

# Report on Communication with Stakeholders in 2020



# Key Issues Stakeholders Were Concerned with in 2020

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## ■ Basis

Pursuant to the 4.14 requirement as prescribed in the government's 2019 Corporate Governance Evaluation Indicators as well as a recommendation made by the company in 2018 for external evaluation of board performance, stakeholder activities and the key issues they were concerned with in 2020 were gathered on a regular basis and reported to the board of directors for timely information and responses.

## ■ Period: October 2019 to September 2020

## ■ Information Sources:

- (1) Internal audit mailbox
- (2) Investors and shareholders
- (3) Employees
- (4) News media
- (5) Customers and suppliers

# Key Issues

Sources	Number of Issues	Key Issues	Follow-up and Improvement
Internal audit mailbox	5	Employee management and dispute resolution (3)	(3) Case closed
		Fraudulence and breach of integrity (1)	(1) Judicial investigation in process
		Information security management (1)	(1) Case closed
Investors and shareholders	1	Net value per share (1)	(1) Ongoing improvement
Employees	10	Employee Welfare Committee (1)	(1) Ongoing improvement
		Work environment improvement (8)	(6) Case closed (2) Ongoing improvement
		Labor relations and employee work rules (1)	(1) Case closed
Media	1	News release distribution (1)	(1) Case closed

# Key Issues

Sources	Number of Issues	Key Issues	Follow-up and Improvement
Customers	5	Responsibilities for products and quality	Continued follow-up
		Customer relations	
		Legal compliance	
		Risk management	
		Sustainability strategy	
Suppliers	7	Responsibilities for products and quality	Continued follow-up
		Customer relations	
		Legal compliance	
		Risk management	
		Sustainability strategy	
		Pollution prevention	
		Workplace health and safety	