

Human Rights Initiatives

Our Group recognizes that conducting business with the utmost respect of human rights is a major challenge, and fulfills our responsibility in this matter across all our business activities. We respect and support international norms concerning human rights, labor, the environment, and anti-bribery, and we strive to respect the human rights of all stakeholders based on these principles. Additionally, we will address human rights risks relevant to our businesses earnestly and appropriately to fulfill our obligations to respect human rights in a manner expected of global companies, aiming to realize a society that respects human rights.

Human rights due diligence

Our Group launched a Company-wide Human Rights Project in FY2022 and began conducting human rights due diligence in FY2023. Subsequently, in FY2024, we added other transaction types to our scope, expanding the range of this initiative.

We conduct the following two activities through human rights due diligence:

- 1 Screening business partners based on information regarding concerns about human rights violations
- 2 Dialogue (engagement) with business partners to eliminate human rights violation risks

We will continue to implement measures to prevent and reduce human rights risks in corporate activities by enhancing and improving human rights awareness through screening and dialogue (engagement) with our business partners.

Identifying areas of critical risk

To effectively address human rights issues, it is important to identify our Company's risks. From this perspective, in light of the UN Global Compact principles, we have determined five areas of critical risk for our Group: occupational health and safety, forced labor and human trafficking, child labor, discrimination and gender, and impact on surrounding areas. The implementation status of human rights due diligence for business partners (November 2023 to March 2025) is as follows:

Implementation status of human rights due diligence for business partners

Critical risk areas	(Cases)		Response to issues	(Cases)	
	FY2023	FY2024		FY2023	FY2024
Occupational health and safety	1	0	Confirmed appropriate response and recurrence prevention measures	1	0
Forced labor and human trafficking	0	0	Did not conduct the transaction	0	0
Child labor	0	0	Occurrence of the incident and the business partner's response currently being confirmed	0	0
Discrimination and gender	0	0	Total	1	0
Impact on surrounding areas	0	0			
Total	1	0			

Improving the effectiveness of the complaint handling mechanism

Our Company receives consultation requests concerning human rights from our employees including those of Group companies, through our internal whistleblowing systems: the Compliance Hotline and the Sexual/Maternity/SOGI¹ Harassment Hotline. For external consultations, we have established a multilingual human rights hotline that makes use of the Engagement and Remedy Platform operated by the Japan Center for Engagement and Remedy on Business and Human Rights (JaCER) to receive human rights consultations and inquiries from all stakeholders. Care is taken to protect whistleblowers, and anonymous reports are also accepted.

In FY2024, we received one complaint through the human rights hotlines we have established. In coordination with relevant departments, we investigated the facts, and appropriately engaged in discussing a response and communicating with the person who submitted the complaint.

JaCER Grievance Form² <https://jacer-bhr.org/en/application/form.html>

1. Sexual orientation and gender identity.

2. This contact desk gives full consideration to reporter protection and accepts anonymous reports.

Human rights training and awareness raising

The Group educates and raises awareness among all employees about human rights in order to ensure respect for human rights. We conduct an annual e-learning course on the basics of human rights (including a confirmation test), and in FY2024, all of our approximately 4,800 employees in Japan completed the course. We implemented six e-learning courses of different human rights themes and for mid-career hires with approximately 25,200 participants, and 17 group training sessions with approximately 440 participants.

As part of awareness-raising initiatives, we hold a slogan contest every fiscal year to raise awareness about human rights, and in FY2024, we received a total of 288 slogans from employees and their families, including ones from 15 domestic Group companies. Additionally, we issue the Human Rights Newsletter as an educational material that employees can access for self-learning anytime, and Natural Support News to provide useful information for promoting employment of people with disabilities.