

## 7. Action Standards to Create a Better Company Atmosphere

We shall respect each other's human rights and personalities, and always connect with people with a compassionate heart. We should actively engage in communication, aim to share information within the workplace, and create a workplace which is easy to work in and where the work is worthwhile.

### (1) Respect for Fundamental Human Rights

Based on the "NH Foods Group Human Rights Policies," we respect human rights of all people involved in our business, and we shall not discriminate anyone for sex, age, nationality, social status, origin, thoughts, belief, religion, physical feature, sexual orientation, gender identity, illness, or physical disability. We shall also encourage our business partners to refrain from violation of human rights.

[Detailed description of actions]

- a) We shall not carry out mental harassment through words and attitudes that damage the character or dignity of others, and shall not carry out annoying behavior.
- b) We shall not speak or act in a way that causes others discomfort.
- c) We shall endeavor to communicate with our work colleagues, and shall respect each other's ways of thinking and values.
- d) For the foreign employees in Japan, we shall strive to understand their motherlands' cultural practices and viewpoints, and create easy-to-work workplace regardless of nationality.
- e) We shall encourage our clients and suppliers to respect human rights, as well as to strive to do so.

### (2) Creating a Workplace Free of Harassment

In order to create a lively, safe and healthy workplace to work in, we shall comply with the "NH Foods Group Harassment Prevention Regulations."

#### 1) Prevention of Harassment

Harassment in the workplace is unacceptable behavior that infringes on the working person's character or dignity. We will pay careful attention not to cause others unpleasant feelings through our own words or actions, shall deepen our interest and understanding of harassment problems, shall disseminate and enlighten others, and shall respond appropriately when consulted.

[Detailed description of actions]

- a) We shall not use a superior position in the workplace such as a boss and subordinate, or regular employee and partner employee, to carry out behavior such as repeating severe rebukes over a long period or to speak or act in a way that repudiates another's character. (Prohibition of power harassment)
- b) We shall not act or speak sexually against another's will, for example, making sexual jokes, unnecessarily touching the body, or forcing a sexual relationship. In addition, in the case of rejection, we shall not carry retaliatory behavior such as dismissal from the company, demotion or salary reduction. (Prohibition of sexual harassment)

- c) We shall not speak or act in a way that harms the work environment, such as saying, "we will not entrust important jobs to pregnant women" or, "you are taking childcare leave even though you are a man" (prohibition of harassment for pregnancy, childbirth, maternity/paternity leave, family care leave).
- d) We shall not carry out "secondary harassment," inflicting further harm (not attending to a complaint, or harassment) due to a harassment victim requesting consultation or assistance.
- e) We shall communicate sufficiently on a daily basis, and build mutually trusting, good human relationships.

## **2) Handling Customer Abuse (or so-called Customer Harassment)**

We shall be careful about not only harassment at our work environment, but also external harassment and abuse/bullying. We shall pay attention to relationships with various stakeholders, including the clients, suppliers, shareholders, general customers, as well as relationships between the Group employees to establish healthy relationships.

[Detailed description of actions]

- a) If we encounter a situation that is considered to be customer abuse during our work, we shall immediately ask the manager and colleagues for help, and explain that we cannot comply with the request as a company with a resolute attitude.
- b) Each of us, too, is a general consumer. We shall pay attention to our own speech and behavior so that we will not be an offender of customer abuse/bullying.

## **(3) Prohibition of Violent Behavior**

We shall not carry out violent behavior for any reason.

[Detailed description of actions]

- a) If we see an argument in the workplace, we shall caution those arguing so that it does not escalate any further.
- b) If we witness violent behavior in the workplace, we shall not pretend not to have seen it, but shall immediately caution the persons involved to stop, and shall report it promptly to a manager or person in charge.
- c) If we have been the target of violent behavior, we shall not worry alone, but shall be sure to report it to a manager or person in charge.
- d) If in the unlikely event that we end up carrying out violent behavior, we shall be sure to report it ourselves to a manager or person in charge. We shall report even trivial cases even if we are not sure whether or not they constitute violent behavior.
- e) When cautioning or giving guidance, when we become emotional or end up arguing with colleagues, we shall take a deep breath, count for 6 seconds and wait a little time, then we shall handle the matter calmly after our feelings have calmed down.

## **(4) Creating an Open Workplace**

We shall create a workplace in which anything can be discussed, and if there is a problem we shall not pretend not to see it, but shall strive to improve the workplace. We shall aim for a workplace in which anyone can exchange opinions freely, a rewarding workplace in which diverse values are respected and flexible working is possible.

[Detailed description of actions]

- a) On a daily basis, we shall use greetings and speak directly to people, positively use polite forms of address, to create a bright and open workplace.
- b) All employees shall have a sense of unity; we shall change to a highly productive way of working.
- c) We shall examine our daily work and engage in telecommuting along with physical commuting to achieve effective operation. We also shall utilize available ICT systems for active communication.
- d) We shall report, communicate and discuss problems or concerns in the workplace promptly with a manager or senior colleague, with the administration department or job satisfaction leader, or with a job satisfaction promotion committee member. If improvement is still difficult, we shall use NH Foods Group Consultation Desk.

## **(5) Fair HR Assessments and Treatment**

In HR appraisals we are assessed comprehensively not only on work results, but also on awareness of legal compliance, ability, attitude, and motivation.

[Detailed description of actions]

- a) By always conducting a fair assessment, employees feel a sense of purpose, and can willingly tackle their work duties.
- b) We shall strictly assess based on the assessment standards and assessment period, and avoid being influenced by individual emotions or the most recent events.
- c) We shall be sure to feedback the assessment results to the person, and try to connect it to an increase in the person's ability.
- d) If there are any unclear points or unconvincing points in the contents of our superior's assessment of us, we should discuss it there and then.

## **(6) Securing a Healthy Workplace Environment**

We shall always strive to establish a safe and healthy work environment by complying with labor-related laws and regulations as well as understanding the "NH Foods Group Occupational Health and Safety Basic Policy" and "NH Foods Group Basic Health Policy." Safe and healthy work environments must be achieved for all people working in every workplace.

[Detailed description of actions]

- a) The health and safety of employees are our primary concerns, and provide appropriate treatment and concerns by comprehending employees' health conditions. We shall provide appropriate guidance for the operational methods of equipment and tools and for the handling of fuel or toxic substances, etc. If there are any health and safety problems, we shall resolve them and conduct improvements, and we shall strive to comply with safety obligations, including prevention of worsening and industrial accidents.
- b) As a general rule, overtime work and holiday work are carried out on the instructions of the manager, and we shall make applications in advance to gain approval.
- c) We shall apply for working hours accurately. We shall never illegally stamp the time card or make false applications, nor do overtime outside the office without permission. In addition, we shall not make our subordinates or junior colleagues do so.
- d) To prevent our mental and physical disorders, we shall manage our physical conditions (self-care) as well as care about others' conditions (line care).
- e) We aim to realize work-life balance to enable a sense of purpose in our jobs and to enable a fulfilling life.