

Nippon Sanso Holdings Group Product Safety and Quality Policy

We, the Gas Professionals at Nippon Sanso Holdings Group, recognize that social responsibilities are not only to comply with the applicable laws and regulations of each country and region and respect international standards but also to provide a stable supply of various kinds of products and services including industrial gases safely and securely. This stable supply is the source of trust and we fulfil the mission to supply these products and services for the long term in accordance with the concept of product stewardship and by giving full attention to human and environmental aspects.

1. We comply with the laws and regulations relevant to our products and services and ensure that we follow the procedures including obtaining necessary approvals, certifications and licenses and notifying the authorities. We act in good faith with the view in mind that contracts for the products and services are covenants with our customers.
2. We accurately identify the sophisticated and diversifying needs of customers and society, and offer services and products of the best suited quality in response.
3. In order to minimize the impact on human health and safety and global environment, we identify risks and adverse factors caused by the products by conducting risk assessment through the life cycle of products (research, development, design, production, logistics, sales, use, disposal, and recycling) and endeavour to reduce the risks by managing them based on the results. We fully provide our stakeholders (e.g. customers, employees, contractors) with information on usage conditions and environment and other information necessary to handle the products.
4. In the case of any quality issue of products or services, we immediately report to customers and investigate the cause, mitigate its impact, and take appropriate actions to avoid recurrence.
5. We actively implement preventive measures and seek continuous improvement.
6. We establish and operate a quality management system with quality goals being set and continue to improve the system through periodic review.

7. We are truly open to our customers' feedback and make development and improvement for better products and services. We establish a system to collect opinions also from employees and other stakeholders to seek continuous improvement and customer satisfaction.
8. We raise the quality awareness of all employees and promote quality activities through training on quality ethics and standards.

This policy may be revised or abolished by approval of the Board of Directors of the Company.

Established on February 2nd, 2021