



The Top Management at Prosegur Cybersecurity Division (Cipher EMEA) has set four strategic priorities that define its business management model:

Focus on large cybersecurity markets aligned with the presence of Prosegur	Optimization of portfolio services.
Profitability in sales aligned with customer satisfaction.	Create Value through the commitment of people and the optimization of technologies.

Likewise, Cipher EMEA Top Management understands that Service Quality delivered to Customers is our competitive advantage and for this:

- We establish policies and quality objectives, and we have a focus on processes and adopt continuous process improvement approach.
- We manage risks: Top Management is directly involved in risk assessment and in identifying actions to prevent, control and mitigate risks.
- We identify requirements indicated by our customers and applicable laws and ensure compliance by establishing the appropriate measures.
- We define services that respond to our customer needs, we define our service catalog considering our capabilities and use it as a reference/basis on which we create and provide a tailored value for each customer.
- We seek to achieve consistency in service level results and efficiency.
- We measure customer's satisfaction to know their opinion and perception on the attention received, the quality of provided services and act on any detected opportunity for improvement.
- We involve the entire organization in continuous improvement by providing a dynamic communication channel for improvements and involve the Top Management in its evaluation, control and monitoring.

Reviewed by YASER RIMAWI - Head of PMO, Quality and Processes at Cipher EMEA

Approved by: JORGE HURTADO – GLOBAL CTO at Cipher