

# Building Trust

In the year ended March 2005, the Oki Group established the CSR Promotion Division and identified six priority themes for its CSR activities: good communication with shareholders and investors, improvement of customer satisfaction, consideration for the environment, promotion of compliance with laws and regulations, respect for employees, and social contribution.

In the year ending March 2006, the Oki Group will strengthen its CSR efforts, especially in these six key areas (see the table below). It will also work to consolidate group-wide awareness and acceptance of the Oki Group Charter of Corporate Conduct.

We will clarify the roles for Oki Group companies and employees in fulfilling social responsibilities based on the Charter of Corporate Conduct, including initiatives that require the cooperation of suppliers and other supply chain participants. Overseas initiatives and industry trends will also be taken into account in this review.

The publication of this report will be used as an opportunity to strengthen communications and trust with all stakeholders, and improve corporate value.

## Focal Points for Priority Theme Activities in the Year Ending March 2006

| Priority CSR Themes                                       | Principal Initiatives in the Year Ended March 2005  | Focal Points for the Year Ending March 2006  | Related Items in the Oki Group Charter of Corporate Conduct   |
|---|---|--|---|
| <b>Good communication with shareholders and investors</b> | <ul style="list-style-type: none"> <li>Establishment of Disclosure Committee to strengthen information disclosure systems</li> <li>Improvement of IR site for individual investors</li> </ul>   | <ul style="list-style-type: none"> <li>Positive and fair disclosure of corporate data</li> <li>Promotion of good communications with stakeholders through IR activities</li> </ul>   | <ul style="list-style-type: none"> <li>Good Communication</li> </ul>  |
| <b>Improvement of customer satisfaction</b>               | <ul style="list-style-type: none"> <li>Improvement of universal design for ATMs</li> <li>Improvement of customer support through maintenance and service operations</li> </ul>  | <ul style="list-style-type: none"> <li>In-depth quality management and quality assurance from the user's perspective</li> <li>Efforts to ensure safety of products and services and apply universal design concepts</li> </ul>   | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> </ul>   |
| <b>Consideration for the environment</b>                  | <ul style="list-style-type: none"> <li>Acquisition of companywide consolidated ISO14001 certification</li> <li>Compliance with RoHS Directive</li> <li>Promotion of reduce, reuse, recycle ("3R") approach to used products</li> <li>Development of technologies for eco-friendly products</li> </ul>       | <ul style="list-style-type: none"> <li>Implementation of network-type environmentally-conscious management</li> <li>Reduction of greenhouse gas emissions</li> <li>Improvement of eco-friendly products</li> <li>Active involvement in environment business</li> </ul> | <ul style="list-style-type: none"> <li>Environmental Conservation</li> </ul>  |
| <b>Promotion of compliance with laws and regulations</b>  | <ul style="list-style-type: none"> <li>Strengthening of compliance systems</li> <li>Formulation of risk management rules</li> <li>Adoption of basic policy on the protection of personal information</li> </ul>   | <ul style="list-style-type: none"> <li>Full compliance with Law for the Protection of Personal Information</li> <li>Establishment of risk management system</li> </ul>   | <ul style="list-style-type: none"> <li>Intellectual Property and Information Management</li> <li>Fair Corporate Activities</li> </ul>           |
| <b>Respect for employees</b>                              | <ul style="list-style-type: none"> <li>Establishment of Oki Workwel Co., Ltd. (special subsidiary)</li> <li>Spot checks of safety management at production sites</li> <li>Increased support for mental health care initiatives</li> </ul>   | <ul style="list-style-type: none"> <li>Initiatives under the Law for Measures to Support the Development of the Next-Generation, equal partnership initiatives</li> <li>Recruitment and development of diverse human resources</li> </ul>                              | <ul style="list-style-type: none"> <li>Respect for Human Rights</li> <li>A Better Working Environment</li> <li>Respect for Employees</li> </ul> |
| <b>Social contribution</b>                                | <ul style="list-style-type: none"> <li>Support for charitable activities through the Oki 100 Yen Fund of Love</li> <li>Donations to victims of earthquakes, tsunami other disasters</li> <li>Voluntary activities, including forest conservation</li> <li>Opening of Oki no Sato sports facility</li> </ul> | <ul style="list-style-type: none"> <li>Contribution in Japan and overseas in cooperation with NPOs and NGOs</li> <li>Expanded initiatives under the Oki 100 Yen Fund of Love</li> </ul>  | <ul style="list-style-type: none"> <li>Social Contribution</li> <li>Regional Awareness</li> </ul>   |

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