

ETHICS CHANNEL

Neinor Homes has an Ethics Channel accessible from its [corporate website \(https://neinorhomes.integrityline.com/\)](https://neinorhomes.integrityline.com/), which has been operational since 2015, and that is available 24/7 from anywhere in the world and in all the languages used within the Neinor Homes Group.

The Channel is available for anyone to report potential irregularities, non-compliance, or conduct that is contrary to ethics, legality, and the regulations governing the Neinor Homes Group.

All communications made through this channel will be handled in accordance with Directive (EU) 2019/1937, ensuring the confidentiality of the parties involved and allowing anonymous reports if the informant so wishes.

Reports Received in 2024

In 2024, no reports were received regarding discrimination, human rights violations, corruption, or bribery.

Most of the communications received were regular customer complaints related to home purchases or after-sales issues. According to the Ethics Channel Management Procedure, these types of complaints must be processed through the company's designated channels. No complaints of this nature were received that required management through the Ethics Channel, meaning those involving a potential violation, employee negligence, or significant harm to residents or third parties.

However, in 2024, the only complaint received through the Ethical Channel was for harassment, which was investigated and resolved in accordance with the procedures and timelines established in the Ethical Channel Management Procedure. The details of this complaint are outlined below:

Report number	Reason for the report	Resolution	Actions taken
1	An individual reports a potential case of workplace harassment by someone from the same work center.	The report was referred to an Investigating Committee, following the Protocol for Action Against Harassment outlined in our Diversity and Non-Discrimination Policy. The Committee determined that no harassment had occurred and proposed certain measures aimed at fostering a positive work environment and resolving the situation amicably.	The complainant is informed of the measures to be implemented and the closure of the report.

This report was included in the annual compliance activities report and submitted to the Audit and Control Committee.