

# Social Report



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# Material Issues for Social Performance



## Implementing CSR Procurement

### Social Issue

The rapid globalization of corporate operations has brought to light human rights violations, labor problems, and issues with environmental destruction, mainly at suppliers in developing countries. Casio recognizes that companies must undertake CSR efforts not only in their own organization but also throughout the entire supply chain.



### Importance for the Casio Group

Casio is involved in many businesses, including timepieces, educational scientific calculators and musical instruments, and the Group procures materials from a wide range of suppliers in Japan, China and ASEAN countries. If suppliers anywhere in the world violate human rights, cause labor problems or harm the environment, Casio would face various risks: transactions with business partners could be suspended, the Casio brand could suffer reputational damage, suppliers' employees could go on strike, and lawsuits could be filed, among other possibilities. Casio believes that pursuing sustainability initiatives across its entire supply chain will not only reduce these social and environmental risks, but also ensure that it can procure the needed materials safely and stably. For both these reasons, Casio is determined to fulfill its social responsibilities throughout its supply chain.

### Targets and Action Plan

Casio has established Procurement Policies in order to execute its social responsibility to conduct fair and equitable transactions throughout the supply chain. The policies cover matters including legal compliance, respecting human rights, labor, safety, and health, as well as environmental protection such as biodiversity preservation and risk control of chemical contents and information security. Casio constantly improves its socially responsible procurement by obtaining the understanding and support of suppliers for the policies and building strong partnerships.

## **Procurement Policies**

Casio aims to fulfill its social responsibilities, including compliance with relevant laws and social norms, and protection of the environment, through fair and equitable transactions throughout the supply chain by strengthening partnership with suppliers.

### **1. Fair and equitable transactions**

Casio carries out fair and equitable transactions by providing equal opportunities to all suppliers (and candidates) in and outside Japan in accordance with its internally established procedures.

### **2. Compliance with laws and social norms**

Casio's procurement activities comply with all relevant laws, social norms, standards and treaties worldwide, including the protection of human rights, the prohibition of child labor, forced labor and discrimination, and avoiding the use of conflict minerals, and respect for freedom of association, the right to associate, and the right to collective bargaining, as well as ensure that absolutely no contact is made with organized criminal elements. Therefore, Casio requires its suppliers to observe the same legal and social requirements.

### **3. Environmental protection**

Casio helps to protect the global environment through environmentally friendly procurement, which is based on the Casio Environmental Vision and Casio's Environmental Declaration, in cooperation with suppliers.

### **4. Strengthening partnership with suppliers**

Casio builds up relationship of trust with its suppliers through reciprocal efforts, such as merging and complementing mutual technological development abilities, supply chain cooperation, compliance with laws and social norms and protection of the global environment, which will benefit both parties.

### **5. Policies on supplier selection and transaction continuation**

Casio initiates and continues transactions with suppliers based on comprehensive evaluation criteria, which include compliance with laws and social norms, environmental protection, proper information security, respect for intellectual property, sound and stable corporate management, superior technological development ability, right price and quality, stable supply capabilities and electronic transaction systems.

### **6. Securing right price and quality**

Casio endeavors to secure right price and quality in order to provide its customers with stable supply of optimal products, which ensures that Casio gains the full confidence of customers around the world.

### **7. Prohibition of personal-interest relationships**

Casio does not allow any employees to have personal-interest relationships with any suppliers.

In order to ensure compliance with the Procurement Policies together with its suppliers, Casio has established the Supplier Guidelines (available at link below). All of Casio’s suppliers in Japan and elsewhere have agreed to these guidelines to help Casio fulfill its social responsibilities.

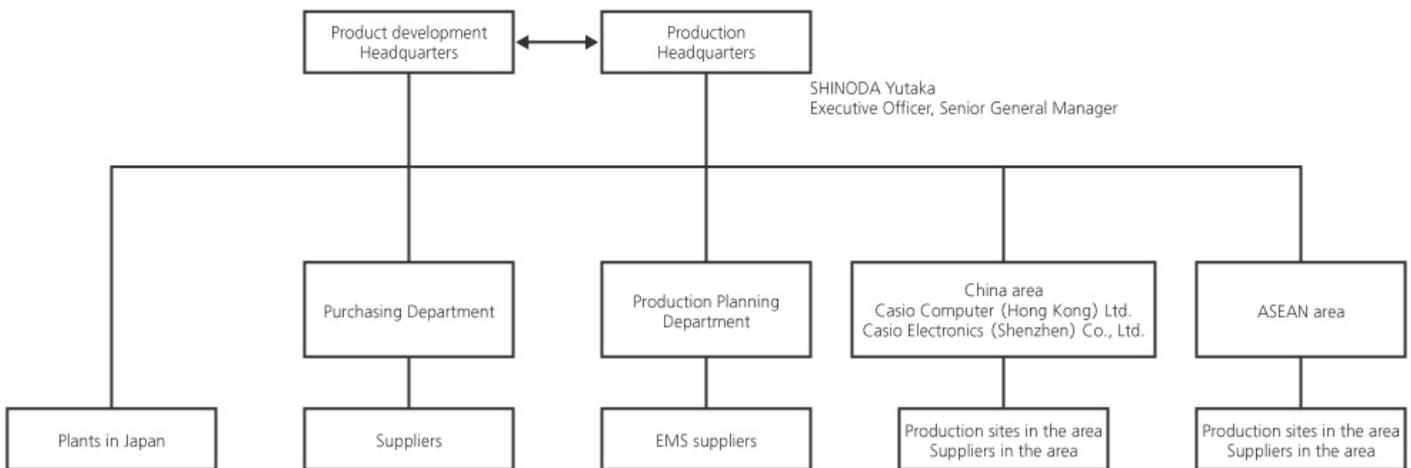
Casio is also managing its supply chain more successfully by introducing a regular monitoring system that ensures that these guidelines are properly fulfilled.

[> Supplier Guidelines](#)

## System

An executive officer, who is also the senior general manager of the Production Headquarters, is responsible for the system, and a department has been established to promote CSR procurement within the Supply Chain Control Unit at Casio Computer Co., Ltd. The department is working to promote CSR throughout the supply chain while collaborating with relevant organizations such as the CSR promotion departments and production sites.

In addition, a [Partners Hotline](#) has been set up as a contact point for reports from suppliers concerning any potential fraud or compliance violations by Casio employees.



### Casio Supply Chain

Casio carries out broad procurement over three regions, namely Japan, the China area, and the ASEAN area.

For a regional breakdown of the total value of Casio’s procurement, the ratios are approximately 39% for Japan, 49% for the China area, and 12% for the ASEAN area.

## KPI and Performance for Material Issues

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

Material Issues for Casio	FY2020 Targets and KPI	FY2020 Performance	Evaluation	FY2021 Targets and KPI
Promoting CSR procurement	(1) Implement CSR education at Casio sites and at suppliers, and hold awareness raising campaign during one vendor meeting in China	Implemented CSR education at Casio sites and at suppliers, and held awareness raising campaign during one vendor meeting in China Presentation on human rights issues made by Casio headquarters	○	(1) Implement CSR education at Casio sites and at suppliers, and hold awareness raising campaign during one vendor meeting in China
	(2) Implement annual audit follow-ups Implement onsite audit follow-ups for production sites and suppliers	Conducted follow-ups for CSR audits requested by customers at 3 production sites In China, conducted onsite inspections at 4 suppliers In Thailand, conducted onsite inspections at 8 suppliers	○	(2) Implement annual audit follow-ups Continue audits of production sites, and those based on customer requests Implement production site audits, and document investigations Continue supplier onsite audits



## Providing Supportive Workplace Environments and Promoting Diversity

### Social Issue

Management resources include goods, money, and information, but it is people who actually make corporate activities happen. To survive intense corporate competition and keep growing, Casio recognizes that it must constantly maximize the value of the management resource that its people represent. Casio is committed to addressing issues like the aging population and declining birthrate, decrease in the working population, and growing diversity of work-styles, and recognizes that this will require building a workplace environment that empowers each and every employee to perform at an even higher level.



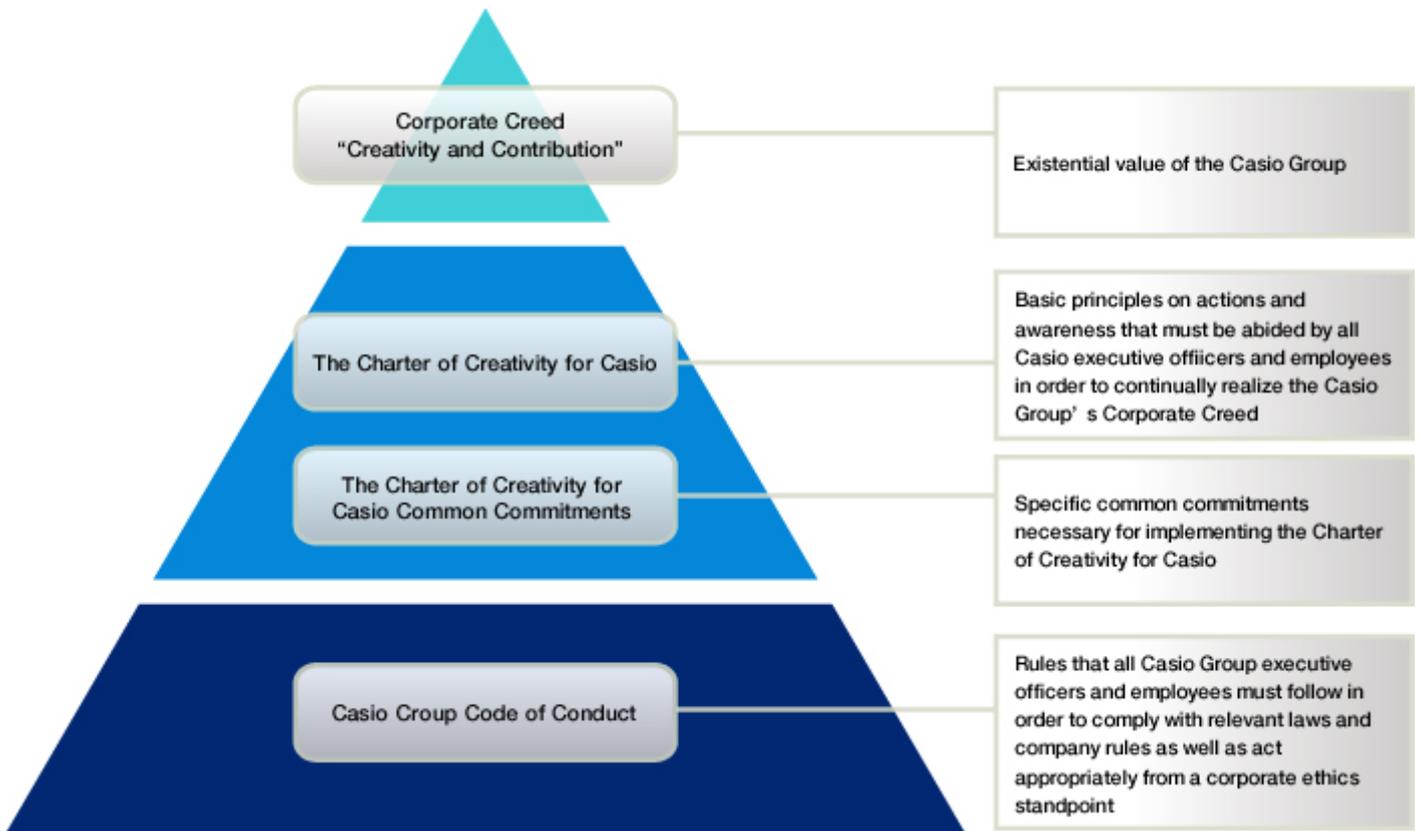
### Importance for the Casio Group

The Casio Group has approximately 11,000 employees, including human resources with diverse individuality and skills. For Casio to expand further, it is essential to continue providing environments that allow these human resources to reach the full potential of their abilities.

If personnel systems and workplace environments do not respond to new demands with the changing times, vitality as a corporate organization is lost and competitiveness could decline. Therefore, as a corporation, Casio remains constantly aware of changes in society and employees and believes that it is vital to establish a workplace environment that responds to change appropriately.

### Targets and Action Plan

In order to continually realize its corporate creed, Casio has put in place the Charter of Creativity, which sets out the basic principles around the awareness and actions expected of Casio people. However, the Charter would have no meaning if not practiced and embodied; simply stating principles is not enough. It can be said that what all employees actually do on the job constitutes the true practice and embodiment of these values.



In order to fulfill the Charter of Creativity, the Code of Conduct has been set out as follows.

## Establishing sound workplaces

- We embrace the diversity of our employees in terms of their personality, individuality, cultural background, values and opinions, and will strive to create sound workplaces that integrate such diversity.
- We recognize the importance of maintaining a work-life balance and will flexibly embrace a variety of different ways of working.
- We will maintain a safe, hygienic, and comfortable workplace environment, and will strive each day to prevent workplace accidents and injuries as well as illnesses.
- We will proactively take part in initiatives to maintain and promote better health. We will be considerate of not only our own health, but the health of those around us.

Casio strives to build environments that allow employees to perform to their full potential based on this policy.

## Theme

### Human affairs reform to establish a new corporate culture

Casio has launched human affairs reform initiatives to establish a corporate culture that ensures that sustainable growth and development are linked to management strategies. Casio works to revitalize the organization and human resources with the following three basic principles.

- Create an innovative and exciting workplace in which everyone can constantly create new customer value
- Employ a benefits and evaluation system that stimulates creative and innovative behavior and appropriately rewards contributions and performance
- Build a human resource development system that supports employees' independent pursuit of their job responsibilities and career development

## Pursuit of workstyle reform

Casio is currently engaged in making workstyle reforms that create a dynamic company atmosphere and a workplace that motivates every employee while making it easy for them to perform well. For example, Casio has introduced staggered commuting times, a work-from-home system, utilizes online meetings, and has removed all regulations on attire while at work.

## Diversity initiatives

Casio has been implementing diversity initiatives to create conditions where all employees can work enthusiastically and enjoy job satisfaction, regardless of gender, nationality, age, or level of ability.

## KPI and Performance for Material Issues

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

FY2020 Targets and KPI	FY2020 Performance	Evaluation	FY2021 Targets and KPI
<ul style="list-style-type: none"> <li>Achieve childcare leave usage rate for eligible employees of 90% or more</li> <li>Achieve rate of employee return after childcare leave of 90% or more (regular employees)</li> </ul>	<ul style="list-style-type: none"> <li>Achieved childcare leave usage rate for eligible employees of 100%</li> <li>Achieved a rate of employee return after childcare leave of 100% (regular employees)</li> </ul>	◎	<ul style="list-style-type: none"> <li>Achieve childcare leave usage rate for eligible employees of 90% or more</li> <li>Achieve rate of employee return after childcare leave of 90% or more (including contract employees)</li> </ul>
Achieve a female employee recruitment rate of 25% or more	13 of the 42 employees who joined the company in April 2020 were women (30.9%)	◎	Achieve a female employee recruitment rate of 25% or more
Maintain legally mandated employment rate of people with disabilities at 2.2% or more <ul style="list-style-type: none"> <li>Hire nine people with disabilities at Casio Computer</li> </ul> * Number of people determined by a point system	Employment rate for the Casio Group (consolidated group in Japan): 2.14% (as of April 1, 2020) <ul style="list-style-type: none"> <li>Hire 13 people with disabilities at Casio Computer</li> </ul>	△	Maintain legally mandated employment rate of people with disabilities at 2.3% or more



## Respect for Human Rights

### Social Issue

In recent years, as corporate activity has expanded on a global scale, human rights have become a major social issue. This includes the problem of conflict minerals, child labor, forced labor, and the occurrence of accidents due to poor working environments throughout corporate supply chains. In this situation, Casio recognizes that corporations are expected to address human rights issues in accordance with international standards such as the United Nations' Guiding Principles on Business and Human Rights.

Related SDGs

<b>5</b> GENDER EQUALITY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 
<b>10</b> REDUCED INEQUALITIES 	

### Importance for the Casio Group

Casio operates its business on a global scale, but these business activities can only take place with the support of various stakeholders. Casio understands that, in the course of pursuing its business activities, it could possibly have a negative impact on the human rights of stakeholders, including diverse groups such as employees, customers, and business partners' workers. An inadequate response to human rights issues can develop into serious management risks such as significant decline in corporate brand value, product boycotts, and suspension of business transactions by suppliers.

Casio recognizes respect for human rights as an important sustainability issue as it continues to expand its business globally and will continue to step up initiatives in this area based on international norms related to human rights.

## Policy

Since December 2010, Casio has been a signatory to and participated in the UN Global Compact, which consists of 10 principles related to human rights, labour, environment, and anti-corruption advocated by the United Nations. Moreover, Casio long ago spelled out its commitment to the prohibition of discrimination, the prohibition of child and forced labor, and the prohibition of harassment in the Casio Group Code of Conduct and put that commitment into practice. In June 2013, as part of an overall reconsideration of the content of the code, Casio revised its Code of Conduct, explicitly stating a commitment to uphold and respect international norms relating to human rights, such as the Universal Declaration of Human Rights, and to respect basic labor rights.

Recognizing the importance of ensuring effectively functioning global governance related to respect for human rights going forward, Casio held dialogues with group employees outside Japan and experts<sup>\*1</sup> in the process of drafting the Casio Group Basic Policy on Respect for Human Rights. The policy specifies, among other things, the group's commitment to supporting and respecting international codes of conduct for human rights, including the International Bill of Human Rights (Universal Declaration of Human Rights and International Covenant on Economic, Social and Cultural Rights (ICESCR)), the International Covenant on Civil and Political Rights (ICCPR), and the Declaration on Fundamental Principles and Rights at Work from the International Labour Organization (ILO). It also specifies the group's commitment to carrying out initiatives related to respect for human rights based on the UN's Guiding Principles on Business and Human Rights and to continuously performing human rights due diligence<sup>\*2</sup> after the framework for that purpose is established. From here on, Casio will thoroughly communicate this policy throughout the group and carry out initiatives in accordance with it.

Other than the above, Casio has identified the following as the current priority issues related to human rights in this policy.

### Casio Group Priority Issues Related to Human Rights

(1) Elimination of discrimination, (2) prohibition of child labor and forced labor, (3) respect for basic labor rights, (4) appropriate payment of wages and management of working hours, (5) respect for diversity, (6) support for achieving work-life balance, (7) ensuring a safe workplace environment and support for promoting health

Casio's codes and policies are reviewed on a regular basis. On November 1, 2016, they were partially revised based on changes to international norms concerning human rights that affect the Casio Group, including enforcement of the UK's Modern Slavery Act in 2015. Going forward, Casio employees will be made thoroughly aware of these revised codes and policies and various initiatives will be taken.

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Casio also recognizes the importance of spreading the idea of respect for human rights outside its organization together with its entire supply chain. All suppliers have been made aware of Casio's Supplier Guidelines, which clearly mandate respect for human rights and prohibit discrimination. In addition to requesting compliance, Casio strives to verify implementation using questionnaires and other means.

<sup>\*1</sup> See the feature story, "[Casio's Commitment to Human Rights](#)" in the 2013 Sustainability Report for details.

<sup>\*2</sup> Human rights due diligence refers to the continuous process for recognizing, avoiding and mitigating any negative impacts Casio has on society using preventative means.

[> Casio Group Code of Conduct](#)

[> Casio Group Policy on Human Rights](#)  (PDF / 42KB)

[> Implementing CSR Procurement](#)

## System

Initiatives on respect for human rights are promoted led by the Sustainability Promotion Department, the Human Resources Department, and the Supply Chain Control Unit.

## KPI and Performance for Material Issues

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

FY2020 Targets and KPI	FY2020 Performance	Evaluation	FY2021 Targets and KPI
Check human rights issue and implement feedback: All group sales companies (100%)	Implementation was delayed until June 2020 due to large-scale internal reorganization and impact of COVID-19 pandemic	×	Check human rights issue and implement feedback: All group sales companies (100%)
Implement human rights education for Sustainability leaders Casio Group companies in Japan, along with CSR leader replacement (100%)	Tomoko Shiroki, Managing Director of certified NPO ACE, gave a talk and workshop in June 2019 on business and human rights	○	Implement human rights education for Sustainability leaders:
Develop a grievance mechanism; establish the mechanism and put into full operation	Completely refurbished web-based external hotline in May 2019, complied with Europe's GDPR, and set up a new mechanism that allows whistleblowers and the hotline office to communicate directly on a semi-anonymous basis (reporter gives real name to external hotline but is kept anonymous to the company)	○	Ensure familiarity with hotlines and channels

# Quality Assurance

## Management

### Social Background

In recent years, there has been growing public concern over product quality and safety. Casio remains keenly aware that it must do its very best for customers. Casio believes it can offer trust and peace of mind to customers by providing high-quality, exceptionally safe products and delivering premium-quality services to complement those products.



### Risks and Opportunities

Once an accident related to quality and safety occurs, it can pose a problem for the survival of the company, by damaging consumer trust in the brand. On the other hand, providing high-quality and safe products and services that provide peace mind can lead to stronger corporate competitiveness.

Casio believes it is important not only to provide products and services that delight customers, but also to win acceptance from the whole of society and achieve sustainable prosperity based on mutual trust. Toward this end, Casio Quality includes everything from the quality of individual products, to environmental protection and recycling. Casio recognizes that the role of quality assurance is to deliver quality that satisfies customers in every possible way.



### Policy

At Casio, the following basic approach and policies have been established to promote product quality, and they are used as indicators to gauge quality activities.

#### Quality Concept

Casio maintains a strong quality assurance system, based on its belief in "Quality First." This system requires all employees to make quality their first concern in every task they perform, enabling the company to offer products and services that please and impress customers. The company's commitment to quality supports its corporate growth and makes social contributions possible, while at the same time winning customers' trust and giving them peace of mind.

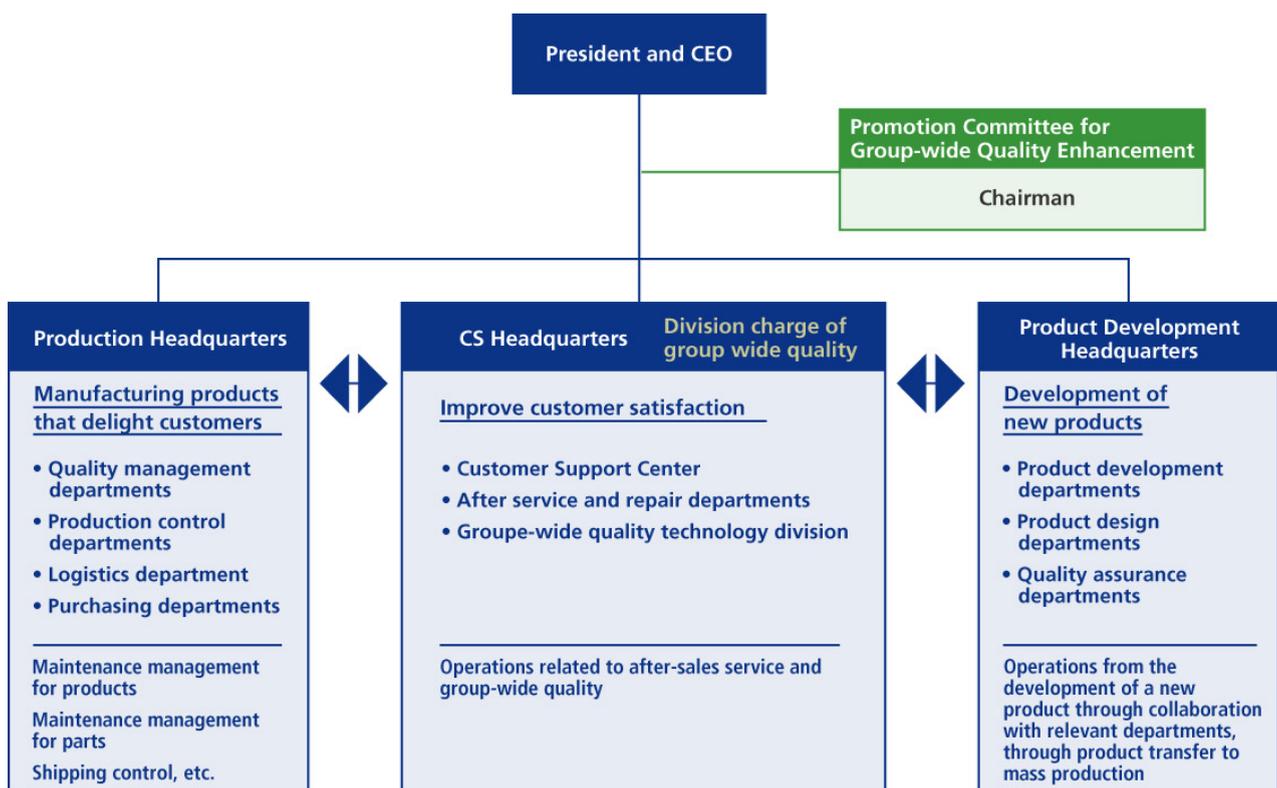
## Quality Management Policies

- To build a good corporate image, we offer products and services that please and impress our customers, gain their strong trust, and ensure their peace of mind.
- We respond to our customers' requests and inquiries with sincerity and speed, and reflect their valuable comments in our products and services.
- In all our business processes, we base our actions on the Principle of the Five "Gens"—in Japanese, genba (on site), genbutsu (actual goods), genjitsu (reality), genri (theory) and gensoku (rule)—and adhere to the basics of business operations.
- We capture and analyze quality assurance activities quantitatively, using reliable data, and use the analysis to make continuous improvements. We also maintain a quality information system that enables the sharing of quality information and prevention of problems before they occur, and prevents recurrence of quality problems.

## System

In order to carefully maintain and improve Casio Quality, the company has created the quality assurance system shown in the diagram below. The Promotion Committee for Group-wide Quality Enhancement meets twice a year. It pursues activities such as making quality data accessible and easy to understand, and sharing quality information, while passing resolutions on quality policy and measures. The results are used for quality assurance activities in each division.

### Quality assurance system



As the division in charge of group-wide quality management, the CS Headquarters is working hard to ensure quality, with the cooperation of all departments, while always pursuing the best solutions for customers. The Casio Group shares the awareness that “Quality First” is the foundation of all operations, and the Promotion Committee for Group-Wide Quality Enhancement shares information on quality, product safety, and product regulations in order to raise the level of awareness across the entire group. An ISO9001 quality management system is employed at all manufacturing sites using the PDCA cycle, and “quality-first proposals” are made, incorporating improvements to processes and quality. All of this is part of Casio’s tireless effort to maximize quality.

### List of ISO 9001 Certified Sites

Classification	Certified and Registered Sites	Initial Version Registration Date
Development, Production and Service Sites in Japan	System Product Development Unit, Development Headquarters, Casio Computer Co., Ltd.	June 25, 1999
	Yamagata Casio Co., Ltd.	December 16, 1994
	Casio Techno Co., Ltd.	May 21, 2004
Production Sites outside Japan	Casio Electronic Technology (Zhongshan) Co., Ltd.	October 26, 2006
	Casio (Thailand) Co., Ltd.	July 13, 2012
	Casio Electronics (Shaoguan) Co., Ltd.	April 5, 2017

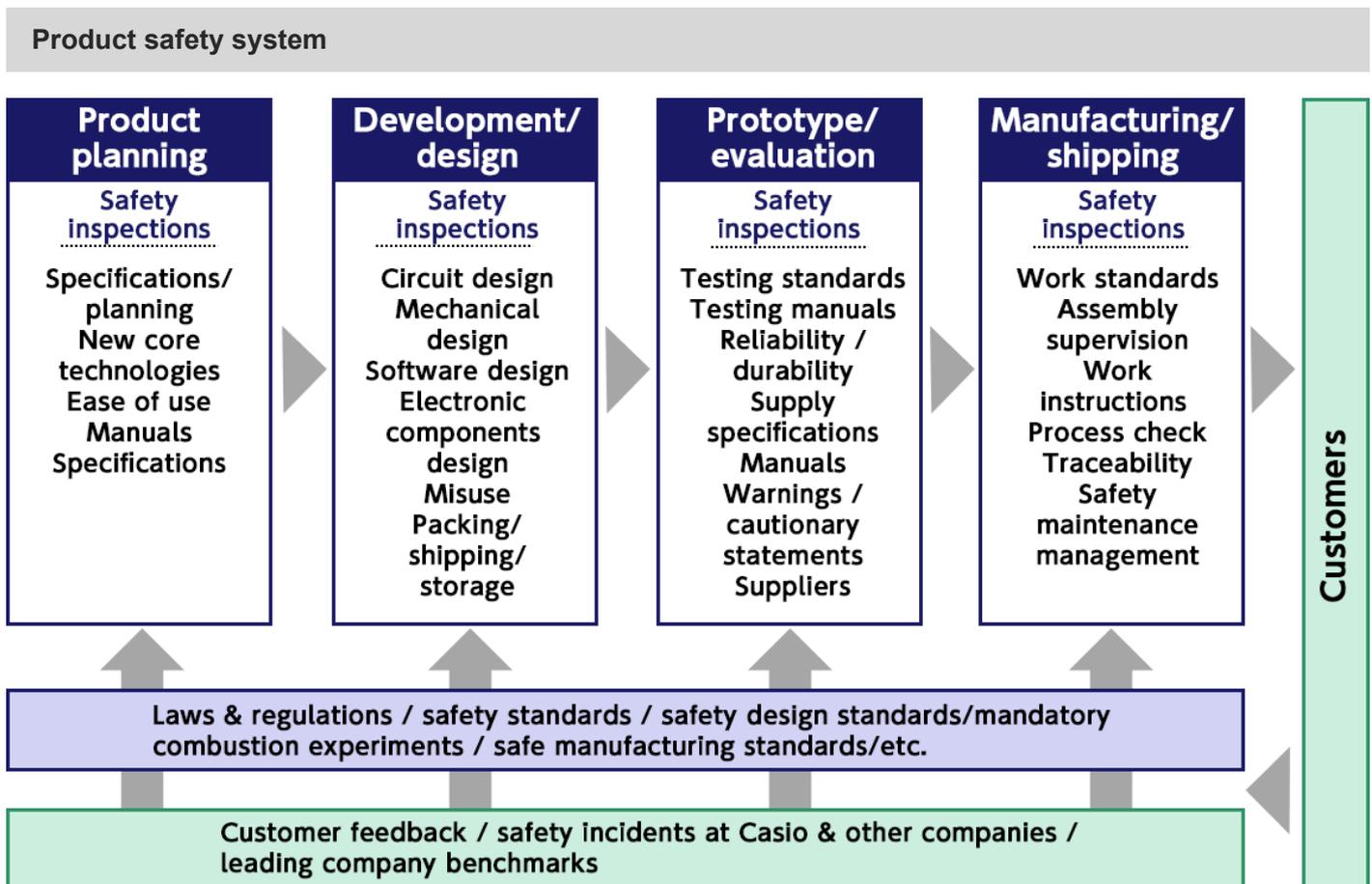
## Activity Results

### Offering Users Peace of Mind

Casio believes that safety is the most important aspect of its products, as it ensures the protection of customers' property and person. As shown in the diagram below, Casio performs safety audits\* at every stage, starting with product planning, and refers to the Casio Product Safety Design Standards to ensure safety in the manufacturing process. In fiscal 2020, in order to further enhance the safety of lithium ion batteries, Casio added internally shared design standards to the Casio Product Safety Design Standards, established an evaluation standards guide for plant audits (for the parts inside the battery) and is deploying these standards group-wide.

\* Safety audits: Design audits conducted based on the Casio Safe Design Standards

New products are divided into products with "new technology components" and products of the "usual rank." Then, products that contain new technology components undergo an objective safe design review based on Casio's own safe design standards. Usual rank products are checked for safe design by their respective business division, thereby ensuring that all products undergo a safe design review.



To comply with the legislative intent of Japan's recently revised Consumer Product Safety Act, which went into force on May 14, 2007, the Casio board of directors has adopted the Fundamental Policies on Product Safety. Based on these policies, Casio has put in place the Product Safety Voluntary Action Plan which specifies the details of the steps to be taken.

Casio takes all possible measures to prevent product quality problems and product-related accidents. Still, the company is prepared for the unlikely event of a product-related accident. It has reengineered its response systems for handling these situations and established procedures for managing them. These include the steady, timely collection and dissemination of accident information, the issuance of notifications and reports to customers and relevant administrative agencies, prompt, appropriate response measures, efforts to identify causes, and measures to prevent any future recurrence.

In fiscal 2020, a new notice was posted in "Important Notifications on Product Safety." This was a precautionary statement on the appropriate use of products (handling of an AC adapter) and was intended to ensure safer use.

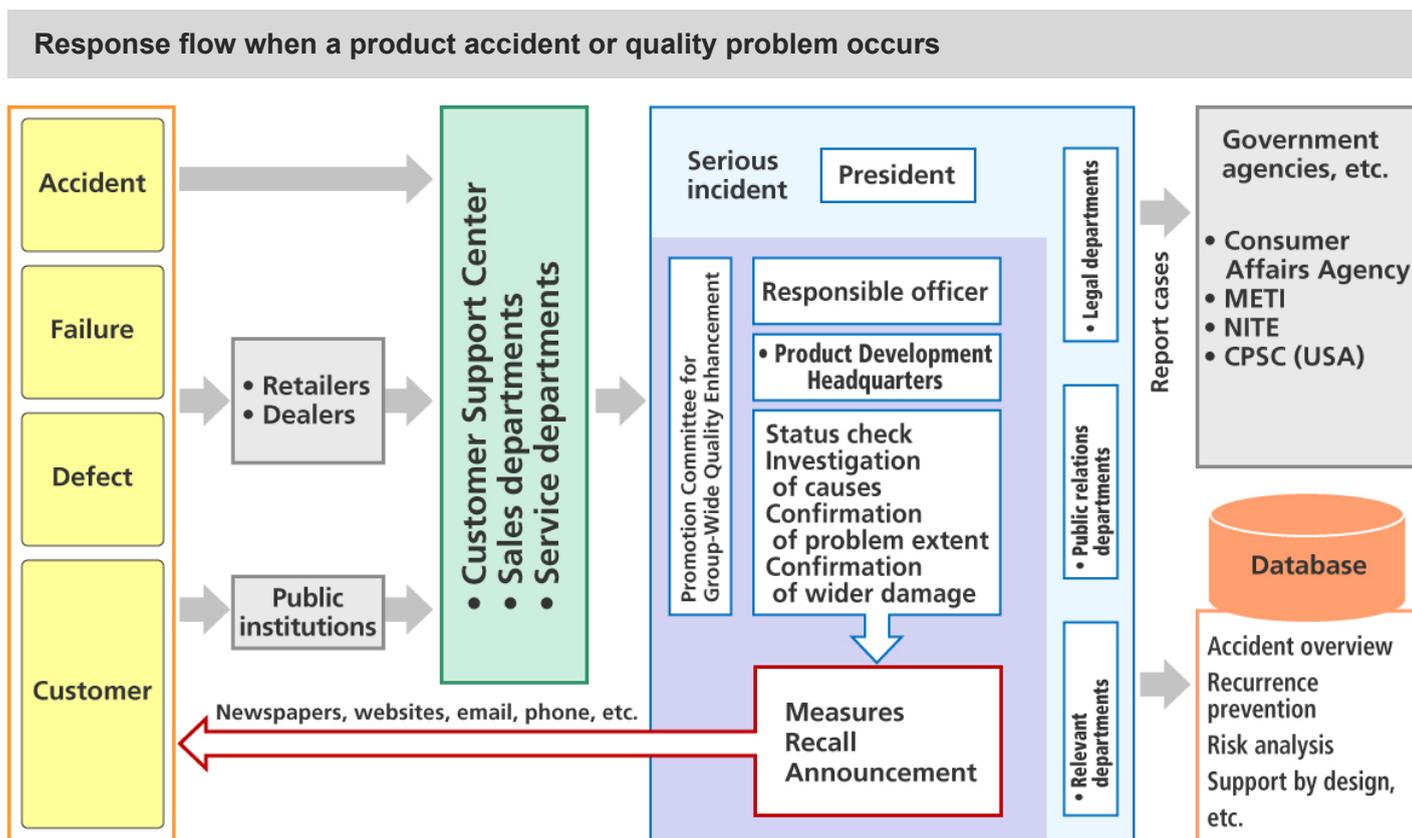
## Education and Awareness Activities

It is very important that all employees have a strong awareness of quality so that Casio quality can be maintained. To this end, the first quality education program is given to all new employees.

1. Quality management education: Importance of maintenance management in manufacturing and practical explanations
2. Quality assurance education: Practical training from the quality assurance supervisors on improving quality

New employees experience quality management for themselves with on-the-job training in manufacturing at Yamagata Casio.

After they are assigned to their divisions, they participate in actual quality meetings and on-the-job training is given, covering issues in the market as well.



# Activities to Improve Customer Satisfaction

## Management

### Social Background

Due to product commodification and the heightening of consumer awareness, there is an even greater necessity to listen to customer feedback and improve customer satisfaction levels. Also, with the advancement and popularization of smartphones, information and opinions from one individual can be shared instantly worldwide, from any location at any time, via websites and social media.

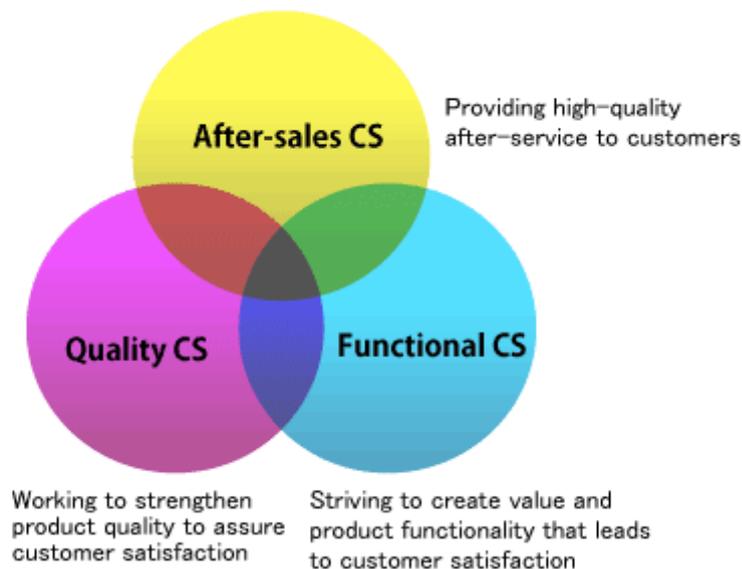


### Risks and Opportunities for the Casio Group

As the product commoditization trend progresses, product differentiation becomes difficult based only on product functions. This is why Casio believes it is important to earn and maintain customer confidence and trust in the Casio brand. This is done by quickly obtaining customer feedback and using it to improve products, while also quickly responding to customer dissatisfaction and promptly resolving customer issues.

### Policy

Casio reviews its business models and business cycles from a user-first perspective across the entire group. Through three major customer satisfaction (CS) activities, Casio is working to improve after-sales service and product quality. It is using consumer feedback to improve products and services, in order to maintain customer trust and provide peace of mind.



Under these three major CS activities, Casio is making various efforts to ensure that customers are satisfied with its after-sales service. These efforts include enhancing staff training programs to improve product knowledge, repair technical skills, and customer service skills. Casio is also working to boost customer service quality by having staff acquire public qualifications and by improving customer service sites (after-sales CS).

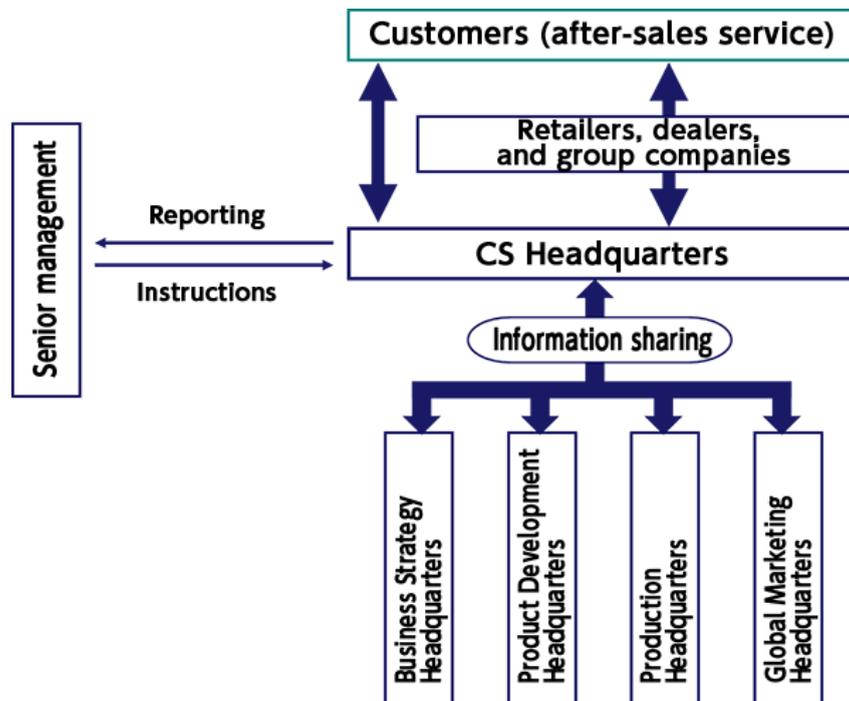
Casio is also striving to ensure that customer feedback from in and outside Japan is always delivered directly to the right place within the company, and to take unified improvement measures. Casio is also constantly working to improve product functions (functional CS).

Casio compiles and analyzes information on customer inquiries and product defects in and outside Japan. It focuses on early detection, rapid response and prevention of recurrence of problems (quality CS).

## System

Casio has established a CS Headquarters to consolidate customer feedback from a user-first perspective and is striving to improve customer satisfaction with three main customer satisfaction activities as the basic policy.

The consolidated customer feedback is also reported to senior management and shared with the Business Strategy Headquarters, Global Marketing Headquarters, Product Development Headquarters, and Production Headquarters. This allows the information to be utilized for improving product development and after-sales service.



## Activity Results

### Customer Service Initiatives in Japan

In order to respond to customer inquiries regarding Casio products, a customer contact department was created in 1981. Today, members of the Customer Support Center are continuously working to acquire product knowledge and improve customer service quality so that customers can use their Casio products with satisfaction. In addition, by steadily providing customer feedback to relevant departments within the company, the center is actively working to ensure that the voice of the customer is reflected in product creation and service development.

#### Emphasizing the sensibility of “consideration”

The Customer Support Center respects customers and is working to serve them based on the wish to be helpful. At the same time, the staff do not simply answer callers’ questions; they strive to accurately grasp the core reasons for each inquiry, and to propose appropriate solutions, while emphasizing good interpersonal communication.

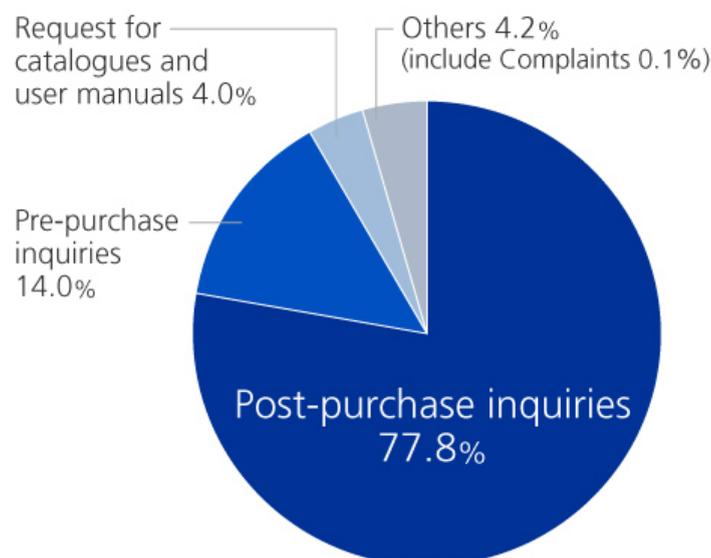
To meet the increasingly diverse needs of customers, chat support is being introduced, in addition to conventional customer service by telephone and email. Casio will continue to expand the products that this covers and augment the subjects that customers can consult on.

This will provide customer service in real time. In addition, Casio regularly conducts satisfaction surveys concerning customer service provided, and then makes the necessary improvements. The company is constantly striving to improve customer satisfaction.

#### Sharing customer feedback and making improvements from the customer’s perspective

The center shares opinions and inquiries received from customers with relevant departments such as the development and sales departments. This customer feedback is then used to make even better products and services.

At the same time, Casio is actively working on improvement from customer’s perspective, based on analysis of customer feedback. In response to changes in consumer habits due especially to the popularization of smartphones, Casio is working to provide online customer service content that allows customers to find answers to product problems themselves. Going forward, the customer support website will continue to be enhanced, including better compatibility with user manuals.



Breakdown of Customer Inquiries in Japan (Fiscal 2020, Consumer Products)

## Supporting Customers Outside Japan

The Customer Support Center in Japan strives to raise customer satisfaction in all regions in which it operates by working closely with similar centers set up at local sales companies in each region.

### Improving the customer support website

Casio is striving to provide mechanisms that allow users to resolve problems themselves, primarily by augmenting the FAQ section on its customer support websites around the world, which serve as an important touchpoint for customer interaction.

Item	Fiscal 2020	
	Overseas	Japan
Timepieces	74.7%	34.4%
Calculators	10.7%	3.4%
Electrical musical instruments	7.4%	6.2%
Other Consumer Products	4.1%	27.2%
System Equipment	3.1%	28.7%
Total	100.0%	100.0%

Breakdown of Product Inquiries (Fiscal 2020, Overseas/Japan)

## Customer Satisfaction Initiatives in Japan

The service departments at Casio, which are responsible for customer satisfaction in after-sales service, continue to work to improve repair skills, product knowledge and skills for communicating with customers in order to provide after-sales service that satisfies customers. In addition, Casio is building a questionnaire system using its website and text messages in an effort to earn even greater customer trust and respond immediately to ever-changing needs. By listening to the evaluations and opinions of customers who have actually experienced the company's repair services, Casio is working hard to develop a service system that prioritizes customer needs and lifestyles and improves convenience.

## Reliable service quality

Casio Techno, which repairs Casio products, strives to help its employees earn public certifications and professional qualifications such as first-class and second-class watch repair technician certification—a Japanese national certification. The company also encourages technicians to study foreign languages so that they can quickly adapt to the daily advancements in product functions and provide service quality that satisfies customers. Casio Techno has also introduced educational programs on the history of the industry, customer interaction skills and the philosophy behind Casio products. By training employees so that they are expert not only in repair skills but in their customer response and product knowledge, the company aims to provide customers with even higher quality, detail-oriented services. Casio believes that it can promise to provide customers with services that deliver peace of mind and happiness precisely because each individual employee is constantly working to acquire advanced technical skills and become a person who can please and earn the trust of customers.

## Pursuing convenience for customers

The Akihabara, Yokohama, Nagoya, Osaka and Fukuoka Service Stations offer a quick battery replacement service (batteries can be replaced in about 60 minutes). They also provide one-day repair services such as a rush repair service for students who need their electronic dictionaries repaired on the same day. Casio's online repair request service, which has been in operation since 2015, allows customers to pick up their repaired products at FamilyMart convenience stores in Japan, among other services. This new system is part of Casio's ongoing efforts to improve convenience tailored to meet customer needs and lifestyles.

## Raising brand value

G-SHOCK stores, which are directly operated by Casio, also feature a maintenance booth dedicated to providing after-sales services. By having Casio employees provide consistent services from sales to after-sales service, Casio is striving to raise its brand value by energizing communication with users.



G-SHOCK STORE GINZA

Casio will continue to adjust and enhance its services to match customer needs for each product to ensure that customers remain loyal fans of Casio products.

## Customer Satisfaction Initiatives outside Japan

Outside Japan, a total of 930 companies, including 12 local subsidiaries and 918 repair partners, carry out after-sales service for Casio brand products (as of March 2020).

Casio holds regular technical skill courses for service technicians in each region in order to raise repair skill levels, aiming to ensure that Casio customers around the world receive high-quality repair services. In addition, Casio constantly surveys and improves repair times, quality and costs at its repair centers. Casio will also promote training sessions utilizing online and video content, going forward.

Casio responds flexibly and promptly to sudden problems such as the COVID-19 pandemic and has taken steps such as changing warranty periods during lockdown and sending masks to sites where they are needed. Casio will continue to work with its service sites to further improve the after-sales service for Casio products worldwide.

### Repair centers operated by group companies outside Japan



Germany: Data projector repair technique training  
September 2019



Myanmar: Timepiece repair technique training  
April 2019



Thailand: Timepiece repair technique training  
April 2019

To ensure that customers outside Japan feel comfortable and confident in their use of Casio products, support information is provided online in 21 languages other than Japanese. The headquarters in Japan uses a system that allows it to maintain this support information directly to ensure overall uniformity and speedier provision of information.

Casio receives many inquiries from customers on how to adjust the time on their watches. This fiscal year, Casio offered a Time Adjustment tool on its support page that enables users to easily adjust the time by following a few steps.

# Welcome to Customer Support

## Technical Support



FAQs



Manuals



Downloads



Time Adjustment



Daylight Saving Time (DST) / Summer Time Adjustment



Computer OS compatibility



Smartphone compatibility



Video Tutorials

## Notes

Online support sites

# Intellectual Property Initiatives

## Management

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### Social Background

With the innovation in information and communication technologies in recent years, next-generation industries such as AI, IoT, and big data are gaining momentum, while economic globalization and industry transformation are also accelerating. Given this situation of increasingly fierce global competition to produce innovation, companies need to pursue cutting-edge intellectual property initiatives in order to improve their international competitiveness.

### Risks and Opportunities for the Casio Group

Intellectual property is an intangible asset created through the intellectual creativity of people, and it cannot be monopolized in a visible manner. If it cannot be protected in some manner, there is a risk that it will be easily stolen or copied by others. When investing large sums into research to complete an invention, only to see it stolen away, the whole point of the investment is lost, and there is a risk that investment could decline, resulting in a decrease in new technology development. As a result, Casio's technical and business divisions work together in line with its management strategy on intellectual property initiatives. Casio actively pursues intellectual property application rights for priority technology areas and newly developed products aimed at the future, and utilizes these rights to protect intellectual property globally in key countries. These efforts are designed to protect Casio's business and contribute to corporate profits.

### Policy

Casio takes a medium- to long-term perspective in order to increase its technology management ability, and is systematically promoting research and development for the creation of future business. While recognizing R&D results as intellectual property, Casio is taking steps to ensure that they are properly managed and utilized in order to secure profits. Casio places importance on intellectual property as an important measure of corporate value. In order to effectively promote intellectual property activities, Casio has set the following goals for promoting intellectual property activity, and implements them group-wide for effective utilization of intellectual property.

### Intellectual property goals

Casio is working to increase its intellectual property capacity using the following goals.

- Increase the intellectual property capacity of Casio
- Protect technology and products globally with strong intellectual property capacity
- Guarantee creative technology and product development through strong intellectual property capacity

## Role of the Intellectual Property Department

Since its founding, Casio has worked to develop innovative new technologies and products that are completely original and have never existed before. The protection of these development results through the creation of intellectual property rights is vital to ensuring corporate competitiveness. At the same time, protecting Casio brands and designs from counterfeiting by securing intellectual property rights is also an important activity for the company. The Intellectual Property Department aims to secure intellectual property rights on a global level. Its role is to utilize patent, design, and trademark rights in order to help establish competitive advantage for corporate management. The center also broadly manages intellectual property (rights) such as copyrights and trade secrets as well as general intangible properties, while signing contracts with third parties and resolving disputes.

### System

The Intellectual Property Department is located within the Product Development Headquarters, an organization created to enhance cooperation between all departments related to product development. While collaborating closely with relevant departments on a daily basis, the Intellectual Property Department is working to maximize the value and promote the effective utilization of intellectual property created by Casio in the research and development stage.

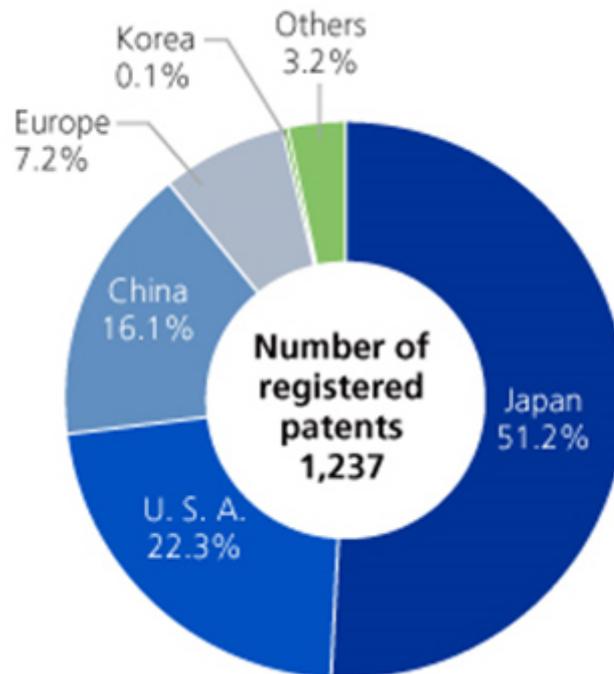
## Activity Results

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Casio implements various intellectual property activities. Casio actively utilizes the intellectual property that it has accumulated over the years, and carries out activities to protect its businesses. The company conducts ongoing R&D necessary for sustained growth, and has put in place various systems for producing new intellectual property.

### 1. Patent application and rights acquisition activities

Casio constructs patent nets based on patent application and registration in priority fields (selection and concentration), and actively promotes activities for the acquisition of effective patents based on quality improvement. The company carries out patent application and rights acquisition activities worldwide, including in the USA, China, South Korea, Taiwan, and other Asian countries.



## 2. Intellectual property rights utilization

In addition to securing intellectual property rights for its inventions and other proprietary developments, Casio works to ensure freedom of operations by preventing legal claims from other companies and earns profits by licensing its technologies to other companies (including cross licensing). The company also uses intellectual property as a barrier to deter other companies from entering the same business, and carries out activities to establish competitive advantage for corporate management. In particular, Casio takes stringent measures to combat counterfeit products, and cooperates with government agencies to remove fakes from the marketplace.

## 3. Patent expert system

Casio initiated a patent expert system in 1994 in order to promote the ongoing creation of outstanding intellectual property. With the aim of business strengthening through stronger intellectual property, engineers with high-level understanding of technologies and leadership skills have been assigned to each division as patent experts. While cooperating with the Intellectual Property Department from positions within their respective divisions, these patent experts work to strengthen the intellectual property abilities of their respective organizations.

Here are details of specific activities.

1. Patent activity planning based on ascertainment of technology and development trends at Casio and other companies, as well as target management
2. Discovering and updating inventions
3. Evaluation of patent applications, determination of direction for patent creation according to business strategy, as well as evaluation of patent maintenance
4. Surveys of patents at other companies, patent infringement avoidance, and patent risk management
5. Creation of new businesses centered on intellectual property

## **4. Invention award system**

Since 1968, Casio has had an award system for those employees that contribute to inventions and designs. By increasing the incentive for inventors and designers, the system fosters the desire for in-house engineers to take on the challenge of discovering new technologies. In accordance with Article 35 (Inventions by Employees) of Japan's revised Patent Act, which took effect in April 2005, Casio has revised its environment for employee inventors. It updated its intellectual property rules and created a consultation process in which the employee inventors can voice opinions in the revision of the rules. It also implemented a system for employee inventors to file an objection to monetary reward amounts. Additionally, Article 35 (Inventions by Employees) of Japan's newly revised Patent Act, which is intended to resolve instability in the attribution of rights to inventions by employees, took effect in April 2016. Accordingly, Casio updated its rules specifying that the attribution of the right to receive patents originally goes to the employer (Company), in order to resolve such problems as "procedures for joint inventions made with employees of other companies" and "double transfer of inventions by employees." The rules are revised as needed to respond to the expectations of employee inventors and adapt to the changing times and evolving environment.

Based on this award system, the Intellectual Property Department works to properly evaluate intellectual property results and to recognize and reward outstanding engineers and designers.

## **5. Intellectual property training system**

In order to create a stronger awareness about the acquisition of intellectual property, Casio holds intellectual property seminars to deepen employee understanding and interest in intellectual property. The company also distributes relevant information online (through intellectual property website content), and uses outside educational organizations such as the Japan Intellectual Property Association and the Japan Institute of Invention and Innovation. In this way, the company is promoting various intellectual property education activities.

## **6. Brand support activities**

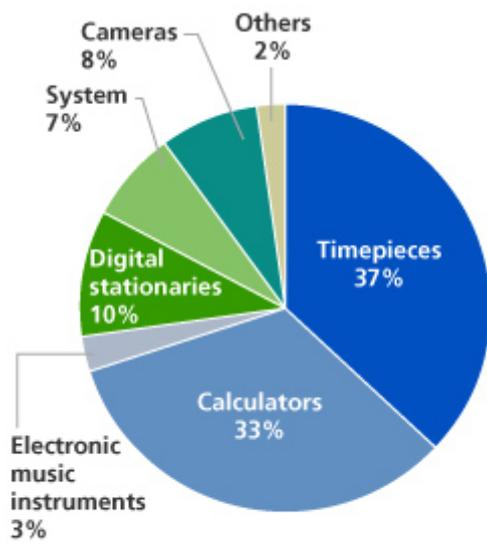
### **Protecting rights to the Casio brand**

In order to promote smooth corporate operations on a global level, Casio has obtained 1,660 registered trademarks in 192 countries around the world, most of which are product trademarks, in order to protect the Casio brand. To further strengthen protection of rights to the Casio trademark, the company has been seeking official recognition of the Casio mark as a well-known trademark in various countries. This type of certification has already been obtained in several emerging countries.

In recent years there have been more trademark applications by other companies—mainly in emerging economies such as China and India—which try to mimic the well-known Casio brand. As a result Casio has been strengthening its monitoring activities and its efforts to prevent the trademarking of look-alike brands.

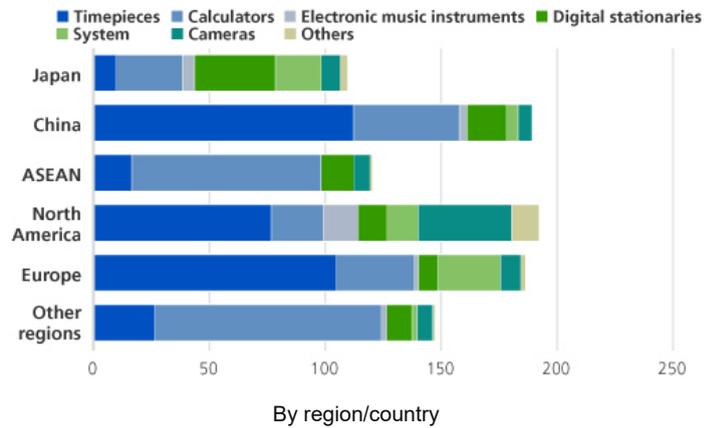


## Design rights acquisition (as of March 31, 2020)



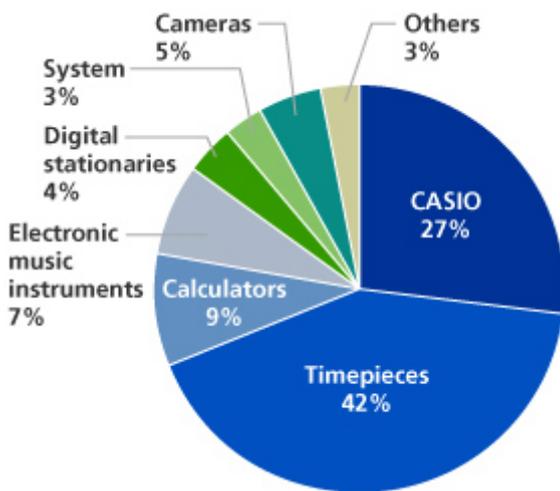
Current number in effect:  
949 design rights

By product type

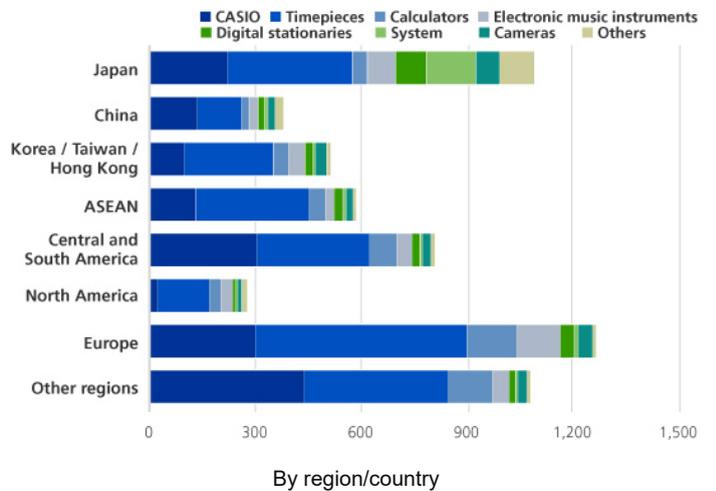


By region/country

## Trademark rights acquisition (as of March 31, 2020)



By product type



By region/country

## Counterfeit product removal and consumer protection activities

The development of information and communications technology in recent years has facilitated the extensive spread of counterfeit goods on the Internet. Casio products are no exception to the damage caused by counterfeits. In order to guard consumers from the damage of fake products and to protect the Casio brand and increase its value, Casio has established a department tasked with counterfeit countermeasures and is taking action to get counterfeits off the market. Casio will continue to actively cooperate with efforts by government authorities to stamp out counterfeits by exposing factories that make counterfeit goods and stores that sell them, intercepting counterfeits at customs, monitoring and eliminating counterfeits sold on the Internet, and pursuing lawsuits against intellectual property violators.

# Supply Chain Management

## Supply Chain CSR Procurement

### Disseminating Supplier Guidelines

Casio carries out the majority of its production outside Japan at Casio plants and manufacturing subcontractors (electronic manufacturing services). Every year, Casio holds briefings on its Procurement Policies in Southern China.

Initially, these briefings simply involved Casio explaining its business policies to suppliers and asking them to undertake initiatives. Since fiscal 2010, however, Casio has been using these briefings as an opportunity for two-way communication. Suppliers are invited to participate actively, for instance by asking those with exemplary CSR initiatives to present examples of their efforts to promote and improve CSR. This enables the sharing of useful case studies and know-how for addressing CSR. By working collaboratively with its suppliers in this way, Casio is continually improving the level of CSR performance in its supply chain.

In June 2009, Casio revised the Basic Business Agreement it signs with suppliers in Japan. Clauses were added to require measures such as legal compliance, respect for human rights, and environmental protection. The new agreement is being rolled out steadily.

Since 2019, a business strategy briefing has also been held in Japan every year to explain Casio's procurement strategy and policies. In this way, Casio has set up opportunities to explain its Procurement Policies to major suppliers all over the world and is actively sharing and exchanging information to build close reciprocal relationships.

### Briefing on Procurement Policies in Japan

This year, Casio invited 200 participants from about 150 business partners to a business strategy briefing for the first time in Japan. The future direction for products, development and technologies were laid out for each product category, and Casio asked business partners to actively make proposals with the aim of “co-creation.”



No decision has been made yet about a briefing this year due to the COVID-19 pandemic.

## Supplier message



Hiroyoshi Mori  
Executive Officer, and General Manager,  
Sales Department  
General Co., Ltd.

The General Group, whose corporate creed is to create what cannot be imagined, aims to help build a prosperous society by supplying its products. We have manufacturing sites in Japan, China and Malaysia and our products are available around the world. Living up to the eight principles in our Charter of Action, we not only provide quality products, but also consider social norms and the environment as we make the most of our business to help build a sustainable world.

We have worked with Casio for about 30 years now, in particular providing tape cartridges for Casio's NameLand product. In recent years, we have also been involved with the development of inkjet-related products. Going forward, we will follow Casio's Procurement Policies. As a partner to Casio, we hope to contribute to the creation of products that enchant, surprise and delight their users.

## Briefing on Procurement Policies in China

Casio carries out the majority of its production outside Japan at Casio plants and manufacturing subcontractors (electronic manufacturing services). Every year, Casio holds briefings on its Procurement Policies in Southern China. Business partners who have made particularly impressive contributions are recognized at these briefings.



H.W. Chan, Managing Director, FAIR  
FUTURE INDUSTRIAL LTD.

## Comments on CSR by H.W. Chan, Managing Director, FAIR FUTURE INDUSTRIAL LTD.

I want to work together with Casio on CSR activities to create a future in which both companies flourish. With this goal, I consider various aspects such as human rights, safety and the environment.

No decision has been made yet about a briefing this year due to the COVID-19 pandemic.

## Comprehensive Management of CSR Performance

In fiscal 2008, Casio started conducting a questionnaire survey<sup>\*1</sup> of principal suppliers in Japan on CSR performance in order to confirm the status of CSR procurement. In fiscal 2010, the survey was expanded to include suppliers in China and Thailand.

Based on the fiscal 2012 survey results and changes in society's expectations, the questionnaire for suppliers was revised in fiscal 2013. Overlapping questions were eliminated and a new theme, policies for avoiding conflict minerals, was added.

The fiscal 2020 questionnaire was sent to 175 companies in Japan, and the response rate was 100%, clearly indicating suppliers' high level of interest in CSR fulfillment. Responses were received from 301 companies (235 companies in China and 66 companies in Thailand), also for a response rate of 100%. Again, the great concern for CSR fulfillment among suppliers is clear.

Casio compiles and analyses the response data, and shares the results with suppliers, along with Casio's approach to CSR procurement.

Since fiscal 2011, Casio has been conducting onsite audits of major suppliers in China and Thailand with local staff members of the CSR promotion projects launched at sites in those countries. In fiscal 2012, the company started planning onsite inspections performed mainly by local Casio staff, and the number of visits is increasing.

In fiscal 2020, Casio conducted onsite inspections at 4 companies in China. In Thailand, it conducted onsite inspections at 8 companies. Even with the suspension in inspections caused by the flooding, it has cumulatively covered almost all suppliers in Thailand. Going forward, Casio will continue onsite inspections with the aim of instilling commitment to CSR throughout the supply chain.

CSR inspections were also conducted at the request of a major distribution customer at three of Casio's plants.

<sup>\*1</sup> The questionnaire was prepared in accordance with a Supplier Checklist for CSR Procurement based upon the Guidebook for Supply Chain Implementation of CSR Procurement published by the Japan Electronics and Information Technology Industries Association (JEITA). It covered: (1) human rights and labor conditions; (2) health and safety; (3) the environment; (4) fair transactions and ethics; (5) quality and consumer safety; (6) information security; and (7) social contribution.

[> A list of the items included in each category of the questionnaire is available here.](#) (PDF)

### Questionnaire results

Questionnaire given to a total of 476 suppliers

Responses to all questions received from 476 suppliers (100% response rate)

#### *Status of responses by CSR category*

##### China and Thailand

An abstract five-point evaluation system (for example: 5 = sufficient measures, 3 = not enough measures, and 1 = no measures) was used until fiscal 2018. Starting in 2019 however, specific achievement levels are listed for each and every question, just like in Japan, which started doing this in fiscal 2018. This helps to more objectively assess the current state of CSR activities at suppliers. In addition, the guidelines for further improvement have also been clarified.

As a result, the evaluation scores were lower than last year, but there were no serious problems requiring an urgent response. In addition, points for improvement were progressively clarified for each supplier and improvement measures were requested.

## Responses by CSR category in China and Thailand

	Responses by CSR category
0 Overall Promotion of Corporate Social Responsibility	3.8
I Human Rights and Labor	4.5
II Occupational Health and Safety	4.3
III Environment	4.5
IV Fair Trading	4.4
V Product Quality and Safety	4.6
VI Information Security	4.4
VII Contribution to Society	3.7
Total	4.4



## Japan

Points for improvement were progressively clarified for each supplier and, after discussion, improvement measures were requested.

### Japan responses by CSR category

	Responses by CSR category
0 Overall Promotion of Corporate Social Responsibility	3.7
I Human Rights and Labor	4.2
II Occupational Health and Safety	4.2
III Environment	4.3
IV Fair Trading	4.0
V Product Quality and Safety	4.3
VI Information Security	4.1
VII Contribution to Society	3.4
Total	4.1



## Selection of new suppliers

Based on the Procurement Policies, before Casio starts doing business with a new supplier, a comprehensive evaluation is carried out. The prospective supplier is checked based on the following criteria: compliance with laws and social norms, environmental protection measures, proper data protection, respect for intellectual property rights, management soundness and stability, outstanding technology development capabilities, ability to provide the desired price, quality, and a stable supply, and capabilities for online transactions.

## Promotion of green procurement with business partners

With the cooperation of suppliers, the Technical Planning Department in the CS Headquarters at Casio Computer Co., Ltd. is promoting green procurement that considers supplier measures to protect the global environment.

[Click here for more details](#)



## Responsible minerals sourcing

Where minerals such as tin, tantalum, tungsten, gold (3TG) are mined in conflict-affected or high-risk areas such as the Democratic Republic of Congo (DRC), the revenue from the mining and trading of these minerals is a source of funding for armed groups and anti-government forces carrying out atrocities and human rights abuses. Minerals sourced from such conflict-affected or high-risk areas have the potential to promote conflict, human rights violations and environmental degradation.

Casio considers mining to be an intensive process involving social and environmental risks, and believes the mining of metals and minerals, including conflict minerals (3TG) and those in the DRC, as well as other minerals and minerals in other regions, must be managed.

Casio's stance is that we want no part in any human rights violations or environmental destruction. While sourcing minerals that originate in conflict-affected or high-risk areas, we will not, by any means, tolerate, knowingly profit from, contribute to, assist with or facilitate the commission by any party of any form of human rights violations or abuses, or support operations that result in the degradation of socioeconomic and environmental stability.

Casio also requires its suppliers to adhere to this policy and expects them to support and promote compliance within the supply chain.

As part of this responsible minerals sourcing policy, Casio will:

Conduct due diligence on prioritized minerals in accordance with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas;

Require suppliers to conduct due diligence on prioritized minerals in accordance with OECD Guidance and provide routine reporting using the tools developed by the Responsible Minerals Initiative (RMI) to enable supply chain transparency;

Work cooperatively with its supply chain, industry groups (RMI), government, civil society, and other organizations to develop the supply of responsibly sourced minerals when sourcing prioritized minerals that originate in conflict-affected or high-risk areas;

As a member of the Responsible Mineral Trade Working Group of the Japan Electronics and Information Technology Industries Association (JEITA), work to improve conflict mineral survey activities in the supply chain through industry collaboration;

Continue to collect relevant information regarding industry trends in the US, customer reactions and movements in the EU and other regions;

Adopt a policy of using minerals that are legally mined or acquired, even where those minerals were mined in the Democratic Republic of Congo (DRC) or its neighboring countries, and regardless of any conflict in that region;

# Making the Most of Human Resources and Maintaining Optimal Workplace Environments

## Diversity and Work Environment Initiatives That Make Casio a Great Place to Work

### Supporting Advancement of Women

Casio actively and continuously carries out a variety of measures with the aim of supporting all women on the job so that they can fully demonstrate their abilities. Casio actively promotes ambitious and talented employees, and the number of women in senior staff positions increased from four in fiscal 2011 to 30 in fiscal 2020.

In order to promote the advancement of women even more in the future, Casio has established the goal of 5% of women in senior staff positions by 2020. The company plans to actively implement measures to foster ambition for promotion among women who are candidates for senior staff positions and to take measures to support the career formation of young women.

Additionally, in some years, the percentage of women hires is somewhat low in the hiring of new graduates.

Accordingly, Casio has set goals for the percentage of women in the hiring of new graduates joining the company every spring from fiscal 2020 of at least 25%. The company plans to expand the number of women who apply to be engineers by aggressively targeting technically minded women in its PR.

#### woman in senior staff positions (Casio Computer Co., Ltd.)

(FY)	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of woman in senior staff positions (number of managers)	4(3)	13(5)	16(8)	20(10)	20(9)	24(10)	24(11)	27(10)	26(11)	30(11)
Percentage of woman employees in senior staff positions (percentage of managers)	0.4% (0.9%)	1.3% (1.5%)	1.7% (2.1%)	2.0% (2.0%)	2.1% (1.9%)	2.6% (2.1%)	2.6% (2.3%)	2.9% (2.0%)	2.9% (2.3%)	3.6% (2.8%)

\* Casio regards senior staff as professional staff and classifies them as managers or specialists in positions other than managerial jobs.

\* A manager means a person at the department manager level or higher.

## Employing People with Disabilities and Encouraging Them to Play Active Roles

Casio is creating workplace environments that allow every individual to display their full abilities and aptitudes. Upon request, it provides hands-on training in the workplace before hiring in an effort to dispel anxiety about actually working there and to eliminate gaps between expectations and reality.

Casio has also adopted and uses a follow-up system for persons with disabilities throughout the group. This system is intended to constantly aim for the most suitable environment in light of the opinions of both the workplace and persons with disabilities by conducting periodic interviews after a person with disabilities joins the company so they are not left alone to face any anxieties or problems. The interviews help to quickly resolve any problems, check aptitude for work duties based on actual performance of those duties, and facilitate the provision of care if a disability has changed with the passage of time. In ways like this, Casio is working hard to increase the retention rate. Casio also invites sign language interpreters to company events to help convey information to the hearing impaired.

Casio is carrying out initiatives aimed at making it an easier place to keep working by incorporating the opinions of persons with disabilities regarding issues such as environmental retrofitting focused on ensuring safety, measures to increase awareness in workplaces where persons with disabilities work, and measures to further establish their position in the workplace.

Furthermore, Casio introduced commuting support measures for employees with disabilities, thereby allowing them to work staggered hours in October 2015. The aim was to reduce obstacles and secure safety during commuting, according to the nature of the employee's disability. This move was in response to requests from employees with disabilities, and also addressed legal requirements to prevent discrimination against people with disabilities by providing reasonable accommodation of their needs.

The company aims to create an environment in which all Casio employees can work enthusiastically and enjoy job satisfaction, regardless of level of ability. Casio actively hires people who display creativity and have the desire to work and take on challenges, and gives them a stage on which to play an active role.

### Percent of workforce with disabilities

Casio is boosting recruitment in order to raise the employment rate of people with disabilities.

	As of April 1, 2017	As of April 1, 2018	As of April 1, 2019	As of April 1, 2020
Casio Computer Co., Ltd.	1.87%	1.98%	1.88%	2.08%
Group companies in Japan	2.00%	2.14%	1.99%	2.14%

## Encouraging Non-Japanese Employees to Play Active Roles

Casio is working to create workplace environments that allow non-Japanese employees to relax and continue working long term after joining the company. Casio has implemented initiatives that take account of linguistic, cultural, customs and other differences. These initiatives include adding English descriptions to cafeteria menus and illustrations of types of meat to accommodate dietary restrictions based on religious precepts, the provision of special leave to take part in important events in employees' home countries and to create opportunities to meet with family and relatives in their home countries once every few years, and the establishment of a prayer room at the company for Muslim employees. Casio's non-Japanese employees play active roles in diverse workplaces while displaying their individuality.



English menu description (bottom); pork mark (upper right)



Prayer room

## Encouraging Seniors to Play an Active Role / Supporting the Lives and Employment of Seniors

In accordance with the revised Act for Stabilization of Employment of Older Persons, Casio's Senior Employee Program provides retirement-age employees with employment opportunities, and to effectively utilize the skills and know-how that these individuals have accumulated over the course of their careers. Under the program, Casio offers continued employment with reasonable treatment according to past performance and the roles and responsibilities assumed after retirement age. The system creates workplaces where seniors can continue using their career skills and expertise within the Casio group. In July 2019, we fully revised Senior Employee Program to continue to build workplaces in which seniors can play an even more active role.

### Clarifying roles when hiring senior employees

Casio has revised its system so that ratings assigned by role and responsibilities clarify the expectations for each role, and treatment is determined based on the rating. This results in well-balanced treatment that rewards senior employees who are particularly dynamic and make significant contributions to the company. In addition, Casio aims to improve treatment levels for all senior employees to make those who are rehired with the new treatment terms feel that their role is worthwhile.

## Raising awareness of the need for career planning when looking ahead to 50s and 60s

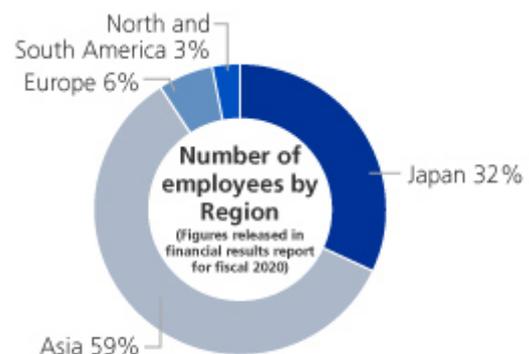
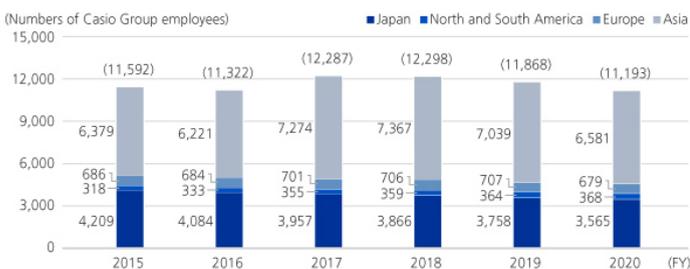
When employees reach mandatory retirement age and become eligible for re-employment as a senior employee, their roles and compensation levels will change. Therefore, Casio believes that it is necessary for employees to prepare in advance a forward-looking career plan, in order to continue working enthusiastically during the retirement transition from a regular position to re-employment as a senior employee.

To this end, Casio provides employees who have reached the age of 49 with career training and gives them opportunities to imagine the changes in their own environment and the world generally, lay out a vision for their career going forward and consider what is necessary to achieve that. Employees who have reached the age of 58 are given a separate opportunity to learn about internal and outside programs after retirement.

## Prioritizing Local Hiring and Promotion at Subsidiaries outside Japan

Along with the globalization of its operations, Casio is actively pursuing local hiring at its sites outside Japan. The aim is to promote management that is responsive to local conditions in each country, as a truly global company. This is being done not just in manufacturing, but also in various other fields.

### Number of Casio Group regular employees (global breakdown)



Total employees of Casio Group: 11,193

## Initiatives in Hiring

The Casio Group Code of Conduct states that “we will respect all fundamental human rights, and will not engage in any form of discrimination.” Casio provides equal employment opportunities to anyone with the desire to work. Casio agrees with Keidanren’s charter of corporate ethics on recruitment and strives to avoid excessive early hiring of undergraduate university students to minimize any impact on their studies. It also conducts voluntary explanation meetings at universities around the country, publishes video of company introduction seminars via online media, and participates in selection events for Japanese international students studying overseas. In this way, Casio is striving to provide opportunities to many students so as not to disadvantage students based on where they are from or their academic circumstances.

This year all interviews for hiring was carried out online due to the COVID-19 pandemic. Further, Casio quickly introduced measures aimed at minimizing the risk of infection and the burdens on students caused by moving.

## Providing internships

As it becomes difficult for students to get time to think about work due to a shrinking job hunting period in Japan, Casio is providing workplace-hosted internships aimed at giving students an insight into what “work” is and what a “job” is.

## Ensuring Fair Evaluation and Compensation

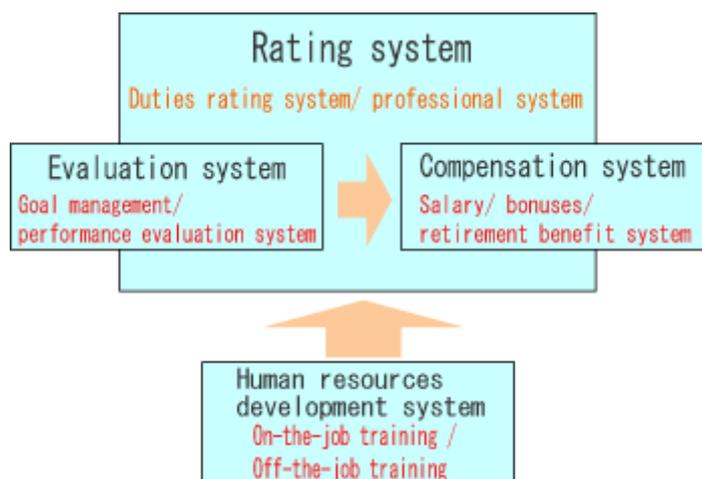
Based firmly on a foundation of fairness, Casio aims to continuously improve its human resource system in light of changes in the social environment. Within that system, the present basic human resources policy combines a role-based system that grades individual employees based on the extent of their roles with a performance-based approach to evaluation and compensation based mainly on outcomes of job performance within their roles. In addition, Casio strives to find the optimal balance between employee growth and vitalization and expanding the company by promoting HR policies that prioritize the following perspectives.

- Respect of will: Grant significance to the individual's will and intentions
- Human resources development: Create opportunities for the acquisition of knowledge and skills needed in work
- Significance of abilities: Grant significance to abilities demonstrated through work
- Right person for the right job: Reflect individual wishes in job requests
- Priority distribution: Distribute limited management resources as efficiently as possible
- Stable employment: Strive to create workplaces where employees can work according to their abilities

The evaluation system was overhauled in fiscal 2020. Up until then, the evaluations carried out every six months were linked to the full-year evaluation and reflected in salary raises and promotions (single track). Now that evaluations of more diverse employees are required, it has become increasingly difficult to balance all the different elements in these evaluations. Accordingly, Casio introduced a double-track evaluation that encourages motivation to take up challenges and change one's actions.

- Biannual evaluation (reflected in compensation): Goal management  
Challenging goals have been introduced, based on a system in which each individual sets a goal (theme) at the start of the fiscal year and results are evaluated at the end of the fiscal year, in order to respect employees' motivation to take up challenges and encourage more independent action.
- Full-year evaluation (reflected in salary raises and promotions): Biannual evaluation + process evaluation  
Considers the performance process evaluation, including initiatives that will lead to future results

## Main human resources system



## Education for Fair Evaluation and Compensation

All employees have performance interviews twice a year to discuss their evaluation results.

Casio requires managers to take evaluator training in an effort to improve their evaluation, leadership, and interviewing skills, in order to operate its human resources system fairly and appropriately.

Additionally, an overview of the evaluation and compensation system is posted on the company intranet to keep all employees thoroughly informed about this system. The company not only works with evaluators, but has also cooperated with the labor union to produce a Goal Setting and Evaluation Interview Handbook to help deepen understanding between supervisors and their subordinates and ensure fairness in operations.

## Human resources data

### Number of employees hired in Japan (As of end of March 2020)

	Casio Computer Co., Ltd.	Group companies in Japan	Total
Men	2,253	653	2,906(82%)
Women	449	207	656(18%)
Total	2,702	860	3,562

(Reference)

Non-regular employees	529	615	1,144
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## Number of employees hired in Japan (April 1, 2020)

	Casio Computer Co., Ltd.	Group companies in Japan	Total
Men	29 (69%)	11	40
Women	13 (31%)	2	15
Total	42	13	55

## Average years of service in Japan (As of end of March 2020)

	Casio Computer Co., Ltd.	Group companies in Japan	Total
Men	19.6	18.3	19.3
Women	14.9	22.8	17.4
Total	18.8	19.3	18.9

## Average employee age in Japan (As of end of March 2020)

	Casio Computer Co., Ltd.	Group companies in Japan	Total
Men	47.8	48.7	48.0
Women	41.8	48.0	43.7
Total	46.8	48.4	47.2

## Initiatives to Support Work-Life Balance

Casio appreciates the importance of work-life balance and is striving to create environments that accommodate diverse work-styles in a flexible manner. The company will continue to promote the establishment of systems and environments aimed at creating an environment where diverse human resources can work easily and display their maximum performance.

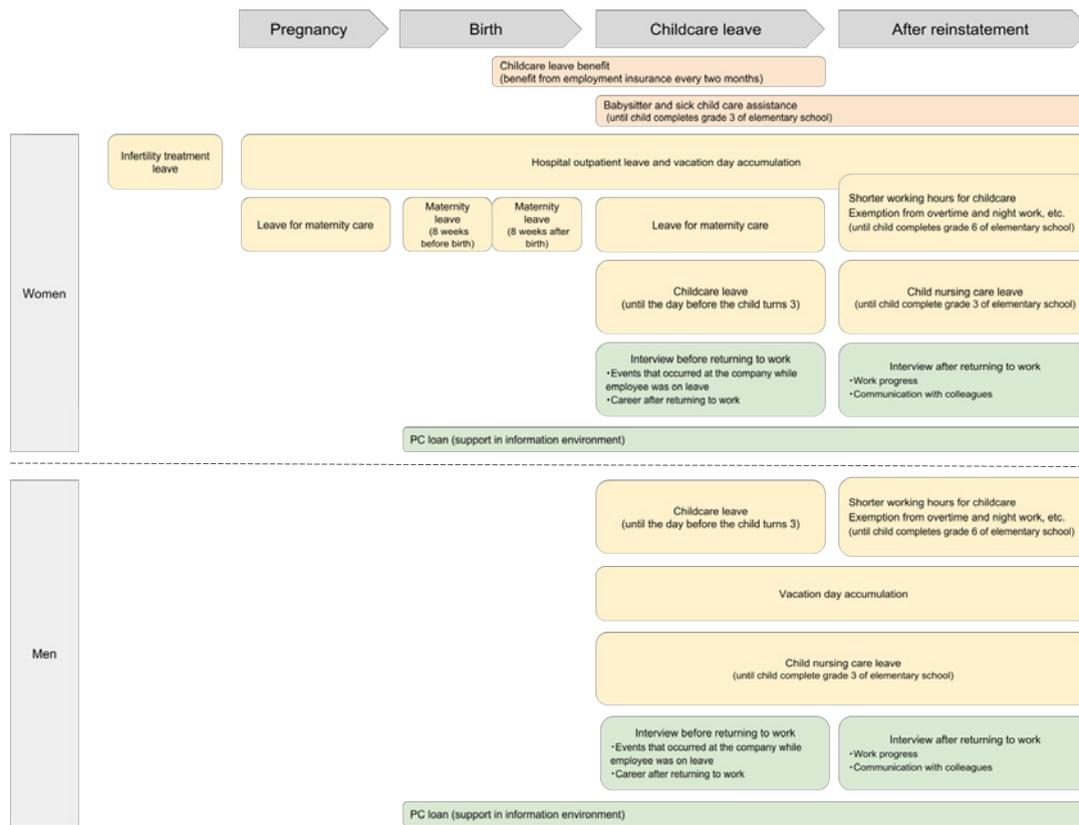
### Introduction of staggered commuting times

Casio has introduced staggered commuting times to improve employees' work-life balance. This is intended to ensure that employees can concentrate on their work and maximize their performance.

### Helping employees balance work and parenting

Casio has introduced programs that enable employees under restrictions caused by parenting to feel at ease and to demonstrate their full potential on the job. The company has developed programs that help employees balance work and parenting, such as a shorter working hours system for childcare.

## Childcare and leave programs (Casio Computer Co., Ltd.)



### Helping employees balance work and family nursing care

Problems with family nursing care can happen to anyone and come about unexpectedly.

Casio has made efforts to enhance its systems to support family nursing care so that the company can provide as much help as possible to balance the needs of work and family nursing care and employees can provide family nursing care without their work performance suffering, thereby avoiding leaving the company due to family nursing care.

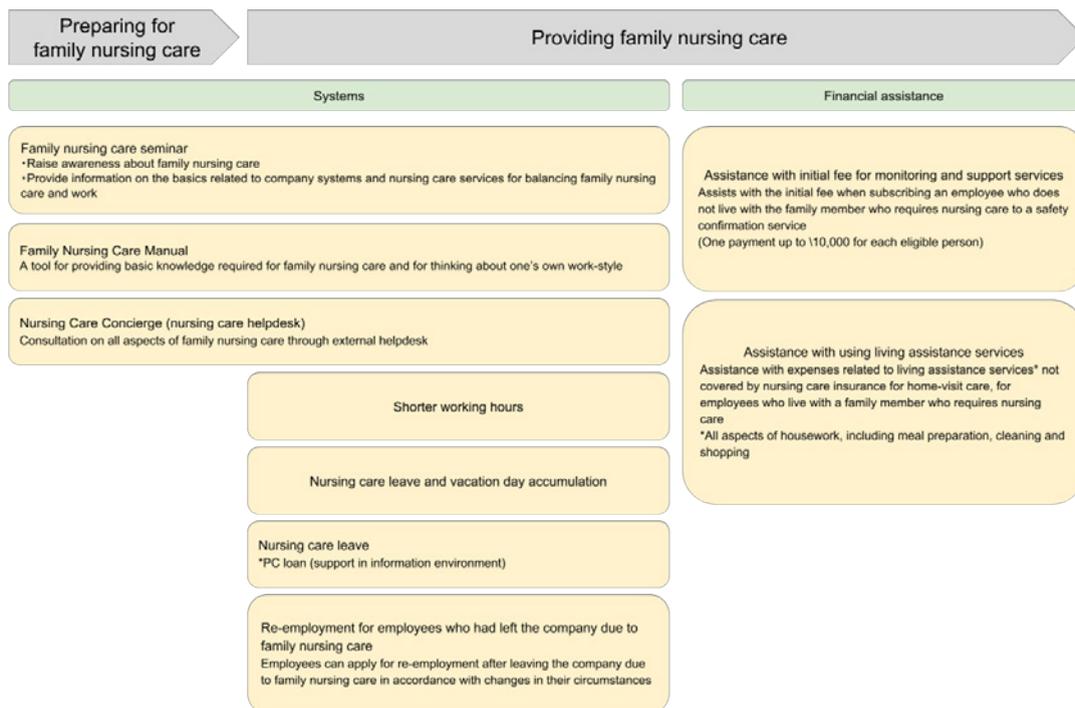
One such program is the Nursing Concierge Desk. This consultation desk assists people who require nursing care and offers a place where employees that do not know who to talk to or where to find the information they need can go for consults and to find solutions. Many nursing issues cannot be solved with a single consult and require a long-term response. This service is used by about 50 employees every year.

#### Primary subjects

- Proxies for nursing care insurance applications
- Referrals to care managers, setting up meetings
- Support for nursing care for parents of employees stationed overseas
- Referrals to nursing service businesses, setting up visits
- Referrals to nursing facilities, arrangements for visits
- Referrals to out-of-pocket services (not covered by nursing insurance)

In addition, Casio has prepared a nursing information site with information both those providing and receiving nursing care need to live in comfort. The site also lists key points about nursing that are useful to know.

## Family nursing care programs (Casio Computer Co., Ltd.)



## Number of employees taking leave related to childcare and family nursing care and uptake rates (Casio Computer Co., Ltd.)

	Number of employees taking leave (figure in parentheses is men)				
	FY2016	FY2017	FY2018	FY2019	FY2020
Childcare leave and return program	46(0)	55(0)	69(2)	67(7)	68(10)
Percentage of employees that return to work after taking childcare leave	100%	100%	100%	100%	100%
Childcare leave and return program	3(1)	3(2)	5(2)	4(3)	1(1)
Shorter working hours system for childcare and nursing care	77(0)	78(1)	85(0)	92(2)	101(1)
Child nursing care leave	13(1)	15(2)	23(4)	21(2)	20(1)
Nursing care leave	3(2)	4(4)	8(5)	6(5)	9(5)

\* Childcare leave return-to-work percentage does not include temporary workers

## Vacation and leave programs

Program	Description
Vacation Day Accumulation	The annual paid vacation expires in two years. However, employees can accumulate a maximum of 30 unused vacation days to carry over up to four days per year. The leave days can be used if the employee gets sick or injured, in order to care for a family member, safe motherhood measures, or volunteering
Refresh Leave	This program grants five days of leave at the 10-year, 20-year, and 30-year milestones of work.
Leave to accommodate spouse's overseas assignment	This system allows employees to take a leave of up to three years when the individual will accompany his or her spouse on a posting outside Japan.
Infertility treatment leave	This system enables employees to take a one-year leave of absence in order to undergo infertility treatment.
Hourly paid leave	This system permits employees to take annual paid vacation in hourly increments.
Time off in lieu	In the case of overtime or holiday work, this system allows employees to reduce working hours in the days that follow, in 1 minute increments (Extra allowance, such as overtime pay, is also provided accordingly).

## Rate of taking paid vacation (Casio Computer Co., Ltd.)

	FY2016	FY2017	FY2018	FY2019	FY2020
Rate of taking paid vacation	71.1%	72.2%	69.7%	70.4%	73.1%

\* The FY2018 and FY2019 figures above have been revised since the last year report due to the discovery of errors.

## Initiatives to Improve Productivity

Casio is working to make dramatic improvements in work and work efficiency company wide, as well as raising productivity and reducing working hours. Improving productivity gives all employees work-life balance and creates an environment in which they can work with energy.

## Overtime work and total annual working hours (Casio Computer Co., Ltd.)

	FY2016	FY2017	FY2018	FY2019	FY2020
Overtime hours (monthly average)	19.3	18.6	18.5	17.9	17.2
Total annual working hours	1,931	1,917	1,905	1,891	1,869

## Communication between Labor and Management

Casio operates on a union-shop basis; as a rule, all employees except for managers are members of the union. Through regular communication between management and the labor union, Casio hopes to raise the awareness of employees about their participation in the management of the company. Casio values close communication between labor and management and maintains a good relationship.

At the core of this labor-management communication is the Group Workers' Labor-Management Conference, which is held four times a year (February, May, September, and November). At these conferences, management and labor, together representing the entire group, exchange opinions about current conditions at the company. Casio is also working toward even smoother operation of human resource systems by holding various regular labor-management talks.

The labor-management agreement stipulates that the revision or elimination of human resource labor related systems is carried out via labor-management discussions. This process is carried out over a sufficient period of time and involves the sharing of issues by both labor and management.

### Changes in the proportion of labor union members (Casio Computer Co., Ltd.)

	FY2016	FY2017	FY2018	FY2019	FY2020
Percentage of all employees	64%	64%	65%	65%	64%
Percentage excluding managerial positions	98%	98%	98%	97%	96%

# Human Resource Development

## Management

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### Social Background

In a rapidly changing business environment with diverse work styles, Casio believes that for companies to respond to these changes flexibly and continue to grow, it is crucial not only that companies drive skill development, but that companies and employees build “win-win” relationships and create an environment in which both can continue to grow.



### Policy

In the belief that companies grow and expand together with each employee’s independent growth, Casio has developed a system that allows employees to take the initiative in acquiring the necessary skills and will continue to support each employee’s individual growth.

Casio will reinforce its initiatives supporting employees’ career development. In particular, Casio holds career training and meetings at key turning points in careers in each age bracket, expands training that supports careers as specialists as well as training that supports supervisors’ work and career.

In addition, Casio will continue to provide training tailored to each rank so that each employee can acquire the basic knowledge and skills needed to carry out their roles.

### System

The Human Resources Department considers group-wide strategy related to human resource development and plans and implements common, group-wide education. Individual departments and the Human Resources Department collaborate to plan and implement education for the specialist skills required by each department.

# Activity Results

## Overview of Human Resource Development

### Training system

		Career development support measures	OJT	OFF-JT					
			Measures to train existing works to make them professionals	Training for specific job grade	Training for selected employees	Skill selective training, distance learning	Global	Other	
Management positions	Senior General Manager Consulting Engineer Senior Principal Staff Rank 4	Career Training and Interviews (ages 30, 40 and 49)							
	General Manager Senior Engineer Senior Staff Rank 3								
	Manager Advisory Engineer Supervisor Rank 2			Management Guidance	Evaluator Training	Manager Training	Section Manager Career Training		
	Chief Engineer Chief Rank 1								
General employees	G3	Career Plan	Development Evaluation System						
	G2								
	G1-2								
	T G1-1			OJT-MAP New Hire Mentor	Second-Year Training First-Year Follow-up Training New Employee Training				
Senior employees									

Casio has various human resource development programs designed to develop creative employees who are eager to take on challenges and to train professionals with early tracking into specialized fields.

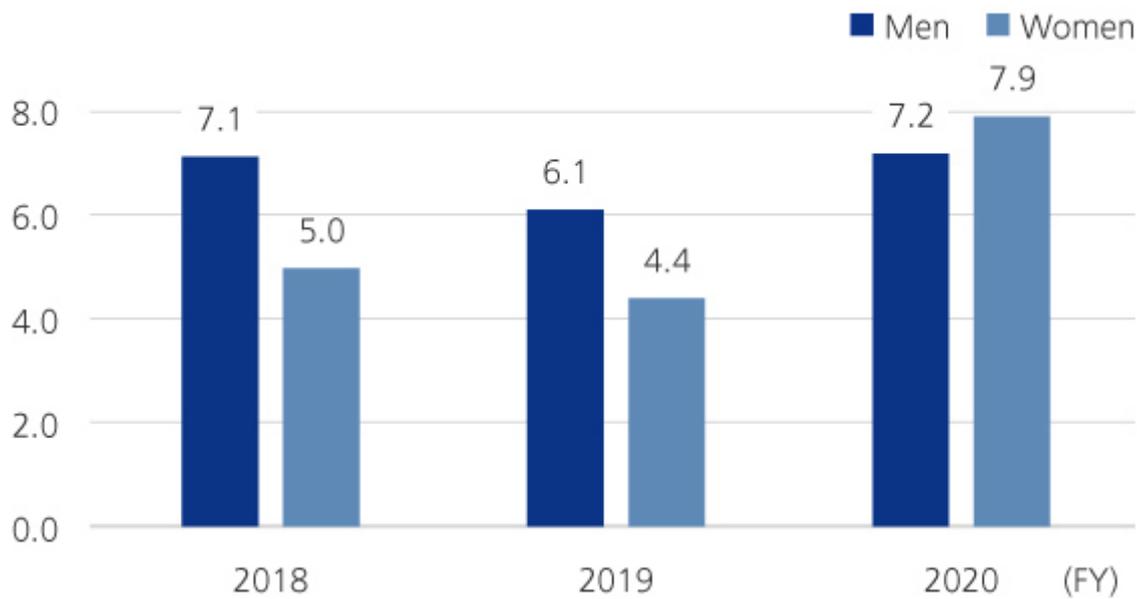
The company emphasizes on-the-job (OJT) training to improve practical skills, complemented by off-the-job (off-JT) training to provide theoretical knowledge. The necessary HR development measures are taken for all levels in the internal ranking system and Casio is always working to make improvements and expand its measures.

In fiscal 2020, Casio introduced a Career Support Program (discussed below) as a career development support measure so that individual employees could work independently with motivation and energy. Casio provides the support needed for individual employees to lay out their own career, based on a system in which they take stock of their own career once a year and consider their future career plans.

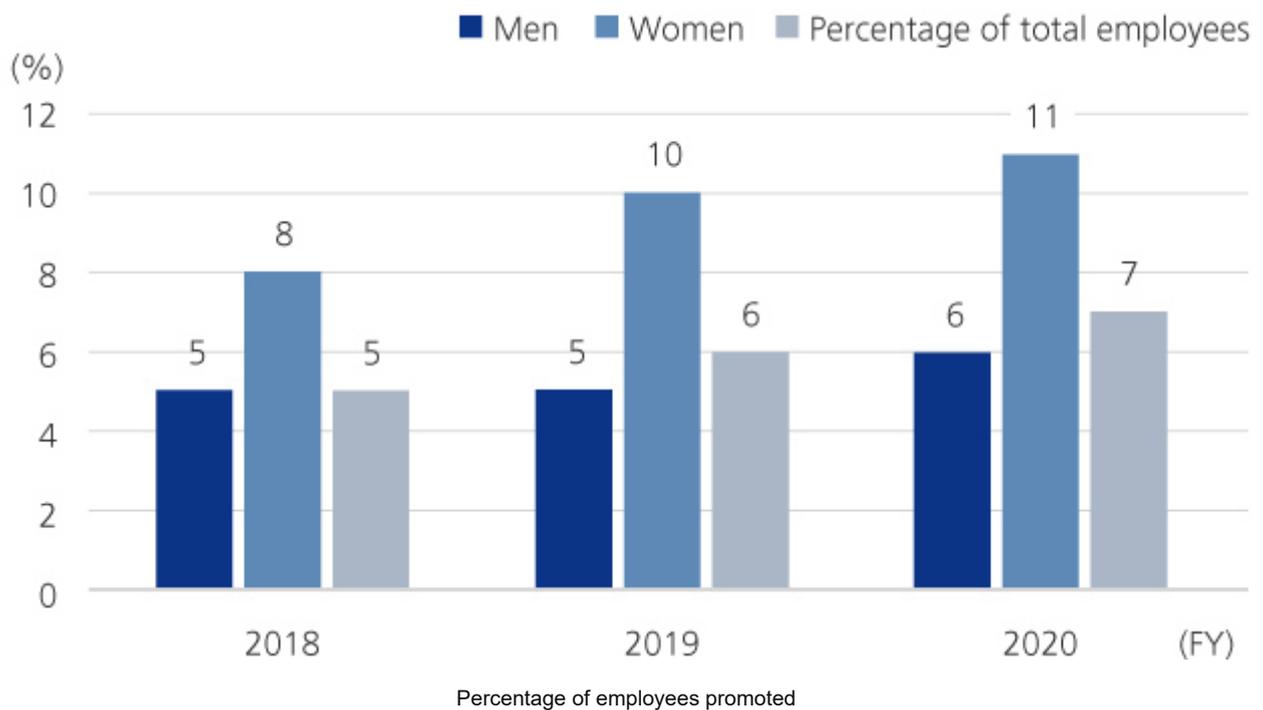
### Annual average number of hours of training (Casio Computer Co., Ltd.)

The annual average training hours in fiscal 2020 were 7.2 hours for men and 7.9 hours for women (6.1 hours for men and 4.4 hours for women in fiscal 2019). In fiscal 2020, some training was cancelled due to the impact of the COVID-19 pandemic. Casio will ensure training hours in fiscal 2021 by increasing online training and other measures.

## Average number of hours of training



## Proportion of employees receiving regular assessment of their performance and career development progress



## Surveys and Verification Relating to Utilization and Development of Human Resources

In off-the-job training, questionnaires are given to employees every time they attend a training session, and their requests and opinions are used to help make improvements in the following fiscal year and beyond. In on-the-job training, when employees register for the Career Plan System (described below), they can register their opinions about the system itself. Furthermore, when the company establishes new systems, it verifies the system through prior interviews and trial runs with the aim of achieving more effective operation.

## Overview of fiscal 2020 and future issues

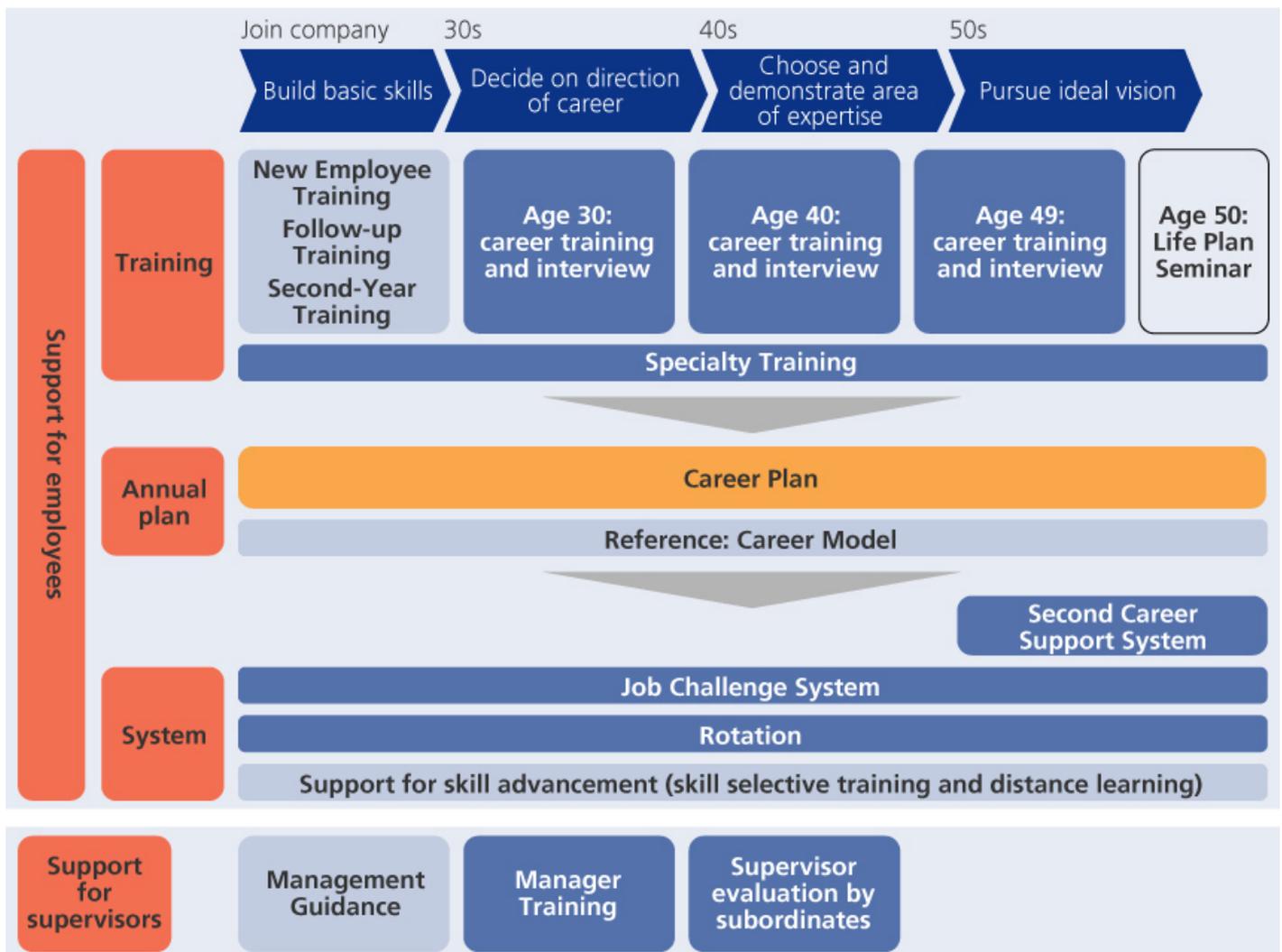
In fiscal 2020, Casio introduced a career support system and also developed a system enabling employees to regularly consider their careers so that they can work with vitality. To accompany this, Casio updated its manager training to further encourage employees' autonomy.

In fiscal 2021, Casio aims to make improvements based on its surveys and interviews of attendees to further augment the career support system. Moreover, Casio will increase its online training and set up a system that enables employees to participate in training in a flexible manner.

## Main Human Resource Development Programs

### Career Support System

In an environment changing for both companies and employees, Casio believes that by supporting individual employees in creating careers they find satisfying, employees can work with energy and a sense that their jobs are meaningful and worthwhile, while companies can grow and expand alongside their employees. To achieve this, Casio will provide support so that individual employees can plan their own careers based on a process in which they take stock of their own careers and consider their future career plans once a year.



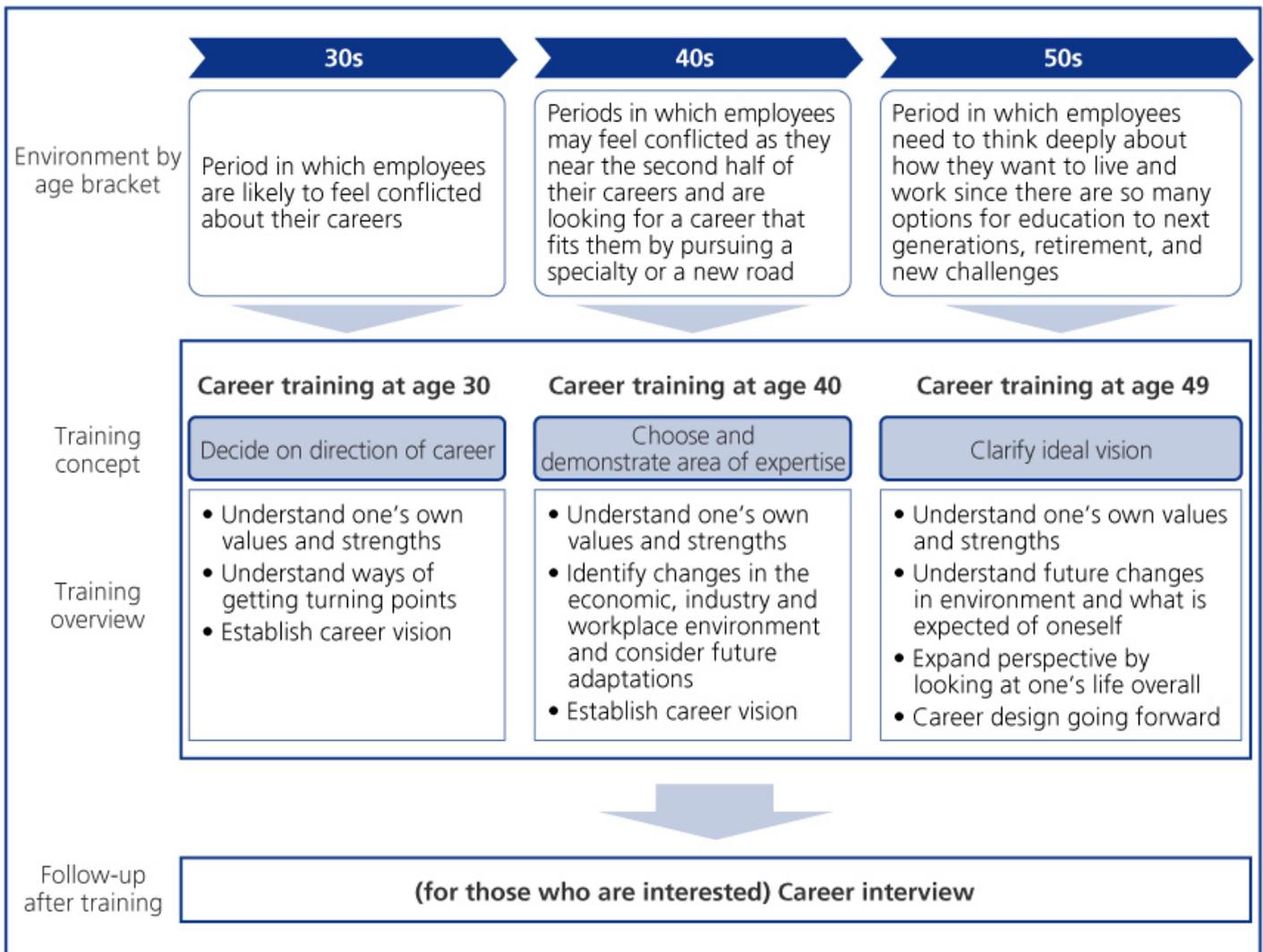
## Career Plan

In this system, employees take stock of their own careers and plan out their future career once a year. In their career plans, employees state the future direction of their careers and the work they would like to do. Supervisors provide feedback, and it is utilized as a reference in employees' training rotations and educational opportunities.

## Career Training

Employees take another look at themselves at key turning points in their careers (at ages 30, 40 and 49), and participate in career training and career interviews as an opportunity to consider their work style.

In fiscal 2020, 195 employees received career training. Casio will continue to support career development on an ongoing basis.



## **Specialist Training Support**

Casio will increase its training menu and expand its training aimed at engineers wanting to advance their expertise in order to support the careers of employees as specialists. In training for new hire engineers, Casio provides group training and creative planning workshops aimed at giving them basic technology skills. This is part of Casio's efforts to develop employees' basic skills as engineers.

In addition, Casio helps employees improve their expertise by offering skill selective training (specialized skills) so that employees can acquire the necessary skills in their own engineering field. Employees can choose the subjects they need from about 600 courses. In addition, Casio provides support to broaden its employees' perspectives and accelerate the speed of their growth. For example, Casio offers cross-industry association training in which employees are selected to participate with engineers from other companies in learning skills together and stimulating each other as they grapple with issues. Casio will continue to increase measures to raise engineer specialized skills.

## **Manager Training**

Appropriate management by supervisors is essential for employees as they independently shape their careers. With this aim, managers are given training on practical content such as how to run an organization in which subordinates will act independently and management methods that will motivate subordinates, as well as training to deepen their understanding on goal (KPI) setting, evaluations and feedback interviews in the new evaluation system.

## **Job Challenges**

This system supports people who want to take up the challenge of new work and work with which they have no experience. By recruiting based on divisions' needs and rotating human resources actively, the organization is energized and employees are assigned to the right position. Senior employees, who were not covered by the previous job assignment system, are eligible for this program. Casio will provide an environment in which employees can utilize the wealth of experience they have built up and can perform with great energy even after retirement age.

## **Second Career Support**

Casio has introduced a career change support service and a dual-occupation/second occupation system and supports employees in realizing their career paths to help employees in their 50s and 60s consider their life plans and devise an independent approach to their life and work.

## **New Employee Training, Follow-up Training, Second-Year Training**

Training for young employees is offered for new entrants as well as for first-year and second-year employees so that they can learn the basics of being a Casio employee and look back at their own approach to work.

## **Skill Selective Training**

The training targets all regular employees, for the objective of effectively and efficiently acquiring diverse skills required for work operations, in a training program that allows employees to select from a large variety of training courses. The targeted skills are divided into three categories: specialized skills, strategic skills, and interpersonal skills.

Beginning in fiscal 2020, Casio systematized the skills needed for young employees to systematically train young employees. The program was changed so that employees in their first through fifth years as new graduate hires attend the designated skill training once a year. This is intended to improve the basic skills of young employees.

## **TERAKOYA**

This program uses workshops and seminars with specific themes to connect people who have something to say or who want to learn something, thus using this shared goal to build personal networks and improve individuals' skills. People from a wide range of occupations and backgrounds gather together in the same place to discuss the same theme at workshops and seminars, regardless of hierarchy. This is an opportunity to build personal networks that will be useful in work and is expected to be a catalyst in stimulating communication overall.

## **Techno Power**

This is an exhibition event held annually for the objectives of stimulating engineers, and sharing and accumulating technology. In Techno Power, Casio solicits new technology and know-how created in-house and recognizes projects with outstanding levels of technology and/or excellence of concept. This encourages venturing into new technology by establishing a forum for announcing results and offering recognition.

## **In-house specialist seminars**

These are lectures by outside trailblazers in advanced technology and innovators who were able to develop revolutionary new products and create new businesses.

Recent themes have been selected from multi-faceted perspectives, going beyond technology trends. They include leading-edge technology trends with high levels of originality and technology, and ways of thinking to create new products. Approximately 200 employees took part.

## **Language exams**

Opportunities to take language exams such as TOEIC and VERSANT are offered three times a year, and their motivation to study is raised by regularly providing opportunities to measure the effect of their studies.

## **Right Person for the Right Job**

In fiscal 2020, Casio introduced the Job Challenge System to place the right people in the right jobs by valuing employees' intentions and support their independent career planning. Additionally, career interviews are conducted with those who desire one and support provided as appropriate when employees consider their career direction. Casio also makes its intranet and database available to the managers of each department to allow them to conduct comprehensive assessment of the human resource development information on their subordinates, which they then utilize for training within the department.

Additionally, in order to make it easier to reflect employees' wishes in the ordinary course of business, employees declare a task that they would like to attempt and this intention is shared with their supervisors and made use of in task assignment and rotation.

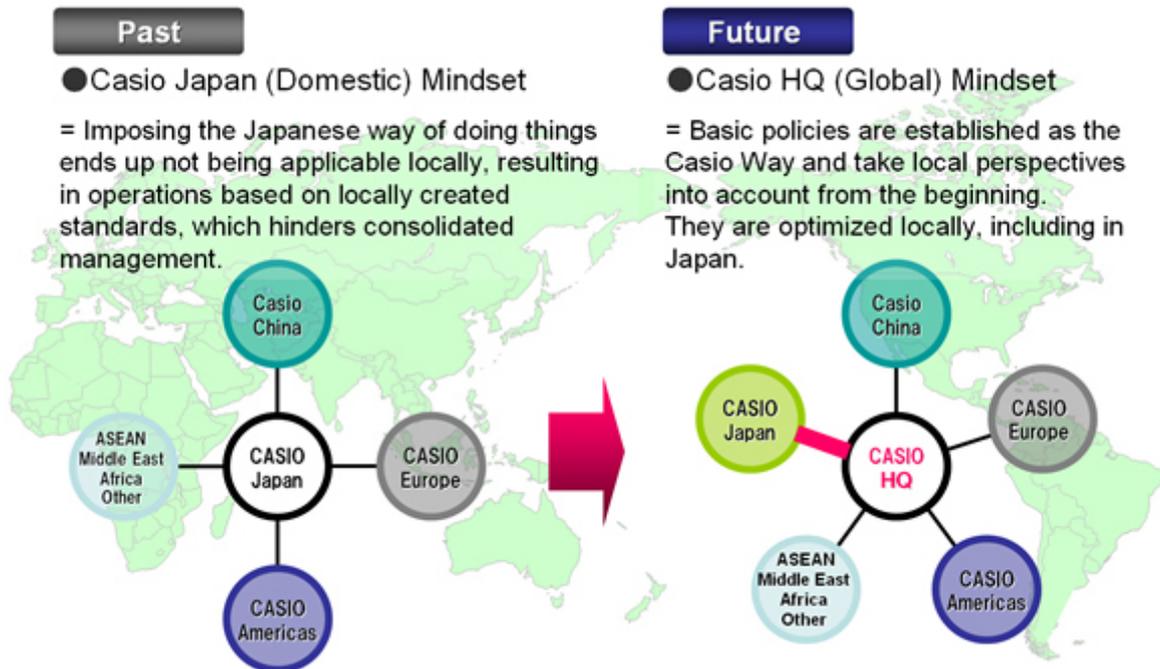
## Global Human Resources Strategy

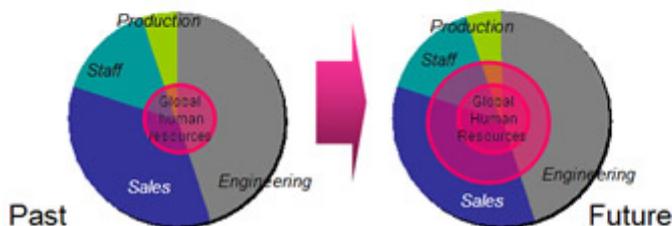
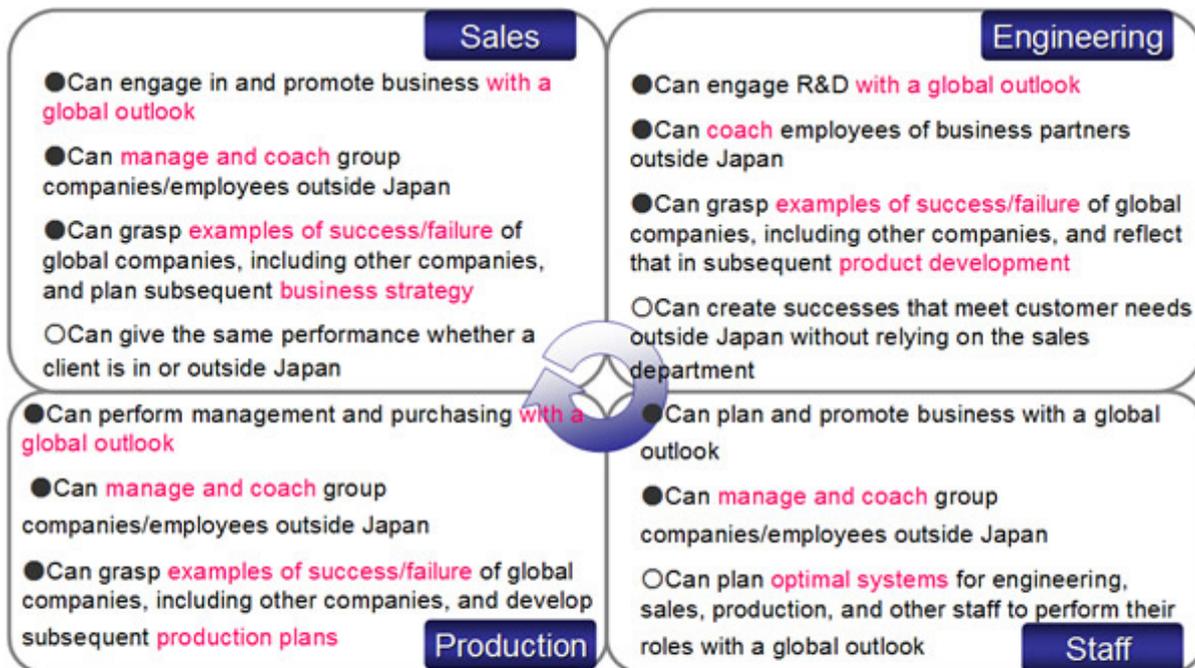
Casio is reinforcing its global expansion in all business fields, including existing and new businesses. Casio has started creating a global human resources strategy for group companies outside Japan. This project includes the enhancement of human resources functions and the establishment of a system for developing human resources who are prepared to meet global standards.

### Vision of global talent

Casio's employees around the world must always think from the headquarters' perspective in order to demonstrate leadership. The human resources department uses various opportunities and tools to convey and share with employees messages on the importance of thinking of Japan as just one area in the world and of changing one's mindset to work with a global outlook.

### Vision of global talent





Increasing the percentage of human resources able to win in the global arena will create business resources for the future

Human resources who can win anywhere in the world

**Requirements of human resources who can win in Japan**

1. Ability to develop strategy
2. Ability to promote business
3. Ability to embrace the challenge of innovation
4. Ability to create user value
5. Ability to manage organizations/human resources
6. Ability to negotiate
7. Ability to demonstrate expertise

To demonstrate those abilities in a foreign environment...

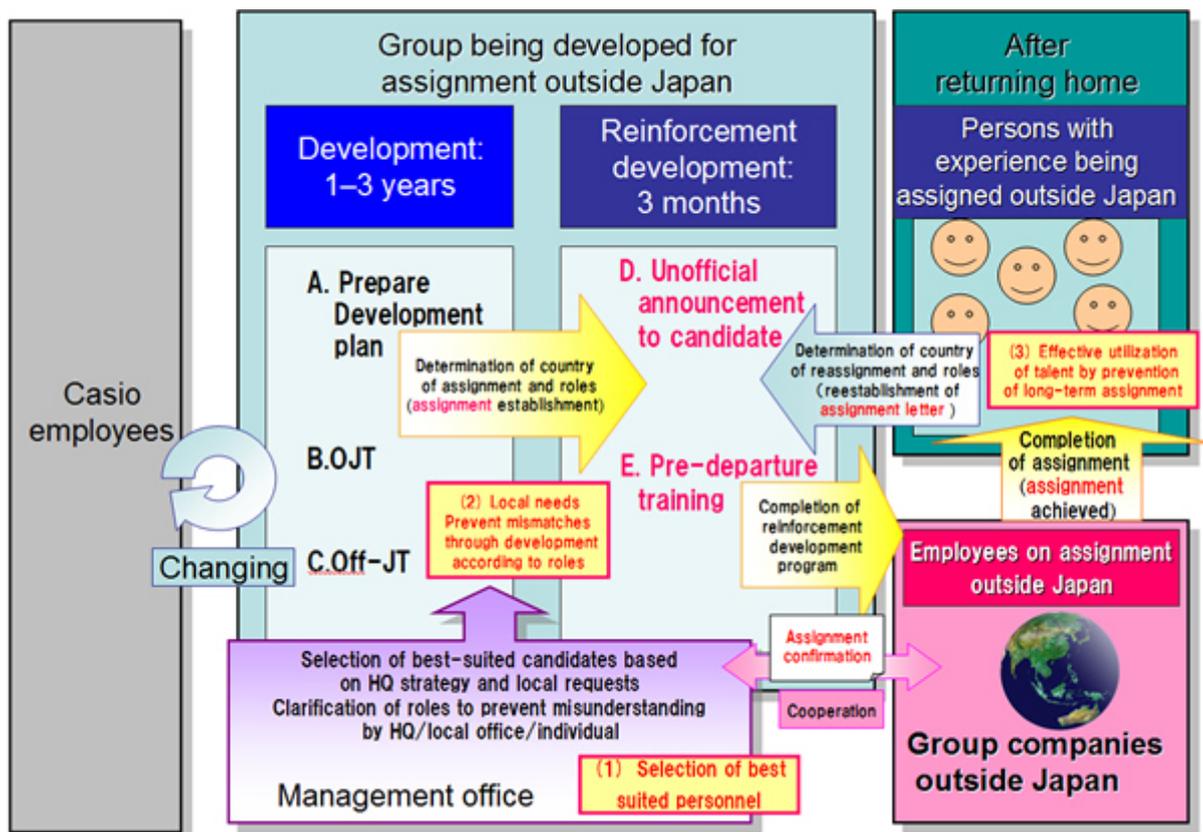
**Global talent**

- |                |   |
|----------------|---|
| <b>Skills</b>  | <ol style="list-style-type: none"> <li>1. <b>Skill in winning trust</b><br/>Wins trust from zero by being logical and reasonable (vs. Japanese sense of duty and obligation)</li> <li>2. <b>Global management skills</b><br/>Can manage (decision-making) and coach local operations (vs. Casio Japan imposing its way of doing things)</li> <li>3. <b>Language abilities</b></li> </ol>  |
| <b>Mindset</b> | <ol style="list-style-type: none"> <li>1. <b>Identity</b><br/>Competitive as an individual, not just a position (vs. just being a member of an organization)</li> <li>2. <b>Flexibility/stability</b><br/>Can adapt to a foreign environment, including outside Japan (vs. negative transformation when outside Japan)</li> <li>3. <b>Respect for cultural and philosophical differences</b><br/>Understands and accepts differences in each country (vs. thinking that Japan is superior)</li> </ol> |

## Establishment of standards for the roles of persons sent on assignment outside Japan

It is important to increase the number of human resources with the aptitude for assignment outside Japan. At the same time, however, Casio is endeavoring to develop local employees and create more opportunities for their promotion. It does this by sending people on assignments outside Japan only to perform roles that cannot be done by local employees and by clarifying their division of roles with local employees. Casio will establish a table of standards and develop a check system to enable its employees around the world to shine by placing the right people in the right jobs.

### Example: Image of the use of the table of standards for the roles of persons sent on assignment outside Japan

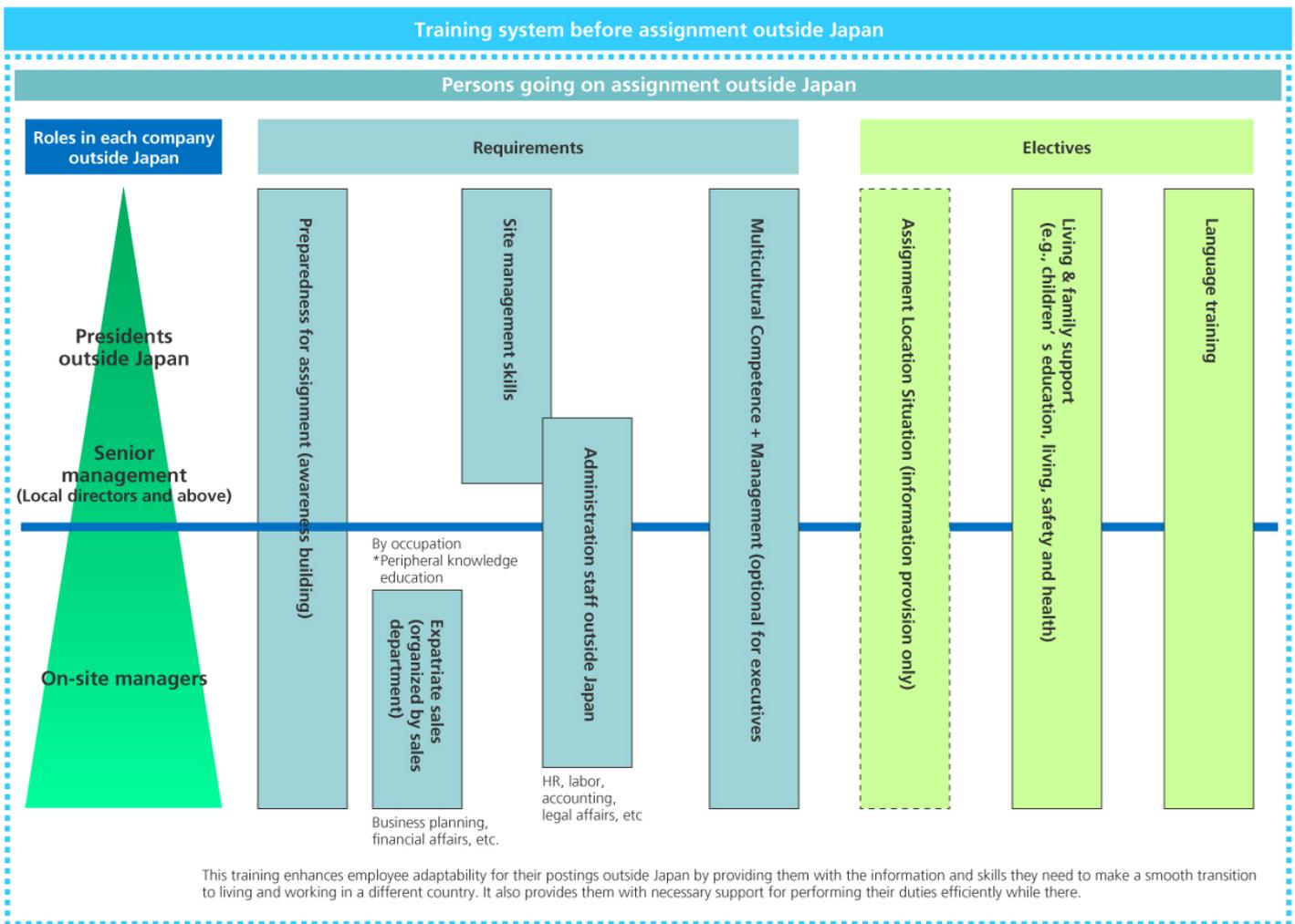


## Provision of local information to persons going on assignment outside Japan and development of multicultural management skills

Casio systematically provides grade-based training to persons going on assignment outside Japan according to their mission at the location of assignment.

The company provides Site Management Skills Training for senior management, and Multicultural Management Skills Training and Lectures on Assignment Location Situation for all persons going on assignment outside Japan. Additionally, Casio provides educational information for accompanying children, and other efforts to strengthen on-location living support.

## Training system before assignment outside Japan

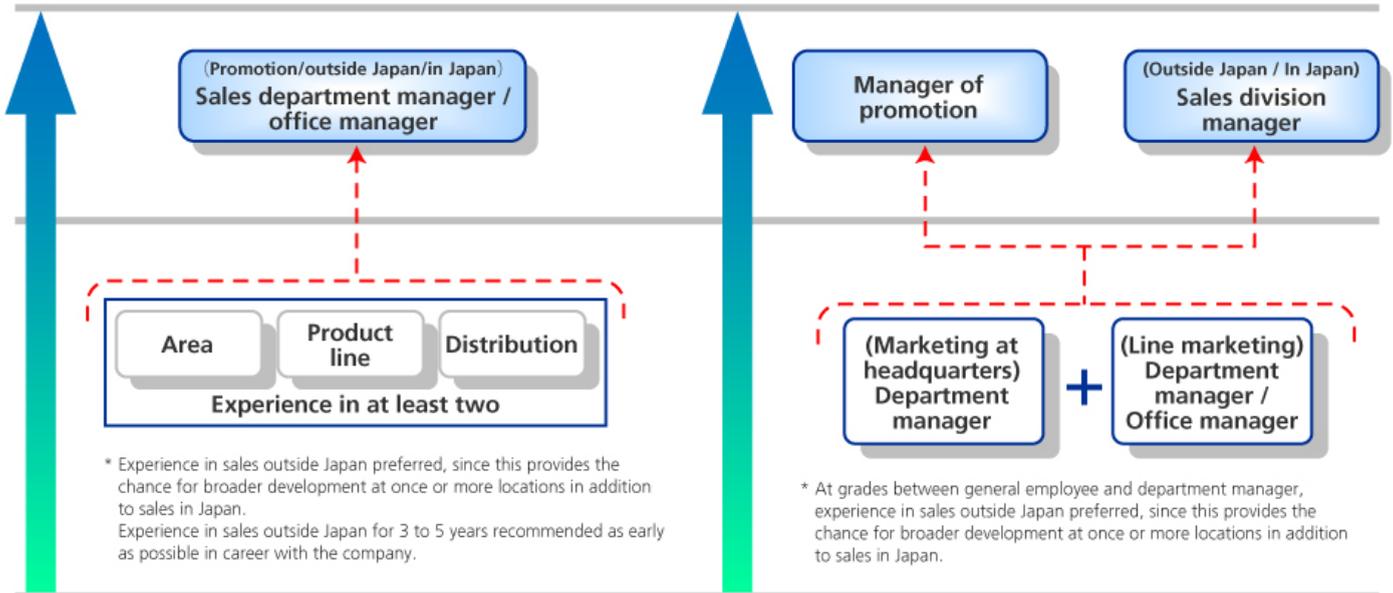


\*1 Learning multicultural communication skills and practical points for managing highly diverse teams

## Global career path

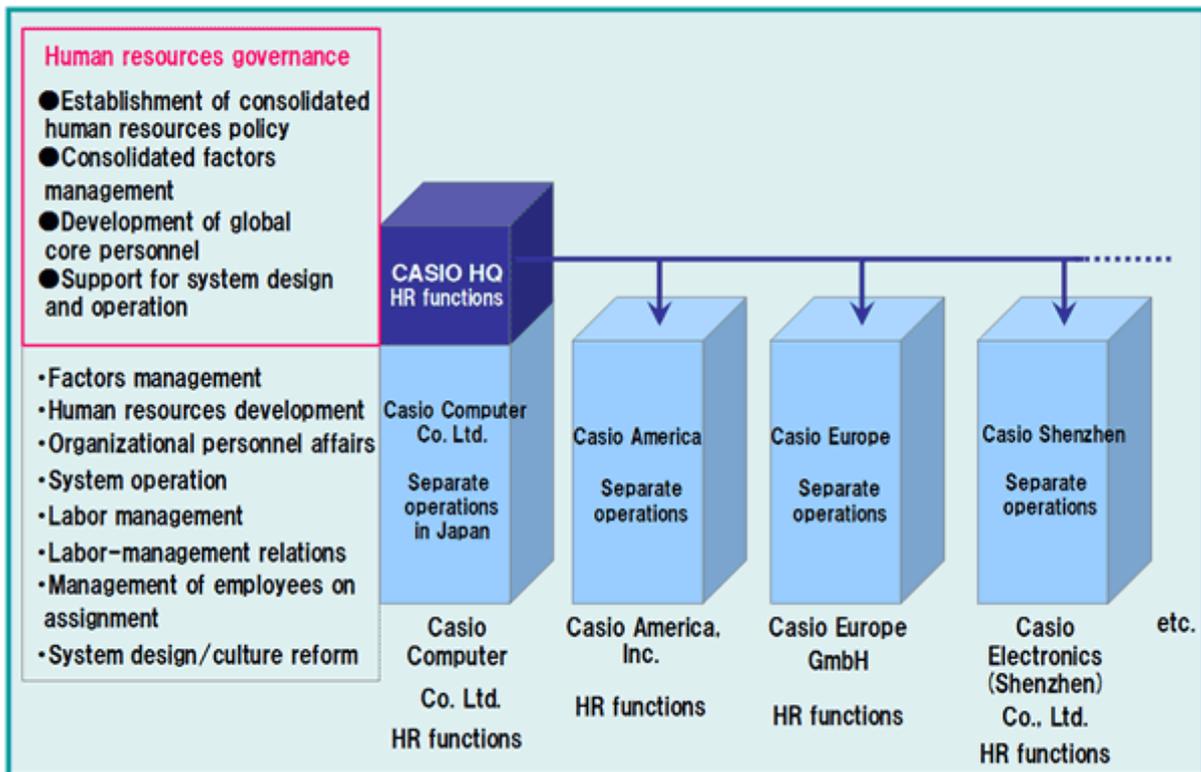
In order to continuously develop global human resources, it is not enough to use a direct approach from the human resources department to employees; people who can develop global human resources must be developed and promoted as managers so that employees can grow through their work in the field. Accordingly, Casio has developed its conventional career path into a global career path. So that employees in addition to those involved in sales outside Japan will have even a broader perspective, the company has enhanced personnel placement to give employees wide-ranging experience before they become section chiefs, department managers, and division managers. This approach will be used in future human resources development and placement planning.

## Global career path (sales)



## Global human resources governance system

Casio actively engages in exchanges of opinions on what the Casio Group perspective should be about local problems and circumstances. The headquarters human resource division also directly dialogues with and provides advice on system design to members of human resources departments at local companies.



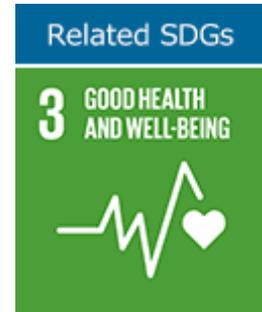
# Occupational Safety and Health

## Management

### Social Background

As damage to health as well as mental health issues due to excessive work have come to be regarded as a social problem in recent years, Casio recognizes that maintaining and promoting the physical and mental health of employees is important.

Casio introduced a work-from-home system as a measure to address the COVID-19 pandemic, and also began online visits between employees and industrial doctors and medical staff.



### Risks and Opportunities for the Casio Group

Each and every employee must be able to work safely and in good health in order to perform at his or her full potential. Based on various laws and work regulations such as Japan's Industrial Safety and Health Act, Casio makes group-wide efforts to create workplace environments where all employees can work with peace of mind in order to maintain and enhance the health of employees and prevent occupational injuries or their reoccurrence. Group companies outside Japan comply with their local laws and regulations and also implement similar measures.

### Policy

Section 4 of the Casio Group Code of Conduct calls on employees to proactively take part in initiatives to maintain and promote better health. Casio is promoting employee health throughout the entire group.

#### *Casio Group Basic Policy on Maintaining and Promoting Health*

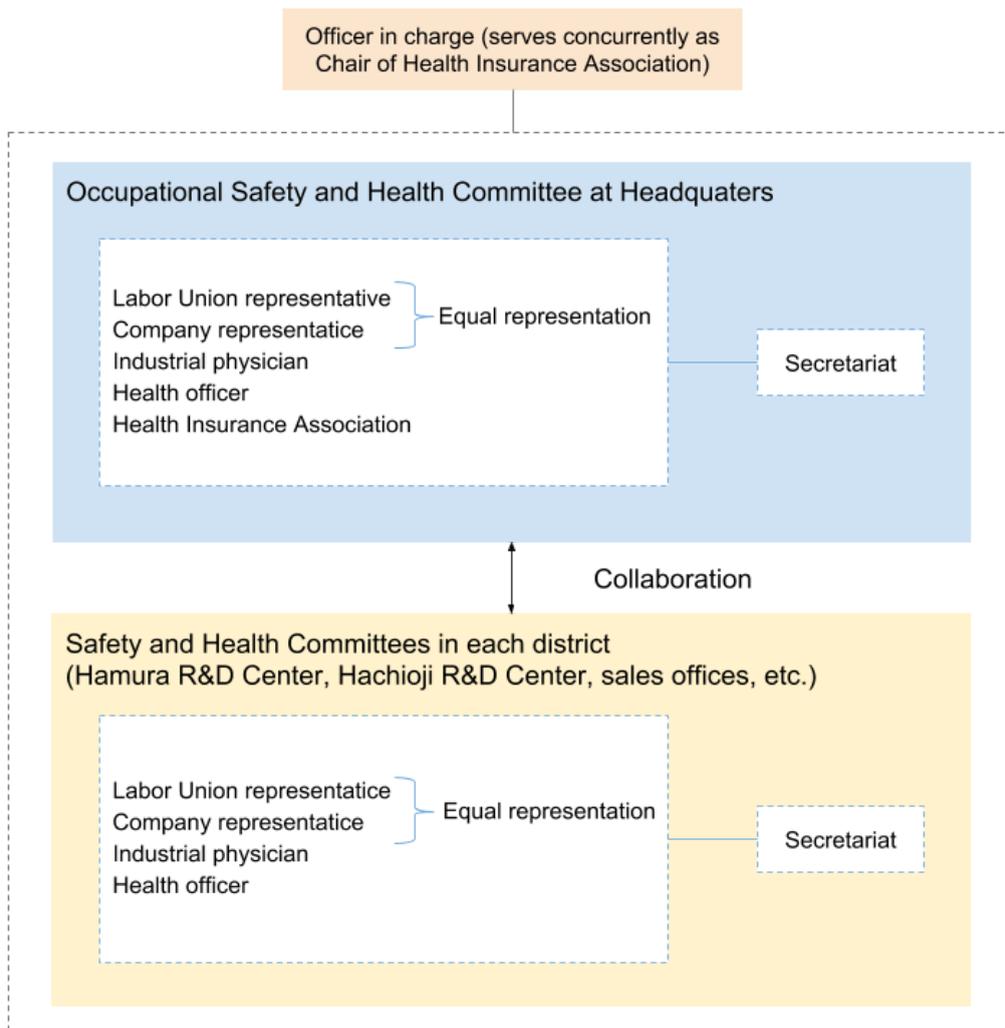
We will proactively take part in initiatives to maintain and promote better health.  
We will be considerate of not only own health, but the health of those around us.

## System

### Systems for promoting occupational safety, health, and health management

The company's officer in charge serves concurrently as the Chair of its Health Insurance Association, which makes for smooth collaboration between them. Casio and its Health Insurance Association work together to promote employee safety, health, and health management. The Occupational Safety and Health Committees in each of its business locations are made up of people selected by the company and the Labor Union in equal proportions, and they deliberate on the following matters related to the safety and health of employees once a month.

1. Matters related to the basic measures to be taken to prevent hazards and health impairment for employees
2. Matters related to the basic measures to be taken in order to maintain and promote the health of employees
3. Matters related to the causes of occupational accidents and measures to prevent their reoccurrence
4. In addition to the matters listed in all three items above, matters related to important events concerning the prevention of health impairment for employees and the maintenance and promotion of health (Article 22, Industrial Safety and Health Act)



## KPI and Performance for Material Issues

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

FY2020 Targets and KPI	FY2020 Performance	Evaluation	FY2021 Targets and KPI
Follow-up measure implementation rate for annual checkups: 80% or more	<ul style="list-style-type: none"> <li>Follow-up measure implementation rate: 80.6%</li> <li>Revised system so that people who make efforts on their own to become healthy can earn points, gave points to healthy employees and those whose checkup results have improved, and implemented a health incentive program that offers health-related products based on points</li> </ul>	○	Follow-up measure implementation rate for annual checkups: 80% or more
<ul style="list-style-type: none"> <li>Ascertain the actual mental illness rate</li> <li>Implement e-learning training for new employees and managers</li> <li>Implement skill improvement training by job type for young employees (August)</li> </ul>	<ul style="list-style-type: none"> <li>Mental illness rate on a consolidated basis (fiscal year end): 0.5%</li> <li>e-learning for new employees (not implemented)</li> <li>Provided training to new managers (August, December)</li> <li>Implemented skill improvement training by job type for young employees (August)</li> </ul>	△	<ul style="list-style-type: none"> <li>Ascertain the actual mental illness rate</li> <li>Implement e-learning training for new employees</li> <li>Implement training for new managers</li> <li>Implement skill improvement training by job type for young employees</li> </ul>
<ul style="list-style-type: none"> <li>Ascertain the rate of employees with high stress (February)</li> <li>Consultations provide by industrial physicians to interested employees (February to April)</li> <li>Ascertain health risk rates by department (April)</li> <li>Implement workplace analysis and feedback (May)</li> </ul>	<ul style="list-style-type: none"> <li>Ascertained the rate of employees with high stress (February)</li> <li>Consultations provided by industrial physicians to interested employees (February to April)</li> <li>Ascertained health risk rates by department (April)</li> <li>Implemented workplace analysis and feedback (May)</li> </ul>	○	<ul style="list-style-type: none"> <li>Ascertain the rate of employees with high stress (February)</li> <li>Consultations provide by industrial physicians to interested employees (February to April)</li> <li>Ascertain health risk rates by department (April)</li> <li>Implement workplace analysis and feedback (May)</li> </ul>

## Activity Results

### Regular Health Checks

Regular health checks for employees at Casio are more thorough than legally mandated: they include many additional items intended to help employees maintain their health and to prevent lifestyle-related diseases. Nearly 100% of employees come for the health checks every year. The mobile health check clinic equipped with digital high-resolution X-ray equipment visits worksites for regular health checks of younger employees. Employees 35 and older have their regular health checks at a hospital rather than in the mobile clinic, and for the gastric examination, employees can choose between high-resolution X-ray and endoscope. Employees 40 and older can opt to receive a full medical checkup. The rules for follow-up are also being standardized, and Casio aims to improve the follow-up implementation rate for those whose health check revealed any concerns. In addition, Casio introduced a program that rewards employees who work to improve their health by giving them points for achieving goals set in advance. This is aimed at educating individual employees about their health and encouraging them to make improvements. Employees on overseas assignments are also required to undergo a routine health check once a year, with an industrial physician offering guidance based on the results.

### Initiatives to Counter Lifestyle-Related Diseases



Healthy menu

In the effort to prevent lifestyle-related illnesses, Casio, together with the Casio Health Insurance Association, is promoting initiatives that focus on exercise and healthy eating. Employees who have been given special health recommendations for treatment for metabolic issues by a healthcare professional are offered support for lifestyle improvement. This is done by having the employee review their lifestyle habits and set personal goals for exercise and diet. The employee cafeterias provide healthy menu choices featuring a balance of calories and nutrition.

### Quit Smoking Campaigns

Casio is conducting quit smoking campaigns worldwide. Smoking is prohibited on the premises of all group companies in Japan and also prohibited during working hours, whether in or outside the company.

### Initiatives to Counter Infectious Diseases

Casio believes that it is important to prevent infectious diseases as part of its programs for employee health. The company provides information on infectious diseases, raises awareness, and issues reminders in its in-house bulletins, and it also began providing influenza vaccinations to those employees who wanted one in fiscal 2019. Casio also collects information disseminated by Japan's Ministry of Foreign Affairs and others on infectious disease epidemics overseas that could be relevant to people on overseas business trips and informs and alerts people posted in the countries concerned. The company provides information on vaccines and local infectious diseases (dengue fever, malaria, hepatitis, etc.) for employees who have been assigned to work overseas in the guidance carried out before a posting and works on preventative strategies.

## COVID-19 Countermeasures

Casio has introduced a telework system that enables employees to work from home earlier than originally planned, and has also set up staggered commuting times, commutes using personal cars, and the use of online meetings to reduce opportunities for direct interaction in the case of employees who must come in to work to the office or plant.

## Initiative to Prevent Working Long Hours

Casio thoroughly manages appropriate working times in order to manage employee health.

In order to prevent the damaging health, all employees that work 80 hours or more of overtime in a month must be interviewed by an industrial physician. The physician then checks the employee's health condition, and provides the person with advice and guidance. In this way, Casio is working to prevent health problems from overwork, and to ensure employees observe appropriate working hours.

## Mental Health Care Initiatives

In addition to the stress check system established in December 2015, Casio has continuously maintained a mental health education and support system for some time to support the mental health of its employees.

As part of this system, Casio Computer Co., Ltd. has initiated an e-Learning Program, a Self-Checkup, and a Stress Test by Organization for all of its employees, seeking to raise awareness of mental health issues. Specifically for the purpose of reducing the rate of mental health problems among younger employees, a Stress Management Program has been created for employees in their second year. The program includes lectures and practice exercises for improving interaction with superiors and colleagues, and it also covers communication skills and mental health issues. For those in leadership positions, a separate e-Learning Program, Mental Health Management Training, and the Manual for Managers are provided in an effort to ensure everyone understands the importance of stress management in organizations.

In addition, Casio has an in-house mental health physician and an external Mental Health and Life Hotline in place to offer employees counseling in and outside the company at all times. The external hotline has a system that allows the families of employees to get counseling as well. Further, in order to strengthen support for employees who are on leave, Casio distributes the Guide to Mental Health that can be read by employees and their families to make it easy to ascertain the processes and procedures for leave.

Similar support systems are in place at group companies in Japan, and they are providing support so that employees can work with energy and satisfaction.

## Preventing Occupational Accidents



Disaster prevention drill at the head office

Casio is committed to the goal of zero occupational injuries and operates regular safety programs with the aim of maintaining an accident-free record at all Casio work sites. In addition, each site and group company conducts fire and disaster prevention/evacuation drills.

## Occupational injuries at Casio Computer Co., Ltd. (in the last five years)

Year	Injury frequency rate <sup>*1</sup>		Injury severity rate <sup>*2</sup>		Number of work-related fatalities
	Casio	Manufacturers	Casio	Manufacturers	Casio
2015	0	1.06	0	0.06	0
2016	0.39	1.15	0	0.07	0
2017	0	1.02	0	0.08	0
2018	0	1.20	0	0.10	0
2019	0.60	1.20	0.002	0.10	0

\*1 Number of deaths and injuries, per 1 million actual cumulative working hours, resulting from occupational accidents.

\*2 Work days lost per 1,000 actual cumulative working hours; indicates accident severity

\* The term "occupational injuries" here includes injuries or illnesses (requiring at least 1 day off work) and deaths of workers in connection with the performance of their jobs.

## Number of incidents, by gender and department

	Number by gender				Number by department		
	Men	Women	Total	Of which, number of worker days off	Headquarters	Development department	Sales office
2015	5	5	10	0	0	0	10
2016	6	8	14	2	0	2	12
2017	3	10	13	0	2	1	10
2018	5	3	8	0	3	1	4
2019	3	6	9	1	1	0	8

# Respect for Human Rights

## Considering Human Rights in Corporate Activities

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### Checking for Human Rights Issues

Casio has been taking stock of human rights issues since 2012, using ISO 26000 as a guide. In order to strengthen its due diligence, Casio sought the advice of experts and, in February 2014, created its own tool for checking the status of human rights, taking the Danish Institute for Human Rights' Human Rights Compliance Assessment Quick Check as a reference. Casio will use the new tool to make effective assessments and conduct education relating to human rights. Using the tool, Casio took stock of the status of initiatives addressing human rights issues at Casio Computer Co., Ltd. and at group companies in and outside Japan in fiscal 2015. The secretariat performed issue analysis based on the gathered data, and the results were provided as feedback to the group companies. Since fiscal 2017, Casio has been checking for human rights issues, alternating year by year between checking all group production companies, and checking Casio Computer Co., Ltd. and all group sales companies. In fiscal 2019, a human rights checkup was conducted at eight group production companies and feedback was provided by the secretariat.

In June 2020, human rights checkups were conducted at 27 group sales companies in and outside Japan. Going forward, each site will make improvements based on the feedback by applying the PDCA cycle, in order to enhance human rights due diligence throughout the group.

### Education and Awareness-Raising

Casio regularly provides internal education for Casio Computer Co., Ltd. and group companies in and outside Japan in order to spread awareness about respect for human rights.

Casio Computer Co., Ltd. and group companies in Japan held the Sustainability Leaders Meeting, which was attended by about 100 employees, in June 2019. Tomoko Shiroki, Managing Director of the certified NPO ACE was invited to give a lecture on business and human rights and conduct a workshop.

The Sustainability Leaders who participated in this meeting are feeding the content back to their respective departments in an effort to spread awareness and understanding of the issue.

### Preventing Sexual Harassment and Power Harassment

Casio has stipulated in the Casio Group Code of Conduct that it will not engage in any acts that ignore individuality, and will not countenance sexual harassment and power harassment. The company has issued Guidelines to Prevent Sexual Harassment and established a hotline. A full-time hotline officer is available to respond to issues raised by telephone, fax, e-mail and postal mail, demonstrating Casio's determination to prevent harassment and quickly address any issues which arise. Moreover, in its employment regulations and disciplinary rules, Casio has specified that persons who commit sexual harassment or power harassment will be subject to discipline. Awareness of preventing harassment is especially stressed in training sessions for managers.

## Establishment of Employee Hotline

Casio has established a special hotline on the company's intranet for employee concerns and inquiries on corporate culture, human relations, pay and working conditions. Additionally, the Whistleblower Hotline provides consultation about and responds to reports of human rights infringements.

> [Whistleblower Hotline](#)

# Social Contribution Activities

## Management

### Social Background

As a corporate group that operates businesses both in and outside of Japan, Casio recognizes that meeting the expectations of local communities and building good relationships are essential for Casio to sustain its business at each site.



### Risks and Opportunities for the Casio Group

Casio believes that it can contribute to sustainability in society, while also increasing the trust of stakeholders, by meeting the expectations of local communities.

### Policy

Casio's social contribution initiatives aim to help build a healthy, spiritually rich society. The five priority areas are education of the next generation, study and research, environmental conservation, community service, and culture and arts.

Casio takes a proactive approach to these initiatives, seeking to communicate with various stakeholders in order to determine how it can be most helpful as a good corporate citizen. In this process, Casio seeks to make innovative social contributions, leveraging its unique expertise and management resources as well as the broad range of knowledge and experience possessed by its employees.



### System

Casio promotes community-based social contribution activities focused on the ESG and General Affairs Department while collaborating with related departments and group companies inside and outside Japan in accordance with the company's policy on social contribution activities.

## Activity Results

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### Raising up the next generation

#### Contributing to education through the core business

Casio's GAKUHAN initiative, which is a core driver of the scientific calculator business and an original business model developed by Casio, is designed to help schools and teachers provide better education by giving them support. Casio's scientific calculators account for more than half of the global market. With the objective of providing better math education around the world, Casio customizes calculator functions that are tailored to educational needs in each country. Casio provides calculators that are customized so that the mathematical terms (in the local language) match the country's textbooks and also match the mathematics curriculum in each country. Casio also gives teachers ongoing instruction on how to use the scientific calculators even after the products are sold. In addition, Casio helps to raise the academic strengths of students by proposing math curricula and developing educational materials, then holding trial classes in which students use scientific calculators and verify their benefits.

GAKUHAN activities have so far been conducted through cooperation with the education ministries and teachers in each country concerned. However, Casio is also promoting initiatives in collaboration with university research institutions and NPOs.



GAKUHAN conference with invited participants from the education ministries of various countries and key persons from education circles

## Invention Ideas Workshop Helps Elementary School Students to Think Up Useful Inventions

Since 2017, developers at Casio Computer Co., Ltd. have been serving as instructors for the Invention Ideas Workshop for elementary school children to have fun while thinking up an invention that is useful for someone. The Kashio Toshio Memorial Foundation launched the workshop in 2017, the 60th anniversary of the establishment of Casio Computer Co., Ltd., in order to convey the commitment to contribute to society by creating inventions of Toshio Kashio, one of Casio Computer's founders who came up with numerous inventions. A team of developers from Casio Computer, including G-SHOCK developer Kikuo Ibe, served as instructors and got children to think up ideas for "watches that are useful for someone." After introducing the G-SHOCK development story and doing some mental exercises as preparation for thinking outside the box, the instructors and staff got children to come up with ideas while chatting with them.

The children came up with fun ideas at each of the workshops, including a watch that wakes you up with a light instead of an alarm when you oversleep, a watch that sucks up mice within a 100m radius, a watch that becomes an innertube if you start to sink underwater, a watch that knows your health, and a watch that can help you with your homework when you don't know what to do.

In fiscal 2020 the touring workshop visited five elementary schools across Japan, and a total of 158 pupils. All of the participants received a Hatsumeika no Tamago ("Inventor of the Future") certificate from the staff to take home together with their work.



Workshop



Presentation of ideas

## Participation as a theme sponsor in Mono-Coto Innovation 2019

Casio Computer Co., Ltd. participated as a theme sponsor in Mono-Coto Innovation 2019, sponsored by Curio School Co., Ltd. Collaborating on the event were Casio's Design Division and Casio's Consumer Product Development Division, which is in charge of label printers. (The division names are as of the time of the event.) This is a participatory program that brings together talented junior high and high school students from around the country to work on teams to compete in solving an issue proposed by companies.

This program helped these Generation Z students become familiar with the Casio brand and recognize Casio as a company that grapples with problems with the same mindset as Generation Z. They saw that Casio earnestly worked to solve their issues in the four months from the preliminary competition to the finals, experiencing the fun and difficulties involved in making things.

The young designers and engineers who worked with the students were also stimulated by the concepts and ideas that the younger generation came up with so flexibly. Casio's involvement with this program was also reported in various media, making this a good opportunity for the public to learn about Casio's commitment to "Creativity and Contribution."

This year's group came in second place with their work on the theme of "things that make everyday actions more exciting," but the program didn't end there. Casio plans to create prototypes and test the team's proposals in the hope that they will address future needs.



Working on development with the Casio employee team



High school student team and Casio mentor team

## Calculator Disassembly and Reassembly Workshops at Kids' Events

With a desire to convey the excitement of product creation to children, the leaders of tomorrow, Casio Computer Co., Ltd. has been involved in kids' events since 2014. These events are sponsored by the Mainichi Shimbun, Mainichi Media Cafe, and Mainichi Elementary School Newspaper. At the recent events held in August 2019, a Casio employee held a calculator disassembly and reassembly workshop under the theme of "Secrets of the Calculator." About 60 children participated.

In this workshop, the children took apart actual calculators with their own hands. Then they learned to how to reassemble them, how a calculator works, and what kind of environmentally friendly features it has.



Workshop

## Supporting Key Person 21

Key Person 21 is a certified non-profit organization for youth career education. It promotes activities to bring out the potential in each child and nurture their ability to choose a future that suits them. As a company that focuses on educating the next generation and promoting educational initiatives, Casio shares the mission of Key Person 21, and so began supporting the organization.

In fiscal 2020, Casio participated in the organization's career education program conducted at four elementary and junior high schools in Shibuya, Tokyo, near the head office of Casio Computer Co., Ltd. A total of 53 employees visited classrooms and engaged with the students. In addition, as a new initiative, Casio held meetings with other companies that also support Key Person 21 to exchange views, and 21 people participated.



## Industry-academia partnership with Musashino Art University

Casio began an industry-academia partnership project with Musashino Art University in fiscal 2018 to support foreign students in their Japanese language studies.

In fiscal 2019, the project, which aims to get the word out about the many cultures coexisting in Japan, got underway with interviews conducted by university students of organizations active on the front lines. The students are supervised by Jumpei Miyo, Associate Professor of Japanese Applied Linguistics, and Shinichi Yonetoku, Professor of Moving Images, and a Casio employee works with the student project team as a mentor. They worked closely with an employment agency that connects Japanese companies and foreign students, a foreigner support organization in which parents and their children participate, and a Japanese language school at which students learn Japanese and IT skills at the same time. The interviews, conducted from the students' unique perspective, were recorded on video.

In February 2019, the results were presented at Musashino Art University's Design Lounge (Akasaka, Minato-ku), where students gave their presentations and shared documentary films to representatives from 25 organizations, including The Society for Teaching Japanese as a Foreign Language, publishing companies, Japanese language schools, and the university.

Casio values the efforts of non-Japanese to learn the Japanese language, and the company will continue to support Japanese language education through this kind of industry-academic collaboration.



## My Dream Backpack Program

Casio (China) Co., Ltd. began a charitable activity called “My Dream Backpack” in order to support the education of impoverished children in rural areas in September 2014.

The activity involves providing each child with a school backpack they can use every day, filled with stationery and learning materials. Useful educational equipment is also donated to each school, according to its needs. These classroom tools include Casio digital pianos, calculators, electronic dictionaries, printers, short-focus data projectors, and digital cameras.

Donations in fiscal 2020

- Two elementary schools in Fujian and Guangxi Provinces



## Co-sponsorship of education contest

Casio (China) Co., Ltd. provides support for efforts to train the next generation of human resources by co-sponsoring an education contest.



Thirty-sixth All-China Physics Contest



Twelves Shanghai International Studies University Casio Cup Speech Contest for Chinese university and graduate students in the Japanese language department



Tenth National High School Student Speech Contest



Thirty-third Chinese Chemistry Olympiad

## Study and Research

### Support for the Casio Science Promotion Foundation

Casio is contributing to the development of science and technology by supporting the Casio Science Promotion Foundation.

#### About the Foundation

The Casio Science Promotion Foundation was established in 1982 by the four Kashio brothers and the former chairman, Shigeru Kashio.

The Foundation provides research grants with the principle objective of fostering pioneering and creative research in the early stages by young researchers who are persevering with challenging research on limited funding. This is based on the philosophy that advanced R&D should be promoted in various fields, in order to fulfill the Foundation's mission of helping Japan contribute to the world as a nation of advanced technology.

The Foundation provides grants in a wide range of scientific fields—from cutting-edge device research in electronic and mechanical engineering to natural sciences related to telecommunications, AI, IoT, environmental electronics, health, sports, and health engineering—as well as in the cultural sciences including human resources development, human behavior and information and communication technology (ICT) in education.

Over the last 37 years, the Foundation has provided a total of about ¥1,867.49 million in 1,418 grants.



The 37th grant presentation ceremony (fiscal 2020)

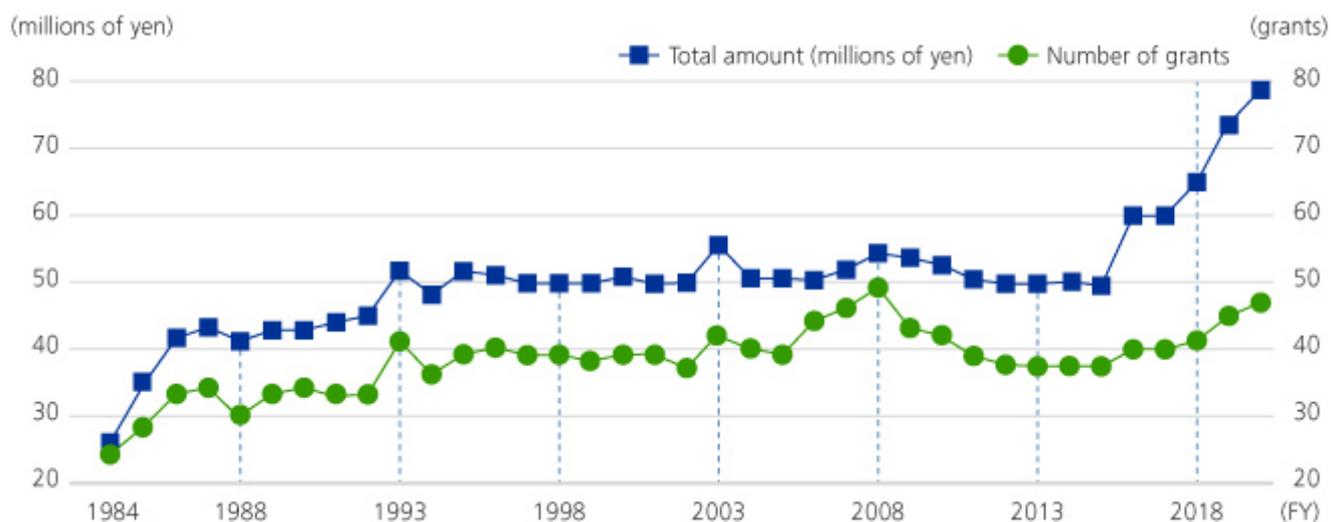
## Grants in fiscal 2020

Adding to its existing 22 basic categories in six fields, the Foundation established a special topic (research aimed at problem-solving on the subject of the global environment) considered to be important based on changes in the global environment over the past few years.

After asking 208 universities to submit research topic proposals, 244 proposals were received from 94 universities. Based on a rigorous selection process, a total of 78.85 million yen in grants was awarded to 47 different proposals. More than 90% of the grant recipients are in their thirties or forties, and many young researchers representing the promise of the next generation attended the grant presentation ceremony held in December 6, 2019.

Special topic	8 grants	40.0 million yen
Group A (Electronics and Mechanical Engineering)	23 grants	22.90 million yen
Group B (Medicine and Physiology)	8 grants	8.0 million yen
Group C (Humanities)	8 grants	7.95 million yen

## Grants from the Casio Science Promotion Foundation



\* 2019: 47 grants, 78.85 million yen

## Message from a grant recipient

Our research is intended to empirically and quantitatively identify the impact that decarbonization would have on industry and the economy. Many Japanese industries use large amounts of energy in the manufacturing process. What would the future of these industries look like if we removed carbon from this? That is the issue we are interested in pursuing in our research. Our research is divided into two parts. In the first part, we use a macro-econometric model. This is joint research carried out with Meijo University's Professor Soocheol Lee and Cambridge Econometrics, founded as a commercial spin-off from the University of Cambridge. We will simulate the impact on the Japanese economy and industries if CO<sub>2</sub> were to be dramatically reduced to achieve decarbonization.

The second part is joint research with a young researcher named Ikuma Kurita. Using data on individual companies, we will empirically confirm whether the profitability of companies who are seriously working to reduce their environmental impact is higher or lower than the profitability of companies who are not engaging in this effort. We will primarily use data sets with information on companies in developed countries.

We aspire to identify a way in which decarbonization can be balanced with economic and industrial development, and that will keep us dedicated to our daily research. The research grant we have received for this research is a great motivator, and we are very grateful for this opportunity

Toru Morotomi  
Professor, Graduate School of Global Environmental Studies and  
Graduate School of Economics, Kyoto University



## Environmental Conservation

### Leveraging products for environmental conservation

Casio supports the activities of environmental conservation groups by collaborating with them to develop and sell special-themed product models.



ICERC Japan



Earthwatch Japan



Aqua Planet



Wildlife Promising

The Nature Conservation Society of Japan

For more information, see the Living in [> Harmony with Nature section](#).

## Adopting tulips and Ohga lotus plants

Hamura City, located in Tokyo, is promoting cultivation of tulips and other plants as an effort to preserve fallow rice fields and to make effective use of rice fields after their crops have been harvested. As part of its social contribution, Casio has been a foster-sponsor for the tulips and for Ohga lotus plants since 2004.

A number of varieties bloom in the greatest tulip field in the Kanto region, which is planted with approximately 400,000 bulbs in roughly 23,000m<sup>2</sup> of rice fields, and many tourists visit the tulip festival held in April each year.

Casio became the owner of about 500m<sup>2</sup> of one 1,000m<sup>2</sup> paddy field and helps to cultivate the Ohga lotus. The descendants of local farmers in Hamura city cultivate the Ohga lotus in fallow rice fields, and the flowers bloom from mid-July through to mid-August. The Ohga lotus plant is an ancient form of lotus from the Yayoi Period (about 2,000 years ago) discovered in the Kemigawa ruins in Chiba Prefecture under the guidance of the late Dr. Ichiro Oga in 1951.



## Gift of mercury measurement devices to Myanmar through UNEP

In February 2020, Casio donated mercury measurement devices to Myanmar through the Japan Association for the United Nations Environment Programme (UNEP).

In Myanmar, an estimated 170,000 mineworkers use toxic mercury to refine gold dust. Breathing in the mercury vapors that burn off in the process and eating fish contaminated with mercury can cause very serious health problems.

2020 is the deadline for the phase-out of the manufacture, import and export of many products that contain mercury, stipulated in the Minamata Convention on Mercury. As the manufacturer that developed the world's first mercury-free projector, Casio donated high-performance mercury measurement devices to Myanmar's Ministry of Natural Resources and Environmental Conservation (MONREC), which UNEP supports. In this way, Casio supported the reduction and elimination of the use of mercury at gold digging sites, which is an effort that MONREC pursues. Kakuko Nagatani-Yoshida, the Regional Coordinator for Chemicals, Waste and Air Quality at UNEP's Asia and Pacific Office, stated that "Casio has made a major contribution to the monitoring of mercury in Myanmar and its ability to detect mercury." Hla Maung Thein, the Director General of MONREC's Environmental Conservation Department, expressed his gratitude, saying "These mercury measurement devices improve the quality of activities not only at sites contaminated with mercury in Myanmar, but for the environmental conservation sector overall."



Casio presents the document to UNEP



UNEP donates mercury measurement devices to Myanmar

## Community Service

### Support for Cherry Marathon in Higashine City

Yamagata Casio has been supporting the Cherry Marathon in Higashine City since 2004. The company's intention is to become an enterprise that is appreciated by the local residents not only for its corporate activities, but also for its contribution to the local community and Higashine City.

At the 18th annual marathon held in 2019, many Casio employee runners and about 30 water station volunteers participated in the event. In order to forge even deeper relationships of cooperation and trust with local residents, the company will continue to actively promote this kind of community contribution activity.



Casio employees volunteering at a water station

## Culture and the Arts

By sponsoring symphony orchestras and cultural facilities, Casio provides people with opportunities to feel delight and deep emotion and promotes the development of culture and the arts.

- Sponsorship of the NHK Symphony Orchestra
- Sponsorship of the Tokyo Philharmonic Orchestra

### Helping to resolve social issues with Ittan Partner

Ittan Partner is a project in Japan organized by the Agriculture and Welfare National Council of the Shizensaibai Party that encourages corporations to support rice cultivation at a welfare center for one season. The project supports welfare centers with their projects to convert abandoned farming land into rice paddies and to work with people with disabilities on the land to grow rice using natural cultivation (shizensaibai) without agricultural chemicals and chemical fertilizers. Then, corporations buy the rice harvested from one tenth of a hectare (ittan) for a set price regardless of the yield. The aims are to combine job satisfaction and increase income (to support financial independence) for people with disabilities, revitalize abandoned farming land, and provide safe food.

Endorsing the aims of the project, Casio has been supporting two tenths of a hectare's worth of rice per year since 2017. As a part of its educational programs, the company also recruited volunteers to work with people using the welfare center to carry out rice planting in spring and harvesting in autumn. A total of 162 employees and family members took part. The employees who took part had impactful experiences as they actually communicated with people with disabilities. This is expected to lead to new perspectives and learning that cannot be obtained through everyday life and work.

Along with Ittan Partner, in addition to contributing to solving the social issue that is the aim of the project, Casio hopes that the awareness and learning of these employees will promote understanding of people with disabilities and lead to new projects, products and services designed to solve social issues. Harvested rice was provided in employee cafeterias to spread awareness of this activity within the company and also given to three children's cafeterias close to Casio headquarters.



Planting rice



Harvesting rice in a team with everyone from the welfare center



Harvested rice provided in employee cafeteria

## Supporting and participating in Respite Trip organized by Oyako Haneyasume

The non-profit organization Oyako Haneyasume provides support for children with serious diseases or disabilities and their families in Japan. It runs a program (Respite Trip) to support family travel under which a third party provides temporary substitute care so that families who are usually swamped providing nursing care can take a short break. Casio began volunteer participation in the Respite Trip in fiscal 2017, and a total of 33 employees volunteered through fiscal 2020, including in the Sibling Camp. Casio has provided full-scale support, including donations, as the first corporate sponsor, since fiscal 2018.

Three families were invited to the Respite Trip held in August 2019, and four employee volunteers took part. (For the first time, one Casio employee family was invited.) Casio will continue to provide support for this program, which creates time and space to completely relax for children and families who need to recuperate, as a valuable activity that fulfills the SDG pledge to “leave no one behind.”



## Product disassembly and separation work contracted to a welfare workspace

Aiming to be a company that is good for people and environmentally friendly, Casio Business Service Co., Ltd., has contracted disassembly and separation work of Casio products to a welfare workspace operated by a social welfare corporation as part of its recycling initiatives in product disposal since 2000. Recently, the workspace has been disassembling and separating mainly used tape cartridges and ink ribbon cassettes collected at Casio Eco Stations. At the welfare workspace, which enrolls persons with disabilities, most of the work is light work such as making bags and presentation boxes and folding leaflets.

Work such as disassembly and separation increases their concentration and ability to keep going on a task, which also gives the workers a high sense of fulfillment on the job. This initiative is considered to support the independence of workers through social education and the acquisition of morals and rules. As part of its CSR initiatives, Casio Business Service will continue contracting out this work to help support the independence of workers.

Disassembly and separation of tape cartridges and ink ribbon cassettes



### Supporting bread and dessert sales by Hope Employment Center Shibuya's Shibuya Marufuku

Since October 2014, staff from Hope Employment Center Shibuya's Shibuya Marufuku, which is located in Shibuya-ku Tokyo, have been visiting the headquarters of Casio Computer Co., Ltd., to sell bread and desserts once or twice each month. The proceeds help support the independence of people with disabilities.

Hope Employment Center Shibuya's Shibuya Marufuku is a support site for steady employment run by the non-profit Hope Worldwide Japan, which provides vocational training opportunities and employment to people with disabilities. Under the philosophy of "happy workers create happy customers," the center makes and sells delicious and heartwarming handmade breads and desserts. The people participating at the center are working towards their respective goals.

The visiting bake sales are very popular with Casio employees, and the company will keep supporting the center.



Bake sale table

## Support for People's Hope Japan

People's Hope Japan is an NGO involved in international cooperation. It provides support for activities focused on educating people in developing Asian countries about insurance and healthcare. As a company that supports the organization's mission, Casio has been corporate sponsor since 2006.

## Assistance for disaster victims

### ●Supporting victims of the Great East Japan Earthquake

#### Donation to Tsunami Orphans

In order to assist orphans who lost their parents in the 2011 Great East Japan Earthquake, Casio has been donating to the Ashinaga Great East Japan Earthquake & Tsunami Orphans Fundraising Campaign since fiscal 2012. In fiscal 2020, Casio donated 2 million yen, as it did the previous year (accumulated total: 21 million yen). Casio plans to continue to donate to the campaign through 2021.

## Supporting the Sanriku Volunteer Divers

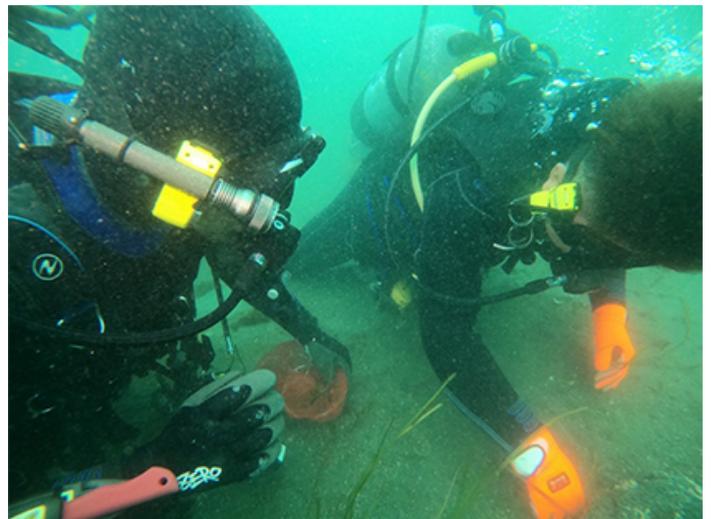
Yamagata Casio Co., Ltd. supported the activities of the Sanriku Volunteer Divers, providing four sets of Logosease underwater communication equipment and one set of terrestrial equipment to enable communication between the land and water.

Sanriku Volunteer Divers is a non-profit organization that conducts activities aimed at restoring the Sanriku coast, which was damaged by the Great East Japan Earthquake. The group strives for restoration in the true sense, ranging from work to remove debris such as ropes from aquaculture facilities damaged by the tsunami through the release of abalone spats, surveys of rocky shore denudation, transplant of eelgrass, mother algae installation and creating mechanisms to restore delivery of seafood to consumers.

Hiroshi Sato, the group's representative, commented, "Our hands are often full when we work in the water, like when we are replanting seaweed beds, and Logosease is really helpful since it enables us to talk directly without having to write."



Logosease



Logosease supports the underwater work of Sanriku Volunteer Divers  
(transplant of eelgrass)

### ●Support for relief and recovery from the typhoon no. 19 of 2019 in Japan

Casio donated funds as described below to support relief for the victims of the typhoon no. 19 in 2019 and to help with the reconstruction of the affected areas. The company also provided matching funds for any donations made by employees.

1. Support donation: 5 million yen

Donated to Japan Platform, an emergency humanitarian aid organization

2. Relief donation: About 2.69 million yen (about 1.19 million yen in donations from employees and 1.5 million yen in contributions from Casio Computer Co., Ltd.)

Donated to Japanese Red Cross Society

### ●Support for COVID-19 pandemic

Casio carried out the following activities to help end the COVID-19 pandemic as soon as possible and restore social and economic activity.

- Donation of 1 million yuan to the Red Cross Society of China (about 15 million yen)
- Support grant given to medical sites
- Free online services for scientific calculators
- Pledged support for the Open COVID-19 Declaration