

The Hoshizaki Group's Management Philosophy

In order to grow into a truly global company with sound corporate management, we have established the following management philosophy.

Mission Statement

We, Hoshizaki group, aim to be an "Evolving Company" contributing to society as well as customers, meeting the changing needs and demands for diversified "Eating". To achieve the above, we develop original products incorporating original technology. And we present innovative proposals for a more comfortable and efficient eating environment and offer responsive, high quality services.



Hoshizaki Group ESG Information Website

Hoshizaki has changed the name of the "Social and Environmental Activities" page on its official website to the "ESG Information" page and revamped its content. The page contains an organized listing of Hoshizaki's ESG-related activities and achievements.



<https://www.hoshizaki.co.jp/en/esg/>



Aiming to be an "evolving company" that can contribute to society

CONTENTS

- The Hoshizaki Group's Management Philosophy 1
- Table of Contents, Editorial Policy 2
- Message from the President 3
- Overview of the Hoshizaki Group 5
- Special Feature: Initiatives for Sustainable Growth 7
- Stakeholder Engagement 9
- Social Reports
 - Relationship with Investors 10
 - Relationship with Customers 11
 - Relationship with Suppliers 12
 - Relationship with Employees 13
 - Relationship with Local Communities 15
 - COVID-19 Response 16
- Environmental Reports
 - Initiatives to Reduce Environmental Impact 17
 - Environmental Management System Promotion Organization Structure, Materials Flow, Environmental Goals and Achievements 19
- Governance Reports
 - Corporate Governance 21
 - Compliance 22

Editorial Policy

This report is published as an annual report on social and environmental activities at Hoshizaki Corporation with the aim of promoting communication with stakeholders.

Reference Guidelines : Ministry of the Environment "Environmental Reporting Guidelines, 2018 Edition"

Scope : This covers initiatives by Hoshizaki Corporation and some of its group companies. However, the data in the environmental report is the data for Hoshizaki alone.

Period : January 1, 2020 to December 31, 2020