Code of Conduct
Message from Senior Management

The ethics of an organization supports the daily practices of its administrators and employees and is even more crucial as a foundation for the company’s culture.

It is a fact that Duratex’s Way of Being and Doing concretizes the transformation path of Duratex, to which reflects a study of who we are and where we are going, with the goal of being prepared for the various challenges.

With this goal, the Code of Conduct establishes the rights and duties of each of the administrators and employees that are part of Duratex, evidencing our commitment to ethics and integrity in conducting the relationship with the people that interact with Duratex in all scopes.

It is a reassertion of our commitment and responsibility with Brazilian society and the awareness of our mission of evolving as people and as a company.

We are sure of the full dedication of all our administrators and employees to the adhesion and practice of this Code of Conduct. Therefore, we will be honoring the history of our Company and strengthening today and always the values that sustain and guide our behavior.

Board of Directors Officers
We are a forestry, industrial and services company that brings together different cultures, ethnicities and creeds.

But although we are so diverse, we have only one Purpose, a Way of Being and Doing and a way of doing business: based on ethics, integrity, legality and justice.

We relate to many people every day, whether they are from Duratex itself, such as our shareholders, administrators and other employees, or even outside the company, such as clients, consumers, suppliers, communities and public authorities.

In order for us, administrators and own employees and outsourced employees, to have the same understanding of the best conduct in our professional day to day, we hereby make this Code of Conduct available that should direct our actions.

Here we can check what Duratex’s conduct is to do business and what should be the conduct of each administrator and our own or outsourced employee in the interaction with the company or its main target group.

We must always be with this Code at hand to not only consult but also practice.

This way, we will have a Duratex increasingly respected and admired by all.

We count on you!
Our main stakeholders

Shareholders and Investors
They invest in our operations, with confidence in our success and in the continuity of our business in the long-term.

Administrators and Employees
They work in Duratex, directly or outsourced, offering time and knowledge in each of their functions.

Clients and Consumers
They seek the best solution to meet their needs as individuals or as companies.

Competitors
They operate in our consumer markets and stimulate competition for the search of the best products and services.

Suppliers
They offer raw materials, products and services to Duratex’s activities, allowing the delivery of the best solutions to other stakeholders.

Communities
They interact with Duratex, for its proximity to the units.

Public Authorities
They follow Duratex’ activities, ensuring compliance with laws and serving the public interest.
Relationship with Shareholders and Investors

The Conduct of Duratex

- Makes business decisions based on economic, social and environmental criteria, considering the generation of value to all its stakeholders.
- Preserves the interests of the company by interacting with its related parties in an independent, transparent and ethical manner and in accordance with the Law.
- Ensures the independence of its processes of risk management, compliance, auditing and ombudsman, guaranteeing the business continuity of Duratex.
- Publishes statements, reports and notices that reflect with clarity and politeness the reality of Duratex.

The Conduct of our Administrators and Employees

- We protect strategic information of investment and opportunities, which are disclosed to the public as required by laws and regulations.
- We do not allow the use of inside information for the sale or purchase of shares, debentures and other financial assets related to Duratex, either directly or through third parties.
- We perform preventive analyzes of our operational, financial, social, environmental and reputational risks, focusing on the business continuity of Duratex.
- We adopt corporate governance practices that mitigate conflict of interest between our administrators and the shareholders and investors of Duratex.
Relationship with Administrators and Employees

The Conduct of Duratex

- Values meritocracy and manages people with transparency and impartiality.
- Is strict with the preservation of the physical integrity of its employees and does not tolerate risks to the health and life of the people, complying with the rules of job safety established in the Law and in the internal procedures.
- Respects the individuality of each person and does not tolerate any kind of discrimination, harassment, hostility, abuse or injustice.
- Repudiates all forms of degrading work (child, forced, slave), as well as any type of harassment or the practice of physical and psychological abuse.
- Values a work environment without abuse, privileges or preferences, excluding the hiring or promotion of relatives when there is direct or indirect subordination, in interdependent or correlated functions or activities that may characterize conflict of interest. Therefore, the following are considered relatives: spouses, blood kinship relationships, by affinity, by direct adoption of ancestry (parents, grandparents), ancestry (children, grandchildren) or by collateral relationship (brothers-in-law, cousins, nephews, sons-in-law, daughters-in-law, etc.), the partners of stable union and affective relationships (dating, etc.).
- Respects the political and labor rights of the employees.
Relationship with Administrators and Employees

The Conduct of our Administrators and Employees

- We reject any form of deception, imposition or embarrassment in our operations.
- We do not use the name of Duratex, our position or influence to obtain personal benefits or for relatives, friends or third parties.
- We do not allow the business and operations of Duratex to be used for illicit or criminal acts (corruption, bribery, money laundering, fraud etc.).
- We respect individualities, maintaining the good working conditions and the best coexistence.
- We know and comply with laws, rules, policies, processes and procedures applicable to our functions.
- We always seek for Duratex’ competent channels to meet requests from clients, suppliers and other public or resolve conflicts that are outside our assignments.
- We only use the tools and systems made available or authorized by Duratex to perform our professional activities.
- We use every asset of the company exclusively for the exercise of our function, properly and with care.
- We do not disclose information of Duratex or comment on situations of our daily work in social media, without the proper authorization.
- We protect the confidentiality of information of Duratex and our own departments and share it only with authorized persons.
- We request internal authorization before using Duratex’ information and know-how in activities and external publications such as classes, events, lectures, academic works etc.
- We may work in external activities with the prior authorization of the respective manager or director, provided they do not prejudice the work in Duratex and there is no conflict of interest.
- We are transparent in relation to our candidacy for elective public offices, previously reporting our intention to the manager or director to avoid conflict of interest and requesting leave without pay during the election campaign as a candidate and in the exercise of public office, if elected.
- We attend work at the agreed schedule and in a normal state (without drunkenness or drug use).

Administrators and Employees Relationship with DURATEX – CODE OF CONDUCT
Relationship with Clients and Consumers

The Conduct of Duratex
- Serves in all its channels of communication with hospitality, professionalism and agility, valuing the interests, time, opinions and feelings of these people.
- Markets products and services, respecting the laws and regulations in force.
- Provides information about its products in a clear and responsible way.
- Communicates defects and flaws in products and acts to ensure the elimination of risks to consumers.
- Respects the contractual conditions established.

The Conduct of our Administrators and Employees
- We provide information about our products and services in a clear, correct and complete way to provide the best choice by the consumer.
- We protect information, knowledge, methods and clients’ systems, making them available only with authorization.
- We use the information of our clients and consumers exclusively for the purpose for which it was made available and authorized.
- We do not deliver or receive gifts or presents in exchange for personal benefits or benefits to Duratex.
- We may cover travel and event expenses for clients and consumers, provided there is internal authorization and only when there is an opportunity to develop Duratex business.
The Conduct of Duratex

- Performs its business in accordance with market laws and rules, disapproving the use of illegality and deception.
- Respects the freedom of choice of its clients and consumers among all market options, providing the public with the necessary information for decision making.
- Participates in business associations that seek to improve the industries in which it operates, repudiating any type of agreement or exchange of information that impairs free competition.
- Respects the reputation and opinions of its competitors by not devaluing products and services and ensuring its ethical conduct for a healthy competition.

The Conduct of our Administrators and Employees

- We do not allow practices that prevent free competition between companies, such as agreements on pricing or conditions of sale between competitors, misuse of market or economic power and practice of predatory pricing.
- We do not make illegal agreements or exchange competitively sensitive information.

Relationship with Competitors
The Conduct of Duratex

- Adopts fair and transparent criteria for selection and hiring of suppliers.
- Values suppliers who are identified with and practice the ethical principles and commitments of Duratex.
- Requires absolute compliance with the laws and regulations in force.
- Repudiates corruption, bribery, kickbacks, favoring, degrading work, and any unlawful or criminal act in its supply chain.
- Requires commitment to the Guide of Conduct for Suppliers.
- Adopts supplier development guidelines and practices seeking the continuous improvement of our products and services and the sustainability of its supply chain.

The Conduct of our Administrators and Employees

- We do not deliver or receive gifts or presents in exchange for personal benefits or benefits to Duratex.
- We prevent suppliers from subsidizing travel and event expenses for which we are invited, unless there is internal authorization in advance and in accordance with our normative limits.
- We are transparent about our relationship with Duratex suppliers, previously reporting the situation for approval of the manager and director, in order to avoid conflict of interest when there is an operational relationship with the supplier or in activities that require segregation of duties.
- We use information of our suppliers only in the scope of their contracts.
Ensures spaces for the promotion of dialogue and collaboration with communities around the plants.

Continuously identifies opportunities to increase the positive socio-environmental impacts of its activities and mitigate negative impacts.

Promotes social actions that generate development and self-sufficiency, especially in the promotion of education, environment, citizenship, integrity and promotion of social affairs.

Contributes to the promotion of public policies in cities for the benefit of the common good, such as fighting child sexual exploitation, eradicating child and forced labor, the respect for inclusion and fighting corruption.

Encourages its employees to volunteer in the communities where they operate.

Is transparent about its activities with the media, basing its relationship on the principle of truthfulness and respecting the duty of independence of the press.

We sponsor and donate to private and non-governmental organizations that comply with the laws and regulations and commitments of Duratex.

We can dedicate ourselves to voluntary work, respecting internal rules.
Relationship with Public Authorities

The Conduct of Duratex

- Complies with laws, rules, regulations and judicial or administrative decisions in the countries where it operates, in all instances.
- Makes business decisions without being influenced by political relationships, parties, ideologies or authorities.
- Adopts practices aimed at preventing and fighting all forms of exchange of undue advantages, fraud, money laundering and other conflict of interest.

The Conduct of our Administrators and Employees

- We relate with authorities without influencing decisions and/or giving room to this interpretation and without exchange of benefits.
- We contribute to public bodies provided that the benefit is to society, within the limits allowed.
- We do not give or receive presents from public agents. Gifts used exclusively as institutional marketing can be offered, provided the internal limits are respected.
- We report internally our relationship with public agents.
Conflict of interest

In certain situations, the personal or professional interests of each may be contrary or not be in line with Duratex’ conduct. In these cases, please consider:

- Are the Code of Conduct guidelines being affected? Or any law or internal rule?
- What does Duratex expect of me in the case?
- Can I justify the situation publicly?
- Will the situation cause any discomfort to Duratex, myself or other people?
- Would my decision on the situation be a source of pride for me, my colleagues, and my family?

If you are not sure or secure about the answers, seek guidance from the Ombudsman.

Any situation of conflict of interest or any other that is not provided for in the Code of Conduct or in the institutional rules of Duratex will be decided by the Ethics Commission or by the Board of Directors, in this case if a member of the Office is involved, upon the opinion of the Personnel, Governance and Appointment Committee.

Misconduct

It is the responsibility of all the administrators and employees of Duratex or its outsourced parties and the companies in which Duratex participates to ensure compliance with the guidelines set forth herein.

Violation of this Code of Conduct must be informed immediately to the Ombudsman and will result in the application of disciplinary and judicial measures, if that is the case. The reporter in good faith will always be protected against retaliation.

Who to speak with

Ombudsman

The misconduct should be informed through the channels below, including anonymously and confidentially:

- 0800 55 75 77
- ouvidoria@duratex.com.br
- Intranet, link Ouvidoria
- www.duratex.com.br, Ombudsman link
- Letter addressed to 1.938 Paulista Av., 6th floor, Bela Vista, São Paulo/SP, Zip Code 01310-942 to Duratex Ombudsman
- Personally, in a reserved place
Integrity Program

The Code of Conduct is the main guide that orients all the rules and conduct of Duratex, its administrators and employees. From it, the Integrity Program seeks to ensure the effective application of these guidelines and also compliance with the laws that apply to the various activities of the company.

It is a joint effort of each Duratex administrator and employee to do the right thing and correct what is wrong, in order to allow the company’s sustainability and ethical relationship with our stakeholders.

The Integrity Program follows the guidelines presented by the Office and approved by the Board of Directors of Duratex, whose cornerstones are:

- Supporting and guiding people on the transparent conduct
- Empowering the people according to their needs
- Monitoring ethics in the activities of the departments
- Adapting the procedures that need to be improved jointly with those responsible

The effectiveness of the Integrity Program is a result of the commitment of everyone to ethical conduct, which is a source of pride for our Duratex.

Acceptance

I understand and accept that I must respect and comply with the guidelines set forth in this Code of Conduct in all my activities with Duratex. I also commit to ensure that they are observed by my colleagues.

Place

Date

Full Name

Position

Enrollment

Signature