



Softys®

Innovando para tu cuidado



Code of Ethics





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Date:

April 2026

Version:

2.0



Message from CEO Gonzalo Darraidou

At SOFTYS, a CMPC company, we are committed to acting in accordance with the highest ethical standards, because we firmly believe that this is yet another expression of our purpose of care. The SOFTYS Code of Ethics embodies the values that guide our conduct. Because at SOFTYS, we believe that doing the right thing means caring for what we believe in, in every decision and every action.

By living these principles every day—especially in the small details of our daily work—we cultivate strong, lasting relationships, always built on trust. Trust with our employees, customers, consumers, suppliers, shareholders, and the community around us.

I Our Purpose:

To develop brands that provide the best care people need in their daily lives and at every stage of their lives.

II Our Culture:

At Softys, our culture is inspired by people and driven by performance. It is what unites and motivates us; the engine that shapes and brings our strategy to life, and the foundation upon which we build a shared identity.

We call this unique way of living our culture “Soy Softys” (I am Softys): the way we recognize ourselves, connect with one another, and care for what we do, creating experiences that transcend the ordinary. We believe that culture is built in the everyday—in every gesture, decision, and relationship—always putting people at the center.

Our culture is lived out in three dimensions that guide our decisions and priorities: More Human, More Agile, and More Impact.

These dimensions are grounded in an unwavering foundation of ethical behavior, present in all our actions—from the simplest to the most complex—whether they are visible or, especially, when no one else sees them.



III Our Distinctive Commitments:

Our five Distinctive Commitments express our values and guide us in our day-to-day work. They provide direction, reflect how we act, and drive us to fulfill our purpose: Care; Trust; Impact; Achievement and Excellence; and Integrity.

They are the essence of our identity, the “DNA” of how we lead by example and care about what we do. They are what define us, set us apart, and make us Softys.





Care: We are guided and inspired by caring for people: our colleagues, consumers, customers, and our environment. We believe that through care, new opportunities open up that allow us to transform lives.



Trust: We believe in and trust the talent and capabilities of each and every member of our team, and we create environments that allow us to unleash that potential. We collaborate with one another and work as a team, because together we are stronger.



Transcendence: We work to create sustainable value for the business, knowing that in every effort and action we are safeguarding the future, today.



Achievement and Excellence: We are people of action in pursuit of excellence, and we love what we do. We are bold in taking risks, always with agility and discipline, opening spaces for innovation and creativity.



Integrity: We honor our history and act with integrity and transparency. Always.



Our distinctive commitments in action:

Consumer-centric:

We place the consumer and the customer at the heart of everything we do. That is why we strive to deliver products of the highest quality that fulfill every promise we make to our consumers, who are the inspiration behind all our actions, from our manufacturing plants to our administrative offices and retail locations. We are constantly seeking to innovate in the solutions we offer, based on a deep and dedicated understanding of our consumers.

Human rights:

For SOFTYS, human rights are those inherent to all people, regardless of their nationality, place of residence, gender, origin, ethnicity, color, religion, language, or any other condition, and they arise from the fact that every individual has the right to life, liberty, and security, as well as to be treated with dignity and without discrimination. For SOFTYS, they are a fundamental responsibility and a central element of how we do business, reflecting the principles of the United Nations Global Compact and forming part of SOFTYS's declaration of fundamental principles at work.

Diversity and inclusion:

At Softys, we promote a culture of inclusion where everyone feels valued, respected, heard, and has equal opportunities to contribute fully, unleash their talent, and achieve their highest potential. We recognize and value diversity as a core strength that empowers us, enables us to innovate and build better solutions, and brings together different perspectives, experiences, and realities. This commitment is reflected in our pillars of Women, People with Disabilities, and Multiculturalism, always grounded in respect, equity, and care for people.

Prevention of harassment and violence in the workplace:

SOFTYS does not tolerate any conduct that may lead to or constitute sexual harassment, workplace harassment, or workplace violence (including acts committed by third parties); interpersonal relationships must always be based on mutual respect, regardless of our employees' position, gender, age, sexual orientation, disability, nationality, ethnicity, or religious beliefs. This commitment is shared by our entire team, which stands united in a collaborative and participatory effort to prevent and eradicate any type of harassment and violence in the workplace. Through continuous training, the company will promote a culture of respect, safety, and health in the workplace.



Occupational health and safety:

Respect for people's lives and their environment is a core value at SOFTYS, driving our resolute, permanent, and non-negotiable commitment to the health and safety of our employees. Nothing justifies taking uncontrolled risks that compromise our safety or our health.

Sustainability:

SOFTYS is committed to a sustainable development model that promotes the protection of the environment and natural resources, enabling the creation of shared value and the projection of its future growth without negatively impacting future generations. SOFTYS fosters the sustainable development of its operations and processes primarily through the careful and efficient use of water—which is life—, raw materials, and the recovery of industrial waste.

Environment:

We develop our business strategy by focusing on sustainable results, seeking to protect the environment, achieve optimal economic performance, and, at the same time, create shared value with our stakeholders. This involves achieving operational excellence based on a long-term preventive culture that seeks to minimize and control the environmental impacts of our activities and products, aiming to reach our environmental sustainability goals above and beyond legal and regulatory compliance.



Relationships with suppliers:

SOFTYS bases its operations on a strong culture of integrity by partnering with suppliers who adhere to its ethics and sustainability policies, thereby contributing to the achievement of its objectives. For SOFTYS, excellence in management includes the ethical conduct of every employee and all our suppliers. Ethical conduct and strict compliance with the law foster the creation and maintenance of relationships based on trust with our business partners.

Free and fair competition:

SOFTYS strictly complies with all laws and regulations that protect and govern free competition in all jurisdictions where it operates or maintains business relationships, including international best practices. In this regard, the Company rejects any act that violates such laws, regulations and practices and, in general, any conduct that undermines free and fair competition.



Corporate Integrity:

SOFTYS rejects all forms of corruption, bribery, and any other conduct prohibited by our Integrity Policy, regardless of whether such actions are classified as criminal offenses in the countries where the Company operates or has a commercial presence. Accordingly, SOFTYS employees, wherever they are located in the world, are prohibited from making any improper payment or offering any improper benefit, of any nature, to a person or entity to obtain or retain business or any improper advantage.

Crime Prevention Policy:

SOFTYS rejects any act or conduct that violates corporate criminal liability laws, as well as any other applicable laws and regulations in effect where we operate. In view of the above, and for the purpose of preventing the commission of the offenses identified in such legal frameworks, the Board of Directors and the management of SOFTYS, in the exercise and fulfillment of their management and supervisory duties, have decided to implement a Crime Prevention System. Its general principles are applied across the various subsidiaries where the company operates under names such as “Crime Prevention Model”, “Transparency and Business Ethics Program”, “Integrity Program”, or others, according to the specific requirements regarding corporate criminal or administrative liability in each jurisdiction.



Personal Data Protection:

SOFTYS respects the privacy and the right to informational self-determination of every individual. As the data controller, the company is responsible for the processing of personal data collected, processed, and stored in compliance with the corresponding legal requirements..

International Trade:

As a global company, SOFTYS strictly complies with all laws and regulations governing international trade in all jurisdictions where it operates and maintains business relationships. In its commitment to helping prevent unlawful conduct, SOFTYS does not conduct business with countries or third parties subject to trade embargoes or economic sanctions. SOFTYS complies with current corporate governance requirements and standards, details of which can be found, among other places, in its Corporate Governance Policies and Procedures, Corporate Governance Manual, Market-Sensitive Information Management Manual, and General Policy on Routine Operations, all available on the website of its parent company, CMPC: www.cmpc.com.



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Our Code of Ethics in action:

As an expression of our more human approach, we always listen with empathy and foster close, constructive conversations. We are always open to learning and continuous improvement; therefore, we encourage our employees to promptly report any situations that violate the law and/or the Company's values by contacting Company leaders or the Softys Reporting Hotline.

In the event that conduct contrary to this Code is detected, Softys may apply corrective and/or disciplinary measures to the employees involved.

Reporting Channel

SOFTYS has provided a channel for anyone to report facts or findings that may or may not constitute a violation to our code, corporate regulations or current legislation.

The Company does not take action nor tolerate reprisal against those that report in good faith.

Our reporting channel is available at:

lineadenuncia.cmpc.cl,

on the SOFTYS website

[WWW.SOFTYS.COM](https://www.softys.com),

and on the Company Human Resources web portals.



My commitment to integrity and care

By signing this document, I confirm that I have received, read, and understood the contents of Softys' Code of Ethics. Accordingly, I commit to upholding the company's integrity in all my actions and decisions, always complying with company policies and the distinctive principles that guide our daily work. I also commit to consulting with the Integrity and Compliance Department if I have any questions regarding the Code of Ethics or Softys' internal regulations, and to reporting any misconduct or non-compliance that comes to my attention through the Softys Reporting Hotline.

NAME

JOB TITLE

SUBSIDIARY/COUNTRY

DATE

SIGNATURE

