









# 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	FY2019 results	
Value creation	<b>Business to Contribute to SDGs Achievement</b>	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.		(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.)	(1) Achieve sales of 600 billion yen by FY2020.	(1) 624.2 billion yen
	<b>Fair Operating Practices</b>	We help to maintain and develop orderly, free and competitive markets based on laws and social ethics and by always remaining fair and equitable.		(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). (2) Achieve 100% (covering all applicable bases).	(1) Once a month (12 times) (2) 100% (107 bases)
Foundation to support value creation	<b>Human Rights and Labor</b>	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.		(1) Ratio of women managers (2) Number of women in managerial positions and leadership positions (3) Ratio of employees with disabilities (4) Rate of annual paid leave taken (5) Frequency rate of lost workday injuries	(1) Achieve ratio of women managers (section manager or above) of 7% or more by the end of March 2022. (2) Double the number of women in managerial positions and leadership positions 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 (52.4%). (5) Keep the rate not more than 0.2.	(1) 6.07% (2) 1.17 times the number (760) (3) 2.26% (4) 54.7% (5) 0.21
	<b>Environment</b>	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. (Full text available on page 6, the DNP Group Environmental Report 2020)		<p>▶ To the page 16 of the DNP Group Environmental Report 2020 for Environmental Activity Targets and Results List</p>		
	<b>Responsible Procurement</b>	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.		(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 by FY2030. (2) Achieve 100% by FY2030.	(1) 87 points in Japan (2) 92%
	<b>Product Safety and Quality</b>	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.		(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% (383 products)
	<b>Information Security</b>	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.		(1) Number of information security compliance assessments conducted (2) Number of inspections and instructions on divisions implementing priority measures for security of personal and other information security performed by executive officers in charge (3) Participation rate of information security education and training (4) Number 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% (84 units and companies) (2) 100% (71 times) (3) 100% (Approx. 41,000 persons) (4) 100% (397 systems tested)
<b>Corporate Citizenship</b>	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.		(1) Number of external participants for DNP's original future generations development programs (2) Number of local volunteer activities per year to support reconstruction of disaster-stricken regions, including Tohoku and Kumamoto	(1) Achieve an accumulated total of 7,500 persons from FY2015 to FY2019. (2) Constantly conduct the activity three times a year until FY2019.	(1) Accumulated total: 8,542 persons (2) Four times: twice in Tohoku, once in Kumamoto and once in Hiroshima (support for restoration of areas hit by torrential rains in July 2018)	

<https://www.un.org/sustainabledevelopment/>

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## Fair Operating Practices

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2019 Results

Performance indicators	Targets	FY2019 results
(1) Number of meetings of the Corporate Ethics Committee*1	(1) Hold meeting once a month (12 times a year).	(1) Once a month (12 times)
(2) Bases holding Autonomous Corporate Ethics Training*2	(2) Achieve 100% (covering all applicable bases).	(2) 100% (107 bases)

\*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.

### Partial Revision to and Thorough Implementation of the DNP Group Code of Conduct

DNP has formulated the DNP Group Code of Conduct, which serves as conduct guidelines to be observed by all employees in carrying out corporate activities, and distributed a booklet listing the 10 tenets of the code, such as “Compliance with the law and social ethics” to all employees. With the Corporate Ethics Committee\*1 taking the lead, we have been working to communicate the code and ensure its thorough implementation through a range of training programs, including New Employee

Training and other trainings according to rank as well as Autonomous Corporate Ethics Training\*2.

Keeping with changes in social situations, we revised “how employees should act” stipulated in the code in March 2019. The revision was intended to turn the code into more familiar and easier-to-understand guidelines for each employee to follow in everyday conduct. We have been providing various training and lectures at all DNP business sites in and outside Japan to inform and instill the revision details.



Lecture on the DNP Group Code of Conduct held in Southeast Asia



DNP Group Code of Conduct translated into local languages as necessary and distributed globally

### Reinforcing Our Internal Whistle-Blower System and Structure at Overseas Business Locations

In 2002, DNP established the Open Door Room as a contact point to receive whistle-blowing reports in the DNP Group. We also set up an external helpline in 2015, in which lawyers receive relevant inquiries and reports. These inquiry and reporting systems are operated in accordance with our internal standards, which are based on Japan’s Whistleblower Protection Act.

In January 2020, we revised and reinforced our internal whistle-blower system and structure at overseas locations in response to the globalization of the market as well as social issues. Specifically, we newly established a global whistle-blower contact

point with greater language compatibility in Southeast Asia, a region having relatively high bribery, improper accounting and other compliance risks among our overseas locations. The contact point gives regular and contract (fixed-term) employees of our overseas Group companies a means to directly report serious or potential legal violations. Going ahead, we will gradually expand the scope of the contact point to our Group companies in other regions, and by promoting more swift and appropriate response, increase the fairness of management.

[News Release / Topics \(in Japanese\)](#) [Link](#)

### Anti-Bribery Initiatives

With the aim of preventing bribery in and outside Japan, DNP formulated the DNP Group Anti-Bribery Policy in 2018. To turn the policy into specific practices, we have formulated and have been operating in accordance with the DNP Group Anti-Bribery Regulations and DNP Group Anti-Bribery Guidelines.

#### ▶ Efforts for instilling and establishing anti-bribery practices

- (1) Provided relevant e-learning training to about 18,000 employees in and outside Japan.
- (2) Included prevention of bribery as a topic in the Autonomous Corporate Ethics Training provided by each organization to instill and establish anti-bribery practices among all employees.
- (3) Managers and responsible persons of Group companies in Southeast Asia held an anti-bribery briefing session for local employees.

#### ▶ Checking the status of implementation (anti-bribery self-check)

We conduct an inspection at each division within the head office, business units and Group company in and outside Japan using our anti-bribery self-check sheet. The inspection includes a check on the occurrence or non-occurrence of related incidents, the number of applications made and the number of education and awareness-raising activities conducted.



Anti-bribery education lecture by Managing Director Sudo of Tien Wah Press Pte. Ltd.

## Human Rights and Labor

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2019 Results

Performance indicators	Targets	FY2019 results
(1) Ratio of women managers	(1) Achieve ratio of women managers (section manager or above) of 7% or more by the end of March 2022.	(1) 6.07%
(2) Number of women in managerial positions and leadership positions	(2) Double the number of women in managerial positions and leadership positions by the end of March 2022 compared with the number (430) in February 2016.	(2) 1.17 times the number (760)
(3) Ratio of employees with disabilities	(3) Achieve the ratio not lower than 2.2%	(3) 2.26%
(4) Rate of annual paid leave taken	(4) Achieve an increase over the previous fiscal year (52.4%).	(4) 54.7%
(5) Frequency rate of lost workday injuries	(5) Keep the rate not more than 0.2.	(5) 0.21

### Formulation of the DNP Group Human Rights Policy and Other Efforts to Reinforce Human Rights Management

In the international community, human rights have recently been recognized as a key issue having equal significance as the environment, and efforts are being made to resolve human rights challenges with the United Nations playing a leading role.

With a view to further reinforcing human rights management, we formulated the DNP Group Human Rights Policy in March 2020. This policy aims to protect the internationally recognized human rights as stated in the UN International Bill of Human Rights and International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work and shows our commitment to carrying out corporate activities in conformance with the UN Global Compact and UN Guiding Principles on

Business and Human Rights. In addition to all employees within the DNP Group, we also make sure, through the DNP Group CSR Procurement Guidelines, that our suppliers and business subcontractors implement and promote relevant initiatives.

We have also 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. We will continue to make efforts to prevent and mitigate related risks through such means as holding interviews with stakeholders.

### Reform of Personnel-Related Systems Underpinning Value Creation

While keeping an eye on rapid economic, social and environmental changes, DNP strives to resolve social issues and create new value that meet people's expectations. As for personnel-related systems supporting employees working toward these goals, 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 "We should respect employees, and they will in turn drive corporate growth and make society more enriching." By realizing such systems, we intend to transform employees' awareness and action.

In designing or rebuilding as appropriate our personnel-related 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 in April 2019. In FY2020 onward, we will continue to rebuild a broad range of personnel-related systems. Efforts will be made to facilitate a reform of our organizational culture, 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.

#### ▶ Key features of our personnel-related systems reform in FY2020 onward

- 1. Revising award systems to accelerate a reform of our organizational culture**
  - **Introduction of a value-based award system**  
To accelerate our Value Creation Program, which all DNP employees have been promoting as part of our management reform, and to further facilitate a reform of our organizational culture, we have changed the name of our existing Company-wide awards system to "DNP Awards." We will expand our achievements by commending excellent initiatives that take a value-based approach and proactively and horizontally disseminating the gained knowledge throughout DNP.
  - **Granting safety and health awards**  
We will commend initiatives that focus on health

and productivity management in order to cultivate a workplace culture in which safety takes precedence over everything else and to put into practice the DNP Group Safety and Health Charter formulated in April 2019.

#### 2. Response to the concept of equal pay for equal work

Conforming to the so-called Part-Time and Fixed-Term Employment Act and Equal Pay for Equal Work Guidelines enforced on April 1, 2020, and in accordance with DNP's basic approach to personnel-related systems, which ensures promotion based on the current role and performance, we will introduce new systems for support staff (part-time workers). These will include a system of hourly wage raise and a system to pay an allowance mainly to those working in shifts.

#### 3. Reform of our promotion system for ICT personnel, and creation of new value by leveraging ICT

To secure ICT personnel and ensure their appropriate promotion in order to reinforce our ICT-based businesses, we launched a new system to pay an allowance to ICT project managers in April 2019 and started paying an ICT architect/ICT agile development allowance in April 2020.

#### 4. Rebuilding systems related to retirement and retirement benefits

##### ● Introduction of a flexible retirement system up to the age of 65

From the dual perspective of increasing motivation and productivity of senior employees and responding to their work style needs, we will introduce a flexible retirement system to allow senior employees to choose when to retire between the ages of 60 to 65 and work shorter hours during their pre-retirement period.

##### ● Partial introduction of a defined contribution pension scheme

As an addition to the existing defined benefit corporate pension scheme, we will partially introduce a defined contribution corporate pension scheme with the aim of supporting employees' self-help efforts to build assets for post-retirement years and increasing the portability of pension assets as well as from the perspective of reducing financial risk.

We will continue to make various reform efforts, ranging from enhancing support for job transfers involving relocation to introducing a system that allows middle-aged employees to choose diverse careers and a system to further leverage diversity as an individual strength.

[News Release / Topics \(in Japanese\) !\[\]\(2885535958616e9ec6b97903614c334b\_img.jpg\)](#)

### Expanding the Target Scope of Diversity and Inclusion Promotion Activities

DNP has been promoting the active role of women since the early 2000s, and with the establishment of the Diversity Promotion Department in June 2018, stepped up its efforts to create value by leveraging diversity. We have been undertaking a variety of activities while seeking to "respect and mutually accept individual differences and leverage such a diversity to encourage each employee and the entire organization to exercise their capabilities to the fullest and create new value."

In FY2019, our focus was placed on matching and synergizing diverse strengths by expanding the scope of our activities from promoting women's active engagement to supporting more active roles of diverse human resources, including employees with disabilities, LGBT+ employees, employees of different nationalities and senior employees.

#### ▶ Enhancing the menu of diversity training

In addition to the Diversity Course and Normalization Education Training, which are designed to foster an



E-learning textbook of the Diversity Course

understanding of value creation underpinned by diversity, we conduct, among others, training to nurture mentors who will be providing consultation and advice, next-generation female leaders training aiming for more active engagement of women and training to nurture diversity promotion leaders in the workplace.

Our Diversity Course is an e-learning program consisting of three parts: 1) basic, 2) practical and 3) *TAIWA* ("dialogue"). During the course, participants have taken example cases as their own experiences, learned *TAIWA*-based diversity management techniques and cultivated an idea for realizing mutual understanding. There has been a growing interest in diversity among employees, as more than 1,000 participants eagerly provided their opinions after the completion of the course.

#### ▶ Recognition from society for DNP's efforts to promote the active role of women

In March 2020, DNP was granted "Semi-Nadeshiko Brand" designation for the second consecutive year under the Nadeshiko Brand Initiative of the Ministry of



## DNP Group CSR Management and Year Topics 2020

Economy, Trade and Industry of Japan (METI) and the Tokyo Stock Exchange (TSE). The initiative selects “Nadeshiko Brand” and “Semi-Nadeshiko Brand” companies making excellent efforts to encourage women’s success in the workplace as attractive investment destinations for investors who emphasize medium- to long-term improvement in corporate value.

[News Release / Topics \(in Japanese\)](#) [Link](#)

Additionally, DNP received, for the first time in the printing industry, the Basic Achievement Semi Grand Prize in the Corporate Basic category of the 2020 J-Win Diversity Awards hosted by the specified NPO Japan Women’s Innovative Network (J-Win). Under the same awards program, DNP’s Corporate Officer Minako Miyama also received the Leader Award in the Individual D&I Promotion Leaders category. DNP will continue to proactively promote Group-wide initiatives to encourage women’s active engagement.



(Right) Winner of the Leader Award in the Individual category Corporate Officer Minako Miyama (in charge of the Recruiting and Training Department and Diversity Promotion Office)

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### ▶ Efforts related to LGBT+

We launched activities to foster an organizational culture that has an understanding of LGBT+ and leverages diversity. We are examining inclusion-conscious measures, such as



not requiring applicants to enter gender on job application forms and revising various related systems. In order to disseminate DNP’s approach in this area both to employees and outside parties, we will also sponsor various events and participate in social activities supporting LGBT+.

### ▶ Efforts for promoting employment of persons with disabilities (acquisition of special subsidiary company certification)

With the aim of providing opportunities of active participation for employees with disabilities based on their individual strengths and further promoting employment of diverse human resources, we established DNP Business Partners Co., Ltd. in February 2019 and acquired special subsidiary company certification from the Minister of Health, Labour and Welfare under the Act on Employment Promotion etc. of Persons with Disabilities in October of the same year.

DNP Business Partners engages in internal mail and business card printing services within the DNP Group and provides support to the operation of company cafeterias and management of dispatched workers, thereby encouraging more active engagement of persons with disabilities.



DNP Business Partners employees sorting internal mail

[News Release / Topics \(in Japanese\)](#) [Link](#)

## Initiatives for Putting the DNP Group Safety and Health Charter into Practice

In seeking to cultivate a workplace culture in which safety takes precedence over everything else, we are undertaking Company-wide activities to put the DNP Group Safety and Health Charter into practice.

### ▶ Efforts for prevention of industrial accidents

While facilitating *TAIWA* with all employees, we have set a specific target to improve the workplace culture of manufacturing departments. To achieve this target, we have organized a Manufacturing Safety Promotion Project in each manufacturing site and started the *Tsuki-ichi Kyoiku* Activity (an activity to set aside an hour each month for *TAIWA* and education). At the same time, based on objective risk assessment and analysis, we have



Meeting to examine how the sharing of information among workplaces impacts safety and health

been implementing equipment safety measures on an ongoing basis.

### ▶ Efforts for maintaining and promoting physical and mental health

To enable each employee to correctly perceive his or her health conditions and voluntarily engage in health promotion and related activities, we provide “d-Health Up” jointly with the DNP Health Insurance Association. It is a health maintenance and promotion program that provides health guidance and encourages activities by setting targets based on the guidance.

Additionally, for preventing the spread of COVID-19 and ensuring the health and safety of employees and their families, we have established the Central COVID-19 Response Headquarters led by the president and have been implementing a range of measures throughout the DNP Group.

## Responsible Procurement

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2019 Results

Performance indicators	Targets	FY2019 results
(1) Average score of DNP Group CSR Procurement Guidelines survey on key suppliers	(1) Achieve the average score of 90 points by FY2030.	(1) 87 points in Japan
(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%

### Survey to Check the Level of Compliance with the DNP Group CSR Procurement Guidelines

With supply chains becoming increasingly complex in line with economic globalization, there has been a stronger call to counter risks in such areas as the environment, human rights and labor and bribery. DNP has been working to realize a sustainable supply chain while recognizing that it is important for us to appropriately evaluate and mitigate the impact of our business activities in and outside Japan on the international as well as local communities. Since 2006, we have been undertaking initiatives jointly with suppliers for responsible procurement that gives due consideration to social and environmental aspects. With the formulation of the DNP Group CSR Procurement Guidelines in 2017, we extended the scope of our activities to all our overseas business locations, requiring our key suppliers and business subcontractors both in and outside Japan to fully comply with

the guidelines.

In FY2018, we carried out a survey on these business partners to check their level of compliance with the guidelines. For those who did not satisfy DNP’s criteria in the survey, we conducted on-site inspections at their business and manufacturing sites, held interviews and provided guidance. More specifically, we held *TAIWA* with persons in charge of CSR management to review their CSR strategy, policy, approach and management structure and gave guidance on risks related to human rights and labor, safety and health, the environment, product safety and quality, information security, fair transaction and ethics and social contribution. These efforts have led to higher average scores in the FY2019 survey and an improved level of compliance.

### Providing Young Employee Training Using a Simulation Game

Purchasing departments responsible for procuring raw materials have been proactively nurturing human resources by promoting acquisition and improvement of basic procurement-related knowledge through training. They hold lectures on human rights and the UN Sustainable Development Goals (SDGs), which are designed to cultivate a deeper understanding of various social issues resulting from market globalization. As a new initiative, they held a CSR procurement simulation game in FY2019. The game allowed participants to simulate the impact of human rights problems when they occur in our supply chain and thus learn issues and responses in a practical manner.

DNP will continue to conduct responsible procurement that takes into account environmental and social

aspects throughout its supply chain.

[News Release / Topics \(in Japanese\)](#) [Link](#)



Employee participants simulating the roles of various stakeholders through a game

## Product Safety and Quality

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2019 Results

Performance indicators	Targets	FY2019 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% (383 products)

### Initiatives for Creating New Value

In creating and providing new value that will contribute to the resolution of social issues, 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 and by using actual equipment, assuming people's actual usage environment and conditions, and utilize the results for quality and safety improvement.

Ensuring product safety, in particular, requires

continuous efforts. DNP performs a product and service safety risk check on all families of products 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 ensure safety, we respond swiftly and compile details of such a change and improvement into a document and use it as our product safety standards.

Since 1994, we have also been providing relevant education to employees through training according to rank, specialized education, e-learning and various other opportunities. In FY2019, we provided education to 9,802 employees on quality agreements with corporate customers in response to an upcoming revision to Japan's Commercial Code in April 2020.

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

### Initiatives for Preventing Quality-Related Misconduct

DNP strives to enforce legal compliance and ensure quality and safety and implements sufficient risk management in order to prevent legal violations and quality-related misconduct from occurring.

In FY2019, there were again cases of corporate misconduct in Japan, with a notable increase in cases where defects were found in new technology products or services after their release. To prevent similar incidents, DNP has been reinforcing its quality management system by performing a validity check led by the head office, along with receiving ISO and other

third-party certification and diagnosis, and providing guidance and instructions for corrective action to each business units.

Additionally, we provide education on an ongoing basis for each division tailored to its roles, for reinforcing our quality management structure, communicating the specifications agreed upon with corporate customers in order to ensure the structural reinforcement and for instilling Group-wide rules, including ensuring the reliability of inspections.

## Information Security

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2019 Results

Performance indicators	Targets	FY2019 results
(1) Number of information security compliance assessments conducted	(1) Achieve 100% (covering all business units and Group companies)	(1) 100% (84 units and companies)
(2) Number of inspections and instructions on divisions implementing priority measures for security of personal and other information security performed by executive officers in charge	(2) Achieve 100% (covering all applicable divisions)	(2) 100% (71 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) Number of security vulnerability tests for publicly open websites	(4) Achieve 100% (covering all applicable websites)	(4) 100% (397 systems tested)

### Issues Recognized by DNP and Response to APTs (Multilayered Countermeasures /Training on Advanced Persistent Threats, etc.)

With cyber attacks now becoming increasingly artful and complex, Confidential Information Theft by APT (Advanced Persistent Threat) ranked top in the 10 Major Security Threats list of the Information-technology Promotion Agency (IPA). This threat obtains information by infecting personal computers with a computer virus 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.

Moreover, when subcontracting certain work to an outside company, and if that subcontractor does not have appropriate information security measures in place, there is a risk of being targeted by an attacker and sustaining damage from a leakage of information entrusted to the subcontractor. Thus, companies now need to strengthen information security both within their own organizations and throughout their supply chains.

Fully recognizing such information security issues, DNP has been implementing a range of measures that also factor in the latest trends. For example, we have built layered countermeasures 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. In FY2019, as an effort to increase the accuracy of our information security education, we conducted training on APTs for all employees having an assigned email address. We

have also been taking measures against emerging threats, such as promoting Security By Design, whereby protective functions are built into a computer system from the development stage, and conducting periodic vulnerability tests on systems already in use.

The DNP Group company Cyber Knowledge Academy Co., Ltd. provides educational programs to nurture personnel to counter cyber attacks. Based on these programs, DNP conducts periodic training, in which 174 employees have participated to date. 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 DNP-CSIRT\* (3 full-time members and 16 with concurrent posts) 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

\* Computer Security Incident Response Team: A team of specialized staff responding to information security issues

## Corporate Citizenship

### Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2019 Results

Performance indicators	Targets	FY2019 results
(1) Number of external participants for DNP's original future generations development programs	(1) Achieve an accumulated total of 7,500 persons from FY2015 to FY2019.	(1) Accumulated total: 8,542 persons
(2) Number of local volunteer activities per year to support reconstruction of disaster-stricken regions, including Tohoku and Kumamoto	(2) Constantly conduct the activity three times a year until FY2019.	(2) Four times: twice in Tohoku, once in Kumamoto and once in Hiroshima (support for restoration of areas hit by torrential rains in July 2018)

### Environmental Conservation



#### Engaging in Beach Cleanup and Other Activities to Tackle Marine Plastic Waste Issue

Recently, the issue of marine plastic waste has become a common challenge in the world, which requires a broad spectrum of response. As a company handling many plastic products, DNP has been promoting efforts for environmental conservation.

In December 2019, with the cooperation of The Nature Conservation Society of Japan, we conducted a beach and rocky shore cleanup activity at Wada Nagahama Beach on the Miura Peninsula, Kanagawa Prefecture. After receiving a lecture by a nature observation instructor on the impact of marine waste on the local ecological system, a total of 25 volunteers (22 DNP Group employees and three family members) carried out beachcombing and cleanup on the sand beach and rocky



Employee volunteers learning what is happening on the beach

shore. It became an opportunity for the participants to gain firsthand knowledge on the seriousness of the marine waste issue, as they collected quite an amount of waste in just over an hour, from large waste such as a surfboard, iron poles, buoys, road cones and fishing nets to smaller ones, including polystyrene foam, tattered plastic bags and glass fragments.

In working to resolve the issue of marine plastic waste, DNP will continue to undertake a range of initiatives while promoting development of environmentally conscious products and services.



Collecting large waste, such as buoys and road cones

[Environmental Initiatives of the DNP Group](#) [Link](#)

#### VOICE Stakeholder Opinion

#### Daigo Iwahashi, Manager, Management Planning Department, The Nature Conservation Society of Japan

The natural environment in waters around Japan and its sand beaches is now facing very serious problems. One of them, which has become increasingly serious both in Japan and across the world, is the issue of a large amount of microplastic waste drifting in the sea and being washed ashore. It is said that the amount of plastic waste in the seas of the world has already exceeded 150 million tons, showing an increase of 8 million tons (equalling 50,000 jumbo jets) every year. In addition, Japan's sand beaches have been becoming smaller every year due to global warming and increasing use of concrete. According to an estimate, 90% of sand beaches in the country

will be less than half in area by the end of the 21st century, and 60% will completely disappear in the worst case scenario. This beach loss has already been causing severe damage to living organisms in the sea and on the beach, and there is a growing concern that it will also have a negative impact on human food, culture and recreational activities.

Against this backdrop, we find it very meaningful and feel grateful for starting concrete action jointly with DNP, our long-standing, supporting partner. Volunteers from DNP made a strong commitment to the last year's activity, with many providing ideas for problem solving in our questionnaire survey. Solving the ongoing problems requires years of efforts, and it is crucial that we do what we can now and continue to do so into the future. We would like to explore ideas of potential activities with DNP and will dedicate our best efforts to these activities as DNP's action partner.



### Future Generations Development (Educational Programs and Workshops)



#### Educational Programs and Workshops Under DNP's Original Programs

DNP's social contribution activities are based on the five key Social Contribution Themes of environmental conservation, contribution to local communities, future generations development, arts and culture and humanitarian aid. Under the theme of future generations development, we have been carrying out activities for children, who will lead the next and future generations, to stimulate their intellectual curiosity and increase their interests in learning and in social issues.

Specifically, we have developed original educational programs and have been providing external lessons at elementary schools located near our business bases and children's workshops across Japan. In FY2019, we held external lessons and workshops at 18 schools and educational facilities mainly in Tokyo, Aichi, Osaka and Kyoto for 1,277 children. Programs included "The Wonder of Colors" to learn how colors are represented in printing, "Let's Play with the World's Arts" to experience a new way of appreciating arts using information technology (IT) and "Let's Make the World's Oldest Globe!" to learn in a fun way the importance of passing on cultural heritages to future generations.

#### ▶ New workshop for nurturing artificial intelligence (AI) engineers

In 2019, DNP started providing a workshop for programming beginners and students to learn AI technology.

Using a small autonomous race car, the AWS DeepRacer, provided by Amazon Web Services (AWS), DNP hosts the AWS DeepRacer GP Powered by DNP racing event on DNP's original race track within DNP and for other companies. We provide the event as a venue for exchange among application developers and have nurtured professional engineers. In September 2019, we conducted an AWS DeepRacer workshop at Waseda University in Tokyo for 16 participants, including adult, exchange and undergraduate students. The event was held as part of the university's Smart Systems and Services Innovative Professional Education (Smart SE) program under the Education Network for Practical Information Technologies (enPiT) project of the Ministry of Education Culture, Sports, Science and Technology. At the event, DNP employee volunteers held a discussion in English with other developers from different cultures and domains, and while working as a team, engaged in machine learning and data analysis activities.

At the J-Wave Innovation World Festa 2019, a two-day event held at Roppongi Hills in Tokyo, DNP set up an original race track within its booth and held workshops that were enjoyable even for AI beginners. Each day, some 50 visitors, mainly small children and their parents, participated in the workshop and enjoyed driving radio- and AI-controlled race cars with the support of DNP employee volunteers.

\* Amazon Web Services, AWS and AWS DeepRacer are trademarks of Amazon.com, Inc. and its affiliates in the United States and other countries.

[Winning the AWS DeepRacer Championship Cup – Competing in the world and nurturing AI engineers through an in-house project | Discover DNP \(in Japanese\)](#) [Link](#)

Going forward, DNP will continue to deliver original education contents in many regions, which will stimulate children's intellectual curiosity.



"The Wonder of Colors" (DNP's external lesson at Nakaotai Elementary School, Nagoya City)



"Let's Make the World's Oldest Globe!" (Workshop at Knowledge Capital in Umeda, Osaka)



AWS DeepRacer GP Powered by DNP (Race track set up in a classroom at Waseda University)



AWS DeepRacer GP Powered by DNP (Workshop crowded with children and their parents enjoying the race)

Future Generations Development (Charity Events)



Participating in Events for Future Generations Development (Hibiya Music Festival and Tokyo Great Santa Run)

In June 2019, DNP participated in the Hibiya Music Festival held in Hibiya Park in Tokyo. This two-day event, receiving a total of about 100,000 visitors, was held under the theme of “a free, borderless music festival for everyone,” transcending music categories as well as barriers of age, gender and existence or non-existence of disabilities. DNP supports the event’s goals of “diversity,” “sustainable growth” and “future generations development” and participated in the event in various ways.



Employee volunteers participating in a study session on a barrier-free environment and eagerly listening to a lecture

Firstly, 50 DNP Group employees participated as event supporting volunteers. In keeping with the goals of the event, they held a pre-event study session on a barrier-free environment. During the event, they worked together with The Nippon Care-Fit Education Institute to help persons with disabilities and supported the running of the event by setting up a stage and guiding visitors. We also provided our GREEN PACKAGING series of environmentally friendly packaging products to the food stalls and conducted activities to raise visitors’ awareness for waste sorting and recycling.



Encouraging visitors to sort waste and conducting a field test on the recycling of sorted waste

We also participated in the Tokyo Great Santa Run 2019, a charity event held in December 2019 in Komazawa Olympic Park, Tokyo. The aim of the event is to support children in and outside Japan, and a part of the proceeds will be donated to buy Christmas gifts for children fighting illnesses in Japan and to provide medical support for children overseas, who do not have sufficient access to health care due to poverty.



About 3,500 Santa Claus runners participating in the event held for the second time in Tokyo

On the day of the event, 30 DNP Group employees volunteered to support the running of the event, and by managing the start of the run and ensuring the safety of the running course, made the event a more joyful experience. We also provided the “DNP Marketing Photo Booth Sharingbox PRIME” service to take and print photographs of visitors and created a mosaic of Santa Claus by using these photographs. At a later date, the mosaic work was delivered to a hospital where children are hospitalized along with books, which DNP employees and student volunteers picked up at a Maruzen bookstore in Marunouchi.



Mosaic work delivered to children fighting illnesses

Through participation in these and similar events, DNP will continue to contribute to the development of future generations and the realization of a sustainable society.

**Bring smiles to children fighting illnesses! – Great Santa Run creating a circle of support for future generations development | Discover DNP (in Japanese) [Link](#)**

**Hibiya Music Festival, a free event for three generations (children, parents and grandparents) to enjoy great music, realized by music producer Seiji Kameda | Discover DNP (in Japanese) [Link](#)**

**VOICE Stakeholder Opinion**

**Mitsuhiro Goto, Secretary General, OSAKA Akaru Club**

The Tokyo Great Santa Run is an event planned by the Students and Children Council, a group of junior high school, high school and university students joining hands with an aspiration to help children in Japan, who cannot spend Christmas with their families, and children overseas, who cannot receive sufficient medical support.

For medical support overseas, we provide monetary donations as well as ideas for overseas support activities of the NPO Free The Children Japan (FTCJ). Last year, funds were used to operate traveling clinic vehicles to provide medical

support in remote areas having less access to hospitals. Under this year’s plan, our donations will be used in a water project as a means of preventive care so that children can stay healthy and receive education.

For children fighting illnesses in Japan, we ask hospitals to provide their age and gender and select gifts suited for each child. Among these are picture books. This year, we received advice from and selected quality picture books with DNP Group employees. On the day of the event, DNP also sent employee volunteers and provided environmentally conscious cups for the soup, which the Students and Children Council prepared for participants. It will give us a great pleasure if we can continue to work together and help children in Japan and overseas.



Disaster Recovery and Reconstruction Support (Donations and Local Volunteer Activities)



Strengthening Our Framework of Support for Disaster Recovery and Reconstruction Efforts

Repeated natural disasters around the world in recent years have led to unprecedented damage. Corporate assistance has been increasingly needed for recovering from damage and building towns and communities that can continue to thrive, and also from the perspective of ensuring the sustainable development of society.

In 2010, DNP formulated standards for support for natural disaster damage and has been offering specific support ever since. A series of natural disasters in 2018, including the July 2018 West Japan Torrential Rains,

provided the impetus for DNP to revise and convert its standards into the DNP Group Criteria for Conducting Disaster Recovery and Reconstruction Support to offer swifter support. In FY2019, following Typhoon Hagibis (Reiwa 1 East Japan Typhoon), we extended the scope of our criteria from human damage to include physical (housing and other) damage, thereby enabling prompt decision-making not just for donations but also for sending employees as local volunteers according to the scale of a disaster.

Emergency and Continued Support for Major Disasters and COVID-19

In order to fulfill its mission as a good corporate citizen operating in harmony with society, DNP provides emergency support to victims of major disasters in and outside Japan in accordance with specific criteria. For disasters that have caused devastating damage, such as the Great East Japan Earthquake, Kumamoto Earthquakes and July 2018 West Japan Torrential Rains,



Cleaning a gutter filled with dirt during the July 2018 West Japan Torrential Rains

we also provide continued support for recovery and reconstruction over the medium to long term.

In 2020, we started providing various forms of support for prevention of the spread of COVID-19, including donating high-performance medical masks (satisfying the N95 classification) to medical institutions.



Reconstruction support special menu for the Great East Japan Earthquake offered in DNP Group company cafeterias

**More choices for children struggling with relative poverty! – What is a study coupon that is designed to eliminate after-school educational inequity? | Discover DNP (in Japanese) [Link](#)**

[News Release / Topics \(in Japanese\) \[Link\]\(#\)](#)

Donations Made for Disaster Reconstruction in FY2019

Date	Disaster	Details / recipient	Amount (¥)
May 2019	Great East Japan Earthquake	Donation of proceeds from reconstruction support special menus in DNP company cafeterias / Chance for Children (¥1,000,000 donated for academic support, equaling one-year academic support for about five elementary school children)	1,063,261
October 2019	Typhoon Hagibis	Disaster support funds and donation of proceeds from reconstruction support special menus in DNP company cafeterias / Japan Platform	7,590,000
October 2019	—	Donation of proceeds from the DNP Group Sports Festival / Japan Voluntary Organizations Active in Disaster (JVOAD)	100,000

[Volunteer Activities to Date for Disaster Reconstruction Support \(PDF\) \(in Japanese\) \[Link\]\(#\)](#)

**VOICE Stakeholder Opinion**

**Yuki Masuda, HIROSHIMA NPO CENTER**

Firstly, we would like to express our appreciation for your activities in Hiroshima Prefecture, namely Saka-cho in Aki-gun and Yasuura district in Kure City, which sustained damage from the July 2018 West Japan Torrential Rains. As disasters have become more frequent and larger, affected areas and disaster victims now face increasingly diverse and complex issues when working toward recovery and reconstruction. This has necessitated involvement of diverse actors. Under such circumstances, the sincere efforts

of DNP Group employees, working together and showing solidarity with disaster victims, have given much encouragement to those living in difficult conditions. In Saka-cho, plants potted by DNP Group employees with care bloomed again this year. In the Yasuura district, rice fields, which they have helped to restore, have been regenerating. Activities of the DNP Group have surely and steadily advanced the rebuilding of communities.

Remaining grateful for DNP’s support, HIROSHIMA NPO CENTER will continue to carry out activities in and commit ourselves to disaster-stricken areas. We will appreciate DNP’s continued support and cooperation to these affected areas.



## DNP Group's Corporate Citizenship Activities in FY2019

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, others	Nationwide: DNP Group bases	—	<a href="#">Example Initiatives of Each Site (in Japanese)</a> <a href="#">Link</a>
	Cleanup activities	Cleanup activities in and near Nakanoshima Park (Katsura River) in Arashiyama, Kyoto, others	Nationwide: DNP Group bases	—	No. of local cleanup activity participants: Over 800 (more than 19 locations nationwide)
2. Contribution to local and international communities	Fair trade activities	Fair Trade Month campaign (adding fair trade sesame and macarons to company cafeteria menu) Fair Trade Month campaign (coffee tasting events) In-house sales of fair trade products	Nationwide: DNP Group company cafeterias (28 bases) Tokyo: DNP Ichigaya Kagacho Building Tokyo & Chiba: DNP Group coffee shops and company stores	Fairtrade Label Japan Wakachiai Project Art Coffee Co., Ltd., others	Number of cups of fair trade coffee sold: 57,839
	Support for women in developing countries (donation of postage stamps and postcards)	Collecting stamps and postcards (FY2019) Sorting and donating stamps and postcards (those collected in FY2018)	Tokyo: DNP Ichigaya Kagacho Building	Japanese Organization for International Cooperation in Family Planning (JOICEP)	¥74,417 of unused stamps and postcards (face value), and about 10 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), others	Overseas: PT DNP Indonesia, others	Karawang International Industrial City community association, others	—
3. Future generations development	External lessons	"The Wonder of Colors," "Picto Challenge"	Tokyo & Aichi: Schools and educational facilities	Environmental Partnership Organizing Club (EPOC) within the Central Japan Industries Association, others	No. of external lesson participants: 710 (12 locations)
	Workshops	"Let's Make the World's Oldest Globe!" "Let's Play with the World's Arts" "Making an Original Notebook" AWS DeepRacer GP Powered by DNP (workshop for future generations development)	Osaka: Knowledge Capital Workshop Festival (summer and autumn) Tokyo: DNP in Ichigaya Tokyo: Waseda University (Smart SE program) Tokyo: J-Wave Innovation World Festa 2019	Knowledge Capital Association Tsubomi Project of the Renaissance of Japanese Education Tansu Sports & Culture Conference Amazon Web Services Japan K.K.	No. of workshop participants: 570 * Including 40 who participated in workshops to prepare translated picture books
	Educational support for developing countries (volunteer activity to prepare translated picture books)	Consumers: Co-sponsoring workshops to prepare translated picture books Employees and their families: Preparing translated picture books (FY2019)	Tokyo: DNP Plaza Nationwide: Homes of DNP Group employees	Shinjuku Creators Festa Executive Committee Shanti Volunteer Association	No. of translated picture books prepared: 172
	Company visits and plant tours	Accepting company visits and plant tours	Nationwide: DNP Group bases	—	No. of schools accepted for company visit Elementary schools: 3 (150 participants) Junior high schools: 12 (70 participants) High schools: 11 (350 participants*) Special-needs schools, universities, others: 60 participants * Including 210 participating in business education lessons
	Support for business education for high school students	Business education lessons (total of 5 lessons)	Tokyo: Tokyo Metropolitan Fourth Commercial High School Tokyo: DNP Ichigaya Kagacho Building, others	Tokyo Metropolitan Government Office of Education Commercial Education Consortium Tokyo	No. of business education lesson participants: 210
	Charity events	Hibiya Music Festival (volunteering to support the running of the event) Tokyo Great Santa Run (volunteering to support the running of the event and help select books to be given to children)	Tokyo: Hibiya Park, others Tokyo: Komazawa Olympic Park Tokyo: Maruzen bookstore in Marunouchi	Hibiya Music Festival Executive Committee OSAKA Akaru Club	No. of visitors to DNP booth: 4,000 No. of participating runners: 3,500
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, others	<a href="#">DNP's Cultural Activities</a> <a href="#">Link</a>
5. Humanitarian aid Disaster reconstruction support (donations)	Disaster reconstruction support (donations)	Typhoon Hagibis: Funds collected through donation boxes and proceeds from special menus in company cafeterias Great East Japan Earthquake: Proceeds from special menus in company cafeterias Support for disaster volunteer group: Proceeds from the DNP Group Sports Festival	Nationwide: DNP Group bases Nationwide: DNP Group company cafeterias Saitama: DNP Sayama General Sports Ground	Japan Platform Chance for Children, Inc. Japan Voluntary Organizations Active in Disaster (JVOAD)	Amount donated: ¥7,590,000 (Typhoon Hagibis) ¥1,063,261 (Great East Japan Earthquake) (sum of FY2017 and FY2018) ¥100,000 (supporting disaster volunteer group)
	Disaster reconstruction support (local volunteer activities)	Great East Japan Earthquake: 12th and 13th local volunteer activities Kumamoto Earthquakes: 4th local volunteer activities July 2018 West Japan Torrential Rains: 1st local volunteer activities	Miyagi: Sendai City, Higashimatsushima City and Onagawa-cho Iwate: Rikuzentakata City Kumamoto: Minamiaso-mura and Mashiki-machi Hiroshima: Saka-cho and Kure City	Japan Philanthropic Association Ishinomaki Revival Support Network KUMAMOTO YMCA HIROSHIMA NPO CENTER	<a href="#">Volunteer Activities to Date for Disaster Reconstruction Support (PDF) (in Japanese)</a> <a href="#">Link</a>