Policy on communication and contacts with shareholders, institutional investors and proxy advisors.
Content

Objectives and general principles 3
Information and communication channels with shareholders and investors 4
Policy’s communication and compliance control / Policy owner 5
The Board of Directors of APPLUS SERVICES, S.A. (hereinafter, the Company or Applus+), following its authority to determine and approve Company policies and general strategies not permitted to be delegated, and in accordance with the Good Governance Code of Listed Companies, has approved the present Policy on communication and contact with shareholders, institutional investors and proxy advisors.

This Policy develops one of the core concepts of Applus+ Corporate Social Responsibility and establishes the commitment to transparency and the promotion of corporate interest, as well as serving the legitimate interests of the Company’s stakeholders. The Applus+ Board of Directors recognises the objective of maintaining continuous attention to the transparency of information and of relations with shareholders, institutional investors and proxy advisors as well as to the market abuse regulations and the provision of similar treatment to equal shareholders. This Policy is public and available on the corporate website (www.aplus.com).

Objectives and general principles

The goal of the Policy on communication and contact with Applus+ shareholders, institutional investors and proxy advisors is to develop the Company strategy on Investor Relations in order to ensure compliance with applicable regulations and best market practice for communication, as well as to ensure that the global investor community can make informed investment decisions, managing their expectations and providing for a two-way dialogue with the Company.

The supervision of the information system established by the Company for shareholders, institutional investors and proxy advisors and with the market in general falls under the Applus+ Board of Directors in accordance with the following general principles:

a. Protection of the shareholders’ interests.

b. Transparency and immediacy in information releases, so that they are accurate, clear and concise and do not lead to error or confusion.

c. Equal treatment of equally placed shareholders that do not have any conflict of interest.

d. Compliance with applicable laws, internal and good governance regulations, as well as with principles of cooperation and transparency with the regulatory bodies and competent authorities.

e. Relationship and involvement of the Board of Directors and Company’s Management with shareholders and institutional investors:

- Applus+ encourages informative meetings with shareholders and investors about the performance of the Company and its Group, by the executive director and/or any members of the senior management it deems appropriate. In these meetings, shareholders and investors will never be provided with information that could afford them a privileged or advanced position with regard to other shareholders.

- The Board of Directors and in particular, its Chairman (who is also Chairman of the Corporate Social Responsibility Committee), maintains contact with investors and shareholders to understand their position in order to understand their concerns, particularly in relation to corporate governance. Other members of the Board such as the Chairman of the Appointments and Remuneration Committee, are at the shareholder’s disposal in order to relate matters of its authority.
In order to strengthen relations with investors and keep the market informed, Apllus+ shall carry out any other initiatives it deems appropriate such as organising events like meetings or road shows or investor days with the participation of directors and senior management as appropriate.

Without prejudice to the principles of equal treatment, information sharing and non-discrimination, the Company may tailor information and communication channels and other initiatives regarding the provision of information to and communication with shareholders, institutional investors and the market in general based on the various groups for whom they are intended.

**Information and communication channels with shareholders and investors**

In accordance with the principles in which the present Policy is based, the Company provides shareholders and investors with the following information and communication channels:

a. **Corporate website.** The Corporate website ([www.aplusi.com](http://www.aplusi.com)) is Apllus+ main official communication channel with shareholders, institutional investors and markets, through which all information of interest is channeled. The website is regularly updated, thus allowing for rapid publication and immediate access to content including access to historic information, ensuring that transparency of information with shareholders and the general public is prioritised. Whenever possible, information is simultaneously published in Spanish and English in order to facilitate foreign investors' access, which in any cases of discrepancy the Spanish version will prevail. The website includes a specific section dedicated to "Investor Relations" and it is also possible to subscribe to investor news alerts so notice is received when the website is updated with relevant investor information.

After the Company’s financial, institutional and general information is sent to the CNMV, when appropriate it is also published in the Company’s website and sent to financial analysts, media and information agencies.

The Company notifies in advance results calls or presentations with analysts, indicating the date and hour of the meeting, as well as the technical media (e.g. conference call or webcast) through which the meeting can be followed live by anyone interested, as well as access to it for a period of time after the event. The documentation of the meeting is also available on the corporate website before the meeting.

b. **Investor Relations Management.** The Investor Relations Department is responsible for communication with shareholders and investors and therefore, any contacts with shareholders, investors, analysts and the market is to be channeled through this department, which shall validate and coordinate any communication. Amongst other responsibilities, the department responds to all queries sent by shareholders, institutional investors and analysts and has access to internal and external resources to support the information needs.

Likewise, the Company organizes informative meetings or roadshows about the group’s performance and other relevant aspects for analysts and institutional investors, so that they have relevant information, without prejudice to the principles on which this Policy is based.

In addition, the Investor Relations mailbox is dedicated to requests by analysts and investors who wish to obtain information about the Company. The email address [investors@aplusi.com](mailto:investors@aplusi.com) is available for this purpose.

c. **National Securities Market Commission - Comisión Nacional del Mercado de Valores (CNMV).** Through the CNMV’s website, which is an important information channel on the Company, and, as appropriate, any other channel established by the authorities for foreign supervision, Apllus+ publishes relevant information concerning the Company through Significant Facts, in accordance with current regulations. This information is simultaneously uploaded onto the Company’s corporate website.
d. **Social networks.** The Company is aware of the impact of new communication channels through the internet. For this reason, the Company intends to increase its presence on social media where, without prejudice to its legal obligations, information of interest on the Applus+ development and activities can be released aiming to establish a fruitful and fluid dialogue with the internet community.

e. **General Shareholders’ Meeting.** The Board of Directors encourages shareholders’ informed and responsible participation in the General Shareholders’ Meeting and adopts such measures as are appropriate to enable that General Shareholders’ Meetings fulfils its functions in accordance with the law and Applus+ Corporate governance policies.

When the General Shareholders’ Meeting is called, the Company may use the services of agencies, financial institutions and intermediaries for the purposes of an improved distribution of the information amongst its shareholders and institutional investors. The Investor Relations office may adapt the means and instruments for proxy-granting and distance voting to the specific circumstances of international investors.

In addition, from the call to the General Shareholders’ Meeting to the end thereof, the shareholders may rely on the support of the **Shareholders Information Office**, which has a service for the organization of actions prior to the General Shareholders’ Meeting, utilizing a dedicated email address juntageneral@applus.com and a telephone line.

The Shareholders **Electronic Forum**. The Board of Directors encourages the use of the corporate website to facilitate the exercise of shareholders’ information and participation rights in respect of the General Shareholders’ Meeting and provides for an electronic tool which allows shareholders to ask for additional information as well as to delegate or vote electronically (http://www.apluss.com/es/InvestorRelations/Shareholders-meetings).

f. **Communication with proxy advisors.** The proxy advisors are entities which provide advisory services to investors, mainly institutional, in relation to the exercise of voting rights derived from the ownership in quoted companies.

From Applus+, and in particular from the General Counsel’s and Investors Relations’ department, a dialogue is maintained with proxy advisors that have a major presence in the market with the objective of dealing with their queries in respect of the proposed resolutions submitted for the General Shareholders’ Meeting, and to provide clarifications to enable an adequate level of knowledge of Applus+ which serves as a basis for the recommendations they make.

**Policy’s communication and compliance control / Policy owner**

This Policy is public and available on the corporate website (www.apluss.com)

The owner of this Policy is Applus+ Board of Directors.