

# Stakeholder Engagement

## | Policy | Creating Society Together

KDDI values the dialogue with all of our stakeholders – customers, shareholders, business partners, employees and their families, and regional communities – who have given us their support. We will continue to build up collaboration with our stakeholders and proactively address the issues facing society in our aim to contribute to the development of a prosperous communications-oriented society

## | System | Principal Channels for Dialogue with KDDI Stakeholders

KDDI perceives all stakeholders as its customers, and conducts various activities geared toward fully satisfying all of these stakeholders. We also use the GRI (G4), SASB, IIRC, ISO26000, and other global CSR standards and checklists created from items from hearings with investors to create and implement policies that address the analysis of our current conditions and issues.

### **Service users (Primary point of contact: Customer Center)**

As of the end of March 2015, KDDI has approximately 43.48 million au customers. By listening and responding to the opinions and demands of our customers and those that reach us by SNS, Twitter®, and other means, extracting the social issues of stakeholders, and providing each division feedback from KDDI R&D Laboratories and other sources, we are making efforts to achieve a sustainable society.

### **Stockholders and investors (Primary point of contact: IR Department)**

In FY2014, we held individual meetings with investors 949 times. Also, 574 stockholders attended the general stockholder meeting held on June 17 in 2015.

### **Regional society (Primary point of contact: CSR & Environment Management Department)**

In FY2014, KDDI held free lectures through its KDDI Mobile Phone Learning Classes for about 570,000 elementary, junior high, and high school students and about 3,600 senior citizens.

### **NPOs and NGOs (Primary point of contact: CSR & Environment Management Department and individual regional offices)**

In FY2014, KDDI cooperated with government agencies, NPOs, and NGOs nationwide to implement forest conservation activities, coastal cleanup activities that inhabit rare organisms, and other various environmental conversation activities.

### **Government agencies (Primary point of contact: Government and Industrial Affairs Department)**

In FY2014, KDDI participated in the Ministry of Internal Affairs and Communications' Information and Communications Bureau's "2020-ICT Infrastructure Policy Special Committee", which aimed at providing a specific direction for policies for the existence of telecommunication operators responsible for the ICT infrastructure. We also participated in the Ministry of Internal Affairs and Communications' "ICT Service Safety and Security Research Committee", which reviews and enhances consumer protection rules.

### **Employees and families (Primary point of contact: General Administration Department)**

In FY2014, KDDI held the KDDI Sports Festival offering management and employees the opportunity to interact in which approximately 2,200 employees and their families participated.

### **Business partners (Primary point of contact: Purchasing Management Department)**

In FY2014, in order to recognize the risk in the entire supply chain and strengthen management, KDDI implemented a CSR procurement survey for its business partners and received replies from 72%.

# Stakeholder Engagement

| Initiative |

## Holding Dialogues and Participating in Initiatives

In FY2008, KDDI identified "4 material issues for CSR." As part of this initiative, we entered into dialogue with various experts, receiving advice on our activities. In FY2014, KDDI held a dialogue with stakeholders regarding how to utilize Scope 3 calculation results. We also participated in the Global Conference on CSR and Risk Management organized by Caux Round Table and the United Nations Working Group on the issue of human rights and transnational corporations and other business enterprises.

[☐ Dialogue Archive](#)

