



2021-2023

Sustainability Master Plan

Sustainability Department



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1. INTEGRATION OF ESG CRITERIA INTO THE STRATEGY

ESG

Prosegur has always been committed to sustainability, but this issue has now become crucial for the company because of society's need to make a more just, egalitarian, green and resilient world.

We have reinforced the idea that sustainability is part of our business and our customers and we have integrated the acronym ESG (Environmental, Social & Governance) throughout our activity.



ENVIRONMENTAL

- ▲ Climate Change
- ▲ Energy Efficiency
- ▲ CO2 emissions



SOCIAL

- ▲ Labour Relations
- ▲ Health and Safety
- ▲ Training



GOVERNANCE

- ▲ Corporate Governance
- ▲ Anticorruption
- ▲ Ethics and Compliance

2.

INTEGRATION OF THE SUSTAINABLE DEVELOPMENT GOALS IN THE STRATEGY

▲ **Prosegur integrates the United Nation's Sustainable Development Goals (SDGs)** into its strategy, viewing them as an opportunity for growth, for greater engagement and dialogue with stakeholders and for creating a competitive edge, all while supporting the process of transformation towards a sustainable global society.

▲ The Sustainability Master Plan is inspired by the Sustainable Development Goals, a reference framework for worldwide sustainability. **Prosegur has incorporated all the Sustainable Development Goals approved by the UN in 2015 into the business strategy and corporate governance system.**

▲ **Prosegur has taken the 2030 Agenda as a reference to define its priorities** Hence, it has carried out an exercise in materiality and prioritisation, analysing those SDG most relevant to the company and its stakeholders, with the aim of focusing its actions where it can best contribute.



Prosegur integrates the Sustainable Development Goals approved by the UN in 2015, thus defining its priorities in the 2030 Agenda.

2.1

PROSEGUR CONTRIBUTES DIRECTLY TO THE SUSTAINABLE DEVELOPMENT GOALS



CONTINUOUS IMPROVEMENT IN THE HEALTH AND SAFETY OF HUMAN CAPITAL

- ▲ Drastic reduction in fatalities.
- ▲ Quarterly committees and implementation of best practices.
- ▲ **More than 770 thousand hours of training in Occupational Health.**
- ▲ Global road safety campaign in 2021.



EMPLOYEE TRAINING

- ▲ Increase of 33% during the 2020 financial year.
- ▲ More than 320 thousand hours in human rights.
- ▲ Prosegur Corporate University multiplies its hours by five.
- ▲ **Mandatory sustainability training plan in 2021.**

- ▲ Improvement of the education of more than 5,000 children through the development cooperation programme Picitos Colorados.
- ▲ Internal Talent Scholarship Programme.



GENDER EQUALITY

- ▲ **Launch in 2021 of the #empoweredwomen programme.**
- ▲ 100% of women with responsibility at the corporate level and other levels of the organisation with brilliant performance evaluations.



CLEAN AND ACCESSIBLE ENERGY

- ▲ 100% of electricity consumption in Spain comes from renewable sources.
- ▲ **Green energy plan during the 21-23 Strategic Plan.**



SOLID PROGRESS IN TALENT MANAGEMENT AND PARITY

- ▲ **Continued increase in the percentage of women in the workforce.**
- ▲ New Talent Management model.



Prosegur supports the Sustainable Development Goals

2.1

PROSEGUR CONTRIBUTES DIRECTLY TO THE SUSTAINABLE DEVELOPMENT GOALS



FOCUS ON REDUCING EMISSIONS

- ▲ Fleet with more than 1,500 hybrid and electric vehicles.
- ▲ **Development of the world's first 100% electric armoured vehicle in Germany.**
- ▲ Installation of solar panels in Brazil.
- ▲ Development of fully biodegradable cash bag.



COMMITMENT TO SUSTAINABILITY IN ALL AREAS

- ▲ **Deactivation of 400 inefficient armoured units.**
- ▲ New travel model that will allow us to continue reducing scope 3 emissions.
- ▲ 40% reduction of paper during the 21-23 Plan.



COMBATING CLIMATE CHANGE

- ▲ Accounting and control of all consumptions. And, therefore, CO2 emissions.
- ▲ **10% reduction in CO2 emissions in 2020.**



SENIOR MANAGEMENT'S COMMITMENT TO SUSTAINABILITY

- ▲ Prosegur has been recognised as one of the 100 companies with the best corporate governance in Spain.
- ▲ **New Sustainability Committee at senior management level.**
- ▲ Remuneration of senior management linked to performance in ESG.



COMMITMENT TO INSTITUTIONS

- ▲ Supporting the United Nations Global Compact since 2002.
- ▲ **Social action channelled through the PROSEGUR FOUNDATION (www.fundacionprosegur.com/en/)**
- ▲ Member of The Climate Pledge (TCP).



Prosegur supports the Sustainable Development Goals

2.2

PROSEGUR CONTRIBUTES INDIRECTLY TO THE SUSTAINABLE DEVELOPMENT GOALS



ENDING POVERTY

Prosegur contributes to the creation of quality jobs in the regions where it operates, increasing the richness of the surrounding areas. The company currently has more than 150,000 workers in 26 countries.

The Prosegur Foundation, through its development cooperation programme Picitos Colorados, offers training opportunities to children from vulnerable backgrounds and thus reduces the risk of dropping out of school as a contribution to breaking the cycle of poverty.



ZERO HUNGER

Prosegur, through its business foundation and within its development cooperation project Picitos Colorados, (whose main objective is education), has a phase of nutritional training and better use of the environment, to contribute to the integral development of minors. The programme is developed in schools in six Latin American countries with the advice of the NGO Nutrición Sin Fronteras.

To date, nearly 13,700 students have benefited from the Picitos Colorados project.



CLEAN WATER AND SANITATION

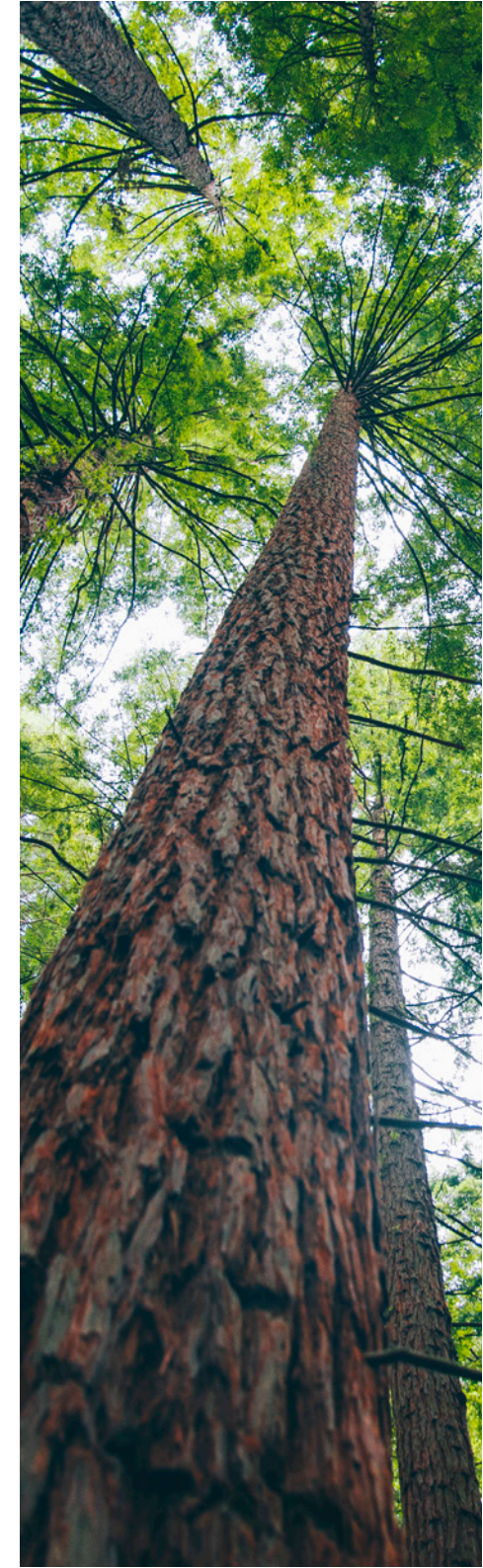
Prosegur promotes different actions with a view to assuring the wastewater it generates. Continuity of awareness campaigns to reduce water consumption in headquarters and bases is also an important aspect.



SUSTAINABLE CITIES AND COMMUNITIES

Prosegur responsibly consumes materials and pursues the reduction of waste generated by promoting a culture of environmental responsibility and committing to reduce the impact generated by the activities developed.

In Spain, 100% of electricity comes from renewable sources, and by 2021 it will obtain the first 100% energy certificate from renewable energy sources and high-efficiency cogeneration. It also expects to reach 50% green energy during the 21-23 Plan.



2.2

PROSEGUR CONTRIBUTES INDIRECTLY TO THE SUSTAINABLE DEVELOPMENT GOALS



REDUCING INEQUALITIES

Prosegur promotes all policies and measures that favour non-discrimination.

Prosegur promotes the labour market integration of people with disabilities, offering them a more stable future through employment. One of the most relevant projects is the Centre for Robotisation, Excellence, Automation and Digitisation "CREAD" in which routine tasks are replaced by tasks of greater added value.

One of the primary objectives of the Prosegur Foundation is to promote the social inclusion of disadvantaged groups, trying to generate changes in attitude towards more supportive values.



UNDERWATER LIFE

Prosegur, through its Business Foundation, develops actions that focus on raising awareness among new generations about the importance of sustainable development, proper waste management and caring for the environment. With this idea, a Clean Planet programme was launched with a focus on marine environments and environmental awareness in general with an emphasis on waste management and caring for the planet.



LIFE OF TERRESTRIAL ECOSYSTEMS

In order to raise awareness among all its employees with a sustainable mindset, Prosegur proposes mandatory sustainability training for all its employees.

Prosegur analyses and studies offsetting its carbon footprint through reforestation projects.

3.

PILLARS OF THE SUSTAINABILITY MASTER PLAN

The **Prosegur Master Plan** establishes a multitude of specific initiatives encompassed in four pillars, with detailed indicators to measure the starting point and progress.

The **four pillars** on which the Prosegur Master Plan is based are as follows: Ethics, transparency and governance; Environment; People and Safe Work.



Ethics, transparency and governance

Prosegur promotes and encourages a culture of integrity and responsibility for all employees as well as for its suppliers and collaborating companies, with an ethical and exemplary behaviour that places it as a benchmark in Corporate Governance and Compliance.



Environment

Prosegur focuses on the environment through the efficiency of its armoured and light fleet and facilities, working on new material developments that make its operations more profitable and efficient and that allow it to reduce its environmental impact and offsetting.



People

With a workforce of 150,000 employees, people are the main cornerstone of Prosegur. Prosegur is a company of people and aims to create a motivating, egalitarian, diverse and inclusive work environment that favours meritocracy and promotes employee commitment.



Safe Work

Prosegur considers occupational safety as another fundamental pillar and makes available all its material, technical and training resources so that operations are carried out safely. The company has an obligation to take care of its employees and to ensure their safety at all times.



3.1

ETHICS, TRANSPARENCY AND GOVERNANCE



1. Exemplary conduct

- ▲ **GOAL:** To train all employees in ethical knowledge based on the Prosegur principles to avoid any case of corruption, fraud or malpractice. Always relying on the Whistleblower Channel as an essential tool for anonymous reporting.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Regulatory Compliance Department.



2. Regulatory Compliance

- ▲ **GOAL:** To ensure that all employees are aware of and know the external laws and regulations and internal policies and take appropriate measures to comply with them.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Regulatory Compliance Department.



3. Corporate Governance

- ▲ **GOAL:** Prosegur has a highly professionalised Board of Directors that adopts the best practices of good governance. The Audit and Sustainability, Corporate Governance, Appointments and Remuneration Committees (CSGCNR) are responsible for the supervision of their corresponding areas.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Local.
- ▲ **Leader:** Legal Department.



4. Sustainability Committee

- ▲ **GOAL:** Creation of a Sustainability Committee composed of all the members of senior management that has the function of supervising the actions in the field of sustainability and its risk management and control framework that serves as a preliminary step to the supervision by the CSGCNR.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Sustainability Department.



5. Internal Control non-financial information

- ▲ **GOAL:** The Internal Control System for Non-Financial Information aims to identify associated risks and implement controls to ensure that the information reported is accurate and complete and that it conforms to standards.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Sustainability Department.

3.1.1

EXEMPLARY CONDUCT

Description »

The Code of Ethics and Conduct sets the guidelines for the standards of behaviour and the good work of all Prosegur's professionals while doing their job and in their relationships with third parties on aspects such as compliance with legality, respect for human rights and equality and respect amongst employees. The Code of Ethics and Conduct is a binding instrument, so it must be known and fulfilled by all workers and members of the governing bodies of Prosegur. Employees must also collaborate to facilitate its implementation, as well as communicate possible breaches of which they have knowledge through the Whistleblower Channel.

Strategic goal »

- ▲ Updating of the **Code of Ethics and Conduct**.
- ▲ Maintenance of the **Whistleblower Channel**.
- ▲ Training **Plan: Ethics and Conduct:**
 - Dissemination, knowledge and training actions on the new Prosegur Code of Ethics and Conduct.
- ▲ **Whistleblower Channel:**
 - Extension on the Peru pilot on the diffusion of the Whistleblower Channel.
- ▲ **Active participation** on exemplary conduct in compliance environments (talks, seminars, webinars, roundtables) at the corporate and country levels.
- ▲ **Follow-up of 100%** of the **complaints made**, reducing the response times according to the different categories.
- ▲ Implementation of a **system for the monitoring, approval and risk assessment of suppliers**. New **tool** that will give each on an **ESG rating** and will be decisive to tender with Prosegur. In addition, suppliers must accept Prosegur's Code of Ethics and Conduct.



3.1.2

REGULATORY COMPLIANCE

Description >>

The Prosegur Corporate Compliance Programme envisages control measures designed to mitigate or eliminate the risk of breaching applicable laws and regulations when going about its business. It covers any legal aspect that may involve Prosegur, although it focuses primarily on the prevention of money laundering, data protection, the defence of competition, crime prevention and compliance with securities markets regulations.

The Compliance Programme has been approved by the Prosegur Board of Directors and is overseen by the Compliance Committee, which acts with full autonomy and independence and reports directly to the Audit Committee.

Strategic goal >>

▲ Money Laundering Prevention (PBC):

- Implementation of the **PBC RMS management tool**.
- IAR Global PBC: The initial risk analysis of all countries in the Prosegur cash activity will be carried out in 2021.
- PBC Alert System external sources: In 2022, have an alert system

from external sources and create an internal database.

- **Manual PBC countries not obligated:** Establish a PBC manual for non-obligated countries in 2022.
- **Implementation** of a **PBC prevention** system in new businesses.

▲ Criminal risk prevention:

- Implementation of a global **anti-corruption** policy: global approval and implementation of the Prosegur anti-corruption policy.
- **Compliance 9001** Certification: Obtaining certification in main countries.
- **Training plan.**

▲ GDPR:

- Implementation of a P&CMS **privacy management tool** (currently implemented in Spain, Germany and Portugal).
- **27701** data protection **certification:** Obtaining the GDPR environment certification.

- Privacy **training** plan.
- P&CMS tool **training** plan.
- ▲ **Competency:**
 - **Training** Plan 2.0.

3.1.3

CORPORATE GOVERNANCE

Description >>

The Annual General Meeting is the main body representing Prosegur share capital, exercising the functions set out in the legislation and in the company bylaws. The representation power of the company pertains to the Board of Directors acting collectively and by majority decision. The Board has broad powers to manage the activities of the companies, with the sole exception of matters under the jurisdiction of the General Shareholders' Meeting or which are not included in the corporate purpose.

The delegated committees of the Board of Directors are the Executive Committee and the Sustainability, Corporate Governance, Appointments and Remuneration Committee. Among the responsibilities of the Audit Committee, comprising 66.6% of independent directors, are those of proposing the appointment of the auditor; review the Prosegur accounts; ensure compliance with legal requirements and application of generally accepted accounting principles. Meanwhile, the Sustainability, Corporate Governance, Appointments and Remuneration Committee formulates and reviews the criteria to be followed for the composition and remuneration of the Board of Directors, the members of the management team and the remuneration programs of Prosegur, and it supervises the sustainability and governance functions.

Strategic goal >>

- ▲ Continue to maintain the maximum levels of requirement of Good Corporate Governance and achieve full compliance with the 64 recommendations of the Good Governance Code. Under analysis:
 - Live broadcast through the website of the General

- Shareholders' Meeting (Recommendation 7).
 - Establish a maximum number of Boards of which the Directors of the company may form part (Recommendation 25).
 - Market analysis for the increase of female quota on the Board of Directors (Recommendation 15).

- Evaluation every three years by external consultant to the Governing Board (Recommendation 36).
 - ▲ Improve the MERCO Ranking to reduce the 83rd position of the most responsible companies with the best corporate governance in Spain.

- ▲ Spanish Issuers: Continue with the active participation in the different working groups, assemblies and different initiatives in corporate governance in collaboration with the regulator (CNMV) and legislator (bills, amendments, etc.)

- ▲ Presentation of the candidacy for the Olivencia Award on Good Corporate Governance and other similar initiatives.
- ▲ AENOR Certification: Good Corporate Governance Diagnosis by external consultant.

3.1.4

SUSTAINABILITY COMMITTEE

Description >>

The Sustainability Committee is an internal decision-making, informational and advisory body composed by the members of the Management Committee.

This committee is granted the competences in sustainability by the Board of Directors and the Sustainability, Corporate Governance, Appointments and Remuneration Committee.

The objective of this committee is to define the objectives, action plans and practices of the company in terms of sustainability.

With the creation of this body and the new supervisory role of the CSGCNR, sustainability is placed as one of the pillars on which to sustain future growth.

Strategic goal >>

- ▲ **Improve the rating** of proxies and indexes by **10% during the Plan.**
- ▲ **Creation and updating of the internal regulatory framework for sustainability, which** encompasses all related corporate policies (Environment, Labour Relations, Governance, Code of Ethics, etc.).



3.1.5

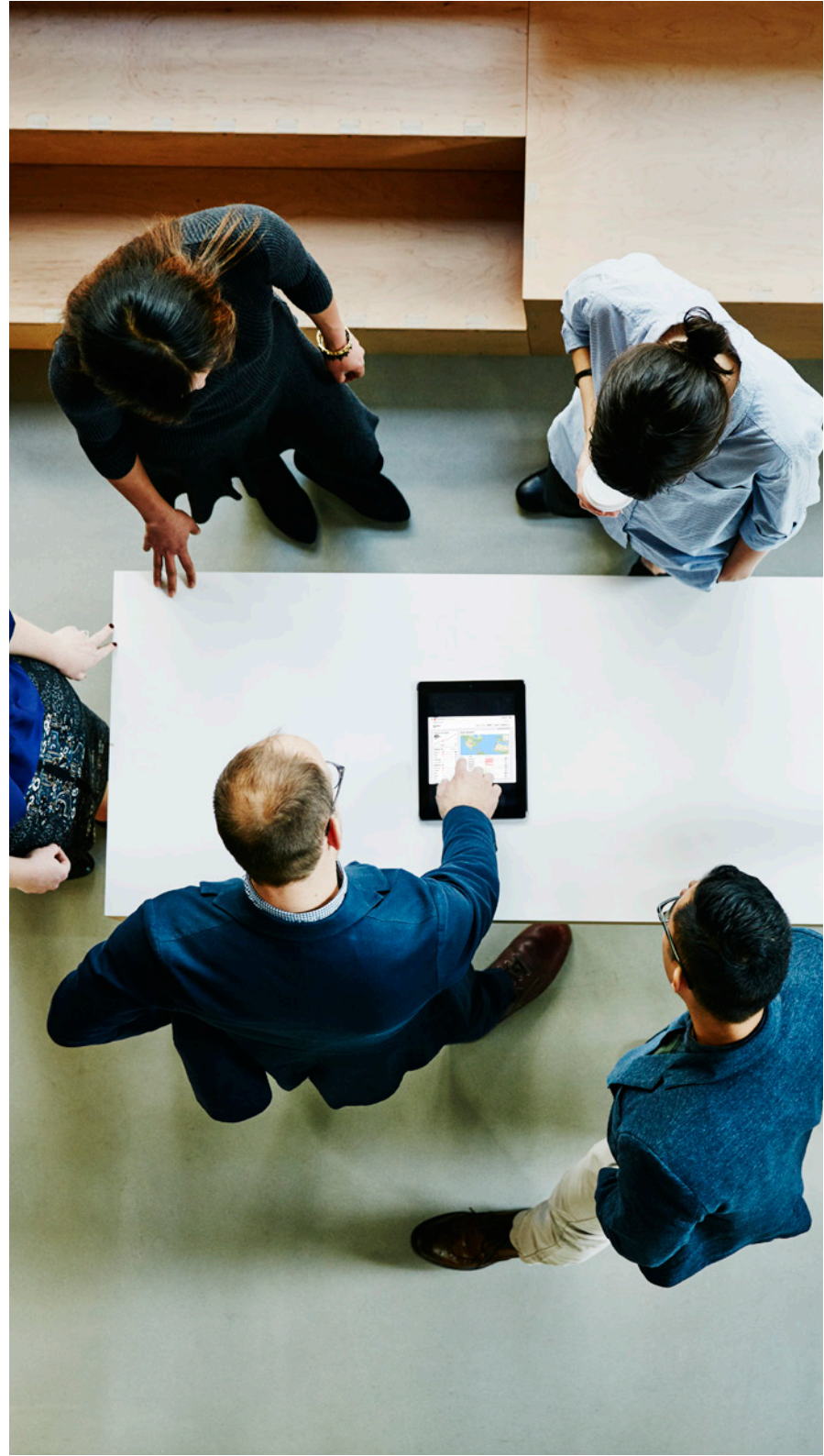
INTERNAL CONTROL OF THE NON-FINANCIAL INFORMATION

Description >>

The Internal Control System for Non-Financial Information is an essential control mechanism, which is initially based on a materiality analysis that establishes priorities, the identification of all potential risks and the definition of controls that mitigate the identified risks.

Strategic goal >>

- ▲ Prosegur is in the process of identifying the risks associated with non-financial information and will develop an **internal control matrix** for each relevant matter described in the Statement of Non-Financial Information.
- ▲ Additionally, and with the aim of complying with the regulations, Prosegur will **adhere to the recommendations of the TCFD (Task force on Climate related Financial Disclosures) which aims to** identify, quantify and report risks and opportunities related to Climate Change.
- ▲ In the same way, it will adopt the requirements established by the **EU Taxonomy**, through technical criteria that determine those activities that contribute to the mitigation and adaptation to climate change.



3.2

ENVIRONMENT



1. Carbon Neutral

▲ **GOAL:** Prosegur has the objective of being carbon neutral in the coming years, starting this year (2021) by offsetting all the emissions made in Europe.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Europe.
- ▲ **Leader:** Sustainability Department.



2. Energy Efficiency

▲ **GOAL:** A clear objective of Prosegur is to reduce the consumption of energy in its facilities by using the most efficient technologies available.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Media Management Department.



3. Green Energy

▲ **GOAL:** In addition to reducing energy consumption, Prosegur is committed to renewable and alternative energies by implementing the necessary facilities and commercial agreements.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Sustainability/ Media Management Department.



4. Circular Economy

▲ **GOAL:** Prosegur shares society's concern about the need to take care of the environment in which we live. It seeks to have a minimum impact through its activity and for this it applies the principles of circular economy in its operations and products.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Media/Business Management Department.



5. Sustainable Mobility

▲ **GOAL:** As part of its commitment to sustainability and the environment, Prosegur promotes sustainable mobility as an effective way to fight climate change and as an efficient tool in its operations.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Media/Business Management Department.

3.2.1

CARBON NEUTRAL

Description >>

Prosegur has adhered to "The Climate Pledge" commitment, promoted by Amazon and Global Optimism, which aims to achieve carbon neutrality by 2040, ten years earlier than stipulated in the Paris Agreement.

Prosegur aims to reduce its CO2 emissions each year by transforming its most polluting businesses and through efficiency in operations and in the fleet.

One day, it will be able to reduce its emissions completely, but in the meantime, it collaborates with environmental initiatives that manage to absorb the CO2 it generates, thus offsetting its carbon footprint.

Strategic goal >>

- ▲ In 2021 Prosegur began **offsetting the equivalent CO2** to that generated by its operations in **Europe** through a waste management project that reduces methane emissions. This project is backed and verified by one of the most recognised international standards.
- ▲ This is only the beginning since the company has an ambitious **CO2 emissions offsetting plan** that will be extended to the rest of the countries in **coming years**, achieving climate neutrality in 2040.
- ▲ In addition, Prosegur will adhere to the **SBTi initiative**, establishing a reduction commitment, working on programmes that allow this commitment to be achieved, and communicating and breaking down the achievements made.



3.2.2

ENERGY EFFICIENCY

Description >>

Prosegur has a wide variety of facilities at its disposal, mainly cash custody bases, alarm receiving centres and control centres, as well as office buildings. The efficient management of the electricity supply is essential to be able to mitigate the climate impact.

Strategic goal >>

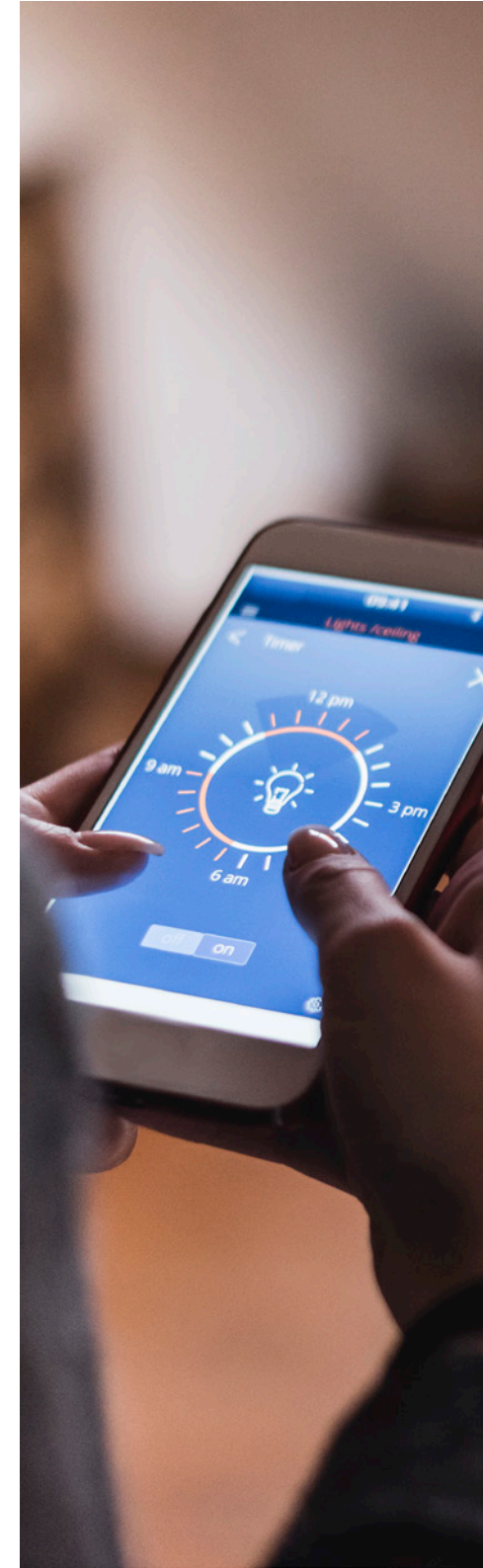
▲ Installation of **photovoltaic solar panels** with a coverage of **95% in the delegations of Prosegur Cash Brazil:** following the Pilot Project in Brazil that consisted in the installation of photovoltaic solar panels in fifteen delegations of Prosegur Cash, covering 70% of its annual energy demand with self-generated solar energy.

▲ **"Energy Efficiency and Alternative Energies"**
Project: This project consists, on the one hand, of the installation of photovoltaic and solar thermal solar panels, and the valuation of other forms of energy generation, such as geothermal energy, biomass boilers and aerothermal energy. On the other hand, and linked to this, the plan includes the development of a control system for the efficient management of electrical and air

conditioning installations, as well as the renovation and improvement of current facilities. By 2021, the company will extend this line of action in Europe and other Latin American countries as part of a global initiative framed within the three-year strategic 21-23 plan.

▲ Achieve **100% efficient lighting:** This project has been developed since 2015 with the replacement of the lighting with LED technology, and it aims to **reduce** electricity consumption by **5%.**

▲ **Savings in electricity consumption,** for the DTI area, equivalent to **20%** savings in the next three years (kwh/Pc and year and kwh/virtual server and year), compared to the base consumption scenario in 2019: Initiatives will be launched for the efficient management of HW, such as reducing consumption in CPDs, optimising stacks, moving to Cloud, and nightly shutdown of employee PCs.



3.2.3 GREEN ENERGY

Description >>

Prosegur signed a new contract with its electricity supplier in Spain (Endesa) that will guarantee that 100% of electricity comes from renewable sources, according to the Guarantee of Designation of Origin (GDO) system that accredits renewable sources of the energy provided, obtaining the first certificate for 100% of energy from renewable energy sources and high efficiency cogeneration (GDO), issued by the National Commission of Markets and Competition.

Strategic goal >>

- ▲ Prosegur is marked as one of its main objectives to obtain all its energy from renewable sources, provided that the geography has such a product.
- ▲ For the 21-23 Plan, Prosegur aims to achieve at least 50% of the group's total and have 100% green energy by 2025.

Prosegur obtains the first energy certificate from 100% renewable sources and high-efficiency cogeneration in Spain.



3.2.4

CIRCULAR ECONOMY

Description >>

Prosegur is carrying out a plan for the transformation of traditional operating material for more sustainable and ecological solutions.

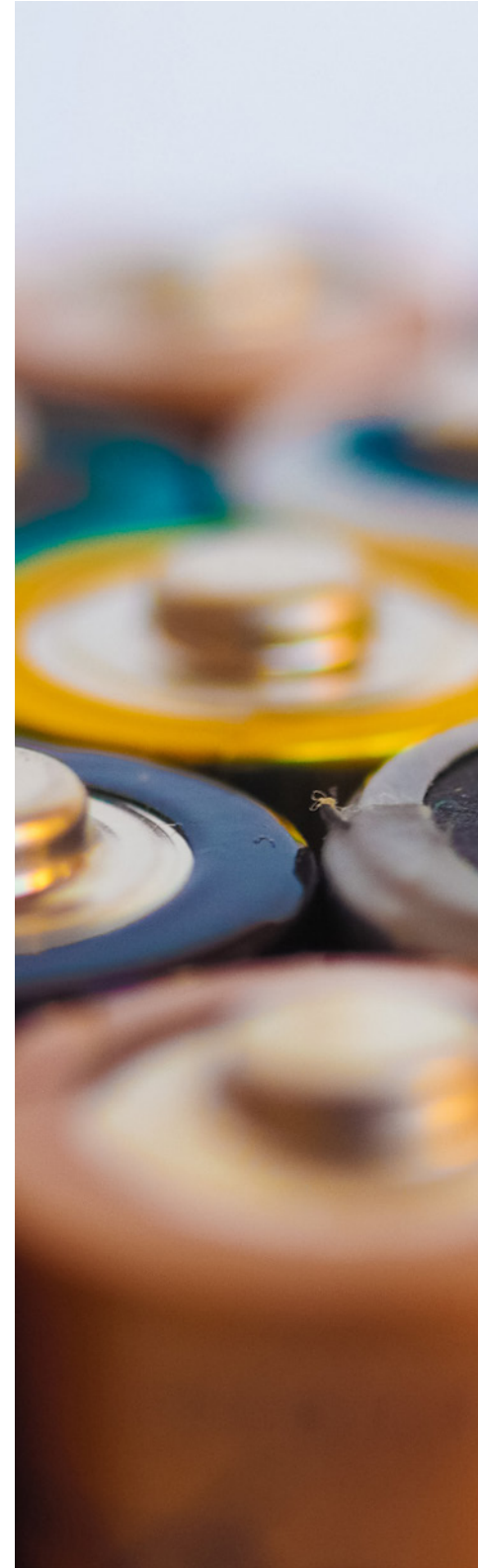
The distribution of Prosegur's operational uniforms is carried out centrally, and specifically for the whole of Europe, from the warehouse that is managed together with the Apracor Foundation, promoting the inclusion of people with intellectual disabilities, carrying out a circular uniform management that includes direct logistics, reverse logistics and the recycling of garments.

As for the tyre waste, an approval is carried out with the suppliers to obtain a guarantee of the recycling processes.

Strategic goal >>

- ▲ **Recycled materials in Prosegur Alarms:** The goal by the end of 2021 is to reach **25-30%** of recycled panels globally.
- ▲ **Waste management:** A **global waste management process** must be defined with suitable containers to deposit the different wastes or residues generated by the company: cardboard, plastic, batteries and scrap.

In addition, we intend to manage **85%** of waste through approved suppliers.
- ▲ **Reduction of plastic consumption** at Prosegur Cash: Develop a project to replace 90% of the bag models operational in Europe for recyclable bags and develop a compostable bag.
- ▲ **20% reduction of toner waste and 20% reduction of paper waste** associated with the printing services: It is a project to implement a new global printing model, homogeneous between countries and allowing the control and monitoring of policies.



3.2.5

SUSTAINABLE MOBILITY

Description >>

Prosegur has been making progress in the sustainability of its hybrid and light fleet for years. In 2020 it launched the first 12 hybrid units in Spain and the first 100% electric armoured unit in Germany. In addition, Prosegur has more than 1,500 light hybrid and electric units. This is just the beginning of the transformation of the fleet that aims to continue adding more efficient mobile units.

Strategic goal >>

- ▲ Prosegur Cash establishes a **3% annual reduction** in consumption per kilometre as a result of the transformation of the fleet towards more efficient models: Older armoured units with higher consumption and higher emissions have been deactivated. Additionally, the old fleet will be deactivated for more efficient vehicles. Hybridisation/ electrification in Europe will also be considered.
- ▲ Prosegur Security and Prosegur Alarms each establish a **5% reduction** in their emissions by purchasing new electric vehicles (Prosegur Alarms' commitment that 50% of its vehicles will be low-emission (LPG, Electric, hybrid) by 2023), using more efficient hybrids and by reducing the fleet.
- ▲ **Pilot project** to develop a **hydrogen battery armoured vehicle**.
- ▲ Plan to **deactivate 890 armoured units** during the Plan that are old and have inefficient engines.
- ▲ **Increase the penetration** of **New Products** (which produce less GHG emissions) reaching a percentage of **21.6%** in 2021, **23.2%** in 2022 and **25.2%** in 2023.
- ▲ **New global travel management model** that allows centralised management, 100% digital and carbon footprint tracking, as well as the gradual reduction of all trips that are not essential for the business.



3.3

PEOPLE



1. Diversity

- ▲ **GOAL:** Diversity is an engine of competitiveness, which is why Prosegur actively promotes the diversity policy that guarantees that all employees are treated without any discrimination.

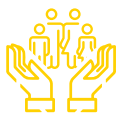
- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations.



2. Inclusion

- ▲ **GOAL:** Prosegur creates accessible and inclusive communities where all people have a place and are respected, promoting employment for people with some type of disability.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations/CREAD.



3. Human Rights

- ▲ **GOAL:** The satisfaction, commitment, health and well-being of professionals, as well as the promotion of diversity and equality and the development of an inclusive environment comprise the initiatives planned in this area.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations.



4. Training

- ▲ **GOAL:** Offer a varied, multi-platform, quality training that provides employees with adequate preparation to perform their duties, promote and achieve their professional development.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** PU Training.



5. Social Action

- ▲ **GOAL:** It is time for collaboration, to commit ourselves to an inclusive digital education and solidarity talent, to address the changes derived from technological acceleration without leaving anyone behind. The time to look for more innovative and sustainable answers.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Prosegur Foundation.

3.3.1

DIVERSITY

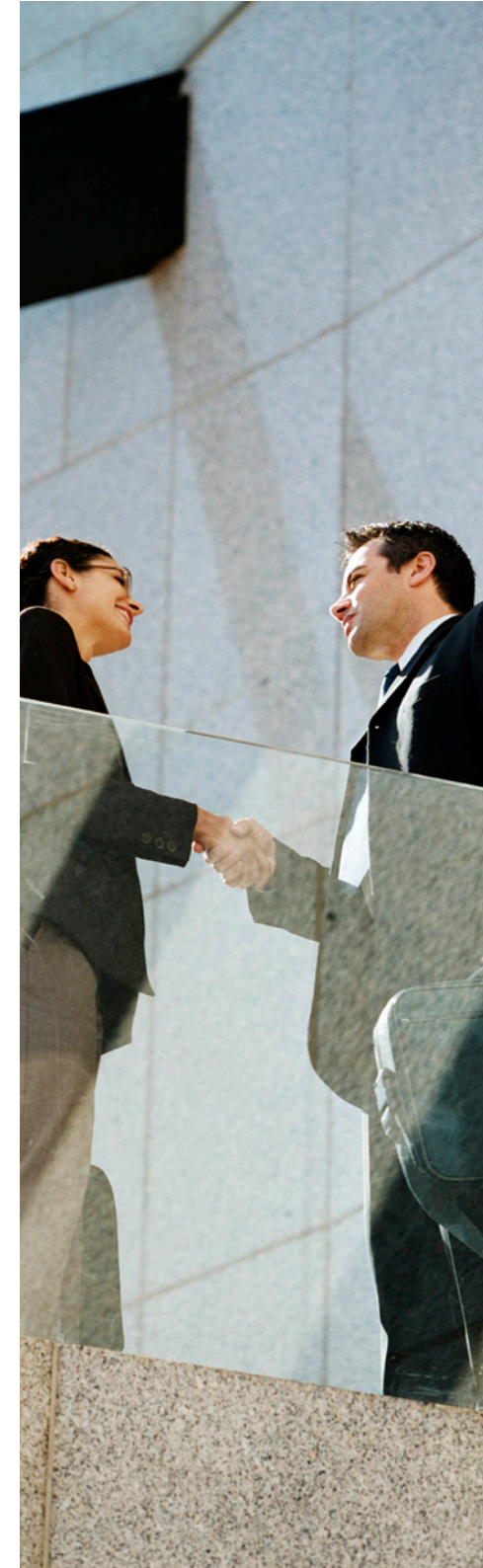
Description »

Prosegur is committed to fighting against all situations of direct and indirect discrimination that may take place in its environment, granting special protection to any vulnerable group.

In the 2021-2023 period, special emphasis is placed on gender discrimination, and especially on situations arising from maternity, paternity, assumption of family obligations and marital status. In this context, Empowered Women was born, the programme that Prosegur has designed and launched to promote equality, female talent and support women's careers. The programme will be implemented from 2021 in Spain and will be extended to other countries in 2022.

Strategic goal »

- ▲ Development of **Prosegur's Global Diversity and Inclusion Policy**: In order to consolidate and advance in the recognition of new social realities, visibility will be given to the company's commitment to maintaining an inclusive work environment in which individual differences are respected.
- ▲ Prosegur will increase the representation of women in positions of responsibility, management and leadership **by five points** (currently 13.6%). Through the Empowered Women programme initiatives:
 - **Empowering Sessions:** These include the High Performance Women Programme, providing individualised follow-up for women in positions of responsibility, and the #IAMREMARKABLE sessions, an initiative aimed at building the confidence and self-promotion of under-represented groups.
 - **Empowered Women Scholarships:** They will be awarded together with the Prosegur Foundation and will promote professional development and female leadership. From 2021, they will be open to all women from the company in Spain, and from 2022 they will be available to employees from other countries of the group.



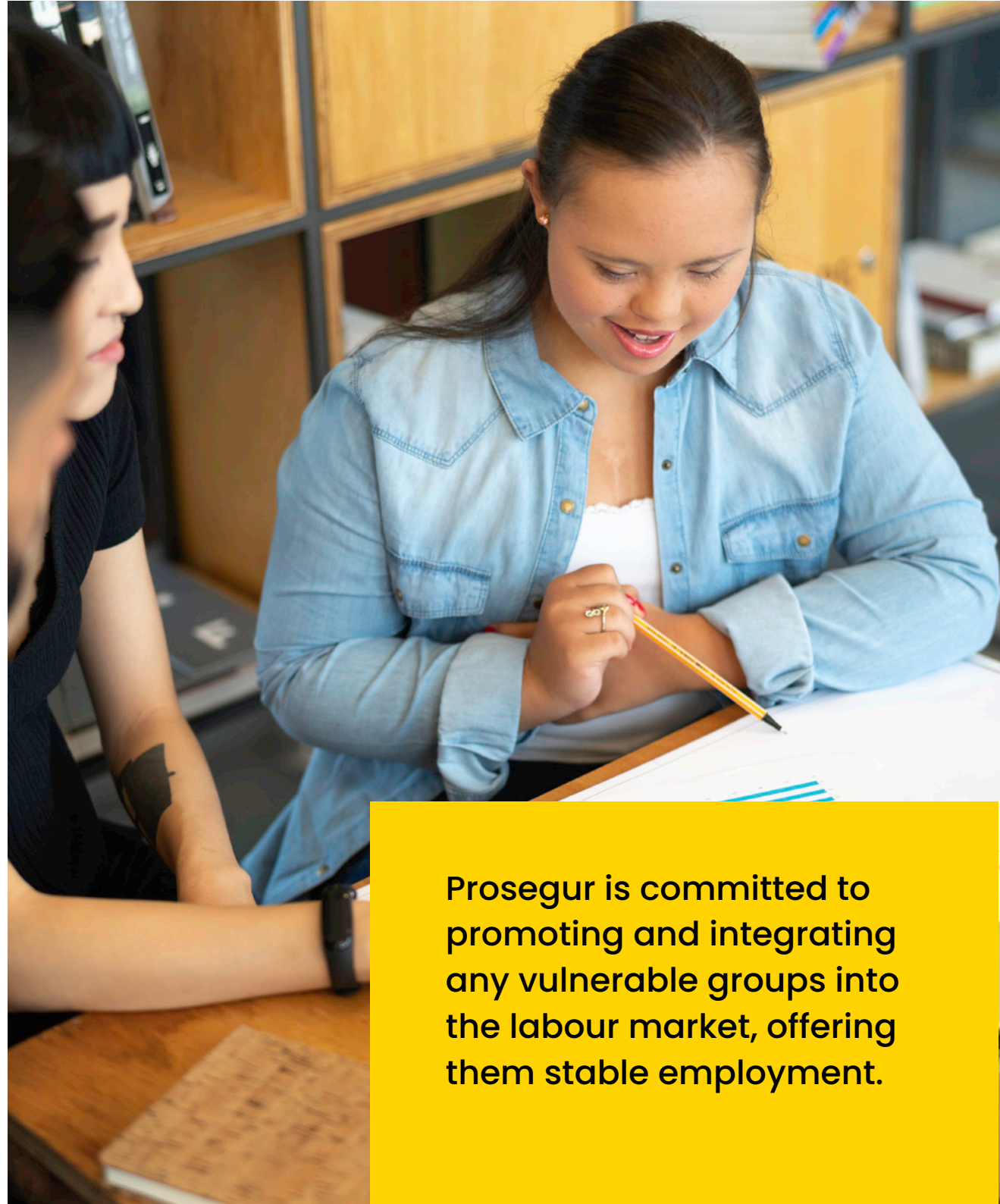
3.3.2 INCLUSION

Description »

Prosegur has the obligation to promote the integration of people with disabilities in the market, offering them a more stable future through employment. One of the most relevant projects is the Centre for Robotisation, Excellence, Automation and Digitalisation "CREAD", which puts people with disabilities at the centre of the operation, going on to perform tasks of greater added value such as the training of machine learning models. They are an essential part of this area that integrates technology, people and operation.

Strategic goal »

- ▲ Continue with the inclusion of people with disabilities, until they represent 10% of the ITD workforce.
- ▲ Development of Prosegur's Global Diversity and Inclusion Policy: Beyond eliminating any type of personal discrimination, special protection is granted to vulnerable groups, including people with disabilities. In addition, it includes the commitment to advance in the effective employment integration of people with disabilities working to reduce and eliminate the barriers that pose an impediment to them in the Prosegur work environment.



Prosegur is committed to promoting and integrating any vulnerable groups into the labour market, offering them stable employment.

3.3.3

HUMAN RIGHTS

Description >>

After the approval of its corporate policy, Prosegur will continue to implement the methodology of continuous improvement in the realisation of the appropriate actions and measures within the constant exercise of its due diligence; reinforcing the respect and protection of human rights in its environment.

Certain principles contained in the Human Rights Policy will be developed in the 2021-2023 period: respect for diversity, work-life balance and basic standards of working conditions, and freedom of association. They will all be outlined in independent policies in which specific commitments will be assumed and the lines of action that the company follows to safeguard them will be detailed.

Strategic goal >>

- ▲ **Development of Prosegur's "Work-Life Balance" Policy:** With the aim of protecting the balance of the private and professional spheres of its employees. It will also include a new and more flexible form of work organisation, teleworking, as well as the right of all employees of the group to rest and digital disconnection.
- ▲ **Specific training in Human Rights:** Creation, within the training associated with the Code of Ethics and Conduct, of a specific human rights section that instructs all employees of the group in the values and principles contained in the recently implemented Human Rights Policy.
- ▲ **Human Rights Due Diligence:** Due diligence processes will be carried out in the field of Human Rights every three years with the aim of strengthening the company's continuous improvement system.



3.3.4

TRAINING

Description >>

Prosegur will offer a varied, multi-platform, quality training that provides employees with adequate preparation to perform their duties, promote and achieve their professional development.

Strategic goal >>

- ▲ Prosegur will offer **mandatory training in sustainability**: The Prosegur Corporate University will serve as a tool to transfer the values of the company and raise awareness throughout the organisation.
- ▲ Prosegur **will increase online training hours by 10%** (3% per year) in specific areas: Launch of the new compulsory PRL training and a specific section on Human Rights within the training associated with the Code of Ethics and Conduct.
- ▲ Prosegur will ensure that **90% of employees receive annual face-to-face or online training** aimed at their professional development or retraining: The management of the different businesses of the group encourages the completion of all the training itineraries planned for each professional category. In addition, follow-up is carried out to ensure the maximum degree of completeness.



3.3.5

SOCIAL ACTION

Following Covid-19, Prosegur is committed to education and innovation for its 2030 agenda.

Description >>

Considering the context of the 2030 Agenda and the social challenges arising from the pandemic, the following will be pillars of the 21-23 Plan: collaboration (SDG 17), education as an engine of progress and a tool for reducing inequalities (SDG 4), as well as the commitment to innovative approaches that allow us to offer agile, scalable and sustainable responses.

Strategic goal >>

▲ Inclusive Digital

Education: Priority detected after the systemic impact of the pandemic and that seeks to reduce inequalities in vulnerable contexts. To this end, Prosegur will form a strategic alliance with one of the entities of reference at an international level in this field, for **digital training and in competences of the XXI century of the Ibero-American teachers of its Development Cooperation programme, Piecitos Colorados**. They will be the multipliers of educational improvement in students.

In addition, the company will expand its actions to reduce the digital divide, with the delivery of technological devices that allow students with fewer resources to continue training in a blended learning environment.

▲ **Sustainability:** Through education and technology, it seeks to promote **environmental awareness in the new** generations. Thus, the **Clean Planet** program – in partnership with Lego Robotix – expands its focus to

include the challenges that depopulation produces in rural areas. Transversally, training on environmental care, waste management and climate change will continue to be key in the Piecitos Colorados schools.

▲ **Solidarity Talent: Talent and innovation** will be further enhanced to add it to the spirit of solidarity and support the "agents of change" with proposals for social impact. To this end, two lines of work have been defined: an internal one, through

the Intrapreneurship Programme, to detect the social entrepreneurs that exist within Prosegur and promote them. And a second of an external nature, where we want to involve young university students from technological campuses in **volunteer** actions, which help to respond to social needs with a sustainable approach and the support of Prosegur mentors.

▲ **New Partnerships:** The technological acceleration produces effects that the

Prosegur Foundation wants to manage by working in alliance with entities of the Third Sector. This is the case of the gender gap in **STEM vocations**, the promotion of **female leadership**, the need to **balance technology and humanities** as well as the improvement of the **employability** of young people.

3.4

SAFE WORK

1. Zero Accidents



- ▲ **GOAL:** Prosegur demands a high level of safety both from its employees and in its facilities, pursuing Zero Serious Accidents.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations.

2. Well-being



- ▲ **GOAL:** Prosegur is committed to health both inside and outside the workplace, promoting healthy habits among its employees to maintain an adequate state of physical and mental fitness.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations.

3. Business Health & Safety Reports



- ▲ **GOAL:** Prosegur's management is involved in achieving the Zero Accidents objective: direct monitoring of the main safety and health indicators, detailed analysis of all major accidents and implementation of measures.

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations.

4. Innovation



- ▲ **GOAL:** Prosegur aims to showcase its vision of leadership in the security sector through innovation. The new purpose focuses on "making the world a safer place by taking care of people and businesses, keeping us at the forefront of innovation".

- ▲ **Start date:** 21-23 Plan.
- ▲ **Scope:** Global.
- ▲ **Leader:** Labour Relations/ Innovation.

3.4.1

ZERO ACCIDENTS

Description >>

At Prosegur, occupational health and safety are a priority for all organisational levels. In this sense, the company pursues the firm objective of reducing accidents to zero, implementing specific objectives, actions and indicators that are included in the specific global standard of Occupational Health and Safety Indicators, and that are reviewed on a quarterly basis with the management of the company.

Strategic goal >>

- ▲ **Update of the Global Policy on Occupational Health and Safety:** Adaptation of the objectives to care for all the company stakeholders with the intention of maintaining the highest levels of prevention in all the activities we develop.
- ▲ **Development of a Road Safety Campaign:** We place special emphasis on one of the most common risks of the activity, traffic accidents.
- ▲ **Committee of Experts:** Quarterly meetings with local teams to monitor the main Occupational Health and Safety indicators and share good practices among the different regions where the company works.
- ▲ The training is considered by Prosegur as the main tool for the dissemination of existing occupational risks and the necessary measures for their prevention. For this reason, **new modules in the field of health and safety** have been included in the mandatory **training** plans for employees.
- ▲ **Extension to suppliers:** Prosegur will continue to work its systems for coordinating preventive activities to ensure close collaboration with all suppliers in their duties in the field of risk prevention with the aim of guaranteeing optimal working conditions throughout the supply chain and services received by the group.

Prosegur includes the objective of reducing its accidentability to zero in its specific Global Standard of Occupational Safety and Health Indicators .

3.4.2

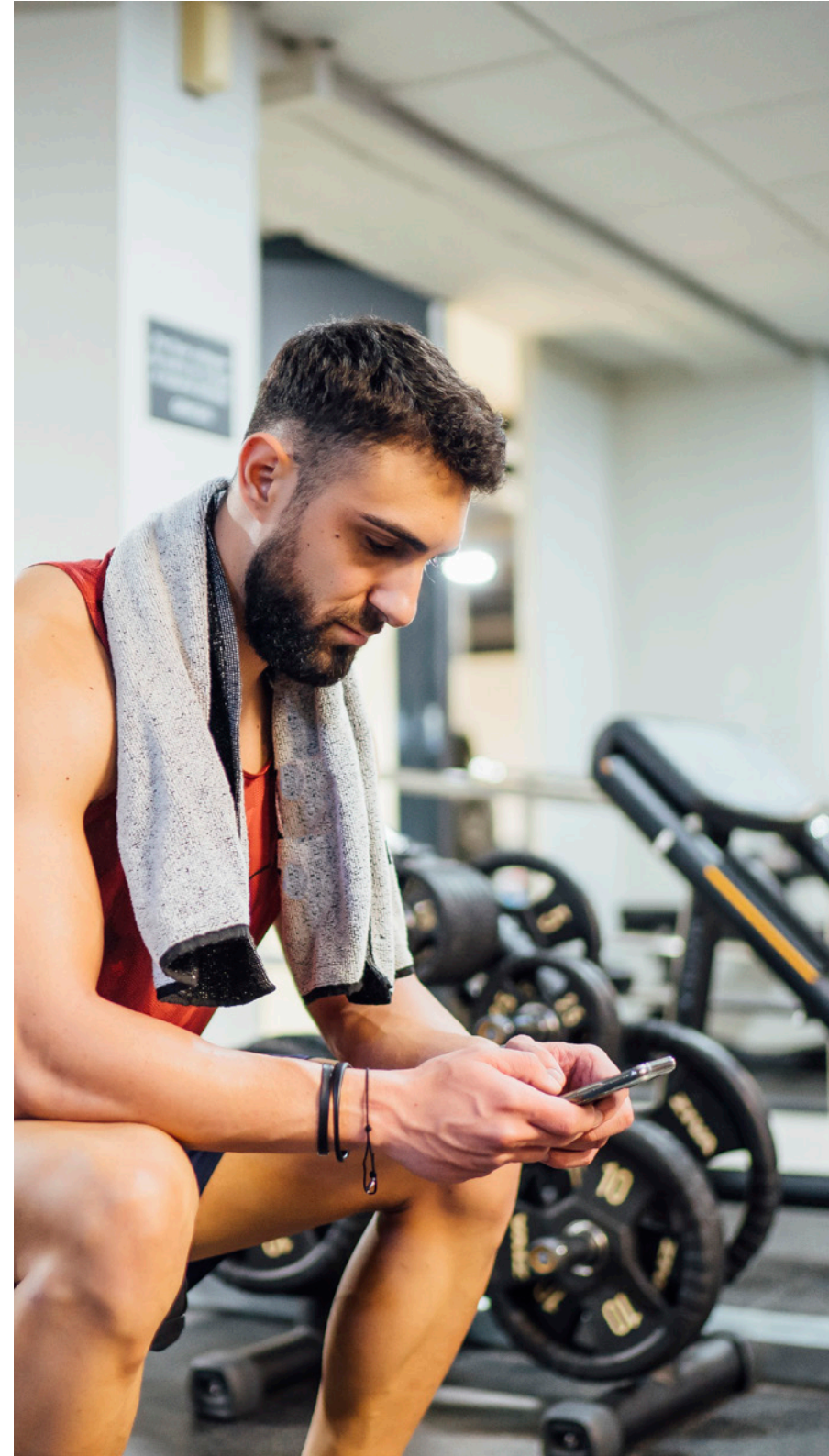
WELL-BEING

Description >>

Prosegur has established the objective of promoting health in its most extensive definition, ensuring the optimal state of physical and mental health of employees. All this under the slogan "To Take Care, Take Care of Yourself!"

Strategic goal >>

- ▲ **Development of its own space on the Intranet** to centralise all **aspects related to well-being**, which will include regular communications, training courses and the main measures developed in each of the countries.
- ▲ **Promotion of healthy habits** using experts who are aware of and disseminate amongst our employees the foundations of their health and that of the people around them.
- ▲ **Promotion at the local level of physical activity** with the generation of challenges and facilitating access to sports facilities so that it is more comfortable and easier for employees to improve their state of health and access the benefits of doing sport.



3.4.3

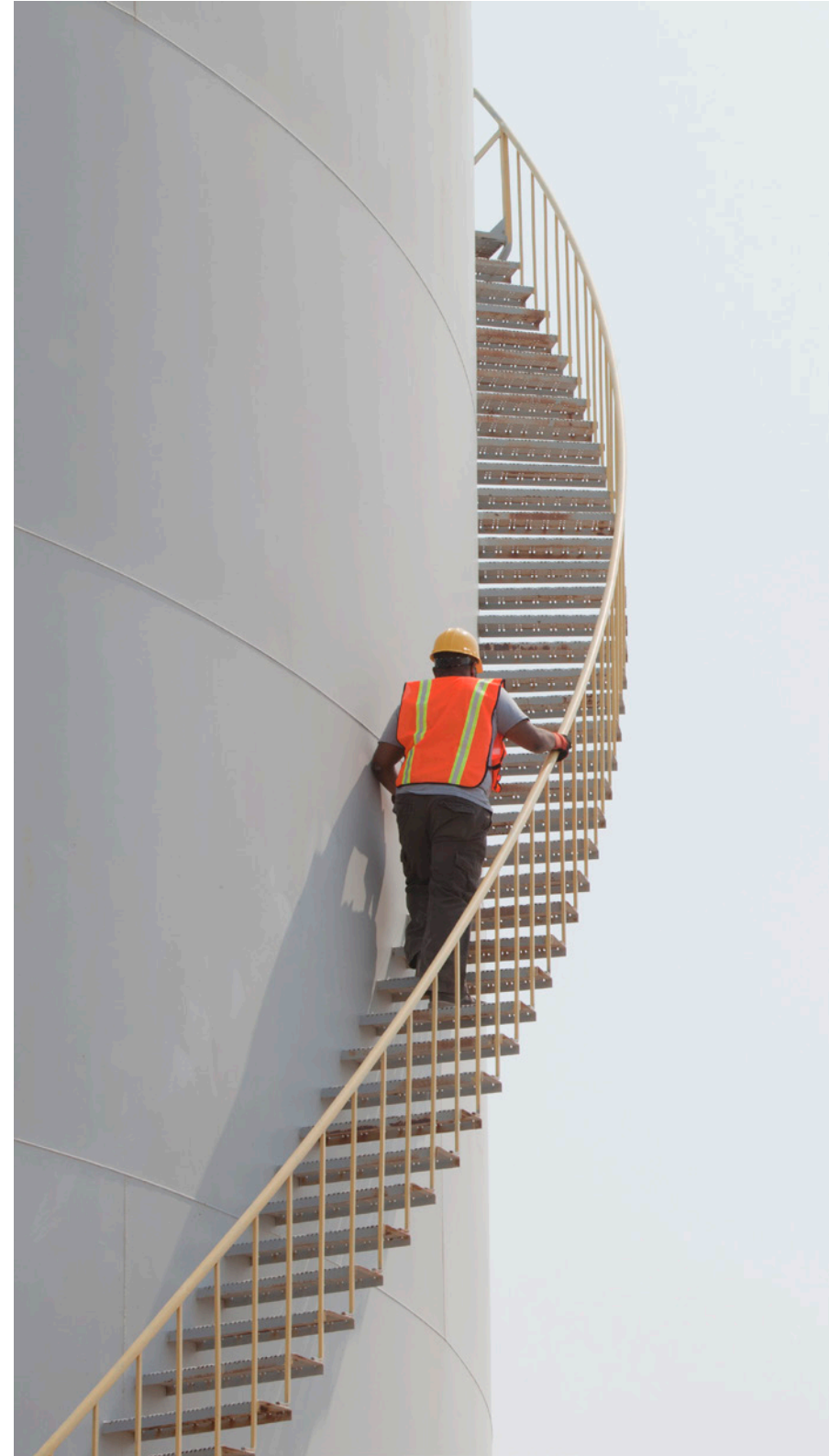
BUSINESS HEALTH & SAFETY REPORTS

Description >>

The Management of each of the company's businesses will periodically and directly exercise the control and supervision of the management in the field of occupational risk prevention.

Strategic goal >>

- ▲ **Direct supervision of safety and health indicators** to identify trends and areas for improvement from all areas of the business and health and safety management.
- ▲ **Detailed study of the reports of all serious and fatal accidents** that have occurred, analysing the data as a whole to define the main causes and act accordingly to achieve the **Zero Accidents objective**.
- ▲ The definition and implementation of **global initiatives** that respond to the **needs detected** in these analyses or new requirements of the company's activity, allocating the necessary resources for their implementation.



3.4.4

INNOVATION

Description >>

As leaders in the provision of services and development of innovative solutions in the field of safety, Prosegur takes on the challenge of innovating in the application of technology and services to prevent occupational risks.

The advances in this area are a contribution to the prevention of occupational accidents that will result in the well-being of workers and workers in client companies.

Strategic goal >>

▲ Development and **implementation** of the **GEN ZAI** platform for the centralised management of Artificial Intelligence algorithms and IoT devices:

- **GENZAI – Safety:**
Application of AI algorithms and specific solutions for the operational and occupational safety of employees and in clients' offices.

- **GENZAI – Operations Monitoring:** Integration and management of sensor devices to generate the necessary information that contributes to the continuity of the customer's business through remote management.

- **GENZAI – Security:**
Development of AI algorithms and integration of third-party algorithms for Security applications.

▲ Search for **agreements with innovative startups** to offer **new security solutions** that expand and improve the catalogue of services offered by the company.

▲ Internal promotion of innovation through specific dissemination days, such as the **Innovation Days**, or as initiatives for the development of innovative ideas within the company such as **The Best Rocket**.



