

Stakeholder Dialogue

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Amid rapid globalization, the theme of human rights is attracting closer attention as a key element of corporate social responsibility.

Casio invited outside experts to speak at its stakeholder dialogue event on the topic of "What Should the Casio Group's Action Plan for the Future Be?"



How to Deal with Human Rights Problems

Makoto Teranaka gave a talk on corporate activities and human rights. He was then joined by Kaori Kuroda, and they responded to questions and comments from the audience. The dialogue event covered the following three themes: (1) how to address human rights issues; (2) criteria for determining such issues; and (3) human rights problems of employees including hiring of foreign workers. The following are summaries of the points they made.



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Two Experts on CSR

Handling Conflicts in Good Faith (Makoto Teranaka)

I think the most important thing when dealing with a problem is determining how to deal with the conflict in good faith. You must listen to what the other party is saying, and try to resolve the problem together. Companies that are unable to do this cannot survive.

In regard to the problem of employee overtime work, which is particularly significant in China, like in other countries, you have to look into the local context. You must then create a better management system by taking the local environment into consideration. Japanese companies should put more effort into this field.

Although not well understood in Japan, allowing hiring conditions to differ on the basis of nationality is clearly discrimination under international law. The problem of discrimination against foreign workers must first be recognized, among other issues.



Makoto Teranaka
Visiting Professor,
Tokyo Keizai University
Former Executive Director,
Amnesty International Japan

CSR Policies for Globalization (Kaori Kuroda)

The first and most important thing is to carry out due diligence based on a full understanding that the activities of your company may lead to human rights violation. Taking measures once a problem has occurred usually leads to other mistakes and difficulties. It is important to actually visit the site where the problem occurred and grasp the situation precisely. Overtime work can sometimes happen when the interests of employees wanting to work coincide with those of a company wanting long hours of labor. In such conditions, there have been cases in which long working hours have been improved by taking steps to create more supportive workplaces together with employees, in addition to implementing delivery adjustments and training in human resource management. Today it is necessary to take measures based on consideration of diverse values, not just in product development, but also in human rights and CSR policies.



Kaori Kuroda
Co-Director, CSO Network Japan

Casio's Response to the Dialogue

While respect for human rights is an important issue for companies, it is a topic that tends to be overlooked.

It was good to approach this issue directly and to hear these persuasive speakers with extensive expertise in the field of human rights. It gave me an opportunity to reaffirm the importance of this issue.

Based on today's discussion of the degree of preparation required, and how to use the decision-making criteria once confronted with a problem, I will continue to strengthen my due diligence efforts.



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