



**Affinitas
Insurance
Brokers**

Sustainability Report

(For the year ended December 31, 2024)

Version 1.0



“Sustainability, for us, is not about scale — it’s about values. In an industry built on trust, the most sustainable practice is doing what’s right every single time. We operate simply, responsibly, and with purpose. We protect our clients, take care of our people, and comply with the laws that govern us. This report reflects how we strive to be a small organization that acts with integrity, accountability, and care for our community and environment.”

Peter Y. Esquieres

President & CEO,

Affinitas Insurance Brokers, Inc.

About Affinitas Insurance Brokers

Affinitas Insurance Brokers, Inc. (AIBI) is a Filipino-owned and independently managed insurance brokerage established in November 2002. The company is duly licensed by the Insurance Commission to operate in Health Maintenance Organization (HMO), Life, and Non-Life insurance lines.

For over two decades, Affinitas has provided professional insurance advisory, placement, and servicing for both corporate and individual clients. Guided by the principles of transparency, integrity, and professionalism, the company focuses on designing and managing employee benefit programs and comprehensive risk solutions for businesses across the Philippines.

Although modest in size, Affinitas plays a critical role in helping clients understand insurance products, manage their risks, and make informed decisions — contributing to a more financially resilient and socially responsible insurance ecosystem.

1. Governance and Ethical Business Conduct

Affinitas Insurance Brokers adheres to the Revised Code of Corporate Governance for Insurance Commission-Regulated Companies (CL 2020-71). As a small company, our governance structure is simple yet effective:

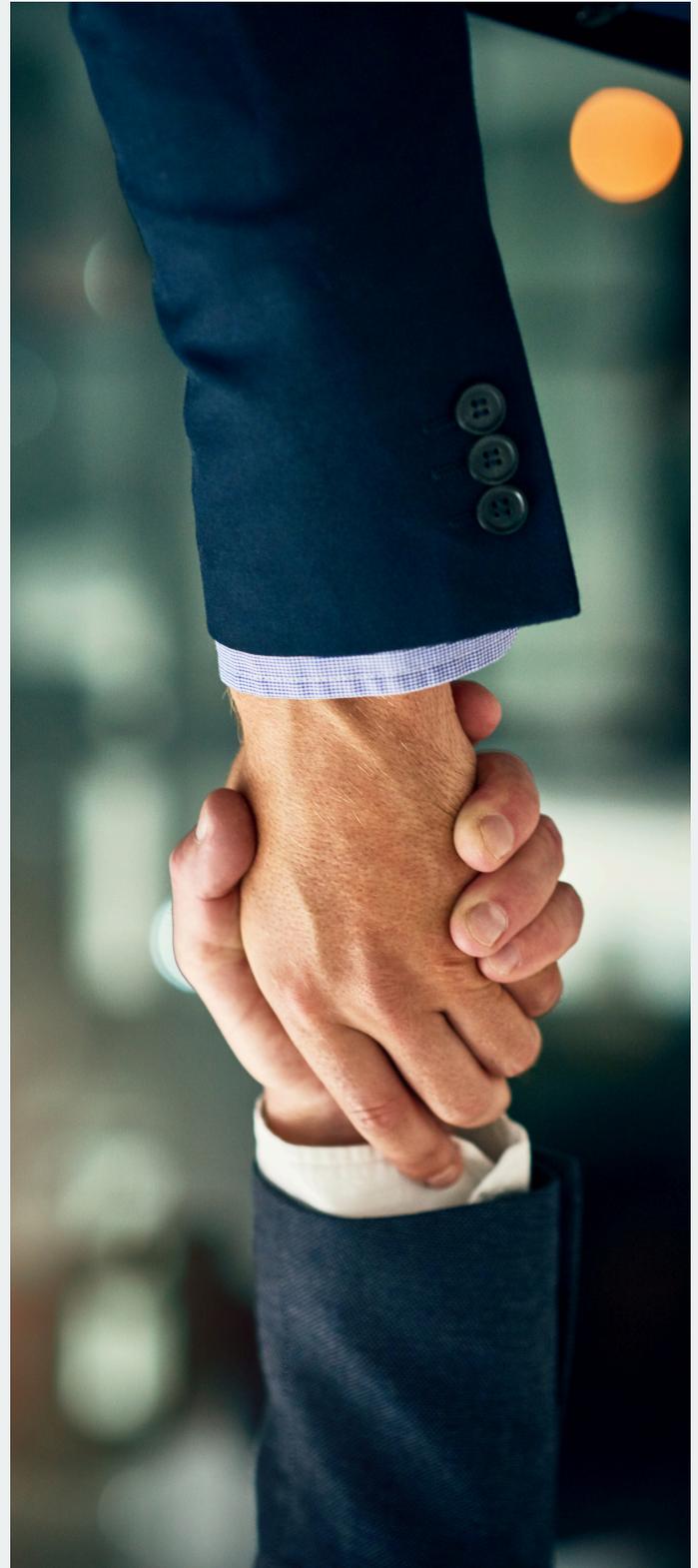
- Board of Directors provides overall policy and governance oversight.
- President oversees strategic direction, regulatory compliance, and risk management.
- Senior Management Team handles daily operations, client servicing, and financial management.

Key Governance Policies

- Code of Conduct – Defines ethical standards, anti-bribery, confidentiality, and conflict-of-interest provisions.
- Anti-Money Laundering (AML) and Counter-Terrorism Financing (CFT) Procedures – Compliant with AMLC regulations.
- Data Privacy Policy – Ensures protection of client information in compliance with the Data Privacy Act of 2012.
- Whistleblowing and Complaint Mechanism – Allows employees and clients to report irregularities directly to management.

Compliance and Risk Oversight

The company maintains proper documentation of all regulatory filings, licenses, and compliance reports to the Insurance Commission. Periodic internal reviews and coordination meetings ensure that Affinitas remains compliant with IC rules and circulars, BIR requirements, and data privacy obligations.



We build relationships.



2. Our People

Affinitas believes that sustainability begins with its people. The company employs a small, dedicated team composed of licensed insurance professionals, account executives, and administrative staff.

Employee Development

- Continuous professional education through IC-accredited training and webinars.
- Cross-functional mentoring between senior and junior staff.
- Flexible work arrangements to promote work-life balance.

Health, Safety, and Well-being

- Enrollment of all employees under HMO and government-mandated benefits (SSS, PhilHealth, Pag-IBIG).
- Safe and ergonomic work environment with hybrid work flexibility.
- Annual health checks and flu vaccination through Affinity Health & Wellness.

Diversity and Inclusion

Affinitas provides equal opportunity regardless of gender, age, or background. Hiring and promotions are based on merit and ethical conduct, not seniority or personal relations.

3. Client Stewardship and Responsible Service

Client-Centric Advisory

The firm's sustainability impact lies primarily in how it protects clients' interests:

- Fair and transparent presentation of insurance options.
- Honest disclosure of terms, exclusions, and limitations.
- No hidden commissions or deceptive sales tactics.
- Assistance in claim documentation and follow-ups.

Digital Transformation

Recognizing the environmental and operational benefits of digitization:

- Use of paperless documentation for client communications and policy renewals where possible.
- Secure digital storage for policy and billing records.
- Promotion of e-mail and electronic signatures for transaction efficiency.

4. Environmental Responsibility

As an office-based service company, Affinitas has a relatively small environmental footprint. However, simple, consistent actions are practiced:

- Reducing paper use through digital workflows.
- Switching to LED lighting and energy-efficient equipment.
- Encouraging employees to conserve electricity and water.
- Proper waste segregation and recycling in the office.
- Using local suppliers for office materials to reduce logistics-related emissions.

While the company has not yet measured its carbon footprint formally, it recognizes the importance of small, cumulative actions that contribute to broader sustainability goals.

Save the Earth.



5. Community and Social Responsibility

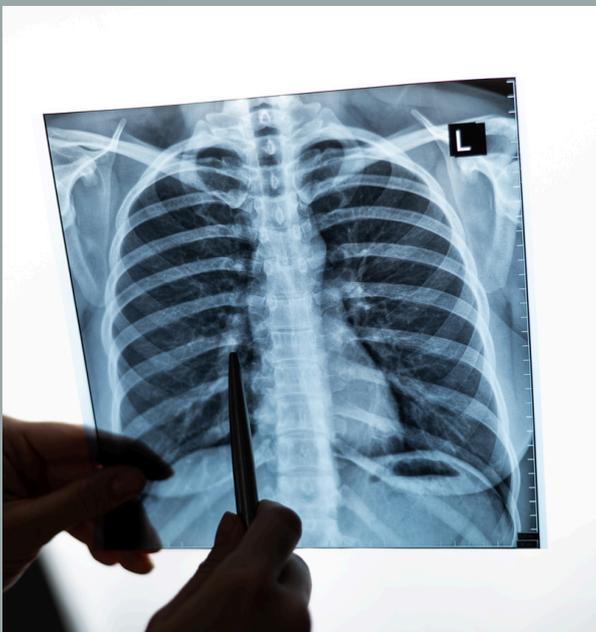
Affinitas Insurance Brokers supports its corporate clients in promoting health, wellness, and preventive care among their employees. While the company does not conduct community outreach programs independently, it contributes to the broader goal of a healthier and more productive workforce through active coordination and program support.

Key Areas of Involvement

- Health Awareness Campaigns – Assisting client companies in organizing seminars, webinars, and internal communication campaigns that promote awareness on lifestyle diseases such as hypertension, diabetes, and mental health.
- Health and Wellness Activities – Providing logistical and advisory support for client wellness initiatives, including employee fitness drives, mental health talks, and workplace well-being programs.
- Annual Physical Examinations (APE) – Coordinating with accredited HMOs and medical providers to ensure smooth scheduling and execution of clients' annual physical exams.
- Corporate Vaccination Programs – Supporting clients in implementing company-wide vaccination drives with accredited healthcare partners under the Affinity Health and Wellness network.



Through these initiatives, Affinitas fulfills its role not only as an insurance broker but as a health and wellness enabler, helping its corporate clients cultivate safer, healthier, and more sustainable workplaces.



Making
Healthcare
Better.

6. Data Privacy and Cybersecurity

With sensitive client and policyholder data under its care, Affinitas upholds the highest data protection standards:

- Data Privacy Manual and Data Processing Agreements with third-party providers.
- Controlled access to client files and encrypted storage of sensitive data.
- Regular reminders to staff about confidentiality and cybersecurity.
- Immediate reporting of any potential data breach incidents to management and the NPC, if necessary.

7. Looking Ahead

Affinitas Insurance Brokers will continue to strengthen its sustainability practices in ways that are practical, achievable, and aligned with the nature of its operations as a small professional services firm. The company recognizes that responsible business conduct is built on consistent improvement in efficiency, governance, and client service.

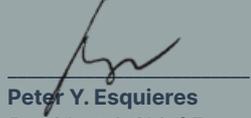
Key Priorities

1. Digital Workflow and Client Support – While e-policies are issued by insurers, Affinitas will continue to shift its internal processes from paper-based to digital formats wherever possible. This includes the electronic handling of policy documents, membership lists, and endorsements. The company will also assist clients and their employees in adapting to digital platforms for accessing HMO benefits, obtaining LOAs, and filing claims efficiently.
 2. Governance Strengthening – Continue enhancing internal controls, documentation, and compliance with AML/CFT, Data Privacy, and Insurance Commission reporting requirements. Regular reviews and management meetings will ensure that policies remain up to date and effectively implemented.
 3. Client Partnership and Support – Deepen collaboration with corporate clients in promoting responsible and ethical insurance practices, transparent communication, and efficient claims handling.
 4. Community Engagement – On a best-effort basis, participate in outreach or educational programs in coordination with clients or with Affinity Health & Wellness Corporation. The company also supports client-led CSR and wellness activities when invited or requested.
 5. Sustainability Reporting – Continue publishing an annual Sustainability Report in accordance with the principles of the Insurance Commission's Code of Corporate Governance and evolving best practices for regulated entities.
- Affinitas recognizes that sustainability is an ongoing journey. Even as a small organization, it remains committed to improving how it operates, serves, and contributes to the well-being of its clients, employees, and stakeholders.

Certification

This Sustainability Report has been prepared in good faith to reflect the current practices and commitments of Affinitas Insurance Brokers, Inc. It has been reviewed and approved by the company's Board of Directors and is published in compliance with Principle 10 of the Insurance Commission's Code of Corporate Governance.

Signed:



Peter Y. Esquieres

President & Chief Executive Officer



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