



# Quality and Environment Policies

## Basic Policy

- Embodying our corporate philosophy, CMC has established the CMC Group Corporate Behaviour Charter in order to promote respect for human rights, compliance with relevant laws and regulations, observation of international rules, and to ensure our business activities are conducted with social decency.
- As part of these efforts, CMC will implement the QEMS (Quality and Environmental Management System) PDCA cycle based on the ISO 9001 and 14001 standards on a company-wide basis, and will work to continuously improve the system's effectiveness.

## Code of Conduct

### ★ Customers and Quality

1. Create and provide printed materials and information products that accurately reflect customers' needs and expectations and that are valued by customers.
2. Embrace our role in the marketing industry, and provide society with outstanding products through our technical prowess, creativity, and ingenuity.
3. Always seek to increase customer satisfaction by working to achieve QPS (quality, price, speed).

### ★ The Environment

1. Strive to protect the environment and prevent pollution.
2. In particular, play our part in the development of an environmentally friendly society by:
  - a. Providing customers with high-quality printed materials and information products.
  - b. Streamlining and improving processes.
  - c. Using resources and energy effectively, minimizing waste, and actively recycling.
  - d. Proposing environmentally considerate solutions to customers.
3. Identify environmental aspects (significant environmental aspects) and respond appropriately to risks and opportunities.

### ★ Operation Processes

1. Promote the standardization, sustainment, and improvement of operation processes and fulfill our responsibilities in terms of evidence provision and accountability.
2. In particular, clearly identify pressing risks and opportunities in job processes and develop measures to address them.

### ★ Management Resources

1. Take pride in being technical experts and embrace each individual's distinct personality and abilities. Secure the necessary organizational structure to fulfill our potential and cultivate a vibrant, stimulating work environment.
2. Maintain and improve the organization's direction/strategy and performance in relation to organizational and individual goals. Ensure every individual stays up-to date on the range of knowledge and skills needed for their job, maintain a mindset of being capable of both thinking for oneself and respecting the opinions of others, and continue to take responsibility for improving our own abilities.

### ★ Overall

1. Comply with all legal and contractual obligations.
2. Identify external and internal issues through SWOT analysis, then set goals (for quality and environmental performance), define specific actions, and manage progress through the PDCA cycle to ensure that the whole organization is aligned towards achieving the goals.
3. Continuously improve the QEMS through communication with both internal and external stakeholders, internal audits, and management reviews.
4. Make this policy available both inside and outside the organization and reassess this policy during management reviews in order to maintain alignment with the company's business strategy.

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