

## 1. Improve customer satisfaction

We will meet customer needs and expectations by consistently delivering products that can be used safely in all aspects, including product quality, cost, safety, environmental impact, and delivery time.

## 2. Maintain and improve quality management system

To provide products that customers can use safely, we will operate a quality management system and maintain and improve it to ensure effective and efficient performance.

## 3. Implement continuous improvement activities with the participation of all employees and increase the speed of operations

Each person will carry out their work with the awareness that "the post-process is the customer" and work rationally and efficiently by clarifying the purpose and goals of their work.

April 1, 2022 Director of Kashima Plant ENEOS Materials Corporation