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## CODE OF ETHICS

### 1. OBJECTIVE

Declare our moral and professional principles **to** serve as a guide to frame **the** guidelines of conduct expected for all members of the organization.

### 2. SCOPE

It applies to all personnel of the company nationwide.

### 3. RESPONSIBLE

**Preparation and updating:** Senior Management through General Management.

**Follow-up, monitoring and resolution of events:** Human Resources.

**Application:** All members of the organization are responsible for complying with and enforcing the code of ethics.

### 4. REFERENCE DOCUMENTS

- General Labor Law
- Declaration of Human Rights

### 5. DEFINITIONS

**Values:** They are virtues, principles or qualities that determine the attitude and behavior of an individual in society.


**Human Rights:** Human rights are norms that recognize and protect the dignity of all human beings. These rights govern the way individuals live in society and relate to each other, as well as their relations with the State and the State's obligations towards them.

**Equality:** The identical treatment that an organism, state, company, association, group or individual gives to people without any objection to race, sex, social class or other plausible circumstance of difference or to make it more practical, is the absence of any type of discrimination.

**Equity:** It is the normative ethical principle associated with the idea of justice; under this concept it is about meeting the needs and interests of people who are different, especially those who are disadvantaged.

**Inclusion:** Ability to allow a person to be accepted and participate in a group, to be able to contribute their own skills and be benefited by those of others, regardless of ability, ethnicity, age, religion or gender identity.

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**Disability:** Lack or limitation of any physical, motor, intellectual, auditory, visual, mental/psychic and multiple faculties, which makes it impossible or difficult for a person to carry out their activity.

**Gender identity:** A concept of having oneself as a sexual being and the feelings that this entails.

**Sexual orientation:** Se refers to who you are attracted to and to whom you feel romantic, emotional and sexual attraction.

**LGBTIQA+ Community:** A group of lesbian, gay, binary, transsexual, intersex, queer and asexual people.

**Discrimination:** It is any form of distinction, exclusion, restriction or preference based on sex, color, age, sexual orientation and gender identity, origin, culture, nationality, citizenship, language, religious creed, ideology, political or philosophical affiliation, marital status, economic, social or health condition, profession, occupation or trade, level of education, different abilities and / or physical disability, intellectual or sensory, state of pregnancy, origin, physical appearance, clothing, surname or others whose purpose or result is to annul or impair the recognition, enjoyment or exercise, under conditions of equality, of human rights and fundamental freedoms recognized by the Political Constitution of the State and international law. Affirmative action measures shall not be considered discrimination.

**Workplace harassment (workplace abuse):** Any incident in which a person is abused, mistreated in circumstances related to their work. These situations can be originated by bosses, co-workers and at any level of organization, which can produce fear, contempt, terror or discouragement.

**Sexual harassment:** Behavior of a sexual tone such as physical contact and advances, sexual remarks, display of pornography, and sexual, verbal, or actual demands. This type of behaviour can be humiliating and can constitute a health and safety issue; It is discriminatory when the person has sufficient reason to believe that his refusal would cause problems at work, including recruitment or promotion, or when he creates a hostile working environment.

**Violence:** It constitutes any action or omission, open or covert, that causes death, suffering or physical, sexual or psychological damage to a person, that generates damage to their patrimony, in their economy, in their source of work or in any other area.


**Corruption:** Any act and/or decision that benefits a person or group of persons to the detriment or damage to the company.

**Impersonation:** Se defines as any act by which a person impersonates another, with the aim of deceiving third parties, be these: Matriplast, other workers of the company, customers, suppliers, public authorities, etc., either to obtain economic benefits, to commit illegal acts or to harm another person, by any means.

## 6. VALUES

In Matriplast we highlight the following values ( reference document G CA-MAN-001):

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✓ **HONESTY**

Tell the truth and act transparently by doing the right thing.

✓ **LOYALTY**

Value and honor the trust the company places in you.

✓ **HUMILITY**

Acknowledge your mistakes and don't brag about your achievements. Value what you have and always be grateful.

✓ **RESPECT**

Treat others as you would like to be treated. Complies with company rules and procedures. Preserve the environment, take care of your work home with order and cleanliness.

✓ **RESPONSIBILITY**

Fulfill your obligations and assume consequence of your actions and decisions.

✓ **PASSION**

Do your work with enthusiasm and commitment to achieve the established objectives.

✓ **TEAMWORK**

Use your time well and value the time of others, listening, participating and collaborating with your colleagues.


**7. HUMAN RIGHTS**

The company works to support and respect universally recognized Human Rights, understood as the set of prerogatives and principles of universal acceptance, legally recognized and guaranteed that ensure the human being his dignity at personal and work level at all levels of the organization, applying its operations within the framework established by the Plurinational State of Bolivia.

We promote the integral right to health through affiliation to the CNS.

Matriplast respects national or local business integrity laws.

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## 8. DISCRIMINATION

The company does not carry out, or sponsor, any type of discrimination based on origin, race, marital status, gender, sexual orientation, age, disability, political or trade union affiliation, language, religion, opinion, economic condition, condition of displacement, emigration, demobilization or of any other nature when hiring, remunerating, training, promoting and / or disengaging its personnel for reasons established in the General Labor Law.

Matriplast is framed in the law 045, ley against racism and all forms of discrimination. The purpose of this Act is to establish mechanisms and procedures for the prevention and punishment of acts of racism and all forms of discrimination within the framework of the Political Constitution of the State and International Human Rights Treaties (reference document [ANTI-DISCRIMINATION POLICY](#))).

## 9. LABOR REGULATIONS

We comply with the labor provisions in force in the Plurinational State of Bolivia, constituting this principle within the Policy of Social Responsibility, Industrial Safety, Occupational Health and Environment. Matriplast has integrated into its management system the necessary procedures to comply with the Legal Standards of Safety and Health at Work.

## 10. WORK ENVIRONMENT

### ❖ Organizational climate:

We promote adequate and safe work environments, maintaining a friendly treatment, respect and education.

Communication channels are open and available to all levels of the organization. Through them, it is easier to share, express ideas and receive feedback from stakeholders. Cooperation between areas and interpersonal is encouraged so that there is greater communion among all the representatives of the organization.


### ❖ Infrastructure and equipment:

We strive to maintain safe and adequate work environments, through the application of a safety and health program at work (reference document [PSST](#)), through a policy of constant investment, to improve buildings, facilities, equipment, machinery, technology and other tools necessary for the favorable development of our activities.

### ❖ Training and promotions:

We implement training plans to expand, reinforce and update staff skills. We offer opportunities for professional growth, through a career plan that enables promotions and promotions to all

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staff, according to their competencies and performance evaluations (reference document [CAREER PLAN ADM-PLN-001](#)).

## **11. EMPLOYMENT OF FREE CHOICE**

Matriplast does not use or sponsor the use of forced labor in any of its forms:

- Slavery.
- Forced work to pay debts.
- Child labour in prohibited activities.
- Work forced by the authorities to promote development.
- Forced labor as punishment for expression of ideological opinions or personal beliefs.
- Labor exploitation.

The company does not require or allow any worker to leave original identity documents in custody, nor does it withhold part of the salary, benefits, or belongings of the staff, in order to force them to continue working for the company.

Staff have the right to leave the company after completing their working day following the procedures defined by the company in the internal regulations in accordance with the provisions of the General Labor Law.

The staff is free to terminate the employment relationship, notifying in advance to the Human Resources area with a prudent period of 5 working days.

No forced labour shall be used or permitted. All work that is done must be voluntary and all company personnel must be free to terminate their employment contract whenever they wish. The company hires personnel in accordance with the provisions of current laws and the Ministry of Labor.


## **12. RIGHT OF ASSOCIATION**

The company declares the right of free affiliation to l@s trabajador@s, who so wish, to the Matriplast workers' union, with the exception of representatives who hold administrative positions and/or positions defined as trustworthy.

The company allows the free association of tod@s l@s trabajador@s to ensure their rights or to carry out any collective bargaining, which through their delegates can develop representative functions and transmit to Senior Management their concerns, suggestions, complaints or claims associated with the work environment, the treatment received from their work compañer@s, supervisors, Bosses or Managers.

The company maintains a tolerant behavior and does not apply any type of action against personnel who are part of associations or who voluntarily express their concerns, suggestions, complaints or claims.

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### **13. WAGES AND BENEFITS**

Matriplast S.A. defines the payment conditions in the employment contracts established at the beginning of the employment relationship, ensures that the wages paid always comply with the established legal regulations and guarantees that no deductions are made from the salary as a disciplinary measure.

It has been established with each employee of the company a payment period, payment slip that details the income and discounts that are made for contributions to health insurance, contributions to the Manager, taxes, as defined by national legislation and any other discount that has been formally approved by the worker.

The organization declares that irregular recruitment practices are not carried out and that the procedures defined in the Selection and Hiring of personnel are complied with (reference document Procedure of Selection and Selection of personnel ADM-PRO-001).

The company pays the staff the fair wage for all work done. Payments are made in accordance with contractual terms, the payment calculation is transparent to all staff (including daytime hours, night hours, Sunday salary, Production Bonus, Transportation, overtime and others).

Social benefits are company remuneration to staff in accordance with current law (Social Security, Quinquennium, Aguinaldo, Vacations, Lactancia, etc.).

### **14. WORKING HOURS**

The working hours in the company allow to maintain a balanced quality of life between work and personal life. Within the working hours it is allowed to control the production and working times of the personnel with the aim of giving a fair remuneration, according to what is established at the contractual level at the beginning of the employment relationship and within a legal framework.


All personnel are obliged to comply with the normal working hours defined according to their current employment contract, which are applicable according to the General Labor Law (reference document [SCHEDULES](#)).

### **15. REGULAR EMPLOYMENT**

The employment contracts concluded between Matriplast and the workers are based on the General Labour Law in force in the country. Therefore, contracts of limited duration are not used, nor are practices used in which there is no intention to equip the employee with skills or to provide him with regular employment.

The employment relationship between the company and the contracted personnel is based on labor legislation signing indefinite term contracts, which includes a trial term of 3 months. No fixed-term contracts are made.

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## **16. OUTSOURCING AND WORKING FROM HOME**

For subcontracted work, the company makes employment contracts that establish the terms by which the outsourced services will be performed; These contracts are concluded by mutual agreement between the parties and in compliance with the General Labour Law.

The subcontracted companies or services are responsible for the choice of their personnel and finally for the working conditions and will ensure full compliance with the laws in force that are applicable to the activity. In addition, the company will require that the subcontracted personnel have an employment contract that ensures the provision of adequate security elements for the work to be carried out, and that they have been induced or trained prior to the start of their work, thus ensuring that the subcontracted personnel have guarantees and conditions of employment similar to those of workers who have been hired directly by the company.

The Telework or work from home modality applies to administrative personnel due to the characteristics of the work they perform; for this, the company manages the assignment of a laptop, laptop, a VPN-secure for access via the Internet to Matriplast computer systems in a secure way. Administrative and HR Management. Prior coordination with the management of each area, to authorize the situations in which workers can / should perform this modality of work.

## **17. WORK OF WOMEN AND VULNERABLE GROUPS**

Vulnerable groups are those who are systematically affected in the enjoyment and exercise of their fundamental rights, due to widespread disregard for some specific situation or condition they share.

Population groups such as women, girls, children and young people in street situations, migrants, persons with disabilities, the elderly and the indigenous population, etc. are considered to be vulnerable groups.


Matriplast, does not discriminate against the hiring of women and vulnerable groups, rather seeks ways to promote:

- ✓ Equal pay between genders and groups.
- ✓ That there is no occupational segregation (assignment of certain occupations only, because they belong to that group).
- ✓ The reconciliation between work and family.

Matriplast complies with the articles in force:

ARTICLE 58: The work of minors under 14 years of age is prohibited, except in the case of apprentices. Persons under the age of 18 may not be hired for work beyond their strength or likely to retard their normal physical development.

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ARTICLE 59: The work of women and minors in dangerous, unhealthy or heavy work, and in occupations that harm their morality and good customs, is prohibited.

ARTICLE 60: Women and minors under 18 years of age may only work during the day, except for nursing, domestic service and other tasks to be determined.

Matriplast informs and disseminates the definitions and rights of women and vulnerable groups, to sensitize all its members.

## **18. CHILD AND CHILD LABOUR**

The International Labour Organization (ILO) defines as any work that deprives children of their childhood, their potential and their dignity, and that is harmful to their physical and psychological development, violating the rights of children.

Child labour refers to:

- It is dangerous and harmful to the physical, mental or moral well-being of the child; or
- It interferes with their schooling because: it deprives them of the possibility of attending classes; it forces them to leave school prematurely; or it requires them to combine study with heavy and time-consuming work.

Matriplast expresses its commitment to human rights and children's rights, which is why it does not employ persons under the age of 18, does not use, or directly or indirectly supports child labour. It does not allow work carried out by minors under 18 years of age in companies in which we have agreements or signed contracts for outsourced services.

Matriplast disseminates the definition of child labor, denounces situations of violation of children's rights and complies with current state regulations.

### **VISITS OF CHILDREN OR MINORS TO OUR FACILITIES:**

Any entry of children or minors as visitors, must be registered by the guard, before entering the company and must be accompanied by an adult or guardian, who must sign the authorization of entry in which they assume 100% responsibility for any fact that happens to the child or minor within our facilities.


## **19. INHUMAN OR HARSH TREATMENT IS NOT PERMITTED**

The company does not use or support the use of physical punishment or threats, mental or physical repression, verbal abuse or sexual harassment or any other type of intimidation, principles of dignified and respectful treatment of all personnel are established and applied.

The disciplinary measures adopted are recorded in the file of each employee and are based on the provisions of current legal regulations, as well as the Internal Regulations of

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Matriplast, which in turn is aligned with the values of the company and respect for Human Rights.

## **20. IMPERSONATION OR IDENTITY THEFT**

MATRIPLAST workers will refrain from actions that mean impersonation or identity theft in any of its forms.

Any worker who fails to comply with this provision may face disciplinary sanctions as established by the internal policies and rules of Matriplast and as the case may be, they will be reported to the competent authorities in order to avoid this type of conduct that may eventually result in crimes established in the Criminal and Civil Code.

In addition, the company reserves the right to take the necessary measures to prevent and detect identity theft, including conducting internal investigations, implementing computer security measures and collaborating with the competent authorities to report any act of impersonation or identity theft that occurs within the scope of the company.

## **21. SUGGESTION, COMPLAINT OR COMPLAINT MECHANISMS**

The company makes available the following mechanisms to capture concerns, suggestions or complaints from any interested party:

- Physical suggestion box.
- Electronic mailbox in the Matriplast Portal to which all workers have access.
- Through the website [www.envases-matriplast.com](http://www.envases-matriplast.com), in contact-comments and suggestions.
- Through workers' representatives.
- Through their area managers, Chiefs or immediate Managers
- In a personal way.

No type of retaliation is applied to the person (s) who report any fact.


Any complaint and/or denunciation will be treated confidentially by all persons who are exposed to such information. Cases that are not resolved or that require further attention should be submitted to the General Manager, who will determine the path forward to resolve these cases.

## **22. CONCILIATION COMMITTEE**

The way that the company determines to solve discrepancies or controversies that require amendment, is through the creation of a Conciliation Committee composed of:

1. Representatives appointed by the employer.
2. Representatives of the labor part.
3. The affected parties.

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This Committee cannot be composed of representatives of any of the parties who are directly involved or affected in the case at hand.

The Committee aims to find effective solutions to restore the relationship of the affected parties, through a commitment that is accepted and honoured by all parties.

## **23. MANAGEMENT SYSTEM**

Matriplast has an integrated management system consisting of:

- ISO 9001 2015
- HACCP
- SMETA

In this sense , **we declare our Social Responsibility, Industrial Safety, Occupational Health and Environment Policy:**

*In Matriplast S.A. we promote the achievement of our strategic objectives, ensuring the sustainability of the company, through a high level of ethical behavior, through the following principles:*

- *Respecting human rights.*
- *Providing safe and hygienic working conditions that preserve the health of our staff.*
- *Acting in accordance with our corporate values.*
- *Encouraging progress, promotion, personal and professional development of workers.*
- *Continuously improving the efficiency of our processes and products to minimize environmental impact.*
- *Complying with legal regulations.*
- *Managing mutually beneficial business relationships with customers and suppliers.*


This Policy has been disseminated to the company's staff and the effectiveness of its understanding has been verified. This statement is explicitly reflected in different sectors of the company's facilities.

All system documents, policies, procedures, work instructions, manuals and reference documents are reviewed after development or updating and approved prior to dissemination. Likewise, they are reviewed in the face of changes in the external and internal context that affect the organization and / or its stakeholders.

## **24. ENVIRONMENT**

Matriplast declares its firm interest in supporting social issues by supporting the community seeking to positively impact society. Likewise, it seeks to reduce the environmental impact that can be generated due to its operation and the generation of waste, for this reason it undertakes

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and maintains activities that seek to comply with this objective within the framework of compliance with the provisions of the General Environmental Law of the Country.

The organization operates by applying legal requirements such as the Environmental Management Plan (PMA) and the Industrial Environmental Registry (RAI).

## **25. INDUSTRIAL SAFETY AND OCCUPATIONAL HEALTH**

The company, through the application of an Occupational Health and Safety Program (reference document [PSST](#)) and in full knowledge of the risks inherent in its activities and processes, undertakes to provide adequate conditions for all workers by continuously improving the establishment to maintain a safe, hygienic and healthy work environment. Additionally, it evaluates risks and takes the necessary measures to prevent accidents and / or injuries caused during work activity or associated with it.

A Hazard Identification and Risk Assessment matrix ([IPER matrix](#) reference document) has been developed, resulting in an action plan for continuous improvement.

The company maintains indicators that allow evaluating with metrics the effectiveness of the actions taken with the aim of maintaining adequate working conditions for the company's operations.

Currently, all staff belonging to the organization are affiliated to health insurance in the National Health Fund.

In Matriplast, a process of induction, training and training is carried out for all staff to provide guidance on occupational risks in the field of Safety and Health at Work. Our Training Plan reinforces this knowledge throughout each management (reference document [Training Procedure ADM-PRO-005](#)).

A Committee on Industrial Safety and Occupational Health (reference document [PSST SST-EXT-006](#)) has been formed, designating a leader as responsible for this issue in accordance with the legal provisions defined in the General Labour Law in force in the country.


## **26. ANTI-CORRUPTION GUIDELINES**

We vehemently believe that corruption is the mother of all vices that entails serious legal risks and personal and company discredit.

Management performs a risk analysis to identify suspicious actions or activities that may cause possible facts or corrupt acts, in the different areas of the company.

The company establishes mechanisms to receive complaints of facts or acts of corruption.

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We follow a policy of zero tolerance for corrupt acts , for which the company establishes corrective disciplinary measures in case of evidence of corrupt acts.

## **27. DETECTION OF FRAUDULENT MOVEMENTS**

The company encourages the application of values such as transparency and honesty.

All movements and transactions of a financial and commercial nature, concerning the outflows and inflows of goods and money, are executed by trusted personnel. Likewise, there are control instances and authorization levels and they are recorded in their entirety, at the time they are made and with the corresponding backups of the movement made.

Matriplast manages an accounting system through an ERP software that allows to maintain control of movements of finished products with the respective costs. The prices are determined and registered in the system and then sent to customers as part of commercial offers in the sale of products and services. When executing a sale, it is supported with a series of records and documents that allow controlling the movement of products until the collection of the invoice.

Similarly, transactions with suppliers go through different instances of management review and approval, both in the determination and approval of suppliers, formally established, and in the management and definition of the purchase of goods and services, which are supported by the corresponding records and documents.

In this sense, you can not make undue charges or any type of scam or fraud.

Financial Statements are presented monthly to the General Management and bimonthly to the Board of Directors of the Company.


## **28. PREVENTION OF MONEY LAUNDERING**

Matriplast does not make purchases of fictitious lotteries or prizes, nor fictitious exports of goods, nor fictitious foreign investments. The company demonstrates rigor in that its management, executive, administrative and operational staff is not part of associations or organizations that finance terrorism, drug trafficking, smuggling and other criminal organizations; for this reason, all personnel who wish to be part of the organization are requested a Police Background Certificate from the Special Force to Fight Crime FELCC.

Document FIN-PRO-003, Procedure for the Prevention of Money Laundering, sets out the guidelines to be followed for the detection and prevention of this type of illicit activity.

## **29. GIFT TREATMENT, DADIVAS AND HOSPITALITY**

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The gifts and gifts received by the company's staff are registered (registration), where the date, person, origin and detail are recorded. Coordinates with Human Resources to determine your treatment and destination.

Matriplast staff should avoid being named or naming "sponsors" to suppliers of goods and services.

It is allowed to give gifts, dá divas or cases of hospitality to customers and suppliers, as long as it is justified with knowledge of general management.



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