

Communication with Stakeholders

Under our corporate philosophy, “Making people’s lives healthier, safer, and more fulfilling,” Olympus responds to stakeholders’ expectations at a high level, conducts itself as a model corporate citizen, and aims at sustainable growth together with society.

We also disclose corporate information, such as management policy, financial condition, status of business activities, CSR activities and our product & service information in a fair, timely, appropriate and active manner based on our Information Disclosure Policy (see page 38), in order to gain the correct understanding and trust of all our stakeholders.

Examples of Communication with Stakeholders

Customers

The Olympus Group actively promotes dialogue with its customers through each of its Medical, Scientific Solutions, and Imaging businesses. In doing so, the Group strives to better understand a wide range of diverse latent needs and to propose and provide products and services in a timely manner.

To solve customers’ issues, Olympus has set up customer call centers for each business in Japan and overseas and is expanding opportunities to interact with its customers through seminars and other initiatives.

Shareholders and Investors

Olympus will disclose corporate information, such as management policy, financial condition, status of business activities and CSR activities in a fair, timely, appropriate and active manner according to its “Information Disclosure Policy.”

When announcing our financial results, we hold IR meetings to explain the results and publish financial data. In addition, we use our website to distribute presentation materials and stream video images of IR meetings, including Q&A sessions.

Investor Information <https://www.olympus-global.com/ir/>

Suppliers

Once a year, the Procurement Policy Meeting is held with key domestic suppliers for each business for the purpose of sharing with them the business strategies and procurement policy of the Olympus Group.

In addition, suppliers can access our Compliance Helpline, which is used to report compliance issues or seek advice on compliance related matters.

Employees and Their Families

In addition to drawing out the opinions of employees and workplace issues, Olympus actively holds town meetings that provide opportunities for direct exchanges of views between the senior management and employees.

Furthermore, we conduct employee questionnaire surveys for continual verification and improvement of the Group’s corporate culture. The results of these surveys are reflected in various initiatives including Group-wide events that include the participation of employees and their families.

Communities

We actively participate in various community activities as part of our efforts to inform a wide range of stakeholders, including communities, schools and businesses located near our business facilities, about the activities of the Olympus Group.

We also organize facility tours and work experience opportunities based on the characteristics of each business site. Other initiatives include the provision of instructors to schools, and participation in and support for community events.

International Community, Civil Society

Since 2012 we have studied human rights issues in cooperation with NGOs and NPOs through our participation in the Human Rights Due Diligence

Workshops run by the Nippon CSR Consortium. In addition to reviewing our company’s approach to contributing to the UN Sustainable Development Goals (SDGs), we are also involved in various social contribution activities.