

CSR Report 2012

SUMMARY

Social and Environmental Report

Supplying the customer with total document solutions and contributing to the progress and development of society

Reborn as a total document solution company

In April 2012 we changed our name to KYOCERA Document Solutions Inc. and took a new step forward. The environment surrounding the production and use of documents is currently undergoing widespread changes due to the growing use of things like mobile information devices and cloud computing. Customers are developing ever more diversified needs to replace the traditional need of simple paper document output --- they need to freely work with documents without being limited by time or place, to manage text data efficiently, and to construct the perfect security system. We instilled in our name our devotion to the idea that, "Our role is to provide more than mere document device sales and maintenance services, and to be a 'total document solutions company' that continues to provide the optimal solutions customers desire for their new needs and issues."

Creating products and providing solutions from the customer's point of view... KYOCERA Document Solutions always thinks of the customer first. We want to continue to be a company that grows along with our customers.

Answering customer needs with the "Ecosys Concept"

In 1989, well before the issue of global warming fell under the spotlight to the level that it has today, we were already launching efforts to develop environmentally friendly products in order to answer the needs of society and of the customer to cut environmental impact (ecology) and cost (economy). By 1992, we succeeded in product development for the "Ecosys Concept," an idea that combines both environmentalism and cost efficiency. In printers bearing the Ecosys name, not only did we introduce a long-life amorphous silicon for its photoreceptor drum heart, we also made the peripheral components long lasting as well to create a printer that can be used up to its product lifespan without having to replace anything other than toner. In order to fulfill the proposition of reducing waste products and running costs by thoroughly expanding the life of the product itself, we have continued to improve our product longevity technology without slackening over a twenty year period up until today.

In addition to longevity technology, we have made amazing improvements to the one and only item that actually requires replacement: toner. We have introduced to the market a "biomass color toner" that is made from biomass plastic derived from non-grain materials. This is the first toner in the world that suppresses the generation of CO₂ by as much as 30%. It is just one more of our products which responds to the need of society to decrease environmental impact even further.

We plan to keep on evolving the Ecosys Concept to allow us to continue supplying products guaranteed reduce environmental impact throughout the entire product lifecycle, including the manufacturing stage, customer usage stage, and even the post-usage waste recycling stage. In short, we plan to continue contributing to preserving the global environment.

Promoting CSR activities globally based in the concept of "Living Together"

Our global system is growing yearly. With over 70 local sales companies and production plants in regions across the globe, at present we are developing a sales network that covers 142 countries throughout the world.

In October 2011, we established a sales company in Russia. In March 2012, we launched operations in a Czech Republic toner filling plant. And in October 2012, we launched operations in a Vietnam plant that produces printers and combination printer-copier-scanner-fax machines. The Vietnamese plant in particular functions as more than just a manufacturing center. We also imbued it with a research and development role and made it a place where individuals wishing to become engineers can gather to receive training in high level skill acquisition. We believe that in addition to providing hope for the future for numerous people, these activities also contribute to the progress and development of the local area of Hai Phong city as well as the Socialist Republic of Vietnam.

We feel that contributing to the development of countries and regions through corporate activities within a framework of respecting the individual histories, cultures, customs, and laws that have been cultivated within each country and region, in other words, prizing a policy of "Living Together," is the ideal way to do business for a corporation in its role as a public institution.

And in order to live that dream, not only do we consider the thorough implementation of highly transparent management and fair-play business practices to be vital, we are also dedicated to making social contributions that bring together communities and employees as well as the further enhancement and promotion of CSR activities.

As a member of the KYOCERA Group, KYOCERA Document Solutions develops corporate activities under the management philosophy of, "Coexisting with society, the world, and nature. Living Together." We will continue to place the "Living Together" concept at the core of all of our business activities and continue to be a business group that moves forward together with people and society.

Lastly, we hope that this CSR report will assist our stakeholders in understanding the policies and activities of KYOCERA Document Solutions as well as provide an opportunity to receive your frank feedback.

Katsumi Komaguchi

President



Corporate Motto

敬天愛人

Respect the Divine and Love People

Preserve the spirit to work fairly and honorably, respecting people, our work, our company and our global community.

Management Rationale

To provide opportunities for the material and intellectual growth of all our employees, and through our joint efforts, contribute to the advancement of society and humankind.

Management Philosophy

To coexist harmoniously with our society, our global community, and nature. Harmonious coexistence is the underlying foundation of all our business activities as we work to create a world of prosperity and harmony.

Business management in accord with the Kyocera Philosophy

In order to realise the management rationale of the Kyocera Group, we have always managed our business activities in accord with the Kyocera Philosophy. The Kyocera Philosophy is rooted in the real-life experiences and empirical rules of the founder of the Kyocera Group, Kazuo Inamori, and emphasises the significance of commitment to fair management and operation. The Kyocera Philosophy follows the basic sense of ethics, morals and societal standards that is common to all

people and universally accepted, while upholding "doing what is right as a human being" as the principal criterion for business decisions. We distribute to all employees the Kyocera Philosophy Handbook and the Kyocera Employee Action Guidelines to encourage them to learn the Kyocera Philosophy and act with highly refined common sense, and the Kyocera Accounting Handbook to accurately grasp the actual conditions of the company and the direction we should proceed in.



The Kyocera Philosophy Handbook

The KYOCERA Philosophy Book collects essays on the "KYOCERA Philosophy," clarifies each point, includes explanations regarding attitudes, and sets forth (1) the rules and commitments that form the basic company standards, (2) the required ways of thinking in order to attain the goals and targets that the company aims for, and (3) the correct way of living and ideal way of being for people who can give the company an impeccable character.



The Kyocera Employee Action Guidelines

We live in a climate of increasing globalisation where corporations and business people are expected to display respectable conduct and attitudes based on universal beliefs and highly transparent rules. The KYOCERA Conduct Guidelines are checked against the various aspects of our corporate activities based in the KYOCERA Philosophy and set forth the conduct guidelines on which Group employees should base their daily business activities.



The Kyocera Accounting Handbook

Accounting plays the role of a "compass" necessary for a company to meet its management goals. It is an important component essential to business management. The KYOCERA accounting doctrine is comprised of practical accounting principles needed to accurately assess the company's current state and the direction in which we should proceed, such as the principle of one-to-one correspondence, the principle of double checking, and the principle of muscular management.



"Customer Satisfaction Improvement Efforts"

KYOCERA Document Solutions customer satisfaction improvement efforts

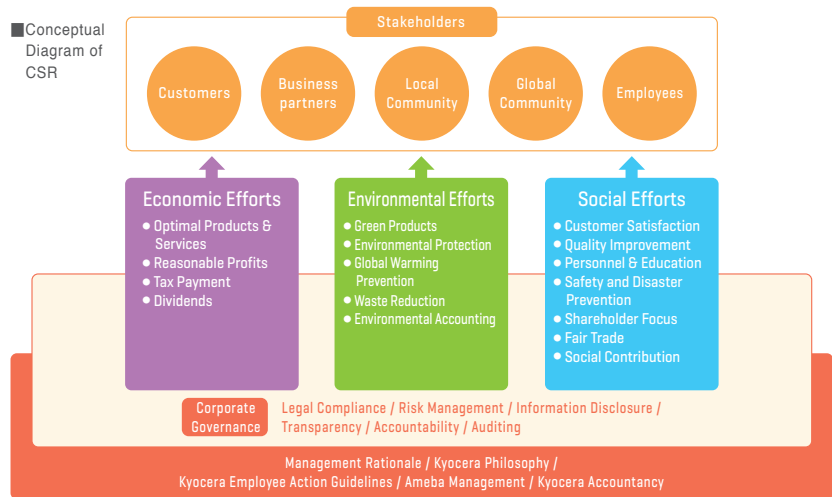
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CSR principles / CSR action plan

KYOCERA Document Solutions Group has set the idea of "respect the divine and love people" as our company creed and the goal of "providing opportunities for the material and intellectual growth of all our employees, and through our joint efforts, contribute to the advancement of society and humankind" as our management core. Through the KYOCERA Philosophy, which is based in the human heart, we make the question of "what is the right thing to do as a human being?" our standard, with answers that incorporate ideals such as "fairness, good faith, philanthropy, and effort." We strive to be altruistic and do our best for people and for the world.

CSR management is nothing other than practising the management rationale

At the KYOCERA Document Solutions Group, following the tenets of our management strategy nucleus, the "Kyocera Philosophy," results in realising excellent CSR Management. Our aim is to grow together with society by constantly striving to provide even better products and services and responding to the needs of society through environmental preservation and social contributions. At the same time, we conduct highly transparent corporate management to build and maintain relationships of strong mutual trust with stakeholders.



Measures for CSR

Corporate governance

Corporate governance system

Section 404 of the U.S. Sarbanes-Oxley Act applies to our group as well. Therein, pursuant to Section 404 of that Act, the Internal Audit Department conducts audits of company business for the entire KYOCERA Document Solutions Group, including internal regulation audits of financial reports, to enhance the Internal Regulation System even further.

Internal audit

Our internal auditing office conducts business audits targeting all consolidated companies within and outside of Japan every other year. The KYOCERA Group has over 70 consolidated companies located inside and outside of Japan, and we performed business audits for 32 business locations (related companies and branches) in fiscal 2010.

GM training

From 2010 onward, we have been conducting GM training sessions for presidents and general managers of overseas related companies. In fiscal 2011, we held 4 training sessions at the headquarters, and top management for a total of 19 companies attended. In fiscal 2012, we are planning a total of 8 sessions targeting top management in 36 companies.

Risk management

Risk management system

Under the President serving as the Chief Risk Management Officer, we maintain a Risk Management System that operates through the Risk Management Committee. The Risk Management Committee consists of all General Managers of corporate divisions and offices and representatives of affiliated companies as well as Employees in Charge of Risk Management assigned by each organisation and the Risk Management Secretariat. We maintain regulations such as the Crisis Management Manual and make these regulations available to all employees.

Information security

Thorough management of information such as technical information and private information is an important obligation in the realm of living up to corporate social responsibilities. We have established a "Core Information Security Policy" and "Core Private Information Protection Policy" under the Information Security Committee with the company President serving as the committee chair, and strive for thorough management.

Legal audits

Our company and partner companies in Japan conduct voluntary legal audits for each department via a KYOCERA Group standardised legal checklist, and the results are closely examined by the auditing department. Furthermore, the Risk Management Department also conducts legal audits.

Continuing to develop new environmental technologies

"We want to reduce our impact on the global environment as much as possible." Out of this desire, we developed the ECOSYS Concept, under which we have produced many products that achieve reduced environmental impact.

Now we have succeeded in developing the world's first biomass colour toner using vegetable matter derived materials. This product is attracting intense attention as a product that contributes to the reduction of the impact on the global environment.

Masaki Okita

Technology Headquarters,
Process Development Management Division

■ The passion of engineers who will never back down from a challenge is what made this "world's first" product a reality

Development officially began in 2010, inspired by the research conducted by just a single engineer, motivated by his firm belief that "as the leading company of ecological products, we should give the world a product that has a new value that can change the future of environmental preservation". The development process was made more difficult by the desire not to use materials derived from grains, which are plagued with various restrictions. Nevertheless, the company-wide belief in reduced environmental impact, the bonds among co-workers and the passion of the engineers with their never-give-up spirit combined to generate this "world's first" ecological product.

*Biomass is organic energy and materials derived from renewable living resources like lumber, marine vegetation, and vegetable matter, and refers to resources which draw upon plants that can reproduce in units of one year to several decades. The carbon contained in biomass is absorbed from carbon dioxide already existing in the atmosphere during the plant growth process, and thus it is generally thought that releasing carbon dioxide by burning the plant matter does not ultimately change the amount of carbon dioxide in the atmosphere.

■ Our responsibility as the company that created the ECOSYS concept

The Ecosys concept aims to combine maximum user economy with minimum environmental impact. In order to realise these two benefits simultaneously, we have dedicated ourselves to creating groundbreaking long-life products and made it our mission to constantly develop new possibilities for environmental technology. We are working to pave the way to the establishment of a "recycling society" that uses limited resources efficiently and recycles them in a sustainable way. We have made the commercialisation of biomass* one of our major goals, and as part of that endeavour, we started efforts to develop a biomass colour toner in 2009.

▶▶ Biomass colour toner that will realise a new ecology



Our raw material contains approximately 30% resin derived from vegetable matter not obtained from grains

Traditional colour toners rely one hundred percent on petroleum-derived resins. One of our primary considerations in the development of a biomass colour toner was to reduce reliance on oil, a limited resource and a major contributor to increasing CO₂ levels. Another was to ensure that our choice of material was not relied upon as a source of food for either people or livestock. We therefore limited our source of biomass to waste vegetable matter that is created as a by-product of the production of biomaterials not derived from grains.

Contributing to a reduction of environmental impact by cutting CO₂ emissions generated when incinerated for disposal by approximately 30%

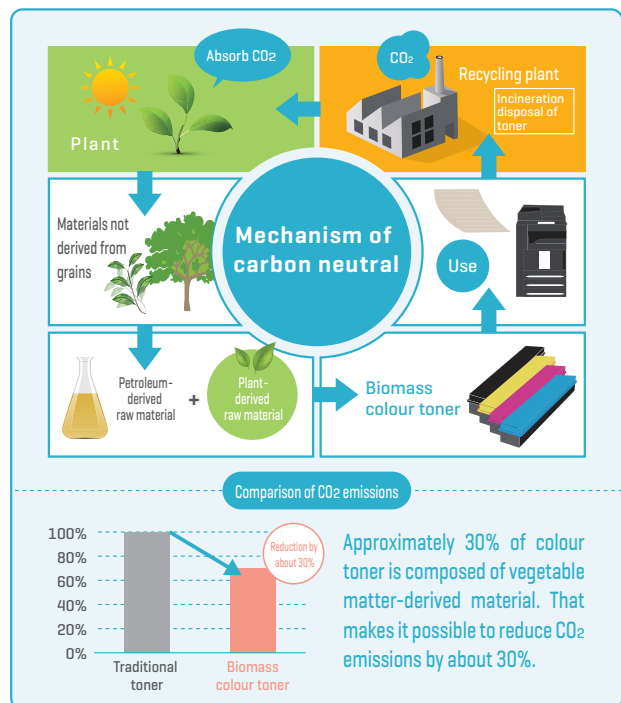
In the process of recycling, paper output from printers is generally divided into two types of residual materials referred to as paper fibre and waste product. Paper fibre is used to make recycled paper, but waste product, which contains carbon toner components, is disposed of through incineration. Carbon dioxide (CO₂) is generated during this process.

We believe that reducing these CO₂ emissions leads to a reduction in negative environmental impact globally. That is why approximately 30% of our biomass color toner is composed of material derived from vegetable matter. Because the amount of CO₂ released into the atmosphere when vegetable matter is incinerated is the same as the

amount of CO₂ that was originally absorbed from the air by the plants during their growth phase, we know that incinerating plant matter does not increase the amount of CO₂ in the atmosphere. This means that, compared to traditional petroleum-derived toner, our biomass colour toner reduces CO₂ emissions by about 30% in the incineration process.



Waste product like toner eliminated in the process of recycling paper



Reaction at the Eco-Products Exhibition

Eco-Products Exhibition is Japan's largest environmental exposition for eco-products and eco-services. We have shown biomass colour toner at the Exhibition for three consecutive years from 2009 to 2011. With yearly improvements, the performance-enhanced biomass colour toner has always attracted immense interest, and many of our competitors have expressed surprise at the fact that we have started out with colour toner development right from stage one. In addition, many companies concerned about the environment have expressed their intense desire for speedy commercialisation of this product.



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▶▶ The passion of the development team that made biomass colour toner possible



Devotion to using materials not derived from grains

In the initial stage of development, our trials used corn as vegetable matter-derived material. It turned out better than we had imagined, and we exhibited it as a reference exhibition in Eco-Products Exhibition 2009. The intense response we received led us to begin the official commercialisation project.

But when the project started in earnest, we took the worldwide food situation into consideration and substituted materials not derived by grains and not used as a food source for humans or animals. This also included the plan to further deepen the ecological benefit of the project through the secondary use of scrap lumber. Of course, there are many different kinds of materials not derived from grains, and finding the perfect material was extremely difficult. Also, there are all kinds of restrictions on such materials, and a repeated process of trial and error was required to meet our goal of an increase of up to 30% concentration.

Pursuing the same high level of quality that exists for traditional petroleum-derived colour toner

Biomass colour toner does more than just use vegetable matter as its raw material source. It also achieves the same high level of quality that exists for traditional petroleum-derived products. While having to deal with all of the restrictions surrounding vegetable based materials, our greatest challenge was ensuring that our biomass colour toner achieved the same high level of performance as our traditional petroleum-derived colour toner, so that it would be well received by users worldwide.

Also, our ECOSYS printers implement an energy-conserving design in which the toner is affixed to paper at a low temperature. Since toner particles with biomass content do not melt as easily, we had to develop high level and complex designs in which the materials melt and affix easily to the page at low temperature but remain a free-running powder that doesn't form clumps even if exposed to high temperatures during transportation. Moreover, we had to overcome many other design challenges including optimising colour transparency, and colour generation, and achieving enough adaptability to provide the same high image quality in all kinds of climate conditions, ranging from the hot and humid climates of Southeast Asia to the low temperature and low humidity climates of Europe.

Over 200 kinds of toner tested

In the development of colour toner, which requires four colours, the problematic points are different for the crafting of each colour. That means the process has four times the problems. And, because the raw materials have never been used for this purpose before, there were many areas where relying only on empirical values from the past would not yield any meaningful answers. In order to arrive at the design we use now, we kept making slight alterations and wound up testing over 200 recipes for all four colours.



Activities of the development team that grows to over thirty members

In addition to the eight core members, the development team has grown to encompass a total of over thirty members, including people involved in machine design and the control software team, and has overcome many difficulties with transcending divisional barriers and pooling their resources. Also, in order to make this toner practical to use, fine product tuning required by the nature of the new toner will be necessary --- tuning to meet all possible conditions in terms of machine design, such as "does the product keep the same level of performance when employed in the long term as well?" and, "can the same product be used in both hot and humid environments and low temperature and low humidity environments?" In the initial stages, voices of uneasiness for its hardness to handle were heard, but the closer they came to pursuing its performance, the more the entire team started to embrace the uplifting spirit of, "yes, this will work!"



▲ The biomass colour toner development team



▶▶ Seeking an even higher level of environmental technology potential

Plans to increase the concentration ratio of biomass materials for even better CO₂ emission cuts

For this current product development project, we successfully realised CO₂ emission cuts of approximately 30%. Because we know that CO₂ emissions decrease with an increase in the concentration ratio of materials not derived from petroleum, we plan to obtain higher biomass concentration ratio with technical improvements. Also, we continue to explore the possibilities of using even more sustainable sources of biomass.

Ultimately, the real success of this product will be measured by just how much this product can contribute to the overall reduction of CO₂ emissions worldwide. And that, in turn, will depend on just how much the main concept of reducing environmental burden takes root, and how much we can increase the share of biomass colour toner in the worldwide market. This is just another reason that we are striving to be a leading presence in the development of the potential of environmental technology while pursuing new value and solutions.



Yoshio Ozawa
Process R&D Division



Making the added value of biomass colour toner a firm market presence is the first step to success

In addition to biomass colour toner entailing fairly severe restrictions in terms of component materials, because this is still an unknown product having just recently cleared the development stage, production quantity is limited. This all means that production cost is higher than standard products. And though we are definitely striving as much as possible to realise a price setting that does not burden the customer, we also feel that having customers recognise the benefits that this product brings to the environment will be the key to having biomass colour toner become a firm market presence.

And so, in order to realise our dream of reducing the impact on the global environment through the usage of biomass colour toner, we have made it our corporate mission to sincerely strive to gain the understanding and approval of consumers.

Scheduled to be on sale in the near future



Biomass colour toner is scheduled to be on sale in the near future. The restrictions on the manufacturing process required in order to use vegetable matter-derived material and simultaneously ensure quality toner performance are fairly strict, and we had to overcome a wide variety of hurdles in getting to the selling stage of development. However, after making continued adjustments while running tests that foresee any kind of situation so as to prevent any obstructions to total convenience for the customers, we have finally made it to the final step with a product of which we can feel sincerely proud.

While we celebrate our achievement in releasing a "world's first" product, we realise that this is only the first step. We plan to continue our development efforts in order to produce a product that achieves even greater reduction in CO₂ emissions and thereby encourage wider adoption of biomass colour toner as a contribution to the reduction of global warming. This sense of shared purpose keeps us focused firmly on our goal.



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Environmentally Conscious Products

ECOSYS concept

Based in long life technology, our "ECOSYS concept" has been creating environmentally conscious products that excel in the arenas of ecological conservation and cost savings since we released the first ECOSYS printer, called the "ECOSYS FS-1500," in 1992.

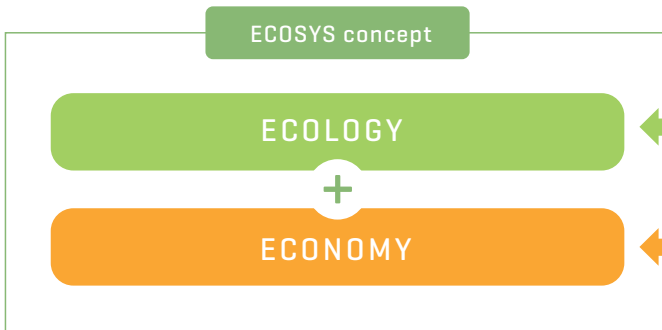
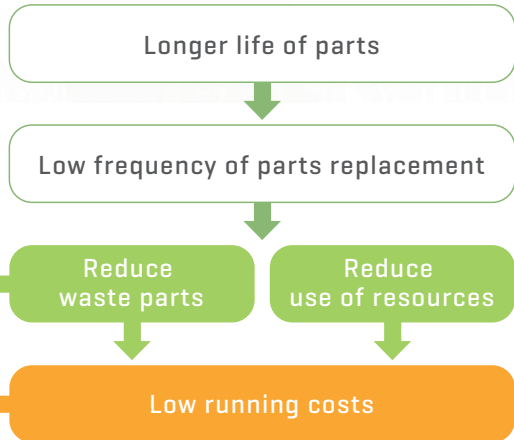


The first ECOSYS printer "ECOSYS FS-1500"

What is the ECOSYS concept?

The "ECOSYS concept" is a product development concept that employs our own special long life technology. Under this concept, we strenuously reduce the number of parts that have to be exchanged in the course of using printers, so that toner is the only thing that regularly needs to be replaced. This resource-efficient approach means that our products excel in both ecological conservation and economy of use. Reducing the number of regularly-replaced parts means that less waste is produced during the product's use phase. It also reduces the resources required to manufacture those parts.

■ The features of ECOSYS concept



ECOSYS printer features

Printers with low impact on the global environment

Using the KYOCERA a-Si (amorphous silicon) long-life photoreceptor drum and dedicating ourselves to extending the life of all the surrounding components allows us to make printers that can be used for their entire design life without requiring any replacement of the majority of their parts. In effect, our design is "cartridge-free". In conventional printers, the life span of major components like the photoreceptor drum and developer unit is short and they cannot be relied upon to maintain high quality over an extended period. As a result, they are commonly incorporated into a "single-process cartridge" which contains all the main components that are required to form the image. Key components of the printer are therefore treated as throw-away items and discarded very time the toner runs out. The ECOSYS concept designed out the unnecessary waste associated with frequent replacement of key components and deals with the issue of waste before it even arises, long before the recycling stage.



▲Amorphous silicon drum

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Low running cost printers

ECOSYS printers can be used for their full life span simply by replacing a cassette that contains only toner. This lowers the cost of replacement parts that are normally required due to usage, making the running cost friendly on your wallet as well.



FS-C5250DN

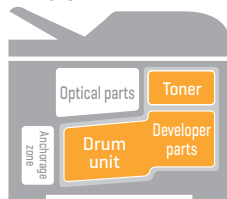


FS-C8650DN

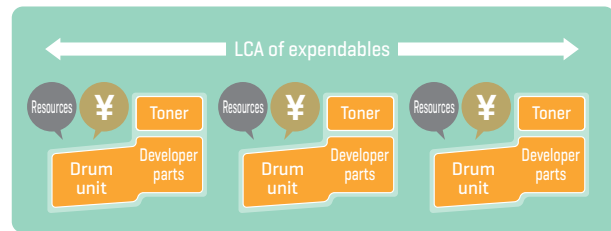
ECOSYS printer superiority

ECOSYS printers have long-life printers that mean only toner needs to be replaced regularly. By designing more resource-efficient products, our developers have reduced the impact of these printers on both the earth and your wallet.

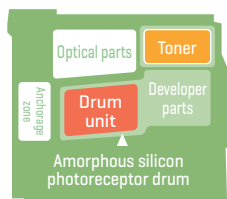
Ordinary printers



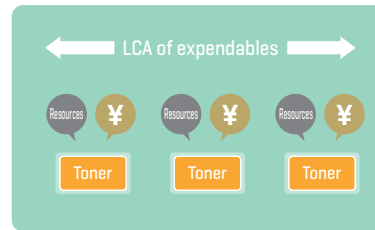
Replace "all at once" type



ECOSYS printers



Replace "toners only" type



Valuation of the ECOSYS concept

The ECOSYS concept is the cornerstone of our attitude toward product development and manufacturing. This concept has been recognised for its high performance in the arenas of ecological conservation and cost cutting. It has attracted praise and commendation from technology related organisations and Western product testing organisations.

46th Okochi Memorial Foundation Technology Prize

In April 2000, the ECOSYS printer line won the 46th Okochi Memorial Foundation Technology Prize due to our development of a long life electronic photographic process and commercialisation of an environmentally conscious printer. And in June 2003 it won the Technology Prize from The Imaging Society of Japan due to its realisation of immense printing cost cutting enabled by its long life and its ranking as the smallest and lightest model in its class.



▲March, 2000
Won Okochi Memorial Foundation Technology Prize



▲FY 2003
Won Imaging Society of Japan Commendation Technology Prize
The world's smallest tandem colour printer "FS-C5016N"

Won BLI's 2011 "Line of the Year" Award

BLI (Buyers Laboratory Inc.) is an independent organisation that evaluates the reliability, productivity, image quality, and usability of office machines in the USA. In the winter of 2011, this group recognised our superior black and white printer lineup with examples like ECOSYS FS-3140MFP and ECOSYS FS-1320D and awarded us with the "Line of the Year."



▲Line of the Year Gold Ribbon Award

Making products that are environmentally conscious through and through and giving society a new awareness

"As a manufacturing company, I think we should create products that really are good for the environment." That is my strong desire for the process of promoting "LCA." When thinking about environmental impact, it is easy to fall into the trap of making evaluations based on data for when a product is being used. But the reality is that factors outside product usage like material acquisition and manufacturing process also impact the environment in various ways. Because implementing LCA allows us to visually assess the impact of a product throughout the entire life cycle, the answer to the question of whether a product really is good for the environment is available to both us and the customer as well. Many people do not know about this process, and that is actually why I want to supply this new awareness and change the way the entire society views the environmental impact of products.



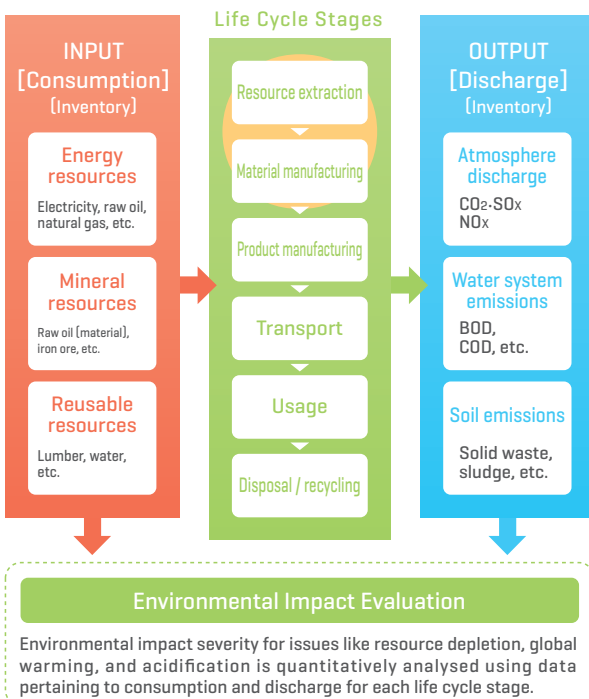
Naritetsu Tamano
Product Environment Department
Environmental Division
CSR Headquarters

Efforts in production centres and offices

As a member of the KYOCERA Group, KYOCERA Document Solutions promotes activities based in the "KYOCERA Environmental Charter." Production centres as well as headquarters offices set targets based on the Environmental Conduct Plan and deploy activities designed to reduce environmental impact.

Visualising each LCA Stage

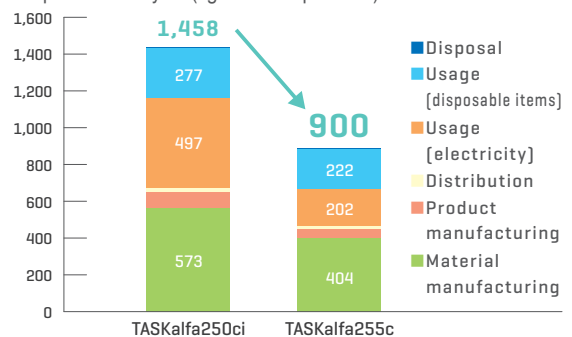
In order to assess and reduce the impact that products have on the environment throughout their entire life cycles, we implement LCA for all products.



Predictable effects

1. Because effects are expressed in numerical values, we can select the optimal technology.
2. We can evaluate items with high environmental impact reduction effects.
3. We can prevent new environmental impacts generated by a problem as well as repercussions on or transitions to other stages.
4. We can attain grounds for scientific and objective environmental policies.
5. We can supply and disclose environmental information in a timely way.

■ Comparison of greenhouse gas effect impact throughout the product life cycle (kg of CO₂ equivalent)



Achieved 1 W during sleep through new energy saving technology
30% reduction in toner consumption amount



ECOLOGY REPORT

For the Reduction of Environmental Burden

Efforts in Resource Circulation

Recycling of Parts and Packaging Material Conservation

Our recycling policy is to prioritise "reuse" opportunities. However, some components cannot be reused as they are, and for these components, we will examine them to confirm their recyclability from the standpoint of "materials recycling" first, and then from the standpoint of "chemical recycling" or "thermal recycling," with the aim of eliminating to the maximum degree those going to a landfill. Plus, we promote the recycling of packaging material. We have attained a reuse rate of almost 100% of packaging material used for product shipping to nearby locations. For far away locations where collection and reuse is difficult, we are reducing packaging material waste through efforts like changing the format of resin packing material and developing a new packaging material that restricts the amount of resin material used to 30% of traditional amounts.

Reuse

Reusing parts

We are also involved in the business of collecting reusable parts from used products that we have collected and supplying them to the market as used parts. At our recycling centres, we conduct strict inspections and only passed parts are shipped out as reusable used parts.



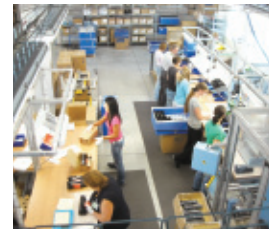
Collected printed circuit boards ▶

Toner Plant Operation in Czech Republic

On March 30, 2012 our first toner filling plant in the European region started operating in Czech Republic. Directly shipping toner containers produced by state of the art facilities to the Europe Warehouse (The Netherlands) reduces the shipping route and cuts down on fuel usage. In the future, we plan to take advantage of the benefits of being located almost exactly in the centre of Europe and expand the facility into a reusing site.



▲ Environmentally conscious plant adopting insulation board as material of its external wall



▲ Toner container production line



ECOLOGY REPORT

For the saving of the environment

Efforts at distribution centres



Germany

The third Kyocera Eco Award ceremony was held

On January 26, 2012 the third Kyocera Eco Award ceremony was held in Stuttgart, Germany. This award was established in 2008 through the joint efforts of KYOCERA Document Solutions Germany, the BVMW (German Association for Small and Medium-sized Businesses), and Deutsche Umwelthilfe (German Environmental Aid Association). The three organisations have cosponsored the award ceremony three times. The purpose of the award is to enhance cultivation of awareness concerning sustainability and environmental preservation. Applications centre on "groundbreaking efforts by small to medium sized business concerning climate changes." For this installment of the award ceremony, 54 applications were received from amongst German and Austrian small to medium sized businesses.



England

Green IT Magazine Award: three years in a row

In 2012, KYOCERA Document Solutions UK won the award for "Environmental Project of the Year over 100 Employees," which is one of the categories in the "Green IT Awards 2012" sponsored by Green IT Magazine. The Green IT Awards were established three years ago with the aim of promoting environmental activities amongst companies and organisations through the presentation of awards for companies and products that have notably contributed to environmental preservation. This award marks three consecutive years of recognition following the "Green IT Magazine's Company of the Year" award in 2009 and the "Hardware Product of the Year" award in 2010.



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Aiming for a Society of Togetherness

"Better yourself by helping others." In KYOCERA Document Solutions, this phrase is a common mainstay in all types of situations. Suppressing selfish desires and thinking about the needs of others strengthens your heart and leads to personal growth. Based on this philosophy, our social contribution activities emphasise a policy of letting employees take the reins with a motto of "Decide and take action on your own."



"At first lots of people came to buy things and I was a little nervous, but now I'm just fine. It's a lot of fun every time!"

Tomoko Hamaguchi
Social Welfare Corporation Hasune Kai
(Lotus Root Group)

A circle of mutual support that grows with the heart of each participant: Social contribution activities with employee leadership

An environment where the supporter does not just mete out "one-way support" for those in need, but where both parties progress and grow together: that is our ideal "Society of Togetherness." Our desire to make that kind of a society a reality has led us to operate an assortment of social contribution activities. But we want to do more than just install the typical corporate set of activities. We want employee driven action that broadens the hearts of each and every individual. To this end, we launched a Social Contribution Committee

wherein the entire process from deciding on activity themes and details to executing those activities is guided by the employees themselves. The reason behind this decision is that we believe buds of devotion that spring up in each heart will spread outwards through nearby people to take root throughout the entire world. In essence, this enriching expansion of a circle of mutual support is essential in the process of making a "Society of Togetherness" a reality, and we believe that it is an extremely important role we feel bound to carry out.

Internal company sales of handmade baked goods and cookies by a welfare facility



Internal Company Sales – an opportunity to develop the confidence to be independent members of society

Each month, KYOCERA Document Solutions holds internal company sales of products (baked goods and cookies) from Hasune Kai (Lotus Root Group), in support of local vocational centres. On alternate months, this activity supports "Witan", a welfare service office for individuals with disabilities. We started this activity in 2008 with the hope of providing a chance for centre attendees to feel the joy of working and to be more confident about becoming independent members of society through interaction with our employees and out of a desire to contribute to centre activities. This internal company sales project is also being carried out at Hirakata Plant and Tokyo R&D Centre.



VOICE

The attendees have grown through internal company sales

Interaction with our employees let them thoroughly experience the joy of work

Our centre, Hasune Kai (Lotus Root Group) provides vocational activities to provide environments that allow users to experience the world of work. The goals are to have participants experience the joy of working, enhance their desire to work, and become more confident about being independent members of society. When the sales project first started up, attendee children were more than a bit worried if they could do it. When disabled people set foot out in the world, they often have trouble communicating their feelings to others and wind up feeling depressed as a result. But here they are always working so cheerfully. The employees are very warm and everyone always says thank you with such feeling. And the baked goods always sell out! All the attendees thoroughly experience the joy of work.



Noriko Motoki
Sales Manager
Hasune Kai
(Lotus Root Group)



Mind of employees has changed through interaction with the centre

Excitement is growing over how easy social contribution can be

It was hard getting everyone interested at first, but now it has become a regular activity. A lot of employees were exposed to vocational aid centre activities for the first time through this sales project, and recently I really sense that a lot of employees have started to feel that they can contribute to society through something close to their everyday lives without having to necessarily go out of their way. It would be great if even more centre attendees could get to use this opportunity as a first step into being more independent. And I also want all of our employees to get into contributing to society on their own through interacting with these attendees.



Social Contribution Committee supporting the activities

The Social Welfare Subcommittee is one of the subcommittees of The Contribution Committee, which launched in 2007. It oversees assisting in the sales of products from vocational aid centres for the disabled and assisting the activities of the Federation of Osaka City Children's Social Welfare Facilities. Its activities help each individual employee have a deeper understanding of what a "Society of Togetherness" means. It also allows them to continue contributing to society on a personal level as well. The activities we deploy broaden the boundaries of people's hearts.



WEBSITE
HERE!

"Customer Satisfaction Improvement Efforts"

KYOCERA Document Solutions customer satisfaction improvement efforts

Search



For the society where everyone is living together

Activities for Contribution to Society in Offices Around the World

KYOCERA Document Solutions America

Participating in support for women with breast cancer

We participated in "Lee National Denim Day" fight against breast cancer, and on October 7, 2011 raised money for people struggling with breast cancer. We donated 1,300 dollars (approx. 100,000 yen) that are to be used for research funds to help eradicate breast cancer.



KYOCERA Document Solutions South Africa

Providing financial aid to an entrepreneur support group

We aid entrepreneurs in South Africa through a group called "The Hope Factory" that gives assistance to businesses launched by economically disadvantaged people so that the businesses can continue for years after they are started. Through April to December 2011 we donated a total of 150,000 ZAR (approximately 1,470,000 yen) for the enhancement of job training.



KYOCERA Document Solutions Thailand

Aiding major flood victims

To help victims of the record breaking flood that occurred in northern and central Thailand, our employees launched a donation effort on their own on October 12, 2011. A total of sixty thousand baht (approximately 150,000 yen), with over ten thousand baht in company donations, plus one printer was donated to Thailand Red Cross.



Hong Kong Partner Company Group

Coast and park cleanup

The employees of three group companies took on cleanup activities on December 3, 2011 and January 7, 2012. Hong Kong employees have been cleaning up coastal and park areas around Hong Kong once a year for some time now, but they upped the ante starting in fiscal 2011 with an increase in the number of cleanup sessions and in scale to two parks.



TOGETHER WITH CUSTOMERS

For customers

Activities for Quality Assurance

Quality Policy

- 1 Quality assurance focusing on the work site: Activities of Quality Assurance Headquarters
- 2 From Development to Service: Construction of quality plan-do-check-act cycle focusing on the customer

Quality assurance focusing on the work site (Activities of Quality Assurance Headquarters)

The Quality Assurance Headquarters implements an array of evaluations and checks to make sure that our products always operate safely at the customer's office. It also supports other branches of our business using information from the market to help make our products even better and even more satisfying to our customers.

From Development to Service (Construction of quality plan-do-check-act cycle focusing on the customer)

In the product design and development stage, we place importance most on the customer viewpoint, and in order to evaluate the reliability of our designs, we implement evaluations that take into account actual usage environments. Also, we use market support to obtain customer feedback that is going to be reflected in new products, engaging in production that always implements all of the stages of quality PDCA.

Realising high reliability

To make sure that our products always operate in a stable fashion in customer offices, we invite distributor company staff from within Japan and from overseas at the development stage and evaluate as a group the problem points that may occur due to the unique environments of each country and methods of usage. And, at distributor companies in each region, we also implement product evaluation from the customer viewpoint before the product is put on the market. In order to assess the product characteristics, we run a variety of tests for approximately one thousand different points and use those results to make further improvements.



Product Liability Act Management Provisions

In addition to applying the regulations concerning product safety established by public institutions in countries products are sold in (safety specifications, laser specifications, environmental regulations, etc.), we have also established our own "PL Management Provisions" and clearly set forth the procedures to ensure product safety and the roles of each division to prevent accidents before they happen.



Valuing connections with clients

KYOCERA Document Solutions wants to continue to contribute to the progress and growth of society together with our clients, who we view as valued partners. To this end, we ask all of our clients to understand the basic rationale behind our CSR management and to comply with our environmental rationale, the KYOCERA Document Solutions basic purchasing policy, and our chemical material control standards.

Basic Idea of Purchasing Activity

Basic Purchasing Policy

- 1 With a dedication to integrity, our Purchasing Department strives to build and develop partnerships with our clients based on the spirit of "benefiting others makes us happy" and relationships of trust.
- 2 In addition to complying with the laws of each country we do business with, we fulfill our social responsibilities like global environment preservation and resource conservation in all of our purchasing endeavours.
- 3 For all companies within and outside of Japan, we provide fair opportunities and conduct purchasing endeavours based on just evaluation criteria.
- 4 In order to provide the best product to the market, we will continue to strive together with our clients in the arenas of pursuing the optimal quality and cost and ensuring stable supply.

Fair and equitable transactions

We consider all suppliers to be our essential business partners, who have specialised knowledge and technologies. We aim to achieve coexistence and co-prosperity with them, in a spirit of fairness and of benefiting self and others, in accord with the Kyocera Philosophy

Compliance with Subcontract Act

To ensure full compliance with the Subcontract Act, we provide in-house training for the purchasing staff and subcontract management staff at each business site. Each department conducts regular inspections of daily operations, and to complement the check, an annual internal audit takes place. Also, we always keep up-to-date with the revision of relevant laws and regulations and other latest information.

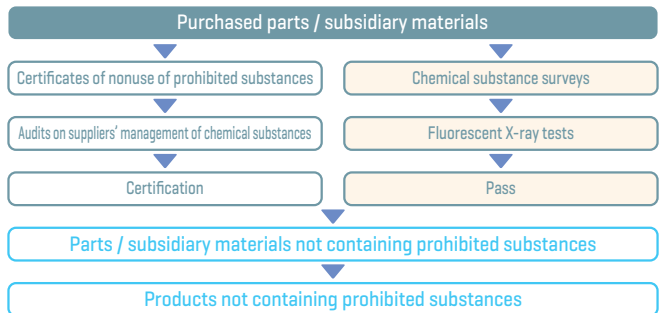
Chemical Substance Management

Promotion of Green Procurement

In order to produce products that do not contain any substances prohibited by laws and regulations, we conduct chemical substance surveys on all parts, materials and subsidiary materials. In addition, we have also installed fluorescent X-ray analysis machines in all plants to perform screening tests to confirm that they do not contain any of the six hazardous substances* specified in EU RoHS Directive. Also, we purchase only from certified suppliers to have adequate chemical substance management system.

* (1) Lead, (2) Mercury, (3) Cadmium, (4) Hexavalent chrome, (5) Polybrominated biphenyl (PBB), (6) Polybrominated diphenyl ether (PBDE)

Process on Green Procurement

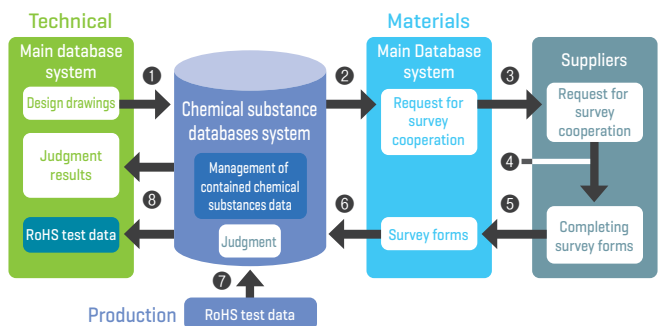


Green Procurement System

In order to conduct efficient and accurate chemical substance surveys, since fiscal 2007, KYOCERA Document Solutions has introduced and operated a chemical substance database system, in conjunction with the main technical and production/materials database systems. As of March 2011, more than 230,000 chemical substance surveys have been conducted, with the cooperation of our suppliers. The future plan is to improve the chemical substance database system so as to enable response to the EU REACH Directive*.

*REACH Directive: European Union's regulations regarding registration, evaluation, authorisation and restrictions of chemicals.

Green Procurement System



BUSINESS OUTLINE

America Coordinated Regions

<Sales Companies & Branch Offices>

- KYOCERA Document Solutions America Headquarters
- Northeastern Region (New Jersey)
- Midwestern Region (Illinois)
- Western Region (California)
- Southeastern Region (Georgia)
- Southwestern Region (Texas)
- KYOCERA Document Solutions Canada
- KYOCERA Document Solutions Mexico
- KYOCERA Document Solutions Brazil

Europe Coordinated Regions

<Sales Companies & Branch Offices>

- KYOCERA Document Solutions Europe Headquarters (The Netherlands)
- KYOCERA Document Solutions Europe - Swiss Branch Office
- KYOCERA Document Solutions - Middle East Branch Office (UAE)
- KYOCERA Document Solutions Germany
- KYOCERA Document Solutions United Kingdom
- KYOCERA Document Solutions France
- KYOCERA Document Solutions Italy
- KYOCERA Document Solutions The Netherlands
- KYOCERA Document Solutions Belgium
- KYOCERA Document Solutions Spain
- KYOCERA Document Solutions Portugal
- KYOCERA Document Solutions Austria
- KYOCERA Document Solutions Russia
- KYOCERA Document Solutions South Africa
- KYOCERA Document Solutions Nordic (Sweden)
- KYOCERA Document Solutions Nordic - Norway Branch Office
- KYOCERA Document Solutions Denmark
- KYOCERA Document Solutions Finland



CORPORATE PROFILE

Corporate Name: KYOCERA Document Solutions Inc.
 Headquarters Address: 1-2-28 Tamatsukuri, Chuo-ku, Osaka City, Osaka 540-8585, Japan
 Phone: +81-6-6764-3555 (main number)
 President: Katsumi Komaguchi
 Foundation: November 1934
 Established: July 1948 as Mita Industry Co., Ltd.
 (Name changed to KYOCERA MITA Corporation on January 18, 2000)
 (Name changed to KYOCERA Document Solutions Inc. on April 1, 2012)

Capital: Yen 12 billion (Kyocera Co., Ltd. 100%)
 Net Sales: Yen 242.3 billion (Year ended March 31, 2012)
 Employees: 15,066 (As of March, 2012)
 Group Company: 31 Sales and Service Companies
 2 Plants
 1 Logistics Center
 42 Other Affiliated Companies

*amounts of capital and net sales shown in billion yen are round off to one decimal place.



Global Headquarters R&D Center
(Osaka, Japan)



Asia Headquarters (Hong Kong)



Shilong Plant (China)



Vietnam Plant



Tokyo R&D Center /
KYOCERA Document Solutions
Japan Inc. Headquarters



Tamaki Plant (Mie, Japan)



Hirakata Plant (Osaka, Japan)

Asia Coordinated Regions

<Sales Companies>

- KYOCERA Document Solutions Asia Headquarters (Hong Kong)
- KYOCERA Document Solutions China
- KYOCERA Document Solutions Korea
- KYOCERA Document Solutions Hong Kong
- KYOCERA Document Solutions Taiwan
- KYOCERA Document Solutions Thailand
- KYOCERA Document Solutions Singapore
- KYOCERA Document Solutions India

Headquarters Coordinated Regions

<Offices>

- KYOCERA Document Solutions Global Headquarters (Osaka, Japan)

<Sales Companies>

- KYOCERA Document Solutions Japan
- KYOCERA Document Solutions Australia
- KYOCERA Document Solutions New Zealand

Group

- TA Triumph-Adler Group (Germany)

Research and Development Locations

- KYOCERA Document Solutions Global Headquarters R&D Center (Osaka, Japan)
- KYOCERA Document Solutions Tokyo R&D Center (Tokyo, Japan)
- KYOCERA Document Solutions Development America (San Francisco & Los Angeles, USA)
- KYOCERA Document Solutions Development Philippines

Production-Related Offices

- KYOCERA Document Technology Shilong Plant (China)
- KYOCERA Document Technology Vietnam Plant (Scheduled to start operation on October 2012)
- KYOCERA Document Technology Hong Kong Distribution
- KYOCERA Document Solutions Tamaki Plant (Mie, Japan)
- KYOCERA Document Solutions Hirakata Plant (Osaka, Japan)
- KYOCERA Document Solutions Czech Republic Toner Plant

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