



## Relationship with Customers

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.

### 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 website 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 Safety and Health 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 GHS 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 400 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.

In addition, as a new venture the Medical Information Service Center was established in June 2007 (with a toll-free number made available on the Nippon Kayaku website). The purpose of the Center is to handle inquiries from medical professionals as well as from patients and their families concerning Nippon Kayaku pharmaceuticals that have been dispensed at medical facilities and by insurance pharmacists.



MSDS: (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.  
GHS: Please see page 29.