

AI Ethics

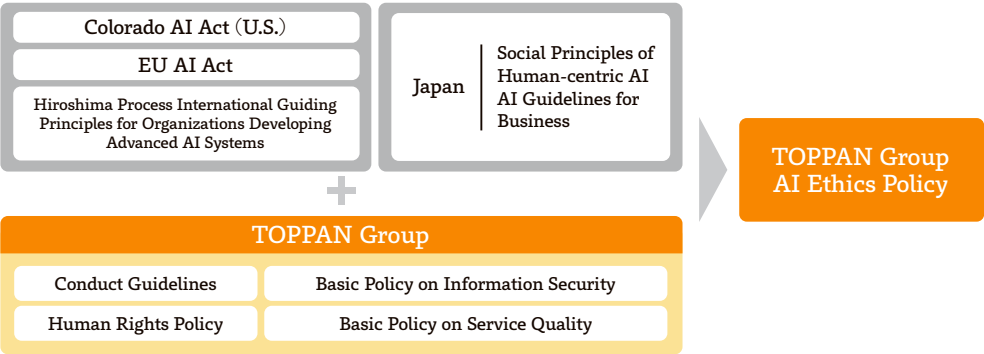
Basic Approach

The growing adoption of artificial intelligence (AI) worldwide has given rise to social issues linked to incorrect use of AI, such as privacy and human rights infringements, aggravated discrimination and prejudice, and the widening of inequity.

In pursuing our mission (“Purpose”) of “breathing life into culture, with technology and heart,” we believe it will be necessary to manage and oversee human-centered AI utilization in an appropriate manner while exploring technology and effectively leveraging AI.

The TOPPAN Group AI Ethics Policy stipulates seven topics (shown on the right) to be observed by all Group employees in the development, provision, and use of AI. Our policy is based on the AI Guidelines for Business developed by the Ministry of Internal Affairs and Communications and the Ministry of Economy, Trade and Industry of Japan. It also accords with the Conduct Guidelines, as well as the Human Rights Policy, the Basic Policy on Information Security, and the Basic Policy on Service Quality, the policies we have formulated so far.

Legislation and Guidelines Underlying TOPPAN's AI Ethics Policy



Structure of the TOPPAN Group AI Ethics Policy

1. Human-centered AI Usage
2. Respect for Human Rights and Equality
3. Consideration for Privacy
4. Pursuit of Transparency and Accountability
5. Provision of Safe AI
6. Contribution to a Sustainable Society and Economy
7. Development of Human Assets Skilled in AI

🌐 TOPPAN Group AI Ethics Policy >

<https://www.holdings.toppan.com/en/about-us/our-corporate-approach/ai-ethics-policy.html>

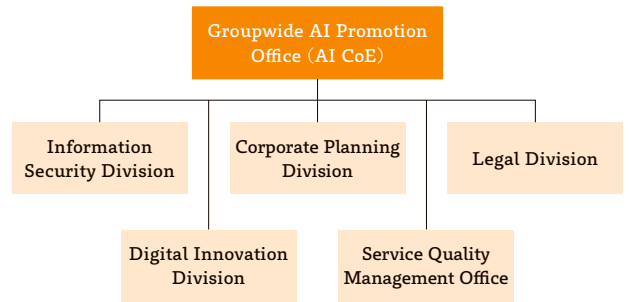
Operation and Maintenance System

The Groupwide AI Promotion Office was established in April 2025 as the AI CoE (Center of Excellence), to promote Groupwide development, provision and utilization of AI.

To manage and supervise AI in an appropriate manner based on the TOPPAN Group AI Ethics Policy, the Groupwide AI Promotion Office works in collaboration with the AI ethics representatives of each specialized department outlined in the following organizational chart, and in addition to formulating the AI strategy and policies of the TOPPAN Group, it also consolidates AI knowledge, provides education, and offers technical support.

By having the AI ethics representatives in each department work together on governance in this way, we are maintaining both Groupwide consistency and a multifaceted perspective, building a framework that enables highly effective operation and maintenance of AI ethics in response to the latest technologies and risks.

Structure



Fostering AI Talent

An environment compatible with our original generative AI chatbot is now available across the TOPPAN Group. The AI chatbot service was introduced in October 2023. In parallel, a set of practical guidelines for the safer and more efficient use of AI has been disseminated throughout the Group. For generative AI models considered to pose significant risks, particularly in the areas of security and ethics, we organize basic training (via e-learning programs) to enhance general familiarity with AI usage among the entire workforce.

As a member of the AI Governance Association (AIGA) of Japan, a business consortium formed to address practical issues in the social implementation of AI governance, we actively engage in activities to deepen a shared understanding of changes in societal environments and technological innovation, reflecting the insights gained in the TOPPAN Group AI Ethics Policy as changes arise.

Through our efforts at the AIGA initiative, we strive to maintain our reputation for integrity in the international community as a corporation that provides solutions for diverse social issues worldwide.