

# AS9100 | ISO9001 QMS IATF16949

## Quality Assurance

The UBE Group's diverse businesses in Japan and overseas include chemicals, pharmaceuticals, construction materials, and machinery. Each undertakes quality assurance initiatives in line with its specific business needs to serve the needs of customers and to ensure safe and reliable supplies. Under the supervision of a director in charge, the Quality Management Department internally oversees the quality assurance operations of these businesses, thereby establishing a corporate internal control system.

### ●Chemicals Company

#### Regaining Trust by Steadily Implementing Measures to Prevent Issues from Recurring

We rolled out our unified quality management system (QMS) in fiscal 2016. This had previously been overseen separately at three divisions and four domestic chemical factories. We also formulated and implemented measures to prevent quality check improprieties experienced in fiscal 2018 from recurring. We changed consciences among managers and employees, changed our organizational structure, increased the number of inspectors, and reviewed internal rules. We will steadily implement measures to drive ongoing improvements and thereby regain stakeholder trust. The temporary termination of the overall scope of our ISO 9001 : 2015 certification was rescinded in October 2018, and we regained certification for the Chiba area (Chiba Petrochemical Factory and UBE-MARUZEN POLYETHYLENE Co., Ltd.) in July 2019.

In fiscal 2019, the Chemicals Company integrated the Pharmaceutical Division. To meet quality requirements specific to pharmaceuticals, we will remain committed to our Pharmaceutical Quality Policy through our proprietary pharmaceutical quality system.

We will continue creating unique customer value while constantly improving our capabilities in keeping with a high awareness of quality assurance among all employees.

### ●Construction Materials Company

#### Maintaining Safe and Reliable Product Supplies

This company looks after many of the Group's companies. As well as engaging in cement, resource recycling, and energy businesses, it supplies a range of social infrastructure products in Japan and overseas, including ready-mixed concrete, magnesia and calcia, and construction material products.

This company's Quality Assurance Department handles product quality assurance and safety and pursues manufacturing from customer perspectives to maintain safe and reliable product supplies.

The Company Quality Committee endeavors to prevent improper quality inspection practices from recurring by disseminating corporate quality measures to all divisions and Group companies, overseeing progress. Quality and product safety audits at Company business sites and Group companies confirm that everything is working well. It is through such efforts that we constantly strive to improve quality and product safety systems and build trust with customers and society.

### ●Machinery Company

#### Providing Products and Services That Satisfy Customers and Build Trust

This business develops a diverse lineup of products from a customer-centric perspective. We provide products and services across various fields, both in Japan and overseas, including molding machines, industrial machinery, and bridges. While pursuing technological innovation, we are determined to consistently provide safe and reliable products and services that satisfy customers and build trust. At the same time, we will continue to strengthen our quality management system through efforts to cultivate people who can ensure compliance with business-related laws, regulations, and standards.

#### Quality Policies

Page 9 of the 2019 Integrated Report Supplementary Information (Environment and Safety) presents the quality policies of our in-house companies.

