

## COMMUNICATIONS MANAGEMENT POLICY

The objective of this policy is to establish mechanisms that allow us to identify possible risks and/or conflicts of interest or other types, as well as areas of improvement in the internal management of our company, as part of its process of continuous improvement.

### **"Your messages are important to us"**

We believe in continuous improvement and all suggestions received by our stakeholders will be analysed.

We want to be true to our principles. We are a company that does not stop learning, so our goal is to keep improving constantly.

If you wish to highlight bad practices or any concern about our code of conduct, they can be brought to the attention of the Ethics Committee by e-mail to [gestión@didautomation.com](mailto:gestión@didautomation.com), or to the attention of the Ethics Committee at the following address: Calle 117-24-V 46116 Moncada (Masías)-VALENCIA, The Ethics Committee assumes the commitment to resolve any matter that is submitted to its competence.

We put at the disposal of all our groups of interest the email [sugerencias@didautomation.com](mailto:sugerencias@didautomation.com), to be able to receive any communication or suggestion.

You can also contact us through our contact portal;  
<https://www.didautomation.com/8/es/contacto/>. It is anonymous and secure.

### **Why should I send a compliance message?**

Deide aims to be an attractive employer and a reliable business partner. As is characteristic of companies that are constantly learning, we aim to constantly improve our processes and behaviour. Your message will help us to achieve this.

### **What kind of messages are useful?**

We accept any proposal or proposal for change or improvement related to any area or process of the organization that contributes to increasing trust and transparency, to encouraging the participation of interest groups and to promoting better practices in management and/or performance if this improves our productive process.

We accept compliance messages regarding violations of laws or internal regulations, and will initiate appropriate corrective action.

### **How do compliance messages work?**

If you suspect that our business practices may violate our code of conduct or applicable law, please use the contact address provided to contact us, [sugerencias@didautomation.com](mailto:sugerencias@didautomation.com).

We thank you for your candor. However, if you prefer not to disclose your identity, you can use our anonymous and secure contact portal. If we need to clarify any details, we will contact you directly or anonymously via the email address provided in the form on the contact tab.

Our Whistleblower Reporting System allows employees and external third parties around the world to locate whistleblowers for possible employee misconduct

### How do I contact the company?

To make any communication/suggestion, you can use our contact tab on the web or send us an email to [sugerencias@didautomation.com](mailto:sugerencias@didautomation.com)

If you wish to use our contact tab, please follow the steps below:

- Fill in the form located in the **contact** tab on our website, to send us any communication you consider necessary regarding our commitments.
- Please fill in all the details, name, email, telephone and reason, (if you do not wish to give your name or telephone number, we will maintain your anonymity and reply to the email provided).
- In order for your communication/suggestion to reach us, you must check the box, **I accept the legal conditions.**
- We will contact you as soon as possible.

The establishment of an internal control system has a double objective:

- The monitoring, analysis and resolution of the situations raised, which guarantees an adequate management of them, thus promoting continuous learning.
- The identification of areas for improvement and institutional priorities, on which to draw up work plans to respond to previously identified suggestions.
- Its scope extends to all DEIDE stakeholders

I would like to encourage all of us who are part of this company and all those who have a relationship with it, in one way or another, to take an active part in ensuring and protecting our socially responsible management.

Moncada a 09/07/2020



José Antonio López Reyes.

Managing Director.

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