

## Quality Assurance Management

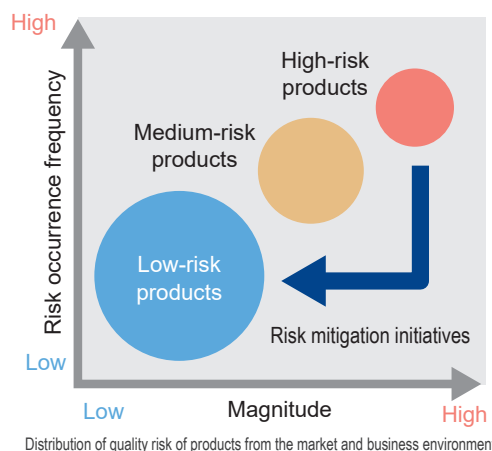
The Denka Group have established a quality policy that aligns with our management plan “Mission 2030,” and we are conducting quality assurance activities for our broad range of products. These products cover everything from organic chemistry, such as synthetic resin manufacturing and resin processing, to inorganic chemistry using methods such as highly functional powder control technology, and bio-related fields such as bacteria/virus incubation and antibody/antigen production technology.

### Quality Policy (Fiscal 2024)

Drawing lessons from quality irregularities, the Denka Group will take measures to prevent recurrence while addressing the situation with seriousness and the “integrity” that is one of our three core values. At the same time, we will ensure consistent quality compliance, continue product safety and quality improvement activities, earn the satisfaction and trust of all stakeholders, including Denka Group customers and the society at large, and thereby achieve the goals of Mission 2030.

### Quality Risk Assessment/Risk Reduction

The risk arising from each product is changing by social needs, such as the growing public call for businesses to contribute to the SDGs even as they strive to meet customer requirements for even higher product quality. With this in mind, we annually review results of the quality risk assessments for all products from the perspective of both the market environment and business environment. We also perform systematic initiatives to mitigate various quality risks based on assessments of their characteristics and magnitude.



### Chemical Substance Management/Product Safety

We routinely collect and monitor information on the revision of domestic and international laws concerning chemical substances. We strive to respond promptly and appropriately when changes are required in the chemical composition of products or chemicals used in production processes to ensure compliance with legal amendments and further safety.

### Improvement of Quality Management System and Management Level

We are promoting the development of quality management systems to provide trustworthy products and services. We are working to further improve the quality of our products and ensure product safety by improving the level of management through our Customer Complaint Management System, which integrates and manages customer complaint information and leads to continuous quality improvement, and our Chemical Substance Management System, which coordinates information on chemical substances with product safety.

#### Customer Complaint Management System



#### Chemical Substance Management System

