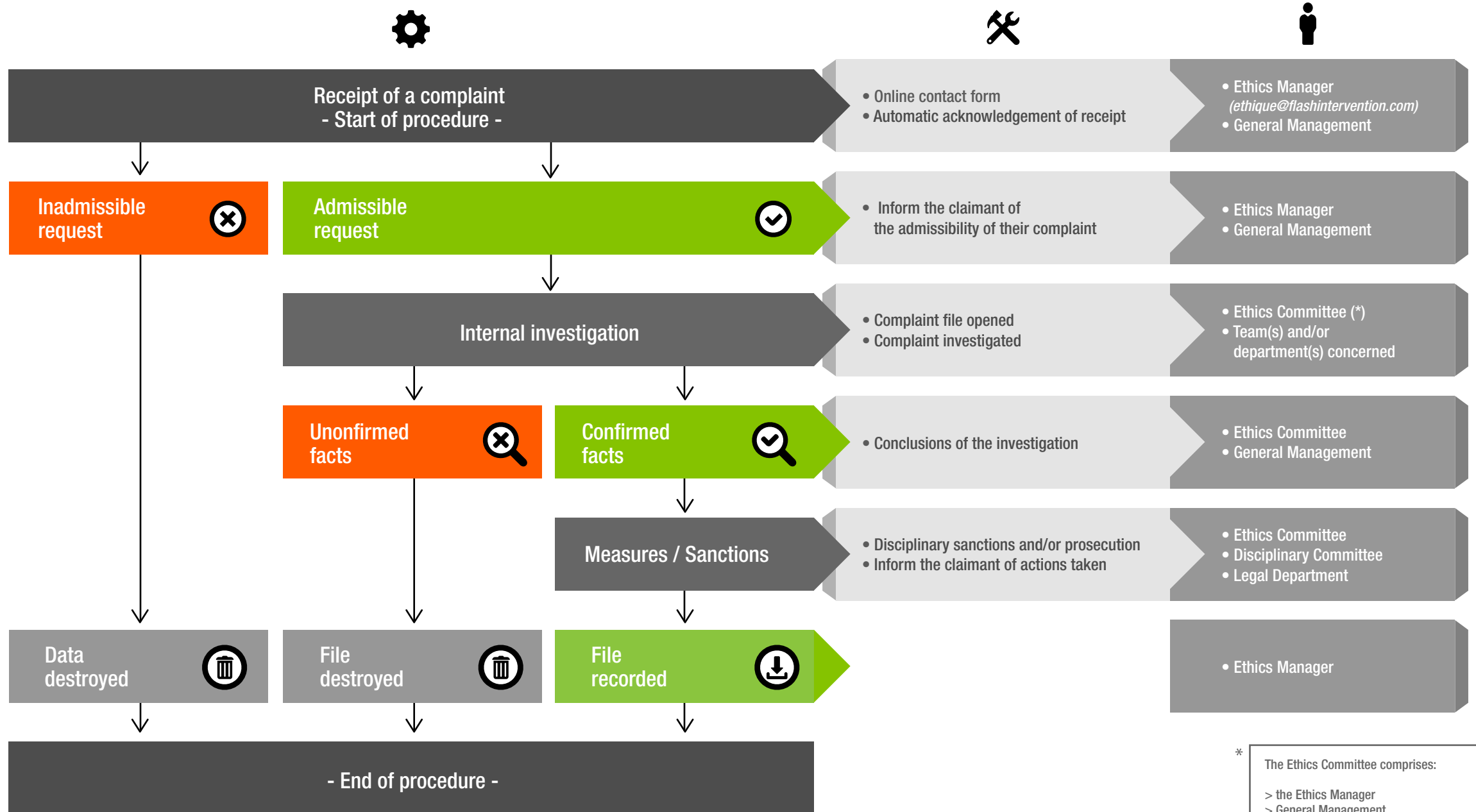




we keep you safe.

# COMPLAINT MANAGEMENT PROCEDURE



\* The Ethics Committee comprises:  
> the Ethics Manager  
> General Management  
> the Human Resources Director