

DURATEX S.A.

CNPJ. 97.837.181/0001-47

A Publicly Traded Company

NIRE 35300154410

DURATEX OMBUDSMAN'S SERVICES POLICY

1. PURPOSE

To establish the concept and guidance for the activities of the Duratex's Ombudsman's Service.

2. THE OMBUDSMAN'S SERVICE

2.1. About the Ombudsman's Service

The Ombudsman's Service represents an additional channel for dialog between the company and its stakeholders and for receiving and handling consultations, criticism and complaints. It is also the channel for receiving complaints on acts of corruption with respect to government entities within the scope of the Anticorruption Law 12.846/2013.

It contributes to the development of policies, processes and behavior, ensuring the company's values are practiced and there is compliance with the Code of Conduct. It acts in an unbiased and independent manner, guaranteeing secrecy, impartiality and confidentiality.

The Ombudsman's Service is an institutional activity of a mediating and strategic character, reporting to the Co-Chairmen of the Board of Directors and operationally, to the company's Chief Executive Officer.

The Duratex Ombudsman's Service should be accessed preferably after contact through the regular channels which the company makes available, this with the exception of reports of eventual violations of the Code of Conduct which must be sent directly to the Ombudsman's Service.

The Ombudsman's Service is not a substitute for the other existing channels in the company, the Human Resources area or the role of the managers, which are the principal interlocutors in the process of communication and frank dialog with the employees.

2.2. Objectives

To intermediate solutions on issues that infringe the Code of Conduct and for which no solution has been found through the company's regular channels. The Ombudsman's Service identifies and fosters improvements in processes and behavior as well as anticipating crises and conflicts.

2.3. Operational assumptions

2.3.1. Values

The operational assumptions of the Ombudsman's Service reflect the guidelines in Duratex's Way of Being and Doing.

2.3.2. Code of Conduct

Duratex's activities are based on the principles which sustain an organizational culture of ethics, legality, respect for the human being, stimulation of personal and professional development and social, environmental and cultural responsibility. These commitments are set forth in the company's Code of Conduct, to be found in the website www.duratex.com.br, Code of Conduct link.

2.4. Attended stakeholders

It attends all stakeholders, being, in the first instance, complaints of eventual violations of the Code of Conduct and, in the second instance, the technical and behavioral manifestations that were not resolved in the organization's first channels.

2.5. Matters handled

Complaints of a technical nature on norms and policies, processes, procedures and infrastructure and complaints relating to behavior which are handled by the company's usual channels but with which the complainant is dissatisfied with the reply or did not receive a response within the agreed time.

For technical issues, the Ombudsman's Service works together with the responsible manager (at least at managerial level) in the speedy resolution of the complaint and/or in the identification of opportunities for implementing action plans, where applicable.

Behavioral cases involving eventual improper conduct are handled together with the manager of the employee mentioned in the report received by the Ombudsman's Service (at least managerial level), jointly with the HR Businesses for the area involved in confirming the conduct reported and in the identification of opportunities for adjustments.

Allegations of moral and sexual harassment and discrimination are notified to the Officer responsible for the area mentioned in the report received by the Ombudsman's Service with copy to the Vice President, Chief Executive Officer of the company and the Co-Chairmen of the Board of Directors and investigated by the Ombudsman's Service. The treatment of the complaints requires thorough investigation and analysis. In the light of the nature of the issue, the Ombudsman's Service may have recourse to the Internal Audit.

Complaints relating to fraud and corruption are delivered to the Internal Audit for investigation with a copy to the Chief Executive Officer, the Co-Chairmen of the Board of Director, and President of the Audit Committee and the Risk Management Committee.

Complaints of corruption relating to government entities within the scope of the Anticorruption Law 12.846/2013 shall be forwarded to the Corporate Governance Management area with copy for the Chief Executive Officer and the Co-Chairmen of the Board of Directors and the Audit and Risk Management Committee. The support of the Internal Audit may be called upon when investigation is required.

The results of the investigations conducted by the Ombudsman's Service and the Internal Audit and involving ethical violations, are reported to the Ethics Commission which will decide as to the measures to be adopted, ensuring uniformity of criteria applied for resolving similar cases.

Eventual cases involving Members of Management are notified to the Chief Executive Officer of the company, to the Co-Chairmen of the Board of Directors and the President of the Personnel, Governance and Appointments Committee. The facts of the case are verified, the names of the complainant and the names those who may have collaborated in the investigation, remaining anonymous. If the case is proven, then the President of the Audit Committee and the Risk Management Committee are also notified.

Queries surrounding the interpretation of the Code of Conduct and themes for which there is no preestablished procedure must also be submitted to the Ombudsman's Service.

2.6. Timeframe

Within three business days, the Ombudsman's Service shall confirm receipt of the complaint/allegation with the complainant.

The managerial area involved shall have up to seven business days to send a reply to the Ombudsman's Service. In case of reports of a critical nature, the response time to the Ombudsman's Service shall be no more than two business days.

The response time for the complainant may be up to 30 business days considering the nature of the complaint except for ethical violations (whistleblowing) which since they necessitate more in-depth investigation, require a longer period to obtain the information and analyses.

2.7. Evaluation on the Duratex Ombudsman's Service process

At the end of each contact with the Ombudsman's Service, a survey is conducted with the complainant for informing the degree of satisfaction with the response time, the quality of the response and with the process of the Ombudsman's Service.

2.8. Monitoring of action plans

The action plans established by managers of the processes will be accompanied by the Ombudsman or Audit depending on their nature.

2.9. Contact channels

Duratex's Ombudsman's Service may be accessed through the contact channels listed below:

•**Site:** www.duratex.com.br, link Ombudsman, or directly www.ombudsman.duratex.com.br

•**Telephone:** 0800 55 75 77, on business days from 8:00 to 20:00 and via mail box on days and times when there is no telephone service.

•**E-mail:** ombudsman@duratex.com.br

•**Letter:** Ombudsman Duratex – Mail Box 521 – CEP 06320-971 / Barueri-SP.

Face-to-face meetings can be arranged subject to prior notice.

2.10. Confidentiality

In all contact channels, the complainant may identify himself or make an anonymous report and receive a tracking number for monitoring the complaint through to conclusion. Secrecy and confidentiality are guaranteed.

The complainant who identifies him/herself to the Ombudsman's Service will only have their identity revealed to the manager of the process against prior authorization.

When complaints are received without the detail necessary to proceed, the Ombudsman's Service will request complementary information from the complainant. If the complaint is anonymous and without information as to means of contact, the complaint may be aborted on the grounds of insufficient information.

2.11. Sanctions

The sanctions for proven cases must adhere to the established internal norm – NO.44. Application of Disciplinary Measures.

Duratex will not tolerate retaliation against the complainant of good faith that contacts the Ombudsman's Service or that collaborates with investigations. Retaliatory attitudes or complaints made in bad faith are subject to the disciplinary measures pursuant to the internal norm.

3. RESPONSIBILITIES

3.1. Duratex Ombudsman's Service

The Ombudsman's Service shall periodically report to the Ethics Commission of the Board of Officers on the work executed and, on a timely basis, whenever deemed necessary.

Every six months, the Ombudsman's Service shall:

- (i) report its activities to the Board of Officers' Executive Committee;
- (ii) report the key indicators to the Personnel, Governance and Appointments Committee; and,
- (iii) be accountable for its actions to the Audit Committee and the Risk Management Committee, and whenever requested, to the Board of Directors.

The Ombudsman's Service shall also provide a structure of indicators allowing managers to track the statistics of complaints relating to their areas and ensure steps are taken to improve performance.

Termination interviews from the managerial level shall be conducted by the Ombudsman's Service and results sent to the Officer and Vice President of the ex-employee's Business Division, Human Resources Officer, Chief Executive Officer and Co-Chairmen of the Board of Directors.

3.2. Managerial areas

The managers of the processes or of employees mentioned in reports received by the Ombudsman Service should formulate responses to complaints with the support of the Duratex Ombudsman's Service within the established timeframe, in addition to implementing and monitoring the established action plans, when applicable.

3.3. Ethics Commission

The Ethics Commission shall periodically analyze the Ombudsman Service's indicators and the principal cases, except those which may relate to the Members of Management, and will decide on the measures to be adopted, ensuring the uniformity of the criteria used for the resolution of similar cases.

3.4. Personnel, Governance and Appointments Committee

The Personnel, Governance and Appointments Committee shall analyze the cases relating to the Members of Management and results thereof, the indicators of the Ombudsman's Service and orientation for procedural changes, ensuring that ethics in the organization is paramount.

4. ACCESS TO INFORMATION

In order to exercise its duties, the Ombudsman's Service may request the company for information, data from systems and/or documentation it deems necessary for concluding its work. Content accessed by the Ombudsman's Service will be treated confidentially.

5. DURATION OF THE POLICY

This Policy shall be reviewed every three years or at any time. Any change as a result must be submitted for the appreciation and approval of the Board of Directors.
