

FAQS

What should I report?

You can use the Ethics Channel to report any possible irregularities, breaches or behaviour contrary to the Code of Business Ethics, legislation or internal regulations governing this group, including but not limited to the following issues:

- Conduct relating to Sexual Harassment
- Conduct relating to discrimination on the basis of religion, politics, race or sex
- Conduct relating to other aspects of human resources or occupational safety
- Conduct relating to potential fraud or corruption
- Conduct concerning data protection or information security
- Conduct relating to the securities market, competition or tax obligations
- Conduct relating to intellectual or industrial property
- Conduct relating to money laundering
- Retaliation (after having made a report in good faith)
- Other unethical behaviour

What is the "communication tray"?

At the end of the registration process, the sender will receive a communication number and a password. With these two elements, you can access your personal inbox by clicking on "Inbox", where you can maintain direct and confidential contact with the team that will receive and process your enquiry.

Do not hesitate to use the communication tray to maintain the dialogue. Remember that this dialogue is important for the resolution of the complaint or query.

Who manages communications?

An independent and qualified team has been appointed to initiate the relevant investigations. If deemed necessary, the investigation is outsourced. Those involved in the investigation are also bound by the duty of confidentiality and the privacy policy.

When will I receive a response to my communication and what is the timeframe for resolution?

The deadlines will be in line with those established by law at all times.

Our commitment is to inform you of the status of the communication within a maximum of 7 working days and to resolve communications within 45 working days, unless the complexity of the case requires a longer period.

How are communications resolved?

The team assigned to the analysis of each case will issue a resolution proposal.

If these proposals affect the Governing Bodies, Senior Management and the Management Team, they are passed directly to the Board of Directors for resolution.

If the proposals affect the rest of the employees, they are transferred to the corresponding General Manager in coordination with Human Resources for resolution.

How is confidentiality guaranteed?

The persons who will access the reports are subject to the principle of confidentiality and the privacy policy.

It is very important that users read and understand the privacy policy and accept its terms; otherwise, it will not be possible to send data through this channel.

Data will only be transmitted with the express authorisation of the sender, in accordance with the applicable legislation.

If I make a report from my corporate computer, does it leave a trace?

If you access the communications channel via your work computer, your company's information systems department may be able to see that you have accessed it.

However, they cannot see what activities have taken place. So they cannot know whether you have simply been reading the FAQs, accessed the regulations, or whether you have submitted a communication.

In any case, if you want to avoid such a situation, use a computer outside the company but with sufficient security measures to guarantee your confidentiality and the integrity of the information you upload to the platform or your personal computer at home.

Can I make an anonymous communication?

Yes.

They will all be dealt with and anonymous submissions will only be investigated if they contain all the necessary information and are made in good faith.