

C O D E O F
E T H I C S A N D
C O N D U C T
C S C O M

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1. Introduction

The introduction to the "CS Com" Code of Ethics and Conduct establishes the foundations for understanding and implementing this important document. It clarifies the purpose, scope, and the company's commitment to ethics and integrity in all its operations. Each of these elements is detailed as follows:

1.1. Purpose of the Code

The purpose of this Code of Ethics and Conduct is to clearly define the principles, values, and guidelines that guide the ethical behavior of all members and stakeholders in "CS Com." The main objectives of this purpose include:

- Guiding Ethical Behavior: This Code serves as a guide that sets out the company's expectations for ethical conduct by all involved parties. It helps to avoid doubts and ambiguities regarding what constitutes ethical behavior within "CS Com."
- Promoting Integrity: Integrity is a cornerstone of the company's culture. This Code reinforces "CS Com's" commitment to integrity in all activities and relationships. The company believes that integrity is vital for building trust and respect.
- Ensuring Legal Compliance: This Code establishes the obligation to comply with all applicable laws, regulations, and ethical standards. This helps to prevent legal issues and ensures that the company operates ethically and responsibly.
- Protecting the Company's Reputation: Reputation is a valuable asset of "CS Com." Adhering to the ethical principles of this Code helps protect and strengthen the company's reputation, which is crucial for long-term success.
- Fostering Transparency: Transparency is essential for building trust with all stakeholders. This Code emphasizes the importance of open and transparent communication in all of the company's activities.

1.2. Scope and Application

This Code applies to all members, employees, and affiliated parties of "CS Com." Its scope is broad, encompassing all activities related to the company and all interactions with stakeholders. It is essential to understand the scope and application of this Code to ensure consistent adherence. Key aspects include:

- Employees: All employees of "CS Com" must adhere to the ethical principles of this Code in all their professional activities related to the company.
- Directors and Managers: Directors and managers have the responsibility to lead by example and ensure that their teams adhere to the principles of this Code.
- Partners and Suppliers: "CS Com" expects its business partners and suppliers to act ethically when interacting with the company.
- Artists, Contractors, and Guests: Those who associate with "CS Com" in events and projects must adhere to the ethical principles of this Code.
- Event Participants: The audience participating in events organized by "CS Com" should be treated with respect, safety, and consideration in all interactions.
- Social and Environmental Responsibility: "CS Com" acknowledges its responsibility to society and the environment and is committed to promoting social and environmental responsibility.

1.3. Commitment to Ethics

"CS Com's" commitment to ethics is a core value in all its operations. The company upholds this commitment in several ways:

- Integrity and Honesty: "CS Com" acts with integrity and honesty in all its operations and interactions. Honesty is an essential part of the company's ethical commitment.
- Respect for Human Rights: The company respects and promotes human rights in all its activities, including equal opportunities and non-discrimination.
- Social and Environmental Responsibility: "CS Com" is accountable for its impact on society and the environment, promoting sustainable and socially positive practices.
- Transparency: Transparency is crucial for building trust with all stakeholders. The company strives to maintain open and transparent communication.
- Legal and Ethical Compliance: "CS Com" complies with all applicable laws and ethical standards and takes steps to ensure all actions are in accordance with relevant legislation and regulation.
- Evaluation and Continuous Improvement: The company continuously evaluates its practices and policies to ensure they align with the highest ethical standards. "CS Com" seeks opportunities for improvement and adjustments.
- Reporting and Non-Retaliation: "CS Com" promotes an environment where ethical concerns can be reported without fear of retaliation and commits to addressing these reports seriously and appropriately.
- Education and Awareness: The company invests in educating and raising awareness among its members to promote a comprehensive understanding of the ethical principles and guidelines contained in this Code.

"CS Com's" commitment to ethics is an essential part of its mission to promote quality cultural events and build strong and reliable relationships with all stakeholders. This commitment is integral to the company's culture and guides all actions and decisions related to "CS Com's" operations.

2. Ethical Conduct of Employees

This chapter of the "CS Com" Code of Ethics and Conduct addresses the ethical behavior expected from all company employees. Ethical conduct is essential to maintaining the company's integrity and ensuring that operations are conducted according to the highest ethical standards. The topics detailed in this chapter include:

2.1. Integrity and Honesty

Integrity and honesty are fundamental values in the "CS Com" Code of Ethics and Conduct. The company expects all employees to embody these principles in all their organization-related activities. Below, we provide an in-depth explanation of what these principles mean and how they should be applied:

Truthfulness in Communications:

"CS Com" values open and honest communication. Employees must provide accurate and truthful information in all forms of communication, whether written, verbal, or electronic. This includes, but is not limited to:

- Internal and external reports.

- Communication with clients, suppliers, and partners.
- Representation of the company at events and meetings.
- Communication with coworkers.
- Relationship with the public.

Honesty in communication is essential to maintaining the company's integrity and building trust with all stakeholders.

Fulfilling Commitments:

Employees must fulfill all promises and commitments made to the company, clients, and other stakeholders. This includes:

- Meeting agreed-upon deadlines for projects and contracts.
- Upholding contractual and business agreements.
- Adhering to ethical and regulatory obligations.

Fulfilling commitments demonstrates responsibility and reliability and is crucial for establishing long-term relationships with clients, partners, and suppliers.

Rejection of Bribery and Corruption:

"CS Com" is committed to conducting its business with integrity and in compliance with all applicable laws and regulations. Therefore, employees must not engage in any form of bribery, corruption, or acceptance of gifts that could influence decisions. This includes, but is not limited to:

- Not offering bribes or improper incentives to gain business advantages.
- Not accepting bribes or gifts from third parties that could compromise objectivity in decision-making.
- Strictly adhering to all laws and regulations related to the prevention of bribery and corruption.

Rejecting bribery and corruption is vital for maintaining the company's integrity and ensuring that all business activities are conducted ethically and fairly.

The commitment to integrity and honesty is a fundamental part of "CS Com's" culture. All employees are expected to demonstrate these values in their daily actions, contributing to building a respectable and trustworthy company.

2.2. Conflict of Interest

Employees must avoid situations that may create conflicts of interest between their personal interests and those of "CS Com." This includes, but is not limited to:

- Disclosure of Conflicts: Employees must promptly disclose any potential or actual conflict of interest to the Human Resources department or senior management.
- Impartial Decision-Making: Employees must make impartial decisions that are in the best interest of the company rather than prioritizing personal gains.

2.3. Ethical Conduct in Public Relations

"CS Com" values ethical relationships with all stakeholders. This includes:

- Respect and Fair Treatment: Employees must treat all stakeholders with respect, dignity, and fairness, regardless of their background, identity, position, or affiliation.
- Non-Discrimination and Diversity: Discrimination based on race, gender, sexual orientation, religion, nationality, or any other protected characteristic is strictly prohibited. The company promotes diversity and inclusion.

2.4. Responsible Use of Company Resources

Company resources, whether financial, technological, or material, must be used responsibly and efficiently:

- Protection of Company Assets: Employees are responsible for protecting the company's assets and using resources responsibly, avoiding waste and misuse.

2.5. Legal and Regulatory Compliance

Compliance with all applicable laws, regulations, and ethical standards is fundamental:

- Adherence to Laws and Regulations: Employees must comply with all relevant laws and regulations in their activities related to the company, including anti-money laundering laws, tax regulations, copyright laws, and others.

2.6. Handling of Confidential Information

"CS Com" handles confidential information from its clients, partners, and internal operations. Employees are responsible for:

- Confidentiality and Secrecy: Employees must maintain the confidentiality of sensitive company and third-party information, ensuring it is not disclosed to unauthorized individuals.
- Data Security: Employees must safeguard company data and information against unauthorized access, theft, loss, or improper disclosure.
- Ethical Use of Information: Confidential information must only be used for legitimate purposes related to "CS Com's" activities.

These principles and guidelines are essential to maintaining the integrity and reputation of "CS Com." All employees are expected to understand and strictly adhere to these rules to ensure ethical conduct in all company operations.

3. Ethical Conduct of Suppliers and Partners

3.1. Supplier Selection Criteria

The selection of suppliers plays a critical role in "CS Com's" operations and is essential to ensuring the quality and integrity of products and services provided to the company. Supplier selection criteria establish clear guidelines for evaluating and choosing suppliers who meet the company's ethical and quality standards. Below are the key criteria considered in supplier selection:

Product or Service Quality:

- Suppliers must provide products or services that meet or exceed the quality standards defined by "CS Com." This includes evaluations of product quality, durability, safety, and reliability.

Competitive and Fair Pricing:

- "CS Com" seeks suppliers who offer competitive and fair pricing relative to the quality of their products or services. This includes evaluating pricing practices and comparing prices within the market.

Adherence to Deadlines:

- It is essential for suppliers to meet agreed deadlines for product delivery or service execution. Timeliness is crucial for the organization of events and projects.

Reputation and Integrity:

- Suppliers must have a solid reputation for integrity and ethical business practices. "CS Com" evaluates a supplier's reputation, including their ethical conduct, compliance history, and relationships with other businesses.

Social and Environmental Responsibility:

- The company values suppliers who demonstrate social and environmental responsibility. This includes sustainable practices, concern for social and environmental issues, and compliance with related laws and regulations.

Ethical Relations with Employees:

- Suppliers must maintain ethical relations with their employees, including respect for labor rights, non-discrimination, and a safe and healthy working environment.

Legal and Regulatory Compliance:

- "CS Com" requires suppliers to comply with all applicable laws, regulations, and ethical standards in their operations. This includes adherence to labor laws, safety regulations, and environmental protection laws.

Capacity for Innovation and Adaptation:

- Suppliers' ability to innovate and adapt to "CS Com's" evolving needs is evaluated. This includes a willingness to collaborate on improvement and innovation projects.

Supplier selection based on rigorous criteria helps ensure that "CS Com" maintains quality and integrity in its operations and deliveries. Additionally, it fosters strong partnerships with suppliers committed to ethics, quality, and compliance. These criteria are fundamental to ensuring the company continues to deliver high-quality events.

3.2. Respect for Human Rights

Respect for human rights is a non-negotiable priority in "CS Com's" supplier selection process. The company seeks to ensure that its suppliers respect and promote human rights in their operations. This includes:

- **Non-Discrimination:** Suppliers must treat all individuals equally, regardless of race, gender, sexual orientation, religion, nationality, or other personal characteristics.

- **Labor Rights:** Suppliers must respect and uphold fundamental labor rights, including freedom of association, collective bargaining, the elimination of child labor and forced labor, and the promotion of safe and healthy working conditions.

- **Dignified Working Conditions:** Suppliers must provide dignified working conditions, including fair wages, adequate benefits, and a safe work environment.

"CS Com" reserves the right not to engage with or to terminate contracts when necessary with suppliers who fail to comply with applicable laws. In all of its events, the company provides a secure channel for supplier employees to report abuse or exploitation by their employers.

- At all our events, we conduct training sessions to inform attendees about our policies and codes, as well as to promote the reporting channel. This initiative aims to prevent abusive work conditions. Suppliers who fail to align with our terms may have their contracts terminated if irregularities are identified.

- When we receive a report of abusive labor practices at one of our events, our team investigates the claim and takes appropriate action based on the findings. We expect the full cooperation of the accused supplier during this process.

3.3. Business Integrity

Business integrity is a key criterion for supplier selection. "CS Com" expects its business partners to operate with integrity in all their operations. This includes:

- Anti-Corruption Practices: Suppliers must have policies and practices in place to combat corruption and bribery, ensuring their business is conducted with integrity.

- Ethics in Communication and Advertising: Suppliers must adhere to ethical practices in their communication and advertising, avoiding misleading information or deceptive advertising.

3.4. Ethical Partnerships

"CS Com" values ethical partnerships with its suppliers, which entail:

- Transparency in Business: Suppliers must maintain transparency in their operations and their relationships with "CS Com," providing clear information about products, services, pricing, and business practices.

- Respect for Contracts and Agreements: Suppliers must honor all contracts and agreements established with "CS Com," ensuring that all parties fulfill their obligations.

3.5. Supplier Monitoring

Ongoing supplier monitoring is a fundamental practice at "CS Com." This includes:

- Performance Evaluation: Suppliers are regularly evaluated to ensure they continue to meet the established selection criteria and ethical standards.

- Audits and Inspections: The company may conduct audits and inspections of suppliers to verify compliance with ethical and quality standards.

- Open Communication: "CS Com" fosters open communication with its suppliers, encouraging the exchange of information and concerns that may impact compliance with established criteria.

These criteria are essential to ensure that "CS Com's" suppliers align with the company's ethical values and integrity. Maintaining ethical relationships with suppliers contributes to building a responsible and trustworthy supply chain, which is vital for delivering high-quality cultural events.

4. Policy Against Illegal Ticket Sales

4.1. Legal Ticket Sales

- Official Sales Channels: "CS Com" ensures that tickets are sold through official channels such as its website, authorized sales partners, and event venues. These channels guarantee ticket authenticity and prevent the purchase of counterfeit tickets.

- Price Transparency: Ticket prices are disclosed transparently, without hidden fees or inflated rates. The company strives to offer fair and accessible ticket pricing.

4.2. Combating Scalping

- Prohibition of Unauthorized Resale: Unauthorized ticket resale is strictly prohibited. Tickets are intended for the personal use of the purchaser and should not be resold for profit.

- Monitoring of Suspicious Activities: "CS Com" monitors suspicious activities related to ticket resales and takes measures to prevent illegal practices.

4.3. Ensuring Ticket Integrity

- Security and Authenticity: "CS Com" implements security measures for tickets, such as barcodes, QR codes, holograms, and other features to guarantee authenticity. These measures help prevent ticket counterfeiting.

- Refund and Exchange Policy: The company establishes clear refund and exchange policies for event cancellations or date changes, ensuring buyer rights are protected.

- Public Communication: "CS Com" is committed to informing the public about its policy against illegal ticket sales, promoting awareness of the risks of purchasing unauthorized tickets.

"CS Com's" policy against illegal ticket sales aims to protect buyer rights, ensure event integrity, and maintain public trust. The company actively works to curb illegal practices and ensure ticket sales are conducted ethically and transparently.

5. Relationship with Sponsors

5.1. Principles of Sponsor Relations

The relationship with sponsors is a fundamental part of "CS Com's" operations. The company aims to establish strong and ethical partnerships with sponsoring organizations that share its values and goals. The principles guiding sponsor relations include:

- Integrity and Transparency: "CS Com" seeks sponsors who share its commitment to integrity and transparency, involving open and honest communication about objectives, expectations, and contractual agreements.

- Mutual Respect: Relationships with sponsors are based on mutual respect, ensuring the needs and expectations of both parties are considered and addressed effectively.

- Adherence to Contractual Agreements: "CS Com" is committed to strictly adhering to all contractual agreements with sponsors, ensuring that all promised benefits and rights are delivered.

- Alignment of Values: The company seeks sponsors whose values and mission align with its own, fostering stronger partnerships and a shared understanding of objectives.

- Promotion of Responsible Events: "CS Com" collaborates with sponsors to ensure that promoted events are conducted responsibly, taking into account social, environmental, and safety considerations.

- Ethical Communication: Communication related to sponsors is conducted ethically, avoiding misleading information or deceptive advertising.
- Conflict Resolution: "CS Com" is prepared to address any conflicts or misunderstandings with sponsors fairly and respectfully, seeking solutions that serve the interests of both parties.
- Continuous Evaluation: The relationship with sponsors is continuously evaluated to ensure it remains beneficial and aligned with the company's goals.

These principles guide how "CS Com" interacts with its sponsors, fostering an ethical and mutually beneficial relationship. The company values partnerships with organizations that share its vision of promoting high-quality cultural events that are responsible and aligned with the highest ethical standards.

5.2. Transparency in Sponsorship Agreements

Transparency in sponsorship agreements is a fundamental element of "CS Com's" sponsor relationship policy. The company values honesty and clarity in all negotiations and agreements with sponsors, recognizing that transparency strengthens trust and helps avoid misunderstandings. Key points of this approach include:

- Detailed Documentation: All sponsorship agreements are documented in a detailed and clear manner, including commitments from both parties, rights and responsibilities, expected benefits, and any special clauses or conditions.
- Open Communication: "CS Com" promotes open and honest communication during negotiations and throughout the sponsorship's duration. This allows both parties to express expectations and concerns.
- Disclosure of Benefits: The company transparently discloses the benefits offered to sponsors, including brand exposure, participation in events, and other advantages associated with the sponsorship.
- Performance Evaluation: Sponsorship agreements include mechanisms for performance evaluation, enabling both parties to monitor and assess the fulfillment of commitments over time.
- Protection of Interests: Transparency involves not only information disclosure but also protecting the interests of both parties. Agreements include clauses to ensure the rights and interests of sponsors and "CS Com" are adequately safeguarded.
- Dispute Resolution: Agreements may include procedures for resolving disputes to address any disagreements fairly and effectively.

This transparent approach to sponsorship agreements contributes to building strong and lasting relationships with "CS Com's" sponsors. It ensures that both parties have a clear understanding of expectations and the benefits associated with the sponsorship, fostering an ethical and mutually beneficial partnership.

6. Relationship with Event Attendees

"CS Com" deeply values the experience of attendees at its events. Its relationship with the public is based on principles that ensure respect, safety, and well-being. The policy for public engagement includes the following key points:

6.1. Respect for the Public

- Respectful Treatment: "CS Com" ensures that all team members interacting with the public do so with respect, courtesy, and empathy. The public must be treated fairly and respectfully, regardless of their background, identity, beliefs, or personal characteristics.
- Clear and Accurate Communication: The company is committed to providing clear and accurate information about events, including details about schedules, tickets, locations, and any special requirements.

6.2. Ensuring Public Safety and Well-Being

- Event Safety: "CS Com" implements strict safety measures at all events to ensure public safety. This includes emergency evacuation procedures, crowd control, and access to medical services when necessary.
- Health and Well-Being Protection: The company is committed to taking measures to protect the public's health and well-being, including compliance with safety regulations, availability of adequate sanitary facilities, and ensuring security staff is readily available.

6.3. Responsible Conduct at Events

- Promoting Responsible Behavior: "CS Com" promotes the responsible consumption of alcohol and respectful participation in events. The company discourages behaviors that could cause discomfort or disturbance to other attendees.
- Zero Tolerance Policy for Misconduct: The company maintains a zero-tolerance policy for inappropriate behavior, harassment, discrimination, violence, or illegal activities at its events.

6.4. Cancellation and Refund Policy

- Clear Cancellation Policy: "CS Com" establishes a transparent cancellation policy that defines the conditions under which events may be canceled and the procedures for ticket buyers.
- Fair Refund Guarantee: The company's refund policy ensures that ticket buyers receive a fair and appropriate refund in the event of event cancellations. This includes the disclosure of refund deadlines and conditions.

This public engagement policy reflects "CS Com's" commitment to providing positive, safe, and rewarding cultural event experiences for all attendees. The company strives to create an environment where the public feels valued, protected, and respected in all aspects of their interaction with the company.

7. Relationship with Guest and Contracted Artists

"CS Com" recognizes that its relationship with guest and contracted artists is a fundamental part of its business. The company strives to establish ethical, respectful, and mutually beneficial relationships with the artists who contribute to its cultural events. The artist relations policy includes the following aspects:

7.1. Respect for Artists' Rights

- Respect for Intellectual Property: "CS Com" respects the intellectual property rights of artists, ensuring that their works are used according to contractual agreements and with proper credit attribution.

- Fair Payment: The company is committed to offering fair and timely payments to artists, recognizing the value of their contributions to events.

7.2. Ethical Hiring

- Transparent Hiring Process: "CS Com" maintains a transparent and ethical hiring process when selecting artists for its events. This includes a selection process based on merit and alignment with the event's needs.

- Clear and Fair Contracts: The company provides clear and fair contracts that establish the terms of collaboration, including payments, expectations, and the rights and obligations of both parties.

7.3. Fair and Respectful Treatment

- Respect for Diversity and Inclusion: "CS Com" values diversity and inclusion and is committed to treating all artists fairly and respectfully, regardless of their background, identity, beliefs, or personal characteristics.

- Open Communication: The company promotes open and transparent communication with artists, providing clear information about schedules, expectations, and event requirements.

- Protection of Labor Rights: "CS Com" ensures that invited or contracted artists have their labor rights protected, complying with applicable labor laws and regulations.

This artist relations policy reflects "CS Com's" commitment to maintaining ethical and respectful partnerships with the artists who contribute to its cultural events. The company values their contributions and actively works to create an environment where they feel appreciated, respected, and fairly rewarded for their talent and efforts.

8. Sustainability and Social Responsibility

8.1. Environmental Considerations

- Environmental Sustainability: "CS Com" is committed to adopting sustainable practices in its cultural events, minimizing environmental impact. This includes waste reduction, efficient use of natural resources, and promoting clean energy and sustainable transportation practices.

- Environmental Awareness: The company promotes environmental awareness among its audience and staff, encouraging participation in eco-friendly initiatives and educating them about the importance of conservation.

8.2. Social Responsibility

- Social Initiatives: "CS Com" engages in social initiatives that benefit local communities and social causes. These may include donations to charities, volunteer programs, and support for social impact projects.

8.3. Transparency in Sustainability

- Disclosure of Sustainable Practices: "CS Com" transparently shares its sustainable practices, allowing the public and partners to understand the company's commitment to sustainability.

8.4. Impact Assessment

- Evaluation of Environmental and Social Impact: The company regularly evaluates the environmental and social impact of its events, identifying opportunities for improvement and reinforcing its commitment to sustainability and responsibility.

- Continuous Assessment: The company continually evaluates the impact of its operations, events, and sustainability practices. This includes analyzing environmental and social performance indicators.

8.5. Public Awareness

- Public Education: "CS Com" promotes public awareness of environmental, social, and ethical issues through its actions and events, encouraging the audience to adopt responsible behaviors.

8.6. Collaboration with Social Responsibility Organizations

- Strategic Partnerships: The company collaborates with social responsibility organizations to enhance its efforts in areas such as sustainability, social responsibility, and community impact.

8.7. Monitoring and Continuous Improvement

- Commitment to Improvement: "CS Com" maintains an ongoing commitment to monitoring its social responsibility and sustainability practices, continually seeking opportunities for improvement and innovation.

These principles of social responsibility and sustainability demonstrate "CS Com's" dedication to making a positive difference in the areas where it operates. The company aims not only to deliver high-quality cultural events but also to contribute to a more ethical, sustainable, and socially responsible world.

9. Transparent Communication and Education

"CS Com" believes that transparent communication and education are essential for building strong relationships with the public, partners, and stakeholders. Its transparent communication and education policy includes the following aspects:

9.1. Dissemination of Relevant Information

- Relevant Information: "CS Com" provides relevant information related to events, policies, sustainability practices, and social responsibility, enabling the public and stakeholders to make informed decisions.

9.2. Internal Education and Awareness

- Internal Training: The company promotes internal education and awareness about ethical, social, environmental, and sustainability issues, empowering employees to act ethically and responsibly.

9.3. Collaboration with Stakeholders

- Effective Collaboration: "CS Com" collaborates effectively with stakeholders, such as regulatory authorities, local communities, and civil society organizations, listening to their concerns, sharing information, and working together to address relevant issues.

9.4. Provision of Educational Resources

- Educational Resources: The company provides educational resources, such as guides, documents, and informational materials, to educate the public and stakeholders about ethical issues, sustainability, and social responsibility.

9.5. Respect for Privacy

- Data Privacy: "CS Com" respects the privacy of its customers' and partners' data, adhering to data protection laws and ensuring the security of personal information.

9.6. Feedback and Continuous Improvement

- Feedback Collection: The company encourages the public, partners, and stakeholders to provide feedback on its practices and operations to foster continuous improvement.

9.7. Transparency in Sponsorship, Tax Incentive Laws, and Calls for Proposals

- Disclosure of Sponsorship Activities: "CS Com" transparently discloses its sponsorship activities, including partnerships established through tax incentive laws and calls for proposals. The company ensures that these partnerships align with its values and ethical principles, adhering to applicable requirements and regulations.

- Compliance with Tax Incentive Laws: When using tax incentive laws for sponsorships, the company ensures full compliance with associated regulations and legal obligations, providing clear documentation on how received funds are allocated and utilized.

- Transparency in Calls for Proposals: "CS Com" adheres to transparent processes when seeking support and funding through calls for proposals. This includes disclosing selection criteria, deadlines, and requirements to ensure fair and open competition.

This addition to the policy reinforces "CS Com's" commitment to transparency in all sponsorship activities, including those conducted through tax incentive laws and calls for proposals. The company aims to promote compliance and integrity in all sponsorship partnerships, ensuring that resources are used ethically and in alignment with its values.

10. Reporting Concerns and Non-Retaliation

"CS Com" is committed to creating an environment where all employees, partners, artists, audiences, and stakeholders feel safe to report concerns and irregularities without fear of retaliation. The reporting and non-retaliation policy includes the following elements:

10.1. Reporting Channel

- Accessible Reporting Channel: The company maintains an accessible reporting channel where anyone can report concerns, irregularities, or inappropriate behavior. This channel may include a hotline, an email address, or another secure communication method.

10.2. Confidentiality

- Identity Protection: "CS Com" ensures that information provided by whistleblowers is kept strictly confidential, protecting their identity if desired.

10.3. Prohibition of Retaliation

- Retaliation Prohibited: The company's policy prohibits any form of retaliation against individuals who report concerns in good faith. This includes actions such as unfair dismissals, reprisals, or any form of negative treatment in response to a report.

10.4. Proper Investigation

- Impartial Investigation: All reports are investigated impartially and thoroughly. The company is committed to conducting fair investigations, considering all available evidence, and involving specialized resources when necessary.

10.5. Communication with the Whistleblower

- Feedback and Updates: "CS Com" keeps whistleblowers informed about the progress and outcomes of the investigation. Communication is conducted respectfully and confidentially.

10.6. Disciplinary Action

- Appropriate Action: If a report is confirmed after investigation, the company will take appropriate disciplinary measures, which may include corrective actions, training, or, in severe cases, termination of contracts.

10.7. Legal Protection

- Legal Safeguards: "CS Com's" policy ensures that whistleblowers are legally protected against retaliation and that their rights are respected in accordance with applicable laws.

This whistleblower and non-retaliation policy reflects "CS Com's" commitment to ensuring that all concerns are addressed fairly and appropriately, and that those who report irregularities or misconduct are protected from retaliation. The company fosters a culture of trust and accountability, encouraging everyone to speak up when they notice something wrong.

11. Final Considerations

"CS Com" recognizes that the effective implementation of this policy requires the commitment of all employees, partners, artists, audiences, and stakeholders. The company is dedicated to maintaining an ethical, transparent, and responsible environment across all its operations and activities.

This code of ethics and conduct reflects "CS Com's" core values and provides clear guidelines for decision-making and actions in all areas of operation. It serves as a guide to promote integrity, social responsibility, transparency, and ethics in every aspect of the company's activities.

"CS Com" is committed to continuous improvement and regular reviews of this policy to ensure its relevance and effectiveness. The company encourages feedback from employees, partners, and stakeholders to enhance the policy and its ethical and conduct practices.

The company reaffirms its commitment to positively contributing to society, respecting the environment, supporting culture, and providing exceptional experiences through its events. This policy is an important step toward achieving these goals and keeps "CS Com" aligned with the highest standards of ethics and social responsibility.

"CS Com" extends its gratitude to everyone who adopts and promotes this policy, contributing to building a more ethical and responsible cultural community.