PRACTICAL GUIDE
REPORTING HOTLINE
FREQUENTLY ASKED QUESTIONS

“IF SOMETHING CONCERNS US, WE TALK ABOUT IT OPENLY”



cmpc

REPORTING HOTLINE

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 Reporting Hotline may be used by anyone who has a relationship with CMPC, including employees, suppliers, customers, neighbors, communities, and other third parties.

It is available in: Spanish, Portuguese, and English.

What types of matters can be reported?

It is enabled to receive reports associated with three main areas:

1 Respect and workplace safety

- Workplace harassment
- Sexual harassment
- Inappropriate behavior
- Discrimination
- Retaliation
- Health and safety
- Workplace violence

2 Business integrity

- Conflict of interest
- Fraud
- Free competition
- Misappropriation or misuse of Company resources
- Privacy and personal data protection
- Receipt of stolen goods
- Bribery and corruption
- Misuse of confidential information
- Misuse of intellectual or industrial property

3 Sustainability, environment, and neighbors

- Environment
- Child or forced labor
- Neighbors and communities

How will the information you provide be treated?

All information provided through the Reporting Hotline will be treated with **strict confidentiality** and used exclusively to manage and investigate the reported facts.

> **!** Access to this information will be limited to those who need to know it for management, investigation, and the adoption of measures, while safeguarding the identity of those involved in the process.

Can I file an anonymous report?

Yes. You may submit your report anonymously. If you choose not to identify yourself, please provide as much information as possible to support the investigation as well as keep the report number and secret password provided by the system. They will allow you to track the progress of your case.

However, identifying yourself may facilitate the assessment of the information provided and enable more effective communication during the investigation. Additionally, in some countries, certain types of reports require the identification of the parties involved in order to be properly handled in accordance with applicable local regulations.

What does it mean that retaliation is not allowed?

CMPC will not take or tolerate retaliation against people who report in good faith.

Retaliation means any action or omission intended to harm, intimidate, punish, or discourage a person for having used the Reporting Hotline or participated in good faith in an investigation process.

IMPORTANT! **Do not use** the Reporting Hotline to report:

- Complaints about defective products or services,
- Commercial inquiries or offers, or
- Emergencies or events that represent an immediate threat to people's lives or property.



REPORT SUBMISSION AND FOLLOW-UP PROCESS

1 Entering a new report and selecting the matter

Choose the matter that best describes the reported facts, according to the list available on the platform.

2 Case information

Answer the questions and provide all available information in as much detail as possible. If you have documents, supporting evidence, photographs, e-mails, or other background information, you may attach them.

3 Submitting the report

At the end, you may identify yourself with your first and last name or submit the report anonymously. In both cases, it is recommended that you register an e-mail address to receive notifications and recover access if you forget the secret password.

4 Follow-up

Once the report has been submitted, a PDF containing your access credentials will be automatically downloaded. It is important to keep the report code and secret password provided by the system, as these details will allow you to check the status of the case and provide additional information if required.

5 Analysis of the report and closure of the process

CMPC will review the reported background information to determine whether an investigation or another case-related action should be initiated. Where appropriate, corrective, preventive, or improvement measures may be adopted.
Regardless of the type of closure, the result of the review and, where applicable, the actions or measures defined will be notified through the system.

IMPORTANT!

If the reported matter does not correspond to the Reporting Hotline or if the information provided does not allow an adequate review of the facts, the case may be closed as inadmissible. To facilitate the analysis and allow the review to move forward, please provide all available background information, details, and supporting evidence.