

**Hitachi Sustainability Report 2019**  
Fiscal 2018 Results

Hitachi  
Social  
Innovation



# Contents

## 02 Introduction

- 02 How to Use This Report
- 02 Editorial Policy
- 04 Hitachi Group Profile

## 07 Management

- 08 CEO's Message
- 10 Executive Officer's Message: CSR and the Environment
- 12 Corporate Credo
  - 12 Hitachi Group Identity
- 13 Sustainability Management
  - 13 The 2021 Mid-term Management Plan and Sustainability
  - 14 Sustainability Strategy Promotion Structure
  - 16 Contribution to SDGs
- 19 Engagement and Participation in Initiatives
  - 19 Stakeholder Engagement
  - 26 Main Initiatives and Groups in Which Hitachi Is Involved
  - 27 International Standardization Activities

## 28 Environmental

- 29 Advancing Our Environmental Vision and Long-Term Environmental Targets
  - 30 The Environmental Vision and Hitachi Environmental Innovation 2050
- 31 Environmental Governance
  - 31 Enhancing Environmental Governance
  - 32 Environmental Action Plan
  - 34 Environmental Management System
- 39 Achieving a Low-Carbon Society
  - 39 Efforts to Achieve a Low-Carbon Society
  - 39 Contributing to a Low-Carbon Society Through the Decarbonization Business

- 45 Contributing to a Low-Carbon Society at Factories and Offices

- 50 Climate-related Information Disclosure (Based on TCFD Recommendations)

- 55 Achieving a Resource Efficient Society
  - 55 Efforts to Achieve a Resource Efficient Society
  - 55 Enhancing Efficiency of Water Usage
  - 58 Improving Efficiency in the Use of Resources

- 62 Achieving a Harmonized Society with Nature
  - 62 Efforts to Achieve a Harmonized Society with Nature
  - 63 Managing and Reducing Chemical Substances
  - 67 Preserving Ecosystems

- 70 Environmental Data
  - 70 Environmental Load Through the Value Chain
  - 72 Environmental Load from Operations
  - 76 Environmental Accounting

## 78 Social

- 79 Innovation Management
  - 79 Research and Development (R&D)
  - 82 Intellectual Property
- 85 Human Capital
  - 85 2021 HR Strategy
  - 86 Developing Global Human Capital
  - 91 Diversity and Inclusion
  - 96 Work-Life Management
  - 100 Occupational Health and Safety

- 107 Human Rights
  - 107 Respect for Human Rights Throughout the Value Chain
  - 111 Freedom of Association and Collective Bargaining

- 113 Value Chain Management
  - 113 Responsible Procurement
  - 119 Quality and Safety Management
  - 122 Rigorous Information Management
  - 123 Use of Personal Data and Protection of Privacy

- 124 Customer Satisfaction
- 127 Community
  - 127 Social Contribution Activities

## 132 Governance

- 133 Corporate Governance
- 141 Compliance
  - 142 Sharing Our Codes of Conduct and Values Across the Group
  - 144 Promoting Work Practices in Line with International Ethics Codes
- 146 Risk Management
  - 146 Addressing Risks and Opportunities
  - 150 Stable Provision of Products and Services
  - 151 Information Security

## 155 Data

- 156 Indicators and Data
- 160 Key Sustainability Challenges and GRI Standards
- 161 Main Assessments and Awards
- 164 Independent Assurance