

# With Our Stakeholders

In order to resolve social issues and co-create sustainable corporate value, we vigorously engage in dialogue with stakeholders and respond in a timely manner to changes in the market and business environment surrounding the ULVAC Group.

## Dialogue with Employees

At the start of a new fiscal year and at the New Year's reception, video messages from the ULVAC president and senior management are distributed to all Group companies in order to share ULVAC's status and policies with employees, including those overseas. A questionnaire survey is conducted coinciding with each such video message to check the level of employees' understanding and collect their opinions, which are then fed back to management and reflected in the planning of the next video project.

## Collaboration with Business Partners

Through various briefings and information exchanges, we strive to share information relevant to business and request our business partners for their understanding and cooperation in enhancing communication on CSR procurement.

[For details](#) [▶ P44](#) [Responsible Procurement Management](#)

## For Customer Satisfaction

In order to enhance customer satisfaction, we strive to improve the quality of our products and services based on the quality management system in accordance with the ISO 9001 standard. ULVAC's 32 Group companies obtained ISO 9001:2015 certification for the integrated management system. Quality management is promoted by way of thorough analysis of nonconformities that occurred at a process within the process, implementation of recurrence prevention measures, feedback of findings, implementation of preventive measures, and process standardization activities. Furthermore, in order to achieve customer satisfaction in all phases from product delivery to disposal, we are working to reduce running costs, shorten lead times, and provide prompt, high-quality customer support.

[For details](#) [▶ Website >> Sustainability > Quality Assurance and Product Safety > ISO 9001 Certification](#)

## Dialogue with Shareholders and Investors

ULVAC, Inc. strives to communicate the ULVAC Group's mid- to long-term management plan (Value-Up Plan), financial results, and other information to its shareholders and investors in a timely, fair, and easy-to-understand manner.

Regarding investor relations, we are actively increasing opportunities for dialogue with shareholders and investors. These include quarterly financial results briefings held on financial results announcement dates, organizing IR seminars, taking part in conferences sponsored by securities companies both in Japan and overseas, and briefings for individual investors, as well as road shows overseas, plant tours, and personal interviews. Furthermore, we strive to disclose information in Japanese and in English simultaneously to the extent possible and are emphasizing enriching disclosure information and swifter disclosure. Evaluations and opinions obtained through dialogue with shareholders, investors, and analysts are collected and summarized on a regular basis and are reported to the Board of Directors and at the Management Council to share them with management, depending on the importance and nature, so as to reflect them in improvement of management measures.

Going forward, we will strive to strengthen engagement with shareholders and investors through even more vigorous IR activities, with the aim of realizing sound corporate management and maximizing corporate value.

### IR activities

		Results in FY2024
External engagement	Financial briefing	4 times
	IR interviews with institutional investors and analysts	775 persons
	Participation in conferences for overseas institutional investors	49 sessions
	Road shows overseas	16 sessions
	Plant tours, seminars for individual investors, etc.	10 times
	IR seminars	1 time
Internal engagement	IR Monthly Report	Published monthly
	Report at Board of Directors and Management Council	8 times

## Dialogue with Local Communities

In addition to contributing to society through our core business, we strive to make social contributions that benefit local communities, focusing on "Local Communities," "Environment" and "Education Support for the Next Generation."

[For details](#) [▶ Website >> Sustainability > Social Contribution Activities](#)

### Education Support for the Next Generation

#### Vacuum experiment classes to nurture the future of science and industry

ULVAC, Inc. holds vacuum experiment classes to share the excitement of science with the children who will shape the future. This program enables participants to experience the mysterious phenomena that occur in a vacuum through hands-on experiments. It is primarily for elementary, junior high, and high school students in Chigasaki City where the head office of ULVAC, Inc. is located. This initiative has been carried out over many years, driven by our desire to spark children's interest in science and to contribute, however modestly, to the future advancement of science and technology. As an initiative to nurture the future together with local communities, we will continue to enhance and expand these activities.

