

# Communication with Stakeholders

Olympus sees the reflection of public input in its management policies to share values with society as vital to the realization of the “Social IN” corporate philosophy. We continually listen to the views of stakeholders in the context of our day-to-day activities.

We also engage experts in dialogue and are currently working on identifying medium- and long-term CSR issues.

## 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 is committed to the fair, timely and accurate disclosure of corporate information, including management policies, financial data, and information about business activities and CSR activities.

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. We are also working with various organizations, including NGOs, NPOs, student groups, international agencies and government agencies, to help in achieving the Millennium Development Goals (MDGs). We also undertake a wide range of social contribution activities.