



Communication Policy

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

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 communication 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 is mandatory for all employees of Prosegur and applies to all its businesses and activities in all of the countries where the company operates. 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

- ▲ Raise awareness of the purpose and values of Prosegur.
- ▲ 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 document.
- ▲ Provide relevant non-financial and corporate information to all of the company's stakeholders in accordance with the principles set out in this document. In particular, making known the main innovation, digital transformation and ESG (Environmental, Social and Governance) features of the company's products or services.
- ▲ Receive information from the company's 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, communication is always guided by the following principles:

3.1. Respect for the law

Communications regarding economic-financial, non-financial 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, it shall be brought to the attention of the Spanish National Securities Market Commission (CNMV) and included on the Company's website, 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. Truthfulness

Prosegur always publishes truthful and complete information that reflects a true and fair view of the Company, its main activities and its business strategies. Likewise, the Company takes an active stance against insults, dishonesty, disinformation, the dissemination of fake news and any other content that may be detrimental to the interests of its target audiences and the value of its brand.

3.3. Rigor

Communication 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 risk its reputation.

3.4. Transparency

The Company does not knowingly withhold any relevant and necessary information required by its stakeholders. Whenever possible, requests for information reasonable received from its stakeholders will be addressed. 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 relevant matters, especially with regard to third party data.

3.6. Responsible use of new technologies

In February 2024, Prosegur implemented its first 'Responsible Artificial Intelligence Policy', applicable to all the countries in which it operates and to which both the communication department and the rest of the company's business and support areas are attached. The objective of the same is to guarantee the rights and freedoms of all people who could be affected by the use of solutions and technologies in which Artificial Intelligence is used, in addition to establishing the bases that will govern its application in all projects that incorporate it.

4. Channels

Prosegur uses a range of general information, dissemination and communication channels, as among them:

- ▲ Spanish National Securities Market Commission (CNMV) and other organizations.
- ▲ Corporate website (www.prosegur.com), as well as the websites of the different countries and businesses where it operates.
- ▲ Investor relations
- ▲ Communication through specific meetings
- ▲ Profiles on the main social networks.
- ▲ General Shareholders' Meeting
- ▲ Mobile applications.
- ▲ Communication media
- ▲ Intranet and mobile applications
- ▲ 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 of the Prosegur Group.

In addition, Prosegur has specific channels in place for the capital markets and its participants, which include: General Shareholders' Meeting, quarterly and annual 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 Communications area 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 channels for communication). These procedures must be approved by the board of directors of Prosegur.
- ▲ The management team of the business areas and support areas must contribute to the identification of communication opportunities, relevant issues or actions of the Company that help to maximize the dissemination and quality of information, and strengthen the recognized leadership position of Prosegur in the market.
- ▲ Managers at all levels can contribute effectively to the public positioning of Prosegur, taking advantage of opportunities in the market. To this end, they must act in coordination with the global External Communications area and those responsible for external communication and media relations in each country. The communication managers will provide the appropriate training, materials and advice so that the managers can adequately convey the company's message to their audiences.
- ▲ The global External Communications department of the Prosegur Group is responsible for drawing up the Global Communication Plan on a three-yearly basis updated every year, which sets the scope (stakeholders), objectives and indicators to evaluate them, as well as a roadmap that includes the deployment of the main communication initiatives to be implemented at global level. To prepare this, the global External Relations area must take into account the opinion and contributions of all

levels of the organization that may be affected. Said plan must be approved by the board of directors of Prosegur.

- ▲ The head of External Communications and media relations in each country must draw up an Annual Communication Action Plan following the guidelines established in the Global Communication Plan in force. To prepare this, the global External Relations area must take into account the opinion and contributions of all levels of the organization that may be affected. The final document should be shared with the affected regional heads of business, as well as with the Global External Communications area.
- ▲ The global External Communications department of the Prosegur Group coordinates the execution of the Global Plan and the annual territorial plans through the Communication Committee, made up of those responsible for communication in the different regions. The committee meets at least once a month.
- ▲ The Investor Relations area of the Prosegur Group 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 initially approved by the Board of Directors of Prosegur Compañía de Seguridad, S.A. on 17 December 2020 to comply with the provisions of Recommendation 4 of the Code of Good Governance of Listed Companies, approved by the National Securities Market Commission in 2015 and last amended in July 2024.

This Policy will be published on the corporate website and on the Company's intranet.

The content of this Policy may be included in the dissemination of information as determined from time to time.

Drafted by:	Head of External Communications		
Reviewed by:	Corporate Legal Area		
	Board of Directors, Prosegur Compañía de Seguridad, S.A.		Date: 07/24/2024
Approved by:			