

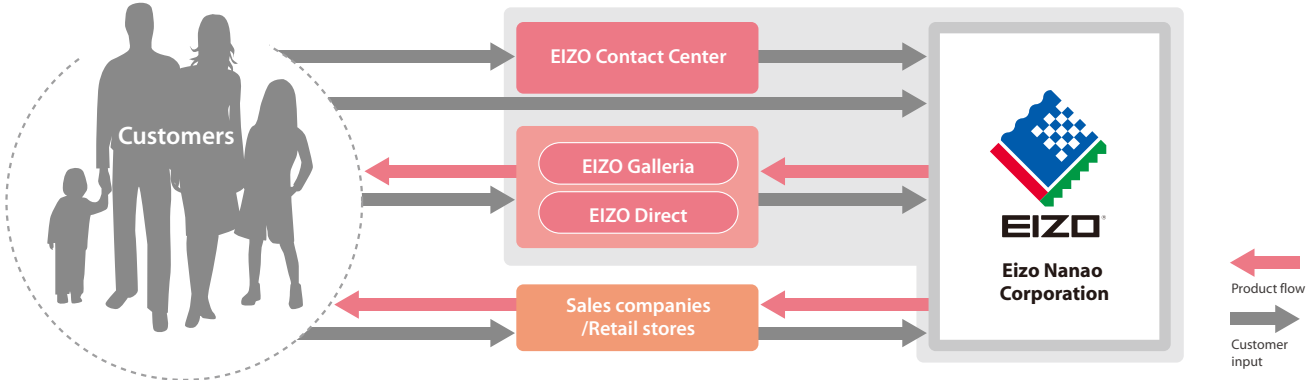
Seven Promises 4-1

We will seek to build and maintain strong bonds of trust with stakeholders.

—Relationships with Customers

Eizo strives to establish direct communication with customers through various points of connection to comprehensively answer questions and inquiries, and to respond to customer requests and feedback.

Feedback system for all types of customer input

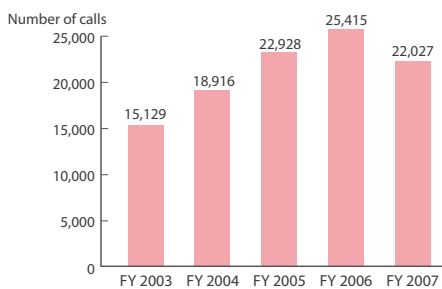


Receiving questions and inquiries about our products

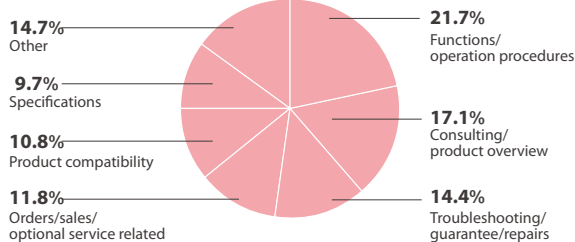
EIZO Contact Center* Customer liaison

Eizo Contact Centers have been set up as a convenient way for customers to communicate with the company. These centers provide answers to inquiries related to product specifications and operating procedures, product purchasing and technical questions through telephone, e-mail and fax. Inquiries and requests received from customers are shared by relevant departments within the company, and we strive to incorporate this information into product development as well as information provision to customers.

Number of calls



Breakdown of call categories FY 2008



*These services are currently only available for customers in Japan.

Check, experience and ask questions

EIZO Galleria* Showroom

Eizo Galleries have been set up in four locations in Japan as spaces for exhibiting LCD televisions and LCD monitors so that customers can see the actual products and review their performance and functionality. Staff are always on hand to explain the products and respond to questions. We also conduct seminars on color matching and other topics to provide information that helps users better utilize their personal computers and Eizo products at work or at home.



Direct from Eizo to customers

EIZO Direct* Online shopping

Customers can enjoy members-only special discounts and purchase exclusive products through our directly-operated online shopping site Eizo Direct, which offers a variety of services designed with the customer in mind, including home setup, collection of used products and installment payments at specially reduced interest rates.



Seven Promises 4-2

We will seek to build and maintain strong bonds of trust with stakeholders.

—Relationships with Shareholders

Eizo seeks to earn and maintain the trust of shareholders and investors, and conducts investor relations activities based on the principle of providing fair and accurate information on management policies, business strategies and financial performance to all stakeholders.

Basic Policy on Information Disclosure

We are committed to the timely and appropriate disclosure of information in accordance with the Financial Instruments and Exchange Act and other related laws and regulations as well as the Rules on Timely Disclosure of Corporate Information by Issuer of Listed Security and the like laid out by the Tokyo Stock Exchange. We strive to deliver the same key information so all market investors may obtain it equally toward making their investment decisions.

General Shareholders Meeting

We try to schedule our annual general shareholders meeting for a date that is convenient for shareholders by avoiding days on which other such meetings are being held. We also make an effort to send out invitations as far in advance as possible to provide enough time for shareholders to examine the proposed resolutions and the state of our operations.

To ensure that participating shareholders can better understand the items being covered in the meeting, we provide visual on-screen presentations. We view these meetings as a valuable opportunity for directly communicating with our shareholders and more clearly explaining our corporate activities through a display corner at which shareholders can directly have a hands-on experience with our products.

In addition, we invite shareholders to an informal gathering following the general shareholders meeting. During these occasions, the president offers a detailed review of Eizo's philosophy and activities. We welcome honest opinions and questions from shareholders and strive to respond as comprehensively as possible. For example, in response to comments at the 2008 general shareholders' meeting, we enhanced shareholder convenience by letting them use their discount privileges for online payment of purchases on the Eizo Direct website.



Company Presentations for Investors

We invite institutional investors to our semi-annual earnings results briefings in Tokyo, where we report on our management policies, activities and performance. We also hold briefings for individual investors to promote a greater awareness of our company. In fiscal 2008, such a meeting was held in Kanazawa City, Ishikawa Prefecture in March 2009 to introduce our operations, report the state of our business performance and explain the content of our third medium-term management plan.

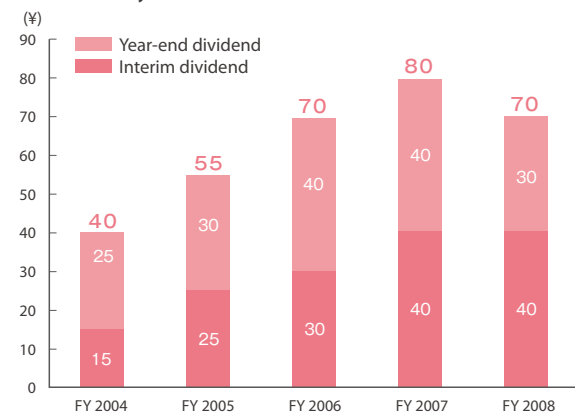


Basic Policy on Profit Distribution

Returning profit to shareholders is a key management concern for Eizo Nanao Corporation, and we have followed a basic policy of stable dividend payment in line with corporate growth. We return profit to shareholders on the basis of an overall consideration of securing retained profit for capital investments and R&D expenditures required for business expansion, financial status and future performance. Our target shareholder return ratio is 30% to 40% of net income, and we strive to strengthen our profit base to ensure we achieve this goal. Based on these principles, our annual dividend payment for fiscal 2008 was ¥70 per share (¥40 interim dividend and ¥30 year-end dividend).

In addition, in May 2008 we repurchased 408,900 shares for enhanced capital efficiency and to implement flexible capital policies in response to the changing management environment.

■ Dividend Payments for the Past Five Years



Seven Promises 4-3

We will seek to build and maintain strong bonds of trust with stakeholders.

—Relationships with Suppliers

Eizo views suppliers as essential and important partners for the continuation of our business. Therefore, we not only exchange detailed information on individual transactions but also cultivate mutual understanding of management policies and technical strategies to achieve substantial results based on powerful partnerships.

Basic Stance on Procurement

We deal with suppliers in Japan and overseas on an equal opportunity basis in accordance with procurement policies based on the principles of mutual coexistence and prosperity. Factors we consider essential in evaluating suppliers include a stable management foundation, supply capability, technological expertise, compliance with laws and social norms, and consideration for the global environment. We select suppliers who meet these standards.

Selection Standard for Suppliers

- 1 Sound management
- 2 Technological excellence that will contribute to the quality of our products
- 3 Appropriate quality, prices, and delivery schedules for products and materials to be supplied to us
- 4 Stable supply capacity and ability to respond flexibly to fluctuations in demand
- 5 Compliance with relevant laws, consideration for the environment, and active involvement in environmental preservation

Building Bonds of Trust with Suppliers

As a manufacturing company whose main production operation is assembly, we place a high priority on controlling quality, delivery schedules, and the cost of parts and materials we procure from suppliers as well as on ensuring that their operations are environmentally sound. We provide opportunities for regular exchanges of information addressing these issues and ensure that we and our suppliers share a common understanding of each others' management policies and technical strategies. This approach ultimately results in the achievement of substantial results and the creation of future value that neither partner could have achieved alone. We intend to continue building strong partnerships based on these attitudes and efforts.

Materials Procurement Briefing

We conduct materials procurement briefings twice each year for our suppliers. During these briefings we go through our procurement policy and request their support, green procurement trends and information. We also report on the results of quality improvement efforts and explain related policies. Many suppliers attend these briefings, which contribute to a greater understanding of Eizo and to gathering information later utilized in business decisions.



Eizo Green Procurement Philosophy

(1) Eizo Nanao Corporation conducts business activities to protect the global environment in accordance with its Environmental Policy, supports the establishment of a zero-waste oriented economy and society, and engages in the manufacture of environmentally sound products.

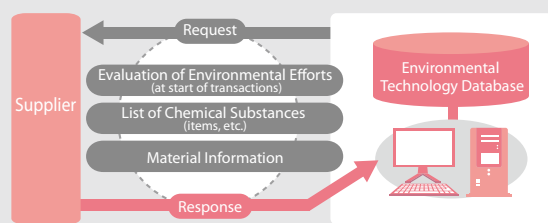
(2) We formulated our Green Procurement Standards as a guideline for our material procurement activities to meet the expectations of the international community, local society and our customers by maintaining and enhancing our environmental protection activities. They are also for fulfilling our social responsibility by quickly complying with ever-evolving environmental laws, regulations and standards in countries around the world.

(3) Eizo Nanao Corporation places high priority on transactions with suppliers who are actively involved in reducing their own environmental impact and protecting the environment in addition to considering quality, price, delivery schedule, service and technological ability. We also vigorously adopt products, parts and materials that have less influence on the environment, thereby reducing the associated impact in the overall business operations of Eizo Nanao Corporation, while at the same time helping to expand the market for environmentally sound products.

Chemical Content Analysis

Amid rising global concern over the environment, we seek to certify our products under prevailing environmental standards in Japan and abroad and analyze chemical content to expand green procurement. We evaluate the environmental efforts of our suppliers and analyze the chemical content of the parts they supply. The results are stored and managed in a database, which is used to confirm the suitability of specific suppliers and materials as well as to evaluate the environmental friendliness of our own products.

Flow of Chemical Content Analysis



Seven Promises 4-4

We will seek to build and maintain strong bonds of trust with stakeholders.

—Relationships with the Local Community

Eizo fulfills its responsibility as a corporate citizen through a variety of activities, such as protecting the regional environment, cooperating with regional development and publicly disclosing information. We are committed to developing our business while maintaining good relationships with the local community.

Preservation of the Local Environment

We promote environmental preservation initiatives through membership in a variety of environmental organizations.

■ Paper Recycling Initiative

Office Paper Recycle Kanazawa is a united effort by companies and organizations in Kanazawa City and its suburbs for building and operating a regional circle of paper recycling. Participation in this activity involves separating and collecting wastepaper (e.g., copier paper) and purchasing and using recycled products (e.g., toilet paper).

■ CSR Survey and Research Initiative

The Sustainability Communication Network conducts surveys and research primarily on subjects such as CSR, the environment and the daily lives of citizens, toward building partnerships between businesses and citizens for developing a sustainable society. Eizo participates as a corporate member and receives the latest information, particularly related to CSR and the CSR report, which serves as a key communication tool.

■ Major Environmental Organizations Eizo Supports

- Office Paper Recycle Kanazawa
- Sustainability Communication Network
- Green Purchasing Network
- Ishikawa Afforestation Promotion Association
- Ishikawa Environmental Partnership Citizens Association

Social Contribution Activity

Our basic social contribution stance is to start close to home. For example, we participate in a program for collecting PET bottle caps toward the donation of vaccines (polio, measles, diphtheria, whooping cough) for children all over the world. The program is led by a nonprofit organization in Kanagawa Prefecture, and the caps we collect are delivered to Kanagawa through local waste disposal companies.

For Regional Development

■ Ishikawa Keiei Tensho Juku (Ishikawa Management Tensho School)

The Ishikawa Keiei Tensho Juku is a project aimed at enhancing practical thinking and decision-making skills required for corporate management among young corporate managers and future entrepreneurs who will shoulder the future of the regional economy. The project is mainly undertaken in Ishikawa Prefecture and is managed through the unified efforts of industry, government and academic institutions. As a supporter of this objective, Eizo advises on the operation of this project and offers lectures. Eizo's own story is included as a case study in the curriculum. We also cooperate in producing educational texts and classes.



Educational and Cultural Support

■ Special Lectures

At the request of the local Kanazawa University, we presented a special lecture entitled, Corporate Environmental Preservation Activities, to 42 seniors in the Human and Mechanical Systems Engineering Course. While the purpose of the lecture was to nurture a broad perspective and knowledge among students, from our point of view it also provided an opportunity for encouraging open communication between the university and businesses. We introduced concrete efforts for protecting the environment from the standpoints of both environmentally sound products and business operations.

■ Extracurricular Activities for Elementary and Junior High School Students

We actively respond to requests from regional elementary schools and junior high schools for corporate tours and research as part of their general studies. In fiscal 2008, we cooperated with general studies research as part of career education at a local elementary school. Students were encouraged to think about their own future livelihoods by talking with adults who are involved in interesting professions. During this course, an elementary school student who was interested in designing games visited Irem Software Engineering Inc. We also welcomed a visit and interview by local junior high school students to learn about companies operating in the region.

■ Cooperation for Promoting Culture

We co-sponsor Orchestra Ensemble Kanazawa in Ishikawa Prefecture. This also creates an opportunity for our employees to appreciate cultural expression as part of their benefits program. We also co-sponsored La Folle Journée Kanazawa Music Festival with the intention of promoting local cultural events and regional development.



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