# > Corporate Social Responsibility (CSR)

Daifuku's CSR

The Daifuku Group believes that the basic principles of CSR are to build a symbiotic relationship with its stakeholders and to practice the Group's Corporate Policies Structure through its corporate activities.



In addition to undertaking CSR activities throughout the Group, we have formulated our medium- to long-term policy, Daifuku's CSR, and concrete measures in our CSR Action Plan; having clearly laid out a vision, we are further promoting CSR activities and aim to comply with social demand for disclosure of non-financial information in accordance with the Global Reporting Initiative (GRI) G4 international guidelines.

#### Daifuku's CSR

- A comprehensive and long-term policy that concisely captures our views on CSR
- Specifies the six initiatives and declares the implementation of our Corporate Policies Structure in corporate activities as we coexist with our stakeholders

## **CSR Action Plan**

- A plan that sets medium-term targets in line with the six initiatives and defines concrete initiatives
- Discloses details and results of initiatives for each fiscal year in the CSR report and website

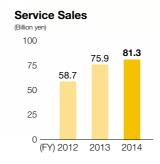
# Outreach

While contributing to society through its business activities, Daifuku is further deepening communication and building relationships of trust with stakeholders.

# Customers

Customers require stable operation after their material handling systems and equipment are delivered. Daifuku

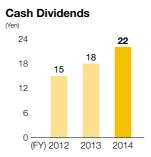
aims to increase customer satisfaction with highly reliable services, rapid recovery through quick responses, and improved technologies to maintain "nonstop logistics."



### **Shareholders and Investors**

Daifuku endeavors to improve its corporate value and return an appropriate level of profits to its shareholders. Under its

four-year business plan Value Innovation 2017, Daifuku aims to achieve sustainable growth in dividends per share and a medium- to long-term dividend payout ratio of 30%.



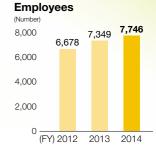
### Communities

Daifuku has a policy of "contributing to the creation of sound, safe, and comfortable communities as a responsible member of local communities," as stated in its Corporate Code of Conduct. Daifuku, as a good corporate citizen, is a company that contributes to society through sustainable growth in profitability and fulfills its duty to pay taxes.

# Employees

Daifuku contributes to society by maintaining and creating employment through its sustainable growth and stable

profits. In addition, under policy of respecting human dignity, Daifuku strives to further create a worker-friendly environment and promote diversity within the Daifuku Group.



### **Suppliers**

Daifuku undertakes manufacturing, installation, and services in cooperation with its suppliers, in accordance with its basic procurement policies and green procurement guidelines, particularly keeping safety in mind. The Company also endeavors to establish and sustain win-win relationships.



Presentation on production trends

# **TOPICS**

# Joining the United Nations Global Compact

In April 2014, Daifuku joined the United Nations Global Compact (UNGC), which sets forth 10 principles in the area of human rights, labor, the environment, and anti-corruption. The UNGC is an initiative for corporations to voluntarily participate in creating a global framework to achieve sustainable growth. www.unglobalcompact.org



# **Globally Sharing Corporate Philosophy and Policies**

Daifuku has actively expanded its business into global markets through various activities, including M&A. In the fiscal year ended March 31, 2015, the ratio of employees who work in non-Japan affiliates exceeded 60%. Daifuku now has global branches and affiliates in 22 countries and regions. With the aim of developing a sense of Group unity with high motivation, Daifuku is focusing on fostering global affiliate staff, who have a diverse array of cultural and historical backgrounds, through its corporate philosophy and management policies.

# **Global Leadership Training**

Daifuku holds a training program in Japan with the aim of enhancing the skills of executives and executive candidates from global affiliates. In fiscal 2014, nine personnel from Europe and Asia attended this program. The attendees heard lectures on the Group's management philosophies, basic management policies, and business strategies, the Company's investor relations, and other management matters from top management and additionally deepened their knowledge and sense of responsibility as global leaders.



## **Presentation Meetings on the Brand Message**

In fiscal 2013, Daifuku held briefing sessions throughout the Group with the aim to increase awareness and understanding of the DAIFUKU brand. A total of 53 sessions were held in Japan and 22 times outside of Japan, communicating with global staff using a video message from the president and documents in four languages: Japanese, English, Chinese, and Korean.

In fiscal 2014, the Company held another session for "Daifuku's CSR" and discussed how to increase the DAIFUKU brand power. (Picture: upper right)



## **Employee Teamwork Initiative Presentations**

Daifuku encourages its employees to undertake teamwork initiatives and hosts a Groupwide presentation contest each year. In fiscal 2014, 11 teams from Japan, Taiwan, South Korea, China, and the United States participated in the contest. Participants were able to communicate with each other through presentations on techniques and product quality as well as understand the behind-the-scene work of manufacturing quality products.



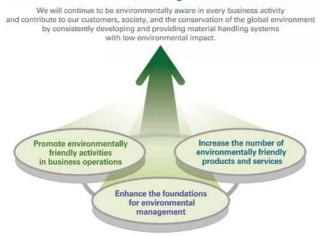
# Environment

Daifuku aims for reliable manufacturing in harmony with the natural environment and biodiversity while striving to lower its environmental impacts in every aspect of its business activities.

# Daifuku Environmental Vision 2020

Daifuku has a vision for its entire Group to fulfill its environmental responsibility for the next generation as a member of the global community.

# Contribute to our customers, society, and the conservation of the global environment



# **Daifuku Eco-Products**

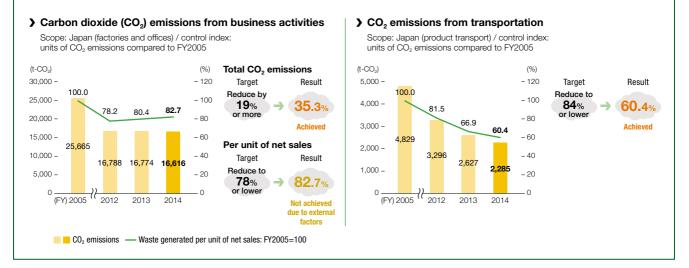
In fiscal 2014, seven more products were added to the lineup of certified Daifuku Eco-Products, the in-house program to rate and certify the energy and environmental design of Daifuku products. We now have 21 certified Ecoproducts in total (cumulated from fiscal 2012).



An automated warehouse system for long objects, one of the 2014 certified Eco-Products. By cutting its whole weight, the system saves energy in operation and reduces environmental impacts during production.

# Fiscal 2014 environmental action plans and results

Daifuku sets forth its targets and action plans for global warming prevention, resource saving, biodiversity conservation, green procurement, Daifuku Eco-Products certification, CO<sub>2</sub> reduction contribution, environmental education, and environmental management framework.



For more details on Daifuku's CSR activities, please refer to Daifuku's CSR Report: www.daifuku.com/csr/report.html