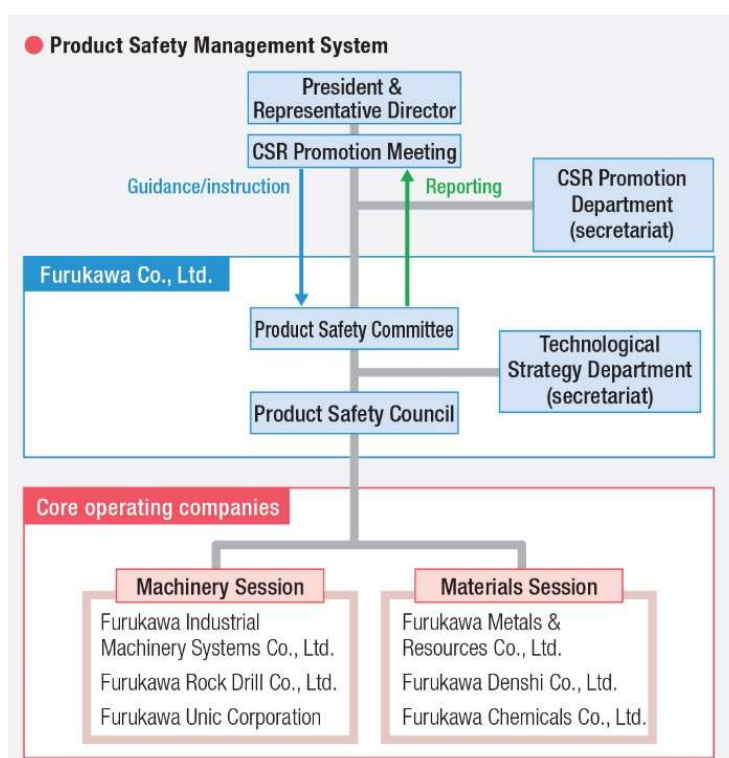


【Customer Relations】

Established within the headquarters of Furukawa Co., Ltd., the Product Safety Committee consists of the Product Safety Council comprising product safety officers of core operating companies and subordinate to the Product Safety Committee, and separate product safety sessions consisting of the Machinery Session and the Materials Session. These sessions promote efforts that involve complying with regulations on manufacturing, quality assurance and product safety, and manufacturing products that customers can use safely with peace of mind, based on the Group's Product Safety Basic Policy and its Product Safety Action Guidelines.

The Product Safety Council are held with the aim of improving Group-wide product safety and evaluating initiatives related to product safety. The council underpin efforts firstly geared to improving product reliability with the aim of heightening product safety levels.

Moreover, in the sessions, which consist of members capable of discussing matters from the standpoint of on-site operations, we take steps to raise awareness of factory-wide quality control and quality assurance, in addition to engaging in discussions that also enlisted managers from the design realm and other divisions apart from quality control.



Visit the following site for the Product Safety Basic Policy and the Product Safety Action Guidelines; https://www.furukawakk.co.jp/pdf/CSR/e/csr_21.pdf

(The Product Safety Basic Policy and the Product Safety Action Guidelines replaced to Furukawa Company Group's "Quality Assurance Basic" and "Policy Quality Assurance Action Guidelines" as of October 1, 2020);

https://www.furukawakk.co.jp/pdf/CSR/e/csr_22.pdf)