



DOMINION

ETHICAL CHANNEL REGULATION

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1. PURPOSE

DOMINION has enabled channels that allow all the employees and directors of the member companies of DOMINION and all the interest groups related to it, to communicate irregularities or any breach of the DOMINION Internal Code of Professional Conduct (hereinafter, the "Code of Conduct"), as well as any conduct or behaviour contrary to the law and capable of generating criminal liability to those legal entities.

The channels enabled by DOMINION are as follows:

- Electronic ethical channel: canaletico@dominion-global.com
- Mail addressed to the Compliance Department at the following address:
Ibañez de Bilbao, 28, 8º A y B. C.P. 48009 Bilbao (Vizcaya), SPAIN.
- Information and communication channel on the corporate website.

This document aims to regulate these mechanisms.

2. CONFIDENTIALITY AND NON-RETALIATION

The complainant's identity must in any case be disclosed at the time of making use of any of the three available channels. However, DOMINION will maintain the complainant's identity confidential, and will not disclose it to the alleged offender.

Reprisals against those who have made use, in good faith, of the established channels to inform possible of irregularities, will not be tolerated.

Any person making a complaint relating to a breach of the Code of Conduct must have reasonable evidence to assert that the alleged breach poses a significant problem.

Any allegation that is shown to have been falsely brought in a malicious and knowing manner may give rise to the legal actions DOMINION deems necessary.

3. SCOPE

The mechanisms are in place to enable all those belonging to the organisation, or interest groups related to it, to report any irregularities or breaches of ethics or integrity or that infringe the guidelines established in the Code of Conduct.

4. ROLES AND RESPONSIBILITIES

Reports or consultations must include the information necessary for the identification of the person who communicated the fact and the description of the consultation or reports.

Issued and reviewed: Compliance Dept.	Approved: Audit and compliance committee	Date: 2018
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It is the responsibility of the Audit and Compliance Committee of DOMINION, its management and updating being delegated to the Advisory Group of the Criminal Defense Body (Advisory Group), who will treat all notifications and consultations confidential. The data of the interveners will be managed in accordance with the provisions of the Data Protection Act in force in the country that applies.

When reports are received by mail or other means by the Internal Audit Department, it has the obligation to forward the complaint to the attention of the Advisory Group.

5.COMPLAINTS PROCESSING

When a complaint is received via the ethical channel, the Advisory Group will decide the need to investigate it or not according to its relevance or nature. If it considers it unnecessary to analyse it, the Advisory Group will make a record of the complaint and communicate the decision to the complainant.

If, however, the Advisory Group decides to investigate the complaint received, it will define an action plan to address it. The investigation may be carried out by the Advisory Group itself, the Compliance Department or may be delegated to a suitable person. The person designated to carry out the investigation may, after approval of the Chairman of the Corporate Social Responsibility Committee, the Secretary of the Board and the manager of the Compliance Department, hire external auditors or other advisors to help investigate and analyse the results.

Those conducting the investigation shall be empowered to interact with the source of the complaint for the purposes of gathering further details and to direct the investigation in an appropriate manner.

The follow-up of the investigations carried out in each market will be carried out in accordance with local monitoring mechanisms.

Once the investigation is complete, a report must be issued with reasonable details and with a clear account of the events, delivering a copy thereof to all members of the Advisory Group. This report shall contain at least the following information:

- ✓ The complaint received.
- ✓ The procedures employed to investigate it.
- ✓ Documented results of the investigations.
- ✓ Corrective measures that may be recommended.

The Advisory Group must review the investigation report received and determine the actions to take depending on the results. The final approval of the corrective actions rests with the Audit and Compliance Committee of DOMINION.

Periodically it will be presented to the Audit Committee and a log that will contain the detail of all the complaints received, whether they have been analyzed or not.