



Relationship with Customers

Message from the General Manager of the Sales & Marketing Division



Masamitsu Sumiyoshi
Representative Director,
Senior Managing Executive Officer,
General Manager of Sales &
Marketing Division
RIKEN TECHNOS CORPORATION

The Sales & Marketing Division aims to provide comfort for all spaces through initiatives with customers.

Our business units—Construction Products Materials, Electronic Materials, Automotive, Medical & Consumer Goods, and IT & Electronics—are continuing to take actions to provide various values from customer viewpoints in conjunction with the Technical Division, Manufacturing Division, Quality Assurance Division, and Procurement Division. We hope to contribute through our materials to allow people, not just in Japan but also overseas, to achieve enriching lifestyles.

Messages from Officers and Division General Managers



Hirofumi Otani
Senior Executive Officer
General Manager of Technical
Division & IT & Electronics
Business Unit
RIKEN TECHNOS
CORPORATION

We at the Technical Division are fully utilizing our technologies such as formulations and manufacturing, film production, coating, and multi-layering, while actively enhancing cooperative systems with bodies such as universities and others outside the company to create innovative products impressive to our customers at the speed of light that meet the requirements of being “beautiful,” “lightweight,” and “safe.” Furthermore, to contribute to the global society, we aim to develop new materials as new products that will help preserve the global environment, as well as epidemic prevention measures by adding antibacterial, antiviral, and insect repelling functions to all our products. In the IT & Electronics field, we will conduct further optical research based on the one-and-only, world’s strongest glass film REPTY DC100 to develop multiple grades for use in a variety of fields, in order to help make future living spaces (related to mobility, townscape, signage, medical facilities, information equipment, etc.) comfortable.



Hitoshi Sugino
Executive Officer
Deputy General Manager of
Technical Division & General
Manager of R&D Center

The R&D Center is strengthening its research and development structure to be able to promptly respond to increasingly diverse market needs in Japan as well as emerging nations, and to constantly introduce new technologies and new products. Furthermore, we are aiming to become the R&D base for state-of-the-art technologies in new growth areas such as the medical and healthcare field and new energy fields, exemplified by smart grids that effectively utilize renewable energy, as well as for research on new materials. Additionally, positioning further advances, development, and passing on technical development abilities as important management tasks, the R&D Center acts as the center of production technologies in Japan and overseas. It also works to nurture global human resources for overseas sites as an engineer development center.



Masashi Tosaka
Executive Officer
General Manager of Film
Planning & Coordination
Department & Manager
of Construction Products
Material Business Unit
RIKEN TECHNOS
CORPORATION

The Film Planning & Coordination Department shares information from our business units in Japan—Construction Products Materials, Electronic Materials, Automotive, Medical & Consumer Goods, and IT & Electronics—as well as our overseas sales sites in Europe, the United States, China, and South Korea so as to provide customers with products that satisfy not only the latest global market needs and trends but environmental regulations as well, and to be able to speedily respond to our customers’ needs. Additionally, we collaborate with the various divisions—Technical, Manufacturing, Quality Assurance, and Procurement—to stably supply high-quality products and develop films with higher functionality and better designs. We will also continue to work hard so we can provide products that will help customers feel comfort in all living spaces.



Tomonobu Sekiguchi
General Manager of Compound Planning & Coordination Department & Manager of Medical & Consumer Goods Business Unit
RIKEN TECHNOS CORPORATION

The Compound Planning & Coordination Department oversees sales and marketing activities for all compound products, cutting across the organizational boundaries of four business units—Construction Products Materials, Electronic Materials, Automotive, and Medical & Consumer Goods. We provide compounds with optimum formulations that meet a variety of customer requirements. Therefore, we consider improving customer satisfaction our most important task and will continue collaborating with the Technical Division, Manufacturing Division, Quality Assurance Division, and Procurement Division toward this end. In addition, we hope to help our customers and society advance by constantly proposing a variety of new products without missing changes in the market. In terms of following up with our customers at their overseas sites, we will make the best use of RIKEN TECHNOS GROUP's global network so as to be able to contribute to our customers.



Keijiro Daikuhara
Manager of Electronic Materials Business Unit
RIKEN TECHNOS CORPORATION

The Electronic Materials Business Unit sells PVC, elastomers, flame-resistant/bridged PE compounds, and film (flexible flat cables) to electrical wire manufacturers, and engineered plastics to electronic parts manufacturers. Electrical wires are used in a wide variety of applications, including infrastructure for power, communication, and construction; robots; electronic equipment; home appliances; and vehicles. RIKEN TECHNOS products are also being used as covering materials. The TRINITY FR, our company's proprietary halogen-free, flame-resistant elastomer, is being adopted in new fields. As we carry out our sales activities, we are always mindful of providing comprehensive services, including meeting the characteristics and standards required by customers, then producing the exact external appearance and color tones desired, and improving workability.



Fumitoshi Nakamura
Manager of Automotive Business Unit
RIKEN TECHNOS CORPORATION

The Automotive Business Unit sells PVC, elastomer compounds, and decorative films mainly to automobile parts companies. Our products are being used primarily in molding materials and aerodynamic parts used on the exterior of automobiles, and in grip materials and covering materials used in the interior. More recently, manufacturers are also increasing adoption of elastomer compounds with improved functions, such as rubber elasticity, sealing performance, heat resistance, and oil resistance, as well as decorative films for adding color. If there are requirements for high functionality and sophisticated design, we sometimes work directly with automakers to develop products. The automobile business has already become highly globalized and our company's materials are helping create comfortable spaces in automobiles all over the world.

Participation in the Automotive Engineering Exposition 2018

Automotive Engineering Exposition 2018

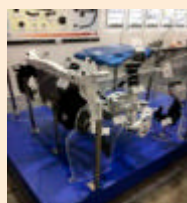
Duration: May 23 – May 25, 2018

Location: PACIFICO Yokohama

The automobile industry is currently facing a major transition period, with entirely new technologies bringing about evolution. The recent exposition also included many exhibits of autonomous driving and a move away from internal combustion engines. Since the move away from internal combustion engines lowers the heat resistance required of parts compared to conventional cars, a switch is occurring from the conventionally used rubber parts to resin parts. In addition, as more cars adopt autonomous driving, users will demand more comfortable cabin spaces, including beautiful

interiors and quietness. Responding to these trends, our company's booth featured an exhibit that clearly explained that various rubber parts can be replaced by resin materials developed by our company. As for film products, we exhibited beautiful new designs, including films with metallic embossing and wood grain. Furthermore, in response to an increase in the potential need for a shift from exterior painting to film adhesion, we also suggested films for exterior applications. In the area of optical films, we exhibited a curved display using REPTY DC100, with the goal of having it adopted in future automobiles. All of our exhibits received positive feedback from many visitors, providing us with encouragement to forge ahead with future development.

○Description of exhibited products



Resin parts used in the front part of the area surrounding the engine



Decorative film for interior and exterior (RIVIC)



Mieruda28, a model of a compound mixing process



Product Quality Assurance

Message from the General Manager of the Quality Assurance Division



Michihisa Tasaka
Senior Executive Officer
General Manager of Quality Assurance Division
RIKEN TECHNOS CORPORATION

The activities of the Quality Assurance Division are based on our quality policy, which is always focusing on customers first and quality first to provide highly reliable products and services. We have strengthened the inspection system by the Quality Assurance Division so as to continue and uphold a global supply system able to provide the same RIKEN TECHNOS quality worldwide.

With the goal of reaching zero defects and zero industrial accidents through enthusiasm and thoroughness, we improved our ISO 9001 systems through quality audits of our Japanese and overseas affiliates, promoted 5S activities, and implemented version control to ensure that the latest versions of raw materials and product specifications are being used.

As a result, we have been able to increase quality awareness of the relevant parties, and achieve high levels of customer satisfaction. Also, we are creating products that are in harmony with the environment while reducing environmentally hazardous substances and waste.

Starting in this fiscal year, we will begin introducing and utilizing AI in stages in document creation and management, statistical control of quality inspection data, failure data analysis and recurrence prevention, in order to achieve efficiency improvements, streamlining, and rationalization.

RIKEN TECHNOS uses the ISO 9001 framework. Each production site has a product quality assurance section and carries out thorough quality control over the whole process, from acceptance of raw materials to delivery of products.

Additionally, we hold Quality Improvement Committee meetings at each production site and division every month. Among other things, these meetings verify the suitability and other aspects of corrective measures for defects, reconsider measures as needed, and give instructions for implementation to other divisions and

departments.

Starting from the product development stage, we focus on material designs that can provide stable product quality, and are actively developing new materials and other products that are environmentally friendly in order to satisfy customer requirements.

ISO 9001 (2015) Certification

Registration date: September 14, 1998

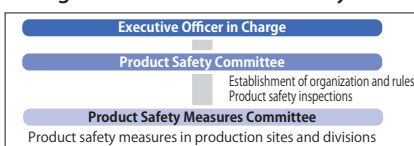
Expiration date: August 30, 2019

Product Development Safety Considerations

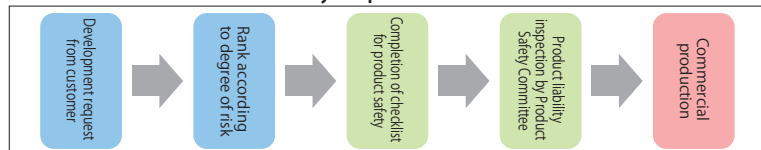
Handling of Product Liability

Product safety is the responsibility of manufacturers, and we have kept this in mind since RIKEN TECHNOS was established. We have been working to further enhance product safety through measures such as initiating systems to prevent the occurrence of product liabilities, prompted by the Japanese Product Liability Act that became effective in January 1995.

Organization of Product Safety



Procedure for Product Safety Inspections



Strict control of chemical substances for safety

Protection of production lines from contamination by specified chemical substances

Our production lines are designed to prevent contamination by specified chemical substances regulated by directives such as RoHS2.

Chemical Substances Management Committee

We have established Chemical Substances Management Guidelines, and we prohibit the use not only of Class I and Class II specified chemical substances as stated by the Act on

the Evaluation of Chemical Substances and Regulation of Their Manufacture, etc. (commonly known as the Chemical Substances Control Law), but also chemical substances subject to monitoring. We have also voluntarily reduced the use of chemical substances that should be avoided in terms of occupational safety and health.

* RoHS is a European directive (regulating six substances) put into force in 2006 to restrict the use of hazardous substances in electrical and electronic equipment. RoHS2 (regulating ten substances) was put into force in 2013. This directive was revised in 2015 and the revised version will be put into force in 2019.

Handling of Complaints

In FY2017, our activities centered on modification management and a rule-compliance patrol initiative. However, these measures did not produce satisfactory results and defects still occurred due to insufficient equipment management. Therefore, in FY2018, we will be promoting TPM activity revitalization, modification management, and more thorough defect analyses.