

## Relationship with Customers

Principle six of our Corporate Philosophy: We will stand on the admired ability of engineering development and manufacturing, can offer products, systems and services, based on QUALITY FIRST, that provide constant satisfaction to our customers around the world.

### BASIC THINKING

Sanden puts customers first and subsequently earns their trust by consistently providing attractive products and related systems and services based on fine craftsmanship and state-of-the-art technologies.

### Sanden Participates in the 2005 Tokyo Motor Show

Sanden was an exhibitor at the 2005 Tokyo Motor Show, which was held from October 19 to November 6 at Makuhari Messe. The exhibit was conducted jointly by Sanden and Sanden Behr Air-Conditioning Systems Co., Ltd., a joint venture with Behr GmbH & Co.KG of Germany. In addition to their focus on safety and comfort, automakers are seeking more ways to make environmentally responsible products. Sanden's exhibit featured ideas for technologies that can reduce energy consumption and the environmental impact of air conditioners while making vehicle interiors more comfortable.

The presentation corner was very popular. Visitors learned about compressors for hybrid automobiles, sophisticated heating and cooling control systems, and the 4-zone HVAC system for the Mercedes-Benz S Class.

Also on display were products supplied as complete systems, such as a system including a compressor, HVAC unit, PTC heater, and



The Tokyo Motor Show



A compressor for a hybrid car

other components for the Peugeot Citroen C4. Visitors to the Sanden booth also saw a variety of components, including scroll compressors, a core strength of ours, and a slim evaporator.

### Development of Vending Machines That Can Assist in Disaster Relief

We are always exploring ways to add more value to our products. One result of this stance is the development of a vending machine with entirely new function: assistance in responding to natural disasters.

Making this possible is the August 2005 completion of work on a system for isolating vending machine bases from earthquake tremors. The first machines with these bases went on sale the following month. Our earthquake isolation systems are designed mainly to protect works of art and computers. The new system, which we developed with Yakumo Co., Ltd., withstood a simulated tremor that faithfully replicated the powerful earthquake that devastated Kobe in 1995. Protecting machines from earthquakes eliminates the risk of injuries from machines falling over.

In addition, we developed the Lifeline Vending machine that gives people access to the beverages in a vending machine in the event of a natural disaster. When electricity, water, gas, and other lifelines are cut by a disaster, individuals can easily gain access to a vending machine's contents without using electricity or a key. We began installing these machines in July 2005, primarily at government buildings and hospitals that serve as evacuation centers.



The Lifeline Vending machine gives people access to a vending machine's contents without a key in the event of an emergency.