

# ETHICAL LINE

A channel that helps us do the right thing

WE HAVE  
**Compliance**  
HERE

Being a company that values its image and reputation, respects its stakeholders and the society where it is inserted, InterCement carries out its business and operations based on its Code of Conduct, attitudes and values, always taking into account the common good and the preservation of the environment.

## 1. What is Ethical Line?

The Ethical Line is the main communication channel of InterCement's Integrity and Compliance Program. It is available to InterCement's internal and external personnel and through it, any company or person in Brazil or abroad, can:

- a) Communicate the knowledge and/or suspicion of unlawful acts (acts of non-compliance with laws and regulations) or deviations of conduct (acts that violate values and guidelines contained in the Code of Conduct) in the activities of InterCement or its partners.
- b) To resolve questions and make queries regarding the Code of Conduct.

## 2. What topics does the Ethical Line helps me to solve?

Some examples, are:

- Suspicion of illegal acts
- Conflicts of interest
- Harassment and inappropriate behavior
- Conduct towards the market (customers, suppliers, banks, partners and competitors)
- Deviations or clarification related to the Code of Conduct
- Discrimination of any kind
- Safety at Work
- Environment

## 3. How may I access the Ethical Line?

You may access the Ethical Line through:

- a) Internet: <https://compliance.intercement.com/en/etica/>
- b) E-mail: [intercement@canalconfidencial.com.br](mailto:intercement@canalconfidencial.com.br)
- c) Telephone: Egypt 0800 000 0671; South Africa 0800 982 099 (monday to friday from 08am to 18pm)

#### **4. Is it possible to communicate with the Ethical Line in an anonymous and safe way?**

Undoubtedly! You can choose between the following three alternatives when communicating:

- (i) To do anonymously;
- (ii) Fully identify thyself.

#### **IT IS YOUR CHOICE!**

We reassure that InterCement does not tolerate and punishes any form of retaliation or persecution to those who seek the Ethical Line. In this way, the whistle-blowers can make their reports, using one of the three alternatives mentioned above, with the certainty that confidentiality of the information registered in the system is strictly preserved and report to InterCement in case this premises are not fulfilled.

#### **5. When does the report or doubt is placed is there any protocol number given?**

Yes. When a report or doubt is placed, the whistle-blower receives, automatically, a protocol number and password to follow-up on his/her report. Even those who have opt to do so anonymously. This same protocol number is used to obtain the resolution of the report, usually within thirty business days, except in some cases that require further analyses by InterCement.

#### **6. What can one expect after the placement of a report or doubt?**

InterCement reviews all complaints or queries very seriously. The assessments are conducted with care, confidentiality and in a professional manner. The identity of the accused is also preserved.

Depending on the nature of the subject, the report is sent to the personnel responsible for the analyses and resolution of the matter, or, if applicable, to the specialized investigation auditors.

In the event that an improper conduct is to be found, Ethics and Compliance Committee will evaluate and will direct the proper action.

We emphasize the importance of, at placing a report, provide as much information and evidence as possible, so that the resolution is more accurate.