

Compliance Officer - Profile and Job Description

Objectives

The Compliance Officer is responsible for the implementation and enforcement of the company's Ethics and Compliance Program (E&C). Works independently reviewing and evaluating issues and doubts regarding E&C. Ensures, to the Board of Directors, that executives and employees comply with external and internal guidelines and with the company's code of conduct.

Responsibilities

Design, implementation and execution of the company's E&C program, including:

- Develop, together with the Board of Directors, the company's code of conduct and update it periodically.
- Develop, monitor and update general policies and processes related to ethics and compliance to ensure it is up-to-date.
- Monitor and coordinate E&C activities in other areas.
- Design and conduct periodic training in compliance and ethics for all employees and executives.
- Ensure the proper functioning of the company's complaint lines and monitor the effective application of the non-retaliation policy.
- Act as an independent evaluation and review body to ensure that incidents and compliance concerns within the company are evaluated, investigated and resolved in a confidential, objective and independent manner.
- Collaborate with other areas such as Risk Management, Legal, Internal Audit, IT and HR to direct compliance incidents to the appropriate channels for their investigation.
- Identify areas of potential vulnerability and E&C risk; develop and implement action plans to prevent, detect and / or mitigate E&C issues and provide general advice to avoid similar situations in the future.
- Ensure appropriate external reporting of Compliance standards violations.
- Implement and maintain an E&C communication program, promoting high standards of integrity and alignment with the company's values, understanding of policies and procedures on E&C issues and the use of the lines of complaints.
- Perform periodic evaluations of the program's effectiveness.
- Regularly inform the Board of Directors about the company's E&C situation, the status of the E&C program as well as risks and incidents.

- Promote and maintain the company's ethical standards.
- Be a guide and advisor for executives and the Board of Directors regarding E&C matters.
- Support management in the development of a suitable "Tone at the Top."
- Cooperate with the company's leadership in the formulation of E&C organizational objectives, incentives and rewards programs.
- Co-organize with the corresponding area the E&C risk mapping and its periodic update.
- Supervise E&C risk management in cooperation with the corresponding areas.
- Be permanently connected to the company's operations to get to know the business and be able to build an ethical culture.
- Cooperate closely with the Sales and Marketing areas by participating in business meetings.
- Report, inform and, where appropriate, independently investigate incidents involving E&C.

Profile

The Compliance Officer must hold a hierarchical position within the organization that ensures that their opinions, advice and decisions are heard and respected at the highest level. The position reports to the Audit Committee (or the Corporate Governance Committee or a Director member of this committee) of the Board of Directors, or any other line that ensures its independence. From the disciplinary point of view, it can report to the CEO of the company.

Important experience in compliance-management and knowledge of the company's business is required. The candidate must have skills to work at senior management level and knowledge of and passion for ethical conduct and compliance. A strong personality is required that does not react with fear to complex situations, does not give in to pressure and at the same time has the ability to work together with the other departments of the company, especially with the operational areas.