

MASISA

Corporate Policy

Suppliers Code

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1. INTRODUCTION

1.1. Target

At MASISA, we continuously work to develop long-term relationships with the different stakeholders in our value chain, including our suppliers, with whom we seek to create a virtuous circle that allows us to develop our business according to the Model Bottom Line approach, obtaining the best results in environmental, social and financial aspects.

The basic principles and behaviors for the establishment of our relationships with suppliers are presented in this document, which we hope will be adapted and implemented by them in turn.

1.2. Scope

This code applies to all countries where MASISA has operations and/or relationships with suppliers of goods or services.

1.3. Definitions and abbreviations

- **Supplier:** The individual or legal entity that provides or professionally supplies a certain service or goods to MASISA as a form of economic activity and in exchange for a retribution by MASISA and/or its affiliates.
- **Code:** Declaration of values and rules of integrity in the relationship with third parties, which establishes minimum standards and the commitment of the parties to comply with them and to demand compliance from their members.

2. PRINCIPLES OF CONDUCT IN RELATIONSHIP WITH SUPPLIERS

2.1. General

- If there is any contradiction between the provisions of this Code and the applicable law, the latter will prevail.
- Queries or doubts regarding the interpretation of this Code should be directed to the Supply Chain Manager, who will be responsible for determining the meaning and scope of the provisions contained therein in conjunction with the Legal and Corporate Affairs Manager.
- MASISA has adhered to the United Nations Global Compact since 2006, the Principles they promote and the Sustainable Development Goals. Likewise, MASISA has committed to compliance with high standards such as ISO 9001, OHSAS 18001, ISO 14001 and FSC®.

2.2. Business Principles and Company Values

- The Business Principles and values are a set of rules and regulations that guide the actions of MASISA and constitute the ethical framework for decision-making in the different business areas. It is the duty of all suppliers, in their relationship with the company, to comply with these principles, since the success of MASISA goes hand in hand with conscious and responsible business conduct. For this purpose, MASISA has included certain clauses in the purchase orders and contracts which describe these principles and values, which are also available on its public information channels (web page, annual reports, etc.).
- MASISA's Vision and Values define the ethical, socially responsible and environmentally friendly business behavior of the company. The Declaration of Business Principles translates this Vision and Values into guidelines for action, which include the Company's commitment to analyze the financial the return of new investments; corporate and individual conducts, relationships with stakeholders and issues related to health, safety and the environment.
- This Declaration of Principles reflects MASISA's commitment to the United Nations Global Compact, the Sustainable Development Goals of the 2030 Agenda and the Policy and

Performance Standards on Social and Environmental Sustainability of the International Finance Corporation.

2.3. Environmental Standards

MASISA recognizes the importance of environmental responsibility in its businesses and promotes the eco-efficiency of its processes, seeking excellence in environmental management through the following guiding elements, which it hopes its suppliers will also adhere to.

- Compliance with legal requirements (and other voluntary ones) undertaken by the company.
- Assessment of impacts on air quality and efficient use of energy, seeking renewable alternatives in order to contribute to the mitigation of climate change.
- Optimization of natural resources and mitigation of the impact on the soil, water, flora, fauna and the effects on biodiversity.
- Proper management of waste derived from its processes, prioritizing the reduction of waste and its reuse and recycling. MASISA units will be proactive in the management of adverse impacts of their post-consumer products in line with the principles of the circular economy.
- Promotion of a work environment conducive to the development of innovative environmental solutions, with the aim of adding sustainability to the processes through participatory management between the Company and its collaborators.
- Inclusion of environmental criteria in the development of products and services, evaluating the impact of the use of new materials and/or supplies. Environmental criteria must also be part of the supplier selection and development process, transportation and logistics, and in the performance evaluation of collaborators, exercising environmental leadership throughout its value chain.
- Open and transparent dialogue with its stakeholders, as an input to the environmental management system.
- In order to implement these commitments, the Industrial Processes must apply and maintain an environmental management system and control the origin of wood inputs, preferably through FSC chain of custody certification.
- In addition, the Industrial and Forestry Operations must comply with the mandatory environmental requirements of the Company's Health, Environment and Safety Manual (SMS), seeking continuous management improvement through compliance with the desirable requirements of said manual.
- Environmental management must be integrated with other management systems and tools that the Company has in place.

2.4. Human Rights

- MASISA promotes respect for human rights in its chain of suppliers and customers, through policies, procedures and practices. For example, through the inclusion of certain obligations in their contracts, compliance audit processes, evaluation of suppliers, clients, among others.
- Additionally, MASISA seeks to ensure non-complicity with activities that are detrimental to human rights in its supply and sales chain. The above is based on the information that MASISA is able to obtain from its counterparties.
- In situations where our suppliers fail to respect human rights, or if they breach any law of the corresponding country, MASISA will report it to the authorities and, depending on the event and its magnitude, opportunities of dialogue may be generated to agree on corrective measures with suppliers or end their relationship with the company.
- MASISA maintains and reinforces the commitment to train employees in these matters, both direct employees and contractors, in order to ensure good working conditions, good treatment, respect for privacy, occupational health and safety, etc.
- Among the main matters of concern that MASISA expects its suppliers to comply with are the following:

- Respect for the human rights of its own employees, the employees of its suppliers and members of local communities.
- Prohibit child labor.
- Prohibit human trafficking.
- Ensure that foreigners do not work informally or illegally.
- Ensure that wages are consistent with fair compensation based on the work done, upholding equality between men and women.
- Allow freedom of association.
- Promote an inclusive workplace.
- Maintain fair and legal employment conditions.
- Do not allow workplace or sexual harassment, and respect local working time laws. Do not discriminate on any basis, in particular on race, age, nationality, gender, sexual orientation or any type of harassment.

2.5. Sustainable Development

- MASISA is committed to managing its business in a sustainable manner, seeking to maximize the social, environmental and financial results of its operations. To do this, it incorporates social and environmental variables as an integral part of its business strategy, through ESG criteria (environmental, social and corporate governance) in its governance indicators, in accordance with the Triple Bottom Line theory. In this context, social responsibility, through community relations, is understood as an interaction that is carried out in a responsible, transparent, moral and ethical manner with neighboring communities and various stakeholders. In no case should it be interpreted as philanthropy.
- The sustainability policy and the company's actions in social and environmental matters are based on the definitions of the United Nations 2030 Agenda for Sustainable Development and the Performance Standards on Social and Environmental Sustainability of the International Finance Corporation, through which it seeks to obtain the social license to operate.
- There is a Sustainable Development Council, led by the General Manager and made up of first-line Managers, who put forward MASISA's medium and long-term Sustainability Strategy, defining policies, programs and goals to ensure that the Company achieve world-class social, environmental, and health and safety management standards. In addition, this council identifies and reports emerging issues and supports the executives of MASISA and its subsidiaries in the fulfillment of their duties and goals.
- Among the main sustainability matters, which MASISA expects its supplier value chain to adhere to, are:
 - Managing their business in a sustainable manner, seeking to maximize the financial, social and environmental results of their operations.
 - Prioritizing and integrating the Sustainable Development Goals of the United Nations 2030 Agenda with respect to their business strategy.
 - Incorporating social and environmental variables as an integral part of their service proposal strategy.
 - Managing environmental and social aspects related their operations with monitoring of goals and indicators.
 - Incorporating climate change commitments with a focus on reducing greenhouse gas emissions, waste reuse and water consumption.
 - Maintaining a community relationship, understood as an interaction carried out in a responsible, transparent, moral and ethical manner with neighboring communities.
 - Our suppliers must have a sustainable procurement policy in place for their own suppliers.

2.6. Health and Safety

MASISA assumes a proactive role in society and considers the safety and health of people as a non-negotiable value. It recognizes that people are foundational to a sustainable business and fosters a culture of “self-care” in relation to both its direct and indirect employees, at all levels of the Company. This is because it understands that a safe and healthy environment, inside and outside the company, is a shared responsibility, and in turn expects its suppliers to adhere to this policy and the following points:

- As responsible members of our society, our goal is to develop and consolidate a healthy and safe company culture, through knowledge, commitment and strict adherence to compliance with our business principles, in order to contribute to the sustainability of our business and the well-being of the communities in which we operate.
- Compliance with legal requirements and others voluntarily assumed.
- MASISA recognizes and promotes the health and safety of its employees as a basic condition for their employability.
- For MASISA, all occupational accidents and illnesses can be avoided.
- We seek to achieve a “zero accident” status through the allocation of human, material and financial resources that ensure compliance with the goals defined in Occupational Health and Safety Manuals (OHS).
- No production, cost or result can compromise the physical integrity of people.
- MASISA units and those of its suppliers must consider SSO criteria in the development of products and services, in the selection and development of suppliers, transportation and logistics, exercising leadership in health and safety issues throughout their value chain.
- Each collaborator is responsible for working safely and ensuring the safety of their own work environment and work colleagues.
- The risks related to the activities of MASISA and its suppliers must be identified, assessed and managed in order to avoid the occurrence of accidents and/or minimize their consequences.
- Personnel must be provided with the necessary education and training to ensure adequate communication of risk situations at work and to control, through prevention, any risks that may threaten their safety and health.
- All collaborators have the obligation to report the accidents and incidents that have occurred, so that they can be investigated in order to avoid their repetition.
- The senior management must encourage the reporting of accidents with material losses and incidents without injuries, so that they can be investigated and thus prevent accidents with injuries.
- The performance of contractors, suppliers and third parties must be compatible with MASISA’s OHS system, considering the different degrees of interaction with them.

2.7. Business Ethics

MASISA maintains a zero tolerance policy towards non-compliance with legal regulations in the countries where it carries out its business. To implement such policy, it has various specific mechanisms and procedures in place, aimed at preventing crimes, corruption, anti-competitive activities, among others; promoting transparency, probity and ethics in the development of its businesses. MASISA expects its suppliers to know and comply with such mechanisms, procedures and values.

The Company has a model that constitutes the central axis of its commitment and effort to combat any crime at the country level. Among its guidelines are as follows:

- Anti-corruption practices.
 - No supplier of MASISA should be involved, directly or indirectly, in corruption and bribery that may affect MASISA or any of its subsidiaries.

- It is forbidden to offer, pay or give benefits to any authority, government official or political party, with the purpose of influencing any action or decision of said person with respect to MASISA.
- Failure to comply with these rules is considered a serious breach that can lead to the termination of the relationship and the company to take appropriate legal action.
- Use of confidential information
 - Suppliers must maintain the confidentiality of the information to which they have access as a result of their relationship with MASISA, both during the term of the contract and after it.
 - Suppliers with access to or generating confidential information must ensure that their knowledge is restricted only to those people who actually have a real need to know it. Said information must always be kept safe and electronic files must always be protected.
- MASISA's competitors
 - The Company's suppliers must not take any action that threatens competition. Competition will be carried out in a legal, loyal and fair manner.
- Conflicts of interest
 - MASISA's suppliers must promptly report any conflict of interest prior to their engagement or during their business relationship with the company.
 - It is forbidden to request, receive, and/or accept, nor provide, give away or deliver any type of advantage, reward, compensation or gift, in money or in kind, from/to MASISA employees, with whom there is a relationship by reason of a position or function in the Company. Only those considered under the concept of courtesy and that are delivered to all the supplier's clients can be accepted, as long as they do not exceed USD 100.
- Legality of goods or services
 - MASISA does not accept the delivery of goods from unacceptable and questionable sources, or those that are used in the provision of contracted services.
 - MASISA will denounce any conduct that a supplier may carry out that contravenes any legal provision of the country where the conduct takes place.

2.8. Reporting and Governance.

MASISA has provided communication channels for direct or anonymous complaints related to the observance of its Business Principles, Rules on Ethical Conduct, Conflicts of Interest and any issue related to a possible regulatory breach of its internal control environment, its financial statements and situations or events that require the attention of the administration and/or the Board of Directors.

For all the complaints received, a timely, independent and confidential examination will be carried out, without retaliation for the denouncers. The above, through a process structured and monitored by the Risk and Audit Committee of the MASISA Board of Directors and independent of the Company's management.

Complaints may be sent in writing in an envelope marked as "confidential" to the Secretary of the Risk and Audit Committee, to the address: Av. Apoquindo 3650, 10th floor, Las Condes, Santiago, Chile, or by email to principles@masisa.com or in the form provided on MASISA's website

3. RESPONSIBLE FOR ITS APPLICATION AND FOLLOW UP

Position	Application	Follow-up

4. VALIDATION PROCESS

Function	Name	Position	Date
Prepared by	Roland Dewulf	Supply Chain Manager	05/24/2022
Reviewed by	Patricio Reyes/Eduardo Munoz	Legal and Corporate Affairs Manager / Internal Audit Manager	05/25/2022
Approved by Alejandro Carrillo		General Manager	05/25/2022

5. CHANGE CONTROL

Reason	Responsible	Date