KONICA MINOLTA

Corporate Social Responsibility:

# Pathways to Sustainability & Shared Value 2020

# We Care. We Commit. We Act.

In an increasingly interconnected world, Konica Minolta understands that the impacts and sustainability of our business are not limited to our customers but extend to the people and entities that form our value network. This includes the communities in which we operate and our natural environment.

To remain sustainable, companies can no longer pursue profit without considering the social and environmental impact of their actions. Not only is it the right thing to do, it makes business sense.
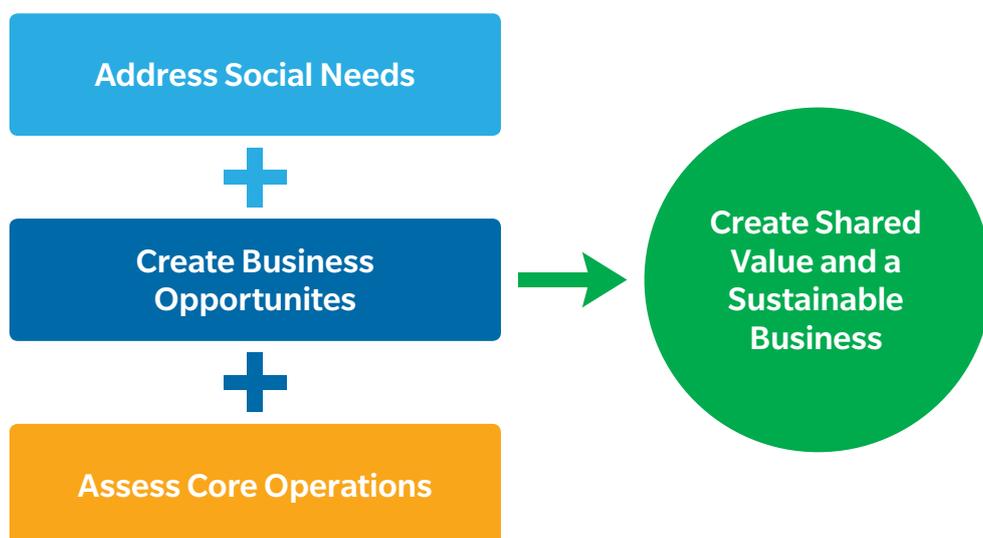
Konica Minolta is an active corporate citizen.

To date we:

▶ Support long-term community partnerships through fundraising, volunteering, skill sharing and resources

▶ Offer employees two volunteer leave days annually

▶ Participate in workplace giving and matching

▶ Have commenced an ethical sourcing program

▶ Measure and report our environmental performance

▶ Promote an inclusive workplace through gender and diversity initiatives

▶ Nurture young talent by playing a leading role in programs such as Macquarie University's Professional and Community Engagement (PACE) Program

▶ Contribute to thought leadership on different Corporate Social Responsibility (CSR) topics.

We know there is more to do, which is why I am thrilled to share with you our first multi-year CSR strategy, *Corporate Social Responsibility: Pathways to Sustainability and Shared Value 2020* (CSR Pathways). CSR Pathways outlines the steps we are taking and will take to ensure sustainability reduces risk to people and the environment, while also creating opportunities to have a positive impact.



**Address Social Needs**

**+**

**Create Business Opportunites**

**+**

**Assess Core Operations**

➡ **Create Shared Value and a Sustainable Business**

# Pathways to Shared Value

We have identified five shared value pathways that will guide our work until 2020.

Each pathway is framed by a goal, objectives and targets for the period 2017—2020. We recognise long-term gains are built on a series of short-term wins, which is why we commit to these thematic areas until 2020, and likely beyond.  Some pathways are more defined; in others, the next steps will be determined by the outcome of preceding activities.  We will monitor and update our progress annually.

CSR is a part of our DNA. Through the publication of CSR Pathways, we want to inspire creative and dynamic partnerships that help shift the paradigm on what it means for business to truly be sustainable and contribute to causes that matter. The *Sustainable Development*

*Goals* (SDG) have helped define what matters, and we have aligned each of our pathways with the relevant SDG to inform targeted conversations and action.

Meredith Roach
Chief Communications and Sustainability Officer

**1** Foster transformative **Community Partnerships**

**2** Embed respect for **Human Rights**

**3** Embrace **Diversity & Inclusion**

**4** Support a culture of **Safety, Wellbeing & Health**

**5** Demonstrate **Environmental Leadership**

Konica Minolta is proud to advocate for the Sustainable Development Goals. Konica Minolta Inc. in Japan is a member of the United Nations Global Compact, and in Australia, we are members of the Global Compact Network Australia.

# 1 Transformative Community Partnerships

## Goal

To make genuine and innovative contributions to societal issues by creating and supporting partnerships between our employees, customers, suppliers and community groups.

### Context

As a company that cares, Konica Minolta recognises that by sharing resources and knowledge, providing access to funding and skills, and creating opportunities to engage employees, we can have a greater positive impact on society.

Community partnerships are the bedrock of CSR at Konica Minolta. Drawing on this knowledge, we seek to deepen existing relations while contributing to new strategic multi-stakeholder partnerships. We want to engage our customers to help them achieve their CSR goals; work with suppliers to develop their capacity and minimise negative impacts; contribute to and learn alongside academia; and share our experiences in both national and global forums.



**17 PARTNERSHIPS FOR THE GOALS**

Strengthen the means of implementation and revitalise the global partnership for sustainable development



Our Marketing team and creative agency joined forces to do skilled volunteering with the Sydney Story Factory. Their objective was to help the Sydney Story Factory come up with ideas about how to re-launch their regular giving program, a key strategy for building the organisation's donations base. The day was a great success.

"The team... brought in to us today was sensational. Every single one of them threw themselves into it wholeheartedly and we were deeply impressed by what was achieved."

Jayne Wasmuth, Development Manager at the Sydney Story Factory

# Partnering with Community Organisations

Konica Minolta has a two-tiered community partnership model. First tier partners are our strategic and major charity partners. We currently have four tier one partners that employees chose in 2014. These align with Konica Minolta Group priorities.

They are:

▶ Breast Cancer Network Australia (Health)

▶ Landcare Australia (Environment)

▶ The Smith Family (Education)

▶ Project Futures (Human Rights)

Throughout the year, we fund and/or contribute to different causes, projects, initiatives or movement building activities. We evaluate tier two partnerships based on alignment to our values, relevance to our strategic objectives and potential impact.



Our Victorian Branch spend a day volunteering at the Port Phillip Eco Centre. The Eco Centre is a community-managed not-for-profit organisation, which reconnects the local community to the natural world through inspiration, education and facilitation of practical action.

# Achieving Transformative Community Partnerships

| Objective | By end 2020 |
|---|---|
| 1. Work with our community partners by sharing our skills, expertise and resources to identify, develop and scale successul solutions to societal challenges and deepen our impact | • 10% of employees engaged in skilled volunteering<br>• 40% of employees utilising general volunteer leave<br>• 5% employees engaged as mentors in external programs<br>• 15% participation rate in workplace giving<br>• Have developed or contributed to three technology solutions for community partners. |
| 2. Nurture business, industry, academic and community partnerships that foster social innovation through joint initiatives | • Completed three multi-stakeholder projects on the SDGs or UN Global Compact Principles<br>• Completed three CSR projects with customers<br>• Completed three CSR projects with suppliers. |
| 3. Raise awareness and advocate for causes important to our local community, customers and other stakeholders | • Have supported 12 events or campaigns for our tier one community partners<br>• State branches have supported an event or campaign of one local partner annually. |

# 2 Human Rights & Ethical Sourcing

## Goal

To ensure our business operations do no harm and positively contribute to the communities and value chains in which they operate.

### Context

These days, being a good corporate citizen is more than philanthropy. Companies must turn inward to assess the sustainability of their core business and operations. A key consideration is: do business activities or those of suppliers or business partners negatively affect human rights?

Konica Minolta's Ethical Sourcing Roadmap, is the first step of our self-reflection. By setting activities and targets over an 18-month period, we seek to demonstrate that change is possible and, by doing so, encourage others to start this process. We aspire to be an industry leader driving ethical sourcing initiatives across the technology sector in Australia.

Konica Minolta's human rights framework is built on three core documents: An Ethical Sourcing Roadmap, Supplier Code of Conduct and Human Rights Position Statement. Aligned with the UN Guiding Principles on Business and Human Rights we will continue to know and show that we are respecting human rights.


Ethical Sourcing Roadmap


Supplier Code of Conduct


Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
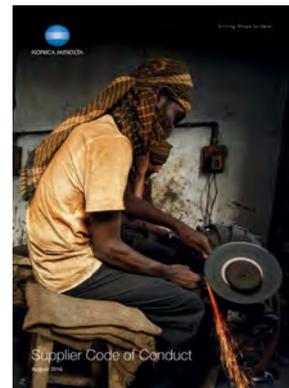

Human Rights Position Statement

*"We must hold ourselves, our business partners and those in the business community to account on issues of human rights in supply chains. Ignorance is no longer an excuse. The facts are sobering and real."*

Dr David Cooke, Managing Director, Konica Minolta Business Solutions



Dr David Cooke, Managing Director, participates in the first whole of Government event on new partnerships to end human trafficking.
Image: DFAT/Linda Roche

# Embedding Respect for Human Rights

| Objective | By end 2020 |
|---|---|
| 1. Ensure ethical sourcing policies and procedures manifest in practice across business operations and supply chains | • Completed second ethical sourcing strategy<br>• Remediation guidelines are implemented<br>• Supplier Code of Conduct is embedded into our supplier onboarding process<br>• The business has greater visibility over second tier and high-risk category suppliers. |
| 2. Mainstream knowledge, understanding and a culture of human rights across the business | • Human rights education is embedded in employee induction<br>• All employees from selected roles have received additional human rights education relevant to their function<br>• Use the SDGs to inform the annual business strategy and CSR activities. |

# 3 Diversity & Inclusion

## Goal

To foster and maintain an organisational culture that is inclusive and fair so all people feel supported to be their whole selves at work.

### Context

Our world is integrated more than ever before, characterised by an increasingly mobile workforce and diverse employee groups. At the same time, gender imbalances and discrimination of under-represented groups exist.

We are committed to applying a best practice approach to create a company that is inclusive, fair and supportive of all people. Inclusion and collaboration are two of our defining values and are an essential part of our people and business strategies.



**5 GENDER EQUALITY**

Achieve gender equality and empower all women and girls

**10 REDUCED INEQUALITIES**

Reduce inequality within and among countries

**WGEA** Employer of Choice for Gender Equality

In December 2016, Konica Minolta received our first Employee of Choice for Gender Equality citation from the Federal Government's Workplace Gender Equality Agency (WGEA). We will continue to champion gender equality throughout the business and draw on this experience to expand our diversity and inclusion initiatives.

# Embracing Diversity & Inclusion

| Objective | By end 2020 |
| --- | --- |
| 1. Outline the steps Konica Minolta will take to support cultural inclusivity, including the process of reconciliation, the bringing together of Aboriginal and Torres Strait Islanders (ATSI) and other Australians | • Have published our first Reconciliation Action Plan (RAP), with annual reviews of targets and activities<br>• Increased procurement from Supply Nation businesses over 2015 base by 100%<br>• Achieve targets for Indigenous employment and/or talent development. |
| 2. To build an organisational culture and working environment that is inclusive and fair, including:<br>• Eliminating gender pay equity gaps<br>• Improving the representation of women in all areas of the business<br>• Programs that address unconscious bias are in place to minimise behaviours and decisions that perpetuate gender and other stereotyping<br>• Increasing support for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) employees and their allies | • Review and report on progress of the Gender Equality Strategy<br>• No gender pay equity issues identified in annual audit<br>• Targets achieved for women in the following roles by 2020:<br>    Sales: 36%<br>    Management: 30%<br>    Service Engineers: 10%<br>• Three students have passed though Konica Minolta's TAFE Scholarship program that supports opportunities for women in technology and those from disadvantaged backgrounds<br>• All managers have undertaken unconscious bias training<br>• Have developed and implemented an inclusive workplace strategy that supports under-represented groups including LGBTI employees. |
| 3. Operationalise progressive policies to foster a flexible workplace culture that enables employees to balance work and life responsibilities | • Increase in the percentage of employees utilising progressive policies including:<br>    Gender Equality<br>    Workplace Flexibility<br>    Parental Leave<br>    Domestic and Family Violence Support<br>• Policies reviewed and updated to reflect societal expectations and best practice. |

# 4 Safety, Wellbeing & Health

## Goal

To build a culture of safety, where our people take responsibility for their safety, health and wellbeing and contribute positively to that of others.

### Context

The total cost of workplace injury and illness in Australia is significant. Workplace injuries and illnesses not only affect workers, but also their families and the broader community as well as employers.

Supporting the safety of our people is a strategic imperative. Any loss of life is unacceptable and the sustainability of our business performance, the communities in which we work and our workplace relies on the health and wellbeing of our people.



Anna Cares™

**Meet Anna, an intelligent virtual assistant**

Clevertar is working together with Konica Minolta's Business Innovation Centre to revolutionise healthcare delivery. Konica Minolta's Australian-based Innovation and Healthcare team is a strategic partner and investor in Clevertar, a spin-out company of Flinders University in South Australia.

Clevertar has developed innovative software that uses relational agent technology to help patients better manage their chronic conditions, keep healthy and stay out of hospital, while enabling efficient remote monitoring by care providers.

'Relational agents' are smartphone or tablet avatars that act as digital coaches designed to improve the health and wellbeing of patients by positively influencing their behaviour. Ageing populations will become increasingly reliant on mobile technology solutions to help people stay in their homes for longer.



Ensure healthy lives and promote wellbeing for all at all ages

# Supporting a Culture of Safety, Health & Wellbeing

| Objective | By end 2020 |
|---|---|
| 1. Maintain a culture of safety, health and wellbeing at Konica Minolta | • Safety, health and wellbeing is on the agenda at every scheduled departmental meeting<br>• A health and wellbeing challenge program is held each year with at least 25% employee participation<br>• Safety, health and wellbeing learning events are held each year<br>• Health, Safety and Environment Committee is operational and effective at achieving its objectives<br>• Information on ergonomically sound work practices is accessible to all employees<br>• Intranet provides up-to-date information on safety, health and wellbeing. |
| 2. Policies and practices reflect current known risks and best safety practice | • 100% of safety related policies are updated and implemented<br>• 100% of employees have completed compliance safety training<br>• All employees working in hazardous areas have undertaken risk specific training<br>• Each branch has completed a spot audit of safety practices per annum<br>• The company reviews and updates company safety, health and wellbeing risks annually. |



Konica Minolta hosts students from the Doctor of Physiotherapy program in the Faculty of Medicine and Health Sciences, at Macquarie University. The students gain valuable experience during placements focused on health, safety and wellbeing projects with the company.

# 5 Environmental Leadership

## Goal

To reduce our impact on the environment by collaborating with our customers, suppliers and employees.

### Context

The world we live in is facing unprecedented environmental challenges. The world's largest carbon emitters, including Australia, pledged to move forward with the Paris Agreement in November 2016, agreeing to cut emissions to zero by 2050.

Konica Minolta has access to global resources and expertise to assist customers and other stakeholders collectively achieve their environmental goals.



To celebrate Hindmarsh Island Landcare Group putting their 500,000th plant in the ground in 2017, a team from Konica Minolta used their volunteer leave to develop an aerial presentation of the Groups' revegetation sites on Hindmarsh Island.

The resulting footage was spectacular, recording the mammoth revegetation efforts on the Island over the last 10 years. Landcare shared the footage widely to highlight what could be achieved.

**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**

Ensure sustainable consumption and production patterns

**13 CLIMATE ACTION**

Take urgent action to combat climate change and its impacts

# Demonstrating Environmental Leadership

| Objective | By end 2020 |
|---|---|
| 1. Work with internal and external stakeholders to develop a three year Environmental Management Plan for our Australian operations. The plan will outline how we will measure and improve our environmental performance | • The Plan's targets and activities are annually reviewed and continuously improved<br>• Maintain compliance with relevant environmental standards and legislation with annual internal audits<br>• Conduct Greenhouse Gas Emissions (GHG) Audits and review targets for GHG reduction every two years. |
| 2. Expand our carbon-offset program beyond production print equipment to fund environmental and/or social programs in the countries of our two major manufacturers | • Offset 70% of our Australian GHG footprint<br>• Fund one environmental project through our GHG offsets program<br>• Fund one social project through our GHG offsets program. |
| 3. Work with customers and suppliers to explore innovative ways to reuse our parts and equipment | • Establish a waste toner refurbishment program as part of our Clean Planet Initiative<br>• Extend the life of multi-function devices (MFD) by up to 5 years through a refurbishment program. |



Tessa Jakszewicz, CEO Landcare Australia, holds a customised 3D printed trophy. Using Landcare Australia's distinctive symbol of the 'caring hands', this innovative multi-dimensional print was fabricated at Konica Minolta's new 3D print lab at Macquarie Park, Sydney.

# Creating Shared Value

Our community engagement programs provide opportunities for our people, customers, suppliers and our community partners to have a greater impact.



Konica Minolta teams around Australia wore bow ties for Project Futures' Stella Fella Friday campaign. The campaign helps raise awareness about human trafficking and encourages men and boys to make better choices.



Teams from Konica Minolta Business Solutions Australia and customer, Staples Australia, join forces to volunteer in OzHarvest's *Cooking for a Cause* program.

"Our community engagement programs provide opportunities for our customers, suppliers and our community partners to have a greater impact."

"Everyone enjoyed learning to cook from an experienced chef but the real pleasure we all felt was knowing that the meals made would make a small difference in a few people's life that evening".

Eric Holstmark, General Manager

# Outcomes for Our Stakeholders

The goals and objectives outlined in this plan provide outcomes that leave a real and important impact on people, community and the environment.

## Our People
- Strategic commitment to health and wellbeing
- Employee training and development
- Equality, diversity and inclusion in the workplace
- Workplace flexibility, work-life balance
- Positive community involvement

## Our Customers
- Customer service excellence
- Opportunities for collaboration
- Support for improved environmental sustainability
- Knowledge sharing and education
- Improved product and service quality
- Better relationships

## Our Business
- Supplier of choice
- Employer of choice
- Trust in our brand
- Growth and profitability
- Best practice policies, standards and certifications
- Legal compliance
- Risk management
- Bids and tenders success
- Accountability

## Our Communities
- Strong community and charity partnerships
- Advocacy
- Community investment, delivering benefits and impact
- Recognition and access to economic opportunities for ATSI
- Whole of company commitment to solve societal issues
- Shared knowledge and technology

## Our Suppliers
- Respect for human rights and dignity for those in the extended supply chain for our products and services
- Product and service impact
- Consistent standards
- Influence and advocacy for improvement
- Improved environmental sustainability
- Trusted business partnerships

# More information

If you have any other questions, or would like any more information, please contact us care of:

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