

## COMPLAINT CHANNEL POLICE

This Policy aims to establish the general principles of the internal information system of GRUPO RAFAEL GONZÁLEZ, the rights that assist informants, as well as the procedure that regulates the way in which the person responsible for the system can be made aware of the facts that relate to the matters referred to in the following section on the material scope of application.

RAFAEL GONZÁLEZ GROUP has appointed System Manager.

The following principles apply to the Channel Management Procedure:

- Identification of the internal information channel or channels to which they are associated.
- Inclusion of clear and accessible information on external information channels before the competent authorities and, where appropriate, before the institutions, corps or organizations of the European Union.
- Sending acknowledgment of receipt of the communication to the informant, within a period of seven calendar days following its receipt, unless this may jeopardize the confidentiality of the communication.
- Determination of the maximum period to respond to the investigative actions, which may not exceed three months from the receipt of the communication or, if an acknowledgment of receipt was not sent to the informant, three months from the expiration date. of the period of seven days after the communication is made, except in cases of special complexity that require an extension of the period, in which case, it may be extended to a maximum of another three additional months.
- Provision of the possibility of maintaining communication with the informant and, if considered necessary, of requesting additional information from the informant.
- Establishment of the right of the affected person to be informed of the actions or omissions attributed to him or her, and to be heard at any time. Said communication will take place in the time and manner considered appropriate to guarantee the successful completion of the investigation.
- Guarantee of confidentiality when the communication is sent through reporting channels other than those established or to members of staff not responsible for its treatment, who will have been trained in this matter and warned of the classification as a very serious infraction of its breach and Likewise, the establishment of the obligation of the recipient of the communication to immediately send it to the System Manager.
- Requirement of respect for the presumption of innocence and the honor of the affected persons.
- Respect for the provisions on the protection of personal data in accordance with the provisions of title VI.
- Referral of the information to the Public Prosecutor's Office immediately when the facts could indirectly constitute a crime. In the event that the events affect the financial interests of the European Union, it will be referred to the European Public Prosecutor's Office.