

Compliance Code of Conduct

1. Trust Relationship with Customers

- (1) We will accurately understand the grievances, opinions, and requests of clients, and we will respond both promptly and sincerely.
- (2) In addition to complying with relevant laws including the Personal Information Protection Act and the Labor Standards Act, we will respect social norms and act in a fair and transparent way when providing products and services.
- (3) We will act in service to society and ensure safety and security when providing new products and services. In addition, if we obtain information concerning product safety, we will immediately contact the relevant departments, verify the facts, and respond promptly and appropriately if a problem is found.
- (4) We will comply with relevant laws such as the Unfair Competition Prevention Act, and we will provide clients with informative and accurate information when performing sales activities.
- (5) We will strictly manage client information obtained through signing agreements, etc., and we will take great care so as not to disclose or leak it.

2. Trust Relationship with Suppliers and Related Traders

- (1) We will guarantee free and fair trading, and we will not engage in activities that would violate the Antitrust Act, such as using cartels, rigging, or the abuse of superior positioning.
- (2) We fully recognize all suppliers and related traders to be good partners in equal position with our company, and we will treat them fairly and sincerely when trading.
- (3) We will neither give nor receive gifts or entertainment with suppliers and related traders beyond reasonable social norms.
- (4) We will strictly manage the confidential information of suppliers and related vendors that we learn through signing agreements, etc., and we will take great care so as not to disclose or leak said information.

3. Trust Relationship with Employees

- (1) We will comply with safety and hygiene laws and strive to improve the workplace environment such that everyone can work safely.
- (2) We will respect each individual's human rights and not engage in discrimination. We will not conduct acts of sexual harassment or acts that could be misunderstood as sexual harassment.

4. Trust from Society

- (1) We will comply with relevant laws and regulations and will understand social norms correctly so as to not to act in a manner that invites distrust from society.
- (2) In addition to emphasizing environmental conservation, we will comply with environmental laws and strive to control our environmental impact in all business activities.
- (3) In addition to acts that violate laws and regulations such as bribery, we will refrain from acting in any manner that could lead to misunderstandings such as collusive relationships with governments and administrations, and we will strive to create healthy and transparent relationships with politicians and civil servants.
- (4) We will sever all relationships with anti-social forces that pose a threat to civil society.
- (5) We will respect human rights under all circumstances, and we will not engage in discrimination.
- (6) As a corporate citizen, we will contribute to the development of society by actively participating in activities that contribute to society.