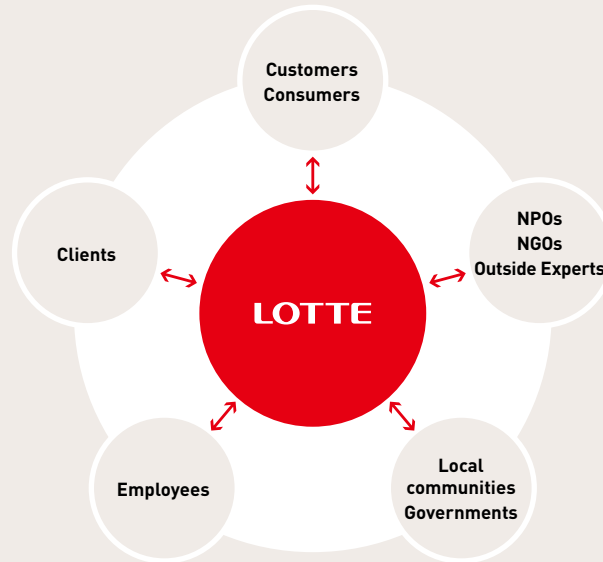


# Stakeholder Engagement

LOTTE CO., LTD. conducts corporate activities while engaging with a variety of stakeholders. Through these activities, we collect opinions and expectations that we aim to incorporate in the future, while also working to help realize a sustainable society.



Stakeholders	Means of Engagement	Results and Achievements
<b>Customers and Consumers</b>	<ul style="list-style-type: none"> <li>• Customer service center</li> <li>• Homepage</li> <li>• Food education events</li> </ul>	<ul style="list-style-type: none"> <li>• Means of utilizing systems that gather customer feedback, and inquiry breakdown (page 42)</li> <li>• Factory tours and hands-on workshops (pages 46–47)</li> </ul>
<b>Clients</b>	<ul style="list-style-type: none"> <li>• Daily communication</li> <li>• Efforts related to quality control</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing value system through supplier guidelines (pages 38–39)</li> <li>• Self-evaluations, feedback, and sanitation inspections (page 39)</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Human resource cultivation</li> <li>• Company newsletter</li> <li>• Employee satisfaction surveys</li> <li>• Whistleblowing system</li> </ul>	<ul style="list-style-type: none"> <li>• Human resource cultivation program and career planning (pages 26–27)</li> <li>• Shifting to web-based company newsletter (implemented in May 2019)</li> <li>• Employee satisfaction survey results (page 26)</li> <li>• Number of whistleblowing reports (page 39)</li> </ul>
<b>Local Communities and Governments</b>	<ul style="list-style-type: none"> <li>• Consideration for residents near factory locations</li> <li>• Local events participation and sponsorship</li> <li>• Supporting devastated areas</li> </ul>	<ul style="list-style-type: none"> <li>• Community exchanges (pages 46–48)</li> <li>• Efforts to support devastated areas (page 46)</li> </ul>
<b>NPOs / NGOs and Outside Experts</b>	<ul style="list-style-type: none"> <li>• Dialogues</li> <li>• Cooperation with NPOs and NGOs</li> </ul>	<ul style="list-style-type: none"> <li>• Summary of dialogues (pages 18–20)</li> <li>• Sustainable procurement efforts (pages 36–39)</li> <li>• Efforts to spread <i>kamukoto</i> (chewing) awareness (pages 43–45)</li> </ul>