



# WHISTLEBLOWING CHANNEL AND COMMUNICATIONS POLICY FOR FUNDACION EXIT USERS

Review 17.1.2019

The purpose of this document is to inform about the existence and the operability of the Whistleblowing channel through an intervention protocol.

Fundacion Exit has various types of internal protocols that assure the exemplary activity of its users according to the law.

These systems are the following:

- “Protection system for boys, girls, teenagers and people in a situation of social vulnerability”
- ISO quality 9001:2015
- Welcome and integration handbook for the employees in order to inform them about the rules and procedures to follow in the organization
- Data protection act (LOPD)
- Crisis handbook

Nevertheless and if for some reason a user wants to communicate any complaint, it is always possible to do it through [canaldenuncias@fundacionexit.org](mailto:canaldenuncias@fundacionexit.org)

## 1. Notification procedure

Every user who wants to inform about any complaint about Fundacion Exit's relation or working performance can do it sending an email to [canaldenuncias@fundacionexit.org](mailto:canaldenuncias@fundacionexit.org)

Communications cannot be anonymous. It is necessary to indicate the name and contact data in order to be able to respond properly.

## 2. Resolution

Once the message is received, Fundacion Exit will respond in less than 15 days.

If necessary, a non-conformity procedure could be disclosed and treated accordingly to the security protocol.

Also, if the aforementioned communication is related to a specific department of the organization, it will be directly reported to this area. In addition, all received notifications will be analyzed quarterly.

This way, we monitor our communications in order to try to reduce the incidences and continuously improve our performance.