



INTEGRITY AND COMPLIANCE PACT

RESILIENCE ACTIONS CONSULTING GROUP

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Introduction

At Resilience Actions Consulting Group (RA), a company committed to innovation and sustainable development, we recognize the importance of acting with integrity and transparency in all our activities. Since our foundation, we have built a reputation based on trust and respect towards our employees, clients, and partners. This Integrity and Compliance Pact reflects our dedication to maintaining and strengthening these fundamental values in all our operations, especially in procurement processes and contract execution.

Our commitment to ethics and compliance is not just a response to legal and regulatory demands but a manifestation of our corporate principles. We firmly believe that sustainable success and long-term competitiveness are achieved through responsible and fair business practices.

This Integrity and Compliance Pact establishes a clear framework of conduct for all RA members, outlining our commitments in critical areas such as respect for fundamental rights, prohibition of bribery, promotion of free competition, and ensuring the accuracy and transparency of information. Additionally, we have implemented an internal whistleblowing channel to report inappropriate conduct and a system for investigating reported incidents to ensure that all reports are handled fairly and effectively.

Our company is obligated to respect the fundamental rights of our workers, as enshrined in the Constitution and labor laws. We also commit to avoiding any conduct that could be perceived as collusion or affecting free competition. RA ensures the accuracy, integrity, and legality of all information presented during procurement processes and contract execution.

Furthermore, we implement continuous training programs for our employees, ensuring that everyone is fully informed about the best practices in ethics and compliance. We believe that a strong organizational culture based on ethical principles is essential for facing market challenges and achieving our strategic objectives.

This Integrity and Compliance Pact is more than a document; it is a declaration of our values and a guide for our daily actions. Through this commitment, we aim not only to meet legal requirements but also to exceed the expectations of our stakeholders, contributing to a fairer and more transparent business environment.

Code of Ethics and Conduct

Introduction The Code of Ethics and Conduct of Resilience Actions Consulting Group (RA) aims to establish the fundamental principles and values that guide the behavior of all members of our organization. This code is essential to ensure that our daily actions align with the highest standards of integrity, transparency, and responsibility. Our commitment is to create an ethical and respectful work environment, promoting trust and respect among employees, clients, suppliers, and the community at large.

Through this code, we seek to foster an organizational culture that not only meets legal requirements but also aspires to exceed ethical expectations in all our interactions and business decisions. In an increasingly complex and regulated world, having a clear framework of conduct not only protects our company and its employees but also strengthens our reputation and our ability to operate sustainably and responsibly. The RA Code of Ethics and Conduct is a vital tool that helps us identify and avoid inappropriate practices, ensuring that our actions positively contribute to the well-being of all our stakeholders.

Ethical Principles

1. **Integrity:** We act with honesty and rectitude in all our interactions and decisions, always maintaining a high level of personal and professional ethics.
2. **Transparency:** We promote clarity and openness in our communications and actions, ensuring that all relevant information is accessible and understandable to our stakeholders.
3. **Respect:** We value the dignity of all individuals and commit to treating everyone with courtesy and consideration, fostering an inclusive and diverse work environment.
4. **Responsibility:** We take responsibility for our actions and decisions, striving to fulfill our commitments and obligations efficiently and effectively.
5. **Fairness:** We commit to acting impartially and justly, ensuring that our decisions and actions are equitable and non-discriminatory.

Conduct Standards

1. **Respect for Fundamental Rights:** We respect and protect the fundamental rights of our employees and collaborators, as enshrined in the Constitution and labor laws. We commit to avoiding any conduct that could infringe on these rights.
2. **Prohibition of Bribery:** We do not offer, grant, or accept bribes, gifts, awards, or payments of any kind that could influence our decisions or those of others. We abstain from any conduct that could be interpreted as an attempt at bribery.
3. **Free Competition:** We commit to promoting and respecting free competition, avoiding any form of collusion or agreement that restricts fair and equitable competition.

4. **Accuracy of Information:** We ensure that all information presented in our procurement and contractual processes is truthful, complete, legal, consistent, accurate, and current. We commit to reviewing and verifying all documentation before submission.
5. **Legality, Probity, and Transparency:** We act in accordance with the principles of legality, probity, and transparency in all our operations and commercial relations. We comply with all applicable laws and regulations.
6. **Contract Compliance:** We understand and respect the rules and conditions established in the procurement bases and respective contracts. We commit to faithfully fulfilling the obligations undertaken.
7. **Seriousness of Offers:** We ensure that our offers in procurement processes are serious and technically viable, with reliable and accurate information, guaranteeing the ability to meet the offered conditions.

Prohibitions

1. **Bribery:** Offering, accepting, or soliciting bribes of any kind, whether monetary, gifts, or any other benefits that could influence business or government decisions, is prohibited.
2. **Conflicts of Interest:** Participating in activities that generate conflicts of interest, where personal interests may interfere with the interests of the company, is prohibited.
3. **Discrimination:** Any form of discrimination based on race, gender, age, sexual orientation, religion, nationality, or any other characteristic protected by law is prohibited.
4. **Corruption:** We do not tolerate any form of corruption, including embezzlement, fraud, and any other illegal or unethical practices.
5. **Confidential Information:** Unauthorized disclosure of company confidential information is prohibited. Employees must protect sensitive information and use it only for legitimate and authorized purposes.
6. **Abusive Conduct:** Harassment, intimidation, and any form of abusive behavior in the workplace are prohibited.
7. **Misuse of Resources:** Using company resources for personal or unauthorized purposes is prohibited.
8. **Fraud:** Any action of document falsification, misrepresentation of information, or any other form of deceit to obtain undue benefit is prohibited.

This Code of Ethics and Conduct is a fundamental guide for all RA members. Its compliance is mandatory and reflects our commitment to ethical and responsible business conduct.

Internal Whistleblowing Channel

Introduction The internal whistleblowing channel of Resilience Actions Consulting Group (RA) is designed to provide employees, clients, suppliers, and other stakeholders with a secure and confidential way to report any inappropriate, illegal, or unethical conduct. The goal of this channel is to promote a culture of transparency and responsibility, enabling the identification and effective addressing of potential irregularities. The existence of this channel is essential to ensure our operations are conducted in an environment of integrity and compliance with regulations, thus protecting the company's reputation and the well-being of all involved.

Channel Characteristics

1. **Access:** The internal whistleblowing channel is available to all members of RA, as well as clients, suppliers, and other third parties interacting with the company. Reports can be made through multiple means to ensure accessibility:
 - o **Phone line:** (+56 9 78541933) - Dedicated number for receiving reports, managed by trained personnel.
 - o **Email:** (contact@resilienceactionsgroup.com) - Specific address for direct and prompt reporting.
2. **Confidentiality:** We guarantee the absolute confidentiality of the whistleblower's identity and the information provided. Personal data of the whistleblower will only be accessible to the compliance team in charge of the investigation and will not be disclosed without the whistleblower's express consent, unless required by law.
3. **Anonymity:** To foster transparency and trust in the system, we offer the option to report anonymously. This allows whistleblowers to report irregularities without fear of retaliation, thus protecting their identity and promoting greater participation.
4. **Whistleblower Protection:** RA is committed to protecting whistleblowers from any form of retaliation. This includes ensuring that no adverse actions are taken against those who report in good faith, regardless of the outcome of the investigation. Strict policies will be implemented to guarantee that the whistleblower's rights are respected at all times.
5. **Procedure:**
 - a. **Reception and Registration:** All reports received through the various channels will be recorded in a secure system. A unique reference number will be assigned to each report for tracking purposes.
 - b. **Preliminary Evaluation:** Once registered, the report will be preliminarily evaluated to determine its relevance and severity. This initial evaluation will help prioritize cases and allocate appropriate resources for investigation.
 - c. **Formal Investigation:**
 - o **Assignment:** A team will be designated to conduct a thorough investigation. This team will consist of professionals trained and experienced in compliance management and internal auditing.

- **Process:** The investigation will include gathering evidence, interviewing involved parties, and analyzing pertinent documentation. Strict protocols will be followed to ensure impartiality and accuracy in the investigation.
- d. **Reporting of Results:** Upon concluding the investigation, a detailed report will be prepared, including findings, conclusions, and recommendations. This report will be reviewed by the company's senior management to determine necessary corrective actions.
- e. **Corrective Actions:** Corrective measures may include disciplinary sanctions, changes in policies or internal procedures, and any other actions necessary to rectify identified irregularities. Follow-up will be conducted to ensure the effectiveness of the implemented measures.
- f. **Follow-Up and Closure:** The whistleblower will be informed of the investigation's status and conclusion, within the limits of confidentiality and applicable laws. All reports and actions taken will be recorded and archived for future reference and audits.

This comprehensive system ensures that RA handles reports professionally and ethically, protecting both the whistleblowers and the integrity of the company.

Incident Investigation System

Introduction The Incident Investigation System at Resilience Actions Consulting Group (RA) is designed to ensure that all received reports are managed fairly, efficiently, and transparently. This system aims to investigate reports of inappropriate, illegal, or unethical conduct, guaranteeing the integrity of our operations and protecting the rights of all involved parties. The existence of this system is essential to maintain the trust and credibility of our company, ensuring that any irregularities are properly addressed and corrected.

Procedure

1. **Reception of Reports** a. **Initial Registration and Classification:** All reports received through the internal whistleblowing channel are recorded in a secure system. Each report is assigned a unique reference number for tracking. Reports are classified based on their nature (e.g., fraud, harassment, conflicts of interest).
2. **Preliminary Evaluation** a. **Determination of Relevance and Severity:** Once registered, the report is preliminarily evaluated by the compliance team to determine its relevance and severity. This initial evaluation includes:
 - Verification of the provided information.
 - Assessment of the potential impact on the company and involved parties.
 - Prioritization based on urgency and severity.
3. **Formal Investigation** a. **Team Assignment:** Reports that pass the preliminary evaluation are assigned to an investigation team. This team consists of professionals trained in compliance management and internal auditing.
b. **Investigation Process:**
 - **Evidence Collection:** The team gathers all relevant evidence, including documents, electronic records, and any other pertinent information.
 - **Interviews:** Interviews are conducted with involved parties and witnesses to gain a comprehensive understanding of the facts.
 - **Analysis:** The evidence and testimonies are analyzed to identify patterns, inconsistencies, and any other evidence that confirms or disproves the report.
4. **Reporting of Results** a. **Documentation of Findings and Recommendations:** Upon concluding the investigation, the team prepares a detailed report that includes:
 - Description of the investigated facts.
 - Findings based on the collected evidence.
 - Conclusions regarding the validity of the report.
 - Recommendations for corrective and disciplinary measures if applicable.
5. **Corrective Actions** a. **Implementation of Corrective and Disciplinary Measures:** Based on the report's recommendations, RA's senior management implements the necessary corrective actions, which may include:
 - Disciplinary actions against involved employees, ranging from reprimands to termination of employment.

- Review and improvement of internal policies and procedures to prevent future irregularities.
 - Remedial measures for affected parties if necessary.
6. **Follow-Up** a. **Monitoring the Implementation of Corrective Actions:** The compliance team monitors the implementation of corrective actions to ensure their effectiveness. This includes:
- Verification that disciplinary actions have been appropriately carried out.
 - Continuous assessment of the improvements made to policies and procedures.
 - Regular meetings with involved parties to ensure all concerns have been addressed.
- b. **Evaluation of Effectiveness:** Regular evaluations are conducted to determine if the corrective actions have been effective in preventing future irregularities. This includes:
- Review of performance indicators and internal audits.
 - Collection of feedback from employees and other stakeholders.
 - Additional adjustments to policies and procedures as necessary.

This incident investigation system ensures that RA handles all reports with the seriousness and diligence they deserve, protecting the company's integrity and ensuring a safe and ethical work environment for everyone.

Continuous Training

Introduction The continuous training program at Resilience Actions Consulting Group (RA) aims to foster an organizational culture based on ethics, integrity, and regulatory compliance. This program ensures that all employees understand and adhere to the company's values and principles, staying updated on best practices and relevant legislative changes. Continuous training is key to the professional and personal development of our employees and the sustainable success of the organization.

Components of Continuous Training

1. Induction

- **Objective:** Provide new employees with a solid understanding of RA's values, principles, and policies from their first day.
- **Content:**
 - Code of Ethics and Conduct: Detailed explanation of the ethical principles and conduct standards guiding all employees.
 - Compliance Program: Introduction to the policies and procedures ensuring regulatory compliance in all activities.
 - Methodologies and Tools: Presentation of the tools and resources available to support adherence to ethical and legal standards.
- **Format:**
 - In-person or virtual welcome sessions.
 - Educational materials, including manuals.
 - Initial assessments to ensure comprehension of basic concepts.

2. Regular Training

- **Objective:** Ensure all employees maintain up-to-date and applicable knowledge on critical topics of ethics, integrity, crime prevention, and applicable regulations.
- **Content:**
 - Ethics and Integrity: In-depth exploration of ethical principles and their practical application in daily work.
 - Crime Prevention: Identification and prevention of criminal behaviors such as fraud, corruption, and money laundering.
 - Applicable Regulations: Updates on relevant laws and regulations affecting our industry and operations.
- **Format:**
 - Annual training programs including workshops, online courses, and seminars.
 - Participation of internal and external experts to offer diverse and specialized perspectives.

3. Knowledge Updates

- **Objective:** Keep employees informed about legislative changes, compliance best practices, and emerging trends in business ethics.
- **Content:**

- Legislative Changes: Information on new laws, regulations, and guidelines affecting our operations.
 - Best Practices: Case studies and examples from other companies known for their ethical and compliance practices.
 - Emerging Trends: Analysis of future trends and challenges in ethics and compliance.
 - **Format:**
 - Periodic seminars and workshops, both in-person and virtual.
 - Regularly emailed newsletters and updates.
 - Access to online resources such as articles, videos, and podcasts.
4. **Evaluations and Feedback**
- **Objective:** Measure understanding and compliance with the continuous training program and gather feedback for continuous improvement.
 - **Content:**
 - Regular Evaluations: Tests and questionnaires to assess employee knowledge on covered topics.
 - Feedback: Surveys and feedback sessions to collect employee opinions and suggestions about the training program.
 - Continuous Improvements: Analysis of evaluation results and feedback to identify areas for improvement and update the program accordingly.
 - **Format:**
 - Online and in-person evaluations.
 - Anonymous surveys to encourage honesty and openness.
 - Regular compliance team meetings to review and adjust the training program based on collected data.

This continuous training program ensures that all RA employees are equipped with the necessary knowledge and skills to act with integrity and comply with applicable regulations, thus contributing to the company's success and sustainability.

Commitments of Resilience Actions Consulting Group

Introduction At Resilience Actions Consulting Group (RA), our mission is to operate with the highest standards of ethics and transparency. These commitments are designed to guide our daily actions and decisions, ensuring we maintain integrity and responsibility in all our operations. The purpose of these commitments is to establish a solid foundation of trust with our employees, clients, suppliers, and the community, promoting a fair and equitable work environment that fosters sustainable growth and mutual respect.

Detailed Commitments

1. **Transparency and Ethics**

- We commit to acting with total transparency and ethics in all our operations. This commitment is reflected in all our interactions, both internal and external, and is fundamental to maintaining the trust of our stakeholders.
- **Prohibition of Bribery:** We declare that we will neither offer nor accept bribes, illegal commissions, or any other form of undue incentives. This policy applies to all our transactions and commercial relationships, ensuring that our decisions are based solely on objective and fair criteria.

2. **Confidentiality**

- We will maintain the confidentiality of all sensitive information and will not use it for improper purposes. This commitment includes the protection of personal and corporate data, ensuring that information is handled securely and ethically.
- **Data Protection:** We ensure that all employees understand the importance of protecting confidential information and follow proper procedures for its handling and storage.

3. **Legal Compliance**

- We ensure compliance with all applicable laws and regulations in our field of operation. We stay informed about relevant laws and regulations and adjust our practices to ensure continuous compliance.
- **Constant Updating:** We commit to monitoring legislative changes and training our employees to comply with all current regulations.

4. **Equal Opportunities**

- We guarantee equal opportunities for all our employees and collaborators and abstain from any discriminatory conduct. We promote an inclusive work environment where diversity is valued and all individual differences are respected.
- **Inclusion Policies:** We implement clear and effective policies to prevent discrimination and promote equal opportunities at all levels of the organization.

5. Prevention of Conflicts of Interest

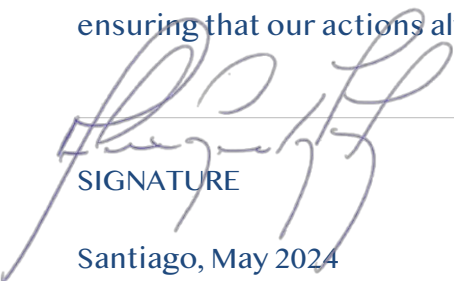
- We commit to identifying and communicating any potential or actual conflicts of interest that may arise in our activities. This commitment is essential to maintain the integrity of our decisions and ensure we act in the best interest of the company and our stakeholders.
- **Declaration of Interests:** We require all employees to declare possible conflicts of interest and follow specific procedures to manage them appropriately.

6. Information Transparency

- We declare that all information provided in our activities and reports is truthful, complete, and accurate. This commitment ensures that our stakeholders receive reliable information and that our operations are transparent.
- **Integrity in Communication:** We strive to communicate clearly and accurately, avoiding any form of misrepresentation or deception.

This set of commitments reaffirms our dedication to maintaining high standards of conduct and promoting an organizational culture based on ethics and responsibility. Through these commitments, RA aims not only to meet legal and regulatory expectations but also to exceed the expectations of our stakeholders, contributing to a fairer and more transparent business environment.

This Integrity and Compliance Pact is a manifestation of our firm commitment to the values of ethics, transparency, and responsibility in all our operations. By signing this document, each member of our organization commits to adhering to the principles and standards established herein, actively contributing to the creation of a respectful and fair work environment. This pact aims not only to meet legal and regulatory requirements but also to strengthen the trust and credibility our stakeholders place in us. With this commitment, RA reaffirms its dedication to integrity and compliance, ensuring that our actions always reflect the highest ethical standards.



SIGNATURE

Santiago, May 2024