

# Social Initiatives: Action Plans and Performance

Evaluation ◎: All targets met, ○ : Most targets met, △ : Remaining issues outweigh results, × : No progress made

## Management

FY2017 Targets & Plans	FY2017 Performance	Evaluation	FY2018 Targets & Plans
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.	Conducted corruption risk assessments at 29 group sales companies, analyzed the data, provided issue feedback to all companies, and promoted improvements. Created rules for the manual on the prohibition of bribery for 22 out of 28 applicable group companies outside Japan.	△	Conduct corruption risk assessments at group production companies, provide issue feedback to all companies, and promote improvements. Continue to promote the preparation of manuals on the prohibition of bribery at group companies outside Japan.
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.	In order to ascertain the legal compliance situation at group companies outside Japan, conducted a global compliance survey at 28 group companies and analyzed the data.	○	Provide feedback on issues from the global compliance survey to overseas group companies. Share expertise and information on risk management, and compliance, etc. at Casio Computer Co., Ltd.
Strengthen the group's information security governance and promote related safety measures.	Implemented group-wide regulations for employees. In addition, in order to ensure employee awareness, an information security handbook was issued, and awareness raising was promoted.	○	Strengthen the group's information security governance and promote related safety measures.
Promote ongoing IT-BCP drills and education.	Promoted migration of core business servers to highly reliable equipment.	○	Promote ongoing IT-BCP drills and education.

## Customers

FY2017 Targets & Plans	FY2017 Performance	Evaluation	FY2018 Targets & Plans
Strengthen system of internal safe design standards (Casio Safe Design Standards).	Strengthened framework for internal safety design standards. (Casio Safety Design Standards)	○	Strengthened framework for internal safety design standards. (Casio Safety Design Standards)
Ensure the same kinds of problems that occurred in the past do not happen again.	Shared past issues to thoroughly prevent reoccurrence (zero accident reoccurrence).	○	Promote thorough prevention of reoccurrence. Eradicate new problems.
		-	Strengthen quality control systems.
Continue to improve customer satisfaction and convenience based on the customer satisfaction questionnaire.	Enhanced functions for the online repair request service. Set up a maintenance booth at the G-SHOCK STORE GINZA, a directly-managed store. Began covering shipping costs for repair items during the warranty period.	○	Continue to improve customer satisfaction and convenience based on the customer satisfaction questionnaire.
Share overseas customer feedback by gradually expanding adoption of a global call tracking system to other sites outside Japan, besides China.	System introduced in Taiwan in July, after China. Implemented ongoing reporting of customer feedback at the monthly internal meeting.	○	Plan expansion of the global call tracking system to include Europe and the US, and promote the sharing of customer feedback.
Promote the active company-wide use of customer feedback from in and outside Japan based on the new system.	Started internal utilization of worldwide customer feedback using the new system. Began quality analysis and results sharing, etc.	○	Establish a mechanism for disseminating information from the customer's point of view based on accumulated customer feedback.
<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"> <li>Global standardization of production methods</li> <li>Procurement expansion in ASEAN</li> <li>Expansion of internally made components</li> </ul>	<p>In order to stabilize watch production in China, established Casio Shaoguan and started production.</p> <p>Meanwhile, due to the expansion of factories in Thailand and production in Japan to reduce China concentration risk, the China production ratio decreased from 71% to 63%.</p> <p>Promoted in-house processing of watch metal cases at Casio Dongguan, which contributed to the stable supply of parts and the accumulation of processing know-how.</p>	○	<p>Continually promote reduction of China concentration risk to ensure a stable supply of products.</p> <p>Enhance manufacturing at Casio production sites to achieve optimum global production (automation and efficiency improvement).</p> <p>Expand in-house part production.</p>

## Suppliers

FY2017 Targets & Plans	FY2017 Performance	Evaluation	FY2018 Targets & Plans
Implement CSR performance monitoring, based on continued use of CSR questionnaires in and outside Japan.	<p>The questionnaire for companies outside Japan was revised, and both domestic and overseas questionnaires were continually implemented.</p> <p>Domestic questionnaires were sent to 238 companies, and the response rate was 100%.</p> <p>Questionnaires were sent to 317 companies in China and Thailand, and the response rate was 100%.</p>	○	Implement CSR performance monitoring, based on continued use of CSR questionnaires in and outside Japan.
<p>Continue onsite inspections outside Japan.</p> <p>Ensure thorough understanding of Casio's CSR policies through surveys.</p>	<p>Onsite inspections were conducted at 7 companies in China.</p> <p>Onsite inspections were conducted at 6 companies in Thailand.</p> <p>Thus far, mostly completed to implement onsite inspections for major suppliers.</p>	○	<p>Continue onsite inspections outside Japan.</p> <p>Ensure thorough understanding of Casio's CSR policies through surveys.</p>
Firmly establish CSR procurement throughout the supply chain, through good two-way communication at suppliers meetings.	<p>Explained Casio's CSR Procurement Policy at the supplier meetings and representative suppliers presented case examples of their CSR initiatives in order to share issues and know-how.</p>	○	Firmly establish CSR procurement throughout the supply chain, through good two-way communication at suppliers meetings.

## Employees

FY2017 Targets & Plans	FY2017 Performance	Evaluation	FY2018 Targets & Plans
<b>■Global</b>			
Make proposals for implementation of the Casio Global HR Policy at each group company outside Japan.	Headquarters' HR division promoted integrated administration of multiple sites in the same country.	○	<ul style="list-style-type: none"> <li>• Post HR personnel to sites outside Japan (ongoing).</li> <li>• Establish a consolidated overseas personnel/labor cost management system. (Verify and manage overseas personnel/labor cost plans, and continue making adjustments to and proposals for personnel/labor cost plans from an HR perspective.)</li> </ul>
Try assigning personnel from the HR department to sites outside Japan.	Headquarters' HR personnel have been posted to sites outside Japan.	○	
Hold global human resources meeting (production area).	Held a global human resources meeting (production companies).	○	
Reconstruct the consolidated personnel and labor cost management systems outside Japan. <ul style="list-style-type: none"> <li>• Implement validation and management of overseas personnel and labor cost planning.</li> <li>• Where necessary, make adjustments and proposals for personnel and labor cost planning from the HR perspective.</li> </ul>	Rebuilt system for consolidated overseas personnel/labor cost management. <ul style="list-style-type: none"> <li>• Verified and managed overseas personnel/labor cost plans.</li> <li>• Made adjustments to and proposals for personnel/labor cost plans from an HR perspective.</li> </ul>	○	
<b>■Diversity</b>			
<b>●Persons with disabilities</b> 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.	<b>Persons with disabilities</b> Hired 3 people with disabilities. Once in 6 months, consultations were provided and departmental questionnaires were conducted.	○	<b>●Persons with disabilities</b> 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.
<b>●Seniors</b> <ul style="list-style-type: none"> <li>• Revise consolidated senior employee system.</li> <li>• Continue to provide rehiring opportunities to employees who have reached mandatory retirement age.</li> </ul>	<b>Seniors</b> Partially revised the consolidated senior employee system. Reemployment rate for retirement-age employees who wish to continue working: 100%.	○	<b>●Seniors</b> <ul style="list-style-type: none"> <li>• Revise consolidated senior employee system.</li> <li>• Continue to provide rehiring opportunities to employees who have reached mandatory retirement age.</li> </ul>
<b>●Child care support</b> Maintain percentage of eligible employees taking childcare leave above 90%.	Childcare leave usage rate for eligible employees: 100%	◎	Maintain percentage of eligible employees taking childcare leave above 90%.
<b>●Non-Japanese</b> Ascertain new issues faced by non-Japanese employees.		×	

■Health care			
Ensure thorough follow-up measures (improve targeting at least 80% implementation rate) for those with high-risk health checkup results.	Percentage of employees with high-risk health checkup results who took follow-up measures: Remained at 63.5%	△	Ensure thorough follow-up measures (improve targeting at least 80% implementation rate) for those with high-risk health checkup results.

## Local communities

FY2017 Targets & Plans	FY2017 Performance	Evaluation	FY2018 Targets & Plans
Boost nationwide roll-out of activities by continuing to implement programs for educating the next generation.	Rolled out activities nationwide and provided learning opportunities to a total of 8,000 people.	○	Enhance activities 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 \(Targets and Performance\).”](#)