

About the Helpline for Meiji Group Suppliers

The Meiji Group aims to work together with its suppliers to fulfill its social responsibilities more reliably based on the Meiji Group Policy on Human Rights, the Meiji Group Procurement Policy, and the Meiji Group Supplier Code of Conduct. As part of this effort, and in accordance with the United Nations Guiding Principles on Business and Human Rights, we established the "Helpline for Meiji Group Suppliers" in June 2026 to ensure access to remedy in the supply chain.

1. Eligible Employees

Officers and employees (including contract employees, temporary employees, and part-time employees) of suppliers in Japan that do business directly with the Meiji Group

*Supported languages: Japanese, English, Portuguese, Vietnamese, and Tagalog

2. Matters Accepted for Consultation

The helpline accepts compliance-related matters involving transactions with the Meiji Group, including violations of laws and regulations by officers or employees of Meiji Group companies, as well as conduct that deviates from the Meiji Group Code of Conduct, Meiji Group Policy on Human Rights, Meiji Group Procurement Policy, Meiji Group Supplier Code of Conduct, or other Meiji Group codes, standards, or policies.

Meiji Group Code of Conduct: [Meiji Group Code of Conduct](#)

Meiji Group Policy on Human Rights: [Meiji Group Policy on Human Rights](#)

Meiji Group Procurement Policy: [Meiji Group Procurement Policy](#)

Meiji Group Supplier Code of Conduct: [Meiji Group Supplier Code of Conduct](#)

Other policies: <https://www.meiji.com/global/sustainability/esg-index.html>

*Please refrain from submitting the following types of inquiries. Please note in advance that we may be unable to respond depending on the content.

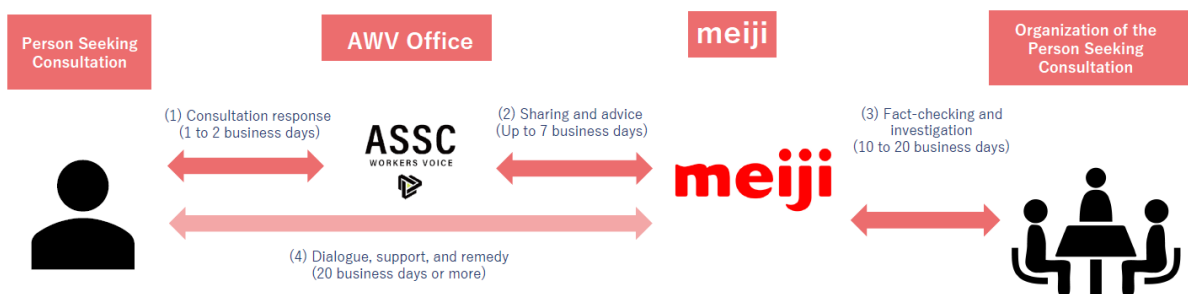
- Inquiries submitted for improper purposes, including false statements, defamation, threats, or obstruction of business

- Inquiries for sales purposes or concerning ordinary commercial transactions, including contract negotiations or price negotiations

- Highly urgent inquiries, such as those involving danger to life. Please contact the appropriate emergency number.

*Please ensure that your inquiry does not include trade secrets of your organization or information subject to confidentiality obligations.

3. Flow of the Helpline for Meiji Group Suppliers



Note: The response times in parentheses are estimates.

(1) Consultations are accepted through the consultation form of the AWV Office*, a third-party organization.

(2) The content of the consultation is shared by the AWV Office with the Helpline for Meiji Group Suppliers at Meiji Holdings Co., Ltd. Depending on the content of the consultation, it may be shared with the departments in charge of consultation desks at Meiji Group companies.

(3) Fact-checking and investigations will be conducted with the person seeking consultation as necessary. When conducting an investigation, we may ask the organization of the person seeking consultation for cooperation.

(4) Dialogue, support, and remedy will be provided based on the results of the fact-checking and investigation.

*AWV Office: ASSC Worker Voice Office. The Helpline for Meiji Group Suppliers operated by The Global Alliance for Sustainable Supply Chain (ASSC).

4. Handling of Personal Information, Confidentiality Obligations, and Protection of Persons Seeking Consultation and Whistleblowers

- The Meiji Group will not subject persons seeking consultation or their organizations to disadvantageous treatment on the grounds that they submitted a consultation. However, this does not apply if the consultation was submitted for an improper purpose or if the person seeking consultation or their organization is found to have violated laws or regulations or engaged in misconduct.
- The Meiji Group will comply with laws and regulations concerning the protection of personal information and will use the personal information of persons seeking consultation only to the extent necessary for fact-checking, investigations, and related purposes, and not for any other purpose.
- Depending on the content of the consultation, responses may be provided by Meiji Group companies.
- Consultations may also be submitted anonymously. Please note, however, that this may limit the fact-checking and investigation that can be conducted.
- The Meiji Group may publish the number of consultations and case information on its website, while taking care to protect the anonymity of persons seeking consultation.

5. Notes

Please refrain from reproducing or otherwise reusing responses provided by the Meiji Group to persons seeking consultation.