



CANON MEDICAL SYSTEMS EUROPE B.V.

Made For life

Quality Policy CMSE Group

In line with the commitments of the Canon Inc., Canon Medical Systems Europe contributes to healthcare by distributing and servicing innovative and advanced products and solutions to its customers.

Canon Medical Systems Europe strives to achieve:

Improve the quality of life:

Offering and servicing the Canon Medical Systems' technology that provides faster, more accurate diagnoses, improved treatment and enhanced patient care.

Quality Assurance:

The organization maintains the effectiveness of its quality management system through auditing and management review, ensuring that it complies with the applicable standards, regulations and laws. Its quality management system shall serve for safety and security of people, products and services and for continuous improvement. Business/Quality objectives shall serve for improvements to achieve best possible quality in the organization's services and shall be annually reviewed, or in the event of any significant changes to the organization.

Committed to excellent customer care:

The CMSE Group will consistently strive to meet its customer's expectations, obtain their confidence, and trust by:

- Achieving optimum customer satisfaction;
- Ensuring that products, services and training are in line with their expectations and requirements;
- Continually improve every aspect of our operations;
- Provide customers' feedback to Canon Inc. to ensure necessary improvements and contribute to the supply of high quality products.

Focus on teamwork and leadership:

- The management team aim to meet its commitments by working closely with its customers, employees, subsidiaries and partner network by focusing on mutual communication, training, service and support.

Kawagishi Tetsuya
President & CEO

Date: 12 May 2026

This policy is available to interested parties on request.

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