Citizen aims to pursue its corporate social responsibility of all employees as a "corporate group contributing to by the citizens of the world."



Editorial Policy

The aim of this publication, CSR Report 2010, is to provide all of our stakeholders with a straightforward outline of the Citizen Group's business activities and the Group's approach and initiatives in relation to its social responsibilities.

First, the report features employees from all over the world holding up cards answering the guestion "what does CSR mean to you?" This gives employees responsible for CSR a visible presence and creates a real feel for our approach to CSR, based on the participation of all employees.

The first Special Feature in this year's report looks at some of the main highlights of our activities here at the Citizen Group from 2009 to 2010. As the Citizen of the Year scheme celebrates its 20th anniversary, the second Special Feature takes a look back at the last 20 years, focusing on the scheme's significance and priorities for the future. For the rest of the report, we have tried to outline the basis of individual activities, our CSR framework and our achievements in an easy-to-understand format.

In addition to informing as many members of the public as possible about our CSR activities, this report is also aimed at providing individual Citizen Group employees with an understanding of the Group's CSR activities and sending out a message to encourage them to implement CSR as part of their

In an effort to provide details of the Citizen Group's activities in a more straightforward manner, we will be featuring extensive coverage of all areas on our website from the current fiscal year onwards. We have also reduced the number of pages in this publication and changed our disclosure methods, meaning that we will only be reporting on particularly important items relating to our activities each year from now on. For full details of the Citizen Group's CSR activities, please refer to our website (see below).

Citizen Group CSR Report online



Japanese:

http://www.citizen.co.jp/social/index.html



http://www.citizen.co.jp/english/csr/index.html

Response to Last Year's Third-Party Comments

(CSR) with the participation

and striving to be respected

We asked Citizen Group employees all over the world.

What does CSR mean to you?

We have edited this year's report with the aim of ensuring "a simple structure to encourage more people to read," as suggested by Riyako Godai in our 2009 report.

In response to encouragement from One Akiyama to clarify the flow of "planning, doing, checking and acting (PDCA)" meanwhile, we have included a table summarizing our main CSR initiatives. The suggestion that we should include "more information about overseas activities" was echoed by the results of a survey on the Citizen Group's CSR activities, which underlined the need to step up CSR activities in other countries. As such, we have positioned overseas activities as one of our major challenges for fiscal 2010.

Scope of Report

Economic and social data: 82 domestic and overseas Citizen Group companies Environmental data: 27 domestic and overseas Citizen Group companies

Period Covered

Fiscal 2009 (April 1, 2009 to March 31, 2010) Some data from fiscal 2010 is also included

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Special Feature

Citizen Group Highlights 2009-2010

Highlighting some of the main events and news at the Citizen Group from 2009 to 2010



20th Anniversary of Citizen of the Year

Looking back over 20 years of continued recognition for inspirational members of the community



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Guidelines Referenced

Sustainability Reporting Guidelines 2006 (GRI)

Environmental Reporting Guidelines 2007 (Ministry of the Environment, Japan) Environmental Accounting Guidelines 2005 (Ministry of the Environment, Japan)

Date of Publication

June 2010 (Previous report: June 2009 / Next report: June 2011)

Disclaimer

This CSR report includes future projections based on the information available when the report was written. The actual results of activities documented may differ from such future projections.



Photo of the critically endangered Shijimiaeoides Divinus butterfly, a species that members of staff from Citizen Finetech Miyota Co., Ltd. are helping to protect through preservation activities

See page 25 for full details

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