



# DOMINION

## ETHICAL CHANNEL REGULATION

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## 1. PURPOSE

Dominion has enabled channels that allow all the employees, 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.

The use of these channels is exclusively for the communication of the above mentioned irregularities or breaches. They should not be used to convey complaints in other areas. In the case of complaints related to sexual or moral harassment, the channel made available for this matter must be expressly used.

The objective of this document is to establish the operating regulations for the Ethical Channel. In the case of complaints regarding sexual or moral harassment, there is an independent document containing the regulations for those specific cases that must be followed.

Complaints can be channelled in two ways:

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

## 2. CONFIDENTIALITY AND NON-RETALIATION

It is not compulsory to provide de identification of the complainant, but it is necessary to provide an email address for sending the communications that may be needed. In case of providing the complainant's identification, Dominion will maintain its 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.

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## 4. ROLES AND RESPONSIBILITIES

It is the responsibility of the Audit and Compliance Committee of Dominion, its management and updating being coordinated by the 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.

## 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. In all the cases, the complainant will receive the communication of having received the report properly.

If, 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 or the Secretary of the Board, 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.

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 information regarding the complaints received.