



PRACTICAL GUIDELINES FREQUENT QUESTIONS

"If something concerns us, we talk about it openly"

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:	
<div>Respect and safety at work</div> <ul style="list-style-type: none"> Workplace harassment Sexual harassment Inappropriate behavior Discrimination Reprisals Health and Safety Violence in the workplace 	<div>Integrity in Business</div> <ul style="list-style-type: none"> Appropriation or misuse of company resources Conflict of interests Accounting and tax fraud Money laundering / Terrorist financing Free Competition Privacy and protection of personal data Reception Bribery and corruption Misuse of intellectual property or industry Insider information 	<div>Sustainability, Environment and neighbors</div> <ul style="list-style-type: none"> Environment Child or forced labour Neighbors and Communities
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, but you provide your contact information, we will have a better chance of an effective investigation.	

IMPORTANT

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



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SUBMISSION OF NEW REPORTS AND SELECTION OF SUBJECT MATTER

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



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.



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.



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.



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.

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.



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