

Building Relationships of Trust through Dialogue with Stakeholders

The Terumo Group greatly values communications with its various stakeholders. We do our best to listen to what they have to say, earnestly respond to their desires and expectations, and endeavor to make information disclosures that

are timely and appropriate for realizing an open style of management. These efforts are an important means by which we are striving to be a company that is trusted, and needed, by society.

Stakeholder Engagement

The table below provides information on issues and major communication methods that have emerged as high priorities in the Terumo Group's relationships with stakeholders. Page numbers next to specific items indicate availability of additional information.

	Issues for Terumo	Main communication channel
Patients	<ul style="list-style-type: none"> • Provision of safe, high-quality products • Achievement of better medical outcomes and contributions to greater QOL • Provision of environmentally conscious products • Provision of information on health and disease 	<ul style="list-style-type: none"> • Call Center (responding to patients' questions) → P19 • Online inquiry submission form • Postcard survey of purchasers (for certain products) • Instruction tools for patients (for certain products) • Health information website
Medical settings	<ul style="list-style-type: none"> • Provision of products and services that respond to market needs • Stable provision of safe, high-quality products and services • Contributions to improvement of efficiency of treatments and care efficiency • Provision of environmentally conscious products • Collection and dissemination of information on appropriate product use and safety 	<ul style="list-style-type: none"> • Activities of medical representatives (MRs) • Fee-based medical training for medical professionals → P20 • Academic conference exhibits, seminars, etc. • Call Center (responding to inquiries from medical professionals) → P19 • Product information website • Online inquiry submission form
Shareholders and other investors	<ul style="list-style-type: none"> • Enhancement of corporate value • Stable shareholder returns • Timely, appropriate information disclosure, and open management 	<ul style="list-style-type: none"> • General meeting of shareholders, financial results briefings, shareholder briefings • IR conferences, IR meetings • Annual reports, shareholders news (in Japan) • The Investor Relations portion of Terumo's website • IR inquiry contact (Corporate Communication Department) • Share inquiry contact (General Affairs Department)
Suppliers	<ul style="list-style-type: none"> • Maintenance and continuation of equal, fair relationships • Raw material procurement in compliance with the laws and regulations in relevant countries • Construction of supply chains supporting stable supply • Promotion of CSR procurement 	<ul style="list-style-type: none"> • Briefings for suppliers → P22 • Surveys → P22 • Quality assurance system audits → P21 • Procurement business continuity plans → P21
Associates	<ul style="list-style-type: none"> • Rewarding work environments and provision of opportunities • Promotion of associate health • Occupational health and safety measures • Promotion of diversity • Development and application of human resources • Enhancement of work-life balance 	<ul style="list-style-type: none"> • Venues for dialogue with top management → P31 • Employee engagement surveys → P31 • Terumo Patient's Day internal event → P30 • Training and education systems → P31-33 • Occupational Health and Safety Management Committee → P25 • Health management support: support for prevention, early detection, and treatment → P25-29 • Promotion of diversity → P34-36 • Support for improving work-life balance → P37-39 • Internal whistle-blowing system → P41 • Dialogue between management and the workers' union → P31 • Company newsletter, intranet
Local communities	<ul style="list-style-type: none"> • Social contribution activities that leverage Terumo's business activities • Support for research that contributes to the development of healthcare • Collaboration with local communities • Reduction of environmental impacts on local communities 	<ul style="list-style-type: none"> • Social contribution activities → P64-68 • Environmental impact reduction activities → P45-62