Corporate Policy of the Internal Information System

Approved by the Board of Directors on May 30, 2023

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1. **Introduction**

The approval of Spanish Law 2/2023, of February 20, regulating the protection of people reporting regulatory infringements and the fight against corruption, requires companies to have internal information channels designed and implemented to protect people who may detect potential infringements in a labour or professional context.

Through this Policy, ENCE undertakes to take the necessary measures to prevent any type of retaliation as a means to safeguard and protect people reporting in good faith information about acts or omissions contravening the aforementioned law, the Code of Conduct and the Criminal Compliance Policy, Anti-Corruption and Anti-Fraud Policy, Competition Policy Compliance Program or internal regulations and procedures of ENCE.

In this regard, all the employees, managers and directors are required to notify any irregularity or alleged irregularity of a financial, accounting or non-financial nature, facts or conduct contrary to the Law, the Code of Conduct, Criminal Compliance Policy, Anti-Corruption and Anti-Fraud Policy, Competition Policy Compliance Program or internal regulations and procedures of ENCE. This duty is a key element in our Rule of Law in the service of protecting public interest when it is threatened

Failure to comply with this Policy by the employees or managers of the Company will allow ENCE to take disciplinary measures in accordance with the provisions of the relevant collective agreement or applicable labour legislation. Likewise, the Company will take appropriate legal actions in the event of non-compliance with the present regulation by other stakeholders with which there is another type of contractual relationship.

2. **Objective**

The objective of this Policy is to establish the general principles of the internal information and whistleblowing system of ENCE, in accordance with the provisions of the Spanish Law 2/2023, of February 20, regulating the protection of people reporting regulation infringements and the fight against corruption.

This Policy establishes the bases for adequate protection against retaliation that may be suffered by people in a labour or professional context who report any of the actions or omissions provided for in the scope of application of this regulation, through the procedures provided for therein. In this regard, any actions constituting retaliation are expressly prohibited, including threats of retaliation and attempts at retaliation against people who report information in accordance with the provisions of Law 2/2023, which includes all actions considered retaliation in its Article 36.3.

The content of this Policy as well as the Internal Information Channel Procedure is available on the website and on the corporate Intranet of ENCE, thus providing appropriate information in a clear and easily accessible manner on the use of the Internal Information Channel and the essential principles of its management procedure.

3. **Scope of Application**

The present Policy applies to all companies within ENCE Group and protects natural persons who report actions or omissions that may constitute a breach of the European Union Law, as well as any actions or omissions that may constitute a serious or very serious criminal or administrative offence, and those that in any case may imply economic loss for the Public Treasury or the Social Security.

Additionally, these natural persons will enjoy the same protection in the event of reporting possible breaches of the Code of Conduct, any breach related to irregularities of a financial and/or accounting nature, non-financial information; acts or conduct contrary to the Law, to the Criminal Compliance Policy, to the Competition Policy Compliance Program, to the Anti-Corruption and Fraud Policy, and to the internal regulations or procedures of ENCE.

The protection for employees who report infringements in matters of safety and health at work provided for in this Policy is without prejudice to that established in its specific regulations. This protection will not exclude the application of the rules relating to criminal proceedings, including investigation diligence.

This policy will apply to natural persons reporting potential infringements in a labour or professional context, including in any case:

- Those who have an ENCE employee status.
- Those who had an employment relationship with ENCE already ended.
- Freelancers.
- Shareholders, participants and those people belonging to the administration, management or supervision body of the Company, including non-executive members.
- Employees of contractor companies, subcontractors and suppliers.
- Volunteers, interns and trainees.
- Employees whose employment relationship has not yet started, in cases where information about infringements has been obtained during the selection or pre-contractual negotiation process.
- Natural or legal persons providing assistance to the whistleblower, as well as legal entities owned by the whistleblower.
- Natural persons related to the whistleblower and who may suffer retaliation, such as work colleagues or family members.
- Legal representatives of employees in the exercise of their advisory and support functions.
- Legal entities for which they work or with which they keep any other type of relationship in a labour context or in which they hold a significant stake.

For the purposes of this regulation, ENCE Group refers to both Ence Energía y Celulosa, S.A. and the consolidated group of companies headed by said Company, as well as any entity under its direct or indirect control. It is understood to exist control when ENCE holds the majority of the voting rights in the administrative or management body.

4. Definitions

- **Internal Information System**: set of elements that are part of the mechanism established by ENCE for the protection of people reporting regulatory infringements and the fight against corruption.
- **Internal Information Channel**: means of communication with ENCE, through which employees, managers, directors and stakeholders can transmit any communication about infringements or well-founded suspicions of non-compliance with the Law, as well as with the Code of Conduct and other applicable internal regulations of ENCE.
- **Communication**: action of transmitting information regarding the infringements established in this Policy through the mechanisms enabled for such purposes.
- **Independent Whistleblower Protection Authority**: independent public body, with its own legal personality and full public and private capacity which will act - in the development of its activity and with the aim to fulfil its purposes - with full autonomy and organic and functional independence with respect to the Government, the entities making up the public sector and the public powers in the exercise of their functions.
- **Whistleblower**: person who communicates in good faith, through the internal information channel, infringements or well-founded suspicions of non-compliance with the Law and/or with the Code of Conduct and other applicable internal regulations of ENCE.
- **Affected person**: person to whom the events reported in the Communication refer.
- **Retaliation**: any acts or omissions prohibited by Law 2/2023 or that, directly or indirectly, involve unfavourable treatment placing the people who suffer from them at a particular disadvantage with respect to others in the labour or professional context for the only reason of their status as whistleblowers, or having made a public disclosure.
- **System Administrator**: executive appointed by the Board of Directors to manage said system in all Group companies.
- **Record book of communications received:** physical or electronic documentary support in which all the information received and the internal investigations arising are stored, guaranteeing in all cases the confidentiality requirements provided for in the Law.
- **Investigation**: process of analysis and clarification of communications received in the Internal Information Channel.

5. Principles of Action

- ENCE promotes an environment of **transparency and integrity** in the performance of its business activities. In this regard, the Company keeps an adequate Internal Information System to facilitate the communication of the people defined in the scope of application of this Policy.
- The use of the Internal Information Channel requires to remember that the imputation of facts, with knowledge of their falsehood or with reckless disregard for the truth, can lead to criminal or civil liability under the terms contemplated in current regulations.
- The reception and processing of the communications subject to this Policy will be carried out ensuring the **confidentiality** of the identity of the whistleblower and any third party mentioned, allowing access thereto only to authorized personnel.

- ENCE will carry out the investigation of any allegedly irregular, fraudulent or criminal event, and will respect **anonymity**, when the whistleblower so states.
- The investigation will be carried out **objectively and diligently**, in accordance with the internal regulations developed for the purpose and the applicable legislation. Throughout the whole procedure, ENCE will guarantee the **rights** of those concerned, whether whistleblowers or affected people, in particular the **right to honour, access to the file, confidentiality, protection of identity** and **presumption of innocence.**
- The Internal Information System will not obtain data that allows the identification of the whistleblower and will have appropriate **technical and organizational measures** to preserve the identity and guarantee the confidentiality of the data corresponding to those affected and any third party mentioned in the information provided, especially the identity of the whistleblower in case they have been identified.
- Personal data related to communications received and internal investigations carried out will be managed in accordance with the provisions of the applicable regulations on information security and Protection of Personal Data.
- The identity of the whistleblower will never be subject to the right of access to personal data, in any case requiring access by third parties to be prevented.
- The processing of personal data collected through the Internal Information Channel has the sole purpose of investigating those facts that are communicated in accordance with Law 2/2023.
- Personal data will only be kept for as long as necessary for the purpose of the investigation and, in any case, complying with the legal limits that may be applicable. In no case will the data be kept for a period longer than **10 years.** If it is proven that the information provided or part of it is not true, it must be immediately deleted from the moment this circumstance becomes known.
- Access to personal data contained in the internal information system shall be limited, within the scope of their powers and functions, exclusively to:
    - The System Administrator and those managing it directly.
    - The person responsible for human capital, only when disciplinary measures could be taken against an employee.
    - The person responsible for legal services, if legal measures in relation to the reported facts are to be taken.
    - Those in charge of data processing that may eventually be designated to this effect.
    - The Data Protection Officer.
- Those who have publicly communicated or revealed information about actions or omissions anonymously, but who have subsequently been identified and meet the conditions set forth in this Policy, shall have the right to the protection established therein.
- The identity of the whistleblower may only be communicated to the judicial authority, the Attorney General's Office or the competent administrative authority within the framework of a criminal, disciplinary or sanctioning investigation.
- ENCE expressly prohibits any actions constituting **retaliation**, including threats of retaliation and attempt at retaliation, which are included by way of illustration in Article 36.3 of Spanish Law 2/2023.

6. **Internal Information System**

The Board of Directors is responsible for the implementation of the Internal Information System of ENCE, after consultation with the legal representation of the workers. In this regard, the Board of Directors of ENCE is the competent body to designate the natural person responsible for the management of the Internal Information System, as well as for their dismissal or removal. Both the appointment and removal of the person responsible for the Internal Information System must be notified to the Independent Whistleblower Protection Authority.

7. **Internal Information Channel**

ENCE has an internal information channel to communicate actions or omissions that may constitute violations as stated in the scope of application of this Policy. (https://ence.integrityline.com/). Its regulation, operation and management is included in the Internal Information Channel Procedure.

8. **Competences and Responsibilities**

The exercise of the control required by current legislation requires the implementation of control mechanisms and the designation of bodies for their monitoring. In this regard, the Crime Prevention Protocol of ENCE is configured as a decentralized control model that allows for the assignment of responsibilities to each of the participants in the control and supervision process. The powers and responsibilities of each of the bodies involved in the monitoring are detailed below:

- **Board of Directors**: It is the governing body of the Company, therefore bearing overall responsibility in matters of supervision and control. The Board of Directors is the competent body - in accordance with Spanish Law 2/2023, regulating the protection of people who report regulatory infringements and the fight against corruption - for the designation of the natural person responsible for the management of the Internal Information System of ENCE.
- **Audit Committee**: Its primary function is to support to the Board of Directors in its general function of supervision of the economic-financial and non-financial information of the Company, of the development of the activities carried out by the Internal Audit Department and to inform the Board of the results of its analyses.
- **Steering Committee**: is responsible for ensuring compliance with the policies and procedures established by ENCE, as well as acting in an ethical and responsible manner. In this regard, it is the body in charge of keeping an effective control environment, ensuring that its areas of responsibility are in accordance with the applicable legislation and the rest of the applicable internal regulations, as well as being responsible for controlling the optimal implementation of controls, supervising their correct execution by the different areas.
- **Compliance Officer**: is a natural person having the rank of executive who exercises their position with full independence from the management body. They report to the Audit Committee of ENCE and exercises autonomously their control powers over all Group companies, with special emphasis on compliance with internal regulations on criminal prevention. Their functions are regulated in the "Internal Information Channel Procedure".

- **Directorate for Internal Audit**: is another supervisory body, reporting at the organizational level to the Board of Directors of ENCE and at the functional level to the Audit Committee, and whose mission is the analysis, assessment and supervision of the internal control and risk management systems of the company.

9. **Procedure for managing the information received**

The management of information on potential breaches of the Law, the Code of Conduct of ENCE and other applicable internal regulations, as well as its channelling until final resolution is regulated by the Internal Information Channel Procedure, which has been developed in compliance with the principles included in this Policy.

This Policy, as well as the Information Channel Management Procedure, must be reviewed periodically by the Compliance Manager, at least every 3 years.