









CSR Management

DNP has set principal themes to be addressed as part of CSR management. In addition to identifying themes that we deem important and a priority based primarily on our management strategy and business fields, we also include themes that the international community views as critical, starting with the United Nations Global Compact Ten Principles and the Sustainable Development Goals (SDGs), and comprehensively analyze them.

	Principal themes	Medium- to long-term vision	Indicators prioritized in an effort to achieve medium- to long-term vision	Medium- to long-term targets	FY2020 results
Value creation	Business to Contribute to SDGs Achievement	We create new value through products and services, which will contribute to the achievement of the SDGs, and help society grow in a sustainable manner. <div></div>	(1) Sales of environmentally conscious products and services (DNP contributes to achieving the SDGs through all its business activities. DNP set the above as one of the clear indicators to monitor progress.) (2) Ratio of Super Eco-Products* in total sales * Excellent eco-conscious products and services designated through DNP's original certification system	(1) Achieve sales of 600 billion yen by FY2020. (2) Achieve 10% by 2025.	(1) 578.1 billion yen (2) 87.1 billion yen (6.5%)
	Fair Operating Practices	We help to maintain and develop orderly, free and competitive markets based on laws and social ethics and by always remaining fair and equitable. <div></div>	(1) Number of meetings of the Corporate Ethics Committee (2) Bases holding Autonomous Corporate Ethics Training	(1) Hold meeting once a month (12 times a year) or more. (2) Achieve 100% (covering all applicable bases).	(1) Once a month (14 times) (2) 98.1% (105 bases) * Training not held at two bases outside Japan as these locations were in a lockdown due to COVID-19
Foundation to support value creation	Human Rights and Labor	We place human dignity first and foremost and respect diversity unique to all persons that includes their culture, nationality, race, ethnicity, language, religion, values, gender, age, gender identity, and sexual orientation or whether they have disabilities. We accordingly respect working styles suited to the diversity of our employees and make efforts to create a safe, healthy and vibrant working environment based on the assumption of acting with discipline. <div></div>	(1) Ratio of female managers (2) Number of female managers and leaders (3) Ratio of employees with disabilities (4) Rate of annual paid leave taken (5) Frequency rate of lost workday injuries	(1) Achieve ratio of female managers (section manager or above) of 7% or more by the end of March 2022. (2) Double the number of female managers and leaders by the end of March 2022 compared with the number (430) in February 2016. (3) Achieve the ratio not lower than 2.2%. (4) Achieve an increase over the previous fiscal year (54.7%). (5) Keep the rate not more than 0.2.	(1) 6.6% (2) Over 2.0 times the number (873) (3) 2.5% (4) 55.4% (5) 0.29
	Environment	DNP targets the realization of a decarbonized society, a recycling-oriented society and a society in harmony with nature by creating new value through Printing and Information (P&I) innovation designed to achieve the emergence of a sustainable society. To the DNP Group Environmental Vision 2050 for full text Link <div></div>	<div>▶ For details, see the "Environmental Vision/Natural Capital (pages 62-63) and the Initiatives for Climate Change (pages 64-67), the DNP Group Integrated Report</div> <div>▶ For details, see page 16 of the DNP Group Environmental Report 2021 for Environmental Activity Targets and Results List</div>		
	Responsible Procurement	For creating excellent value and cultivating strong compliance awareness at the same time, we work jointly with our supply chain stakeholders and conduct procurement that gives due consideration to human rights, the environment and more. <div></div>	(1) Average score of DNP Group CSR Procurement Guidelines survey on key suppliers (2) Percentage of key suppliers that have obtained the conformance certificate of DNP Group Guidelines for Procurement of Paper for Printing and Converting	(1) Achieve the average score of 90 points or more by FY2030. (2) Achieve 100% by FY2030.	(1) 86 points in Japan, 84 points overseas (2) 92%
	Product Safety and Quality	We seek to gain the trust of society by prioritizing the safety and quality of our products and services as part of our responsibility as a company that supplies these to society. <div></div>	(1) Number of serious accidents* caused by our products * Including cases where a defect in our products jeopardizes the user's life, causes serious bodily harm or inflicts serious damage on the user's property (other than the product itself) (2) Percentage of newly developed products undergoing product safety and risk assessment	(1) Achieve zero accidents. (2) Achieve 100%.	(1) Zero accidents (2) 100% (350 products)
	Information Security	We ensure the exceptional security of personal information and all other information assets through management and protection as part of the social responsibility of a company handling such information assets. <div></div>	(1) Rate of information security compliance assessments conducted (2) Rate of inspections and instructions by executive officer in charge of divisions implementing priority measures for personal information protection, etc. (3) Participation rate of information security education and training (4) Rate of security vulnerability tests for publicly open websites	(1) Achieve 100% (covering all business units and Group companies). (2) Achieve 100% (covering all applicable divisions). (3) Achieve 100% (covering all business units and Group companies). (4) Achieve 100% (covering all applicable websites).	(1) 100% (87 units and companies) (2) 100% (82 times) (3) 100% (Approx. 41,000 persons) (4) 100% (425 systems tested)
	Corporate Citizenship	We contribute to society by resolving social issues, conducting volunteer activities and through cultural activities as we look to deepen our relationship with society as a good corporate citizen that coexists with society. <div></div>	(1) Number of external participants in social contribution activity programs (2) Number of employee participants in social contribution activity programs (3) Number of fair trade-related products consumed in-house (4) Number of dishes served in company cafeterias to support disaster areas and groups engaging in future generations development	(1) Achieve an accumulated total of 10,000 persons (2,000 per year) from FY2020 to FY2024. (2) Achieve an accumulated total of 6,000 persons (1,200 per year) from FY2020 to FY2024. (3) Achieve an accumulated total of 250,000 items (50,000 per year) from FY2020 to FY2024. (4) Achieve an accumulated total of 70,000 dishes (14,000 per year) from FY2020 to FY2024.	(1) 1,293 persons (2) 674 persons (3) 39,190 items (4) 4,516 dishes

<https://www.un.org/sustainabledevelopment/>
The content of this publication has not been approved by the United Nations and does not reflect the views of the United Nations or its officials or Member States.

• Those without a target fiscal year are the target values for each fiscal year.

Fair Operating Practices

Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Number of meetings of the Corporate Ethics Committee*1	(1) Hold meeting once a month (12 times a year) or more.	(1) Once a month (14 times)
(2) Bases holding Autonomous Corporate Ethics Training*2	(2) Achieve 100% (covering all applicable bases).	(2) 98.1% (105 bases) * Training not held at two bases outside Japan as these locations were in a lockdown due to COVID-19

*1 An organization overseeing internal controls, responsible for promoting a compliance framework to ensure that all business activities of the DNP Group are carried out in an appropriate manner. Consisting of directors and corporate officers in charge of organizational units within the head office, the committee holds regular monthly meetings to formulate and determine policies and various activity implementation plans concerning the compliance framework of the entire Group. The committee is also responsible for comprehensively inspecting, reviewing and providing guidance for the framework established and operated in accordance with the implementation plans.

*2 Training provided on a continuous basis since 2003. The heads of each business division provide lectures on corporate ethics as a foundation of business and explain to their staff the issues and countermeasures relevant to the operations of their respective divisions.

Efforts for Promoting and Thoroughly Implementing Tax Compliance

Under the DNP Group Code of Conduct, DNP constantly endeavors to ensure thorough compliance with laws, regulations and social ethics in Japan and overseas. With regard to tax matters, we comply with tax laws of countries and regions where DNP Group companies do business and always make tax payments in a legitimate and appropriate manner. In March 2021, in order to clearly show these efforts once again both inside and outside DNP and make

sure to steadily implement them in the future, we formulated and publicized the DNP Group Tax Policy, which represents our basic stance to tax compliance and other related matters. DNP will continue to fulfill its corporate social responsibility by promoting and thoroughly implementing tax compliance and through highly transparent tax administration.

[DNP Group Tax Policy | DNP Group](#) [Link](#)

Activities toward Instilling, Establishing and Thoroughly Implementing Corporate Ethics

DNP strives to instill, establish and thoroughly implement corporate ethics among all Group employees in and outside Japan. As part of these activities, each division again provided the Autonomous Corporate Ethics Training in FY2020, while taking the lead in examining and implementing training details matched to the individual characteristics of each organization. During the training, participants renewed their knowledge on such topics as respecting human rights and preventing bribery. With more and more people starting to work from home due to the COVID-19 pandemic, each

division devised better ways to provide training and increased its effectiveness, such as by combining real-world and online means, disseminating lectures by the head of each division and holding Q&A sessions using a chat feature.



Screenshot of Autonomous Corporate Ethics Training held online

Operation of Whistle-Blower Systems

While working to prevent breach of social ethics, DNP has established the Open Door Room and Global Whistle-Blower System for Group employees to directly report cases or potential cases of non-compliance should they occur for early detection and for improving our self-cleansing capability. In addition to these internal systems, we have set up and have been operating an external helpline, in which lawyers receive relevant inquiries and reports. For issues that have become visible through inquiries and reports, we

make appropriate response and adopt necessary measures after protecting the confidentiality of the information and the anonymity of whistle-blowers so that they will not be exposed to negative consequences. In FY2020, we received multiple reports and dealt with each case sincerely. For suppliers, we have in place the Supplier Hotline, which is operated in the same manner.

[CSR Management: Responsible Procurement](#) [Link](#)

Responsible Procurement

Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Average score of DNP Group CSR Procurement Guidelines survey on key suppliers	(1) Achieve the average score of 90 points or more by FY2030.	(1) 86 points in Japan, 84 points in overseas
(2) Percentage of key suppliers that have obtained the conformance certificate of DNP Group Guidelines for Procurement of Paper for Printing and Converting	(2) Achieve 100% by FY2030.	(2) 92%

Toward the realization of a sustainable society, efforts are now required on a global scale to resolve various issues in the entire supply chain, such as those related to the environment, human rights and labor, and safety and health. As many organizations have already issued or added revisions to their international instruments, such as the United Nations' Guiding Principles on Business and Human Rights and Sustainable Development Goals (SDGs), Organisation for Economic Co-operation and Development (OECD)

Guidelines for Multinational Enterprises and International Labour Organization (ILO) Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy, there has recently been an even stronger call to companies from society, requesting their greater engagement.

DNP takes a global viewpoint and recognizes that, in conducting business in and outside Japan, it is crucial to appropriately evaluate and mitigate the impact of its business activities on the international and local communities.

Revisions to the CSR Procurement Guidelines

Since formulating the DNP Group CSR Procurement Criteria in 2006, DNP has been working with suppliers for responsible procurement that gives due consideration to social and environmental aspects. We converted the criteria into the DNP Group CSR Procurement Guidelines in 2018 with the aim of incorporating a global perspective and meeting society's and people's expectations at a higher level. In November 2020, we upgraded the guidelines by extending

their scope from just first-tier suppliers to cover the entire supply chain. The upgrade also included revising and bolstering our compliance rules concerning human rights and labor, safety and health, the environment, fair transaction and ethics, product safety and quality, and information security as well as adding such important topics as legal compliance, respect for international standards and business continuity plans (BCP).

Conducting a Supplier Survey and Interview Based on the CSR Procurement Guidelines on an Ongoing Basis

We have been continuously conducting a questionnaire survey on suppliers to check the status of their efforts under the DNP Group CSR Procurement Guidelines. In FY2020, we held an interview with 18 suppliers based on the results

of the previous year's survey and provided specific guidance for improvement. We have also extended the scope of our supplier survey from Japan to other countries and conducted the survey globally.

Reinforcing Management in the Entire Supply Chain

In February 2019, we started conducting a material procurement BCP questionnaire survey on suppliers. The key concept is to keep operating our supply chain even in an emergency, and the survey aims to cover second- and third-tier suppliers and hedge risks related to procurement of raw materials for DNP's major products. In April 2020, we revised our basic transaction agreement and now require every supplier, including second- and third-tier suppliers, to make relevant efforts under the DNP Group

CSR Procurement Guidelines. In FY2020, the COVID-19 pandemic hit the world and disrupted supply chains in many countries and regions. As we had already performed the risk assessment before the pandemic, DNP successfully cooperated also with second- and third-tier suppliers to ensure business continuity.

We will continue to fulfill our social responsibility throughout the entire supply chain jointly with our many partners in Japan and overseas.

Human Rights and Labor

Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Ratio of female managers	(1) Achieve ratio of female managers (section manager or above) of 7% or more by the end of March 2022.	(1) 6.6%
(2) Number of female managers and leaders	2) Double the number of female managers and leaders by the end of March 2022 compared with the number (430) in February 2016.	(2) Over 2.0 times the number (873)
(3) Ratio of employees with disabilities	(3) Achieve the ratio not lower than 2.2%.	(3) 2.5%
(4) Rate of annual paid leave taken	(4) Achieve an increase over the previous fiscal year (54.7%).	(4) 55.4%
(5) Frequency rate of lost workday injuries	(5) Keep the rate not more than 0.2.	(5) 0.29

Initiatives for Human Resources

Activities to Promote Diversity and Inclusion

DNP Diversity Declaration and cultivation of a sense of involvement

In July 2020, DNP made the DNP Diversity Declaration as a top management's commitment to promoting even greater diversity and inclusion (D&I). Specifically, we have declared that the President will spearhead our efforts to promote D&I and that we will transform awareness of those in managerial positions and make ourselves a company where each and every employee can actively take on challenges and create new value.

DNP Diversity Declaration

- We will take the lead in working to promote diversity and inclusion.
- We will transform the awareness of managers into a "Dialogue style" that utilizes the differences of each and every person as strengths.
- We will make ourselves a company where each and every employee can actively take on challenges and create new value.

July 17, 2020
Yoshinari Kitajima, President

Based on a belief that turning the declaration into reality requires the cultivation of a sense of involvement, we have formulated a medium-term plan and have been communicating the idea broadly throughout DNP that every employee having diverse strengths makes up DNP's D&I. As part of this activity, we held our first internal Diversity Week event in February 2021, which included 18 programs designed to nurture awareness that everyone is involved in our D&I. More than 7,000 employees participated in the

event, and about 70% of them said in a questionnaire survey that their way of thinking has changed and they have come to realize new things.



Top page of the internal Diversity Week website

Setting male employees' practice of taking childcare leave more firmly in place

DNP has conventionally held a seminar called "Kangaroo Club" to support balancing work with childcare. The seminar is for parents to talk about work and childcare and is also open to partners who are not DNP employees. The seminar was held in FY2020, for soon-to-be fathers and mothers and for employees returning to work, and encouraged men to take part in childcare and housework and advised them to take childcare leave.

In December 2020, we joined the Male 100% Childcare Leave Declaration promoted by Work-Life Balance Co., Ltd. This percentage at DNP was 54.3% in FY2020, and in seeking to achieve 100% in the future, we will step up our efforts to create a workplace culture that enables male employees to take childcare leave more easily and in which phycological safety is maintained.

Toward realizing a workplace comfortable for everyone

In FY2020, we conducted online video training on LGBTQ+, in which more than 17,000 employees in the DNP Group participated. During the training, participants deepened their understanding for the inconveniences and worries felt by LGBTQ+ (sexual minority) people in their daily lives and learned that creating a workplace where anyone can work without having to carry a physical or psychological burden will eventually benefit all employees. As a result of the questionnaire survey for those in managerial positions, about 90% said that they were able to gain a greater understanding of LGBTQ+.

Additionally, DNP has become a partner to Pride House Tokyo, a project to disseminate information on LGBTQ+ broadly to society. We will facilitate an understanding of LGBTQ+ by leveraging DNP's digital archive and other unique technologies to let many of the visitors to the project's facility in Sinjuku-ku, Tokyo to experience the culture and history of LGBTQ+.

Joining The Valuable 500 to promote more active roles of persons with disabilities

DNP sympathizes with the idea and activities of The Valuable 500, a worldwide initiative to promote more active roles of persons with disabilities, and joined it in July 2020.

The aim of The Valuable 500 is to enable persons with disabilities to provide greater value to society and economy by getting business leaders to promote inclusive efforts in

their respective businesses to leverage the strengths of diverse individuals to trigger a change.



[DNP's Commitment to the Valuable 500]

The DNP Group's DNP Group Code of Conduct advocates, "Respect for human dignity and diversity". In addition, based on the DNP Group Human Rights Policy established in March 2020, all employees, including those with special needs, will combine their strengths to overcome social challenges and create new value that meet the expectations of consumers.

- We will provide a variety of opportunities so that people with special needs can leverage their strengths and work.
- We will train employees to promote their understanding of inclusion and build an environment where everyone can play an active role.
- We will promote Inclusive Design that involves the participation of a variety of people, including those with special needs, in the development of products and services.

We will make efforts to realize our corporate philosophy: "The DNP Group connects individuals and society, and provides new value," by respecting the individuality of all employees, mutually accepting each other, and leveraging each other's diversity as a strength.

Reform of Personnel Systems from the Long-Term Perspective to Lead to the New Normal

In order to achieve growth over the medium to long term, DNP is reinforcing its business infrastructure by utilizing financial and non-financial capital in an integrated manner. Personnel-related systems, in particular, support employees who form an important foundation for our growth. In this regard, we are working to provide systems that take into account changes occurring in the entire society and are attractive both internally and externally, while upholding a belief that respecting employees leads to the respected employees driving corporate growth and enhancing society. By realizing such systems, we intend to transform employees' awareness and action.

In FY2019, as the first step to reform our personnel systems, we enhanced our promotion systems mainly targeting young employees and human resources with varying careers both within and outside the Group and carried out a system reform to permit certain side jobs or

dual employment. The second step in FY2020 involved efforts to facilitate a reform of our organizational culture, including revisions of our award systems, respond to the concept of equal pay for equal work, enhance systems concerning promotion and the nurturing of ICT personnel and support work styles of senior employees. As a third series of efforts in FY2021, we will seek work styles that will lead to the new normal, transform into a new management style, introduce a dual-ladder career system for middle-ranking executives, put the DNP Diversity Declaration into practice and provide value optimized to each country and region. Through these efforts, we will implement diverse and specific personnel systems that will accelerate creation of new value.

DNP Group CSR Management and Year Topics 2021

► Key features of our personnel systems reform in FY2021 onward

1. Work styles in the era of the new normal and a new management style

● Normalizing and establishing telecommuting

As enhancement to our existing telecommuting system, we will introduce to each organization a scheme that allows employees to work from home or remotely for more than half a week. For employees working under this scheme, we will provide a telecommuting allowance and reimburse actual costs of transportation to and from work instead of paying a fixed amount of commuting allowance.

● Shifting to a management style that uses a new value objectives system matched to DNP

We will establish a new value objectives system that integrates elements of Objectives and Key Results (OKR) into the existing Management by Objectives (MBO) system and allows for the visualization of processes and results, cultivation of team spirit and autonomous career support. We will shift to a new management style by operating the new system in combination with weekly team meetings and one-on-one meetings.

2. Introducing a dual-ladder career system and enhancing the specialist work system

● System for middle-ranking executives to autonomously choose a managerial track or specialist track

With all employees striving to create value, we need to improve the management capabilities of those holding managerial positions and let specialists demonstrate their expertise. In order to realize this, we will introduce a dual-ladder system for middle-ranking executives to autonomously choose a managerial track or specialist track.

● Enhancing the specialist work system

To the system's existing titles of Fellow and Chief Specialist, we have added Principal Specialist targeting mid-level employees. In this way, we are upgrading the system so that human resources having expertise in

specific fields, domains and technologies can continuously hone their specialized strengths.

3. Enhancing diversity-related systems

In order to put the DNP Diversity Declaration into practice, we will enhance systems to leverage diverse individualities and human resources.

- 1) We will make some of our systems for spouses available to same sex and common law partners.
- 2) We will expand the programs to support career/life balance, and introduce new support systems for employees regularly seeing a doctor or undergoing treatment for infertility or cancer and those going to school or advancing to higher-level school for skills improvement.
- 3) We will enhance our shorter workday system for nursing care and childcare by newly adding a shorter workweek system.

4. Revising working conditions of employees stationed overseas

In our Medium-term Management Plan, DNP seeks to "provide value optimized to each country and region." Accordingly, as one personnel labor management measure, we revised and enhanced the working conditions of employees stationed overseas.

5. Introducing an in-house dual job system

In order to spur innovation to create value, we have established an in-house dual job system in which employees can simultaneously work for another department within the DNP Group if they voluntarily wish to do so. The aim is to learn the knowledge and skills in the department, which should be synergized with one's existing knowledge and skills to turn them into strengths, or to promote cooperation and collaboration with the department.

reacknowledged the importance of good physical and mental health of employees and their families following the COVID-19 outbreak.

Currently, DNP is striving to resolve social issues and create new value that meet people's expectations. As diverse value is called for, it is particularly essential that employees respect each other and demonstrate their individual, diverse strengths to the fullest so that we can synergize the strengths both within and outside DNP. In doing so, it is also important that they work actively with a healthy body and mind in a team they can trust. We believe that promoting health and creating an appropriate workplace culture will lead to the happiness of each and every employee. Under this recognition, we announced the DNP Group Declaration on Health both internally and externally on April 1, 2021 and showed what we envision through DNP's unique health and productivity management as well as health-driven measures. According to the declaration, we will reinforce our efforts in three fields, namely, maintaining and improving physical and mental health, developing psychological capital, or a positive mind of each employee, and building psychological safety based on the relationships of trust in individual workplaces and teams. The goal is to boost employees' level of happiness and enhance our corporate value.

DNP Group Declaration on Health

The DNP Group aims to embody the DNP Group Safety and Health Charter by promoting the health management and health-driven measures that boost the happiness of our employees, based on the following three perspectives:

1. Maintaining and improving the physical and mental health of our employees and their families.
2. Developing the psychological capital, or positive mind of diverse individuals or human resources.
3. Building psychological safety, or trust-based relationships in our individual workplaces and teams.

With this declaration in mind we aim to achieve improved corporate value.

April 1, 2021
Yoshinari Kitajima, President

Initiatives for Human Rights

Reinforcing Human Rights Management Based on the DNP Group Human Rights Policy

The COVID-19 pandemic has accelerated changes in economy, society and the environment. Even in the post-COVID-19 world, we may be affected by various risks, including those associated with new infectious diseases, and there is a concern for their negative impact on the human rights in the international community. In accordance with the DNP Group Human Rights Policy, we are promoting human rights due diligence in order to fulfill our responsibility to respect human rights.

► Human rights due diligence in the DNP Group and in its supply chain

● Efforts of the DNP Group

In 2019, DNP conducted a survey and evaluation of nine Group companies doing business in Southeast Asia, Europe and the United States by using the Human Rights Compliance Assessment Quick Check of the Danish Institute for Human Rights. The results showed no major problems requiring immediate action. In FY2020, we proceeded with preparations for a survey to identify risks in more detail.

Additionally, DNP has in place a system for employees to seek advice of experts on housing, legal, tax, harassment

and other matters. In FY2020, we revamped our internal information website to provide to employees an easier access to consultation hotline.

● Efforts in the entire supply chain

In November 2020, we fully revised the DNP Group CSR Procurement Guidelines with the aim of further reinforcing responsible procurement that also gives consideration to human rights. Specifically, revisions were made to such topics as human rights and labor as well as safety and health, and the behavior standard concerning compliance rules defined in the guidelines now requires suppliers of the first, second and the subsequent tiers to make greater efforts in this area. To facilitate their understanding, the practical guide of the guidelines (in Japanese and English), which was also revised, provides detailed descriptions of the standard, terminology and background. We have also initiated a supplier survey based on the new guidelines on a global basis.

CSR Management Topics 2021: Responsible Procurement
[Link](#)

Accelerating Occupational Safety and Health Initiatives during the COVID-19 Pandemic

► Our response to COVID-19

DNP has established the Central Novel Corona Virus Control Headquarters led by the President and has been strengthening and thoroughly implementing measures to prevent the spread of COVID-19 for all stakeholders. We have made it a rule to follow instructions of the national and local governments and are placing top priority on the health and safety of our employees and their families. Along with fully implementing basic preventive measures, such as reducing contact among people, wearing a face mask and washing hands, and totally avoiding situations where the risk of infection is high, we are also promoting a range of

diverse initiatives from the long-term perspective, with all employees thinking about new work styles to lead to the new normal.

[DNP Group's Response to COVID-19 \(in Japanese\)](#) [Link](#)

► DNP Group Declaration on Health

DNP has always been undertaking initiatives to maintain and promote the health of employees and has further accelerated these activities with the formulation of the DNP Group Safety and Health Charter in 2019. Since 2020, we have been revising and augmenting various initiatives as we

Information Security

Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Rate of information security compliance assessments conducted	(1) Achieve 100% (covering all business units and Group companies).	(1) 100% (87 units and companies)
(2) Rate of inspections and instructions by executive officer in charge of divisions implementing priority measures for personal information protection, etc.	(2) Achieve 100% (covering all applicable divisions)*.	(2) 100% (82 times)
(3) Participation rate of information security education and training	(3) Achieve 100% (covering all business units and Group companies).	(3) 100% (Approx. 41,000 persons)
(4) Rate of security vulnerability tests for publicly open websites	(4) Achieve 100% (covering all applicable websites).	(4) 100% (425 systems tested)

* We postponed on-site inspections due to the COVID-19 pandemic and switched to remote inspections.

Exchanging information over the Internet both enriches consumer's lives and greatly improves companies' productivity. With the COVID-19 pandemic being one contributing factor, services that use the Internet have been growing rapidly, attaching greater importance to ensuring information security and protecting personal information. As DNP

handles many information assets, including personal information, we regard that managing and protecting these information assets is one of our important social responsibilities and have been undertaking various initiatives accordingly.

Promoting Diverse Information Security Measures, Including Response to Advanced Persistent Threats (APTs)

With cyber attacks now becoming increasingly artful and complex, Ransomware Attacks and Confidential Information Theft by APT ranked first and second, respectively, in the 10 Major Security Threats 2021 list of the Information-technology Promotion Agency (IPA). In the latter threat, an attacker with malicious intent obtains or destroys information by infecting personal computers with a computer virus via e-mail and penetrating the system of the target organization. Leakage and misuse of confidential information can cause a significant impact on business continuity and national security.

DNP has always positioned reinforcement of information security as an important management issue and has been implementing a range of measures that also factor in the latest trends. For example, we have built layered counter-measures that combine "inbound measures" comprising vulnerability and virus protection measures for personal computers and servers, "internal measures" to contain damage in case the system has been penetrated and "outbound measures" that prevent information from being illicitly transmitted outside the system. We have also been promoting Security By Design, whereby protective functions are reflected in a computer system from its design and development stage, and conducting periodic vulnerability tests on systems already in use.

The DNP Group company Cyber Knowledge Academy Co., Ltd. provides educational programs internally and externally to nurture personnel to counter cyber attacks. Based on these programs, DNP conducts periodic training, in which 203 employees have participated to date. In addition, we are working to improve the skills level of our security personnel by dispatching employees to the IPA and participating in education provided by the Industrial Cyber Security Center of Excellence (ICSCoE). DNP also conducts the following organized activities through its Computer Security Incident Response Team (CSIRT), a team of specialized staff (3 full-time members and 15 with concurrent posts) to respond to information security issues, in collaboration with the Nippon CSIRT Association and other organizations.

- Devise and implement cyber security measures
- Research information security technology inside and outside the Company
- Cut off malicious site communication
- Communicate information on vulnerabilities that require immediate action and verify the implementation status of measures
- Provide instruction on technological measures in an emergency such as infection or spread of a virus

Strengthening Information Security Measures Adapting to Work Styles under the New Normal

The COVID-19 pandemic, among other factors, has prompted rapid spread of telecommuting and other new work styles, and more people are now accessing their internal system from outside the office and using web conferencing. This, in turn, has given rise to concern about increasing attacks exploiting these rapid changes in the working environment, and the IPA listed Attacks on New Normal Work Styles such as Teleworking for the first time in its 10 Major Security Threats 2021 and placed it in the third place.

As the new normal has become more firmly instilled to drive drastic changes in work and living styles, DNP has

been implementing various measures along with the basic measures described above. These include establishing the definition of telecommuting, formulating operating rules and providing thorough security education. For example, we prevent such threats as intrusion and attacks from outside by requiring multifactor authentication when employees access our internal system from places other than our bases and not permitting the use of unauthorized information devices. We will continue to further strengthen our information security measures in order to reflect the latest trends.

Product Safety and Quality

Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Number of serious accidents* caused by our products * Including cases where a defect in our products jeopardizes the user's life, causes serious bodily harm or inflicts serious damage on the user's property (other than the product itself)	(1) Achieve zero accidents.	(1) Zero accidents
(2) Percentage of newly developed products undergoing product safety and risk assessment	(2) Achieve 100%.	(2) 100% (350 products)

Initiatives for Creating New Value

In developing and providing new value that solves social issues and meets people's expectations, the most important thing is to ensure the safety and security of people using DNP's products and services. Under this belief, we have been focusing on increasing the quality and safety of our products and services.

Specifically, we conduct quality and safety risk assessment when designing a product or service and devise measures according to the level of risk identified. These measures are discussed and determined at the Quality Assurance and Product Safety Committee of the responsible business units and reviewed at the Quality Assurance and Product Safety Committee within the head office. We also perform tests and evaluations on durability by using

actual equipment and assuming people's actual usage environment and conditions, and utilize the results for quality and safety improvement.

Believing that ensuring product safety, in particular, requires continuous efforts, DNP performs a safety risk check on all families of products and services twice a year, in addition to a check conducted during development. In case risk check results entail a change of design or an improvement in technology in order to further ensure safety, we respond swiftly, compile details of such a change and improvement into a document to use it as our product safety standards and ensure thorough implementation of these standards on an ongoing basis.

● Examples of key new products and services in FY2020



AI-guided Hand Washing Service, for which we repeated a design evaluation of the system's waterproof performance and measures against heat generation and achieved the optimum trade-off performance.



DNP ultra-low reflection face shield (left), for which we assessed durability against alcohol disinfectants, ultraviolet rays blocking rate and degree of damage when dropped

Initiatives to Maintain Quality under the New Normal

DNP has always endeavored to enforce legal compliance and ensure quality and safety and implements sufficient risk management in order to prevent serious accidents from occurring. More recently, we have been undertaking a variety of initiatives to prevent COVID-19 while working to maintain the quality of our products and services, placing our highest priority on the health and safety of employees and their families. As an example, we reexamined our

existing work processes and focused on promoting the proactive use of electronic tools, accepting non-face-to-face or remote quality checks and external audits and dispersing close contact operations.

DNP will always maintain the perspective of consumers and strive to provide products and services with high levels of quality and safety.

Corporate Citizenship



Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Number of external participants in social contribution activity programs	(1) Achieve an accumulated total of 10,000 persons (2,000 per year) from FY2020 to FY2024.	(1) 1,293 persons
(2) Number of employee participants in social contribution activity programs	(2) Achieve an accumulated total of 6,000 persons (1,200 per year) from FY2020 to FY2024.	(2) 674 persons
(3) Number of fair trade-related products consumed in-house	(3) Achieve an accumulated total of 250,000 items (50,000 per year) from FY2020 to FY2024.	(3) 39,190 items
(4) Number of dishes served in company cafeterias to support disaster areas and groups engaging in future generations development	(4) Achieve an accumulated total of 70,000 dishes (14,000 per year) from FY2020 to FY2024.	(4) 4,516 dishes

Activities to Support Measures to Counter COVID-19

Under the COVID-19 pandemic, we have been undertaking support activities unique to the DNP Group, providing our products and services free of charge mainly to healthcare professionals working on the frontline as well as children enduring limited in-school learning.

Support for medical and educational fields leveraging DNP's strengths

As an effort to counter shortages of medical supplies, DNP has donated about 87,000 high-performance N95 medical masks as a group as a whole, which were stockpiled internally based on its business continuity plan (BCP), to local medical institutions and government entities. We have also donated about 10,000 face shields, air-borne droplet protective boards and other infection prevention products, including those manufactured within the Group, to local medical institutions, government entities and schools for the hearing impaired and other educational institutions. Of these, DNP's ultra-low reflection face shield leverages our proprietary coating technology to reduce light reflection, is comfortable to wear and makes it easier to see the wearer's facial expression. This face shield has been highly acclaimed by those who have used it, as being easier to see the mouth and facial expression of the wearer when communicating in sign language and being stress-free to wear with its clear field of vision.

In the education field, we offered a DNP-designed learning platform service free of charge for a certain period to elementary and junior high schools to help children facing school closures or receiving limited in-school learning in a smaller group. This service provides, both at school and home, the optimal educational material for each student based on his or her progress in learning. We have also undertaken social contribution activities that capitalize on the digital archive and virtual reality (VR) technologies unique to DNP, such as providing a content service to enjoy art or cultural heritage remotely and making available free online learning materials for manga and anime production.

[DNP Group's Response to COVID-19 \(in Japanese\)](#) [Link](#)



DNP's ultra-low reflection face shields were donated to three schools for the hearing impaired in Tokyo, University of Tsukuba's Special Needs Education School for the Deaf and the Japanese Federation of the Deaf as well as to ward offices, police stations and fire departments in Shinjuku-ku, Tokyo.

VOICE Providing Face Shields

Tomoyuki Itou, Principal
Special Needs Education School for the Deaf, University of Tsukuba

Our students have a hearing disability, and they listen to the voice of people through a hearing aid or implanted cochlea and communicate by looking at the mouth and facial expression of the speaker or in sign language. The COVID-19 pandemic has made it a normal to wear a face mask and caused inconvenience

to many children, teachers and school staff.

Then, DNP donated face shields to us in December last year. These shields, which are a culmination of DNP's technologies, reflect much less fluorescent lights, and many students, teachers and school staff have commented that they offer a clearer visibility and are eye-friendly. I would like to express my sincere appreciation for your efforts to develop products that simultaneously ensure better learning and greater comfort and for your initiatives for contributing society.



Corporate Citizenship Activities Accelerated under the New Normal

As the COVID-19 pandemic has restricted face-to-face activities and long-distance travel, we reexamined our existing social contribution programs and at the same time worked to come up with a new set of DNP's unique corporate citizenship activities. These consider enhancement of value while adapting to the new normal, such as by integrating real and remote.

Strengthening the use of internet and social contribution programs for employees working from home

In FY2020, substantial restrictions on domestic and overseas travels made it difficult to conduct social contribution activities that require employees to come to the office or visit disaster-affected areas. As an alternative, we geared our efforts to enhance social contribution programs that can be done using our in-house information network or at home.

DNP has been focusing on fair trade activities that aim to improve living conditions of people, including producers, in developing countries and help them become self-independent by continuously and stably trading raw materials and products at a fair price. In 2018, in-house consumption of fair trade certified coffee reached 1 million cups, and we became the first company in Japan to receive a certificate of commendation from the NPO Fairtrade Label Japan. We also specify every May as Fair Trade Month to coincide with the World Fair Trade Day (the second Saturday of May) and provide dishes that use fair trade certified foodstuff at our company cafeterias across Japan. In FY2020, instead of providing such special dishes at company cafeterias, which have



become underused due to COVID-19, we started online sales of fair trade coffee to employees. We set up an employee e-commerce system and make available certified instant drip coffee packets, which had only been sold at company stores, to all employees throughout the country. We held a sales campaign from December 2020 to March 2021 and sold about ten times as many coffee packets than an average year.

As an activity that can be done from home, many employees participated in the Campaign to Deliver Picture Books run by the NGP Shanti Volunteer Association as usual. The campaign sends Japanese picture books, affixed with seals bearing translations into the local language, to children in developing countries to increase literacy.

[Conducting a Campaign to Promote Consumption of Fair Trade Certified Products In-House \(in Japanese\)](#) [Link](#)
[Donating Translated Picture Books to Increase Literacy in Developing Countries \(in Japanese\)](#) [Link](#)

Initiatives for future generations development using online tools

The Tokyo Metropolitan Government has organized the Commercial Education Consortium Tokyo jointly with the Tokyo Metropolitan Board of Education, companies and local communities as an effort to create opportunities for commercial high school students to learn how business is actually conducted. DNP has sympathized with this objective and has been providing a lesson curriculum since FY2018. In FY2020, employees from our Packaging Business Unit handling packaging materials for food and daily necessities gave a total of four lessons under the curriculum, mainly online, over the course of a half year to 210 second-year students of Tokyo Metropolitan Third Commercial High School. On a topic of thinking about a new souvenir of Tokyo, they generated excellent ideas that well convey the attractiveness of Tokyo and could actually be commercialized.



Snapshot of our high school business education lesson. Even though it was held online, students took the lesson seriously and actively engaged in exchange of opinions and Q&A sessions.

DNP has also supported the Tokyo Great Santa Run, a charity event to deliver Christmas gifts to children fighting illnesses, for three consecutive years. In FY2020, even though the actual running by people wearing Santa Clause and other fun outfits was cancelled, we provided various forms of support to the event. For example, we connected the DNP Plaza, which is a facility run by DNP in Ichigaya, Tokyo, a hospital and student volunteers online and used our virtual customer attendance service to hold a Christmas party for hospitalized children and their families. FUN'S-CHAN, a DNP's original virtual character, was also present at the party wearing a Santa hat and spent a joyful time with the children, reading a picture book story and hosting a quiz session. Until 2019, children had gathered in the hospital's playroom to have a Christmas party. This year, the party was held online and allowed other children confined to bed to join it via tablet and similar devices. Holding it online also eliminated the spatial limitation and restriction on the number of children allowed into the playroom, enabling many more employees to participate and learn many things from children's smiles.



Online Christmas party held as part of the Tokyo Great Santa Run event

[Providing Lessons to Generate Business Ideas to Second-Year Students of Tokyo Metropolitan Third Commercial High School \(in Japanese\)](#) [Link](#)
[Supporting the Tokyo Great Santa Run 2020 \(in Japanese\)](#) [Link](#)

DNP Group's Corporate Citizenship Activities in FY2020

Key activity theme	Program	Details	Event / Main location	Key outside partner	Results data * Participants are approximate numbers.
1. Environmental conservation 	Conservation of biodiversity	Creating green spaces at business sites, activities to conserve local ecological systems and others	Nationwide: DNP Group bases	—	Example Initiatives of Each Site (in Japanese) Link
	Cleanup activities	Cleanup activities in and near Nakanoshima Park (Katsura River) in Arashiyama, Kyoto and others	Nationwide: DNP Group bases	—	No. of local cleanup activity participants: Over 330 (more than 9 locations nationwide)
	Others	Activity to donate children's clothing Providing soy meat during a campaign at company cafeterias	Nationwide: DNP Group bases Nationwide: DNP Group company cafeterias (20 bases)	Specified NPO Sanno-Gakusha (via Lynks service)	Children's clothing donated: 1,284 items by 40 participants No. of soy meat dishes sold: 1,203
2. Contribution to local and international communities 	Fair trade activities	Limited-time sales campaign for instant drip coffee packets In-house sales of other fair trade products	Nationwide: DNP Group coffee shops and company stores	Fairtrade Label Japan Art Coffee Co., Ltd. and others	No. of cups of fair trade coffee sold: 39,190 * Including 3,592 instant drip coffee packets
	Support for women in developing countries (donation of postage stamps and postcards)	Collecting stamps and postcards (FY2020)	—	Japanese Organization for International Cooperation in Family Planning (JOICEP)	¥40,000 of unused stamps and postcards (face value), and about 4 kg of used commemorative stamps * Cumulative total since 2018: ¥230,000 of unused stamps and postcards and about 16 kg of used stamps
	Local community contribution activities (overseas business locations)	Telaga Desa Agro-Enviro Education Park (local community contribution program involving technical guidance and technology transfer) and others	Overseas: PT DNP Indonesia and others	Karawang International Industrial City community association and others	—
3. Future generations development 	External lessons and workshops	"The Wonder of Colors," "Picto Challenge"	Tokyo & Saitama: Schools and educational facilities		No. of external lesson participants: 100 from 3 schools and educational facilities
	Educational support for developing countries (volunteer activity to prepare translated picture books)	Employees and their families: Preparing translated picture books (FY2020)	Nationwide: Homes of DNP Group employees	Shanti Volunteer Association	No. of translated picture books prepared: 110
	Company visits and plant tours	Accepting company visits and plant tours	Nationwide: DNP Group bases	—	No. of schools accepted for company visit (approximate) Elementary schools: 1 (100 participants) Junior high schools: 1 (90 participants) Total: 190 participants
	Support for business education for high school students	Providing business education lessons in collaboration with the Tokyo Metropolitan Government (total of 4 lessons) Participating in a career fair held at schools in Kasaoka City, Okayama Prefecture and others	Tokyo: Tokyo Metropolitan Third Commercial High School Okayama: Okayama Prefectural Kasaoka Commercial High School and two other schools Kanagawa: Kanagawa Prefectural Kawasaki Senior High School of Science and Technology	Tokyo Metropolitan Office of Education Commercial Education Consortium Tokyo Kasaoka City, Okayama Prefecture and others	No. of business education lesson participants: 560
	Charity events	Tokyo Great Santa Run 2020 (co-hosting an online Christmas party, creating mosaic artwork and volunteering to help select books to be given to children)	Tokyo: DNP Plaza Tokyo: Maruzen bookstore in Marunouchi	OSAKA Akaru Club	No. of online Christmas party participants: Approx. 70 children fighting illnesses and their families No. of photos submitted by participants for the mosaic art project: 365
	[COVID-19] Providing online content to support learning at home for free	Providing the learning platform service to support learning at home, free of charge	—	Tokyo Nara City, Nara Prefecture and Minamiboso City, Chiba Prefecture	DNP Group's Response to COVID-19 (in Japanese) Link
4. Arts and culture 	DNP's cultural activities	Promotion of graphic design and graphic art Providing more opportunities to see and appreciate arts	Tokyo: ginza graphic gallery Kyoto: kyoto ddd gallery Fukushima: Center for Contemporary Graphic Art (CCGA) Tokyo: DNP Museum Lab Kyoto: DNP KYOTO UZUMASA CULTURAL HERITAGE GALLERY Tokyo: Maison des Musées du Monde Website: artscape	DNP Foundation for Cultural Promotion Association for Corporate Support of the Arts and others	DNP's Cultural Activities Link Graphic Art & Design Annual (DNP Foundation for Cultural Promotion Annual Report) Link
	[COVID-19] Providing online content to enjoy art and support learning at home for free	Providing virtual reality (VR) tour of the ginza graphic gallery during a period when the Japanese government asked people to stay at home Providing some online learning materials of DNP's FUN'S PROJECT COLLEGE free of charge Making available some of the content of the TOMORROW'S KYOTO Cultural Heritage Platform project online and free of charge	—	DNP Foundation for Cultural Promotion Mainichi Broadcasting System, Inc.	DNP Group's Response to COVID-19 (in Japanese) Link
5. Humanitarian aid and Disaster reconstruction support (donations) 	Disaster reconstruction support (donations)	Great East Japan Earthquake: Proceeds from special menus in company cafeterias	Nationwide: DNP Group company cafeterias	Chance for Children, Inc.	Amount donated through special menus in company cafeterias: ¥252,345 (Great East Japan Earthquake, FY2019)
	[COVID-19] Providing infection prevention products for free	Donating infection prevention products to medical institutions, public entities and others	—	Local medical institutions and public entities Shinjuku Ward Office, Ushigome Police Station, Ushigome Fire Department and others Three Tokyo Metropolitan schools for the hearing impaired and Special Needs Education School for the Deaf, University of Tsukuba Japanese Federation of the Deaf Yumeshima New Industry and City Creation Institution Keidanren (Japan Business Federation) and others	Donating: Approx. 87,000 N95 medical masks; Approx. 10,000 face shields and air-borne droplet protective boards; Approx. 3,000 protective clothing; and 120,000 bottles of drinking water and others DNP Group's Response to COVID-19 (in Japanese) Link