

Stakeholder Engagement

As it engages in global business activities, the Nichirei Group recognizes the importance of communicating and maintaining dialogue with its diverse stakeholders. To foster deeper mutual understanding, the Group is fostering a number of initiatives, and encouraging the disclosure of relevant information, in order to reflect the expectations and concerns of its stakeholders, while building corporate value by establishing friendly, long-term relationships.

Stakeholder	Target	Primary issue	Mean/method of communication	Frequency
Customer	Better customer satisfaction and corporate branding: to be achieved through prompt, appropriate, and sincere responses to consumer requests and feedback.	<ul style="list-style-type: none"> Quality assurance for products and services Proper delivery of information Supply of delicious food, as well as greater availability of, and better accessibility to, a rich array of meal options 	<ul style="list-style-type: none"> Customer Service Center Customer satisfaction survey Website Social media 	<ul style="list-style-type: none"> Routine Once a year As necessary As necessary
Shareholder/ Investor	Deeper understanding of the Company and higher corporate value: to be achieved by timely and appropriate disclosures.	<ul style="list-style-type: none"> Maintaining and improving corporate value Appropriate distribution of profits Disclosure of accurate information 	<ul style="list-style-type: none"> General Meetings of Shareholders Financial results briefings Business information sessions, facility tours Detailed interviews with individual investors from Japan and overseas IR website Integrated Report Business Report 	<ul style="list-style-type: none"> Once a year Four times a year Once a year As necessary As necessary Once a year Twice a year
Business partner	Strong, effective, and stable long-term relationships with business partners throughout the supply chain	<ul style="list-style-type: none"> CSR procurement Mutual development achieved through customer intimacy 	<ul style="list-style-type: none"> CSR procurement survey for suppliers Meetings and seminars with invited participation from business partners 	<ul style="list-style-type: none"> Survey ongoing since 2018 Once a year
Employee	Favorable labor-management relations; greater employee motivation; a dynamic organizational climate	<ul style="list-style-type: none"> Occupational safety, health Job satisfaction Workstyle reform Health management 	<ul style="list-style-type: none"> Establishment of an internal reporting center Creation of an employee assistance and mental health consultation center Labor-management council Health and safety committee Symposiums involving management and employees PR brochures Intranet Employee award system Employee satisfaction survey Employee stress checks 	<ul style="list-style-type: none"> 24 hours per day 24 hours per day Twice a year Once per month Annual (all worksites) Four times a year Routine Once a year Once a year Once a year
Local community	Smooth, enduring business operations as a trusted and respected company: to be achieved by building favorable relations with surrounding communities.	<ul style="list-style-type: none"> Harmonious coexistence with local communities Preservation of local environment Educational activities in the local community 	<ul style="list-style-type: none"> Social contribution activities Participation in local events Volunteer activities Dietary education activities Food factory and distribution warehouse tours Acceptance of internships Hosting of sporting events 	<ul style="list-style-type: none"> As necessary As necessary As necessary As necessary As necessary As necessary As necessary As necessary
Trade organization/ NGO/NPO	Collaboration with other companies, by taking part in conferences and other events involving government ministries and trade organizations; resolving of social issues by collaborating and cooperating with NGOs and NPOs in Japan and abroad.	<ul style="list-style-type: none"> Climate change Food loss Sustainable public procurement of food 	<ul style="list-style-type: none"> TCFD Consortium Japan Frozen Food Association Japan Association of Refrigerated Warehouses Japan Fisheries Association Authorized NPO Second Harvest Japan World Wide Fund for Nature Roundtable on Sustainable Palm Oil 	<ul style="list-style-type: none"> As necessary As necessary As necessary As necessary Twice per month As necessary Once a year

Addressing Social Issues through Food-related Contributions

Since 2006, the Nichirei Group has been supporting the activities of a food bank, the certified NPO Second Harvest Japan. So far, we have provided about 20,000 cases of our frozen foods to various welfare facilities, including foster homes for children, mother and child support centers, and disability support facilities. In addition to delivering these products, we also provide logistical support to ensure that the items retain their quality.

We intend to continue supporting food bank activities and hope to help resolve social issues through our food-related contributions.

Process Leading Up to Delivery

Our fundamental stance is to provide only what is truly needed without forcing the acceptance of any extra material.

Nichirei Group → Provide Second Harvest Japan with a list of available products

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Second Harvest Japan

- Consult with facilities to determine which products are needed
- Compile a list of requests from all facilities
- Contact the Company

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Nichirei Group

Nichirei Foods ships the requested products, which are then delivered to their respective facilities by Nichirei Logistics Group

Cosponsorship of the Tokyo 2020: Food for 100,000 Project

In fiscal 2020, we expressed our support for activities associated with, Tokyo 2020: Food for 100,000, a project conducted by Second Harvest Japan, and donated one million yen toward the cause.

* Tokyo 2020: Food for 100,000: A project attempting to build a safety net capable of providing an adequately life-sustaining amount of food to 100,000 people in Tokyo and 60,000 people in Kanagawa and Saitama during a single year (2020); this project involves collaboration with various corporations, governments, and NPOs. <http://2hj.org/english/100000pj>

SDG Lectures Inspire Ideas on Sustainable Marine Product Development

Nichirei Fresh procures shrimp from Indonesia. Since 2006, it has participated in the Forest of Life Project, collaborating with local Indonesian partner PT. Mustika Minanusa Aurora and Tarakan City in the Indonesian province of North Kalimantan. Through its involvement in this project, the Company uses a portion of its earnings from sales of shrimp to help improve shrimp habitats and plant mangrove trees.

Intensive aquaculture, with its high environmental impact, is the primary method of shrimp farming. In contrast, the Forest of Life Project promotes the sustainable local development of marine products through extensive aquaculture, which does not use compound animal feed or electricity.

Recently, through its involvement in the Hakuho Inc. SDGs project, Earth Mall, that aims to change the future through shopping, the Company held lectures concerning SDGs at the Saitama Prefectural Ina Gakuen Junior High School with the goal of inspiring people to think about sustainable marine product development. Through this program, the Company informed students primarily about supply chains used to procure the shrimp they frequently eat and global social issues.

In addition, we worked with students to create video messages for local marine product manufacturers, who are farming shrimp in Indonesia. The local Indonesian population viewed the video and responded with messages, giving the local junior high school students the chance to engage in communication and learn the importance of sustainable marine products.

December 5, 2019 Lecture → December 11, 2019 Shrimp taste-testing → December 19, 2019 Video message production → February 28, 2020 Indonesia → July 27, 2020 Review lecture

Nichirei Group Social Contribution Spending (three years)

