



This document belongs to Prosegur. The reproduction of the document, total or partial is strictly forbidden. The distribution of this document is not under control

In light of potential threats that could interrupt our operations (such as infrastructure failures, strikes, accidents, pandemics, attacks and natural disasters) and affect the provision of services rendered under contract, the Prosegur Group management team formally drawn up the present policy. In this regard, we assume that we should be prepared and capable of demonstrating to our stakeholders that, when facing an incident or crisis scenario, we have the corresponding plan that would enable us to return to normal operations in the expected time periods and forestall or minimise the impact that the interruption in the rendered service might have caused the customer.

- In particular, we are committed to the following:
 - Each business management shall guarantee the establishment of a business continuity committee in every geographical region and the coordination and support responsibilities necessary for effectively managing crisis scenarios.
 - The heads of support areas and their teams, and particularly the Quality and Processes Department Crisis shall actively participate with the crisis response organisation and management to manage the business continuity system integrated in the 3P system and enable management's annual review of the effectiveness of the Business Continuity Plan (BCP).
 - There shall be emergency measures in place to protect our employees should contingencies arise at a Prosegur head office or base.
 - We shall analyse the impact on the business and, based thereon, establish recovery times in the BCP, and also risks to identify and perform actions to minimise them.
 - We shall have a documented BCP that includes the managers and protocols drawn up to recovery operation normality within the planned time frames.
 - We shall guarantee that BCP action plan managers, their immediate collaborators and affected parties are aware of these plans and carry out drills accordingly.
 - We shall focus our approach to continuous improvement on ensuring that the BCP is effective and enables us to fulfil contractual obligations and meet customer expectations.

- The purpose of our objectives and actions is to:
 - Keep our employees at an ideal level of preparation in the event of incidents.
 - Comply with recovery deadline or time frame standards contemplated in the BCP.
 - Set a priority to protecting integrity of the company's staff and assets vis-à-vis any contingency or crisis scenario affecting business continuity.
 - Achieve an effective BCP that minimises improvisation in decision-making on the basis of experience when facing highly likely contingencies that could affect a Prosegur business activity.
 - Establish leadership and an effective organisation capable of responding in a crisis situation.
 - Reduce the frequency of interruptions in operations as the main indicator of continuous improvement and reward a mindset centred on preventive culture and risk management to minimise the occurrence and impact of incidents on business continuity.

Created by:	Business Continuity Workgroups of the Security, Alarms and Cybersecurity businesses		
Reviewed by:	Corporate Quality and Processes Manager		
Approved by:	Global Managers of the Security, Alarms and Cybersecurity businesses; Corporate Managers of Operations, Human Resources, IT & Digital Transformation and Risk & Resource Management		
Replacing:		Edition:	Date: