

## Our stakeholders and materiality

The AIN Group is committed to achieving sustainable development with society in order to meet the expectations and demands of customers and all its other diverse stakeholders. We have therefore identified and categorized a wide range of CSR, ESG and sustainability issues and assessed them from two perspectives – degree of importance to the AIN Group and degree of impact on stakeholders – to define the Group's materiality.



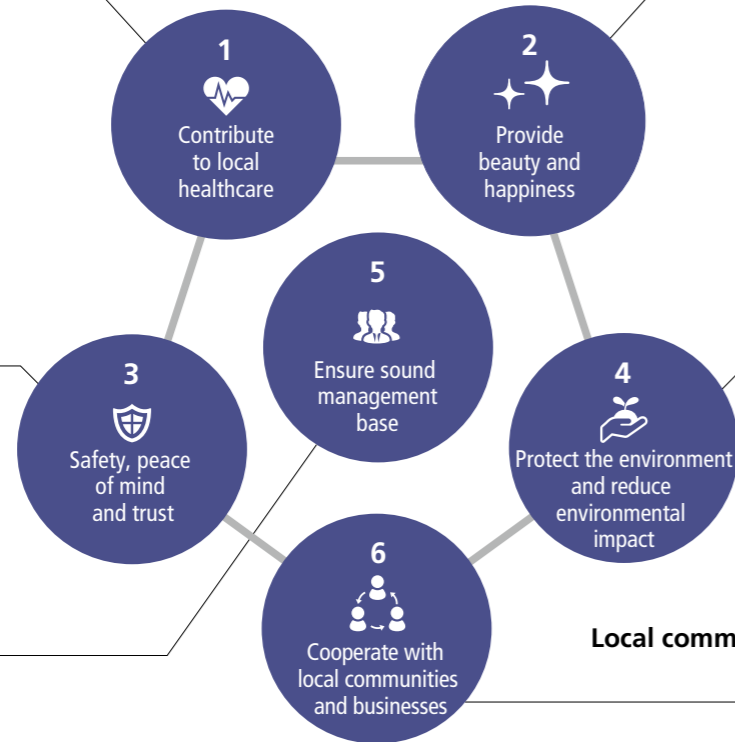
### Dispensing pharmacy business



### Cosmetic and drug store business



### AIN Group's six materiality areas



### Business process



### Business process



### Management base



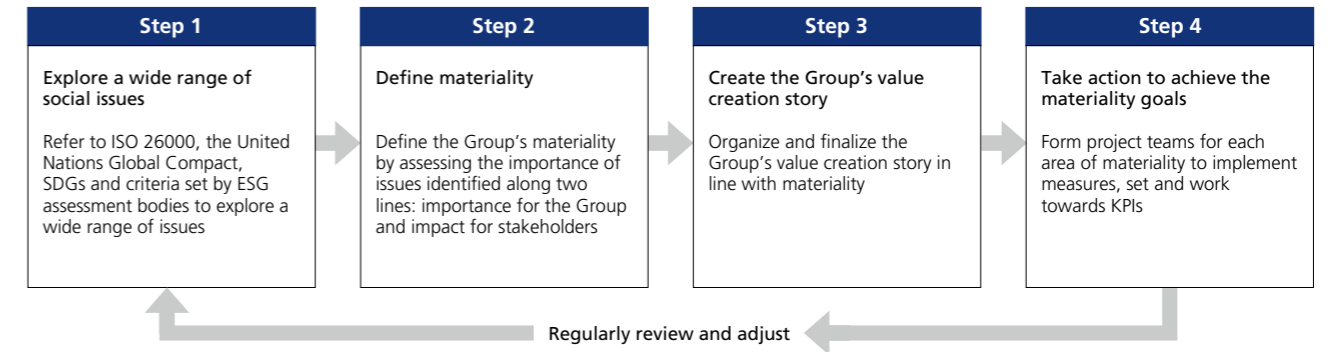
### Local communities and businesses



## Process for defining materiality and formulating action plans

In December 2020, we used the following process to define and disclose the Group's materiality and the supporting value creation story.

We also established project teams for each area of materiality. The teams devised initiatives and set KPIs, which were disclosed in May 2021. We are currently implementing the initiatives to achieve our targets. » See pages 25-26 for the progress report



## Sustainability governance

We have formed a Sustainability Committee to establish, promote and embed a sustainability management system across the Group. The committee discusses and determines policies and measures related to the AIN Group's sustainability activities and regularly reports and puts forward proposals on key matters to the Board of Directors. The committee also utilizes Management Meetings to promote sustainability throughout the Group.



### Expert seminar

#### 2nd Sustainability Management Study Seminar

In April 2022 we invited outside expert Toshihiko Goto to speak at our Sustainability Management Study Seminar. Mr. Goto has extensive experience in formulating and promoting international standards on sustainability and has worked to encourage adoption of the United Nations Global Compact in Japan. Members of the Sustainability Committee and personnel responsible for promoting sustainability in the AIN Group also attended the seminar, which was titled "The Why, What and How of Sustainability Management and Expectations on the AIN Group."

Drawing on different perspectives, Mr. Goto talked about various sustainability issues and evaluated the AIN Group's sustainability measures, including areas for improvement.



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President of UN Global Compact Network Japan