

R i z m

NEW KANSAI OFFICE LAUNCHED





[Special Feature]

NEW KANSAI OFFICE LAUNCHED

The total population of the Tokyo Metropolitan area, the world's largest megacity, is approximately 37 million people. On the other hand, as one of the two big wheels of the Japanese economy's east and west, and as being the second metropolitan area of Japan, the Osaka/Kansai region has a total population of about 20 million people, a unique culture and history. And, with its enterprising spirit and huge market behind where various key industries are concentrated, it continues to beat the rhythm of unrelenting growth and development, even having survived the collapse of "the Bubble Economy" after Japan's long time high economic growth, and "the Lost 30 Years" afterward. Its economic and cultural influence extends to Chugoku, Shikoku, and Kyushu area, and it plays a leading role in western Japan as a whole.

Last fall, the Osaka Sales Office, Kobe Sales Office, and Amagasaki Service Station were integrated to form "Kansai Sales Office / Amagasaki Service Station", which serves as the central office in western Japan for the Sales Division and Engineering Division.

This issue of Rizm is a special feature on the New Kansai Office, which is expected to play the major role for the further development of RIKEN KEIKI not only in the domestic but also the international markets.



[Special Feature]

NEW KANSAI OFFICE LAUNCHED

RIKEN KEIKI CO., LTD.
General Manager of
the 3rd Sales Department,
Sales Division
Masaaki Kojima

Dialog

RIKEN KEIKI CO., LTD.
General Manager of
the 3rd FE Department,
Engineering Division
Masashi Obara

As One Team Beyond Divisions Improving Service Quality Accelerating Market Share Expansion.

On October 10th, "Kansai Sales Office / Amagasaki Service Station" was started by integrating the Osaka Sales Office, Kobe Sales Office, and Amagasaki Service Station. With 62 employees, it is the largest base in western Japan, and is expected to expand its market share in that area, particularly in the Kansai region, and contribute to the development of RIKEN KEIKI in entirety.

This time, we asked the two top executives of the western Japan area, Masaaki Kojima, General Manager of the Third Sales Department of Sales Division, and Masashi Obara, General Manager of the Third FE Department of Engineering Division, to talk about the strengths of integrating the bases and future developments.

Osaka office, Kobe office, and Amagasaki

Service Station's 62 Employees are on One Floor

-General Manager Kojima and General Manager Obara, thank you very much for your time today. First of all, please tell us about your backgrounds, your thoughts on starting the new base, and your aspirations.

Kojima: After joining RIKEN KEIKI, I worked at the Osaka Sales Office for 28 years, mainly working in the West Japan area, and after serving as the General Manager of the head office Market Strategy Department, I am currently serving as an Executive Officer and the General Manager of the Third Sales Department, overseeing the western Japan.

The Sales Department and Field Engineering Department (hereinafter referred to as the FE Department) had been in the separate companies until they were integrated in 2015. From that background, even after the integration, not only were their offices located in different locations, but there were also differences in work methods and cultures.

However, there are many cases where the Sales Department and the FE Department work together, and based on the company policy of "Creating Synergies by Performing Operations at the Same Location," the company's bases have been integrated in stages, and this time Osaka, Kobe, and Amagasaki were targeted.

There was some confusion after the opening, as the three previously separated locations now operate on the same floor, but the closeness has gradually increased.

Obara: After joining RIKEN KEIKI Chugoku Service Co., Ltd., a former subsidiary, I worked in the western Japan area, and after merging with RIKEN KEIKI Co., Ltd., I am currently the General Manager of the Third FE Department in charge of the western Japan.

When I worked at Hiroshima Service Station, since it was a separate company, I didn't have many opportunities to meet and talk directly with sales staff right there. In this respect, the new office has both Sales and FE Departments on the same floor, making it easy to communicate for each other. As a result, we receive information faster than before, and I believe we can respond quickly when a problem occurs.

Collaboration between Sales and FE Departments, Providing Prompt and High-Quality Service.

- With the starting of Kansai Sales Office / Amagasaki Service Station, please tell us about the strengths of the collaboration resulting from the integration of the Sales Department and FE Department into one location.

Kojima: Our gas detectors require periodic inspection. Additionally, stationary gas detectors require installation work. Previously, our sales staff would receive orders from customers for inspections and installation work, and then

request the work to be done by the FE Department via email or phone, which often kept customers waiting.

Now, by moving to the same floor, it has become easier to share customer information, and we are now able to quickly exchange necessary information from receiving orders to starting inspections and construction. I feel like we are working as one team, regardless of Department.

Obara: We are now able to have detailed discussions about maintenance and construction, and we hope that by providing better service to our customers, their trust in us will increase.

In addition, FE Department shares duties with Instrument Engineering Department, and strives to strengthen collaboration by having FE Department staff perform some of the work.

Expanding Market Share in the Western Japan Where there is Room for Growth

-The expectation for further expanding the share in the western Japan has been high, hasn't it? Please tell us about the role and goals of the Kansai Sales Office / Amagasaki Service Station.

Kojima: We have positioned the Kansai Sales Office / Amagasaki Service Station as the major base in the western Japan, and aim to steadily grow it. Based on our company

[Special Feature] NEW KANSAI OFFICE LAUNCHED

policy of expanding overseas markets, from several years ago we have launched the Overseas Market Strategy.

One thing the domestic Sales Departments can do to gain the global market share is to expand their sales share to semiconductor equipment manufacturers as well as lithium battery manufacturing equipment manufacturers.

Since the products from major Japanese equipment manufacturers are delivered overseas with our gas detectors attached, we believe that increasing business with major manufacturers will inevitably lead to an expansion of our overseas market share. In addition, we would like to increase the number of projects that will lead to overseas expansion, such as overseas plant manufacturers.

We would like to strengthen the sales leading to overseas expansion, so as to expand our share in the western Japan area as well.

Obara: Currently, the FE Department has an in-house qualification system, and all qualification exams and technical training are conducted at the head office. At the new office, we would like to provide equipment and systems for employee training as a base for the western Japan area.

We will also work on categorizing inspection courses. Due to the integration of several service companies and regional characteristics, we have responded to the needs of each user in each area. Our equipment requires periodic inspections to maintain performance. We strive to standardize and unify all operations, and we also focus on maintenance and management.

Our goal is to use our office as a starting point to strengthen

safety work and maintenance standards and improve service quality throughout the western Japan area.

Kojima: We aim to expand our market share and improve customer service by leveraging the strength of the collaboration between the three departments: Sales Department, FE Department, and Instrument Engineering Department.

(Interview date: November 28, 2023)



RIKEN KEIKI CO., LTD.
General Manager of
the 3rd Sales Department,
Sales Division
Masaaki Kojima

RIKEN KEIKI CO., LTD.
General Manager of
the 3rd FE Department,
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Masashi Obara

RIKEN KEIKI CO., LTD.
Manager of FE Section 6 of
the 3rd FE Department
Satoshi Maeda

RIKEN KEIKI CO., LTD.
Deputy General Manager of
the 3rd Sales Department and
Kansai Sales Office Manager
Koji Okada

Aiming to Establish a New System with Sales, FE, and Customer being "Three-Way Good" by Strengthening Cross-Departmental Collaboration

Kansai Sales Office / Amagasaki Service Station brings together the Sales and FE Departments. At the forefront of these two Departments, new systems are being put in place to improve customer service, expand the market share and develop new markets in the western Japan. We asked Koji Okada, the Deputy General Manager of the Third Sales Department and Kansai Sales Office Manager, and Satoshi Maeda, FE 6th Section Manager of the Third FE Department, both of whom are leading these efforts, about the current situation and future developments.



Demonstrating the Synergistic Effect of Integrating Three Bases with Huge Markets of 6 Prefectures in Kansai

-Thank you for taking time out of your busy schedule today. As someone who knows the front lines of Western Japan, please tell us your thoughts and aspirations regarding the opening of the new office now.

Okada: Kansai Sales Office has merged with Osaka Sales Office and Kobe Sales Office, and we are now able to share extremely large market information in the six prefectures of Kansai. From now on, we would like to promote new sales strategies to

maximize the synergistic effects of the integration.

Maeda: I worked in the Sales Department for about 20 years, and transferred to the FE Department about four years ago. With the opening of a new office where sales and service station personnel gather together, I would like to contribute to improve the communication than ever before.

Transferring Sales Field Work to FE Department.

-From your own positions, please tell us about the collaboration between the Sales and FE Department in Kansai.

Okada: With our new location, we are now on the same floor, and we are now able to share field information related to the customers, as well as the maintenance, and the technical work in real time.

Utilizing this improvement fully, we would like to provide the detailed support toward each other accurately and quickly.

Maeda: Until now, Instrument Engineering Department has been responsible for witnessing the equipment construction, but now we have been trying to set up a system so that the FE Department can handle it.

We are also making improvements to inspection planning meetings with customers. Specifically, we have placed staff called "front" in the FE Department who communicate with customers regarding inspection dates and inspection details. With this system, the FE Department can now directly inquire about the customer's desired date and specific inspection details, and efficiently carry out preliminary preparations and maintenance plans.

In the future, we would like to improve maintenance support so that sales staff can concentrate more on sales activities.

Similar initiatives have been started in FE Departments across the country, and our office was one of the first to start this initiative, so we would like to become a model.

Strengthening Collaboration between Sales and FE Departments, Promoting New Market Development.

- Kansai Sales Office / Amagasaki Service Station is expected to play a role in overseeing the Western Japan area. Please tell us what kind of office you are aiming for.

Okada: Thanks to the Free Address system in the office, our communication has been greatly improved not only between the sales staff but also across Departments, creating a more open and lively work environment.

I would like to create a work environment where everyone can take an active role by identifying the essence of various issues.



Maeda: I would like to further expand the scope of the FE Department's activities and support the Sales. I believe that the strength of Kansai Sales Office / Amagasaki Service Station, with its fully staffed staff, is that we can work together across Departments without dividing our work. For customers, there are now two points of contact: FE Department and Sales Department, which can speed up response times. We hope that both Departments will work together to support our customers and improve their safety and security.

(Interview date: November 28, 2023)



The OUTLOOK of NEW KANSAI OFFICE

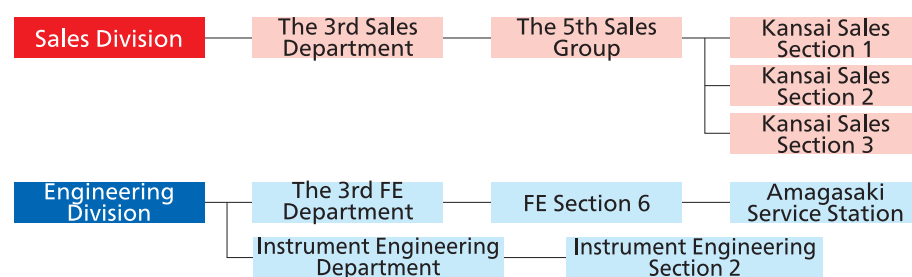


The concept of our office is that the exterior is reminiscent of RIKEN KEIKI's corporate image.

The interior uses conceptual colors that center around three areas: the work, the office, and the meeting area, creating an environment that can add contrast to the work scene. In addition, "free address" system has been adopted to some desks, taking measures to create a well-communicating office atmosphere.

As an environmental measure, we have introduced renewable energy to reduce CO₂ emissions from the electricity used in our office to zero, and we have also introduced some electric cars so as to work to reduce CO₂ emissions from vehicles. With these measures fully functioning, we will continue to contribute to a decarbonized society.

Kansai Sales Office/Amagasaki Service Station Resident Department



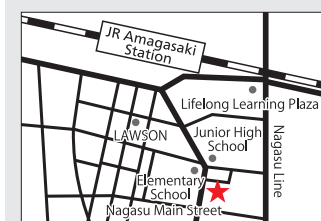
Kansai Sales Office/ Amagasaki Service Station

Architectural Overview

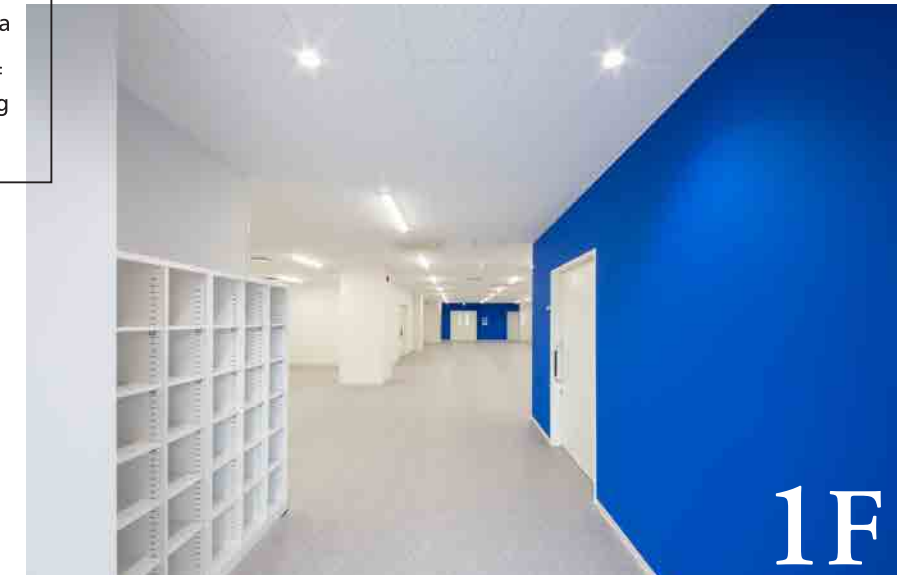
〒660-0802
1-12-56 Nagasu Nakadori, Amagasaki,
Hyogo Prefecture
Site area: 1,3791,379㎡
Building area: 467㎡
Total floor area: 1,343㎡
Number of floors: 3 floors above ground
Completion: August 2023

Surrounding Map

■ 6 minutes walk from the south exit of JR Amagasaki Station



The first floor uses blue as a concept color and is designed to allow the staff to concentrate on receiving and shipping goods



1F

The second floor incorporates greenery and wood grains to create a biophilic design that gives a sense of nature, creating a relaxing effect and improving work efficiency as the office floor.



2F



The third floor uses orange to create a bright atmosphere, with a color scheme that allows many people, including guests, to freely express their opinions and ideas.



3F

Full model change and major upgrade of the conventional machine "GX-2012"!

- Easy-grip design!
Only 2 operation buttons! Mass reduced by 16%!
- USB (Type-C) adopted for charging and communication connector!
- Equipped with LED light!
- Compliant with overseas explosion-proof standards ATEX and IECEx!
Scheduled to acquire EN standards!

New design! Buttons can be operated with one hand!
Equipped with a small and high-performance "R sensor"!
Can be used continuously for 30 hours!
No conversion table required!
Equipped with a function to read 27 types of flammable gases!

Portable suction type 4 component gas detector GX-Force

■ Full model change of the conventional model "GX-2012". Basic performance, usage time, and durability have been significantly improved.

Work at energy plants such as thermal power plants, LNG terminals, and refineries is always accompanied by dangers such as flammable gas leaks, oxygen deficiency, and carbon monoxide poisoning. In August 2022, RIKEN KEIKI underwent a full model change for the first time in 10 years, the GX-2012, a conventional model that detects four components: flammable gases, oxygen, carbon monoxide (CO), and hydrogen sulfide (H₂S). We have developed and started selling the portable suction type 4-component gas detector "GX-Force," which has improved performance, usage time, and durability, making it easier to use and more reliable.

■ Easy-grip design, buttons can be operated with one hand. Equipped with a small high-performance sensor, it saves power and comes with a 3-year warranty.

The biggest features of this full model change are the adoption of an easy-grip design, lighter weight, and the installation of a newly developed compact high-performance "R sensor." With these, the new model has been reduced to 300g, which is 16% lighter than the previous model's approximately 360g. Thanks to its lightweight body, one-handed button operation, and power saving, it has a continuous operating time of about 30 hours, which is about three times longer than the previous model, and a three-year warranty. In addition, the charging method has been changed from the conventional model's two methods, dry battery type and rechargeable type, to only a sustainable rechargeable type, and instead of a dedicated connector, it uses a USB (Type-C) connector that is the same standard as the charging cable for Android smartphones. This not only improves the convenience of charging but also the sending of measurement data to a PC, improving work speed and efficiency in the field.

■ Automatically converts concentration measurements of a total of 27 types of combustible gases. Sturdy design with dustproof and waterproof structure, equipped with LED light.

"GX-Force" has been installed a function that automatically reads the concentration of a total of 27 types of flammable gases such as hydrogen. By setting the gas, concentration data can be obtained immediately without the need for a conversion table, and the settings are retained even after the

power is turned off. As the movement toward decarbonization progresses, we have responded to the growing needs for hydrogen measurement and other needs. Furthermore, this device has a sturdy design that can withstand a drop test from a height of 3 meters, and has a dustproof and waterproof structure. The operating temperature range is -40°C to +60°C, and it has excellent durability regardless of the usage environment. In addition, by installing a new LED light, it can illuminate and detect your hand in dark places such as underground, and at the same time, it can also function as an explosion-proof flashlight.

■ Compliant with overseas explosion-proof standards ATEX and IECEx. Compatible with revised JIS standards. Scheduled to obtain unified European EN standard certification.

"GX-Force" has obtained the European explosion-proof standard ATEX and the international explosion-proof standard IECEx certification, and has also passed domestic explosion-proof (intrinsically safe explosion-proof structure + flameproof explosion-proof structure). It also complies with the JIS standard for flammable gas detectors revised in 2020. Furthermore, we plan to obtain certification under the European unified standard EN standard for flammable gas detectors and oxygen detectors. RIKEN KEIKI will continue to strive to maintain a safe and secure working environment in Japan and overseas by expanding sales of "GX-Force."

SUSTAINABLE DEVELOPMENT GOALS

SDGs are international goals aimed at creating a sustainable and better world by 2030, listed in the "2030 Agenda for Sustainable Development" adopted at the United Nations Summit in September 2015. It consists of 169 targets.



Protecting precious human lives and valuable assets from the invisible danger of gas. In order to fulfill this mission, our company will continue to carry out ``creating an environment where people can work with peace of mind`` around the world by developing and manufacturing cutting-edge gas detection and alarm equipment. Through our business activities, we will contribute to achieving the above goals set by the Sustainable Development Goals.

CSR REPORT

19th National Physics Contest "Physics Challenge 2023"

2nd Challenge National Tournament held

Kento Kakutani won the RIKEN KEIKI Prize
(second year student at Kaisei High School)



The "Physics Challenge" is a nationwide physics contest sponsored by the Japan Physics Olympic Committee (JPhO), a public interest incorporated association, and is aimed at young people, mainly high school students, in which participating physics athletes compete against each other's performance. As a sponsor, our company supports this contest in which talented young people from all over the country take on the challenge of the highest level of physics problems.

Approximately 100 students with excellent performance who have been selected from almost 900 participants in the "First Challenge", which consisted of an "Experimental Problem Report" and a "Theoretical Problem Contest", participated in the "2nd Challenge National Tournament" held in Okayama City during the 4-day session from the 19th (Saturday) to the 22nd (Tuesday) of August.

The "Second Challenge" consists of an "Experimental Contest" and a "Theory Contest," each lasting 5 hours. The challenger who achieved the highest overall score in both the theory and experimental contests received the "Physics Challenge Grand Prize" and the "Okayama Prefecture Governor's Award". In addition, Kento Kakutani, a second-year student at Kaisei High School (Tokyo), was selected to receive the RIKEN KEIKI Award, which is given to the highest-achieving challenger among high school sophomores and younger. Mr. Kakutani has also been selected as one of the candidates to represent Japan in the 2024 International Physics Olympiad, scheduled to be held in Iran in 2024.

On August 21st (Monday) during the "2nd Challenge" period, "Physics Live" in which the seniors in the field of physics, including university and high school teachers, researchers, graduate students, and university students share the fun of physics by delivering "live" experiments, demonstrations, and lectures, was also held, and the challengers from all over Japan were able to get a glimpse of the field of physics, from basics to cutting-edge research, enjoying a wide variety of original menu items that had been prepared for this special event.

RIKEN KEIKI will contribute to the realization of a sustainable society by continuously sponsoring the "Physics Challenge," which fosters talented young people who will lead the cutting-edge science and technology fields in Japan and all over the world in the future.



緑の募金

Awarded a letter of appreciation from the Director of the Forestry Agency

We received a letter of appreciation from the Forestry Agency for donating to the Green Fund.

Based on the "Green Funds Act" enacted in 1995, forest creation by volunteers through "Green Funds" has been promoted by the Forestry Agency and the National Land Afforestation Promotion Organization. This project collects donations of goodwill from companies, local communities, schools, and workplaces, and carries out a variety of initiatives including forest creation and human resource development in Japan and abroad through forestry volunteers and NPOs. As a result of our cooperation with this Green Fund, we received a "Forestry Agency Director's Official Letter of Appreciation" from the Forestry Agency. We RIKEN KEIKI will continue to cooperate with domestic and international efforts to protect and nurture the global environment through cooperation with the "Green Fund."

Sponsoring the "Physics Challenge" and donating to the "Green Fund" contribute to the seven goals listed on the right in the SDGs.



Tracing Back the History

by the Products

RIKEN KEIKI's History	#8
as Told by Its Products	

Started Developing Products in Different Fields.
Mechanically Grades Rice Based
on the Amount of Light Transmitted.
**Developed the Rice Meter,
a Brown Rice Quality
Measuring Device.**

In November 1956, the economic white paper declared that "this is no longer the postwar period." From the following year, 1957, the Japanese economy continued to grow at an astonishing rate of over 10% per year for 16 years. During this period, in 1968 (Showa 43), Japan overtook what was then West Germany in GNP (gross national product) and became the world's second largest economy after the United States. Then, in 1973, a sudden oil crisis hit. The following year, Japan recorded its first negative growth since the war. High economic growth has come to an end. While all industries were being hit hard, our company continued to steadily expand its business thanks to the tailwind of laws and regulations such as the Oxygen Deficiency Prevention Regulations, General High Pressure Gas Safety Regulations, and Liquefied Petroleum Gas Safety Regulations.

Started Developing Products in Different Fields at the Request of the Food Agency^{*1}.

Under these circumstances, during the oil crisis of the same year, we received an invitation from Mitsui & Co. to begin the development of a product in a different field. The Food Agency asked us to develop a product to measure the quality of brown rice. At that time, the Food Agency purchased rice to stabilize rice prices and distribution. Then those rice were graded and the purchase price was determined based on that, but grade determination relied on sensory tests by inspectors, and the request was to see if this could be done mechanically.

Of course, there was no personnel in our company who had any knowledge in a completely different field, such as determining the grade of rice. So, we first asked Food Agency inspectors about their grading methods and judgment criteria in detail. Based on this, we developed the "Rice Meter", a brown rice quality measuring device that mechanically grades brown rice based on the amount of light transmitted, and delivered it to the Food Agency. Although it was not a product that specifically utilized our existing technology, it seems that our company, which had a reputation for optical technology, was chosen because it made use of the transmission of light.

^{*1} An external bureau of the Ministry of Agriculture, Forestry and Fisheries at the time. Abolished in 2003.

Amid the Construction Boom for Public Works Projects, the Salinity Meter that Measures the Salt Content of Concrete was Developed and Commercialized.

From postwar reconstruction through the period of high economic growth, Japan experienced a construction boom. Government goals such as national regeneration immediately after the end of the war, rectification of regional disparities between urban and rural areas that became apparent during the period of high economic growth, and improvement of urban infrastructure led to the construction of expressways and Shinkansen networks, as well as construction of dams, sewers, etc. Infrastructure development progressed rapidly, and demand for concrete continued to grow dramatically. Due to this rapid increase in demand, there was a shortage of river sand. Sea sand was originally used, but it was difficult to completely remove the salt contained in sea sand, and as a result, decades after construction, the slight residual salt seeped out of the concrete and it was found out that it started to rust the reinforcing steel. In order to solve this serious problem related to the durability of buildings, we began developing a product that measures the salt content of concrete.

In 1987, the salinity meter "Solcon CL-1A" was completed. However, in order to commercialize it, it had to pass a technical evaluation test conducted by the National Land Development Technology Research Center^{*2}, which took some time, but it was eventually passed. Later, we also developed and commercialized the "Solcon CL-1B" with a portable printer, and both sold in considerable quantities until demand had subsided.

^{*2} Current National Land Technology Research Center (General Incorporated Foundation)

In Response to Requests from Sake Brewers, the Sake Alcohol Concentration Meter was also Developed.

In the same year the Solcon was developed, the sake alcohol concentration meter "Alcomate AL-1B" was also developed based on requests from sake brewers. At that time, Japanese sake was classified into Special Grade, First Grade, and Second Grade on alcohol content, and the liquor tax rate was determined based on this classification, but measuring alcohol content was extremely time-consuming, so a product was needed to solve this problem. Since it is difficult to measure alcohol in its liquid state, we developed a mechanism to measure the concentration by vaporizing it. As a result, it became possible to perform measurements with a very small sample size (0.1cc), which is 1/1000 times smaller than before, and was well received by sake brewers. However, in 1990 (Heisei 2), against the backdrop of voices questioning the current system of grading sake based solely on alcohol concentration, regardless of quality, a new classification system for sake was introduced, and along with it, the role of "Alcomate AL-1B" also ended.



Brown Rice Quality Measuring Device
"Rice Meter"



"Solcon CL-1B",
a Portable Salinity Meter with a Printer



Sake Alcohol Concentration Meter
"Alcomate AL-1B"



RIKEN KEIKI Co., Ltd.

Creating a safe working environment for people

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