

## **Business Partner Code of Conduct**

The Business Partner Code of Conduct sets forth the items to be observed by both World Group and our business partners toward the realization of SDGs. We ask that our business partners understand these principles and comply with each item. We also request that you require your suppliers, subcontractors and contractors to comply with these principles.

# <Business Partner Code of Conduct>

## **1 Attitude Toward Customers**

### **1-1 Pursuit of Safety and Quality Improvement of Products and Services**

We shall comply with laws and regulations, shall be based on corporate ethics and social norms, and shall work to improve the quality and services to ensure safety and customer satisfaction.

Products delivered to customers shall be manufactured under an adequate quality control system to improve safety and quality. In the store operations, we shall provide safe and satisfactory services to the customers.

### **1-2 Provide Appropriate Information regarding Products and Services**

We shall provide detailed explanations and appropriate information so that customers can better understand the products, services, and stores. Regarding the display of information regarding product quality and handling, we shall comply with laws, regulations, and rules confirmed with World Group, and shall constantly review and improve the content to make it easier to understand from the customer's view so as not to cause misunderstanding or misrecognition.

In the unlikely event that a problem arises regarding products or services, we shall respond promptly and disclose information in a timely and appropriate manner.

## **2 Attitude Toward Employees**

### **2-1 Respect for Human Rights and Realization of Equal Employment Opportunity**

We shall respect human rights and realize equal employment opportunities free from employment discrimination and harassment (power harassment and sexual harassment) by complying with laws and regulations and promoting the development of an employment environment.

### **2-2 Realization of a Comfortable Work Environment**

In order to protect the safety and health of our employees, we shall comply with laws and regulations, and shall establish and continuously improve occupational health and safety systems to create a comfortable work environment.

### **2-3 Prohibition of Child Labor and Forced Labor**

Except for work that is reasonable in nature of work (e.g., children in a fashion catalog) as permitted by the applicable local laws and regulations, we shall not make children to work. Further, we shall not engage in acts for forced labor.

### **3 Attitude Toward Business Partners**

#### **3-1 Compliance with Laws and Regulations Related to Antitrust Law**

We shall comply with the “Antitrust Law” which is a basic economic law to ensure fair transactions.

Further, in order to conduct business activities that earn the trust of business partners and customers, we shall, in particular, comply with the “Act Against Delay in Payment of Subcontract Proceeds, Etc. to Subcontractors” and the “Act Against Unjustifiable Premiums and Misleading Representations.”

#### **3-2 Establishing Proper Trading Policy**

We shall ensure fairness and transparency in transactions.

In addition, we shall pay attention to the compliance systems in our business partners, and shall provide necessary cooperation so that each of our business partners can also fulfill their social responsibilities.

#### **3-3 Prohibit Bribery, Etc. for Purpose of Obtaining Undue Benefit**

In order to promote sound and healthy corporate activities, we shall not engage in bribery or entertainment, etc., for the purpose of obtaining or maintaining undue benefit or preferential treatment.

### **4 Attitude Toward Society and Government**

#### **4-1 Contribution to Local Communities**

We shall maintain good relations with local communities through solidarity and cooperation, shall respect their culture and customs, and shall engage in activities that contribute to their development.

#### **4-2 Contribution to Society in General**

In order to contribute to the culture of daily life and to gain the understanding and sympathy of society at large, we shall engage in interactive communication and activities with our customers and society, and shall endeavor to create a society that is both diverse and sustainable.

#### **4-3 Attitude Toward Government and Educational Institutions**

We shall endeavor to create a society together with the government, educational institutions,

etc., based on the premise that appropriate reports are made to the government and activities are conducted in accordance with laws and regulations.

**4-4 Exclusion of Antisocial Forces**

We shall take an organized and resolute attitude against antisocial forces, such as extortionists and organized crime groups, that pose a serious threat to corporate activities. We shall refuse without fear any demands from antisocial forces and shall have no relationship with them.

**5 Attitude Toward Environment**

**5-1 Environmental Conservation Efforts**

We shall recognize the importance of environmental conservation and shall strive to reduce greenhouse gas emissions, reduce water consumption, prevent pollution, and conserve biodiversity in each process of the value chain.

**5-2 Effective Utilization of Resources**

In order to reduce waste and maximize the effective use of limited resources by reducing all kinds of losses and waste in corporate activities.

**5-3 Contribution to Recycling-oriented Society**

We shall contribute to the creation of a recycling-oriented society that “continues to use what is available” and “reuses what has been used without discarding it.”

**6 Attitude Toward International Community**

**6-1 Respect for International Rules**

We shall comply with the code of conduct based on international rules and local laws and regulations. Further, we shall respect local cultures and customs and shall promote business activities based on mutual trust.

**6-2 Contribution to International Community**

We shall take an interest in the social responsibility initiatives of local business partners and shall provide support for improvement as necessary. In addition, we shall not provide gifts or entertainment to foreign public officials for the purpose of obtaining unfair advantage or other benefits.

**7 Attitude Toward Human Rights**

**7-1 Respect for Human Rights**

In each process of the value chain, we shall respect the human rights of each individual, including the prohibition of child labor and forced labor, in accordance with the international human rights standards, such as the “Universal Declaration of Human Rights” and “International Covenants on Human Rights,” and shall not conduct business with business partners that do not respect human rights.

Effective date November 1, 2022