

INSTRUCTIONS FOR THE USE AND OPERATION OF THE CHANNEL FOR ALERTS AND/OR POSSIBLE BREACHES OF THE CODE OF CONDUCT

Through this channel, which complies with the requirements of the Spanish Law 2/2023 of February 20, regulating the protection of persons who report regulatory violations and the fight against corruption, you can report any action that is considered contrary to the contents included explicitly or implicitly in the AMES Code of Conduct.

MAIN CHARACTERISTICS OF THE CHANNEL

CONFIDENTIALITY:

Absolute confidentiality is guaranteed throughout the process and the identity of the person sending the alert. The possibility of alerting anonymously is allowed.

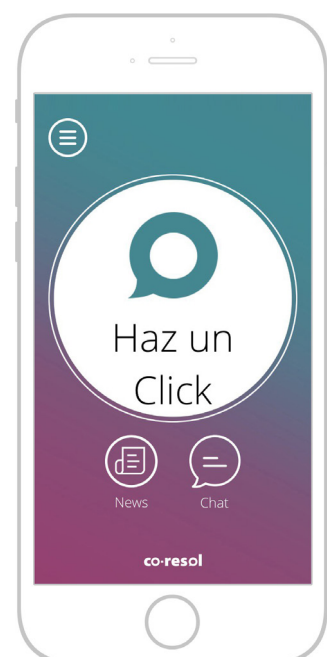
RESOLUTION AND FOLLOW-UP:

Whenever possible, the person providing the alert will be kept informed of progress and its resolution.

HOW TO SEND AN ALERT?

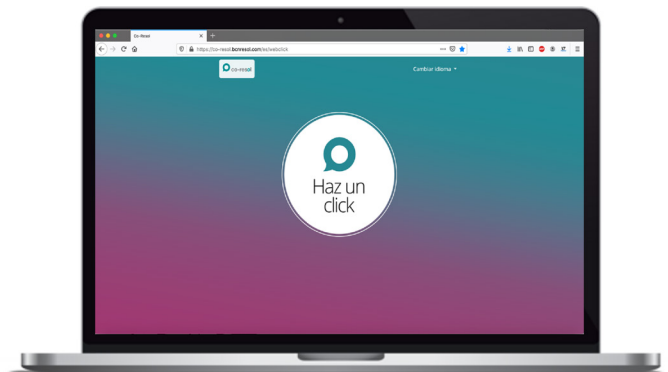
There are 2 options:

- **Using the co-resol app:**



- 1.- Download the **co-resol app**, accepting the notifications. It is free and available on the App Store and Google Play.
- 2.- Click on the “Click” button and then enter the **AMES** code.
- 3.- Select the channel button.
- 4.- Write your message being as specific as possible. You can attach images and documentation.
- 5.- Identify yourself or select the anonymity option. In either case, you must accept the Privacy Policy.
- 6.- Once you have completed these steps, you will receive a message acknowledging receipt of your click.
- 7.- The communication to track the click will be done through a secure chat (you will be able to access it from the chat button on the home screen of the app) until the click is closed.

- **Using a web page:**



You need to use the following link:

<https://co-resol.bcnresol.com/webclick>

1. Click on the “**Just click**” button and then enter the **AMES** code.
2. Select the channel button.
3. Write the message being as specific as possible. You can attach images and documentation.
4. Identify yourself or select the anonymity option. In either case, you must accept the Privacy Policy.
5. In this case, you will receive an identifier code and a unique password that you will have to keep in order to maintain the communication, through a secure chat, about the status of your click.
6. Every time you want to know if there is a new message in the chat or you want to provide more information, to ensure confidentiality, you must enter this code and password on the home page, in the “Access a previous click” button.