

Performance Report 2017

Fidelidade Group

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THIS REPORT

THIS REPORT

This is the 5th Sustainability Report of Fidelidade, which reports the Group's activity in 2017 and presents the performance and practices of economic, social and environmental nature of companies operating in Portugal. We chose to refer to those companies by their commercial brands and not by their legal name, as follows:

- Fidelidade (Fidelidade - Companhia de Seguros, S.A.)
- Multicare (Multicare - Seguros de Saúde, S.A.)
- OK! teleseguros (Via Directa - Companhia de Seguros, S.A.)
- Fidelidade Assistance (Fidelidade Assistência - Companhia de Seguros, S.A.)
- Safemode (EAPS - Empresa de Análise, Prevenção e Segurança, S.A.)
- GEP (GEP - Gestão de Peritagens, S.A.)
- Fidelidade Car Service (Cetra - Centro Técnico de Reparação Automóvel, S. A.)
- Fidelidade Property (Fidelidade Property Europe, S.A.)

STRUCTURE AND CONTENTS

The reading of this document must be complemented by the 2017 Sustainability Report, comprising the material topics for Fidelidade, a revision having been made of the current context of development of the group and of analysis of the company's challenges. It also mentions and highlights the projects we considered to be most important in 2017.

This report follows the preparation guidelines for Sustainability Reports developed by the Global Reporting Initiative (GRI), Standard version, in accordance with the Essential option, the sectorial supplement having been also considered, which was defined by this organization for the Financial Sector.

EXTERNAL VERIFICATION

In order to analyze the compliance and reliability of the information provided, this document has been submitted for verification by an independent external entity.

DOUBTS AND CLARIFICATIONS

Any additional information requests, clarification requests or suggestions about this document may be sent to:

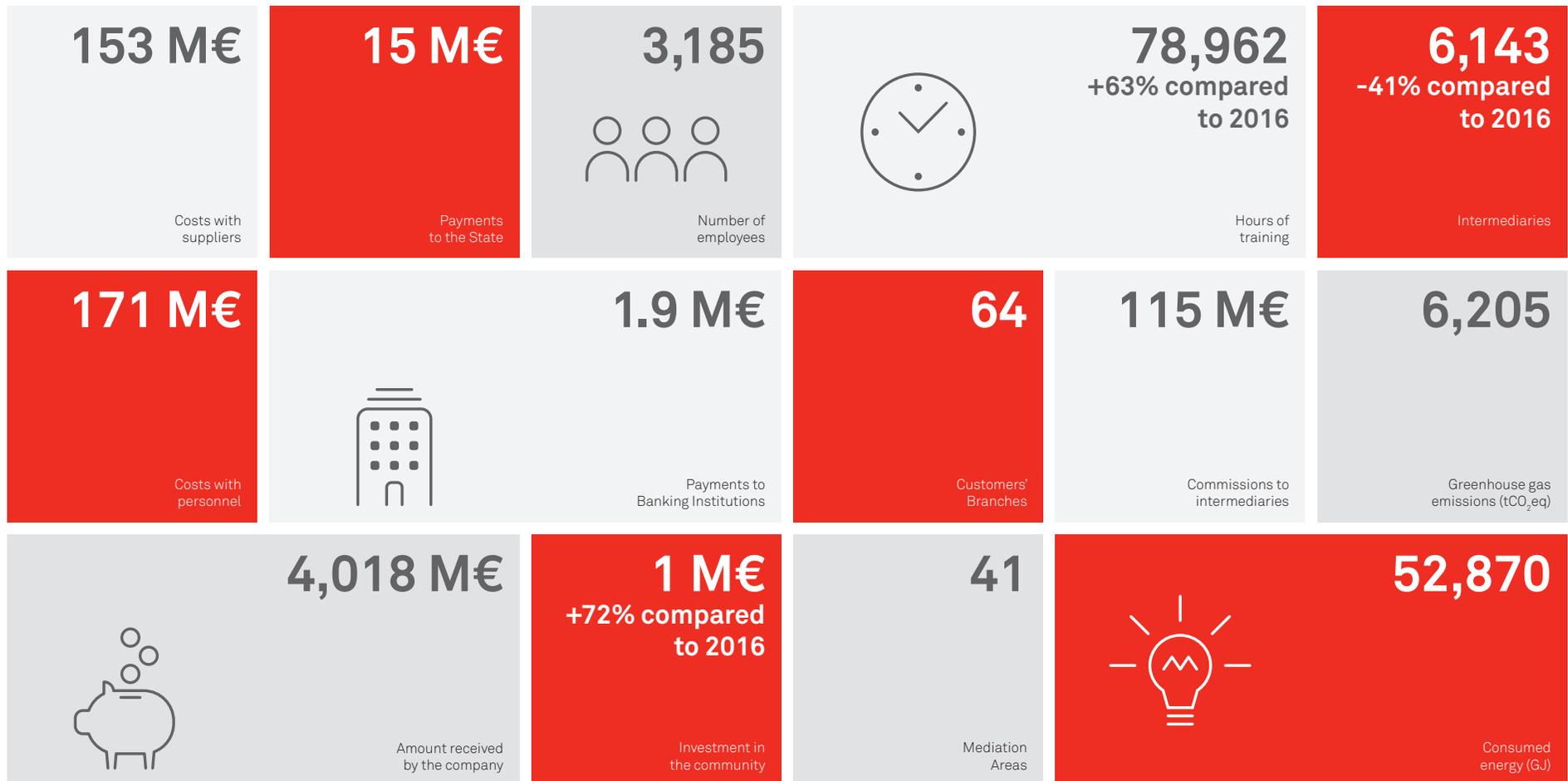
fidelidade@fidelidadecomunidade.pt

THE FIDELIDADE GROUP IN 2017

THE FIDELIDADE GROUP IN 2017

Fidelidade's results in 2017 were quite positive, despite the claim rate increase arising from the catastrophic events that took place in our country, with a significant increase in all branches, in the Non-Life branch, and a very good performance in the investment area. To note also that since 2014 Fidelidade has generated EUR 891 million in fully retained benefits, with EUR 3,680 million reversed in favor of the company as payment of remunerations, compensations and taxes.

It was within this context that the Group pursued its strategy of innovation and development of the business in the national market to be able to have more time for people - a strategy transversal to all companies whose operation is reported in this report, based on the commitment to improve service efficiency and quality and on digitalization. 2017 was also a year marked by investment in the international market, seeking to position the Group as a reference player.

Key Indicators ¹

¹Consolidated amounts related to the companies considered within the scope of this report: Fidelidade, Multicare, OK! teleseguros, Fidelidade Assistance, GEP, Safemode, Fidelidade Car Service.

WHAT
HAPPENED

NEW PRODUCTS

Launch of the new service Medicina Online

7,268 uses in the last quarter of 2017, after the commercial launch, of which 5,886 were medical appointments.

During this period, the following referrals were performed: 3% referrals to ER, 57% house calls and 40% stay at home with therapeutic indications.

Launch of OK! Gestual

In Portugal, in a universe of 115 thousand def citizens, 70 thousand have a driver's license and drive, but they cannot get direct access to insurance services.

Launch of OK! Saúde GO

Seeking to promote a healthier lifestyle, the OK! Saúde GO was created, a program associated to the OK! Saúde insurance.

Launch of OK! Auto elétricos

OK! Auto elétricos is the new OK! teleseguros insurance for the vehicles of the future.

Launch of Simplified Risk Assessments

A project seeking to meet the need of better knowing the risk of more customers - about 700 risk assessments performed by the companies' GNEs, with the production of reports and recommendations to customers - and at the same time optimizing the commercial process - nearly EUR 900 thousand in premiums in 2017, regarding new or better adjusted property coverages.

SERVICE AND PROXIMITY

Fidelidade

8.1 Customer satisfaction with settlement of Motor claims with Material Damages (out of 10)

7.5 Customer satisfaction with the settlement of Motor claims with Personal Injuries (out of 10)

8.4 Customer satisfaction with the settlement of Home Multi-Risk claims (out of 10)

Multicare

8.3 Customer satisfaction (out of 10)

Ok! teleseguros

8.1 Customer satisfaction (out of 10)

Fidelidade Assistance

8.8 Overall satisfaction (out of 10)

9.2 Real Time Survey (out of 10)

Safemode

4.16 Customer satisfaction index (out of 5)

GEP

6.7 Satisfaction with the service provided by GEP in Investigation of Claims (out of 10)

7.1 Satisfaction with the service provided by Auto Appraisal (out of 10)

7.1 Satisfaction with the service provided by Property Appraisal (out of 10)

Car Service

80% Customer satisfaction

0.6% Complaints

TEAM OF THE FUTURE

Fyouture

3,177 employees involved

mlearning Platform

1,086 registered users, 6 open courses and 655 concluded quizzes

Trainees Program

7 trainees

1st Edition of the Mentoring Program

50 Mentors and 50 mentees

FidExperience

179 employees have exchange their workstations

98% evaluated the experience as very positive

97% would do it again

FidTalk

11 sessions

118 participants

BE FIDELIDADE CULTURE

Inovação Newsletter

30 Issues

88 Articles

Over 17 thousand views

ITALK

48 applications

Volunteer Work

795 hours of volunteer work, 143 supported institutions

SOCIAL ECONOMY PARTNERS

Fidelidade Comunidade Award

EUR 500 thousand awarded

21 winning applications

580 received applications

ENTREPRENEURSHIP, ART AND CULTURE

2nd Edition of Protechting

119 applications from national and international startups from 33 countries

EUR 10,000 for support (and possibility of investment raising)

US IN THE WORLD

515 employees in the international area

5 branches

3 invested insurance companies

GENERAL CONTENTS

Organizational Profile
of the Fidelidade Group

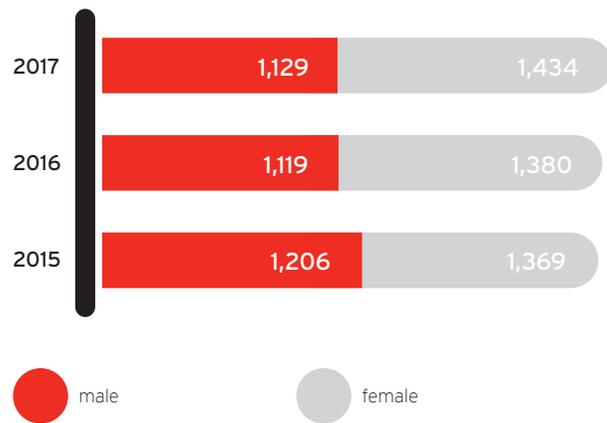
102-7: Dimension of the organization including total personnel

102-8: Information about employees and other workers

FIDELIDADE

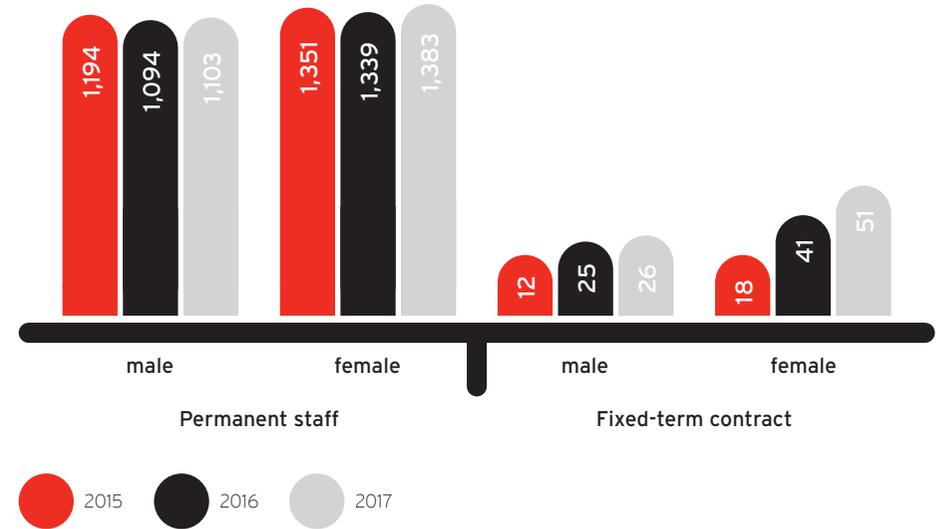
As at 2017, Fidelidade has nearly 2,563 employees, a 3% increase compared to 2016.

Total employees by gender



Unit: Values expressed in number of employees by gender: 85 employees (37 male and 48 female with contracts with Fidelidade, but assigned to other companies of the Group).²

Total employees by type of contract and gender

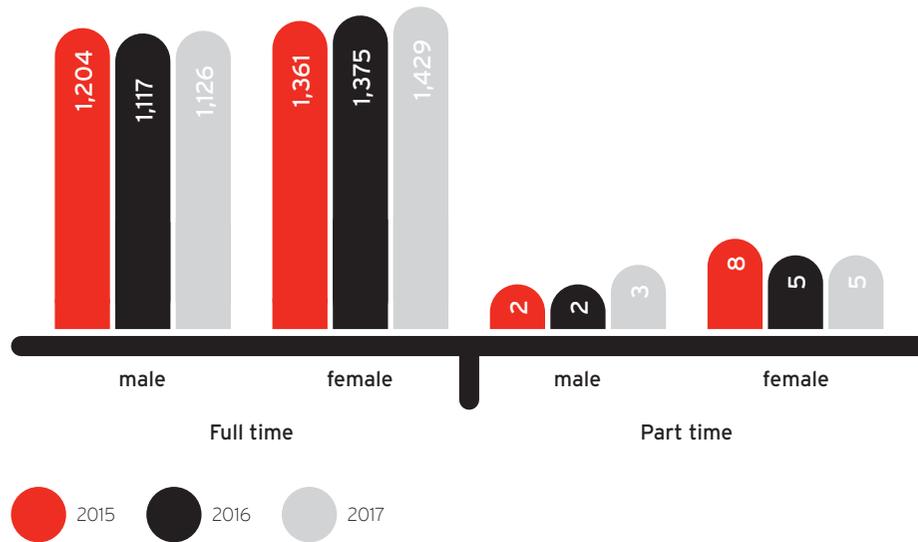


Unit: Values expressed in number of employees by type of employment. Covers only Permanent staff employees.

² All situations will be underlined in this document involving assignment of Fidelidade's employees to other companies covered by this document.

As at 2017, 99.7% of Fidelidade's employees work full time.

Total employees, by type of employment

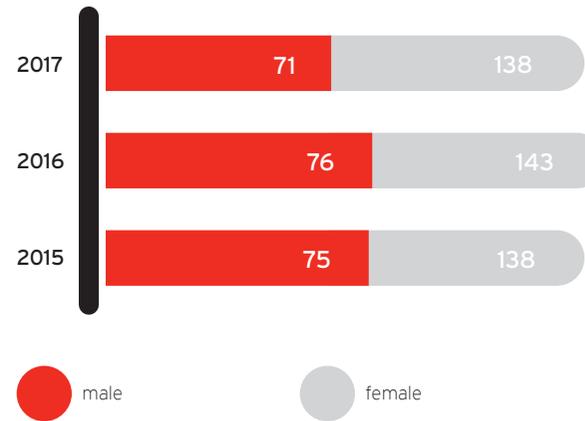


Unit: Values expressed in number of employees by type of contract.

MULTICARE

As at 2017, Multicare has 209 employees, a 5% decrease compared to 2016.

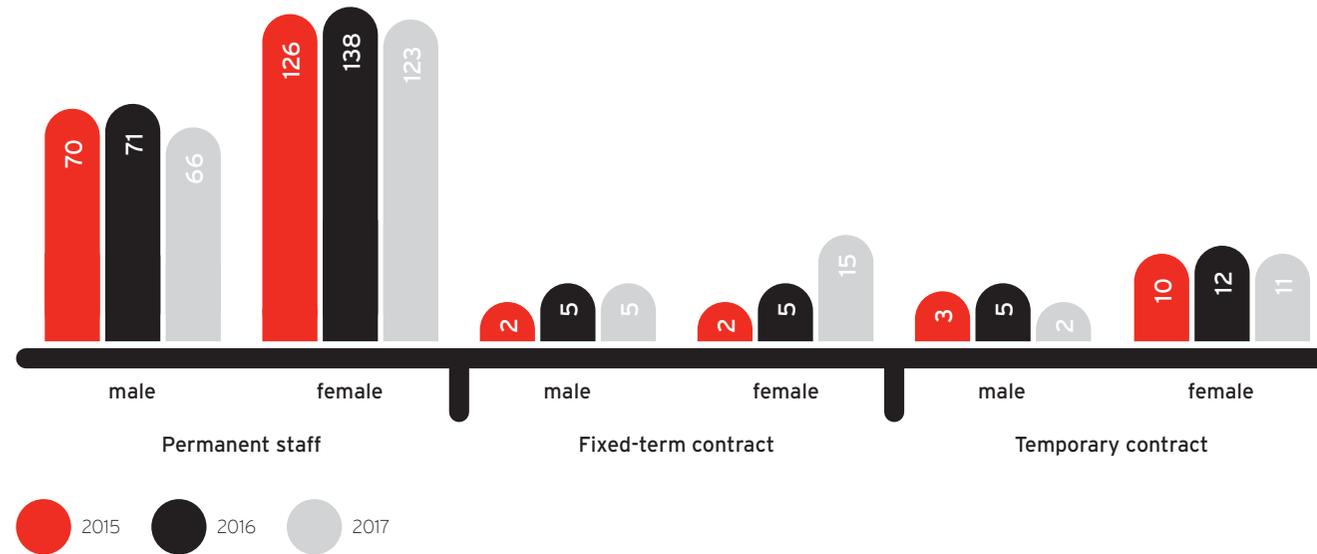
Total employees by gender



Unit: Values expressed in number of employees by gender.

As at 2017, 90% of Multicare's employees are part of the permanent staff of the company.

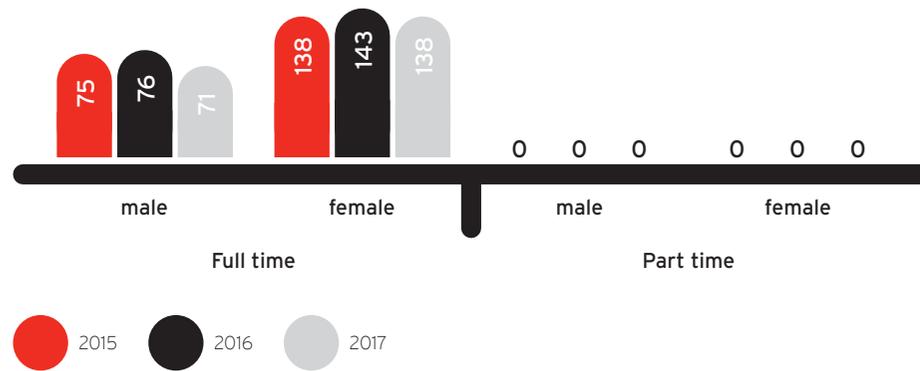
Total employees by type of contract and gender



Unidade: Values expressed in number of employees by type of employment.

As at 2017, 100% of the employees work full time.

Total employees, by type of employment

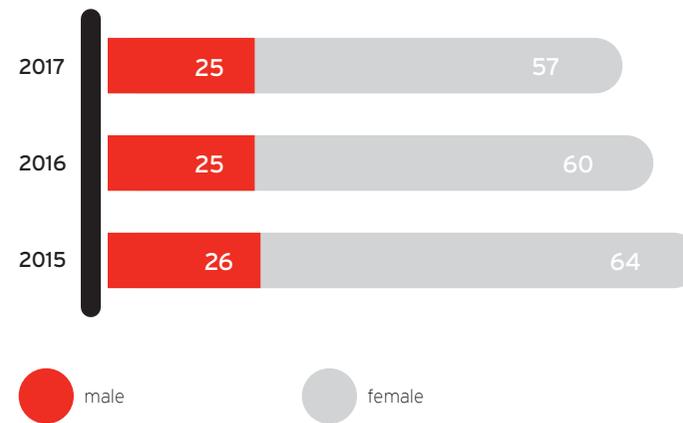


Unit: Values expressed in number of employees by type of contract.

OK! TELESEGUROS

The total number of employees of OK! teleseguros decreased 4% compared to 2016. As at 31 December 2017, OK! teleseguros had 82 employees.

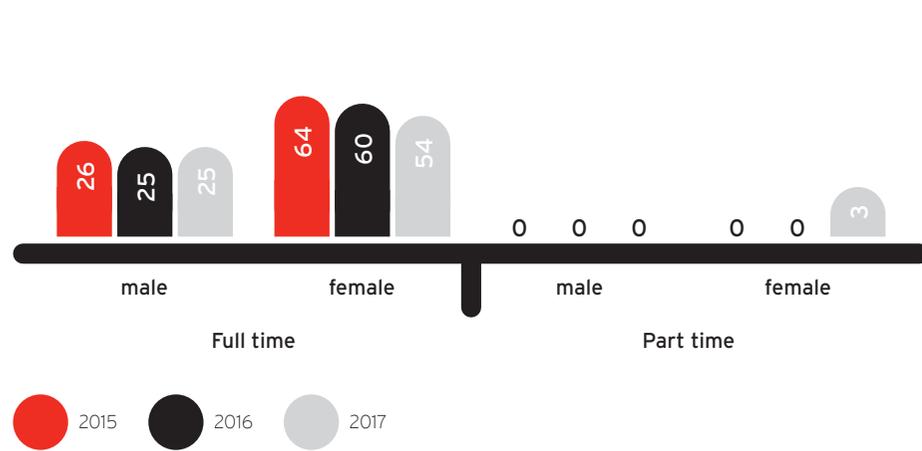
Total employees by gender



Unit: Values expressed in number of employees by gender.

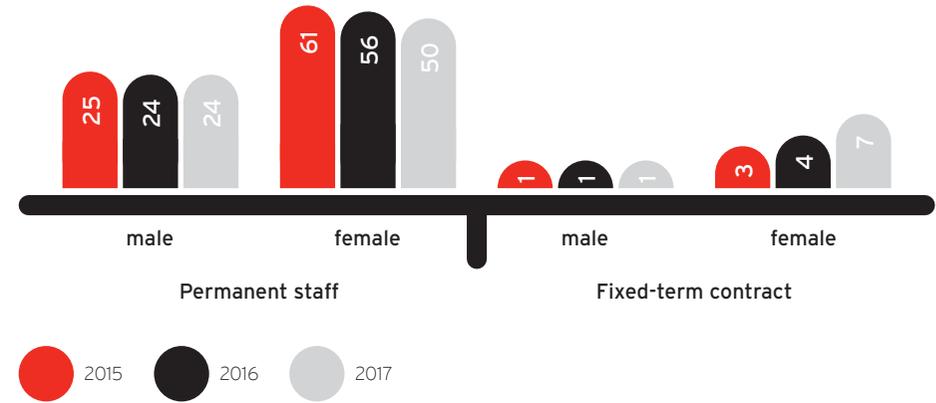
As at 2017, 96% of the employees performed their duties working full time.

Total employees by type of employment



Unit: Values expressed in number of employees by type of contract.

Total employees, by type of contract and gender

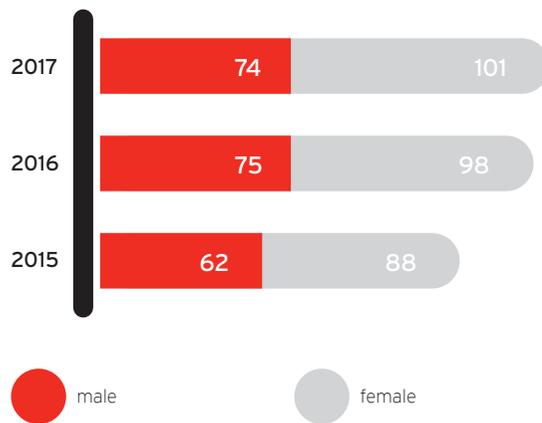


Unit: Values expressed in number of employees by type of contract and by gender.

FIDELIDADE ASSISTANCE

As at 2017, Fidelidade Assistance had 175 employees, a 1% increase compared to 2016.

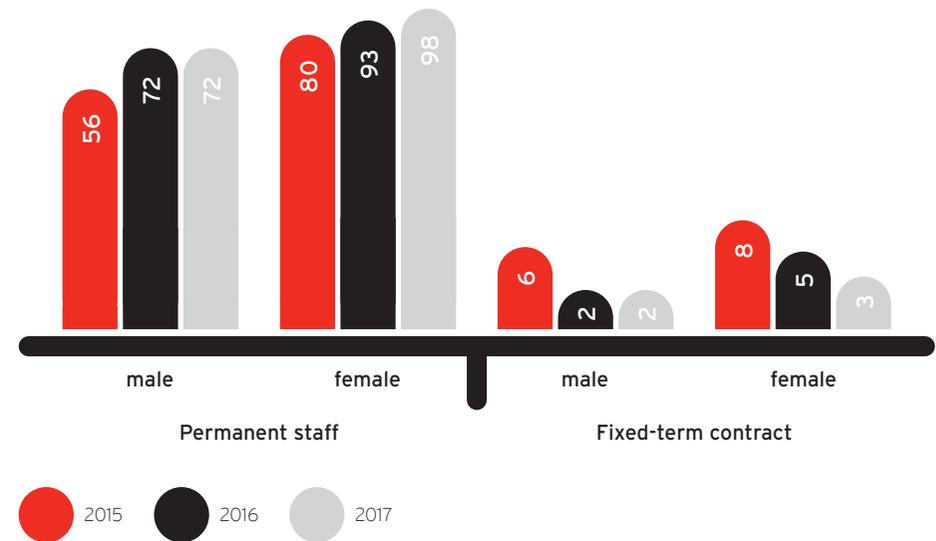
Total employees by gender



Unit: Values expressed in number of employees by gender. 1 male employee assigned to Fidelidade.

As at 2017, 97% of the employees are part of the permanent staff of Fidelidade Assistance.

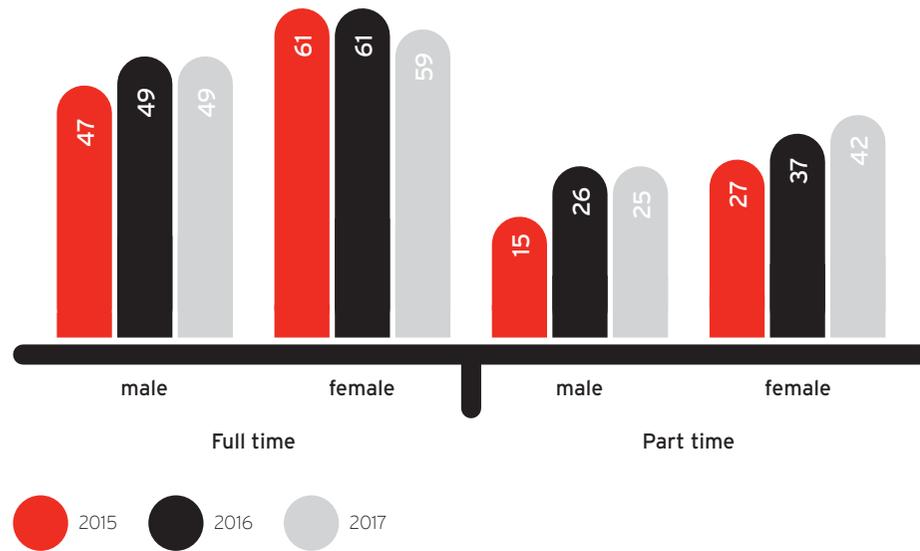
Total employees by type of contract and gender



Unit: Values expressed in number of employees by type of contract.

As at 2017, 62% of the employees of Fidelidade Assistance work full time.

Total employees, by type of employment

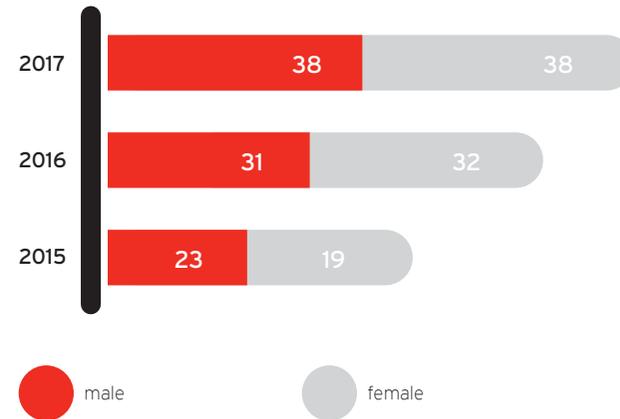


Unit: Values expressed in number of employees by type of employment.

SAFEMODE

As at 2017, Safemode had 76 employees, a 21% increase compared to 2016.

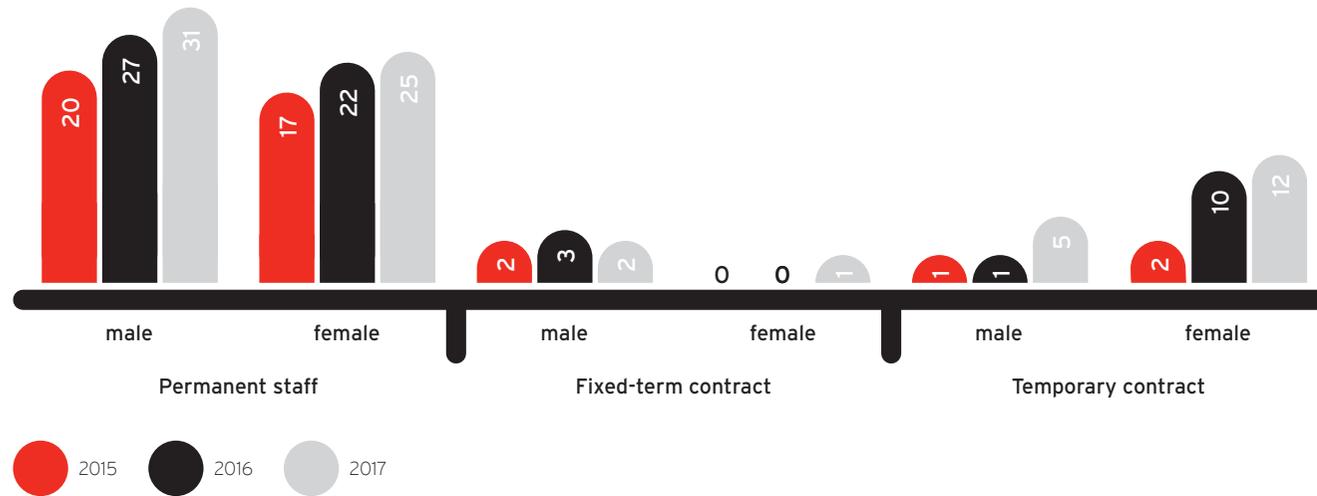
Total employees by gender



Unit: Values expressed in number of employees by gender.

As at 2017, 74% of the employees are part of the permanent staff of the company.

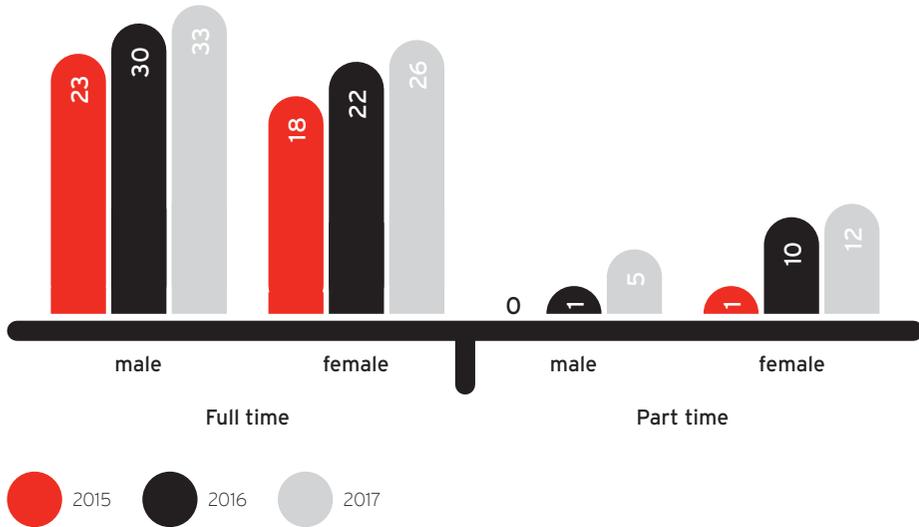
Total employees by type of contract and gender



Unit: Values expressed in number of employees by type of contract.

As at 2017, 78% of Safemode's employees work full time.

Total employees, by type of employment

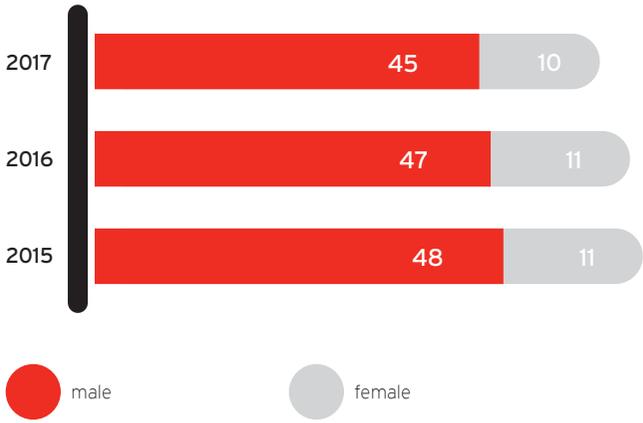


Unit: Values expressed in number of employees by type of employment.

GEP

As at 2017, GEP had 55 employees, 5% less compared to 2016.

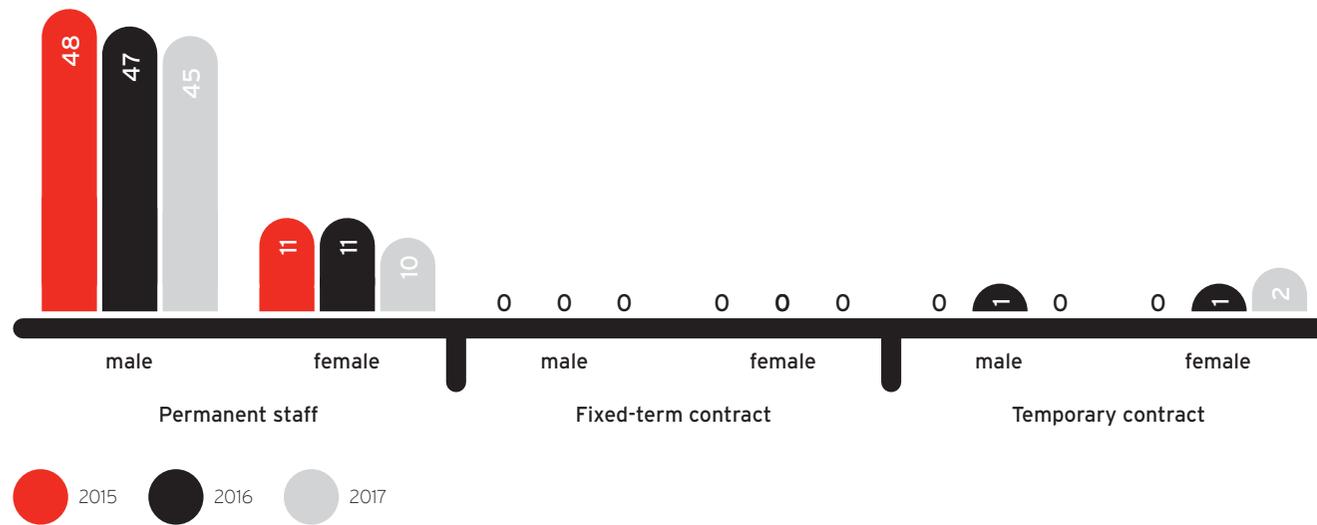
Total employees by gender



Unit: Values expressed in number of employees by gender. 2 male employees assigned to Fidelidade.

As at 2017, GEP hired 2 temporary workers, and the rest of the employees are part of the permanent staff.

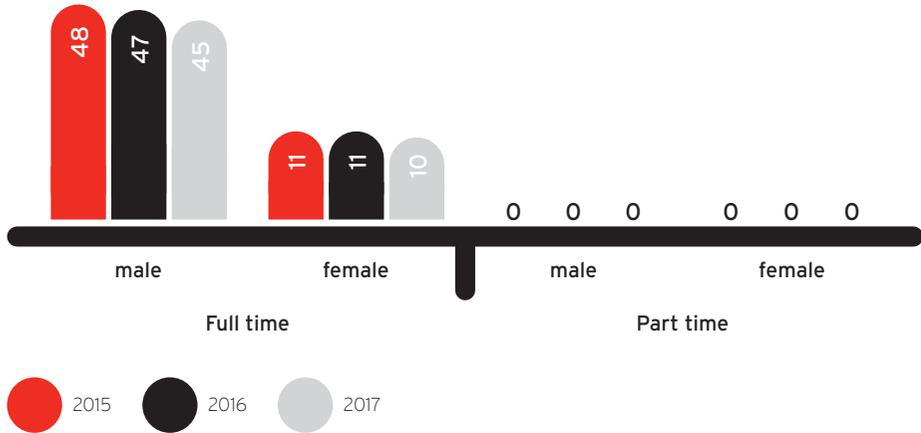
Total employees by type of contract and gender



Unit: Values expressed in number of employees by type of contract.

100% of the employees perform their duties working full-time.

Total employees, by type of employment

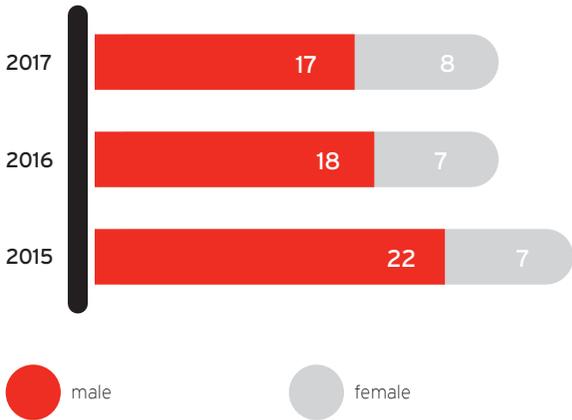


Unit: Values expressed in number of employees by type of employment.

FIDELIDADE CAR SERVICE

As at 2017, Fidelidade Car Service had 25 employees, the same as in 2016.

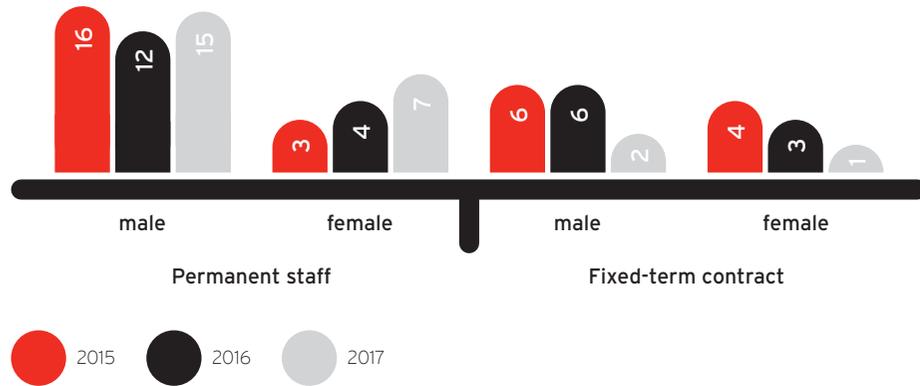
Total employees by gender



Unit: Values expressed in number of employees by gender.

22 out of the 25 employees are part of the permanent staff of the company.

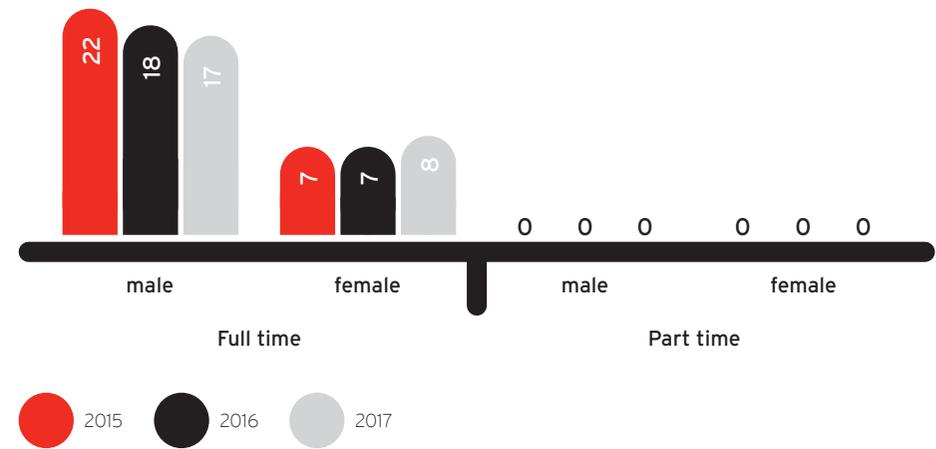
Total employees by type of contract and gender



Unit: Values expressed in number of employees by type of contract.

Since 2014, 100% of the employees have been performing their duties working full time.

Total employees, by type of employment



Unit: Values expressed in number of employees by type of employment.

102-41: Collective employment agreements (excluding temporary workers)**FIDELIDADE**

Fidelidade had, in 2017, 2,099 employees with a collective employment agreement, making for 84.4% of the employees.

MULTICARE

In 2017, 76% of Multicare's employees had a collective employment agreement.

OK! TELESEGUROS

In 2017, 74% of the employees had a collective employment agreement for the insurance business activity.

FIDELIDADE ASSISTANCE

In 2017, 69% of the employees had a collective employment agreement.

SAFEMODE

In 2017, 29% of the employees had a collective employment agreement for the insurance business activity. Among the remaining employees, 71% had a general contract under the Labor Law.

GEP

In 2017, no employee had a collective employment agreement.

FIDELIDADE CAR SERVICE

In 2017, 88% of the employees had a collective employment agreement.

102-44 Customer satisfaction survey results**FIDELIDADE**

ASSESSMENT SURVEYS	2015	2016	2017
Assessment survey of customer satisfaction with the settlement of Motor claims with Material Damages by Fidelidade	8.5	NA	8.1
Assessment survey of customer satisfaction with the settlement of Motor claims with Personal Injuries by Fidelidade	7.6	NA	7.5
Assessment survey of customer satisfaction with the settlement of Home Multi-Risk claims by Fidelidade	8.6	8.7	8.4
Assessment survey of customer satisfaction with Multicare, by Fidelidade	8.3	8.3	8.3

MULTICARE

8.32 out of 10.

OK! TELESEGUROS

In 2017, the indicator of the company's recommendation rate - Net Promoter Score - reached +42.

FIDELIDADE ASSISTANCE

	2015	2016	2017
RTS (1; 10)	9,14	9,13	9,17
OSI (1; 10)	8,77	8,72	8,80
NPS (-100%; +100%)	65	63	66

Where:

RTS - Real Time Survey

OSI - Overall Satisfaction Index

NPS - Net Promoter Score

SAFEMODE

In 2017, the average customer satisfaction index was 4.16 out of 5.

GEP

In 2017, a survey and an analysis of the average of answers per considered question were performed, and the highlight goes to the following:

ASSESSMENT SURVEYS QUESTIONS	2017
How useful/relevant is GEP?	8.57
How innovative is GEP?	6.25
How swift is GEP in providing services within your area?	6.57
What is your degree of satisfaction with the service provided by GEP in Claim Investigation?	6.72
What is your degree of satisfaction with the service provided by Auto Expertise?	7.13
What is your degree of satisfaction with the service provided by Property Expertise?	7.06

FIDELIDADE CAR SERVICE

In 2017, the customer satisfaction index of Fidelidade Car Service was 80.1%.

ECONOMIC PERFORMANCE

201-1: Direct economic value generated and distributed**FIDELIDADE**

1% increase year on year of economic value generated.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	3.846.350.254	3.590.732.527	3.639.570.656
Income: premiums (€)	3.846.350.254	3.590.732.527	3.639.570.656
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	330.159.708	346.926.460	364.904.169
Suppliers (€)	99.379.783	98.715.543	115.649.540
Intermediaries (€)	71.452.141	76.772.549	85.362.466
Employees (€)	146.517.463	156.545.613	148.930.230
State (€)	11.157.486	11.957.054	12.104.839
Financial institutions (€)	1.216.807	2.365.973	1.858.542
Shareholders (€)	0	0	0
Community (€)	436.030	569.727	998.551
ECONOMIC VALUE RETAINED (€)	3.516.190.546	3.243.806.067	3.274.666.487

MULTICARE

In 2017 there was a 13% increase in the economic value generated compared to 2016.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	205.820.066	239.215.939	270.696.544
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	38.475.518	43.062.811	47.904.437
Suppliers (€)	4.900.594	5.449.953	6.384.086
Intermediaries (€)	22.054.049	25.344.021	28.818.242
Employees (€)	8.628.354	9.738.877	10.012.624
State (€)	2.883.992	2.516.891	2.658.735
Financial institutions (€)	0	0	0
Shareholders (€)	0	0	0
Community (€)	8.530	13.070	30.750
ECONOMIC VALUE RETAINED (€)	167.344.547	196.153.128	222.792.107

OK! TELESEGUROS

In 2017 there was a 5% increase in the direct economic value generated compared to 2016.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	44.083.252	45.535.210	47.846.529
Income: premiums (€)	44.083.252	45.535.210	47.846.529
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	10.034.362	9.555.011	9.719.306
Suppliers (€)	5.792.018	5.307.371	5.540.500
Intermediaries (€)	756.150	892.528	815.686
Employees (€)	3.068.797	2.934.739	2.930.523
State (€)	416.127	420.158	432.133
Financial institutions (€)	0	0	0
Shareholders (€)	0	0	0
Community (€)	1.271	214	465
ECONOMIC VALUE RETAINED (€)	34.048.890	35.980.199	38.127.223

FIDELIDADE ASSISTANCE

In 2017, there was a 38% decrease in the direct economic value generated compared to 2016.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	43.722.540	45.418.916	27.981.060
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	5.965.066	6.648.776	6.424.180
Suppliers (€)	1.912.921	1.771.869	1.750.264
Intermediaries (€)	0	736	742
Employees (€)	4.048.057	4.870.477	4.667.953
State (€)	4.088	4.393	3.721
Financial institutions (€)	0	0	0
Shareholders (€)	0	0	0
Community (€)	0	1.301	1.500
ECONOMIC VALUE RETAINED (€)	37.757.474	38.770.140	21.556.880

SAFEMODE

In 2017, there was a 65% increase in the direct economic value generated compared to 2016. We highlight also the 33% increase in costs with employees.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	1.728.401	1.767.249	2.919.897
Income: premiums (€)	1.728.401	1.767.249	2.919.897
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	1.706.598	1.666.783	2.870.687
Suppliers (€)	591.820	732.018	1.610.464
Employees (€)	1.031.651	862.425	1.148.576
State (€)	62.310	56.681	40.289
Financial institutions (€)	840	1.785	2.358
Shareholders (€)	19.376	13.624	69.000
Community (€)	601	250	0
ECONOMIC VALUE RETAINED (€)	21.804	100.466	49.210

GEP

In 2017, there was a 7% increase in the direct economic value generated compared to 2016.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	18.824.348	21.070.039	22.460.417
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	18.432.758	21.531.801	21.960.877
Suppliers (€)	15.439.072	17.720.003	18.732.568
Intermediaries (€)	0	0	0
Employees (€)	2.877.963	2.727.197	3.017.095
State (€)	113.166	104.053	105.214
Financial institutions (€)	0	0	0
Shareholders (€)	1.432	980.298	106.000
Community (€)	1.125	250	0
ECONOMIC VALUE RETAINED (€)	391.590	-461.762	499.540

FIDELIDADE CAR SERVICE

In 2017, there was a 16% increase in the direct economic value generated compared to 2016.

	2015	2016	2017
DIRECT ECONOMIC VALUE GENERATED (€)	4.116.801	5.801.076	6.745.372
DIRECT ECONOMIC VALUE DISTRIBUTED (€)	2.737.484	3.821.523*	4.145.411
Suppliers (€)	2.149.001	2.986.063	3.385.341
Employees (€)	563.189	776.816	675.915
State (€)	4.211	15.640*	83.905
Financial institutions (€)	0	0	0
Shareholders (€)	20.583	42.754	0
Community (€)	500	250	250
ECONOMIC VALUE RETAINED (€)	1.379.317	1.979.553*	2.599.961

201-2: Financial implications and other risks and opportunities for the organization's activities, due to climate changes

FIDELIDADE | MULTICARE | FIDELIDADE ASSISTANCE | SAFEMODE | FIDELIDADE CAR SERVICE

Fidelidade, Multicare, Fidelidade Assistance, Safemode and Fidelidade Car Service do not perform assessments of financial implications and other risks and opportunities for their activities due to climate changes.

OK! TELESEGUROS

Continuing the positive results of campaigns of previous years, in 2017 the promotion of the Natural Phenomena coverage remained active. The impact of the sale of this coverage during 2017 was once again positive, increasing 14% in respect of 2016, the Essential product having been the one that contributed the most to its growth.

GEP

As a result of catastrophic events arising from climate changes, GEP expects its service provision to increase, as claims also increase.

* Amounts reviewed in the verification process within the scope of the 2017 sustainability report and corrected accordingly.

202-1: Ratio between the lowest salary and the local minimum salary by gender

FIDELIDADE | MULTICARE

Not applicable, as the lowest salary is higher than the minimum national remuneration, according to the collective employment table by which the employees are governed.

OK! TELESEGUROS

Not applicable, as the lowest salary is higher than the minimum national remuneration, according to the collective employment table by which the employees are governed.

FIDELIDADE ASSISTANCE

Not applicable.

SAFEMODE

1.76

FIDELIDADE CAR SERVICE

Not applicable.

GEP

Women - 1.6

Men - 2.15

202-2: Proportion of top management positions occupied by persons coming from the local community

FIDELIDADE | MULTICARE

Not applicable, as most top managers are Portuguese. The concept of "local" is construed as the country, Portugal, and the top managers are considered to be the members of the Executive Committee of Fidelidade and the heads of the departments who report to them.

OK! TELESEGUROS

Not applicable, as most top managers are Portuguese. The concept of "local" is construed as the country, Portugal, and the top managers are considered to be the members of the Executive Committee of Fidelidade and the heads of the departments who report to them.

FIDELIDADE ASSISTANCE | FIDELIDADE CAR SERVICE

100%

SAFEMODE

66.7%

GEP

67%

203-1: Investments in infrastructures and services provided

FIDELIDADE

In 2017, there was a 200% increase in investment in infrastructures and services provided, mostly due to the increase in ex-gratia payments, within the scope of the fires occurred in Pedrógão Grande in June 2017 and the second occurrence of fires on 15 October 2017. These are amounts taken on by Fidelidade although they did not arise from motor claims.

	2015	2016	2017
Insurance offers (€)	114.811	134.931	366.181
Ex-gratia payments (€)	43.991	41.941	165.457
TOTAL (€)	158.803	176.873	531.638

MULTICARE

	2015	2016	2017
Insurance offers	8.530	4.509	3.554
Monetary contributions for social organizations (donations)	8.530	13.070	30.750
TOTAL (€)	8.530	4.509	34.303

OK! TELESEGUROS

	2015	2016	2017
Insurance offers (€)	1.271	214	465
Ex-gratia payments (€)	0	0	0
TOTAL (€)	1.271	214	465

FIDELIDADE ASSISTANCE

	2015	2016	2017
Monetary contributions for social organizations	750	1.301	1.500
TOTAL (€)	750	1.301	1.500

GEP

	2015	2016	2017
Monetary contributions for social organizations	0	250	0
TOTAL (€)	0	250	0

SAFEMODE | FIDELIDADE CAR SERVICE

No investments of this nature have been performed since 2014.

204-1: Proportion of costs with local suppliers

MULTICARE

All costs with suppliers were incurred with national suppliers.

OK! TELESEGUROS

96.9% of costs with suppliers were incurred with national suppliers.

FIDELIDADE ASSISTANCE

99.9% of costs with suppliers were incurred with national suppliers.

SAFEMODE

98.6% of costs with suppliers were incurred with national suppliers.

FIDELIDADE CAR SERVICE

99.70% of costs with suppliers were incurred with national suppliers.

205-1: Assessment of corruption risk operations

FIDELIDADE

The internal audits performed in 2017 did not identify any situation of corruption.

MULTICARE | OK! TELESEGUROS | SAFEMODE | FIDELIDADE CAR SERVICE

No assessments of this nature were performed.

FIDELIDADE ASSISTANCE

In 2017, no assessments of this nature were performed.

Risk associated to the Accounting/Financial and Legal departments, in risk matrix (Risk Management Department) - "Fraudulent or negligent actions carried out by internal persons against the institution".

GEP

Risk operations were assessed through an annual financial audit and an annual quality audit.

205-2: Communication and training in policies and procedures on fighting corruption

FIDELIDADE | MULTICARE

Trainings in:

Combating Money Laundering.

Intensive course on Combating Insurance Fraud.

OK! TELESEGUROS | FIDELIDADE ASSISTANCE | SAFEMODE | GEP | FIDELIDADE CAR SERVICE

No training sessions were held on the organization's anticorruption policies and practices.

206-1: Lawsuits for unfair competition, anti-trust and monopoly practices

FIDELIDADE | MULTICARE

Fidelidade is not aware of any lawsuits of this nature.

OK! TELESEGUROS | FIDELIDADE ASSISTANCE | SAFEMODE | GEP | FIDELIDADE CAR SERVICE

No lawsuits were brought for unfair competition, anti-trust and monopoly practices or for the results thereof.

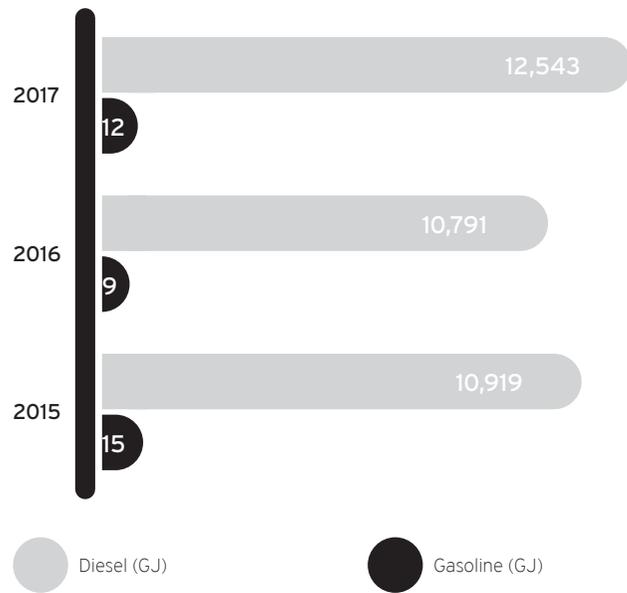
ENVIRONMENTAL PERFORMANCE

302-1: Energy consumption within the organization

FIDELIDADE

Diesel and gasoline consumption increased considerably between 2016 and 2017, due to the increase of Fidelidade's car fleet.

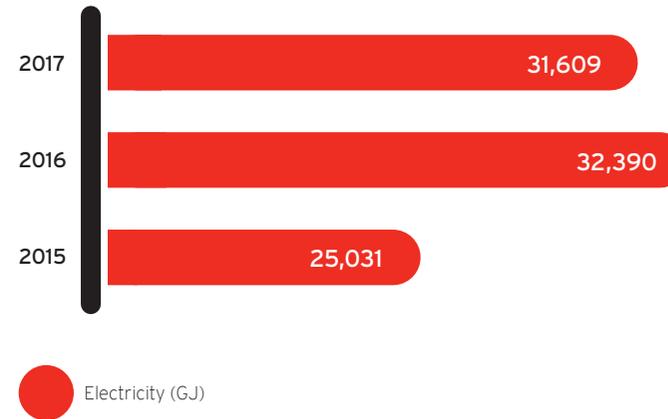
Direct energy consumption within the organization



FIDELIDADE | MULTICARE

Electricity consumption has not changed significantly between 2016 and 2017.

Direct energy consumption within the organization

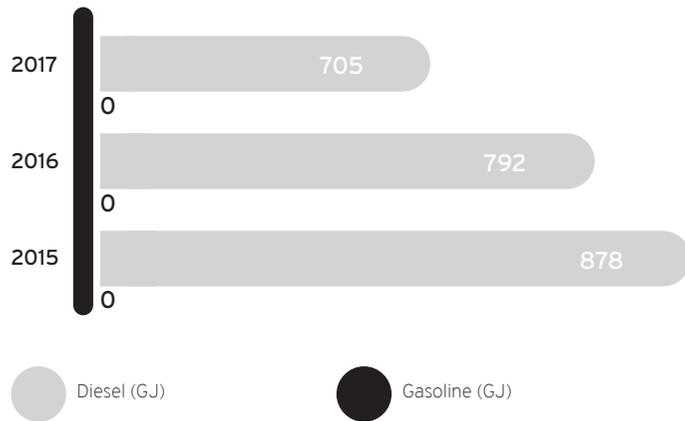


Unit: Values expressed in Gigajoules, making for the total electrical power consumed in Customers' branches, Intermediary Centers and Central Buildings of Fidelidade.

MULTICARE

In 2017, diesel consumption decreased 11% in respect of 2016.

Energy consumption within the organization

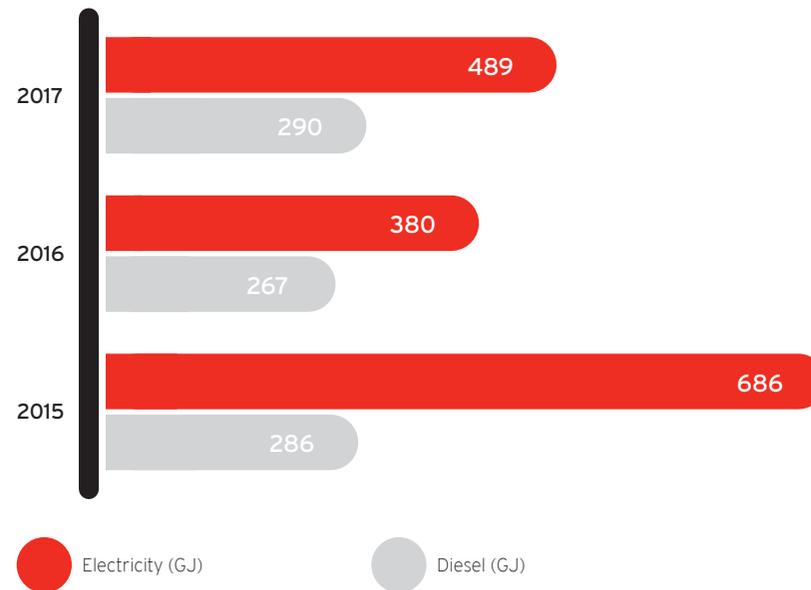


Unit: Values expressed in Gigajoules.

OK! TELESEGUROS

In 2017, there was an increase of about 20% in the total energy consumption, year on year.

Energy consumption within the organization

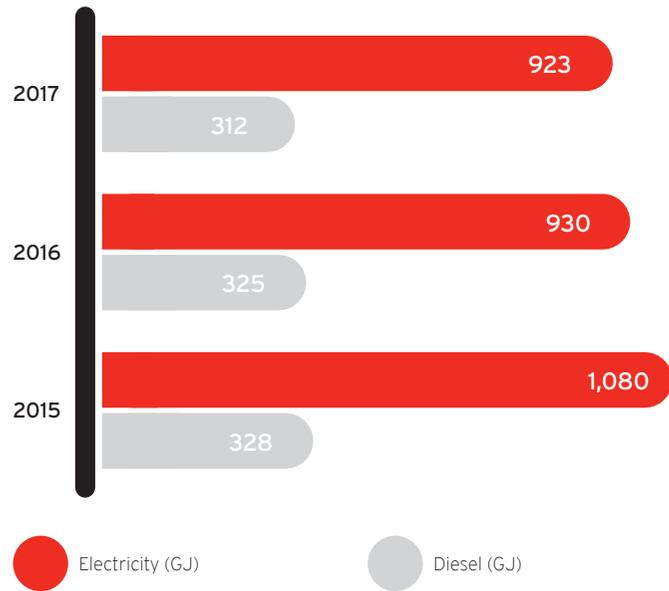


Unit: Values expressed in Gigajoules.

FIDELIDADE ASSISTANCE

In 2017, the total energy consumption decreased nearly 2% in respect of 2016.

Energy consumption within the organization

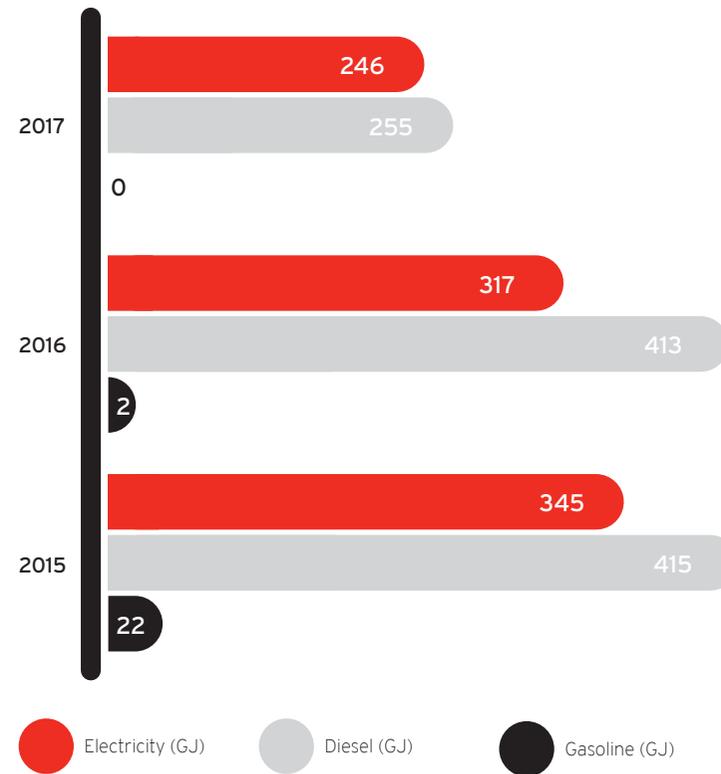


Unit: Values expressed in Gigajoules.

SAFEMODE

In 2017, there was an overall decrease of about 32% in the total energy consumed in respect of 2016.

Energy consumption within the organization

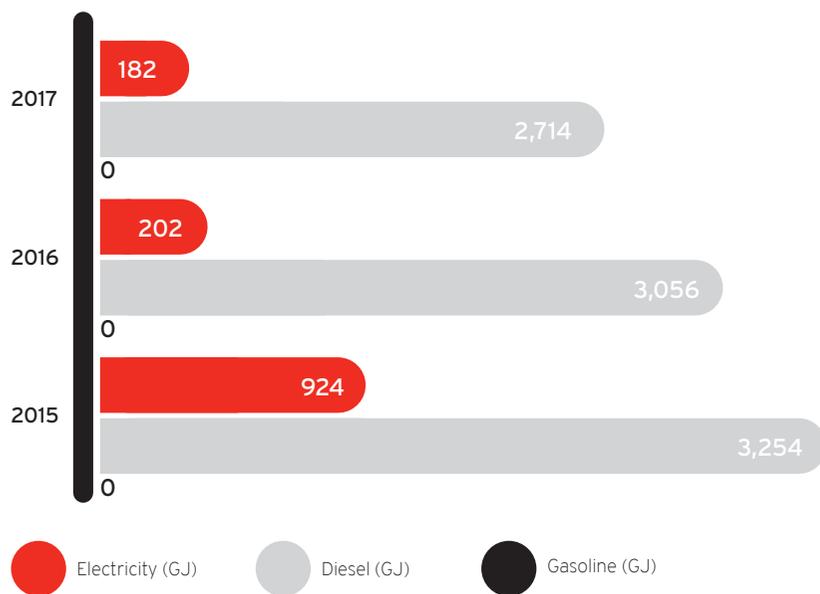


Unit: Values expressed in Gigajoules.

GEP

In 2017, the total energy consumption decreased nearly 11% in respect of 2016.

Energy consumption within the organization

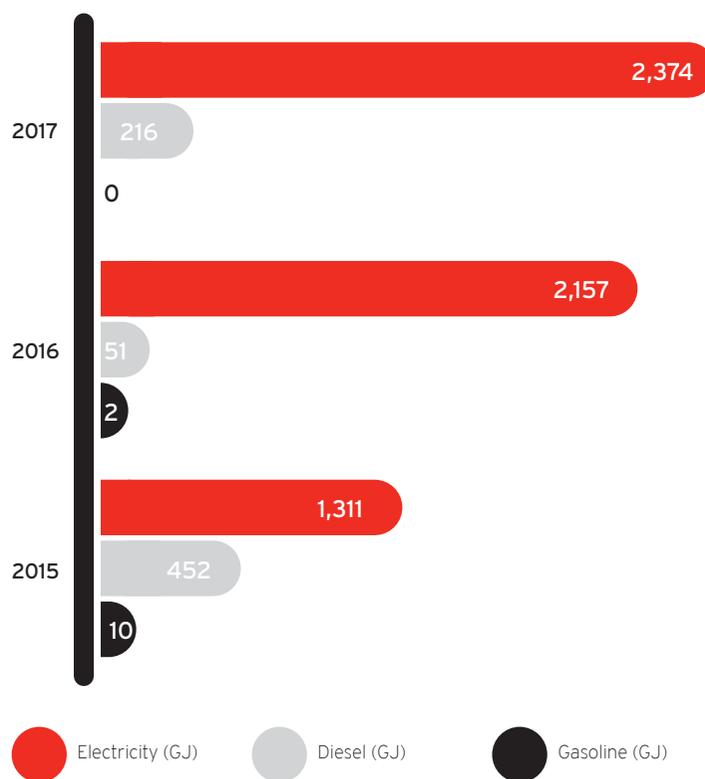


Unit: Values expressed in Gigajoules.

FIDELIDADE CAR SERVICE³

In 2017, there was a 17% increase in the consumption of energy in respect of 2016, essentially due to the increase of diesel consumption within the organization.

Energy consumption within the organization



Unit: Values expressed in Gigajoules.

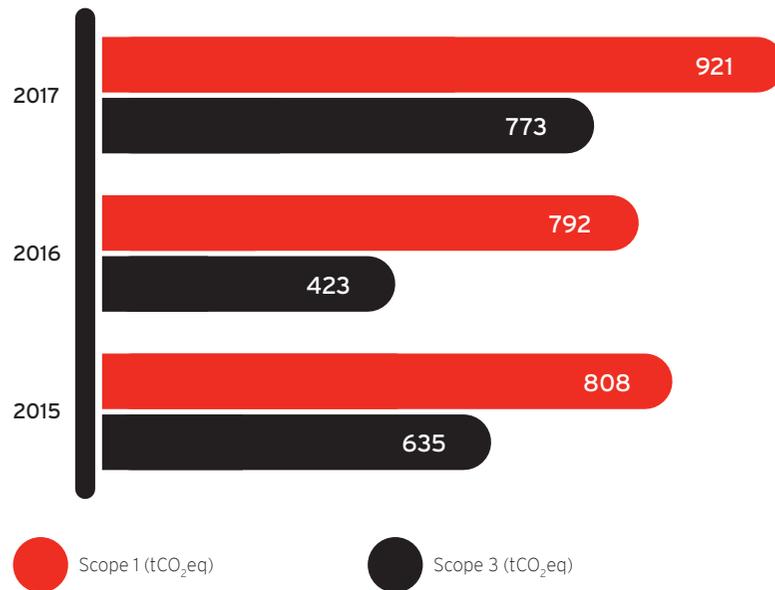
³ Fidelidade Car Service successfully began compiling information concerning diesel consumption in 2015.

305-1, 305-2 and 305-3: Greenhouse gas direct emissions, indirect emissions and others⁴

FIDELIDADE

Scope 1 emissions (concerning the fuel consumption of the fleet) increased about 16% in 2017. Scope 3 emissions (concerning airplane and train trips of employees) increased significantly, due to the increase of the number of airplane trips.⁵

Greenhouse gas emissions

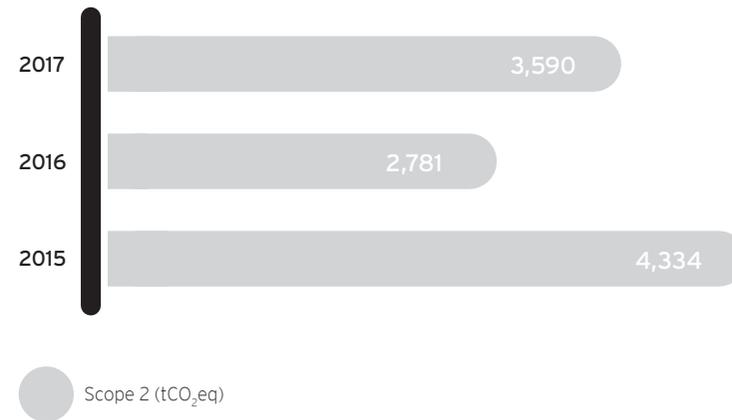


Unit: Values expressed in tCO₂eq.

FIDELIDADE | MULTICARE

Scope 2 emissions (electrical power consumption) increased about 29%.

Greenhouse gas emissions



Unit: Values expressed in tCO₂eq.

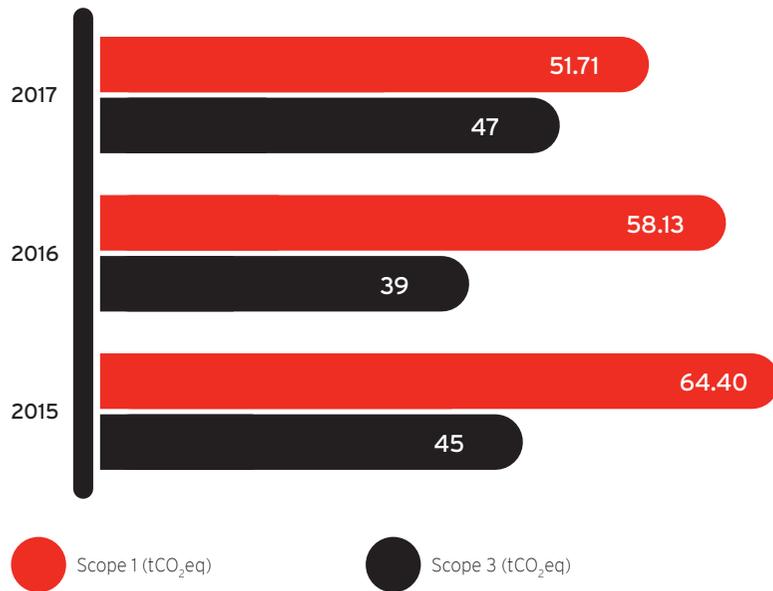
⁴ Direct emissions associated to consumption of fuel by the car fleet (Scope 1), indirect emissions associated to the consumption of electrical power (Scope 2) and other indirect emissions associated to plane and train trips of employees (Scope 3).

⁵ All trips with tickets issued in 2017 were considered, even if they took place in 2018, as well as all negative trips, to be deducted from the total.

MULTICARE

Scope 1 emissions decreased 12%, whereas Scope 3 emissions, concerning airplane and train trips, increased about 18%.

Greenhouse gas emissions

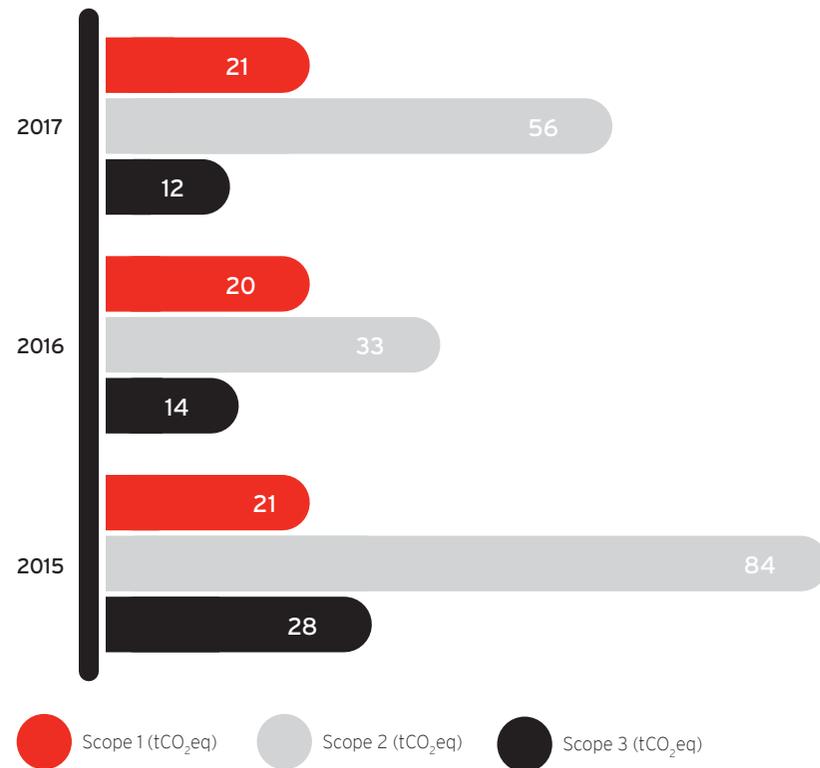


Unit: Values expressed in tCO₂eq. Indirect emissions (Scope 2), stemming from electrical power consumption, are reported in the data provided to Fidelidade.

OK! TELESEGUROS

In 2017, total emissions increased 34% in respect of 2016. Scope 3 emissions decreased 15% in respect of the previous year.

Greenhouse gas emissions

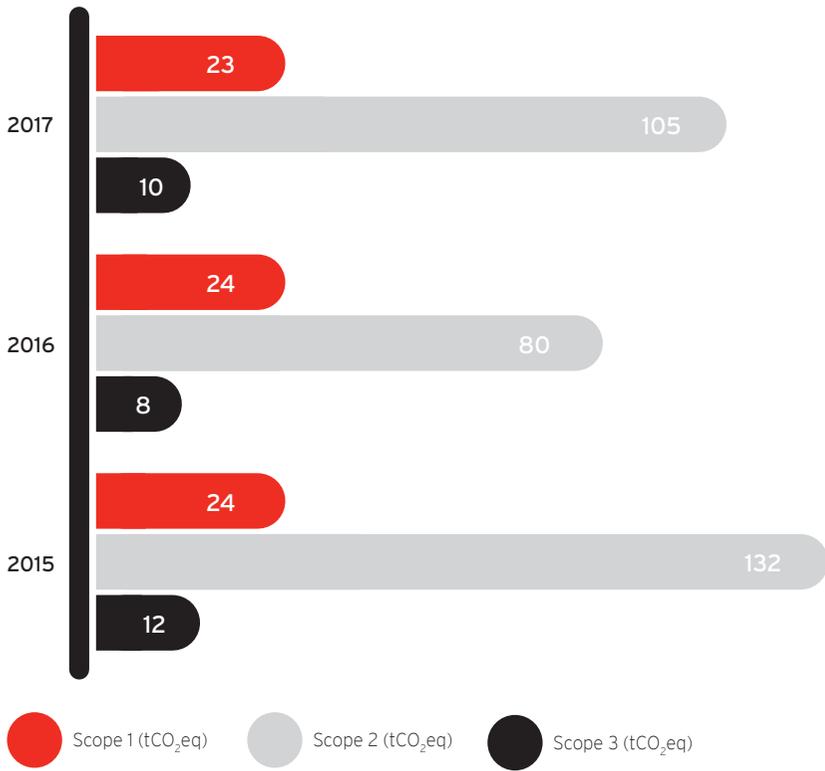


Unit: Values expressed in tCO₂eq.

FIDELIDADE ASSISTANCE

Total emissions increased 23% between 2017 and 2016, mostly due to the increase in Scope 2 emissions.

Greenhouse gas emissions

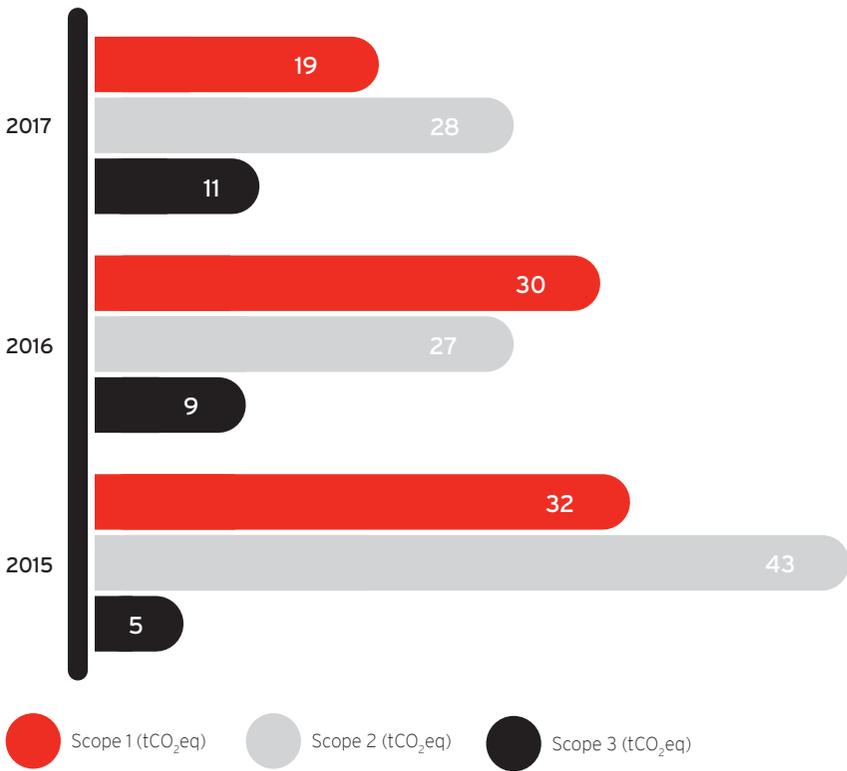


Unit: Values expressed in tCO₂eq.

SAFEMODE

In 2017, there was an overall decrease of about 13% in the total greenhouse gas emissions.

Greenhouse gas emissions



Unit: Values expressed in tCO₂eq.

GEP

In 2017, there was an overall decrease of about 5% in the total greenhouse gas emissions.

Greenhouse gas emissions

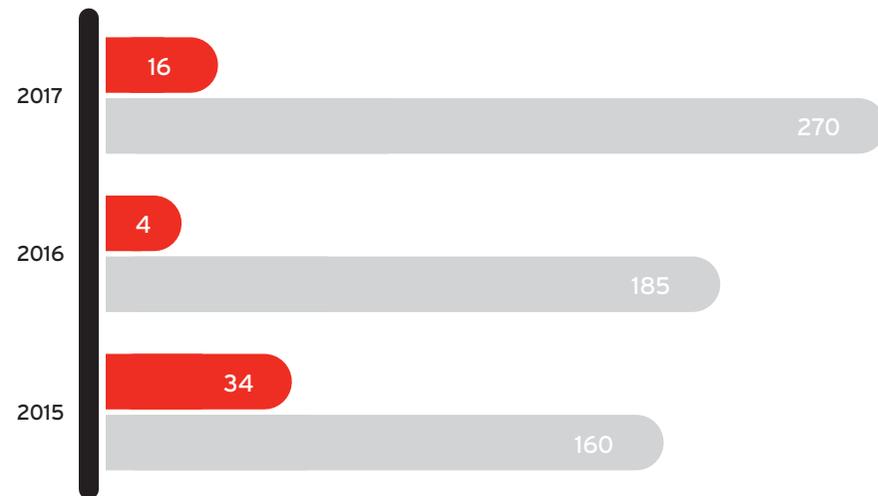


Unit: Values expressed in tCO₂eq.

FIDELIDADE CAR SERVICE

In 2017, Scope 2 emissions increased about 46% in respect of 2016. There were no airplane or train trips and therefore there were no Scope 3 emissions.

Greenhouse gas emissions



Unit: Values expressed in tCO₂eq.

SOCIAL PERFORMANCE

401-1: New admissions and staff turnover

FIDELIDADE

The rate of male new admissions is 2.7% (2.1% in 2016) and the rate of female new admissions is 3.9% (3.50% in 2016).

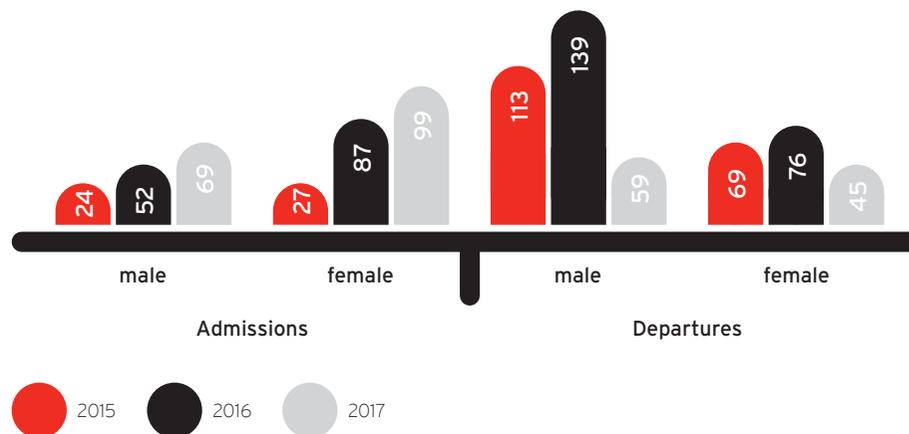
		2015	2016	2017
Number of admissions per age range	18-29	32	75	77
	30-39	16	50	45
	40-49	3	11	30
	50 or older	0	3	16
	TOTAL	51	139	168
Number of departures per age range	18-29	7	15	11
	30-39	8	4	8
	40-49	12	13	11
	50 or older	155	183	74
	TOTAL	182	215	104
Rate of new admissions per age range	18-29	1,2%	3,0%	3,0%
	30-39	0,6%	2,0%	1,8%
	40-49	0,1%	0,4%	1,2%
	Over 50	0,0%	0,1%	0,6%
	TOTAL	2,7%	3,5%	3,5%
Rate of departures per age range	18-29	0,3%	0,6%	0,4%
	30-39	0,3%	0,2%	0,3%
	40-49	0,5%	0,5%	0,4%
	50 or older	6,0%	7,3%	2,9%
	TOTAL	3,9%	3,5%	2,9%

(continuation)

		2015	2016	2017
Turnover rate per age range	18-29	1,5%	3,6%	3,4%
	30-39	0,9%	2,2%	2,1%
	40-49	0,6%	1,0%	1,6%
	50 or older	6,0%	7,4%	3,5%

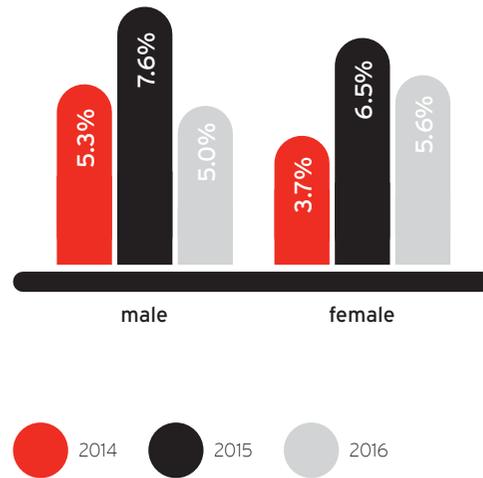
Unit: Values expressed in number of admissions and number of departures of employees and rates (new admissions, departures and turnover). The formula applied for the calculation of the rate of new admissions, rate of departures and turnover rate can be found in Annex I | Criteria for the calculation of indicators.

Admissions and departures of employees by gender



Unit: Values expressed in percentage.

Turnover rate by gender



Unit: Values expressed in percentage.

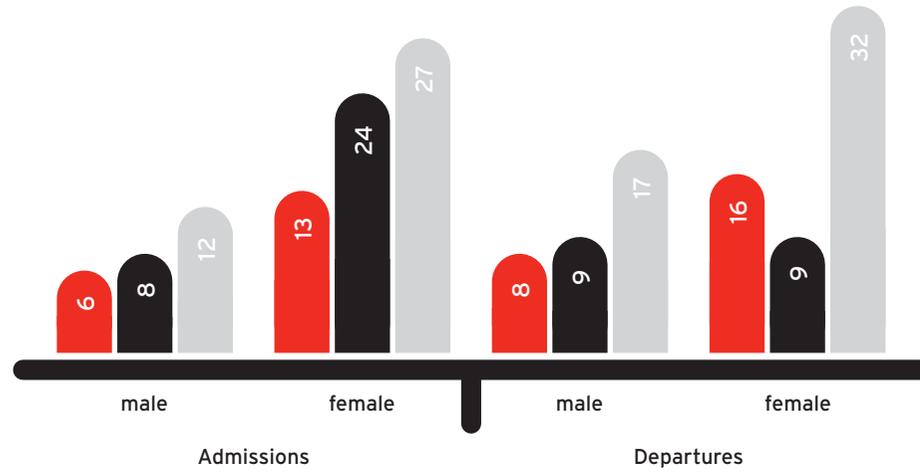
MULTICARE

The rate of male new admissions is 6% (4% in 2016) and the rate of female new admissions is 13% (11% in 2016).

		2015	2016	2017
Number of admissions per age range	18-29	10	9	15
	30-39	8	13	19
	40-49	1	8	5
	50 or older	0	2	0
	TOTAL	32	32	39
Number of departures per age range	18-29	7	2	5
	30-39	6	4	10
	40-49	4	6	19
	50 or older	7	6	15
	TOTAL	24	18	49
Rate of new admissions per age range	18-29	4,7%	4,1%	7,2%
	30-39	3,8%	5,9%	9,1%
	40-49	0,5%	3,7%	2,4%
	50 or older	0,0%	0,9%	0,0%
	TOTAL	3,3%	3,3%	7,2%
Rate of departures per age range	18-29	3,3%	1%	2%
	30-39	2,8%	2%	5%
	40-49	1,9%	3%	9%
	50 or older	3,3%	3%	7%
	TOTAL	3,3%	3,3%	7,2%
Turnover rate per age range	18-29	8,0%	5%	10%
	30-39	6,6%	8%	14%
	40-49	2,3%	6%	11%
	50 or older	3,3%	4%	7%
	TOTAL	3,3%	3,3%	7,2%

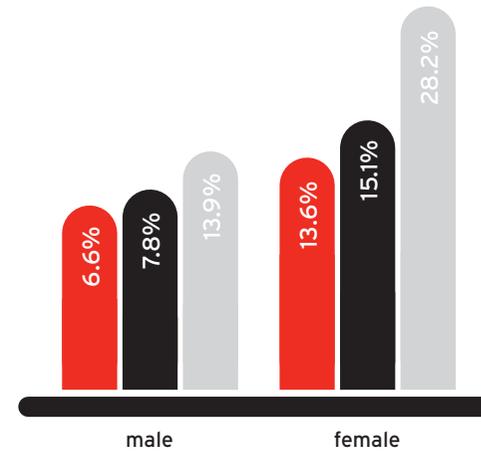
Unit: Values expressed in number of admissions and number of departures of employees and rates (new admissions and turnover). The formula applied for the calculation of the rate of new admissions, rate of departures and turnover rate can be found in Annex I | Criteria for the calculation of indicators.

Admissions and departures of employees by gender



Unit: Values expressed in number of admissions and number of departures of employees by gender.

Turnover rate by gender



Unit: Values expressed in percentage.

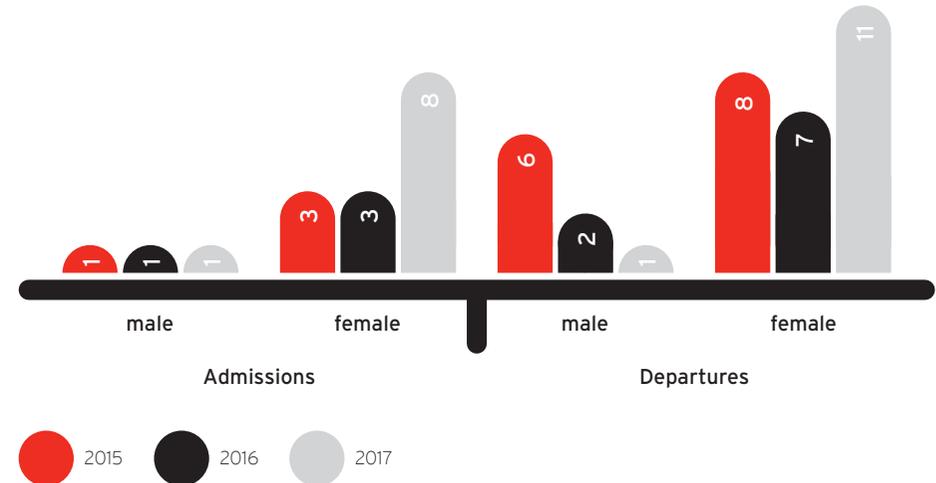
OK! TELESEGUROS

The rate of male new admissions is 1.2% (1.2% in 2016) and the rate of female new admissions is 9.8% (3.5% in 2016).

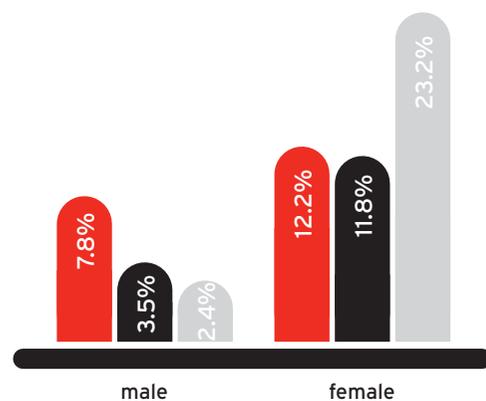
		2015	2016	2017
Number of admissions per age range	18-29	4	3	8
	30-39	0	1	1
	40-49	0	0	0
	50 or older	0	0	0
	TOTAL	4	4	9
Number of departures per age range	18-29	2	0	4
	30-39	6	7	6
	40-49	6	2	2
	50 or older	0	0	0
	TOTAL	14	9	12
Rate of new admissions per age range	18-29	4,4%	3,5%	9,8%
	30-39	0,0%	1,2%	1,2%
	40-49	0,0%	0,0%	0,0%
	50 or older	0,0%	0,0%	0,0%
	TOTAL	1,1%	1,1%	10,8%
Rate of departures per age range	18-29	2,2%	0,0%	4,9%
	30-39	6,7%	8,2%	7,3%
	40-49	6,7%	2,4%	2,4%
	50 or older	0,0%	0,0%	0,0%
	TOTAL	5,0%	4,4%	4,4%

Unit: Values expressed in number of admissions and number of departures of employees and rates (new admissions and turnover). The formula applied for the calculation of the rate of new admissions and turnover rate can be found in Annex I | Criteria for the calculation of indicators.

Admissions and departures of employees by gender



Unit: Values expressed in number of admissions and number of departures of employees by gender.

Turnover rate by gender

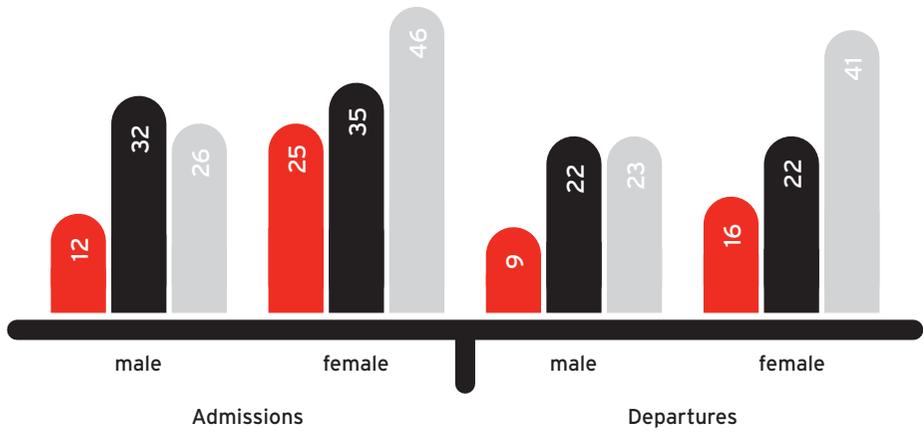
Unit: Values expressed in percentage.

FIDELIDADE ASSISTANCE

		2015	2016	2017
Number of admissions per age range	18-29	23	28	42
	30-39	11	23	19
	40-49	2	13	8
	50 or older	1	3	3
	TOTAL	37	67	72
Number of departures per age range	18-29	14	12	31
	30-39	8	20	20
	40-49	2	9	12
	50 or older	1	3	1
	TOTAL	25	44	64
Rate of new admissions per age range	18-29	15,3%	16,2%	24,0%
	30-39	7,3%	13,3%	10,9%
	40-49	1,3%	7,5%	4,6%
	50 or older	0,7%	1,7%	1,7%
	TOTAL	7,3%	13,3%	10,9%
Rate of departures per age range	18-29	9,3%	6,9%	17,7%
	30-39	5,3%	11,6%	11,4%
	40-49	1,3%	5,2%	6,9%
	50 or older	0,7%	1,7%	0,6%
	TOTAL	7,3%	13,3%	10,9%
Turnover rate per age range	18-29	24,7%	23,1%	41,7%
	30-39	12,7%	24,9%	22,3%
	40-49	2,7%	12,7%	11,4%
	50 or older	1,3%	3,5%	2,3%
	TOTAL	12,7%	24,9%	22,3%

Unit: Values expressed in number of admissions and number of departures of employees and rates (new admissions and turnover). The formula applied for the calculation of the rate of new admissions, rate of departures and turnover rate can be found in Annex I | Criteria for the calculation of indicators.

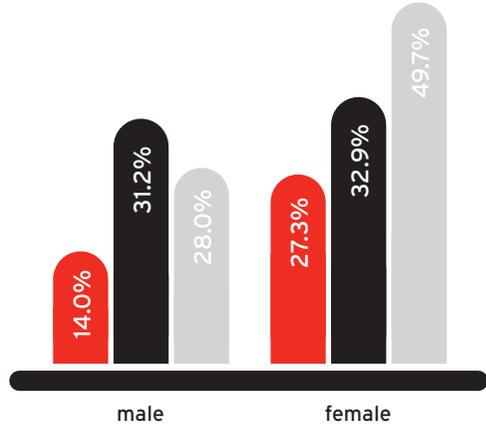
Admissions and departures of employees by gender



● 2015 ● 2016 ● 2017

Unit: Values expressed in number of admissions and number of departures of employees by gender at the Lisbon facilities (registered office).

Turnover rate by gender



● 2015 ● 2016 ● 2017

Unit: Values expressed in percentage.

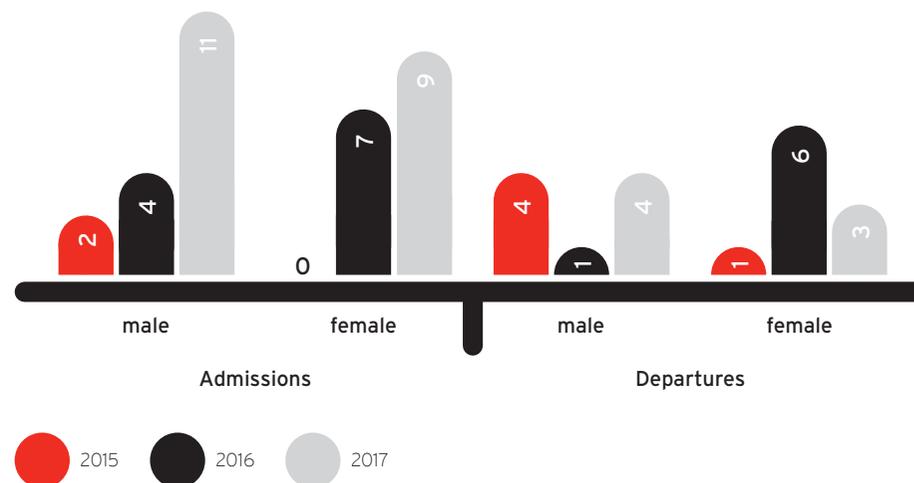
SAFEMODE

The rate of male new admissions is 14.47% (6.35% in 2016) and the rate of female new admissions is 11.84% (11.1% in 2016).

		2015	2016	2017
Number of admissions per age range	18-29	1	3	5
	30-39	1	3	4
	40-49	0	0	3
	50 or older	0	5	8
	TOTAL	2	11	20
Number of departures per age range	18-29	1	0	2
	30-39	1	3	1
	40-49	0	0	0
	50 or older	3	4	4
	TOTAL	5	7	7
Rate of new admissions per age range	18-29	2,4%	4,8%	6,6%
	30-39	2,4%	4,8%	5,3%
	40-49	0,0%	0,0%	3,9%
	50 or older	0,0%	7,9%	10,5%
	Rate of departures per age range	18-29	2,4%	0,0%
	30-39	2,4%	4,8%	1,3%
	40-49	0,0%	0,0%	0,0%
	50 or older	7,1%	6,3%	5,3%
Turnover rate per age range	18-29	4,8%	4,8%	9,2%
	30-39	4,8%	9,5%	6,6%
	40-49	0,0%	0,0%	3,9%
	50 or older	7,1%	14,3%	15,8%

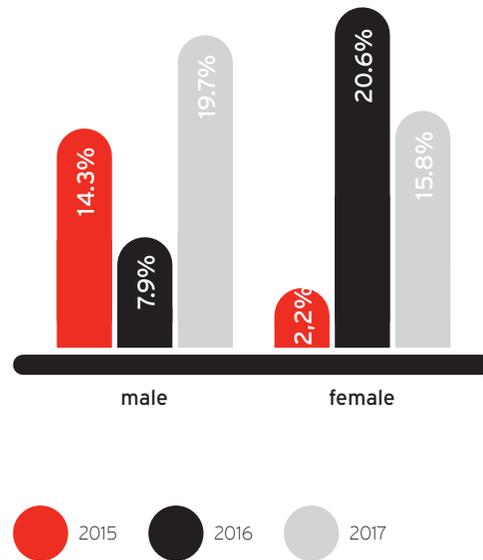
Unit: Values expressed in number of admissions and number of departures of employees and rates (new admissions and turnover). The formula applied for the calculation of the rate of new admissions, rate of departures and turnover rate can be found in Annex I | Criteria for the calculation of indicators.

Admissions and departures of employees by gender



Unit: Values expressed in number of admissions and number of departures of employees by gender.

Turnover rate by gender



Unit: Values expressed in percentage.

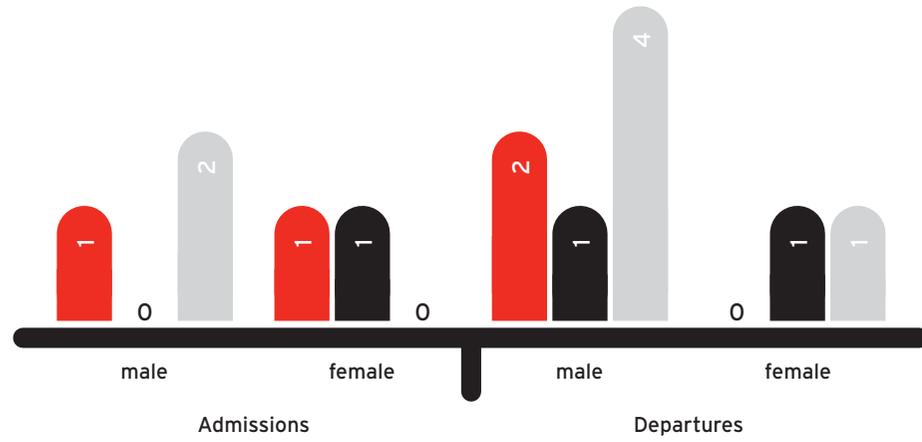
GEP

In 2017, 2 male employees were hired.

		2015	2016	2017
Number of admissions per age range	18-29	1	0	0
	30-39	0	0	1
	40-49	1	1	1
	Higher or equal than 50	0	0	0
	TOTAL	2	1	2
Number of departures per age range	18-29	0	0	0
	30-39	0	0	0
	40-49	0	1	1
	Higher or equal than 50	2	1	4
	TOTAL	2	2	5
Rate of new admissions per age range	18-29	1,7%	0,0%	0,0%
	30-39	0,0%	0,0%	1,8%
	40-49	1,7%	1,7%	1,8%
	Higher or equal than 50	0,0%	0,0%	0,0%
	TOTAL	1,7%	1,7%	1,8%
Rate of departures per age range	18-29	0,0%	0,0%	0,0%
	30-39	0,0%	0,0%	0,0%
	40-49	0,0%	1,7%	1,8%
	Higher or equal than 50	3,4%	1,7%	7,3%
	TOTAL	3,4%	1,7%	7,3%
Turnover rate per age range	18-29	1,7%	0,0%	0,0%
	30-39	0,0%	0,0%	1,8%
	40-49	1,7%	3,4%	3,6%
	Higher or equal than 50	3,4%	1,7%	7,3%
	TOTAL	1,7%	1,7%	1,8%

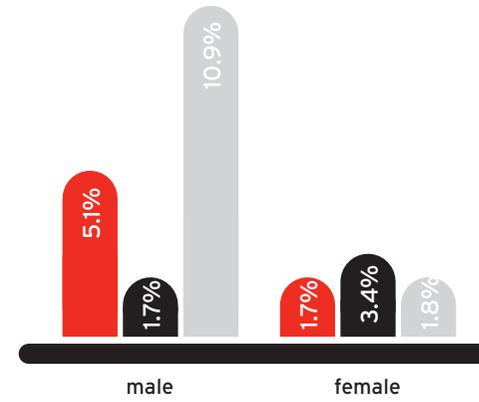
Unit: Values expressed in number of admissions and number of departures of employees and rates (new admissions and turnover). The formula applied for the calculation of the rate of new admissions, rate of departures and turnover rate can be found in Annex I | Criteria for the calculation of indicators.

Admissions and departures of employees by gender



Unit: Values expressed in number of admissions and number of departures of employees by gender.

Turnover rate by gender



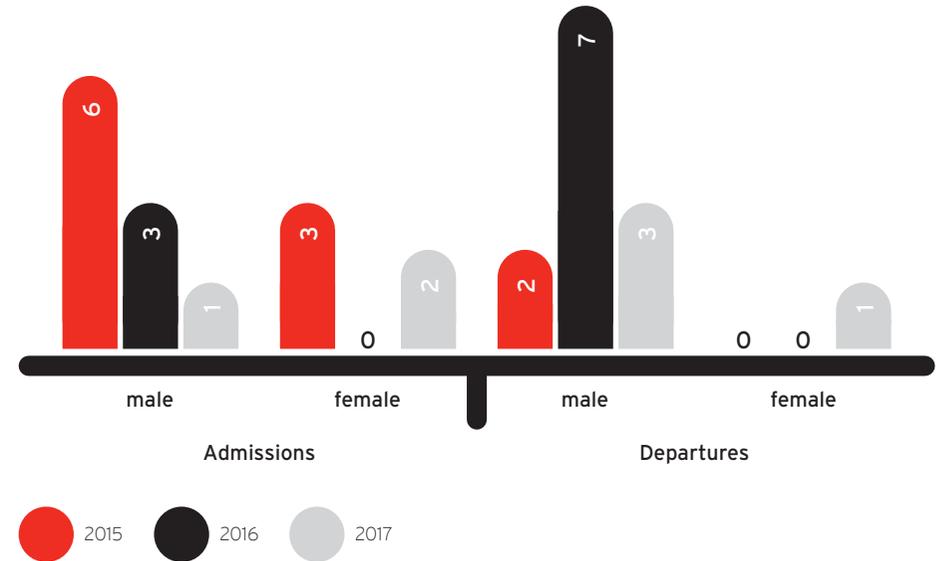
Unit: Values expressed in percentage.

FIDELIDADE CAR SERVICE

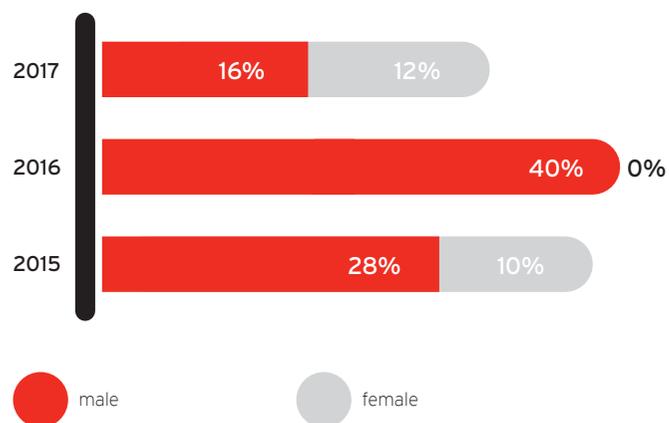
In 2017 only 3 employees were hired, the same as in 2016, 2 female employees and 1 male employee.

		2015	2016	2017
Number of admissions per age range	18-29	2	0	1
	30-39	3	1	2
	40-49	0	2	0
	50 or older	4	0	0
	TOTAL	9	3	3
Number of departures per age range	18-29	0	1	0
	30-39	0	0	1
	40-49	1	1	0
	50 or older	1	5	3
	TOTAL	2	7	4
Rate of new admissions per age range	18-29	7%	0,0%	4,0%
	30-39	10%	4,0%	8,0%
	40-49	0%	8,0%	0,0%
	50 or older	14%	0,0%	0,0%
	TOTAL	7,8%	4,0%	4,0%
Rate of departures per age range	18-29	0,0%	4,0%	0,0%
	30-39	0,0%	0,0%	4,0%
	40-49	3,4%	4,0%	0,0%
	50 or older	3,4%	20,0%	12,0%
	TOTAL	3,8%	12,0%	12,0%
Turnover rate per age range	18-29	6,9%	4,0%	4,0%
	30-39	10,3%	4,0%	12,0%
	40-49	3,4%	12,0%	0,0%
	50 or older	17,2%	20,0%	12,0%
	TOTAL	10,3%	12,0%	12,0%

Admissions and departures of employees by gender



Unit: Values expressed in number of admissions and number of departures of employees by gender.

Turnover rate by gender

Unit: Values expressed in percentage.

403-2: Rates of injuries, occupational illnesses, lost working days, absenteeism and work-related deaths, by region and gender**FIDELIDADE**

	2015	2016	2017
INJURY RATE			
Male	2,5	2,4	2,4
Female	5,1	5,3	5,1
OCCUPATIONAL ACCIDENTS			
Male	23	21	20
Female	53	54	53
Total Occupational Accidents	76	75	73
OCCUPATIONAL ILLNESSES			
Male	0	0	0
Female	0	0	0
Total Occupational Illnesses	0	0	0
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	444	405	268
Female	736	883	1062
Total Lost Working Days due to Occupational Accidents	1.180	1.288	1.330
ABSENTEEISM RATE			
Male	2,42%	2,3%	2,4%
Female	4,38%	5,0%	5,1%
NUMBER OF DEATHS			
Male	0	0	0
Female	0	0	0
Total Deaths	0	0	0

Note: The formula applied for the calculation of the absenteeism rate can be found in Annex I | Criteria for the calculation of indicators.

MULTICARE

	2015	2016	2017
INJURY RATE			
Male	0,031%	3,60	5,50
Female	0%	2,02	3,93
OCCUPATIONAL ACCIDENTS			
Male	2	2	3
Female	1	2	4
Total Occupational Accidents	3	4	7
OCCUPATIONAL ILLNESSES			
Male	0	0	0
Female	0	0	0
Total Occupational Illnesses	0	0	0
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	89	13	128
Female	0	44	118
Total Lost Working Days due to Occupational Accidents	89	57	246
ABSENTEEISM RATE			
Male	2,50%	3,1%	2,1%
Female	3,31%	2,8%	3,6%
NUMBER OF DEATHS			
Male	0	0	0
Female	0	0	0
Total Deaths	0	0	0

Units: Valores expressos em número de dias e taxas. A fórmula aplicada para cálculo da taxa de absentismo pode ser encontrada no Anexo | Critérios para cálculo de indicadores.

OK! TELESEGUROS

	2015	2016	2017
INJURY RATE			
Male	N.A.	0	5,3
Female	N.A.	0	2,4
OCCUPATIONAL ACCIDENTS			
Male	0	0	1
Female	0	0	1
Total Occupational Accidents	0	0	2
OCCUPATIONAL ILLNESSES			
Male	0	0	0
Female	1	0	0
Total Occupational Illnesses	1	0	0
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	0	0	0
Female	0	0	0
Total Lost Working Days due to Occupational Accidents	0	0	0
ABSENTEEISM RATE			
Male	1,5%	1,1%	1,4%
Female	2,1%	4,3%	4,6%
NUMBER OF DEATHS			
Male	0	0	0
Female	0	0	0
Total Deaths	0	0	0

Units: Values expressed in number of days and rates. The formula applied for the calculation of the absenteeism rate can be found in Annex I | Criteria for the calculation of indicators. No deaths were registered.

FIDELIDADE ASSISTANCE

	2015	2016	2017
INJURY RATE			
Male	N.A.	0	2,1
Female	N.A.	1,8	3,2
OCCUPATIONAL ACCIDENTS			
Male	0	0	1
Female	0	1	2
Total Occupational Accidents	0	1	3
OCCUPATIONAL ILLNESSES			
Male	1	0	0
Female	0	1	1
Total Occupational Illnesses	1	1	1
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	0	0	9
Female	0	21	40
Total Lost Working Days due to Occupational Accidents	0	21	49
ABSENTEEISM RATE			
Male	1,80%	2%	4%
Female	8,80%	11%	11%
NUMBER OF DEATHS			
Male	0	0	0
Female	0	0	0
Total Deaths	0	0	0

Units: Values expressed in number of days and rates. The formula applied for the calculation of the absenteeism rate can be found in Annex I | Criteria for the calculation of indicators.

SAFEMODE

	2015	2016	2017
INJURY RATE			
Male	N.A.	N.A.	3
Female	N.A.	N.A.	3
OCCUPATIONAL ACCIDENTS			
Male	N.R.	1	1
Female	N.R.	1	1
Total Occupational Accidents	N.R.	2	2
OCCUPATIONAL ILLNESSES			
Male	N.R.	0	0
Female	N.R.	0	0
Total Occupational Illnesses	N.R.	0	0
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	0	3	31
Female	0	154	15
Total Lost Working Days due to Occupational Accidents	0	157	46
ABSENTEEISM RATE			
Male	0%	N.R.	37%
Female	0%	N.R.	0,2%
NUMBER OF DEATHS			
Male	N.R.	0	0
Female	N.R.	0	0
Total Deaths	N.R.	0	0

Units: Values expressed in number of days and rates. The formula applied for the calculation of the absenteeism rate can be found in Annex I | Criteria for the calculation of indicators.

GEP

	2015	2016	2017
INJURY RATE			
Male	0	0,0	0,0
Female	0	0,0	11,4
OCCUPATIONAL ACCIDENTS			
Male	1	0	0
Female	0	0	1
Total Occupational Accidents	1	0	1
OCCUPATIONAL ILLNESSES			
Male	0	0	0
Female	0	0	0
Total Occupational Illnesses	0	0	0
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	0	0	0
Female	0	0	6
Total Lost Working Days due to Occupational Accidents	0	0	6
ABSENTEEISM RATE			
Male	0%	1%	5%
Female	0%	3%	4%
NUMBER OF DEATHS			
Male	0	0	0
Female	0	0	0
Total Deaths	0	0	0

Units: Values expressed in number of days and rates. The formula applied for the calculation of the absenteeism rate can be found in Annex I | Criteria for the calculation of indicators.

FIDELIDADE CAR SERVICE

	2015	2016	2017
INJURY RATE			
Male	8,7	6,2	0
Female	0	0	0
OCCUPATIONAL ACCIDENTS			
Male	2	1	0
Female	0	0	0
Total Occupational Accidents	2	1	0
OCCUPATIONAL ILLNESSES			
Male	0	0	0
Female	0	0	0
Total Occupational Illnesses	0	0	0
LOST WORKING DAYS DUE TO OCCUPATIONAL ACCIDENTS			
Male	33	55	0
Female	0	0	0
Total Lost Working Days due to Occupational Accidents	33	55	0
ABSENTEEISM RATE			
Male	8,0%	8,49%	0,73%
Female	1,0%	1,2%	1,1%
NUMBER OF DEATHS			
Male	0	0	0
Female	0	0	0
Total Deaths	0	0	0

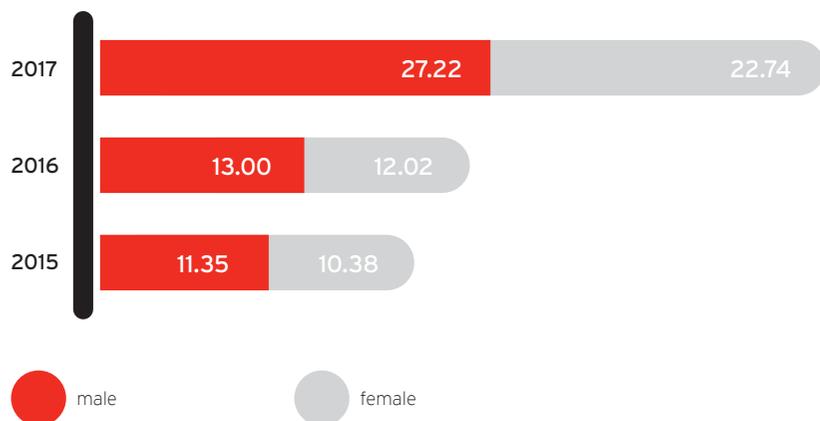
Units: Values expressed in number of days and rates. The formula applied for the calculation of the absenteeism rate can be found in Annex I | Criteria for the calculation of indicators.

404-1: Average training hours per year, per employee

FIDELIDADE

In 2017, there was a 103% increase in the total number of training hours provided to employees.

Average training hours provided, by gender



Unit: Values expressed in average training hours.

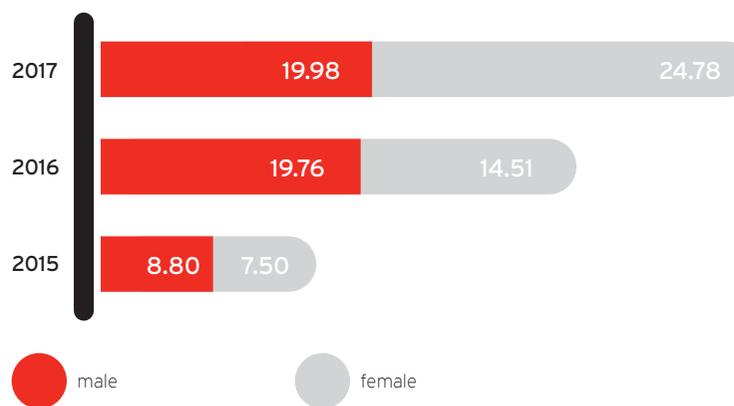
	2015		2016		2017	
	Male	Female	Male	Female	Male	Female
Management	10,5	0	14,9	0	15,1	N/A
Administrative area	11,8	8,9	7,0	1,9	16,2	12,9
Coordination area	8,8	14,4	21,3	34,0	51,5	58,8
Technical area + consultancy	10,0	11,3	12,6	15,7	23,4	24,6
Others - support area	0,0	4,6	1,7	10,1	1,5	0
HOURS/EMPLOYEE	11,4	10,4	13,0	12,0	27,2	22,7

Unit: Values expressed in average training hours per employee. The formula applied for the calculation of hours/employee can be found in Annex I | Criteria for the calculation of indicators.

MULTICARE

In 2017, there was a 35% increase year-on-year in the total number of training hours provided to employees.

Average training hours provided, by gender



Unit: Values expressed in average training hours.

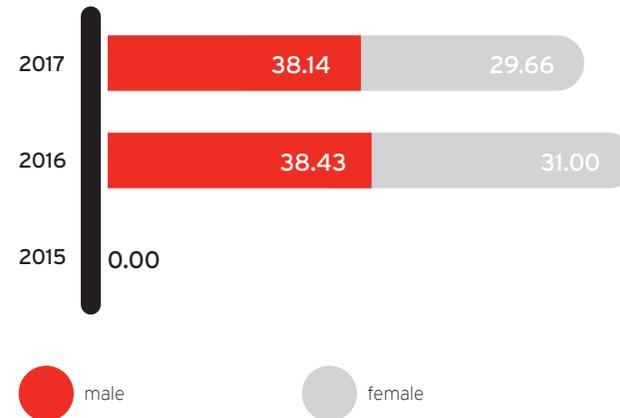
	2015		2016		2017	
	Male	Female	Male	Female	Male	Female
Management	7,67	17,17	65,4	111,2	0	0
Administrative area	4,10	4,47	3,5	6,2	10,6	13,5
Coordination area	10,97	12,16	42,6	41,6	62,9	70,1
Technical area + consultancy	10,97	8,31	21,1	13,1	29,4	37,1
Others - support area	0	0	0	0	0	0
HOURS/EMPLOYEE	8,8	7,5	19,8	14,5	20,0	24,8

Unit: Values expressed in average training hours per employee.

OK! TELESEGUROS

In 2017 there was a 6% decrease in the total number of training hours provided to employees compared to 2016. However, there was a 30% increase in the number of training hours provided to employees of the Technical Area + Consultancy.

Average training hours provided, by gender



Unit: Values expressed in average training hours per employee. The average training hours per employee is presented by gender.

	2015	
	Male	Female
Coordination	67,94	67,25
Support	13,70	13,73
Technical	36,50	24,11
HOURS/EMPLOYEE	38,62	26,90

	2016		2017	
	Male	Female	Male	Female
Management	68,7	n.a. ⁶	0	n.a.
Administrative area	20,4	16,3	7,0	11,2
Coordination area	77,2	68,4	187,7	92,0
Technical area + consultancy	23,8	29,7	23,9	37,1
Others - support areas	0	0	0	0
HOURS/EMPLOYEE	38,4	31,0	38,1	29,7

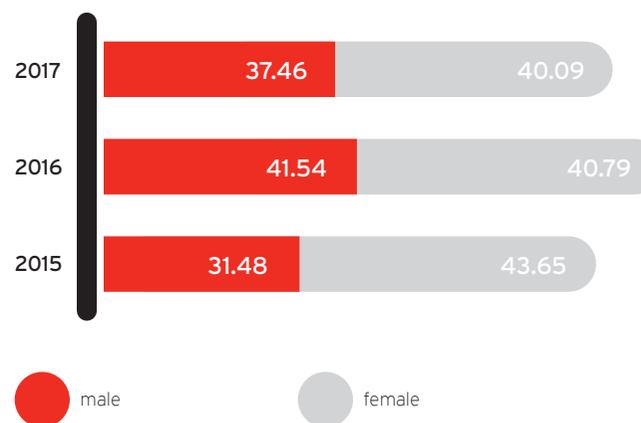
Unit: Values expressed in average training hours per employee.

Note: In 2016, a reorganization of the professional categories took place, seeking to standardize the information provided by the companies of the Fidelidade Group.

FIDELIDADE ASSISTANCE

In 2017, 6,821 training hours were provided to the employees of Fidelidade Assistance, that is, a 4% decrease compared to 2016.

Average training hours provided, by gender



Unit: Values expressed in average training hours per employee.

⁶ OK! teleshuros' Management body does not include any female members

	2014		2015	
	Male	Female	Male	Female
Director	0	0	0	0
Programmer analyst	2,0	0	0	0
Administrative support	28	0	0	0
BoD advisor	0	0	0	0
Human Resource advisor	0	77	0	10
Quality advisor/Head of Quality	0	0	0	0
Commercial assistant	0	44	0	0
Internal efficiency evaluation assistant	27	5	34,1	16,5
Administrative assistant	0	0	0	0
Accounting and tax assistant	0	0	0	0
Direction assistant	0	0	0	15
Operations assistant	17,4	22,4	34,1	48,5
Operation planning assistant	20	0	52	0
Human resource assistant	0	0	0	0
Insurance assistant	0	0	0	0
Treasury assistant	0	0	0	3
IT assistant	0	0	0	0
Legal assistant	33	0	24,3	0
Claim payments assistant	41,5	0	17	20,8
Legal protection assistant	0	0	0	0
Auditor	108	0	57	0
Team leader	50,7	26,8	35,6	40,1
Training coordinator	13,5	0	0	103,1
Account manager	0	0	14	0
Supplier manager	0	0	0	0
Quality manager	0	0	0	0

(continuation)

	2014		2015	
	Male	Female	Male	Female
Legal expert	0	3	0	20,4
Programmer	0	0	0	0
Head of department	62,5	47	31	43
Head of sector	50,7	68,4	29,1	119,4
Data analysis technician	2	0	0	0
Systems and helpdesk technician	2	0	0	0
Technician	0	0	0	3,1
HOURS/EMPLOYEE	31,15	17,09	31,48	43,65

	2016		2017	
	Male	Female	Male	Female
Management	0	0	0	0
Administrative area	46,0	43,8	41,5	44,6
Coordination area	7,3	3,9	17,7	16,4
Technical area + consultancy	50,2	70,5	42,7	38,8
Others - support areas	0	0	0	0
HOURS/EMPLOYEE	41,5	40,8	37,5	40,1

Unit: Values expressed in average training hours by professional category and gender.

Note: In 2016, a reorganization of the professional categories took place, seeking to standardize the information provided by the companies of the Fidelidade Group.

SAFEMODE

Average training hours provided, by gender

Unit: Values expressed in total training hours and average training hours per employee.

	2015		2016		2017	
	Male	Female	Male	Female	Male	Female
Board of Directors (BoD)	0	0	0	0	0	0
Directors (dir)	N.R.	N.R.	7,6	4,0	6,0	0
Coordinators	N.R.	N.R.	1,3	7,2	0,9	6,3
Technicians of operational areas (toa)	N.R.	N.R.	13,0	8,1	13,8	2,4
Technicians of support areas (tsa)	N.R.	N.R.	0	0	0	0

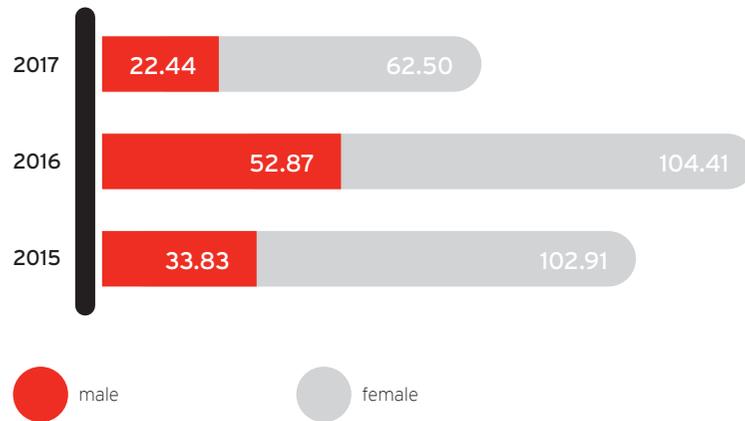
HOURS/EMPLOYEE

Unit: Values expressed in average training hours per employee, according to their professional category and gender.

GEP

In 2017, 22.44 and 62.5 are the average training hours provided to male and female employees, respectively.

Average training hours provided, by gender



Unit: Values expressed in total training hours and average training hours per employee.

	2016		2017	
	Male	Female	Male	Female
Heads	74,0	92,0	35,0	52,5
Experts	8,9	n.a. ⁷	0	n.a
Technicians + Administrative staff	68,7	107,2	10,0	65,0
HOURS/EMPLOYEE	52,9	104,4	22,4	62,5

Unit: Values expressed in average training hours per employee, according to their professional category and gender.

⁷ In the Experts category, GEP has only male employees.

FIDELIDADE CAR SERVICE

In 2017, there were 152 training hours, a 216% increase in respect of 2016, provided to male employees of the “Heads” category and to female employees of the “Technicians + Administrative staff” category.

Average training hours provided, by gender



	2015		2016		2017	
	Male	Female	Male	Female	Male	Female
Heads	N.R.	N.R.	1	0	18,3	24,0
Experts	N.R.	N.R.	0	0	0	N/A
Technicians + Administrative staff	N.R.	N.R.	0	6,3	0,7	4
HOURS/EMPLOYEE	0,6	0	0,2	6,3	5,9	6,5

404-2: Skills management and continuous learning programs

FIDELIDADE

In 2017, programs were developed focused on skills management and continuous learning, namely:

- Fyouture
- Compete + (for commercial areas)
- Changing mind, chasing leadership

MULTICARE

In 2017, Multicare was involved in the Fyouture program, which focused on, among others, the employees' skills management and continuous learning.

FIDELIDADE CAR SERVICE

No skills management or continuous learning programs were developed to support the ongoing employability of employees and to manage their careers.

OK! TELESEGUROS

OK! teleseguros contributes to master's/post-graduation/MBA degree programs, according to employees' performance, as well as to the relevance of the program based on its usefulness for the duties carried out by employees, or of its interest to the company. OK! teleseguros invests in the internal mobility of employees, fitting them in other areas and duties more adequate to their profiles. OK! teleseguros takes part in the FIDExperience project, within the scope of which all employees may experience one day or one morning or afternoon working for a Department/

Company of the Group different from their own. This is an opportunity for them to become aware of the work carried out in other departments of the company and at the same time to develop behaviors based on values of integrity, sense of initiative, creativity, improvement and responsibility (both the visitors and the hosts).

GEP

Every year, GEP provides a schedule with the training necessary for the development of employees.

FIDELIDADE ASSISTANCE

Fidelidade Assistance promotes the training of its employees as a form of professional valuation, and they are encouraged to seek permanent ongoing training during the course of their professional lives.

SAFEMODE

Safemode provides financial support for external training in its employees' areas of operation.

404-3: Percentage of employees subject to regular career development and performance reviews, by gender

FIDELIDADE

In 2017, 86% of male employees and 87% of female employees were subject to career development and performance reviews.

MULTICARE

In 2017, 79% of male employees and 74% of female employees were subject to career development and performance reviews.

OK! TELESEGUROS

In 2017, 96% of male employees and 98% of female employees were subject to regular career development and performance reviews.

FIDELIDADE ASSISTANCE

In 2017, 85% of male employees and 59% of female employees were subject to regular career development and performance reviews.

SAFEMODE

In 2017, 87% of male employees and 68% of female employees were subject to regular career development and performance reviews.

GEP | FIDELIDADE CAR SERVICE

In 2017, all employees were subject to regular career development and performance reviews.

405-1: Diversity in management and among employees**FIDELIDADE**

	2015	2016	2017
MANAGEMENT			
Male	5	5	7
Female	0	0	0
People with disabilities	0	0	0
Age range			
< 30	0	0	0
>= 30 and <40	0	0	2
>= 40 and <50	1	1	1
>= 50	4	4	4
Total	5	5	7
ADMINISTRATIVE AREA			
Male	356	304	289
Female	644	629	653
People with disabilities	33	30	32
Age range			
< 30	3	35	73
>= 30 and <40	175	135	115
>= 40 and <50	380	417	390
>= 50	442	346	364
Total	1000	933	942

(continuation)

	2015	2016	2017
COORDINATION AREA			
Male	288	273	239
Female	209	200	151
People with disabilities	5	7	6
Age range			
< 30	0	0	1
>= 30 and <40	38	29	23
>= 40 and <50	214	227	158
>= 50	245	217	208
Total	497	473	390
TECHNICAL AREA + CONSULTANCY			
Male	536	514	583
Female	501	539	622
People with disabilities	16	14	22
Age range			
< 30	47	58	91
>= 30 and <40	172	171	161
>= 40 and <50	490	547	556
>= 50	328	277	397
Total	1037	1053	1205

(continuation)

	2015	2016	2017
OTHERS - SUPPORT AREAS			
Male	21	23	11
Female	15	12	8
People with disabilities	2	1	1
Age range			
< 30	9	14	0
>= 30 and <40	0	0	0
>= 40 and <50	7	6	3
>= 50	20	15	16
Total	36	35	19

MULTICARE

	2015	2016	2017
MANAGEMENT			
Male	5	2	1
Female	1	1	1
People with disabilities	0	0	0
Age range			
< 30	0	0	0
>= 30 and <40	0	0	0
>= 40 and <50	0	0	0
>= 50	6	3	2
Total	6	3	2
ADMINISTRATIVE AREA			
Male	33	34	41
Female	79	82	86
People with disabilities	N.R.	0	0
Age range			
< 30	14	1	21
>= 30 and <40	68	8	72
>= 40 and <50	23	48	29
>= 50	7	59	5
Total	112	116	127

(continuation)

	2015	2016	2017
COORDINATION AREA			
Male	17	17	3
Female	24	23	10
People with disabilities	1	1	0
Age range			
< 30	0	0	0
>= 30 and <40	16	1	4
>= 40 and <50	15	4	8
>= 50	10	35	1
Total	41	40	13
TECHNICAL AREA + CONSULTANCY			
Male	25	25	27
Female	35	38	42
People with disabilities	1	3	2
Age range			
< 30	6	0	4
>= 30 and <40	17	5	22
>= 40 and <50	26	7	39
>= 50	11	51	4
Total	60	63	69

(continuation)

	2015	2016	2017
OTHERS - SUPPORT AREAS			
Male	N.R.	0	0
Female	N.R.	0	0
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	0	0
>= 50	N.R.	0	0
Total	N.R.	0	0

OK! TELESEGUROS

	2015	2016	2017
MANAGEMENT			
Male	N.R.	1	1
Female	N.R.	0	0
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	1	1
>= 50	N.R.	0	0
Total	N.R.	1	1
ADMINISTRATIVE AREA			
Male	N.R.	7	8
Female	N.R.	26	27
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	7	10
>= 30 and <40	N.R.	18	13
>= 40 and <50	N.R.	8	11
>= 50	N.R.	0	1
Total	N.R.	33	35

(continuation)

	2015	2016	2017
COORDINATION AREA			
Male	N.R.	6	3
Female	N.R.	11	5
People with disabilities	N.R.	0	0
Age range	N.R.		
< 30	N.R.	0	0
>= 30 and <40	N.R.	7	1
>= 40 and <50	N.R.	9	6
>= 50	N.R.	1	1
Total	N.R.	17	8
TECHNICAL AREA + CONSULTANCY			
Male	N.R.	12	14
Female	N.R.	23	25
People with disabilities	N.R.	0	0
Age range	N.R.		
< 30	N.R.	2	2
>= 30 and <40	N.R.	23	19
>= 40 and <50	N.R.	10	16
>= 50	N.R.	0	2
Total	N.R.	35	39

(continuation)

	2015	2016	2017
OTHERS - SUPPORT AREAS			
Male	N.R.	0	0
Female	N.R.	0	0
People with disabilities	N.R.	0	0
Age range	N.R.		
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	0	0
>= 50	N.R.	0	0
Total	N.R.	0	0

FIDELIDADE ASSISTANCE

	2015	2016	2017
MANAGEMENT			
Male	4	3	4
Female	0	0	0
People with disabilities	0	0	0
Age range			
< 30	0	0	0
>= 30 and <40	0	0	0
>= 40 and <50	0	0	0
>= 50	4	3	4
Total	4	3	4
ADMINISTRATIVE AREA			
Male	1	57	56
Female	3	74	77
People with disabilities	N.R.	3	5
Age range			
< 30	0	31	36
>= 30 and <40	1	54	41
>= 40 and <50	3	37	46
>= 50	0	9	10
Total	4	131	133

(continuation)

	2015	2016	2017
COORDINATION AREA			
Male	1	9	8
Female	0	10	10
People with disabilities	N.R.	0	0
Age range			
< 30	0	1	0
>= 30 and <40	0	5	4
>= 40 and <50	0	12	13
>= 50	1	1	1
Total	1	19	18
TECHNICAL AREA + CONSULTANCY			
Male	1	6	6
Female	0	14	14
People with disabilities	N.R.	0	1
Age range			
< 30	0	1	0
>= 30 and <40	1	7	6
>= 40 and <50	0	10	9
>= 50	0	2	5
Total	1	20	20

(continuation)

	2015	2016	2017
OTHERS - SUPPORT AREAS			
Male	1	0	0
Female	0	0	0
People with disabilities	N.R.	0	0
Age range			
< 30	0	0	0
>= 30 and <40	0	0	0
>= 40 and <50	0	0	0
>= 50	1	0	0
Total	1	0	0

GEP

	2015	2016	2017
HEADS			
Male	N.R.	29	28
Female	N.R.	2	2
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	2	2
>= 40 and <50	N.R.	12	11
>= 50	N.R.	17	17
Total	N.R.	31	30
EXPERTS			
Male	N.R.	15	13
Female	N.R.	0	0
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	4	2
>= 50	N.R.	11	11
Total	N.R.	15	13

(continuation)

	2015	2016	2017
TECHNICIANS AND ADMINISTRATIVE STAFF			
Male	N.R.	3	3
Female	N.R.	9	8
People with disabilities	N.R.	1	2
Age range			
< 30	N.R.	1	1
>= 30 and <40	N.R.	5	4
>= 40 and <50	N.R.	4	4
>= 50	N.R.	2	2
Total	N.R.	12	11

SAFEMODE

	2015	2016	2017
MANAGEMENT			
Male	N.R.	1	1
Female	N.R.	0	0
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	0	0
>= 50	N.R.	1	1
Total	N.R.	1	1
DIRECTORS			
Male	N.R.	5	5
Female	N.R.	2	4
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	1	1
>= 40 and <50	N.R.	2	3
>= 50	N.R.	4	5
Total	N.R.	7	9

(continuation)

	2015	2016	2017
COORDINATORS			
Male	N.R.	7	7
Female	N.R.	6	6
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	4	4
>= 40 and <50	N.R.	4	4
>= 50	N.R.	5	5
Total	N.R.	13	13
TECHNICIANS OF OPERATIONAL AREAS			
Male	N.R.	18	25
Female	N.R.	22	26
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	3	5
>= 30 and <40	N.R.	21	23
>= 40 and <50	N.R.	7	9
>= 50	N.R.	9	14
Total	N.R.	40	51

(continuation)

	2015	2016	2017
TECHNICIANS OF SUPPORT AREAS			
Male	N.R.	0	0
Female	N.R.	2	2
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	2	2
>= 50	N.R.	0	0
Total	N.R.	2	2

CAR SERVICE

	2015	2016	2017
HEADS			
Male	N.R.	4	5
Female	N.R.	0	1
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	2	2
>= 50	N.R.	2	4
Total	N.R.	4	6
EXPERTS			
Male	N.R.	3	1
Female	N.R.	0	0
People with disabilities	N.R.	0	0
Age range			
< 30	N.R.	0	0
>= 30 and <40	N.R.	0	0
>= 40 and <50	N.R.	1	1
>= 50	N.R.	2	0
Total	N.R.	3	1

(continuation)

	2015	2016	2017
TECHNICIANS AND ADMINISTRATIVE STAFF			
Male	N.R.	11	11
Female	N.R.	7	7
People with disabilities	N.R.	0	1
Age range			
< 30	N.R.	2	3
>= 30 and <40	N.R.	5	5
>= 40 and <50	N.R.	4	4
>= 50	N.R.	7	6
Total	N.R.	18	18

405-2: Ratio of women's base salary and remuneration to men's**FIDELIDADE | MULTICARE | OK! TELESEGUROS**

The base salary is defined in the Employment Contract Code for each salary level and is equal both for men and women.

FIDELIDADE ASSISTANCE

	2015	2016	2017
MANAGEMENT			
Base Salary	N.R.	N.R.	N.A. ⁸
Remuneration	N.R.	N.R.	N.A.
ADMINISTRATIVE AREA			
Base Salary	N.R.	N.R.	0,94
Remuneration	N.R.	N.R.	0,91
TECHNICAL AREA + CONSULTANCY			
Base Salary	N.R.	N.R.	1,03
Remuneration	N.R.	N.R.	0,94
COORDINATION AREA			
Base Salary	N.R.	N.R.	1,05
Remuneration	N.R.	N.R.	1,10
SUPPORT AREAS			
Base Salary	N.R.	N.R.	N.A. ⁹
Remuneration	N.R.	N.R.	N.A.

SAFEMODE

	2015	2016	2017
BASE SALARY			
BOARD OF DIRECTORS (BoD)	N.A.	N.A.	N.A. ¹⁰
DIRECTORS (DIR)	0,78	0,78	0,78
COORDINATORS	-	0,97	0,97
TECHNICIANS OF OPERATIONAL AREAS (TOA)	1,00	0,90	0,88
TECHNICIANS OF SUPPORT AREAS (TSA)	1,09	N.A.	N.A. ¹¹
BASE REMUNERATION			
BOARD OF DIRECTORS (BoD)	N.A.	N.A.	N.A.
DIRECTORS (DIR)	0,78	0,78	0,78
COORDINATORS	-	0,97	0,97
TECHNICIANS OF OPERATIONAL AREAS (TOA)	1,04	0,90	0,93
TECHNICIANS OF SUPPORT AREAS (TSA)	0,90	N.A.	N.A.

Unit: Values expressed in ratio of the base salary and the remuneration between men and women.

Note: In 2016, a new category was created: Coordinators.

⁸ Fidelidade Assistance has no employees in the category of Support Areas.

⁹ In the Management category, Safemode has only male employees

¹⁰ In the category of Technicians of Support Areas, Safemode has only female employees

¹¹ In the Experts category, GEP has only male employees

GEP

	2015	2016	2017
BASE SALARY			
HEADS	0,67	0,72	0,77
EXPERTS ¹²	N.A.	N.A.	N.A.
TECHNICIANS	0,63	0,75	0,74
BASE REMUNERATION			
HEADS	0,68	0,72	0,77
EXPERTS ¹³	N.A.	N.A.	N.A.
TECHNICIANS	0,57	0,68	0,71

Unit: Values expressed in ratio of the salary between men and women.

FIDELIDADE CAR SERVICE

Not applicable in the case of Fidelidade Car Service:

- In the Experts category, there are only male employees in 2017.
- In the category of Technicians and Administrative staff, there is no remuneration component, and the salary component is fixed and equal for all employees exercising said duties.

415-1: Total contributions for political parties and politicians, by country and recipient / beneficiary**FIDELIDADE | MULTICARE | OK! TELESEGUROS | FIDELIDADE ASSISTANCE | SAFEMODE | GEP | FIDELIDADE CAR SERVICE**

No financial contributions or contributions in kind were made to political parties, politicians or related institutions.

417-1: Requirements for information and labeling of products and services**FIDELIDADE**

The Company has an Internal Regulations System (SNI), published on the intranet or internally disclosed through the corporate means of communication, to which all employees are subject, covering the most relevant aspects of the Company's operation and business. The SNI sets forth the rules and competences regarding the production, management, support means, disclosure of and access to regulations, namely on the organic structure, the characteristics of products and services and relevant procedures or information.

OK! TELESEGUROS

OK! teleseguros provides to its customers the conditions of their insurances as required by law: general and special conditions; pre-contractual conditions; schedule. This information is provided to customers upon the subscription of any insurance. The pre-contractual information and the general and special conditions are available and updated at the website of OK! teleseguros.

¹² In the Experts category, GEP has only male employees

¹³ In the Experts category, GEP has only male employees

SAFEMODE

Not applicable to Safemode's business.

GEP

The services provided by GEP are mentioned in the Quality Manual. The requirements associated therewith are fully complied with.

FIDELIDADE CAR SERVICE

Following the internal procedures of Fidelidade Car Service, the company offers a 2-year warranty for the services provided.

417-2: Cases of non-compliance concerning information and labeling of products and services

FIDELIDADE

In 2017, no sanctions were applied by the ASF to the insurance companies of the group regarding non-compliance of products or services.

FIDELIDADE ASSISTANCE | GEP | FIDELIDADE CAR SERVICE

In 2017, there were no cases of non-compliance concerning information and labeling of products and services.

SAFEMODE

Not applicable to Safemode's business.

418-1: Total number of substantiated complaints regarding breaches of privacy and loss of customers' data

FIDELIDADE

In 2017, there was one substantiated complaint regarding breaches of privacy and loss of customers' data.

OK! TELESEGUROS | FIDELIDADE ASSISTANCE| SAFEMODE | GEP | FIDELIDADE CAR SERVICE

There were no complaints regarding breaches of customers' privacy.

419-1: Non-compliance with economic and social laws and regulations

FIDELIDADE | MULTICARE | OK! TELESEGUROS | FIDELIDADE ASSISTANCE | SAFEMODE | GEP | FIDELIDADE CAR SERVICE

No significant fines or non-pecuniary sanctions were registered regarding non-compliance with laws and regulations.

SECTORIAL
SUPPLEMENT:
FINANCIAL
SERVICES

FS6: Percentage of specific lines/segments of business, in total turnover, by region and dimension
FIDELIDADE

	2015	2016	2017
LIFE	80,71%	68,64%	66,64%
INSURANCE CONTRACTS	7,88%	8,22%	11,51%
INVESTMENT CONTRACTS	72,83%	60,43%	55,13%
NON-LIFE	19,29%	31,36%	33,36%
ACCIDENTS AND HEALTH	9,75%	11,86%	13,24%
Workers' Compensation	4,28%	4,38%	4,91%
Personal Injuries	0,45%	0,71%	0,73%
Health	5,01%	6,77%	7,60%
FIRE AND OTHER DAMAGE	2,43%	6,24%	6,17%
MOTOR	6,76%	11,74%	12,41%
TRANSPORT	0,09%	0,49%	0,51%
CIVIL LIABILITY	0,19%	0,90%	0,91%
SUNDRY	0,19%	0,12%	0,11%
TOTAL	100%	100%	100%

MULTICARE

	2015	2016	2017
NON-LIFE			
HEALTH	N.R.	N.R.	270.696 544

OK! TELESEGUROS

	2015	2016	2017
NON-LIFE			
ACCIDENTS AND HEALTH	1,0%	1,1%	1,0%
MOTOR	96,5%	83,3%	83,0%
DIRECT INSURANCE			
Civil Liability	55,2%	54,4%	54,0%
Other coverages	28,3%	28,8%	29,0%
SUNDRY	13,0%	12,9%	13,0%
Legal protection	1,4%	1,4%	1,0%
Assistance	11,6%	11,5%	12,0%
HOME MULTI-RISK	2,5%	2,8%	3,0%
OVERALL TOTAL	100%	100%	100%

FS7: (Monetary) volume of products and services with social benefit, by line of business

MULTICARE

EUR 2,848,788.59 - Proteção Vital Insurance

OK! TELESEGUROS

The "Ipronto" low-cost product is no longer part of the commercial offer and strategy of OK! teleseguros.

FS8: (Monetary) volume of products and services with environmental benefit, by line of business

FIDELIDADE

Environmental liability insurance - Premiums Corporate Customers + Sole Proprietorships: EUR 715,218

OK! TELESEGUROS

The OK! GPS product obtained a total of accounting Gross Premiums Written of EUR 519,882.90 (this amount refers to accounting Gross Premiums Written).

SPECIFIC INDICATORS

INDICATOR	2015	2016	2017
Number of Customers' Branches	64	64	64
Number of Mediation Areas	59	41	41
Number of intermediaries	8966	10336	6143
Exclusive intermediaries	2594	4920	3417
Number of trainees who participated in the Trainees Program	11	14	7
Number of employees who participated in the Tom Fidelidade training	500	126	0
Participation in the My Benefits program	78%	N.R.	N.R.
Number of WECARE interventions	160	190	523
Processes with intervention of the team and follow-up by the area	N.R.	N.R.	336
Processes with intervention in the area of professional reintegration	N.R.	N.R.	51
Intervention within the scope of home and/or motor vehicle adaptations	N.R.	N.R.	46
Psychological support	N.R.	N.R.	116
Psychology exclusive support	N.R.	N.R.	187

PN | ENHANCING THE GROWTH OF BUSINESS PARTNERS

INDICATOR	2015	2016	2017	
TRAINING OF THE INTERMEDIARIES NETWORK				
PN4	Number of participants	3 084	5 353	3 910
PN5	Total number of hours	26 513	25 298	27 055
PN6	Total number of sessions	249	423	334
TRAINING OF THE CUSTOMER MANAGERS NETWORK (NEW INTERMEDIARIES)				
PN7	Number of participants	95	127	90
PN8	Total number of training hours/certification	11 111	16 510	1 725
PN9	Total number of sessions/certification	9	9	13
PN10	Total number of hours of training in:			
+PN11	Products/IT/Claims/Behavioral Training	7 953	5 247	4 803
AVERAGE TRAINING ASSESSMENT				
(Scale: 1-Bad 2- Non-satisfactory 3-Sufficient 4-Good)				
	Structure of the APS training program	4,1	3,70	4,19
	Contents of the APS training program	4,3	3,75	4,17
	Online tutoring support, provided by Fidelidade	4,5	4,18	4,15
	Global assessment of the training in function of the objectives		3,93	4,13

		2015	2016	2017
CUSTOMER MANAGERS PROJECT				
PN12	Number of Active Customer Managers	244	135	108
PN13	Total Processed Premiums (€)	6 259 575	4 684 237	3 826 733
PN14	PPR + Life-Risk (€)	1 401 596	1 284 882	511 074
PN15	Mortgage Credit (€)	350 000	35 000	n.a.
PN16	Number of open points of sale	7	1	5
AVERAGE TRAINING ASSESSMENT				
(Scale: 1-Bad 2- Non-satisfactory				
3-Sufficient 4-Good)				
	Training contents	4,6	4,02	4,20
	Usefulness of the topics for the commercial activity	4,5	4,08	4,22
	Program in function of initial expectations	4,5	3,88	4,00
	Global assessment in function of the objectives	4,5	3,94	4,14
TRAINING OF THE				
INTERMEDIARIES NETWORK				
PN4.1	Number of participants (for the DNA dep.)	76	53	13
PN5.1	Total number of hours (for the DNA dep.)	304	212	52
PN6.1	Total number of sessions (for the DNA dep.)	8	7	2

QS | IMPROVING SERVICE QUALITY

		2015	2016	2017
COMPLAINTS				
QS2	Number of closed complaints	3.506	3.814	4.094
QS3	Number of entered complaints	3.505	3.800	4.118
QS4	Total number of reopen complaints	290	309	312
QS5	Overall average response time	4,81	5,82	5,07
QS6	Average response time of the Complaints Management Center	3,07	1,88	1,63
QS7	Average response time of technical areas and complaints	1,75	3,94	3,45
QS8	Number of complaints regarding motor insurance	1.763	2.049	2.143
QS9	Number of complaints regarding the Life branch	316	289	280
QS10	Number of complaints regarding health insurance	402	485	619
QS11	Number of financial complaints	86	63	73
QS12	Number of complaints settled in favor of the complainant	1.140	1.215	1.039

EP | INVESTING IN PROCESS EFFICIENCY

	2015	2016	2017
Number of ADN and Medinet appointments	15.147	16.188	16.177
Number of accounts with access to Medinet	8.865	5.787	6.056
Total number of Medinet users	6.499	4.514	4.585
Number of accounts with Medinet writing capacity	7.227	5.417	5.733
Number of accounts with access to ADN	6.522	4.118	4.106
Total number of ADN users	4.288	2.722	2.823
Number of accounts with ADN writing capacity	5.494	3.848	3.870
Writing percentage for the motor branch	75%	81%	87%
Writing percentage for Home Multi-Risk	59%	76%	76%
Writing percentage for individual			
Personal Injuries	79%	80,02%	82%
Writing percentage for Travel	80%	86%	89%
Writing percentage for Business Multi-Risk	45%	63%	66%
Writing percentage for Workers' Compensation	45%	59,6%	70%
Writing percentage for Civil Liability	60%	60%	65%

IC | STRUCTURING COMMUNITY INVESTMENT

	2015	2016	2017
Investment in pool of volunteers	925 €	925 €	925 €
Total volunteer work hours	387	406	143
Number of employees involved			
in volunteer work initiatives	141	120	795
Number of supported institutions	202	Mais de 100	143
Solidarity Kits in partnership with ENTRAJUDA	3.000	18 boxes	63 boxes
Number of users supported with the kits	N.R.	N.R.	1863
Number of newsletters	12	12	12
Number of visits to the internal website	68.458	78342	61283
Number of visitors	7.739	7581	5225
Number of exhibitions	5	5	3

TA | ENSURING TRANSPARENCY OF ACTIVITIES

COMPLIANCE		2015	2016	2017
COMPLIANCE ACTION				
TA1	Number of analyzed laws	4	10	6
TA2	Number of analyzed ASF Regulatory Standards	1	2	2
TA3	Number of analyzed products	32	32	30
	Number of analyses of advertising and marketing campaign documents and supports	N.R.	175	280
MONEY LAUNDERING PREVENTION ACTION				
TA4	Number of customer filtering analyses	33,682	2,812	22,513
TA5	Number of monitored transactions	155	143	96
CIMPAS (Insurance Information, Mediation, Ombudsman and Arbitration Center)				
TA8	Number of settled arbitrations	324	306	300
TA8.3	Number of new arbitrations	288	315	315
TA9	Average processing time (days)	86	88	81
COURTS				
TA10	Number of settled proceedings	973	977	835
TA10.3	Number of new proceedings	796	750	748
TA11	Average processing time (days)	854	771	595
SPECIFIC INDICATORS (CAUCP + CIMPAS + COURTS)				
TA12	Judicial litigation rate (percentage)	0,46%	0,40%	0,39%
TA13	Judicial effectiveness rate (percentage)	25,79%	26,40%	28,65%

CA | CERTIFICATION OF WORKSHOPS

CERTIFICATION OF WORKSHOPS		2015	2016	2017
CA1	Number of 3-star workshops certified by Centro de Zaragoza	78	8	72
CA2	Number of 4-star workshops certified by Centro de Zaragoza	15	0	16
CA3	Number of 5-star workshops certified by Centro de Zaragoza	17	2	18

¹⁴ Given that the resort to the Arbitration Center of the Universidade Católica has been of absolutely no effect for several years now, it was eliminated from the reporting and, where appropriate, integrated in the group of CIMPAS arbitrations.

GRI TABLE FOR
THE ESSENTIAL
OPTION (CORE)

	General Standard Contents	Location Evaluation	Pages
	STRATEGY AND ANALYSIS		
	ORGANIZATION PROFILE		
102-1	Name of the organization	This report	Page 6
102-2	Main brands, products and/or services.	2017 Sustainability Report The Fidelidade Group in 2017; 2. Transforming and Innovating https://www.fidelidade.pt/PT/particulares/Paginas/default.aspx https://www.multicare.pt/PT/particulares/Paginas/default.aspx https://www.okteleseguros.pt/?url=OKPortal/EntryRedirector.aspx	Pages 6; 25-61
102-3	Location of the organization's registered office	Largo do Calhariz, 30, 1249-001 Lisbon	-
102-4	Number of countries where the organization operates, as well as the names of the countries where its main operations are based or that have specific relevance for sustainability purposes, covered by the report.	2017 Report and Accounts Fidelidade - Companhia de Seguros, S.A. 2017 Sustainability Report - 5. Us in the World	Pages 9 and 16 Pages 96-101
102-5	Nature of ownership and legal form.	2017 Report and Accounts Fidelidade - Companhia de Seguros, S.A.	Pages 4 and 8
102-6	Markets where the organization operates (with geographical location, covered sectors and types of customers and beneficiaries).	2017 Sustainability Report - 5. Us in the World	Pages 96-101
102-7	Dimension of the organization.	2017 Sustainability Report - The Fidelidade Group in 2017	Page 7
102-8	Total number of employees, by employment contract and gender.	Organization Profile <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 15-26
102-9	Supply chain of the organization	2017 Sustainability Report - The Fidelidade Group in 2017	Page 7
102-10	Significant changes occurred during the period covered by the report regarding the dimension, structure, shareholding interests or the supply chain of the organization.	2017 Report and Accounts Fidelidade - Companhia de Seguros, S.A.	Page 22
102-11	Approach to the precautionary principle.	2017 Report and Accounts Fidelidade - Companhia de Seguros, S.A.	Pages 54-55

	General Standard Contents	Location Evaluation	Pages
102-12	Letters, principles of other initiatives externally developed of economic, environmental and social nature endorsed by the organization.	2017 Sustainability Report - 4. Strengthening the society around us	Page 106
102-13	Participation in national or international defense associations and organizations.	Not applicable	
102-14	Statement of the Chairman of the Board of Directors about the relevance of sustainability for the organizations and its sustainability strategy.	2017 Sustainability Report	Page 5
	ETHICS AND INTEGRITY		
102-16	Values, principles, standards and behavioral rules of the organization.	Code of Conduct equal to all the companies of the Group https://www.fidelidade.pt/PT/a-fidelidade/QuemSomos/QuemSomos/Paginas/codigoconduta.aspx	-
	GOVERNANCE		
102-18	Organization's governance structure, including the committees subordinated to the hierarchically higher governance body. Identifying all the committees responsible for advising the board in decision making with economic, environmental and social impacts.	2017 Corporate Governance Report - Fidelidade - Companhia de Seguros S.A.	Pages 3-9
	RELATIONSHIP WITH INTERESTED PARTIES		
102-40	List of groups of stakeholders involved by the organization.	2017 Sustainability Report - 1. So that life won't stop	Page 23
102-41	Percentage of the total of employees covered by collective bargaining agreements.	Organization Profile <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 27-28
102-42	Identification and selection of stakeholders	2017 Sustainability Report - 1. So that life won't stop	Page 25

	General Standard Contents	Location Evaluation	Pages
102-43	Approach to the involvement of stakeholders	2017 Sustainability Report - 1. So that life won't stop	Page 25
102-44	Main topics and concerns raised during the involvement of stakeholders and the measures adopted by the organization to deal with them.	2017 Sustainability Report - 1. So that life won't stop	Pages 20-21
	SUSTAINABILITY REPORTING		
102-45	Total entities included in the consolidated financial statements.	2017 Sustainability Report - The Fidelidade Group in 2017	Page 6
102-46	Process adopted for the definition of the contents of the report and the limits of the aspects.	2017 Sustainability Report - 1. So that life won't stop	Pages 20-21
102-47	Material aspects identified in the process of definition of the contents of the report.	2017 Sustainability Report - 1. So that life won't stop	Pages 20-21
102-48	Reformulations of information provided in previous reports and motives for said reformulations.	2017 Sustainability Report - 1. So that life won't stop	Pages 20-21
102-50	Period covered by the report.	1 January 2017 - 31 December 2017	-
102-51	Date of the most recent previous report.	2014/2015 Sustainability Report	-
102-52	Report issue cycle.	Annual report with annual presentation of accounts	-
102-53	Contact for any questions about the report	Social Responsibility Bureau fidelidade@fidelidadecomunidade.pt	-
102-54	Option selected by the organization, if the report has been prepared according to the GRI Standards	This report	-
102-55	GRI Index	GRI Table	Page 91
102-56	External verification	This report	Page 6

	Specific Contents	Location Evaluation	Pages
	ECONOMIC PERFORMANCE		
103-2	Management approach	2017 Sustainability Report - The Fidelidade Group in 2017; 1. So that life won't stop 2017 Report and Accounts Fidelidade - Companhia de Seguros S.A.	Pages 12-25 Page 18
201-1	Direct economic value generated and distributed	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 30-33
201-2	Financial implications and other risks and opportunities for the organization's activities, due to climate changes.	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 33-34
202-1	Ratio between the lowest salary and the local minimum salary by gender	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 34
202-2	Proportion of top management positions occupied by persons coming from the local community	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 34

	Specific Contents	Location Evaluation	Pages
203-1	Investments in infrastructures and services provided	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 35
204-1	Proportion of costs with local suppliers	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 36
205-1	Assessment of corruption risk operations	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 36
205-2	Communication and training in policies and procedures on fighting corruption	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 37

	Specific Contents	Location Evaluation	Pages
206-1	Lawsuits for unfair competition, anti-trust and monopoly practices	Economic Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 37
ENVIRONMENTAL PERFORMANCE			
103-2	Management approach	Website: http://fidelidade-sustentabilidade.pt/category/ambiente/	
302-1	Energy consumption within the organization	Environmental Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 39-42
305-1	Greenhouse gas (GHG) direct emissions (Scope 1)	Environmental Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 43-46
305-2	Greenhouse gas (GHG) indirect emissions (Scope 2)	Environmental Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 43-46

	Specific Contents	Location Evaluation	Pages
305-3	Other greenhouse gas (GHG) indirect emissions (Scope 3)	Environmental Performance <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 43-46
SOCIAL PERFORMANCE			
103-2	Management approach	2017 Sustainability Report - 3. Preparing and involving	Pages 23-28
401-1	Number and rate of new admissions and turnover rate of employees, by age range, gender and region.	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 48-58
403-2	Rates of injuries, occupational illnesses, lost working days, absenteeism and work-related deaths, by region and gender	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 58-61
404-1	Average training hours per year, per employee, by gender and functional category.	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 62-68

	Specific Contents	Location Evaluation	Pages
404-2	Skills management and continuous learning programs seeking to support the ongoing employability of employees and to manage their career end.	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 69
404-3	Percentage of employees subject to regular career development and performance reviews, by gender	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 69-70
405-1	Diversity in management and among employees	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 70-79
405-2	Ratio of base salary and remuneration between men and women, by functional category, in important operational units. Age (by gender), minorities (by gender) and other diversity indicators (by gender).	Social Performance: Working Practices <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teleseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 80-81

	Specific Contents	Location Evaluation	Pages
	SOCIAL PERFORMANCE		
415-1	Total contributions for political parties and politicians, by country and recipient / beneficiary	Social Performance: Society <ul style="list-style-type: none"> • Fidelidade: not reported • Multicare • OK! teaseseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 81
417-1	Type of information about products and services required by regulations, and the percentage of significant products and services subject to said requirements.	Social Performance: Society <ul style="list-style-type: none"> • Fidelidade: not reported • Multicare • OK! teaseseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Pages 81-82
417-2	Cases of non-compliance concerning information and labeling of products and services	Social Performance: Society <ul style="list-style-type: none"> • Fidelidade: not reported • Multicare • OK! teaseseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 82
418-1	Total number of substantiated complaints regarding breaches of privacy and loss of customers' data	Social Performance: Society <ul style="list-style-type: none"> • Fidelidade: not reported • Multicare • OK! teaseseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 82
419-1	Amounts of significant fines and total number of non-pecuniary sanctions arising from non-compliance with economic and social laws and regulations	Social Performance: Society <ul style="list-style-type: none"> • Fidelidade • Multicare • OK! teaseseguros • Fidelidade Assistance • Safemode • GEP • Fidelidade Car Service 	Page 82

	Sectorial Supplement - Financial Services	Location Evaluation	Pages
	PRODUCT LIABILITY		
103-2	Approach and management: Policies with specific environmental and social components applied to the lines of business. (former FS1)	<p>MULTICARE</p> <ul style="list-style-type: none"> • Premium Payment Protection - Coverage in Multicare 1 and Multicare 2 insurances, guaranteeing the payment of the insurance premium for a period up to 6 months, in case of involuntary unemployment of the Policyholder; • Paperless; • Migration of the Standard Portfolio. <p>OK! TELESEGUROS</p> <p>OK! teleseguros is governed by the guidelines of the Fidelidade Group, carrying out its activities in strict compliance with the Law and respecting business ethics, the dignity of citizens and human rights.</p> <p>Within this context:</p> <p>We engage into business activities with entities that respect human rights; Our advertising campaigns promote the principle of equality and contribute towards an image of social cohesion and inclusion of all ethnic and social groups; We respect the sociocultural aspects of the communities where we operate and contribute towards their sustained development; We undertake to defend the environment, patronage and social support; We seek the development of knowledge and the career progression of our employees, respecting their dignity, diversity and rights; We promote a good work environment under the most suitable conditions of occupational safety and health, promoting a spirit of cooperation and mutual assistance between employees.</p>	-
103-2	Approach and management: Procedures to assess environmental and social risks in the different lines of business. (former FS2)	<p>FIDELIDADE OK! TELESEGUROS</p> <p>The risk assessment performed does not include environmental and social risks.</p>	-

	Sectorial Supplement - Financial Services	Location Evaluation	Pages
		<p>MULTICARE</p> <ul style="list-style-type: none"> • Sênior Product: throughout the year, Multicare has been performing studies on the preparation of a product directed to the senior citizen segment, taking into account the increase of life expectancy and the needs of this segment. • Doenças Crónicas (Chronic Illnesses) Programs: Multicare is developing, in partnership with healthcare providers and other entities, follow-up programs for the chronically ill, namely with diabetes, and also programs encouraging the adoption of healthy lifestyles (practice of sports). 	
103-2	<p>Approach and management: Processes to monitor compliance by customers with the several requirements included in the agreements/contracts. (former FS3)</p>	<p>MULTICARE</p> <p>Multicare has a structure body, the Anti-Fraud Bureau, which monitors healthcare providers and customers in order to detect situations of abuse in the use of the insurance.</p> <p>Regarding providers, an average cost per customer and per specialty is calculated, and situations considered to deviate from this average are detected and analyzed.</p> <p>As for customers, documents mainly are verified which raise doubts in reimbursement requests and the use of ceilings is analyzed.</p> <p>Also in the current management of group policies, a report of follow-up and monitoring of the claim rate, insurance use profile and process flow is periodically submitted to customers Policyholders.</p> <p>OK! teleseguros</p> <p>Not applicable.</p>	-
103-2	<p>Approach and management: Processes to develop employees' competences towards the implementation of environmental and social policies and procedures applicable to the lines of business. (former FS4)</p>	<p>FIDELIDADE OK! teleseguros</p> <p>There are no processes for the development of competences within this scope.</p>	-

	Sectorial Supplement - Financial Services	Location Evaluation	Pages
		<p>MULTICARE</p> <p>Multicare adopts and implements Fidelidade's decisions.</p>	
103-2	<p>Approach and management: Interaction with customers/investors/partners concerning social and environmental risks and opportunities. (former FS5)</p>	<p>FIDELIDADE OK! TELESEGUROS</p> <p>The risk assessment performed does not include environmental and social risks.</p> <p>MULTICARE</p> <p>Activities of dissemination and awareness performed concerning the subscription of Multicare Proteção Vital insurance. Activities performed involving over 2,000 people in order to raise awareness for the risk of illnesses and the need to be able to access the best and most modern treatments contributing to the increase of survival to illnesses.</p> <p>Senior citizens' segment: Study of the segment for the design of a specific offer (product) for the needs of this segment:</p> <p>Sponsorship of the Observatory of Birth Rate and Ageing in Portugal, promoted by Premivalor, with the technical and scientific coordination of the ISEG - Universidade de Lisboa and the Directorate-General for Health.</p> <p>In order to support the design of a specific offer for this segment, a market survey (focus group) was performed by an independent company to the senior population (over 65) and to caregivers (over 55).</p> <p>Follow-up programs for chronic illnesses:</p> <p>Development, in partnership with the José de Mello Saúde Group, of a monitoring and follow-up program for diabetes patients. It includes the segmentation of patients taking into account the accumulation with other chronic pathologies such as high blood pressure and obesity. These patients will monitor their condition using the devices provided within the scope of the program. The records will be followed up by a multidisciplinary team of physicians of CUF. At an early stage, it is a pilot project without any cost for patients. To be launched in 2018.</p>	-

	Sectorial Supplement - Financial Services	Location Evaluation	Pages
FS6	Percentage of specific lines/segments of business, in total turnover, by region and dimension	Sectorial Supplement: Financial Services • Fidelidade • Multicare • OK! teleseguros	Page 84
FS7	Monetary volume of products and services with social benefit, by line of business, and detailed by objective.	Sectorial Supplement: Financial Services • Multicare • Ok! Teleseguros	Page 85
FS8	Monetary volume of products and services with environmental benefit, by line of business, and detailed by objective.	Sectorial Supplement: Financial Services • Fidelidade • OK! teleseguros	Page 85
	AUDIT		
103-2	Approach and management: Scope and frequency of audits to assess the implementation of environmental and social policies and the risk assessment procedures. (former FS9)	<p>FIDELIDADE</p> <p>Fidelidade complies with all requirements and regulations issued by regulatory authorities concerning the design and marketing of goods and services. In addition, it has a Code of Conduct, Principles of Sound Governance and other standards seeking to ensure that the company's interests are in line with the Customers' expectations.</p> <p>MULTICARE</p> <p>Risk assessment procedures: annual internal quality audits for assessment of the compliance of the quality management system.</p> <p>Within the scope of a risk-based thinking, incremented by the standard of certification of the quality management system (ISO 9001:2015), every year Multicare ensures the study of its context in order to identify risks and opportunities to address. The survey of strategic risks/threats serving as input for objectives is annually assessed and is verified by the Internal Quality Audits as well as by the External Certification Audit ensured by the Bureau Veritas. In parallel, the Risk Management team of Fidelidade performs the follow-up of processes involving financial and reputational risk, in order to adjust the measures of monitoring and control of those risks.</p>	-

Sectorial Supplement - Financial Services		Location Evaluation	Pages
		OK! TELESEGUROS	
		Not applicable	
ACTIVE OWNERSHIP			
103-2	Voting policies about social and environmental aspects applied to shares over which the organization holds voting rights or supports the voting decision. (former FS12)	FIDELIDADE Fidelidade does not have formal voting policies about social and/or environmental issues for companies concerning which it is entitled to shares with voting rights. OK! TELESEGUROS Not applicable.	-
FS11	Percentage of assets subject to environmental and social evaluation	FIDELIDADE There are no assets subject to environmental and social evaluation. OK! TELESEGUROS There are no assets subject to environmental and social evaluation.	-
LOCAL COMMUNITIES			
FS14	Initiatives in order to improve access to financial services by disadvantaged persons.	FIDELIDADE OK! TELESEGUROS There were no such initiatives in 2017.	-
LABELING OF PRODUCTS AND SERVICES			
103-2	Management and approach: Policies on the design and marketing of financial products and services. (former FS15)	FIDELIDADE Fidelidade complies with all requirements and regulations issued by regulatory authorities concerning the design and marketing of goods and services. In addition, it has a Code of Conduct, Principles of Sound Governance and other standards seeking to ensure that the company's interests are in line with the Customers' expectations.	-

	Sectorial Supplement - Financial Services	Location Evaluation	Pages
		<p>MULTICARE</p> <p>Multicare has been making all efforts to promote the dissemination of information about its products through the various distribution channels, so it is able to make informed and transparent sales to customers. In 2017, 132 training sessions were performed, of which 27 were about the process of migration of the individual customers' portfolio. The training sessions covered the commercial structure of Fidelidade, Via Direta, CGD and Gabinete Contact Center.</p> <p>Product Design - when designing a product, segment use data are observed in order to set the capitals/coverages; specific surveys are performed in order to identify needs and validate the product design.</p> <p>OK! TELESEGUROS</p> <p>There is no specific procedure.</p>	
103-2	<p>Approach and management: Initiatives to improve financial literacy, by type of beneficiary. (former FS16)</p>	<p>MULTICARE</p> <p>Multicare Communication Manual: It sets forth the rules and good practices to take into account when preparing written communications to customers and partners, some of those rules being clarity and transparency of information. This manual was integrated in a broad project of reformulation of Multicare's communication, with recourse to Português Claro (Clear Portuguese), which trained a team of employees, "communication ambassadors", from every department of the company. The project included also the review of a great deal of written documents within the scope of processes of production, claims, network management, etc.. Since then, an effort has been made to keep the Multicare Communication Tone by reviewing and adapting all necessary documents. In 2017, nearly 50 documents were reviewed in the light of this process.</p> <p>Review of contractual documents and Customer Guides: Review and adaptation of insurance terminology for a clearer language. This review was incorporated in Contractual Conditions, Subscription Forms and Pre-Contractual Conditions.</p>	-

Sectorial Supplement - Financial Services	Location Evaluation	Pages
	<p>The review of the Schedules of policies is currently underway, so that they become clearer and more transparent for customers.</p> <p>A Customer Guide is being prepared with practical information for the use of the insurance, such as reimbursement procedures, how to consult the network of providers, actions that require previous authorization, etc..</p> <p>Clarification Sessions for Group Customers: Clarification sessions about the conditions and use of health insurance in corporate customers for employees (insured persons). Nearly 50 sessions were performed.</p> <p>OK! TELESEGUROS</p> <p>Within this scope, OK! teleseguros follows all the initiatives ensured by the Fidelidade Insurance Group, namely by Gente com Ideias (People with Ideas).</p>	

	Specific Indicators	Location Evaluation	Pages
	Specific indicators Fidelidade		Page 87
PN	Enhancing the growth of business partners	Fidelidade	Pages 87-88
QS	Improving service quality	Fidelidade	Page 88
EP	Investing in process efficiency	Fidelidade	Page 89
IC	Structuring community investment	Fidelidade	Page 89
TA	Ensuring transparency of activities	Fidelidade	Page 90
CA	Certification of workshops	Fidelidade	Page 90

Lisbon, 29 June 2018

VERIFICATION STATEMENT



Independent Limited Assurance Report

*** (Free translation from the original in Portuguese)**

To the Board of Directors

Introduction

1 We were engaged by the Board of Directors of Fidelidade – Companhia de Seguros, S.A. (“Fidelidade” or “Company”) to perform a limited assurance engagement on the GRI indicators, GRI Standards version, and specific indicators which integrate the sustainability information, included in the Sustainability Report 2017 and Performance Report 2017, for the year ended in December 31, 2017, prepared by the Company for the purpose of communicating its annual sustainability performance.

Responsibilities

2 It is the responsibility of the Board of Directors to prepare the GRI indicators, included in the Sustainability Report 2017 and Performance Report 2017, in accordance with the sustainability reporting guidelines “Global Reporting Initiative” (“GRI”), GRI Standards version, and with the instructions and criteria disclosed in the Sustainability Report 2017 and Performance Report 2017, as well as for the maintenance of an appropriate internal control system that enables the adequately preparation of the mentioned information.

3 Our responsibility is to issue a limited assurance report, which is professional and independent, based on the procedures performed and specified in the paragraph below.

Scope

4 The work performed was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) “Assurance engagements other than audits or reviews of historical financial information”, issued by the International Auditing and Assurance Standards Board of the International Federation of Accountants. This standard requires that we plan and perform the assurance engagement to obtain limited assurance about whether the GRI Standards and specific indicators, are free from material misstatement

5 Our limited assurance engagement also consisted in carrying out procedures with the objective of obtaining a limited level of assurance as to whether the Company applied, in the sustainability information included in the Sustainability Report 2017 and Performance Report 2017, the GRI Standards, for the option “In accordance – Core”.

6 For this purpose the above mentioned work included:

- (i) Inquiries to management and senior officials responsible for areas under analysis, with the purpose of understanding how the information system is structured and their awareness of issues included in the report;
- (ii) Identification of the existence of internal management procedures leading to the implementation of economic, environmental and social policies;
- (iii) Testing, on a sampling basis, the efficiency of processes and systems in place for collection, consolidation, validation and reporting of the performance information previously mentioned, through calculations and validation of reported data;
- (iv) Confirmation that operational units follow the instructions on collection, consolidation, validation and reporting of performance information;

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- (v) Execution of substantive procedures, on a sampling basis, in order to collect evidence of the reported information;
- (vi) Comparison of financial and economic data included in the sustainability information with the audited by external auditor, in the scope of the legal review of Fidelidade’s financial statements for the year ended in December 31, 2017;
- (vii) Analysis of the process for defining the materiality of the sustainability issues, based on the materiality principle of GRI Standards, according to methodology described by the Company in the Report;
- (viii) Verification that the sustainability information included in the Report complies with the requirements of GRI Standards, for the option “In accordance – Core”.

7 The procedures performed were more limited than those used in an engagement to obtain reasonable assurance and, therefore, less assurance was obtained than in a reasonable assurance engagement.

8 We believe that the procedures performed provide an acceptable basis for our conclusion

Quality control and independence

9 We apply the International Standard on Quality Control 1 (ISQC1) and, accordingly, maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

10 We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and of the ethics code of the Institute of Statutory Auditors.

Conclusion

11 Based on the work performed, nothing has come to our attention that causes us to believe that the GRI indicators, GRI Standards version, and specific indicators, which integrate the sustainability information, included in the Sustainability Report 2017 and Performance Report 2017, for the year ended in December 31, 2017, were not prepared, in all material respects, in accordance with GRI Standards and with the instructions and criteria disclosed on it and that Fidelidade has not applied, in the sustainability information included in the Sustainability Report 2017 and Performance Report 2017, the GRI Standards.

Restriction on use

12 This report is issued solely for information and use of the Board of Directors of the Company for the purpose of communicating the sustainability information in the Sustainability Report 2017 and Performance Report 2017, and should not be used for any other purpose. We will not assume any responsibility to third parties other than Fidelidade by our work and the conclusions expressed in this report, which will be available, together with the Sustainability Report 2017 and Performance Report 2017, in the Company’s website.

June 28, 2018

PricewaterhouseCoopers & Associados

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Represented by:

António Brochado Correia, R.O.C.

*** (This is a translation, not to be signed)**

ANNEX:
CRITERIA FOR THE
CALCULATION
OF INDICATORS

202-1: Ratio between the lowest salary and the local minimum salary by gender

We considered as local scope the country, so we used the amount of the national minimum salary for calculations.

202-2: Proportion of top management positions occupied by persons coming from the local community

We considered as local scope the country.

204-1: Proportion of costs with local suppliers

We considered as local scope the country.

302-1: Energy consumption within the organization

Direct energy consumptions (gasoline and diesel) were converted into energy units (GJ), considering the emission factors below:

CONVERSION FACTORS BY TYPE OF ENERGY SOURCE

TYPE OF ENERGY CONSUMPTION	DENSITY (kg/l)	LOWER CALORIFIC VALUE (GJ/t)	SOURCE
Gasoline	0.7475	44	PSI: Portuguese Environment Agency (2013-2020) Density: Executive-Law no. 152-C/2017 of 11 December 2017
Diesel	0.8325	43.07	

Note: The Lower Calorific Value (GJ/t) changed in 2016. In previous years, the following amounts were used: gasoline 44.8 and diesel 43.3.

Indirect energy consumptions arising from electricity power consumed in the buildings of companies of the Fidelidade Group, in kWh, were converted into energy units (GJ).

CONVERSION FACTORS BY TYPE OF ENERGY SOURCE

TYPE OF ENERGY CONSUMPTION	CONVERSION FACTOR	SOURCE
Electrical power	1 kWh - 0.0036 GJ	GRI

305-1, 305-2 and 305-3: Greenhouse gas direct emissions, indirect emissions and others, by weight

GHG emissions were determined taking into account the methodology defined by the GHG Protocol, which enabled us to consider three emission scopes:

- **SCOPE 1** - Direct emissions arising from the business activity, essentially associated to consumption of liquid fuel by the car fleet;
- **SCOPE 2** - Indirect emissions associated to the production of electrical power consumed in the central buildings and branches.
- **SCOPE 3** - Other indirect emissions associated to plane and train trips of employees.

CONVERSION FACTORS BY SCOPE			
SCOPE	SOURCES	EMISSION FACTOR	SOURCE
SCOPE 1	Gasoline	73.7 kg CO ₂ eq/GJ	Portuguese Environment Agency (2013-2020)
	Diesel	74.10 kg CO ₂ eq/GJ	Portuguese Environment Agency (2013-2020)
SCOPE 2		0.438 kg CO ₂ eq	EDP - 2015
	Electrical power (EDP Empresas)	0.390 kg CO ₂ eq	EDP - 2016
		0.40885 kg CO ₂ eq	EDP - 2017
	Electric power (ENDESA)	0.460 kg CO ₂ eq	Endesa - 2015

(continuation)

CONVERSION FACTORS BY SCOPE			
SCOPE	SOURCES	EMISSION FACTOR	SOURCE
SCOPE 3	Train	0.034 kg CO ₂ eq	CP - 2013 Sustainability Report
		0.027 kg CO ₂ eq	CP - 2014 Sustainability Report
	Plane - Domestic (<463 km)	0.267 kg CO ₂ eq	
	Plane - Short Haul (<3.700km)	0.161 kg CO ₂ eq	DEFRA 2017
	Plane - Long Haul (>= 3.700km)	0.197 kg CO ₂ eq	

The calculation of emissions from train trips in 2015 was made based on the emission factor published in the 2013 Sustainability Report of CP. In 2016 and 2017, the emission factor used was the one published in the 2014 Sustainability Report of CP.

401-1: Rates of admissions, departures and turnover

Rate of new admissions = (No. of admissions)/Total staff as at 31 December

Rate of departures = (No. of departures)/ Total staff as at 31 December

The turnover rate was calculated according to the following formula:

Turnover rate = [(Number of departures in the period under analysis) + (Number of departures in the period under analysis)]/ Number of employees at the end of the period under analysis.

403-2: Rates of injuries, occupational illnesses, lost working days, absenteeism and work-related deaths, by region and gender

The formula used to calculate the absenteeism rate is: (no. of hours due to absenteeism) / (no. of potential working hours).

In 2016, the formula used for the calculation of the absenteeism rate was: absenteeism rate = (no. of absenteeism hours)/(no. of hours worked).

TECHNICAL FILE

Title | 2017 Performance Report

Property of | Fidelidade Group

Direction | Social Responsibility Bureau

Consultants | Sair da Casca - Consultoria em Desenvolvimento Sustentável

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Social Responsibility Program of the Fidelidade Group

<http://fidelidadecomunidade.pt>

Fidelidade Group