

Legal, IP & Compliance

## Corporate Ethics & Compliance

# Corporate Whistleblowing Management System Policy



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# 01. Purpose

In line with Ferrer’s Ethical Code, ethics and compliance are essential for upholding Ferrer’s *for good* mission, developed by its three strategic axes of great people, liveable planet and social justice.

The firm commitment by the governing bodies and senior management to uphold corporate ethics and good governance make complying with the law and handling potential regulatory risks a top priority for Ferrer, as is promoting ethical business practices.

Therefore, in order to build on the stipulations of Ferrer’s Ethical Code and its Corporate Ethics & Compliance Policy, this Corporate Whistleblowing Management System Policy (the “**Policy**”) establishes the principles, guarantees and main guidelines of Whistleblowing Management System put in place by Ferrer.

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## 02. Scope of application

### 2.1. Subjective and territorial scope

This Policy is directly applicable to all Ferrer companies, barring any local law to the contrary, in which case this must be reported to the Corporate Ethics & Compliance Committee and an official arrangement will be reached on how to implement this corporate policy at the local level.

Therefore, it will govern the conduct of all of Ferrer People, regardless of their hierarchical or functional position and geographical location.

All business partners and other third parties that submit complaints and reports through Ferrer's Ethical Channel will also be subject to this Policy.

### 2.2. Objective scope

The Ethical Channel is the direct pathway for reporting potential breaches of the principles, values, Ethical Code and standards applicable to Ferrer.

It is also a channel enabled for submitting reports related to harassment, under the terms described in Ferrer's **Protocol for preventing and dealing with sexual harassment based on gender, sexual orientation and identity at the workplace.**

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## 02. Scope of application

### 2.2. Objective scope

Reports arising from breaches of the law, regulations and self-regulation to which Ferrer is subject, or of Ferrer's principles, values and internal rules will be handled on the Ethical Channel.

All Ferrer People undertake to report any irregularities or suspicion of irregularities they may become aware of that go against the guidelines in Ferrer's Ethical Code, its internal regulations and/or the laws in force.

Ferrer provides the adequate information on the use and essential principles of the Whistleblowing Management System on a clear and accessible manner. The information will be available at Ferrer's website. Additionally, Ferrer will provide external whistleblowing channels.

### Ways of accessing the Ethical Channel

- Form on Ferrer's corporate website [Ethics and compliance | Ferrer](#)
- Form on Ferrer's Intranet (Tag)
- Email: [ethicalchannel@ferrer.com](mailto:ethicalchannel@ferrer.com)
- The Corporate Ethics and Compliance Committee: Ed. La Illa, Diagonal 549, 3rd floor, 08029 Barcelona, Spain.

Complaints can be communicated in the different ways above mentioned. Additionally, the whistleblower can request a meeting with the Committee. The meeting will be held within the term of 7 working days since the request.

Complaints and enquiries related to Ferrer's products and services must be submitted through the other channels put in place by the company.

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# 03. Rights of the parties involved and guarantees of the Whistleblower Management System

## 3.1 Guarantees of the System

### a) Confidentiality and information security

The content of reports, the personal details of whistleblowers, the defendant and other people involved will be kept in the strictest confidence, and the highest level of security used to process all related information.

### b) Data protection

The processing of personal data in the Whistleblowing Management System will be carried out in accordance with current personal data protection laws.

### c) No conflicts of interest between the people involved in a report and the people handling an investigation and/or taking decisions regarding it.

Should a report be against somebody who belonged to any of the bodies that receive, examine, investigate and/or take decisions about it, the report must be handled by other members of that body and the accused must abstain from taking part in the investigation.

### d) Diligent and reasoned responses

Responses to all reports will be quick and substantiated.

Principles of **fairness** and **proportionality** govern all processes undertaken, as well as in adopting decisions and measures.

The Procedure that develops this Policy includes detailed information on the above mentioned rights and guarantees.

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# 03. Rights of the parties involved and guarantees of the Ethical Channel and the process

## 3.2 Guarantees and rights of the whistleblower

### a) Anonymity

Whistleblowers may decide not to identify themselves at the time they submit a report, under the terms set out in the Procedure on the Whistleblowing Management System. Anonymous reports will be accepted, which will be processed like all other reports and be protected by the same safeguards.

### b) Non-retaliation

No retaliation will ever be taken against anyone making a complaint in good faith.

### c) Right to be informed

Right to be informed of the progress of proceedings, subject to the restrictions in force regarding confidentiality and data protection, as long as the information provided does not compromise an investigation.

## 3.3 Guarantees and rights of the defendant

### a) Presumption of innocence and right to honour

Full respect to the presumption of innocence and the right to honour regarding the reported information.

### b) Right to declare, present evidence and be assisted

Right to declare in the investigation process, and right not to declare against himself nor to incriminate himself. Right to present evidence in his/her defence and right to declare assisted by a worker's representative or lawyer.

### c) Right to be informed

Right to be informed of the progress of proceedings, subject to the restrictions in force regarding confidentiality and data protection, as long as the information provided does not compromise an investigation.

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# 04. Responsible of the Whistleblowing Management System

The Responsible of the Whistleblowing Management System is the Corporate Committee on Ethics and Compliance, who will discharge her functions independently and autonomously.

The Corporate Ethics & Compliance Director handles the Ethical Channel.

**The appointment will be notified to the Independent Authority for the Protection of Whistleblowers<sup>1</sup>.**



<sup>1</sup> Ferrer will notify the Independent Authority for the Protection of Whistleblowers this appointment pursuant to the new law on the protection of whistleblowers.



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## 05. Roles and responsibilities

Details are given below of the bodies involved in the process of handling and investigating reports received through the Ethical Channel.

The Procedure that develops this Policy contains the measures implemented in cases in which any of the people who form part of these bodies may be up against a potential conflict of interest in the exercise of their functions.

### 5.1. Corporate Ethics & Compliance Committee

In matters related to the Whistleblowing Management System, the Corporate Ethics & Compliance Committee:

- Is responsible for the Whistleblowing Management System;
- Encourages the proper use of the Ethical Channel and how it works, as well as a culture of Speak Up, ethics and integrity.
- Ensures the parties involved in a case are protected by the appropriate guarantees.
- Escalate to the governing bodies any possible criminal offences that may generate criminal liability for the company and / or its directors or officers.
- Endorses the adoption of disciplinary and corrective measures that are proportional and suitable for any given breach, and to approve corrective measures in every case.
- Promotes training and awareness on the Whistleblowing Management System.

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# 05. Roles and responsibilities

## 5.2. Investigation Units

The Investigation Unit is responsible for conducting an investigation based on the guidelines set by the Corporate Ethics & Compliance Committee.

The Corporate Committee will select the people from the Internal Audit, People, Legal, Ethics & Compliance and/or IT teams (at a corporate or local level, as the case may be) to conduct internal investigations. If the circumstances so required on the basis of technical know-how or if a potential conflict of interest had arisen, people from other departments or external advisors or auditors may also be selected. The Committee may give support to the Investigation Unit if necessary, depending on the nature of a report.

Once an investigation has been concluded, the Investigation Unit will be responsible for drawing up the **report of findings**, which will be forwarded to the Corporate Ethics & Compliance for examination and to make the corresponding decisions.



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# 05. Roles and responsibilities

## 5.3. Local Ethics & Compliance officers and local persons of contact

Should a report come from one of the subsidiaries outside of Spain or be connected to events that had occurred in one of Ferrer's subsidiaries outside of Spain and the local Ethics & Compliance officers/ persons of contact were aware of these events, they should submit a report to the Committee.

The local Ethics & Compliance officer or person of contact will give support to the Committee, if so required by it.

If the Committee appoints an Investigation Unit in the subsidiary where the events took place, it may request the assistance of the local Ethics & Compliance officer/ person of contact at the subsidiary (in which case the Committee must be informed of this).

Depending on the nature of a case handled, once it has concluded, the Committee may provide the **report of findings** to the local Ethics & Compliance officer/ person of contact in order for that person to oversee, at the local level, the introduction of the corrective measures to the processes or controls affected, as the case may be.

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## 05. Roles and responsibilities

### 5.4. Ethics & Compliance Advisory Board

At the request of the Corporate Committee on Ethics and Compliance, the Audit, Ethics & Compliance Advisory Board will examine any regular or one-off reports that contain relevant information on the reports received and the measures or action plans agreed on and/or implemented.

### 5.5. Board of Directors

The Ferrer Board of Directors is responsible to take the initiative in its implementation so that it becomes an essential component of the company's Ethics & Compliance Model.



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## 06. Continuous improvement: approval, review and dissemination

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This Policy will be subject to continuous review and improvement, especially when business circumstances so require. In any event, this Policy will be subject to a standard annual review and, if required, it will be duly updated. Failure to comply with this Policy may result in disciplinary action.

This Policy has been reviewed and updated. This version will come into effect on 13 June 2023 and will be made available to all of the Ferrer People through the usual internal channels.

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Board of Directors

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## 07. Appendix I. Definitions

### Ethical Channel

A channel set up by Ferrer for all People to report any breaches or potential breaches that they may have observed.

### Ferrer People

Employees and anyone else who works for Ferrer, regardless of the contractual relationship with it. This therefore includes employees at every level, whether permanent or fixed-term seasonal workers, as well as freelancers, officers, directors, board members, shareholders and any other staff transferred or hired who are under Ferrer's effective control.

### Whistleblowing Management System

A system enabled by Ferrer for the examination, evaluation and investigation of reports and to be used as a high security database/repository where all reports and complaints received through the Ethical Channel are stored, along with the measures taken in response to them. It also safeguards the rights of the parties involved.

### Report records

A system enabled by Ferrer where all reports and complaints received via the Ethical Channel are stored anonymously using internal references, along with the major milestones of the different stages of a report, from the time it is received until its conclusion.

### Ferrer

This refers to Grupo Ferrer Internacional, S.A. and all subsidiaries over which it has effective control or a majority shareholding and/or voting rights.

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## 07. Appendix I. Definitions

### Legal Infringement

Any act or omission that may constitute a serious or very serious criminal or administrative infringement or a breach of European Union law.

### Whistleblower

Any person, including company employees, who reports a violation of the law, the Code of Ethics or any other internal regulation through the Ferrer Ethical Channel.

### Person related to the whistleblower

Natural persons who assist the whistleblower during the investigation process; co-workers, relatives and other third parties who may suffer retaliation due to their relationship with the Reporting Person; shareholders, participants, as well as legal entities with which the Reporting Person maintains any type of labor relationship or holds a significant participation in the capital or voting rights.

### Retaliation

Any act or omission that is prohibited by law, or that, directly or indirectly, involves unfavourable treatment that places the persons who suffer it at a particular disadvantage with respect to another in the work or professional context, solely because of their status as whistleblowers or because they have made a public disclosure. Some examples of retaliation are: suspension, dismissal, substantial modifications to the employment contract; reputational damage or discrimination or unfavorable treatment.

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# 07. Appendix II. External channels

Any actions or omissions within the scope of this Policy may be reported to the competent Independent Whistleblower Protection Authority, either directly or after communication through the Ethical Channel.

In Spain, this function is assumed by the Independent Authority for Whistleblower Protection (AAI). Certain Autonomous Communities have also designated independent authorities to assume functions analogous to those of the AAI, when the potential infringements have effects only in the territory of their corresponding autonomous community. The European Union also has external information channels.

Below is a table with the different independent authorities for the protection of the whistleblower:

Whistle-blower Protection Authorities	
<b>European Union Authority</b>	
<i>Neme</i>	European Anti-Fraud Office (OLAF)
<i>Contact Information</i>	<a href="https://anti-fraud.ec.europa.eu/index_es">https://anti-fraud.ec.europa.eu/index_es</a>
<b>Spanish Authority</b>	
<i>Neme</i>	Autoridad Independiente de Protección del Informante, A.A.I.
<i>Contact Information</i>	-
<b>Catalonian Authority</b>	
<i>Neme</i>	Oficina Antifrau de Catalunya
<i>Contact Information</i>	<a href="https://www.antifrau.cat/">https://www.antifrau.cat/</a>
<b>Andalusian Authority</b>	
<i>Neme</i>	Oficina Andaluza contra el Fraude y la Corrupción
<i>Contact Information</i>	<a href="https://antifraudeandalucia.es/">https://antifraudeandalucia.es/</a>
<b>Valencian Authority</b>	
<i>Neme</i>	Agencia Valenciana Antifrau
<i>Contact Information</i>	<a href="https://www.antifraucv.es/buzon-de-denuncias-2/">https://www.antifraucv.es/buzon-de-denuncias-2/</a>
<b>Balearic Authority</b>	
<i>Neme</i>	Oficina de prevenció i lluita contra la corrupció a les Illes Balears
<i>Contact Information</i>	<a href="https://www.oaib.es/">https://www.oaib.es/</a>



# Corporate Ethics & Compliance

## Control of versions

Version	Effective date
0	Guidelines on the functioning of the whistleblowing and consultation channel dated 2015
1.0	21 May 2020
2.0	01 December 2021
3.0	01 December 2022
4.0	13 June 2023

## Departments/governing bodies involved

	Department/GB	Entity	Date
Prepared by	Corporate Ethics & Compliance Committee	Grupo Ferrer Internacional, S.A.	1 June 2023
Approved by	Board of Directors	Grupo Ferrer Internacional, S.A.	13 June 2023

## Relevant information

Scope of Application (global/local)	Global
Related regulations	<ul style="list-style-type: none"> <li>• Code of Ethics</li> <li>• Corporate Ethics &amp; Compliance Policy</li> <li>• Corporate Whistleblowing Management System Procedure</li> <li>• Protocol for preventing sexual harassment based on gender, sexual orientation and identity and handling it in the company</li> </ul>
Main supervisory body	Corporate Ethics and Compliance Committee

Legal, IP & Compliance

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