

# CITIZEN

## Request to Business Partners

### Citizen Group Sustainability Procurement Guidelines

CITIZEN WATCH CO., LTD.

Version 5

June 2026

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## I . Introduction

The rapid globalization of the economic environment is making it more difficult for companies to complete their businesses alone. Under these circumstances, in order to fulfill our social responsibilities, we recognize that it is important to understand and put into practice the concept of Sustainability procurement together with our business partners throughout the entire supply chain. The "Requests to Business Partners" summarizes the CITIZEN Group's ideas from this perspective.

In April 2005, the CITIZEN Group signed up to the United Nations Global Compact (UNGC) and its universal human rights, labor, environment and anti-corruption principles. When revising our CITIZEN Group Code of Conduct, the UNGC principles are referred to, and they serve as the basis of the CITIZEN Group sustainability activities. In order for the CITIZEN Group to practice this UNGC philosophy throughout the supply chain and fulfill our social responsibility together with our business partners, the "Requests to Business Partners" has been prepared to summarize the CITIZEN Group's approach to the 10 principles in four areas of the UNGC.

For the purpose of achieving sustainable business development between our business partners and the CITIZEN Group, we seek further cooperation from them in promoting sustainability procurement, by deepening communication more than ever, based on the acknowledgement of the "Requests to Business Partners" along with the CITIZEN Group sustainability Procurement Guidelines.

The CITIZEN Group will continue to fulfill its social responsibilities throughout the supply chain and work to strengthen cooperation with business partners so that they can offer products and services acceptable by customers with love.

## II . Revision History

| Revision date | Version   | Description                                                                                                                                                                                                                                                                              |
|---------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| June 2022     | Version 2 | <ul style="list-style-type: none"> <li>- CITIZEN Group Basic Policy on Health and Safety</li> <li>2. Change made to the scope of application.</li> <li>3. Amendment made to the Action Guidelines.</li> <li>- CITIZEN Group Policy on Responsible Mineral Procurement, added.</li> </ul> |
| April 2023    | Version 3 | <ul style="list-style-type: none"> <li>• IV. CITIZEN Group Supplier Hotline, added.</li> </ul>                                                                                                                                                                                           |
| July 2025     | Version 4 | <ul style="list-style-type: none"> <li>• CITIZEN Group Environmental Policy, Revised</li> <li>• CITIZEN Group Human Rights Policy, Revised</li> <li>Add (Fair Payment)</li> </ul>                                                                                                        |
| June 2026     | Version 5 | <ul style="list-style-type: none"> <li>• The CITIZEN Group Code of Conduct, Revised</li> <li>• CITIZEN Group CSR Procurement Guidelines renamed to "CITIZEN Group Sustainability Procurement Guidelines" and Revised</li> <li>• The CITIZEN Group Procurement Policy, Revised</li> </ul> |

### III. Policy

#### CITIZEN Group Code of Conduct

1. Act responsibly toward society and strive to enhance corporate value through innovation.
2. Create and promote products and services that are safe and reliable, with due consideration for human rights, the environment, and quality.
3. Engage in business practices throughout the entire supply chain that are fair, transparent, open to competition, and responsible.
4. Respect human rights, diversity, equity, and inclusion, and strive to create a comfortable work environment where psychological safety is ensured.
5. Promote appropriate resource management and climate change mitigation measures with the aim of realizing a sustainable future.
6. Manage and protect company assets in an appropriate manner, and be committed to AI ethics, data protection, and cybersecurity.
7. Ensure transparent disclosure of information and avoid conflicts of interest. and abstain from actions that would harm the company's long-lasting values.
8. Strive to behave as good corporate citizens, walking hand in hand with the local community and contributing to the realization of a sustainable society through dialogue and collaboration.
9. Establish crisis management and business continuity systems, and strive to enhance resilience, ensure appropriate information disclosure, and respond promptly.
10. Top management shall lead the implementation and dissemination of this Code of Conduct and fulfill its responsibilities regarding ethics, compliance, and corporate citizenship.

(Revised on June 1, 2026)

## CITIZEN Group Human Rights Policy

The CITIZEN Group (Citizen Watch Co., Ltd. and its group members) has a corporate philosophy of "Loved by citizens, working for citizens" and seeks to contribute to the lives of people around the world.

In addition, the CITIZEN Group announced in April 2005 that it would participate in the United Nations Global Compact as a company that conducts business globally, and the entire group is putting its ten principles into practice.

In pursuing this initiative, the CITIZEN Group is seeking to fulfill its responsibility to respect the human rights, or the fundamental rights that all people have by nature, across its value chain by offering products and services acceptable by customers with love.

### 1 . Fundamental Policy on Human Rights

CITIZEN Group supports and maintains international norms relating to human rights. These include the International Bill of Human Rights (International Covenants on Human Rights/Universal Declaration of Human Rights/International Covenant on Civil and Political Rights/International Covenant on Economic, Social and Cultural Rights), which describe the fundamental human rights that should apply to people throughout the world. They also include fundamental rights relating to labor as outlined by the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work (including freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labor, the effective abolition of child labor, and the elimination of discrimination in respect of employment and occupation). These policies have also been formulated based upon the UN's Guiding Principles on Business and Human Rights.

CITIZEN Group ensures that its business activities conform with laws and regulations in the respective countries and regions it operates in. If there are inconsistencies between internationally recognized human rights and

the laws/regulations of individual countries or regions, the Group pursues methods which fundamentally respect international human rights.

## 2 . Applicable Boundaries

This policy applies to all executives and employees of CITIZEN Group. CITIZEN Group also expects that all business partners related to its products and services conform to these policies.

## 3 . Respecting Human Rights throughout our Business Operations

CITIZEN Group respects the dignity and rights of all people. It works to ensure that fundamental human rights are maintained and respected throughout its business operations, and that it does not contribute to infringing on these rights. The Group ensures that these rights continue to be respected through its responses to any negative effects on human rights uncovered in the Group's operations. The Group ensures that progress is made with its efforts to respect human rights by following the policies and guidelines it has created for the various fields it operates in. If the Group determines that its business operations are having a negative influence on human rights, it takes responsibility by both implementing remedial measures to resolve these issues as well as by making appropriate corrective responses.

### ① Individuals in charge

CITIZEN Group ensures that there is clarity regarding which executives are responsible for executing these policies, and monitors the status of their implementation

### ② Human Right Due Diligence

Through its efforts towards due diligence, CITIZEN Group aims to identify any negative influences on human rights it might have, and both prevent and/or mitigate their effects.

### ③ Education/Training

CITIZEN Group has implemented all required administrative procedures to ensure that the policy becomes incorporated throughout its business operations. It also provides appropriate education and training to both executives and employees, thus ensuring the policy are fully understood and effectively implemented.

### ④ Employment and Labor

(Prohibition of Forced / Child Labor)

As defined by local laws and regulations, CITIZEN Group does not employ children who are younger than the legally required working age. In the same way, it does not allow forced labor. The Group also requires that its business partners and suppliers follow these.

(Positive Employer-Employee Relationships)

CITIZEN Group promises to respect the freedom to form unions and recognition of collective bargaining rights.

(Elimination of Discrimination)

CITIZEN Group works to ensure equal opportunities for employment, job placement, advancement, and development of skills.

(Fair Payment)

The CITIZEN Group complies with the statutory minimum wage and strives to pay living wages.

④ Dialogues/Consultations

CITIZEN Group consults with related stakeholders when responding to latent and actual issues relating to human rights.

⑤ Remedies

If CITIZEN Group has had a negative effect on human rights, or has contributed to this in some manner, the Group will work to implement proper effective corrective measures and remedies through taking necessary actions both inside and outside of the Group.

⑥ Disclosure of Information

CITIZEN Group reports on its human rights efforts through both its website and CSR report.

Established: April 1, 2019

Revised: July 1, 2025

Citizen Watch Co., Ltd.

President & CEO

Yoshitaka Oji

## CITIZEN Group Basic Health and Safety Policy

### <Basic Policy>

The CITIZEN Group's corporate philosophy is "Loved by citizens, working for citizens." and we aim to make a broad contribution to the lives of people around the world. Recognizing that "ensuring health and safety is important" for this purpose, we ensure a safe and hygienic work environment, promote the health of those who work there, and foster a workplace that takes safety and physical and mental health into consideration.

### <Scope of Application>

This policy applies to all officers and employees of The CITIZEN Group, as well as temporary employees, on-site contractors, and others working at The CITIZEN Group business sites.

### <Action Guidelines>

1. We comply with the laws and regulations related to health and safety in each country and region, and strive to improve the level of management.
2. We prevent unforeseen accidents and disasters, are always aware of safety at work, and strive to prevent occupational accidents.
3. We have developed a system to promote health and safety activities and clarify where the responsibility lies.
4. To reduce health and safety risks in the area of our business activities, we conduct thorough preliminary assessments of hazards, harmfulness, and other risks.
5. We strive to prevent excessive working hours and have established a system to maintain physical and mental health to realize a safe and healthy workplace, as well as support health management.
6. We raise awareness of the importance of health and safety-related activities through education and other means.
7. We regularly monitor and improve the status of activities related to health and safety, disclosing the results to the public as necessary.

(Revised: June 1, 2022)

## CITIZEN Group Environmental Policy

### <Basic Policy>

Based on its corporate philosophy of " Loved by citizens, working for citizens. " the CITIZEN Group will contribute to a sustainable civil society where people can live rich in spirit and with peace of mind, by carrying out business activities, while keeping the global environment and people all over the world strongly in mind.

### <Environmental Action Guidelines>

- 1 . We will endeavor to preserve the global environment by reducing adverse environmental impact throughout the life cycle of our products and services and by promoting "environmentally friendly manufacturing" through the creation and provision of sustainable products that contribute to solving environmental and social issues.
- 2 . We will comply with laws, ordinances, regulations, agreements and other requirements regarding the environment.
- 3 . We will endeavor to mitigate and address climate changes by promoting greenhouse gas reduction and energy saving in our business activities.
- 4 . We will endeavor to contribute to a recycling-oriented society by promoting resource recycling through resource conservation, waste reduction, water conservation, and increased utilization of recycled resources.
- 5 . We will endeavor to prevent pollution by strengthening the management of chemical substances contained in products or handled at business sites.
- 6 . We will endeavor to preserve the global environment through such initiatives as participation in environmental conservation activities and in biodiversity and ecosystem protection activities in local communities.
- 7 . We will strengthen the environmental awareness of our employees through education and awareness building activities concerning the environment. We will also actively disclose information on environmental initiatives to fulfill our accountability to the community.

The CITIZEN Group will establish environmental targets in accordance with this Environmental Policy and work with suppliers, buyers, and other business partners to implement environmental due diligence and strive to continuously improve our management system. This Environmental Policy will be made publicly available and communicated to all employees and people working together.

(Established: April 1, 2025)

## CITIZEN Group Anti-Corruption Policy

Since its establishment, the CITIZEN Group has been seeking to contribute widely to the lives of people around the world through its business activities under the corporate philosophy of “Loved by citizens, working for citizens”. The CITIZEN Group recognizes that corruption in all its forms, including extortion and bribery, is one of the key issues that significantly undermine corporate trust. We will clarify our attitude that we will not allow any such misconduct in the pursuit of profits and will actively work to prevent corruption, including giving or receiving any gift or entertainment that may cause social suspicion or distrust, through a sound relationship with our stakeholders. We also seek understanding and cooperation for similar initiatives throughout the supply chain.

1. We will comply with international anti-corruption rules and laws and regulations relating thereto in countries and regions where we do business.
2. We will not give or receive gifts or entertainment for the purpose of acquiring or maintaining unfair profits or preferential treatment. Also, we will not give or receive gifts or entertainment that deviates from normal business practices or social common sense. We will continue to review business practices in order to ensure economic rationality, consumer interests, transparency, and fairness.
3. Based on fair, transparent and free competition, we will maintain clean and healthy relationships with government agencies, for example, by prohibiting facilitation payments.
4. We will not approach antisocial forces and will not be involved in such crimes as money laundering.
5. In order to prevent violations of laws and regulations, to detect them early, and to reinforce our self-cleaning actions, we will establish an internal reporting system that allows anonymous reporting to both internal and external organizations.
6. By working to understand social trends related to anti-corruption and by implementing anti-corruption education, we will continuously improve our anti-corruption efforts as needed, including training of officers and employees on this Policy and relevant internal rules.

7. In the event that an unexpected situation arises in relation to the prevention of corruption, we will promptly investigate the cause, take appropriate action to prevent recurrence, and disclose information to the public and fulfill accountability.
8. We will conduct audits to ensure that the anti-corruption system based on this Policy is functioning properly, that necessary training is provided, that appropriate responses are made to unforeseen circumstances, and that accountability and other action are satisfied through information disclosure. Audit results will be periodically reported to the Board of Directors. This Policy shall be reviewed periodically and approved by the Board of Directors.

Citizen Watch Co., Ltd.  
(Established: April 1, 2020)

## CITIZEN Group Basic Procurement Policy

CITIZEN Group provides various kinds of products/services under its corporate philosophy "Loved by citizens, working for citizens." For the procurement of articles and services necessary for this, we have decided the following procurement basic policy in order to conduct fair, transparent, and free transactions based on the "CITIZEN Group Code of Conduct."

### 1. Fair and transparent trading

We select suppliers based on reasonable criteria that include quality, price, and delivery time, as well as compliance with laws, regulations, social norms, and international rules in each country. Furthermore, we eliminate bribery and misconduct from our procurement activities.

### 2. Respect for Human Rights and Consideration for the Working Environment

We respect international human rights standards and labor standards, and address human rights abuses, including the elimination of child labor and forced labor. We also ensure a safe and healthy working environment.

### 3. Promotion of Environmentally Conscious Procurement

We recognize the environmental impact of our procurement activities and promote procurement that contributes to reducing environmental impact, thereby contributing to reducing the environmental burden on the planet.

### 4. Responsibility Across the Entire Supply Chain

In collaboration with our business partners, we address issues related to human rights, the environment, and ethics throughout the entire supply chain.

### 5. Information Security and Confidentiality

We require our business partners to implement proper information management and cybersecurity measures, and we appropriately protect confidential information.

### 6. Risk Management and Business Continuity Planning (BCP)

We share information necessary for business continuity with our business partners to prepare for supply risks such as natural disasters and pandemics, and strive to ensure stable procurement.

### 7. Mutual Prosperity with Suppliers

We build better partnerships with all suppliers who can share goals with the CITIZEN Group, regardless of whether they are domestic or overseas.

8. Compliance with Sustainability Procurement Guidelines

We conduct procurement activities on the premise of compliance with the CITIZEN Group Sustainability Procurement Guidelines and promote the construction of a sustainable supply chain.

(Established: June 2026)

## CITIZEN Group Sustainability Procurement Guidelines (Version 3)

CITIZEN Group (Citizen Watch Co., Ltd. and its group companies) aims to contribute to the living of the population of the world widely through “manufacturing activities well-loved by and friendly to citizens”, by hoisting the corporate philosophy of being “Loved by citizens, working for citizens”. With such corporate philosophy as a slogan, CITIZEN Group intends to create strong partnerships with its business partners who give due consideration to social issues and actively promote sustainability, based on the spirit of the “United Nations Global Compact” concerning the human rights, labor issues, the environment and corruption prevention, and by strictly abiding by the “The CITIZEN Group Code of Conduct”.

While we have been soliciting our business partners to be involved in sustainability initiatives, we revised here our “CITIZEN Group’s sustainability Procurement Guidelines” in order to further develop the relationships of mutual trust with our business partners and to proceed with responsible procurement activities, towards the realization of sustainable society.

We sincerely would like all of you to understand and agree to the aims of the Guidelines and cooperate with us in promoting sustainability procurement activities, including further propagation of the initiatives in your supply chains.

### **Corporate Governance**

#### **1. Establishment of a sustainability promotion system**

We endeavor to conduct business activities to achieve a sustainable society while observing the law as a responsible company, abiding by social norms, meeting stakeholder’s expectations, and taking care not to have a negative impact on society and the environment. Toward that end, we establish a system for risk management of ESG (environment, social and governance) related to sustainability and for implementing the PDCA (plan, do, check and act) cycle.

#### **2. Healthy business activities**

With a view to establishing an organizational structure for sound corporate management, we establish management systems and schemes within our company to ensure compliance with laws and regulations related to our business activities, effectiveness and efficiency of our operations as a company, and

reliability of financial reporting and asset protection, and secure proper and effective business execution, transparency of management, and multifaceted management monitoring system.

### 3. Risk management

Toward the enhancement of our corporate governance and product quality compliance, we secure and establish schemes to verify the progress of the state of our addressing risks and our response status against important risks and to respond to new risks including ESG risks such as those related to compliance and BCP (business continuity plan), trade secret, intellectual property, information security, labor practice, and environmental problems, in addition to financial risks.

### 4. Establishment of a whistle-blower system

For the prevention, early detection, and improvement of the self-correcting functions related to compliance issues in our business activities, such as legal violations, misconduct, or acts that may constitute compliance risks, as well as to enable employees who have suffered human rights or labor-related abuses, we have established a system that allows employees to directly report to or consult with internal or external contact points, even anonymously.

- . We also secure a system to ensure confidentiality and that the whistleblower or the persons who have consulted will not be treated unfavorably.

### 5. Disclosure of information

We place importance on the relationships with society and stakeholders in our business activities, we promptly and accurately disclose financial information and non-financial information in response to requests for transparency and accountability.

## **Human rights**

### 1. Respect for human rights and prohibition of discrimination

We support and respect protection of internationally declared human rights\*, and strongly deny any kind of discrimination (including but not limited to any discrimination based on gender, sexual orientation, sexual expression, age, existence of a disability, nationality, race, skin color, religion, and marital history).

\* International Bill of Human Rights (the Universal Declaration of Human Rights and the International Covenants on Human Rights), ILO Core Labour Standards, etc.

## 2. Avoidance of complicity in human rights abuses

We take due care so that none of our business activities, products nor services will ever cause human rights abuses or lead to complicity in human rights abuses. Should it become clear, however, that we happened to be involved in any of such issues, we properly deal with corrections and remedies of the situation by taking appropriate procedures.

## 3. Prohibition of inhumane treatment

We respect human rights of our employees and prohibit any kind of inhumane treatment such as abuse, physical punishment and harassment.

# Labor

## 1. Basic attitude toward labor practices

We recognize that the labor principles presented in international norms\* as universal values and adopt them as our basic workplace principles.

\* International Bill of Human Rights (the Universal Declaration of Human Rights and the International Covenants on Human Rights), ILO Core Labour Standards, etc.

## 2. Provision of equal opportunities

We respect each of our employees, provide them with equal opportunities for promotion and training, establish a proper system where everyone can fully demonstrate his or her abilities, and endeavor to provide them with a place for their career advancement and human resources development. During recruitment process, we place emphasis on the abilities, aptitude and willingness/motivation of the applicants, and endeavor to ensure/maintain equal opportunities and diversity among them.

## 3. Payment of fair wages

We abide by the legal minimum wage of the country and region where our business activities are conducted, and will not reduce wages unreasonably. We abide by the laws and regulations of the country and region where our business activities are conducted regarding overtime work, payroll deduction, piecework wage, other benefits, etc. At the time of paying wages, we deliver pay slips that can confirm the accurate rewards corresponding to the work performed, at the appropriate time.

4. Fair application of working hours, time off, and paid time, etc.

We abide by working hours agreed to with employees in advance and ensure that employees' working hours are managed appropriately so that they do not exceed the statutory limit in the country and region where our business activities are conducted, and seek for prevention of excessive overtime work. All of our employees are given the right to take paid time off and also given at least one day off per week.

5. Prohibition of forced labor

We avoid making people work against their will and making people do work that restricts their freedom to leave their jobs. We ensure that work coercion using unjustified means of restraint, compulsion of overtime work and bonded labor, slave labor, prison labor, etc. are not practiced and also that unjustified retention of identification documents and unjustified collection of deposits are not practiced.

6. Prohibition of child labor

We avoid employing children under the legal working age in the country and region where our business activities are conducted. We ensure that children are not made to perform night work, dangerous work, etc. that could harm their health, development, safety, or morals.

7. Recognition of freedom of association and the right to collective bargaining

We respect basic labor rights of our employees such as their freedom of association, freedom to join a labor union, and their right to collective bargaining.

8. Proper management of employees' safety and health

We secure safety of the work environment and perform inspections and proper maintenance of our facilities thoroughly so as to prevent unforeseen accidents and disasters. We grasp the risks of harmful chemical substances, noise, odors, etc. on the human body, and secure sanitary, safe and healthy work environment. We promote creation of a workplace considerate of employees' mental and physical health.

**Environment**

1. Basic attitude toward environmental initiatives

We recognize environmental issues in our business activities and establish

systems to prevent and mitigate negative impacts on the environment. In addition, we identify factors that have an impact on the environment and manage them appropriately.

2. Management of chemical substances

We manage chemical substances indicated in laws and regulations of the country and region where our business activities are conducted, and ascertain and report the amount of handled chemical substances to the government properly.

3. Reduction of environmental burden

We endeavor to prevent occurrence of pollution, monitor and control waste water, sludge and air emission, etc., and to reduce outflow. We also set our independent reduction targets for reduction of environmental burden at the level prescribed by law in the country or region where our business activities are conducted or even more rigorous voluntary environmental impact reduction targets, and make further improvements thereof.

4. Sustainable and efficient utilization of resources (energy, water, raw materials, etc.)

We set our independent reduction targets for implementing resource conservation and energy savings, and make efforts to use resources and energies effectively and continuously.

5. Reduction of GHG (greenhouse gases) emissions

As a means to combat climate change, we set our independent reduction targets for greenhouse gases such as carbon dioxide, methane and fluorocarbons, and endeavor to reduce them continuously.

6. Reduction of waste

We set our independent reduction targets for waste, and endeavor to conduct responsible disposal or recycling of waste.

7. Protection of biodiversity

We conduct investigations into the direct and indirect impacts of our business on the ecosystem, and endeavor to protect biodiversity and ensure its sustainable utilization.

## **Fair business practices**

### **1. Corruption prevention**

We maintain healthy relationships with national/local governments and public officials in the country and region where our business activities are conducted, by establishing appropriate relationships with them.

### **2. Prevention of the giving and receiving of improper advantages**

We maintain healthy relationships with our customers and trade partners, etc. in sales and purchasing activities, etc., by preventing the giving and receiving of improper advantages between ourselves.

### **3. Prevention of competition law violations**

We prevent unfair business practices such as bid rigging, cartels, abuse of dominant bargaining position, and other unfair trading practices from occurring.

### **4. Rejection of relationships with antisocial forces**

We prohibit our employees to make contact with and any benefit-giving to antisocial forces.

### **5. Respect of a third party's intellectual property**

We respect intellectual property rights including patent rights, copyrights, and trademark rights, and do not infringe others' intellectual property rights.

### **6. Prohibition of insider trading**

We prohibit persons involved with a listed company, etc. from using undisclosed company information to trade that company's stocks, etc.

### **7. Prohibition of acts with conflicting interests**

We prohibit our employees from enjoying personal benefits at the expense of the company's benefits. Any act that may be interpreted as such must be avoided and appropriate trading must be pursued.

### **8. Services for responding to complaints from outside the company and for consultations**

Our trade partners or customers who have knowledge of important risk information can directly report or consult with a dedicated outside contact

department of our company. We establish a system to ensure confidentiality and to ensure that the informant will not be treated unfavorably.

9. Establishment of a BCP (Business Continuity Plan) system

We establish a system where quick restoration is realized while our continuing important duties and businesses even in the event of occurrence of a state of emergency such as disasters.

10. Management of confidential information and protection of private information

In compliance with applicable laws and regulations in each country and region, we implement appropriate management to prevent the leakage of confidential information of our customers, business partners, and our company. In addition, we properly manage and protect personal information of our customers, business partners, and employees in accordance with applicable laws and regulations.

**Quality and safety**

1. Ensuring product and service quality and safety

We provide products and services that meet the quality standards required, and the safety standards stipulated in laws and regulations of the country and region where our business activities are conducted.

2. Appropriate response to product and service accidents

In order to prepare for situations where any accident relating to our product or service has occurred or where any defective goods of our company have been circulated, we establish a system by which we disclose information promptly, notify the relevant authorities of the situation, recall the product in question and take safety measures for our supply destinations, and strive to prevent recurrence.

3. Response to our customers' needs

We provide environment-friendly and socially beneficial goods and services that pursue quality and costs acceptable to our customers, by correctly grasping the social needs.

**Information security**

1. Basic attitude toward information security

We properly manage and protect information obtained through our business

activities and to take defensive measures against threats on our computer networks.

2. Defense against attacks on computer networks

We take defensive measures against threats on our computer networks, and manage so as to not cause damage to our company and to any other companies, and take appropriate actions in the event of information leakage or cyberattacks

**Supply chain**

1. Basic attitude toward the supply chain

In order to fulfill social responsibility not only of our company but also throughout the supply chain, we endeavor to make the importance of sustainable procurement policy widely known and spread among our trade partners.

2. Responsible procurement of minerals

We make it our company's policy not to purchase nor use raw materials using tantalum (Ta), tin (Sn), tungsten (W) and gold (Au), which are conflict minerals connected to inhumane acts committed by local armed groups in the Democratic Republic of the Congo and its surrounding regions.

**Harmonious coexistence with local communities**

1. Contribution to local communities

We respect the culture and customs in the country and region where our business activities are conducted and carry out initiatives which can contribute to the sustainable development of local communities.

( Amended on June 1, 2026)

## CITIZEN Group Responsible Minerals Procurement Policy

In order to fulfill our social responsibilities in the supply chain in cooperation with our business partners, the CITIZEN Group (Citizen Watch Co., Ltd. and its group companies), as a policy, will not use target minerals<sup>\*1</sup> that may contribute to any risk of human rights abuses such as child labor or forced labor, environmental destruction, conflicts, terrorist financing, money laundering, corruption, or fraudulent financing—in mining, trading, handling, export, and our other business activities.

It does not mean, however, that any and all minerals mined and traded in conflict areas and high-risk areas should not be used, but that we may use minerals mined and traded in these areas if they are not related to human rights violations, environmental destruction, conflicts, corruption, or other wrongdoings.

If a potential target risk<sup>\*2</sup> is confirmed, we will request the relevant business partners to take corrective actions.

(Established: April 2019. Amended: January 2021)

<sup>\*1</sup> Target minerals: 3TG (tantalum, tin, tungsten, gold) and cobalt

<sup>\*2</sup> Target risks: Risks and environmental destruction under Annex II of the OECD Guidance

#### IV. CITIZEN Group Supplier Hotline

The CITIZEN Group Supplier Hotline is a contact point for whistleblowers with the aim of increasing the transparency and fairness of transactions between our business partners and our company and building deeper relationships of trust. If there is, or there is a suspicion of, any act that violates laws, transaction contracts, the CITIZEN Group Code of Conduct, or the CITIZEN Group Human Rights Policy, etc., in dealings with you, we will ask you to notify us and work to resolve the issue.

For information on how to report, please fill in the necessary items from the form below and send it.

シチズングループサプライヤーホットラインフォーム

[https://contact.citizen.co.jp/m/cwc\\_supplier\\_hotline\\_eng](https://contact.citizen.co.jp/m/cwc_supplier_hotline_eng)