

(Translation)

Treatment of customers Policy

The company has a policy of giving importance to creating value and growing with customers as well as being trusted by customers, which is a factor that leads to the success of the company's business by treating customers with sincerity, politeness and humility. The intention is to find ways to meet the needs of customers more efficiently by setting out the following policies and practices.

1. Produce, design, and deliver products that have certified quality and meet standards as agreed upon with customers at a price. That is fair and does not make excessive profits.
2. Provide accurate, sufficient and timely information and advice to customers so that they know about products and services.
3. Strictly comply with various conditions to customers. In the event that any conditions cannot be complied with, you must immediately notify the customers in order to jointly consider finding a solution to the problem.
4. Treat customers with politeness and gain their trust.
5. There is a system for storing customer information securely. There are measures to maintain customer confidentiality. Do not forward information without the customer's consent and do not use customer information for the benefit of yourself and/or those involved illegally.
6. Products are guaranteed for a reasonable period of time and in compliance with the Consumer Protection Act.
7. To have a system/process that allows customers to complain about the quality, quantity, safety of products and services, as well as the speed of response, delivery and operation to the utmost in order to provide customers with a quick response.
8. Take initiative to support customers' social responsibility operations.
9. Focus on development to produce products, use packaging and transport products that are environmentally friendly.
10. Create channels to continuously provide information about products and product development to customers.

This Treatment of customers Policy effective from November 13, 2020 onwards.