



Code of *Conduct*

CHRISTAL

People build excellence

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CHAIRMAN LETTER

The collective conduct at CHRISTAL and its business units reflects the beliefs of our people: Shareholders, Leaders and all Employees alike.

The longevity of our business, which has now surpassed half a century, rests on the foundation of our values and policies, designed to ensure security in both internal and external relationships.

Therefore, we invite all who engage with us to align with our practices, which aim to foster capable and free citizens as the basis for a strong society.

This Code of Conduct reaffirms our established standards of behavior and seeks to consolidate the CHRISTAL way of being and acting, both within the company and in our partnerships.

We have decided to express this with the confidence that its content will be naturally and wholeheartedly embraced, as we believe it should guide us at all times for the betterment of our professional and personal lives.

Our Code of Conduct is practiced within the organization and extends to all who engage with us, whether or not they are present on our premises.

In the diversity that exists at CHRISTAL, there is one common aspect: exceptional People who, with the support of exemplary Suppliers, serve our Clients with excellence.

In this way, we build a virtuous circle founded on integrity, challenge and motivation. CHRISTAL assumes leadership in this responsibility and confidently asks you to do the same.

Wolfgang Rudolph

ORGANIZATIONAL GUIDELINES

CHRISTAL's Ideology forms the foundation for sustaining long-lasting business: it acknowledges the fundamental importance of people, pursues continuous improvement and is committed to contributing to the development and strengthening of its community.

Collective growth relies on relationships that bring prosperity to all.

It is an ethical and healthy environment that will always reflect in our business.



CHRISTAL IDEOLOGY

PURPOSE

To inspire and develop people for excellence.

STRATEGY

Engaging stakeholders (all partners, employees, clients, suppliers, and shareholders) who perform above market standards with a focus on continuous improvement.

VALUES

Be Committed, Be Reliable, Prioritize Results, Serve and Value People.

CORPORATE POLICY

1. CHRISTAL's symbol is Quality*.
2. We strive for a motivating environment, supported by prevention, which results in personal and professional development, based on a culture of commitment.
3. Our most important quality criterion is the satisfaction of our shareholders, employees, customers and suppliers, as well as compliance with legal and other requirements.
4. We aim to ensure that the requests, specifications and attitude of all of us, and those with whom we interact, are in line with our values and our ability to serve.
5. The recommendation for new orders must be based on the continuous improvement of our processes, products, technology and costs.
6. Our commitment to shareholders, employees, customers, suppliers and the community is to contribute to their development and share results.

**For CHRISTAL, Quality has a broad meaning. It encompasses everything from planning to managing all processes; it aims to meet explicit expectations (orders) and implicit ones (desires, culture, value); and it focuses on people development and environmental preservation.*

1. INTRODUCTION

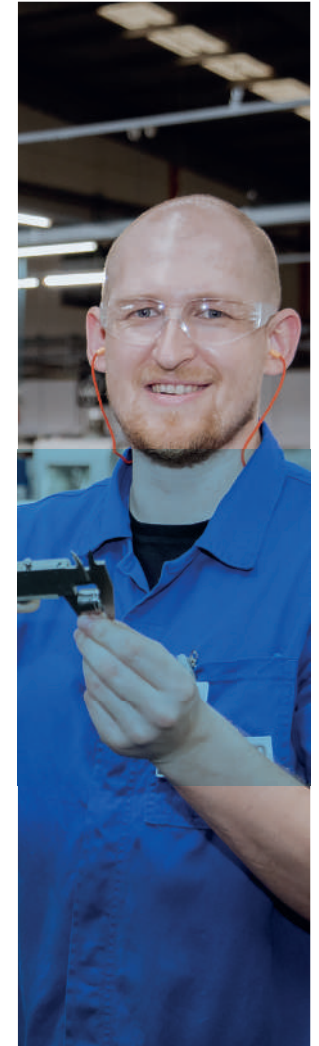
Good policies and procedures are essential conditions to ensure the longevity of our business. It is everyone's responsibility, and especially that of company leadership, to ensure they are consistently practiced.

The Code of Conduct is an integral part of the Employment Contract across CHRISTAL business units.

This document is the result of collective effort involving all CHRISTAL leaders. It reflects how we approach our rights and duties; our commitment to the environment, to the safety, health, and well-being of our employees and partners; our social responsibility; and how we interact with diverse stakeholders.

In the following pages, we will address each of the themes guiding our conduct within the company and with our stakeholders, organized by topic. For ease of understanding and future reference, they have been numbered.

At the end of this document, we present a structured management system to address and resolve questions, feedback and clarifications.



2. COMMITMENT TO PEOPLE



The Universal Declaration of Human Rights, the Brazilian Constitution, and current legislation are complemented by CHRISTAL's Policies and Procedures, guiding our conduct with employees and in all relationships.

We value an environment of freedom and respect, where people can express their ideas and concerns without fear or discomfort.

Communication between all areas and functional levels must flow openly and transparently, respecting individual freedoms. We reject any form of moral or sexual harassment, any act of physical or verbal violence, and any form of prejudice or disrespect.

We do not accept business partners who violate the rights guaranteed to workers in Brazil or

in the countries where they operate. Forced labor, child labor, and human trafficking are unacceptable.

Any overtime worked on company premises or via remote access must be authorized in advance by immediate leadership.

3. HEALTH AND SAFETY

CHRISTAL provides all necessary conditions for employees to work in a healthy and safe environment.

It supplies, at no cost, the required Personal Protective Equipment (PPE) for each role and ensures replacements within the established validity periods.

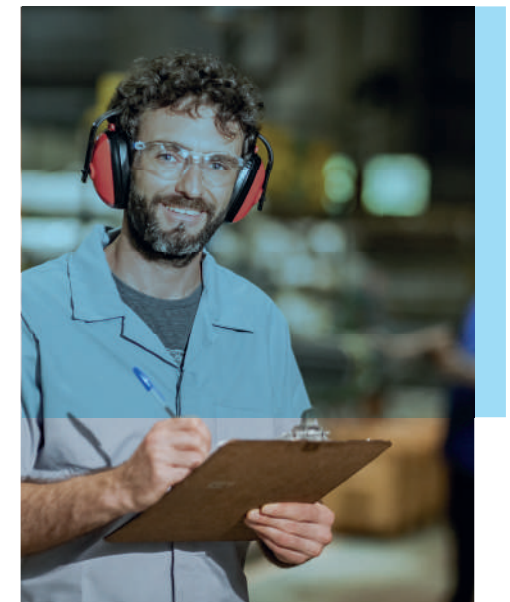
CHRISTAL offers training to ensure the proper use of protective equipment and, through periodic awareness campaigns, encourages its use without restriction or exception.

We prioritize health and the prevention of accidents or issues related to work activities, supported by voluntary employee groups who form our Emergency Brigade and Internal Accident Prevention Commission (CIPA).

A team of specialist professionals works in partnership with the Human Resources

department and Occupational Safety Technicians, expanding resources and support, including:

- . Medical and laboratory consultations and exams conducted by the Occupational Health Physician;
- . Consultations for psychological support;
- . Ergonomic analysis and monitoring of work activities;
- . Health programs to provide well-being for all employees.



4. ENVIRONMENT



CHRISTAL's headquarters in Timbó, SC, is located within an area of the Atlantic Forest, rich in diverse native and exotic species of flora and fauna. This setting brings our environmental responsibility into daily practice.

We have specialized staff dedicated to caring for the company's ponds, wildlife, and gardens, forming our corporate environment. Our Environmental Management System, certified by ISO 14001, ensures compliance with environmental standards and achievement of nature-protection indicators.

It promotes the conscious use of natural resources, reduction in waste, effluent, and air emissions, as well as material recycling and organic waste utilization.

The best practices experienced by employees on a daily basis increase their environmental awareness, encouraging them to maintain good habits at home and in the community.

5. SOCIAL RESPONSIBILITY



CHRISTAL is committed to building a better society. Therefore, we support social, cultural, and sports projects, as well as promote volunteering and donations.

The company's commitment, as expressed in its Policy, is to contribute to the development of the community in which it operates. To achieve this, we sponsor activities of collective interest and make donations governed by our social investment strategy.

6. INFORMATION SECURITY AND CONFIDENTIALITY

At CHRISTAL and its business units, the following actions are prohibited:

- a) Using company computers and IT equipment, including smartphones, to disseminate false messages or content that is inappropriate or immoral.
- b) Installing software on company computers, even if related to the employee's work. Such installations are restricted to the Information Technology department. Similarly, accessing or saving files with inappropriate or immoral content, or that violate copyright laws, is also prohibited.
- c) Creating blogs, websites, or social media profiles in the name of CHRISTAL or posting comments that dishonor the image of the company and its units.
- d) Disclosing confidential information about the company without prior express authorization from management, even for academic, school, or research purposes.
- e) Filming and/or photographing the company's premises. Exceptions must be expressly approved for employees who need to capture images of equipment, materials, or processes as part of their job responsibilities. Photographic and video recordings are allowed in leisure and social areas, such as the employee association and the company gardens.
- f) Sharing externally any information posted on the company's communication boards.

g) Applying the company's brand or images to promotional materials such as clothing, gifts, printed materials, or electronic media without prior authorization from management.

CHRISTAL values the protection of its confidential information and intellectual property. Information such as reports, projects, patents, and methodologies must be handled with care and never shared with external parties without authorization. In negotiations or events with clients and suppliers, avoid disclosing strategic information. Only share truthful, public data or information authorized by your manager, ensuring the confidentiality and competitiveness of the company.

All materials produced by or for CHRISTAL become the property of the company.

Business partners who wish to mention the name or brand of CHRISTAL and its units when promoting their products and services must obtain prior authorization from Management. Conversations about strategic business matters in crowded public places such as airports, airplanes, cabs, buses and elevators should be avoided.

7. COMPANY ASSETS

It is the duty of all employees and business partners to ensure the proper use and preservation of CHRISTAL's tangible and intangible assets, avoiding waste and unnecessary expenditures.

It is prohibited to use or remove any materials, physical items, or equipment belonging to CHRISTAL or its units without prior authorization from immediate leadership.



8. CONFLICT OF INTEREST

The personal interests of employees or business partners must not influence or take precedence over the interests of the company, nor compromise the ethical and moral conduct expected in the relationship established with CHRISTAL and its business units.

In an environment that respects diverse perspectives shaped by different education and backgrounds, conflicting situations may arise. These should always be reported to immediate leadership to prevent them from becoming problems that interfere with relationships.

We believe in the kindness of actions and cordial treatment as part of the path to building strong and valuable relationships. However, it is the excellence of CHRISTAL's services and products, along with our conduct and relationships, that underpins the trust and commitment that unite us.

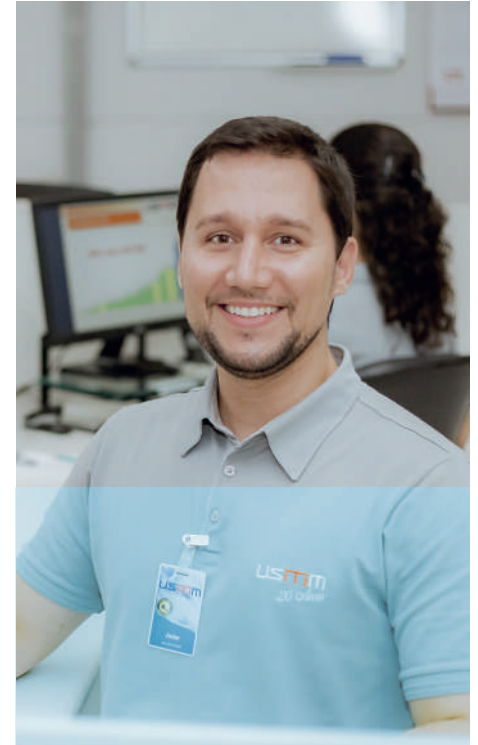
A conflict of interest may arise from the offering or acceptance of gifts and hospitality "to" and "from" third parties with whom we interact, whether offered or received within or outside the company's premises.

To avoid situations that may lead to a lack of control or misunderstandings regarding the intention of the act, our employees are prohibited (either individually or collectively representing their areas) from receiving any form of gratuity or compensation.

The exception applies to corporate gifts aimed at promoting brands, which should not have significant commercial value, such as: planners, notebooks, calendars, pens.

The following actions are also prohibited:

- . Acting in the interest of a third party in any transaction involving the company.
- . Offering, soliciting, suggesting or accepting bribes, kickbacks, advantages, benefits and similar payments. This constitutes an act of corruption, something that is absolutely at odds with our beliefs and values. Furthermore, being passive or complicit in corruption is just as serious as the act itself.
- . Hiring, authorizing or approving products and services provided by spouses or relatives.



9. RELATIONSHIPS

9.1 With Employees

Personal and intimate matters should not interfere with the work routine, whether through discussions, public displays of affection or animosity, or any non-collaborative behavior.

Our work environment reflects our performance and the quality of our products. Therefore, it must be respectful, pleasant, and impartial. Acting with a team spirit and as if you own the business is the expected attitude.

We do not intend to outline every possible situation that may arise and negatively affect the company's results, employee productivity, or relationships during the daily work routine. Relevant issues are addressed in the Employment Contract and other documents that comprise the commitments made by each individual upon hiring. All these guidelines should be understood and followed for the collective benefit.

It is expressly forbidden to:

- a) Use the prestige of one's position and the name of the company to benefit oneself or others.
- b) Use the company's information and knowledge, as well as that of its customers and suppliers, or other corporate assets for personal gain or that of third parties.
- c) Maintaining parallel businesses and activities that compete and/or conflict with CHRISTAL's business.
- d) Commercializing gambling and, during working

hours, selling any type of product or raffle tickets.

e) Engaging in political activities in the workplace that interfere with professional responsibilities, as well as wearing the company uniform during political demonstrations or events.

f) Using the company's facilities, machines, and tools to perform personal or outsourced work. An exception is granted for the personal use of computers, printers, and phones during meal breaks, provided that the use is recorded in the appropriate controls.

g) Smoking, using, or possessing drugs and alcoholic beverages on company premises, or being under the influence of these substances during working hours. The consumption of alcohol is restricted to designated areas, and individuals who have consumed alcohol are not permitted access to the factory. According to current legislation, it is illegal to drive after consuming alcohol. Furthermore, when attending fairs and events for work purposes, moderate consumption of alcohol is allowed, taking into account the nature of the event and ensuring that the company's interests are well represented.

h) Carrying firearms or bladed weapons such as knives, pocket knives, scissors or other sharp objects.

i) Wearing clothing that is inappropriate for the corporate environment such as: short clothes, cleavage, men's tank tops, flip-flops.

9.2 With Clients

As stated in our Ideology, serving clients with

transparency, respect, promptness and efficiency in addressing their needs is fundamental to CHRISTAL. This obligation applies to all employees, regardless of their hierarchical level.

9.3 With Suppliers

The choice and contracting of suppliers are based on the Company's Policy, aiming for a healthy and sustainable business relationship. We prioritize companies that have management practices and ethical behavior aligned with CHRISTAL's strategy. It is imperative that they fully comply with the labor and environmental legislation in force in the country.

We define business partners based on transparent technical criteria that ensure CHRISTAL has the best options in terms of quality, technology, business opportunities, supply capacity, pricing, and delivery timelines. The approval of contracts with business partners may include confidentiality clauses to be adhered to by both parties, guided by the responsible department.

9.4 With Competitors

Our relationship with competitors is based on respect and does not allow anti-competitive behavior that undermines free competition. Healthy competition serves as a source of reference for new challenges, helping to promote innovation and continuous improvement.

9.5 With Shareholders

The relationship with shareholders is guided by transparency and reliability of information and is conducted by the Board of Directors.

9.6 With Government and Institutions

CHRISTAL maintains a responsible relationship with the government and public and private institutions, fully complying with Anti-Corruption Law No. 12,846.

9.7 With the Press and on Social Media

CHRISTAL disseminates accurate, transparent external information that aligns with its values and complies with the law. It is the duty of all employees and service providers to uphold the institutional image and reputation of the company in any circumstance and location. Statements to the public and the press should only be made with prior authorization from management, conducted ethically, and positively promoting the image and interests of CHRISTAL.

10. MANAGEMENT OF THE CODE



It is the duty of each director, manager, employee and anyone interacting with CHRISTAL to report situations that violate the policies of this Code.

Conflicting issues not addressed in this document should also be reported through one of the established channels.

All reports will be kept confidential. If the reporter identifies themselves, a response will be sent as soon as possible. Questions, suggestions for improving our conduct and this Code, as well as reports of inappropriate behaviors, should be directed to one of the following channels:

- . Immediate leadership;
- . HR Management (always available for in-person interactions for those who prefer)
- . Conecta (aplicativo JoinIn de RH Digital);
- . E-mail: conduta@crystal.team;
- . Website: www.crystal.team (click on the "Ombudsman" menu and fill out the form).

The reporter may choose to submit the matter anonymously or by mentioning their name. Violations of this Code of Conduct will subject

the perpetrators to disciplinary actions and/or penalties based on labor or criminal legislation, depending on the severity.

Infractions committed by other partners will be evaluated by specialists, including the company's legal advisory. Depending on the severity of the incident, business relationships may be interrupted.

To discuss identified issues related to conduct within the company, a Conduct Committee has been established, consisting of a group of managers who meet periodically.

This document was implemented on 01/2019 and is subject to periodic reviews by the Conduct and Management Committee, being registered in this version under number 004/24 (Revision 04, dated 04/11/2024).

COMMITMENT TERM

I declare that I have received the CHRISTAL Code of Conduct, understood its contents and by agreeing commit to comply with it in full.

Date

Full Name

Registration number

Signature

STAGE FOR BUSINESS AND PEOPLE DEVELOPMENT



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