

# QUICK GUIDE ETHICAL CHANNEL



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# INTRODUCTION

GEB adheres to the pinnacle of corporate standards in both conduct and compliance. Ethical communication channels, conflict of interest management, and enhanced due diligence form the core of our Compliance Program. Moreover, GEB champions a workspace where employees have the liberty to raise concerns, report irregularities, seek clarifications, and pose questions pertaining to ambiguities or interpretations. They can do so without any apprehension of backlash, utilizing the ethical channel—confidential, autonomously operated by a third party, efficient, and safeguarded.



# 1

## What is the Ethical Channel?

It is the tool through which Grupo Energía Bogotá guarantees the rights of all shareholders, managers, employees, contractors and other stakeholders to report any situations they consider to be potential events related to fraud and/or corruption and unethical behaviors at GEB, aimed at managing and conducting corporate affairs in a transparent and sustainable manner.



Grupo Energía Bogotá

# 2

## What can be reported via the Ethical Channel?

The Ethical Channel is intended for reporting activities that breach internal policies, legal statutes, regulations, or any action harmful to the company. This includes workplace harassment, discrimination, fraud, bribery, corruption, money laundering, funding terrorism, proliferating weapons of mass destruction, misappropriation of funds, undisclosed conflicts of interest, and more.

Additionally, employees or stakeholders can use this platform to communicate any dilemmas or inquiries, such as conflicts of interest, event attendance, gift receptions, or extended due diligence requests.

# 3

## How can one access GEB's Ethical Channel?

GEB encourages a culture where stakeholders can voice concerns, report, make inquiries, seek clarifications, or request guidance without fearing retaliation. To this end, multiple channels have been established:

- ✓ **Web:** <https://canaleticogeb.ethicsglobal.com/?l=es>
- ✓ **Telephone:**
  - Colombia: 01 800 518 9191
  - Peru: 705 22 33
  - Guatemala: 502 2378 4852
  - Brazil: 0 800 8923 392
- ✓ **Email:** [canaleticogeb@ethicsglobal.com](mailto:canaleticogeb@ethicsglobal.com)
- ✓ **APP:** Download the EthicsGlobal application from your respective app store or Google Play Store and input the following access code: **ENE-8751-BEN**

If you witness any violation of the to the compliance guidelines, it is your duty to report it through the:

### GEB Ethical Channel

Download EthicsGlobal's app and scan the code



ENE-8751-BEN

This site is operated by:  **EthicsGlobal**  
ENCOURAGING VALUES

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## **Will my report remain confidential?**

Indeed, the GEB Ethical Channel is expressly designed to shield the whistleblower's identity. All information is handled with utmost discretion and is exclusively shared with personnel required for a comprehensive investigation of the report.

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## **What ensues after lodging a complaint or presenting a dilemma via the ethical channel?**

Upon submitting the report, an internal probe is initiated to validate the authenticity of the claims. Should any evidence of improper conduct be unveiled, the necessary measures will be enforced. This might encompass disciplinary actions, policy amendments, or modifications to internal procedures.

Dilemmas undergo assessment, and feedback is furnished to the staff member via the ethical channel.



## 6 Is it permissible to submit a report anonymously?

Anonymous submissions are acceptable through the Ethical Channel. Nevertheless, it is crucial to recognize that anonymous details could pose challenges in conducting an effective and thorough inquiry. Thus, we suggest providing an active means of communication, typically a non-corporate email, to facilitate continuous dialogue with the anonymous reporter in the event more information is needed.



## 7 Is there a need to attach evidence alongside my report?

Should you possess relevant evidence, it is prudent to include them to enhance the investigation's efficacy. Moreover, remain vigilant to the Channel as it is the medium through which we might reach out for elaboration on your complaint, if deemed necessary.



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## Will I be safeguarded from any backlash post-report submission?

Absolutely, GEB ardently aspires to augment its organizational culture of unwavering integrity. To this end, we have instituted a whistleblower protection directive. This ensures zero tolerance for any retaliation against well-intentioned whistleblowers. Any such acts, if identified, will be considered a severe infraction under our internal employment guidelines.







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