

Citizen Group Quality Assurance Compliance Code of Conduct

1. Citizen Group management develops internal systems with the understanding that it is their own role to carry out this Code of Conduct.

- (1) Situating trust in manufacturing quality and the maintenance and improvement of safety standards at the core of our corporate philosophy, “Loved by citizens, working for citizens”, we shall comply with related laws and regulations, agreements, and social norms during all stages of the manufacturing process.
- (2) We shall make adequate investments to ensure compliance with laws and regulations, agreements, and social norms, as well as provide education and training to all Board members and employees.

2. Continuously work toward the maintenance and improvement of effective quality assurance systems at all stages supporting the manufacturing process.

- (1) In all stages of manufacturing, from planning and development to customer service, as well as in all departments indirectly supporting the process, we shall regularly identify risks and issues regarding manufacturing quality and work to resolve them.
- (2) When we encounter a problem that cannot be resolved by internal resources alone, we shall address the problem with the cooperation of external experts and professionals.

3. Define the authority and allocation of duties of each department and thoroughly ensure that an independent and impartial department engages in quality assurance activities.

- (1) We shall design in-house regulations that clearly define authority and allocation of duties, and periodically update these rules to align with actual operations.
- (2) The Quality Assurance Department shall be independent and impartial when performing quality assurance operations and remediating quality-related issues.

4. Promote information exchange internally and across the Group, with customers and business partners (suppliers and other business partners including contractors and distributors), to stay up-to-date on information about legal and regulatory changes related to manufacturing quality.

- (1) We shall work to prevent, detect, and remediate problems early-on by building Group-wide, cross-departmental information networks, sharing knowledge and expertise on quality improvement and raising issues together.
- (2) We shall aim to develop and maintain sturdy relationships with our customers and business partners by engaging in dialogue with them.
- (3) We shall adequately understand the latest information about laws and regulations in each country and face societal demands with sincerity.

5. Clearly identify and comply with laws and regulations, as well as agreements related to product quality.

- (1) We shall establish and comply with quality requirements based on laws and regulations, agreements with our customers, and social norms.
- (2) We shall strive to obtain our business partners’ understanding and cooperation regarding the Citizen Group Quality Assurance Code of Conduct and our quality assurance policies.

6. Sincerely listen to the market and customers’ opinions of our products, and build systems to detect, respond to, and prevent recurrence of product quality issues.

- (1) We shall thoroughly manage information about complaints and problems, and work with related departments to analyze the root causes and resolve these problems.
- (2) If a serious defect is found in a product, we shall make minimizing impact on customers and society our number one priority by responding in a swift manner and promptly disclosing necessary information.