



**Communication and
Training**

At Arca Continental we are committed to ensuring that our Policies and Code of Ethics are known and understood by all our employees in the different countries where we operate. To achieve this, we carry out awareness activities through different internal media and training activities, for which we use a specific IT tool that allows us to follow up with our employees and analyze in detail the deployment of the training modules.

These trainings are periodic and their format is renewed periodically in order to improve their effectiveness. They are focused on the audience, so the practical examples may vary, as well as the channel to deliver them. Many of them are mandatory for 100% of the employees and records are kept of the modules completed. We have measured the impact of these activities in massive internal surveys that include questions related to ethics and compliance issues, among others.

As an outstanding example of these trainings, in March 2022, the new e-learning module on the Code of Ethics and Conduct Policies was deployed on the Success Factors platform, with the aim of deepening in the content of the Code, our Policies and the Complaints System, with a result of more than 86% of compliance. Likewise, in 2022, the new e-learning module on the Code of Ethics and Conduct Policy was given to operational personnel in Latin America, covering 70% of Arca Continental's employees.

It is equally important to mention that, during 2022, webinars on Anti-Corruption and Antitrust were held for Arca Continental's senior executives and the first two modules of the Fraud and Corruption Prevention Program were deployed: Public Corruption and Conflict of Interest in administrative areas, achieving a compliance rate of 89% and 87%, respectively. Likewise, the execution of these two modules was initiated with the operating personnel for the Latin American audience, achieving a compliance percentage of 61% for the Public Corruption training and 59% for the Conflict of Interest module.

In addition to the above, during 2023, we will work on the design and implementation of training modules for Arca Continental's Fraud and Corruption Prevention Program: Asset Misappropriation and Private Corruption, as well as a training course specialized in Financial Statement Fraud for the Administration and Finance audience at a global level.