



2024 Highlights

Sustainability Report

Summary

This is the summarized version of Tokio Marine's 2024 Sustainability Report, highlighting its main initiatives.



The full report can be found at:

[🔗 https://www.tokiomarine.com.br/empresa/esg/](https://www.tokiomarine.com.br/empresa/esg/)

CEO Message

Above all, this report is an invitation to get a closer understanding of how Tokio Marine turns commitments into concrete actions. In a scenario in which corporate responsibility plays an increasingly central role, we believe that transparency is essential — not only in rendering accounts, but to demonstrate how ESG principles are a part of our strategic choices and the way we operate and relate to each audience that trusts our company.

2024 was a year marked by the achievement of solid and consistent performance, reflected in the 10.6% growth in premiums, which totaled BRL 13.4 billion, and the maintenance of net profit at BRL 1.4 billion. These figures reflect the robustness of our strategy and the strength of the relationships we have built with brokers, customers, employees and partners.

Our results also show the resilience of our operations, considering the enormous challenges caused by the effects of climate change, which required coordinated action from the entire insurance industry. In the face of extreme weather events, especially during the floods that hit Rio Grande do Sul in May, we acted swiftly and with empathy to assist policyholders, support communities and maintain the continuity of services. Over 5,600 claims were registered and around BRL 197.83 million was paid out in compensation as a result of this type of event. We reduced the average claim pay-out time for extreme weather events by 30%, helping communities to recover.

As part of its 2025 climate positioning, Tokio Marine is supporting Casa do Seguro, a project created by CNseg (National Confederation of Insurers) to

bring the insurance industry into the main discussions on climate risks. Structured as a platform for content and relationships between public and private agents and civil society, Casa do Seguro will operate during COP30, the 30th United Nations Conference on Climate Change, which will be held in November in Belém (PA).

In response to climate disasters, we also mobilized over 22 tons of donations, with direct engagement of employees, partners and collection points at the company's offices. This action is part of an ongoing effort to improve our ability to anticipate, manage risks and develop solutions in line with the climate transition.

In the environmental sphere, we have made consistent progress on several fronts. We published our full emissions inventory, with independent verification

and the Gold Seal of the Brazilian GHG Protocol Program, reaffirming our commitment to transparency and continuous improvement. We also consolidated the offering of insurance aimed at the low-carbon economy and strengthened environmental management of salvage, with responsible disposal of more than 930 tons of waste from this process, contributing to the circular economy and the mitigation of environmental impacts.

In the social pillar, we continue to strengthen our work for the well-being of Employees, Brokers, Customers and Community, steering the company’s commitments to stakeholders that are part of our journey. In 2024, we expanded the impact of initiatives such as the Seeds of Brazil program, with an unprecedented edition aimed at training underprivileged single mothers. We also supported cultural and sports projects, such as the Instrumental Music Award, the New Talents Stage, the Co-League Festival and the Healthy Life Movement, and we continued our support for AACD for the 13th consecutive year.

“In the social pillar, we continue to strengthen our work for the well-being of Employees, Brokers, Customers and Community, steering the company’s commitments to stakeholders that are part of our journey.”

In-house, we continue to promote a welcoming, inclusive environment focused on human development. We were recognized by the GPTW ranking as the 2nd Best Company to Work For in Brazil, in the category spanning 1,000 to 9,999 employees, as well as taking 1st place among insurance companies. In terms of diversity, inclusion and equity, we were awarded in five categories by GPTW and received the Racial Equality Seal from São Paulo City Hall, in recognition of our affirmative and educational actions. We organized our 6th Diversity Week and continued the activities conducted by the Diversity and Inclusion Groups, organized into five topic pillars.

In the governance sphere, we have continued to focus on integrity and strengthening an ethical and responsible culture. We operate based on a structured risk management and internal controls model, promoting a preventive approach in line with the best market practices. We published our Human Rights Policy and continue to monitor sustainability risks, which were mapped and analyzed in a study presented in this report — an important step in broadening our understanding of the impacts and opportunities related to our activity.

Finally, with brokers, our main distribution channel, we ended the year with a network of 44,000 professionals and 100 broker associations, supported by digital solutions such as the Broker SuperApp and the BrokerTech platform, training initiatives through UP – Tokio Partners University and incentive programs. With our more than 4.5 million customers, we have bolstered our commitment to active listening and constant improvement of the customer service journey, achieving a consolidated satisfaction rate of 97.3%.

We invite you to explore, on the following pages, a summary of the results of this work on behalf of all our stakeholders. We will remain steadfast in our purpose of acting responsibly, transparently and innovatively, as an insurance company that strengthens the sector, protects people and companies and responds to contemporary challenges with solidity and ESG commitment.



José Adalberto Ferrara
CEO of Tokio Marine Seguradora

2024 Highlights

Tokio Marine in Brazil





 **2,424** employees


 **65** year history

53 branches **3** administrative units

 Moody's **AAA.br** rating

 **+4.5** million customers, approximately

 **44,000**
brokers and **110** broker associations¹

 **+3.0** million vehicles insured

97.3% customer and broker satisfaction rating

¹Internal data from November 2024.

2024 Highlights

ESG (Environmental, Social and Governance)



**+932
tons**

recycled from
damaged/wrecked vehicles



**+27.2
tons**

of environmentally sound waste
disposal collected from customers



44.13%

of **leaders**
are women¹



**Best Insurer to
Work For**, for the 7th year
in the Top 5 (GPTW)



Donations to AACD and
Teleton, totaling
3.2 million BRL
over 13 years



Products and
services that support
renewable energy

+22 tons

of donations to victims of climate
disasters, totaling more than 47 tons
since 2022



51

support sessions
provided in Brazilian Sign
Language (Libras)

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

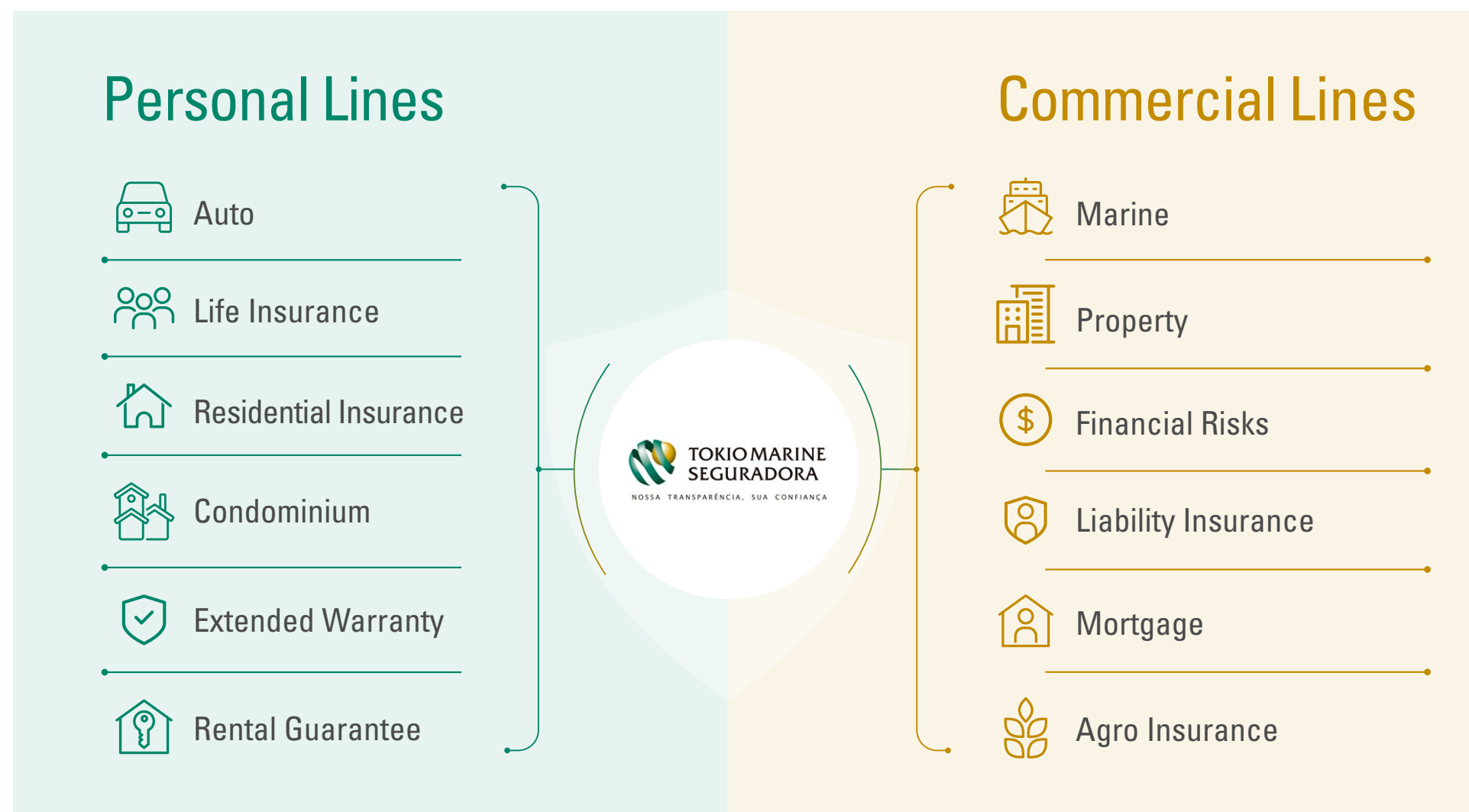
Tokio Marine

Tokio Marine Seguradora S.A. is a subsidiary of Tokio Marine Holdings, Japan's oldest insurance conglomerate, founded 146 years ago. Present in Brazil since 1959, it has established itself among the country's leading insurers, with solutions for individuals and companies, three administrative units, 53 branches and 2,424 employees nationwide.

In 2024, it received the AAA.br rating (stable outlook) from Moody's Local BR, underscoring its financial solidity. It was also recognized for the 12th consecutive year among the Best Companies to Work For in Brazil (GPTW), ranking 2nd in Brazil and 1st in the insurance industry. In addition, it ranked 5th among the largest Brazilian insurance companies according to Exame magazine's Best and Biggest 2024 yearbook. These recognitions confirm its position as a solid, innovative and people-centered company.

Our portfolio

We are a multi-product insurance company with a portfolio comprising over 90 products and 120 services and assistance models for individuals and companies, giving our customers assurance and peace of mind.



Sustainability in the corporate strategy

At Tokio Marine, sustainability guides strategic decisions and permeates all areas of the company. Our commitment goes beyond protecting lives and property: we endeavor to generate value responsibly, promoting positive impacts in the environmental, social and governance dimensions. We embed ESG criteria into processes, products and services, with special attention to climate risks, innovation and social inclusion. Our management is based on clear policies and verifiable targets, monitored continuously through the ESG Indicator Panel that embeds social, environmental and governance metrics into corporate performance.

Our [Sustainability Policy](#), aligned with the UN Sustainable Development Goals (SDGs) and Tokio Marine Group guidelines, complies with Susep Circular Memo 666/2022 and is publicly available, reinforcing our commitment to transparency, integrity and sustainable development.

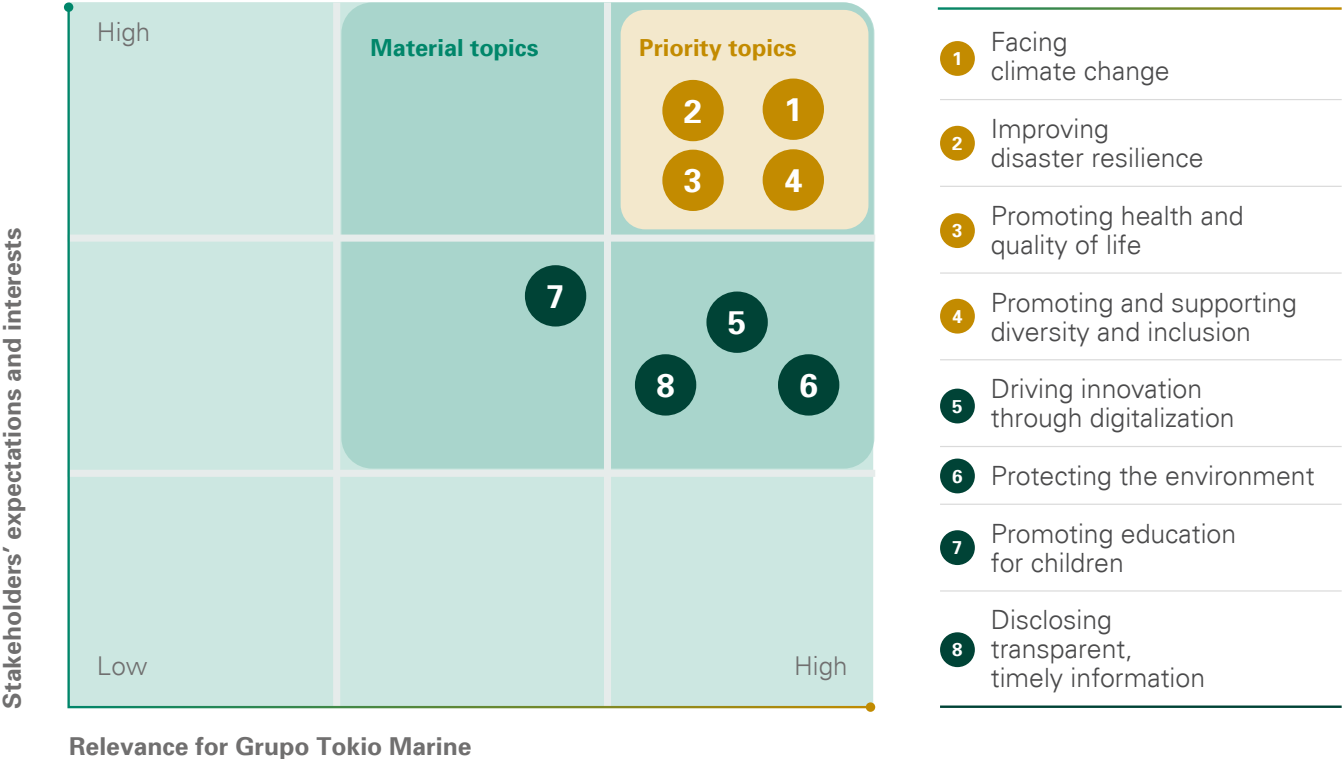
Materiality

Sustainability management is steered by a Materiality Matrix developed by the Tokio Marine Group, based on

consultations with stakeholders, experts and external consultants. The priority topics identified are climate change, disaster resilience, health and quality of life, and diversity and inclusion. These topics directly guide our ESG activities and the content of our Sustainability Report, which is drawn up in accordance with the Global Reporting Initiative (GRI) standards. Below we present our Matrix, which illustrates the most relevant issues for Tokio Marine, organized according to their strategic importance for the company and the relevance attributed by our stakeholders.



Material topics



Sustainability risks

At Tokio Marine, sustainability risks are fully integrated into our Internal Control System and Risk Management Structure. We consider climate risks (physical, transition and litigation), environmental and social risks, all related to critical processes such as underwriting and pricing, supplier screening and investments.

In 2023, we conducted a comprehensive study that identified 19 specific risks, divided into 52 scenarios. Two of these risks were classified as material, due to their high potential impact: physical climate risk, related to the increasing

frequency and severity of extreme weather events and their impact on loss ratio; and social risk, associated with the leakage of personal data and customer privacy.

We have implemented effective control and mitigation measures for these risks, such as diversification of the insurance portfolio, advanced modeling that takes weather events into account in pricing and continuous reinforcement of the information security infrastructure. These practices ensure preventive management in line with the best market practices.

Environmental Management

Climate management and energy transition

Climate change poses strategic challenges for the insurance industry, requiring an integrated approach that combines risk mitigation and opportunity identification.

In 2024, we responded to extreme weather events, such as the floods that severely impacted Rio Grande do Sul, resulting in 5,686 claims (a 51% increase over 2023) and requiring compensation that reached BRL 197,830,000 (an increase of 151%). Since 2009, we have been investing in advanced internal models to assess and anticipate climate-related operational and financial risks. Over the same period, we have intensified the development of products aligned with the low-carbon economy, such as insurance for renewable energies and hybrid and electric vehicles, strengthening our sustainable performance and protection for policyholders.





Emission management and energy consumption

In 2024, we consolidated our environmental management with the publication of our greenhouse gas (GHG) emissions inventory, covering all administrative and operational units in Brazil. The inventory received the Gold Seal from the Brazilian GHG Protocol Program, which is awarded to inventories based on its methodology and verified by a third party.

Total emissions were 30,101.28 tCO₂e, predominantly in Scope 3 (98.5%), driven especially by the travel of Tokio Marine Assistência (TMA) providers. These trips also account for most of our total energy consumption, which amounted to 783,085.97 GJ, mainly concentrated in fuel use by the service network.

Waste management

In 2024, we intensified our commitment to the circular economy and preventing negative environmental impacts through strategic waste management. The highlight was the recycling of 932,855 kg of automotive scrap from accidents, especially metal, plastic and rubber, carried out by the Salvage area.

We also ensured the proper disposal of 85,258 kg of administrative waste, 89% of which was recycled.

In addition, we expanded the eco-disposal service for Residential Insurance customers, collecting more than 27 tons of household and electronic materials, which were sent for recycling in partnership with a specialized company.

Social Management

People management and organizational culture

We provide a welcoming, inclusive and collaborative environment for our 2,424 employees throughout Brazil. We continuously monitor the organizational climate through the annual Megaphone Survey, which was answered by 85% of employees in 2024, achieving a Trust Index of 93 points. This result contributed directly to important national recognitions by Great Place to Work (GPTW).

2024 Recognitions (GPTW):



Diversity and inclusion

Diversity is a core value in our culture and is embedded in our business strategy under the Tokio com Todos label. In 2024, we were recognized by the GPTW in the Women and 50+ categories, as well as receiving the Racial Equality Seal from São Paulo City Hall. These recognitions reflect the direct impact of actions by our Diversity and Inclusion Group, which is structured around five pillars: Gender, Race and Ethnicity, LGBTQIAPN+, People with Disabilities and Generations. Initiatives such as Diversity Week, with educational activities and talks, reinforce this agenda. The 2024 highlights include the representation of women, who account for 56.11% of the total workforce and 44.13% of leadership positions.

Professional and career development

Through the Tokio Saber Corporate University, we offer more than 300 courses structured into ten business schools. We provided 37,462 hours of training in 2024, with 97.8% of employees attending a range of 715 courses.

Our performance management includes annual assessments for 100% of employees, using quantitative and qualitative methodologies, directly connected to career development and the Profit Sharing Program (PLR).

Sementes do Brasil (Seeds of Brazil)

Sementes do Brasil is our main social program, focused on education and employability for young people in underprivileged situations. Since 2021, more than 185 young people have taken part in the project, with an annual employability rate exceeding 65%. In 2024, we highlighted the Lotus edition, aimed at single mothers, offering professional training, mentoring and a stipend, as well as referral to the job market through our Contact Center or strategic partners.

Incentivized social projects

In 2024, we invested BRL 8 million in incentivized social projects focused on culture and sports. Among the initiatives supported are the Co-League Festival (young women's volleyball), the New

Talents Stage and the Tokio Marine Hall Instrumental Music Award, which distributed BRL 210,000 in prizes, showcasing new national artists. We also sponsored sporting events that brought together over 55,000 athletes and celebrated our 65th anniversary with RefloresTokio, a program that mobilized volunteers to plant saplings during the traditional Cherry Blossom Festival in São Paulo.

Partnerships in solidarity

We have maintained solidarity partnerships with organizations such as AACD/Teleton (totaling BRL 3.2 million in donations over 13 years), Ecopatas (collecting 340 kg of bottle caps and seals in 2024), Sempre Cabe +1 (supporting the animal cause), the Salvation Army (with 780 kg of clothing, shoes and essential items donated) and the Rotary Club (donating USD 10,000 to the Marieta Konder Bornhausen Hospital).



Response to climate events

In 2024, extreme weather events required Tokio Marine to act quickly and comprehensively. We took action in critical situations in the states of Acre, São Paulo, Santa Catarina, Rio de Janeiro and especially Rio Grande do Sul, where floods severely impacted 478 of the 497 municipalities. Faced with this exceptional scenario, we rolled out one of the biggest emergency operations in our history, mobilizing internal and external resources to immediately support policyholders and communities.

In total, we registered over 5,600 claims related to weather events, with approximately BRL 197.83 million in compensation paid out. Our operation included deploying specialized teams to the most affected regions, simplifying documentation processes and expanding digital inspections, which reduced the average pay-out time by 30%.

On the social side, we highlight immediate humanitarian actions, such as the donation of more than 22 tons of food and essential items, distributed in partnership with the local Civil Defense. In addition, we adopted extraordinary measures to support policyholders, in line with the insurance industry’s best practices, such as automatically extending the term of policies, making payment deadlines more flexible and extending spare care usage periods. These actions underscore our commitment to acting with empathy, agility and solidarity in the face of challenges posed by climate change.



Corporate Governance



Corporate
Governance

Organizational Strategy

In 2024, we began the Tokio Transforma strategic cycle (2024-2026), reaffirming our commitment to the sustainable transformation of business and society. Based on Tokio Marine's strategic audiences (Employees, Brokers, Customers and Community), the plan is structured around six fundamental pillars: Excellence in Services, Innovation and Technology, Development of the Tokio Champion Team, Sustainable Growth, Productivity and Efficiency, and Commitment to the ESG Agenda.

Governance and risk management

Our governance is based on a solid administrative structure and the Three Lines of Defense model, ensuring integrity, transparency and accountability. The first line spans operational areas that identify and manage risks on a day-to-day basis. The second line, made up of Compliance, Risks and Internal Controls, supervises and supports operations. The third line is conducted by Internal Audit, which conducts independent performance assessments of the first two lines. This robust system ensures that our processes are always aligned with the best market practices and our strategic goals.

Code of Ethical Conduct

Our ethical performance is guided by the Code of Ethical Conduct, approved and periodically reviewed by the Administrative Board. The document lays out the principles guiding the conduct of all employees in their relations with customers, partners, suppliers and public entities. To ensure its enforcement, we have made a Hotline Channel available for confidential reporting of possible breaches. All reported cases are addressed by the Compliance Department and the Conduct Committee, strengthening the integrity of our practices and operations.

Human rights

In 2024, we published our first Human Rights Policy, in line with the Universal Declaration of Human Rights. The document establishes fundamental

principles such as respect for diversity, banning discrimination, rejecting forced or child labor, protecting privacy and ensuring safe and healthy working conditions. This policy reinforces our ethical commitment, emphasizing employees' individual responsibility to ensure that we act in line with global best practices.

Cyber security and data protection

We prioritize digital security and data privacy with a rigorous and structured approach. In 2024, we recorded no relevant incidents related to cyber security or privacy breaches. Our systems are continuously monitored by the IT Security Operations Center (SOC), which operates 24 hours a day, with global support from the Cyber Fusion Center. The main actions of the year included incident simulations, preventive training against phishing and constant improvements in protection tools and processes.



Credits

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Project coordination area

Superintendence of Market Strategy,
Quality and ESG

Business Intelligence and
Sustainability Coordination

Participating areas

- People Administration and Organizational Health
- Administrative
- Customer Service, Ombudsman and Quality
- Audit
- Special Channels
- Compliance, Internal Controls and Risks
- Administrative Council
- Accounting, Taxes and Coinsurance
- Organizational and People Development
- Statistics
- Growth Strategy and Commercial Support
- Market Strategy and Sustainability
- People and Career Strategy
- Corporate Products Strategy (Legal Entity)
- Investments and Treasury
- Corporate Legal
- Marketing
- TMA Assistance Operations and Services
- Corporate Planning
- Presidency
- Personal Insurance Products
- Auto Products and Services
- Mass Risks Products
- Quality and Ombudsman
- Salvage and Reimbursement
- Information Security
- Claims
- Policy Management Systems
- Technology, Digital and Innovation



Disclosure, ESG consulting and indicators

NEXO Comunicação e Sustentabilidade

www.nexoconecta.com.br

Graphic design and layout

L7 Design (partner coordinated by NEXO
in this project)

www.l7design.net.br/

www.tokiomarine.com.br



**TOKIO MARINE
SEGURADORA**

NOSSA TRANSPARÊNCIA, SUA CONFIANÇA