

STAKEHOLDER	IDENTIFICATION	WHY WE ENGAGE	ENGAGEMENT MECHANISMS
Direct and indirect employees	-Direct or indirect employees hired by MASISA at its various operations.	Engagement with our employees directly impacts MASISA's financial, social and environmental performance (for example, product quality, environmental impacts generated by the operation and work safety).	<ul style="list-style-type: none"> - Periodic meetings by area, training, dissemination campaigns. - Meetings with unions - Commitment survey.
Customers	- Buyers of our products (furniture makers, large surfaces, furniture industries and companies in the sector).	Satisfied customers allow us to make a long-term projection.	<ul style="list-style-type: none"> - Meetings and visits by the senior management and the sales and marketing areas. - Technical talks on products - Handling of queries and advice. - Participation in shows and expositions of the industry. - Training. - La Placa newsletter.
Suppliers	- small, mid and large-sized external companies that provide services, supplies and raw materials needed for production.	To meet our consumption needs to maintain operations in the short, medium and long term.	<ul style="list-style-type: none"> - Technological exchanges. - Visits to shows. - Site visits - Long-term contracts. - New development agreements.
Surrounding communities	<ul style="list-style-type: none"> - People from towns near MASISA's forestry and industrial facilities. - Neighbors' associations. - Community organizations. - Schools, sports clubs and nearby companies. 	We seek to strengthen our good neighbor status to maintain our social license to operate and grow.	<ul style="list-style-type: none"> - Meetings with and visits to communities and institutions. - Participation in community actions and in a joint development plan. - Response to specific requests and/or grievances. - Training and education courses. - Factory visits.
Authorities and NGOs	<ul style="list-style-type: none"> - National, provincial and district authorities. - Health, environmental and port authorities, among others. - Non-profit environmental and social organizations. 	This facilitates better understanding by the parties to prevent risks and create opportunities.	<ul style="list-style-type: none"> - Formal communications. - Meetings convened. - Visits and inspections. - Participation in regional/local projects and events. - Certification and continuous improvement processes. - Participation in roundtables.
Shareholders	<ul style="list-style-type: none"> - GrupoNueva. - Pension fund companies (AFPs). - Investment funds. - Natural people. 	Company growth.	<ul style="list-style-type: none"> - Open and permanent communication channels with the Investor Relations department. - Delivery of periodic information. - Publication of quarterly financial results. - Plant and office visits. - Annual Shareholders' Meeting.

FREQUENCY	POSITIVE & NEGATIVE IMPACTS	RISK OF THAT STAKEHOLDER FOR MASISA	OPPORTUNITY OF THAT STAKEHOLDER FOR MASISA	RISK & OPPORTUNITY MANAGEMENT
Permanent	- Positive: Development of local manpower, knowledge transfer and increased employability.	An uncommitted employee could endanger the safety of the rest of the employees, the environment and product quality, and even paralyze our production operations.	Process, product and service innovation.	Commitment survey, the plans arising from this process, along with the performance evaluation process improve employee commitment and thereby reduce risks and increase opportunities.
Permanent	Positive: top quality products (for example, certified and low formaldehyde emissions), delivery on time, good after-sales service, timely handling of complaints.	Greater loss of commercial confidence.	Unsatisfied needs.	- Red M, MASISA's loyalty program. - Direct communication and handling of complaints. Innovation and joint creation of products and solutions to anticipate market needs.
Permanent	Not applicable	-Resins and fiber are critical raw materials. -Technology enables us to anticipate needs and opportunities. Not having these services or raw materials on time could stop operations. - Non-compliance and work accidents. - Low environmental standards.	- Co-innovation - A permanent and quality supply is maintained.	- Supplier evaluation. - Long-term contracts. - Supplier development projects.
Permanent	- Positive: jobs, entrepreneurship opportunities, access to training on trades related to our sector, support for neighbors' associations and schools. - Negative: operating impacts.	- Neighbor conflicts that impair the social license to operate. - Temporary stoppage of forestry or industrial activities.	-Source of local manpower and suppliers. - Generation of partners.	- To keep environmental aspects under control, transparent community engagement of mutual respect. - Preference for filling direct and indirect jobs. - Local development programs.
Permanent		Regulations	- Generate cooperation instances and projects and the achievement of common objectives.	- Keep environmental aspects under control, legal compliance. - Permanent internal and external audits of the integrated management system. - Opening-up to joint initiatives. - Transparency.
Permanent		Affects the level of confidence.	Access to capital for growth.	Sound corporate governance and triple bottom line performance.