

Social Initiatives: Action Plans and Performance

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

Management

FY2013 Targets & Plans	FY2013 Performance	Evaluation	FY2014 Targets & Plans
Promote further improvement of internal controls based on Japan's Financial Instruments and Exchange Act	Promoted stronger internal controls through activities aiming to improve management structure and the financial strength of the group overall	●	Promote further improvement of internal controls based on Japan's Financial Instruments and Exchange Act
Formulate and implement a new risk monitoring mechanism, following the end of the previous risk management and implementation cycle	Formulated and implemented a new risk monitoring mechanism for risks associated with important laws, among individual compliance risks for which measures had already been taken and mechanisms created. Performed evaluation by the CSR Committee Secretariat	○	After considering changes in the group's business environment, analyze risks relating to compliance, confirm mechanisms as indicators of risk materialization and implement measures as necessary
Shift the focus of CSR education in the Casio Group from compliance education based on Japanese law to CSR itself	Thoroughly raised compliance awareness in the Casio Group through CSR education and a compliance questionnaire	○	Based on the revised Casio Group Code of Conduct, implement CSR education with the aim of thoroughly raising CSR awareness across the entire Casio Group
Carry out comprehensive security management adapted to the changes in society and the business environment	Conducted employee education concerning the use of smart devices and social media	○	Promote continuous application of security management adapted to changes in the business Promote ongoing IT-BCP drills and education
Strengthen the linkage between risk management and business themes (measures related to better product quality, improved IT services and security)	Promoted stronger linkage with each business theme. Advanced the establishment of an IT-BCP as part of ISMS activities, in conjunction with the group-wide business continuity plan	○	
Improve operation processes and tools using ITIL and establish PDCA cycles for improvement of service quality	Promoted improvement measures for operation processes and tools using ITIL	○	

Customers

FY2013 Targets & Plans	FY2013 Performance	Evaluation	FY2014 Targets & Plans
Establishing systems that conform to safety laws and regulations	Strengthened safety inspections for new models and critical components	○	Establishing systems that conform to safety laws and regulations
Reduce quality problems by focusing on new technology	Ensured thorough reoccurrence prevention by sharing past problems	○	Reduce quality problems by focusing on new technology
Prioritize management of product quality as an integral part of overseas business expansion	Prepared overseas quality information	●	Prioritize management of product quality as an integral part of overseas business expansion
Continue to improve customer satisfaction based on implementation of after-sales customer satisfaction surveys	Began an ongoing online customer satisfaction questionnaire for customers that used Casio's repair service	○	Continue to improve customer satisfaction based on the customer satisfaction questionnaire
Update the pages about watches on the customer support website	Updated watch after-sales service content on the customer support website	△	Improve watch content on the customer support website
Strengthen feedback by improving and establishing methods for analyzing trends in the comments of dissatisfied customers	Improved methods for analyzing trends in the comments of dissatisfied customers, and promoted ongoing internal provision of customer feedback	△	Improve customer satisfaction through surveys on the quality of telephone manners of Casio and other companies, and results analysis
Expand new plant in Thailand Further diversify China concentration risk by adding more products to those for which risk is already diversified	Started operation of the new plant in Thailand, mostly according to plan Completed the first stage of risk diversification for flooding and China concentration	○	Promote further diversification of China concentration risk, by starting the second phase of the new plant in Thailand
Further clarify status of components through restructuring of production-related systems and reorganization of IPO functions	Promoted production management reform project according to plan. The systems at each site were standardized, making production site changes and allocation changes easier, while also improving operation speed, efficiency, and accuracy	○	Promote an overall approach for the ASEAN region

Suppliers

FY2013 Targets & Plans	FY2013 Performance	Evaluation	FY2014 Targets & Plans
<p>Continue to implement CSR questionnaires in and outside Japan</p> <p>Review the question categories for Japan to make the content easier for suppliers to understand and respond to</p> <p>Continue to follow up BCP surveys</p>	<p>Continued CSR questionnaires in and outside Japan (responses from 260 companies in Japan, and 159 companies in China)*Not conducted in Thailand due to the flooding there, but plan to resume in fiscal 2014</p> <p>The questionnaire in Japan was revised. Overlapping questions were eliminated, and questions on policies to avoid conflict minerals were added as a new theme.</p> <p>Companies were also asked about their BCP preparations two years after the Great East Japan Earthquake</p>	○	<p>Continue to implement CSR questionnaires in and outside Japan, including questions on policies to avoid the use of conflict minerals</p>
<p>Continue to implement inspections of CSR measures for suppliers outside Japan</p> <p>In Thailand, recommence education and inspections once operations at new plant stabilize</p>	<p>Conducted onsite inspection at 10 companies in China. Over three years, 43% of suppliers have been inspected, based on transaction scale.</p> <p>The CSR promotion project in Thailand was reorganized and activities resumed in the last half of the year.</p>	○	<p>Ensure application of PDCA management cycles for onsite inspection of CSR performance at suppliers outside Japan</p>
<p>Share expertise through model initiative presentations by suppliers that have received onsite inspections of CSR measures</p>	<p>Presented improvement cases to supplier representatives at supplier meetings in China. Shared expertise through the presentation of best practices confirmed through onsite inspections the previous year</p>	○	<p>Share various CSR performance issues with suppliers at supplier meetings (e.g., avoidance of conflict minerals in 2013)</p>

Employees

FY2013 Targets & Plans	FY2013 Performance	Evaluation	FY2014 Targets & Plans
Employ and train global human resources	<ul style="list-style-type: none"> Reconstructed the training system for employees to be posted outside Japan (established and implemented overseas site management skill training and cross-cultural management training) Established a consolidated human resources policy for overseas group companies 20% of new recruits in fiscal 2014 to be foreign students studying in Japan 	○	<ul style="list-style-type: none"> Strengthen training system for employees to be posted outside Japan (establish and implement executive training) Construct role standards for employees posted outside Japan Establish education for locally hired executives at overseas group companies Improve nationality diversity by actively employing outstanding foreign students studying in Japan
Continue activities for the advancement of female employees	<ul style="list-style-type: none"> Started a mentor system Prepared a maternity and childcare manual Held a meeting to exchange views on work-life balance (25 participants) Held a role model introduction event Improved awareness in and outside the company 	●	<p>Launch and promote a diversity project</p> <p>Female employees</p> <ul style="list-style-type: none"> Strengthen the mentor system Start women engineers meetings Match the male-female ratio for executive appointment with that for outstanding general employees <p>Non-Japanese</p>
Take action to achieve the legally mandated employment rate of persons with disabilities at group companies in Japan	<ul style="list-style-type: none"> Raised the rate from 1.64% to 1.84% for consolidated Casio Group companies in Japan Actively participated in joint interviews sponsored by employment bureaus Implemented an employee follow-up system including group companies in Japan 	○	<ul style="list-style-type: none"> Improve nationality diversity through active hiring of outstanding foreign students studying in Japan Persons with disabilities Achieve the legally mandated employment rate for consolidated group companies in Japan Maintain the employee follow-up system
Continue to provide rehiring opportunities to employees who have reached mandatory retirement age	Revised the Senior Programs at all group companies in Japan, following the revision of the Act for Stabilization of Employment of Older Persons Continued to provide fair rehiring opportunities to employees who have reached mandatory retirement age	●	<p>Seniors</p> <ul style="list-style-type: none"> Continue to provide rehiring opportunities to employees who have reached mandatory retirement age Start new initiatives to further promote active roles for seniors
Maintain percentage of eligible female employees taking childcare leave above 90%	Maintained percentage of eligible employees taking childcare leave above 90%	●	Maintain percentage of eligible employees taking childcare leave above 90%
Continue initiatives for reducing overtime work	Strengthened overtime control for management employees, and required managers exceeding 80 overtime hours to see the industrial physician	○	Establish new measures and improve activities with the aim of further reducing overtime work
Ensure referral of those with high-risk results in a regular health check to medical institutions for proper medical examinations	Thorough follow-up measures (70% implementation rate) for those with high-risk results	○	Ensure thorough follow-up measures (target 80% implementation rate) for those with high-risk results
Continue smoking-cessation support program	Created a plan to strengthen the smoking-cessation program	○	Promote the program at the Casio headquarters in Hatsudai

Local communities

FY2013 Targets & Plans	FY2013 Performance	Evaluation	FY2014 Targets & Plans
Boost nationwide roll-out of activities by continuing to promote the programs for educating the next generation	Expanded the activities to include Miyagi, Yamanashi, Nara, and Fukuoka, and provided learning opportunities to a total of 3,666 people	●	Boost nationwide roll-out of activities by continuing to promote the programs for educating the next generation
Continue to support cutting-edge science and technology research	The Casio Science Promotion Foundation provided 38 research grants for a total of 50 million yen	●	Continue to support cutting-edge science and technology research
Continue to provide assistance for victims of the Great East Japan Earthquake, with a focus on helping children orphaned by the earthquake and ensuring adequate emotional care for children and school students affected by the earthquake	Donated products to NPOs that provide emotional care for children and school students affected by the earthquake, and continued support for the Ashinaga Scholarship Society	○	Continue to provide assistance for victims of the Great East Japan Earthquake, with a focus on helping children orphaned by the earthquake and ensuring adequate emotional care for children and school students affected by the earthquake.