

Isetan Mitsukoshi Group Code of Conduct for Suppliers

The vision of the Isetan Mitsukoshi Group is to become a ‘special’ department store-centered retail group that enriches the lives of its customers; we seek to achieve this by establishing and implementing the Isetan Mitsukoshi Group Standards of Corporate Ethical Behavior and other various policies, and playing our part in achieving a prosperous future and sustainable society for everyone.

Based on this premise, we have established this Code of Conduct for Suppliers, so that we may ensure the safety and peace of mind of our customers in delivering our goods and services, and work together with our suppliers and their sub-tier suppliers in building a sustainable supply chain.

At the Isetan Mitsukoshi Group, we ask all of our suppliers to act with due regard to and comply with this Code, so that we may develop constructive partnerships based on mutual trust, and promote responsible and sustainable procurement practices.

Requests for Our Suppliers

All suppliers who supply the Isetan Mitsukoshi Group with any goods or services (referred to as “**Suppliers**” below) are requested to act with due regard to comply with the following rules.

Additionally, Suppliers are also requested to ensure that sub-tier suppliers that form their supply chain are made aware of and comply with these rules.

1. Compliance with Laws and Regulations, and Fair Business Practices

Suppliers must comply with the applicable laws and regulations, as well as the related rules of the countries and regions in which they conduct their business.

Suppliers must conduct their business in a fair and transparent manner, and refrain from engaging in giving or receiving of bribes or other corrupt practices.

2. Quality Control

Suppliers must adhere to: the applicable standards specified by the countries in or from which the goods or services they supply are produced, rendered, or imported; and the quality standards specified by the Isetan Mitsukoshi Group.

Suppliers must secure the end customers’ safety and peace of mind by striving to improve the quality of their goods and services at all times, through their quality control system.

Suppliers must promptly and accurately disclose all necessary information which concerns the quality or safety of their goods and services.

3. Consideration for Human Rights

Suppliers must respect the internationally recognized human rights standards, and promote business and procurement practices that respect the human rights of everyone who forms part of their supply chain.

Suppliers must refrain from causing, or directly or indirectly participating in infringement of human rights. Recognizing that the possibility of their business activities having an adverse impact on human rights cannot be eliminated completely, Suppliers must take steps to remedy or lessen any infringement of human rights which is confirmed to have taken place in the course of their business activities. Furthermore, Suppliers must fulfil their corporate responsibility by continuously engaging in efforts to respect human rights.

In doing so, Suppliers must put particular emphasis on the following seven areas.

- (1) Prohibition of forced labor
- (2) Prohibition of child labor
- (3) Prohibition of inhumane treatment and harassment
- (4) Respect for diversity and prohibition of discrimination
- (5) Ensuring safety and hygiene at work, and maintaining and promoting health
- (6) Appropriate wages and working hours
- (7) Freedom of association and collective bargaining

4. Consideration for the Environment

In order to promote environmentally sound procurement practices, Suppliers must tackle the following five environmental challenges.

- (1) Responding to climate change
- (2) Preventing environmental pollution
- (3) Recycling resources and controlling waste
- (4) Preserving biodiversity
- (5) Securing water resources

5. Information Governance

Suppliers must establish an appropriate information management system to ensure that confidential information and personal information they become privy to through their trade are protected against unauthorized disclosure to third parties. Suppliers must also refrain from using such information for any purpose other than the provision of their goods and services.

6. Supporting Local Communities in Tackling Their Issues

Suppliers must: seek to achieve a sustainable development of their local communities and economies; and build a positive rapport with their local communities through proactive communication.

7. Elimination of Antisocial Forces

Suppliers must eliminate any dealings, including any trading relationship, with antisocial forces that threaten the order and safety of civilized society.

8. Education and Communication

To ensure that they practice sustainable procurement, Suppliers must appropriately educate and train all of their directors, officers, and employees.

Suppliers must, through dialogues with their sub-tier suppliers and other external stakeholders, endeavor to strengthen the partnerships with their external stakeholders, and evolve and develop their approach to sustainable procurement.

Established in April 2023