

Product Liability and Quality Assurance

Basic Stance

Based on the approach of working to provide safe and reliable products and services to its customers, the Teijin Group rigorously complies with laws and regulations and customer contract stipulations pertaining to quality. At the same time, the Group is taking steps to establish a quality assurance structure that responds to its global development.

Major Initiatives

We have established the Teijin Group Product Liability/Quality Assurance Regulations, which apply to all our products and services and form the basis for our product liability and quality assurance activities. In accordance with these regulations, the Group CSR Committee and the Group Product Liability/Quality Assurance Subcommittee formulate the basic policies and associated targets for all product liability and quality assurance issues of the Teijin Group, and reflect them in relevant activities conducted by the business groups.

We have also created an original unit-based management system for product liability and quality assurance that is applied to the products of each business group. This management system aims to enhance customer satisfaction, prevent product defects, and ensure appropriate responses in the

event that defects occur. The system not only covers the whole scope of the ISO standards for quality management systems but also incorporates other perspectives of product liability and quality assurance, such as the response to customers and product safety. The Corporate CSR and Compliance Department, which is in charge of supervising Groupwide quality, audits the activities of each product liability/quality assurance unit and verifies that all relevant mechanisms are operated appropriately. In fiscal 2019, we conducted regular audits of 11 business units and six directly managed companies to verify their operational status. Based on the feedback from the audit results, we have been working to continuously enhance our product liability and quality assurance systems and processes.



Product Liability and Quality Assurance
https://www.teijin.com/csr/social/quality_assurance.html

Supply Chain Sustainability (CSR Procurement)

Basic Stance

To ensure that CSR initiatives within the supply chain are reinforced on a global basis, the Teijin Group is promoting CSR activities in each business group based on the CSR Procurement Guidelines. The Group also requests that its suppliers engage in efforts in accordance with these guidelines and is conducting supplier audits.

Major Initiatives

We revised the CSR Procurement Guidelines in fiscal 2017 and have been stepping up efforts to confirm the status of human rights initiatives in our supply chain through CSR surveys of our suppliers. In fiscal 2018, we asked 821 companies to take part in these CSR surveys. Of the 622 companies that participated in these surveys, eight companies did not verify the status of

issues related to child labor and young employees working nighttime hours. However, we confirmed through direct dialogue with these companies that no such issues were present. In fiscal 2019, we expanded the scope of these surveys to include 1,909 companies and received responses from 1,146 of them, covering approximately 75% of our purchases.



Supply Chain Sustainability (CSR Procurement)
https://www.teijin.com/csr/social/purchase_procurement/procurement.html

VOICE

Toshihide Ono

CSR Audit Section, Environment,
 Safety & Quality Assurance
 Department
 Teijin Frontier Co., Ltd.

At Teijin Frontier, we carry out CSR surveys of suppliers in both Japan and overseas. We also work to ascertain the status of CSR activities at our suppliers and share CSR information with them. In addition, we conduct on-site surveys of our major suppliers to further deepen their understanding of CSR. Going forward, we will strive to grasp the utilization status of the Technical Intern Training Program in Japan, one of our issues, to identify problems. We will then work to improve and resolve these problems.

