Responsibility for Safe and High-Quality Products

Management approach for priority issues

Why are priority issues important? (reason for importance)

“Create best products for customers.” Having cherished these words of the founder Rihachi Mizuno, we believe that it is important to manufacture and sell safe and superior products. Defects in product safety and quality may damage the trust of customers. We will endeavor to offer better products by providing information that helps customers to use our products properly and safely and by continuing efforts to use the feedback of our customers to improve our products.

Management policy

Mizuno Quality Policy

We have established the Mizuno Quality Policy based on our corporate philosophy. All employees comply with the Mizuno Quality Policy and strive to provide safe and superior products and services.

Mizuno Quality Policy

In order to gain the trust and satisfaction of customers, Mizuno Co., Ltd. and its group companies are committed to providing superior products and services, offering accurate information and humbly listening to customers' comments and continuously promoting the following initiatives.

1. We provide attractive, high-quality products and services that satisfy customers.
2. We will strive to provide, maintain and improve products of safe and appropriate quality.
3. We will provide accurate quality information in accordance with internal and external rules.
4. We will humbly listen to customers' comments and reflect them in improving the quality of our products and services.
5. We will comply with relevant laws, regulations, and internal regulations, and respect social demands.
6. We will review the quality assurance system regularly to ensure continuous improvement.
Important policies and initiatives relating to quality are discussed and decided at the quality assurance meeting, which is chaired by the officer in charge of quality assurance.

The quality assurance meeting is held regularly every six months. The three product divisions that are responsible for production and manufacturing—the Global Footwear Product Division, the Global Apparel Product Division and the Global Equipment Product Division—and Mizuno Technics Corporation and Senoh Group, which are members of the Mizuno Group, hold quality control meetings on a regular basis in an effort to verify the quality control situation, discuss measures for preventing defects, and ensure that these measures are thoroughly implemented. To ensure good quality, the Quality Assurance Office organizes quality workshops so that all Mizuno employees can have numerous opportunities to take part in workshops.

**Sustainable Materials Procurement Policy**

Our value creation story consists of three frameworks: “The strengths of Mizuno,” “Mizuno’s business field,” and “Social value provided by Mizuno.” For “Social value provided by Mizuno,” we have been striving to fulfill our CSR in order to respond to the expectations of our stakeholders. We will take on the challenge to contribute to sustainability and the SDGs through new business development that exceeds their expectations.

To this end, we have set the Sustainable Materials Procurement Policy as a concrete policy to address our materiality “Responsible procurement with due consideration for human rights” and “Responsibility for the global environment through product lifecycle” identified together with “Responsibility for safe and high-quality products” and “Responsible business practices.” We will formulate the guidelines for each material in the company and use them for our product manufacturing. Reviewing these guidelines if necessary, we will contribute to our manufacturing that helps to increase the social value provided by Mizuno.

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**Sustainable Materials Procurement Policy**

We promote the use of sustainable materials, considering what impact materials used by us have on society and the environment.

**Sustainable materials we use**

- We will thoroughly control hazardous chemical substances that remain in products based on the Mizuno RSL (Restricted Substances List) to ensure that no hazardous substances remain in products.
- For synthetic fibers in general, we will increase the ratio of recycled synthetic fibers and adopt processing methods that can reduce the amount of water used in the dyeing process.
- For animal-derived materials, we do not use fur (real fur), and for natural leather, we use only rawhide that is a by-product of livestock and rawhide of exterminated noxious animals. We also do not use leather from endangered species or reptile leather. For feather filling for clothing and other items, we are working to use down and feather sourced from animals raised in an animal-friendly manner (e.g. We use materials procured from suppliers that are certified by RDS [Responsible Down Standard]).
- Our maple and white ash lumbers for bats are procured from North American producers who care about forest conservation.
- We do not use so-called conflict minerals for metallic materials.
- For tags used for clothing and other items, we use recycled paper or environmentally friendly materials.
- All major shoe boxes are made from 100% recycled paper, and the printed portion of the logo is made with environmentally friendly water-based ink.

Management system

We have established the following four rules to ensure product quality in each process, from planning to sales.

- **Quality Assurance Regulations**
  As overall quality management of Mizuno Corporation and its group companies, we have set compliance rules for ensuring product quality and safety, including the establishment of a quality policy and a quality system and the implementation of educational training on product quality.

- **Design Development Regulations**
  With the aim of clarifying the work performed by the division in charge of design and development and carrying it out smoothly, we have established procedures for developing materials and parts, designing the structure and specifications of products, evaluating these materials and products, and checking their quality before shift to full-scale production.

- **Manufacture Control Regulations**
  The Manufacture Control Regulations have been established to ensure product quality by clarifying work procedures and control methods for maintaining product quality in the manufacturing process. These regulations apply to the manufacturing processes of all products handled by us and persons in charge of these processes. They also apply correspondingly to the manufacturing processes of suppliers, in principle. They clearly state that the responsibility for controlling the in-house manufacturing process lies with the head of the product division in charge of producing and manufacturing the relevant products and that the responsibility for managing suppliers lies with the head of the division in charge of purchasing the relevant products.

- **Customer Service Regulations**
  We have clarified the procedures for selling to customers and responding to customer requests after sales and have established a system for determining the cause of requests and preventing their recurrence. We deal with customer requests promptly and reliably to gain customer satisfaction and trust, and work to increase and improve customer satisfaction.

Based on these regulations, each product division strives to ensure higher quality by establishing and enforcing its own rules and procedures for its products to respond to customer requests in more detail. We also conduct a regular maintenance of documents related to product quality and revise or withdraw them, or establish new documents as needed.
Flow of quality control and assurance from planning to sales

<table>
<thead>
<tr>
<th>Planning</th>
<th>Design &amp; Development</th>
<th>Procurement</th>
<th>Manufacturing</th>
<th>Sales · Customer service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trial and verification of proposals for planning</td>
<td>Practical use test, evaluation of prototypes, and design review</td>
<td>Material inspection</td>
<td>QC patrol and product inspection</td>
<td>Providing information by advertising and labelling/ Customer support at Mizuno Customer Service Center</td>
</tr>
</tbody>
</table>

Quality control system chart
## Performance highlights

### Implementation status of training on product quality [*d]*

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Occurrences</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019</td>
<td>A total of 129 times / 3,389 participants</td>
<td></td>
</tr>
<tr>
<td>FY 2020</td>
<td>A total of 30 times / 1,116 participants</td>
<td></td>
</tr>
</tbody>
</table>

### Number of occurrences of serious defective products and accidents that require a company announcement through a newspaper or other means

After FY 2005: 0
Materiality

Ensuring of the safety and quality of products

System for product safety and quality control

We conduct various reviews and inspections to ensure product safety and quality control. Through reviews, we check various items related to product quality, including product design, materials to be used, safety during use, and labeling. In design reviews before the start of manufacturing of new products, we check their structure and materials as well as technical aspects based on the checklist. After products are manufactured, we conduct a pre-shipment inspection before they are shipped from a factory to make a final check for defects in individual products.

We ensure the quality of all products according to the product standards and the material quality standards created for each item. These product and material quality standards are based on laws, standards, and other rules of each country as well as the know-how that we have cultivated through manufacturing over many years and the feedback of our customers.

Since many of our products are manufactured in external subcontracted factories with which we have signed an OEM contract, it is important to ensure product quality in these factories as well. For subcontracted factories with which we enter into a new contract, the person in charge in each product division diagnoses their ability to guarantee product quality to ensure that products manufactured there will meet the quality specified by us. We sign an OEM contract only with factories that satisfy our criteria. As a QC patrol activity, we also regularly visit factories that have already signed a contract and have been involved in producing our major items to check the quality control status and provide guidance. In FY 2020, we conducted a patrol and audit of overseas manufacturing factories using a web conferencing system. In addition, at regular QC meetings, we check the quality status of our products in the market and discuss and thoroughly implement measures to prevent the recurrence of defective products.

In the event of a serious defect, we report it to the relevant administrative bodies, including the Ministry of Economy, Trade and Industry and the Consumer Affairs Agency, and, if necessary, we widely announce it to the public and voluntarily recall the relevant products to prevent the circulation of defective products. No serious defects that require company announcement through a newspaper or other means have occurred since FY 2005.

In FY 2021, we will continue to work to provide safe and high-quality products through the improvement of our quality assurance system from a global perspective and the development of human resources.
### Example of Design Review Before Starting to Manufacture New Products (Shoes Division)

<table>
<thead>
<tr>
<th>Description</th>
<th>Check items</th>
</tr>
</thead>
</table>
| **Safety Review** | Technological review of new structures, new materials and new technologies | • Quality (formability, productivity, etc.)  
• Functionality, safety  
• Schedule  
• Patents  
• Check of whether or not outside verification data are required |
| **Pre-Design Review** | Determination of whether or not to adopt a new structure, new materials and new technologies | • Check of the items on the checklist  
• Determination of whether or not to adopt a new structure, new materials and new technologies |
| **Design Review 1** | Check of the items on the checklist. Judging of the need for a second design review. Judging of the necessity of actual wearing test, etc. | • Check of functionality labeling (Act against Unjustifiable Premiums and Misleading Representations,) |
| **Design Review 2** | Study and determination of specifications with a view to placing an order for samples | • Check of the items on the checklist  
• Check of the points about which remarks were made in the previous review  
• Check of notes in the event of mass production |
| **Design Review 3** | Study and determination of specifications with a view to placing an order for samples | |

### Operation of the certification system for inspectors at overseas group companies

We implemented a certification system for inspectors (Mizuno Footwear Test Instructor Certification System) to enable inspectors of overseas group companies located at subcontracted factories to conduct inspections and make judgments at a certain level.

### ISO 9001 certification

The Mizuno Group has acquired and continuously maintained ISO 9001 certification, the international standard for quality management systems, to ensure product safety and quality.
Management of restricted chemical substances in our products

Mizuno has established and implemented the Chemical Substances Control Regulations. This set of regulations specifies the rules which must be observed to ensure that restricted chemical substances are well managed in the products we manufacture and sell, thereby keeping our products safe and of the appropriate level of quality. Based on these regulations, we make a list of chemical substances that are banned or restricted by national laws and ordinances, and its acceptable standard. Before commercializing products, we refer to this list to research and check them.

The Quality Assurance Office and the Legal Office formulate the regulations and procedures that are necessary for the control of chemical substances and provide education and guidance to the relevant departments in charge of different product lines, such as equipment, apparel and shoes. The Quality Assurance Office coordinates annual targets for the individual product divisions and carries out regular checks of control activities. For certain types of chemical substances that may be used, we require suppliers to fill in and submit a chemical substance questionnaire and/or a written pledge not to use the chemical substances in question. We also have sampling inspection conducted by third-party testing bodies of some of the products and materials in a bid to verify their safety. If any substance that raises concern is identified in a report on a chemical substances inspection and in the results of analyses, we request that suppliers reduce the environmental impacts. We also propose remedial action to ensure the proper treatment of chemical substances used at the production site of OEM factories and to replace them with chemical substances with lower environmental impacts.

*1 Typical examples of restricted chemical substances with particularly high risks include those specified in the POPs Convention, those designated as Class I Specified Chemical Substances in the Act on the Evaluation of Chemical Substances and Regulation of Their Manufacture, etc., those specified in the Act on Control of Household Products Containing Harmful Substances, and those specified in Annexes XIV and XVII of the European Union’s REACH regulation.

*2 Such tests include a check to confirm that there is no content of specified azo dyes that generate specified aromatic amines and a test to verify the compliance of products for Europe with the REACH regulation.
Participation in the Apparel and Footwear International RSL Management Group (AFIRM)

In January 2019, we joined the Apparel and Footwear International RSL Management Group (AFIRM) *, an international organization that manages the Restricted Substances List (RSL), to simplify the operation of restricted chemical substances and strengthen the management of them.

Based on information from AFIRM, we have created a restricted chemical substances list, which meets the international standards, to manage the risk of chemical substances remaining in products in the supply chain. We will also promote information sharing and collaboration within the industry to improve compliance.

In cooperation with ASICS Corporation, we have unified the names of restricted chemical substances in Japanese. This can be expected to facilitate the management of restricted chemical substances in the supply chain in Japan. We have also jointly created the Japanese version of various materials issued by AFIRM and have published them on the AFIRM website. These materials can be viewed and used freely also by any non-member of AFIRM. We will continue to contribute to improving the management level of residual chemical substances in products in Japan.

In FY 2020, we created the Mizuno Restricted Substances List 2020, which meets the international standards, based on AFIRM materials and distributed it to our suppliers.

* AFIRM : Apparel and Footwear International RSL Management Group (RSL=Restricted Substances List)
  Representative member companies of AFIRM: adidas, Amazon, ASICS, Descente, Decathlon, Esprit, Fast Retailing, Hugo Boss, La coste, New Balance, NIKE, Pentland, PUMA, Skechers, and Under Armour

Commitment to enhancing employee awareness

Providing education on quality

Mizuno believes that the safety and quality of Mizuno products depend on the awareness and conduct of each employee of the Mizuno Group. Mizuno has formulated the Mizuno Quality Education Outline with the aim of helping the spirit of founder Rihachi Mizuno, best expressed in his own words as “Create the best products for customers,” firmly take root inside the company. Following this outline, we also intend to build a system for systematically and unfailingly providing employees with training on quality control. Mizuno believes that quality control is something that must be undertaken by the Mizuno Group as a whole, not just one specific division. Quality Assurance Office carries out company-wide quality education and department-specific quality education conducted in each department.
Major training courses on quality control[*d]

Company-wide Quality Control Course

<table>
<thead>
<tr>
<th>(Outline)</th>
<th>Acquiring knowledge of basic rules regarding quality control [Target] Planning, production, sourcing, development, business, sales, and indirect departments, etc.</th>
</tr>
</thead>
</table>
| (Performance) | FY 2020: a total of 2 courses / 194 participants  
In the past, it was mainly held in the form of group education at the Osaka Head Office. In FY 2020, however, an online format was used concurrently, which also allowed participants to join the course by viewing the recorded course. Consequently, the course was joined by participants from various divisions at domestic and overseas bases. |

Study Course for the QC Test

<table>
<thead>
<tr>
<th>(Outline)</th>
<th>Implemented to promote self-development in order to improve quality control skills [Target] Planning, production, sourcing, development, business planning, and sales departments, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Performance)</td>
<td>245 QC certificate holders as of March 2021</td>
</tr>
</tbody>
</table>

Product Division Quality Control Education Course

<table>
<thead>
<tr>
<th>(Outline)</th>
<th>Organized by each of three product divisions to enhance quality-related expertise [Target] Planning, production, sourcing, and development departments, etc.</th>
</tr>
</thead>
</table>
| (Performance) | FY 2020: a total of 28 courses / 922 participants  
The course was held in a combined format of on-site group education, online education, and education through the recorded course. |

Handing down of skills that support product quality

Our commitment to quality is supported by the presence of craftsmen with outstanding skills. With the aim of improving and handing down craftsmanship that supports our product quality, the Mizuno Technics skill testing system has been established by Mizuno Technics Corporation, which is engaged in manufacturing many of our products, to train craftsmen with excellent skills, revitalize technical employees, and improve their technical level. Employees who possess craftsmanship are awarded the titles of “Meister” and “Craft” and are provided with allowances. As of the end of March 2021, there are two employees with the title of “Meister” and 23 employees with the title of “Craftsman”.

[137]
Mizuno Technics Corporation – System for improving product quality

The manufacturing technology and know-how of Mizuno Technics Corporation are highly trusted by professional sports athletes and teams. To continue to meet their expectations, it is essential for all employees to further improve their skills and pass on their skills. To this end, Mizuno Technics has built and operates a system for improving product quality based on ISO 9001 as described below.

1. Quality Management System (QMS) Operations Committee meeting held every two months: Reporting and providing education on QMS matters to QMS Operations Committee members appointed from each section
2. Mizuno Technics Quality Education program held every two months: The Quality Assurance Section prepares materials and provides education.

Quality month initiatives

We have designated each November as Quality Month, in which we conduct various activities related to product quality, targeting all Group employees. In FY 2020, we provided quizzes about quality and a special course on quality, and a total of 543 employees joined the activities.

These activities provide employees with an opportunity to reconsider the quality of our products and services, leading to improved quality and customer satisfaction.

Future issues to be addressed

- We will continue to improve the accuracy and efficiency of design reviews to prevent the occurrence of defective products.
- To respond to the global movement toward tightening regulations on chemical substances, we will promote the establishment of a global management system in cooperation with overseas group companies.
- To realize quality stability, we will steadily promote quality education based on the Mizuno Quality Education Outline according to the annual plan.
Provision of product information

We believe that it is important to provide sufficient product-related information so that customers can select our products appropriately. We actively disclose product-related information through in-store POP materials and our website, in addition to labeling on products and instructions for use.

For the content of disclosed information, we comply with laws, regulations, and industry rules related to labeling and confirm the accuracy and appropriateness of the information in accordance with the labeling control regulations. Specifically, when describing the superiority of a product, we use accurate and easy-to-understand expressions so that there is no misunderstanding, and when expressing functionality, we make it a requirement that there be supporting materials, such as test and experiment results. To ensure that all relevant departments, including the Quality Assurance Office and the Legal Affairs Office, can check and judge the content of disclosed information effectively and efficiently, a workflow application system is used. We are also developing a self-confirmation system before application so that regarding the expression of functionality, the applicant can confirm the appropriateness of expressions prior to application to avoid misleading representations. [*c]

In addition to the development of these systems, we work to develop human resources, including providing educational training on product labeling to the staff involved in the creation of labels. In FY 2020, 104 employees participated in the educational training on product labeling.

In FY 2020, although we conducted two recalls due to inadequate labeling, we identified the problems and reorganized the relevant processes.

Communication concerning defects and the collection of defective products

When a defect occurs, we announce it promptly and accurately on our website. In FY 2020, we made three announcements.
Communication for the safe use of products

For the use of sports equipment, it is also essential for customers to use it properly and to have safety awareness when playing sports. We provide product information to customers through various means, such as catalogs, user’s manuals, advertisements, news releases, in-store flyers, and customer services through Mizuno Customer Service Center.

To convey information on the safe use of our products in as easy-to-understand manner as possible, we try to avoid the use of technical terms when possible and provide easy-to-understand explanations with illustrations in our user’s manuals.

We also analyze customer inquiries made to Mizuno Customer Service Center and take measures, including adding user’s manuals to products for which usage instructions are difficult to understand. On our website, we have set up the section “Frequently Asked Questions (Q&A / user’s manuals)”, where we provide tips on how to select and care for our products by product category, such as shoes and sportswear, and by sporting event. For products that may lead to an accident if used incorrectly, we provide more specific instructions on how to use them, including representations based on the Product Liability Act, and other necessary information.

Ensuring safety in the use of our products

All of our sports shoe items come with a user’s manual. To allow for the longer and safer use of sports shoes, we asked JASPO (Association of Japan Sporting Goods Industries) to help with the good use of the Sports Shoes Guidebook, a leaflet used by 11 sporting goods manufacturers that are affiliated with JASPO. The Guidebook is also available on Mizuno’s website. The Guidebook has easy-to-understand explanations and illustrations providing tips for trying shoes on before purchase, choosing the right shoes, putting them on and taking them off, and ensuring they can be worn for a long time.

In 2020, the Guidebook was reviewed through cooperation among the 11 member companies to make its content easier for users to understand.

Total number of cases announced as an “Important Notice Regarding Mizuno Products” on the website due to product defects, incorrect quality display, or other reasons

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>2</td>
<td>5</td>
<td>9</td>
<td>5</td>
<td>3</td>
</tr>
</tbody>
</table>
New Measure

Although we provide a user manual that describes how to set up and handle our training instruments and health-enhancing instruments, for some products we have started to attach a DVD and publish a video on our website to share detailed information with customers.

Future issues to be addressed

- We will enhance in-house education so that individual employees can surely acquire the basic knowledge necessary for the planning, designing, development, and manufacture of products.
- To respond to the diversification of products handled by us and the complexity of the supply chain due to entry into new markets, we work to create a system for sharing information on product planning and development internally from an early stage.
- We will carry out regular maintenance of our website so that we can provide the latest information in frequently asked questions posted on the section of Mizuno Customer Service Center.
Materiality

Customer service

System for customer service

To ensure the safety and quality of our products and services, we have established a system that complies with ISO 10002, a complaint management system, and that allows us to respond appropriately to customer feedback and complaints. A variety of kinds of feedback from customers is collected at, Mizuno Customer Service Center where we respond to inquiries and service complaints in cooperation with the relevant departments. Product complaints are forwarded to the Quality Assurance Section, which in turn provides feedback on them to the relevant departments as important information necessary to improve products and systems.

The Quality Assurance Office, which consists of Mizuno Customer Service Center and the Quality Assurance Section, is responsible for building the quality management system and also serves as a liaison to customers.

Customer feedback and major actions

In FY 2020, Mizuno Customer Service Center received 38,156 calls, of which approximately 37% were inquiries regarding products, and approximately 6% were complaints about products.
Details of calls from customers in FY 2020

- Inquiries about products: 36.6%
- Complaints about products: 6.1%
- Catalogue requests: 6.0%
- Inquiries about shops: 4.2%
- Inquiries about repairs: 4.0%
- Purchase: 3.2%
- Request: 0.5%
- Inquiries: 0.9%
- Complaints about services: 0.9%
- Other (Mouse cover, etc): 54.2%

- Baseball: 10.9%
- Golf: 8.5%
- Track and field and running and sportswear: 7.6%
- Outdoor: 7.2%
- Walking and fitness: 3.9%
- Racket Sports: 3.1%
- Swimming: 2.5%
- Football: 2.1%
### Number of calls by content

<table>
<thead>
<tr>
<th></th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiries about products</td>
<td>12,885</td>
<td>11,652</td>
<td>13,948</td>
</tr>
<tr>
<td>Other inquiries</td>
<td>4,715</td>
<td>4,585</td>
<td>14,357</td>
</tr>
<tr>
<td>Complaints about products</td>
<td>3,394</td>
<td>3,521</td>
<td>2,340</td>
</tr>
<tr>
<td>Catalogue requests</td>
<td>2,205</td>
<td>2,068</td>
<td>2,303</td>
</tr>
<tr>
<td>Inquiries about shops</td>
<td>2,353</td>
<td>1,885</td>
<td>1,595</td>
</tr>
<tr>
<td>Inquiries about repairs</td>
<td>2,570</td>
<td>2,052</td>
<td>1,513</td>
</tr>
<tr>
<td>Purchase</td>
<td>783</td>
<td>729</td>
<td>1,230</td>
</tr>
<tr>
<td>Complaints about services</td>
<td>251</td>
<td>200</td>
<td>358</td>
</tr>
<tr>
<td>Inquiries</td>
<td>2,718</td>
<td>2,527</td>
<td>337</td>
</tr>
<tr>
<td>Request (included in “Inquiries” until FY 2020)</td>
<td>-</td>
<td>-</td>
<td>175</td>
</tr>
<tr>
<td>Total</td>
<td>31,874</td>
<td>29,219</td>
<td>38,156</td>
</tr>
</tbody>
</table>

### Number of calls by sporting event

<table>
<thead>
<tr>
<th></th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseball</td>
<td>5,033</td>
<td>4,897</td>
<td>4,172</td>
</tr>
<tr>
<td>Golf</td>
<td>3,605</td>
<td>3,677</td>
<td>3,268</td>
</tr>
<tr>
<td>Track and field and running and sportswear</td>
<td>3,956</td>
<td>3,415</td>
<td>2,924</td>
</tr>
<tr>
<td>Outdoor</td>
<td>3,186</td>
<td>2,802</td>
<td>2,757</td>
</tr>
<tr>
<td>Walking and fitness</td>
<td>1,947</td>
<td>1,654</td>
<td>1,495</td>
</tr>
<tr>
<td>Swimming</td>
<td>1,952</td>
<td>1,480</td>
<td>964</td>
</tr>
<tr>
<td>Racket Sports</td>
<td>1,481</td>
<td>1,376</td>
<td>1,028</td>
</tr>
<tr>
<td>Football</td>
<td>869</td>
<td>1,233</td>
<td>798</td>
</tr>
<tr>
<td>Other</td>
<td>9,845</td>
<td>8,685</td>
<td>20,246</td>
</tr>
<tr>
<td>Total</td>
<td>31,874</td>
<td>29,219</td>
<td>38,156</td>
</tr>
</tbody>
</table>
Responses in the event of a product accident

In the event of a product accident, we will take prompt and appropriate action to resolve the problem in accordance with the Customer Service Regulations. We consult with and report to the relevant organizations, including the Consumer Affairs Agency, the Ministry of Economy, Trade and Industry, JASPO (Association of Japan Sporting Goods Industries), and NITE (National Institute of Technology and Evaluation), and take prompt measures. If a defect that may lead to a product accident is found, we quickly determine measures to prevent the occurrence of an accident.

Please click here for details of the Customer Service Regulations.

Future issues to be addressed

Recently, the number of inquiries from overseas customers has increased. However, we do not have a sufficient system in place to respond to them, and there are still areas for improvement. We will work to create a system that provides better services to our customers and ensures customer satisfaction both domestically and overseas.