

FAQ

For Rakuten Symphony Suppliers regarding the Compliance Pledge, Hotline and Audits

Supplier Compliance Pledge

- Q.** Do we need to sign the Rakuten Symphony Pledge if we already signed another Rakuten Group Supplier Compliance Pledge?
- A.** Yes. Conditions may vary slightly, so you are required to sign the Rakuten Symphony Supplier Compliance Pledge as well.
- Q.** Is it possible to get the pledge in other language besides English?
- A.** No. English is the only official language of the supplier compliance pledge.
- Q.** Will we be notified each time the pledge is revised by Rakuten Symphony?
- A.** Yes, your company will be sent the latest version of the supplier compliance pledge when it is revised.
- Q.** Is it correct to understand that our company's contract terms and conditions take precedence over matters not stated in the pledge?
- A.** No. Terms and conditions stated in the pledge will prevail over the underlying contract. However, your effective contract will continue to apply for those matters not outlined in this supplier compliance pledge.
- Q.** Is it possible to receive information such as the name and email address of the person in charge of Rakuten Symphony?
- A.** Although we cannot give out personal details, please contact us by the following email for matters regarding the supplier compliance pledge.
rs-SupplierAudit@mail.rakuten.com
- Q.** What position is assumed for the "representative title/representative name" that must be stated in the pledge?
- A.** The pledge must be signed by the employee at your company who has the authority to permit all transactions including future transactions with Rakuten Symphony.
- Q.** I am having trouble using E-sign, who can I contact?
- A.** The mailing address below is your first point of contact.
rs-SupplierAudit@mail.rakuten.com
- Q.** When is the deadline for the signed pledge to be submitted?
- A.** Please refer to the first email you received from the Trade and Procurement Governance - Supplier Audit Team (rs-SupplierAudit@mail.rakuten.com) to see your individual deadline.
- Q.** Can I get the supplier pledge document in paper?

- A.** We only accept electronic signatures for this pledge, therefore it is distributed electronically. However, you can download and print your signed copy of the pledge upon completion.

Supplier Whistleblowing Hotline

- Q.** Where can I report suspicious activities related to our supplier relationship with Rakuten Symphony?

- A.** Supplier Whistleblowing Hotline – Desktop Website

<https://secure.ethicspoint.eu/domain/media/en/gui/110273/index.html>

Supplier Whistleblowing Hotline – Mobile Phone Website

<https://rakutensymphony.navexone.eu/?lang=en-GB>



- Q.** Is it okay to inform regarding suspicious behaviour without concrete proof?

- A.** Yes, any information you are able to provide is invaluable to help create a safe trading relationship to protect both parties.

- Q.** Can I inquire anonymously?

- A.** Yes, all necessary precautions will be taken to ensure the safety of personal information and all whistleblowers will have the choice to stay anonymous or not.

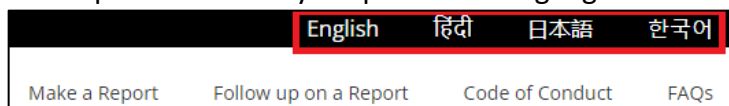
- Q.** Is this hotline, only available in English?

- A.** The hotline currently supports 4 languages as below:

1. English
2. Japanese (日本語)
3. Korean (한국인)
4. Hindi (हिंदी)

- Q.** How can I switch the language on the Hotline Websites?

- A.** 1. Desktop Site - Choose your preferred language from the top right language bar.



2. Mobile Site - Choose your preferred language from the main screen dropdown list.



Supplier Audits

Q. What are the target areas of an audit?

A. Compliance, quality control, information security, sustainability and any other areas agreed upon by Rakuten Symphony and the supplier

Q. When will audits be performed?

A. Although exact details cannot be divulged, please be aware that we expect all suppliers to Rakuten Symphony to conduct themselves to a high standard, as we also expect of our employees.

Q. What is the end goal of an audit?

A. To investigate whether the supplier has been performing to the standards set out in the compliance pledge/their contract with Rakuten Symphony and whether or not there have been violations. Reformative action requests and possible legal proceeding may be undertaken to remedy the situation if violations are identified.

Q. Who will perform the audits?

A. Internal audits will be performed by the Rakuten Symphony Internal Audit Team and other necessary parties.

Rakuten Symphony