

Regulations of the Ethical Channel















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1. Introduction

This document is part of the Crime Prevention and Detection Model (hereinafter, the "CPDM") of Grupo Jorge and aims to describe the operation of the Ethical Channel, the basic principles that govern its operation, and to establish the procedure that regulates the management of communications received through it and the subsequent investigations that may arise from the reported matters (hereinafter, the "Ethical Channel"). Thus, without affecting the fact that the purpose of the Ethical Channel is to be an information channel that accommodates proposals and suggestions as well as complaints, this document (hereinafter, "**Regulation**") aims to ensure that, in the latter cases, they are treated professionally and confidentially, adopting the appropriate measures to:

- Protect the interests of Grupo Jorge and ensure effective compliance with the internal and external regulations.
- Ensure the confidentiality of the complainant.
- Ensure the defense and presumption of innocence of the people under investigation.
- Promote the proper management of conflicts of interest.

2. Characteristics of the Ethical Channel

2.1. Subjective scope of the Ethical Channel -Who can use it?

Any employee, director, manager and/or administrator, regardless of the type of contract they have and/ or the country where they carry out their work, who is part of Grupo Jorge (in accordance with the definition of "group" established in article 42 of the Commercial Code) as well as clients and/or suppliers (hereinafter "Users") who are aware of any irregularity or non-compliance, as defined in the following section, will have the right and obligation to notify the Ethics Committee and Compliance through the Ethical Channel. By written agreement adopted within the Ethics and Compliance Committee, the following may also be considered to be Users; clients, consortium partners, contractors, commission agents, consultants, subcontractors, suppliers, vendors, advisors, agents, distributors, representatives, intermediaries, consultants, investors, and any independent third party.

The Group, through the dissemination of the content of the Code of Ethics, will communicate the existence of this Ethical Channel to all executives, managers, and/or administrators, as well as to the heads of each department, who in turn will communicate this to all employees under their supervision.













2.2. Objective scope of the Ethical Channel - What can be communicated?

Irregularities or behaviors related to compliance with the CPDM, other corporate policies, laws in force and/or any issue related to regulatory non-compliance, internal control or financial statements may be reported through the Ethics Channel.

Below are examples of matters that fall within the scope of the Ethical Channel:

- Violations of external laws and/or regulations.
- Violations of the Code of Ethics and unethical behavior.
- Violations of Grupo Jorge's internal policies, standards and procedures.
- Violations related to accounting practices and/or financial information reporting.
- Other violations, among others:
 - Conflicts of interest.
 - Improper use of funds and/or assets.
 - Obtaining personal gain to the detriment of any entity of the Group.
 - Bribes to third parties.
 - Fraud.
 - Market abuse.

2.3. Access to the Channel

The Ethical Channel is a communication channel accessible to all Users in relation to any entity of Grupo Jorge.

In order to guarantee the protection of the interested party and to avoid any type of retaliation, communications may be anonymous, although, given the purpose of this procedure, it is advisable that the interested party identify themselves to facilitate the investigation.

In this sense, all Users with legitimate interest must contact the Ethics Channel to report any possible query or non-compliance, whether it affects them personally or third parties.

Communications to the Ethics Channel may be made through the following channels:

- Communications may be made in writing, through the channel expressly enabled for such purposes on the Group's website (www.jorgesl.com).
- Complaints can be made via email: compliance@jorgesl.com (using the form attached to this Regulation (see Annex I)) or to the postal address: Av. Academia Gral. Militar, 52, CP 50015, Zaragoza (Spain) to the attention of the Grupo Jorge Ethics and Compliance Committee.
- Contact: <u>compliance@jorgesl.com</u>













The enabled email may be modified without the need to modify this Regulation by simple communication to the interested parties. The complaints submitted must contain, to the extent this is possible, at least the following information:

Las denuncias que se presenten deberán contener, en la medida de lo posible, al menos la siguiente información:

- Identification of the complainant, although complaints submitted anonymously will be processed.
- Description of the reported event:
 - What the allegedly irregular behavior consists of. Possible people / Departments / Work centers involved.
 - Approximate dates of occurrence of the events.
 - Means used to carry out the reported conduct (corporate image, company credit/debit cards, computer tools owned by the company, etc.)
 - Business areas affected.
 - Relevant processes affected (e.g. contracting, accounting, treasury...)
 - Possible economic impact.
 - Possible commercial impact.
 - If applicable, provide documents or evidence of the facts.

In all cases, it is recommended that the communication be as descriptive and detailed as possible, thus making it easier for the recipient to identify the person(s) or department(s) involved.

Notwithstanding the above, the content of the complaint will be transferred to the entity or individual that is the subject of the complaint, but the identifying data of the complainant will not be transmitted, except in the following cases in which said anonymity will be annulled for all purposes.

- Cases of false or dubious complaints.
- Existence of a judicial requirement that requires knowing the complete details of the complaint, including the complainant.
- When necessary for the defense in court of the entity or individual subject to the complaint in accordance with their right to effective judicial protection.

3. Procedure for communicating and investigating a complaint

For the management of the investigation procedure, the Ethics and Compliance Committee will be responsible for receiving, verifying, and processing the complaints received through the designated channels. In the entire verification process, the fundamental rights to privacy, defense, and the presumption of innocence of the individuals involved will be guaranteed.

The Ethics and Compliance Committee will ensure at all times the confidentiality, independence, and professionalism of its actions in each open case.













The Ethics and Compliance Committee may, at any time and within the process of investigating a case, request the advice of any other department or specialized personnel of the Group, or of external advisors if it considers this to be appropriate. In the event that the detected conduct has been subject to administrative inspection or judicial investigation, and the Group has resorted to external lawyers for the management of the matter, the investigation procedure must be duly coordinated with said experts, and the Ethics and Compliance Committee must send a copy of the corresponding report of conclusions at the appropriate time.

The responsibility for processing complaints submitted through the Ethical Channel lies with the Ethics and Compliance Committee, which, under its responsibility, will fully or partially delegate the processing and management to a figure known as the "Instructor" from among the members of the Ethics and Compliance Committee itself, internal staff of Grupo Jorge, or qualified external entities, depending on the specific case and through the specific designation of said "Instructor."

In those cases where the complaint concerns a possible situation of harassment in the workplace, in any of its forms, or may be motivated by the sexual orientation, gender identity, and/or gender expression of a person and, in particular, of LGTBI individuals, the procedure to be followed after communication to the Ethics and Compliance Committee will be the one expressly provided for in the corresponding internal protocols of Grupo Jorge, in accordance with the principle of specialty.

The investigation procedure will include the following actions:

- Appointment of an instructor who will initiate the file and issue the final investigation report.
- The said instructor will be appointed from among the Committee members, in a rotating manner, or specifically designated through the appropriate delegation...
- Schedule of personal interviews with the people involved (complainant, if applicable, possible
 offenders, department heads, etc.) in order to gather all possible information about the reported
 conduct or the file or judicial procedure initiated.
- Request for reports, documents or means of evidence related to the reported conduct from any departments that may be affected by it.

The processing and management of complaints will include the following phases:

- Reception and/or registration of the complaint.
- Initial examination of its content and whether or not it is admitted for processing.
- Instruction or verification of the facts.
- Action proposal.
- Resolution and adoption of appropriate measures.
- Closing of the case.













3.1. Receipt of the Communication

Communications will be received by the HR Department and the Legal Department, which, depending on the type of communication, will proceed to forward it to the body responsible for processing and resolving the Communication.

Communications (Complaints, Queries or Suggestions) about the Crime Prevention and Detection Model will be sent to the Ethics and Compliance Committee for resolution.

3.2. Processing and Resolution of Complaints

3.2.1. Initial examination of its content and admission for processing

With the information received, the Ethics and Compliance Committee will send the corresponding acknowledgment of receipt within seven (7) days from receiving the complaint to the Complainant, in the event that said person has been identified. The Committee will carry out a preliminary analysis to verify the veracity, clarity and integrity of the information, as well as the relevance of the reported facts. Depending on the result offered by this analysis, the communication will be categorized, distinguishing between consultations and communication of non-compliance according to level of severity and priority, and one of the following measures will be adopted:

- Admission for processing, inclusion in the proper registry of complaints and initiation of the corresponding investigation in relation to the facts brought to the attention of the Ethics and Compliance Committee.
- Non-admission to processing of the communication and completion of the preliminary analysis if it
 is concluded that:
 - The communication does not constitute conduct that could imply the commission of a criminal offense and/or any other irregularity or any act contrary to internal regulations of the Group;
 - The content thereof is irrelevant as it does not constitute an incident or query included in the scope of matters provided for by the Ethical Channel;
 - The information is insufficient to propose additional actions; or,
 - When the information does not meet the requirements of truthfulness, integrity and clarity.
 - If it considers it appropriate, the Ethics and Compliance Committee may request the person making the communication to expand on it, in order to properly carry out the preliminary analysis of the complaint.

If the Committee considers that it is not necessary to initiate proceedings, but nevertheless deems it appropriate to make recommendations on the case to all or any of the affected parties, it may proceed to make the recommendations it deems appropriate.

In all cases, the Committee will inform the person who made the communication of the decision adopted as appropriate.













3.2.2. Investigation or verification of the facts

Once the complaint is admitted for processing and registered, its investigation will begin, which will be recorded in an investigation file.

The Ethics and Compliance Committee, based on the preliminary analysis conducted and depending on the scope, extent, and individuals allegedly involved, will appoint an Instructor from among the Committee members or through the appropriate delegation of powers and will evaluate the investigation strategy to be developed.

In general, at the time the investigation proceedings begin, the Investigator will contact the people affected by the investigation, informing them of the existence of a complaint and the main things that may occur during the investigation. This communication with the accused will be carried out under the terms that protect the confidentiality of the complainant.

Within the framework of this communication, when the Investigator deems it appropriate, the investigation will begin with an interview of the accused in order to clarify the reported facts.

The interview will always be conducted in the presence of the Instructor and a member of the Ethics and Compliance Committee or, in the absence of the latter, by expressly designated Grupo Jorge personnel. An official record of the interview conducted must be drawn up as proof of it.

During the development of the investigation, it will be essential to include in the investigation file detailed information on all the actions carried out and the documents that have been collected to obtain sufficient and appropriate evidence.

To carry out his or her task, the Instructor may carry out the actions he or she deems appropriate, such as reviewing documents or records, analyzing processes and procedures or hiring external advisors or other experts (with knowledge of the Ethics and Compliance Committee) to help you investigate the facts, clarify them and analyze the results. All investigations must respect maximum confidentiality and only the information necessary to facilitate the review of the facts investigated must be disclosed.

Additionally, if it is deemed reasonable and necessary, help may be required from the management team, directors of the Companies or other collaborators of Grupo Jorge or third parties to investigate and resolve the complaint or complaint, always maintaining the strictest confidentiality and always under the direct supervision of the Ethics and Compliance Committee.

The Instructor will have a period of three (3) months from the acknowledgment of receipt or, if an acknowledgment of receipt was not sent to the complainant, three (3) months from the expiration of the period of seven (7) days after making a complaint to respond to the investigation.

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3.2.3. Proposal for action

Once the content and results of the investigations carried out have been assessed, the Instructor will reflect his or her conclusions in a proposal for action (hereinafter, "**Proposal**"). This Proposal must contain:

- A description of the reported case and summary of the investigation carried out and the methods used:
- The documented conclusions and results of the investigation; and
- The suggestion, where appropriate, of corrective or sanctioning measures, checks and/or actions to be carried out by the Group to prevent said infringement from occurring again.

The Proposal must be sent to the Ethics and Compliance Committee for joint evaluation. In this assessment process, and if it is deemed to be necessary, the Committee may make the consultations it deems appropriate to the different managements of the Group. Likewise, the Committee may request the Investigator to carry out additional investigations.

3.2.4. Resolution and adoption of appropriate measures

The Ethics and Compliance Committee must issue a resolution with the measures to be adopted (hereinafter, "**Resolution**") based on the facts proven in the Proposal received from the Instructor, without the Instructor's suggestions being binding on the Committee.

Any member of the Ethics and Compliance Committee may express a dissenting vote and the reasons for their disagreement with respect to the measures proposed in the Resolution.

The Ethics and Compliance Committee, or the designated Committee member, will communicate the Resolution with the measures to be taken to the affected parties (whistleblower and accused) and the Manager/Head of the Company, management, area, or department that must implement these measures, requesting or proposing, if deemed necessary, deadlines for their execution.

The person designated in the Resolution must adopt the measures within the established execution deadlines, in compliance with the applicable regulations in each case.

Likewise, the person designated in the Resolution must inform the Ethics and Compliance Committee once said measures have been adopted, and the Committee may request more information or follow-up in this regard.

In any case, regardless of the previous measures, if the actions verified in the Resolution involve the committing of a crime attributable to any legal entity of Grupo Jorge or require administrative or judicial action by Grupo Jorge, the Ethics Committee and The Compliance Department will report this to the Board of Directors, who will make the decision on the actions to be taken.

In the event that the person responsible for adopting the measures proposed in accordance with the Resolution does not implement them, or implements others that are not considered appropriate by the Ethics and Compliance Committee, the Committee will refer the situation to the Board of Directors.













3.2.5. Closing the file

Once the measures have been adopted in accordance with the Resolution issued by the Ethics and Compliance Committee, the Secretary of the Committee will proceed to close the file.

In the event that the Ethics and Compliance Committee considers it necessary to carry out a follow-up after the adoption of the measures, and depending on the result of said follow-up, the file may be reopened.

The Ethics and Compliance Committee will decide in each case on the convenience of informing the complainant of both the closure of the file and the measures adopted. If it is considered appropriate, the Secretary of the Committee will be the one to make this communication.

4. Management of conflicts of interest

There is a conflict of interest when the objectivity of the person who has to make decisions about a complaint is compromised by their relationship with the whistleblower, the accused, or the reported facts. The conflict of interest may be:

- Direct, when it is the subject of the complaint.
- Indirect, when without being the accused, objectivity is at risk of being compromised for other reasons, such as:
 - The existence of an emotional or kinship relationship with the complainant or the accused.
 - The presence of personal interests (e.g. economic or professional development) that may be compromised by the investigation of the reported facts.
 - The existence of indirect responsibility (e.g. due to inaction) in relation to the reported events.

When one or more of these apples to a member of the Ethics and Compliance Committee, she or he must refrain from participating in the actions held for the processing, investigation and resolution of the complaint received. In these cases, this case will be transferred to the Board of Directors.

For their part, both the complainant and the accused may allege the existence of a conflict of interest regarding the members of the Ethics and Compliance Committee, reasonably arguing this eventuality. Such circumstance must be communicated before the Resolution of the case.

If the Committee, with the abstention of the persons subject to the possible conflict of interest, does not recognize the existence of a conflict of interest, this argument will be considered invalid and processed following the standard processing procedure described in this Regulation or, where applicable, in the specific protocols.













5. Protection of Personal Data

5.1. Identification of the Responsible Company

Name: JORGE S.L NIF: B50107663

Address: Avenida Academia General Militar, 52, 50015 Zaragoza, Spain.

Tel: +34 976514029

Web: www.jorgesl.com

If you have any privacy concerns, you can contact Grupo Jorge at any time at the following address: gdpr@jorgesl.com

5.2. Information

You are hereby informed about the way in which Grupo Jorge collects, processes and protects the personal data provided to it by the whistleblowers of the Whistleblowing Channel.

5.3. Obligation to provide the data

The data requested by Grupo Jorge are, in general, mandatory (unless otherwise specified in the required field) in order to fully comply with the established purposes.

5.4. For what purpose will JORGE S.L. keep the personal data of the complainant and for how long?

Personal data collected will be processed by Grupo Jorge in accordance with the following aims:

- To manage the processing of complaints submitted to the Ethics and Compliance Committee through the procedure established in the Ethical Channel Regulations approved by Grupo Jorge or, where applicable, specific protocols.
- Carry out the investigation of the reported facts in order to clarify them.
- Comply with the legal obligations established for Grupo Jorge in any applicable regulations.
- After a period of three (3) months has elapsed from the formulation of the complaint, your data will be deleted from the Ethical Channel system, except for the purpose of leaving evidence of the operation of the system. Exclusively in cases in which an investigation procedure is being developed may they be kept in external media, and accessible exclusively by the body responsible for its management.











5.5. What is the legitimacy of the processing of your data?

The legitimizing cause on which the processing of your data will be based will be the consent given when filing the complaint. Likewise, the investigation and clarification of the reported facts will be protected by the public interest. For its part, the treatments necessary to comply with the applicable regulations will be based on their need to fulfill said purpose.

5.6. To which Users will user data be communicated?

Your data may be communicated to:

- Public Administrations, in the cases provided for by Law.
- Judges and Courts.
- State security forces and bodies.

The data related to the investigations will be limited exclusively to those, whether or not included within Grupo Jorge, who carry out internal control and compliance functions, or to those in charge of processing that are eventually designated for this purpose.

5.7. Exercise of rights

At all times, you will have the right to satisfy your rights of access, rectification, deletion and opposition, as well as obtain from Grupo Jorge the limitation of data processing when any of the conditions provided for in the data protection regulations are met and, where appropriate, request the portability of your data. To exercise these rights, you may contact Grupo Jorge through the following channels: by writing to Grupo Jorge, or by email to gdpr@jorgesl.com, in both cases including the Reference " Data Protection" and attaching a photocopy of your identity document.

5.8. Security measures

Grupo Jorge will treat your data at all times in a totally confidential manner, maintaining the mandatory duty of secrecy with respect to them, in accordance with the provisions of the applicable regulations, adopting for this purpose the necessary technical and organizational measures that guarantee the security of your data and prevent its alteration, loss, unauthorized processing or access, taking into account the state of technology, the nature of the stored data and the risks to which they are exposed.

6. Statute of complainant and accused

Grupo Jorge will respect at all times during the process of collecting, investigating and resolving complaints communicated through the Ethical Channel the following basic rights of the complainant and the accused:











6.1. Confidentiality

Grupo Jorge is committed to handling personal data at all times in an absolutely confidential manner, in accordance with the purposes outlined in this Regulation and in compliance with the applicable regulations at each moment. In this regard, Grupo Jorge guarantees the utmost confidentiality of the whistle-blower or interested party and the other participants throughout the communication management process.

The identity of the whistleblower will only be known by the Ethics and Compliance Committee, as the responsible entity for the Ethical Channel, and by those individuals assigned by Grupo Jorge who need to know this in order to carry out the investigation and manage communication in accordance with this Regulation. Information related to claims about interpersonal conflicts or that only affect the whistleblower and the individuals mentioned in the complaint, as well as information that is fully available to the public or that constitutes mere rumors, are expressly excluded from such treatment.

6.2. No reprisals

Grupo Jorge strictly prohibits the adoption of any type of retaliation, threats, coercion, penalties, forms of discrimination or negative measures to the detriment of the complainant or interested party as a consequence of the communication made, assuming good faith thereof.

It is the responsibility of the Ethics and Compliance Committee to ensure that any type of retaliation or sanction may not occur against those who have raised complaints or complaints in good faith following the established procedures. If it is confirmed that any whistleblower in good faith has been subject to any sanctioning or retaliatory measure, the authors or those responsible for them will be subject to investigation and, where appropriate, sanctioned accordingly.

6.3. Presumption of good faith

The complainant who makes a communication through the Ethical Channel is responsible for the truth and accuracy of the data provided.

Grupo Jorge reserves the right to adopt the appropriate disciplinary measures and/or sanctions, in accordance with current regulations, that may correspond to those whistleblowers who, contrary to good faith, report incidents or inquiries with knowledge of their falsehood or with reckless disregard for the truth.

6.4. Prima facie Evidence

The complainant who makes a communication through the Ethical Channel must provide the minimum reasonable evidence to support it.

Any material used in evidence that is permitted by law and obtained according to the law, constitutional rights and principles, will be considered a valid principle of proof, preferably in documentary form, although testimonial evidence, including the testimony of the complainant, will also be admissible.













6.5. Right to Information of the accused

The person accused in the complaint filed through the Ethical Channel must be informed by the investigation instructor as soon as possible.

However, where there is a significant risk that such notification could jeopardize Grupo Jorge's ability to effectively investigate the complaint or gather necessary evidence, notification to the reported party may be delayed for as long as such risk exists. The objective of this measure is to preserve evidence by preventing its alteration or destruction by the accused, although it must be applied sparingly, assessed on a case-by-case basis.

6.6. Procedural guarantees

The Regulations of the Grupo Jorge Ethical Channel regulate the procedure to carry out the investigation and resolution functions in a way that guarantees the right to defense and the right to the presumption of innocence of the people investigated.

In cases where it is necessary, for the benefit of the investigation and resolution of the Complaint, notification of the complaint to the investigated persons may be delayed. In no case may the Ethics and Compliance Committee issue a Resolution if the person investigated has not previously had the opportunity to learn the facts, so that they can formulate allegations and provide the documents they consider appropriate, which will be incorporated into the file.

6.7. Protection of Personal Data

The processing of data obtained as a result of communication through the Grupo Jorge Ethical Channel will be subject to current regulations on data protection.

Grupo Jorge will not disclose the data or inform other people or third parties other than those who, in accordance with current regulations, are legally authorized and said data may not be used or transferred for purposes other than those established by law.

7. Sanctioning regime

The actions or omissions committed by Users that fall within the objective scope of the Ethical Channel will be considered contrary to the internal regulations of Grupo Jorge and will be classified according to their importance, recurrence, and intent, and, in particular, to the professional category of the offender, always in compliance with the applicable regulations, particularly Royal Decree 2/2015, of October 23, which approves the consolidated text of the Workers' Statute (or any subsequent regulation that replaces it) and the applicable Collective Agreement at any given time, as well as analogous regulations in the countries where the Grupo Jorge operates. All of this without limiting the legal actions of any kind, including criminal ones, that Grupo Jorge may consider appropriate to carry out depending on the offense committed.













8. Approval

This Regulation has been passed by the Board of Directors and is intended to be implemented and applied in all Grupo Jorge companies. Any modifications made to these Regulations will be approved by the Board of Directors, at the proposal of the Ethics and Compliance Committee.

Grupo Jorge reserves the right to modify, at any time and without prior notice, the content of these Regulations.













ANNEX I

Information about	Name and surname
ne complainant	Telephone
	Email
	Country
	Occupation of the complainant
	Area/Management/Company to which he/she belongs
	Relationship with the accused (superior, subordinate, etc.)
Description of the communication	Describe all the details that help analyze and evaluate your issue, who are the people involved, the location, which area of the Group are affected, methods used to carry out the conduct, place where the incident occurred and all data that you consider to be relevant.
Approximate date of the reported events	dd/mm/yyyy
oes it affect third parties	Yes
related to Grupo Jorge?	No
	If yes, please provide more detail.
Possible Commercial Impact Possible Economic Impact	
re there other people who can ovide information about this regularity?	Yes
	No
	If yes, please provide more detail.
Do you consider that there is a	Yes
nflict of interest with members the Ethics Committee? tached Documents	No
	If yes, please provide more detail.
	Please provide the documentation that you consider evidence for the complaint filed:
	It is not possible for me to provide evidence of any kind
	I do not have evidence, but I could obtain it and provide it later
	I have both physical and digital evidence that I would like to provide
	■ I have physical evidence that I want to present
	■ I have digital evidence that I want to present
	Attach File









