

— **Quality Management / Occupational Health and Safety** —

Quality First

Ever since the foundation of the Company, putting quality first has been the fundamental principle of Yokogawa. Thorough customer-focused quality management has fueled Yokogawa’s development. Guided by the quality-first principle, the Yokogawa Group autonomously

implements quality management to ensure uniform quality worldwide responding to changing social demands. Offering products and solutions that achieve customer satisfaction, the Yokogawa Group is making a concerted effort to reinforce the image of Yokogawa brand.

Customer Satisfaction and Quality

The Yokogawa Group’s quality management consists of three basic elements: Quality Assurance (QA), Quality Improvement (QI), and Quality mind (Qm). We believe that we can satisfy our customers’ expectations and build long-lasting bonds of trust only when all of these elements are engaged. The Quality First mindset is critically important for maintaining the high quality of Yokogawa products and services. All employees of the Group recognize the importance of having the Quality First mindset and quality is built into every business process in accordance with the rules and approaches shared throughout the Group.



Occupational Health and Safety

Yokogawa shall, in recognition that good Occupational Health and Safety (OHS) management is essential for the group, autonomously strive to promote the health and safety of its personnel, create and maintain a suitable working environment. The Yokogawa Group implements the Occupational Health and Safety Management System (OHSMS) to promote continual improvements of

occupational health and safety activity level and to reduce and eliminate occupational accidents. Through initiatives to reduce and eliminate potential OHS risks based on OHS risk inventory and evaluation and periodic review of these initiatives by internal audit of Group companies, we are working to enhance the Group’s quality of occupational health and safety step by step.

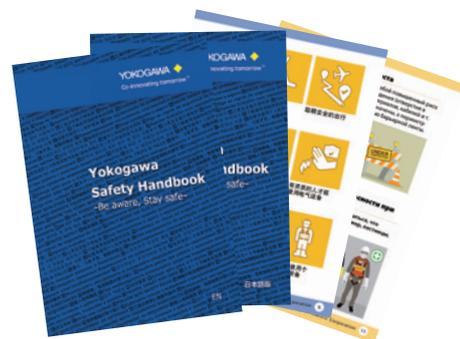
Initiatives for reduction and elimination of occupational accidents

The Yokogawa Group aims to reduce and eliminate occupational accidents by integrating conventional activities, such as health and safety inspections and use of information on near misses, with occupational health and safety risk

control initiatives. The data on occupational accidents in the Group are aggregated and analyzed quarterly and the lessons learned are shared throughout the Group to prevent recurrence of the same or similar accidents.

Yokogawa Safety Handbook

Yokogawa issued the “Yokogawa Safety Handbook” as part of its effort to achieve its medium-term sustainability targets (reduction of occupational accidents). This guidebook, common to the Group, can be used by all employees working in the Group as reference to ensure safety and safe behavior. The guidebook consists of nine basic safety rules and three important practices pertaining to occupational health and safety. The nine basic safety rules focus on reducing risks of occupational accidents. The three important practices can contribute to a safe work environment.



Medium-term Sustainability Targets

Occupational Health and Safety

Contribution through the Group’s foundation				2018 Review
SDG	Value creation theme	KPI	Goal	FY2018 Result
	Elimination of occupational accidents	Total Reportable Incidents (with lost days) Frequency Rate	Reduction	0.28 incidents/1 million hours