

# Quality Assurance

## Basic Policy

The Mitsubishi Chemical (MCC) Group believes that implementing thorough quality control (QC) is important to ensuring product safety and continuously improving quality so that MCC Group customers can use MCC Group products safely and with confidence.

As an integrated chemical company that provides a wide array of products and services to customers in a broad range of industries, it is MCC's duty to prevent quality and product liability issues while working to further increase customer satisfaction by offering safe, reliable products and services. We strive to fulfill this duty in line with the following basic policy.

- In order to realize KAITEKI for customers, we provide products and services that customers can use with confidence.
- We listen carefully to each customer's requests and respond rapidly and sincerely.
- In accordance with the basis of our responsible care activities, we strive to achieve continuous improvement in quality.

## Quality Assurance Initiatives

The MCC Group established new rules and policies at the time of the merger that formed the new MCC in April 2017 and has since been working to ensure awareness of the basic policy throughout the company. We are building appropriate quality management systems (based on ISO 9001,<sup>1</sup> GMP,<sup>2</sup> etc.) at our manufacturing sites and working to strengthen our quality assurance framework. Furthermore, we hold regular quality assurance meetings to share and effectively utilize information about quality within the Group as part of continuous efforts to improve quality. At the same time, we are focusing on quality assurance training. In fiscal 2019, we held lectures with outside instructors for executives (a total of 200 participants), working to increase awareness of quality and translate this awareness into practice. In fiscal 2020, to prevent the spread of COVID-19, lectures were conducted online, with a total of 700 participants taking part in a lecture for executives in October and a lecture for managers in November.

1 ISO 9001: An international standard for quality management published by the International Organization for Standardization.

2 Good Manufacturing Practice (GMP): Quality management standards for the production management of pharmaceuticals and related products.

## Product Information Disclosure

Around the world, corporations are facing growing demand to exercise the proper management of chemical substances in products throughout entire product life cycles as well as to disclose information on such chemical substances. To accurately respond to these demands, MCC has established management standards for chemical substances in products and continues to contribute to the smooth operation of chemSHERPA<sup>3</sup> through the Joint Article Management Promotion-consortium (JAMP).<sup>4</sup> Furthermore, with regard to conflict minerals,<sup>5</sup> which present possible human rights issues, we have established a policy and strive to meet customer requests.

MCC is working with its business partners and customers to contribute to the creation of a social system capable of managing chemicals throughout the supply chain.

3 chemSHERPA: A new private-public information communication scheme aimed at standardizing communications about the chemicals included in products.

4 JAMP: A cross-industry organization that works to promote the appropriate management, disclosure and communication of information on chemicals contained in "articles" (parts and final products) throughout the supply chain.

5 Conflict minerals: Tantalum (Ta), tin (Sn), gold (Au), tungsten (W), cobalt (Co) extracted in the Democratic Republic of the Congo and neighboring countries that are used to fund armed groups.

## Handling Product Complaints

Information about complaints related to products is compiled in a quality complaint database so that it can be effectively utilized. Business domains take the main role in quickly responding to customers as needed, striving to enhance customer satisfaction. Significant complaints are aggregated at the company-wide level and analyzed to prevent recurrences.