

# Reflecting stakeholder dialogue in sustainability activities

**Consumers** FineToday Group is expanding its range of consumers contact through means such as consumer support desks and social media platforms. The Group rewards consumers’ trust by listening with sincerity to their voices and reflecting them in quality management for its products and services.

- Dialogue methods and venues
- Consumer support desks
  - Social media

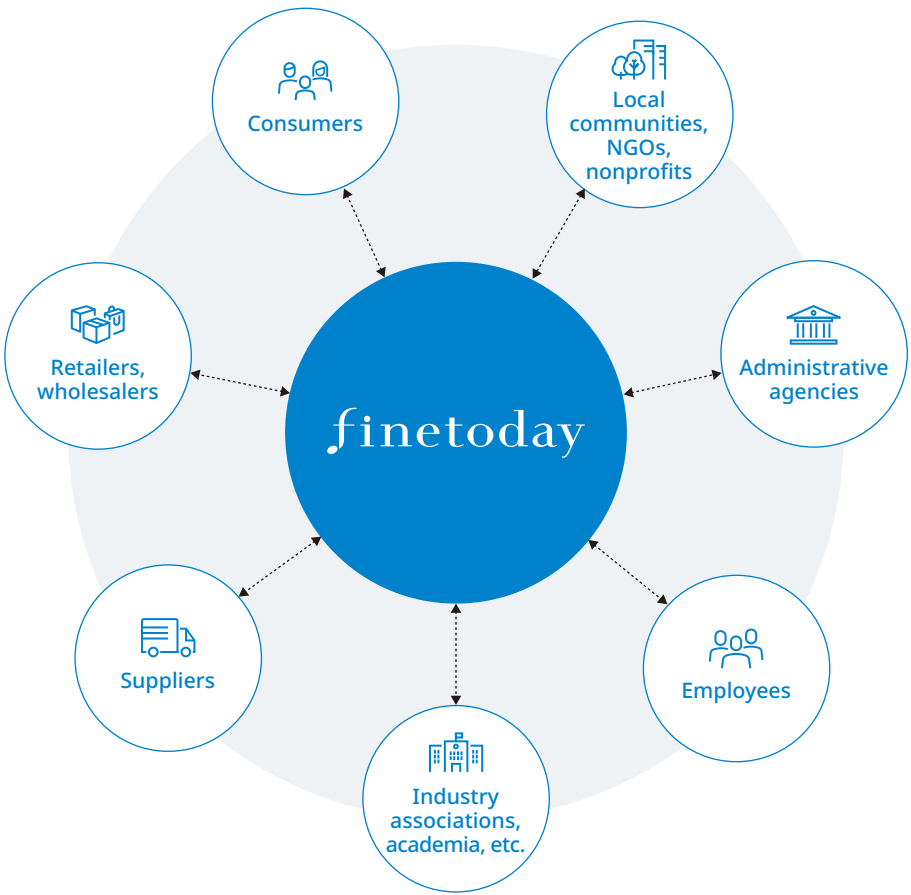
**Retailers, wholesalers** FineToday Group listens with sincerity to the voices of retailers and wholesalers and reflects them in product improvements, new-product development, and service improvements.

- Dialogue methods and venues
- Briefings on new products and marketing
  - Meetings to share merchandising proposals
  - Product study meetings

**Suppliers\*** FineToday Group strives to enhance sustainable and responsible supply chains together with suppliers who share the vision of the FineToday Group Procurement Policy.

- Dialogue methods and venues
- Concluding Master Purchase Agreement which incorporates items required in the FineToday Group Supplier Code of Conduct

\* Packaging materials, raw materials, OEM and ODM suppliers



**Local communities, NGOs, nonprofits** As a good corporate citizen, FineToday Group actively participates in the activities of local communities, NGOs, and nonprofits, to help realize a sound, sustainable society and environmental solutions.

- Dialogue methods and venues
- Activities to contribute to society in accordance with the FineToday Group Corporate Citizenship Policy
  - Donating funds and products
  - Volunteer activities
  - Dialogue with outside experts

**Administrative agencies** In addition to complying with applicable laws, regulations, and rules in each country and region, FineToday Group cooperates with administrative agencies to contribute to solutions to social issues and to sustainable development in the international community.

- Dialogue methods and venues
- Exchange of opinions
  - Cooperation in events organized by local governments and others

**Employees** FineToday Group aims to be an organization in which diverse people can leverage their individual strengths to thrive on their own, regardless of gender, nationality, religious belief, disability status, and sexual orientation.

- Dialogue methods and venues
- Engagement surveys
  - Internal whistleblowing systems, hotlines
  - Leadership development
  - Values and Leadership Behavior internal promotion, global communication conferences

**Industry associations, academia, etc.** FineToday Group cooperates in contributing to the progress of society and the industry, through active and wide-ranging knowledge sharing and exchange of opinions.

- Dialogue methods and venues
- Information collection
  - Exchange of opinions