

Supplying Food and Products with Ensured Safety and Security



Ensuring Safety and Consumer Confidence

Mitsui is well aware that consumer safety, confidence and security are of major importance in conducting its business.

With such concerns in mind, we have established the Consumer Product Handling Policy and Consumer Product Handling Regulations, and each relevant business unit has also established detailed rules to ensure the appropriate handling of consumer products.

Moreover, in the foods area, Mitsui works to secure food products for supply to Japan, which has the lowest food self-sufficiency rate among the industrialized countries. The Food Business Unit and the Food & Retail Management Business Unit place maximum priority on food safety and security, and, accordingly, have established internal rules and internal committees for food sanitation and developed a food-safety database, which includes overseas production processes.

To manage risks associated with food safety and security, we have been implementing food safety seminars about once a month since October 2002 for Mitsui employees, as well as for our affiliated companies, in order to reinforce compliance with relevant laws and regulations and ensure appropriate labeling. The number of such seminars adds up to 189 as of March 2019.

In the fiscal year ended March 2019, Hazard Analysis and Critical Control Points (HACCP)* became compulsory under the amended Food Sanitation Act. Accordingly, Mitsui has hosted seminars in which 345 employees, including employees from our affiliated companies, have participated. The seminars have covered a variety of themes including “Examining the causes of food product claims using examples of food product recalls,” which gave participants the chance to consider whether it would have been possible to predict in advance that a food product claim would arise, the approach and actions that should have been adopted when the claims did arise, and what the legal responsibilities were, as well as “Learning from real examples of increasingly strict food labeling inspections by the authorities,” which used actual examples of food labeling incidents as teaching materials, as a way of looking at labeling violations under the Food Labeling Act.

Furthermore, Mitsui is a member of the Japan Processed Foods Wholesalers Association (a general incorporated association), and in the field of distribution we contribute to the safe and secure supply of processed food products.

Mitsui puts consumer safety and security first for all items it handles, not just consumer products and food.

Mitsui also gives priority to marketing with the aim of supplying drugs that physicians and pharmacists can choose and supply to consumers with confidence.

* HACCP is a hygiene management method that seeks to control particularly important processes and ensure the safety of products. The goal is for the food product manufacturer itself to identify hazards, such as contamination with food poisoning bacteria or foreign bodies, and to eliminate or reduce these hazards in all processes, from receipt of raw materials to shipment of the product. This method was released by the Codex Alimentarius Commission, which is a joint body of the UN Food and Agriculture Organization (FAO) and the World Health Organization (WHO). HACCP's use has been recommended in numerous countries and regions, and it has come to be widely recognized internationally.

The Consumer Product Handling Policy

Placing More Emphasis on the Consumer and Ensuring Product Safety

Whether engaging in manufacturing, importing, or domestic marketing of consumer products, Mitsui reaches beyond its goal of providing products that offer cost savings or superior performance, and thereby additionally emphasizes a consumer-oriented approach by which the utmost priority is placed on handling safe products that consumers can use with total confidence. This policy is aligned with our management philosophy comprising our Mission, Vision and Values (MVV).

Developing and Operating a Risk Management System

To ensure that the Consumer Product Handling Policy functions in practice, we have developed a sound risk management system and are working to maintain and improve systems used in collecting, disseminating, and disclosing information on accidents involving products, and arranging for product recalls in the event of product-related accidents.

Initiatives in Promoting Responsible Marketing of Pharmaceutical Products

Activity

SDGs: 3.8

Mitsui has invested in TriNetX, Inc., which develops healthcare data services business with a focus on pharmaceutical companies. TriNetX has built a database of electronic records collected from hospitals across its network of 17 countries, particularly the United States. It provides pharmaceutical companies and other companies with services that support clinical trial efficiency and marketing. Mitsui uses TriNetX's platform to provide pharmaceutical companies and medical organizations with various types of data that contribute to better and more appropriate utilization of pharmaceutical products.

