

Quality

Quality Assurance

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Our Basic Approach and Strategy

At Unicharm, we contribute to creating a better quality of life for everyone by offering only the finest products and services to the market and customers, both at home in Japan and abroad. In keeping with this belief, which is set forth in the Unicharm Ideals, we are committed to continuously improving the quality of our products by always thinking from our customers' point of view. Since many of our products used by customers come into direct contact with their skin, we believe it is important to not only enhance quality and safety but to also use proper labeling, in order to provide correct information that allows them to use our products with peace of mind.

Policy on Animal Testing

From an animal welfare perspective, Unicharm is eliminating animal testing as a means to verify and prove the impact of chemical substances on health and the global environment. We no longer conduct experiments on animals, including outsourced testing, to check the safety of our products, nor do we plan to in the future. This is in exception of cases where Unicharm was held accountable toward society on safety issues or met with demands from local administrations in certain countries and regions. Whenever animal testing is unavoidable, we will minimize its use based on the 3R Principle for animal experiments established by the Central Institute for Experimental Animals (CIEA): the "replacement" of animals with alternative testing methods, the "reduction" of the number of animals used, and the "refinement" of animal experiments to alleviate the pain and distress of animals.

Policy on Management of Chemical Substances

To provide safe products and services that are of the high standards it sets for itself from a customer and environmental perspective, Unicharm is committed to ensuring safety throughout the entire product life cycle, from material procurement to product development, manufacturing, customer use, and disposal.

In addition, we conduct comprehensive product risk assessments, including chemical analyses, as we believe it is our corporate social responsibility to be accountable to customers for the safety of our products. The Unicharm Group uses its Material Safety Guidelines to minimize the impact of chemical substances in our products on the human body and the environment, and applies a policy for managing chemical substances that ultimately eliminates all harmful impacts found in the raw materials we use.

In defining harmful substances, we broadly gather information from a global perspective, such as from the databases of the Globally Harmonized System of Classification and Labelling of Chemicals (GHS) and the European Chemicals Agency (ECHA), and identify approximately 4,000 chemical substances from potentially harmful substances classified as a substance of very high concern (SVHC), as well as toxic pigments, preservatives, modifiers, and surfactants, and create a list of target substances for reduction. While the target reduction substances are being determined, the information we receive from material suppliers on the substances found in their materials is used to conduct product risk assessments to measure the toxicity of chemical substances.

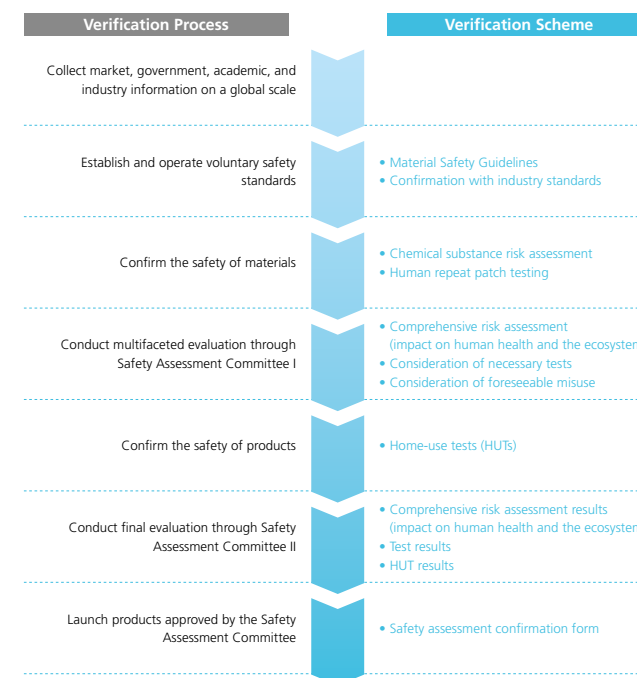
[web](#) List of Example Target Reduction Substances

https://www.unicharm.co.jp/content/dam/sites/www_unicharm_co_jp/pdf/csr-eco/quality/quality_material_list.pdf

[web](#) Example of Toxicity Risk Evaluation (in Japanese only)

https://www.unicharm.co.jp/content/dam/sites/www_unicharm_co_jp/pdf/csr-eco/quality/quality_toxicity_risk.pdf

► Safety Confirmation Workflow



Reference Information Examples

- GHS (Globally Harmonized System of Classification and Labelling of Chemicals)
- ECHA (European Chemicals Agency)
- SVHC (substance of very high concern)
- RoHS Directive (Restriction of Hazardous Substances Directive)
- REACH Regulation (Registration, Evaluation, Authorisation and Restriction of Chemicals Regulation)
- STANDARD 100 by OEKO-TEX®
- EU Directive 2015/1221/EC
- Directive 2009/48/EC (on the safety of toys)
- Stockholm Convention on Persistent Organic Pollutants (POPs)
- Dioxin Regulation Act
- Montreal Protocol

Management Structure

At Unicharm, our quality management system is verified for compliance and effectiveness to ensure the highest levels of quality and, to that end, is audited internally and externally, primarily by the Global Quality Assurance Department under the direction of the chief quality officer (CQO). While taking corrective and preventive measures, the Global Quality Assurance Department, the Pet Care Manufacturing Division's Quality Assurance Department, Unicharm Products Co., Ltd.'s Quality Control Department, and the Customer Communication Center jointly conduct management reviews on a regular basis and report the results to the CQO, which are reflected in our ongoing efforts to enhance quality on a Companywide basis.

ISO 9001 Quality Management System

Certain business sites in Japan and overseas have obtained ISO 9001 certification, the international standard for quality management systems, and operate a quality management system based on this standard.

Relevant business sites in Japan and overseas have acquired ISO 13485 certification, the international standard for quality management systems specific to medical devices.

As of December 31, 2022, 87.5% (84.6% in Japan, 89.5% overseas) of Unicharm's business sites were ISO 9001-certified while 100% of its relevant business sites were ISO 13485-certified.

P.064 The Unicharm Group's ISO Certifications

Initiatives and Results

Safety Initiatives

To ensure that our products that come into direct contact with the skin can be used by our customers with peace of mind, Unicharm conducts quality gate checks at each stage of the product life cycle, from material procurement to product development, manufacturing, customer use, and disposal, in accordance with the Unicharm Management System Basic Regulations.

At the product development stage, a gate function is established by the Safety Assessment Committee to assess the risks associated with products based on their various uses and methods of disposal. For products confirmed as safe for customer use, a safety assessment confirmation form is issued. In addition, those products using materials that have been confirmed as safe are then tested for actual use.

Global Safety Initiatives

Safety initiatives are essential in all countries and regions where we operate. For that reason, we have been operating a Groupwide safety confirmation system, led by our local subsidiaries in China, South Korea, Taiwan–Greater China, Thailand, Indonesia, and Vietnam. Meetings attended by the representatives of each country and region, as well as periodic one-on-one meetings, are held to share insights and information on safety initiatives.

In addition, we visit suppliers, testing partners, and government institutions around the world as a means to strengthen communication with them.

Partner Animal (Pet) Food Safety Initiatives

Only those ingredients that have been confirmed as safe in accordance with the standards and specifications for pet food ingredients set by the Ministry of Agriculture, Forestry and Fisheries (MAFF) and a questionnaire on ingredients complying with Company regulations are used in our partner animal (pet) food. The standards and specifications established by the MAFF are used to verify the progress of the measures undertaken against foreign substances, pesticide residues, and microbial contamination during the raw materials production stage. We also visit the manufacturers of these raw materials on a periodic basis to confirm the status of quality control.

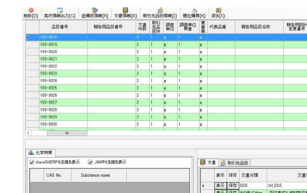
Moreover, to ensure that they comply with the standards and thresholds stipulated in the MAFF's Pet Food Safety Act, our products are regularly inspected for safety by an external agency and assessed by means of analytical and feeding tests based on the standards for general nutrition food set by the Pet Food Fair Trade Association.

Furthermore, we develop formulation and production methods that are tailored to specific dog and cat breeds and characteristics and the intended use of food; conduct shelf-life tests to ensure that quality is preserved up to best-before dates; and take measures to maintain the deliciousness of dog and cat food, such as through the use of oxygen absorbers and barrier films and aluminum metalized films.

Product packaging labels, meanwhile, are checked from the vantage point of our customers by multiple departments to ensure that they meet the relevant laws and regulations, including the Pet Food Safety Act, the Pet Food Fair Competition Code, the Act Against Unjustifiable Premiums and Misleading Representations, and the Containers and Packaging Recycling Law, as well as scientific evidence.

Operation of Chemical Substance Management System

In 2017, Unicharm introduced a system that keeps track of information on the chemical substances contained in its products, enabling the Company to strengthen its relationships with material suppliers and manage chemical substances more efficiently. As of December 31, 2022, this chemical substance management system is operated in six countries and regions, including Japan. We will continue to gradually expand our network for this system and develop a framework that enables the local representatives who are in charge of the increasing volume of imports and exports to comply with the regulations of the countries and regions in which our products are sold and swiftly conduct inspections on chemical substances in our products, thereby providing customers with even greater levels of safety and peace of mind.



品名	CAS No.	化学物質名	用途	評価	備考
100-0000	100-0000	水	洗浄剤	安全	
100-0001	100-0001	酸素	酸化剤	危険	
100-0002	100-0002	塩素	漂白剤	危険	
100-0003	100-0003	硫酸	洗浄剤	危険	
100-0004	100-0004	硝酸	酸化剤	危険	
100-0005	100-0005	リン酸	洗浄剤	危険	
100-0006	100-0006	炭酸	洗浄剤	安全	
100-0007	100-0007	酢酸	洗浄剤	危険	
100-0008	100-0008	塩化水素	洗浄剤	危険	
100-0009	100-0009	アンモニア	洗浄剤	危険	
100-0010	100-0010	過酸化水素	漂白剤	危険	

Chemical substance management system

Providing Chemical Substance Information

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Based on our chemical substance management policies and standards, it has been confirmed that there are no safety issues concerning the chemical substances in our products. In addition, these chemical substances are disclosed on product packaging in accordance with laws and industry standards, enabling customers to confirm such information firsthand and use our products with peace of mind.



Example of product information on packaging

Raising Consumer Awareness of Chemical Substances in Raw Materials

For the third consecutive year, *Sofy Unbleached Sanitary Pads*, a brand of sanitary pads sold by a local subsidiary in South Korea, won the Grand Prize in the Women's Hygiene category at the 2022 Consumers' Choice Awards, sponsored by the South Korean Ministry of Trade, Industry and Energy. *Sofy Unbleached Sanitary Pads* use cotton that is not chemically bleached in the layer that wraps around the absorbent material, and have continued to be well received as a sanitary pad that provides users with even greater peace of mind since their release in 2020. In addition, our lineup of unbleached products has expanded to include period underwear and panty liners, in consideration of the concerns of our customers over chemical substances.

P.025 Provision of Safe, Reliable Products



2022 Consumers' Choice Awards ceremony

Quality Management Initiatives in Manufacturing

Unicharm provides information it receives from customers on product defects to its production sites and promotes quality management initiatives through the Unicharm Total Management Strategic System (UTMSS). Using this system, phenomena at production sites are viewed in terms of the three “gen” principles—*genba* (actual place), *genbutsu* (actual item or product), and *genjiten* (actual time)—and actions are taken to eliminate the true causes of product defects.

By standardizing, maintaining, and monitoring manufacturing conditions, we aim to improve the consistency of our product quality by minimizing the variations stemming from individually performed tasks.

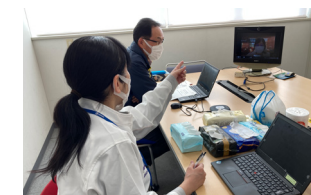
At least once a month, a presentation ceremony involving all the Group's factories is held, and the team that achieved the highest results through the UTMSS is recognized as the most outstanding team at the annual Global Production Award. Through these initiatives, we continue to take measures toward improvements, instill best practices throughout the Group, and share frameworks with our factories overseas.

In addition to the UTMSS improvement measures, Unicharm's production sites in Japan are forging ahead with digital transformation to realize a workplace that is free of product defects. For instance, cameras, electronic measurement devices, and other digital technologies are now being used in product inspections that were formerly conducted manually, which has led to improvements in the frequency and accuracy of inspections. By strengthening our production management system in this way, we continue to improve the consistency of our product quality and the efficiency of our production activities, thereby reducing product defects and maximizing customer satisfaction.

Measures to Ensure Appropriate Product Labeling

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In its marketing communications (product packaging, website announcements, and advertising materials), Unicharm has created its own voluntary standards based on the Pharmaceutical & Medical Devices Act, the Premiums and Representations Act, the Containers and Packaging Recycling Law, and the industry standards set by the Japan Hygiene Products Industry Association, in order to provide correct information to its customers. In addition to confirming compliance with these standards, we are working on a Groupwide basis to realize the most optimal and accurate labeling possible, by verifying whether the information we provide will lead to misunderstanding or misuse on the part of customers. Our voluntary standards in response to changes in our internal and external business environment, including the diversification of advertising media and changes in consumer awareness due to market changes, are then shared with the relevant departments through training and other means. Additionally, at the product design stage and the packaging design stage, communication assurance meetings serve as a gate check on labeling. At the product design stage, we verify that the information on product labels is based on scientific evidence, while at the packaging design stage, we confirm whether the labeling is appropriate from the viewpoint of our customers through the participation of members from our Customer Communication Center.



Communication assurance meeting