Stakeholder Engagement

Toppan values communication with stakeholders in its sustainability activities. Their opinions are a guiding factor in the planning of future upgrades in the Group's stakeholder engagement strategy.

Stakeholder Engagement: Themes and Activities

Customers

Developing and supplying safe, secure products and services

- Maintaining and improving the quality of products and services under the guidance of Japan-wide conferences of quality assurance departments
- Protecting personal information through strict information security management
- Offering universal design (UD) products and services; supporting client companies in their work to improve the design of their products and services from UD perspectives
- Delivering everyday-life value through Toppan online services for consumers; continuously improving the services

Creating opportunities to sound out opinions on products and services

- Performing day-to-day sales activities
- Holding and participating in exhibitions and seminars
- Inviting customers to spaces where Toppan products are displayed

Nurturing collaborative innovation to create social value

- Engaging in industry-academia-government pilot projects, etc.
- Driving open innovation programs
- Advocating digital transformation using the Erhoeht-X® service
- Offering environmentally friendly products and services
- Operating PLAZA21, a showroom for presenting examples of social value creation based on printing technology
- Operating NIPPON GALLERY TABIDO MARUNOUCHI, a tourism-themed space for the collaborative revitalization of regions throughout Japan as major travel destinations
- Operating "L・IF・E," a showroom that inspires visions of fulfilling lifestyles in the future
- Operating WAO, a co-working space for supporting open innovation

Shareholders and Investors

Disclosing information on Toppan's financial position; briefing shareholders and investors on the Group's business activities and plans

- Holding shareholder meetings
- Briefing shareholders and investors on financial results
- Arranging meetings and briefings for institutional investors on the Group's financial performance
- Issuing the *Integrated Reports* and *Toppan Story* newsletters
- Posting IR information on the Toppan corporate website
- Answering questionnaires from environmental, social, and governance rating agencies

Business Partners

Promoting sustainable procurement

- Cooperating with business partners based on the Toppan Group Sustainable Procurement Guidelines
- Setting up the Supplier Hotline as a portal for receiving reports from business partners
- Assessing human rights risks
- Controlling chemical components of products
- Conducting surveys and holding workshops on business continuity planning for business partners
- Verifying the legality of lumber as a paper material

Providing fair and equal business opportunities

- Concluding basic sale & purchase agreements with business partners
- Conducting business partner surveys on compliance in procurement operations by Toppan personnel

Employees

Supporting the empowerment of diverse human assets

- Formulating a policy to promote diversity and inclusion in the workplace; obtaining commitments from top management
- Implementing programs to pursue diversity management, raise awareness of unconscious biases, etc.
- Designing various working arrangements for flexible working styles
- Operating systems for in-house staff recruitment and employee self-determination on the career path

Sharing wide-ranging information within the Group

- Sending out executive messages
- Issuing *CONVEX*, *CONVEX Online*, and *CONVEX International* in-house Group newsletters
- Surveying Group employees on wide-ranging topics
- Convening a Toppan Group Human Resource Development Committee and sharing personnel development information across the Group

Facilitating labor-management partnership

- Convening business councils on a Companywide level and operational site level
- Convening special committees to discuss pertinent issues of the day
- Holding labor-management events
- Holding labor-management committees for enhanced job satisfaction

Providing information on occupational safety and health; implementing measures for mental healthcare

- Developing safety promotion systems (e.g., building an information-sharing network linking Group sites throughout the world; standardizing safety measures)
- Operating *Anzen Dojo* safety training facilities; delivering and sharing information on *dojo* initiatives (e.g., conducting *dojo* tours with hazard simulators at domestic and overseas sites; organizing safety training; posting regular newsletters on safety; etc.)
- Offering comprehensive stress checks and support
- Setting up counseling services
- Arranging a program to determine when employees on mental healthcare leave can return to work, as a safeguard to prevent the recurrence of mental illnesses

Addressing human rights issues

- Setting up the Toppan Group Helpline
- Assessing human rights risks

Communities

Ascertaining opinions and requests

- Setting up a portal for receiving and handling inquiries

Supporting the arts and culture

- Operating the Printing Museum, Tokyo
- Operating Toppan Hall
- Holding the Graphic Trial exhibitions

Conserving community environments

- Regularly beautifying and cleaning up the surroundings of operational sites
- Organizing events to learn about biodiversity

Popularizing para-sports

- Organizing hands-on para-sports events; delivering para-sports information via Toppan's *SPORTRAIT* website (in Japanese)

Communicating with the community

- Holding plant tours
- Welcoming community members to in-house events

Collaborating with NGOs and NPOs

- Holding the *Toppan Charity Concert* series to support literacy improvement
- Organizing the Kanosei Art Project to support persons with disabilities
- Organizing the Mirai Ne! (for a better-tomorrow) project to support SDG education

National and Local Governments

Preparing for disasters

- Participating in anti-disaster and fire-safety activities in the community

Stimulating communities

- Supporting governments through business operations
- Participating in community festivals and events

Supplying information for solving social issues and promoting policies

- Holding lectures, etc. on the environment and community design
- Answering questionnaires and surveys carried out by governments (e.g., government statistics)
- Organizing and participating in events to present Toppan technologies, etc. to public offices and municipalities