

## Initiatives with Our Customers

The Nippon Kayaku Group continually strives to develop sound products and services that are both safe and reliable in order to provide the best possible solutions to its customers around the world.

### Pharmaceutical Information Center and Securing Customer Trust

The Medical Information Service Center handles a variety of different inquiries on our pharmaceutical products and medical devices from physicians, pharmacists, distributors, patients and the general public.

To ensure that pharmaceuticals and medical devices supplied by Nippon Kayaku are of the highest possible quality, the Medical Information Service Center carefully and accurately responds to each and every inquiry under the motto of conveying the right information on proper usage. Surveys are given to healthcare practitioners to check whether our response meets customer expectations and the results of these surveys are used to make modifications and improvements. The Medical Information Service Center works closely with medical representatives (MRs) that visit healthcare facilities to deliver information that benefits patients. It also reports feedback and requests from customers to individual departments in charge internally.

The Medical Information Service Center is committed to improving medical care under the slogan "provide proper usage information and improve customer satisfaction in all situations."



Pharmaceutical Information Center

### Providing Instructions on the Correct Use of Pesticides

The Agrochemicals Business sells Kayaku Chloropicrin, Dojo Picrin, and Chlopic Flow made from chloropicrin.

These products play an integral role in modern Japanese agriculture as soil fumigants for exterminating pathogens and pests found in soil that are harmful to agricultural crops. Today, nearly half a century has passed since these products were released, these products remain popular because they are highly effective and do not leave residue on crops.

However, gases from chloropicrin products have a high inhalation toxicity and are an eye and skin irritant. If used improperly, this chemical can result in not only eye or throat pain, but even death. Therefore, it must be used and handled with the utmost care.

As a result, we have organized seminars on chloropicrin agents to educate our customers to ensure they use our products not only effectively, but also safely and properly. For example, every year we hold local seminars on Chlopic Flow in the geographic areas where it is being used.



Local seminars for Chlopic Flow