

Mastars Industries

MASTARS INDUSTRIES CODE OF CONDUCT

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ABOUT US

OUR CODE OF CONDUCT

This Code of Conduct sets out the principles and expectations that govern the way every Mastars Industries employee and representative works. It is our shared commitment to act with honesty, responsibility and integrity in everything we do, and it applies across every department and every stage of our business. We also look to our partners, customers and suppliers to stand by the same commitments outlined here.

Steeped in the craftsmanship and heritage of China's precision manufacturing industry, and enriched by our experience serving customers on the global stage, Mastars Industries is firmly committed to corporate responsibility. We cultivate an inclusive, professional and collaborative multicultural environment in which employees contribute to the continuous improvement of our business. We fulfil this commitment by maintaining fair and ethical business practices, implementing quality and environmental management systems, and sustaining a high level of precision manufacturing expertise and professionalism.

OUR CORPORATE CULTURE

Our corporate culture defines who we are and how we work. It guides the behaviour of every Mastars employee and shapes the way we serve our customers, partners and each other.

- Our Mission — Helping realize great ideas.
- Our Vision — To be the world's most trusted one-stop small-to-medium batch manufacturing solution service provider.
- Our Values — Innovate together. Grow together.

RESPECT AND DIGNITY

At Mastars Industries, every employee deserves to be treated with fairness and respect. We foster a workplace where colleagues support one another and where everyone feels safe, valued and heard. Discrimination, harassment and any form of intimidation are strictly prohibited. We judge people by their contribution and character, not by their gender, background, beliefs or any other personal attribute, and we hold ourselves to the same standard of courtesy when dealing with customers, suppliers and partners.

COMPLIANCE

Mastars Industries operates in full accordance with the laws and regulations of every country and region in which we do business, covering commercial conduct, employment, the environment, human rights and anti-corruption. Our approach to compliance is grounded in our core values and our commitment to lawful, responsible business. We maintain quality and environmental management systems aligned with internationally recognised standards — including ISO 9001, ISO 13485 and IATF 16949 — that underpin our precision manufacturing and delivery model.

BUSINESS ETHICS

We conduct our business with honesty and fairness. Our financial activities and business relationships are managed through clear procedures and evaluated on a risk-based basis, ensuring that we never take part in illegal activities or cause avoidable harm to the environment. Every employee acts as an ambassador of the company, safeguarding its reputation through professional and ethical conduct and staying alert to potential risks and irregularities in day-to-day operations. We treat our external partners — customers, suppliers and other stakeholders — fairly and sincerely, building our relationships on mutual trust and shared benefit.

HUMAN RIGHTS

Mastars Industries respects and upholds internationally recognised human rights and will not tolerate any violation of them in our operations or supply chain. If an employee becomes aware of any such violation — for example coercion, unfair pay, unsafe working conditions or degrading treatment — it must be reported to a line manager or through our confidential reporting channels so that it can be addressed promptly.

LABOUR & EMPLOYEE RIGHTS

Mastars Industries abides by all applicable labour and employment laws in the regions where we operate, covering fair wages, working hours, rest days, benefits, freedom of association and the right to collective bargaining. We are committed to paying employees on time and in full, and we never delay or withhold remuneration without a lawful basis. We strictly prohibit the employment of child labour and do not accept compulsory or forced labour in any form.

EMPLOYEE WELFARE & CAREER DEVELOPMENT

Mastars Industries believes that the well-being and growth of our employees are the foundation of our success. We are committed to providing a comprehensive package of welfare and benefits, and to fostering a fair, transparent and motivating environment for career development.

- **Free accommodation:** The company provides eligible employees with free dormitory accommodation, with 1 to 4 employees per room, in a clean, safe and comfortable living environment.
- **Free meals:** The company operates a free cafeteria that provides employees with lunch and dinner every day, ensuring their nutritional and dietary needs.
- **Holidays and welfare:** The company provides ample public holidays and comprehensive welfare benefits, including paid annual leave and company-organised complimentary outings.
- **Remuneration and bonuses:** The company pays wages on time and in full, never delays employee salaries, and operates a competitive bonus incentive scheme to reward performance.
- **Career development:** The company has established a well-developed promotion mechanism and career development pathways, providing fair, transparent advancement opportunities and continuous skills training to help employees grow together with the company.

ANTI-CORRUPTION

Mastars Industries has zero tolerance for corruption, bribery or extortion in any form. Our internal approval system defines clear authority and limits for quotations, investments and expenditures, and we work only with suppliers who meet the standards set out in this Code. Company assets must never be used for unlawful or improper purposes. Employees should remain vigilant and cautious regarding gifts of significant value, informal arrangements or any other signs of improper business conduct.

CUSTOMER & SUPPLIER INTERACTION

All employees and partners of Mastars Industries must follow this Code when engaging with customers and suppliers. In every interaction we honour our commitments under contracts, protect intellectual property rights, respect non-disclosure agreements and safeguard confidentiality. As a manufacturer that often produces parts to customers' own designs, we place special importance on protecting customers' intellectual property, drawings, technical data and trade secrets, and will never use or disclose them without authorisation. Where differences or misunderstandings arise, we raise them openly so that errors can be corrected and trust and mutually beneficial cooperation are preserved.

QUALITY & PRODUCT SAFETY

Mastars Industries is committed to delivering high-quality precision components that meet customers' requirements and applicable industry standards. All employees shall carry out production, inspection and delivery in accordance with our quality management system and operating specifications, ensuring the quality, safety and reliability of every product.

We maintain strict quality control and traceability throughout the manufacturing process, prevent the delivery of non-conforming products, and pursue continuous improvement through engineering excellence and systematic process management.

WORKPLACE SAFETY & ENVIRONMENT

Mastars Industries is committed to providing a safe and healthy workplace for all employees. All employees shall follow safety operating procedures, use personal protective equipment correctly, and report any safety hazards or incidents promptly to their manager.

We take responsibility for environmental protection and comply with applicable environmental laws and regulations. We manage resources responsibly, reduce waste and emissions, and minimise the environmental impact of our manufacturing operations.

GOVERNANCE

Managers at every level are responsible for putting this Code into practice within their teams, and the most effective way to do so is to lead by example. No one may deviate from this Code or grant exceptions to it. All new employees receive structured training covering our values, this Code of Conduct, anti-corruption, human rights and policies on workplace conduct, safety and quality, and contracted partners are likewise required to comply with our internal rules through their agreements. Every employee is responsible for complying with the laws and customs of the countries in which we operate. Concerns about conflicts of interest or breaches of this Code should be raised with a line manager or through our anonymous reporting channel.