

Performance highlights

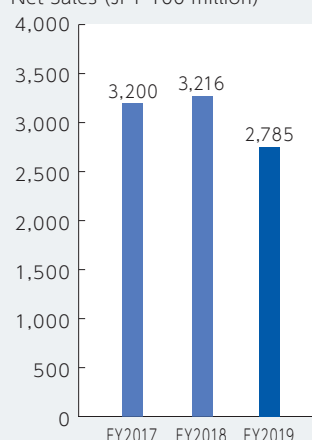
Financial performance of the CITIZEN Group

In FY 2019, the group saw signs of flat consumption due to the increase in the consumption tax despite a recovering trend that included improving employment conditions in the Japanese economy. Furthermore, the impact of the COVID-19 pandemic led to rapid slowdowns in both the domestic and international markets. Economic activity in China slowed dramatically, and a bearish trend was seen in other

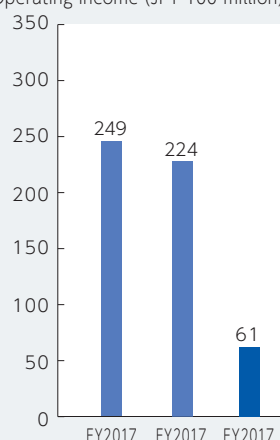
Asian markets as well. The pandemic weighted heavily on North American and European economies as uncertainty grew about prospects. As a result, net sales fell to JPY 278.5 billion and operating income dropped to JPY 6.1 billion. Ordinary income stood at JPY 7.5 billion, and net loss attributable to owners of the parent was JPY 16.6 billion.

Profitability

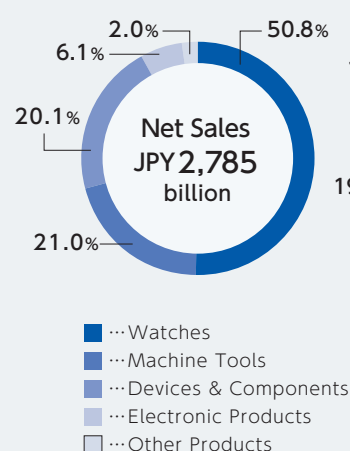
Net Sales (JPY 100 million)



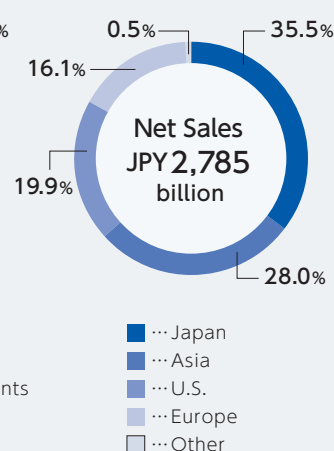
Operating income (JPY 100 million)



Net sales ratio by business segment



Net sales ratio by region



As of March 31, 2020

CITIZEN Group nonfinancial performance



CITIZEN Group Code of Conduct translated into **10** languages



The 2020 Certified Health and Productivity Management Organization Recognition Program under the large enterprise category **Recognized**



Percentage of Group employees in Japan completing e-learning on human rights: **89.4%**



Number of cases of monitoring under international environmental laws and regulations: **830**



Total number of employees participating in programs for Social Contribution Mission Program: **164**

See the CITIZEN website for other detailed CSR data <https://www.citizen.co.jp/social/data/index.html>