

Communication with Stakeholders

In addition to promoting understanding regarding the NGK Group among customers, suppliers, shareholders, investors, regional communities, governments, international organizations, universities, research institutes, and employees, we are continuously improving our activities and initiatives through dialogue with all of our stakeholders.



Basic Approach

In the NGK Group Code of Conduct revised in January 2019, our commitment to “Disclosure of Company Information and Accountability” as a part of stakeholder communication is expressed through the following.

Disclosure of Company Information and Accountability



- **We will increase healthy and transparent management by active disclosure of information and discussion with stakeholders.**
 - We will accurately and promptly disclose information required by society.
 - We will take seriously the voices of our stakeholders and fulfill our obligation of accountability.

Reference
URL

NGK Group Code of Conduct

<https://www.ngk-insulators.com/en/sustainability/guideline/>

Stakeholder Engagement

Stakeholders	Approach	Communication (objectives)	Communication (methods)
Customers	To earn and maintain the trust of customers, we engage in the creation of new value through the provision of products and services realizing global environmental conservation and social safety and peace of mind from a long-term and global perspective.	Enhance customer services Quality improvement	Official website Contact desk Participation in exhibitions Open innovation
Procurement Partners	With a basic policy centered on the three principles of openness and fairness, partnership, and relationship with society, the NGK Group is engaged in fair, free, and transparent business transactions with the procurement partners in our supply chain. We also established a supplier helpline to provide unwavering support for important inquiries in an effort to build and maintain fair supplier relationships.	Realize fair, free, and transparent transactions Exchange information with suppliers Establish better supply chain	Financial results presentations Supplier helpline Individual visits to suppliers in Japan and overseas
Shareholders and Investors	The NGK Group aims to meet expectations for enhanced corporate value through dialogues and efforts to disclose information pertaining to management, finance, products, and services in a timely and appropriate manner.	Enhance corporate value	General Meeting of Shareholders Information sessions Individual visits and interviews Participation in IR events Countermeasures for socially responsible investment (SRI) Official website
Employees	The NGK Group strives to create a safe and comfortable workplace environment with respect for employee humanity. We also support the growth of human resources and fair treatment enabling each employee to maximize their skills.	Respect the human rights of employees Develop safe and comfortable workplace environments Conduct surveys on workplace environment and employee satisfaction Inculcate corporate philosophy and policies	Company newsletter <i>Global MIZUHO</i> English-version company newsletter Video news Intranet Labor-Management Advisory Board meetings, regular Labor-Management Council meetings Survey on workplace vitality CRS (Corporate Risk Survey) Helpline Hotline
Regional Communities	We proactively engage in social contribution activities in response to community needs with the intent of becoming a corporate citizen trusted by society with concern for social issues in all countries and regions where we do business.	Contribute to regional communities as a trusted corporate citizen	Collaborative activities with NPOs, etc. Volunteer activities by employees Social contribution activities in cooperation with labor unions Invitation to plant tours and events
Governments and International Organizations	We proactively participate in international initiatives and other activities in order to realize mutual cooperation as key actors seeking to resolve social problems.	Promote initiatives to solve social problems	Participation in international initiatives
Universities and Research Institutes	Through research and educational activities based on industry-academia collaboration, we have been pushing forward with the development of scientific technologies and other technologies that will contribute to solving social problems.	Develop scientific technologies Develop technologies that will contribute to solving social problems	Joint research