



QUALITY POLICY OF JSC KRISTALL

JSC KRISTALL ACTIVITIES: PRODUCTION AND EXPORT OF ELECTROLYTIC COPPER POWDER

STRATEGIC OBJECTIVES OF JSC KRISTALL FOR THE PERIOD FROM 2025 to 2027:

- ✔ increase in revenue from product sales by 20% compared to 2024 by increasing the volume and expanding the geography of export sales;
- ✔ realization of opportunities for production of at least three new types of products based on copper powders;
- ✔ gaining the image / status of a reliable and favored supplier of copper powder among buyers and consumers who are ready to advise for cooperation.

BASIC PRINCIPLES OF ACTIVITIES IMPLEMENTATION:

- ✔ to apply the quality management system that meets the requirements of the current edition of the international standard ISO 9001 as a key tool for effective management of activities;
- ✔ to operate the management system as a set of interrelated and interdependent processes;
- ✔ to ensure product quality at all stages of the life cycle through effective management of the management system processes;
- ✔ to support the environment for the functioning of the management system processes by distributing duties, responsibilities and authorities in relation to these processes;
- ✔ to make decisions at all levels of management based on the analysis of objective data on activities, minimizing risks and taking advantage of emerging opportunities;
- ✔ to implement the best available practices, improving the management system to achieve better results;
- ✔ to maintain informational transparency in relations with consumers, develop mutually beneficial relations with suppliers, partners and stakeholders on the principles of honesty and mutual trust;
- ✔ to encourage initiative and stimulate employees' actions to improve quality, to propose ideas for development, to support self-development and professional development;
- ✔ priority - customer satisfaction, promptness of responses to appeals and inquiries.

OBLIGATIONS OF TOP MANAGEMENT:

- ✔ to follow this Policy, to review its suitability annually and update it if necessary, to communicate and ensure that it is understood and supported by all employees and stakeholders;
- ✔ to provide financial, technical, human and other resources necessary to achieve the set goals;
- ✔ to ensure continuous development of the management system as a guarantee of activities quality;
- ✔ to ensure compliance with international, federal and regional legislation, standards and internal regulations.

OBLIGATIONS OF EMPLOYEES:

- ✔ to implement this Policy in daily activities at their workplace within the scope of their authority, not to make decisions and not to take actions contrary to this Policy.