



VALORA INTERNACIONAL LTD

VAL-POL-019 CUSTOMER COMPLAINT & NON-CONFORMANCE POLICY

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Approved By: Lucas C

1. Purpose

This policy establishes the principles, responsibilities and controls applicable to VALORA INTERNACIONAL LTD global operations and business relationships.

2. Scope

This document applies to employees, contractors, suppliers, customers, partners and third parties connected with VALORA activities.

3. Policy Statement

VALORA INTERNACIONAL LTD is committed to ethical conduct, transparency, compliance, responsible supply chain management and continuous improvement.

4. Responsibilities

- Maintain professional standards and comply with company requirements.
- Protect confidential information and company reputation.
- Report concerns, risks or non-compliance situations.
- Support continuous improvement and responsible business practices.

5. Controls and Monitoring

This policy shall be reviewed periodically. Compliance failures may result in corrective actions, supplier review or other appropriate measures.

Approval

Approved By: Lucas C

Date: 19 August 2026

Signature: Lucas C