

## Relationship with Consumers

The Nippon Kayaku Group is making every effort to provide its customers with the best possible products, as well as to maximize the customer benefits.

### Quality Assurance System

With the aim of achieving the quality of products that meets our customer needs, the Nippon Kayaku Group has been working towards obtaining ISO9001 certification, the international standard for quality assurance. Our plants acquired ISO9001 certification in 1995, being the first to receive the certification in the Nippon Kayaku Group, followed by the business

divisions, laboratories and the group companies in later years.

Nippon Kayaku also manufactures pharmaceuticals and pharmaceutical intermediates in compliance with applicable domestic and international GMP standards, making the utmost efforts to maintain and improve the company's quality management standards.

### Private Information Management

Nippon Kayaku is fully aware of the importance of personal information and has therefore established a "Privacy Policy" to protect the privacy of those whose personal information we acquire or hold. The rules we adhere to at Nippon Kayaku regarding the collection, use, disclosure, and management of the personal information of our customers are instituted based on this policy. We have also been

putting our efforts into promoting training programs for all directors and employees to raise the awareness of the importance and necessity of protecting personal information, which ensures the proper management of personal information in daily operation. Please refer to the "Privacy Policy" section of the Nippon Kayaku web site for details.

### Provision of Material Safety Data Sheets (MSDS)

Material Safety Data Sheets (MSDS) are provided for all of Nippon Kayaku's products, not just those stipulated by the PRTR law, Occupational Health and Safety Law, and Poisonous Material Control Law. These MSDS are provided to concerned users to assist them with safety

and environmental measures.

Nippon Kayaku is also putting these MSDS into a database to allow instant access to the latest information and provide them in a JIS standard format.

### Provision of Information on Pharmaceuticals

Nippon Kayaku's pharmaceutical business began with bleomycin, and we now provide hospitals and other medical institutions with various pharmaceuticals specializing in the "cancer field" focusing on a wide range of anti-cancer drugs and in the "cardiovascular field" with the main focus on a variety of nitroglycerine preparations. In parallel to supplying beneficial pharmaceutical products, Nippon Kayaku provides medical practitioners and experts with abundant information including usage directions, potency and adverse reactions of pharmaceuticals through its over 500 MRs (medical representatives) allocated across the country. Nippon Kayaku has also created a medical information web site "MINK Web," which provides a broad range of information including information on the cancer field, cardiovascular field and Sjogren's syndrome field, as well as the information related to the company's pharmaceutical products.



MSDC: (Material Safety Data Sheet): The MSDS is a document issued by the supplier of a chemical substance to the user to ensure its safe handling. It includes detailed information on hazards, safety measures, and emergency countermeasures.