

# Communication with Stakeholders

The Olympus Group is committed to “making people’s lives healthier, safer, and more fulfilling.” This is our corporate philosophy and the fundamental concept underlying our activities, enabling us to respond to the highest expectations of our stakeholders, conduct ourselves as a model corporate citizen, and work towards sustainable growth together with society.

In acting as a global company to address the issues of international society, we are participating in the UN Global Compact, reporting our CSR activities to them and conducting studies into what we can do to contribute to the Sustainable Development Goals (SDGs).

## 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 potential needs and to propose and provide products and services in a timely manner.

Customer call centers dedicated to customer services have been set up in Japan and overseas by each business. In addition to support for resolving problems for customers, the contents of such inquiries are being used in the company for improvements.

### Shareholders and Investors

The Olympus Group complies with the Fair Disclosure Rules set out in the Financial Instruments and Exchange Act and discloses corporate data including its management policies, its financial status, business activities, CSR activities, etc., in a fair, timely, appropriate and active manner according to its “Information Disclosure Policy” On our website, efforts are being made to publish such information in both Japanese and English to fulfill our information disclosure requirements.

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, Compliance Helpline, a service to receive inquiries on compliance, handles reports from the Olympus Group in Japan and from suppliers with which Olympus has direct trade relations.

### Employees

To plan and operate the systems and measures that support diverse human resources, the Human Resources Division holds dialogs with employees and the labor union. Regular labor-management meetings are being held with the labor union on the central and business site levels, including semiannual meetings with the Central Labor Standards Council, to improve working conditions and reform the corporate culture.

### 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.

### National and Local Governments

We are actively involved in a wide range of social contribution activities in cooperation with national and local governments. As part of ODA education organized in cooperation with the Japan International Cooperation Agency (JICA) and the Japanese School in Bangkok, in the fiscal year ended March 2019 we provided children with opportunities to discover, among other things, the role the endoscope plays in various applications.