



Corporate Philosophy

“Contributing to and striving to be respected by the citizens of the world”

Editorial Policy

The Citizen Group publishes a CSR report to convey to stakeholders the CSR initiatives in which it engages.

As a special feature, the *Citizen Group CSR Report 2016* introduces the value creation process of the entire Citizen Group. The report focuses on the value the Citizen Group provides to customers, society, and employees through its business and explains efforts the Citizen Group is making to realize the development of a sustainable society.

Furthermore, centered on reporting in accordance with ISO 26000, the Data section includes targets and results of environmental management activities as well as fiscal 2015 data for each management indicator. Also, the Citizen Group's CSR activities are posted in a comprehensive manner on the Citizen Holdings CSR site. In particular, the site provides details of the various social contribution activities the Citizen Group is undertaking.



Cover: Citizen Museum

In March 2016, the Citizen Museum was opened within the Tokyo Head Office of Citizen Holdings as part of a project to commemorate the Company's 100-year anniversary. In addition to Citizen's founding spirit, which has been passed down through the years, and dedication to manufacturing, the museum also introduces the evolution of the Citizen Group, including the historic products and new businesses it has created.



Website (detailed version)

The Citizen Group's CSR-related information is posted in a comprehensive manner on the Citizen Holdings CSR site.

<http://www.citizen.co.jp/global/csr/>



Booklet (digest version)

In accordance with the core subjects of ISO 26000, the CSR report communicates the Citizen Group's CSR initiatives in an easy-to-understand way.



Date of Publication

August 2016 (Previous report: August 2015 / Next report: August 2017)

Guidelines Referenced

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

This report includes information on the standard disclosure items of the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI).
A GRI G4 guidelines index can be found on the Citizen Holdings CSR site.

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: 27 domestic and
72 overseas companies (total 99)
Environmental data: 26 domestic and
16 overseas companies (total 42)

Period Covered by the Report

Fiscal 2015 (April 1, 2015, to March 31, 2016)
Some data from fiscal 2016 is also included.

Contents

- 01 Corporate Philosophy / Editorial Policy
- 03 Corporate Profile
- 04 Progress in Implementing Our Medium-Term Management Plan
- 05 Message from the Management

SPECIAL FEATURE

- 07 Putting CSV into Practice Group-Wide
- 09 The Citizen Group's Value Creation Process
 - The Value We Offer Our Customers
 - The Value We Offer to Society
 - The Value We Offer Our Employees

- 17 CSR at the Citizen Group
- 19 Report on Activities Aligned with ISO 26000
- 19 Consumer Issues
- 20 Fair Business Practices
- 21 Environment
- 23 Labor Practices
- 24 Human Rights
- 25 Community Participation and Development
- 27 Organizational Governance
- 31 Data (Environment / Employees)
- 32 Third-Party Comments / Response to Third-Party Comments