

### Kao's approach

Kao Professional Services Co., Ltd. (KPS) aims to deliver cleanliness & sanitation services for all professional needs that provide safety and security while also helping create enhanced value for client companies. We provide total support for workplace hygiene management in the food services industry, medical and nursing care facilities, and other sectors.

### Kao's creating value to address social issues

How to handle food poisoning incidents and infectious diseases, such as influenza and noroviruses, remains a significant problem for society.

As one of the world's first hyper-aging societies, it is now necessary that Japan implement measures to enhance the quality of life (QOL) of senior citizens requiring care, and to support the carers who look after them.

KPS is contributing to the resolution of these social issues by providing a combination of products (hard), product use suggestions and health seminars (soft products).

#### Contributions to the SDGs



### Policies

KPS aims to provide total solutions for hygiene management issues by not only developing and supplying effective products that meet customers' needs and that are environmentally friendly, but also offering Cleanliness & Sanitation Operation Systems that are tailored to individual customers' circumstances.

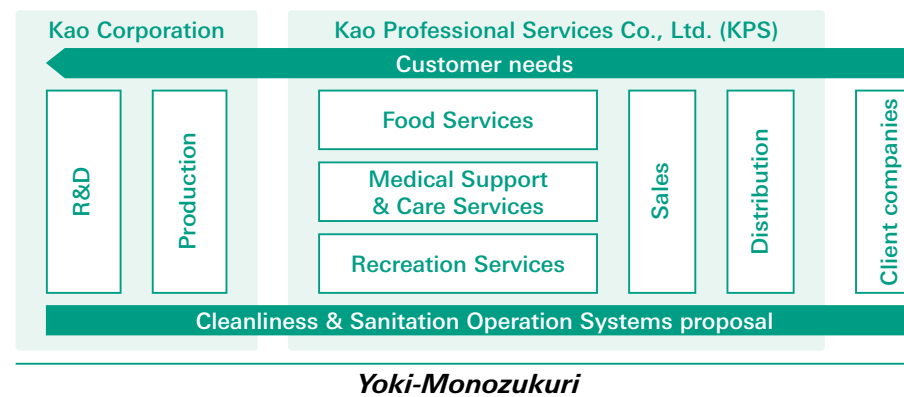
In the Food Services sector (including restaurant operation and food processing), KPS aims to create safe, secure, and comfortable environments through comprehensive hygiene management.

In the Medical Support & Care Services sector (including hospitals and nursing-care facilities), KPS strives to reduce the risk of hazards through expert infection control, and offer an environment for gentler nursing care through a combination of products based on our skin care technology and our adult incontinence diapers.

In the Recreation Services sector (including hotel and ryokan operations), KPS strives for total comfort through cleanliness, and the ultimate in hospitality through quality guest care.

### Framework

Professional Service Business promotion framework



## Education and promotion

KPS recognizes the need to cultivate in-house human talent capable of proposing total solutions for tackling issues that affect our customers and society as a whole, and to contribute toward the resolution of such issues. Based on this recognition, every year we hold innovative solution development training programs.

In each field, specific topics are identified, such as Basics of Washing and Bacteria Removal/ Elimination, Hand Hygiene, Environmental Sanitation, HACCP\*, and Continence and Senior Citizen Skin Care, etc. Training content in relation to these topics is tailored to employee work experience since joining KPS, with the aim of spreading solution development knowhow and skills more widely within the company, in addition the enhancement of overall capability.

Besides basic training for employees who have joined KPS within the past year, we also hold practical training for the third- and the fourth-year employees on an annual basis. In 2017, 30 employees underwent basic training, and 40 employees underwent practical training. In total, approximately 60 employees participated in basic and practical training between 2016 and 2017.

\* HACCP (Hazard Analysis and Critical Control Point) is a food hygiene management method issued by the Codex Alimentarius Commission, which was established jointly by the UN's Food and Agriculture Organization (FAO) and the World Health Organization (WHO).

## Mid- to long-term targets and performance

KPS aims to provide thoroughly professional service, by proposing integrated solutions to customers' problems covering every stage, from the initial identification of problems at customers' individual business locations, until problem resolution.

With the aim of solving sanitation- and hygiene-related social issues, KPS has set its own targets of "taking measures to build environments in which people can live safely in variety of living situations outside the home," and "using Kao's unique R&D capabilities and technology to create new value through sanitation and hygiene."

### Main initiatives

1. Provision of total solution systems for hygiene management
2. Activities to provide support for medical and nursing care professionals in the areas of infection control management and continence care



### Performance in 2017

#### 1. Provision of total solution systems for hygiene management

In addition to our provision of total solution systems for hygiene management, KPS have held 170 hygiene workshops. (372 times in total from 2016 to 2017) Participants included a wide range of industrial workers, chefs and nutritionists from restaurants, hotels, grocery stores, food and prepared food factories, and so on.

#### 2. Activities to provide support for medical and nursing care professionals in the areas of infection control management and continence care

Working group activities have been held a total of 103 times in 34 different areas. A total of approximately

2,030 nurses, certified care workers and other medical and care professionals from 805 hospitals, nursing-care facilities, medical facilities and so on have attended these activities.



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# Communication with corporate customers (Professional Service Business)

Kao's approach

Our initiatives

## Collaboration with stakeholders

With the aim of strengthening infection control management and continence care, KPS has been collaborating with wholesalers and distributors in the medical sector to hold Skin and Continence Care Seminars.

The aim of these seminars is to provide Wound, Ostomy and Continence (WOC) nurses the opportunity to learn about types of continence products (adult continence diapers, etc.) and skin care products that they may not be familiar with, and help them to develop a more in-depth understanding of these areas, thereby helping nurses and carers to implement their work more effectively.

In 2017, around 70 nurses attended our seminars. Between 2016 and 2017, seminars were held in 14 different prefectures in Japan.

In the future we aim to hold seminars in all prefectures by "touring seminars" in each prefecture every year, building and maintaining contact with WOC nurses nationwide.

Conservation

Community

Corporate Culture

Governance

## Our initiatives

### Food Services

## Provision of total solution systems for hygiene management

In the Food Services sector, KPS implements measures to enhance hygiene management and food poisoning prevention.

KPS provide total solutions that integrate products and usage methods with operational proposals (hard + soft products), in addition to education, and implement these total solution proposals through close collaboration with client customers.

KPS works together with customers to build new hygiene management systems using the following three steps:

### 1. Exploring fundamental issues that are directly linked to food poisoning

KPS visits customers' worksites to identify fundamental issues that are directly connected to food poisoning, including personal hygiene, food hygiene, cleaning and disinfecting of machinery and equipment and environmental sanitation.

For example, by examining how kitchens are laid out (kitchens are divided into a polluted work area, a clean work area and a quasi-polluted work area), how employees circulate within the kitchen (which relates to cross-contamination), and how food material cross-contamination prevention and temperature management are implemented, we are able to identify issues that could potentially lead to food hygiene incidents.

We also examine whether there are any issues that, while

unlikely to lead directly to food poisoning, could affect the appearance of the facility, such as the methods used to clean glass surfaces, tables, etc.

### 2. Proposing solutions for resolving identified issues

At KPS, we suggest specific usage and management methods, as well as procedures for tackling the issues that affect our customers, indicating clearly which products and methods should be used to implement cleaning and disinfection effectively. We try out the suggested methods on-site and verify their effectiveness (on-site tests and checks).

KPS makes any necessary changes to products or methods, and on-site testing is performed repeatedly until the best possible results are achieved. In these ways, we use the PDCA (plan, do, check, act) cycle to establish our solutions.

### 3. Providing operation manuals and holding food hygiene workshops

To ensure that the solution content tailored to the needs of the individual worksite and the test-validated methods can be implemented on-site consistently as standard operating procedures, KPS provides illustrated, easy-to-understand manuals. In addition, by holding food hygiene seminars for the people who will actually be performing the work, we promote ongoing improvements to the overall level of food hygiene.



Example of a Cleanliness and Sanitation Manual



On-site verification and issue identification in a kitchen facility

### Number of food hygiene workshops held each year

Year	No. of workshops	No. of workshops in total (since January 2012)
2013	207	381
2014	195	576
2015	219	795
2016	202	997
2017	170	1,167

**Medical Support & Care Services**

## Activities to provide support for medical and nursing care professionals in the areas of infection control management and continence care

In the Medical Support & Care Services sector, KPS implements activities to support personnel engaged in infection control and continence care provision in hospitals and nursing-care facilities. One of these activities is the Japanese Society for Infection Prevention and Control "Saizen" Best Practices of which KPS acts as the secretariat. Working group activities and seminars are held with the aim of enhancing infection control and continence care provision in hospitals and nursing-care facilities.

Infection Control Best Practices is a method for improving infection control by implementing risk analysis of key aspects of the infection prevention methods specified in medical and nursing care facility standard procedures, then using scientifically based decision-making strategies to compile written procedures and checklists that can then be put into practice.

The working group activities involve examination of Infection Control Best Practices method for different types of hospitals and nursing-care facilities through focusing on individual topics such as "Continence Care, Adult Diaper Changing, etc." and "Environmental Readiness, Hospital Ward and Living Room Cleaning."

In research meetings, working group activities were held on 103 occasions in 34 areas during 2017. A total of 2,025 nurses, certified care workers, and other medical and care professionals from 805 hospitals and nursing care facilities attended these activities.

**Working group activities**

	Areas	No. of workshops	No. of participating institutions	No. of participants
2013	17	51	583	1,472
2014	30	90	801	2,008
2015	30	89	770	1,900
2016	32	96	813	2,047
2017	34	103	805	2,025



Infection Control Best Practices research meeting (working group) seminar overview

**Medical Support & Care Services**

## Lectures and hands-on exercise support at nursing colleges and vocational schools

KPS also provides lectures at nursing colleges and vocational schools (dispatching lecturers), hands-on training and activity support in the Medical Support and Care Service fields.

Among these activities, in 2017 we once again supported the Home Nursing-care Theory—Hands-on Training Workshop at the Japanese Red Cross Akita College of Nursing. On this particular date, we began with the theme of "skin care

for the elderly," giving lectures on points that should be noted on the characteristics of aging skin as well as skincare and continence care. After that, as part of a hands-on exercise, participants actually got a feel for adult diaper products, experienced water absorption, and tested out how the diapers go on. Also, as a foundation for preventing infection, participants recognized the importance of hand hygiene (using a black light to see what remained on the hands) and were given explanations on how to properly use alcohol-based handrub.

All second-year students (around 120 students in total) attended. We received feedback from students that, "Being able to experience new products hands-on and gaining the knowledge that diaper products are made with consideration of both nursing care patients and workers was a helpful resource toward our future work." Teachers also gave us the feedback that, "Through engaging with companies, students learn while gaining a better understanding of diversity. Since this university is a place for nurturing people who contribute to society, we are very grateful to have a place to experience this hands-on."



Adult diaper product hands-on training session overview