

PCS Sustainability Policy

SUSTAINABILITY AREA

**This policy was approved by the Board of Directors on 27 October
2021**

1. Owner

Global Sustainability Director

2. Scope

Sustainability has always been an important pillar at Prosegur. In recent years, it has become even more important having aligned its strategy with the United Nations 2030 Agenda for Sustainable Development. Prosegur is committed to operating its business in an environmentally, socially and economically sustainable and responsible manner, complying with all its legal and regulatory obligations, defending the highest standards of governance and ethics and actively reducing the impact of its operations on the environment and people.

This Sustainability Policy establishes the general principles and bases of Prosegur's sustainable development strategy, with a view to ensuring that all its corporate and operational activities are developed in a way that promotes the creation of value in the long term for all stakeholders, such as society in general, the communities in which it is present, workers, customers, suppliers, business partners, public administrations, sectoral associations, other organisations with which it cooperates or shareholders, thus promoting the values of sustainability and facilitating the achievement of the Sustainable Development Goals (SDGs).

Prosegur's sustainable development strategy revolves around three criteria - environmental, social and corporate governance - which are developed across four pillars: Environment, Safe Work, People, and Transparency, Ethics and Compliance.

This Sustainability Policy applies to all subsidiaries, activities and business lines of Prosegur, in all countries where it operates.

Furthermore, it is also applicable to contracted companies acting on behalf of the company, as well as joint ventures and other equivalent companies, where appropriate.

3. Purpose

Prosegur's Sustainability strategy ensures the achievement of the following objectives, taking the principles set out in the Sustainable Development Goals as a reference:

- Promote the achievement of Prosegur's purpose: *"We make the world a safer place by taking care of people and businesses, keeping us at the forefront of innovation"*, and its values: *We care about people, We think positively and We are unstoppable*;
- involve all stakeholders in the success of the project, as part of the social contribution that Prosegur makes;
- promote the achievement of the company's strategic goals, offering quality services through responsible and sustainable practices;
- improve the competitiveness of Prosegur through innovation, promoting diversity in all its forms, inclusion, equal opportunities and non-discrimination;

- responsibly manage the risks and opportunities resulting from the changing environment;
- encourage ethical behaviour and increase transparency to build credibility and trust in stakeholders and society in general;
- promote relationships of trust with all stakeholders, offering a balanced and inclusive response to all, paying particular care to involve local communities to obtain their views and expectations on potential relevant issues, and thus be able to take them into consideration; and
- contribute to the recognition of Prosegur and the improvement of its reputation, as an organisation that generates quality employment, prosperity and integral value.

4. Preparation and Approval

Drafted by:	Sustainability Area				
Revised by:	Global Legal Area	Javier Aparicio Alfaro			
	Process Transformation Office	Diego Rioja Pérez			
	Global Sustainability Director	Juan Ignacio de Guzmán			
Approved by:	Board of Directors			Date:	28/10/2021
Replacing:	N/A	Version:	N/A	Date:	N/A

5. Implementation

5.1. General principles

To achieve the goals set out in terms of sustainable development, Prosegur adopts the following general principles of action:

- Support, through their adoption and dissemination, the Sustainable Development Goals and, in particular, those related to the fight against corruption, best practices as regards human and employment rights, diversity and inclusion, environmental protection and the fight against climate change. Furthermore, Prosegur supports the United Nations Global Compact, having signed up to and disseminated the initiative.
- Comply with the legislation in force in the countries and territories in which it operates and assume ethical leadership in the business communities in which it is present, adopting, in a complementary and voluntary manner, international commitments, policies and guidelines where these matters have not been addressed sufficiently or adequately by law. This includes compliance with legislation on the defence of competition and unfair competition, rules that govern anti-money laundering and their enforcement instructions and legislation on data protection and confidentiality.

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- Align its performance with the Purpose and Values of Prosegur and follow the guidelines set out in the other policies of the governance and sustainability system included in the 3P Management System and, in particular, in the Code of Ethics, which regulates the responsible behaviours that Prosegur expects from its directors, employees and suppliers. Specifically, the Company supports and promotes the Code of Conduct and Ethics of the International Security Ligue, the international association of private security services companies.
- Promote free market practices, rejecting any type of illegal or fraudulent practice, implementing effective mechanisms for the prevention, surveillance and punishment of irregularities.
- Adopt advanced corporate governance practices in line with the good governance recommendations generally recognised on international markets, based on business transparency and mutual trust with stakeholders.
- Draw up all financial information honestly, clearly and exactly, using the appropriate accountancy records to do so and transparent communications channels for disseminating it that allow the market and especially Prosegur's shareholders and investors to have it permanently at their disposal.
- Observe the principles of responsibility, prudence and transparency in relation to compliance with tax obligations and its relationship with tax authorities, in accordance with Prosegur's Fiscal Strategy.
- Promote respect for human rights as an essential element in the development of Prosegur's activities, pursuant to the United Nations Guiding Principles on Business and Human Rights, in addition to the main international rules and standards on this matter.
- Establish environmental management commitments and goals in the businesses and countries in which it operates, aware of its potential to contribute to the conservation and protection of the environment, in compliance with the regulations and the established best practices.
- Promote channels of dialogue, in addition to fostering Prosegur's relations with its human team, shareholders and the financial community, customers, suppliers and, in general, with other stakeholders.

5.2. Commitments to its main stakeholders

5.2.1. People

- Prosegur's employees are its main asset. Therefore, it works toward consolidating the industry's status and helping society to understand, value and appreciate the social role of private security professionals.

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- Prosegur promotes a leadership and people management model that makes progress in the implementation of a culture of diversity and inclusion, innovation and collaboration. Diversity is a source of wealth for the company as regards professional and personal skills. Therefore, it promotes and guarantees equal treatment and opportunities and promotes the implementation of measures that encourage striking a balance between work, family and personal life.
- Prosegur does not allow any form of physical, sexual, psychological or verbal abuse or harassment. Similarly, the company rejects forced labour and child labour.
- Prosegur respects its employees' freedom of association and collective bargaining.
- Prosegur is committed to undertaking actions that seek to attract and select talent through selection processes based on merit, the capabilities of candidates and the diversity of the workforce and promoting the professional and personal growth of employees, allowing them to acquire the knowledge and skills necessary for the development of their work, regardless of gender, age, origin, disability or any other form of diversity, as part of its business strategy focused on the responsible management of human capital. Furthermore, it undertakes initiatives that contribute to diversity on the Board of Directors through the commitments and objectives established in its Board Selection Policy.
- As part of other initiatives, Prosegur is committed to promoting and remunerating based on merit, equality and the assessment of objectives and equitable performance and making it possible to attract and retain the best professionals, taking into account external competitiveness and the application of remuneration in line with good market practices.
- The health and safety of people, both in terms of its employees and collaborators, is a critical issue for Prosegur. To this end, it promotes the implementation of measures and actions to ensure that work is always carried out in safe conditions. Against this backdrop, the company includes prevention management at all organisational levels and maintains a firm commitment to continuous improvement through its Health and Safety management system, with a view to reducing and minimising risks to health and safety at work.

5.2.2. Customers

- Prosegur is committed to ensuring that the products and services it offers to its customers are of a high level in terms of quality, safety and reliability; this applies to both existing and potential customers.
- Prosegur is committed to improving the relationship and closeness with the customer through the promotion and development of new value propositions, leveraged by technology and innovation.
- Prosegur maintains a firm commitment to privacy and data protection, considering this as one of its priority axes in improving trust and transparency with all persons to whom

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the company is linked. In this sense, Prosegur respects the rights and freedoms of individuals, including the fundamental right to privacy and personal data protection, guaranteeing the integrity and confidentiality of customer data and treating them responsibly, loyally and transparently pursuant to the provisions of its Data Protection Policy and current legislation.

5.2.3. Shareholders and financial community

- Prosegur is staunchly committed to the goal of increasing its value and providing profitability to its shareholders and investors. The company achieves this goal creating the necessary conditions aimed at guaranteeing equal treatment for all shareholders and investors in the same position, as a means of promoting and enhancing the responsible exercise of their rights and the fulfilment of their obligations.
- Prosegur promotes specific actions and measures aimed at meeting the expectations of the financial community by periodically publishing accurate and truthful sustainability information, as well as participating in indexes related to this area.

5.2.4. Suppliers

- In today's society, the relevance of the supply chain is crucial in ensuring that companies effectively meet their sustainability commitments. Therefore, Prosegur considers the active involvement and collaboration of its suppliers as a key factor. To this end, the company has established a supplier scoring system that makes it possible to carefully select employees, assessing aspects related to health and safety, the environment, human rights and ethics, in addition to technical, economic-financial, legal and honourability factors.
- Furthermore, as part of tender processes, Prosegur has defined a series of factors that reward potential suppliers in relation to social, environmental, health and safety and circularity factors applicable to the assessment of the bid.
- The company believes guaranteeing fair conditions to suppliers is critical to ensure they continue to work with us in a sustained manner over time. It is committed to transferring its commitments to sustainability and ethical behaviours to its suppliers, in addition to helping them to assume these with a view to securing a responsible supply chain.
- Prosegur is committed to promoting respect for Human Rights in all its commercial relations and encouraging its contractors, suppliers and business partners to sign up to them, placing particular emphasis on conflicts of interests and special risks. Furthermore, it requires suppliers and contractors to implement environmental policies based on the principles of Prosegur's Environmental Policy, which cover all processes throughout its value chain.

5.2.5. Regulatory bodies

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- Prosegur aims to maintain and promote fluid and constant communication with regulatory bodies, based on the corporate values of ethical behaviour, making it possible to generate value for all parties and establish mechanisms that help manage the potential social and environmental risk.

5.2.6. Business community

- Prosegur is committed to actively participating in different forums and associations aimed at promoting the sustainable development of the industry, interacting with the main market agents to generate shared value between the company and its surroundings, learn and share good practices and strengthen relationships with stakeholders.
- Furthermore, applying its open innovation approach, Prosegur is aware that the search for solutions to complex challenges often requires the involvement of different economic agents. Therefore, it is open to promoting and participating in collaborations with other members of the business community to design solutions that employ multisectoral approaches in response to the major challenges facing society.

5.2.7. Institutions

- Prosegur is aware that close cooperation and active dialogue between the private and public sectors is the only possible way to achieve the sustainable development goals and to respond to the environmental, social, economic and ethical challenges facing society.
- In this sense, the company promotes the establishment of long-term partnerships based on a relationship of mutual trust and managed ethically and transparently, with a view to becoming a relevant agent in the achievement of the 2030 Agenda, the Paris Agreements and the national commitments assumed in the field of energy and climate.

5.2.8. Society

- Prosegur aims its business in such a way as to respond to some of the major challenges facing society. Therefore, it is very important for the company to maintain continuous communication and generate stable and lasting long-term relationships with agents and social organisations to jointly seek the best solutions, ensuring benefits for both the company and society.
- Furthermore, Prosegur aims to develop initiatives with the aim of helping to build a more caring society with fewer inequalities. The Prosegur Foundation is the channel for the company's social and cultural activities. Aware of the local community needs, this institution carries out its own projects in countries where Prosegur operates. Its activities focus on education, social and labour integration of people with disabilities and corporate volunteering.

5.2.9. Media

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- Prosegur is committed to maintaining a relationship of transparency, collaboration and constant, two-way communication with the media, helping the company to relay the main positive impacts of its activity and position itself on the market as a sustainable company, as per the principles set out in the Communication Policy.

5.3. Management model

Prosegur has established a management model based on control and continuous improvement, aimed at meeting the goals set out in this policy:

- The responsibility of the Board of Directors for the supervision and control of the strategy, policies, risks, objectives and results in areas related to sustainability. The Sustainability, Corporate Governance, Appointments and Remuneration Committee has the powers of information, advice and proposal as regards the environment and social and corporate governance at the company. In turn, the Audit Committee is responsible for supervising and assessing the financial and non-financial information preparation and integrity process, in addition to the financial and non-financial risks control and management systems, including operational, technological, legal, social, environmental, political and reputational or corruption-related risks.
- The responsibility of the Sustainability Committee for monitoring and control in terms of sustainability, reporting in turn to the Sustainability, Corporate Governance and Appointments and Remuneration Committee, a body which reports to the Board of Directors.
- Allocating responsibility for establishing action plans, goals and monitoring indicators to the different management teams at the company.
- The reflection of the company's commitments in its regulations, consisting of the Prosegur Code of Ethics, its policies that form part of the 3P Management System and the procedures that allow and facilitate their effective implementation.
- Compliance with the internal and external regulations applicable both by people at the company and, where appropriate, by related third parties.
- Training and information aimed at ensuring that people at the company are aware of and understand the rules and commitments in order to carry out their activities.
- Transparency in the information provided to third parties, guaranteeing its reliability and rigour.
- The implementation of participatory dialogue and consultation processes with stakeholders that guarantee that their needs and expectations are understood by the company and, where appropriate, included in its regulations.

5.4. Responsible communication and channels

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Prosegur fulfils the needs of its main stakeholders by keeping direct, constant and close contact with them. It provides relevant, truthful and up-to-date information through several channels. These channels include: channels that convey relevant information for employees from the bottom up (survey about work environment, performance assessment, suggestion boxes, etc.) and from the top down (on-site and online training, posters, etc.), Shareholders' Office, customer portal, customer helpline and commercial and technical visits.

Prosegur also provides a Whistleblower Channel for employees and third parties to report potentially relevant irregularities in the Company, in a confidential and anonymous manner.

Additionally, based on a combination of internal and external factors, Prosegur carries out periodic studies to identify and prioritise matters of relevance for its stakeholders.

With a view to disseminating the scope of initiatives, objectives, principles or any other Sustainability activity, Prosegur uses different general channels of information, dissemination and communication, mainly:

- Corporate website (www.prosegur.com), as well as the different country and business websites.
- Profiles on the main social networks.
- Mobile applications.
- Media.
- Intranet and mobile apps for employees.
- Telephone and email address of those responsible for external communication and media relations, whose contacts can be found at the Media Centre on the corporate website.

These channels are used by the company without incurring in any manipulation of information and protecting the integrity and honour of any stakeholder, as indicated in the Communication Policy.

5.5. Approval

In the Regulations of the Board of Directors, the Board of Directors at Prosegur Compañía de Seguros, S.A. is assigned the power to periodically assess and review the Sustainability Policy, with a view to fulfilling its mission of promoting the social interest and takes into account, as necessary, the legitimate interests of the other stakeholders.

In the exercise of these responsibilities, this Sustainability Policy was approved at the meeting of the Board of Directors held on 28 October 2021, pursuant to the provisions of Recommendation 55 of the Code of Good Governance of Listed Companies, approved by the National Securities Market Commission in 2015 and updated in June 2020.

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6. Documents Associated with the process

The general principles and bases set out in this Sustainability Policy are developed on and described in the specific environmental, social and corporate governance and compliance policies that respond to the specific needs and expectations of the company's main stakeholders. These include:

- Code of Ethics and Conduct.
- Regulations of the Sustainability, Corporate Governance, Appointments and Remuneration Committee.
- Regulations of the Audit Committee.
- Ethics Channel Policy.
- Risk Control and Management Policy.
- Director Selection Policy.
- Director Remuneration Policy.
- Fiscal Strategy.
- Environmental Policy.
- Human Rights Policy.
- Diversity and Inclusive Growth Policy.
- Occupational Health and Safety Policy.
- Communication Policy.