

Quick response and prevention of product-related accidents

P16 CSR Policy 2

Hitachi Chemical has established a structure for responding to product-related accidents, including claims and defects, in order to prevent recurrence. We strive to minimize any impact on customers.

Specifically, each sales office and division immediately reports any accident to the business site, and prompt action is taken to deal with the product in question and resolve the problem.

We investigate the causal mechanism of product-related accidents in quality control meetings called “Gleanings,” in which we also discuss the effectiveness of measures for containing such mechanisms and preventing shipment of defective products. We also provide guidance for the entire Company to prevent recurrence.

Providing a stable supply of products

P16 CSR Policy 2

Hitachi Chemical has conducted seismic analysis of its factory buildings as part of its risk management and has systematically undertaken seismic reinforcement and reconstruction by prioritizing targets based on the analysis. To control risks that might lead to crises, we endeavor to grasp the needs of our customers and markets to formulate and regularly revise our BCP, so that in the event of a large-scale earthquake or fire, the supply of major products will either not be interrupted or will resume as quickly as possible after any suspension in production.

In addition, in fiscal 2008 we set up a New Influenza Task Force and implemented action plans in line with its basic policies, such as the preparation of hygiene devices to minimize any damage to employees or production operations.

Control and information disclosure of chemical substances

P16 CSR Policy 2, 3

The Hitachi Chemical Group is working on eliminating and reducing hazardous chemical substances, developing alternative technologies and reinforcing its management system as part of the responsibilities of a company handling chemical substances (see p. 46).