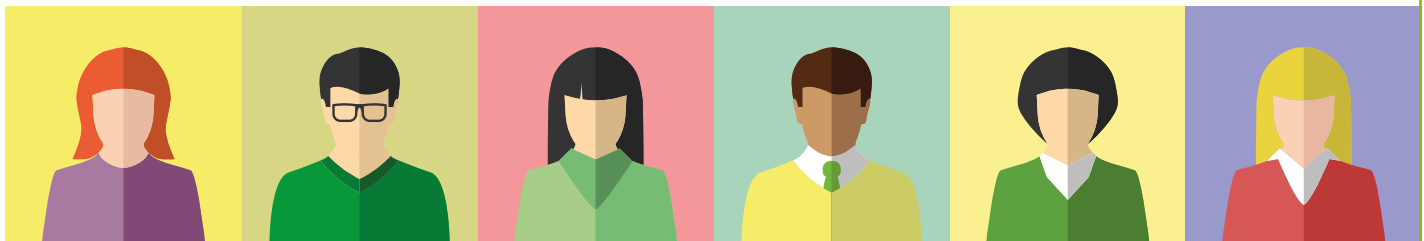




# REPORTING HOTLINE PRACTICAL GUIDE

YEAR 2020



## » PRACTICAL GUIDELINES «

### I 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:

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

#### 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.

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

## II 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**.

### 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.

#### » 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.”

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