DURATEX S.A.

DURATEX’S OMBUDSMAN POLICY
(Approved at the Board of Directors Meeting on April 27, 2015)

1. **OBJECTIVE**
   To establish the directives and concepts of Duratex's Ombudsman Service.

2. **THE OMBUDSMAN SERVICE**

   2.1. **THE OMBUDSMAN SERVICE**
   The Ombudsman Service represents an additional arena for dialogue between the Company and its public audiences, which receives and deals with suggestions, consultations, criticisms, praise and denouncements. It is also the channel for receiving complaints about illegal acts of corruption related to government agencies, the scope of the Anti-Corruption Law No. 12.846 / 2013. It contributes to the evolution of policies, processes and behaviour, ensuring the application of the Company's values and fulfilment of the Code of Ethics and Conduct. It operates in an isolated and independent manner, guaranteeing secrecy, impartiality and confidentiality. This is an institutional activity of a mediational and strategic nature. It reports directly to the President of the Company and the Chairman of the Board of Directors.

   2.2. **Objectives**
   To find solutions through intermediation for questions that are in conflict with the Code of Ethics and Conduct for which a solution has not been found in the day-to-day processes of the running of the Company. To identify and promote improvements in processes and behaviour, as well as to foresee crises and conflicts.

   2.3. **Operational assumptions**

   2.3.1. **Mission, Vision and Values**
   The operational assumptions of the Ombudsman reflect Duratex’s Mission, Vision and Values, which can be referred to on the website www.duratex.com.br > Our Company > Mission, Vision and Values.

   2.3.2. **Code of Ethics and Conduct**
   Duratex's activity is guided by principles which support an organisational culture based on ethics, legality and respect for the human being, in stimulating personal and professional
development, as well as social, environmental and cultural responsibility. These commitments are expressed in the

Company's Code of Ethics and Conduct, which can be referred to on the website www.duratex.com.br, link Code of Ethics.

2.4. **Matters handled**
Questions that are in conflict with the Company's Code of Ethics and Conduct, in other words possible inappropriate behaviour in relationships, such as disrespect and favouritism, and possible deviations in ethical behaviour, such as moral or sexual harassment, discrimination, potential conflict of interest, illicit acts of corruption among others. Denunciations with regard to fraud and corruption will be passed onto the internal Audit Department whereas those related to the Anti-Corruption Act are forwarded to the area of Legal Compliance, who will perform the investigation with the support of Internal Audit.

Complaints with respect to standards and policies, processes, procedures, infrastructure and behaviour, that have been dealt with in the day-to-day processes in the running of the Company, but about which, however the complainant remains dissatisfied with the response or for which a response has not been forthcoming within the time limit given.

Queries with respect to interpretation of the Code of Ethics and Conduct and themes for which there is no pre-established procedure, must also be dealt with in this arena.

If the questions received fall within the scope of other areas of the Company, the Ombudsman Service will forward the complaint to the area responsible, and advise the complainant as to how to proceed with the handling of questions of a similar nature in the future.

2.5. **Public audiences served**
Initially the Ombudsman Service will be available to employees, former employees and suppliers. Allegations of possible breaches of the company's Code of Ethics and Conduct are received by the Ombudsman and handled as process described in item 2.4., Regardless of the public who made the record

2.6. **Contact channels**
Duratex's ombudsman service may be accessed through the following contact channels.

- **E-mail:** ouvidoria@duratex.com.br
- **Intranet:** through filling in an electronic form, link Ombudsman Service
- **Internet:** through filling in an electronic form, on the website www.duratex.com.br, link Ombudsman Service
- **Suggestion Boxes** provided at the Company's units
- **Electronic service (voicemail)** 0800 55 75 77
- **Letter:** Av. Paulista, 1.938 – 9º andar – A/C Ouvidoria Duratex – São Paulo-SP, CEP 01310-942

Face-to-face meetings can be requested, with prior notice.

In all the contact channels available, complainants may choose either to identify themselves, or make an anonymous report.
3. RESPONSIBILITIES

3.1. Duratex’s Ombudsman Service
Every quarter the Ombudsman Service will provide a report on the work that it has carried out to the Committee for Personnel, Governance and Nomination, as well as holding a presentation twice a year on its activities to the Executive Board.

Every six months it will provide a detailed report on its activities to the Committee for Auditing and Risk Management, and when requested, to the Board of Directors.

It must provide a structure of indicators which allows the managers of the various areas of the Company to measure the performance of its activities, and take part in the evolution process.

3.2. Management areas
The managers of the reporting processes must formulate responses to the complaints received, respecting the time limits established, with the support of the Ombudsman Service if necessary, in addition to implementing and monitoring the action plans established, when applicable.

3.3. Committee for Personnel, Governance and Nomination
The Committee for Personnel, Governance and Nomination must analyse cases which refer to the managers and their results, the Ombudsman Service Indicators, and provide guidance with respect to procedural alterations, ensuring that ethical standards within the organisation are always attributed prime importance.

4. ACCESS TO INFORMATION
The Ombudsman Service, in order to carry out its duties, may request information from the Company's managers, system data, and/or documentation which it deems necessary to carry out its work. Content accessed by the Ombudsman Service will be treated in a confidential manner.

5. LENGTH OF TIME POLICY REMAINS IN FORCE
This policy will be reviewed every 3 years, or at any time, at the request of the Ombudsman Service. Any consequent alteration shall be submitted for appreciation and approval to the Board of Director.