

# Relationship with Customers

In order to provide products and services that live up to the expectations and trust of our customers, we have established quality assurance and service/support systems, listened to feedback from customers, and promoted efforts for daily improvement.

## Quality Assurance System

Hoshizaki has a clear position of providing peace of mind to customers in its quality policy, and is committed to maintaining and improving its quality levels.

We have obtained the ISO9001 international standard for quality at all of our factories, and have established a system for stringent quality checks based on our quality management system for all processes, from product development through to manufacturing and shipping at factories.

During the product development phase, we engage in repeated testing of various kinds envisaging rigorous use, and only the technologies and parts that pass these tests are adopted and turned into products. On factory production lines, each worker conducts a quality check in each process. The system involves certified inspectors performing detailed checks on each finished product, and only products passing the finished product inspection (final inspection) being shipped to market.

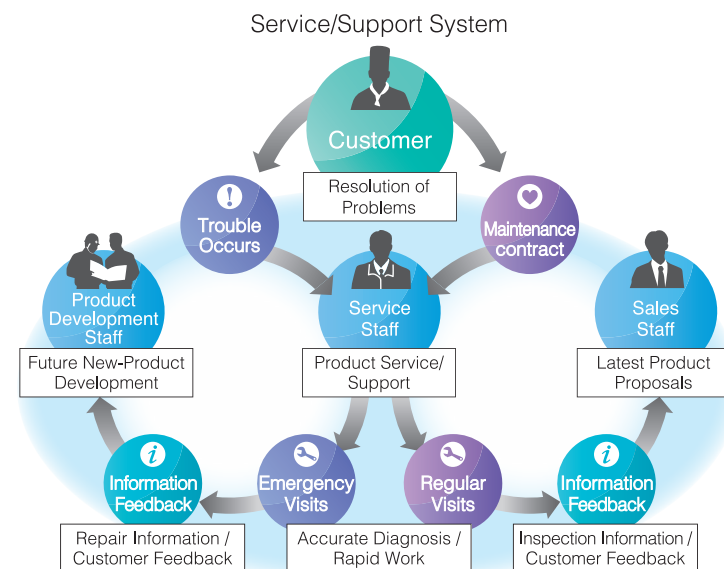


## Service/Support System

The Hoshizaki Group is focused on its service/support system as the most important feature for our customers. Service is provided by 15 distributors and 436 sales offices located throughout Japan (as of the end of December 2019).

This system enables service staff to immediately visit and deal with any trouble that may arise. Many of our customers also enter into maintenance contracts, which enable us to provide meticulous and attentive support through regular visits.

In addition, we endeavor to resolve any problems customers may have by providing any customer feedback received by service staff on visits to sales and product development staff in a timely fashion and reflecting it in the latest product proposals and future new-product development.



## Supporting Customers in Times of Disaster

In the event of a disaster, the Hoshizaki Group marshals its strengths to assist customers in the restoration of their stores. The following are examples of efforts in response to typhoon damage that occurred in September and October 2019.

### ● Recovery Support for Damage Caused by Typhoon No. 15

On September 9, Typhoon No. 15 hit the Kanto region, causing large-scale power and water outages affecting more than 600,000 households, mainly in Chiba Prefecture.

Hoshizaki Kanto, which is in charge of product sales and maintenance services in Chiba Prefecture, first checked that employees and their families were safe, and then worked to check on the situations customers faced with respect to damage and lifelines. In areas where it was difficult to make repair calls due to power outages, we visited our customers' stores to help with their recovery efforts.

In addition, with the support of service staff from other group companies (11 employees from Tokyo

metropolitan group companies such as Hoshizaki Kita-Kanto, Hoshizaki Tokyo, and Hoshizaki Shonan), we established a system to support our customers' recovery, and were able to respond quickly immediately after electric power was restored (one week after the typhoon passed), which was when the most repair calls from customers were received.



Product repair work

### ● Recovery Support for Damage Caused by Typhoon No. 19

Over October 12 and 13, Typhoon No. 19 hit the Tokai, Kanto-Koshinetsu, and Tohoku regions, causing major flood damage due to several overflowing rivers, including tributaries of the Abukuma River and the Agano River.

As was the case with Typhoon No. 15, Hoshizaki Tohoku, which is responsible for Miyagi and Fukushima Prefectures where damage was severe, checked that employees and their families were safe and worked to understand the situations customers faced with respect to damage. A customer response

team was also created together with service staff from other group companies (five support staff members in total from Hoshizaki Tokai, Hoshizaki Hanshin, and Hoshizaki), and they carried out work that mainly involved cleaning the interior and exterior of products that suffered flood damage, and the replacement of electronic control components. Customers commented on how Hoshizaki staff were the quickest to come and how reassuring it was to be helped by so many people.



Damage



Damage Response Meeting



Product Cleaning Work

### ● Donations by The Hoshizaki Charity Club

The Hoshizaki Charity Club\* made donations to eight prefectures affected by the typhoon.

\*An organization consisting of volunteers from domestic Hoshizaki Group company employees and executives. See P13 for details.

Municipalities

Miyagi, Fukushima, Ibaraki, Tochigi, Saitama, Chiba, Kanagawa, Nagano