

Social Initiatives: Action Plans and Performance

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

Management

FY2015 Targets & Plans	FY2015 Performance	Evaluation	FY2016 Targets & Plans
Encourage the formulation of local rules at group sites outside Japan using the corruption prohibition guidance issued by Casio as a guideline.	Issued Casio Guidance on Preventing Corruption and Anti-Corruption Manual in July and October, respectively. Based on these, promoted the creation of local rules at group sites in and outside Japan.	△	Create local rules for the anti-corruption manual, focusing on group sites outside Japan as part of initiatives to prevent bribery in business dealings.
In Japan, survey the group again to ascertain the situation of compliance risk and implement monitoring. Continue to conduct CSR education with the aim of raising awareness of the Casio Group Code of Conduct.	Took inventory to ascertain risks relating to compliance, conducted monitoring according to priorities, and promoted improvements. Carried out training at group companies to promote understanding and awareness of CSR, and to ensure thorough awareness and application of the Casio Group Code of Conduct.	○	Implement training across the group, in order to ensure employees understand and are aware of compliance as well as social issues and solutions. Ascertain compliance risk conditions and implement monitoring based on priority.
Strengthen the group's information security governance and promote related safety measures.	Held investigation meetings to strengthen information security governance. Strengthened safety measures for USB memory device utilization.	○	Strengthen the group's information security governance and promote related safety measures.
Promote ongoing IT-BCP drills and education.	Promoted the relocation of important servers to external data centers.	○	Promote ongoing IT-BCP drills and education.

Customers

FY2015 Targets & Plans	FY2015 Performance	Evaluation	FY2016 Targets & Plans
Establishing systems that conform to safety laws and regulations.	Improved safety reviews for new models and important safety parts.	○	Establishing systems that conform to safety laws and regulations.
Reduce quality problems by focusing on new technology.	Prevented recurrences of problems by sharing information on past problems.	○	Reduce quality problems by focusing on new technology.
Prioritize management of product quality as an integral part of overseas business expansion.	Developed overseas quality information.	○	Prioritize management of product quality as an integral part of overseas business expansion.
Continue to improve customer satisfaction and convenience based on the customer satisfaction questionnaire.	Began operation of a new premium brand dedicated repair line and collection service. Revised the watch re-repair warranty service.	○	Continue to improve customer satisfaction and convenience based on the customer satisfaction questionnaire.
Establish a technical support center in Dubai to provide after-sales service to the Middle East and Africa.	Hired local staff at Casio Middle East in Dubai, and began support activities in the Middle East and Africa region.	○	Develop a call tracking system for customer support sites outside Japan, for sharing overseas customer feedback.
Reform the customer support center system to increase customer satisfaction and improve work.	Replaced core systems for customer support and made drastic improvements.	○	Promote the active use of customer feedback based on the new system.
Promote further diversification of China concentration risk. Move forward with the creation of systems in software.	Began producing and shipping scientific calculators and electronic dictionaries at a new third factory of Casio Thailand, to ensure even more stable supply of various items. Also strengthened local procurement in Thailand along with the production system, and promoted supplier development.	○	Create a system for stable product supply based on the promotion of measures to diversify the risk of production concentrated in China. - Global standardization of production methods - Procurement expansion in ASEAN - Expansion of internally made components

Suppliers

FY2015 Targets & Plans	FY2015 Performance	Evaluation	FY2016 Targets & Plans
<p>Continue implementing CSR questionnaires in and outside Japan. Reconsider questions on questionnaires used outside Japan. (Unify with questions used in Japan, except for those concerning laws and regulations only found outside Japan.)</p>	<p>Revised questions in the questionnaire for suppliers outside Japan, and sent out the annual questionnaires in various countries. The Japanese questionnaire was returned by 223 companies (99% response rate) and the Chinese and Thai questionnaires were returned by 283 suppliers (99% response rate).</p>	○	<p>Implement CSR performance monitoring, based on continued use of CSR questionnaires in and outside Japan.</p>
<p>Continue and expand onsite inspections of CSR performance at suppliers outside Japan. With respect to onsite audits, cover 70% of suppliers in China on a trade value basis.</p>	<p>Onsite inspections were conducted at nine companies in China. Over five years, the inspections have covered 69.4% of suppliers in China on a trade value basis. In Thailand, inspections were conducted at six companies. Despite interruptions caused by the 2011 floods, over five years the inspections have covered 58.6% of suppliers in Thailand on a trade value basis.</p>	○	<p>Continue onsite inspections outside Japan. Ensure thorough understanding of Casio's CSR policies through surveys.</p>
<p>Share issues with suppliers at supplier meetings.</p> <ul style="list-style-type: none"> • Avoidance of conflict minerals • Share CSR performance issues and know-how 	<p>Casio explained its CSR procurement policies. Issues and expertise were shared through the presentation of outstanding CSR initiative cases by representative suppliers.</p>	○	<p>Firmly establish CSR procurement throughout the supply chain, through good two-way communication at suppliers meetings.</p>

Employees

FY2015 Targets & Plans	FY2015 Performance	Evaluation	FY2016 Targets & Plans
<ul style="list-style-type: none"> • Implement measures to strengthen the global mindset of employees in Japan. (Spread awareness of the definition of global human resources by posting it on the company intranet, and provide training to company leaders designed to mimic intercultural experiences.) • Implement measures to strengthen the human resources systems at overseas group companies. (Hold global human resources meetings, and check, share, and offer guidance on revising each company's HR programs.) 	<ul style="list-style-type: none"> • Implement measures to strengthen the global mindset of employees in Japan. <ol style="list-style-type: none"> 1. Established global human resource definitions and global career paths, and introduced promotion language skills requirements. 2. Introduced overseas successor human resource registration training system (introduced global assessment training). 3. Strengthened overseas operations based on the introduction of expatriate role standards. 4. Raised employee awareness through a cross-cultural simulated experience program (provided to over 100 outstanding leaders). 5. Strengthened training for personnel prior to posting overseas. • Implement measures to strengthen the human resources systems at overseas group companies. <ol style="list-style-type: none"> 1. Held first global human resources meeting (sales companies). -> Sharing HR policies, tracking human resource issues, sharing expertise, and global HR network creation. 2. Created a system based on a policy to unify the HR policies of group companies outside Japan. -> Building HR systems in Thailand (Korat), Brazil, Singapore, and the Middle East. 3. Reconstructed local systems for information gathering and analysis outside Japan. -> Regularly obtaining truly effective data, and effective reflection in compensation, etc., based on prompt analysis. 	<p>○</p>	<p>Strengthen employee training in Japan to enable employees to perform to global standards.</p> <ol style="list-style-type: none"> 1. Strengthen skills of global human resources. 2. Penetration of expatriate role standards and implementation of role descriptions. <p>Strengthen HR system for group companies outside Japan.</p> <ol style="list-style-type: none"> 1. Hold global human resources meetings (production area). 2. Unify HR policies at group companies outside Japan (optimization of global HR policy with the regional characteristics, values, and laws of each country). 3. Reconstruct the consolidated personnel and labor cost management systems outside Japan. 4. Develop a plan for reconstruction of the consolidated HR database.
<p>Female employees</p> <ul style="list-style-type: none"> • Measure effects of reinstatement interview system. • Disseminate company-wide evaluation guidelines for persons working shorter hours. • Survey awareness related to active roles played by women. • Reconsider action plan. • In the medium term, match the ratio of male to female executive appointments with the gender ratio of all company employees. 	<p>Female employees</p> <ul style="list-style-type: none"> • Measure effects of reinstatement interview system. • Disseminate company-wide evaluation guidelines for persons working shorter hours. • Improved the mentor system. • Reconsider action plan. • In the medium term, match the ratio of male to female executive appointments with the gender ratio of all company employees. • Held a career forum for female employees. 	<p>○</p>	<p>Female employees</p> <ul style="list-style-type: none"> • Develop measures for compliance with the law to promote the career advancement of women. • In the medium term, match the ratio of male to female executive appointments with the gender ratio of all company employees.

<p>Persons with disabilities</p> <ul style="list-style-type: none"> • Achieve the legally mandated employment rate for consolidated group companies in Japan. • Expand active hiring practices. • Maintain the employee follow-up system. • Implement measures to increase understanding of persons with disabilities in the workplace. 	<p>Persons with disabilities</p> <ul style="list-style-type: none"> • Strengthened the recruitment system and hired people with mental disabilities. • Maintained consolidated employment rate for people with disabilities. • Strengthened the follow-up system. • Revised work environments for safety. • Developed a staggered working hours system for employees with disabilities. 	○	<p>Persons with disabilities</p> <ul style="list-style-type: none"> • Achieve the legally mandated employment rate for consolidated group companies in Japan. • Implement the staggered working hours system for employees with disabilities.
<p>Non-Japanese</p> <ul style="list-style-type: none"> • Respond to the needs of Muslims at company facilities. • Make self-development plan for non-Japanese employees. • Support applications for work permission. • Establish leave system for non-Japanese employees to visit their home countries. 	<p>Non-Japanese</p> <ul style="list-style-type: none"> • Interviewed non-Japanese employees. • Created a new leave system for employees to visit their home countries. • Added international signage in the cafeteria (added English translations and ingredient symbols). • Set up a prayer room. 	◐	<p>Non-Japanese</p> <ul style="list-style-type: none"> • Strengthen communication with non-Japanese employees. Communication methods with managers and colleagues.
<p>Seniors</p> <ul style="list-style-type: none"> • Continue to provide rehiring opportunities to employees who have reached mandatory retirement age • In the Second Career Working Group, make proposals regarding seniors' active contributions, and formulate and implement measures. 	<p>Seniors</p> <ul style="list-style-type: none"> • Launched the Second Career Working Group as part of diversity promotion efforts. Began investigation into measures to enable seniors to be active in the workplace. • Clarified roles at the time of senior employee appointment. • Raised awareness with senior lifestyle seminars. • Strengthened management capabilities through manager training. 	○	<p>Seniors</p> <ul style="list-style-type: none"> • Revise consolidated senior employee system. • Continue to provide rehiring opportunities to employees who have reached mandatory retirement age. • In the Second Career Working Group, make proposals regarding seniors' active contributions, and formulate and implement measures.
<p>Maintain percentage of eligible employees taking childcare leave above 90%.</p>	<p>Maintain percentage of eligible employees taking childcare leave above 90%.</p>	◐	<p>Maintain percentage of eligible employees taking childcare leave above 90%.</p>
<p>Reduce company-wide overtime work by 10%.</p>	<p>Set overtime reduction targets for each department, and implemented monitoring.</p>	◐	<p>Reduce company-wide overtime work by 10%.</p>
<p>Ensure thorough follow-up measures (target 80% implementation rate) for those with high-risk health checkup results.</p>	<p>Ensured thorough follow-up measures for those with high-risk health checkup results. Achieved implementation rate of 86% for follow-up measures.</p>	◐	<p>Ensure thorough follow-up measures (continue targeting at least 80% implementation rate) for those with high-risk health checkup results.</p>
<p>Conduct a stop smoking support program at the Hachioji R&D Center.</p>	<p>Priority given to continued implementation of the program at the Hatsudai headquarters.</p>	○	<p>Conduct a stop smoking support program at the Hachioji R&D Center.</p>

Local communities

FY2015 Targets & Plans	FY2015 Performance	Evaluation	FY2016 Targets & Plans
<p>Boost nationwide roll-out of activities by continuing to promote the programs for educating the next generation.</p>	<p>Expanded scope of activities to include Fukushima, Aichi, Osaka, and Shiga, and provided learning opportunities to a total of 18,000 people.</p>	◐	<p>Boost nationwide roll-out of activities by continuing to promote the programs for educating the next generation.</p>
<p>Continue to support cutting-edge science and technology research.</p>	<p>Presented 38 research grants totaling 49.96 million yen through the Casio Science Promotion Foundation.</p>	○	<p>Continue to support cutting-edge science and technology research.</p>