

# Quality and Environmental Action

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



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RIKEN TECHNOS CORPORATION

The activities of the Quality Assurance Division are based on our Product Quality Policy—which is always focusing on customers first and quality first to supply highly reliable products and services—and our Environmental Policy of that seeks to take into consideration the effects on the environment, protect the environment, and realize a sustainable society.

Regarding future efforts to maintain and improve quality and the environment, we will not be limited to product design and production equipment specification. As issues regarding the quality of raw materials—for which procurement is becoming more global in nature—and the important of chemical substance management become more significant, we will work on automation keeping in view the monitoring of chemical substance regulations—which are updated frequently—and the introduction of a risk identification system.

## Quality Assurance System

RIKEN TECHNOS uses the ISO 9001 framework. Each production site has a Quality Assurance Department 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

Certification Registration date: September 14, 1998  
Expiration date: August 30, 2022

## Quality Improvement Activities

In FY2020, we adopted the use of artificial intelligence (AI) for statistics management and process inspection to discover abnormalities as early as possible. Defective products were reduced as it became possible to detect even small changes in quality.

In FY2021, to reduce defects in initial flow products, which lack sufficient data, we will not only carry out strict operation and management over design reviews, but also introduce abnormality assessment parameters using device analysis to achieve further improvement in customer satisfaction.

## Product Development Focusing on Safety

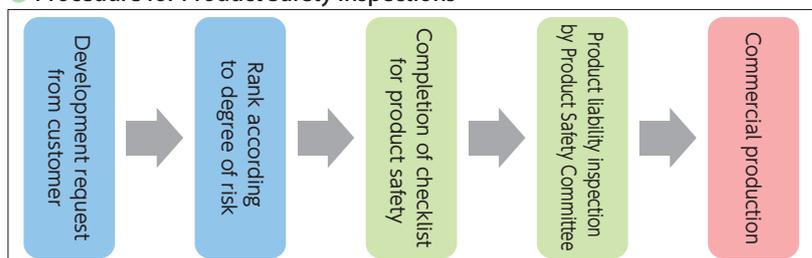
### Handling of Product Liability

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. There has never been any product liability issues with our products for medical devices, which is the core of our concern.

### 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

For products that need to be managed under regulations for specified chemical substances such as RoHS2\*, we design our production lines to be effective in preventing contamination and establish strict rules for managing operations.

### ● Chemical Substance Control 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.

## ● Environmental Management Action

### Environmental Policy

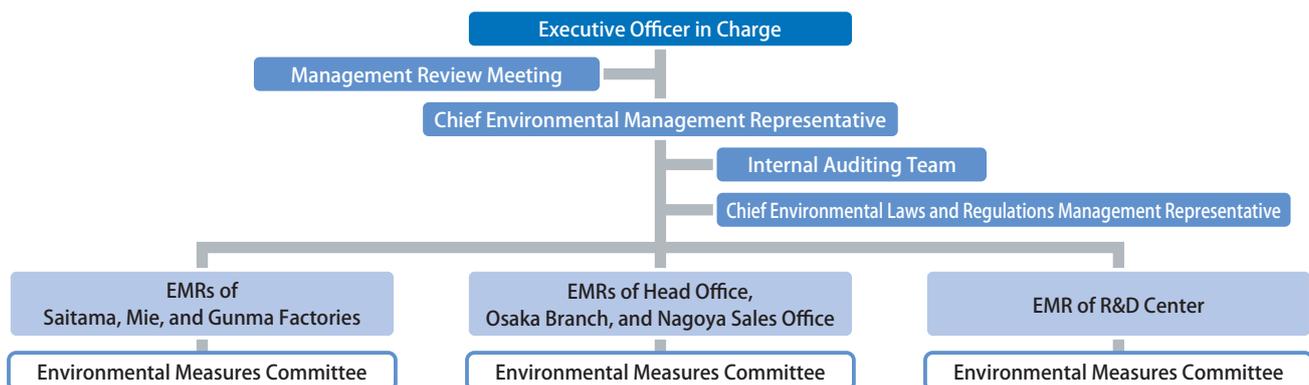
For all our business activities, we take into consideration the effects on the environment. To protect the environment and realize a sustainable society, RIKEN TECHNOS CORPORATION established an environmental management system, and all members of the company work to implement the following principles.

- 1 Through all business activities, RIKEN TECHNOS CORPORATION promotes continuous improvements to the environmental management levels, prevention of environmental pollution, and support for environmental conservation by not only observing all environment-related regulations and mutual agreements but also setting our own rules and regulations voluntarily.
- 2 Using raw materials which are safe, RIKEN TECHNOS CORPORATION supplies the market with environmentally friendly plastic products of various materials, such as energy-saving and resource-saving products, products suitable for recycling, and products with low influence on biodiversity and the ecological system.
- 3 With regard to the use of sustainable resources, and mitigating and dealing with climate change, RIKEN TECHNOS CORPORATION reduces negative effects on the global environment, biodiversity, and the ecological system by reducing CO<sub>2</sub> emissions and industrial waste, through eliminating wastefulness, effectively using raw materials, and minimizing energy consumption.
- 4 RIKEN TECHNOS CORPORATION carries out ongoing environmental conservation activities by documenting in-house regulations including the Environmental Policy, and by educating employees.
- 5 RIKEN TECHNOS CORPORATION sets the concrete objectives and numerical targets of which progress are self-assessed and managed properly to ensure the achievement of the Environmental Policy.
- 6 The above-mentioned activities are linked to the activities of RIKEN TECHNOS GROUP at each site to give the utmost consideration to the protection of the environment, biodiversity, and the ecological system, as well as to ensure safe operations.
- 7 RIKEN TECHNOS CORPORATION aims to obtain confidence and understanding from society through appropriate and accurate information disclosure.

## ● Environmental Management System

### ● Environmental Management System Organization Chart

The Executive Officer in Charge heads up the system and the Chief Environmental Management Representative is appointed to establish the environmental management system under his direction by designating an Environmental Management Representative (EMR) at each site.



## Implementation System

In order to promote our environmental management system, we have clearly defined the members and functions of the primary meetings, committees, and so on.

Meeting/Committee	Members	Functions
Management Review Meeting	All directors and all executive officers Chief Environmental Management Representative	Evaluating validity of environmental policy, objectives, and the environmental management system
Internal Auditing Team	Qualified internal auditors	Compatibility Audit
Environmental Measures Committee	Environmental Management Representative, general manager of each division, committee members at each site	Setting of environmental objectives and targets, deliberation on corrective and preventive actions, and deliberation on environmental problems

## Roles of the Executive Officer in Charge, Chief Environmental Management Representative, and Environmental Management Representatives

We have clarified the responsibilities of each site and general management for the entire company.

Representative Name	Title	Role
Executive Officer in Charge	Senior General Manager of Quality Assurance Division	Overall responsibility of matters related to the environment
Chief Environmental Management Representative	General Manager of Management System Department	Establishment, operation and maintenance of the environmental management system for the entire company
Chief Environmental Laws and Regulations Management Representative	General Manager of Management System Department	Management of environmental laws and regulations
Environmental Management Representative	Site Manager (Factory Manager, etc.)	Establishment, operation and maintenance of the environmental management system for the site

## Emergency Response

We have created an emergency response list for every site and division, based on possible emergency situations, and conduct regular training sessions.

RIKEN TECHNOS CORPORATION buys and uses as raw materials many chemical substances and hazardous materials designated under the Fire Service Act. For that reason, one of our primary concerns is to prevent discharge of chemical substances to outside company sites and fires caused by dangerous flammable substances.

## Quality and Environmental Audit Systems

### (1) Internal Audits

Under the direction of the Chief Environmental Management Representative, internal audits of the environmental management system, including quality, product safety, and chemical substances management are carried out annually by approximately 100 internal auditors. In FY2020, audits were carried out in 54 departments, four requests for corrective actions were issued, and there were 51 issues pointed out, including matters for monitoring. Of the issues pointed out, besides document control, there were departments which did not implement actions that had been independently decided as well as departments which did not properly implement state of emergency responses and corrective actions. We will verify the continuation of these corrective actions, and also improve and implement the management system.

### (2) External Audits

The surveillance audit that was planned to take place in June 2020, was shifted to October due to the impact of COVID-19. Five nonconformance issues were found and 11 issues requiring improvement were pointed out during the audit.

In 2021, continuing to take into consideration the state of COVID-19, a large part of the audit was conducted remotely. Three nonconformance issues were found and five issues requiring improvement were pointed out during the audit.

Customer audits also dropped to eight in 2020, and most were document audits.

## ISO 14001 (2015) Certification

Through environmentally-conscious corporate activities, we strive to establish our company as an enterprise that contributes to the realization of a prosperous society and responds to the trust of all its stakeholders.

Our Environmental Policy has been established, and all our

company divisions have obtained this certification.

Initial Registration: October 31, 2001

Date of Expiration: August 30, 2022