

Sustainability Code of Conduct Handbook

FY2025 Edition

2026.3.6

YOKOWO CO., LTD.

yokowo

Introduction

Until now, Yokowo has placed importance on fulfilling its responsibilities by responding to society's expectations as part of our corporate social responsibility (CSR). However, being part of an interconnected supply chain means we are now required to act on our own initiative and take a stance of opening up a better future.

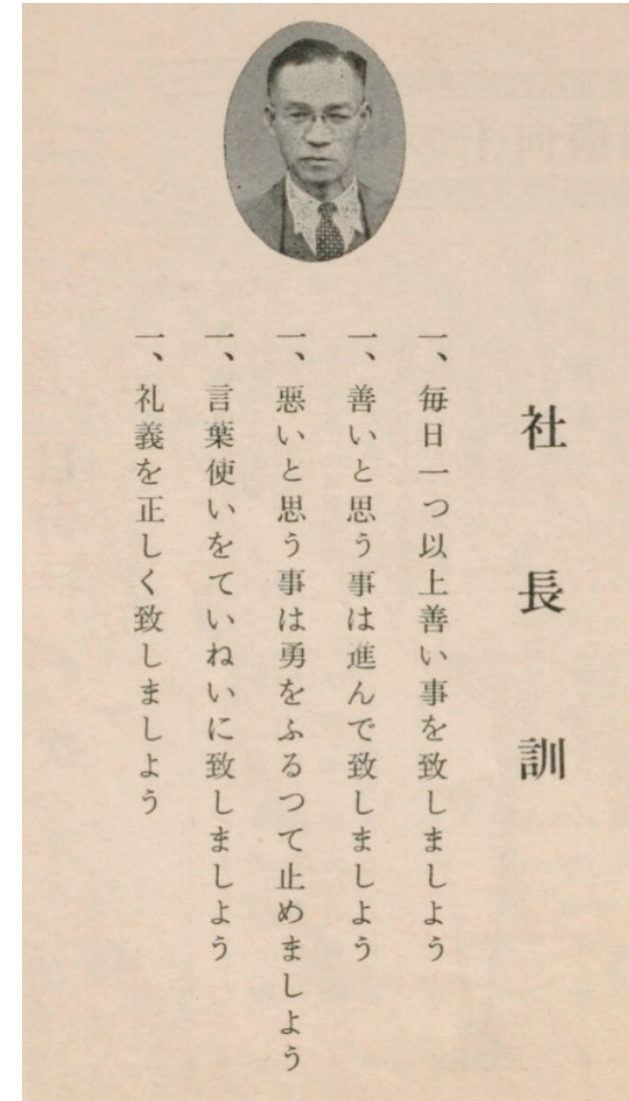
Sustainability is not a difficult task reserved for a select few; it is something we create through the everyday actions of each and every one of us. The casual choices we make in daily life and the small innovations we come up with are in fact the key to us becoming an ever-evolving company. This is why it is important that we all share our common values and decision-making criteria, and translate these into action.

These words come from the “President’s Precepts” that our founder, Chutaro Yokoo, gave to employees at the time.

Regarding these Precepts, he said, “Although these words may appear commonplace, I regard them as indispensable to human life-much like the air we breathe.”

Even values we tend to take for granted as “simply being human” gain real meaning when we choose to put them into words. Doing so helps us remain sincere-both to ourselves and to those around us-and we believe it is our responsibility to carry that spirit forward.

The Sustainability Code of Conduct Handbook is a modern expression of our founder's key thoughts, and brings together ways of thinking, decision-making criteria, and “things we should do” to guide our own conduct. Whoever you are, even without any special knowledge, there is action you can take today. Use this handbook to discover the first steps you can take, and join us in building Yokowo's sustainability.



“These words may appear commonplace, yet I consider them to be as vital to human life as air itself.” (from Chutaro Yokoo's autobiography)

Top Message

Our vision, is to be an ever-evolving company that develops new ideas that challenge our people and our technologies. Our aim is that both our business and society itself can be sustainable. To that end, in my management of Yokowo I am committed to making it a “good company.”

I think a good company is:

- A company about which customers say, “We’re happy to work with Yokowo and want to expand our partnership.
- A company about which business partners say, “We are proud to work with Yokowo. We want to contribute to Yokowo even more.”
- A company about which local communities say, “We are glad Yokowo is part of our town; we would love for our children to join the company.”
- A company where every employee of the Yokowo Group thinks, “I am glad to work here. I want to do my best.”

I think such a company is truly a good company, and what is essential for that is that we remain sincere.

Yokowo’s founder, Chutarō Yokoo, trained under the pioneer of drawn pipes, which are made by drawing base metal out into thin tubes to produce precision pipes for watches.

In order to become a fully fledged craftsman, he was rigorously trained, beginning with etiquette and proper speech, and he learned that a sincere and earnest attitude toward manufacturing is precisely what

leads to the trust of business partners. His sincere and earnest attitude remains within us today.

To realize our purpose-to be a good company by employing people and technologies that work for the benefit of society today and tomorrow, we have set out our Sustainability Fundamental Policy which illustrates our stance on our sustainability initiatives. Furthermore, our Sustainability Code of Conduct is grounded in our five core cherished values-Respect, Fairness, Ownership, Challenge, and Innovation. This sets out how each of us should act on a daily basis to remain sustainable, and puts these into practice accordingly.

For us, sustainability means “to continue evolving and to remain sincere.” By engaging in communication centered on dialogue with our stakeholders, we will deepen our mutual understanding, learn from those interactions, and strive to be a trusted “good company” that takes on the challenge of creating what is “new,” thereby shaping the future.

Takayuki Tokuma

October 22, 2025 Representative Director, President and Executive Officer

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What is the Sustainability Code of Conduct?

What We Must Do

In the corporate activities of the Yokowo Group, the day-to-day actions of each individual support the company's values and trust.

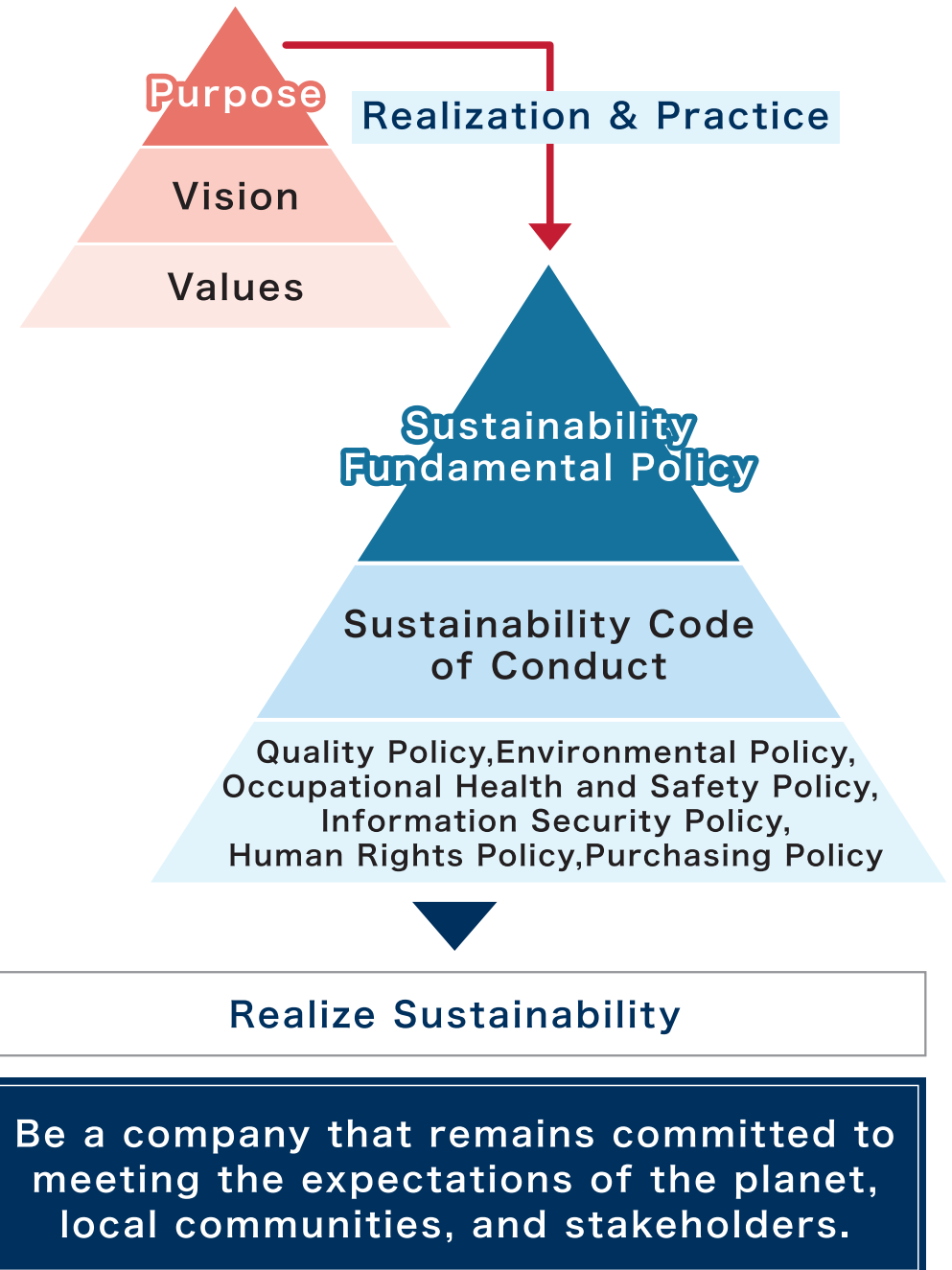
This Sustainability Code of Conduct Handbook sets out ways of thinking along with decision-making criteria so that all employees of the Yokowo Group can act correctly in their daily work.

Based on this Sustainability Code of Conduct Handbook, each of us taking ownership of the "things we should do" and putting these into practice leads to the realization of the Yokowo Group's Purpose.

Manager's Perspective

All individuals in managerial or supervisory roles are expected to act with a clear awareness of the responsibilities outlined below.

- To lead by example in embodying the contents of this Code of Conduct Handbook
- To provide advice and guidance to subordinates in line with this Code of Conduct Handbook
- To sincerely take on board concerns of subordinates, and respond appropriately in accordance with this Code of Conduct Handbook
- To promptly work to resolve any problems that are discovered, and prevent their recurrence



Sustainability Fundamental Policy and Sustainability Code of Conduct

Sustainability Fundamental Policy

We achieve sustainability by constantly evolving. We also believe we must protect our irreplaceable planet and remain true to the expectations of our local communities and stakeholders.

To this end, we identify materiality in our various activities and work to address issues through corporate activities, business operations and dialogue.

Through these efforts, we will fulfill our social responsibilities and enhance our corporate value by continuing to take on the challenge of the “new.” In doing so, we will contribute to the development and evolution of a sustainable society.

Sustainability Code of Conduct

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

- 1-1 Respect each other's human rights
 - ①Respect and seek to understand the human rights of every individual
 - ②I do not engage in or support any form of forced labor
- 1-2 Accept and respect each individual's diversity and differences
- 1-3 Do not tolerate any form of harassment
- 1-4 We strive to create a workplace free from injury and illness
- 1-5 Maintain physical and mental well-being, and work with enthusiasm
- 1-6 Handle personal information with care
- 1-7 Pass on a rich and beautiful planet to future generations
- 1-8 Have the courage to pursue what is “new” and support one another

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

- 2-1 Comply with applicable laws and respect internationally recognized human rights standards

- ①Comply with all applicable laws and regulations
- ②Respect the international norms and standards to which Yokowo is committed

2-2 Do not offer or accept bribes

2-3 Do not engage in fraud, embezzlement, or any other form of misconduct

- ①Do not appropriate company funds
- ②Keep accurate records
- ③Do not engage in insider trading
- ④Communicate information appropriately

2-4 Do not participate in cartels or bid-rigging

2-5 Do not engage in conflicts of interest

2-6 Do not have any involvement with organized crime groups or their affiliates

2-7 Properly manage export control and trade security compliance

2-8 Respect intellectual property rights

2-9 Strictly protect confidential information

2-10 Value and protect company assets (goods, machinery, equipment, and buildings)

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

- 3-1 Provide safe and high-quality products and services
- 3-2 Conduct trustworthy testing and evaluation
- 3-3 Respect suppliers and build strong, trust-based relationships
- 3-4 Grow together with suppliers
- 3-5 Conduct highly transparent purchasing
- 3-6 Strive for business continuity
- 3-7 Honor and appreciate our local communities

What does it really mean
to do the right thing...?



\ If you are unsure, /
check this handbook



Would I feel
OK if my
actions were
made public?



Am I
complying
with laws?



Am I in
conflict
with our
purpose?



Am I valuing myself
and the people I
work with - my
colleagues,
superiors, and
other stakeholders?



If you discover a rule violation

If you discover or suspect a rule violation

If you see or hear behavior that could undermine the company's trust—even if you are not sure it is a rule violation—you have both the right and an important responsibility to report your concern in order to help protect the integrity of our company.

Yokowo Group Rules on Reporting

Prohibition on retaliation Prohibition on unfair treatment

- Retaliation for making a report or cooperating in an investigation is prohibited
- Causing of disadvantage for making a report or cooperating in an investigation is prohibited

Fair and impartial investigation

- Investigations will proceed based on facts, and will not factor in unnecessary speculation or personal feelings
- Responses will be objective and neutral, utilizing the expertise of specialists and third-party organizations

Protection of whistleblowers and those cooperating with investigations

- Privacy of whistleblowers or those cooperating in an investigation is protected



If you discover a rule violation

Yokowo Group consultation organization list



Whistleblower



Internal / External Reporting Secretariat

Whistleblowing Reporting Channel Officer ⇒P.46



Workplace Hotline

External Consultation Organization (Cuore C Cube)
⇒P.47



Contact for Sustainability Concerns

Human Rights & Ethics / Environment Occupational
Health & Safety Direct Reporting to Managers at Each H.Qs
⇒P.48



YOKOWO Global Hotline

External Consultation Organization
(Deloitte Touche Tohmatsu LLC) ⇒P.49

Yokowo Group consultation organizations and primary contacts (organization) list

Internal / External Reporting Secretariat (Helpline)



Whistleblowing Reporting Channel officer

Workplace Hotline



External consultation organization (*Cuore C Cube)
Can be shared with and handled by Yokowo
Whistleblowing Reporting Channel officer upon the
consultant's request

Contact for Sustainability Concerns



Human rights & ethics / Environment / Occupational
health & safety
Direct reporting to managers at each headquarters

YOKOWO Global Hotline



External consultation organization
(Deloitte Touche Tohmatsu LLC)

*Contact points operated by external organizations are operated by independent third parties with no conflict of interest with the Yokowo Group, and they provide fair and neutral responses while ensuring the anonymity and privacy of whistleblowers.

Terms & definitions

Meaning of terms in this explanation

Term	Meaning or definition
Member of the Yokowo Group	Everyone who works at the Yokowo Group (officers, regular employees, contract employees, temporary staff, trainees)
Manager	A person with subordinates
Contact Departments	The department to contact when you encounter difficulties or do not understand something regarding the implementation of the Action Guidelines (Depending on circumstances, you may be directed to contact a different department.)
Departments	Refers to organizational units at the headquarters, regardless of their formal naming or structure
Local communities	Area surrounding business bases
Supervisor	Head of the department to which you belong
Colleagues	People you work with in the workplace, regardless of department

References and sources cited

- ILO Declaration on Fundamental Principles and Rights at Work
- OECD Guidelines for Multinational Enterprises on Responsible Business Conduct
- UN Guiding Principles on Business and Human Rights
- RBA Code of Conduct

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people
and the planet

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 1 Respect each other's human rights

My Commitment

- ① I respect and seek to understand the human rights of every individual.
- ② I do not engage in or support any form of forced labor.

Background & Rationale

Human rights in the workplace possessed by every individual

- The right to be free from discrimination (the right to object when discriminated against)
- The right to freely take up and leave employment
- The right to move freely
- The right to receive wages commensurate with the work performed
- The right to take appropriate time off
- The right to engage in discussions between labor and management
- The right to reasonable accommodation regarding religion and disabilities
- The right to personal privacy
- The right to protect one's own physical and mental health (occupational health and safety), etc.

Yokowo Group Human Rights Policy

*Refer to the Yokowo corporate website: Sustainability
⇒ Yokowo Group Respect For Human Rights

Actions as a Member of the Yokowo Group

- Be aware that subordinates, supervisors, interns, temporary staff, non-managerial staff, managers, and officers all have the same rights, regardless of their role, employment type, or position.
- Build appropriate relationships as workplace colleagues (ensure courtesy even between close colleagues).
- Address colleagues with respect, whether or not you are close.
- Do not express any biases you may have, and respond appropriately as workplace colleagues.
- Take appropriate time off and strive to maintain performance levels.
- Accurately report your working hours within the prescribed deadlines.
- Always verify the accuracy of your pay statement.
- If you feel there is a problem, or if a problem has occurred, consult with your supervisor, colleagues, or the designated contact.

Actions as a Manager

- Monitor the workload and working conditions of subordinates.
- Provide reasonable accommodation related to age and gender.
- Ensure prescribed break times and days off are secured.
- Serve as a role model for switching between work mode and personal time.
- Strive to build relationships conducive to open communication.

Contact Departments

Human Rights, Labor, and Ethics Management Committee

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 1 Respect each other's human rights

My Commitment

- ① I respect and seek to understand the human rights of every individual.
- ② I do not engage in or support any form of forced labor.

Background & Rationale

We will not only refrain from committing or allowing human rights violations within our own company, but will not tolerate any such violations in our supply chain.

We will not tolerate human rights violations either within our own company, nor in our supply chain. In particular, we will not in any way participate in human rights violations in conflict-affected areas.

***Forced labor ⇒ labor that violates human rights, labor without that individual's consent**

1. After hiring, changing conditions to terms that differ from those explained previously.
2. The company keeping passports or other official identification in order to restrict or infringe upon the freedom to leave employment, or the freedom of movement.
3. Making children who should be attending school work to serve adult convenience or interests.
4. Creating situations in which supervisors or colleagues give strong-worded instructions or make threats, making refusal impossible.

Actions as a Member of the Yokowo Group

- Actively communicate with colleagues who have different characteristics from your own, such those with foreign nationality or with disabilities, and pay attention to whether they have any difficulties.
- Confirm the thinking and initiatives regarding respect for human rights at business partners.
- Report to your supervisor any situations involving suspected human rights violations you may encounter in dealings with other companies.

Actions as a Manager

- Understand the types of actions that can lead to forced labor, and constantly confirm that there is no such suspicion under your own management or at business partners.
- If a subordinate reports suspected human rights violations at a business partner, conduct an investigation in coordination with the Purchasing Div. and the Sustainability Promotion Dept.

Contact Departments

Human Rights, Labor, and Ethics Management Committee

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 2 Accept and respect each individual's diversity and differences

My Commitment

I respect diversity and do not discriminate based on race, gender, beliefs, religion, nationality, age, sexual orientation, gender identity or expression, disability, or any other characteristic.

Background & Rationale

Example behavior leading to discrimination

- Unfair recruiting and selection Deciding which nationalities or genders to hire without reasonable grounds
- Differences in work roles based on gender or nationality Deciding work roles, or creating disparities in career and growth opportunities or wages, on the basis of gender, nationality, or similar without reasonable grounds
- Statements that could lead to harassment or discrimination Using stereotyped statements such as “because he is a man” or “because she is a woman,” or statements that deny an individual's dignity

Actions as a Member of the Yokowo Group

- Accept and respect others' individuality, without preconceptions.
- Respect the other person's feelings, and express greetings and gratitude by saying “thank you” out loud.
- Neither engage in nor tolerate discrimination. If you witness discrimination, promptly report it or consult with an appropriate contact point, such as a supervisor, the contact department for consultations, or a consultation organization.
- In the workplace, be considerate of others and those around you, and strive to use polite language.

Actions as a Manager

- Recognize diversity and treat all subordinates fairly.
- Understand employee attributes and, in settings such as meetings, strive to ensure a well-balanced composition of participants without bias in terms of gender, age group, or nationality.
- Do not impose your own values on subordinates.
- Evaluate all employees equally and appropriately.
- Think about your subordinates' careers and provide appropriate educational opportunities suited to each individual.

Contact Departments

Personnel Dept. / Human Resource Development Center

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 3 Do not tolerate any form of harassment

My Commitment

I will not engage in any form of harassment.
I will speak up and seek support if harassment occurs.

Background & Rationale

What is “harassment”?

Conduct that, whether intentional or unintentional and regardless of whether directed at specific individuals or an unspecified number of people, causes discomfort, distress, or unease.

Merely standing by and watching harassment contributes to the problem; each of us needs to be conscious of neither engaging in nor allowing harassment.

Among the many types of harassment discussed today, the types indicated in the Yokowo Code of Employment are as follows:

- Power harassment • Sexual harassment
- Harassment related to pregnancy, childbirth, and childcare (maternity/paternity harassment)
- Harassment related to nursing care (care harassment)
- Knowingly tolerating a subordinate engaging in harassment

*In the event of harassment other than these listed above, decisions and responses will be in accordance with the definition of harassment set out in the Code of Employment.

Actions as a Member of the Yokowo Group

- Act and speak with consideration towards others, including those in the same workplace.
- Do not raise your voice or use violent language.
- Put yourself in the other person’s position and reflect on your own words and actions.
- Check in with each other in order to prevent isolation.
- If you are subjected to or witness harassment, do not keep it to yourself; consult with your supervisor, the contact department for consultations, or consultation organization, whichever you feel most comfortable with.

Actions as a Manager

- Strive to set a good example in your actions and speech.
- Constantly check that there is no harassment taking place under your supervision.
- During work-related guidance, avoid referring to personal attributes (educational background, place of origin, gender, etc.) unrelated to the work itself or points for improvement.
- Note that differences in position or age may unintentionally cause your behavior to feel intimidating to others.
- Create an environment conducive to consultation by proactively talking to subordinates.
- Be aware of any changes in your subordinates’ physical condition or demeanor.

Contact Departments

General Affairs Dept.

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 4 We strive to create a workplace free from injury and illness ①

My Commitment

<Workplace edition>

I prioritize safety above all and work together with others to prevent occupational accidents.

Background & Rationale

Rules for safe work and prevention of occupational accidents (examples)

- Rules on occupational health and safety; work-related accident report (countermeasure report); Risk Assessment Subcommittee implementation guidelines
- Near-miss reports, risk assessment, KYT (hazard prediction training)
- Work instruction sheets, work procedure manuals, and departmental work regulations, etc.

Explanation of occupational health & safety terms used on the page at right

- Risk: An indicator for evaluating danger. A combination of the probability and severity of harm.
- Occupational accident (work-related injury): An injury or accident suffered as a result of work-related duties. Includes injuries and accidents.
- Near miss: A close call that triggers a feeling of danger or awareness of a potential accident.
- Risk assessment: Identifying hazards and harmful factors, estimating risks, and examining and deciding on risk reduction measures.
- Minor Injury: Minor injury only requiring basic first aid. Superficial injuries and bruises, etc.

Actions as a Member of the Yokowo Group

- Work with an awareness of not causing occupational accidents, and act with safety as the top priority.
- Correctly wear prescribed clothing and protective equipment, and perform work in accordance with procedure manuals.
- Conduct inspections before and after using equipment.
- Do not touch machines, vehicles, or other moving objects, and only begin work after these have been stopped.
- When handling heavy objects, use postures and methods that minimize strain on the body.
- Do not leave tools or equipment lying around; ensure these are put away in their designated locations.
- If you experience a dangerous situation, submit a near-miss report and consult with your supervisor.
- When performing a task for the first time or when there are changes to work procedures, conduct a risk assessment and report this to your supervisor.
- If an occupational or other accident occurs, provide a full report in order that others will not experience the same kind of accident.

Actions as a Manager

- Thoroughly communicate to subordinates the importance of occupational health and safety and the sources of workplace hazards.
- When improvements are required in work methods or the work environment, conduct risk assessments and consider making changes to procedures.
- Engage in discussions, information sharing, and communication regarding the creation of a safe workplace.
- In the event of an occupational or other accident, implement access restrictions or prohibitions, put in place warning signage, contain the situation, report the situation and restore safe conditions, analyze the root cause, and take measures to prevent recurrence.
- Pledge that no one will be disadvantaged for making a report, in order that all occupational and other accidents, including those resulting in minor injury are reported.

Contact Departments

Health and Safety Committee

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 4 We strive to create a workplace free from injury and illness ②

My Commitment

<Traffic rules and on-site traffic edition>

I place top priority on safety, and work with everyone to build a workplace free from occupational accidents.

Background & Rationale

On-site traffic rules (example)

- Occupational health & safety rules, [Tomioka Plant] Commuting, on-site traffic, and parking rules
- Occupational Health and Safety Handbook, etc.

Explanation of occupational health & safety terms used on the page at right

- Green belt: A line drawn to clearly distinguish the road from the sidewalk.
- Distracted driving: Focusing on or operating a smartphone, mobile phone, or navigation system while driving.
⇒ Includes motorcycles, mopeds, bicycles, etc.
- Using your smartphone while walking: Focusing on or operating a smartphone or similar while walking.
- Five important points:
 - Keep your hands out of your pockets while walking
 - Do not walk while operating or viewing your phone
 - Use handrails on stairs
 - Do not cross diagonally
 - Perform point-and-call checks

Actions as a Member of the Yokowo Group

<Traffic rules and on-site traffic - common>

- Never engage in aggressive driving, and never drive under the influence of alcohol.
- Never engage in distracted driving or use a smartphone while walking.
- Always act and drive with enough time, and maintain a calm mindset.
- Come to a complete stop before corners and pedestrian crossings, and check left and right for safety.
- Even when commuting to and from work or traveling on public roads for business, be considerate of local residents and obey traffic rules.

<On-site traffic>

- When on site, walk on the right, in the green belt, and on pedestrian crossings.
- Do not approach trucks or forklifts.
- Vehicles (including motorcycles, mopeds, and bicycles) must always come to a temporary stop or proceed slowly, and give priority to pedestrians.

Actions as a Manager

- Voluntarily comply with public and on-site traffic rules, and instruct and thoroughly inform subordinates to do the same.
- If traffic rules are not being followed, provide guidance based on the rules at left.
- In the event of an accident, report it, analyze the cause, and take measures to prevent recurrence.
- Improve awareness of traffic accidents and encourage caution by sharing and explaining within the department cases of real traffic accidents.
- Ensure that matters communicated by the Health and Safety Committee are reliably communicated to subordinates.

Contact Departments

Health and Safety Committee

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 4 We strive to create a workplace free from injury and illness ③

My Commitment

<Emergency response edition>

I improve my safety awareness, knowledge, and skills through education and training, including responses in emergencies.

Background & Rationale

Safety rules regarding emergency situations (ex.)

- Occupational health & safety rules, [Tomioka Plant] Commuting, on-site traffic, and parking rules
- Occupational Health and Safety Handbook
- Work instruction sheets, work procedure manuals, and departmental work regulations, etc.

Explanation of occupational health & safety terms used on the page at right

- Emergency: A situation in which a danger to life is perceived
- Imminent harm: Natural disasters such as earthquakes, tsunamis, and typhoons, as well as fires, explosions, and the buildup of gas due to leaks of chemicals and chemical substances, etc.
- Safety confirmation system: A system for confirming the safety of employees in the event of a disaster or emergency.

Actions as a Member of the Yokowo Group

- In an emergency, act calmly in accordance with prescribed procedures and instructions.
- Know the evacuation routes and assembly points, as well as the locations and usage of emergency exits and fire extinguishing equipment.
- Do not place objects in passageways or on evacuation routes.
- Register your and your family's contact details in the safety confirmation system.
- Keep emergency contact information (supervisor, department manager, the company) readily accessible.
- Always take part in disaster drills and understand what actions you should take during emergencies.
- There will be no retaliation or disadvantageous treatment in response to evacuation actions you take at your own discretion when you sense personal danger.

Actions as a Manager

- Establish and communicate emergency response procedures involving machinery, equipment, and chemicals.
- Put in place measures for areas with potential hazards. (Restrict entry, put in place warning signage, eliminate hazards, restore to a safe condition)
- Confirm and understand your role in the in-house firefighting organization so that you can act in the event of an emergency.
- Understand how to use the safety confirmation system.
- Manage the participation status of subordinates in disaster drills.
- Learn how to check conditions and symptoms and respond (providing first aid and support) when someone becomes unwell, so that you can respond appropriately in an emergency.
- Promise not to treat disadvantageously any employees who make a decision to evacuate from imminent harm.

Contact Departments

Health and Safety Committee

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 5 Maintain physical and mental well-being, and work with enthusiasm

My Commitment

I place top priority on my physical and mental health and strive to work with energy and enthusiasm.

Background & Rationale

Relevant laws and regulations for maintaining physical and mental health

- Labor Standards Act, Industrial Safety and Health Act, Health Promotion Act, Stress Check System
- Guidelines for the Maintenance and Promotion of Workers' Mental Health, etc.

Explanation of occupational health & safety terms used on the page at right

- Mental health: A person's psychological health. Their mental state.
- Manager-led care: Communication carried out by managers and supervisors with their subordinates.
- Self-care: Taking care of oneself. Care that one can carry out on one's own.
- Balanced diet: Consuming a good balance of carbohydrates, proteins, and fats.
- Good sleep: A sufficient amount of sleep.
- Moderate exercise: Exercise that causes slight breathlessness and sweating (exercise totaling 60 minutes per week, ongoing weekly).

Actions as a Member of the Yokowo Group

- Build a healthy body and mind through a balanced diet, quality sleep, and moderate exercise.
- Undergo health checkups and stress checks and share your condition and situation with the company.
- Find goals that will help you boost your motivation, and act in a deliberate manner to achieve these.
- Do not bottle up worries or anxieties; instead, consult with your supervisor, colleagues, or consultation organization who you find easy to talk with (occupational physicians, public health nurses, anonymous contact points, etc.).
- Make time for hobbies or relaxation that help you refresh yourself. If you feel unwell physically or mentally, or sense that something is wrong or unusual, do not overexert yourself (rest, seek advice).

Actions as a Manager

- Be aware of any changes in your subordinates' physical condition or demeanor.
- Keep track of the status of health checkups and stress checks, and follow up with those who have not yet undergone these.
- Provide opportunities for skill development and learning, and promote increasing motivation.
- Keep track of overtime and workload and adjust workloads as necessary.
- Engage in communication such as checking in with subordinates and manager-led care.
- Inform subordinates about contact points (occupational physicians, public health nurses, anonymous contact points, etc.).
- Take action such as having employees who seem unwell or in distress take time off.

Contact Departments

Health and Safety Committee

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 6 Handle personal information with care

My Commitment

I appropriately manage personal information and respect privacy.

Background & Rationale

Personal information ⇒ “Information that identifies an individual”
Everyone has the right to have their personal information protected.

The right to have personal information protected

When a company collects personal information, it is legally required by the Act on the Protection of Personal Information that it uses this information properly, does not arbitrarily use it for other purposes, and manages it appropriately. Individuals who provide personal information have the right to know how their personal information is being used, and to request correction or deletion if it is being handled incorrectly.

If personal information is not handled appropriately

In addition to penalties and liability for damages for legal violations, violations can also lead to loss of trust among stakeholders and significantly impact the company’s social reputation.

Actions as a Member of the Yokowo Group

- When collecting information about individuals, limit it to only the information necessary, and do not collect any information that is not needed.
- When using personal information, pay attention to your surroundings, and do not leave your monitor or desk unattended while personal information is visible.
- Obtain the individual’s permission before sharing their personal information with others.
- Delete personal information once its purpose for use has been fulfilled.
- Limit access to personal information to only those who require it in their work.
- If you become aware of a leak of personal information or the possibility of such, promptly contact your supervisor and the designated contact point.
- Store documents and devices containing personal information in a locked location, and when taking these out, keep a record of receipt and return.
- If you detect the possibility of a personal information leak, contact the emergency contact immediately.

*See the Information Security Handbook



Actions as a Manager

- Regularly explain to subordinates the importance of complying with laws and rules governing the handling of personal information, and check that personal information is not being handled carelessly.
- Appropriately restrict access of those who can access personal information and remove unnecessary access privileges as needed.
- Thoroughly communicate to employees emergency contact procedures in the event of a personal information leak.

Contact Departments

Management Planning Dept. / Personnel Dept. / Legal Dept.

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 7 Pass on a rich and beautiful planet to future generations

My Commitment

I comply with environmental laws and regulations and proactively take environmentally responsible actions, while being mindful of the environmental impact of our business activities.

Background & Rationale

What are environmentally friendly actions?

- Measures to counter climate change
Expand the introduction of renewable energy, including solar and other renewable sources
Promote the introduction of energy-saving technologies and improvements to energy efficiency.
- Resource conservation and efficient use
Increase the use of reusable materials taking into account product life cycles
Thoroughly implement waste reductions (zero emissions) and make effective use of resources
- Water resource management
Promote reductions in, and reuse of water
- Conservation of biodiversity
Work on biodiversity protection that respects local residents' knowledge and culture
Work on the protection of endangered species and important ecosystems

Actions as a Member of the Yokowo Group

- Turn off the power to equipment that is not being used (facilities, lighting, PCs, air-conditioning, etc.).
- When driving, make a conscious effort to stop idling and to accelerate gently.
- When a business trip is required, also consider whether it can be handled online.
- Sort recyclable resources appropriately.
- Do not buy unnecessary items, and minimize the use of resources.
- Do not leave water running, and use only amounts necessary.
- Choose products and services in view of their environmental impact.
- Promote paperless operations to effectively utilize paper resources.

Actions as a Manager

- Regularly check and share information on the progress of and issues regarding CO₂ reduction targets.
- Confirm the necessity of business trips for yourself and your subordinates from the perspective of reducing CO₂.
- Whenever possible, instruct that environmentally friendly means of transportation (such as trains) be used for travel.
- Regularly conduct site inspections and check that there are no issues regarding environmental management.
- Thoroughly practice energy conservation, resource conservation, and waste reduction yourself, and set an example for your subordinates.
- Talk regularly with your subordinates and listen to their opinions on environmental initiatives.

Contact Departments

**Sustainability Promotion Dept. /
Environmental Management Committee**

1. Act with Integrity toward People and the Planet

We are creating a safe and secure future for people and the planet

Action Guidelines

1 – 8 Have the courage to pursue what is “new” and support one another

My Commitment

By supporting an attitude of openness towards what is “new,” I will be in tune with a better future.

Background & Rationale

For Yokowo to remain an ever-evolving company that continues to create what is “new,” the small challenges confronted by each and every employee become a force that brings about major change. Never forget that confronting challenges without fear of failure is what enables people and companies to grow, and so we support each other’s challenges across departmental and divisional boundaries and throughout the entire Group.

What is “new”? → “New” here refers to trying something you think is better, something you think is useful, or something you wish existed (proposing it to your team or supervisor).

Actions as a Member of the Yokowo Group

- Even in everyday work, maintain an attitude of asking, “Is there room for further improvement?”
- Do not blame colleagues for their failures; instead, engage in constructive discussions aimed at future success.
- Bear in mind that every opinion has value, and when offering criticism, present alternative proposals.
- When you think someone else’s idea is good, actively support and work together to develop the idea.
- Share case examples of both success and failure in order to drive company-wide growth.
- Listen carefully to differing opinions, and take the perspective of “How can we make this understandable to as many people as possible?”

Actions as a Manager

- Seek value in the opinions of all, regardless of their career or position.
- Emphasize the importance of taking on challenges without fearing change.
- Even if the result is a failure, evaluate the process and the lessons learned.
- Create spaces to share challenges to overcome in achieving goals, and promote teamwork.
- Build relationships that let subordinates propose ideas and provide opportunities for them to take on challenges.
- Provide feedback and responses regarding challenges.

Contact Departments

Sustainability Promotion Dept. /
Planning and Management Sec.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2-1 Comply with applicable laws and respect internationally recognized human rights standards

My Commitment

- ① I comply with all applicable laws and regulations.
- ② I respect the international norms and standards to which Yokowo is committed.

Background & Rationale

Thorough compliance enhances the credibility of the Yokowo Group.

What is Compliance?
Compliance means observing not only laws and regulations, but also internal rules such as company regulations, and social rules such as ethical norms, and acting correctly.

Matters requiring compliance in the same way as laws
Complying with rules such as laws enacted by national legislative bodies, orders issued by administrative authorities, and ordinances established by local governments is the minimum obligation of a company. By observing these, we not only avoid trouble and penalties, but also build trust as a member of society, creating an environment in which we can work with peace of mind with customers, business partners, and colleagues.

Actions as a Member of the Yokowo Group

- Comply with the applicable laws, orders, ordinances, etc. (collectively, “applicable laws and regulations”) that are applicable to Yokowo Group’s business activities.
- Strive to acquire accurate knowledge of applicable laws and regulations.
- When amendments are made to applicable laws and regulations, review related internal rules, procedure manuals, and business processes as necessary.
- If uncertain whether your actions or decisions may violate laws and regulations, consult your supervisor or the Legal Dept. in advance.
- Comply with laws and regulations even in situations outside daily business activities.

Actions as a Manager

- When you are unsure how to decide in response to a consultation request from subordinates, colleagues, or business partners, consult the Legal Dept. before acting or making decisions.
- Do not instruct, order, incite, or coerce any acts that violate applicable laws and regulations.
- Do not permit, approve, or tacitly condone any acts that violate applicable laws and regulations.
- Serve as a role model and provide guidance to ensure that no laws or regulations are violated, including in one’s private life.

Contact Departments

Legal Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2-1 Comply with applicable laws and respect internationally recognized human rights standards

My Commitment

- ① I comply with all applicable laws and regulations.
- ② I respect the international norms and standards to which Yokowo is committed.

Background & Rationale

International norms to which Yokowo is committed

International rules to ensure that workers are treated with respect and dignity, that responsibility is taken for the impact of business activities on the environment, and that business activities are conducted ethically.

- The Ten Principles of the UN Global Compact
- RBA Code of Conduct
- ISO Standards/IATF Standards, etc.

As a member of the global business community, the Yokowo Group takes responsibility for complying with these rules.

Actions as a Member of the Yokowo Group

- Act in accordance with company rules (policies and procedures) established in compliance with laws and international norms.
- When unsure how to act, open the Sustainability Action Guidelines Handbook and act correctly in accordance with the explanations.
- Be aware that your actions as a member of a global company can have an impact on the international community.

Actions as a Manager

- Understand international norms and strive to maintain compliance with these.
- Enable measures so that subordinates can understand the latest rules and international norms, and regularly call for compliance.
- If non-compliance with international norms is discovered, do not leave this unaddressed; consult the contact department for consultations, take countermeasures, then report to that department.

Contact Departments

Sustainability Promotion Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2-2 Do not offer or accept bribes

My Commitment

I do not offer, promise, give, request, or accept bribes or any improper advantages.

Background & Rationale

What are improper advantages?
All business must be conducted fairly and impartially, and the giving and receiving of improper benefits distorts this. Examples of improper benefits are bribes, expensive gifts, and excessive entertainment, etc.

Related offences are the offense of offering bribes (bribery) and the crime of accepting bribes (acceptance of a bribe). Although the crime of accepting bribes primarily targets public officials, in countries that prohibit commercial bribery, private individuals may also be subject to these crimes.

In addition, instances in which public officials receive small amounts of money to expedite procedures such as visa issuance or customs clearance are called “facilitation payments.” These, too, may be regarded as bribes.

Actions as a Member of the Yokowo Group

- Do not offer, propose, or promise money or gifts (including facilitation payments) of a value that deviates from internal rules (including the gift policy) to public officials or corporate representatives.
- In business related to the Yokowo Group, do not demand, accept, or promise money for the purpose of engaging in improper acts (see the anti-bribery regulations).
- If you are offered money or receive a request that may involve the provision of money from a public official or corporate representative, immediately consult your supervisor, the Legal Dept., or a contact point.

Actions as a Manager

- Understand and comply with the anti-bribery laws and regulations established in each country where the Yokowo Group conducts business activities.
- If you receive money or other benefits from public officials or corporate representatives, create and retain accurate records and consult your supervisor, the Legal Dept., or a contact point.
- If you receive a consultation request from a subordinate regarding the giving or receiving of improper benefits, consult the Legal Dept. and then instruct said subordinate accordingly.
- When e-learning or similar training on the prevention of bribery planned by the Compliance Committee is conducted, encourage subordinates to participate and manage their completion status.

Contact Departments

Legal Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–3 Do not engage in fraud, embezzlement, or any other form of misconduct

My Commitment

- ① I do not appropriate company funds.
- ② I keep accurate records.
- ③ I do not engage in insider trading.
- ④ I communicate information appropriately.

Background & Rationale

What is embezzlement?

Embezzlement means taking another person's or the company's money or property and making it your own without permission.

Embezzlement is a crime and may result in criminal penalties.

Examples of embezzlement

- Taking home company-purchased equipment or other items for personal use
- Claiming as company entertainment expenses the cost of a privately held drinking party
- Colluding with a business partner to issue a fictitious invoice and receiving payment for a transaction that did not actually occur

Actions as a Member of the Yokowo Group

- Comply with **expense reimbursement procedures, purchasing regulations, approval regulations, and other rules concerning money.**
- Handle company funds with a sense of responsibility and integrity.
- Do not settle personal expenses through the company or use company assets for private purposes.
- Conduct expense reimbursement in accordance with internal rules and based on supporting evidence.
- Recognize that company funds and assets belong to the company and not to individuals.
- Always report any embezzlement you witness.

Actions as a Manager

- As a manager, confirm that subordinates are adhering to financial rules.
- Set an example yourself in the handling of company funds and assets.
- When approving expense claims, confirm that the claims are legitimate.
- To prevent embezzlement by subordinates, strive for open communication and provide appropriate supervision.

Contact Departments

Accounting Dept. / Legal Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–3 Do not engage in fraud, embezzlement, or any other form of misconduct

My Commitment

- ① I do not appropriate company funds.
- ② I keep accurate records.
- ③ I do not engage in insider trading.
- ④ I communicate information appropriately.

Background & Rationale

What are accurate records?

Companies are obligated to maintain accurate records.

Not only legally stipulated records of financial information, expense data, tax-related books and documents, labor-related information, environmental information, and records concerning corporate information disclosure, but all other maintained records must also be accurately recorded based on facts.

Maintaining accurate records helps prevent misconduct and embezzlement.

Accurate records are also important for making objective and correct decisions in various business situations, improving operational efficiency, and enhancing risk management.

Actions as a Member of the Yokowo Group

- Always keep records based on facts, data, and supporting evidence.
- Conduct business operations based on accurately recorded data. If you are unable to confirm accuracy or an erroneous record is discovered, report this to your supervisor.
- Recognize that accurately recorded data is important for management decisions, preventing misconduct, and the credibility of the company.

Actions as a Manager

- Implement double checks and periodic reviews and audits, and establish systems that ensure accuracy.
- Instruct subordinates that accurate recordkeeping is a legal requirement and crucial for ensuring the company's credibility, and that falsifying records is strictly prohibited.
- If an incorrect record is submitted by a subordinate, immediately contact and consult with the relevant departments and give instructions to the subordinate as necessary.
- In order that subordinates can consult about the accuracy of records, strive for open communication and provide appropriate supervision.

Contact Departments

Accounting Dept. / Legal Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–3 Do not engage in fraud, embezzlement, or any other form of misconduct

My Commitment

- ① I do not appropriate company funds.
- ② I keep accurate records.
- ③ I do not engage in insider trading.
- ④ I communicate information appropriately.

Background & Rationale

What is insider information?

Non-public information about the company, affiliated companies, business partners, customers, and others, information such as financial results before disclosure and technology development information that could influence investment decisions or stock prices.

What is insider trading?

Insider trading occurs when a person who possesses insider information trades shares or conveys that information to others so that they trade shares.

Even “unintentional insider trading” that occurs due to a lack of proper understanding of what information is subject to insider trading regulations may be subject to punishment.

Insider trading is highly likely to be detected through market surveillance systems operated by stock exchanges and regulatory authorities. In some cases, the company name may also be disclosed, potentially resulting in a loss of trust from stakeholders.

Actions as a Member of the Yokowo Group

- Do not disclose information learned through business operations to anyone who does not require it for business purposes.
- Do not talk about information learned through business operations in public places.
- If conveying information learned through business operations to a third party is required, consult with your supervisor or relevant parties in advance.
- If you become aware of insider information, do not trade the shares of the company to which that information relates.
- When trading your own company’s shares, submit a company stock trading notification application in advance and obtain approval, and conduct trades outside of prohibited trading periods.

Actions as a Manager

- Do not convey unnecessary information to subordinates.
- When sharing insider information with subordinates or related parties, clearly indicate that it is insider information, and work to prevent insider trading.
- If you sense signs of insider trading within your department, consult the contact department for consultations.
- When announcements are made regarding prohibited trading periods for company shares, inform your subordinates.

Contact Departments

Corporate Secretary Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–3 Do not engage in fraud, embezzlement, or any other form of misconduct

My Commitment

- ① I do not appropriate company funds.
- ② I keep accurate records.
- ③ I do not engage in insider trading.
- ④ I communicate information appropriately.

Background & Rationale

Common examples of communicating information

- Public relations materials such as websites, company brochures, integrated reports, job postings, and social media
- News releases, TV, and media communications
- Proposals, provided data, dialogue, and email communications for customers and business partners
- Communication with the general public at events such as at exhibitions, lectures, briefings
- Reports to regulatory authorities, public institutions, and other organizations

What if released information is inaccurate?

- The recipients of the information may suffer disadvantage.
- The company may lose the trust of society.
- This may in some cases be illegal.

Actions as a Member of the Yokowo Group

- Before disseminating information, confirm whether the facts and data, including calculation methods and conditions, are appropriate and correct.
- Before disclosing information, confirm with your supervisor or relevant departments the extent to which disclosure is permitted
- Avoid typographical errors and misprints, as well as expressions that could cause misunderstandings.
- Use precise, easily understandable words and terms appropriate for the intended recipients of the information.
- Always maintain an attitude of thinking “Who will my communication affect, and how?”
- Ensure that email, fax, and postal mail, etc. are sent to the correct recipient.

Actions as a Manager

- As a manager, take responsibility for verifying and approving content to be disseminated.
- Do not allow information to be disseminated until its accuracy can be guaranteed.
- Share information on the content to be disseminated with subordinates and related departments, and work so that the entire team has a common understanding.

Contact Departments

Public Relations Dept. / Sustainability Promotion Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–4 Do not participate in cartels or bid-rigging

My Commitment

I respect fair competition and do not engage in cartels, bid-rigging, or price fixing.

Background & Rationale

What are cartels and bid-rigging?

A cartel refers to the act of multiple companies communicating with one another and jointly deciding matters such as product prices, production volumes, or sales territories that should originally be determined independently by each company.

Bid-rigging refers to the act, in competitive bidding, of companies colluding in advance to decide which company will receive the order and at what price, thereby restricting competition.

If you are present where cartel or bid-rigging activities are taking place, you may be implicated as an accomplice even if you had no intention of participating.

In addition, if you possess information that such a situation exists and give tacit approval by remaining silent, you may be subject to disciplinary action.

Actions as a Member of the Yokowo Group

- Limit contact with competitors to only those situations in which such contact is strictly necessary and legal.
- Do not collude with competitors for the purpose of restricting competition.
- When contacting competitors, submit a prior request through the workflow system in advance and obtain approval.
- After contact with competitors, promptly report the circumstances and details of the interaction via the workflow system.
- If a competitor broaches topics that may constitute cartel-like actions or bid-rigging, or requests disclosure of sales or technical information, take evasive action such as voicing objections and leaving the meeting.
- If you overhear such topics even if you are not directly involved in these discussions, immediately consult a contact point.

Actions as a Manager

- Encourage subordinates to attend training planned by the Compliance Committee on laws and practical responses regarding the prohibition of cartels and bid-rigging.
- If a competitor broaches topics to a subordinate that may constitute cartel-like actions or bid-rigging, or requests disclosure of sales or technical information, instruct them to create and retain a truthful, genuine and accurate record of this.
- Immediately share the information with the Legal Dept. and the Chief Officer of the SCI (Sustainability & Corporate Integrity) H.Q.

Contact Departments

Legal Dept. / Compliance Committee

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–5 Do not engage in conflicts of interest

My Commitment

I avoid conflicts of interest and keep a clear separation between personal and professional matters.

Background & Rationale

What is a conflict of interest?

A situation in which a person's personal interests could improperly influence, or appear to influence, actions or decisions made in their official capacity.

Such situations can potentially arise in a variety of cases. When a conflict of interest occurs, it can lead to a loss of trust. However, this risk can be avoided by removing the party concerned from the matter in question and ensuring they do not become involved.

If a conflict of interest is suspected, this must be reported promptly. Dealing with such a situation will ensure transparency in business.

Quiz

Q. A relative (for example, my niece) is very capable, and I would like to recommend her to my workplace. Could this be a problem?

(A. is on the page at right)

A. There is a possibility that it may be problematic. Recommending a relative to your own workplace is not in itself necessarily prohibited. However, if personal relationships influence decisions made in the course of work, this becomes a conflict of interest. If you wish to make a recommendation, you must declare this in advance to your supervisor or the Personnel Dept. and ensure that you do not take part in the hiring decision.

*This is not limited to hiring; whenever personal relationships are brought into a business setting, it is necessary to avoid a conflict of interest by not becoming involved in that matter.

Actions as a Member of the Yokowo Group

- Report and consult with your supervisor any transactions or situations in which a conflict of interest could arise.
- Use the workflow system to declare any conflicts of interest to the company.
- When coming into contact with acquaintances from outside the company in the course of your work, confirm whether your position could be perceived as a conflict of interest.
- If unable to determine whether something constitutes a conflict of interest, report it to your supervisor or contact department for consultations.
- If you see or hear discussions related to conflicts of interest, report and consult with the contact department for consultations.

Actions as a Manager

- Encourage the use of the conflict of interest workflow.
- When undertaking new transactions, check whether there are any situations that could be conflicts of interest.
- When situations that could be conflicts of interest are reported, mitigate risks by changing the person in charge or by taking similar measures.
- Evaluate the fairness of business decisions by having them made by multiple persons.
- If uncertain about decisions, contact department for consultations.

Contact Departments

General Affairs Dept. / Contact for Sustainability Concerns

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–6 Do not have any involvement with organized crime groups or their affiliates

My Commitment

I do not engage with organized crime groups or their affiliates, nor do I enter into any related transactions or relationships.

Background & Rationale

What are organized crime groups or their affiliates ?

Organized crime groups or their affiliates pursue economic gain through improper demands using violence, intimidation, fraudulent practices, or other unethical methods.

If the Yokowo Group has relationships with antisocial forces, or accepts improper demands from antisocial forces, this will inevitably lead to a loss of trust from stakeholders; this faces the risk of serious reputational harm.

The Yokowo Group must therefore thoroughly reject antisocial forces, and work to prevent harm.

Actions as a Member of the Yokowo Group

- At the initial stage of business negotiations, confirm in advance that the other party to the transaction is not an antisocial force.
- If there is any suspicion that a business partner or contracting party is an antisocial force, or if you receive improper demands from an antisocial force, promptly consult your supervisor or the Legal Dept.

Actions as a Manager

- Thoroughly communicate to employees the business processes for confirming in advance, at the start of business negotiations, whether the other party to the transaction falls under the category of antisocial forces.
- Confirm whether contracts with business partners contain clauses for the rejection of antisocial forces; if such clauses are not included, consult the Legal Dept.

Contact Departments

Legal Dept.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2-7 Ensure proper export control and trade compliance

My Commitment

I comply with applicable export control laws and regulations, ensuring consistent and effective export control and trade compliance to support international peace and security.

Background & Rationale

What is export control and trade compliance?

Export control and trade compliance means complying with applicable laws and regulations governing the international movement of goods, technology, and services, and managing risks to protect national and international security.

The Yokowo Group complies with domestic laws, conducts global risk assessments considering international conditions, economic dynamics, and regulatory trends, and implements appropriate export control and trade compliance measures.

Exports are:

Sending goods and technology from the country to overseas (including taking them abroad for business trips or exhibitions).

Imports are:

Bringing goods and technology from overseas into the country (including bringing them into Japan for business trips or exhibitions).

Actions as a Member of the Yokowo Group

- Understand the definitions of export and import, and recognize actions that constitute them.
- Using the designated Yokowo security export management system, clearly make an application regarding what cargo or technology will be exported, to whom and where, and for what purpose.
- If any points are unclear, consult the contact points listed below or the export control officer assigned to each department and act accordingly.
- When training on security trade management is offered, actively participate and strive to keep knowledge up-to-date.

Actions as a Manager

- Ensure management to ensure that the actions required of members of the Yokowo Group are reliably implemented and instill a mindset of security trade management.
- Update knowledge on industry trends and technological changes in order to avoid not only direct violations of laws and regulations, but also indirect risks of legal violations.

Contact Departments

Security Trade Management Dept. / Purchasing Div.

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2-8 Respect intellectual property rights

My Commitment

I do not infringe on third-party intellectual property rights or misuse third-party trade secrets or know-how.

Background & Rationale

What is intellectual property?
Intellectual property refers to something created through human creative activities.

Intellectual property refers to intangible assets created by the human mind, including inventions, artistic works, designs, symbols, names, and images used in commerce.

■ **Intangible assets**
ex.) Leasehold rights,
telephone subscription rights, etc.

■ **Intellectual assets**
ex.) Human capital,
organizational capabilities,
management philosophy,
customer networks, skills, etc.

■ **Intellectual property**
ex.) Brands, trade secrets,
know-how, etc.

■ **Intellectual property rights**
ex.) Patent rights, utility model rights,
copyrights, etc.

Quoted from the website of the Intellectual Property Policy Office,
Ministry of Economy, Trade and Industry:
What are Intellectual Assets and Intellectual Asset-Based Management?
(METI / Ministry of Economy, Trade and Industry)

As all of these are protected by various laws*, any misconduct may, in some cases, be subject to criminal penalties.

*Patent Act, Utility Model Act, Design Act, Trademark Act, Copyright Act, Unfair Competition Prevention Act (trade secrets and know-how)

Actions as a Member of the Yokowo Group

- When developing new products or new services, always check to ensure that you are not infringing any third party's intellectual property rights.
- Do not use other people's photographs, illustrations, and the like found on the internet for business purposes without permission.
- When quoting, clearly indicate the source and ensure the scope of the quotation is appropriate.
- When obtaining information from a third party, confirm the conditions of use for that information in advance before obtaining it.
- Do not improperly acquire third parties' trade secrets or know-how.
- Do not use third parties' trade secrets or know-how beyond the permitted scope even if you obtain the other party's permission.
- When in doubt about how to handle intellectual property, do not decide on your own; consult your manager or the contact department for consultations.

Actions as a Manager

- Establish the habit of confirming that there is no infringement of third parties' intellectual property rights or improper use of third parties' trade secrets and know-how.
- Foster a culture that respects third parties' intellectual property, and when related training is provided, encourage subordinates to participate and manage their completion status.
- When there are updates to the latest legal information related to intellectual property, share these within the department and encourage everyone to check this.

Contact Departments

Intellectual Property Dept. / Legal Dept.

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2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2-9 Strictly protect confidential information

My Commitment

I implement up-to-date security measures at all times and ensure proper access control and thorough data protection in order to protect the company's information assets.

Background & Rationale

What is confidential information?

- Personal information and intellectual property (including technical information) that needs to be protected
- Information designated as confidential that has been entrusted to us by other companies

Proper methods for managing confidential information

Up-to-date security measures: Appropriately implement the latest measures in accordance with the company's information security policies and procedures.

Appropriate access control: Control access so that only those who need information can access it, and prevent unauthorized access.

Data protection: Use encryption and secure communication methods to prevent information leaks, and perform regular backups.

Actions as a Member of the Yokowo Group

- <Outside the company> Link: Information Security Handbook — 5th Edition
- Do not take devices such as PCs or USB drives, or personal information, off-site without permission.
 - Avoid, as far as possible, behaviors that increase the risk of loss (such as taking a computer to an outside function).

<Inside the company>

- Do not reuse the same password; set unique passwords.
- When leaving your desk, do not leave media or documents unattended, and turn off your PC screen.
- Do not stick notes with user IDs or passwords on your PC or desk.
- Do not use email for private purposes.
- Always erase whiteboards after meetings.

<When visiting customers>

- Do not remove customers' documents, data, equipment, and the like without permission.
- Do not accept items (PCs, media, etc.) from customers without issuing a receipt.

Actions as a Manager

- Communicate to subordinates the importance of protecting confidential information and share appropriate management methods.
- Check whether subordinates are complying with the latest rules on information security and provide guidance and training as necessary.
- Communicate to subordinates all announcements issued by the Information Security Committee.
- When training on information security is offered, encourage subordinates to participate and manage their completion status.

Contact Departments

Management Planning Dept. (Information Security Committee)

2. Act with Integrity in Following the Rules

We act with fairness, integrity, and transparency

Action Guidelines

2–10 Value and protect company assets (goods, machinery, equipment, and buildings)

My Commitment

I handle the company's assets with care and use them effectively to support sustainable business activities.

Background & Rationale

What are company assets?

Company assets are items, machinery, equipment, buildings, and the like provided to employees by the Yokowo Group in order to promote its business activities.

We must not forget that all company assets we use in our daily work are available through the cooperation of many people.

What is handling the company's assets with care?

- Handle items, machinery, equipment, and buildings carefully to prevent deterioration.
- Noticing irregularities through preparation and advance inspections enables appropriate maintenance, thereby lengthening asset life.
- Do not leave any abnormality or irregularity you discover unaddressed; deal with these promptly to prevent deterioration.

Actions as a Member of the Yokowo Group

- Keep your own work area tidy and in order.
- Clean the area where you perform your work.
- Be mindful of keeping buildings clean.
- Manage the life span of assets (expiration dates, warranty periods, useful lives).
- Inspect equipment before starting work.
- Return tools to their original locations after use.
- Confirm that regular maintenance is being performed.
- Immediately report any abnormalities found to your supervisor.

Actions as a Manager

- Check conditions within the workplace
- Check that subordinates are following procedures and provide education and guidance as necessary.
- When a report of an abnormality is received, respond immediately and share the information.
- Make appropriate decisions on switching equipment (efficiency, function, and condition).
- Ensure everyone is fully aware that these are assets entrusted to us by shareholders.

Contact Departments

General Affairs Dept. / Manufacturing Engineering Research
Dept. / Plant Equipment Maintenance Sec.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving
to realize a better society

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-1 Provide safe and high-quality products and services

My Commitment

I continuously seek improvement and take proactive action to deliver products and services that earn our customers' trust.

Background & Rationale

To provide products and services that customers can trust

1. Always maintain a mindset of improvement
Do not be satisfied with the status quo; continually maintain an attitude of seeking better methods.
2. Take the initiative
Act on your own initiative and aim to have a positive influence on others.
3. Provide products and services that customers can trust
Comply with customer requirements and adhere to Yokowo standards in order to provide high-quality products and services.

Actions as a Member of the Yokowo Group

- Strictly adhere to rules for quality control of products and services.
- When an issue with quality occurs, promptly report it to your supervisor.
- Proactively propose solutions instead of waiting for instructions.
- Actively incorporate feedback from customers.
- Propose and implement improvement measures to enhance quality.
- Regularly review business processes.

Actions as a Manager

- Always confirm that rules are being strictly observed.
- Clearly share and communicate customer requirements and requests.
- Encourage periodic reviews of rules and procedures.
- Instruct that any quality issues be reported promptly, and create an atmosphere conducive to such reporting.
- By respecting each individual's views and creating an environment in which people can speak openly and safely, encourage constructive discussions that lead to improvement.

Contact Departments

Quality Assurance H.Q.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-2 Conduct trustworthy testing and evaluation

My Commitment

I approach product evaluation with integrity, ensure safety and quality through fair and accurate testing, and do not tolerate any form of misconduct.

Background & Rationale

To conduct trustworthy testing and evaluation

1. Engage sincerely in product evaluation, and ensure safety and quality through impartial testing
 - Do not intentionally falsify data or conceal important information.
 - Do not omit necessary tests or verifications.
 - Take responsibility for confirming that products are safe and of optimal quality.
2. Create an organization in which people look out for one another and do not tolerate misconduct
 - Employees look out for one another in order to prevent misconduct.
 - Create an organization-wide environment in which misconduct is not tolerated.

Actions as a Member of the Yokowo Group

- Record and report test results accurately based on facts.
- Carry out tests in accordance with established procedures.
- When checking records, carefully verify all details without omission.
- Mutually verify each other's words and actions to prevent misunderstanding.
- Actively engage in communication and build relationships of trust that enable people to speak up and look out for one another.
- If you discover misconduct, report it immediately to your supervisor.

Actions as a Manager

- Make fair judgments based on facts and standards.
- Confirm at each test that test procedures are fair.
- Confirm that standards for ensuring product safety and quality are being followed.
- Review the product evaluation process regularly.
- When training on preventing misconduct is offered, encourage subordinates to participate and manage their completion status.
- Actively engage in communication, and build relationships in which it is easy to report issues.
- Promptly give instructions and respond in accordance with policy if any misconduct is discovered.

Contact Departments

Quality Assurance H.Q.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-3 Respect suppliers and build strong, trust-based relationships

My Commitment

I respect suppliers as equal business partners who support Yokowo's operations.

Background & Rationale

What are suppliers?

Suppliers are companies and individuals that provide materials and services

Corporate activities require procuring the necessary materials, at the right time, with the required quality, at the right place, and at an appropriate price—suppliers who provide these are of vital importance.

For Yokowo to continue and grow its corporate activities now and into the future, the company must have co-existence and mutual prosperity with suppliers.

To this end, it is necessary to respect suppliers as equal partners and build strong trusting relationships of mutual support for each other's businesses.

Actions as a Member of the Yokowo Group

- Recognize that suppliers are equal partners and treat them with respect.
- Do not abuse a position of strength toward suppliers.
- Build “win-win relationships.”
- Act with an awareness that your own words and actions toward suppliers will be perceived as those of Yokowo.
- Listen to suppliers' views and share their opinions within your department.
- If a problem occurs, consult your superior.

Actions as a Manager

- Pay attention to subordinates' words and actions toward suppliers and provide appropriate guidance when necessary.
- Act in a manner toward suppliers that serves as a model for your subordinates.
- Listen to suppliers' views, make fair and impartial judgments, and provide instructions.
- Build relationships in which suppliers feel comfortable consulting with us.

Contact Departments

Purchasing H.Q.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-4 Grow together with suppliers

My Commitment

I grow together with our supplier partners and work toward the sustainable development of the entire supply chain.

Background & Rationale

The development of the entire supply chain requires that we support each other's growth so that the materials provided by each company can achieve higher quality, greater cost competitiveness, increased technological added value, and faster procurement.

By building a resilient supply chain, we strive to deliver greater value to our customers.

Actions as a Member of the Yokowo Group

- Correctly and appropriately evaluate quality (Q), cost/price (C), delivery (D), service (S), and technology (T), and work together with suppliers to pursue continuous improvements.
- Explain Yokowo's Business Partner Code of Conduct and conduct periodic risk assessments using self-assessment questionnaires (SAQ).
- Regarding any issues where noncompliance with the Business Partner Code of Conduct is identified in the SAQ, collaborate with suppliers to address these and seek to jointly enhance social trust.
- In order to grow together, rather than relying on one-way communication, engage in constructive dialogue taking into account each individual company's situation.

Actions as a Manager

- Confirm that QCDST evaluations are being carried out appropriately.
- Provide guidance and training to purchasing personnel so that QCDST evaluation results are accurately communicated to suppliers, and that these lead to their development and improvement.
- With a strong awareness of continuous development, promote the building of cooperative relationships with suppliers as a team.

Contact Departments

Purchasing H.Q. / Sustainability Promotion Dept.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-5 Conduct highly transparent purchasing

My Commitment

I conduct purchasing activities with integrity, transparency, and high ethical standards, in compliance with applicable laws and regulations.

Background & Rationale

What is highly transparent purchasing?

Highly transparent purchasing refers to ethical purchasing activities in which traceability (in which tracking and clear explanations are possible) is ensured in the selection of business partners and in the procurement process.

This means purchasing where it is clear “what is made, where, by whom, and how.”

Transparency is enhanced by complying with laws and regulations and improved ethical standards, and is essential for earning the trust of stakeholders and increasing customer satisfaction.

In particular, since laws such as the Subcontract Act, the Antimonopoly Act, and anti-bribery laws in Japan differ from country to country, it is necessary to check the latest information on applicable laws and comply with these.

Actions as a Member of the Yokowo Group

- Select suppliers and determine prices in a fair and impartial manner.
- Accurately record key purchasing processes (supplier selection, price and delivery negotiations, ordering/acceptance, etc.).
- Do not offer, receive, or solicit money or goods of a value that exceeds internal rules (including the gift policy) in dealings with suppliers.
- Recognize that personal relationships with suppliers may lead to conflicts of interest, and maintain appropriate relationships that do not go beyond the scope of work duties.
- Confirm and comply with the laws and regulations of each country as well as customer requirements.
- Report and keep detailed records of business meals or similar occasions.

Actions as a Manager

- Instruct subordinates to maintain accurate records in the purchasing process.
- Make fair and impartial decisions based on objective information.
- Strive to understand the laws and regulations of each country and communicate these to subordinates.
- Instruct subordinates to report and record when receiving gifts such as souvenirs or when meals and similar occasions take place, and to maintain appropriate relationships with suppliers.
- Work to ensure open communication so that subordinates feel comfortable in consulting with you, and provide appropriate supervision.

Contact Departments

Purchasing H.Q.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-6 Strive for business continuity

My Commitment

I prepare a Business Continuity Plan (BCP) to ensure readiness for emergencies, minimize damage during crises, and support rapid recovery.

Background & Rationale

What is a BCP (Business Continuity Plan)?

A BCP (Business Continuity Plan) is a plan prepared in advance for emergencies to minimize the impact on business operations and the supply chain.

What are emergencies?

Major earthquakes / tsunamis / floods / heavy rain / heavy snowfall / other natural disasters

Accidents such as fires and explosions / conflicts such as terrorism and political upheaval / widespread epidemics or infectious disease outbreaks / critical errors occurring in IT systems / disruptions to supply chains / J-Alert warnings, etc.

Actions as a Member of the Yokowo Group

<In case of emergency>

- Act with priority on human life.
- Respond immediately to safety confirmation checks in the event of a disaster.
- Keep open simple communication channels in preparation for the occurrence of disasters, etc.

<Actions to be taken on a daily basis>

- Do not leave something you suspect may be dangerous unaddressed; report it to and consult with your supervisor or colleagues.
- Always be aware of evacuation locations, routes, and procedures in the event of emergencies.

Actions as a Manager

- List risks that have been found (or reported), prioritize these, and draw up response plans.
- Check for changes in operations, environment, and personnel, and review plans accordingly.
- Prepare for emergencies by putting in place an emergency contact network within the team and creating systems to enable a swift response.
- If subordinates do not respond to company safety confirmation checks, use the contact network to promptly confirm the situation in your own department.

Contact Departments

General Affairs Dept.

3. Act with Integrity toward Society

Together with stakeholders, we are sincerely striving to realize a better society

Action Guidelines

3-7 Honor and appreciate our local communities

My Commitment

I conduct our business with a strong awareness that I am part of the local community and with gratitude for the understanding and cooperation of local residents.

Background & Rationale

Our business activities impact the local environment through daily discharges of water and exhaust, as well as noise, traffic congestion, and other environmental factors.

Our business activities are made possible by the understanding and cooperation of local residents.

By expressing gratitude and conducting our business with integrity, we aim to develop together with the local community.

Actions as a Member of the Yokowo Group

- Always maintain a perspective that considers the impact on local communities.
- Observe local rules and refrain from actions that cause inconvenience.
- Greet local residents when meeting them.
- Listen to local residents and value dialogue.
- Report opinions received from local residents to your supervisor.
- Actively cooperate with activities that benefit the community.
- Consider ways to help local residents if they are facing difficulties.

Actions as a Manager

- When there are reports of opinions or issues raised by local residents from subordinates, promptly report these to the General Affairs Dept.
- Actively cooperate in events for the local community announced by the General Affairs Dept., and encourage subordinates to take part as well.
- Serve as a role model by always demonstrating to subordinates words and actions that take into account the impact on the local community.

Contact Departments

General Affairs Dept.

7.Using consultation organizations ①Internal / External Reporting Secretariat (Helpline)



Internal / External Reporting Secretariat (Helpline)

E-mail : helpline@jp.yokowo.com

Eligible users

- All employees
- All stakeholders (including business partners)

Cases covered

(Compliance Issues)

- Coercion regarding entertainment, gifts, or donations
- Suggestion or coercion of improper accounting practices
- Suggestion or coercion of document forgery
- Illegal discrimination
- Approaches involving insider trading, etc.

(Harassment issues)

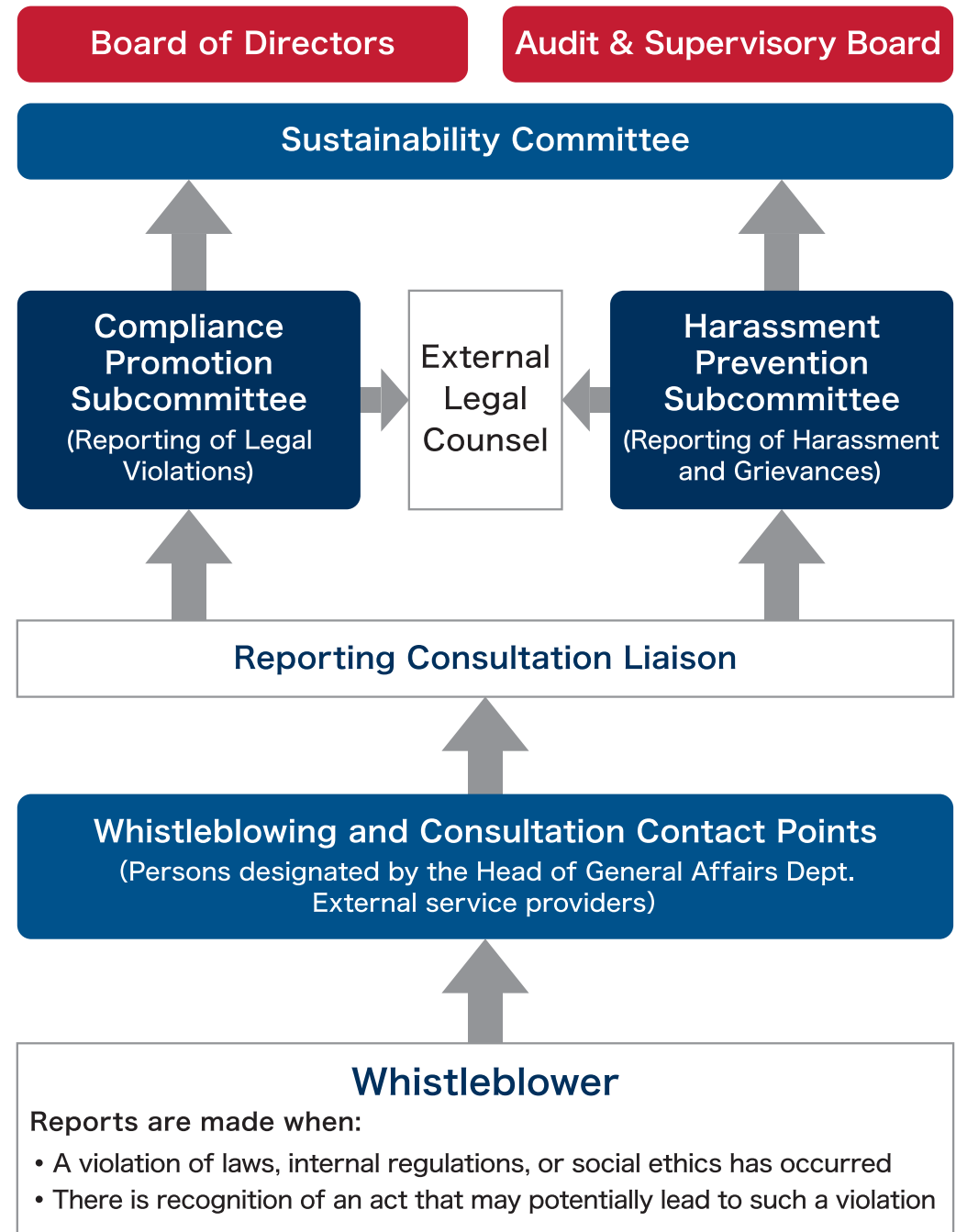
- Power harassment
- Sexual harassment, etc.

Response to consultations and reports

If a company investigation is necessary, we will coordinate with the relevant internal department in accordance with the consultant's request.

In such cases, we promise to respect the consultant's wishes and protect their privacy both inside and outside the company.

Furthermore, you will not be subject to retaliation or any disadvantageous treatment for consulting or reporting, or for providing any testimony in the course of any investigation.



8.Using consultation organizations ②Workplace Hotline



Workplace Hotline

E-mail: yokowo-soudan@e-cuore.com
T e l : 0120-945-941

The Workplace Hotline is an external consultation service.

You can use it when you experience or witness power harassment, sexual harassment, or other compliance-related issues.

In addition, the hotline can be used to help prevent problems before they arise and to maintain a healthy workplace environment.

You are encouraged to contact the hotline to sort through any concerns you may have at work, such as difficulties with workplace relationships or feelings that make it hard to work comfortably.

All employees (including temporary staff, contract employees, part-time employees, and casual workers) are eligible to use this service.

You may also consult anonymously.

Because this hotline is operated externally, your company will not be informed of your consultation without your consent.

Telephone reception hours

Monday to Saturday, 14:00–21:00
(excluding national holidays, summer holidays 8/13–15, and year-end/New Year 12/30–1/3)

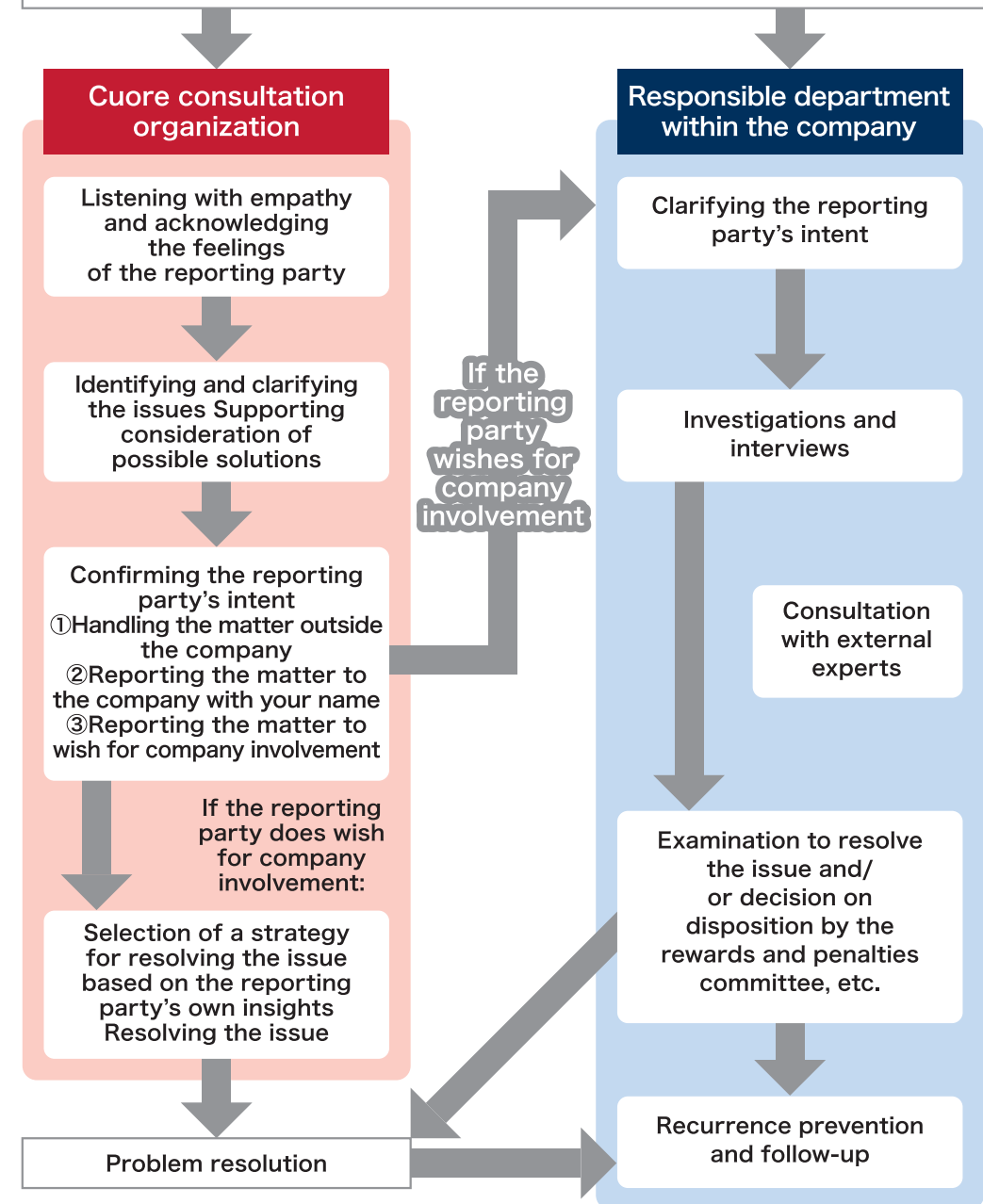
Tel

0120-945-941
(can be used from mobile phones and public telephones)

E-mail

Yokowo-soudan@e-cuore.com (dedicated e-mail address)

Contact points for reports and requests for consultation



9.Using consultation organizations ③Sustainability Consultation Organization



Contact for Sustainability Concerns

Contact for sustainability concerns | Yokowo Co., Ltd.



The Contact for Sustainability Concerns

A contact for consulting and reporting sustainability concerns, including ethics and human rights, occupational health and safety, environmental, and other issues.

The person raising a concern or submitting a report may use this contact. The content of the consultation or report submitted by the reporter will be reviewed by the department in charge serving as the contact point, which will work with external experts as necessary to resolve the issue.

This hotline is available not only to employees of the Yokowo Group but also to all types of stakeholders. (Consultations relating to transactions are not covered.)

Anonymous reporting and consultation are available, and the input form supports Japanese and English. (When using the system, input in other languages such as Vietnamese or Chinese is possible, but processing may take longer.)



STEP1
通報内容のご入力

STEP2
入力内容のご確認

STEP3
通報完了

通報する内容に関して

☒ 倫理または人権 ☐ 安全衛生 ☐ 環境 ☐ その他

※区分がわからない、もしくは選択を希望しない場合はその他をお選びください。

お問い合わせ内容

必須

個人情報取り扱いについて

頂きました個人情報は、お客様からのお問い合わせへ回答する目的にのみ使用させていただきます。
個人情報を本人の承諾無しに第三者に販売、使用許諾、提供又は開示することはありません。
詳しくは個人情報保護方針のページをご覧ください。

個人情報の保護について	☐ 同意する ※ご連絡先をご記入の場合には、同意するにチェックを入れてください。
お名前	姓 名
フリガナ	セイ メイ
企業・団体名	
部署名	
住所	郵便番号
	都道府県 都道府県
	市区町村
	建物・ビル名
電話番号	
メールアドレス	(例) nihon@example.co.jp

確認画面へ

10.Using consultation organizations ④YOKOWO Global Hotline



YOKOWO Global Hotline

(Deloitte Touche Tohmatsu LLC)

E-mail:YOKOWO@dtrs-hl.com

1. Purpose of operation

The purpose is to create a workplace in which employees can work with peace of mind and to enhance the organization's ability to self-correct.

2. Eligible users

All individuals working at our company, regardless of employment type (regular employees, contract employees, part-time employees, and other non-regular or contingent workers, including temporary staff) may use this hotline.

3. Types of reports handled

If you discover misconduct in the workplace, and feel that this cannot be resolved within your department and that you cannot accept the situation, you are encouraged to report it. The operating company has extensive experience handling cases of organizational misconduct..

Misconduct handled by this hotline is as follows:

- Embezzlement, breach of trust
- Bribery
- Bid-rigging, price-fixing
- Accounting fraud such as falsifying financial statements
- Financial crimes such as money laundering and insider trading
- Failure to detect misconduct due to non-negligent audit fraud

Reports concerning matters other than the above cannot be handled by the YOKOWO Global Hotline.

Report handling procedure

