



APR CORP.

# CONSUMER RIGHTS PROTECTION POLICY

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### **Article 1: Purpose and Scope of Application**

(1) APR Co., Ltd. and its domestic and overseas subsidiaries (hereinafter referred to as the “Company”) place consumer satisfaction and safety as their highest priorities under the corporate philosophy of “providing solutions to improve customers’ lives.”

(2) The purpose of this Consumer Rights Protection Policy (hereinafter referred to as this “Policy”) is to set the principles and operating framework for protecting consumers’ rights and interests and ensuring fair and transparent transactions. This Policy applies to domestic and overseas consumers in relation to all products and services provided by the Company.

### **Article 2: Basic Principles**

(1) The Company shall strive to enhance consumer benefits by providing products suitable for consumers and the highest quality services.

(2) The Company shall provide sufficient and accurate information to support consumers’ reasonable choices.

(3) The Company shall provide services to all consumers without discrimination through fair and transparent transactions.

(4) The Company shall actively listen to consumer suggestions, complaints, and requests, and shall respond promptly and sincerely to legitimate requests, including exchanges and refunds.

(5) The Company shall securely protect consumer data in accordance with applicable laws and regulations, and shall prohibit its use for purposes other than those intended or unauthorized provision to third parties.

### **Article 3: Operating Framework for Consumer Rights Protection**

The Company’s operating framework for consumer rights protection is as follows:

#### **(1) Quality and Safety Management**

The Company shall manage product safety and quality based on its quality management system (including ISO 9001), and shall operate internal review procedures to assess product suitability prior to launch.

#### **(2) Operation of Consumer Protection Management System**

The Company shall operate a consumer protection management system through its consumer complaint and damage response process.

#### **(3) Provision of Transparent Product Information**

The Company shall transparently disclose all information regarding its products and services, and shall not provide any false or exaggerated information.

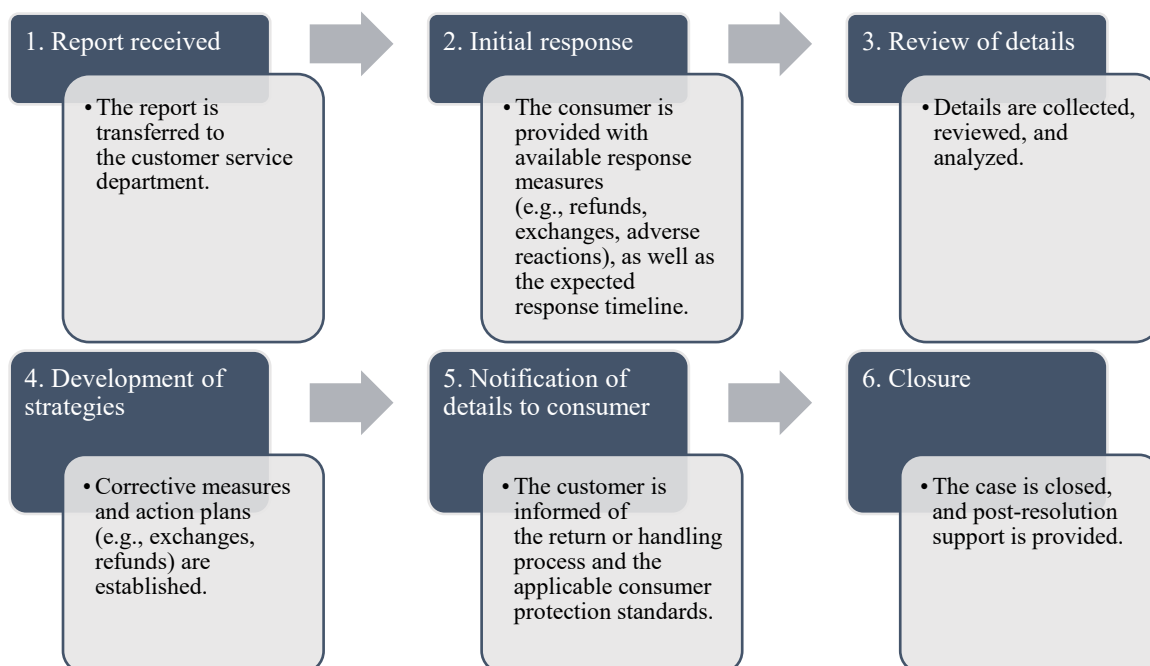
#### **(4) Consumer Privacy Protection**

The Company shall comply with the principles of data minimization and prohibition of use beyond the intended purpose, and, in the event of a personal data breach, shall promptly notify affected parties and take appropriate measures in accordance with applicable laws and regulations.

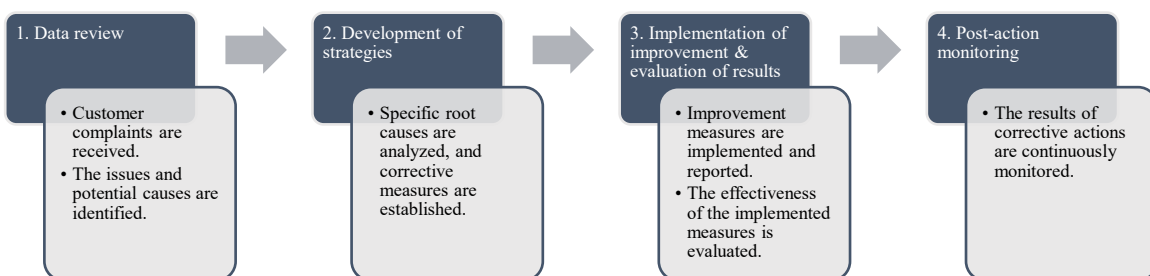
### **Article 4: Consumer Complaint Response Process**

The Company operates the following procedures to resolve consumer complaints and disputes in a fair and prompt manner:

## 1. Consumer Damage Response Process



## 2. Voice of the Customer Management Process



### Article 5: Due Diligence for Consumer Rights Protection

(1) The Company operates a regular due diligence to proactively identify and manage potential and actual risks related to the protection of consumer rights and interests.

(2) The due diligence shall be conducted in the following steps:

- Risk Identification:** Identify potential risks of infringement of consumer rights and interests across all processes, including products and services, sales activities, customer touchpoints, and supply chains.
- Risk Assessment:** Assess the identified risks based on their likelihood and severity.
- Identification of High-Risk Areas:** Identify high-risk areas where there is a significant risk of serious infringement of consumer rights and interests, based on the assessment results.
- Improvement and Management:** Formulate and implement improvement plans for high-risk areas, and strengthen internal controls and relevant policies where necessary.
- Monitoring and Re-evaluation:** Monitor the implementation and effectiveness of improvement measures and continuously reassess risks.

(3) In principle, due diligence shall be conducted on a regular basis at least once per year; provided, however, that ad hoc assessments may be conducted in the following cases:

- Where new products or services are launched;
- Where major consumer complaints or disputes arise;
- Where laws, regulations, or internal policies are amended; or
- Where otherwise deemed necessary.

(4) The Compliance Office or the Customer Service Office shall be responsible for conducting due diligence and may collaborate with relevant departments as necessary.

(5) The scope of the due diligence shall include:

1. All stages of product and service design, sales, and after-sales management;
  2. Advertising and marketing activities;
  3. Customer service and complaint handling;
  4. Operations involving suppliers and outsourced services; and
  5. Any other activities that may have an impact on consumer rights and interests.
- (6) Due diligence may be conducted using different methods, including document reviews, data analysis, interviews, and on-site inspections, and the Company may, where necessary, seek advice from external experts.
- (7) The Company shall report the results of its due diligence to management, and material matters may be reported to the Board of Directors or relevant committees and reflected in the ESG disclosures or related reports.

**Article 6: Amendment and Repeal**

Any amendment to or repeal of this Policy shall be subject to the approval of the Representative Director.

## ADDENDA

### **ADDENDUM <Ver. 1.0, March 13, 2026>**

Article 1: Enforcement Date

This Policy shall be established and enter into force on March 13, 2026.

### **ADDENDUM <Ver. 2.0, April 20, 2026>**

Article 1: Enforcement Date

This Policy shall be amended and enter into force on April 20, 2026.