PRACTICAL GUIDELINES
FAQ

CMPC's "Reporting Hotline" is a tool used to report events or conducts that constitute or could constitute a violation of the Company's **principles and values**, as well as its **corporate rules** or **applicable laws.**

WHO CAN USE THE REPORTING HOTLINE

The hotline is available for any person, whether they are employees, vendors, clients, neighbors, community members or other third parties.

IN WHICH LANGUAGES IS THE HOTLINE AVAILABLE?

Spanish, Portuguese and English.

WHAT KIND OF ISSUES SHOULD BE REPORTED THROUGH THE HOTLINE?

The hotline can be used to submit reports relating to the following matters:

- Anticompetitive practices
- Conflicts of interest / incompatible negotiation
- Corruption
- Discrimination / threats, abuse, violence or retaliation/inappropriate behavior
- Disturbance of neighbors and/or communities
- Fraud
- Harm to the environment / violation of environmental regulations
- Health and/or safety risk
- Mobbing or harassment
- Misuse and/or unauthorized disclosure of confidential or privileged information
- Money laundering / terrorist financing / dealing in stolen goods

HOW WILL THE INFORMATION PROVIDED THROUGH THE HOTLINE BE TREATED?

All the information provided will be treated as confidential.

CAN I SUBMIT AN ANONYMOUS REPORT?

Yes. If you wish, you may choose not to disclose your identity when submitting the report.

CMPC shall neither take nor tolerate any retaliation against persons who submit reports in good faith.

IMPORTANT

DO NOT USE THE HOTLINE TO REPORT THE FOLLOWING:

- Claims for defective services or products.
- Commercial queries or offers.
- Emergencies or events that constitute an immediate threat to people's lives or property.

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PRACTICAL GUIDELINES
STAGES OF THE REPORT

1 SUBMISSION OF NEW REPORTS AND SELECTION OF SUBJECT MATTER

Choose **the subject matter of the report**, from the list of available options.

2 INFORMATION ABOUT THE CASE

Answer the questions and provide **all information that you possess**, with as much detail as possible If you wish to do so, you may **attach documents or files.**

IMPORTANT

Please bear in mind that, if the subject matter of the report does not fall under the scope of the hotline, or if insufficient background information has been supplied for the purposes of initiating an investigation, the case will be closed and marked as **"inadmissible."**

3 SUBMISSION OF THE REPORT

Upon completing the process, **you may choose between submitting the report using** your first and last names, or filing the report **anonymously.**

In any event, please remember to always provide an **e-mail address**; otherwise, you will not be able to recover your secret password if you forget it, nor will you be able to receive any notifications regarding the status of your report.

4 FOLLOW-UP

With the **"report code"** and the **"secret password"** generated by the system, you will be able to monitor the status of your report and **submit any additional information**, if so required.

5 ANALYSIS OF THE REPORT AND CONCLUSION OF THE PROCESS

We will review the reported case to determine whether or not it merits the initiation of an investigation, which could ultimately result in the imposition of corrective measures, as applicable.

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