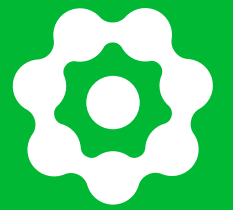


Complaint management process



Profonanpe

1. Can I file an anonymous complaint?

Yes, the validity of the complaint is not based on the identity of the complainant but is based on the veracity of the information and evidence that they provide or that Profonanpe may collect in response to an alleged complaint.

2. Who will investigate the complaint?

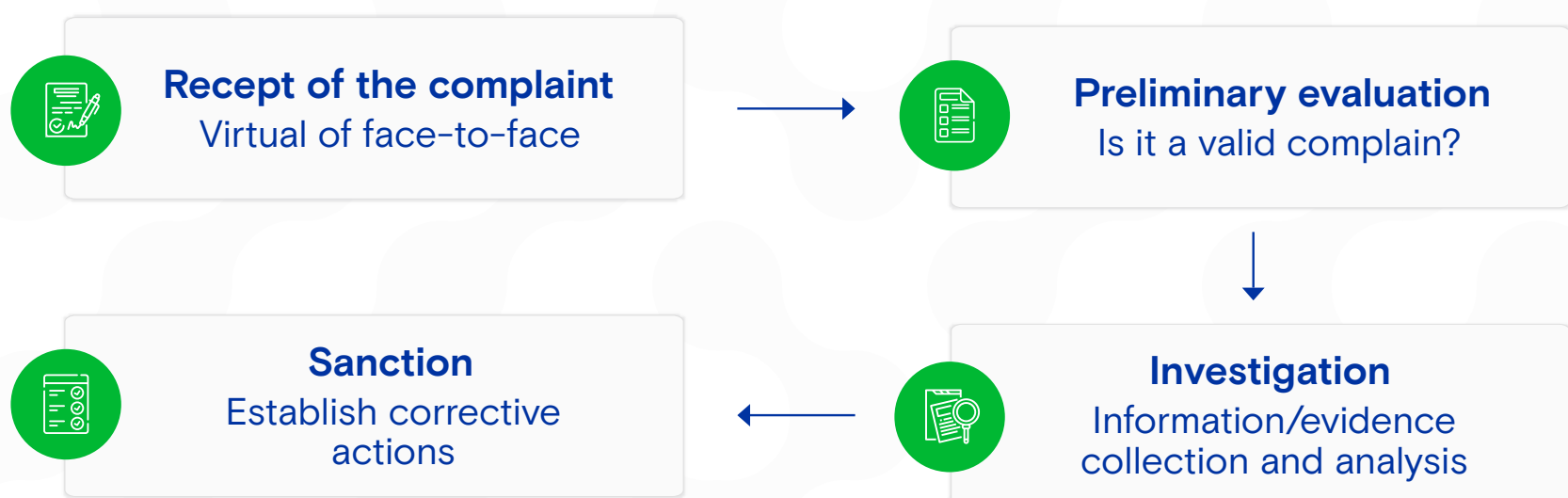
The Compliance and Integrity Officer, who will act with independence, impartiality and confidentiality and will respect the right of defense of the persons involved.

3. Who determines corrective action on a valid complaint?

The Ethics Committee is responsible for establishing the measures, which may be verbal or written warning, suspension, termination of employment, legal actions or other measures detailed in the Internal Work Regulations.

4. What is the complaint management process?

The complaint management process consists of **4 stages**: Receipt of the complaint, preliminary evaluation, investigation, and sanction. The first 3 are carried out by the Compliance and Integrity Officer and the last one by the Ethics Committee.



5. Will I be notified of the progress of my complaint?

The Compliance and Integrity Office will inform the complainant of the status of your complaint at each stage of the process.



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