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|  | Code: | CORP-POL-017 |
| | Version/Date: | 4.0 / 26 March 2024 |
| | Plant: | Oben Group |
| EXTERNAL POLICIES | | |


1. POLICY 1: REGULATORY DOCUMENTS UPDATE

Oben Holding Group (OHG) is committed to maintain updated all **Regulatory Documents** regarding its films BOPP (Bioriented Polypropylene), CPP (Cast Polypropylene), BOPA (Bioriented Polyamide), BOPET (Bioriented Polyethylene Terephthalate) and Coating (Polyethylene Coated Paper).

Actualization of the **Regulatory Documents** is defined as follows:

- Our **Declarations of Compliance** are updated based on new (inter)national regulations, or in case current regulations have been modified,
- Our **Management System Certificates** are generally valid for 12 months, starting from the date of issue. Our management systems are reevaluated periodically (in general annually) by external and accredited companies to guarantee compliance.
- Our **Material Safety Data Sheets** are updated every 48 months only in case there are any updates of national and/or international legislation as internal processes remain constant.
- Our **Migration Test Certificates** are updated when modifications occur in the product formulation or due to updates in the current regulations associated with the regulations mentioned in said certificates. In the absence of changes, a maximum validity of 60 months from the date of issue is established.

The current versions of the Regulatory Documents are published on the OHG website and are considered as the only valid versions.

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2. POLICY 2: WARRANTY PERIOD FINISHED PRODUCTS

2.1 Warranty

The guarantee of OHG products is exclusively based on their technical specifications. The **warranty covers only the direct costs of the product delivered** and excludes all costs related to customer's logistics, manufacturing process, loss of sale or other.

2.2 Warranty Period

The warranty period starts at the moment of dispatch from the OHG production plant and is defined as follows:

| PRODUCT | WARRANTY PERIOD FOR CONVERSION PROCESSES (cutting, printing, laminating) | WARRANTY PERIOD FOR FINAL USE OF CONVERTED PRODUCT (packaging) |
|--------------------------|---|---|
| BOPP | 6 months | 12 months |
| CPP | 6 months LATAM | |
| | 3 months Europe | |
| BOPET | 12 months | |
| BOPA | 12 months | |
| METALLIZED BOPP/CPP | 6 months* | |
| METALLIZED BOPET/BOPA | 12 months | |
| COATED PAPER | 3 months | |
| COATED PLASTIC | 3 months | |

*Excludes surface tension

Oben LATAM: excludes Antifog BOPP/CPP

Oben Europe: Antifog BOPP 3 meses

2.3 Requirements for the application of the warranty

For conversion processes:

- Compliance with the storage requirements specified in the safety data sheets and technical data sheets (available on the OHG website).
- The product must show no evidence of improper handling.

For final use of already converted product:

- Verification that the complaint or claim is related to the original properties and characteristics of our films and that these have been converted through controlled processes.
- The applications of our films have been properly validated by the client.