Daifuku CSR Action Plan

Initiative	SDG-Related Goals	Materiality*1	KPI*2	Scope	2017 Results	2018 Results	2019 Results	2020 Target	2020 Results
I. Provide high quality products and services		1. Maintain and improve product and service quality to satisfy customer needs around the world	①Maintain ISO9001 certification acquisition for all production sites ②Defects in products and services (compared to FY2014 basic unit) ③Number of people who have acquired the Safety Assessor qualification (*Note 1)	①Global ②Japan ③Japan	①Maintain certification ②59% ③509 people	①Maintain certification ②62% ③634 people	①Maintain certification ②52% ③791 people	①Maintain certification ②55% or less ③800 people	①Maintain certification ②52% ③845 people
		2. Strengthen technology development platform	Number of inventors (*Note 2)	Global	122 people	138 people	118 people	240 people	148 people
II. Strengthen risk management		3. Ensure compliance and prevent corruption	①Maintenance of compliance and its initiatives ②Types of training and educational programs regarding compliance ③Periodic setting up and implementation of awareness initiatives ④Revision of internal reporting system	①Global ②Global ③Japan ④Global	①Conduct group-wide compliance surveys to assess implementation ②13 types ③Implementation in October (Internal discussion meeting) ④Revision during 2017, operation start in April 2018	①Implementation of measures related to personal information such as GDPR, etc. ②16 types ③Implementation in October (in-house training related to competition laws) ④Continued operation of the revised internal reporting system (commence global implementation)	①Set up a Legal Affairs and Compliance Division during the period (October) ②14 types ③Implementation in October (Hold seminar on cases of fraudulent activity) ④Continued operation of the internal reporting system	①Assessment of compliance and examination of operations ②15 types or more ③Implementation in October ④Operation of system	①Global credit management operations ②17 types ③Implementation in October ④Continued operation of the internal reporting system
		4. Promote and strengthen information security measures	①Percentage receiving information security training ②The number of training sessions conducted against targeted email attacks	①Global ②Global	①Participation rate 77.7% ②1 training session	①Participation rate 80.5% ②2 training sessions	①Participation rate 86.9% ②2 training sessions	①Participation rate 100% ②2 training sessions	①Participation rate 89.1% ②2 training sessions
		5. Continue expanding business continuity management	①Risk assessment implementation rate ②The number of training sessions held for confirming the operational situation of suppliers in an emergency	①Global ②Japan	①100% ②2 times	①100% ②2 times	①100% ②4 times	①100% ②2 times	①100% ②4 times
III. Nurture relationships of trust with our suppliers		6. Promote CSR procurement in the supply chain	Percentage of suppliers visited (cumulative)	Japan	Dissemination to all approximate 1,200 partner companies via inter-company electronic data interchange system (EDI) and our website	Total visitation rate 12.7%	Total visitation rate 56.7%	Total visitation rate 80%	Total visitation rate 80%
IV. Respect human dignity (human rights, labor practices, safety, health)		7. Eliminate workplace accidents and serious accidents	①Frequency Rate ②Severity Rate	①Japan ②Japan	①0.61 ②0.03	①1.4 ②0.04	①0.63 ②0.003	①0.19 ②0.003	①0.37 ②0.02
		8. Promote diversity	①Ratio of female employee recruitment ②Number of female employees in managerial positions ③Employment rate of people with disabilities	①Japan ②Japan ③Japan	①8% ②11 people ③1.9%	①11% ②15 people ③2.1%	①10% ②17 people ③2.17%	①20% ②20 people ③2.2%	①11% ②18 people ③2.49%
		9. Create a comfortable workplace environment	①Average paid leave utilization rate ②Diagnosis rate of lifestyle diseases in health examinations ③Surveys of employee awareness (overall satisfaction level is out of five points)	①Japan ②Japan ③Japan	①55.9% ②52.6% ③Non-target year	①62.3% ②52.6% ③3.70 points	①68.7% ②55.2% ③Non-target year	①70% ②45% ③3.80 points	①71.2% ②65.0% ③Not available
		10. Promote human resource development	①Number of people who have TOEIC scores over 600 ②Number of people certified by the Global Business Trainee Program (*Note 3) ③Number of people enrolled in self-development e-learning programs	①Japan ②Japan ③Japan	①121 people ②142 people ③139 people	①126 people ②161 people ③101 people	①166 people ②189 people ③70 people	①200 people ②300 people ③300 people	①74 people ②175 people ③85 people
V. Create good relations with communities		11. Encourage communication with shareholders and investors	①Publication of reports that contain non-financial data, and listing this on the website ②Number of participants in briefings for private investors	①Global ②Global	①Corporate Governance Report in English issued ②770 people	①Combined reports in Japanese and English; website released in September 2018; booklet published in October 2018 ②776 people	①Combined reports in Japanese and English; Japanese edition released in September 2019, English edition released in October 2019. First e-book edition also released ②293 people	①Continued publication of combined reports in Japanese and English, including surveys and evaluations such as questionnaires ②We are placing restrictions on the attendance and organizing of events throughout fiscal 2020 to prevent the spread of COVID-19	①Combined reports in Japanese and English, with an e-book edition released on the website in November 2020 ②We are placing restrictions on the attendance and organizing of events throughout fiscal 2020 to prevent the spread of COVID-19
		12. Encourage communication with local communities and society at large, and social contribution activities	Number participating in social contribution activities	Global	Information sharing via intranet etc.	1,847 people	3,597 people	2,000 people	2,216 people
VI. Contribute to the environment through corporate activities		13. Promote environmentally friendly activities in business operations	①Total CO2 emissions from production and office locations (compared with levels in FY2005) ②CO2 emissions from production and office locations (per basic unit of net sales compared with levels in FY2005) ③Global CO2 emissions (per basic unit of net sales compared with levels in FY2011) ④Waste generated (per basic unit of net sales compared with levels in FY2005) ⑤Amount of water used (per basic unit of net sales compared with levels in FY2005) ⑥Amount of water used globally (per basic unit of net sales compared with levels in FY2011)	①Japan ②Japan ③Global ④Japan ⑤Japan ⑥Global	①41% ②51.7% ③48.3% ④61% ⑤34.8% ⑥28.3%	①48.5% ②46.8% ③40.5% ④58.1% ⑤36.0% ⑥23.2%	①57.4% ②31.9% ③47.5% ④47.6% ⑤30.1% ⑥26.9%	①Reduction of 41% or more ②72% or less ③50% or less ④72% or less ⑤57% or less ⑥40% or less	①59.1% ②29.0% ③42.3% ④47.5% ⑤23.7% ⑥25.2%
		14. Expand environmentally friendly products and services	①Number of Certified Eco-Products (*Note 4) ②Contribution to reducing CO2 emission from products and services (*Note 5)	①Global ②Global	①46 products ②53,327 t -CO2	①54 products ②63,326 t -CO2	①62 products ②73,928 t -CO2	①63 products ②100,000 t -CO2	①70 products ②72,474 t -CO2
		15. Strengthen environmental management platform	①Number of participants in the Eco-Action program (*Note 6) ②Implementation rate of D-EMS (Daifuku-Eco Management System) (*Note 7)	①Global ②Global	①7,474 people ②90%	①6,458 people ②95.3%	①13,403 people ②95.8%	①8,000 people ②100%	①7,122 people ②96.3%

Note 1: A qualification related to safety for designers of machinery and manufacturing site technicians, certified by Japan Certification Corporation.
Note 2: The person who made an invention is listed as the inventor on the patent application document.
Note 3: A course for those capable of working overseas.
Note 4: Products that have been certified according to the environmental performance rating and certification system based on Daifuku's own standards.
Note 5: The amount of CO2 after subtracting all CO2 emissions from Daifuku products and services in society from CO2 emissions in fiscal 2005, which is the base year.
Note 6: Participants in the Eco-Action program, which rewards Eco-points for environmental activities undertaken independently by employees.
Note 7: A system that collectively manages and surveys the environmental data of Daifuku Group business locations, and utilizes this for environmentally considerate activities.
*1 : Issues that need to be addressed as top priorities, as they have a significant influence on the environment, society and governance or the evaluation and decision making of stakeholders.
*2 : Key Performance Indicator, a quantitative performance evaluation index that measures target achievement