

Issues of sustainability and efforts to solve them

CITIZEN Group's efforts to achieve sustainability

The CITIZEN Group is making extensive efforts to solve issues concerning sustainability, such as the environment, society, and governance, and to make contributions through its business activities aimed at attaining sustainable management. In FY

2020, it made great strides in understanding and alleviating environmental burdens during business activities, strengthening engagement with customers, and raising awareness of and respect for human rights.

Understanding and alleviating environmental burdens during business activities

Issues to solve and contribute to	The CITIZEN Group is making efforts to contribute to coping with climate change, protecting the environment, and saving resources and energy by reducing the resources used and using renewable energy at its offices and plants in cooperation with its customers.
Specific efforts and topics	<ul style="list-style-type: none">▪ Eco Tree ACTION: Planting trees in accordance with simplified quantities with approval by customers of simplification of product packages.▪ Reduction in the use of paper resources through digitization of manuals for products▪ Switching over all power sources to power coming from reusable energy on an experimental basis at the Tokyo office▪ Grasping scope 3 emissions from the entire group and obtaining third-party verification

*For details of Eco Tree ACTION, visit this website: <https://www.citizen.co.jp/release/news/2020/20201023.htm>

Strengthening engagement with customers

Issues to solve and contribute to	The CITIZEN Group will contribute to the prevention of human rights violations in the supply chain and a reduction in the environmental impact by securing transparency of the supply chain through collaboration with customers and promotion of CSR procurement.
Specific efforts and topics	<ul style="list-style-type: none">▪ Holding briefings by delivering videos and conducting remote fact-finding in a bid to prevent the spread of the coronavirus▪ Starting in earnest investigations into the risks of conflict minerals▪ Being selected as the CDP supplier engagement leader

*For the selection of the carbon disclosure project (CDP) engagement leader, see "Evaluation by society" on p.21.

Raising awareness of and respect for human rights

Issues to solve and contribute to	The CITIZEN Group is tackling the solving and eradicating of human rights issues that could happen inside and outside the company, such as harassment in the workplace environment and involvement in slavery and forced and child labor using conflict minerals.
Specific efforts and topics	<ul style="list-style-type: none">▪ Taking the following actions in the Group's Human Rights Month (December):<ul style="list-style-type: none">• Implementation of panel exhibitions at all domestic group companies and four overseas companies• Providing e-learning about respect for human rights for all domestic employees• Publishing features on human rights in a company newsletter▪ Conducting investigations into human rights issues of foreign employees at domestic companies▪ Global Compact Human Rights Due Diligence subcommittee

*For details of the efforts to raise respect for human rights, visit this website <https://www.citizen.co.jp/global/csr/basic/humanrights/index.html>