



SDGs

Hand-Book



Out-Sourcing!
inc.



What Are the **SDGs**?



What do the SDGs that we often hear about really mean?



The Sustainable Development Goals (SDGs), adopted at the United Nations Summit in September 2015, are international goals that aim to create a sustainable and better world by 2030. Based on the concept of leaving no one behind, the SDGs, which consist of 17 goals and 169 targets, are being widely implemented in both developing and developed countries, as well as by companies and organizations. In particular, companies are expected to use their creativity and innovation to solve various social issues in addition to providing financial support. Companies that contribute to the SDGs will also be recognized by investors as sustainable companies.

1 NO POVERTY



End poverty in all its forms everywhere

Point

One in six children in the world lives in extreme poverty. The goal is to eliminate the number of people living in extreme poverty worldwide by 2030. A lot of money is needed in order for countries and regions around the world to tackle these poverty issues. Therefore, there are hopes for raising funds in various ways to solve such issues.

2 ZERO HUNGER



End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Point

One in ten people in the world suffers from hunger. This goal calls for reducing malnutrition among children under five, doubling the productivity and income of small-scale food producers, and creating resilient agricultural systems to increase food productivity and production so that there are no people suffering from hunger.



Ensure healthy lives and promote well-being for all at all ages

Point ↴

Every year, more than 5 million children around the world lose their lives before their fifth birthday. The goal is to ensure the health and well-being of all people, at all ages, by promoting maternal and child health; ending the spread of major infectious diseases such as AIDS, tuberculosis and malaria; and halving the number of deaths and injuries caused by road traffic crashes worldwide.

3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



Achieve gender equality and empower all women and girls

Point ↴

It is estimated that, among children between the ages of six and 11, about twice as many girls as boys will never attend school. The goal is to eliminate all forms of discrimination and violence against girls and women, including harmful practices, as well as to improve education and training so that women can achieve their full potential and flourish.

6 CLEAN WATER AND SANITATION



Ensure availability and sustainable management of water and sanitation for all

Point ↴

It is estimated that there are 2.2 billion people in the world who live without access to running water. The goal is not only to ensure drinking water, sanitation, and hygiene, but also to improve water quality standards and sustainability. It also calls for achieving adequate and equal access to sewage and sanitation facilities, eliminating open defecation, and protecting and restoring water-related ecosystems.

4 QUALITY EDUCATION



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Point ↴

617 million youth worldwide lack basic literacy and numeracy skills. In addition to ensuring that all children have equal access to quality education by 2030, the goal also calls for closing the gender gap in education and significantly increasing the proportion of young people and adults with technical and vocational skills.

Ensure access to affordable, reliable, sustainable and modern energy for all

7 AFFORDABLE AND CLEAN ENERGY



Point ↴

There are 789 million people in the world that do not have access to electricity. The goal is to expand access to energy and promote the increased use of renewable energy. It also aims to double global energy efficiency, promote investment in energy-related infrastructure and clean energy technologies, and expand energy infrastructure and technology in developing countries.



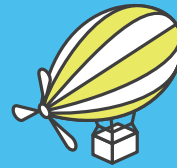
8 DECENT WORK AND ECONOMIC GROWTH



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

Point

In poverty-stricken developing countries, one in four children between the ages of five and 17 is forced to work. The goal is to provide full and productive employment and rewarding human work opportunities for all, and to eradicate forced labor, human trafficking and child labor. It also calls for improving economic productivity through improved technology and innovation.



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Point

Approximately 3.7 billion people in the world do not have access to the Internet. The goal is to develop industries through finance, technical assistance, research and innovation, and increased access to information and communication technologies. This also includes developing sustainable and resilient infrastructure, increasing the number of research and development workers, and supporting technology development and innovation in developing countries.

10 REDUCED INEQUALITIES



Reduce inequality within and among countries

Point

It is said that the richest 1% of the world's population holds about 33% of the world's total wealth. This goal seeks to correct not only these income inequalities, but also inequalities based on gender, age, disability, race, class, ethnicity, religion, and opportunity. It also includes increasing the participation and voice of developing countries in the decision-making of the global international economic and financial system, and the inflow of funds to developing countries.

Make cities and human settlements inclusive, safe, resilient and sustainable

11 SUSTAINABLE CITIES AND COMMUNITIES



Point

There are 3.5 billion people living in cities, and it is estimated that the number will reach 5 billion by 2030. The goal is to regenerate and plan for cities and other human settlements in ways that stimulate innovation and employment, while strengthening community ties and personal safety. This also includes reducing waste and significantly reducing the number of deaths and victims of natural and other disasters.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Ensure sustainable consumption and production patterns

Point

About one-third (1.3 billion tons) of the world's food is wasted. This goal aims to promote sustainable patterns of consumption and production, including through policies to control environmentally harmful substances. This includes halving global per capita food waste, sustainable management and efficient use of natural resources, and reducing the release of chemicals and waste into the air, water and soil.





Take urgent action to combat climate change and its impacts

Point ↴

Climate change is occurring around the world. The goal is not only to cope with climate change and its impacts, but also to build resilience to climate-related risks and natural disasters. This includes the inclusion of climate action in national policies, strategies and plans, as well as the deployment of capital as quickly as possible and the promotion of mechanisms to enhance the capacity to manage climate change.



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

Point ↴

Every year, 13 million hectares of forest are lost and 3.6 billion hectares are turned into desert. This goal focuses on managing forests in a sustainable manner to restore degraded lands and end biodiversity loss. This includes increasing new plantations and reforestation, conserving mountain ecosystems, including biodiversity, and mobilizing funds for this purpose.



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Point ↴

One in five children in the world dies as a result of violence. The goal is to achieve peaceful and inclusive societies based on respect for human rights, the rule of law, good governance at all levels, and transparent, effective and accountable institutions. This includes the elimination of all forms of violence and torture against children, and a significant reduction in all forms of corruption and bribery.



Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Point ↴

It is estimated that 8 million tons of plastic waste is washed into the ocean annually. The goal is to promote the conservation and sustainable use of marine and coastal ecosystems, prevent marine pollution, and increase the economic benefits of developing countries through the sustainable use of marine resources. This includes the conservation of coastal and marine areas based on scientific information and the implementation of management plans for the recovery of marine resources.



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

Point ↴

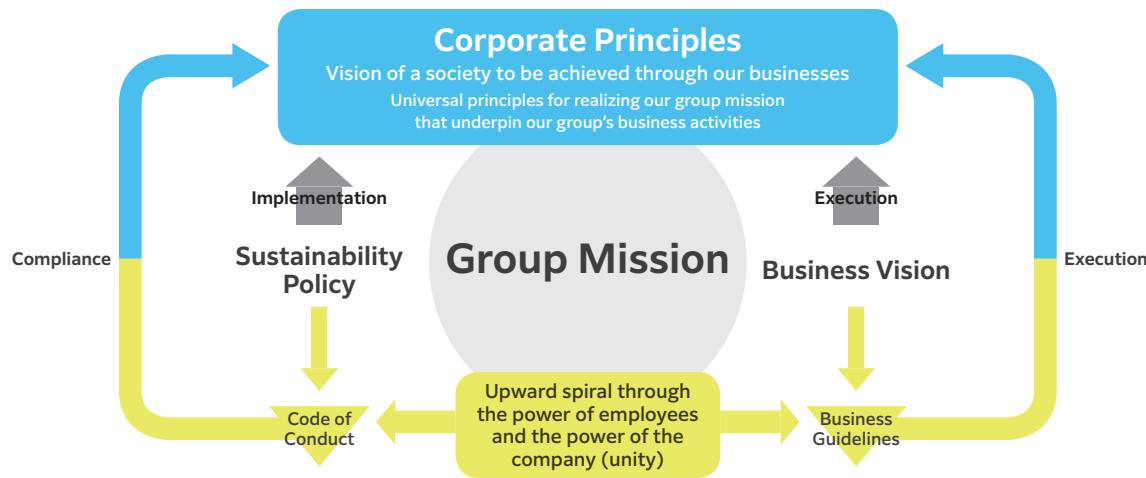
Achieving the SDGs will require the introduction of trillions of dollars of private capital and transformative power. The goal is to achieve partnerships at the global, regional, national, and local levels based on shared principles, values, visions, and goals that put people and the planet at the center. This includes financial, technological, capacity building, trade, and institutional partnerships.





OUTSOURCING Group's SDGs

The Corporate Principles (Group Mission) of the OUTSOURCING Group are “enhancing the quality of life of everyone around the world by eliminating inequalities in working conditions and creating truly motivating workplaces,” and in order to achieve this goal, we always consider the balance between sustainability and business strategy in our management. Since this management stance is in line with the SDGs, we formulated the “OUTSOURCING Group SDGs Declaration” in February 2021. We have announced our contribution to the SDGs both internally and externally.



Sustainability Policy

The OUTSOURCING Group is committed to corporate activities that will create job opportunities and education opportunities for many people around the world, through which we will seek to tackle society's challenges, develop our business, and contribute to the benefit of our stakeholders in a sustainable manner.



Explanation

The Group's core business, the human resource service business, is a business that contributes to the enhancement of corporate value of client companies and the creation of social and environmental value while engaging with people from various countries and regions around the world, and its social significance is extremely significant. It is essential for the sustainable growth of the Group that we gain trust from all stakeholders in Japan and overseas. Accordingly, we will strive to further promote sustainability management going forward so that both the Group and society achieves sustainable growth, and we can create a new purpose of existence for the worker dispatching industry.

The basis of our sustainability management is our “Sustainability Policy.” By ensuring that all employees are familiar with and thoroughly understand the Code of Conduct that reflects this policy, we are striving to lead our business activities in a sustainable manner.



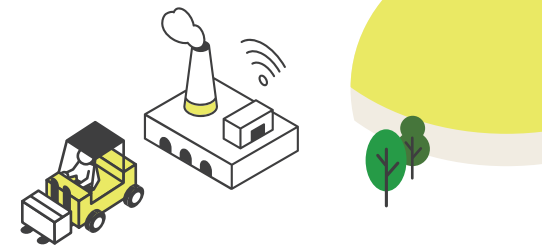
The OUTSOURCING Group SDGs Declaration

The Group supports the "Sustainable Development Goals (SDGs)" advocated by the United Nations and the Japanese government's "SDGs Action Plan 2020," and will contribute to achieving a sustainable society through proactive initiatives for SDGs in business, promoting an ESG-focused management and contributing to CSR activities that are rooted in the country and region.

The Group's contribution to the SDGs

The Group's Corporate Principles are to **enhance the quality of life of everyone around the world by eliminating inequalities in working condition and creating truly motivating workplaces**. These Principles reflect its wish to develop globally competitive talents and eliminate inequalities in working condition through enhanced education programs, so that every person in the world can aspire toward his or her own life plan and live a rich and fulfilling life. We are keenly aware that the essence of our business lies in solving the social issues that stand as obstacles against these Principles. We will strive to enrich people's lives by creating employment opportunities and education opportunities for many people around the world, as well as enhancing each person's productivity through the power of technology and education. As part of this aim, we have adopted the following goals proposed by the United Nations as our priority issues and will work on contributing to the achievement of the following goals.

Twelve goals, including seven priority goals, to which the OUTSOURCING Group is contributing

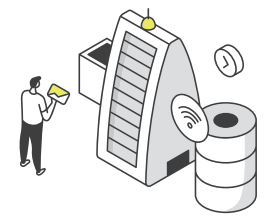


Explanation

With the growing awareness of the SDGs and the increase in the number of companies working on the SDGs, more and more companies are communicating their strong will to contribute to the SDGs both internally and externally in the form of an "SDGs Declaration." The aim is to let a wide range of stakeholders, such as customers, business partners, investors, students, and employees, know about the company's efforts related to the SDGs, and the benefit is that the company can take its efforts one step further by increasing opportunities to collaborate with internal and external stakeholders on the SDGs.

In the case of the Group, we have set the SDG targets on the left among the 17 targets indicated in the SDGs as our issues and are trying to communicate our efforts to address them.





Materiality (priority issues) and KPIs

At the same time as formulating the "OUTSOURCING Group SDGs Declaration," the Group has established five materialities (priority issues) and six KPIs linked to the seven SDGs targets set as key issues. In order to promote materiality, we will work on two initiatives: "Participation in initiatives" and "Sharing awareness of SDGs within the Group."

1 Providing employment opportunities

- In order to contribute to resolving the social issue of Japan's shrinking labor force, we will expand the number of non-Japanese residents to which it provides employment support to 300,000 by FY2024, and 500,000 by FY2030.
- By leveraging the power of education and technology, we will support the career changes of 30,000 people by FY2030 as they shift from labor-intensive sectors to specialized areas of talent.



2 Providing high-quality education

- To provide high-quality education opportunities for achieving career advancement, we will provide our global training program to a total of 300,000 users by FY2030. Through this effort, we will support employment in productive positions and contribute to increasing people's motivation at work.



3 Respecting diversity and implementing diversity management

- As a Group, we will promote and strive to achieve the ideal of a society in which women can actively participate by increasing the percentage of women directors (management team members) in the Group to 30% by FY2030.



4 Making greater efforts toward the realization of a carbon-free society

- By FY2025, we will replace all vehicles used in sales activities by Japanese group companies with next-generation vehicles (electric, hybrid, etc.). By FY2030, 70% of the vehicles used by the entire Group, including our overseas companies, will be next-generation vehicles.



5 Raising the productivity of all industries

- By using leading-edge digital technologies and the expertise in production that we have accumulated across a wide range of industries around the globe, we will train 100,000 people by FY2030 across the world to become specialists who can improve the productivity of industries, thus making a contribution to raising the productivity of the entire world.



TOPICS

In terms of SDG management initiatives, in April 2021 we became a member of Global Compact Network Japan (GCNJ)

In 2021, OUTSOURCING Inc. became a signatory to the United Nations Global Compact (UNGC), and will promote compliance with the Ten Principles covering the four areas (Human Rights, Labour, Environment, and Anti-Corruption) of the corporate responsibility initiatives advocated by the UNGC.



Participation in Japan Platform for Migrant Workers towards Responsible and Inclusive Society (JP-MIRAI)

The quest to protect the rights of foreign workers and improve their work and living environments is a global social issue. The Group shares the code of conduct of JP-MIRAI, which "aims to promote inclusive economic growth and a sustainable society through supporting decent work for foreign workers to live safely and healthily," and by participating in JP-MIRAI, the Group will be actively taking an inclusive approach to foreign workers.

Looks like OUTSOURCING must tackle a lot of difficult challenges to meet its KPIs!



OUTSOURCING Group's SDGs Initiatives

In addition to contributing to the SDGs through our business activities, such as providing employment support for non-Japanese residents and career changes for specialists, the Group is also contributing to the SDGs through initiatives led by its corporate divisions, such as the Promotion of Women's Participation and Advancement in the Workplace Project. Here, we introduce some of these activities as well as the SDGs contributions of each Group company.

Reducing environmental impact

Under its robust governance structure, CPL, under the leadership of the CPL Green Works Team, has banned all plastics at its head office, and setting priority targets for SDGs 7, 11 and 12, is giving utmost priority to minimizing environmental impacts, through raising awareness amongst employees and other measures.

Corporate Governance System



Achieving SDG targets



Establish best practices to ensure energy efficiency in all our offices, use renewable energy where possible and minimize our impact on climate change.



Support the overall optimization of urban systems to create inclusive, safe, sustainable, and disaster resilient cities where we operate through CSR initiatives and meaningful partnerships.



Better understand the impact our consumption of products and services have and move to sustainable suppliers and products across our offices.

Waste

- 60% reduction in printing and new printing policies with the aim to go paperless by 2021
- Removed all single use plastics from our Dublin Headquarters saving over 42,000 plastic cups from landfill
- CPL UK has committed to making a financial contribution to The Marine Conservation Society for each sales invoice raised, raising £1,937 so far. This money goes towards preventing sea pollution and cleaning up marine litter
- Reduced number of paper timesheets from 2,000 a week to 500

Energy & Facilities

- Monthly promotions of "Bike to Work" scheme and "Tax Saver" public transport schemes
- Recycling and utilization of equipment with ecological certificates across all Central East Europe offices
- Invested in recycling areas and eco hand dryers in Irish offices

*Recycling areas are places where cans, bottles, paper, etc. are collected

Sustainable Procurement

- Recently established a new supplier code of conduct committing to working only with companies who share our corporate values
- Published our 2021 Responsible Business Policy Report formalizing the objectives, policies, and governance of our environmental, social, and governance activities
- Changed energy supplier resulting in increasing our use of renewable energy by 50% in the financial year, with all electricity supplies across 22 sites now coming from renewable sources



The CPL Green Works Team at the time it was founded in 2019

Our CPL Green Works Team meets once a month to lead our efforts to encourage greater environmental awareness, which includes sponsorship of "Green Awards 2020."

OUTSOURCING Group's **SDGs Initiatives**

Promotion of Women's Participation and Advancement in the Workplace Project



Looking to enhance training for female management candidates, OUTSOURCING Inc. launched the Promotion of Women's Participation and Advancement in the Workplace Project in February 2018 and has worked to transform employee mindsets and make work environments more conducive to female managers. Looking to shine light on issues and areas to improve upon regarding the implementation of the "Employee Awareness Survey on the Active Participation of Women in Management," the Company has established action plans at the three subcommittees; "Diversity & Inclusion," "Improving Awareness and the Workplace," and "Expanding the Scope of Career Planning." We are moving forward with initiatives that lead to enhancing corporate value, such as creating a society in which women can achieve their full potential and transforming corporate culture from the perspective of realizing gender equality as one of the SDGs.

Action Plans

- 1 **Child Care / Nursing Care Training and Awareness of Systems**
(Awareness among employees and promotion of system use)
- 2 **Holding of interviews with maternity leave takers**
(Promotion of returning to work by maintaining contact during maternity leave)
- 3 **Releasing the interview video**
(Interview with the management of Group companies)
- 4 **System for experiencing other departments**
(Expanding viewpoint through being stationed for one-two weeks in other offices)
- 5 **Networking with group personnel**
(Strengthening cooperation amongst the Group and career change)
- 6 **Improvements to workplace environment**
(Promotion of work-style reform through streamlining operations)



Streaming interview video

Video of interviews with female officers of overseas group companies and their male colleagues are streamed once every quarter. By female officers of various countries sharing with Group employees their experience in balancing their private life and work while building a career, their views as managers, and hearing from a male perspective on the stance on participation in child-care and house-work, we are improving awareness and motivation in both female and male employees.



Interview video with female officers of overseas group companies



Excerpt from in-house article on the Promotion of Women's Participation and Advancement in the Workplace Project

Providing employment support for non-Japanese residents

In order to contribute to resolving the social issue of Japan's shrinking labor force, the Group has set a target of expanding the number of non-Japanese residents to which it provides employment support to 300,000 by FY2024, and 500,000 by FY2030. The impact of COVID-19 is continuing to cause difficulties for those attempting to visit Japan, but we predict that the number will rise over the medium- and long-term due to the contraction of Japan's workforce, so we are actively expanding businesses related to the Technical Intern Training Program and the Specified Skilled Worker System. In particular, Group company ORJ engages through specialized HR and labor-management support in various administrative tasks for host companies that arise as a result of accepting technical intern trainees. This includes hiring, labor, welfare, and health and safety, and ORJ also provides support for life in Japan, such as by performing proxy applications for official documents, and providing call centers for advice. ORJ is broadening its services to cover not only technical intern trainees but also non-Japanese residents.

Going forward, the Group will continue to work on initiatives to resolve the problem of Japan's shrinking workforce, centered on ORJ.



Japanese language education in 2019

Spotlight

Promoting SDGs among non-Japanese residents

ORJ is promoting the awareness of SDGs to non-Japanese residents. Based on an SDG awareness survey, ORJ will hold training that covers the fundamentals and activities of SDGs to achieve the KPIs that have been set up to 2030. A multinational team in charge of SDGs will be placed at each business site and SDG awareness will be conducted using materials written in various languages and hiragana-based Japanese.

ORJとして すでに とりくんでいること		ORJ
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Training text written in Hiragana-based Japanese

OUTSOURCING is making steady progress on this initiative across the entire group!





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