

Social Initiatives: Action Plans and Performance

Evaluation : All targets met, : Most targets met, : Remaining issues outweigh results, : No progress made

Management

| FY2016 Targets & Plans | FY2016 Performance | Evaluation | FY2017 Targets & Plans |
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| Create local rules for the anti-corruption manual, focusing on group sites outside Japan as part of initiatives to prevent bribery in business dealings. | Created local rules for the anti-corruption manual for 18 out of 28 applicable group companies outside Japan. | △ | Conduct corruption risk assessments, which are a new mechanism in the social issue of "fair business practices." Continue to create local rules at group companies outside Japan. |
| Implement training across the group, in order to ensure employees understand and are aware of compliance as well as social issues and solutions. Ascertain compliance risk conditions and implement monitoring based on priority. | Enhanced the content on the social issues of "respect for human rights" and "fair business practices" in addition to the conventional legal compliance elements in CSR training conducted in August, and implemented the training at group companies in and outside Japan. Considered but did not implement "monitoring." | ○ | Recently, not only domestic laws but also the laws of other countries could have an enormous effect on business management due to their extraterritorial application. Accordingly, start by conducting an investigation to ascertain an accurate picture of compliance from a global perspective. |
| Strengthen the group's information security governance and promote related safety measures. | Created standard group-wide security rules. Expanded measures for preventing misuse of email to sites outside Japan. | ○ | Strengthen the group's information security governance and promote related safety measures. |
| Promote ongoing IT-BCP drills and education. | Moved important servers to external data centers. | ○ | Promote ongoing IT-BCP drills and education. |

Customers

| FY2016 Targets & Plans | FY2016 Performance | Evaluation | FY2017 Targets & Plans |
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| Establishing systems that conform to safety laws and regulations. | <ul style="list-style-type: none"> Strengthened safety reviews of new models and important safety components (power cords, lithium-ion batteries, AC adapters/chargers). Shared information on banned substances and ensured they were not used. | ○ | Strengthen system of internal safe design standards (Casio Safe Design Standards). |
| Reduce quality problems by focusing on new technology. | Shared information on past problems to ensure they would not reoccur (achieved zero reoccurrences). | ○ | Ensure the same kinds of problems that occurred in the past do not happen again. |
| Prioritize management of product quality as an integral part of overseas business expansion. | Re-developed quality information for the Asian region outside Japan. | ○ | |
| Continue to improve customer satisfaction and convenience based on the customer satisfaction questionnaire. | <p>Started an online repair request service.</p> <p>Launched a customer support page solely for premium brands.</p> <p>Released menu of onsite service options for projectors.</p> | ○ | Continue to improve customer satisfaction and convenience based on the customer satisfaction questionnaire. |
| Develop a call tracking system for customer support sites outside Japan, for sharing overseas customer feedback. | Finished developing the Chinese version of a global call tracking system. Adopted at Casio China. | ○ | Share overseas customer feedback by gradually expanding adoption of a global call tracking system to other sites outside Japan, besides China. |
| Promote the active use of customer feedback based on the new system. | Started making use of customer feedback using the new system. | ○ | Promote the active company-wide use of customer feedback from in and outside Japan based on the new system. |
| <p>Create a system for stable product supply based on the promotion of measures to diversify the risk of production concentrated in China.</p> <ul style="list-style-type: none"> Global standardization of production methods Procurement expansion in ASEAN Expansion of internally made components | Began producing and shipping scientific calculators and electronic dictionaries at a new third factory of Casio Thailand, to ensure even more stable supply of various items. Also strengthened local procurement in Thailand along with the production system, and promoted supplier development. | ○ | <p>Create a system for stable product supply based on the promotion of measures to diversify the risk of production concentrated in China.</p> <ul style="list-style-type: none"> Global standardization of production methods Procurement expansion in ASEAN Expansion of internally made components |

Suppliers

| FY2016 Targets & Plans | FY2016 Performance | Evaluation | FY2017 Targets & Plans |
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| Implement CSR performance monitoring, based on continued use of CSR questionnaires in and outside Japan. | Revised questions on questionnaires for outside Japan and continued use of questionnaires in and outside Japan. Received replies from 231 companies in Japan for a response rate of 100%. Received replies from 306 companies in China and Thailand for a response rate of 100%. | ○ | Implement CSR performance monitoring, based on continued use of CSR questionnaires in and outside Japan. |
| Continue onsite inspections outside Japan. Ensure thorough understanding of Casio's CSR policies through surveys. | Conducted onsite inspections at eight companies in China. Covered 60.8% of suppliers on a transaction value basis in six years. Conducted onsite inspections at six companies in Thailand. Although activities were stopped for a time due to flooding, covered 40.2% of suppliers on a transaction value basis in six years. | ○ | Continue onsite inspections outside Japan. Ensure thorough understanding of Casio's CSR policies through surveys. |
| Firmly establish CSR procurement throughout the supply chain, through good two-way communication at suppliers meetings. | Explained Casio's CSR procurement policy and shared issues and knowhow through presentations of case studies of CSR initiatives conducted by representative suppliers. | ○ | Firmly establish CSR procurement throughout the supply chain, through good two-way communication at suppliers meetings. |

Employees

| FY2016 Targets & Plans | FY2016 Performance | Evaluation | FY2017 Targets & Plans |
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| <p>■Global</p> <ul style="list-style-type: none"> ●Strengthen employee training in Japan to enable employees to perform to global standards. <ol style="list-style-type: none"> 1. Strengthen skills of global human resources. 2. Penetration of expatriate role standards and implementation of role descriptions. ●Strengthen HR system for group companies outside Japan. <ol style="list-style-type: none"> 1. Hold global human resources meetings (production area). 2. Unify HR policies at group companies outside Japan (optimization of global HR policy with the regional characteristics, values, and laws of each country). 3. Reconstruct the consolidated personnel and labor cost management systems outside Japan. 4. Develop a plan for reconstruction of the consolidated HR database. | <ul style="list-style-type: none"> • Posted "expatriate role description" to company intranet and made attachment of it to the approval document mandatory. • Visited 17 group companies outside Japan, explained the Casio Global HR Policy, and identified issues at each company. <ol style="list-style-type: none"> 1. Hold global human resources meeting (production area). <ul style="list-style-type: none"> ⇒ Finished preparing for the meeting. But, changed the date and held the meeting at the beginning of FY2017. 2. Unify HR policies at group companies outside Japan. <ul style="list-style-type: none"> ⇒ Visited 17 group companies outside Japan, explained the Casio Global HR Policy, and identified issues at each company. 3. Reconstructed the consolidated personnel and labor cost management systems outside Japan. <ul style="list-style-type: none"> ⇒ Established a method of validation and management from the HR perspective, including departmental cooperation in overseas personnel and labor cost planning, with the aim of achieving an optimal number of personnel and labor cost management at group companies outside Japan. 4. Develop a plan for reconstruction of the consolidated HR database. <ul style="list-style-type: none"> ⇒ No progress made. | <p>○</p> | <ul style="list-style-type: none"> • Make proposals for implementation of the Casio Global HR Policy at each group company outside Japan. • Try assigning personnel from the HR department to sites outside Japan. <ol style="list-style-type: none"> 1. Hold global human resources meeting (production area). 2. Reconstruct the consolidated personnel and labor cost management systems outside Japan. • Implement validation and management of overseas personnel and labor cost planning. • Where necessary, make adjustments and proposals for personnel and labor cost planning from the HR perspective. |
| <p>■Persons with disabilities</p> <ul style="list-style-type: none"> • Achieve the legally mandated employment rate for consolidated group companies in Japan. • Implement the staggered working hours system for employees with disabilities. | <ul style="list-style-type: none"> • Achieved the legally mandated employment rate for all Casio Group companies in Japan (as of June 21, 2016). • Implemented a staggered commuting hours system for persons with disabilities in October 2015. (Used by four people) | <p>◎</p> | <p>Continue to recruit persons with disabilities through job fairs. Also consider strengthening the follow-up system to increase the retention rate as the types of disabilities become more diverse.</p> |

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| <p>■Non-Japanese</p> <ul style="list-style-type: none"> Strengthen communication with non-Japanese employees. Communication methods with managers and colleagues. | <p>Provided special e-Learning to around 500 people (non-Japanese employees and their managers and colleagues as well as expatriate employees) to strengthen workplace communication.</p> | <p>◎</p> | <p>Ascertain new issues faced by non-Japanese employees.</p> |
| <p>■Seniors</p> <ul style="list-style-type: none"> Revise consolidated senior employee system. Continue to provide rehiring opportunities to employees who have reached mandatory retirement age. In the Second Career Working Group, make proposals regarding seniors' active contributions, and formulate and implement measures. | <ul style="list-style-type: none"> Continuing to consider revision of the consolidated senior employee system. Continued to provide rehiring opportunities to employees who have reached mandatory retirement age. | <p>○</p> | <ul style="list-style-type: none"> Revise consolidated senior employee system. Continue to provide rehiring opportunities to employees who have reached mandatory retirement age. |
| <p>Maintain percentage of eligible employees taking childcare leave above 90%.</p> | <p>Percentage of eligible employees taking childcare leave: 100%.</p> | <p>◎</p> | <p>Maintain percentage of eligible employees taking childcare leave above 90%.</p> |
| <p>Reduce company-wide overtime work by 10% compared to FY2014</p> | <ul style="list-style-type: none"> Reduced by 3% compared to FY2014 on a consolidated basis in Japan (influenced by the finishing of development projects ahead of schedule). Started Smart Work activities (to achieve ideal working style). | <p>△</p> | <p>(Since environments to facilitate a change of thinking, such as Smart Work activities, have already been developed, switch from establishing company-wide uniformity to goals that take business planning into consideration.)</p> |
| <p>Ensure thorough follow-up measures (continue targeting at least 80% implementation rate) for those with high-risk health checkup results.</p> | <ul style="list-style-type: none"> Switched from health checkups in mobile health screening vans to hospitals. Enhanced gastric screenings (endoscopic option available). Substantially enhanced options, including complete medical checkups for persons aged 40 and older. However, being the first year, the checkup period went substantially over the usually period, and so there were many cases in which follow-up measures could not be conducted within the fiscal year. The implementation rate for follow-up measures was therefore 75.5%. | <p>○</p> | <p>Ensure thorough follow-up measures (improve targeting at least 80% implementation rate) for those with high-risk health checkup results.</p> |

Local communities

| FY2016 Targets & Plans | FY2016 Performance | Evaluation | FY2017 Targets & Plans |
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| Boost nationwide roll-out of activities by continuing to promote the programs for educating the next generation. | Rolled out activities nationwide and provided learning opportunities to a total of 10,000 people. | ○ | Boost nationwide roll-out of activities by continuing to implement programs for educating the next generation. |
| Continue to support cutting-edge science and technology research. | Provided 40 research grants, totaling 60 million yen, through the Casio Science Promotion Foundation. | ○ | Continue to support cutting-edge science and technology research. |

* For KPIs for material issues, see [“Specification of Materiality.”](#)

* For environmental targets and performance, see [“Environmental Action Plan \(Targets and Performance\).”](#)