

Product Safety Policy

At Hokkan Holdings Group, we recognize that securing the trust of our customers and providing products and services that satisfy customer needs is an essential management challenge for our business. Accordingly, we have formulated the following policy on product safety, which will form the basis of our efforts to ensure the safety and quality of all our products.

Basic Policy

1. Legal Compliance

We will comply with the product safety laws and regulations of all countries and regions in which we operate. We also establish our own voluntary standards and by complying with these will work to ensure the safety of the products and services we offer.

2. Quality Management

As part of the Group's quality management system, we will work to minimize risk throughout all processes from design to the manufacturing, sale, and disposal of existing and newly developed products, and will take measures to ensure product safety and improve quality.

3. Responding to product accidents

In the event of an accident involving a product produced by a Group company, we will be proactive in collecting information from customers and other parties to confirm the facts and the reason for the accident. We will report the incident promptly to senior management, as well as responding appropriately and providing all necessary information to customers and other parties concerned.

4. Promotion of quality improvement activities

As part of our efforts to increase customer satisfaction, we will strive to achieve ongoing improvement in the quality of our products through regular monitoring and evaluation based on communication with customers.

5. Education and training

We will take thorough measures to educate our officers and employees and ensure compliance with all laws and regulations as well as the Group's internal rules and standards on product safety.
