

## **PILOT Group Quality Policy**

PILOT Group (hereinafter referred to as “the Group”) has been accumulating its own technologies and providing products and services to our customers around the world as a leader of life and culture while inheriting traditions based on the Guiding Principles of PILOT Corporation and coping with changes in the times and environment since 1918, when the Company was established.

As part of the activities to put its Corporate Philosophy into practice, the Group has established the following Quality Policy to improve the quality of all activities from planning, development, design, procurement, production, sales and logistics to after-sales support, and to contribute to the realization of affluent lifestyles through manufacturing from the viewpoint of our customers.

1. We listen to the voices of our customers and apply their various needs in the manufacture of our products. The quality required by our customers changes with the passage of time and varies in each country and region where the products are used. The Group manufactures a variety of products to respond to the voices and various needs of our customers.
2. We provide products and services that impress our customers and respond to their trust. The quality the Group aims for is an attractive quality that gains the trust of many customers who will keep coming back once they have tried our products. We strive to provide products and services of high quality that will impress our customers.
3. We strive to maintain and enhance quality through continuous improvement. The Group is committed to activities for quality maintenance and improvement to establish a system for providing high-quality, high-added-value products that satisfy our customers.

Shu Itoh, President & Representative Director

PILOT Corporation

Date of Establishment: January 1, 2022