



### **Synthesis of the Complaint System Policy**

Our policies regarding the complaint System set out the guidelines for receiving and handling complaints for acts committed by an employee or a third party, in accordance with what is established in the Company's Ethics Code.

The policy ensures the anonymity of the person filing a complaint and ensures that no acts of reprisal are carried out against such person. Any act carried out by an employee or a third party that contravenes what is set out in the Code of Ethics must be denounced.

Any person who becomes aware of any improper conduct committed by an employee or a third party, in detriment to the interests of the Company or that contravenes what is set out in the Code of Ethics, is responsible for making a complaint.

The complaint shall be treated as strictly confidential, although the complainant has the option of revealing his or her name as well as information related to the case.

- The means available for filing a complaint are:
  - The corporate web page, at
  - <https://capturadenuncias.ssorh.mx/>
  - Center of Attention: toll-free call at 800-007-8477 from any part of the country.
  - Post Office Box 82-145, Mexico City, Mexico, addressed to the Audit Committee.
  - Electronic mail: [denuncias@televisa.com.mx](mailto:denuncias@televisa.com.mx)