

RIMAC strengthens complaint management through a comprehensive process of attention, investigation and follow-up

At RIMAC, acting with integrity means promoting an environment where employees, customers, suppliers and other stakeholders can report situations that violate our Code of Conduct, internal policies or applicable regulations.

To this end, we have a process for managing and investigating complaints that allows us to deal with reported cases in a timely manner, ensuring criteria of objectivity, transparency and confidentiality during all stages of evaluation.

The process is led by the Ethics and Compliance Management, responsible for receiving, coordinating and monitoring the attention of the cases, articulating the work with the specialized areas that participate in the investigations, according to the nature of each complaint.

The cases may be related to matters such as conflicts of interest, corruption, free competition, money laundering and terrorist financing, fraud, harassment, mistreatment, breaches of internal policies and other conduct contrary to our ethical principles.

We also have a governance framework that establishes guidelines for the management and investigation of complaints, as well as escalation and decision-making mechanisms when the complexity of the case requires it.

Through this process, RIMAC reaffirms its commitment to a culture of integrity, transparency and accountability, promoting the early identification of risks and the adoption of corrective measures that contribute to the continuous strengthening of our ethical standards.

