

GUIDE PROTOCOL FOR ATTENTION TO ETHICAL REPORTS

WHAT IS THE PROTOCOL FOR?

At Genomma Lab Internacional we seek that all people related to our Company feel supported and accompanied when presenting reports through our Sistema de Atención Ético GEN-Te Escucha. That is why we created a protocol that allows them to clearly know the steps that we will follow to attend to and resolve the cases that arise, aligned with compliance with the Gen Book, Code of Conduct and Ethics, Corporate Policies, Procedures and the applicable Internal Work Regulations.

WHO IS INVOLVED?



PERSON WHO MAKES THE REPORT: This is the person who makes an ethical report through our GEN-Te Escucha line.

ETHICS GLOBAL: It is the administrator and operator of the GEN-Te Escucha platform; it allows us to make reports, feedback or comments, as well as to maintain confidential communication during and after the investigation.

ADMINISTRATOR: Manages the case, maintains communication between the parties, resolves doubts and ensures that the steps of each phase of the protocol are followed.

RESEARCHERS: They carry out the investigation of the ethical report, impartially and without conflict of interest.

ETHICS COMMITTEE: They take the final resolution of each case that is presented. It is made up of the General Director, the Global Legal Leader and the Global Human Resources Leader of our Company.

WHO CAN I APPROACH IN CASE OF DOUBTS?



If you have questions about the management of ethical reports, you can contact:

- **HUMAN RESOURCES TEAM /** Human Resources Business Partner (HRBP)
- **SUSTAINABILITY TEAM**
- **LEGAL TEAM**

WHAT HAPPENS IF I SUBMIT AN ETHICS REPORT?

1 RECEPTION

3 business days

We will receive your report through the GEN-Te Escucha ethics line, we will define whether the report is appropriate or not, and we will confirm that we will start the investigation process if it is appropriate.

2 INVESTIGATION

Up to 8 weeks

We will assign one or more investigators to review the report and the evidence you provide. If necessary, we will ask you for more information or evidence to investigate. It is very important to have reliable and clear evidence to prove the facts reported (for example: photographs, emails, text messages, videos, witnesses, etc.).

3 RESOLUTION

Up to 4 weeks

The researcher will forward his conclusions to the Ethics Committee of Genomma Lab Internacional, so that it can decide if it is necessary to implement any disciplinary measure or other action. We will share the resolution of the case, regardless of what it is.

4 SEGUIMIENTO

Within 2 months

We will track potential retaliation and investigate false reports.

HOW WILL YOU ADDRESS MY REPORT?



Regardless of who makes the report or who the reported person is, we will ensure that all investigations adhere to these principles:

CONFIDENTIALITY: We will protect your identity and the information you provide us.

EVIDENCIAS FIDELIDAD Y CLARAS: We will ask you for the necessary evidence to be able to investigate the case.

Remember, the clearer and more forceful the evidence (photographs, emails, text messages, videos, witnesses, etc.) that you share with us, the greater the chances there will be of resolving the ethics report.

CONTINUOUS COMMUNICATION: We will promptly follow up on your reports and will communicate with you constantly so that you know the status of the investigation.

NO RETALIATION: Under no circumstances will we allow retaliation for those who participate in the process.