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.

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

Global environment

· Plan environmentally friendly products

· Map out the product life cycle

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.

- customer needs in a timely manner
- · Develop products utilizing new technologies

Customers Global environment

Develop environmentally friendly

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 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

Global environment

CO₂ emissions from parts

176,252 t-CO₂

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.

- · Shorten lead-time

· Manufacture with an eye to saving

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.

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

Global environment

· Sell environmentally friendly products

Glory provides prompt, exacting, and sincere service to earn the trust of customers and provide them with

- · Provide prompt, reliable maintenance
- · Improve maintenance quality through customer focus
- information and personal information

- · Switch to eco-cars
- Promote a work-life balance
- Train employees based on qualification systems

Energy-induced CO₂ emissions 16,716 t-CO₂ (0.1% increase over previous fiscal year*) Scope 1 Scope 2



185,388 t-CO₂ Scope 3. Category 11

13.144 t-CO₂ Scope 3. Category 4

Providing optimum solutions



Mizuki Matsuoka Retail Market Sales Planning Department 1, Sales Planning Division

We oversee coin and banknote recyclers that carry out cash management within stores, and we conduct sales activities to customers throughout the retail market in Japan. We work to understand our customers' business issues and operational configurations and to offer them optimum solutions in line with those needs.

Aiming to improve customer satisfaction

CO₂ emissions from product disposal

2,632 t-CO₂



Ryota Uehara Field Service Planning Department Customer Service Division, Service Headquarters

Under the "no downtime" concept for our products, we offer a monitoring service for open teller systems. As well as having customers able to use our products with peace of mind, we will continue to plan high-value-added services that help solve their problems.

Quickly responding to social change



Kivoaki Kobayashi Product Planning Department

of customers' needs in line with changes in the social environment, we maintain a sense of speed as we work to respond to those needs. We will continue to apply leading technology as we plan products that provide our customers with new value.

services that are easy to use



Jyunichi Ichikawa Industrial Design Division.

focus of product design and aim to create to use. We endeavor to offer ever-better products by always adopting the point of ideas and methods of approach.

Promoting CSR-oriented procurement in unison with our suppliers



Kakinuma urchasing Procuremen chasing Division.

motors and switches—that are used in coin and banknote recyclers and other products that we offer worldwide. As well as working to ensure the stable procurement of parts, we are communicating actively with our suppliers as we together pursue CSR-oriented procurement.

to our foundations

Morimoto

Production Engineering

Department 2,

Himeji Factory,



manual that is the foundation of our manufacturing. In order to manufacture products with quality stability, we include in the manual not only assembly procedures but also quality standards and knowhow. We aim to create a work manual that is easy to understand for our employees in Japan and overseas.

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

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Maintenance

- · Develop products that match
- · Ensure quality
- · Incorporate universal design

products

- · Promote green procurement
- · Protect biodiversity

- · Ensure quality and reliable supply
- · Boost cost competitiveness

resources, recycling, and reusing

· Ensure safety in the vicinity of each

Employees

• Respect human rights and ensure

Employees

• Promote a work-life balance

satisfaction and peace of mind.

- · Plan services that match customer
- Properly manage customer

- Sell CFC-free cleaning goods

Employees



Product Management Division, Marketing Management Office,

Amid globalization and the diversification

Aiming to provide products and



We regard essential usability as the key products that are easy for our customers view of the user, and flexibly adjusting our



We procure the electronic parts—such as

Dedicated to constantly returning



On a daily basis we work on creating the work