

STANDARD FOR THE SUSTAINABLE MANAGEMENT OF THE ANNUAL GENERAL MEETING

Making the Annual General Meeting a sustainable event

With a view to continued progress in achieving its sustainability objectives, MAPFRE S.A. commits to organizing its Annual General Meeting in a sustainable manner.

This means that, in addition to its existing commitment to ensure carbon neutrality, other environmental and social aspects will be taken into account when organizing and managing the event, and the relevant stakeholders will be involved in this process, in accordance with the corresponding UNE-ISO standard.

Therefore, in accordance with the principles and values set out in MAPFRE's Code of Ethics and Conduct, Social Responsibility Policy and Environmental Policy—the latter setting out the Group's sustainability commitments—**specific criteria for action have been established through this standard for running events sustainably:**

Objective of the standard

To incorporate the different areas of sustainability (environmental, social and economic/governance) into the Annual General Meeting of MAPFRE S.A.

Commitments

MAPFRE S.A. is committed to:

- Ensuring compliance with legislation and other voluntary requirements that apply to event sustainability.
- Establishing a Sustainability Management System for Events in line with the UNE-ISO 20.121:2012 standard and ensuring the continuous development thereof, setting objectives for such purpose.
- Incorporating the guidelines set out in the Corporate Social Responsibility Policy and its implementing policies into sustainable event management, along with the Corporate Procurement Standard, which all apply to these types of events.
- Adopting sustainability criteria throughout the management process of the event, including planning, running and subsequent event-related activities.
- Working with the internal and external parties involved in the event, in accordance with MAPFRE's Sustainability Management System for Events.

This standard was approved by the Sustainable Events Committee,

in Majadahonda on February 20, 2020