

# Stakeholder Engagement

## Stakeholder Engagement

The Nihon Chouzai Group seeks to hold constructive dialogues with stakeholders in each of its business areas to identify their expectations and needs and to work together to help resolve the issues facing the entire society. Going forward, we will continue to work to deepen trust with stakeholders, build relationships that enable mutual flourishing, and increase corporate value.

	Why we engage	Stakeholders' interest	How we respond
 <p><b>Patients and customers</b></p>	<p>As a medical institution that provides quality healthcare throughout Japan, we believe pursuing the care that patients and customers demand is essential for the long-term development of our company.</p> <p>The Nihon Chouzai Group is constantly striving to ensure that patients and customers can receive the best possible healthcare without worry at our pharmacies and through our online pharmacy service throughout Japan.</p>	<ul style="list-style-type: none"> <li>■ Provision of high-quality healthcare through the safe, secure Nihon Chouzai brand</li> <li>■ Pharmacies available when needed / Providing home medical care</li> <li>■ Online pharmacy service that brings together high medical quality and convenience</li> <li>■ Supply of high-quality pharmaceuticals</li> </ul>	<ul style="list-style-type: none"> <li>■ Providing high-quality healthcare at Nihon Chouzai pharmacies in all prefectures in Japan</li> <li>■ Providing high-quality generic drugs under the Nihon Generic brand</li> <li>■ Providing Nihon Chouzai's online pharmacy service NiCOMS</li> <li>■ Expansion of the functions of the electronic medication notebook <i>Okusuri Techo Plus</i></li> </ul>
 <p><b>Medical institutions (hospitals, pharmacies) and healthcare professionals</b></p>	<p>As a medical institution and as healthcare professionals responsible for regional healthcare, the Group collaborates with other medical care providers to better serve patients and local communities. In this way, we contribute to upholding a sustainable healthcare system in Japan. In addition, for medical institutions facing a shortage of medical staff, we are helping to redress regional disparities in healthcare by supplying appropriate medical personnel through the Group's Medical Professional Staffing and Placement Business.</p>	<ul style="list-style-type: none"> <li>■ Collaboration with medical institutions to build sustainable community healthcare frameworks</li> <li>■ Redressing regional healthcare disparities caused by a shortage of medical personnel</li> <li>■ Cooperation with highly specialized pharmacies and pharmacists</li> </ul>	<ul style="list-style-type: none"> <li>■ Healthcare collaboration by highly specialized pharmacists with regional medical institutions</li> <li>■ Staffing and placement businesses that connect medical institutions and healthcare professionals while avoiding poor fits</li> <li>■ Ensure the safety and quality of drugs</li> </ul>
 <p><b>Employees</b></p>	<p>To achieve sustainable growth, it is vital to create workplaces where employees can take pride in their work as professionals supporting healthcare in Japan. The Nihon Chouzai Group is working not only to foster supportive, fulfilling workplaces, but also carry out employee engagement surveys to enhance employee satisfaction.</p>	<ul style="list-style-type: none"> <li>■ Workplaces where employees can continue to work with a sense of security</li> <li>■ Initiatives for Diversity, Equity, Inclusion, and Belonging</li> <li>■ Fulfilling work that can contribute to healthcare in Japan</li> <li>■ Maintaining stable employment</li> </ul>	<ul style="list-style-type: none"> <li>■ Offering working environments at financially sound medical institutions</li> <li>■ Providing a wide range of job positions that offer fulfillment as a healthcare professional</li> <li>■ Stable employment in the Nihon Chouzai Group (salary, benefits)</li> <li>■ One of the industry's best training programs</li> <li>■ Providing flexible career plans that empower women in the workplace</li> </ul>



Shareholders and investors

Why we engage

As a company listed on the Prime Market of the Tokyo Stock Exchange, the Group places importance on appropriate disclosure and constructive dialogue with shareholders and investors to achieve sustainable growth and build corporate value over the longer term. Feedback and demands obtained through interactions with shareholders and investors are promptly shared within the Group and reflected in management and investor relations activities.

Stakeholders' interest

- Sustainable growth
- Longer-term improvement in corporate value
- Stable shareholder returns
- Appropriate disclosure

How we respond

- Engagement activities with stakeholders and investors
- Growth strategies to achieve a sound financial structure and sustainable growth
- Stable shareholder returns



Government agencies

Effective collaboration with government agencies is indispensable to the Group's businesses. The Nihon Chouzai Group will continue to engage with government agencies to contribute to Japan's regional healthcare system.

- Provision of healthcare with guaranteed safety and stability
- Cooperative efforts with government agencies
- Reduction of medical expenses
- Understanding of ministry and agency policies

- Efforts to develop, manufacture, sell, and ensure a stable supply of high-quality generic drugs
- Promoting generic drugs to reduce medical expenses
- Contributing to regional healthcare in Japan
- Efforts to achieve digital transformation of healthcare



Society

As we seek to contribute to regional healthcare, cooperative efforts with various stakeholders in our communities are crucial to our businesses. The Group will continue to provide the best-possible healthcare throughout Japan to ensure that patients and customers can lead their daily lives with a sense of security and safety.

- Regional healthcare stations
- Family pharmacies and pharmacists
- Actions to contribute to society
- Expansion of pharmacies with specialized functions such as collaborating with medical institutions and providing advanced healthcare

- Functions to support community residents in staying healthy and to offer nutrition consultations
- Providing a safe and secure community healthcare system through dispensing pharmacies Pharmacy-based community healthcare frameworks to enable people to lead their daily lives with a sense of security
- Nationwide expansion of specially certified pharmacies, such as regional cooperation pharmacies, specialized medical institution cooperation pharmacies, and health support pharmacies



Business partners

As a Group that is involved in a broad range of business areas, it is critical that we maintain solid relationships with all of our business partners. We will work together with our business partners to create significant value for society and respond to diverse healthcare needs.

- Provision of value or compensation
- Mutual long-term growth and prosperity
- Providing quality healthcare services

- Provision of quality healthcare services
- Extensive business development by leveraging the strength of our nationwide network of pharmacies