

Logistics Safety and Quality Assurance

The Nippon Soda Group promotes efforts to reduce risks associated with the distribution of products to prevent logistics accidents. We also enhance customer satisfaction by providing a safe and secure environment in which our customers can use our high-quality products in a stable manner.

Basic Policy

- Reduction of the risk of hazards, toxicity and accidents during transportation of products. Ensuring the safety of our customers, those involved in the distribution process and local residents, and protect the environment.
- Provision of information that helps customers use high-quality products safely, comfortably and in a stable manner.

Logistics Safety

Measures to ensure safe transportation of dangerous goods

► Logistics risk assessment

The Nippon Soda Group takes measures to reduce risks from various perspectives to prevent accidents involving workers and products caused by traffic accidents during forklift loading, unloading and trans-shipment of products, as well as during truck transportation.

► Promotion of Yellow Cards*¹ and Container Yellow Cards (product labels)*²

The Nippon Soda Group promotes the use of Yellow Cards and Container Yellow Cards mainly for products that are classified as hazardous materials. Product labels are revised to reflect the latest legal information, including revisions to relevant laws, in a timely manner. We constantly implement wording that complies with the GHS*³ requirements and appropriate pictograms and take other measures so that we are prepared in the event of a disaster to respond quickly to prevent damage from spreading.

*¹ A Yellow Card is an emergency information card with information about procedures that drivers, fire and police personnel, and other concerned parties should take in the event of a spill, fire, explosion or other incident that may occur during transportation. It also contains emergency contacts. The issuance and carrying of Yellow Cards are required by the Poisonous and Deleterious Substances Control Law and other laws.

*² A Container Yellow Card is a label that is affixed to containers with the United Nations number and guide number defined by the Emergency Response Guidebook.

*³ Globally Harmonized System of Classification and Labelling of Chemicals (GHS): A worldwide system for the international standardization of classification and labeling of chemicals, which was agreed upon by the United Nations Economic and Social Council. It is a system of international hazard classification standards and labeling methods (product labeling and SDS) for chemical hazards.

Logistics safety in value chains

► Proposals for improvement of customers' facilities

In the event that there is a problem with the safety of the transport company or the customer's workers at the customer's product receiving facility, or if there is a potential risk of foreign matter entering the facility or spills, etc., the Nippon Soda Group makes proposals for improvement and works to prevent accidents and disasters.

Logistics Safety and Quality Assurance

Quality Assurance

Efforts to ensure quality management

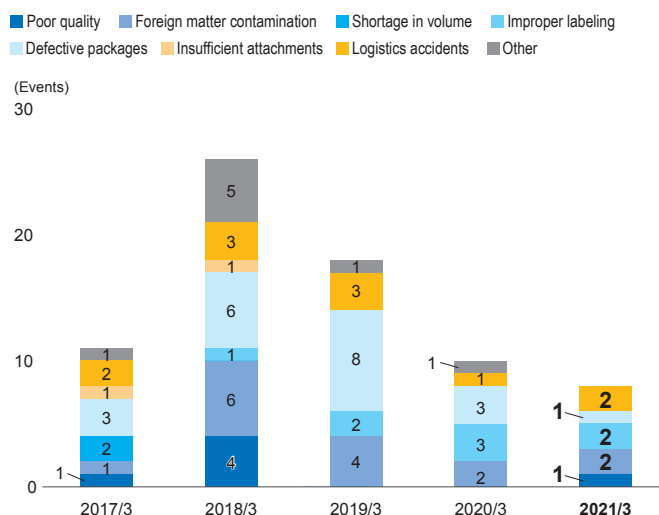
► Quality risk assessment

Nippon Soda actively engages in quality risk assessment with the goal of preventing the occurrence of product-related complaints and the recurrence of such complaints. We make continuous efforts to identify quality-related risks from each manufacturing site and reduce the risks, especially the high-risk A and B grades.

Efforts to achieve zero product-related complaints

To eliminate product-related complaints, we conduct quality risk assessments to identify and reduce risks. We are also working to reduce product-related complaints due to human error through human error prevention training for employees.

Number of product-related complaints



► FY 2021 targets and achievement levels (KPIs)

(Achievement levels ●: ≥ 90% ●: 80-90% ○: 60-80% ×: ≤ 60%)

- 1. Logistics-related complaints: Target: Zero events Achievement level ×: Two events
- 2. Product-related complaints: Target: 20% annual reduction in number of complaints Achievement level ●: Six events (33% reduction over the previous year)

► Efforts for the future

To reduce logistics- and product-related complaints, we constantly improve our activities to ensure logistics safety and quality assurance, including inspections and audits of logistics companies, risk assessment, and implementation of measures to prevent human error.