



**Pekos**  
Group

## **INTERNAL COMPLAINTS CHANNEL**

PEKOS EUROPE GROUP, S.L.U.

November 2023

## 1. Introduction

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The Complaints Channel is a mechanism established by the PEKOS Group to process reports or complaints, not only from its employees but also from third parties, about behaviour, actions, facts or omissions that may constitute a breach of the law, internal procedures or the organisation's code of conduct.

This channel is an additional infringement prevention tool, operating in conjunction with the Group's Compliance Programme and the documents that develop it. However effective a Compliance Programme may be, there will always be a residual possibility that infringements or irregularities may be committed within the scope of one of the Group's companies, making it essential to have this mechanism in place to detect and report such breaches.

Furthermore, the existence of the Complaints Channel facilitates compliance with requirement 4 of section 5 of article 31 bis of the Criminal Code, which provides that the organisation and management models "shall impose the obligation to report possible risks and breaches to the body responsible for overseeing the operation and observance of the prevention model"; and with Law 2/2023 of 20 February, regulating the protection of persons who report breaches of regulations and the fight against corruption.

## 2. Scope of application

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The Complaints Channel is applicable to all the companies in the Pekos Group, which are the following: Pekos Europe Group SL, Pekos Valves SL, Inductec Soluciones Técnicas SL, Válvulas Nacional SA, Pekos Fabricación SL, Pekos Mecanización SL y Quintanarraya Real Estate SL.

Any individual or legal entity that maintains relations with any of the aforementioned companies, whether of an employment or commercial nature, is obliged to report through this Complaints Channel any action or omission that may constitute a breach of current legislation, the code of ethics or internal procedures or protocols.

## 3. Person in Charge of the Channel.

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The management bodies of the companies that make up the Pekos Group have entrusted the management of the Channel to Ms Cristina López Hernández, who shall hold the position of Head of the Complaints Channel with full independence from the management or governing body.

#### 4. Ways of Making a Complaint..

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Complaints may be made by the following means:

- E-mail account **canaldenunciaspekos@pekosgroup.eu**
- Via the form on the corporate website.
- By direct communication to the Person in Charge of the Complaints Channel or, where appropriate, to the direct superior, who must report to the Person in Charge of the Complaints Channel.

#### 5. Processing of Complaints.

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Once the Person in Charge of the Complaints Channel receives a complaint, they will::

1. Acknowledge receipt of the complaint within a maximum of 7 calendar days.
2. Establish a suitable way of contacting the complainant in order to gather all the information necessary for a correct assessment of the facts.
3. Assess whether the complaint constitutes a real infringement.

If it is a simple generic complaint, the person in charge will refer it to the corresponding department for analysis.

If the investigation suggests infringement, they must assess whether the corresponding investigation should be carried out with internal resources or whether external resources should be used.

4. Transfer the content of the complaint to the person accused of the irregularity so that they can defend themselves; and they will be allowed to provide any evidence in their defence that they deem appropriate.
5. Assess the facts and, in the event that the conduct constitutes a true breach, adopt the corresponding disciplinary measures in accordance with the law and internal regulations.
6. When the facts may qualify as a criminal offence, the information shall be forwarded to the Public Prosecutor's Office. In the event that the facts affect the financial interests of the European Union, the matter shall be referred to the European Public Prosecutor's Office.

The Person in Charge of the Complaints Channel must resolve the case within a maximum period of three months, unless, for justified reasons, this period must be extended..

## 6. Rights of the Complainant

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- **Anonymity:** Complaints may be anonymous if the complainant so wishes. Tracking of anonymous reports is prohibited
- **Protection of Identity:** Even if the complaint is not anonymous, the Person in Charge shall not disclose the identity of the complainant to any third party, unless authorised by the complainant; unless it is indispensable for the investigation being conducted; or unless the complaint is determined to be biased and for defamatory purposes.
- **Prohibition of retaliation and protection of the complainant:** The person in charge of the Complaints Channel, and the management staff, shall avoid retaliation against the complainant, provided that the report is not manifestly false or biased. This protection will be maintained even if the report is erroneous, provided that it is an error made in good faith.

## 7. Periodic review and improvement

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The effectiveness of the Complaints Channel should be subject to continuous review and improvement.

The person in charge of the Complaints Channel should periodically assess, at least annually, the effectiveness of the system, considering aspects such as the number of complaints received, the type of violations reported, the outcome of investigations and the follow-up of corrective actions.

Any changes in legislation, internal company policies, or the operating environment shall be reviewed and, if necessary, this Policy shall be updated to ensure the adequacy and effectiveness of the Complaints Channel.

## 8. Data Protection

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In the management of the Complaints Channel, the legal regulations and data protection policies of the companies that make up the Group shall be complied with.

## 9. Publication of the Policy

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The effective dissemination of the Complaints Channel policy is crucial to guarantee its knowledge and correct use. For this reason, all employees will be informed of its content and this Policy will be published on the corporate websites of the Pekos Group

## Complaints Channel Privacy Policy

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In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR), relating to the protection of natural persons with regard to the processing of personal data and the free movement of such data, as well as with Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD), and Organic Law 7/2021 of 26 May on the protection of personal data processed for the purposes of preventing, detecting, investigating, and prosecuting criminal offenses and executing criminal penalties, and Law 2/2023 of 20 February regulating the protection of persons who report regulatory violations and fight against corruption, whose main purpose is to protect individuals who, in a work or professional context, detect serious or very serious criminal or administrative offenses and report them through mechanisms regulated by this same legislation, we inform you about the processing of data.

### Data Controllers:

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Corporate Name PEKOS EUROPE GROUP, S.L.U. and companies members of the group:

PEKOS EUROPE GROUP SL, PEKOS VALVES SL, INDUCTEC SOLUCIONES TÉCNICAS SL, VÁLVULAS NACIONAL SA, PEKOS FABRICACIÓN SL, PEKOS MECANIZACIÓN SL y QUINTANARRAYA REAL ESTATE SL.

Contact details for the Data Protection Officer at PEKOS EUROPE GROUP, SLU,  
e-mail: [rgdp@pekosgroup.eu](mailto:rgdp@pekosgroup.eu).

#### **PEKOS EUROPE GROUP, SL**

**VAT:** ES-B66785643

**Address:** Rec del Molinar nº 9, Pol. Ind. "El circuit" - 08160 Montmeló (Barcelona, Spain)

#### **INDUTEC SOLUCIONES TECNICAS, S.L.U**

**VAT:** ES-B66914581

**Address:** Rec del Molinar nº 9, Pol. Ind. "El circuit" - 08160 Montmeló (Barcelona, Spain)

#### **PEKOS FABRICACION, SLU**

**VAT:** ES-B95866893

**Address:** Paseo Bidosola Auzunea Industrial Une, s-n-k3 - 48142 Artea - (Vizcaya - Spain)

#### **PEKOS MECANIZACIÓN, SL**

**VAT:** ES- B95866877

**Address:** Pol. Ind. Ugarte F1 Barrio Barrondo E – 48480 Zarátamo (Vizcaya - Spain)

#### **PEKOS VALVES, SLU**

**VAT:** ES- B66912379

**Address:** Rec del Molinar nº 9, Pol. Ind. "El circuit" - 08160 Montmeló (Barcelona)

#### **VÁLVULAS NACIONAL, SA**

**VAT:** ES-A08409708

**Address:** C/ Compositor Vivaldi, 2 - 08191 Rubí (Barcelona, Spain)

#### **QUINTANARRAYA REAL STATE, SL**

**VAT:** ES- B66915380

**Address:** Pollensa Nº 2, Planta 1, Puerta 14 - 28290 Las Rozas ( Madrid, Spain )

**Purpose of Processing:** The data provided through the Whistleblower Channel will be processed with the purpose of receiving and handling your report, as well as providing adequate protection against retaliation for individuals who report regulatory violations and corruption, in accordance with Law 2/2023 of 20 February.

**Legal Basis:** The processing of the data is legitimized by the legal compliance with Law 2/2023 of 20 February, which regulates the protection of persons who report regulatory violations and fight against corruption.

**Recipients:** In a situation of criminal, disciplinary, or sanctioning investigation, the identity of the informant will be communicated to the Judicial Authority, the Public Prosecutor's Office, or the competent administrative authority.

channel has implemented appropriate technical and organizational security measures to preserve the identity and ensure the confidentiality of the data related to the affected individuals and any third parties mentioned in the information provided, especially the identity of the informant if they have been identified.

**Transferencia internacional:** Sus datos no serán objeto de transferencias internacionales.

**Conservación de los datos:** Se establece que las comunicaciones podrán mantenerse dentro del sistema de información únicamente durante el tiempo imprescindible para decidir sobre si procede o no iniciar una investigación. Si esta decisión no se adoptara en un plazo de tres meses, deberá suprimirse del sistema la comunicación, salvo con el fin de mantener evidencia del funcionamiento del sistema y de forma anonimizada si fueran comunicaciones no cursadas.

**Derechos:** El interesado podrá ejercitar el derecho de acceso a sus datos personales, así como solicitar la rectificación de los datos inexactos o, si procede, solicitar su supresión cuando los datos ya no sean necesarias para las finalidades que fueron recogidas. También podrá solicitar la limitación, portabilidad y oposición del tratamiento de sus datos, en determinadas circunstancias y por motivos relacionados con su situación particular.

Si la persona a la que se refiera la revelación pública ejerciese el derecho de oposición, se presumirá que, salvo prueba en contrario, existen motivos legítimos imprescindibles que legitiman el tratamiento de sus datos personales.

Podrá ejercitar sus derechos referidos anteriormente, en los términos y condiciones previstas a la legislación vigente, en el domicilio del Responsable del Tratamiento, o mediante su dirección de correo electrónico [rgdp@pekosgroup.eu](mailto:rgdp@pekosgroup.eu)

En el supuesto que no obtenga una respuesta satisfactoria y desee formular una reclamación u obtener más información al respecto de cualquier de estos derechos, puede acudir a la Agencia Española de Protección.