

CSR Activity Report (CSR Guideline Activity Reports)

## Product Quality and Safety

**Provide safe, highly reliable products by striving to enhance management systems for product quality assurance and safety, and disclose appropriate information.**



### Basic Approach

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To live up to its “quality first” and “customer first” commitments, Toray Group has established policies on quality assurance and product safety, respectively, and an organizational framework to pursue both in an integrated manner.

Additionally, Toray Group supplies product safety information in accordance with the characteristics of the product or service. The Group is fundamentally committed to respecting the Eight Basic Consumer Rights and strives to secure the quality and safety of its products throughout its business activities.

The Medium-Term Management Program, Project AP-G 2025, directs Toray Group to achieve sound, sustainable growth along with innovation and resilience management, and this hinges on securing product safety and quality. Accordingly, the Group continued to address individual areas for improvement and execute product safety measures in fiscal 2023.

## Related Policies

### **Toray Group Quality Policy** Revised June 2007

We give top priority to the product quality offered to our customers as well as to safety and to the environment in our corporate activities. We work on quality assurance with the stance of "Customer First."

1. We make our best efforts to meet our customers' expectations with products and services of high satisfaction.
2. We commit ourselves to abide by the "Quality First" principle, and to improve the quality and reliability of our products, in all our divisions, including sales, manufacturing and research and development.
3. We meet quality requirements at the stage of design and development, and ensure and enhance these in the manufacturing process.
4. We continuously strive to organize, maintain and improve our quality management system.

### **Product Safety Management Basic Policy** Established January 1992

1. We shall place priority on the various measures required to ensure product safety.
2. We shall conduct adequate safety evaluations prior to marketing a new product.
3. For products already on the market, we shall take note of feedback from customers and the general public and always remain attentive to safety.

### **Related Information**

See the following page for information on chemical management.

> [Chemical Management](#)

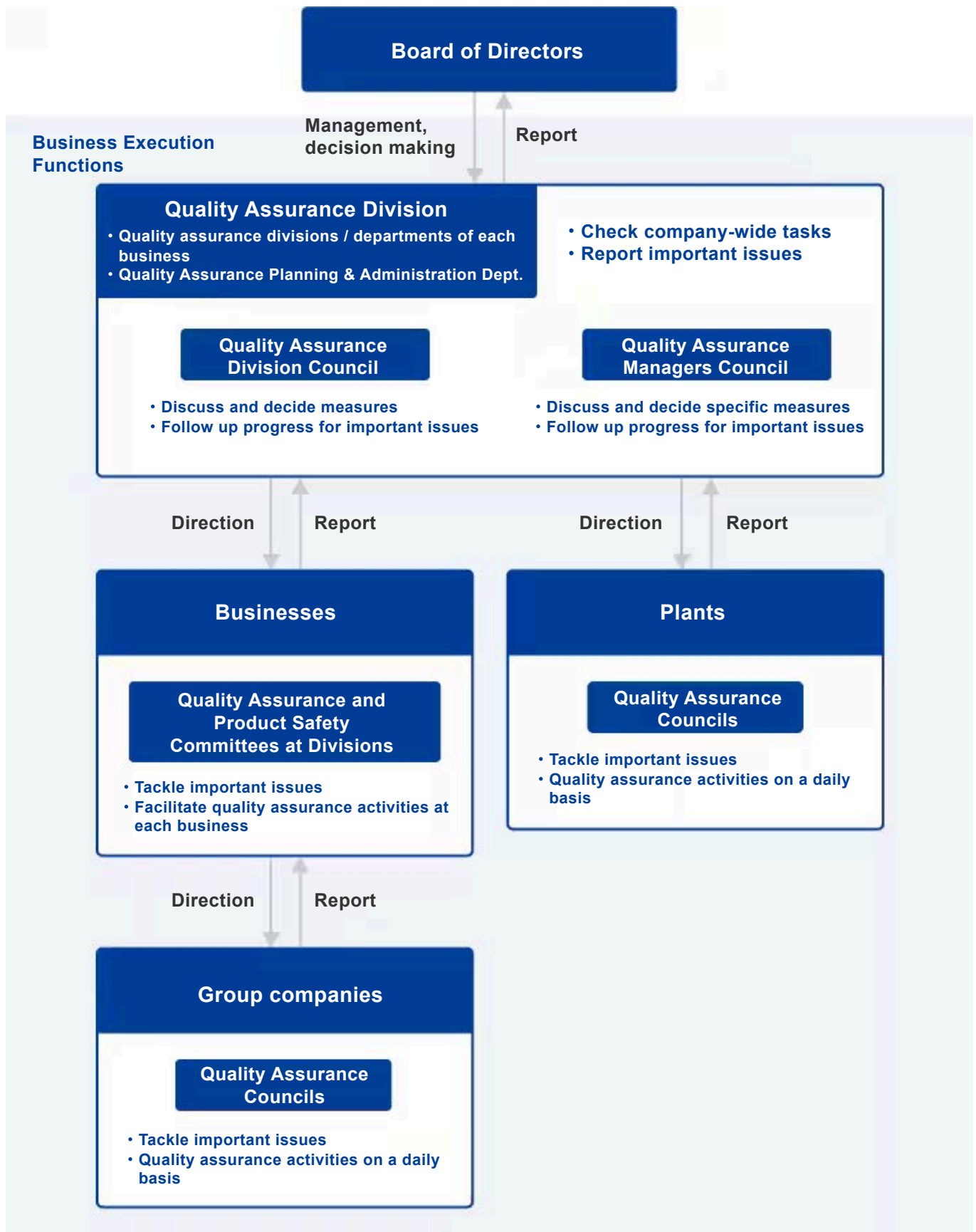
## Structure

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### **Framework for Quality Assurance**

The quality assurance framework of Toray Industries, Inc. is shown in the diagram below. The Quality Assurance Division submits reports on its activities to the Board of Directors, and based on the board's instructions, the Quality Assurance Planning & Administration Department devises appropriate measures. These are then communicated and promoted by the Quality Assurance Division Council, which meets monthly, and the Quality Assurance Managers Council, which meets twice a year. Quality assurance and product safety committees at divisions further examine the company-wide issues that have been identified by the Quality Assurance Division Council and Quality Assurance Managers Council, breaking them down into action items that are designated every year for implementation. Quality assurance, production, technology, and sales departments cooperate to tackle quality assurance issues and raise the level of activities.

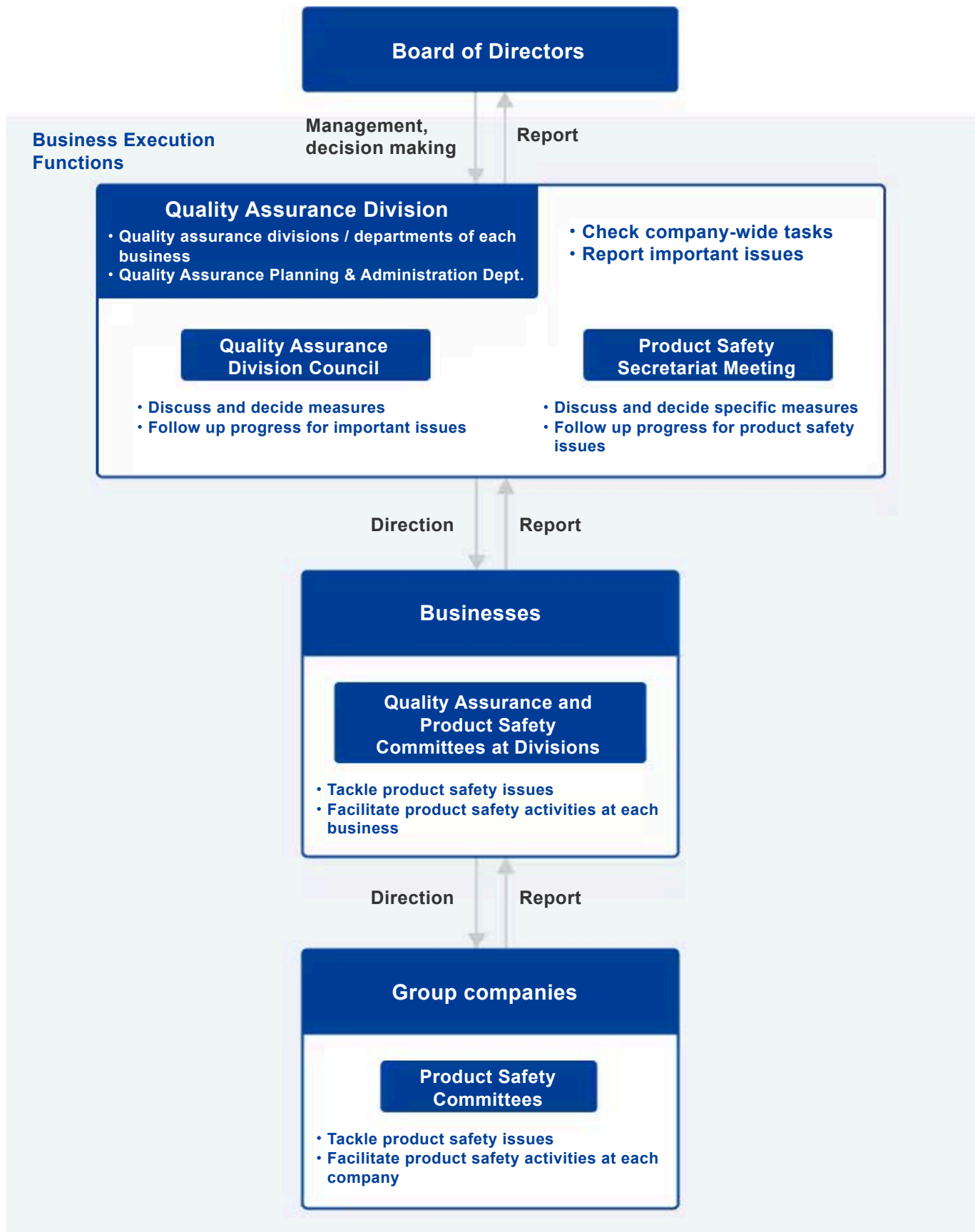
# Framework for Quality Assurance



## **Framework for Product Safety**

Toray Industries' product safety framework is shown in the diagram below. The Quality Assurance Division submits reports on its activities to the Board of Directors, and based on the board's instructions, the Quality Assurance Planning & Administration Department devises appropriate measures. The Product Safety Secretariat Meeting then communicates and promotes the annual measures. Quality assurance and product safety committees at the divisions further examine the group-wide tasks that have been identified by the Product Safety Secretariat Meeting, breaking them down into action items that are designated every year for implementation. The action items are executed in cooperation with quality assurance, production, technology, and sales organizations at the departmental and divisional levels, to ensure thorough management of product safety and continue raising the level of management. Toray Group has been centrally tracking statistics on product accidents and the execution of product safety reviews since fiscal 2011.

## Framework for Product Safety



### Self-Inspections to Ensure Quality Assurance and Product Safety

Since fiscal 2016, Toray Group companies have been implementing self-inspections across a wide range of control categories using the C-MOS internal control monitoring online system, along with self-inspections for quality assurance and product safety. Any issues that are identified through the self-inspections are corrected to ensure

that improvements are made. The self-inspections are conducted on a three-year cycle to ensure that the basic frameworks for quality assurance and product safety are in place. For the first three-year cycle, Toray Industries was inspected in fiscal 2016, followed by group companies in Japan in fiscal 2017, and group companies outside Japan in fiscal 2018.

For the second three-year cycle implemented in fiscal 2019, Toray Group assigned inspection items to verify the effectiveness of improvements, and self-inspections were conducted. For the third three-year cycle implemented in fiscal 2022, confirmation items for UL and other certifications were assigned, and in fiscal 2023, self-inspections were conducted by group companies in Japan.

## CSR Roadmap 2025 Targets

### CSR Roadmap goals

1. Enhance the group-wide frameworks for quality control, quality assurance, and product safety management
2. Achieve zero product accidents

### Main Initiatives and Key Performance Indicators

	KPI
(1) Ensure that quality assurance compliance education is being fully implemented	4-①
(2) Enhance the auditing function to ensure improvement and continuity of Toray Group's overall quality assurance framework, and conduct auditing to check its effectiveness	4-②
(3) Expand the use of the quality-related data management system with fraud prevention features across the entire Group	-
(4) Promote the construction of systems in each business to facilitate deliberation, approval, and management related to quality assurance activities	-
(5) Aim for zero product accidents	4-③

Key Performance Indicator (KPI)	Target			Fiscal 2023 Result
	Fiscal 2023	Fiscal 2024	Fiscal 2025	
4-① Quality assurance compliance education (% of people trained)	100%	100%	100%	100%
4-② Quality and product safety audit implementation rate (%)	100%	100%	100%	100%
4-③ Number of product accidents	0	0	0	1 <sup>1</sup>

Reporting Scope: Toray Group

<sup>1</sup> An incident occurred involving air filter media sold by Toray. During processing of the material at a customer facility, a white powder was noticed and multiple line operators experienced skin irritation. However, their symptoms were mild and completely alleviated with over-the-counter ointments. While an investigation by experts did not establish a clear causal relationship between the white powder and the symptoms, Toray treated it as a product safety incident. Accordingly, the group company that manufactures the air filter media was given instructions intended to reduce any occurrence of the white powder during the customer's process. After implementation of these measures, no further symptoms occurred.

### Related Materiality for CSR

- Enhancing Product Quality and Safety

\* Click [here](#) for the Materiality View of CSR Roadmap 2025 (PDF:392.4KB). [PDF](#)

## Looking to the Future

In fiscal 2024 and beyond, Toray Group will address individual issues related to improving quality assurance and product safety, while continuing to enhance its group-wide management systems for both quality assurance and product safety.

Click [here](#) for the main initiatives and KPIs for CSR Guideline No. 4 "Product Quality and Safety" during the CSR Roadmap 2025 period (fiscal 2023–2025). [PDF](#)

## CSR Activity Report (CSR Guideline Activity Reports) - Product Quality and Safety Initiatives for Quality Assurance and Product Safety

### Reinforcing Compliance in Product Quality Assurance

CSR Roadmap 2025  
Main Initiatives (1)(2)(3)(4)

Toray Group is pursuing five major tasks to reinforce quality assurance compliance throughout the Group.

#### 1. Implementation of quality assurance systems based on group-wide guideline

Toray Industries and its worldwide business sites and group companies have established quality assurance systems in line with the groupwide Guidelines for Target Conditions for Quality Assurance System, which define the roles each department should play in strengthening their quality assurance systems. The Company is working to maintain and enhance the Group's quality assurance capabilities to reliably meet customer requirements.

#### 2. Enhancing the quality assurance capabilities of the entire Group by strengthening audit functions

To enhance the overall quality assurance capabilities of the Toray Group, audits of worldwide business sites and group companies are regularly conducted by the Quality Assurance Departments responsible for each business division of Toray Industries. Additionally, the deputy general manager of the Quality Assurance Division and the Quality Assurance Planning & Administration Department audit each of the Quality Assurance Departments, and mutual audits between these departments are also carried out.

#### 3. Development of human resources and creation of workplace culture not allowing any misconduct

To coincide with the annual Quality Month<sup>1</sup> in November, since fiscal 2020 the Group has designated the same period as Quality Assurance Compliance Month and has been conducting quality assurance compliance education during this time of year. Toray Industries provides training materials to its business sites and group companies around the world, while individual departments and companies are responsible for providing education for their employees. (A total of 22,503 employees received training in fiscal 2023.)

#### 4. Review and adjustment of actual contracts with customers regarding quality (assurance)

In accordance with Guidelines for Contracts/Agreements with Customers on Product Quality and Product Quality Assurance set forth at the time contracts are agreed, Toray Industries is promoting ongoing efforts to thoroughly inspect and review agreements at its business sites and group companies around the world and is working to optimize the provisions in these contracts.

#### 5. Improvement of quality data management system to not allow any misconduct

Toray Industries and its group companies around the world are developing data management systems that minimize human involvement, such as by automating measurement, transfer of measurement data, and issuance of inspection reports.

<sup>1</sup> This campaign began in Japan in 1960 with the aim of raising quality awareness at production facilities nationwide and designates every November as Quality Month. It is organized by the Quality Month Committee, the Union of Japanese Scientists and Engineers, the Japanese Standards Association, and the Japan Chamber of Commerce.



## Education and Training for Quality Assurance and for Product Safety

CSR Roadmap 2025  
Main Initiatives (1)

### Quality assurance compliance education (% of people trained)

■Reporting scope  
Toray Group

■Target in fiscal 2023  
100%

Result in fiscal 2023

**100%**

In addition to quality assurance compliance training conducted during Quality Assurance Compliance Month (November), which targets all employees involved in handling quality data and certification-related tasks, Toray Industries promotes quality assurance and product safety training for newly appointed department and section managers at the Company and its group companies in Japan. It also provides education on quality assurance and product safety activities during company-wide technical training, as well as quality control training for frontline personnel. Toray is working to thoroughly raise awareness of the Group's quality assurance and product safety activities and improve its quality control capabilities. Moreover, since fiscal 2013, all group companies around the world have conducted general training related to product safety, training for specific business operations, and internal rules training.

The implementation rate for quality assurance compliance education conducted during November, Quality Assurance Compliance Month, has been set as a KPI under the CSR Roadmap 2025, and these activities are being actively promoted. In fiscal 2023, the implementation rate was 100%, helping to raise group-wide awareness of quality assurance compliance.

## Implementation of Quality Assurance Audits

CSR Roadmap 2025  
Main Initiatives (2)

### Quality and product safety audit implementation rate (%)

■Reporting scope  
Toray Group

■Target in fiscal 2023  
100%

Result in fiscal 2023

**100%**

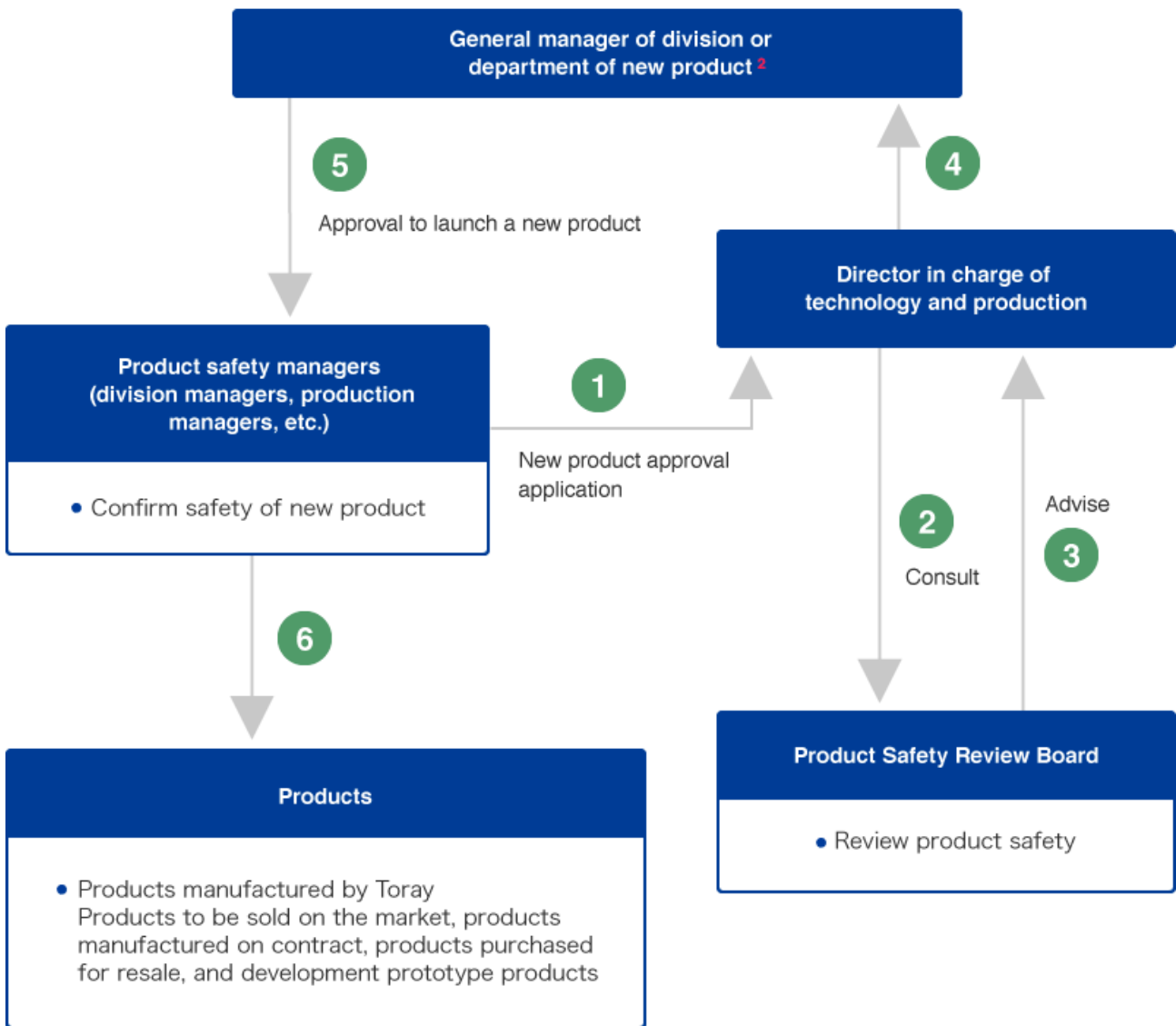
The implementation rate for audits of worldwide business sites and group companies by the Quality Assurance Departments responsible for each business division of Toray Industries has been set as a KPI under the CSR Roadmap 2025, and audits are being promoted accordingly. In fiscal 2023, the audit rate was 100% for worldwide business sites and group companies, thereby helping to enhance the overall quality assurance capabilities of Toray Group.

# Enhancing Product Safety Reviews

Toray Industries and its group companies implement product safety reviews for all products. In addition to addressing product safety, the reviews examine the adequacy of information provided to customers via, for instance, safety data sheets (SDS), labeling, and instructions. Products are also assessed for impact on the global environment. Special precautions are taken for new products that are highly original, as well as for products for which the safety considerations have changed significantly from previous products. For these products, a Product Safety Review Board comprised of neutral assessors with specialized knowledge is assembled to review the safety of the product. Toray Group also ensures that newly established group companies rapidly establish a framework for product safety and implement product safety reviews.

## Implementing product safety reviews for all products

Product Safety Review Flow Chart (Toray Industries, Inc.)



<sup>2</sup> At group companies in and outside Japan, this position is held by the president or a director.

## Number of product accidents

■Reporting scope  
Toray Group

■Target in fiscal 2023  
0

### Result in fiscal 2023

13

3 An incident occurred involving air filter media sold by Toray. During processing of the material at a customer facility, a white powder was noticed and multiple line operators experienced skin irritation. However, their symptoms were mild and completely alleviated with over-the-counter ointments. While an investigation by experts did not establish a clear causal relationship between the white powder and the symptoms, Toray treated it as a product safety incident. Accordingly, the group company that manufactures the air filter media was given instructions intended to reduce any occurrence of the white powder during the customer's process. After implementation of these measures, no further symptoms occurred.

## Providing Product Safety Information

Toray Group provides customers with product safety information specifically tailored to the product or service.

### 1. Customer support lines

In its efforts to create a convenient environment for customers, Toray Industries makes available toll-free numbers for customers to call and inquire about its mainstay consumer products such as home water purifiers and contact lenses.

### 2. Safety data sheets (SDS)

Toray Group designates the duties, management framework, and procedures for SDS on products that are manufactured or sold by the Group, and provides customers with adequate information on the safe handling of Group products. SDS are disclosed online so that they are readily accessible to customers.

### 3. Product labeling and instructions

Toray Group creates labels and instruction manuals (including catalogs) and provides them to customers only after clarifying the duties and management framework for product labels and instruction manuals, the procedures from creation to distribution, and other key processes.

## Respecting the Eight Basic Consumer Rights

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In providing products and services, Toray Group is fundamentally committed to respecting the Eight Basic Consumer Rights and strives to secure safety and quality of its products throughout the Group's business activities.

### **The Eight Basic Consumer Rights advocated by Consumers International**

- The right to satisfaction of basic needs
- The right to safety
- The right to be informed
- The right to choose
- The right to be heard
- The right to redress
- The right to consumer education
- The right to a healthy environment

Click [here](#) for the main initiatives for CSR Guideline 4, "Product Quality and Safety" in CSR Roadmap 2025.

## CSR Activity Report (CSR Guideline Activity Reports) - Product Quality and Safety

### Sites with ISO 9001 Certification

Toray Group has established an appropriate quality management system at each manufacturing site and is working to strengthen its quality assurance system.

#### Sites with ISO 9001 certification (as of May 2024)

CSR Roadmap 2025  
Main Initiatives (2)

<b>Toray Industries, Inc.: All 13 plants</b>
Shiga, Seta, Ehime, Nagoya, Tokai, Aichi, Okazaki, Mishima, Chiba, Tsuchiura, Gifu, Ishikawa, Nasu
<b>Group companies in Japan: 25 companies</b>
<ul style="list-style-type: none"> <li>• Sowa Textile Co., Ltd.</li> <li>• Toray Amtecs Inc.</li> <li>• Toray Opelontex Co., Ltd.</li> <li>• Toray Coatex Co., Ltd.</li> <li>• Toray Textiles, Inc.</li> <li>• Du Pont-Toray Co., Ltd.</li> <li>• Toray Hybrid Cord, Inc.</li> <li>• Toray Monofilament Co., Ltd.</li> <li>• Toray Plastics Precision Co., Ltd.</li> <li>• Toray PEF Products Inc.</li> <li>• Toray Celanese Co., Ltd.</li> <li>• Toray KP Films Inc.</li> <li>• Toray Advanced Film Co., Ltd.</li> <li>• Soda Aromatic Co., Ltd.</li> <li>• Dow Toray Co., Ltd.</li> <li>• DuPont Toray Specialty Materials Kabushiki Kaisha</li> <li>• Toray Fine Chemicals Co., Ltd.</li> <li>• Toray Carbon Magic Co., Ltd.</li> <li>• Suido Kiko Kaisha, Ltd.</li> <li>• Toray Engineering Co., Ltd.</li> <li>• Toray Building Materials Co., Ltd.</li> <li>• Toray Construction Co., Ltd.</li> <li>• Toray Precision Co., Ltd.</li> <li>• Toray Techno Co., Ltd.</li> <li>• Toray Research Center Inc.</li> </ul>

Group companies outside Japan: 48 companies	
America : 5 companies	
United States	<ul style="list-style-type: none"> <li>• Toray Fluorofibers (America), Inc.</li> <li>• Toray Plastics (America), Inc.</li> <li>• Zoltek Companies, Inc.</li> <li>• Toray Membrane USA, Inc.</li> </ul>
Mexico	<ul style="list-style-type: none"> <li>• Toray Advanced Textile Mexico, S.A. de C.V.</li> </ul>
Europe : 12 companies	
United Kingdom	<ul style="list-style-type: none"> <li>• Toray Textiles Europe Ltd.</li> </ul>
Germany	<ul style="list-style-type: none"> <li>• Euro Advanced Carbon Fiber Composites GmbH</li> <li>• Greenerity GmbH</li> </ul>
France	<ul style="list-style-type: none"> <li>• Toray Films Europe S.A.S.</li> <li>• Toray Carbon Fibers Europe S.A.</li> </ul>
Italy	<ul style="list-style-type: none"> <li>• Alcantara S.p.A.</li> <li>• Composite Materials (Italy) s.r.l.</li> <li>• Delta-Tech S.p.A.</li> <li>• Delta-Preg S.p.A.</li> </ul>
Czech Republic	<ul style="list-style-type: none"> <li>• Toray Textiles Central Europe s.r.o.</li> </ul>
Hungary	<ul style="list-style-type: none"> <li>• LG Toray Hungary Battery Separator Kft</li> </ul>
Netherlands	<ul style="list-style-type: none"> <li>• Toray TCAC Holdings B.V.</li> </ul>
MiddleAsia_Africa : 1 company	
Saudi Arabia	<ul style="list-style-type: none"> <li>• Toray Membrane Middle East LLC</li> </ul>
Asia : 30 companies	
East Asia	<ul style="list-style-type: none"> <li>• Toray Fibers (Nantong) Co., Ltd.</li> <li>• Toray Fibers &amp; Textiles Research Laboratories (China) Co., Ltd.</li> <li>• Toray Polytech (Nantong) Co., Ltd.</li> <li>• Toray Sakai Weaving &amp; Dyeing (Nantong) Co., Ltd.</li> <li>• Toray Plastics (Chengdu) Co., Ltd.</li> <li>• Toray Plastics (Suzhou) Co., Ltd.</li> <li>• Toray Plastics Precision (Zhongshan) Ltd.</li> <li>• Toray Plastics (Shenzhen) Ltd.</li> <li>• Toray Film Products (Zhongshan) Ltd.</li> <li>• Yihua Toray Polyester Film Co., Ltd.</li> <li>• Toray BlueStar Membrane Co., Ltd.</li> <li>• Toray Membrane (Foshan) Co.,Ltd.</li> <li>• Toray Advanced Materials Research Laboratories (China) Co., Ltd.</li> <li>• Toray Advanced Film Kaohsiung Co., Ltd.</li> <li>• Toray Advanced Materials Korea Inc.</li> <li>• Toray Battery Separator Film Korea, Limited</li> <li>• STEMCO, Ltd.</li> </ul>
Southeast Asia	<ul style="list-style-type: none"> <li>• P.T. Acryl Textile Mills</li> <li>• P.T. Century Textile Industry Tbk</li> <li>• P.T. Easterntex</li> <li>• P.T. Indonesia Synthetic Textile Mills</li> <li>• P.T. Indonesia Toray Synthetics</li> <li>• P.T. Toray Polytech Jakarta</li> <li>• Toray Textiles (Thailand) Public Company Limited</li> <li>• Thai Toray Synthetics Co., Ltd.</li> <li>• Toray BASF PBT Resin Sdn. Berhad</li> <li>• Toray Plastics (Malaysia) Sdn. Berhad</li> <li>• Penfabric Sdn. Berhad</li> <li>• Penfibre Sdn. Berhad</li> </ul>
South Asia	<ul style="list-style-type: none"> <li>• Toray Industries (India) Private Limited</li> </ul>

Click [here](#) for the main initiatives for CSR Guideline 4, “Product Quality and Safety” in CSR Roadmap 2025.