

REPORT CHANNEL INSTRUCTIONS GUIDE

COMPLIANCE



TELEMATIC REPORTS CHANNEL

1. WHAT IS THE TELEMATIC REPORTS CHANNEL?

The telematic channel of complaints is one of the channels for communicating any conduct contrary to the law, the principles and values of the Code of Ethics or the internal regulations of the company, as well as any kind of breach of contract.

This channel allows to communicate any of the behaviors presented at any time and from anywhere, 365 days a year.

2. HOW TO ACCESS THE REPORTS CHANNEL?

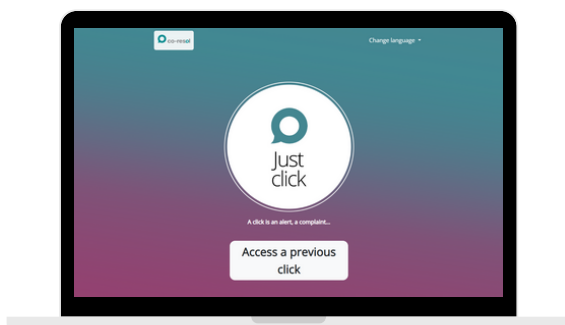
2.1. MOBILE APP

By downloading the "CO-RESOL" app, free of charge, using the following QR codes. Available for iOS and Android:



2.2. WEBSITE

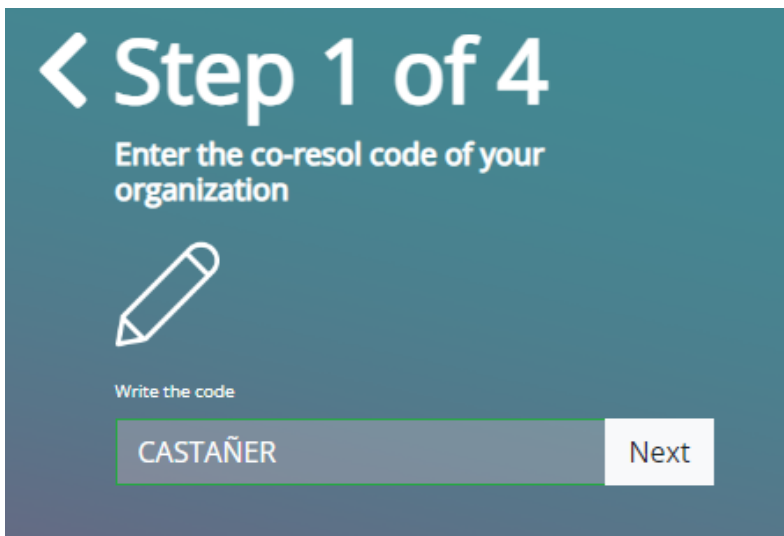
Access the website: <https://co-resol.com>



3. HOW DOES THE COMMUNICATION TAKE PLACE?

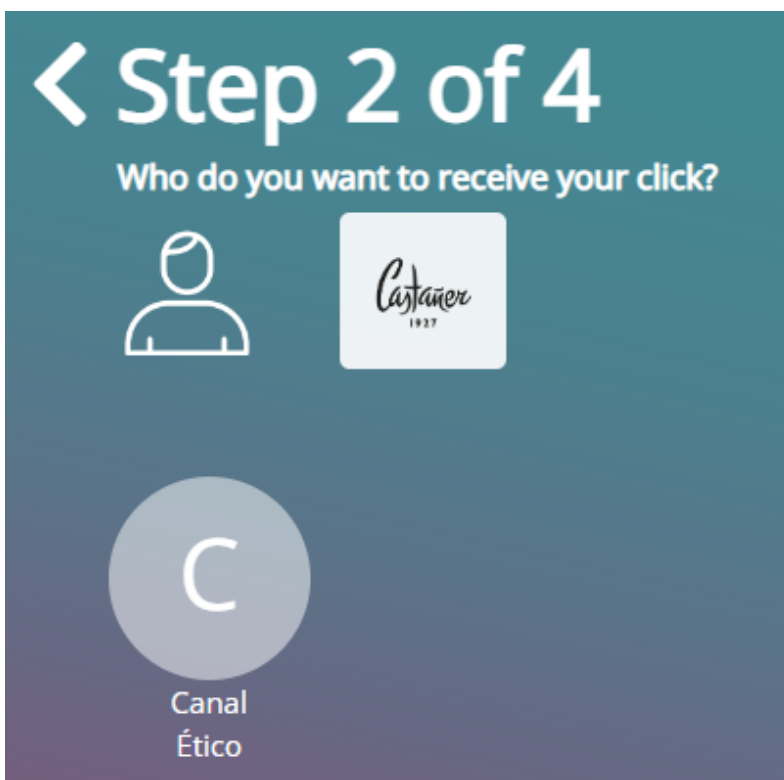
3.1. CODE

Once on the platform, the first step is for the user to enter the code of the organization, in this case **CASTAÑER**.



3.2. INTERLOCUTOR

In the second step, the user must indicate the interlocutor to whom the complaint should be addressed, i.e. the person in charge of the Internal Information System.



3.3. COMMUNICATION

Thirdly, the user must state the list of facts and persons involved, as well as provide any supporting documentation you may have.



3.4. IDENTIFICATION OR ANONYMITY

Finally, the user can choose whether to communicate anonymously or not.

