

Grievance Mechanism

As part of our efforts to strengthen our reporting mechanism, we would like to inform you that we are supported by the EthicsPoint by NAVEX platform.

EthicsPoint is a system that enables anyone with an interest to submit their requests, concerns, complaints or reports of potential breaches securely, confidentially and, if they wish, anonymously.

This mechanism is a simple, effective and accessible way of making complaints, ensuring compliance with the principles of proportionality, accessibility, respect, anonymity, confidentiality, non-retaliation and transparency.

It is designed to promote an ethical and respectful environment, ensuring that every situation is dealt with appropriately and in a timely manner, in line with our organisational commitments.

Postboxes:

Our physical postboxes are located at the following locations:

Topolobampo

- Offices of the syndicate

Ohuira

- Communal house

Rosendo G. Castro

- Main shop

Lázaro Cárdenas

- Ceremonial centre

Carrizo Grande

- Community shop

Paredones

- Exterior of the indigenous representative's house

Proman GPO Offices

- Outside the front door

Telephone

24-hour, 7-day-a-week helpline on 800 880 0787

Website

<https://promangpo.ethicspoint.com>

Email

You can also email us at comiteetica@proman.org

