 Nomination and selection of the highest governance body	Grow responsibly	p. 91		
	2-11 Chair of the highest governance body	Grow responsibly	p. 91		
	2-12 Role of the highest governance body in overseeing the management of impacts	Grow responsibly	p. 91		

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
GENERAL DISCLOSURES					
GRI 2 GENERAL DISCLOSURES 2021	2-13 Delegation of responsibility for managing impacts	Grow responsibly	p. 91		
	2-14 Role of the highest governance body in sustainability reporting	Grow responsibly	p. 91		
	2-15 Conflicts of interest	Ethical business conduct and culture	p. 96		
	2-16 Communication of critical concerns			Not available/Incomplete information.	Interamerican has not designed a process for communicating critical concerns to the highest governance body and has not measured them. Interamerican is committed to specifying the process in the coming years
	2-17 Collective knowledge of the highest governance body	Grow responsibly	p. 91		
	2-18 Evaluation of the performance of the highest governance body	Grow responsibly	p. 91		
	2-19 Remuneration policies			Not available/Incomplete information.	Interamerican does not have remuneration policies for members of the Board of Directors. Interamerican is committed to creating and implementing such policies in the coming years.
	2-20 Process to determine remuneration			Not available/Incomplete information.	Interamerican is committed to taking the necessary actions in the coming years.

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
GENERAL DISCLOSURES					
GRI 2 GENERAL DISCLOSURES 2021	2-21 Annual total compensation ratio				The Company aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable laws, including aspects related to data privacy and protection.
	2-22 Statement on Sustainable Development Strategy	Statement of the CEO	p. 4		
	2-23 Policy commitments	Ethical business conduct and culture	p. 96		
	2-24 Embedding policy commitments	Ethical business conduct and culture	p. 96		
	2-25 Processes to remediate negative impacts	Grow responsibly	p. 91		
	2-26 Mechanisms for seeking advice and raising concerns			Not available/Incomplete information.	Interamerican does not have mechanisms for seeking advice and reporting concerns. Interamerican is committed to taking the necessary actions in the coming years.
	2-27 Compliance with laws and regulations	Ethical business conduct and culture	p. 96		
	2-28 Membership associations	Memberships and Associations	p. 18		
	2-29 Approach to stakeholder engagement	Stakeholder dialogue and engagement	p. 23		
	2-30 Collective bargaining agreements	Labor management	p. 60		

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
MATERIAL TOPICS					
GRI 3 MATERIAL TOPICS 2021	3-1 Process to determine material topics	Double materiality approach	p. 28		
	3-2 List of material topics	Double materiality approach/ ESG Material issues	p. 28, p. 39		

TOPIC DISCLOSURES

PORTRAIT OF INTERAMERICAN

GRI 201: ECONOMIC PERFORMANCE 2016	201-1 Direct economic value generated and distributed	Economic Performance	p. 15		
	201-2 Financial implications and other risks and opportunities due to climate change	Double materiality approach	p. 28		
	201-4 Financial assistance received from government	Economic Performance	p. 15		

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
TOPIC DISCLOSURES					
ACT ON THE PLANET					
GRI 3 MATERIAL TOPICS 2021	3-3 Management of material topics.	Memberships and Associations	p. 43		
GRI 302: ENERGY 2016	302-1 Energy consumption within the organisation	Energy Efficiency	p. 47		
	302-3 Energy intensity	Energy Efficiency	p. 47		
	302-4 Reduction of energy consumption	Energy Efficiency	p. 47		
GRI 305: EMISSIONS 2016	305-1 Direct (Scope 1) GHG emissions	Decarbonization	p. 46		
	305-2 Energy indirect (Scope 2) GHG emissions	Decarbonization	p. 46		
	305-3 Other indirect (Scope 3) GHG emissions	Decarbonization	p. 46		
	305-4 GHG emissions intensity	Decarbonization	p. 46		
	305-5 Reduction of GHG emissions	Decarbonization	p. 46		
GRI 306: WASTE 2020	306-1 Waste generation and significant waste-related impacts	Circular economy practices	p. 51		
	306-2 Management of significant waste-related impacts	Circular economy practices	p. 51		
	306-3 Waste generated	Circular economy practices	p. 51		

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
TOPIC DISCLOSURES					
DRIVE SOCIAL PURPOSE					
GRI 3 MATERIAL TOPICS 2021	3-3 Management of material topics	Drive Social purpose	p. 57		
GRI 401: EMPLOYMENT 2016	401-1 New employee hires and employee turnover	Labor management	p. 60		
	401-2 Benefits provided to full-time Employees that are not provided to temporary or part-time Employees	Health & Safety and Wellbeing of employees	p. 64		
	401-3 Parental leave	Health & Safety and Wellbeing of employees	p. 64		
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-1 Occupational health and safety management system	Health & Safety and Wellbeing of employees	p. 64		
	403-2 Hazard identification, risk assessment, and incident investigation	Health & Safety and Wellbeing of employees	p. 64		
	403-3 Occupational health services	Health & Safety and Wellbeing of employees	p. 64		
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health & Safety and Wellbeing of employees	p. 64		
	403-5 Worker training on occupational health and safety	Health & Safety and Wellbeing of employees	p. 64		
	403-6 Promotion of workers' health	Health & Safety and Wellbeing of employees	p. 64		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health & Safety and Wellbeing of employees	p. 64		
	403-8 Workers covered by an occupational health and safety management system	Health & Safety and Wellbeing of employees	p. 64		
	403-9 Work-related injuries	Health & Safety and Wellbeing of employees	p. 64		
	403-10 Work-related ill health	Health & Safety and Wellbeing of employees	p. 64		

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
TOPIC DISCLOSURES					
DRIVE SOCIAL PURPOSE					
GRI 404: TRAINING AND EDUCATION 2016	404-1 Average hours of training per year per employee	Human capital development	p. 77		
	404-2 Programmes for upgrading employee skills and transition assistance programmemes	Human capital development	p. 77		
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1 Diversity of governance bodies and employees	Diversity, Equity, and Inclusion (DEI)	p. 72		
	405-2 Ratio of basic salary and remuneration of women to men	Diversity, Equity, and Inclusion (DEI)	p. 72		
GRI 406: NON-DISCRIMINATION 2016	406-1 Incidents of discrimination and corrective actions taken	Labor management	p. 60		

GRI STANDARD	DISCLOSURE	LOCATION		OMISSIONS	
		SECTION	PAGE(S)	REASON	EXPLANATION
TOPIC DISCLOSURES					
GROW RESPONSIBLY					
GRI 3 MATERIAL TOPICS 2021	3-3 Management of material topics	Grow Responsibly	p. 88		
GRI 204: PROCUREMENT PRACTICES 2016	204-1 Proportion of spending on local suppliers	Sustainable procurement	p. 108		
GRI 205: ANTI- CORRUPTION 2016	205-1 Operations assessed for risks related to corruption	Ethical business conduct and culture	p. 96		
	205-2 Communication and training about anti-corruption policies and procedures	Ethical business conduct and culture	p. 96		
	205-3 Confirmed incidents of corruption and actions taken	Ethical business conduct and culture	p. 96		
GRI 206: ANTI-COMPETITIVE BEHAVIOUR 2016	206-1 Legal action against anti-competitive behaviour, anti-trust, and monopoly practices	Ethical business conduct and culture	p. 96		
GRI 417: MARKETING AND LABELING	417-1 Requirements for product and service information and labeling	Ethical business conduct and culture	p. 96		
	417-2 Incidents of non-compliance concerning product and service information and labeling	Ethical business conduct and culture	p. 96		
	417-3 Incidents of non-compliance concerning marketing communications	Ethical business conduct and culture	p. 96		
GRI 418: CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy & Cybersecurity	p. 107		

8.2 SASB TABLE

SASB TOPIC	SASB METRIC	SASB CODE SECTION	LOCATION	
			SECTION	PAGE
TRANSPARENT INFORMATION & FAIR ADVICE FOR CUSTOMER	Complaints-to-claims ratio	FN-IN-270a.2	Customer Focus	p. 105
	Customer retention rate	FN-IN-270a.3	Customer Focus	p. 105
	Description of approach to informing customers about products	FN-IN-270a.4	Information Democratization	p. 87
INCORPORATION OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS IN INVESTMENT MANAGEMENT, POLICIES DESIGNED TO INCENTIVIZE RESPONSIBLE BEHAVIOR	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	FN-IN-410a.2	Resilient portfolios	p. 54



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