

# Society: Safety and Quality



For the NRS GROUP, which handles hazardous materials, safety is the foundation of our business and our responsibility to society. We conduct systematic and thorough safety and quality control so that each employee can foresee hazards and prevent accidents.

## Safety Policy

### **Accident-free company**

**Sustaining the legacy of trust through the commitment of our dedicated workforce**

## To Provide Safe and High-Quality Logistics

### Safety Promotion Committee

The Safety Promotion Committee, chaired by the president, formulates safety targets and the NRS GROUP Management Program. The committee convenes biannually and adheres to a PDCA cycle.

#### FY 2024 Safety Target

Zero environmental accidents

Zero serious accidents

### Thorough Management of Chemical Substances

To prevent accidents involving chemical substances, we have established risk assessment management rules and thoroughly implement risk management when handling new or changed chemical substances.

### Safety Convention

The 2024 Safety Convention was held on May 25. Eight parties in total, including the PS Business Division, Kumamoto Branch, and other domestic bases, shared their achievements at the event.

This fiscal year, on-site training was offered for the first time since the onset of the COVID-19 pandemic. The training was successfully conducted with participation from both overseas and domestic bases.

We will continue to work together as One NRS to prioritize accident prevention and achieve our safety goals.



Photo: Participants of the Safety Convention



## President's Safety Patrol

In FY 2024, safety patrols led by the president were conducted in the Keihin, Chiba, Gunma, and Kansai districts. The president and business division managers visited and inspected warehouses, vehicle garages, offices, and other areas at each business base. Through these patrols, they identified hazardous risks and discussed potential issues, which will contribute to improving our business operations. Following the patrols, a safety meeting took place to facilitate the exchange of opinions, which contributed to the continuous enhancement of safety activities.



## Serious Accident Prevention Awareness Month

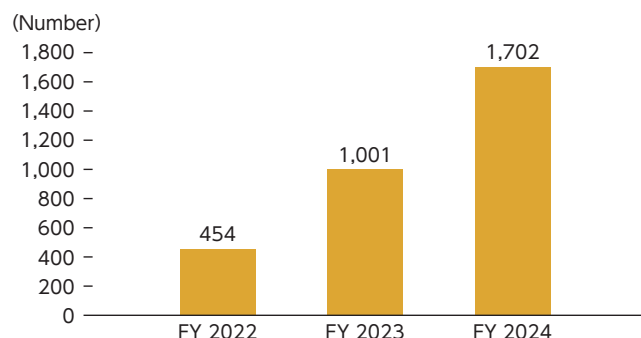
In order to keep the lessons learned from the past from fading away, we designate some months each year during which a serious accident has occurred as Safety Months to raise awareness through posters and online training to relearn about the circumstances,

January	Prevention of falling accidents
February	Prevention of oxygen deficiency accidents
May	Prevention of rollover accidents
July	Prevention of accidents involving pressure/liquid exposure, and loading/unloading equipment
August	Prevention of accidental mistakes in shipment and delivery

causes, and countermeasures of the accident. All employees check the implementation status of the countermeasures and identify similar operations to ensure that similar accidents would not recur.

## Utilization of the HHK Card (Hiyari, Hatto, and Kigakari Card, meaning near-miss, close-call, and concern card)

By utilizing the HHK Card, we document near-miss incidents, close calls, and concerns. Subsequently, we share the insights obtained from these recorded incidents horizontally within the company, aiming to prevent future accidents. Starting in FY 2024, we have set NRS's own KPI for safety and quality activities to further promote safety and quality assurance activities at each business site. Through these measures, we aim to enhance safety and quality awareness among our employees.



Number of HHK Cards submitted

FY 2022: 454

FY 2023: 1,001

FY 2024: 1,702

## Implementation Status of Scenario-Based Drills

Once a year, we conduct disaster drills at our warehouses, tank yards, and container depots across Japan to ensure preparedness for emergencies.

We conduct evacuation drills, water discharge drills, leak response drills, and more. Our employees actively participate in these drills and take them seriously to ensure they can respond quickly and effectively in emergencies.



## External Awards Received for Safety and Health Promotion Aspects October 2023 to September 2024

Month and year	Award name	Award given by	Award given to:
December 2023	Award for Excellent Business Entities Working on Modal Shift	Japan Association of Logistics and Transport	NRS CORPORATION
February 2024	Zero accidents Award	Niigata Prefectural Company N Hazardous Materials	Kitakyushu Office
July 2024	Excellent Health Promotion Office (Silver Award)	Health Insurance Association for Petroleum Product Retailers	NRS CORPORATION

### Others

We received an Ecovadis Badge



## Aiming to Provide Services that Satisfy Customers

Quality Policy:

**"Contributing to society by providing logistics quality and plans that satisfy customers"**

### Initiatives to Reduce Mis-Shipping

The committee, chaired by the president, sets quality and environmental targets and develops the NRS GROUP's quality and environmental action plans.

The committee meets annually and follows a PDCA cycle to ensure continuous improvement.

#### FY2024 Quality Target

Target	Actual performance
QM-KPI below 127 points	Accomplished (115 points)

QM-KPI : NRS's original

### Enforcement of Safety Rules and Educational Guidance

We provide study sessions annually for employees interested in enhancing or acquiring the technical knowledge necessary for handling hazardous materials logistics. The study session covers legal frameworks concerning hazardous materials, the IMDG CODE (regulations governing the transport of hazardous materials as designated by the United Nations agency), and the AEO system. It also offers technical training to individual departments, ensuring our capacity to deliver logistics services that are both safe and of high quality.

### Encouragement to Acquire the Qualification as a Hazardous Materials Engineer

NRS also encourages employees in indirect departments to acquire the qualification and licenses.

Percentage of employees who acquired the hazardous materials engineer Class B-4 (including Class A)  
(As of the end of September 2024)

