

GUÍA PRÁCTICA



Guía Práctica_ESPAÑOL



Guía Práctica_Inglés



LICORES DE
GUATEMALA

Guía práctica

1. Preguntas frecuentes

Licores de Guatemala, pone a disposición de sus grupos de interés un canal de comunicación a través del que poder comunicar de forma confidencial, incluso anónima, comportamientos que puedan ser contrarios a la legislación o normativa interna del Grupo.

¿QUIÉN PUEDE HACER USO DEL CANAL ÉTICO?

El Canal Ético está disponible para los colaboradores, proveedores, reguladores, accionistas y comunidades relacionados con Licores de Guatemala.

¿EN QUÉ IDIOMAS ESTÁ DISPONIBLE?

El Canal Ético está disponible en español, inglés y portugués.



¿QUÉ ASUNTOS SE PUEDEN COMUNICAR?

- Conductas o Acciones Ilegales o Inmorales...
- Gestión inadecuada o lucrativa de los recursos.
- Robos.
- Acoso laboral y/o Sexual.
- Tráfico de Influencias
- Mal uso de información clasificada.
- Fraudes.
- Relaciones Comunitarias.

¿CÓMO SERÁ TRATADA LA INFORMACIÓN?

Toda la información que se proporcione es confidencial.

Además, se puede realizar la comunicación de manera anónima.

En caso de aportar método de contacto es importante que sea seguro.

¿QUÉ CONSECUENCIAS TIENE UTILIZARLO?

Licores de Guatemala, garantizará en todo momento la confidencialidad del informante y personas involucradas y la ausencia de represalias ante comunicaciones realizadas de buena fe.

No utilices el Canal Ético para:

- Preguntar horarios
- Pedir permisos y vacaciones
- Dudas contractuales
- Incidencias sobre servicios prestados
- Comunicaciones falsas o de mala fe



Guía práctica

2. Enviar comunicación



1. Selecciona la **empresa** y el **tipo de comunicación** que quieres comunicar entre las opciones existentes.

2. ¿Qué **relación** tienes con Licores de Guatemala? Rellena tus datos de contacto....o no lo hagas.

3. Conoce quién será el **receptor** de la comunicación.

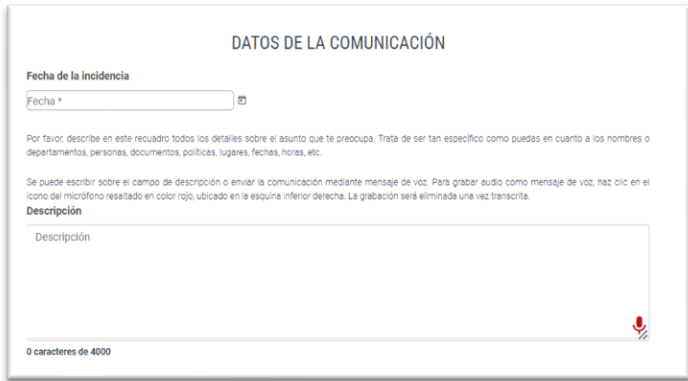
4. Selecciona los **fecha** de los hechos y **descríbelos**.

5. Puedes añadir **testigos** o **documentos** que sustenten la comunicación

6. Finaliza la comunicación añadiendo **comentarios adicionales** y aceptando los **términos y condiciones** de uso del Canal Ético de Licores de Guatemala.

Guía práctica

3. Grabar audio



DATOS DE LA COMUNICACIÓN

Fecha de la incidencia

Fecha *

Por favor, describe en este recuadro todos los detalles sobre el asunto que te preocupa. Trata de ser tan específico como puedas en cuanto a los nombres o departamentos, personas, documentos, políticas, lugares, fechas, horas, etc.

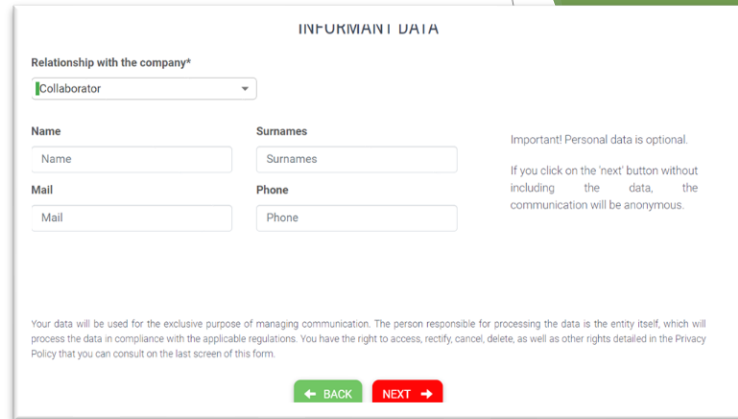
Se puede escribir sobre el campo de descripción o enviar la comunicación mediante mensaje de voz. Para grabar audio como mensaje de voz, haz clic en el icono del micrófono resaltado en color rojo, ubicado en la esquina inferior derecha. La grabación será eliminada una vez transcrita.

Descripción

Descripción

0 caracteres de 4000

1. **Record the communication** and review the transcript before sending. You just have to press the microphone that appears at the bottom right in red



INFORMANT DATA

Relationship with the company*

Collaborator

Name

Name

Surnames

Surnames

Mail

Mail

Phone

Phone

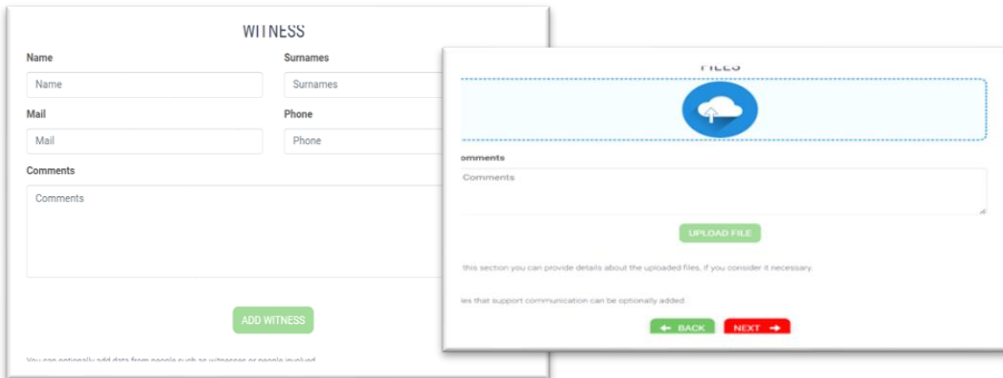
Important! Personal data is optional.

If you click on the 'next' button without including the data, the communication will be anonymous.

Your data will be used for the exclusive purpose of managing communication. The person responsible for processing the data is the entity itself, which will process the data in compliance with the applicable regulations. You have the right to access, rectify, cancel, delete, as well as other rights detailed in the Privacy Policy that you can consult on the last screen of this form.

← BACK NEXT →

2. **Fill in your personal information...** or don't do it. If you do not provide data, the communication will be anonymous..



WITNESS

Name

Name

Surnames

Surnames

Mail

Mail

Phone

Phone

Comments

Comments

ADD WITNESS

FILES

Upload a file

Comments

Comments

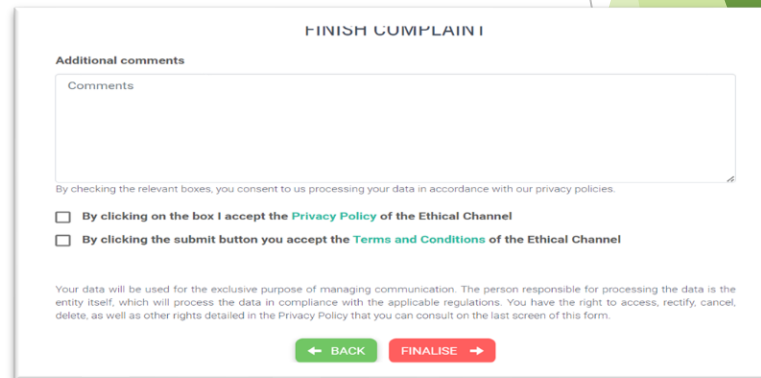
UPLOAD FILE

this section you can provide details about the uploaded files, if you consider it necessary.

see that support communication can be optionally added

← BACK NEXT →

3. You can **add witnesses** and/or upload documentation that supports your communication.



FINISH COMPLAINT

Additional comments

Comments

By checking the relevant boxes, you consent to us processing your data in accordance with our privacy policies.

☐ By clicking on the box I accept the [Privacy Policy](#) of the Ethical Channel

☐ By clicking the submit button you accept the [Terms and Conditions](#) of the Ethical Channel

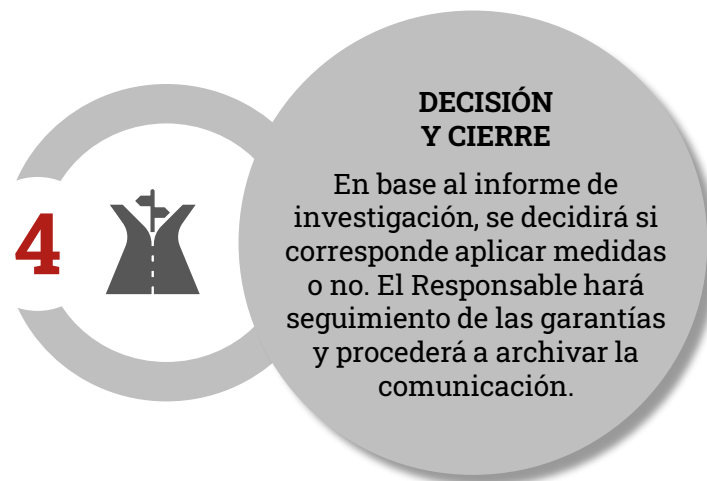
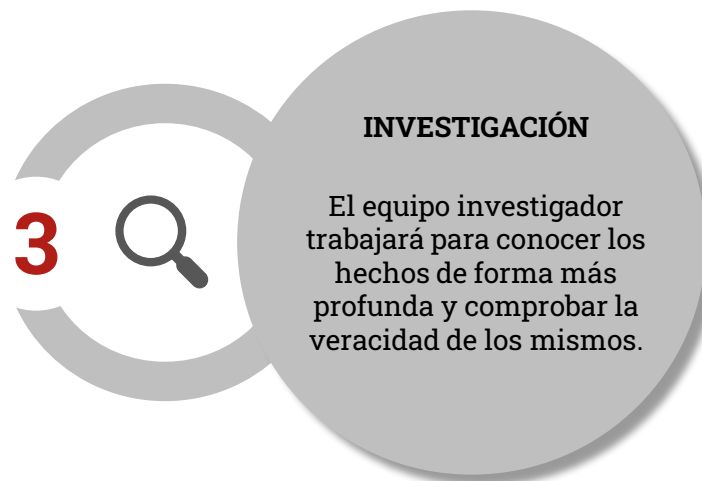
Your data will be used for the exclusive purpose of managing communication. The person responsible for processing the data is the entity itself, which will process the data in compliance with the applicable regulations. You have the right to access, rectify, cancel, delete, as well as other rights detailed in the Privacy Policy that you can consult on the last screen of this form.

← BACK FINALISE →

4. End your communication by indicating **the date** of the incident that is being communicated and **accepting the terms and conditions of use** and the **Policy of the Ethical Channel** of Licores de Guatemala..

Guía práctica

3. Fases del Procedimiento de gestión



Ten en cuenta que, si la materia sobre la que trata la comunicación no corresponde con el ámbito de aplicación del Canal Ético o no se aportan suficientes datos para iniciar la instrucción, el caso podrá ser cerrado y considerado como inadmisibile.



Practical Guide



English



LICORES DE
GUATEMALA

Practical guide

1. Frequent questions



Licores de Guatemala makes available to his stakeholders a communication channel through which they can communicate confidentially, even anonymously, behaviors that may be contrary to the legislation or Group's internal regulations.

WHO CAN USE THE ETHICAL CHANNEL?

Ethical Channel is available to employees, suppliers, customers and third parties related to Adam Foods.

WHO CAN USE THE ETHICAL CHANNEL?

Ethical Channel is available in Spanish and English.



WHAT ISSUES CAN BE COMMUNICATED?

- Harassment
- Practice contrary to the Code of Conduct
- Environmental risks
- Health and safety risks
- Bad business practices
- Respect and equal opportunities
- Right to privacy and video surveillance

HOW WILL THE INFORMATION BE PROCESSED?

All information provided is confidential.

In addition, communication can be carried out anonymously.

If you provide a contact method, it is important that it be secure.

WHAT CONSEQUENCES DO USING IT HAVE?

Licores de Guatemala will at all times guarantee the confidentiality of the informant and people involved and the absence of retaliation for communications made in good faith.

Do not use Ethical channel to:

- Ask for schedules
- Request leave and vacations
- Contractual doubts
- Incidents on services provided
- False or bad faith communications



Practical guide

2. Send communication



WHAT MATTER DO YOU WANT TO REPORT?

Entity
Select *

Branch
Select *

Type of complaint
Select *

Only communications will be attended to in accordance with the Channel Policy

NEXT →

1. Select the **company** and the **type of communication** you want to report from the existing options.

INFORMANT DATA

Relationship with the company*

Name
Name

Surnames
Surnames

Mail
Mail

Phone
Phone

Important! Personal data is optional.
If you click on the 'next' button without including the data, the communication will be anonymous.

Your data will be used for the exclusive purpose of managing communication. The person responsible for processing the data is the entity itself, which will process the data in compliance with the applicable regulations. You have the right to access, rectify, cancel, delete, as well as other rights detailed in the Privacy Policy that you can consult on the last screen of this form.

← BACK NEXT →

2. What **relationship** do you have with Adam Foods? Fill in your contact information... or don't do it.

The system suggested as a recipient
"Receptor Externo"

The indicated person or team will be in charge of receiving and analyzing the communication, guaranteeing confidentiality and the principles established in the Channel Policy.

Only communications will be attended to in accordance with the Channel Policy

NEXT →

3. Know who will be the **recipient**.

COMPLAINT DETAILS

Date of issue
Date
2/11/2025

Please, describe in the following box the matters you want to report. Try to provide as much detail as possible on names, departments, people, venue, time and date, etc.

You can write on the description field or send the communication via voice message. To record audio as a voice message, click on the microphone icon highlighted in red, located in the lower right corner. The recording will be deleted once transcribed.

Description

0

1 characters 4000

← BACK NEXT →

4. Select the **date** of the events and **describe** them.

WITNESS

Name
Name

Surnames
Surnames

Mail
Mail

Phone
Phone

Comments
Comments

ADD WITNESS

You can optionally add data from people such as witnesses or people involved.

Upload file

Comments

Comments

In this section you can provide details about the uploaded files. If you consider necessary.

Rec'd support communication can be optionally added.

← BACK NEXT →

5. You can add **witnesses** and/or **documentation** that supports your communication.

FINISH COMPLAINT

Additional comments
Comments

By checking the relevant boxes, you consent to us processing your data in accordance with our privacy policies.

☐ By clicking on the box I accept the [Privacy Policy](#) of the Ethical Channel

☐ By clicking the submit button you accept the [Terms and Conditions](#) of the Ethical Channel

Your data will be used for the exclusive purpose of managing communication. The person responsible for processing the data is the entity itself, which will process the data in compliance with the applicable regulations. You have the right to access, rectify, cancel, delete, as well as other rights detailed in the Privacy Policy that you can consult on the last screen of this form.

← BACK FINALISE →

6. End your communication by adding **additional comments** and accepting the **terms and conditions of use** of Licores de Guatemala Ethical Channel.

Practical guide

3. Record audio



COMPLAINT DETAILS

Date of issue
Date: 12/1/2025

Please, describe in the following box the matters you want to report. Try to provide as much detail as possible on names, departments, people, venue, time and date, etc.

You can write on the description field or send the communication via voice message. To record audio as a voice message, click on the microphone icon highlighted in red, located in the lower right corner. The recording will be deleted once transcribed.

Description

1 characters 4000

nan

← BACK NEXT →

1. Record the communication and review the transcript before sending. You can modify the text and select the **company**, the **type of communication** and the **relationship** with Adam Foods.

WITNESS

Name Surnames

E-mail Phone

Description

If you want to add more than one witness you can do it here

← PREVIOUS NEXT →

FILES

Description

Description

If you want to add more files, you can do so here by accessing with the generated credentials upon completing the form.

← PREVIOUS NEXT →

3. You can add **witnesses** and/or **documentation** that supports your communication.

INFORMANT DATA

Name Surname

Mail Telephone number

*Important! You have the option of providing or not the following information on screen if you click on the following button without providing your personal details, the complaint will be submitted in an anonymous manner

← PREVIOUS NEXT →

2. Fill in your **personal information**... or don't do it. If you do not provide data, the communication will be anonymous.

COMPLAINT DETAILS

Date of issue
Date *

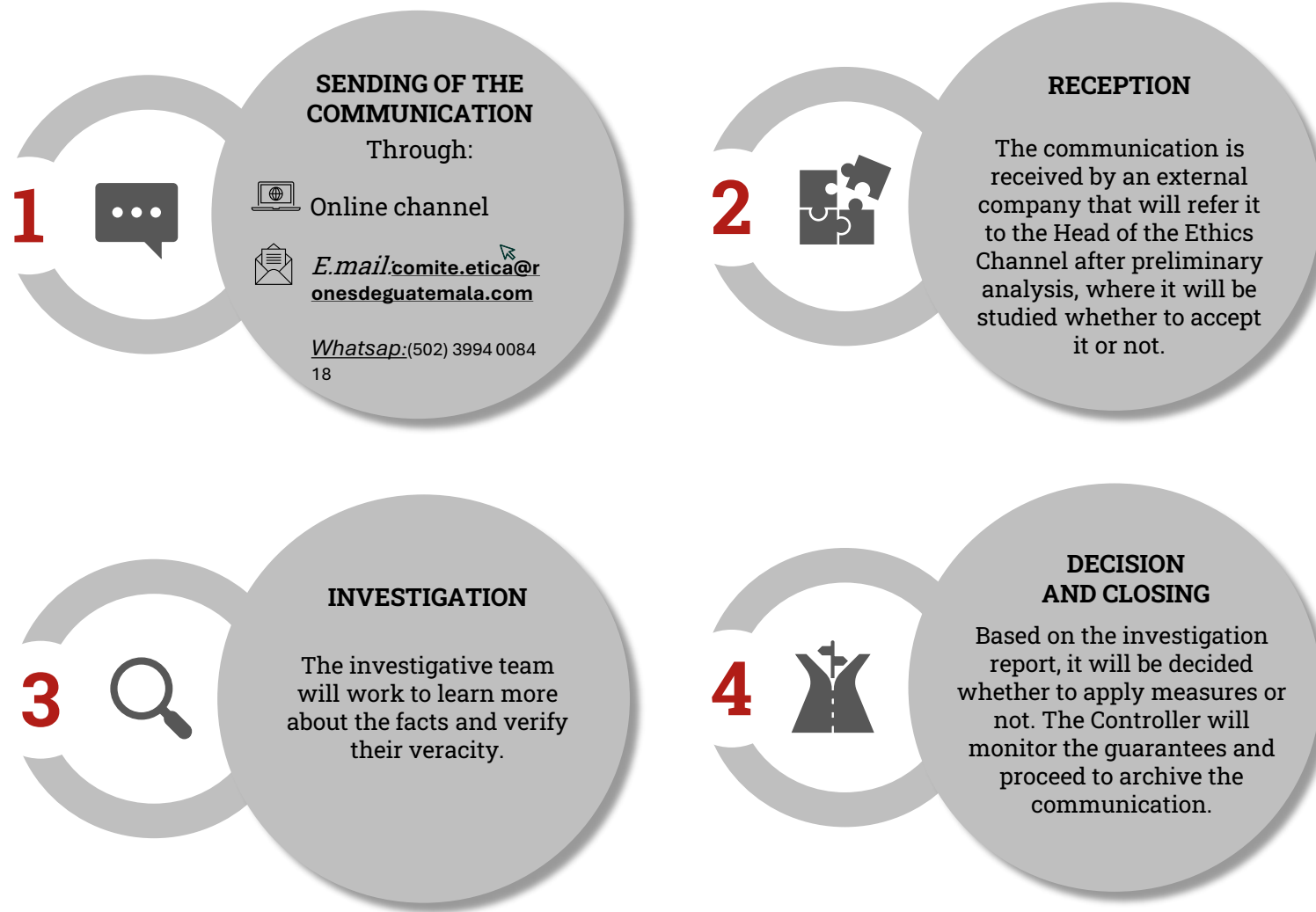
☐ By clicking on finish you are accepting the [Terms and Conditions](#) of the Ethical Channel

You can upload additional documents by accessing the complaint with the credentials generated at the end of the form.

← PREVIOUS FINALISE →

4. End your communication by indicating the **date** of the incident that is being communicated and accepting the **terms and conditions of use** of the Adam Foods Ethical Channel.

3. Phases of Management Procedure



Keep in mind that, if the subject matter of the communication does not correspond to the scope of application of the Ethical Channel or sufficient data is not provided to initiate the investigation, the case may be closed and considered inadmissible.





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