

# Relationship with Customers

The RIKEN TECHNOS GROUP develops products according to the needs of our customers and delivers them globally. Organized around market segments, together with our customers, we address issues being faced by society.

## Messages from Division General Managers



### TRANSPORTATION

Blue Challenge!



We seek to reduce environmental load by switching from rubber to elastomers that can be recycled.



Through the development of automotive parts, we promote making lighter automobiles and reduce greenhouse gases.

## Transportation Business Unit

Through the development of materials for automotive parts, we recommend and sell products from rubber to elastomers. This allows automobiles to be made lighter and fuel efficiency to be improved. We also conduct activities that contribute toward the reduction of greenhouse gases. In addition, we seek to reduce environmental load by selling elastomers that can be recycled.



### DAILY LIFE & HEALTHCARE

Blue Challenge!



RIKEN TECHNOS compounds and films are used in medical products and equipment which require a high level of safety and hygiene. We reduce the burden on both patients and healthcare workers.

We have launched RIKEGUARD®V which has obtained the SIAA mark as an antiviral and antimicrobial product. In addition to being offered as a material for processing, we also provide it as a film product, contributing toward measures against contact infection.

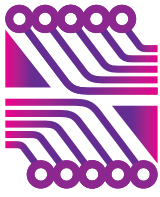


As food packaging, food wraps contribute to reducing food loss by keeping food hygienic and preserving excess food.

## Daily Life & Healthcare Business Unit

We sell compounds, films, wraps, and other products mainly in the medical, consumer goods, and food packaging markets. We actively promote contributing to a sustainable society through these products which are directly related to people's lives.





**ELECTRONICS**

Blue Challenge!



By providing covering materials for LAN cables and optical fibers, we contribute to education that makes use of the Internet. Materials for flexible flat cables used in high speed transmissions capable of meeting 5G requirements are essential products for an information society.



The flame-resistant elastomer compound Trinity® FR is used in solar cable coatings to support renewable energy transmission.



Covering materials for charging cables of electric vehicles are used in the new field of technological innovation called CASE.



PVC compounds are used in the electric wires of developing countries, contributing toward the continuous supply of safe and reliable energy.



**Building & Construction Business Unit**



**BUILDING & CONSTRUCTION**

Blue Challenge!



High-functionality compound is used in resin sash which can suppress energy consumption. In addition to functions such as heat and sound insulation, it reduces burden during transportation and construction due to being lightweight. We are also working on the recycling of waste materials.



In the interior market, renovation and remodeling can revive aging houses and buildings for the sustainable use of living spaces. In this market, we provide comfortable films with pleasant designs which use reliable materials that are properly managed.



YOSHIDA ANNY and Akita University jointly develop Tsuyoshi-3, a pipe which prevents freezing without the use of energy. This allows freezing to be prevented without the use of heaters and similar equipment even during harsh winters. Our compound is used to form the star shape used in the pipe.



## Product Quality Assurance

### Message from the Senior General Manager of the Quality Assurance Division



**Michihisa Tasaka**  
Senior Executive Officer,  
Senior 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 supply 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.

From this fiscal year, we will automate some quality inspections, manage data statically, and analyze past defects using machine learning to improve quality control efficiency, 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 section 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

ISO 9001 (2015) Certification Registration date: September 14, 1998  
Expiration date: August 30, 2022

## Product Development Safety Considerations

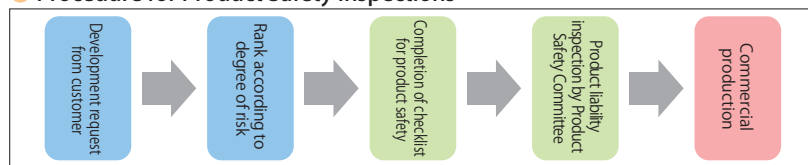
### Handling of Product Liability

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 in January 1995 to prevent the occurrence of product liabilities, prompted by the Japanese Product Liability Act that became effective in July 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.

\* RoHS2 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 came into force in 2019.

## Handling of Complaints

In fiscal 2019, we focused on statistical management for early recognition of abnormalities and quality audits to ensure compliance with work standards. Defects due to insufficient facility management decreased, but measures to prevent recurrence were insufficient. In this fiscal year, we will continue to promote TPM activities as in the previous year, and proceed with logical thinking activities to identify the root cause and find effective recurrence prevention measures.