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Citrolim believes in universal values as the ultimate goal to maintain balance between the different external stakeholders who interact with the company.

The daily practice of these principles and values is fundamental to our credibility. Our actions must be aligned with the truthfulness of our day-to-day activities.

Senior Management, as the main promoter of Morality and Respect, is aware of the need and also of the benefits of maintaining socially responsible behavior. This is undoubtedly imperative for its comprehensive performance and ability to continue carrying out its operations effectively.

Compliance with Ethics requirements makes us feel the satisfaction of acting faithfully with the company and other interest groups in a transparent and honest manner, in an environment of trust in all aspects of our lives, both personally and professionally.

1.- Customers.

Our Customers are the foundation on which we work. Meeting their requirements is our future. Quality, safety, ensuring the continuity of our products, as well as trust and customer service are our main promise to them.

We offer our clients products of natural origin, free of GMO, and adhering to the Global Food Safety Initiative, adhering to sustainability, our human capital is constantly trained to ensure their improvement and that their work is of high quality.

Our Customers are strategic, for this reason we seek to be their best socially and labor-responsible business proposal, contributing to their goals.

Business with our Clients is carried out free of any type of corruption, bribery, favoritism or any activity that is contrary to good customs or threatens the health of the population.

2.- Shareholders and Partners.

We adhere to the best practices regarding transparency and certainty for our Shareholders.

Citrolim ensures that good governance is maintained and that the company is well managed, socially responsible, efficient and profitable.

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Our commitment is to provide our Shareholders and Partners with a reasonable return on their investment in a sustained manner, creating value in the long term.

Accounting audits are carried out throughout the year in order to provide transparency and good management of resources to our partners.

3.- Collaborators.

Our Collaborators are treated with respect and a sense of humanity. It is important that they feel in a good work environment to carry out their activities in a way that develops the personal qualities or talents of each one of them, that is, that they feel like people and that their professional and personal development is promoted.

The treatment of our collaborators is based on: truthfulness, respect, fair treatment, no mistreatment, no abuse, and trust.

*Listening with respect and attention to each person is important for Citrolim since each one has different ideas which must be addressed in a personal and direct manner. We do not allow any type of discrimination based on age, religion, sex, race, sexual preference or any condition that is protected by law. This applies to recruitment, selection, hiring, job change, promotion, termination of employment, compensation, education, training and in general transparency in everything on the part of the company in order to avoid lines of abuse and mistreatment.

* Development and Values.

Citrolim encourages the formation of values in all staff; we know that it is important for the life and emotional balance of each individual. We recognize that trust is the basis for a close and lasting relationship and that this is based on the integrity of the person.

We do not tolerate any type of harassment of staff, nor that a person's results depend on lies, deception, favoritism, bribery, or gossip. Our duty is to maintain a work environment free of harassment, including language or behavior that may be intimidating, discriminatory and/or offensive.

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* Health.

We value the life and health of our Collaborators.

The physical integrity of the staff is linked to the productivity and results of the company. Citrolim manages the application of preventive medicine for all company personnel one to two times per year so that abnormalities in their health are detected in time.

Vaccination campaigns are also promoted for employees against seasonal influenza, tetanus, pneumococcus and others.

Well-being is important and therefore it is important to suggest the type of healthy foods that they should consume, that is, we issue recommendations so that foods are prepared with caloric balance.

Safety also covers our Clients, Suppliers, and in general any type of visitors.

* Transparency of information.

It is of utmost importance to provide our employees with the information they require to carry out their duties, as this is the only way they can be involved with the Company's priority objectives and projects.

* Confidentiality.

From the moment a Collaborator becomes part of Citrolim, he or she assumes the obligation to make responsible use of the information to which he or she has access and to maintain the confidentiality and security of the information, since it is considered Intellectual Property and is backed by the Industrial Secrecy Law.

* Integrity and Corruption.

Citrolim does not bribe, we do not receive favors or money to grant benefits to anyone.

Bribery does not bring any benefit to the company and puts it in a serious situation and makes it waste its time. Corruption affects the results and destroys the reputation of the Company. Acts of corruption put those Collaborators who work honestly at risk since their integrity, professionalism and ethics can be debased by those who act corruptly.

These actions are illegal and may constitute a crime.

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* Free Association.

Workers are free to choose or not a representative that protects their rights, the company is very respectful of these decisions, it remains on the sidelines and does not retaliate or carry out any type of harassment to prevent this type of action from being exercised.

4.- With Our Suppliers.

We are committed to conducting honest and fair negotiations with our Suppliers, without discrimination and/or impositions.

*Selection and Development.

All proposals made by our suppliers will be reviewed comprehensively, taking into account the price, added value, quality and service they offer.

*Compliance.

Our main commitment to our Suppliers is the timely payment for their services and products. To this end, we establish clear agreements regarding payment terms and define stable, simple and transparent processes that are not open to misinterpretation.

Committed to promoting the legality of operations, we are careful that our Suppliers do not engage in illegal practices such as money laundering, failure to comply with their fiscal, environmental or social obligations, such as payment of social security, taxes or child labor, in accordance with the legislation of the country.

5.- Competence.

At Citrolim we are committed to competing in the market based on price, quality and service, within a framework of integrity, respecting our competitors in every way.

We compete through quality, service and commercial strategy, in accordance with our principles and values.

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6.- With Government entities.

* Adherence to the Laws.

We keep ourselves informed of the laws and adhere to them so as not to incur any violations.

To the extent possible, we participate in the relevant chambers to analyze and understand the legislation, always in the most respectful manner and with the spirit of collaborating with the development of the corresponding country.

7.- Community.

We recognize that our reason for being is the community in which we are immersed, it is to which we owe ourselves and for which we work. Therefore, we promote volunteering among our Staff, and we are committed to and support with our work and daily attitudes the Principles and Values that support the community in which we live.

*Sources of Employment.

Citrolim is committed to the economic and social growth of the community where it is established, we are aware of the creation and monitoring of sources of employment, so that these are dignified and productive.

We train our Collaborators and provide the necessary resources for their training and in this way contribute to maintaining the work of those who perform their functions in an appropriate manner.

* Environment.

We understand that our operation inevitably has an impact on the environment, therefore we are committed to permanently seeking the means to reduce it through continuous improvement in the control of emissions, waste management, water treatment, energy savings and any element that may potentially affect it. We legally comply with this factor.

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8.- Productivity.

Citrolim wants to be and remain a highly productive and fully human company. We understand that in order to fulfill our internal and external responsibilities, we must make productive and sustainable use of our resources.

* Austerity.

We are convinced that business and daily operations must be carried out in a context of simplicity. We make efficient use of the resources available to us, avoiding waste, seeking to keep them in perfect working order, trying to maximize their capacity and prolong their useful life.

9.- Contradictions to this Ethics Policy.

All Collaborators at all levels must strictly and compulsorily follow this Ethics Policy.

Middle and high levels must always be impeccable examples of compliance, they must disseminate it with their actions and take the appropriate disciplinary actions when one of their Collaborators fails to comply.

Any Collaborator who carries out business practices in terms other than those established in this Code will be subject to disciplinary measures that may include termination of the employment relationship and/or legal action.



Juan Reyes
Quality Assurance Mngr.

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