Major CSR Initiatives in the Value Chain

These are the major initiatives that the GLORY Group is carrying out for each stakeholder category in the value chain.

Planning

GLORY's mission is to continue to take on the challenge of developing products and solutions that satisfy customer needs.

Customers

- Create new value and solutions
- Plan products that match customer needs

Global environment

· Plan environmentally friendly products

Global environment

· Map out the product lifecycle

Employees

• Promote a work-life balance



Development

GLORY remains dedicated to developing products that respond to the needs of customers from various countries and regions.

Customers

- · Develop products that match customer needs in a timely manner
- · Ensure quality
- · Incorporate universal design
- · Develop products utilizing new technologies

Customers Global environment

· Develop environmentally friendly products

Employees

- Promote a work-life balance
- · Provide education to improve employee skills

Procurement

Besides carrying out fair and open purchasing and ensuring stable procurement, GLORY makes CSR part of its

Customers

entire supply chain.

• Ensure quality and pursue appropriate, competitive pricing

Business partners

- · Promote CSR-oriented procurement in unison with suppliers
- · Strengthen partnerships with suppliers
- · Respect human rights in the supply

CO₂ emissions from parts

167,275 t-CO2

Building a Relationship of Trust

Global environment

- · Promote green procurement
- · Protect biodiversity

Manufacturing

Under GLORY's optimized manufacturing system, each of the company's factories around the world uses its own strengths to deliver high-quality products in a timely manner.

Customers

- · Ensure quality and reliable supply
- · Shorten lead-time
- Boost cost competitiveness

Global environment

· Manufacture with an eye to saving resources, recycling, and reusing

Local communities

• Ensure safety in the vicinity of each

Employees

• Respect human rights and ensure occupational health and safety

Sales

GLORY analyzes the exact needs of each market and customer so that it can provide high-value-added products and solutions in a timely manner.

Customers

- · Provide products that match customer needs in a timely manner
- Provide appropriate information on products and services
- Properly manage customer information and personal information

Customers Global environment

· Sell environmentally friendly products

Employees

• Promote a work-life balance

GLORY provides prompt, exacting, and sincere service to earn the trust of customers and provide them with satisfaction and peace of mind.

Maintenance

Customers

- · Provide prompt, reliable maintenance
- Improve maintenance quality through customer focus
- · Plan services that match customer needs
- Properly manage customer information and personal information

Global environment

- · Switch to eco-cars
- Sell CFC-free cleaning goods

Employees

- Promote a work-life balance
- Train employees based on qualification systems



176,628 t-CO₂ Scope 3, Category 11

Energy-induced CO₂ emissions 16,706 t-CO₂ (2.4% increase over previous fiscal year*) Scope 1 Scope 2

10,386 t-CO₂ Scope 3, Category 4

Promoting Optimal Solutions for Financial Institutions

Chiaki Seya

Solution Business **Promotion Department** Finance Market Sales Domestic Business

I promote new solutions that utilize digital form-entry machines to financial institutions throughout Japan. The aim is to minimize the workload for both customers and financial institutions, while facilitating services that provide greater convenience to customers.

Providing Customer Solutions Through New Services

CO₂ emissions from product disposal

2,080 t-CO₂

(4.0% increase over previous fiscal year*)

Asuka Tachi

Service Planning Department, Customer Service Service Headquarters



We provide monitoring services for open teller systems to ensure that GLORY products have zero downtime. We will continue to plan services that will allow customers to use GLORY products stress-free and that will boost their workplace efficiency.

Constantly Pursuing New Value

Tomoyuki Dewa Product Planning Department, Domestic Business

Headquarters



I work day in and day out planning new products and replacement products to respond to the increasingly diverse needs of our customers. We will continue to come up with products that create new value by using advanced technologies such as artificial intelligence (AI) and Internet of things (IoT).

Developing Products That Exceed Customer Expectations

Shigeko Fumino Department 2, System Developmen



It's my job to contribute to the timely development of products that customers require. I also cooperate with our planning, sales, and maintenance divisions so that we can determine customers' latent needs and provide them with products that exceed their expectations.

Komiyaji Purchasing Procurement Department Purchasing Divis

Takashi



I work in the purchasing of parts such as steel plates resin and rubber from our domestic suppliers. I strive to maintain a relationship of trust with suppliers and consider various risk factors to ensure that we have a stable supply of the parts we need

Teaching Workers the Fundamentals of Quality

Kiyotaka Sasou Production Department 1 Himeji Factory Production Headquarters



It goes without saying that first and foremost in the assembly process is ensuring that every single screw is tightened and that there are zero defects. I strive to train my subordinates and carry out constant improvements so that all workers have complete confidence in GLORY quality and can enjoy the rewards of their job.

*CO2 emission increases over the previous fiscal year are due to increases in production volume

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