

# Citizen aims to pursue its corporate social responsibility “corporate group contributing to and striving to

We asked Citizen Group employees all over

# (CSR) with the participation of all employees as a be respected by the citizens of the world.”

the world.What does CSR mean to you?



An English translation of this message is available in the online edition of the Citizen Group CSR Report.

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## **SPECIAL FEATURE** The Citizen Group's CSR initiatives across the globe

Reviewing the history of the Citizen Group's CSR initiatives across the globe and showcasing its ongoing activities in different parts of the world .....

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### | Participating in the UN Global Compact |

Having signed up to the United Nations Global Compact in April 2005, the Citizen Group as a whole strives to uphold, respect and put into practice the Ten Principles outlined therein. We have set out specific guidelines based on the spirit of the Global Compact in the form of our Guidelines for the Implementation of the Citizen Group Code of Conduct and will make every effort to rigorously enforce the spirit of the Global Compact in the future.

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### Front cover



### Assistance at an environmental workshop - CITIZEN HOLDINGS

Citizen Holdings Co., Ltd. offered cooperation and assistance to an event held at the Tanashi Forest of the University of Tokyo, located in the city of Nishitokyo. Titled “The Arts of the Forest & the Sea – Welcome to the Small Universe of Insects,” the event provided participating children of employees of Tokyo Works with an opportunity to think about biodiversity through creatures close to them.

## Editorial Policy

The aim of this publication, CSR Report 2011, 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 question “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 Special Feature reviews the Citizen Group's past CSR initiatives in its business activities and showcase CSR activities currently underway on a global scale.

Although designed to make the Citizen Group's CSR activities known to the general public, this report also serves as a guide for every employee in the Group, to help them understand and carry out CSR activities.

To provide details of the Citizen Group's activities in a more straightforward manner, we have since last fiscal year been offering this publication as a digest while featuring extensive details of all our initiatives on our website.

For full details of the Citizen Group's CSR activities, please refer to our website (see the URLs on the right).

### Response to Last Year's Third-Party Comments

In fiscal 2010, One Akiyama remarked that she hoped to see the Group, as a global enterprise, stepping up its overseas initiatives as quickly as possible, not least in the interests of risk management. In response, this report has a special feature on our international CSR activities, presents some of our CSR activities outside Japan and provides an in-depth coverage of risk management efforts. Ms. Akiyama also commented that she wanted to see some more in-depth evidence of the results of schemes and initiatives aimed at creating an environment in which employees can put their skills to the best possible use, rather than just the basic details, to learn how schemes were used and whether they helped increase levels of pride and motivation amongst employees and to see more feedback from employees themselves. This year's report has more pages featuring employees to show specific examples of our initiatives.

### Citizen Group CSR Report online

**Japanese:**  
<http://www.citizen.co.jp/social/index.html>

**English:**  
<http://www.citizen.co.jp/english/csr/index.html>

### Organizations covered in the report

**Economic and social data:** 85 domestic and overseas Citizen Group companies  
**Environmental data:** 31 domestic and overseas Citizen Group companies

### Period covered by the report

Fiscal 2010 (April 1, 2010 to March 31, 2011)  
Some data from fiscal 2011 is also included.

### 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 2011 (Previous report: June 2010 / Next report: June 2012)

**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.