



OPEN DOOR POLICY

INTRODUCTION

In order to create a more flexible corporate culture, the Open Door Policy is established in an effort to make communication among all levels of the Organization easier, encouraging strong teamwork.

This organizational practice seeks to support the idea that employees can provide creative and innovative solutions to problems if they are given the opportunity to participate and report any deviations with respect to our policies and procedures that impact our operations, and social and environmental priorities in any way.

I. PURPOSE

To allow relationships between upper management and employees to be more direct, with the goal of being more aware of problems, questions, and conflicts that employees of the Company might have.

II. SCOPE

Applies to all FibraShop employees.

III. RESPONSIBILITY

The personnel involved in the processes described in this manual will be responsible for their application and fulfillment, while Corporate's internal control area will validate that those processes are carried out in strict compliance with established regulations.

IV. PRINCIPLES

This policy is focused on the following principles:

- The doors of managers' and directors' offices are literally always open, or at least for the greater part of the day, to discuss any type of important matter. If someone is on a call or dealing with an issue the door might be closed, and the person looking for the manager will leave a message, or wait until the matter is finished, without this being interpreted as the door being closed, or that they manager did not wish to pay attention to them.
- Upper management and managers will be called by their name, and they in turn will call their employees by their names.
- Any employee may speak to, schedule a meeting, or send an email to a manager or director without having to go to their immediate supervisor first, and without having to request special permission, as long as this is done in an available space, respectfully and with purpose. Note that the first instance of communication should be with the immediate supervisor, and if there is no response, the employee may go to the next level up, unless the reason for approaching the manager or director is due to a violation of the Code of Ethics by their immediate supervisor.



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- Employees may inform directors or managers of any retaliation or threats they have been subject to by their immediate supervisors.

This policy is reinforced by other channels of communication that we provide to employees: lineaetica@fibrashop.mx.

CHANGES TO THIS VERSION:

| VERSION NUMBER | DATE UPDATED | CHANGE DESCRIPTION |
|----------------|--------------|--------------------|
| 1 | January 2022 | Does not apply |

Authorization date:

| PREPARED BY: | REVIEWED BY: | AUTHORIZED BY: |
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