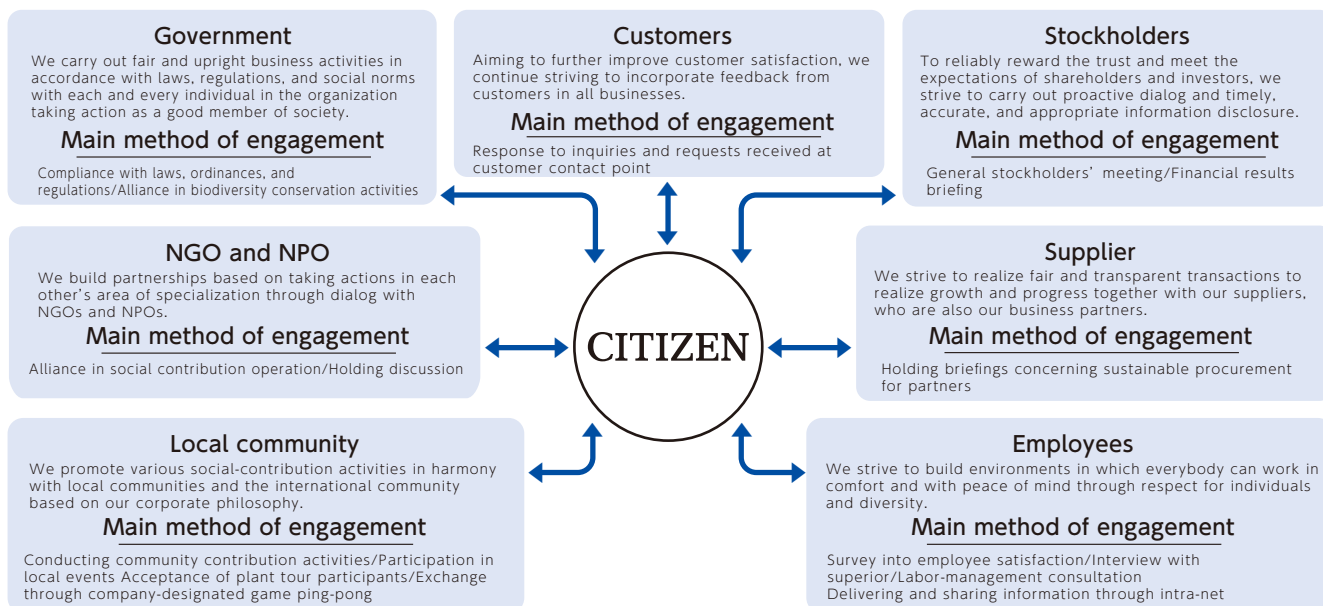


# Stakeholders of CITIZEN Group

## Engagement with stakeholders

The CITIZEN Group is conducting its business activities supported by various stakeholders. It is also in constant communication with the stakeholders in order to make its corporate philosophy, “Loved by citizens, working for

citizens,” come true. By reflecting the requests and expectations of stakeholders in its management and accurately meeting them, while gaining trust from society, the CITIZEN Group aims to become an entity that can maximize and keep providing value.



## Stakeholder engagement

In FY 2020, the CITIZEN Group placed importance on engagement with its suppliers with an eye to realizing sustainable procurement in connection with the promotion of sustainable management, which was one of the important measures of the midterm management plan for 2021 that had been launched in FY 2019. Specifically, it conducted a survey by sending SAQ, held

online briefings by distributing video, and conducted remote fact-finding (which were equivalent to auditing) due to the effect of COVID-19. In addition, engagements with the employees, such as checking the stress they go through when their work styles were forced to change by the pandemic, and sending a questionnaire to foreign employees, were also conducted.

### Examples of stakeholder engagements

\*In FY 2020, some engagements were suspended or conducted online due to the pandemic. Activities that were suspended will be resumed and implemented one by one, taking the situation of COVID-19 infection into consideration.

Stakeholder	Response/Plan	Result/Evaluation
Customers	Improvement of products and services, ensuring safety, promoting universal design principles	Conducting social campaign “New TiMe New Me”
Suppliers	Implementation of human rights due intelligence	Briefings for suppliers (distributing video), evaluation based on SAQ, evaluation based on fact-finding
NGOs and NPOs	Improving employee satisfaction, enhancing work-life balance programs, developing workplaces where employees can work with peace of mind, developing workplaces where employees can demonstrate their abilities to the maximum extent	Reinforcement of work-life balance, promoting health of employees, introduction of telecommuting, operation of flexible time system, operation of talent management system
plian	Promotion of social contribution activities in cooperation with NGOs that allow participation by employees/Holding briefings to report on the results of Social Contribution Mission Program	Holding sessions for reporting results of social contribution activities
Local community	Inviting community residents to events held on business sites, contributing to stable communities through mutual understanding, enhancing activities to contribute to local society through our businesses, improving table-tennis skills in the community	Total number of employees participating in beautification activities: 2,294; number of plant tours accepted: 8; number of watch assembly classes held: 3; donations to social contribution activities: JPY16.9 million ; Table-tennis lessons held