

AEON “Supplier Hotline” Consent

This Consent (hereinafter, the Consent) determines the terms and conditions, between the users (hereinafter, Users) and AEON, for using the AEON Supplier Hotline (including the smartphone application, Genba-Wise (hereinafter, Genba-Wise)) (jointly hereinafter, Supplier Hotline) provided by the General Incorporated Association Global Alliance for Sustainable Supply Chains (hereinafter, ASSC).

Article 1: The Agreement of the Consent

1. Users shall use the Supplier Hotline, pursuant to the Supplier Hotline Privacy Policy and the rules set out in the Consent herein.
2. A user, who is a minor, shall use the Supplier Hotline upon the consent of their guardian or legal representative (including the agreement of the Consent herein). Additionally, when the User becomes an adult, the continuous use of the Supplier Hotline is deemed as a retrospective approval of the use while the User was a minor.
3. If other customised terms of use have been agreed with regard to the Supplier Hotline, the User shall use the Supplier Hotline, pursuant to both the Consent herein and such other terms of use.

Article 2: Changes to the Consent

1. AEON may make changes to the Consent herein at any time, pursuant to Article 548-4 of the Civil Code, if any of the items below apply. The changed Consent will apply to The Supplier Hotline after a change to the Consent has been made.
 - 1) The change to the Consent is in the general interest of the user
 - 2) The change to the Consent does not run afoul of the purpose of the contract, and it is reasonable in light of the circumstances concerning the change such as the necessity of the change, the appropriateness of the details of the changed conditions, and the details of such provisions.
2. When making changes to the Consent herein, AEON will define the timing of entry into effect after the change and will notify the user the contents of the Consent after the change and the timing of entry into effect at least one week prior to the timing of entry into effect and notify the users in the Supplier Hotline application or in an appropriate location on the website operated by Aeon, or through other prescribed methods.
3. Notwithstanding the provisions of the preceding two paragraphs, user agrees to the change of this agreement, if the relevant user uses the Supplier Hotline after being notified on the change to the Consent herein in the preceding paragraph or does not perform the cancelation procedure within the period specified by AEON.
4. Users utilizing the Supplier Hotline differently from the Consent herein shall enter into a change agreement regarding the relevant differences with AEON separately.

Article 3: The Summary of the Services

The User may use the services offered by AEON under the name of Supplier Hotline described within the Consent herein, and other services specified separately by AEON, which include: offering advice regarding the User's enquiries; making suggestions for the improvements of, sharing issues of, or visiting, the User's workplace; preparing a report or making suggestions on handling measures to AEON; establishing a database; performing an analysis; reporting to the law enforcement agencies, fire services or emergency services at a time of emergency; and offering support and rescue measures through activities such as forming an investigation team within AEON. Furthermore, AEON shall bear the expenses for the toll-free number for the use of the Supplier Hotline. However, the User shall bear all other communication charges required for sending and receiving of e-mails, browsing websites, and other communications.

Article 4: The Consent for Using Genba-Wise

1. The User of Genba-Wise, when registering a password for using the service, shall be responsible for protecting and managing the password safely in order to avoid abuse. ASSC may deem any activities using the registered password as undertaken by the User.
2. All Users registered to use Genba-Wise may delete their account and cancel the membership at any time.
3. When ASSC recognises or suspects a violation of the Consent by the User, ASSC may suspend or delete the account without a prior notice to the User.
4. The User loses all access rights for Genba-Wise, regardless of the reason, when the account is deleted. The lost account is not recoverable even when the User accidentally deletes the account.
5. The account of Genba-Wise belongs only to the User exclusively. Any access rights for Genba-Wise shall not be transferred, rented, or inherited by a third party.
6. The User may not create more than one personal account for Genba-Wise.
7. In case of a personal account of Genba-Wise being suspended by ASSC, the User may not create a new account without permission from ASSC.

Article 5: Providing the Services

1. It is the responsibility of the User or AEON to make any requirements such as a smart device, communication equipment, operation system, communication method, and/or electricity available, in order to use Genba-Wise. If the User is a minor, the User shall use such devices and equipment which have been approved for use by AEON, their guardian, or legal representative.
2. AEON may provide the services of Supplier Hotline to the Users, either in whole or in part, depending on their age, identity verification, any information required by AEON or ASSC for using the services ("Registration Information") provided by the User in order to receive such services, or limit the services to those Users who fulfill the conditions deemed necessary by AEON or ASSC.
3. The User shall use the Supplier Hotline with a full understanding of the conditions specified by the AEON and ASSC, including the name and contents of the

- Supplier Hotline, and the age and the set-up requirement for using the services, pursuant to the Consent herein, within the scope specified by AEON and ASSC.
4. AEON may set up or change the name and the scope of use for the Supplier Hotline, for any reason, without any prior notification or warning to the User. AEON may also set up, make some additions to, delete, change the contents of, suspend, and/or abolish all or some of the functions of the Supplier Hotline.
 5. AEON and ASSC may utilise all of the information on the Supplier Hotline, including the contents of the consultations conducted via the Supplier Hotline freely, for the early detection of potential problems of labour rights within the supply chain and the improvement of the situations, within the scope deemed appropriate for such purposes by AEON or ASSC.
 6. The User shall agree that even after the cancellation of the User's registration AEON and ASSC may retain the contents of the User's consultations for a reasonable length of time, for the purposes of data backup, archiving, and/or audit, and may retain the copy of the archive records of the User, when required by law or for justifiable operational purposes.

Article 6: Questionnaires

1. AEON and ASSC may at any time request the User to answer, vote and/or write a post in a questionnaire format, for research purposes on the Users' attribution, trends and opinions (hereinafter, Questionnaire) as needed, via the website or e-mail.
2. The intellectual property rights including copyrights and any other rights, incurred regarding the User's response to the Questionnaires, shall be transferred to AEON or ASSC upon the submission of the response to AEON or ASSC by the User. Moreover, AEON and ASSC may utilise the information included in the response, pursuant to Article 8 herein regarding the handling of the Registration Information and personal information.

Article 7: Managing the Verification Information and Changing the Registration Information

1. The User of Genba-Wise shall manage the information required by ASSC for the User's connection verification, including the ID and password (hereinafter, Verification Information), which are part of the Registration Information, at their own risk and expense. The User shall not allow a third party to utilise the verification information; dispose such information by actions such as transferring to a third party, letting a third party to succeed or pledging; publish; or act in a similar manner.
2. The User shall be held responsible for any losses caused by a leak of the Verification Information due to inappropriate management by the User of Genba-Wise, a misuse, a use by a third party, or an illegal access. AEON and ASSC shall not be held accountable for any loss, except for losses of deliberate intention or serious misconduct caused by AEON or ASSC. In the unlikely event

of some losses suffered by AEON, ASSC or a third party due to an abuse of the Verification Information, the User shall remedy such losses.

3. The User of Genba-Wise shall contact AEON and ASSC immediately when there is a change to the Registration Information; a third party obtains the Verification Information; or there is a doubt of misuse of the Verification Information by a third party, via a contact method pursuant to the Consent herein and specified by ASSC. The User shall also take every possible measure to avoid a misuse of the Verification Information by a third party and follow the instructions by AEON or ASSC when given.
4. AEON and ASSC shall never be held responsible for any detriment suffered by the User of Genba-Wise, due to the inaction of such measures such as reporting specified in the previous section, except for cases of deliberate intention or serious misconduct caused by AEON or ASSC.
5. ASSC may deem the User as having lapsed from the membership, if the User of Genba-Wise does not contact ASSC as required in Clause 3 above.

Article 8: The Registration Information and the Personal Information

1. AEON and ASSC shall utilise the Registration Information for the purposes set out in the sections below:
 - 1) The operation of the Supplier Hotline (including providing various types of information from ASSC to AEON and/or the User)
 - 2) Providing the information about the services of AEON or ASSC (including but not limited to the Supplier Hotline), and the products and/or services of the advertisers or partner businesses, that AEON or ASSC deems beneficial to the Users
 - 3) Analysing the Questionnaire surveys and the results for the quality management of the Supplier Hotline
 - 4) Contacting the Users regarding the events which have a great impact on the operation of the Supplier Hotline (including but not limited to considerable changes and suspension of the Supplier Hotline services)
 - 5) Contacting the Users to seek agreement on the handling of the Personal Information
2. The User shall agree that AEON and ASSC may disclose the Registration Information to a third party in the cases set out in the sections below:
 - 1) Aggregating and analysing the Registration Information for the improvement of the Supplier Hotline and/or other related services, or the development of related business projects
 - 2) Disclosing or providing the information obtained by the aggregation or analysis described in the previous section, in a manner which does not allow any identification of the individual, to a third party
 - 3) If the User agrees to the disclosure and the use of their own Registration Information
 - 4) If the disclosure and the use of the Registration Information is deemed necessary in order to provide the services required by AEON or the User

- 5) If a third party including partner businesses requires the Registration Information in order to provide the services desired by AEON or the User (Third parties including partner businesses may not utilise the Registration Information provided by ASSC beyond the purposes of providing the services)
 - 6) Required by law
 - 7) Necessary for the protection of the lives, health, and/or properties of ASSC, AEON, the User or a third party, and/or any of the services provided by AEON or ASSC
 - 8) Particularly necessary for the improvement of public health and/or the promotion of healthy development of children
 - 9) If the disclosure is requested duly by a governmental authority, a local government, or a person commissioned and required to collaborate with legal administrative tasks by the authority
3. AEON and ASSC shall handle the Personal Information pursuant to the AEON Supplier Hotline Privacy Policy.
 4. The User may request a disclosure, deletion, amendment, or suspension of the Registration Information. AEON shall respond to such request immediately upon a verification of such request having been sent by the User.

Article 9: Suspension

1. If any of the below cases applies to the User or if AEON suspects such case(s), AEON may take immediate measures deemed appropriate by AEON, including the suspension of all or part of the Supplier Hotline services for the User, at the sole discretion of AEON, by notifying the User of such measures, though without a prior notification or warning to the User and without the approval by the User. If the registered e-mail address is not functioning, taking the following measures shall be deemed as a notification to the User:
 - 1) The User violated the Consent herein;
 - 2) The Registration Information contains false information and/or errors;
 - 3) The registered e-mail address is deemed not functioning;
 - 4) The user registration for Genba-Wise was completed using a false ID;
 - 5) The User left AEON or the relevant subcontractor;
 - 6) The User died; or
 - 7) Other reasons for AEON to deem the User inappropriate for the services
2. In any of the cases in the previous Clause, if AEON or ASSC suffered any damage, the User shall remedy any losses suffered by AEON or ASSC.
3. ASSC shall not be obliged to disclose the reasons of taking a measure set out in Clause 1 above, to the User.

Article 10: Intellectual Property

1. All of the copyrights for the information within the Supplier Hotline including Genba-Wise, such as text, images, video, and programmes (including the rights set out in Article 27 and Article 28 of the Japanese Copyright Act), other

intellectual property rights, portrait rights, publicity rights, other moral rights, proprietary rights and other property rights, belong to AEON or ASSC.

2. AEON and ASSC may translate, and exploit in every possible manner, any of the information posted, uploaded or saved by the User on the Supplier Hotline (including but not limited to the text information and image information), upon saving and accumulating such information, for the purposes of smooth operation and improvement of the Supplier Hotline, and/or advertisement of the Supplier Hotline (including the articles and contents reposted from a third-party media). The User shall agree to such uses.
3. The User shall agree that they shall not exercise the author's moral rights against AEON, ASSC or the person who inherited or has been granted the relevant rights from ASSC.
4. When a problem arises regarding the User's own copyrights, such as an infringement of third-party rights, the User shall resolve the problems at their own expense and on their own responsibility. In addition, the User shall not cause any inconvenience or damage to AEON and ASSC.

Article 11: Prohibitions

1. The User shall not conduct the prohibitions below:
 - 1) False claims
 - 2) Actions to prevent the operation of the Supplier Hotline
 - 3) Defamation of other Users, the User themselves, AEON, ASSC, or a third party, libel, slander, or infringement of rights
2. When the User breaches any of the prohibitions set out in the previous Clause, AEON and ASSC may claim compensation for any losses, caused by such breach, suffered by AEON and ASSC (including reasonable amount of legal fees), against the User.

Article 12: The Cancellation, Suspension and Termination of the Supplier Hotline

1. AEON may suspend all or part of the Supplier Hotline services for the reasons set out in the sections below:
 - 1) A regular or emergency repair and/or maintenance by AEON or ASSC on the computer systems used to provide the Supplier Hotline services ;
 - 2) An emergency such as fire, power cut, natural disaster or terrestrial disaster, which prevents the operation of the Supplier Hotline;
 - 3) A war, conflict, violence, riot, or industrial action, which prevents the operation of the Supplier Hotline;
 - 4) A malfunction of the computer systems used to provide the services, illegal access by a third party, or computer virus, which prevents the operation of the Supplier Hotline;
 - 5) A measure taken pursuant to a law or bylaw, which prevents the operation of the Supplier Hotline or the user services;
 - 6) Other reasons where AEON or ASSC deemed the suspension unavoidable

2. If the operation of the Supplier Hotline is suspended due to any of the reason set out in the previous Clause, AEON shall notify the Users in advance regarding such suspension, by methods such as e-mail, as reasonably as possible. However, an emergency may lead to an exception to this policy.

Article 13: Disclaimer

1. AEON and ASSC shall not guarantee the legitimacy, accuracy, appropriateness, validity, morality, or existence of a license agreement, with regard to all of the information contained within the Supplier Hotline.
2. AEON and ASSC shall never be held responsible for any conflicts within the Supplier Hotline caused between the Users, or the User and a third party (e.g., a suggestion of illegal actions or actions against public policy, defamation, humiliation, privacy violation, threat, libel, or harassment), except for conflicts caused by deliberate intention or serious misconduct by AEON or ASSC.
3. AEON and ASSC shall never be held responsible for any loss suffered by the User, caused by a suspension, cancellation, or termination of the Supplier Hotline, or a change of the Supplier Hotline as described in Clause 3 of this Article (including but not limited to the losses caused by the loss of information), except for losses caused by deliberate intention or serious misconduct by AEON or ASSC.
4. In addition, AEON and ASSC shall never be held responsible for any losses caused by the User's personal computer, smartphone device, or mobile device; the set-up, such as the connection and the software; or any computer viruses. AEON and ASSC may notify the User about the relevant set-up, etc, by methods specified separately.
5. AEON and ASSC shall never be held responsible for any losses suffered by the User, caused by the use of the Supplier Hotline for reasons other than those set out in the previous Clauses, except for losses caused by deliberate intention or serious misconduct by AEON or ASSC.

Article 14: Consultation and the Court of Jurisdiction

1. If any doubt or problem regarding the Supplier Hotline arises amongst AEON, the User, ASSC and a third party, the parties shall consult with each other in good faith and attempt to reach resolution accordingly.
2. Any lawsuit or other dispute arising out of or in connection with the Consent herein shall be subject to the exclusive jurisdiction of the Tokyo Summary Court or the Tokyo District Court in the first instance.

Article 15: The Governing Law

The Consent herein shall be governed by the laws of Japan and interpreted according to the laws of Japan.