Communicating CSR Initiatives and Material Issues

Building positive ties with our various business stakeholders is an important management issue that contributes to achieving not only a sustainable society but also to Hitachi's sustainable growth.

Hitachi views CSR as being centered on stakeholder engagement and continually implements initiatives in accordance with a nine-item framework for CSR management. We communicate our achievements through channels including the *Hitachi Sustainability Report* and also engage in stakeholder dialogue to build an even better relationship with society.

Items Covered in the *Hitachi Sustainability Report*

Themes	Material issues	GRI Standards
1 Recognition of social responsibility		
	Realizing sustainable, innovative management	GRI 203: Indirect economic impacts
	Understanding issues through dialogue and taking part in initiatives	
2 Corporate governance		
	Pursuing management transparency and efficiency	
	Sharing the Hitachi Group Identity	GRI 205: Anti-corruption GRI 419: Socioeconomic compliance
	Advancing risk management on multiple fronts	
3 Human rights		
	Respect for human rights throughout the value chain	GRI 412: Human rights assessment GRI 408: Child labor GRI 409: Forced or compulsory labor GRI 410: Security practices GRI 411: Rights of indigenous peoples GRI 414: Supplier social assessment
	Respect for workers' rights	GRI 402: Labor/management relations GRI 406: Non-discrimination GRI 407: Freedom of association and collective bargaining
4 Labor practices		**GRI 401: Employment**
	Achieving a fair and equitable work environment	GRI 402: Labor/management relations GRI 202: Market presence
	Promoting diversity and inclusion	GRI 405: Diversity and equal opportunity
	Promoting occupational health and safety	GRI 403: Occupational health and safety
	A strategy for growing together with our global human capital	GRI 404: Training and education
5 Environment		
	Promoting environmental management	GRI 201: Economic performance
	Enhancing environmental management on an ongoing basis	GRI 302: Energy GRI 305: Emissions GRI 306: Effluents and waste GRI 307: Environmental compliance GRI 308: Supplier environmental assessment GRI 404: Training and education
	Responding to environmental risks and opportunities	GRI 201: Economic performance
	Achieving a low-carbon society	GRI 301: Materials GRI 302: Energy GRI 305: Emissions
	Achieving a resource efficient society	GRI 303: Water GRI 306: Effluents and waste
	Achieving a harmonized society with nature	GRI 304: Biodiversity
6 Fair operating practices		**GRI 419: Socioeconomic compliance**
	Promoting work practices in line with international ethics codes	GRI 205: Anti-corruption GRI 206: Anti-competitive behavior GRI 415: Public policy
	Engaging in responsible procurement	GRI 204: Procurement practices GRI 414: Supplier social assessment GRI 308: Supplier environmental assessment
7 Customers (consumer issues)		
	Pursuing customer satisfaction	GRI 417: Marketing and labeling
	Ensuring accessibility to products and services	GRI 417: Marketing and labeling
	Ensuring thorough management of quality and safety	GRI 416: Customer health and safety GRI 418: Customer privacy GRI 419: Socioeconomic compliance
8 Community involvement and development		
	Promoting sustainable community involvement and development	GRI 413: Local communities
9 Review and improvement of CSR activities		
	Enhancing CSR management	

Our Business Model

CEO Message

Strategic Focus

Value Creation

Management & Governance

Performance