



MARVAL

Your Logistic Partner

CODE OF ETHICS

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MESSAGE FROM THE CEO

It is always good to evaluate, analyze and draw conclusions after a journey. And it is no different in the case of our Organization, Marval, when the question arises as to how we got to where we are today, more than 30 years later. And while the question is complex and has many aspects, there is one thing that has undoubtedly been fundamental: our values, those that define us as a Company, that have been built up and allow us to succeed in what we do.

In a globalized, complex, interconnected world, and where Marval is participating more and more actively, to global companies, communities, local governmental entities, other countries, among others, it is necessary to organically shape a code that regulates and guide us as Organization.

For future growth and development, it is necessary and of vital importance to do so with transparency, high ethical standards, and commitment not only to quality, efficiency and use of resources, but also to behave with integrity, respecting communities, the environment, and ourselves.

I thank each one of you for the day-to-day work that has brought us to where we are today, and I invite you to read this Code of Ethics and make it your own. Let us continue to maintain and cultivate the values that characterize us as Marval.

Best regards,

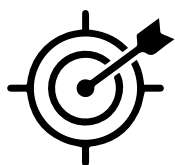
Guillermo Barros Lobos

CEO
Marval Group



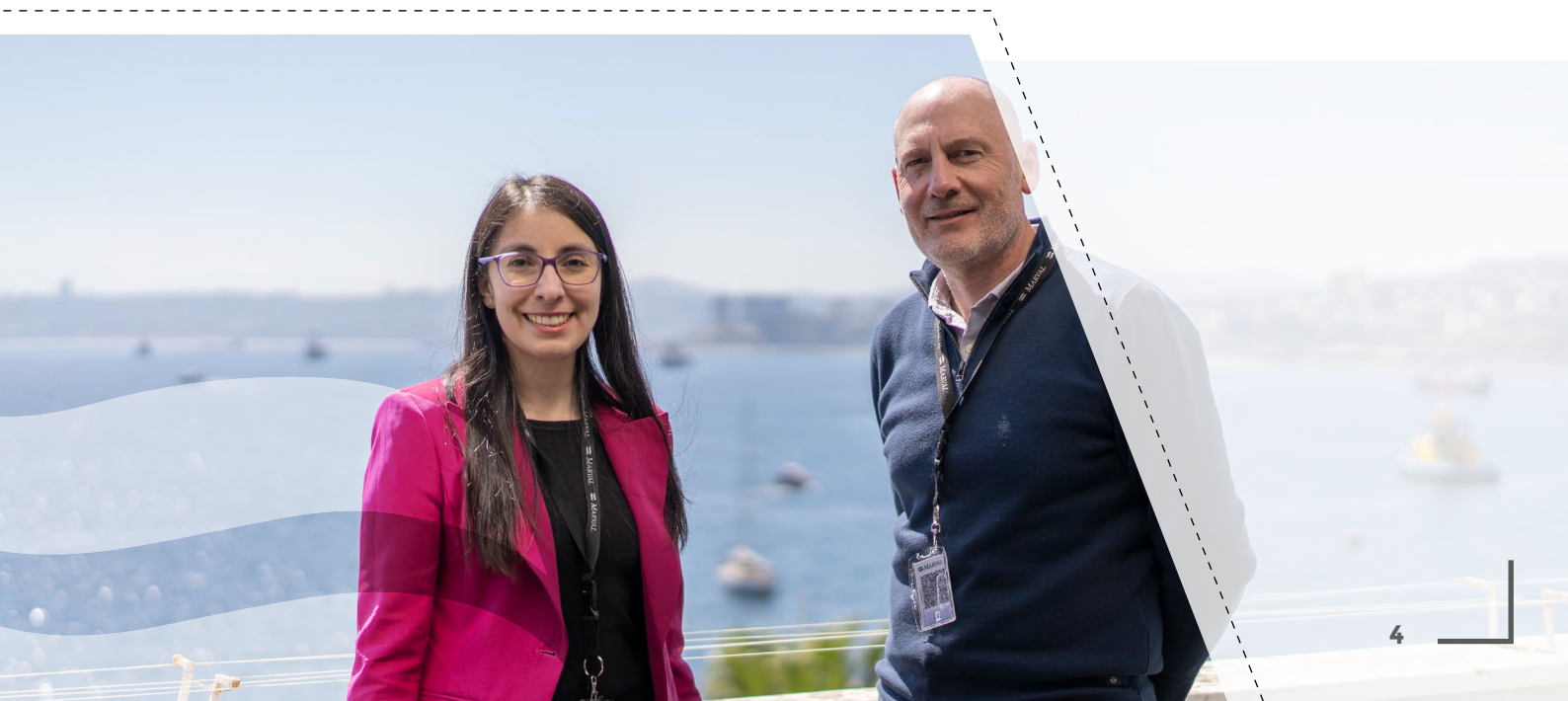
VISION

To be an international Company, leader in logistics, maritime and port solutions, providing excellent services tailored to our customers.



MISSION

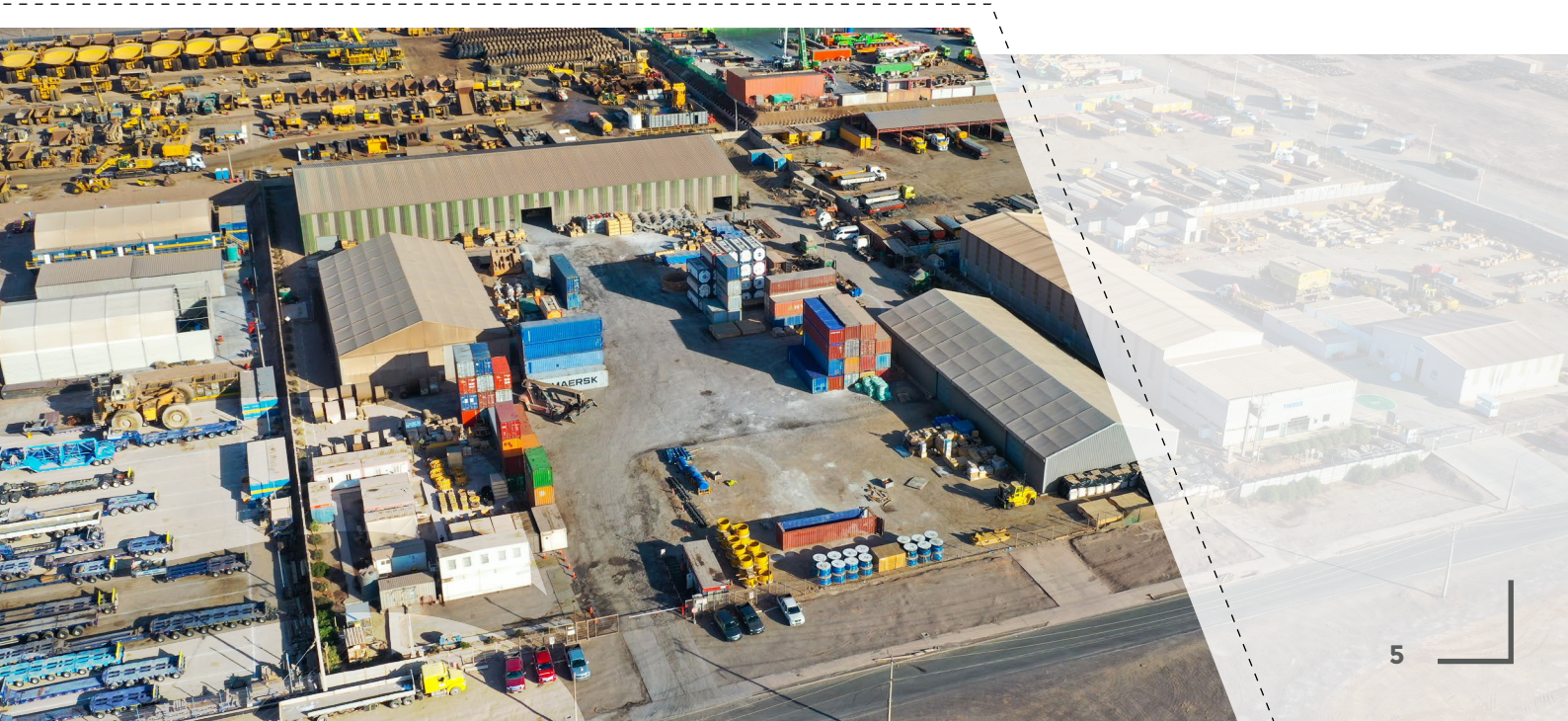
To provide innovative and excellent solutions that add value to the development of our clients.



OUR VALUES

SAFETY

We prioritize safety in all our operations and logistics processes, ensuring the integrity of the cargo, promoting the protection, health and physical integrity of our workers, mitigating risks and environment care.



OUR VALUES

QUALITY

We seek excellence in the provision of our services, offering efficient solutions and complying with the highest quality standards at all stages of the process to deliver a service of excellence, which meets and exceeds the expectations of our customers.



OUR VALUES

RESPONSIBILITY

We fulfil our commitments, demonstrating integrity and seriousness in each of our actions. Likewise, we fully assume the consequences of our actions, being aware of the impact we generate in the business and social environment. We value transparency as a fundamental element in building solid, long-term relationships with our business partners.



OUR VALUES

CUSTOMER FOCUS

We know our clients and we provide services according to their needs, satisfying their requirements in a proactive and flexible manner, offering a personalized service, with clear and timely communication to generate lasting commercial ties.



OUR VALUES ARE REFLECTED IN OUR COMMITMENTS



We are committed to respect human rights and to protect the dignity and well-being of all members of our Organization, which is why we create a work and business environment based on respect, fairness and justice. We reject all forms of forced labor, human trafficking and human rights violations.



We promote inclusion, diversity and gender equality, seeking to create a workplace where each individual feels valued, respected and can develop their full potential.



We recognize the role of our employees as a key asset in our value chain. We therefore strive to provide them with a safe and risk-free working environment, with a focus on improving well-being, quality of life and work-life balance.



OUR VALUES

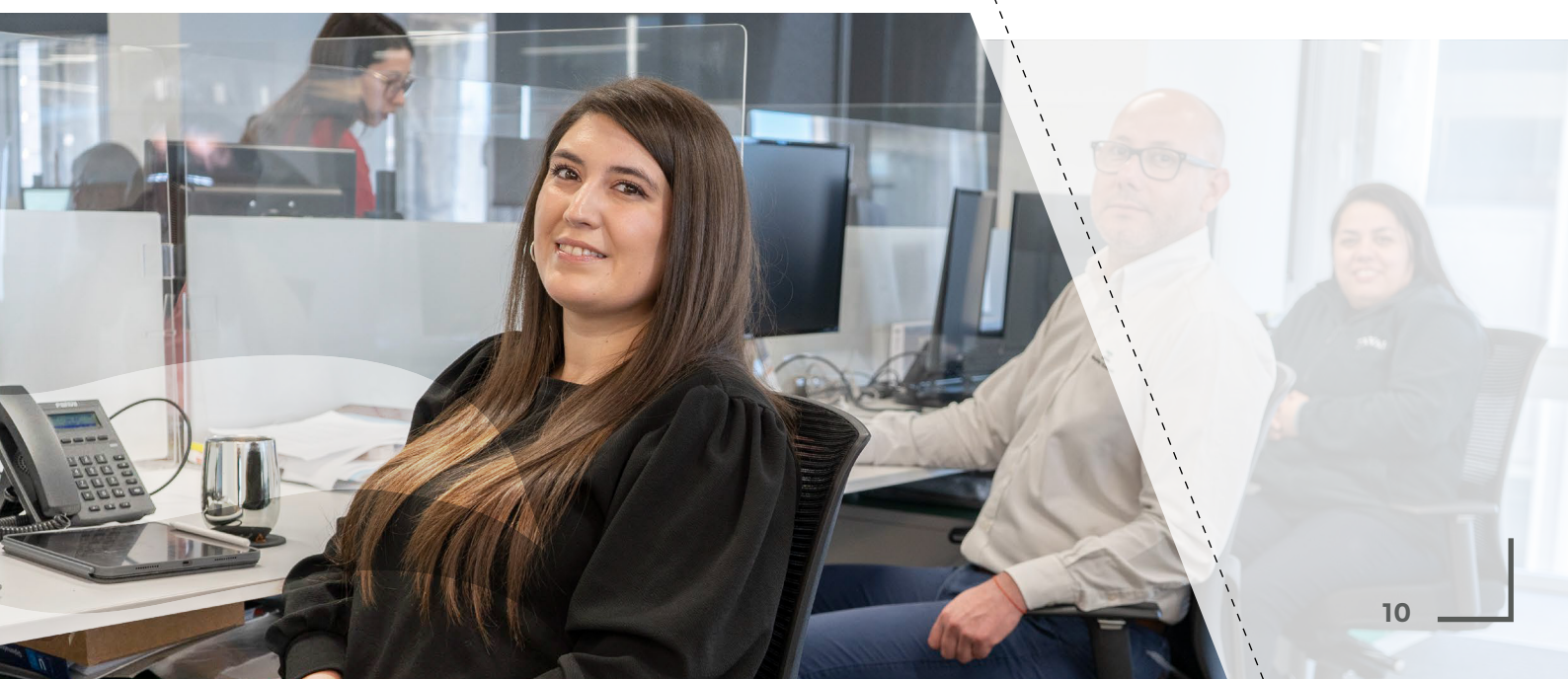
ARE REFLECTED IN OUR COMMITMENTS



We have developed an environmental protection policy, which seeks to encourage a harmonious balance between our business activities and sustainability.



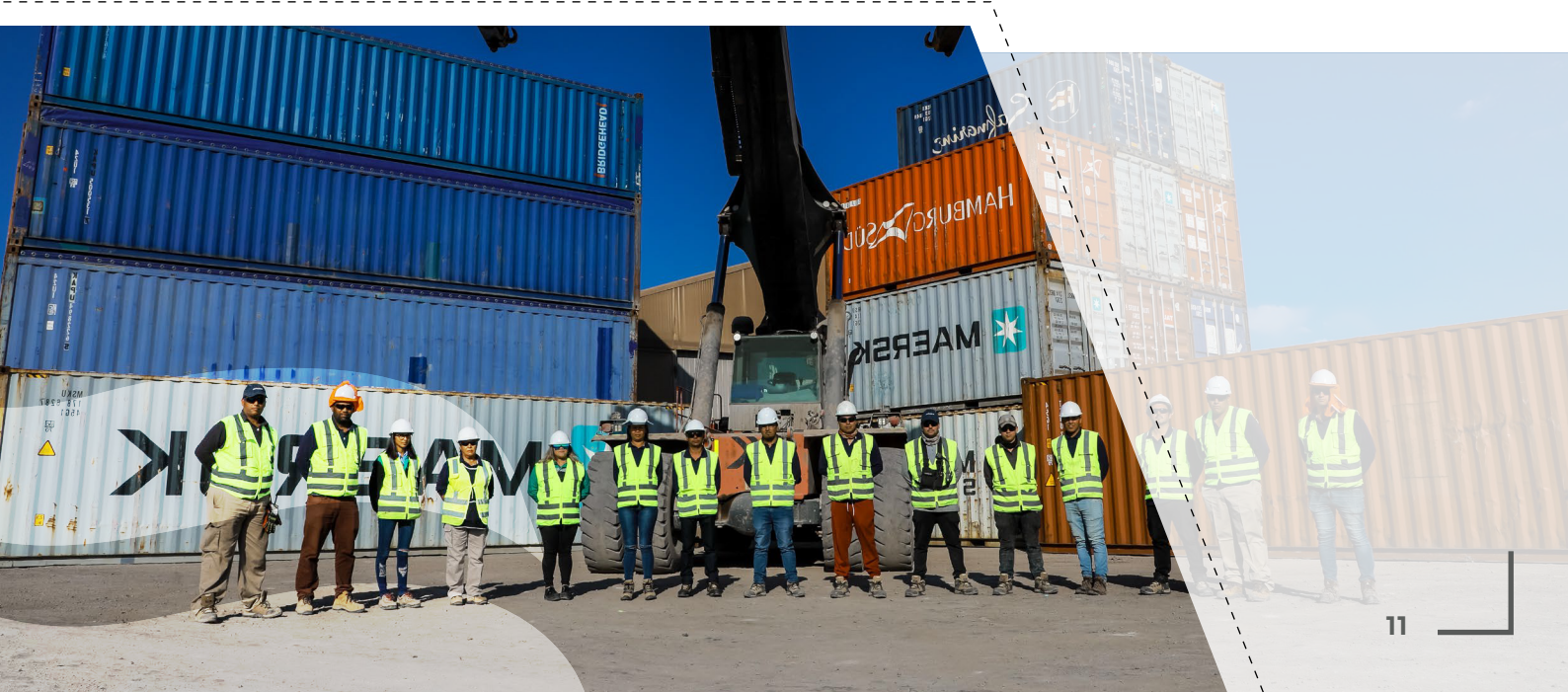
We are in the process of implementing a regulatory compliance model, which ensures that all our operations and working practices are in full compliance with the regulations and standards applicable to our management, to establish a standard of excellence in regulatory compliance, building a corporate culture based on ethics, transparency and accountability.



OUR EXPECTATIONS

AS AN EMPLOYEE, YOU ARE EXPECTED TO:

- Comply with MARVAL's values. Observe these values when deciding; these values should guide your daily activities and conduct. Also, if you are in a hierarchical position, lead by example.
- Comply with MARVAL's Code of Ethics. Read, understand and comply with this Code. Also, if you are in a hierarchical position, promote MARVAL's Code inside and outside the Company.
- Act honestly, with integrity and with respect always. Remember that integrity is doing the right thing even when no one is watching.
- Protect MARVAL's reputation. Do not do anything that could damage the reputation and/or good name of the Company.
- Don't hesitate to reject a job that poses a risk to you or your colleagues' safety. Health and safety are values that we always protect and care for. Also, if you are in a hierarchical position, protect your employees and always promote safe work.



OUR EXPECTATIONS

AS AN EMPLOYEE, YOU ARE EXPECTED TO:

- **Ask for help.** If you do not know how to perform a task or are in doubt about what to do in a given situation, ask your immediate supervisor for help or seek advice from our legal department.
- **Fulfill your training program.** Participate in MARVAL's mandatory training.
- **Do not engage unnecessarily;** thank and decline to accept any gifts or invitations from customers and/or suppliers. Always maintain a professional and strictly service-oriented relationship. If you have doubts, whether to accept an invitation or a gift from customers and/or suppliers, consult the legal department.



WHISTLEBLOWING CHANNEL

The channel for complaints, information and suggestions is a system for receiving and investigating allegedly irregular facts or conducts, or that violate our corporate values or principles established in the Code of Ethics and current regulations, as well as feedback from our employees that allows us to improve our processes and working conditions.

The responsible use of this instrument is essential to prevent or stop the reported conducts and the damage it may cause to employees, third parties or the Company. As well, so that our production processes to have an effective result and to improve the working environment.

All employees have the duty and the right to report situations that, in their own opinion, would violate the Code of Ethics or that could be a contribution to the development of the Company.

The channel for complaints, information and suggestions is based on the unrestricted respect for fundamental human rights, which leads us to implement this system based on the following principles:

No reprisals: it is forbidden to retaliate against those who have collaborated in an internal investigation, either as a whistleblower or informant, investigator or witness in an internal investigation.



WHISTLEBLOWING CHANNEL

- **Confidentiality:** the facts reported or informed, the conduct of the investigation, the name of the accused and the complainant, as well as the disciplinary measures, if any, shall remain strictly confidential.
- **Impartiality:** both the investigators and the conduct of the internal investigation and the determination of the disciplinary measure, if any, must be the product of an objective and unbiased analysis of the findings of the investigation.
- **Innocence:** No person may be sanctioned or disciplined if as a result of the investigation it was not possible to prove his or her responsibility in the facts. Without prejudice to the precautionary measures that may be adopted by the Company to avoid a greater harm, which in no case will have the character of a sanction.
- **Proportionality:** the disciplinary measures adopted after verifying the occurrence of a violation of this EC must be proportional to the severity of the offence committed.

Our whistleblowing channel is:

www.resguarda.com/lineaetica.grupomarval

lineaetica.grupomarval@resguarda.com





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