

# Yakult CSR Action Plan

## (Fiscal 2023 Action Targets)

■ Period covered: Japan: April 2023–March 2024/Overseas: January 2023– December 2023

**Yakult**

## E (Environment)

Materiality	Issues	Fiscal 2023 Action Targets
<b>Climate change</b> <b>Plastic containers and packaging</b> <b>Water</b>	<ul style="list-style-type: none"><li>● Realize a low-carbon society</li><li>● Convert to fully recyclable containers and packaging</li><li>● Reduce water consumption</li><li>● Reduce waste</li><li>● Conserve and utilize biodiversity</li></ul>	Refer to “Environmental Actions (2021–2024)” on p. 24 of the Sustainability Report 2023.

# S (Social)

Materiality	Issues	Fiscal 2023 Action Targets
<p><b>Innovation</b></p>	<ul style="list-style-type: none"> <li>● <b>Resolution of social issues through products and services</b></li> </ul>	<ol style="list-style-type: none"> <li><b>1. Consider continuing products that can contribute to resolving social issues</b></li> <li><b>2. Continue research that can contribute to resolving social issues</b></li> <li><b>3. Consider products and services that meet the needs of each country and region</b></li> </ol>
<p><b>Value co-creation with communities</b></p>	<ul style="list-style-type: none"> <li>● <b>Promotion of social contribution activities</b></li> <li>● <b>Contribution to resolving local issues</b></li> </ul>	<ol style="list-style-type: none"> <li><b>1. Promote dispatch of guest lecturers and health-related lectures</b> <ol style="list-style-type: none"> <li>Promote dispatch of guest lecturers and health-related lectures, etc.</li> <li>Strengthen coordination with local communities and municipalities by increasing opportunities for dispatch of guest lecturers and health-related lectures</li> </ol> </li> <li><b>2. Promote acceptance of visitors to plants and central research institute</b>            Note: As for dairy product plants, cosmetics plant and the Yakult Central Institute, online tours shall be included.           <ol style="list-style-type: none"> <li>Resume plant tours and collaborate with local governments and related organizations to contribute to the revitalization of the community when the COVID-19 pandemic is under control</li> <li>Continue and promote acceptance of visitors to plants, including online visitors</li> <li>Continue to make the plant visitor-friendly by promoting barrier-free access to facilities used for plant tours</li> <li>Consider and make decisions on the resumption of plant tours based on infection levels and response policies, in addition to promoting non-contact activities in publicizing research and conducting social contributions, such as by actively implementing online tours and online corporate visit programs for students (Yakult Central Institute)</li> <li>Strengthen coordination with local communities and municipalities by increasing opportunities for plant tours</li> </ol> </li> <li><b>3. Continue to promote Courtesy Visit Activities, community safety watch and crime prevention activities</b></li> <li><b>4. Promote activities to contribute to resolving local issues</b> <ol style="list-style-type: none"> <li>Continue to conduct social contribution support activities at facilities for people with disabilities in cooperation with pachinko and pachislot cooperative associations</li> <li>Contribute to raising awareness toward the disease and increasing the screening uptake rate through the “Colorectal Cancer Information website”</li> <li>Participate in community cleanup activities</li> <li>Continue to sponsor and cooperate with local events in the vicinity of each plant</li> <li>Cooperate with measures promoted by Kunitachi City</li> <li>In-kind sponsorship at events held by local organizations in the vicinity of the Yakult Central Institute with the company’s products</li> <li>Promote clean-up campaigns around the Yakult Central Institute</li> </ol> </li> </ol>

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<p><b>Value co-creation with communities</b></p>	<ul style="list-style-type: none"> <li>● <b>Promotion of social contribution activities</b></li> <li>● <b>Contribution to resolving local issues</b></li> </ul>	<p>(8) Participate in tree planting</p> <p>(9) Promote community-based activities through the establishment of the children’s hotline</p> <p>(10) Supply water to Kunitachi City in the event of a disaster</p> <p>(11) Sponsor and co-sponsor various symposiums</p> <p>(12) Conduct social contribution activities in line with the circumstances and issues of each country and region</p> <p><b>5. Further sports promotion</b></p> <p>Note: We are considering holding the following events, based on the status of the COVID-19 pandemic</p> <p>(1) Promote baseball clinics</p> <ul style="list-style-type: none"> <li>• Hold baseball clinics by current players</li> <li>• Hold Tsubame baseball clinics</li> </ul> <p>(2) Activities by track and field club and rugby club</p> <ul style="list-style-type: none"> <li>• Hold Yakult running clinics</li> <li>• Dispatch coaches and athletes at the request of local governments, schools, etc. throughout Japan</li> <li>• Provide cooperation for the Toda Rugby Festival</li> <li>• Hold Tag rugby clinics</li> </ul> <p>(3) Activities by the Japan Bound Tennis Association</p> <ul style="list-style-type: none"> <li>• Hold the Japan Bound Tennis Association championship series (Participants: 1,000)</li> <li>• Hold the Japan Bound Tennis Association Gold Tournament (Participants: 200)</li> </ul> <p><b>6. Deepen exchanges with local communities through plant festivals</b></p>

# S (Social)

Materiality	Issues	Fiscal 2023 Action Targets
<p><b>Supply chain management</b></p>	<ul style="list-style-type: none"> <li>● <b>Promote CSR procurement</b></li> <li>● <b>Provide “safe and secure” products</b></li> </ul>	<p><b>1. Continue to promote CSR procurement</b></p> <ul style="list-style-type: none"> <li>(1) Continue to carry out the CSR procurement survey</li> <li>(2) Aim to procure sustainable raw materials and packaging materials and select new, appropriate transaction partners, in addition to actively promoting and considering the continued and new use of raw materials that have been certified by internationally trusted organizations (such as by expanding the use of carton packaging certified by forest certification programs and introducing certified palm oil)</li> <li>(3) Continue to promote CSR procurement at overseas business sites</li> </ul> <p><b>2. Provide “safe and secure” products</b></p> <ul style="list-style-type: none"> <li>(1) Improve “delivery quality” by utilizing the <i>Kencho</i>, a booklet for Yakult Ladies, and conducting “basic response” and “sincere response” activities once each</li> <li>(2) Make Yakult Ladies aware of the “Safety and Security Clinic website” and implement the “health check course for safe delivery” for over 20,000 people</li> <li>(3) Establish periods for “Safety and Security Enhancement” on an ongoing basis to reduce the number of traffic accidents and complaints</li> <li>(4) Implement measures to improve customer satisfaction (recurrence prevention measures for product-related claims against plants)</li> <li>(5) Conduct periodic manufacturing technology audits and technical training sessions</li> <li>(6) Promote the easy disposal and downsizing of packaging boxes for newly introduced products, referencing the views of the sales department (and medical personnel)</li> <li>(7) Continue to use universal design fonts, except for designated logos, to improve identification</li> <li>(8) Complete the abolition of package inserts in boxes in accordance with the revised Pharmaceutical and Medical Devices Act</li> </ul> <p><b>3. Promote certification of various international standards</b></p>

# S (Social)

Materiality	Issues	Fiscal 2023 Action Targets
	<ul style="list-style-type: none"> <li>● <b>Respect for human rights</b></li> <li>● <b>Promote diversity</b></li> <li>● <b>Promote work-life balance</b></li> <li>● <b>Promote occupational health and safety</b></li> </ul>	<ol style="list-style-type: none"> <li><b>1. Promote human rights due diligence</b> <ol style="list-style-type: none"> <li>(1) Thoroughly implement policies from the perspective of human rights due diligence</li> <li>(2) Ensure that the Yakult Group Human Rights Policy is known and understood at overseas business sites</li> </ol> </li> <li><b>2. Prevent harassment</b> <ol style="list-style-type: none"> <li>(1) Provide training related to harassment at the Company's level-specific training sessions, etc.</li> <li>(2) Hold compliance trainings and provide harassment awareness materials to departments and group companies upon their individual request</li> <li>(3) Create a comfortable workplace by preventing harassment before it occurs</li> <li>(4) Make harassment prevention thoroughly known to all employees</li> </ol> </li> <li><b>3. Promote diversity</b> <ol style="list-style-type: none"> <li>(1) Target for fiscal 2023 regarding the ratio of female managers: 9% or more</li> <li>(2) Maintain the legally mandated ratio of employees with disabilities</li> <li>(3) Promote the utilization of women outside of Japan</li> </ol> </li> <li><b>4. Promote occupational health and safety</b> <ol style="list-style-type: none"> <li>(1) Provide subsidies for equipment and materials that contribute to the improvement of the working environment for Yakult Ladies and promote their introduction</li> <li>(2) Achieve 100% certification of Yakult daycare centers as meeting the standards for guidance and supervision of uncertified daycare facilities</li> <li>(3) Achieve 100% installation rate of safety equipment (rear-view monitors, drive recorders, etc.) in newly introduced subsidized route delivery vehicles</li> <li>(4) Implement initiatives to reduce traffic accidents involving MR sales vehicles</li> <li>(5) Grasp workplace environment problems and consider priority improvement measures</li> <li>(6) Conduct health and safety inspection tours</li> <li>(7) Establish disaster response manuals, etc.</li> <li>(8) Raise awareness toward the need for Hiyari-Hatto activities and ensure occupational health and safety</li> <li>(9) Survey working conditions at overseas business sites</li> </ol> </li> </ol>

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# G (Governance)

Materiality	Issues	Fiscal 2023 Action Targets
	<ul style="list-style-type: none"> <li>● <b>Establish a governance structure appropriate for a global company</b></li> <li>● <b>Implement the corporate governance code</b></li> <li>● <b>Promote business while ensuring compliance</b></li> <li>● <b>Disclose corporate information and promote communication with society</b></li> </ul>	<ol style="list-style-type: none"> <li><b>1. Comply with the corporate governance code and enhance disclosure</b> <ol style="list-style-type: none"> <li>(1) Comply with the TCFD recommendations, etc.</li> <li>(2) Continue to hold discussions prior to important meetings to revitalize the Board of Directors</li> <li>(3) Hold the Nominating and Compensation Advisory Committee and held the Committee meetings</li> </ol> </li> <li><b>2. Ensure that the Yakult Ethical Principles and Code of Conduct are thoroughly known to all employees</b> <ol style="list-style-type: none"> <li>(1) Ensure that the Yakult Ethical Principles and Code of Conduct are thoroughly known to all employees</li> <li>(2) Ensure that various Yakult Group policies related to CSR are thoroughly known and disseminated to overseas business sites</li> </ol> </li> <li><b>3. Ensure thorough compliance</b> <ol style="list-style-type: none"> <li>(1) Implement compliance surveys at all Group companies</li> <li>(2) Continuously utilize and enhance materials and tools, etc. to raise awareness toward compliance</li> <li>(3) Hold Compliance Committee meetings on a periodic basis (twice a year)</li> <li>(4) Hold a meeting of the Corporate Ethics Committee on a periodic basis (once a year)</li> <li>(5) Detect and correct violations of laws and regulations at an early stage through the operation of a compliance hotline (head office and user companies)</li> <li>(6) Establish corporate ethics through the operation of a system of prior consultation for new business partners</li> <li>(7) Hold meetings for personnel in charge of compliance on a periodic basis (once a year)</li> <li>(8) Hold Compliance Month ((for one month) once a year)</li> <li>(9) Develop and support compliance promotion systems at overseas business sites</li> <li>(10) Promote the management and operation of “Yakult Delivery Net” in line with revisions of various laws, as appropriate</li> <li>(11) Comply with the Ministry of Health, Labour and Welfare’s guidelines on activities providing sales information</li> <li>(12) Disseminate the Code of Practice</li> <li>(13) Respond to transparency guidelines regarding the relationship between corporate activities and medical institutions, etc.</li> <li>(14) Regularly and systematically provide education and training to ensure compliance with research ethics</li> <li>(15) Conduct fair and equitable transactions through the web purchasing system to ensure compliance</li> <li>(16) Promote compliance at overseas business sites</li> <li>(17) Resume various on-site audits of overseas business sites</li> </ol> </li> </ol>