



Whistleblower Channel of VIRTUALWARE 2007 S.A.

What is the purpose of this mechanism?

To ensure that all stakeholders have accessible, secure, and effective channels to express concerns, complaints, or grievances related to our operations, products, services, or labor relations, and that these are addressed in a transparent, fair, and timely manner.

How can you file a complaint or grievance?

Virtualware offers multiple channels for you to communicate with us confidentially and effectively:

Channel	Description
Web Form	Available at: https://www.virtualwareco.com/ethics-reporting/
Email	buentrato@virtualwareco.com
Suggestion Boxes	Located in our offices
“Speak Freely” Policy	Open spaces for internal communication.

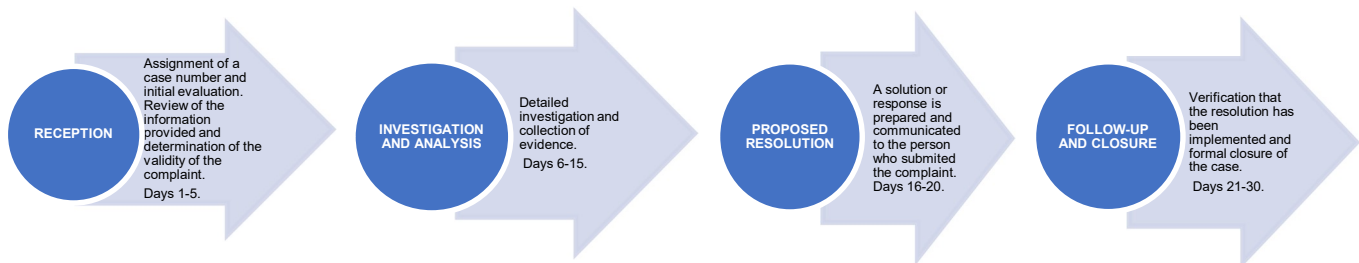
What is considered a valid complaint, report, or suggestion?

Accepted	Not Considered a Complaint
Breaches of internal rules or ethical commitments	Baseless commercial requests.
Issues with products or services.	Generic comments without evidence or context.
Concerns about working conditions or mistreatment	Anonymous criticism without verifiable details.
Negative environmental or social impacts	Offensive or discriminatory communications
Any form of harassment, abuse, or discrimination.	

Request Handling Process.

Below is the process flow for handling any complaint or grievance received:

Process Flow (diagram placeholder)



How will we keep you informed?

Throughout the process, you will receive regular updates via the channel through which the request was submitted. We are committed to:

- Confirming receipt within 72 business hours.
- Informing you of each step of the process.
- Communicating the proposed resolution.
- Confirming case closure.
- If not accepted, providing a detailed explanation.

Protection Against Retaliation

At Virtualware, we are committed to protecting anyone who submits a complaint, report, or suggestion in good faith. To this end, we have the following protective measures in place:

Protection measures:

- **Full confidentiality of the whistleblower..**
- Option to submit anonymous reports..
- **Explicit prohibition of retaliation in our Code of Ethics.**
- Oversight by the Ethics and Compliance Committee.
- Regular training for leaders on whistleblower protection.



Any sign of retaliation will be investigated and sanctioned with the utmost severity in accordance with our internal policies.

Continuous Improvement of the Mechanism

Each year, Virtualware reviews this mechanism through:

- Internal and external audits.
- Satisfaction and perception surveys.
- Review by the Sustainability and Compliance Committee.
- Updating protocols in line with international standards (ISO 37002, OECD, ILO)

¿Do you have a concern?

Don't hesitate to contact us through any of the available channels. Your voice is important and forms part of Virtualware's commitment to ethics, transparency, and corporate responsibility.

Website: www.virtualwareco.com

Email: buentrato@virtualwareco.com