

## General Human Talent Indicators for the SURA Business Group - 2023.

### Presentation

The Companies that make up the SURA Business Group acknowledge that people, together with their own identities and cultures form the heart of our organization. That is why we are enhancing their development and their relationship with the environment so as to be able to contribute to a more harmonious level of development for society. That is why we are enabling the skills and knowledge that favor the full development of the individual and his or her potential, while understanding the environment and the corresponding relationship with such, so as to help build trust, identity and culture and in this way create added value for society.

This is why in 2023, it was a priority for all our Companies to consolidate our human talent strategy based on the development and integral wellbeing of our employees. The following is a breakdown of the main consolidated indicators that we monitor as part of our Annual Report and in compliance with international standards:

### 2-7, 2-8

#### 1. Breakdown of Employees by Gender

	Business Group		Grupo SURA		Suramericana		SURA AM	
Number and percentage of men	9,903	33.6%	31	44.3%	7,094	31.5%	2,778	40.3%
Number and percentage of women	19,571	66.4%	39	55.7%	15,415	68.5%	4,117	59.7%
<b>Total number of employees*</b>	<b>29,474</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>22,509</b>	<b>100%</b>	<b>6,895</b>	<b>100%</b>

## 2- Employees per type of employment contract

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Number of Employees*</b>	<b>29,474</b>	<b>70</b>	<b>22,509</b>	<b>6,895</b>
Percentage of employees with an indefinite employment contract	85.7%	100.0%	85.1%	87.8%
Percentage of employees with a fixed-term employment contract	14.3%	0.0%	14.9%	12.2%
Employees with other types of employment contracts	602	0	602	0

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Number of Employees*</b>	<b>29,474</b>	<b>70</b>	<b>22,509</b>	<b>6,895</b>
Percentage of administrative employees	84.8%	100.0%	93.0%	58.0%
Percentage of sales and client care personnel	15.2%	0.0%	7.0%	42.0%

*\*Including sales force and client care personnel. Excluding people working for the Business Group for academic purposes and who do not hold an employment contract*

## 3. Breakdown of employee age groups

	Business Group	Grupo SURA	Suramericana	SURA AM
Employees 30 years of age and under ( $\leq 30$ )	17.6%	22.9%	17.3%	18.6%
Employees between 30 and 40 years of age ( $30 < X \leq 40$ )	41.9%	35.7%	43.8%	35.8%
Employees between 40 and 50 years of age ( $40 < X \leq 50$ )	27.9%	30.0%	27.9%	28.1%
Employees 50 years of age and over ( $> 50$ )	12.6%	11.4%	11.0%	17.5%

## 4. Employees broken down by job hierarchy and gender

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Total number of employees</b>	<b>29,474</b>	<b>70</b>	<b>22,509</b>	<b>6,895</b>
Senior Management	101	9	63	29
Middle Management	313	6	166	141
Junior Management	2,563	24	1863	676
Non-managerial positions	22,020	31	18835	3154
Client care personnel	4,477	0	1582	2895
<b>Breakdown of Male Employees per Job Hierarchy Level</b>				
Senior Management	64.4%	66.7%	55.6%	82.8%
Middle Management	62.6%	66.7%	62.0%	63.1%
Junior Management	47.6%	41.7%	44.9%	55.5%
Non-managerial positions:	31.1%	35.5%	29.6%	40.0%
Client care personnel	34.9%	0.0%	33.9%	35.5%
<b>Breakdown of Female Employees per Job Hierarchy Level</b>				
Senior Management	35.6%	33.3%	44.4%	17.2%
Middle Management	37.4%	33.3%	38.0%	36.9%
Junior Management	52.4%	58.3%	55.1%	44.5%
Non-managerial positions:	68.9%	64.5%	70.4%	60.0%
Client care personnel	65.1%	0.0%	66.1%	64.5%

## 5. Employees broken down by job hierarchy and gender

	Business Group		Grupo SURA		Suramericana		SURA AM	
Number and percentage of men	1247	44.4%	14	60.9%	810	40.0%	423	55.6%
Number and percentage of women	1562	55.6%	9	39.1%	1,215	60.0%	338	44.4%
<b>Total</b>	<b>2809</b>	<b>100.0%</b>	<b>23</b>	<b>100.0%</b>	<b>2,025</b>	<b>100.0%</b>	<b>761</b>	<b>100.0%</b>

## 6. Employees per country

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Total number of employees</b>	<b>29,474</b>	<b>70</b>	<b>22,509</b>	<b>6,895</b>
Colombia	21,870	70	20,019	1,781
Mexico	2,700		621	2,079
Chile	2,463		687	1,776
Peru	751			751
El Salvador	351			351
Panama	461		461	
Brazil	355		355	
Uruguay	277		120	157
Dominican Republic	246		246	

## 7. Employees per country and gender

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Total number of employees</b>	<b>29,474</b>	<b>70</b>	<b>22,509</b>	<b>6,895</b>
<b>Colombia</b>	<b>21,870</b>	<b>70</b>	<b>20,019</b>	<b>1,781</b>
% Male employees	30.6%	44.3%	30.0%	37.1%
% Female employees	69.4%	55.7%	70.0%	62.9%
<b>Chile</b>	<b>2,463</b>		<b>687</b>	<b>1,776</b>
% Male employees	43.6%		47.0%	42.2%
% Female employees	56.4%		53.0%	57.8%
<b>El Salvador</b>	<b>351</b>			<b>351</b>
% Male employees	47.0%			47.0%
% Female employees	53.0%			53.0%
<b>Mexico</b>	<b>2,700</b>		<b>621</b>	<b>2,079</b>
% Male employees	41.6%		48.1%	39.7%
% Female employees	58.4%		51.9%	60.3%
<b>Peru</b>	<b>751</b>			<b>751</b>
% Male employees	41.7%			41.7%
% Female employees	58.3%			58.3%
<b>Uruguay</b>	<b>277</b>		<b>120</b>	<b>157</b>
% Male employees	43.7%		46.7%	41.4%
% Female employees	56.3%		53.3%	58.6%
<b>Brazil</b>	<b>355</b>		<b>355</b>	
% Male employees	47.9%		47.9%	
% Female employees	52.1%		52.1%	
<b>Panama</b>	<b>461</b>		<b>461</b>	
% Male employees	35.1%		35.1%	
% Female employees	64.9%		64.9%	
<b>Dominican Republic</b>	<b>246</b>		<b>246</b>	
% Male employees	35.0%		35.0%	
% Female employees	65.0%		65.0%	

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## 404-1, 404-3

### 8. Training and development

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Average hours of training, development and OHS given</b>	45.3	83.4	33.1	42.4
Average hours of training and development for men	35.2	61.2	32.5	41.6
Average hours of training and development for women	34.2	87.9	31.8	42.9
Average hours of training in Occupational Health and Safety	10.8	7.4	1.1	42.4
<b>Total investment in employee training and development*</b>	<b>5,033,937</b>	<b>107,251</b>	<b>2,387,024</b>	<b>2,539,661</b>
Average investment in training and development per employee*	170.8	1,532.2	106	368.3

\*Investment figures stated in US dollars

Average hours of training and development per job hierarchy level	Business Group	Grupo SURA	Suramericana	SURA AM
Senior Management	65	76	58	75
Middle Management	42	68	52	28
Junior Management	39	101	37	42
Non-managerial positions:	31	59	30	33
Client care personnel	49	0	42	53

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### 9. Employee turnover rates

Administrative employees	Business Group			Grupo SURA			Suramericana			SURA AM		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Employee turnover rate (total)	11.9%	14.5%	11.8%	16.0%	25.0%	14.3%	10.5%	12.3%	14.3%	19.2%	26.9%	17.4%
Voluntary turnover rate	7.2%	9.7%	7.0%	6.2%	14.7%	5.7%	6.7%	9.1%	5.7%	9.5%	13.1%	8.2%

Client care / sales personnel	Business Group			Suramericana			SURA AM		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Total turnover rate	45.4%	34.7%	32.8%	18.8%	20.8%	25.0%	58.1%	41.9%	37.2%
Employee turnover rate (voluntary terminations)	19.3%	13.7%	10.9%	14.2%	15.9%	16.3%	21.8%	12.5%	7.8%

\*Data calculated based on the number of employees at December 31 of each year.

### Turnover broken down by gender 2023

Administrative employees	Business Group		Grupo SURA		Suramericana		Sura AM	
	Men	Women	Men	Women	Men	Women	Men	Women
Total turnover rate	13.3%	11.1%	19.4%	10.3%	27.2%	23.9%	19.0%	16.1%
Voluntary turnover rate	7.5%	6.8%	9.7%	2.6%	17.0%	16.1%	9.1%	7.5%

Client care / sales personnel	Business Group		Suramericana		Sura AM	
	Men	Women	Men	Women	Men	Women
Total turnover rate	37.3%	30.5%	11.7%	10.3%	42.6%	34.2%
Voluntary turnover rate	11.8%	10.3%	7.0%	6.7%	9.2%	7.1%

## 10. Recruitment rate broken down by age group and gender

	Business Group			Grupo SURA			Suramericana			SURA AM		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Administrative employees	13.6%	15.2%	18.4%	19.8%	13.2%	18.6%	11.7%	14.4%	18.1%	23.3%	19.5%	20.1%
Sales force employees	31.4%	16.2%	27.8%				17.5%	17.5%	23.3%	38.0%	15.6%	28.6%

\*Data calculated based on the number of employees at December 31 of each year.

Administrative employees	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Total hirings</b>	<b>4,595</b>	<b>13</b>	<b>3,779</b>	<b>803</b>
Employees 25 years of age and under (<= 25)	778	3	498	277
Employees between 25 and 35 years of age (25< X <= 35)	2,306	7	1,940	359
Employees between 35 and 50 years of age (25< X <= 35)	1,424	2	1,275	147
Employees 50 years of age and over (> 50)	87	1	66	20
<b>Women</b>	<b>2,903</b>	<b>8</b>	<b>2,452</b>	<b>443</b>
<b>Men</b>	<b>1,692</b>	<b>5</b>	<b>1,327</b>	<b>360</b>



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Client care / sales personnel	Business Group	Suramericana	SURA AM
<b>Total hirings</b>	<b>1245</b>	<b>369</b>	<b>876</b>
Employees 25 years of age and under (<= 25)	80	35	45
Employees between 25 and 35 years of age (25< X <= 35)	429	178	251
Employees between 35 and 50 years of age (25< X <= 35)	558	144	414
Employees 50 years of age and over (> 50)	178	12	166
<b>Women</b>	<b>804</b>	<b>255</b>	<b>549</b>
<b>Men</b>	<b>441</b>	<b>114</b>	<b>327</b>

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Total No. Vacancies per Year to Fill</b>	<b>7,108</b>	<b>13</b>	<b>5,191</b>	<b>1,904</b>
No. of vacancies filled by in-house personnel	973	4	969	0
No. of vacancies filled by outside candidates	4,867	9	3,179	1,679
No. of vacancies filled by women	3,707	8	2,707	992
No. of vacancies filled by men	2,133	5	1,441	687
% Female employees	63.48%	61.54%	65.26%	59.08%
% Male employees	36.52%	29.41%	24.48%	25.72%

## 11. Promotions broken down by gender

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Number of employees promoted</b>	<b>1,106</b>	<b>4</b>	<b>830</b>	<b>272</b>
Men	41.0%	0%	38.1%	50.4%
Women	59.0%	100%	61.9%	49.6%

## 12. Employees whose performance and professional development are evaluated on a regular basis

	Business Group	Grupo SURA	Suramericana	SURA AM
Total evaluations performed	27,653	56	20,943	6,654
Percentage of employees subject to performance evaluations	93.8%	80.0%	93.0%	96.5%
Number of women evaluated	18,442	31	14,438	3,974
Number of men evaluated	9,211	25	6,505	2,680

Main types of performance evaluations	% of employees evaluated	Frequency
Management by Objectives/Performance Measurement	82.9%	At least once a year
Multidimensional performance evaluation (360°)	61.6%	At least once a year
Team-based performance evaluation	59.1%	At least once a year
Agile conversations	11.9%	Ongoing

## 403-9, 403-10; DJSI 3.7.4

### 13. Absenteeism Indicators

Total	Business Group			Grupo SURA			Suramericana			SURA AM		
	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate
Occupational accidents	851	3,936	0.02	1	0	0.00	648	2,085	0.02	202	1,845	0.03
Deaths due to occupational accidents	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Common illness	36,237	161,436	1.01	30	168	0.91	32,143	130,982	1.48	4,064	30,286	0.42
Occupational illness	277	4,390	0.03	0	0	0.00	266	4,299	0.05	11	91	0.00
Deaths due to occupational disease	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
<b>Total</b>	<b>37,365</b>	<b>169,762</b>	<b>1.06</b>	<b>31</b>	<b>168</b>	<b>0.91</b>	<b>33,057</b>	<b>137,366</b>	<b>1.55</b>	<b>4,277</b>	<b>32,222</b>	<b>0.45</b>

Absenteeism rates cover 100% of employees reported at the end of the year. Calculation of the indicator according DJSI 3.7.4: [Number of absentee days in the accounting period / Total days scheduled to be worked in the accounting period] x 100

### Breakdown by gender

Administrative employees	Business Group			Grupo SURA			Suramericana			SURA AM		
	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rates
Occupational accidents	638	1,969	0.0	1	0	0.0	623	1,874	0.0	14	89	0.0
Men	156	552	0.0	0	0	0.0	156	552	0.0	0	0	0.0
Women	482	1,417	0.0	1	0	0.0	467	1,322	0.0	14	89	0.0
Deaths due to occupational accidents	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0
Men	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0
Women	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0
Common illness	32,268	130,567	2.0	30	168	0.9	30,190	118,905	2.2	2,048	11,494	1.1
Men	6,419	28,984	0.4	5	31	0.2	5,923	25,463	0.5	491	3,490	0.3
Women	25,849	101,583	1.5	25	137	0.7	24,267	93,442	1.7	1,557	8,004	0.8
Occupational illness	273	4,341	0.1	0	0	0.0	266	4,299	0.1	7	42	0.0
Men	76	935	0.0	0	0	0.0	75	934	0.0	1	1	0.0
Women	197	3,406	0.1	0	0	0.0	191	3,365	0.1	6	41	0.0

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Deaths due to occupational disease	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0
Men	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0
Women	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0
<b>Total</b>	<b>33,179</b>	<b>136,877</b>	<b>2.1</b>	<b>31</b>	<b>168</b>	<b>0.9</b>	<b>31,079</b>	<b>125,078</b>	<b>2.3</b>	<b>2,069</b>	<b>11,625</b>	<b>1.1</b>

Client care / sales personnel	Business Group			Suramericana			SURA AM		
	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate	No.	Absenteeism (days)	Absenteeism rate
<b>Occupational accidents</b>	<b>213</b>	<b>1,967</b>	<b>0.0</b>	<b>25</b>	<b>211</b>	<b>0.0</b>	<b>188</b>	<b>1,756</b>	<b>0.0</b>
Men	77	657	0.0	5	48	0.0	72	609	0.0
Women	136	1,310	0.0	20	16	0.0	116	1,147	0.0
<b>Deaths due to occupational accidents</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Men	0	0	0.0	0	0	0.0	0	0	0.0
Women	0	0	0.0	0	0	0.0	0	0	0.0
<b>Common illness</b>	<b>3,969</b>	<b>30,869</b>	<b>0.3</b>	<b>1,953</b>	<b>12,077</b>	<b>0.4</b>	<b>2,016</b>	<b>18,792</b>	<b>0.3</b>
Men	1,173	9,850	0.1	562	3,963	0.1	611	5,887	0.1
Women	2,796	21,019	0.2	1,391	8,114	0.2	1,405	12,905	0.2
<b>Occupational illness</b>	<b>4</b>	<b>49</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>49</b>	<b>0.0</b>
Men	1	16	0.0	0	0	0.0	1	16	0.0
Women	3	33	0.0	0	0	0.0	3	33	0.0
<b>Deaths due to occupational disease</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Men	0	0	0.0	0	0	0.0	0	0	0.0
Women	0	0	0.0	0	0	0.0	0	0	0.0
<b>Total</b>	<b>4,186</b>	<b>32,885</b>	<b>0.3</b>	<b>1,978</b>	<b>12,288</b>	<b>0.4</b>	<b>2,208</b>	<b>20,597</b>	<b>0.3</b>

## Severity and frequency

	Administrative Personnel	Sales force
<b>Severity index</b>	3	3
<b>Frequency index</b>	12	23

## Main types of work-related injuries

Injuries/blows and sprains 54.17%  
Internal concussion or trauma 10.67%

## 405-2; 3.1.4 DJSI

### 14 Wages / Salaries

Employees	Average basic salary/wage annual for men	Average basic salary/wage annual for women	Gap
Senior Management	245,753	168,821	31.3%
Middle Management	115,003	95,679	16.8%
Junior Management	42,722	38,166	10.7%
Non-managerial positions	16,171	12,361	23.6%
Client care personnel	22,014	18,292	16.9%

Employees	Average basic salary / wage annual for women + other incentives	Average basic salary / wage annual for women + other incentives	Gap
Senior Management	328,940	221,447	32.7%
Middle Management	208,923	131,162	37.2%
Junior Management	48,538	42,369	12.7%
Non-managerial positions	16,732	12,676	24.2%
Client care personnel	22,064	18,349	16.8%

*\* Figures stated in US dollars. Including sales and client care personnel Excluding people belonging to the Business Group in connection with academic pursuits and who do not hold an employment contract*

### Employees earning a minimum wage

Employees earning a minimum wage	Men	Women	Total
Employees	12	19	31
Trainees / Interns	1	0	1
Dependent advisory personnel	6	12	18
Total employees	19	31	50
<b>Percentage of administrative employees</b>	<b>0.19%</b>	<b>0.16%</b>	<b>0.17%</b>

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## 15. Total annual remuneration ratio - Grupo SURA

	Median Employee Compensation	Mean Employee Compensation
Total annual remuneration ratio	54.7	26.2

## 16. Accumulated shares ownership (Multiple of annual base salary)

	Grupo SURA
Chief Executive Officer	6.04
Average - Committee members	2.53

## 17. Return on Human Capital Investment

HC ROI	Grupo SURA
a) Total revenues	8,214,750,441
b) Total operating expense	7,140,034,979
c) Total employee-related expense	561,817,567
<b>Human Capital ROI (a - (b-c)) / c</b>	<b>2.91</b>

\* Figures stated in US dollars. Accumulated balances at December 31, 2023 (consolidated figures).

## 18. Employee wellbeing survey

	Business Group	Grupo SURA	Suramericana	SURA AM
<b>Favorability*</b>	<b>92.0%</b>	<b>95.1%</b>	<b>94.1%</b>	<b>87.2%</b>
Total employees surveyed	17,705	62	12,238	5,405
% participation	60.1%	88.6%	54.4%	78.4%

\*Favorability calculated based on the "strongly agree" and "agree" responses to the set of statements.

## 2-30

### 19. Collective bargaining agreements or trade unions

	Business Group	Grupo SURA	Suramericana	SURA AM
Employees who are covered by collective bargaining agreements or are members of trade unions	2,789	-	1,824	965
Percentage of employees who are covered by collective bargaining agreements or are members of trade unions	9.5%	-	8.1%	14.0%

## 405-1

### 20. Diversity of governance bodies

	Business Group	Grupo SURA	Suramericana	SURA AM
Total number of individuals in key roles of governance	172	7	81	84
Percentage of women in key roles of governance	38.4%	10.2%	0.5%	0.4%
Percentage of men in key roles of governance	61.6%	4.1%	0.8%	0.8%
Percentage of employees 30 years of age or younger in key roles of governance	0.0%	0.0%	0.0%	0.0%
Percentage of employees between 31 and 50 years of age in key roles of governance	55.2%	14.3%	39.5%	73.8%
Percentage of employees older than 50 years of age in key roles of governance	44.8%	85.7%	60.5%	26.2%

## 21. Risk management training for members of Grupo SURA's Board of Directors

Topic	Recipients	Training hours
Climate change risks	Board of Directors	3.5
Risk concentration	Risk Management Committee	4
Solvency	Risk Management Committee	4
Contagion	Risk Management Committee	2
Strategic risks posed by the environment	Risk Management Committee	2