

❖ KOKUYO's CSR Charter	❖ Corporate Profile	❖ KOKUYO's Main Business Domains	❖ KOKUYO's Initiatives and History	❖ Initiatives for Future and Society	❖ KOKUYO's Various Initiatives	❖ Introduction of KOKUYO's Initiatives in 2020	❖ Message from the President
❖ KOKUYO CSR	❖ KOKUYO Materiality	❖ Environment	❖ Social	❖ Governance	❖ Third-Party Assessments	❖ Content Index	

KOKUYO CSR

Concepts

Basic Concepts

The KOKUYO Group began when founder Zentaro Kuroda opened a small shop selling ledger covers made with Japanese paper in 1905. The founder moved from his village to Osaka with the aspiration of making his business the pride of his hometown Etchu (present-day Toyama Prefecture). Through the brand Kokuyo (国誉), which is the current company name KOKUYO (コクヨ), his aspiration has been passed down to the KOKUYO Group and captured in its business.

In 2004, we enacted the KOKUYO Group CSR Charter based on our corporate philosophy to establish better relations with various stakeholders as a good corporate citizen (which was partially revised in 2012). Our basic policy for ensuring the ongoing growth of society and the KOKUYO Group has been clarified in line with five key themes: our customers, regional communities, environmental conservation, corporate activities, and respect for human rights.

*Related information: "[KOKUYO Group CSR Charter](#)"

System for the Promotion of CSR

The KOKUYO Group promotes CSR activities on a group-wide basis through linkages among CSR-related sections. The CSR & Environmental Group formulates and reviews policies and helps to define issues and targets in order to strategically promote CSR. We also operate an environmental committee and a central health and safety committee, among other such organs tasked with dealing with important concerns. With special sections leading the way, our entire group pursues these concerns in a coordinated fashion. We will continue to strive to achieve sustained growth for society and the Group while maintaining a state of harmony with stakeholders through CSR information disclosure and dialogue.



While remaining profitable and honest in its business practices, KOKUYO conducts business that is necessary for society. In addition to complying with laws and regulations, we seek to maintain continuity of our business by acquiring the trust of all related stakeholders, investors, and, of course, our customers by fulfilling our social responsibilities as a corporate citizen.

For Our Customers

1. Without being satisfied with the present conditions, we continue to improve the safety and quality of our entire product line and services.
2. Strive to continually innovate society through our business operations by developing new products and services.

For Regional Communities

1. Strive to be a trusted 'corporate citizen' on both regional and national levels via proactive interaction and planning with regional communities, while respecting regional culture and customs and encouraging their advancement.

For Environmental Conservation

1. Concentrate the wisdom of each of our employees, and align the actions of our entire company in order to assist in reaching solutions for the common environmental problems facing the world today.
2. By developing Eco Products, we strive to decrease the environmental burden over the life cycle of these Products and to introduce new environmental engineering and green procurement techniques.
3. Contribute towards the advancement of a 'low carbon society' by proposing revolutionary work styles and environments, and decrease society's overall burden on the environment.

Corporate Activities

1. Conduct transparent, just, and free competition and business transactions while keeping sound and correct relations with politicians and governmental bodies.
2. In order to become a trusted company, we strive for business partner relations that are consistently fair and built upon a foundation of reciprocal cooperation, allowing for mutual growth.
3. Recognize our responsibility to increase our corporate value for stockholders, and maintain a corporate management style that earns the trust of society through its transparency and virtue.

Respect for Human Rights

1. Respect the human rights of all individuals involved with or affected by all of our corporate activities. We support work environments free from discrimination, and do not approve of child labor or forced labor practices.
2. Strive to accept each and every employee's individual character and personal values, and become a company where many different human resources can fully express their abilities and develop themselves.



KOKUYO Group Code of Conduct

After expanding overseas, we wanted to set common rules for our businesses while taking into account local cultures, values, and laws. Accordingly, in August 2012, we released the KOKUYO Group Code of Conduct together with an accompanying handbook. The code outlines common rules, while the handbook includes supplementary information on country- and region-specific business practices, regulations, and so on.

Code of Conduct (Japan edition)

The KOKUYO Group Code of Conduct outlines basic rules for officers and employees in order to ensure that all business practices comply with laws, regulations, and social norms.

1. Purpose

The KOKUYO Group Code of Conduct (“Code”) outlines basic rules for officers and employees in order to ensure that all business practices comply with laws, regulations, and social norms.

2. Scope

The Code applies to all “officers and employees,” meaning officers and employees of KOKUYO and those of companies falling under the categories provided for in the Group Governance Code—namely, Controlling Company, Core Company A, Affiliate A, and Core Company B.

3. Definitions

As used herein, “KOKUYO Group” means KOKUYO Co., Ltd., and all companies falling under the categories listed in Article 2.

As used herein, “laws” means all laws, ordinances, and regulations (including but not limited to those in Japan) that are germane to KOKUYO Group’s businesses, while “internal rules” means all rules, protocols, requirements, and guidelines that apply throughout KOKUYO Group or in one or more of the companies therein.

As used herein, “officers” means members of a company’s board of directors and members of a company’s audit/supervisory committee (or equivalent thereof), while “employees” means individuals a company employs directly, including regular employees, senior employees, contract works, part-timers, and casual employees.

4. Content

(1) Compliance with laws and internal rules and acting with integrity

We not only comply with laws and internal rules, but also act with high ethical standards and integrity.

(2) Respect for Human Rights and Personality

We must never discriminate based on race, ethnicity, religion, nationality, language, gender, disability, or similar status. They must never commit sexual harassment, bullying, or any other form of workplace harassment. They must never condone child labor or forced labor.

(3) Preservation of the global environment

We must never disregard environmental issues such as climate change and deforestation. They must engage in an organization-wide effort to reduce or mitigate KOKUYO Group’s carbon footprint.

(4) Free competition and fair trading

We comply with laws and internal rules related to prohibition of monopolization, fair competition and fair trading and will not engage in conduct that deviates from these standards

(5) Provision of safe and reliable goods and services

We must continually devote ourselves to KOKUYO Group’s mission of providing safe, reliable goods and services that win customers’ trust and leave them satisfied.

(6) Proper handling of company assets and protection of intellectual property

We properly manage, maintain, and utilize every tangible and intangible company asset. We respect the intellectual property rights of others.

(7) Proper information management and financial reporting

We honestly and properly create records of the company, as well as manage and report information collected and obtained in the course of business in accordance with proper procedures based on the materiality of such information. We carry out accounting and financial reporting in compliance with laws and internal rules relevant to financial, accounting, and tax affairs.

(8) Prohibition of acts involving conflicts of interest

We will not engage in any act that involves or may involve a conflict between personal and corporate interests.

If there is a possible conflict of interest, we will report it to our superiors.

(9) Prohibition of insider trading

We will not engage in insider trading or any act that triggers insider trading laws or regulations in connection with the trading in shares of the Kokuyo Group or any other company.

(10) Proper management of entertainment and gifts

We will not give or receive entertainment and gifts in deviation from normal business practices.

We will not illegally give entertainment or gifts to public servants or government officials.

(11) Handling of unreasonable external demands

We must refuse any unreasonable request from outside parties.

6. Dissemination

KOKUYO Group companies must help disseminate the Code among their officers and employees in collaboration with the organizational division responsible for managing the Code.

7. Penalties

Any officer or employee found to have violated the Code may be subject to disciplinary action in accordance with laws and internal regulations.

8. Revision, revocation

The Code may be revised or revoked with the approval of KOKUYO Group's HQ Management Board.

Supplementary provisions

The Code is in effect as of August 20, 2012.

Revision dates

October 1, 2015

June 1, 2020



June 26, 2020



Stakeholder relations


KOKUYO's stakeholders

Committed to the goal of a sustainable world, we pursue an active CSR program to earn the trust of customers, shareholders, business partners, communities, and all other stakeholders.

Examples of communication with stakeholders

Stakeholder	Dialogue opportunities	Initiatives in 2020
<p>Customers</p> 	<ul style="list-style-type: none"> Customer Support Center Q&A webpage, inquiries webpage Product information Dealers' Guide: A webpage that lets users search for stores selling KOKUYO products Events, seminars 	<ul style="list-style-type: none"> A system for utilizing feedback from customers Customer Support Center's system revamped Kaunet: Kau-Box opened, opening event livestreamed on social media China: Participating in the booming live commerce market
<p>Employees</p> 	<ul style="list-style-type: none"> Labor-management meetings Training programs Internal newsletters Company events 	<ul style="list-style-type: none"> Employee satisfaction survey TeleCross!!!: Building an employee network First online version of employee welcome event Achieving a good work-life balance, Giving employees flexibility in where and when they work, Re-employment system for employees who left their jobs due to personal circumstances, and Handling re-employment of mandatory retirees Play work: A new approach to work Internal training course for understanding and using AI A program for awarding ideas for an empowered workplace Creating a cyclical process of employee growth and business growth 20% Challenge: Internal moonlighting KOKUYO Marketing University: A training program for young employees KOKUYO Marketing Graduate School: A training program for middle-aged employees Employees' Safety Using videoconferencing for risk prediction training Construction conferences in 2020 Coronavirus taskforce, anti-infection measures in offices In a first for the distribution industry,

Stakeholder	Dialogue opportunities	Initiatives in 2020
		<p>KOKUYO Logitem introduced communication device Bonx Grip</p> <ul style="list-style-type: none"> • KOKUYO Logitem Okayama Distribution Center: 9,000 consecutive days without an accident
<p>Business partners</p> 	<ul style="list-style-type: none"> • On-site audits • Meetings, events • Exhibitions 	<ul style="list-style-type: none"> • ACW award livestreamed to eight offices —Online for audience participation • Furniture: Online conferences with production plants • Stationery: On-site supplier audits • Spatial design: KOKUYO Construction Companies Conference
<p>Shareholders</p> 	<ul style="list-style-type: none"> • IR • Disclosures 	<ul style="list-style-type: none"> • Information for shareholders and investors
<p>Communities</p> 	<ul style="list-style-type: none"> • Contributions to society at large • Support for recovery efforts • Contributions to local communities 	<ul style="list-style-type: none"> • Six KOKUYO delegates speak at Kobe University • “Opening a new page in Tokyo”: An Olympics themed extracurricular event for junior high schoolers • Simple face shields and plastic folders supplied to healthcare workers free of charge • KOKUYO Design Awards 2021: Post-Normal • Field Cast notebooks delivered to 80 thousand Olympic volunteers • Campus Art Awards 2020: A painting competition for junior high and high school students • The Job Study initiative • Michinoku Future Fund: A scholarship for students left orphaned by the 2011 disaster • KOKUYO Kitakanto Sales becomes official supplier of national sports festivals to be held in Tochigi • China: Donation appeal launched on internal social media • China: Second-hand computers donated to disadvantaged community • Mini science centers opened at schools near KOKUYO Camlin’s plants • India: KOKUYO Riddhi donates food to local villagers

Stakeholder	Dialogue opportunities	Initiatives in 2020
<p>Environment</p> 	<ul style="list-style-type: none"> ▪ Fighting climate change ▪ Conserving and recycling resources ▪ Protecting biodiversity 	<ul style="list-style-type: none"> ▪ Action against ocean plastic pollution ▪ Showing the carbon footprint of our products ▪ Japanese-made, locally produced materials ▪ Yui-no-Mori Project ▪ ReEDEN Project