



**PROSEGUR**

**Communication  
Policy with  
Shareholders,  
Institutional  
Investors and  
Proxy Advisors of  
Prosegur  
Compañía de  
Seguridad, S.A.**

## Index

<b>1. Scope and reach</b> .....	<b>3</b>
<b>2. Purpose</b> .....	<b>3</b>
<b>3. Principles and objectives</b> .....	<b>3</b>
<b>4. Roles and responsibilities</b> .....	<b>4</b>
<b>5. Communication channels</b> .....	<b>5</b>
<b>6. Disclosure Practices</b> .....	<b>7</b>
<b>7. Privileged Information</b> .....	<b>8</b>
<b>8. Policy Review and Approval</b> .....	<b>8</b>

## 1. Scope and reach

Prosegur Compañía de Seguridad, S.A. ("**Prosegur**" or the "**Company**") is committed to maintain effective and open communication with all shareholders, institutional investors, and proxy advisors, providing consistent and clear information at all times. We seek to maintain transparent and regular contact with them, thus facilitating mutual understanding of our objectives. We strive to be accessible to all the above, allowing them to exercise their rights in an informed manner...

To this end, the Board of Directors of Prosegur, in its general and non-delegable competence to determine the general policies and strategies of the Company, has approved this Policy of Communication with Shareholders, Institutional Investors and Voting Advisors (the "**Policy**"), after review and proposal by the competent Committee.

The purpose of this Policy is to establish directives and guidelines for the dissemination of economic-financial, non-financial and corporate information applicable to Prosegur and the other companies belonging to its group (the "**Group**"), in compliance with current legislation in the countries where we carry out our activities, as well as good corporate governance practices and Prosegur's corporate governance system.

## 2. Purpose

The purpose of this Investor Relations Communications Policy is to establish comprehensive guidelines and procedures for effective and consistent communication with investors and the financial community. It aims to ensure transparency, accuracy, and timely dissemination of information while adhering to applicable laws and regulations.

## 3. Principles and objectives

To achieve the implementation of the objectives of this policy, Prosegur and the other companies belonging to its Group shall guide their actions by the following general principles:

- i) The dissemination of economic-financial, non-financial and corporate information in the market and among shareholders, institutional investors, proxy advisors and other stakeholders shall be based on the principles of transparency, truthfulness, immediacy, and equality, through the use of appropriate channels and respect for current legislation on personal data protection and Prosegur's Code of Conduct.
- ii) The dissemination of economic and financial information shall ensure that its publication in the market and among investors and other stakeholders is of high quality and reflects, in all significant aspects, a true and fair view of the net worth, economic and financial situation, of the results and cash flows of the group of companies included in the consolidation.
- iii) The dissemination of non-financial and corporate information will be a clear and reliable expression of its performance in the environmental, social and corporate governance areas, as well as its commitment to allow all stakeholders to know its contribution to the

Sustainable Development Goals (SDGs) in accordance with the commitments made by Prosegur and its Group companies.

The dissemination of economic-financial, non-financial and corporate information shall be carried out, in all cases, respecting the timetables established by current legislation, including, without limitation, the disposed in the Law on Corporations, the provisions of the “Comisión Nacional del Mercado de Valores” (CNMV) and the European Union Transparency Directive.

## 4. Roles and responsibilities

- i) **Primary Spokesperson:** The Director of the Investor Relations Office plays a key role as primary spokesperson. With his in-depth knowledge of the company's operations and financial performance, he provides expert information and facilitates effective communication with investors. The Chief Financial Officer (CFO) is the primary spokesperson responsible for delivering engaging and informative presentations on financial results. Leveraging his or her broad understanding of Prosegur's financial landscape, the CFO effectively communicates the company's financial performance to stakeholders, ensuring transparency and clarity.
- ii) **Access to Company Representatives: Business Matters:** Investors and analysts are encouraged to participate in meaningful discussions on matters relating to business performance. The following individuals within Prosegur are available for such discussions: Chief Executive Officer, Chief Financial Officer, Director of Finance and/or Director of Investor Relations
- iii) **Investor Relations as Primary Point of Contact:** As a general practice, all meetings with investors will be coordinated and conducted through the Investor Relations (IR) department. The IR team will facilitate efficient and effective communication between investors and appropriate company representatives.
- iv) **Representation at Conferences and Events:** The Investor Relations Director will attend conferences and events organized by the sell-side. The CEO and CFO, focusing on their core responsibilities, will generally not participate in sell-side conferences to optimize communication efficiency.
- v) **Engagement with major shareholders:** The CEO recognizes the importance of direct engagement with major shareholders. The CEO will endeavor to attend annual meetings with these shareholders and participate in dedicated investor road shows to strengthen relationships and improve communication.
- vi) **Investor database:** All interactions with investors and analysts will be recorded and added to the company's investor database to ensure effective communication and engagement. Maintaining an accurate and comprehensive investor database allows us to better serve the needs and interests of our stakeholders.
- vii) **Media inquiries:** All media inquiries related to Prosegur shall be directed to the company's press office as the initial point of contact. The press office will promptly and efficiently handle media requests, ensuring appropriate and consistent communication. Media inquiries related to investor relations or financial matters should be directed to designated spokespersons. In the absence or unavailability of the CFO, an alternate spokesperson will be designated to handle media inquiries.

## 5. Communication channels

The dissemination of financial, non-financial, and corporate information is carried out through the following channels that contribute to maximizing the dissemination and quality of information available to the market, investors, and other stakeholders, without prejudice to the use of others based on technology, available media, and new trends in communication.

- i) Comisión Nacional del Mercado de Valores and other entities: The Comisión Nacional del Mercado de Valores ("CNMV"), is the Company's first channel of information to shareholders, institutional investors, and the markets, with the dissemination and public nature that, immediately, the information sent to this institution is in accordance with the regulations of current legislation. The communications sent to the CNMV regarding the Company are immediately incorporated into Prosegur's corporate website.
- ii) The Company has a corporate website that is the main official communication channel of the Company with shareholders, institutional investors, and markets in general. It contains all the information required by current regulations at any given time. [http://www.prosegur.com/accionistas\\_inversores](http://www.prosegur.com/accionistas_inversores). In particular, on the Company's corporate website, there is a section specifically aimed at its shareholders and investors, where extensive institutional, economic-financial, non-financial, corporate, and corporate governance information is provided.

In order to enhance the Company's corporate website as an information channel with shareholders, institutional investors, and markets in general, it will be ensured that the corporate website is permanently updated, and its information is published in both Spanish and English. All privileged information communications (CIP) and other relevant information (OIR) communicated by the Company will be incorporated into the corporate website simultaneously with their submission to the CNMV. In addition, the Company's corporate website provides access to real-time stock price quotes, facilitating investor access to this fundamental information.

- iii) Investor Relations: The Company has a specific Investor Relations Department, reporting to the Financial Department, whose objectives include serving as an open, permanent, and transparent communication channel with shareholders, institutional investors, and other interested parties. To this end, Prosegur has a telephone line ((+34 915 588 021) and an email address ([accionistas@prosegur.com](mailto:accionistas@prosegur.com)), through which they can submit their inquiries or suggestions.

To make financial information known to the investment community, Prosegur presents its quarterly results through the webcast on its website. The Company's results presentations are led by the Chief Financial Officer and the Investor Relations Director. In this regard, both the Chief Executive Officer (CEO) and the Chief Financial Officer (CFO) of the Company recognize the importance of a fluid relationship with shareholders, institutional investors, and proxy advisors.

In order to strengthen the relationship with these stakeholders, informative meetings on the progress of the Company and its Group with senior management of the Company may be organized for shareholders who so wish, in the most relevant financial centers in Spain and other countries, always respecting the principle of equal treatment of shareholders in the same situation, as well as the rules on the treatment of privileged information.

Likewise, the Investor Relations Department maintains a record of interactions with shareholders, institutional investors, and proxy advisors to ensure adequate and effective management of communications with these stakeholders.

- iv) Communication through specific meetings: The Company periodically organizes, both actively and upon request, meetings, conference calls, video conferences, and presentation rounds (“roadshows”) with institutional investors, analysts, financial institutions, asset managers, financial intermediaries, and other social agents, such as the media, opinion leaders, public administrations, etc., in order to present, among other matters, non-financial and corporate information, creating a space for dialogue with participating interlocutors and addressing their comments and inquiries in a personalized manner.

General Shareholders’ Meeting: Given the legal nature of Prosegur and its Group, the Company holds its Annual General Meeting of Shareholders, which constitutes an excellent forum for the exchange of information between the Company and the shareholders representing the Company’s capital and other stakeholders, thanks to the publication and distribution of all the Group’s economic-financial information and the Integrated Sustainability Report, which includes the Non-Financial Information Statements.

The Company’s Board of Directors will promote the informed participation of shareholders in the General Shareholders’ Meeting and will adopt any measures that are appropriate to facilitate the effective exercise of its functions by the General Shareholders’ Meeting, in accordance with applicable regulations and its Articles of Association.

To this end, prior to the holding of the General Meeting, the Company will make available to shareholders any additional communication channels that may be appropriate at any given time, such as the electronic shareholders’ forum or any others that may be established, as well as any information that is legally required or, even if not required, is of interest and can reasonably be provided.

Likewise, it will attend with due diligence to requests for information made by shareholders prior to the General Meeting and will attend, with equal diligence, to questions posed by shareholders on the occasion of the holding of the General Meeting.

In addition, the Company will broadcast live, through its corporate website, the holding of General Shareholders’ Meetings.

For its part, the General Secretary, with the support of the Investor Relations Department, will be responsible for maintaining dialogue with proxy advisors, responding to their inquiries regarding proposals for resolutions submitted to the General Shareholders’ Meeting and providing them with any clarifications deemed appropriate.

- v) Investor Relations Bulletin: The Investor Relations Department regularly publishes a newsletter to provide updates on important company news and industry developments. This bulletin serves as a valuable source of information for interested individuals. To receive the bulletin, individuals can subscribe to the distribution list through the Shareholders’ Mailbox. By subscribing, interested parties gain access to timely updates and insights that contribute to a comprehensive understanding of the company and its industry.
- vi) Mobile application 'Prosegur Investor Relations App': Prosegur's innovative 'Prosegur Investor Relations' application is a versatile platform that offers users real-time access to the Company's financial information. Designed to provide a fluent user experience, the app is available for download on both iOS/Apple and Android platforms. By using this app, stakeholders can stay informed and up to date with the latest financial updates, enabling them to make informed investment decisions. With its user-friendly interface and comprehensive features, the 'Prosegur Investor Relations' app presents itself as a valuable tool for investors seeking convenient access to critical company information.

- vii) Information through social media: In accordance with the criteria reported by the CNMV, the use of social media to communicate economic-financial, non-financial and corporate information, as an additional or complementary channel to the CNMV, is also expected. In the event that such information is to be classified as privileged information, it shall comply with the following requirements:
  - a. The information disseminated must be complete, objective and clear, without the need to resort to additional sources to the original message in order to be fully understood.
  - b. The message shall clearly contain the indication "privileged information" and shall be separated from any promotional or marketing communication.
  - c. The Company shall be clearly identified.
  - d. The dissemination will be produced from a social media with a very wide dissemination and from accounts with a very large number of followers.
  - e. It shall be communicated in a formal and precise manner and no information shall be added or qualified in response to not essential conversations for the understanding of the information.

## 6. Disclosure Practices

Prosegur adheres to strong disclosure practices to ensure transparency and equitable access to information for all shareholders.

- i) **Relevant Information:** Prosegur is committed to promptly disclosing any relevant information that may have a significant impact on the market price of the company's securities, in compliance with relevant laws and regulations. This information will be communicated fairly, accurately, and timely, ensuring equitable access for all investors.
- ii) **Compliance with Regulatory Requirements:** Prosegur diligently complies with the disclosure requirements set forth by regulatory authorities. We prioritize transparency, accountability, and legal compliance, ensuring that all necessary information is disclosed in accordance with these obligations.
- iii) **Equitable Access to Information:** Prosegur is dedicated to providing equitable access to information for all investors. Information will be disseminated fairly and inclusively, without any bias or preferential treatment. During closing periods, discussions about financial aspects of the business are strictly avoided to maintain integrity, prevent conflicts of interest, and maintain transparency.
- iv) **Quiet periods:** Prosegur may establish quiet periods prior to the announcement of quarterly or annual financial results to prevent unauthorized disclosure of financial information. During quiet periods, material non-public information should not be shared with investors, analysts or media.
- v) **Forecast statements:** Prosegur will clearly identify Forecast statements and accompany them with cautionary warnings to distinguish them from historical facts. Forecast statements will be based on reasonable assumptions and supported by available information.

## 7. Privileged Information

The Company will consider the established rules regarding the treatment of insider information, as set forth in both current regulations and Prosegur's corporate governance rules, contained in its Board of Directors' Regulations, its Internal Code of Conduct on matters relating to Securities Markets, and its Ethical and Conduct Code.

## 8. Policy Review and Approval

This policy shall be periodically reviewed by the CFO and the Investor Relations Manager to ensure its relevance, effectiveness, and compliance with applicable laws and regulations. Any proposed changes shall be submitted for approval to the appropriate governing body or executive management.

\*\*\*

This communication *policy with shareholders, institutional investors and proxy advisors* was approved initially by Prosegur's board the 22 of June 2017 and was last modified the 27 of July 2023.