

Stakeholder Engagement

Toppan values communication with stakeholders in its sustainability activities. Stakeholder opinions are a core guiding-factor in the Group's strategies to upgrade the activities.

Stakeholders	Main Initiatives	Examples of Engagement	
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 daily operations	
		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 "DX-GATE," a co-creation venue that allows visitors to experience a broad range of social businesses	
		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 <i>Integrated Reports</i> and <i>Toppan Story</i> newsletters			
Posting IR information on the Toppan corporate website			
Answering questionnaires from environmental, social, and governance (ESG) rating agencies			
Business partners	Promoting sustainable procurement	Publishing the Toppan Group CSR Procurement Guidelines and promoting compliance by business partners	
		Setting up the Supplier Hotline as a portal for receiving reports from business partners	
		Controlling chemical components of products	
	Providing fair and equal business opportunities	Conducting surveys and holding workshops on business continuity planning (BCP) for business partners	
		Verifying the legality of lumber as a paper material	
		Concluding basic sale and purchase agreements with business partners	
National and local governments	Preparing for disasters	Participating in anti-disaster and fire-safety activities in the community	
		Supporting governments through business operations	
	Stimulating communities	Participating in community festivals and events	

Stakeholders	Main Initiatives	Examples of Engagement
National and local governments	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)
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 the Toppan Hall; holding the <i>Toppan Charity Concert</i> series
	Contributing to culture with help from Toppan resources	Organizing off-site "Printing School" workshops Organizing the "Kanosei (potential) Art Project" to support persons with illnesses and disabilities
	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 <i>SPORTRAIT</i> website (in Japanese)
	Communicating with the community	Holding plant tours Welcoming community members to in-house events
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.
		Adopting and supporting telecommuting systems
		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 <i>CONVEX</i> and <i>CONVEX Online</i> , in-house Group newsletters
		Surveying Group employees on wide-ranging topics
	Facilitating labor-management partnership	Convening a Toppan Group Human Resource Development Committee and sharing personnel development information across the Group
		Convening business councils on a Companywide level and operational site level
		Convening special committees to discuss pertinent issues of the day
Providing information on occupational health and safety; implementing measures for mental healthcare		Holding labor-management events
		Developing safety promotion systems (e.g., building an information-sharing network linking Group sites throughout the world; standardizing safety measures)
		Operating <i>Anzen Dojo</i> safety training facilities; delivering and sharing information on <i>dojo</i> initiatives (e.g., conducting <i>dojo</i> tours with hazard simulators at domestic and overseas sites; organizing safety training; posting regular newsletters on safety; etc.)
		Carrying out stress checks
Receiving inquiries on human rights, etc.		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

*Toppan values its employees as precious "human assets."