

# Contents

Contents / Editorial Policy .....	1
Introduction .....	2
Message from the President .....	3
<b>Highlight in 2011</b> .....	<b>5</b>
<b>Giving Shape to Ideas</b>	
Overview of the Konica Minolta Group .....	9
Konica Minolta's CSR Policy .....	12
Summary of CSR Activities in 2011 .....	14
 <b>For the Global Environment</b> .....	<b>15</b>
Progress on the Medium-Term Environmental Plan .....	17
Preventing Global Warming .....	17
Supporting a Recycling-Oriented Society .....	18
Reducing the Risk of Chemical Substances .....	18
Restoring and Preserving Biodiversity .....	19
Fiscal 2011 Environmental Data Summary .....	20
Three Green Activities— Pillars of the Medium-Term Environmental Plan .....	21
<b>CLOSE UP</b> <b>Three Green Activities in the Business Technologies Business</b> .....	23
 <b>Earning the Confidence of Customers</b> .....	<b>25</b>
Assuring Product Safety and Preventing Quality-Related Problems .....	26
Increasing Customer Satisfaction .....	28
<b>CLOSE UP</b> <b>Strengthening Konica Minolta's Bond with Customers in the Sensing Business</b> .....	29
 <b>Cooperating with Business Partners</b> .....	<b>31</b>
Promoting CSR throughout the Supply Chain .....	32
 <b>Growing Together with Our Employees</b> .....	<b>33</b>
Promoting Occupational Health and Safety .....	34
Promoting Diversity .....	35
Personnel Training and Effective Utilization of Skills .....	36
 <b>Contributing to Society</b> .....	<b>37</b>
<b>Management System</b> .....	<b>39</b>
Expert Opinion of Konica Minolta's CSR Report .....	41
External Assurance .....	42

## Editorial Policy

The Konica Minolta CSR Report is published to inform all of its stakeholders about the Group's corporate social responsibility initiatives. This year's report has been prepared with a focus on the Group's newly introduced brand communication message, "Giving Shape to Ideas." The sections on environmental initiatives and on initiatives for different stakeholders describe progress on the targets that have been set. To promote communication with stakeholders around the world, this report is published in five languages: Japanese, English, Chinese, German, and French.

### Report Boundary

This report covers the entire Konica Minolta Group, including Konica Minolta Holdings, Inc., the Group's business companies and common function companies, and its consolidated affiliates. When data is given on a specific subset of companies, the boundary is separately indicated.

In this report, "Konica Minolta" refers to the Konica Minolta Group. "Major Group companies" refers to Konica Minolta Holdings, Inc., business companies, common function companies and affiliates managed by the holding company **P. 9**.

### Reporting Period

In principle, the report covers activities from April 1, 2011 to March 31, 2012. Some sections may include information on earlier initiatives or more recent activities.

In this report, "fiscal 2011" refers to the fiscal year starting April 1, 2011 and ending March 31, 2012.

### Publication Date

September 2012

(Next report: scheduled for August 2013; previous report: September 2011)

### For Further Information

More detailed information on the Group's CSR activities is available at:

<http://www.konicaminolta.com/about/csr>

 Page on the website

 Relevant information available on the website

The documents bellow are available for download at:

[http://www.konicaminolta.com/about/corporate/document\\_download.html](http://www.konicaminolta.com/about/corporate/document_download.html)

● Company Brochure ● CSR Report ● Annual Report

### Guidelines Observed in Preparation of the Report

The CSR Report, which consists of the booklet and website pages, was created with reference to the Global Reporting Initiative (GRI) *Sustainability Reporting Guidelines 2006*. The report meets application level B+.

 GRI Content Index

### Disclaimer

In addition to facts about past or present circumstances, this report contains descriptions of the Group's current plans and projections for the future. These descriptions are based on information that is currently available and have been deemed reasonable based on the Group's current status. The Group's actual performance could differ from its predictions due to future changes in the business environment.

## Giving Shape to Ideas

What can we do to solve the problems confronting our customers and the wider world? This is the question we ask ourselves every day at Konica Minolta. Our determination to answer it well drives us to pursue original ideas... and to find ways to give shape to them that society recognizes as valuable innovations. This is not only how we create and deliver outstanding products and services, but also the inspiration for everything else we do as a company. "Giving Shape to Ideas" is the essence of what the Konica Minolta does—it is who we are, and it is our commitment to the world. As always, we will continue to create innovative solutions in all of our wide-ranging businesses as we strive to ensure a future of true prosperity for all of our stakeholders.

