



# Communication Policy

**Prosegur Compañía de Seguridad,  
S.A.**

External Relations  
December 2020

# 1. Purpose and Scope

The Communication Policy of Prosegur Compañía de Seguridad, S.A. establishes some common principles that should be applied by employees at all levels to foster, in a coordinated manner, economic-financial, non-financial and corporate information communications with all the Company's stakeholders, through any of the available channels (including the media, social networks and other appropriate communication channels).

The ultimate goal is to be recognized as a market leader as regards its purpose: *"We make the world a safer place by taking care of people and companies, being at the forefront of innovation"*, and its values: *We care about people, We think positively and We are unstoppable.*

This Communication Policy shall be applied by all employees of Prosegur and applies to all its businesses and activities in all of the countries in which the company has a presence. In particular, the management teams of the business areas and support areas, the Investor Relations area, representatives of the Prosegur Foundation, the heads of internal communications and the heads of external communication and media relations must be aware of and promote this Policy.

Prosegur also has an Investor Relations Policy relating to communication and contact with shareholders and institutional investors within the framework of its involvement in society at large, as well as with voting advisors.

# 2. Communication objectives

- ▲ Make people aware of Prosegur's purpose and values.
- ▲ Provide economic and financial information to all the company's stakeholders, including customers, employees, shareholders, regulators, suppliers and society at large, in accordance with the principles set out in this Policy.
- ▲ Provide relevant non-financial and corporate information to all of the company's stakeholders, in accordance with the principles set out in this Policy. Outlining, in particular, the main innovation, digital transformation and ESG (Environmental, Social and Governance) features of the company's products or services.
- ▲ Receive information from the various stakeholders to identify trends, events or circumstances that may impact, positively or negatively, on the achievement of the strategic objectives established by the company.

# 3. Principles

Prosegur believes that communication is an essential tool for creating and maintaining relationships of trust with all its stakeholders. To this end, its communications are always guided by the following principles:

## 3.1. Respect for the law

Communications regarding economic-financial, non-financial and corporate information shall be carried out in strict compliance with the laws applicable in each of the places where they are issued. Communication shall always be carried out in accordance with the rules and within the time limits established by applicable legislation.

In the event that the information to be published is regarded as privileged or relevant information, it shall be brought to the attention of the Spanish National Securities Market Commission (CNMV) within the time limits and in accordance with the procedures established in the provisions in force and prior to its dissemination by any other means.

### **3.2. Reliability**

Prosegur always conveys information that is accurate, complete and expresses the true image of the company, its business activities and its business strategies. The company avoids disqualification or deception in its communications.

### **3.3. Rigour**

Communications will be based on proven data. The communication process shall be governed by the strictest professionalism. Prosegur shall not carry out any communication activities that could increase its reputation risk.

### **3.4. Transparency**

The company does not knowingly withhold any relevant and necessary information required by its stakeholders. Whenever possible, requests for information received from its stakeholders will be dealt with. The public dissemination of information will allow rapid, complete, full and adequate access to the information published.

### **3.5. Confidentiality**

Prosegur respects confidentiality and privacy in all matters requiring it, especially with regard to third party data.

## **4. Channels**

Prosegur uses different general information, dissemination and communication channels, such as:

- ▲ Corporate website ([www.prosegur.com](http://www.prosegur.com)), as well as the websites of the different countries and businesses.
- ▲ Profiles in the main social networks.
- ▲ Mobile applications.
- ▲ Communication media
- ▲ Intranet and mobile applications for employees.

- ▲ Telephone number and e-mail address of the Heads of external communications and media relations, whose contact details can be found in the Media Centre section of the corporate website.

In addition, Prosegur has specific channels in place for the capital markets and its participants, which include: General Shareholders' Meeting, quarterly presentation of results and webcast, corporate website, newsletter, mobile application and telephone and shareholders' mailbox, which can be found in the Shareholders and Investors section of the corporate website.

## 5. Global and country-specific communication responsibilities

- ▲ The global External Relations department of Prosegur is responsible for establishing the specific procedures for the development of this policy (in particular the procedures for relations with the media, social networks and other appropriate communication channels). These procedures must be approved by Prosegur's Management Committee.
- ▲ The management team of the business areas and support areas must contribute to the identification of communication opportunities, relevant matters or company actions that help maximise the dissemination and quality of information and strengthen Prosegur's recognised leadership position in the market.
- ▲ Managers at all levels can effectively contribute to the public positioning of Prosegur by taking advantage of their interaction with other participants in the market. To this end, they should act in a coordinated manner with the global External Relations department and the Heads of external communications and media relations in each country. The Heads of communications will provide training, materials and appropriate advice so that managers can adequately convey the company's message to their audiences.
- ▲ Prosegur's global External Relations department is responsible for drawing up the Global Communications Plan with a three-year perspective, which sets out the scope (stakeholders), objectives and indicators for evaluating them, as well as a roadmap that includes the deployment of the main communication initiatives to be implemented at a global level. In order to draw it up, the global External Relations department shall take into account the opinion and contributions of employees at all levels of the organisation that may be affected. This plan must be approved by Prosegur's Management Committee.
- ▲ The Head of external communications and media relations in each country must draw up an Annual Communications Action Plan following the guidelines established in the current Global Communications Plan. In order to draw up the Action Plan, the Head of external communications and media relations in each country shall take into account the opinion and input of employees at all levels of the organization that may be affected. The final document must be shared with the regional and country Business Managers and with the global External Relations department.
- ▲ Prosegur's global external relations department coordinates the execution of the Global Plan and the annual territorial plans through the Communications Committee, made up of the Heads of communications in the different geographical areas. The committee meets at least once a month.
- ▲ Prosegur's Investor Relations department is responsible for fostering open and proactive communication with the capital markets and market participants, in order to achieve a fair and

appropriate valuation of the company, in full compliance with the principles of responsibility and sustainability that it upholds.

## 6. Approval

This Communication Policy was approved at the meeting of the Board of Directors of Prosegur Compañía de Seguridad, S.A. held on 17 December 2020, to comply with the provisions set forth in Recommendation 4 of the Code of Good Governance for Listed Companies, approved by the National Securities Market Commission in 2015 and updated in June 2020.