

April 30, 2026

Solasto Corporation  
Toru Noda, President and CEO

## **Human Rights Due Diligence Implementation Report (FY2025)**

### **1. Basic Policy on Respect for Human Rights**

Solasto Corporation considers "people" to be our most important asset. Approximately 30,000 employees interact with customers daily across our medical, elderly care, and child care settings. Based on this recognition, we established the "Solasto Group Human Rights Policy" in December 2024, declaring our commitment to respecting the human rights of all stakeholders in accordance with international norms. We have clarified our responsible stance toward all stakeholders and are striving to prevent and mitigate negative impacts through our Human Rights Due Diligence (HRDD) framework.

### **2. Expected Human Rights Risks Based on Business Characteristics**

Our business is centered on face-to-face services that directly involve the dignity of individuals, including patients, service users, children, and their families. Considering these business characteristics and the social environment, we have identified the following potential human rights risks:

- Risks of individual dignity being harmed through acts such as power harassment or sexual harassment within the workplace.
- Risks of employees' physical and mental health being impacted by excessive operational burdens.
- Risks of frontline employees' safety and dignity being violated by verbal abuse or unreasonable demands (customer harassment) from patients, service users, or their families.
- Risks of inappropriate communication with service users or a lack of consideration for their sense of shame or privacy in elderly and child care settings

### **3. Human Rights Due Diligence Process**

In FY2025, as the inaugural year, we prioritized building a foundation for respecting human rights. Our activities focused on two main pillars: the dissemination and penetration of the human rights policy, and the identification and assessment of human rights risks.

### **(1) Dissemination and Penetration of the Human Rights Policy**

We conducted activities to ensure that the established "Solasto Group Human Rights Policy" is correctly understood by all relevant parties.

Target	Content
Employees	Dissemination via the employee portal site and email newsletters, web publication of the Human Rights Handbook, implementation of e-learning, etc.
Stakeholders	Publication of the policy on various websites, inclusion of the policy in customer proposals and supplier estimates in the medical business, etc.

### **(2) Implementation of Human Rights Risk Assessment**

We conducted a large-scale survey to understand potential human rights risks across the entire group.

Target	Content	Number of Responses
Employees	Survey on human rights considerations	26,134
Customers	Survey on human rights considerations in service provision for users and guardians in the elderly care and children businesses	Elderly care: 5,470 Children: 1,818

## **4. Results of the Human Rights Risk Assessment**

Through the assessment, we identified the current status of the first year and the issues that should be addressed as priorities.

### **(1) Awareness and Penetration of the Human Rights Policy**

The employee survey revealed that there is still room for improvement in awareness at operational sites compared to headquarters departments. Taking these results seriously, we will strive to further disseminate the policy in the next fiscal year and advance our activities to the next step by focusing on concrete implementation at the frontline.

### **(2) Human Rights Risks Related to the Working Environment (Employees)**

It became clear that unreasonable demands from external stakeholders (customer harassment) can be a major factor damaging the mental and physical health of frontline employees. We have reaffirmed the importance of creating a system where employees do not have to deal with these issues alone and are protected by the organization.

### **(3) Human Rights Risks During Service Provision (Customers/Users)**

In elderly care and child care settings, we recognized the need to reduce variations between facilities and individuals regarding communication that respects the dignity of users and children, as well as consideration for privacy. We must establish these practices as daily habits.

## **5. Future Action Policy**

To prevent and mitigate the identified risks, we will prioritize the following measures through the PDCA cycle.

### **[New Initiatives]**

- We will promote the formulation of a company-wide response policy against customer harassment and post it within our facilities to ensure an environment where frontline employees can work with peace of mind.
- We will establish a cross-business human rights working group to develop and execute specific improvement measures and grievance mechanisms that reflect voices from the field.
- We will strengthen awareness-raising activities to deepen policy understanding through the distribution of physical Human Rights Handbooks, regular portal updates, and messages from top management.
- We will gradually expand the scope of our stakeholder engagement to bridge perception gaps.

### **[Ongoing Initiatives]**

- We will renew our e-learning programs to be more practical and aligned with frontline operations, incorporating the survey results.
- We will continue regular surveys of employees, users, and guardians to monitor the effectiveness of our initiatives.