

Furukawa Company Group Quality Assurance Basic Policy and Action Guidelines

(Effective Date: October 1, 2020)

Quality Assurance Basic Policy

Based on the Furukawa Company Group's management philosophy of remaining indispensable to society by always embracing the spirit of challenge, advancing the technologies that have underpinned the foundation of society that originated in mining development, we aim to contribute to society by providing safe products and services that satisfy our customers and earn their trust.

Quality Assurance Action Guidelines

1. We will strive to develop technology and products that contribute to the realization of a sustainable society. In this way, we will provide products and services that satisfy our customers and earn their trust.
2. We will strive to create quality assurance structures and systems and standardize our safety technology with the aim of further improving product quality and safety. In addition, we will work to foster a corporate culture that places the highest priority on assuring quality.
3. In providing products and services, we respect the rights of customers and third parties, and will do more than simply comply with related laws and regulations: We will expend every effort toward thorough compliance that includes corporate ethics and societal norms.
4. We will aim to achieve harmony with the global environment. Through means such as taking into account the effects that our business activities have on the environment, we will seek to create products that reduce environmental risks.
5. We will provide safe products that cause no harm to our customers' lives, health, or property while also promoting activities to ensure that they use our products correctly.
6. We will act promptly to collect and analyze information about our products and services, and take measures to prevent the occurrence of defects and flaws. Should any defects or flaws occur in our products or services, we will take prompt measures to address them and release information about them.