

Supplying Food and Products with Ensured Safety and Security

Policy on Consumer Safety

Policy

Initiatives for Safety and Security

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.

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.

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.

Ensuring the Safety and Security of Foods and Products

Policy

Activity

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

In the foods area, Mitsui works to secure supply of food products to Japan, which has the lowest food self-sufficiency rate among the industrialized countries. The Food Business Unit and the Retail 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 information related to overseas production processes. Furthermore, Mitsui is a member of the Japan Processed Foods Wholesalers Association (a general incorporated association), and by complying with the guidelines and manuals issued by the association, we contribute to the safe and secure supply of processed food products in the distribution process.

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

Regular Food Safety and Security Education for Employees

Activity

Our efforts to manage risks relating to food safety and security include food safety seminars for employees of Mitsui and our affiliated companies. Designed to strengthen compliance with the relevant laws and regulations and ensure accurate labeling, these seminars have been held at the rate of about once per month since October 2002. A total of 198 seminars have been held as of March 2020. In the fiscal year ended March 2020, a total of 618 people, including employees of affiliated companies, attended seminars on a wide variety of themes. These included two sessions focusing on allergies through case studies of compliance failures, and another devoted to learning the basics of food labeling and the correct ways to label genetically modified foods and fresh foods by looking at actual products in retail outlets. These sessions were prompted by an upward trend in food labeling violations, resulting in harmful consequences for a large number of people, and by the full enforcement of the Food Labeling Act from April 1, 2020.

Initiatives by Ventura Foods for Food Safety and Security

Activity

Ventura Foods, LLC, in which Mitsui has invested, not only complies with all relevant laws and regulations, but is also continually enhancing its food safety and quality management systems, in order to ensure consumer safety and satisfaction. In the fiscal year ended March 2020, employees of Ventura Foods completed over 8,460 hours of food safety-related training as part of the company's efforts to prevent food fraud and improve traceability. Ventura Foods also responds to diverse consumer needs by adding new products to its Marie's® Market Reserve™ line of refrigerated dressings, which are sold in small 7.75-ounce bottles for ease of use by one- or two-person households. The new products include vegan, gluten-free, and dairy-free choices.



Marie's® Market Reserve™ refrigerated dressings

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Initiatives in Promoting Responsible Marketing of Pharmaceutical Products

Activity

Mitsui has invested in TriNetX, Inc., which develops healthcare data services business with a focus on life science companies. TriNetX has built a network of electronic medical records collected from healthcare organizations across 24 countries, particularly in the United States. It provides life science companies with services that support clinical trial efficiency and marketing. Mitsui uses TriNetX's platform to provide life science companies and healthcare organizations with various types of data that contribute to better and more appropriate utilization of pharmaceutical products.

**Enhancement of Quality of Life and Social Infrastructure****Business Initiatives Relating to Enhancement of Quality of Life and Social Infrastructure**

Activity

Mitsui & Co. continues to contribute to the enhancement of people's quality of life through its business activities in such areas as electric power, water treatment, water supply and sewerage systems, logistics, railroads, and communications, by developing infrastructure that is essential for the growth and advancement of countries around the world and of local communities.

In the area of electric power, while we have business in gas-fired thermal power plants and gas distribution, we recognize the importance of reducing of GHG emissions as a material issue and we are reinforcing our renewable energy business, such as solar photovoltaic and solar thermal power projects, wind power projects, and biomass-related plant projects, and we are providing various solution services such as storage batteries and energy management services.

There is a growing need for improvements in convenience and safety, against the backdrop of population growth, rising living standards, and changing lifestyles. Mitsui is responding to such demand by developing and operating water supply and sewerage systems and wastewater treatment facilities, and by engaging in urban development projects, such as the development of logistics and industrial facilities, especially seaport and airport projects to respond to changing societal needs.

With regard to the shipping business in the mobility domain, Mitsui is focusing on vessel ownership and operation and the LNG carrier business, so as to adapt to tighter environmental regulations and the growth of and change in maritime cargo traffic. As regards railroads, which form a major artery for land transportation, we export freight cars and related facilities and undertake rail transportation infrastructure projects using Japanese institutional finance. Other business activities in this area include rail leasing, general freight business, and passenger transportation. In the area of infrastructure-building, our business includes digitalized engineering processes, which not only improve the accuracy, productivity, and safety of construction work including operational assistance for general construction machinery, but also allow even relatively inexperienced construction machinery operators to carry out precise construction work.

Mitsui also promotes the utilization of ICT in such areas as high-speed communications, electronic settlements, and other communications and service platform businesses, especially in emerging countries, aiming for the enhancement of quality of life and social infrastructure. At the same time, in our effort to build new social systems, we strive to create new business, including medical and healthcare services, agriculture, and energy management.

Furthermore, in terms of both the application of our business strategy and our contribution to society, besides making efforts to contribute to local communities and revitalize regional economies, we also promote community investments with the aims of encouraging investment and regional development, and creating employment at the regional level.