

Shimamura transaction standards

1. Per our complete purchasing system, the Shimamura Group will accept delivery of all ordered products according to the delivery deadline. We will not return or refuse to accept any products other than defective products.
2. In order to ensure that mutual benefits from transactions only occur through outstanding products, we will not make any demands unrelated to product transactions.
We will strictly refuse any gifts, food and drinks, etc., offered by suppliers to our employees or the Shimamura Group. In the unlikely event that such favors are identified, we will suspend the transaction with a relevant supplier.
3. Our suppliers and the Shimamura Group shall strive to build a sustainable supply chain by collaboratively and appropriately responding to issues such as human rights violations and environmental burden. We shall explain the Shimamura Supplier Code of Conduct (CoC) to suppliers. Suppliers shall then submit a declaration of compliance with the CoC upon understanding it. If there is an act that violates the CoC in the supply chain including a supplier, a production factory or a logistics operator, we shall suspend transactions with a relevant supplier.
4. Our suppliers and the Shimamura Group shall maintain and improve quality in accordance with the Shimamura Quality Regulations so that customers can purchase products with peace of mind and then use them with satisfaction.
Suppliers shall manage the quality of each item (e.g., product plans, material arrangements and the factory work environment) according to the Shimamura Quality Regulations. Our suppliers and the Shimamura Group shall confirm compliance with the Shimamura Quality Regulations through inspection reports issued by inspection organizations. We shall not accept products that fail the inspection.
5. We have adopted a scoring system for transactions with suppliers to prevent the occurrence of serious problems and to reduce defective products. We shall deduct points we have already allotted according to the details of the problem. If there are no points allotted as a result of that deduction, we shall suspend transactions with a relevant supplier.