ALEXANDRE HOTELS

USER REPORTING CHANNEL USER GUIDE

2- OBJECT

This document has been prepared with the purpose of providing all subjects within the scope of application of the Internal Information System or Whistleblowing Channel implemented in this entity, with all the necessary information on its use and use, all in accordance with the provisions of Law 2/2023, of 20 February, regulating the protection of persons who report on regulatory breaches and the fight against corruption.

3- HOW TO ACCESS THE INTERNAL INFORMATION SYSTEM OR WHISTLEBLOWING CHANNEL

The Internal Information System or Whistleblowing Channel allows access to subjects who wish to make a complaint, hereinafter referred to as "users", through the entity's own website and through the following link: https://www.alexandrehotels.com/canal-denuncias

4- HOW TO MAKE A REPORT

The Whistleblowing Channel allows two ways for users to submit complaints:
1. Filing of Complaints by identifying the subjects who make the communications.
2. Making Anonymous Complaints.

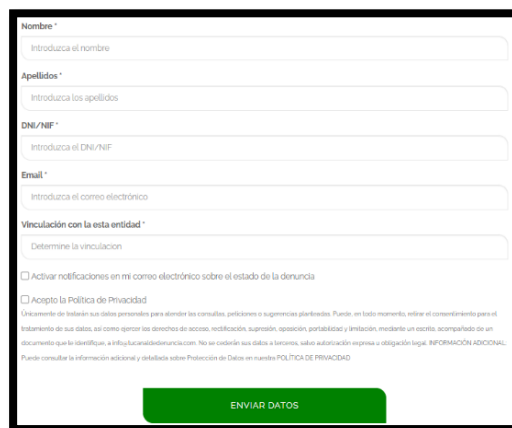## A. MAKING A COMPLAINT BY IDENTIFYING THE COMPLAINANT

Through the entity's website, Users will be able to access the Whistleblowing Channel by entering the following credentials: *"Username" and "Password".*

The access credentials will be available to the User, and will be sent to their email, once they have registered on the access page to the Complaints Channel. To do this, you must access through the *option "New user registration"* and fill in each of the fields.

Once the User has their credentials, they must enter them and click on the "ENTER" option.


If the User has previously registered, and cannot remember his/her password, he/she may click on the option *"Remember access data",* and follow the steps to recover his/her password.

Likewise, and before accessing, the user will be able to change the language of the Complaints Channel by clicking on each of the different flags that are available.

Once inside the Reporting Channel, the User's name and surname will be displayed, as well as a horizontal menu below it.
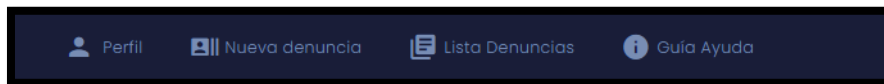
Clicking on each of the menu options will take you to them. The options shown in the menu are the following options:

        3.A.1 - Profile
        3.A.2 - New complaint
        3.A.3 - List of Complaints
        3.A.4 - Help Guide

    3.A.1 - Profile:

The user may modify the following data:
- Telephone
- EMAIL
- Password

Once the data has been modified, whenever the new data entered is to be saved, the user must click on the *"Modify data"* button.

Likewise, the User is allowed to activate the option of (*) *"Receive notifications"* at any time.

(*) The *"Receive notifications"* option allows the user to decide at any time if they wish to receive notifications of acknowledgments of the status of the complaint sent to them by the entity's System Manager in their email.

    3.A.2 - New complaint:

This section allows the user to detail and expose the communication that they wish to transfer to the entity through this channel.

The following fields will be shown to be filled in:

- Detailed Presentation
- Affected area
- Persons involved
- Place of the incident
- Date/time of the incident

    You must click on the dd/mm/yyyy date format field to be able to indicate the desired day, as well as click on the time format field --:-- and enter the hour and minute.
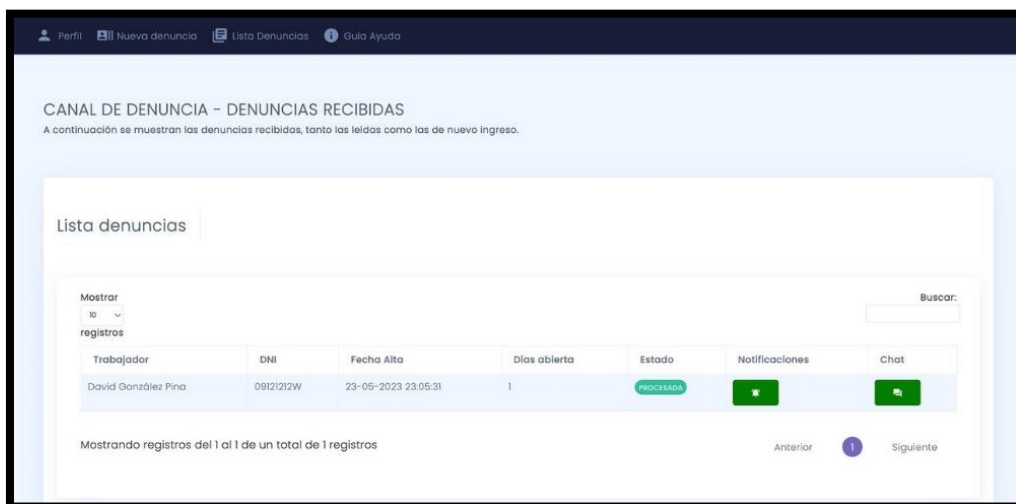
- Attach documentation

    If you want to include a document with the communication, you must click on the blank field provided under Attach Document, and select the file location in your computer's file browser.

In order to send the report, the user must fill in each of the fields provided, with the exception of "Attach documentation" (optional), and click on the "Send Report" button.

3.A.3 - List of complaints:

Within this option, the User will be shown a list of the communications made through the system.

This list of communications allows them to list the communications made, showing on the same page up to 10, up to 25, up to 50 or up to 100. You can choose how to view by clicking on the arrow below the *"Show" option*.

Similarly, the user will be able to search individually for a specific communication by entering the date of registration or sending of the same in the blank field provided on the right side of the screen under the text *"Search:"*.

The list of communications will show in each one the name and surnames of the User, their ID card, the Date of Registration or sending, the status of the communication and the days that the complaint has been open from the sending to the resolution of the same.

From the Notifications section, the User will be able to view the different acknowledgments of the status of their complaints and which will be sent to them by the entity.

- Received- The communication has been sent but its receipt has not been acknowledged nor has the management process been initiated by the entity.
- In progress- The receipt of the communication has been acknowledged and the management process has been initiated by the entity.
- Processed- The management and investigation procedure by the entity has been completed.

The statuses of the list of communications sent by the User to the entity will be modified as the information process progresses. However, through the email provided by the user in the *"Profile" tab,* the entity will notify them of each of the changes in Status that the communications made undergo.
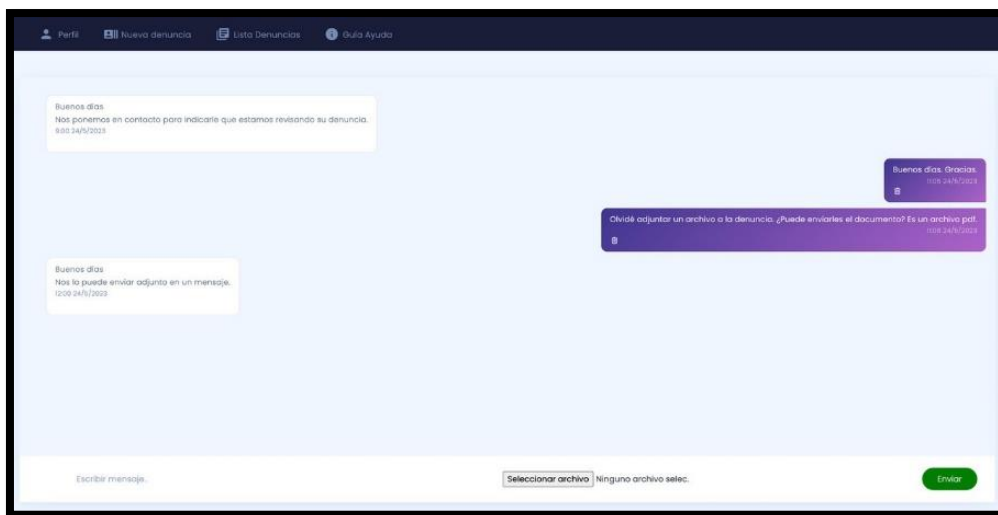
By means of the *"Messages"* button, the User and the Entity Manager may initiate communication in relation to each complaint made, as well as exchange documentation in this regard.

3.A.4 - Help Guide:
This section will allow the user to view a video guide on the use of the System.

B. MAKING AN ANONYMOUS COMPLAINT

Once the User accesses the link provided on the entity's website, they may make a Complaint anonymously, by clicking on the *"Anonymous Complaint"* option.

This section allows the user to detail and expose the communication that they wish to transfer to the entity through this channel.

The following fields will be shown to be filled in:
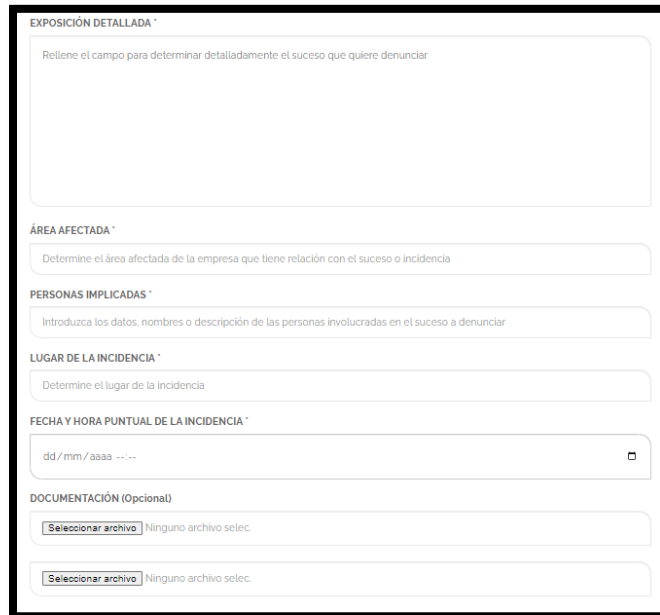- Detailed Presentation
- Affected area

- Persons involved
- Place of the incident
- Date/time of the incident

    You must click on the dd/mm/yyyy date format field to be able to indicate the desired day, as well as click on the time format field --:-- and enter the hour and minute.
- Attach documentation

    If you want to include a document with the communication, you must click on the blank field provided under Attach Document, and select the file location in your computer's file browser.

In order to send the report, the user must fill in each of the fields provided, with the exception of "Attach documentation" (optional), and click on the "Send Report" button.

Once the User submits the report, a report tracking code will be displayed on the screen. This code is unique and must be noted and kept by the anonymous complainant at the time of filing the complaint.

Given the confidentiality of this Whistleblowing Channel, if the anonymous whistleblower loses this code, it cannot be provided by any other means, and it will be impossible to follow up on it.

3.B.1 – Follow-up of Anonymous Complaints:

Through the *"Anonymous Complaint Access"* button, the User will be able to access a Complaint monitoring panel.

In order to access the follow-up, the User must enter the identification code of the report that has been provided at the time of sending the report.

Once the User has accessed, the information of their complaint will be shown with the Date of Registration or sending, the Status of the communication and the days that the complaint has been open from the sending to the resolution of the same.

From the Notifications section, the User will be able to view the different acknowledgments of the status of their complaints and which will be sent to them by the entity.

- Received- The communication has been sent but its receipt has not been acknowledged nor has the management process been initiated by the entity.
- In progress- The receipt of the communication has been acknowledged and the management process has been initiated by the entity.
- Processed- The management and investigation procedure by the entity has been completed.

The statuses of the list of communications sent by the User to the entity will be modified as the information process progresses.

By means of the *"Messages"* button, the User and the Entity Manager may initiate communication in relation to each complaint made, as well as exchange documentation in this regard.