

Three Pillars for Reinforcing Human Capital

We have set out three key strategies to enhance the value of our human assets: ensuring diversity and building a sustainable organization, boosting employee fulfillment and satisfaction, and cultivating an environment that facilitates work. We seek to maximize the potential of all employees by offering opportunities to learn and grow. At the same time, we are aiming for the sustainable growth of the organization by creating systems and an environment that foster employee buy-in and help employees derive fulfillment from their work, as well as pursuing initiatives to ensure diversity in the workforce, including promoting women's empowerment. These efforts will result in the increased value of our human assets and organizations through greater employee engagement and labor productivity, which will tie into our ability to provide enhanced, more robust value for customers and patients. Over the longer term, we see this translating into higher sales, profitability, and other financial value.

Enhancing human assets and organizational value through measures linked to the three pillars

Strategies

Ensuring Diversity and a Sustainable Organization

Environment that Facilitates Work

Corporate value created

Providing enhanced, more robust value for customers

Strengthening economic

robust value for customers
Enhancing service quality,
achieving a high level of NPS and
customer satisfaction

Strengthening economic value (financial value)
Growing sales, boosting profitability