Corporate Philosophy

"Contributing to and striving to be respected by the citizens of the world"



Editorial Policy

This publication is intended to convey to stakeholders the Citizen Group's basic approach to corporate social responsibility (CSR), as well as its CSR-related activities during fiscal 2014, the year ended March 31, 2015. The Citizen Group understands CSR to mean conducting business in accordance with its corporate philosophy of "Contributing to and striving to be respected by the citizens of the world."

In fiscal 2014, the second year of the "Citizen Global Plan 2018" medium-term management plan, we clarified the Citizen Group value creation framework anew. In this document, we will introduce our CSR activities focused on reinforcing the foundations for achieving our growth strategies. We hope to help our readers understand the invisible values that the Citizen Group has cultivated since the time of its establishment.



Cover image: The Cal. 0910 movement used in "The CITIZEN Automatic"



Citizen Holdings CSR Site

The site provides the same content as this publication as well as other comprehensive CSR information. http://www.citizen.co.jp/global/social/index.html

Date of Publication

June 2015 (Previous report: June 2014/Next report: June 2016)

Guidelines Referenced

Sustainability Reporting Guidelines 2006 (GRI) Environmental Reporting Guidelines 2012 (Ministry of the Environment, Japan) Environmental Accounting Guidelines 2005 (Ministry of the Environment, Japan)

Disclaimer

This publication 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.

Organizations Covered in the Report

Economic and social data: 28 domestic and 74 overseas companies (total 102) Environmental data: 32 domestic and 16 overseas companies (total 48)

Period Covered by the Report

Fiscal 2014 (April 1, 2014 to March 31, 2015) Some data from fiscal 2015 is also included.

Contents

- 01 Corporate Philosophy / Editorial Policy
- 03 Corporate Profile
- 04 State of Progress on the Medium-Term Management Plan
- 05 Message from the Management
- 07 Brand Strategy in the Watches and Clocks Business
- 09 Citizen Group Value Creation

The Citizen Group Value-Creation Process ——
(as a true manufacture d'horlogerie)

- (01) Research & Development, Design
- (02) Manufacture
- (03) Sales and Follow-up Services
- 17 CSR at the Citizen Group
- 19 Report on Activities Aligned with ISO 26000

Consumer Issues

- 20 Fair Business Practices
- 21 Environment
- 23 Labor Practices
- 24 Human Rights
- 25 Community Participation and Development
- 27 Organizational Governance

Corporate Governance

Risk Management

Compliance

- 31 Data (Environment / Employees)
- 32 Third-Party Comments /
 Response to Third-Party Comments