

## Product Safety and Quality

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2021 Results

Performance indicators	Targets	FY2021 results
(1) Number of serious accidents* caused by our products * Including cases where a defect in our products jeopardizes the user's life, causes serious bodily harm or inflicts serious damage on the user's property (other than the product itself)	(1) Achieve zero accidents.	(1) Zero accidents
(2) Percentage of newly developed products undergoing product safety and risk assessment	(2) Achieve 100%.	(2) 100% (394 products)

### Initiatives to Improve Our Quality Management System and Product Safety Management Structure

DNP has established groupwide rules regarding matters to be implemented by each business unit and Group company to provide products and services that deliver the level of quality and safety that exceeds the needs and expectations of our corporate customers and consumers. We have also established and been operating under a quality management system and a product safety management structure.

The responsible division within the head office conducts quality system audits to inspect the operations of each business unit and Group company and provides corrections and guidance to achieve continuous improvement. In FY2021, 54 offices underwent a quality system audit.

### Initiatives to Prevent Accidents

Ensuring the safety of products and services requires continuous effort. Based on this idea, DNP checks all product families for safety risks twice a year, in addition to the checks conducted during product development. Based on the results of these checks, we take measures to ensure a higher level of safety, such as design changes and the improvement of manufacturing technologies. Moreover, new measures are documented and included in our product safety standards that are also applied to other products.

In FY2021, we conducted risk assessments of all 394 of our newly developed products and confirmed that no serious accidents had occurred in connection with any of the products.

DNP will always strive to develop and provide products and services with high levels of quality and safety from the customer's perspective.