



KRONUS
CARRYING YOUR BUSINESS



KRONUS CODE OF CONDUCT

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1. INTRODUCTION



Welcome to KRONUS, where our commitment to integrity, responsibility, and continuous improvement is embedded in our Code of Conduct.

This document serves as a guiding framework that reflects our mission, values, and principles, helping to ensure responsible and consistent behaviour in our relationships with employees, customers, suppliers, and other stakeholders.

The Code of Conduct defines the key standards and expectations that apply across all KRONUS operations. It provides a common understanding of how we conduct our business ethically, transparently, and in compliance with applicable laws and regulations.



Corporate culture at KRONUS is built on shared values, clear rules, and responsible behaviour. These principles guide how we make decisions, interact with each other, and operate as a company.

The Code of Conduct translates these principles into practical expectations, supporting employees in their daily work and helping ensure consistent, ethical, and responsible actions across the organization. While this Code of Conduct provides a general framework, it does not cover every possible situation. More detailed rules, responsibilities, and procedures are defined in specific company policies and management system documents.

The Code of Conduct is a living document and is subject to regular review and continuous improvement to ensure its relevance, effectiveness, and alignment with KRONUS strategic objectives and stakeholder expectations. All employees are expected to understand and comply with the principles set out in this Code of Conduct.

1. INTRODUCTION



The Code of Conduct is a living document, subject to modification and supplementation over time. We welcome constructive suggestions aimed at its improvement and enhancement, as long as they are not merely criticism. While it is impossible to address every possible scenario in the Code of Conduct, its purpose is to provide a framework rather than excessive details. For specific instructions and obligations, we rely on other documents and guidelines.

The Code of Conduct establishes clear standards of behavior, promoting responsible and consistent actions across the organization and ensuring professional and transparent cooperation with stakeholders.



The Code of Conduct sets forth the expectations and requirements that every employee at KRONUS must meet.

It guides each individual, outlining the company's desired qualities and values. If someone chooses to work with us, they must embrace our rules and align with our values, forming the foundation of unity within our company.

While we respect personal freedoms, we also define the values we expect our employees to uphold. The provisions of our Code of Conduct apply to all KRONUS employees and our valued business partners. Together, let us embark on this journey, guided by our Code of Conduct, and build a business that upholds the highest standards of ethics, fosters strong relationships, and achieves collective success.

2. CODE OF THE COMPANY



2.1. ABOUT US

KRONUS, established in 1995, specializes in the production and sale of wooden packaging, gardening, DIY, and steel products, supported by efficient logistics and transportation solutions.



At KRONUS, we take pride in being part of a continuously growing organization that provides exciting employment opportunities.

We are committed to offering competitive earnings recognizing our employee value and ample training and professional development possibilities. Our company operates under a comprehensive system of standards, procedures, and values, which fosters unity and cohesion among all members.

2. CODE OF THE COMPANY



KRONUS Mission

Every standard, principle, obligation, and norm outlined in this Code of Conduct is aligned with the mission of KRONUS. Our mission defines the purpose of our organization across all aspects of our business. It goes beyond a mere advertising slogan; it forms the essence of our company and serves as a guiding force for our management's decision-making process.

We work to create valuable products and services for customers around the world, improving the company's flexibility and efficiency while increasing net profit. It is important to us to provide employee development, as well as a safe and trusting environment.



Our mission encapsulates how and where we envision ourselves, why we exist in the market, how we strive to provide value, and ensure that our actions positively impact our employees, customers, and partners.

KRONUS Vision

We want to continue development in the field of wooden packaging and logistics, while simultaneously developing other directions of products and services. We also want to achieve faster and better processing of requests. No less important is the fact that KRONUS is moving towards the drip of the Green Initiative in all areas of operation.

2.2. OUR VALUES

The basis of KRONUS' success is people – our employees, customers, and suppliers. By working as a team, supporting continuous development, and being responsible, we achieve the best results!



LEADERSHIP THROUGH RESPONSIBILITY

We lead change by our own example. We take responsibility for our actions, decisions, and results. We build a culture where each employee's behavior and actions help the team succeed, achieve results, and strengthen trust.



SMART EFFICIENCY

We focus on clear and meaningful results. We challenge inefficient practices, avoid wasting time, optimize processes, eliminate unnecessary steps, and concentrate on what truly creates value.



CUSTOMER ORIENTATION

We look at situations from the client's perspective and act to ensure their satisfaction and long-term success. We listen actively, strive to fully understand the client's needs, and create simple and useful solutions.



TRUST-DRIVEN TEAMWORK

We build teams where mutual trust and respect, honesty, and support are the foundation of everything we do. We value people, their contributions, and ideas, speak openly, respect different opinions, and create a safe, positive collaborative environment where everyone can grow and achieve goals together.

2.3. EMPLOYEE RESPONSIBILITIES

1.

Compliance with law

All employees must protect our company's legality. They should comply with all environmental, safety, and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships, and public image.

2.

Respect in the workplace

All employees should respect their colleagues. We will not allow any kind of discriminatory behavior, harassment, or victimization. Employees should conform to our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

3.

Protection of Company Property

All employees must treat company property, whether material or intangible, with respect and care and must not misuse company equipment or use it inappropriately.

Employees must respect all forms of intellectual and intangible property, including trademarks, copyrights, and company information (e.g., reports and documents).

Company assets may only be used for legitimate business purposes. Employees must protect company facilities and other property (e.g., company vehicles) from damage, loss, or misuse.

4.

Professionalism

All employees must show integrity and professionalism in the workplace. An employee must be hardworking, proactive, constantly improving their professional level, have a creative approach to work, and remember that professionally and easily performed work is the basis of a good mood. We encourage mentoring throughout our company.

2. CODE OF THE COMPANY



5.

Personal appearance

All employees must follow our dress code and personal appearance guidelines.

6.

Job duties and authority

All employees should fulfill their job duties with integrity and respect toward customers, stakeholders, and the community. Supervisors and managers must not abuse their authority. We expect them to delegate duties to their team members, taking into account their competencies and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

7.

Absenteeism and tardiness

Employees are expected to follow their work schedules. Exceptions may be made in justified cases, but employees are expected to be punctual when coming to and leaving from work.

8.

Conflict of interest

We expect employees to refrain from personal, financial, or other interests that might hinder their capability or willingness to perform their job duties.

9.

Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work. The employee should be guided by the rule: try to act as you would like to be treated towards you. Employees must respect and help each other.

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10.

Communication

All employees must be open to communication with their colleagues, supervisors, or team members. Employees should set a good example for each other and those around them. Do not gossip about each other, and do not transmit false and negative information.

11.

Benefits

We expect employees not to abuse their employment benefits. This can refer to time off, insurance, facilities, subscriptions, or other benefits our company offers.

12.

Policies

All employees should read and follow our company policies. If they have any questions, they should ask their managers or Human Resources (HR) department.



2.4. SOCIAL GUARANTEES

KRONUS provides its employees with social guarantees and benefits in accordance with applicable laws and internal policies.

The company is committed to fair employment conditions, including appropriate remuneration, social security contributions, and access to employee benefits. KRONUS supports employee well-being and aims to provide a safe and stable working environment aligned with applicable legal and social standards.

2.5. DOCUMENTS AND INFORMATION

Any information obtained by employees and management in the process of working in the company cannot be used by them for the purpose of personal gain.



Each employee has a certain level of information that is the property of the company.

All employees must protect confidential information and ensure that it is not disclosed to unauthorized parties.

Employees must comply with applicable data protection requirements, including the General Data Protection Regulation (GDPR), and ensure compliance with relevant information security and confidentiality obligations. Employees must apply key data protection principles when handling personal data.

KRONUS ensures the protection of information and data in accordance with applicable legal requirements and internal policies. Detailed rules and responsibilities are defined in the KRONUS Information Security Policy.



2.6. BUSINESS ETHICS

1.

Anti-Corruption and Ethics Compliance Framework

KRONUS maintains a zero-tolerance approach to corruption, bribery, and unethical business practices and supports the 10th principle of the UN Global Compact. Corruption is understood as the abuse of entrusted power for private gain, including both financial and non-financial advantages. Employees must not offer, give, request, or accept bribes, kickbacks, or any improper benefit for the advantage of any internal or external party.

Business decisions must be made objectively and in the best interest of the company, without influence from personal interests, relationships, gifts, or hospitality. Any situations that may create a conflict of interest must be avoided and disclosed. Gifts, hospitality, and other benefits must not influence business decisions or create the appearance of improper conduct.

KRONUS maintains a documented Anti-Corruption and Fraud Prevention Policy, which defines applicable rules, procedures, and responsibilities. To ensure compliance, the company implements monitoring, record-keeping, internal controls, and regular corruption and fraud risk assessments across business operations and relationships.

2. CODE OF THE COMPANY



Sensitive Transactions: All gifts, hospitality, donations, or sponsorships must be pre-approved by the CEO.

Awareness & Training: All employees and key partners participate in periodic **ethics and anti-corruption training**, ensuring understanding of applicable laws, reporting channels, and expected behavior.

Whistleblowing: We provide confidential reporting channels accessible to both internal and external stakeholders, including suppliers and business partners. Reports can be made anonymously and are handled in accordance with the KRONUS Whistleblowing & Grievance Policy.

Monitoring & Audits: Regular internal **control audits** are conducted to verify compliance with anti-corruption and fraud-prevention measures.

Third-Party Due Diligence: We assess new suppliers, contractors, and agents for corruption and ethics risks before cooperation. Suppliers must agree to adhere to our Code of Conduct and complete the due diligence questionnaire.



We adhere to privacy and information security laws and regulatory requirements when collecting, storing, processing, transmitting, and sharing personal information.

2. CODE OF THE COMPANY



2.

Sales

We engage in business activities where we can compete fairly based on the quality and price of our offerings. We strictly prohibit offering bribes or engaging in any other unethical behavior to gain a competitive advantage.

3.

Bribes, kickbacks, etc.

We prohibit any form of direct or indirect demands, offers, acceptance, or giving of bribes, kickbacks, or any other unlawful or unethical benefits.

4.

Disclosure of information

We are committed to transparent business dealings and accurate representation of information in our business books and records. All relevant information, including labor practices, health and safety standards, environmental practices, business activities, organizational structure, financial situation, and performance, shall be disclosed in accordance with applicable regulations and prevailing industry practices. Falsification of records or misrepresentation of conditions or practices in the supply chain is strictly unacceptable.

5.

Privacy

We are dedicated to protecting the reasonable privacy expectations of all individuals we engage with, including suppliers, customers, consumers, and employees.

6.

Anti-Retaliation Policy

KRONUS maintains a strict anti-retaliation policy, ensuring that no partner faces retaliatory actions or victimization for raising concerns or questions about potential violations of the Code of Conduct or any KRONUS policies they reasonably believe to have occurred.

7.

Conflict minerals

We recognize that “conflict minerals,” which include tantalum, tin, tungsten, and gold (regardless of their source, processing, or sale), can contribute to conflicts and human rights abuses. Therefore, we strive to source these materials in a manner consistent with the Organization for Economic Co-operation and Development (OECD) Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas or an equivalent and recognized due diligence framework.

8.

Competition

We conduct our activities in full compliance with applicable laws and regulations, and we strictly refrain from entering into any anti-competitive agreements.

9.

Detailed rules are defined in:

Anti-Corruption Policy; Third-Party Due Diligence Procedure; Whistleblowing & Grievance Policy. These documents include reporting channels, investigation steps, retention periods, and roles/responsibilities.



2.7. HUMAN RIGHTS AND WORKING CONDITIONS

*We support and align with the **UN Universal Declaration of Human Rights**, **ILO Core Labor Standards**, and the **UN Global Compact Principles**.*

We ensure fair labor conditions, freedom of association, and protection from discrimination and harassment. Regular human rights risk assessments are conducted across our supply chain to identify and mitigate adverse impacts.



1. Wages and benefits

Every employee shall be paid commensurate remuneration for the work performed. Employees in the same position and with equivalent tasks shall receive the same salary, regardless of their personal qualities. We provide wages in accordance with all wage laws and regulations, including minimum wage, overtime wages, piece rates, and other elements of compensation, as well as legally mandated benefits.

When an employee is temporarily incapacitated from work, it is the employee's responsibility to inform their supervisor and subsequently open a sick leave. Self-made sick leave certificates and other similar documents are not proof of objective reasons for absence from work.



2. Working hours

The starting and finishing times of work and rest and meal breaks shall be set by the supervisor and recorded in the work regulations policy. In agreement with the management, an employee may have his/her working hours changed.

The absence of an employee from the workplace during working hours, including tardiness, without the approval of the line manager, may be grounds for reducing the amount of payment for the current month and/or applying other measures, up to and including dismissal.



3. Ethical recruiting

Employees must not be discriminated against during the recruitment process, during promotion, or during training.



4. Diversity, equity, inclusion, and rights of minorities and indigenous people

We support and promote equal opportunities and treatment for all employees and expect the same from our customers and suppliers.

Every employee has equal rights to work and to enjoy fair, safe, and healthy working conditions. The rights of every employee shall be ensured without any direct or indirect discrimination – regardless of race, skin color, gender, age, disability, religious, political or other beliefs, national or social origin, property or marital status, sexual orientation, or other circumstances.

We respect the rights of local communities to decent living conditions, education, employment, social activities, and the right to Free, Prior, and informed Consent (FPIC) to developments that affect them and the lands, forest, water where they live, with consideration for the presence of vulnerable groups. We do not support forced eviction.



5. Women's rights

Women's rights in the workplace include many aspects, such as the right to work in case of pregnancy. An employer cannot suspend a woman because she is pregnant. Employers cannot refuse to hire any person because of marital status, gender, or age.

In addition, an employee of any company employing a woman may not in any way subject a woman to sexual harassment. This includes a hostile work environment in which a woman must tolerate sexual comments, touching, or material and unwelcome sexual advances that cause her fear of losing her job if she does not comply. Women should report all such advances to the HR department or manager.



6. Child labor and forced labor

Child labor and forced labor are not in line with our company policy. We oppose any form of child labor and forced labor. Employees, suppliers, and customers are required to comply with the ILO Human Rights and Children's Rights, the United Nations Global Compact's ten principles, and the applicable national minimum working age for employment.



7. Informational and production security

All employees with access to personal data must protect them from unauthorized persons, store them, process them, and keep records of them pursuant to the law, internal policies, and their powers. We are aware that the right to privacy is one of the most important human rights, which is why we also respect every individual's privacy at their workplace.

We undertake to maintain professional secrecy and safeguard other confidential information in line with the legislation and internal rules. We use private security forces to protect the business project if, due to a lack of training or control on the part of the company, the deployment of the security forces may lead to violations of human rights.

We conduct a video observation to prevent or disclose criminal offenses in connection with the protection of property and protect the vital interests of persons, including life and health.



Access to personal data is only allowed to employees who need them to perform their work tasks and who are appropriately authorized to do so.



8. Speak Up and Reporting Concerns

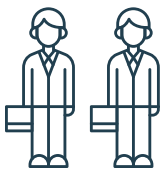
KRONUS encourages all employees, partners, and stakeholders to speak up and report concerns related to misconduct, unethical behavior, or workplace issues. We provide two reporting mechanisms:

- **Whistleblowing** – for serious concerns such as corruption, fraud, legal violations, or ethical misconduct.
- **Grievance** – for workplace-related concerns such as working conditions, employee relations, health and safety, or HR-related matters.

Reports may be submitted openly, confidentially, or anonymously through designated channels. KRONUS ensures:

- Protection against retaliation for reports made in good faith
- Confidential handling of information
- Fair and objective assessment of all concerns

If a concern cannot be resolved locally or involves management, it may be escalated or handled independently. Detailed procedures and reporting channels are defined in the KRONUS Whistleblowing & Grievance Policy.



9. Freedom of association

As relevant laws allow, all employees are free to form and join unions of their own choosing, to bargain collectively, and to engage in peaceful assembly, as well as respect the right of workers to refrain from such activities. Workers and / or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation, or harassment.



10. Living wages

KRONUS periodically reviews wage levels using a recognized living wage benchmark where available and addresses gaps through remediation plans

2.8. HEALTH AND SAFETY



1. Personal protective equipment

We provide employees with a safe, healthy, and suitable working environment, as well as all necessary and appropriate personal protective equipment; in addition, we also regularly train our employees in health and safety, first aid, and fire safety, thereby raising awareness of the importance of health and safety in the workplace.

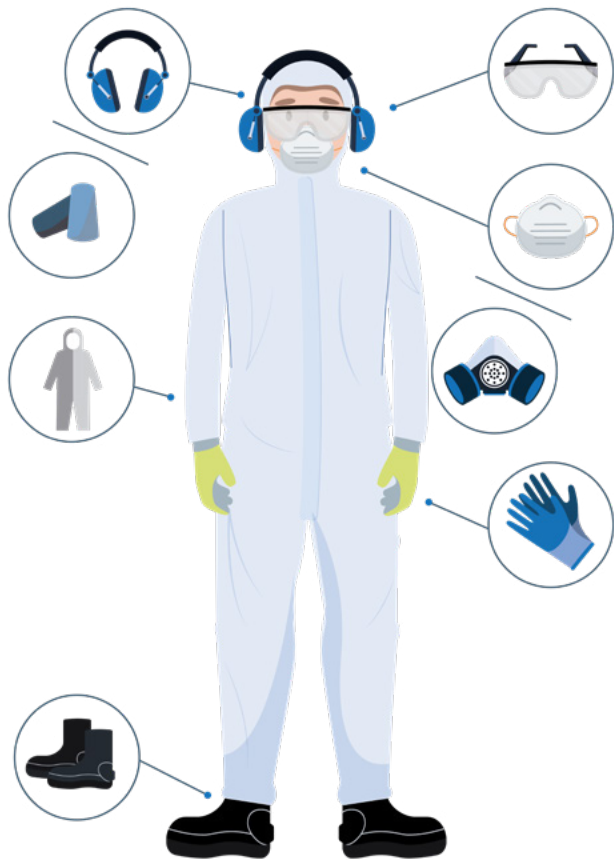
2. Employee safety when working with equipment

We ensure that safety hazards to production equipment are assessed. Where equipment is located, all physical barriers, interlocks, and fences are provided and maintained to ensure the safety of workers.

3. Workplace ergonomics

We provide our employees with a safe and healthy working environment to reduce the risks of the work environment and the possibility of accidents at work. We provide every employee with safe and functioning equipment, furniture, and tools that enable them to carry out their duties most effectively without risking their safety or health.





4. Handling of chemical and/or biological substances

We ensure employees' safety in relation to chemical, biological, and physical agents. Their effects on employees are identified, assessed, and monitored in accordance with company internal rules and regulations and current legislation. If potential hazards have been identified, employees must immediately try to eliminate and/or reduce the risks and inform their immediate supervisor.

If it is impossible to eliminate or reduce the hazards, the potential hazards must be controlled through proper design, engineering, and administrative controls.

If hazards cannot be adequately controlled by such means, the employer provides for employees to use appropriate, well-maintained, personal protective equipment that is free. Employees are provided with free educational materials on the risks associated with these hazards.

5. Emergencies

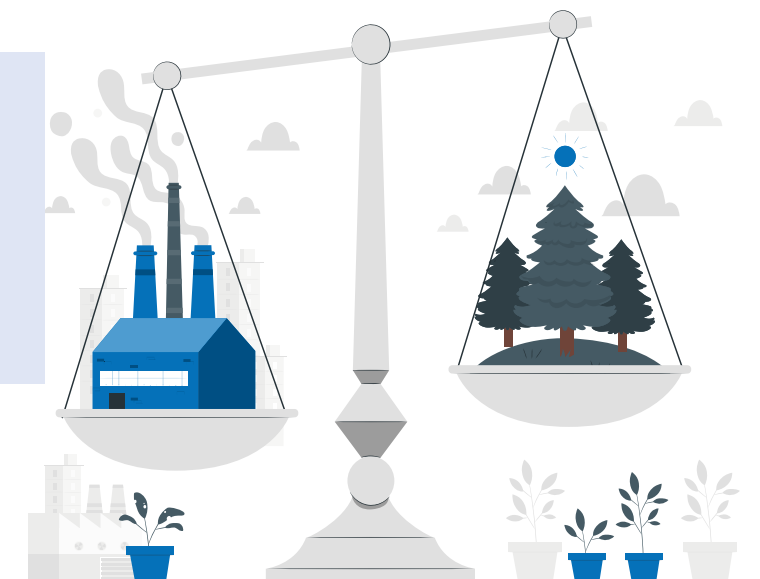
We have developed and set up contingency plans for emergencies based on identified risks and established procedures for action to be taken in such situations, which include potential risks and scenarios on what to do in the event of a fire, natural disasters, chemical incident, evacuation processes, etc. We also have coordinated procedures for cooperation with local government institutions.

In addition, we have also set up an assessment of emergencies in the event of occupational injuries, which takes into consideration the applicable legislative requirements and regulations. We analyze every occupational injury and near-miss incident based on a prepared report and trigger corrective measures, thereby reducing the risk.

2.9. ENVIRONMENTAL PROTECTION

KRONUS strives to prevent or minimize adverse environmental impacts. Environmental impact is identified, measured, and monitored, including energy and water consumption, waste, wastewater, and air emissions. We systematically prevent or reduce the environmental impact of our activities to the lowest possible level.

We also expect our suppliers to act in accordance with valid legal and international environmental standards to minimize environmental impact and continually improve environmental protection.



We endorse the **UN Global Compact Principles** and the **UN Sustainable Development Goals (SDGs)**, focusing on responsible production, climate action, and life on land.

We are committed to the **continuous improvement of environmental performance** through measurable objectives, compliance with ISO 14001 standards, and support of science-based initiatives to reduce our CO₂ footprint. We provide access to our environmental performance data to relevant stakeholders upon request and encourage our partners to adopt responsible and sustainable practices throughout the value chain.

We are committed to protecting biodiversity and ecosystems, and we take measures to prevent deforestation, land degradation, and loss of natural habitats in our operations and supply chain.

We monitor and manage noise emissions generated from our operations and implement measures to minimize their impact on employees, local communities, and the environment.

1.

Natural resources

The use of natural resources, including water, fossil fuels, minerals, and virgin forest products, is conserved by practices such as modifying production, maintenance and facility processes, materials substitution, re-use, conservation, recycling, or other methods.

We use the necessary resources efficiently, reducing their consumption continually. To achieve this, we actively support the development and application of environment/climate-friendlier products, processes, and technologies, achieving ongoing ecological improvement.

2.

Responsible sourcing of raw material

The company will use only such products, materials, and resources for the development and sale of certified and controlled products, the origin of which will be clearly known and proven, and forced eviction is avoided, respecting the rights of minorities and indigenous people.

3.

Materials Restrictions

We adhere to all applicable laws, regulations, and customer requirements regarding the prohibition or restriction of specific substances in products and manufacturing, including labeling for recycling and disposal.

4.

Energy Consumption and Greenhouse Gas Emissions

We strive to control energy consumption and sources of Scope 1 and 2 greenhouse gas emissions and are always looking for ways to improve energy efficiency, increase the share of used energy from renewable sources, and reduce our carbon footprint. In all business operations, we support and apply energy management with a focus on minimizing energy losses.

Emissions and discharges of pollutants and generation of waste are to be minimized or eliminated at the source or by practices such as adding pollution control equipment, modifying production, maintenance, and facility processes, or by other means.

5.

Waste management

Wastewater and solid waste from industrial activities, industrial processes, and sanitary facilities in our company are monitored, controlled, and treated as required prior to discharge or disposal.

Chemicals, waste, and other materials posing a hazard to humans or the environment are identified, labeled, and managed to ensure their safe handling, movement, storage (including the prevention of leakage to soil and water), use, recycling or reuse, and disposal. Non-hazardous solid waste is managed in accordance with best practices and existing local regulations. When possible, waste is minimized, with reducing, reusing, and recycling being the preferred management alternatives.

6.

Air Emissions

Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone-depleting substances, and combustion byproducts generated from operations are to be controlled, when feasible, using the best available technologies. Ozone-depleting substances are to be avoided.



7.

Animal Welfare

KRONUS acknowledges the importance of animal welfare and supports the humane treatment of animals in accordance with applicable laws and internationally recognized principles.

Due to the nature of KRONUS operations as a manufacturer of wooden packaging and related products, the company does not have direct impact on animal welfare in its own activities. Potential indirect impacts, if any, may occur at early stages of the supply chain, particularly in relation to forestry practices and ecosystem management.

KRONUS addresses these aspects through its commitment to responsible sourcing, sustainable forestry, and biodiversity protection, as outlined in this Code of Conduct and related policies. KRONUS prioritizes sourcing from certified forestry systems (e.g., FSC®, PEFC), which include requirements related to ecosystem protection and wildlife conservation.

Where relevant, KRONUS expects its suppliers to comply with applicable legal requirements concerning animal welfare and to avoid practices that may cause unnecessary harm to animals.

This principle is applied in a manner proportionate to the nature, scale, and potential impact of KRONUS operations and supply chain.



2.10. RESPONSIBLE SUPPLY CHAIN:

KRONUS is committed to maintaining a responsible, transparent, and sustainable supply chain. We conduct regular sustainability and compliance risk assessments of our supply chain, evaluating suppliers' environmental, social, ethical, and regulatory performance.

All suppliers must comply with the KRONUS Supplier Code of Conduct and participate in KRONUS supplier compliance assessment processes, including the completion of self-assessment questionnaires, submission of required declarations and supporting documentation, and participation in audits where applicable.

High-risk suppliers may be subject to enhanced due diligence measures, including on-site audits, corrective action plans, and increased monitoring.

We prioritize cooperation with suppliers holding recognized certifications (e.g., FSC, PEFC, ISO 9001, ISO 14001, ISO 45001) and demonstrating commitment to responsible business practices, sustainability, and continuous improvement.



Suppliers must ensure that equivalent standards and requirements are implemented throughout their own supply chain and with their subcontractors. Suppliers must comply with all applicable export control laws, trade restrictions, and economic sanctions regulations. KRONUS does not engage in business with parties subject to international sanctions and expects suppliers to implement appropriate compliance controls and due diligence measures to ensure compliance.

KRONUS reserves the right to verify supplier compliance through document reviews, assessments, audits, and other monitoring activities and may suspend or terminate cooperation in cases of significant non-compliance. Supplier sustainability assessments and audits are performed based on risk classification; buyer training is provided to ensure implementation.

3. RELATIONSHIP WITH OUR CLIENTS

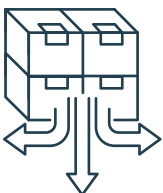


KRONUS is committed to building long-term relationships with customers based on trust, quality, and reliability. We strive to understand customer requirements and deliver products and services that meet agreed specifications, applicable standards, and contractual obligations.

Employees must ensure professional, transparent, and responsible communication with customers and are expected to act in the best interest of the company while maintaining high standards of quality and service. Customer satisfaction is achieved through consistent performance, accountability, and continuous improvement of our products and processes.



Our goal and the criteria for the quality of the service is a Satisfied Client!



We are providing a high level of services and goods by a constant process of learning and offering individual approach to every customer as well as flexible terms of cooperation.

3. RELATIONSHIP WITH OUR CLIENTS



3.1. CUSTOMER HEALTH AND SAFETY

*We ensure that all products comply with **EU product safety, material safety, and environmental regulations.***

Quality and safety controls are integrated throughout the production process — from raw material selection to final delivery — to prevent defects, contamination, or hazards.

Internal **quality audits, risk assessments, and corrective action processes** ensure product conformity and customer safety. Product quality metrics (e.g., non-conformities, complaint response time, and defect rates) are reviewed regularly by management.



3.2. STANDARDS OF BUSINESS COMMUNICATION WITH CLIENTS (PARTNERS)

Regarding the ethics of business communication with clients, suppliers, and partners, there are key moral standards that are taken for granted by all our team members, such as:

POLITENESS

MODESTY

CORRECTNESS

SENSE OF TACT

PUNCTUALITY

RESPONSIBILITY



According to current standards, we accept all communication channels like offline meetings, telephone calls, online meetings, exhibits, forums, and conferences.

4. CONCLUSION



The Code of Conduct helps ensure responsible and consistent behaviour across the organization, strengthening cooperation and supporting sustainable business development. All employees are expected to follow these principles. Non-compliance may result in appropriate actions in accordance with company policies and applicable regulations.



**IT IS GREAT TO HAVE
YOU WITH US!**

5. EXTERNAL PRINCIPLES ENDORSEMENT SUMMARY



This Code of Conduct and our external commitments are made available to stakeholders.

Our endorsement of global frameworks:



United Nations
Global Compact

United Nations Global Compact



International
Labour
Organization

ILO Declaration on Fundamental Principles
and Rights at Work



OECD

BETTER POLICIES FOR BETTER LIVES

OECD Guidelines for Multinational Enterprises



SUSTAINABLE
DEVELOPMENT
GOALS

UN Sustainable Development Goals.