

This is who we are,  
This is how we coexist

# **CODE OF CONDUCT**

For Suppliers and Contractors

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## 1. To Our Suppliers and Contractors

For Crystal S.A.S., the growth of our business is built hand in hand with our collaborators and must be supported by principles and values based on ethics. Through our policies, our company has always sought to operate with a conscious respect towards our business partners, their families, and the environment. That is why we have created this Code of Conduct aimed at our suppliers and contractors, which is derived from our internal code of conduct. We understand that only through ethical and trustworthy practices can we achieve business success. We would like you to know our values and the way in which we expect our relationships to be built, understanding that together we have an obligation to society to promote sustainable growth. For this purpose, our companies must strive for an economic, social, and environmental balance. Therefore, we call upon all our suppliers and contractors to assume and internalize within their organizations the policies and conduct parameters outlined in this document, so that the relationships we establish can be strong and lasting.

## 2. People

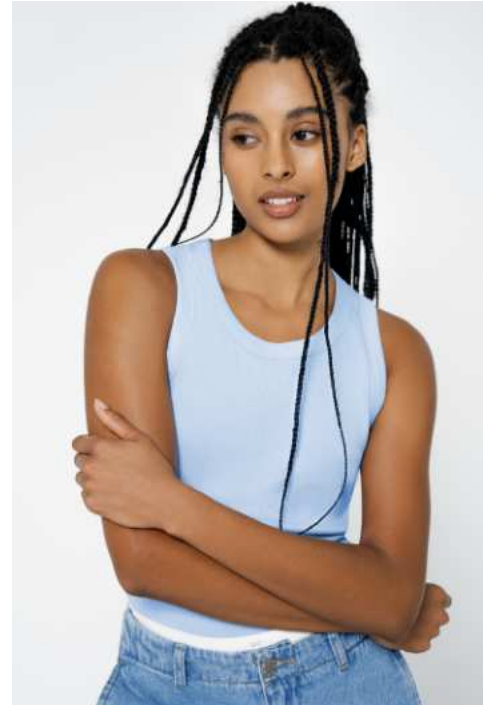
Crystal S.A.S. suppliers and contractors will protect the rights of all individuals and take actions to ensure that they are not violated. Human Rights: Crystal S.A.S. suppliers and contractors must respect the human rights of all their employees and counterparts in the exercise of their operations, thus complying with the mandates of the Universal Declaration of Human Rights of the United Nations. Discrimination and Harassment: All individuals must be treated equally. Any act of discrimination based on gender, race, nationality, sexual orientation, political inclinations, or any aspect unrelated to their ability to perform the job must be rejected and reported. Furthermore, our suppliers and contractors commit to reject and punish any form of harassment (persecution, intimidation, mistreatment) by any of their employees.

### **Abuse:**

Act against any act of disrespect, injustice, or exploitation of a dominant situation that may occur within their organizations and that undermines the dignity of individuals.

### **Freedom of Expression:**

Under no circumstances can behaviors that are considered a prohibition on the free development of personality or freedom of thought expression of ideas, and responsible behavior be tolerated.



### 3. Workers

Crystal S.A.S. is proud to be accredited for its compliance with WRAP principles, thanks to the implementation of good practices in responsible production that provide guarantees to its workers. For this reason, we ask our suppliers and contractors to commit to taking measures within their organizations to ensure the following for their workers:

- Compliance with both the labor standards defined in this document and those required by labor regulations in the country where they operate.
- Prohibition of forced labor, including conditions of bondage, slavery, or human trafficking.
- Prohibition and denouncement of child labor.
- Ensuring fair and timely compensation for their workers, at a minimum in accordance with the legislation of the countries where they operate. Likewise, respecting the workers' right to rest through working hours that do not exceed the legal maximum.

- Promoting a clean, safe, and healthy work environment in their companies. Ensuring measures and plans that protect the integrity of all individuals within their facilities.
- Allowing and respecting workers' right to freedom of association.
- Thoroughly knowing the individuals who work in their organizations, using legitimate means for this task.
- Contractors providing services at any of Crystal S.A.S. facilities must read and comply with the contractor's manual.





## 4. Information

### Confidentiality of information:

Crystal S.A.S. suppliers and contractors commit to taking measures to ensure the security and confidentiality of financial, commercial, database, administrative, or any other type of information that may be entrusted to them for safekeeping or processing due to our business relationships.

Likewise, they also commit to keeping evidence of all transactions, payments, orders, or any other documentation related to commercial transactions with Crystal S.A.S., including gifts given or received, and provide it when required by our organization.

### Intellectual Property:

One of the most important assets of the Company is intellectual property, which includes trademarks, trade names and logos, patents, copyrights, trade secrets, knowledge, expertise, inventions, developments, and technology. Therefore, we will only allow the use or sharing of intellectual property with individuals outside the Company if there is appropriate legal documentation, a license agreement, or equivalent document.

### Treatment of personal data

Crystal S.A.S. suppliers and contractors shall implement the necessary controls and policies to guarantee the treatment of personal data according to the applicable legislation.

Likewise, they must guarantee the protection and correct treatment when they have access to Crystal S.A.S.'s personal data bases in their role as data processors, ensuring that they will only be treated by virtue of the commercial agreement made and for the exclusive purpose of such treatment.

## 5. Business Ethics

### Corruption and Bribery

All Crystal S.A.S. suppliers and contractors must commit to always act with transparency in the framework of their business activities, as well as take measures in their organizations to combat corruption. Crystal S.A.S. suppliers and contractors agree not to give gifts or favors to Crystal S.A.S. officials, as these may influence their decisions and impartiality in the exercise of their duties. Likewise, they must report through established channels any irregularity or improper act in procurement or purchasing processes committed by a Crystal S.A.S. official who requests commissions, benefits, or gifts to influence decisions in their relationship with the Organization.

### Abuse of Power

Under no circumstances should Crystal S.A.S. suppliers and contractors use their dominant position in the market to make arbitrary decisions that interfere with market development and their competitors. They must not form alliances with any other party to harm third parties. Crystal S.A.S. will report any cases of abuse of power that come to its knowledge. Likewise, any case of abuse of power in

which a Crystal S.A.S. official is involved, either on their own behalf or on behalf of the Company, by attempting to take advantage of their dominant position through threats or intimidation, must be reported through the designated channels for this purpose.



## **Contracting**

Ali Crystal S.A.S. suppliers and contractors must implement transparent mechanisms in their contracting processes, with appropriate communication channels, equal conditions and deadlines, storing supporting documents and records of ali processes, always complying with the regulations and applicable legislation.

### **Use of resources:**

Crystal S.A.S. suppliers and contractors are committed to properly managing the physical resources of the Organization to which they have access, as well as the economic resources that are provided to them in the course of their contractual function, which must be managed with honesty and sense of austerity.

### **Respect for established processes**

Crystal S.A.S. has established procedures for orders, dispatch, and transportation of orders and merchandise, as well as the locations where the contracted service must be provided. These procedures cannot be arbitrarily modified by any employee of the Company. Therefore, if a provider or contractor detects any suspicious changes to the conditions under which they must provide their service, they must report it to Crystal S.A.S through the established

channel for this purpose.

### **Money laundering and terrorism financing:**

C-crystal S.A.S. conducts a risk management program for the prevention of money laundering and terrorism financing. Therefore, controls have been implemented to thoroughly know the individuals with whom it is related. All Crystal S.A.S. suppliers and contractors must provide all requested information for their registration in a timely, complete, and truthful manner. Crystal S.A.S. may choose not to establish (or terminate) commercial relationships with legal entities or individuals who refuse to provide or provide false information on the designated forms for this purpose.

Likewise, Crystal S.A.S. informs all its providers and contractors that it will conduct checks on public control lists (such as OFAC, UN, and World Bank, among others) for offenses related to money laundering, before and during the commercial or contractual relationship.

The providers and contractors of Crystal S.A.S. must implement policies, procedures, and controls that minimize the risk of being involved in situations of

money laundering or terrorism financing in accordance with the applicable laws.

## 6. Environment

At Crystal S.A.S., we are aware of the environmental impact generated by our productive activities and the responsibility we have as a company towards the surrounding community. Therefore, we ask our providers and contractors to adhere to our firm commitment to environmental care, always keeping in mind the continuous improvement of processes, as well as compliance with existing legislation.

We channel our efforts towards: guiding our staff and contractors to reduce waste disposal, rationalizing the consumption of water and energy resources, safely managing chemical substances, and strengthening the culture of safety, order, and cleanliness, where we all benefit.





## 7. Conflict Minerals Policy in Crystal S.A.S.' Products and Processes

At Crystal S.A.S., we are aware of the abuse of international humanitarian law that surrounds the extraction of certain minerals in Conflict regions and their subsequent use to finance terrorism. These minerals are known as 3TG, and we primarily identify the following: cassiterite (tin), columbite-tantalite (tantalum), gold, and wolframite (tungsten). Therefore, being consistent with our commitment to respect and dignity of individuals, we reject the use of any "conflict minerals" in our products and demand that all our suppliers avoid their use in their products and raw materials supplied to us.

For this reason, we invite those suppliers who use any of these minerals in their processes to express it directly.

In the event that Crystal S.A.S. becomes aware that any of its suppliers use minerals that are related to abuse or disrespect for human dignity, or their extraction is not socially and environmentally responsible, the commercial relationship established will be terminated.

This Cede is mandatory for all suppliers and contractors of Crystal S.A.S. In the event that behaviors or actions contrary to the content of this document are identified, the Organization may proceed to establish disciplinary measures, contract suspensions, or civil lawsuits in order to continue promoting compliance with our Ethics Program. Ignorance of its content does not exempt individuals and companies from their responsibility towards this document.



**ASÍ SOMOS**  
Ethical program

## Crystal Ethics Hotline

Any person who knows of any situation that may compromise the integrity or ethics, or improper actions involving employees, suppliers or customers of Crystal S.A.S. should report it to the **line 01-8000-180263**

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