

# Responsible Engagement with Our Stakeholders

As stated in our Sustainability Policy, OMRON cultivates strong relationships with our stakeholders through responsible engagement. Relationship of trust through engagement with our stakeholders is an indispensable asset for the sustainable growth of OMRON and an essential element for us to create social needs. We are committed to responsible engagement with all of our stakeholders to sustainably improve our corporate value and solve social issues through our business.

Stakeholders	Major Initiatives	Means of communications	Actual initiatives
Customers	We provide better products and services, with the aim of solving social issues through our business.	Communication through sales activities	We conducted a joint development with our customers by utilizing 37 AUTOMATION CENTERS (ATC). FY2020 results: - We realized remote customer services on a global basis. - We realized the exhibition tours using virtual space (in Japan: Tokyo and Kariya, overseas: Spain, Singapore, North American areas, etc.).
		Customer support	We contributed to the improvement of our customers' global competitiveness through our 150 or more support networks in 40 countries around the world. In the Healthcare Business, we set up a residential environment space for monitoring and utilized the results to develop wheezing sensors.
		User monitoring	Our wheezing sensor "WheezeScan" received the "Good Design Award" in 2020.
		Exhibitions	We enhanced the recognition of the OMRON brand through exhibition at China International Import Expo (CIIE) 2020. Over 500 business opportunities were created.
		Website	We enhanced our website to provide the latest information and services. We were ranked No.1 overall in the BtoB site rankings for the fourteenth consecutive year.
Transaction partners	We are engaged in global procurement activities and working with our suppliers to improve the level of sustainability in our supply chain.	Briefings on our purchasing policy (Global Partner Conference)	We shared OMRON's management policies and sustainable procurement policies with major suppliers. We held one-on-one online meetings in FY2020.
		Sustainability self-assessment	We asked suppliers to conduct self-assessment of compliance with the Sustainable Procurement Guidelines. We confirmed the compliance status of 19 suppliers in Asia/Pacific that conducted the self-assessment in FY2020.
		Assessment based on third-party standards	We conducted self-checks using the RBA* evaluation tool. We asked 69 suppliers we identified as having sustainability risks to implement corrective actions. *RBA: Responsible Business Alliance "Green procurement" that helps reduce negative environmental impact
		We awarded or renewed green supplier certification. During	FY2020, we certified 92 more companies as green suppliers, and completed assessments for a cumulative total of 3,026 companies. We proactively adopted materials that do not contain hazardous chemical substances to help reduce negative environmental impact in our supply chain.
		Survey on conflict minerals	We conducted surveys by using conflict minerals reporting template, the industry standard, tracking upstream supply chain and implementing corrective actions. We promoted procurement in a manner not to drive environmental destruction and human rights violation.
Employees	We are committed to creating a company where employees can unleash their abilities and passions and demonstrate them to the fullest.	VOICE (Global Employee Engagement Survey)	We conducted an employee engagement survey to provide management with feedback from all employees for solving issues. In FY2020, we conducted a survey targeting all 28,006 employees of the OMRON Group (response rate 90%), and identified management issues from 40,453 free comments. The Executive Council discussed those issues to take action to solve them.
		"The KURUMAZA" meeting facilitates direct communication between the CEO and employees	We organized a forum of communication between the CEO and employees for the purposes of making the OMRON Principles the driver for OMRON's growth.
		"OMRON Principles Missionary Dialogues" facilitate direct communication between the Chairman and employees	Direct dialogues with top executives to have practicing the OMRON Principles take root in the organization. In FY2020, a total of three dialogues were held online, including overseas areas.
		TOGA (The OMRON Global Awards)	An event where teams that received Gold Awards gather at the Kyoto Head Office, make presentations on their commitment to putting the OMRON Principles into practice to the executives and employees, and receive applause. In FY2020, TOGA was conducted as a hybrid of real and virtual events. It drew a total of 15,000 entries from inside and outside the Company, making more and more people inspired and resonated with practicing the OMRON Principles.
		Employee Health Management Declaration "Boost5 Project"	We consider the health of our employees as an important management foundation, and issued "The OMRON Health White Paper" based on the visualization and analysis of the status of their health.
Shareholders and investors	We are working to engage in two-way interactive communication with shareholders and investors, with the aim of "realizing highly transparent management."	Presentation of business results/ESG Meeting/briefings for individual investors	We held meetings for presentation of business results (four times), briefings for individual investors (twice), ESG Meeting, and meetings with institutional investors (more than 570 times), entirely online. As in the past, we conducted highly transparent IR activities.
		Ordinary General Meeting of Shareholders	Our Ordinary General Meeting of Shareholders was also streamed online. 72 shareholders attended the Meeting at the venue and 407 shareholders via the internet. The percentage of voting rights exercised was 88.1%, hitting an all-time high.
		Publication of IR-related materials	We actively disclosed information through publication of IR-related materials, including the Integrated Report and Shareholders' News.
		Planning and operation of the IR website and sustainability website	We disclosed information including financial results related materials in a timely manner. We provided a broader range of non-financial information.

**Customer Engagement**

**OMRON Opens a Virtual Facility of its AUTOMATION CENTER, a Showcase Facility for State-of-the Art FA Technology**

OMRON has commenced a virtual tour to its AUTOMATION CENTER (ATC), a factory automation technology center where customers join with OMRON to find solutions to their manufacturing issues, and is working with customers to solve issues even as travel restrictions are imposed due to COVID-19.

Allowing customers from around the world to view on their computers the virtual content that features facilities and demonstration machines at the flagship ATC-TOKYO, the largest of 37 ATCs across the globe, this new service gives global customers the most realistic experiences of OMRON's state-of-the-art FA technology anytime, anywhere. Afterwards, customers can also have a remote experience of many solution services including "demonstration/verification" and "technology training" if they wish, leading to the creation of an environment similar to the customers' facilities.

Thanks to these processes, we have engaged with over 4,000 customers even under the state of emergency, and are constantly creating innovative solutions.



3D Walkthrough Rendering of the Virtual ATC-TOKYO



Virtual Tour Image of Demonstration Machines

**Employee Engagement**

**"VOICE," Our Employee Engagement Survey**

Since 2016, OMRON has conducted the global employee engagement survey "VOICE" with the aim of allowing management to listen directly to feedback from employees, identify management issues, and take actions to solve them. OMRON focuses on organizational management, systems, human resource development, organizational culture, etc. which make up the foundations that support our business, and promotes to create a company where each employee of the OMRON Group learns and embraces the OMRON Principles, strategies, and Company goals, and can work with a focus on demonstrating their talents (with a high level of engagement) to achieve them.



A poster calling on employees to respond to VOICE

**OMRON Principles Missionary Dialogues**

Since FY2013, OMRON has worked on the "OMRON Principles Missionary Dialogues," a forum of communication between the Chairman of the Board and top executives from around the world who will be the next generation of leaders. Through the Dialogues, participants externalize in their own words what the practice of the OMRON Principles means to them. In addition to deepening their own understanding of the OMRON Principles, they discuss how they contribute to the Company's growth and expand the circle of resonance for the OMRON Principles among members in their own divisions. In FY2020, the Dialogues were held online for the first time due to the COVID-19 crisis. Holding the Dialogues online allowed many members to participate, and a wider variety of opinions were exchanged by utilizing the chat function and other features.



OMRON Principles Missionary Dialogues

**Shareholder and Investor Engagement**

**Organized the General Meeting of Shareholders and ESG Meeting under the COVID-19 crisis.**

OMRON strives to raise corporate value through dialogues with shareholders and investors. In FY2020, we held the 83rd Ordinary General Meeting of Shareholders and the ESG Meeting online in order to prevent the spread of COVID-19. In the Ordinary General Meeting of Shareholders, we were able to engage with a large number of shareholders and investors by also utilizing the internet to broadcast the Meeting by relay while keeping the number of shareholders attending the Meeting at the venue to a minimum. These efforts have resulted in a 3.7 point increase in the percentage of voting rights exercised to a record high of 88.1%. In the ESG Meeting, we gave an explanation on our business, our human resource initiatives based on the OMRON Principles, our initiatives for sustainability and the environment, energy solution business, and climate change. The Meeting was attended by 225 shareholders and investors (including a record 170 investors), asking many questions and making comments. The knowledge we received from these dialogues has led to improvements in our management initiatives. OMRON will work to disclose information to our shareholders and investors in a highly transparent manner even under the COVID-19 crisis.



The 83rd Ordinary General Meeting of Shareholders (June 23, 2020)



FY2020 ESG Meeting (March 1, 2021)