



For the planet. For the future.

CSR Report 2019

The Best Partner of
Energy, Water and Environment

MIURA



The Best Partner of
Energy, Water and Environment

MIURA

MIURA CO.,LTD.



未来の
ために、
いま選ぼう。



Company Profile

[Company name]	MIURA CO.,LTD.
[Businesses]	Production, sale, and maintenance of small once-through boilers, auxiliary marine boilers, exhaust gas (waste heat) boilers, water treatment equipment, food equipment, sterilizers, chemicals, etc., and environmental measurement certification
[Location]	7 Horie, Matsuyama, Ehime 799-2696, Japan
[Representative]	Daisuke Miyauchi, Representative Director, President & CEO
[Founded]	December 1, 1927
[Established]	May 1, 1959
[Capital]	9,544 million yen
[Total number of shares issued]	125,290,000 shares (First Section of the Tokyo Stock Exchange)
[Stock code]	6005
[Consolidated sales]	138,880 million yen (FY 2018)
[Number of employees]	Consolidated: 5,690 (As of March 31, 2019) Group: 5,726 (1,664 overseas) (Regular and associate employees only)



Group Companies

[Japan]

MIURA KOUKI CO.,LTD.
MIURA AQUATEC CO.,LTD.
MIURA MANUFACTURING CO.,LTD.
MIURA ENVIRONMENTAL MANAGEMENT CO.,LTD.
MIURA SA CO.,LTD.
MIURA JOB PARTNER CO.,LTD.
Inax Corporation and others

[Overseas]

KOREA MIURA CO.,LTD.
MIURA INDUSTRIES (CHINA) CO.,LTD.
MIURA TAIWAN ENG CO.,LTD.
MIURA SOUTH EAST ASIA HOLDINGS PTE.LTD.
MIURA SINGAPORE CO PTE.LTD.
PT. MIURA INDONESIA
MIURA INDUSTRIES (THAILAND) CO.,LTD.
MARUSE ENGINEERING (V) CO.,LTD.
MIURA INTERNATIONAL AMERICAS INC.
MIURA AMERICA CO.,LTD.
MIURA CANADA CO.,LTD.
MIURA BOILER MEXICO S.A. DE C.V.
MIURA BOILER BRAZIL LTD.
MIURA NETHERLANDS B.V.
MIURA TURKEY HEATING SYSTEMS INDUSTRY CO.,LTD.

Business Overview

The MIURA Group has leveraged the energy, water, and environmental technologies it has accumulated through its involvement with boilers, growing to the point where we now conduct business in a broad range of domains including electricity and air. The Group offers products and services that address the problems faced by our customers in Japan and around the world, such as technologies for conserving energy or reducing CO₂ emissions, marine equipment that utilizes heat energy or water treatment technologies, heating and cooling of food products, washing and sterilizing medical implements, etc., and providing washing machines and driers for industrial use, as well as being active in businesses focusing on technologies related to the environment.

The MIURA Group contributes to the achievement of sustainable development goals (SDGs)

The “Sustainable Development Goals (SDGs)” adopted by the United Nations in September 2015 assign issues such as poverty, inequality, and climate change as priorities and clarify the attitude with which to address them toward 2030, and set 17 goals and 169 targets in this regard. The MIURA Group has selected important issues that have a strong association with the MIURA Group, such as the environment, water, and energy, and is working actively to address them, endeavoring to contribute to the creation of a sustainable society.

SUSTAINABLE DEVELOPMENT GOALS 17 GOALS TO TRANSFORM OUR WORLD



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We will contribute to creating a society that is environmentally friendly and ways of living that are clean and comfortable through our work in the field of the Energy, Water, and Environment.



MIURA CO.,LTD.
Representative Director, President & CEO

Celebrating 60 years in business with deep gratitude toward all our stakeholders

The MIURA Group began with the establishment of MIURA SEISAKUSHO CO.,LTD., on May 1, 1959, making and selling boilers. We celebrated our 60th anniversary on May 1, 2019. I would like to take this opportunity to express my gratitude once again to all our stakeholders who have supported us along the way. On the occasion of our 60th anniversary, we enacted new MIURA Group Principles and launched a new branding strategy. Up to now, the MIURA Group has worked on development of various businesses based on the dream of late founder Tamotsu Miura. That dream has spread throughout the world, and today, MIURA products contribute to environmental conservation activities in 21 countries and territories through manufacturing, sales, and maintenance. There are also more than 5,700 employees proudly upholding that mission. In China, coal-fired boilers are being replaced with gas-fired ones, and to respond to increased demand for gas-fired boilers, we are constructing a second plant that is the same size as its Japanese counterpart. Additionally, in the ASEAN region, we have opened new representative and branch offices and are actively conducting market surveys to contribute to reducing the environmental load in each country.

Beginning in August, we will hold the MIURA Fair at five venues around Japan to celebrate our 60th anniversary. At this fair, visitors from all over the world will be able to see MIURA's latest energy conserving technologies and the hydrogen-based equipment we are working on for the realization of a low-carbon society. Every one of our employees will take the initiative as we work on Team MIURA in the aim of becoming a centenarian company. We're preparing to exceed your expectations.

Learning from disasters

2018 was a year in which there were many natural disasters. We extend our deepest condolences to those who were affected. The 2018 Japan floods in western Japan that hit in July resulted in flooding at a manufacturing plant of the MIURA Group. We set a BCP program in motion in accordance with our basic policy for BCP, and thanks to the understanding and cooperation of our affiliates, customers, and all other stakeholders, our employees were able to come together and restore operations quickly. We also came together to cooperate to the best of our abilities with affected customers and help them recover as quickly as possible. Utilizing the experience of this disaster, we will further strengthen our internal BCP measures in preparation for unpredictable natural disasters and work on improving our group-wide production system.

Aiming to achieve a sustainable society

The MIURA Group works in a proactive manner to solve challenges in energy, water, and environmental technologies and energy-related businesses such as electricity, air, and hydrogen leveraging our proprietary technologies in order to achieve sustainable development goals (SDGs). We engage in our business activities to contribute to the creation of a sustainable society. Based on the theme of “+i from each and every one of us,” each of our employees goes about their work while asking themselves whether they've come up with ideas with heart. This includes the social contribution activities they engage in personally and efforts to address global challenges.

Thank you in advance for your continued support. Keep a close watch on the future initiatives of the MIURA Group.

MIURA Group's Corporate Code of Conduct and Ethics

1. Compliance with laws and regulations

- We perform our business irreproachably and fairly in light of corporate ethics while observing both foreign and domestic law.
- We respect the culture and customs of the countries and territories where we operate in our international business activities.

2. Emphasis on safety

- We will go about our manufacturing activities with safety as our first priority.
- We will work to create the most satisfying workplaces where employees can work in good health and with peace of mind.

3. Customer satisfaction and trust

- We will create high-quality products and services that are useful to society and provide our customers with satisfaction.
- Pursuing the best technoservices, we aim to grow and evolve into a company that is trusted by our customers.

4. Respect for human rights

- Respecting the personality and individuality of each of our employees, we will work to achieve fair, unrestrictive workplaces.
- We will not discriminate for unethical reasons such as race, nationality, ethnicity, religion, creed, and gender.

5. Compliance with trade rules

- We will engage in business activities based on the principle of free and fair competition.
- We aim to become the best partner we can be by building positive relationships of trust with our trading partners.

6. Efforts to address environmental problems

- We aim to become a company that contributes to conservation of the global environment by developing and providing environmentally friendly products and services.
- Considering the impact of our business activities on the environment, we will work to reduce our environmental load and risk.

7. Social contribution and stance on antisocial forces

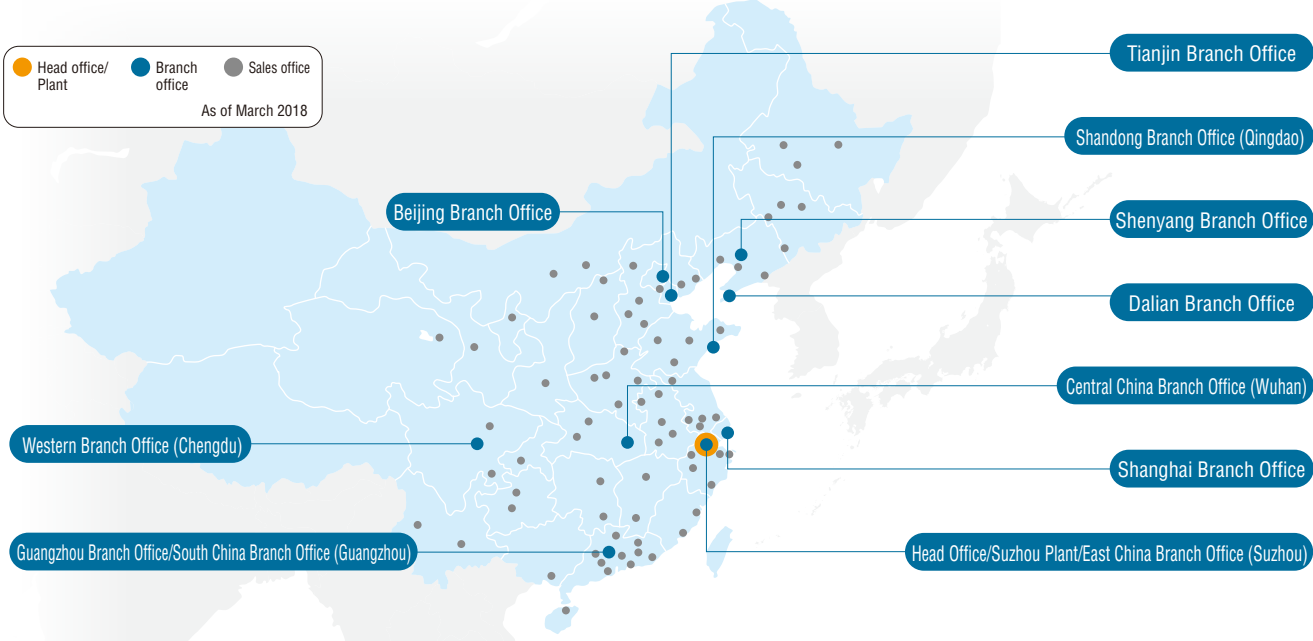
- We will actively engage in social contribution activities as a good corporate citizen.
- We will not have any relationship with organizations or forces that engage in antisocial activities.

8. Disclosure of corporate information and management of information

- We aim to be an open company, disclosing the corporate information required by society in proper and timely fashion.
- We will manage personal information and other important confidential information with utmost care and work to protect it.

Making the Most of Accumulated Technologies

MIURA INDUSTRIES (CHINA) CO.,LTD., has adopted the slogan “To bring clear, blue skies to China” and is the most successful overseas company in the MIURA Group, with branch offices in over 120 locations, including the newly constructed plant. MIURA technologies that have gained acceptance in Japan are now applied in a larger global setting.



China second plant

All employees work together to bring blue skies to China



MIURA INDUSTRIES (CHINA) CO.,LTD.
Business Dept. **Fu Wenjun**

All MIURA China employees are striving daily to provide the environmentally friendly products needed to make China's skies blue. In tandem with the construction of the second plant, the Company is currently expanding its pharmaceutical factory in the Beijing region and its Water Analysis Office in Dalian while accelerating the switchover from coal-fired boilers, further contributing to initiatives for China's blue skies.

Current environmental issues and recent regulations in China

Based on the national declaration of a three-year action plan to win the battle for a blue sky made in 2018, each ministry and city in China has begun hammering out regulations on small coal-fired boilers (conversion from coal to bio-gas fuels and low-NOx gas boilers), with regulation values for Beijing, Hebei, Zhengzhou, Chengdu, and Xi'an set to 30 mg/m³ (18 ppm O₂ = 0%), world-leading environmental standards. Additionally in typical Chinese industrial areas such as the construction zones of the Jingjinji Metropolitan Region, the Yangtze delta, and the Zhujiang delta, gas conversion of the coal-fired boilers utilized at heat supply businesses is accelerating. In the Jingjinji Metropolitan Region construction zones in particular, the “Joint Regional Air Pollution Control (JRAPC)” sets forth subsidy policies to encourage air pollution prevention plans and conversion to low NOx in each of the “2+26” cities in the region. MIURA China offers energy-efficient low NOx-compatible products and services, and will continue to work to make China's skies blue.

Boiler exhaust gas regulations in China

NOx regulation values for newly established gas-fired boilers		Operating range for MIURA boilers
400 mg/m ³	National standards prior to 2014	Standard specifications
200 mg/m ³	July 2014 National standards	Low NOx specifications
150 mg/m ³	October 2014 Shanghai	
80 mg/m ³	July 2015 Beijing	LX (US specifications)
30 mg/m ³ (18 ppm)	April 2017 Beijing, etc.	
40 ppm for Tokyo (O ₂ =0%)	Extremely strict regulations began	Introduction of boilers built to strict US specifications
Making sales proposals to large Chinese businesses and to Japanese enterprises in China		



Before CZI installation



After CZI installation

In 2020, second environmental reform communication base scheduled for completion in Suzhou

China's rapid economic growth is simultaneously transforming the country from the world's factory into the world's market, while environmental regulations are intensifying. In response, MIURA China is currently constructing a second plant three times larger than the current one, built around the concept of environmentally friendly manufacturing, and of strengthening systems for provision of products that contribute to the environment.

Second plant concept

Product capabilities	Increased production capacity + Strengthened product development and maintenance capacities using maintenance training facilities
Reduced environmental load	LEDs, natural lighting, wastewater neutralization, utilization of forced ventilation equipment, etc.
Factories that can be displayed	Installation of display rooms and dedicated paths for visitors
Attractive factories	Employee seminar facilities, conversion to line-based production for efficient manufacturing environment

Example The CZI series has achieved a track record of success in energy conservation and environmental protection in China

We received orders for five CZI-4000GUB boilers from SHANGHAI AJINOMOTO AMINO ACID CO., LTD. as replacements for fire tube boilers. In comparison to before the replacement, these boilers produced the three startling improvements in energy conservation and environmental effects shown at right. We believe that ZMP maintenance contracts will enable us to offer a guarantee of ongoing performance.

- (1) System efficiency is 96%, a 12-point improvement
- (2) Reductions in fuel expenses are expected to be 1.86 million yuan for the year
- (3) NOx has dropped from 180 mg/m³ to 25 mg/m³

Environmental Topics Promulgation of once-through boilers helps to protect the environment in China

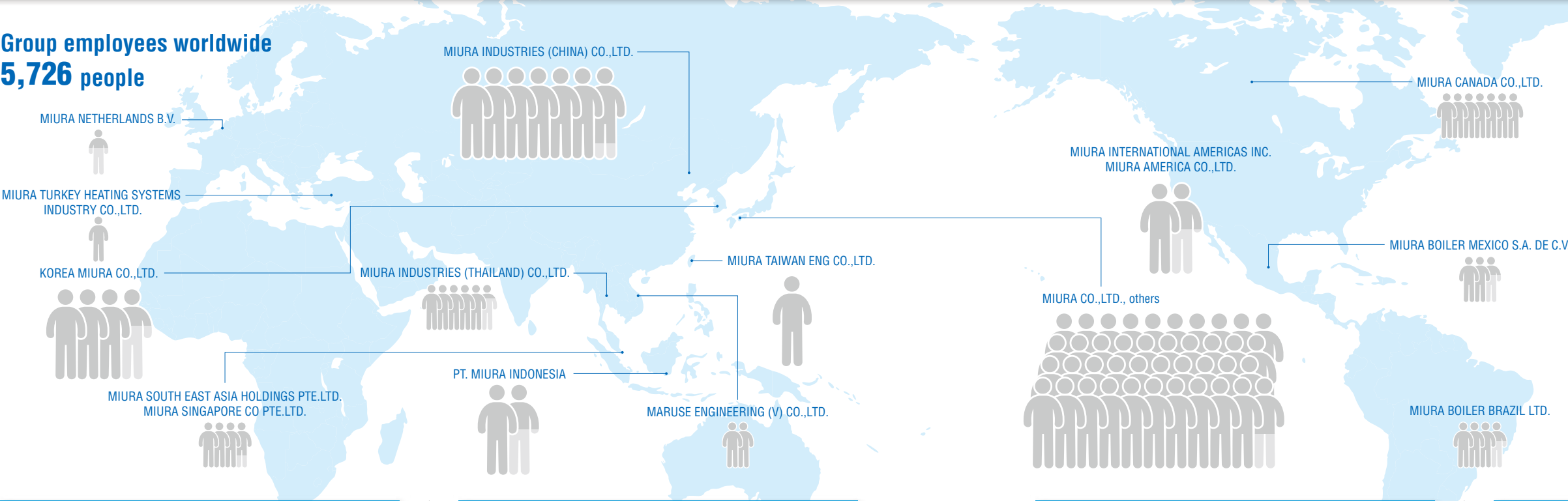
The once-through boilers made by MIURA China have received the National Industrial Energy Conservation Technology Equipment Awards for four consecutive years, with three (the CZI-2000GU, CZI-4000GU, and the LX-4000GU) recognized as being “Energy Conservation Stars,” energy conserving products of the highest caliber.

Moreover, MIURA's years of lobbying have gained acceptance for simplification design standards for once-through boiler gauges and water pumps, etc., evidence that the technologies, experience, and advanced principles that MIURA has accumulated over 60 years have contributed to the development of boiler technology in China.

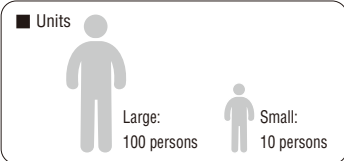


“Energy Conservation Star” Certificate of honor

Group employees worldwide
5,726 people



- List of Group Companies Overseas
- KOREA MIURA CO.,LTD.
 - MIURA INDUSTRIES (CHINA) CO.,LTD.
 - MIURA TAIWAN ENG CO.,LTD.
 - MIURA SOUTH EAST ASIA HOLDINGS PTE.LTD.
 - MIURA SINGAPORE CO PTE.LTD.
 - PT. MIURA INDONESIA
 - MIURA INDUSTRIES (THAILAND) CO.,LTD.
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 - MIURA BOILER MEXICO S.A. DE C.V.
 - MIURA BOILER BRAZIL LTD.
 - MIURA NETHERLANDS B.V.
 - MIURA TURKEY HEATING SYSTEMS INDUSTRY CO.,LTD.
- (End of March 2019)



KOREA MIURA CO.,LTD.

Acquired CE certification* for SQ high-efficiency specifications

Korea Expatriate Department Kohei Yamaguchi

MIURA Korea acquired CE certification in September 2018 for the SQ high-efficiency specifications it manufactures and sells. To date, high-efficiency SQ boilers had been delivered to customers in Korea and in countries in Asia that had not previously required CE certification. This acquisition of CE certification allows export and sale to regions that require CE certification for boiler installation and periodic maintenance. Shipment to Turkey has already begun, with customers there responding enthusiastically. Going forward we hope that low NOx/high-efficiency SQ boilers will find use in factories in countries and regions that require CE certification, and will contribute significantly to reducing output of harmful atmospheric pollution and CO₂.



Pressure vessel PED

* A certification signifying that products are in compliance with the EU standards.



Boilers installed at the customer factory in Turkey

MIURA TAIWAN ENG CO.,LTD.

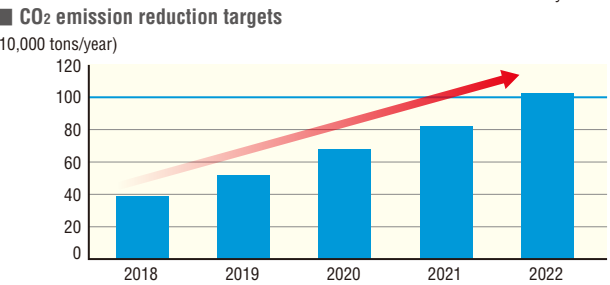
Strengthened gas emission regulation resulting in more installations of energy-conserving MI systems

Sales And Maintain Service Promotion Division Liao Wan Jyun

Gas emissions regulations in Taiwan were strengthened in July last year (regulation value is 100 ppm NO_x, 50 ppm SO_x, 30 mg/Nm³ soot). Under these regulations, the primary fuel used for boilers is beginning to shift from coal and fuel oil to natural gas, which imposes less of a load on the environment. Approximately 2,300 large boilers are targeted by these regulations, and for MIURA Taiwan this represents a chance to make a significant contribution to conserving energy and reducing CO₂. Since 2018 there have been an increasing number of cases where high-efficiency gas-fired boilers from MIURA have replaced large boilers, and it is anticipated that the transition to once-through configurations will continue to gain pace. MI systems are also gaining recognition in Taiwan from the viewpoint of energy conservation and environmental improvement. Since demand is forecast to rise, the Company will strengthen its manufacture and sales systems by increasing the number of staff it employs locally, allowing it to offer almost twice as many energy conservation analyses and proposals. MIURA Taiwan sells high-efficiency boilers that reduce CO₂ by approximately 400,000 tons/year (as of 2018). In FY 2022, MIURA Taiwan would like to contribute to improving the environment in Taiwan, hoping to achieve a reduction of more than 1 million tons per year.



Gas-fired boilers installed at beer factory



MIURA SINGAPORE CO PTE.LTD.

Taking on the challenge of a developing country in Asia (Bangladesh)

Singapore Expatriate Department Mohamad Rizwan

MIURA Singapore saw the opening of three new locations in 2018. The following details the challenges the Company took on in the most stringent environmental conditions. In the dry season, it is common to see bricks for construction baking on the dry river bed here. The main fuels used for boilers here are coal and chaff, both of which emit clouds of exhaust gas. Dyeing and textiles are the main industries here, with market evaporation said to be from 30,000 to 50,000 t/h, the highest in the region for which the Company is responsible. Staff at this branch are primarily tasked with maintenance, and offer instruction and advice on a daily basis to boiler personnel who are unfamiliar with once-through boilers, while working to promote the adoption of this configuration.



Exhaust gases from brick-making



Boilers in Bangladesh

Comments from the person in charge

Reputed to be the poorest nation in Asia, Bangladesh produces the raw material for the world's apparel industries. Price competition is fierce, and thus environmental measures are given less priority. Additionally, one or two fire tube boiler accidents occur every year, in some cases resulting in injury or death. We believe that installation of once-through boilers to create a safe environment is our most important task. The challenge we face is to facilitate the spread of MIURA boilers, which we believe will result in improvement to conditions in the natural environment, working environment, and energy conservation.

Singapore Expatriate Department Kazuyuki Sakamoto

PT. MIURA INDONESIA

Energy conservation due to reduced wastewater from boiler

Indonesia Expatriate Department Naoto Kawai

We inaugurated our water treatment business in Indonesia in 2016. Since Indonesia is a large country in which water quality varies immensely, in some areas water quality is extremely poor, so that in many cases boilers must discharge three times the amount of wastewater as in Japan to maintain boiler performance. MIURA Indonesia offers proposals for improving energy losses incurred due to wastewater. Additionally, the extraction of ground water in the vicinity of the nation's capital Jakarta has caused severe land subsidence, and there is a growing awareness of water conservation.



RO unit MRO



Local water treatment system

Comments from production development personnel

Installed RO equipment, improving the quality of water supplied to boilers and successfully reducing wastewater output to 1/7 of previous volumes. This resulted in a 7% reduction in fuel consumption. Going forward, MIURA water treatment technologies will help to improve the environment in Indonesia.

Indonesia Expatriate Department, water treatment sales Tsutomu Wada

As the best partner for energy, water, and environmental matters, MIURA offers an increasingly diverse range of proposals for solutions centering around boilers, and has worked to achieve differentiation and dominance through its capabilities as a whole. Here we introduce a proposal for solutions for entire factories to be an essential enterprise to customers the world over, and initiatives towards the hydrogen energy society that is just over the horizon.

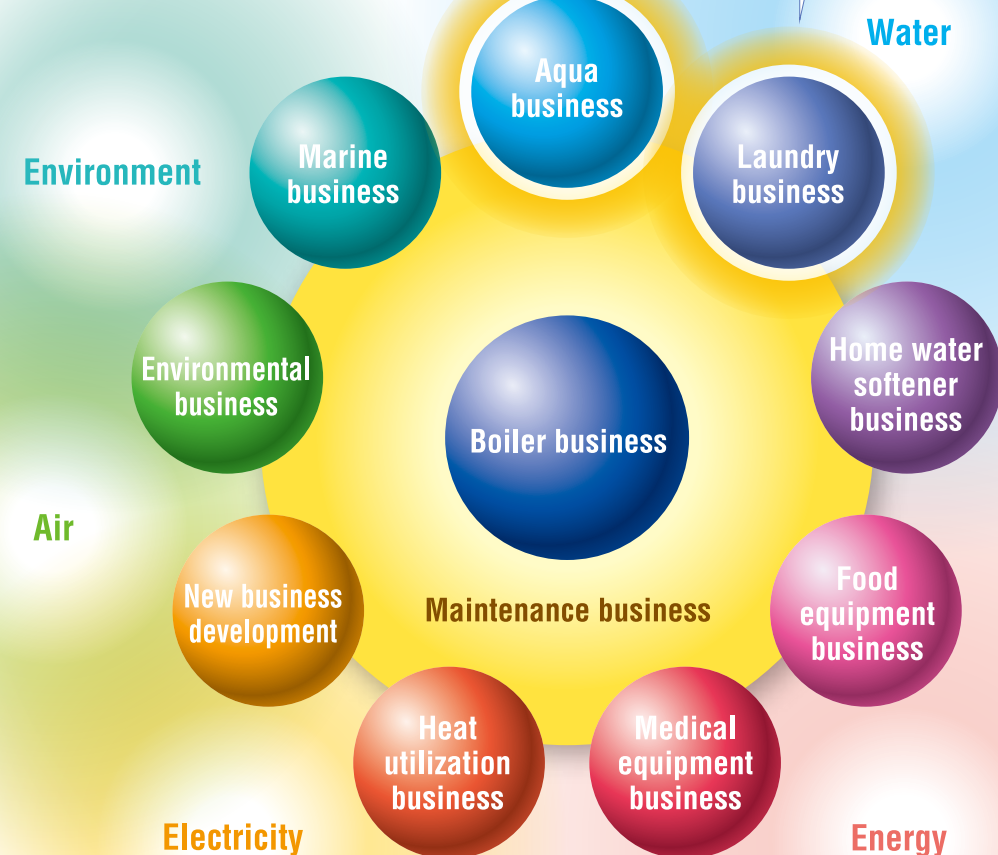
MIURA's Total Solutions Lead to Growth in Business Domains

Business collaboration with JTOP, a specialist in water treatment using activated carbon technology

In November 2018, MIURA signed a business collaboration agreement with JTOP Co., Ltd., a company that has built a wastewater treatment and recycling business utilizing activated carbon regeneration technology. The partnership provides environmental cleanup systems for water and gas to both international and domestic customers. Making use of MIURA's boiler technology, production capacity, solid sales network, and its product packaging know-how, together with JTOP's equipment, know-how, and research and development into activated carbon that can be recycled using superheated steam, this partnership leverages the strengths of both companies, performing gas and water-related environmental cleanup and recycling both domestically and internationally, helping to protect the environment and make effective use of water.

Integrating Inax Corporation, a large manufacturer of industrial-use washing machines into the MIURA Group

Inax Corporation performs development, production, sales, maintenance, and machinery installation engineering for industrial-use washing machines and driers, and has constructed a solid business platform as an industry leader in Japan. The MIURA Group hopes to enter business domains that hold the top share of the market in Japan, and to establish new avenues of business. We can offer a comprehensive lineup of industrial-use products, allowing it to offer customers total solutions that encompass every area of a factory. Furthermore, we hope to leverage sales networks in Japan and internationally to increase the market share Inax products command.



Hydrogen Energy, the Leading Player in a Low-carbon Society

We are actively working to develop hydrogen-related products to adapt to the coming hydrogen energy society. In April 2017 we delivered hydrogen-fueled once-through steam boilers that emit no CO₂ during operation. In October of the same year we began selling industrial-use 4.2 kW solid oxide fuel cells (SOFC), and we are now developing and manufacturing hydrogen production equipment.

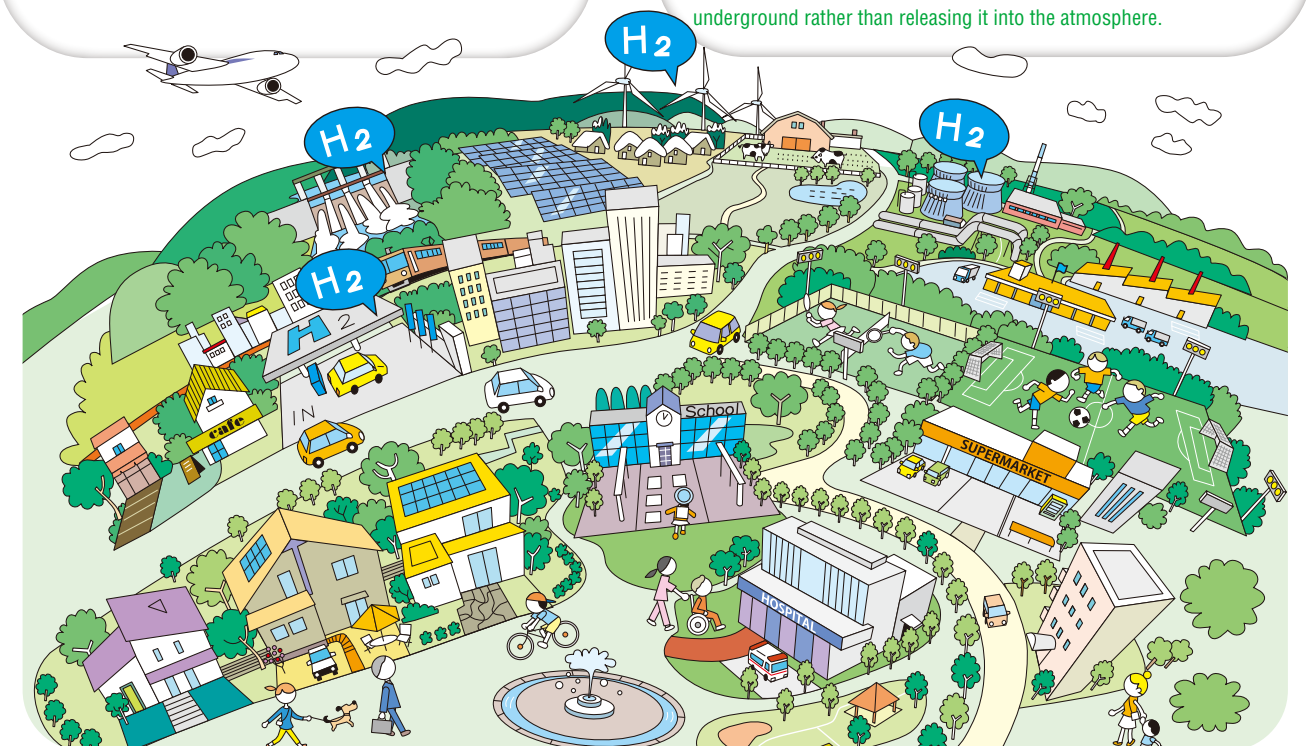


What is hydrogen?

Hydrogen is 1/14th as heavy as the air that surrounds us, and is the lightest gas on earth. It is tasteless, colorless, and odorless. Hydrogen exists as a gas, but becomes a liquid when cooled to minus 253°C. Moreover, since it is contained in so many resources, there is a great deal to be found on the planet.

Is hydrogen environmentally friendly?

Using recyclable energy (wind power, water power, or solar power, etc.) to produce hydrogen from water using electrolysis produces almost no CO₂. Moreover, even if fossil energy is used to produce hydrogen, technology is being developed to produce hydrogen in a CO₂-free manner by using CO₂ collection technology to store it underground rather than releasing it into the atmosphere.

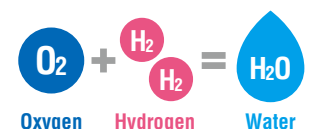


Characteristics of hydrogen energy

Hydrogen energy has three main characteristics.

- (1) Produces water instead of CO₂ when energy is used.
- (2) Can be made from many different resources on earth.
- (3) Energy can be stored in hydrogen.

These three are the key points that will lead to resolving the energy problems we have experienced to date.



New Business Development & Heat Utilization Business Headquarters Director, Executive Officer **Kazunobu Inoue**

Seeking to contribute to the society of the future

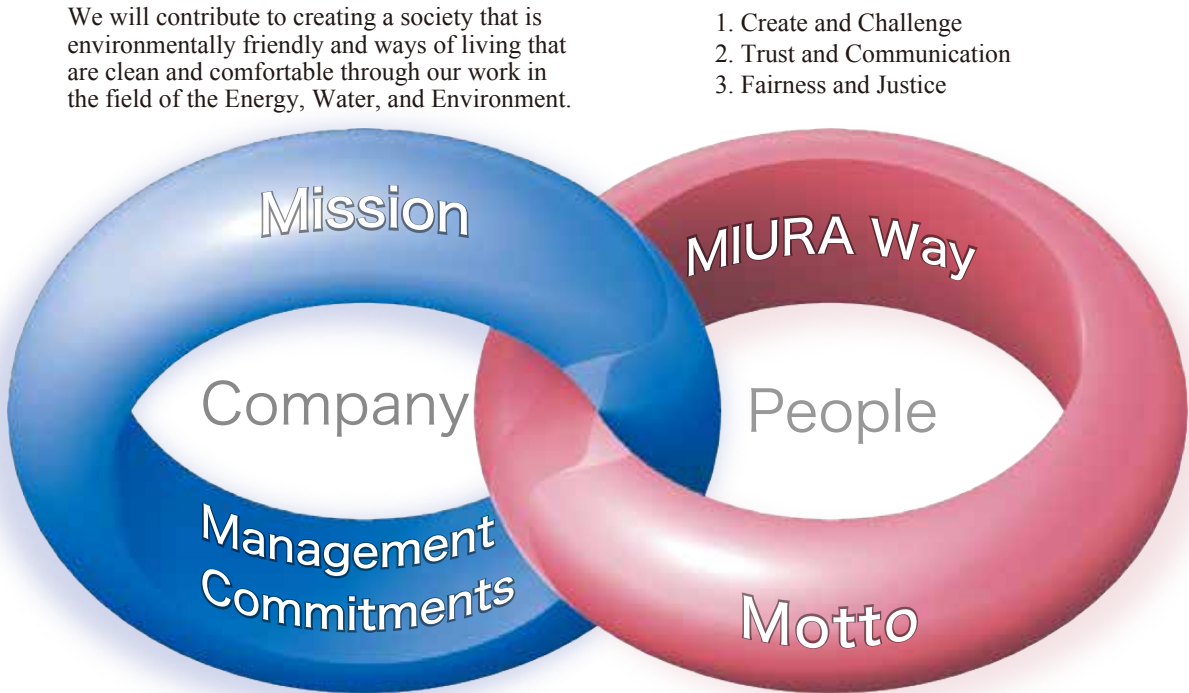
During this half-century the global economy has grown by 650%, with energy consumption increasing by 500%. Japan's objective under the Paris Agreement of achieving a 26% reduction in greenhouse gases by 2030 has been extended to the environmental objectives of all Japanese businesses, making CO₂ reduction an important theme. A major theme in meeting these objectives is the achievement of a hydrogen society, and MIURA is doing all it can in this regard. We would appreciate your continued support for our endeavors.



Globalization has progressed in the 10 years that have passed since the MIURA Group Principles were formulated in the year of MIURA's 50th anniversary, and our business domains have expanded. Reflecting this, the MIURA Group revised its principles in May 2019, as we welcomed our 60th anniversary. Every one of our employees will take the initiative as we work on Team MIURA in the aim of becoming a centenarian company.

Revising Our Mission and Improving Our Branding

MIURA Group Principles



We will contribute to creating a society that is environmentally friendly and ways of living that are clean and comfortable through our work in the field of the Energy, Water, and Environment.

- 1. Create and Challenge
- 2. Trust and Communication
- 3. Fairness and Justice

- 1. Encourage globalization with the Group's total strength.
- 2. Create "Best Partner" relationships with customers all over the world through "Technoservices".
- 3. Create a workplace where employees can maximize their abilities.

To create an inspiring workplace where we can take pride in our work.

MIURA Group Principle — The meaning of our motif

The motif expresses "People (ourselves)" and the "Company" as two rings giving rise to infinite possibilities by being firmly linked together. The red ring surrounding "People (ourselves)" represents passion and enthusiasm. The blue ring around the "Company" displays our corporate-color.

For revising our mission and improving our branding

Founded by Tamotsu Miura, the MIURA Group started out with just five people, growing to become a business with over 5,700 employees. Inspired by a desire to earn even greater popularity with our customers, and to make us the choice of more people, we have changed our mission and branding completely. Going forward, we will look at things from the customer's viewpoint, and work to give form to our ideas. In FY 2019 we will hold the MIURA Fair for our customers, and anniversary parties for our employees at 14

locations throughout Japan that their family members can attend. By acting in ways that demonstrates feeling for the people they encounter in their work, we believe that each and every employee can help the MIURA Group to achieve significant growth in the future.

Representative Director, Vice-President & COO, Director of Administration Headquarters

M. Nishihara

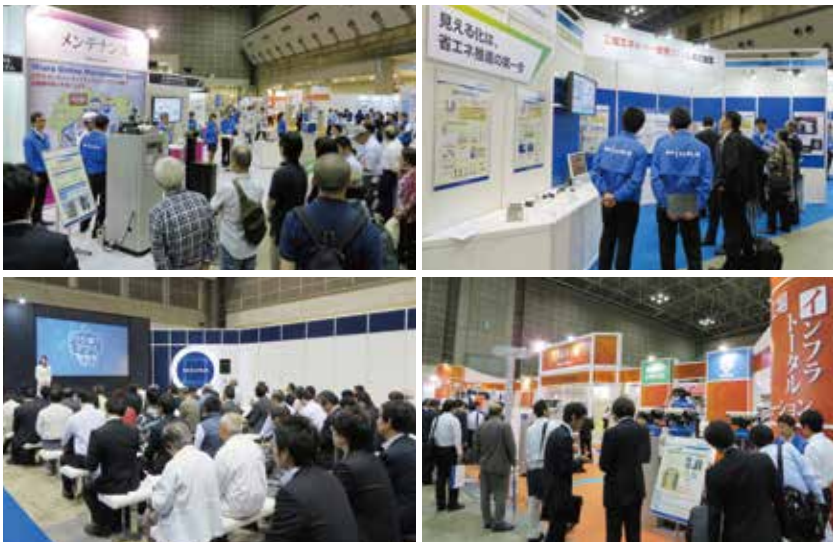


Holding the 60th Anniversary MIURA Fair at Five Locations Around Japan

Beginning in August 2019, themed around the concept, "Bringing +i to the world, and to the future," the MIURA Fair will be held at five venues around Japan, after a six-year hiatus. To demonstrate the Group Mission, "We will contribute to creating a society that is environmentally friendly and ways of living that are clean and comfortable through our work in the field of the Energy, Water, and Environment," MIURA offers a range of products and services in Japan and around the globe. The MIURA Fair will introduce initiatives related to our efforts, and also focus on the latest energy conservation technologies, and on our 60-year history.

■ Date of opening

	Date and time	Venue
Tokyo venue	August 1 (Thu) - 3 (Sat)	Makuhari Messe Hall 9
Osaka venue	August 29 (Thu) - 31 (Sat)	INTEX Osaka (Hall 2)
Nagoya venue	September 12 (Thu) - 14 (Sat)	Portmesse Nagoya (Second Exhibition Hall)
Sendai venue	October 11 (Fri) - 13 (Sun)	Yume Messe Miyagi (Main Exhibition Hall)
Fukuoka venue	November 8 (Fri) - 10 (Mon)	West Japan General Exhibition Center (New Hall)



2013 MIURA Fair



For the planet. For the future.

60th anniversary corporate logo



A new advertising campaign starts

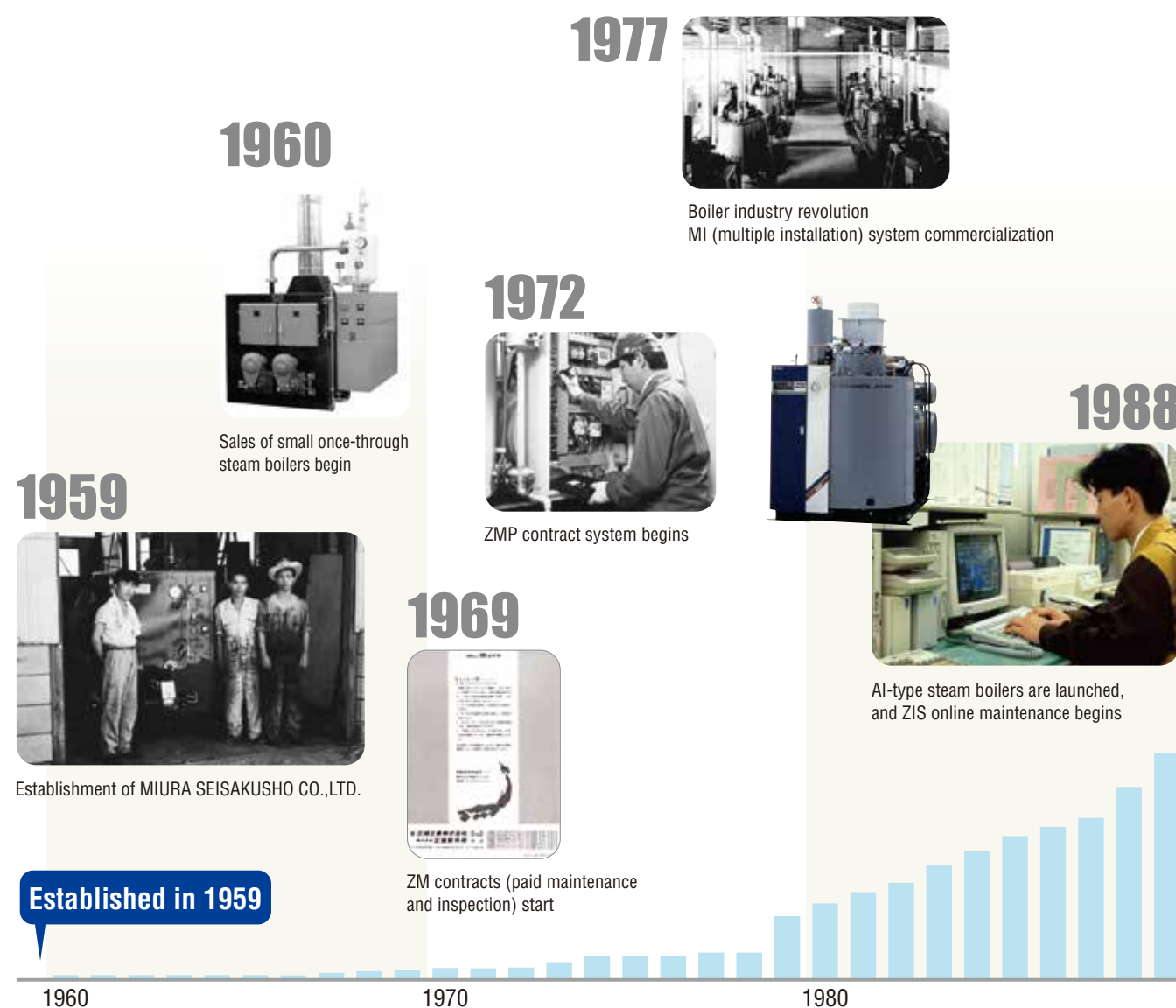
"Ideas with heart" Beginning in October 2018, we launched a new advertising campaign inspired by our 60th anniversary. Centering on newspaper advertising, television commercials, and our website, this advertising and public relations campaign was intended to make MIURA a unique presence that is popular with everyone, and the choice of all. The slogan for the new campaign, "Ideas with heart" was inspired by the desires embodied in our corporate logo. The "i" shows MIURA's original and powerful people, while "!" shows MIURA's unique ideas and technology, and together they make "i!" of the MIURA logo. At MIURA, we value people's "ideas" above anything, and thus our mission reflects our desire to put "heart" into these ideas.

MIURA Technoservices, Responding to the Needs of the Times

Our lives have changed remarkably, in step with the times.

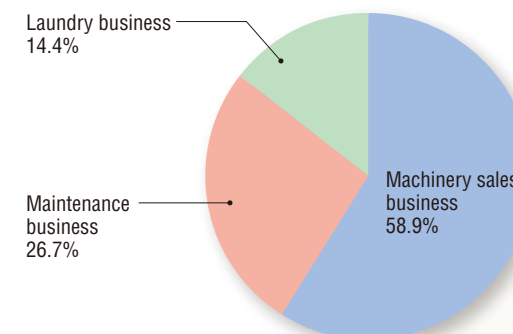
MIURA's 60 years to date have been the history of the "technoservices" established by founder Tamotsu Miura.

We will refine our technologies and services to meet the demands of the age, and continue to work to address the challenges we face every day on our journey to becoming a centenarian company.

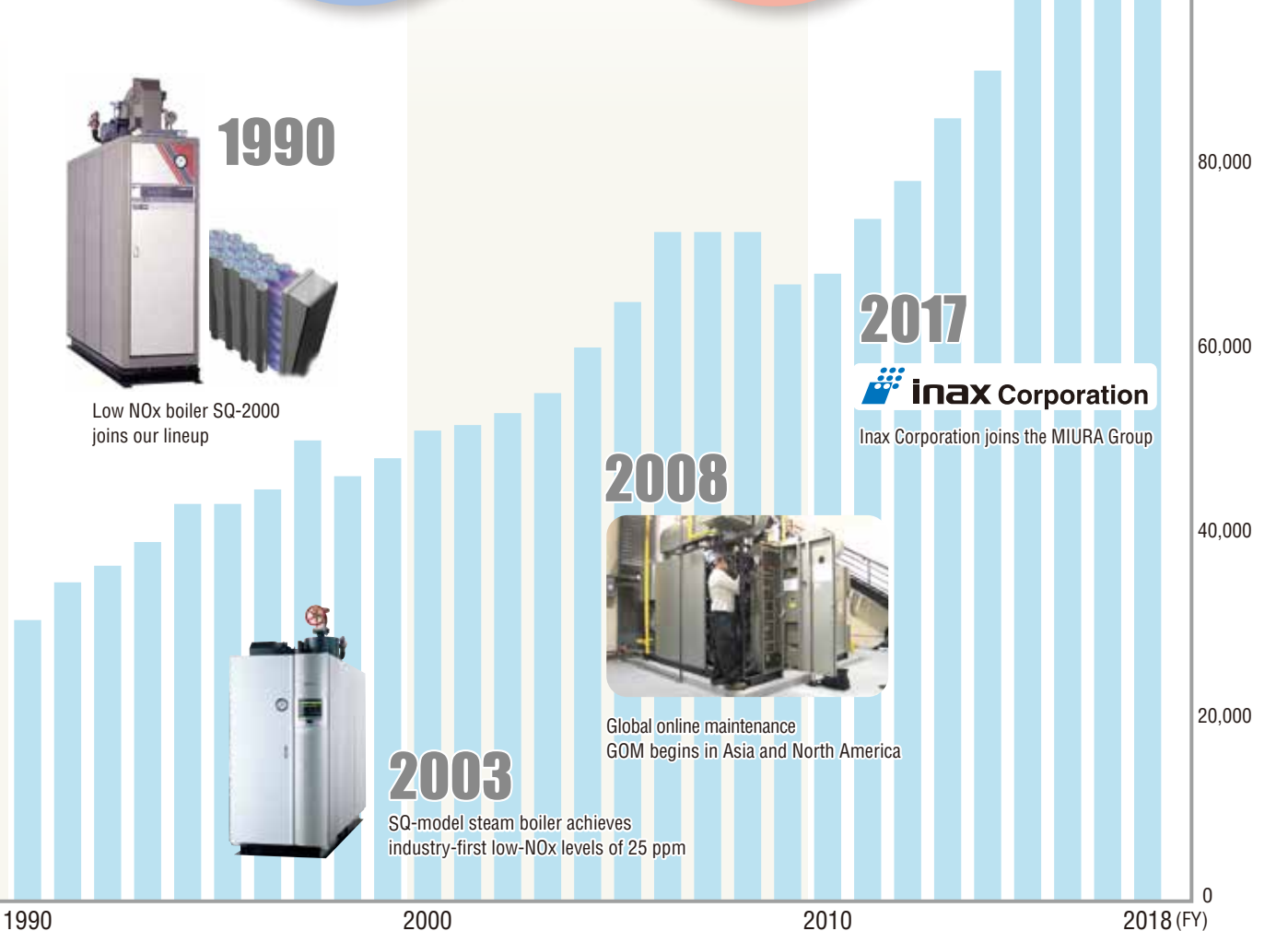
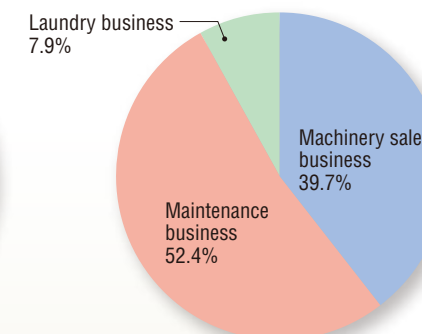


DATA Highly profitable maintenance business * FY 2019, entire MIURA Group

Sales ratio



Profit ratio



Maintenance That Continues to Support MIURA

Concentrating on preventative maintenance

Maintenance business sales profits made up 27% of profits inside and outside Japan, and are a significant source of support for the MIURA Group. More than 1,000 service engineers carry out preventative maintenance to prevent malfunctions from occurring, working based on information gained from experience and data accumulated thus far to ensure that our customers' products do not stop suddenly. Our constant interactions with our customers allows us to find problems at their factories before our customers themselves are aware of them, and actively offer suggest to improve energy conservation.



We connect with our customers' equipment online to provide 24/7 backup. Moreover, our service engineers operate in shifts even at night and on holidays to handle any trouble that may occur.



At MIURA head office we hold tests for each type of machinery, and have a comprehensive training program to encourage our employees to grow.

VOICE

In my early days as a service engineer I was often troubled by the disparity between my own skills and those of veteran staff, but MIURA's training and education systems, along with on-the-job instruction and the experience I gained saw me through, and now, in my 11th year as a service engineer, I have been able to take first place in an in-house competition.

Our main role is that of preventative maintenance,

which means that we leave to work on-site in a systematic manner to prevent machinery from stopping. Although we are sometimes called upon to make urgent repairs, our ability to respond in a manner that fulfills the needs of our customers occasionally earns their thanks, which is when I feel that this is a job that is really worth doing.

Tokushima Branch Office, Tokushima Maintenance
Tadahiro Kume



"We will make the boiler of the world's best price and quality ever!"

—the history of the MIURA Group began with the grand ambitions of our founder, which came into reality through "ideas" and "heart."

These hopes have now expanded around the globe to become MIURA's total solutions.

Now, as in the past, ideas and heart are the motive power behind the MIURA Group.

A 60th anniversary is a year to commemorate.

Now a large family with over 5,700 members, everyone in the MIURA Group has dedicated themselves to making contributions to society in order to ensure that our brand continues to be the choice of society at large. Here is a collection full of "ideas with heart" from our employees under the theme of "+i" from each and every one of us."



The details are presented on the MIURA 60th Anniversary Website. Please take a look at our 60 years of progress.

<https://www.miuraz.co.jp/60th/>





FY 2018 brought torrential rains to western Japan and major earthquakes to Osaka and Hokkaido, as well as significant damage inflicted by typhoons. The torrential rains in the west of the country damaged MIURA Group manufacturing facilities, leaving us faced with an unprecedented crisis. The follow details the actions we took, which were based on our Business Continuity Plan (BCP).

Aiding Our Customers in Disaster Recovery

Putting BCP programs into action

At 6:30 pm on Saturday July 7, 2018, record-breaking torrential rain hit western Japan, placing large numbers of people in a crisis situation, among them many MIURA customers. Locations in Seiyu City, Ehime Prefecture, MIURA KOUKI, the principal manufacturing company in the MIURA Group, had the floors of its factory premises inundated by waters from nearby rivers, throwing production processes into chaos. However, we put our BCP program into effect immediately, with managers inspecting the state of the premises the day after the damage, and starting recovery work. At the same time, we also began checking on the status of customers, and moved to take appropriate action.



July 2018 Response scenes from areas affected by the torrential rains in western Japan



Customers affected by the disaster

Basic BCP Policy

Under the MIURA Group Business Continuity Plan (BCP), employees work on practical initiatives to provide backup for the Office Countermeasures Headquarters in disaster afflicted regions, and embark on practical activities conducted by the Maintenance Sales Action Continuity Support Group to prepare and carry out measures to minimize risk and ensure the continuation of normal operations in unaffected areas and to provide recovery support. These activities focus on advance preparation of information necessary in the event of a disaster, and are predicated on the activities in the "basic version" related to ensuring the safety of employees and their families, and in the Production Countermeasures Group related to continuation of product manufacture and supply. At MIURA, we seek to manage BCP from the viewpoint of our customers, continuing our relationship with trading partners and maintaining our maintenance and sales operations even in the event of a large scale disaster.

BCP Program Organization

Production Group
(Early production system recovery of primary production items)

We have formulated plans that call for us to recover to 60% of production capacity one month after a disaster. However, one month after the torrential rains that occurred in western Japan we had recovered to 80% of capacity, and were 100% recovered after 45 days, above the pace of our business continuity plan. We were able to resurrect our production systems and thus there was no effect on our deliveries to customers with orders.

Maintenance Sales Action Continuity Support Group
(Maintaining relationships with trading partners, ensuring that maintenance and sales activities are not interrupted)


We instituted a policy through which we offered free repairs (excluding parts costs) to approximately 2,400 customers in affected areas, checking on and offering support for recovery to almost all of our customers.


Overall Structure
(Promotion of general BCP activities)

In order to support disaster victims, we gave donated money collected from over 1,600 employees to victims associated with our employees, and also gave donations to Ehime Prefecture on behalf of the MIURA Group.

VOICE

In the torrential rains that hit western Japan, approximately 50 of our customers suffered damage to boilers and other equipment in a area that stretched across Okayama, Hiroshima, Kochi, and Ehime. 14 of our customers in Okayama experienced damage of some sort to their equipment, with five suffering damage so serious that their equipment had to be replaced. The Marumikouji Store, long known in the area for its dedication to the methods used to make its ingredients, makes and sells miso and malted rice. Its equipment was inundated, and the business was left with no choice but to close its doors temporarily while the machinery was replaced, but when recovery was complete we received a courteous letter of thanks. As an organization that performs maintenance this was surely an example of "provident maintenance."


Okayama Branch Office, Kurashiki Maintenance Advisor **Makoto Norimatsu**


A letter received from our customer (Marumikouji Store, Soja City, Okayama Prefecture)

Also Used for Recovery of Group Companies (MIURA KOUKI CO.,LTD.)

The company affected by this disaster, MIURA KOUKI, is an important production facility for the MIURA Group, responsible for boiler water tube processing and production of economizers, accessories, and boiler pressure vessels. With the full cooperation of MIURA group companies and cooperating companies after the disaster of July 7, 2018, we put our BCP program into action and were able to restart production on July 23, approximately two weeks later. Other companies in the MIURA Group also possessed machines same as those that had been rendered unusable for an extended period at MIURA KOUKI, such as water pipe presses and high-frequency welding machines, so we were able to formulate temporary supply measures and restart production quickly. Going forward, we will further enhance our BCP measures, and work to improve the production organization of the entire group.



July 11, 2018 Recovery work

VOICE

I could only despair when the disaster occurred. It was predicted that starting production would take more than a month, but in the middle of a heatwave, around 100 people came from group companies every day to help, covering themselves in dirt as they worked to effect a recovery, and we received steadfast assistance from trading partners and machinery manufacturers, allowing us to recover more than 80% of our capacity in the month following the rain. We would like to express our gratitude to the employees who worked with a positive attitude to overcome the fatigue that plagued them, taking pride in their determination to restore MIURA KOUKI, and to all of the stakeholders who helped with the recovery efforts, giving priority to our customers.


MIURA KOUKI CO.,LTD., President & CEO **Masato Doi**


October 2018 Party honoring the efforts of those involved in the recovery work after the torrential rains


State of the nearby river


Interior of the factory after being flooded

ZIS Online Center Power Generation Flood Control and Power Failure Measures

ZIS Online Center at MIURA head office

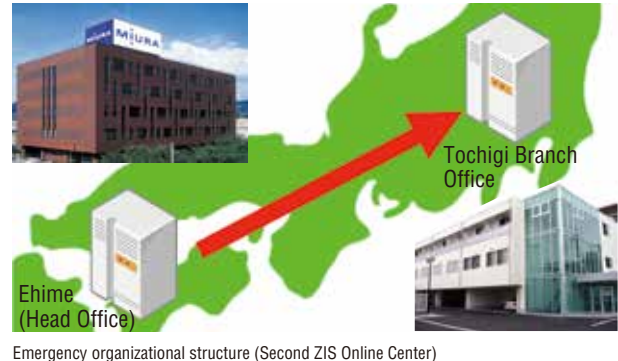
Power generators have been installed as disaster countermeasures in anticipation of earthquakes and power failures, etc., at the ZIS Online Center, which has always been the core of our maintenance business. When we checked various hazard maps for the area around our head office, we found that if the Horie Shinike adjacent to the office burst its banks our office would be inundated with two meters of water. As a measure against this, we implemented measures to prevent flooding of the generator room, strengthening the disaster countermeasures in place at the ZIS Online Center significantly.



Backup power generator for head office functions

Second ZIS Online Center (Tochigi Branch Office)

We are constructing a second ZIS Online Center inside the Tochigi Branch Office to serve as a backup in the unlikely event that the head office ZIS Online Center is struck by a disaster and is unable to perform its functions. Dispersing the functions of the Online Center acts as a countermeasure against disasters, and to counter the power failures that occur due to the many natural disasters that have occurred in recent years, we have installed power generators in the Tochigi Branch Office to ensure that the second ZIS Online Center continues to function.



Environmental Management

<Comments from EMS Top Management>

At COP24, held in December 2018, guidelines aimed at implementing the Paris Agreement were adopted. At the MIURA Group, we instituted the “MIURA Group Zero Emissions Challenge 2030” in FY 2018, setting our own targets and starting associated activities.

(1) With regard to the issue of reducing CO₂, we formed a grass-roots movement attended by all employees of the Group, analyzing energy conservation to reduce energy use in factories and offices. As a result we were able to maintain our S-class status for FY 2018 in the business operator class category evaluation system under the Act on Rationalizing Energy Use.

(2) With regard to reducing substance emissions, we moved to paperless operations in many divisions. We installed dedicated equipment for recycling used office paper, and began recycling a range of paper products performed by employees of MIURA JOB PARTNER*1.

Additionally, to insure that our products do not contain any problematic hazardous substances, we formulated the “MIURA Group Green Procurement Guidelines” activities, which we were able to put into action with boiler chemicals in FY 2018.

Looking to the future, the MIURA Group views these activities as leading to the achievement of sustainable development goals (SDGs), and will continue to work to fulfill our responsibilities as an enterprise.

EMS*2 Top Management
Special Advisor

G. Fukushima



*1. Special subsidiary company *2. An abbreviation for “Environmental Management System”

MIURA Group’s Environmental Policy

To create an energy efficient and environmentally friendly society, we at the MIURA Group aim to become a company that can contribute to the realization of a sustainable society by further enhancing our environmental management initiatives at local, regional and global levels in the fields of heat, water and the environment.

■ Guidelines for action

- 1

Taking effects on the environment into consideration, we will construct environmental management systems, and work to improve them in an ongoing manner.
- 2

Environmental goals and objectives allow participation by all employees close at hand, and give priority to activities that lead to a lowered load on the environment.
- 3

We will comply with environmental laws and regulations applicable to environmental aspects, and with other requirements that the MIURA Group consents to, working to prevent pollution and coexist with nature.
- 4

Of those of our business activities that affect the environment, we prioritize the following items.
(1) We will work to develop products that contribute to improving energy conservation, resource conservation, and the environment.
(2) We will work to make effective use of energy.
(3) We will work to limit waste by reusing and recycling resources.
(4) We will work to improve management of chemical substances.

Promotion Systems

The Environmental Committee convenes regular to deliberate on issues related to environmental management.

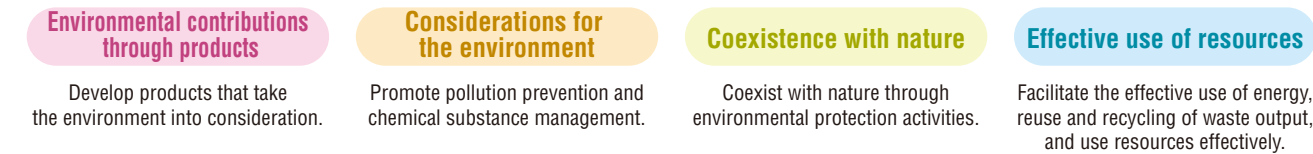
■ Diagram of promotion systems



Medium-term Plan for the Environment

Our medium-term plan for the environment features four environmental goals in line with our environmental policy. We perform a self evaluation every year, and continue to work to achieve improvement in an ongoing manner.

■ Environmental management system and four environmental goals



MIURA Group Zero Emissions Challenge 2030

Looking to the year 2030, the MIURA Group will take on the challenge of four initiatives in its business activities and product lifecycles and minimize the output of CO₂, environmentally polluting substances, waste, and heat, and in fact, all substances that we output.

■ Target value

- (1) We will reduce CO₂ output to 13% below the FY 2017 standard per unit in Japan.
- (2) We will reduce waste output from factories to 13% below the FY 2017 standard per unit in Ehime Prefecture.



■ Plan for FY 2012 to FY 2018

Environmental goals		Initiative items/Content of initiative implemented	Self evaluation FY 2018	Associated SDGs
Environmental contributions through products	Environmentally aware product development	Develop products that contribute to the use of waste heat, hot water, and drain water.	○	<div>6 CLEAN WATER AND SANITATION</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>14 LIFE BELOW WATER</div>
		Develop products that contribute to reducing the use of power, fuel, and water.	○	
		Develop products that contribute to accelerating the use of water treatment without chemicals.	○	
		Develop products that contribute to limiting the pollution of water in rivers and the sea.	○	
Considerations for the environment	Pollution prevention activities	Implement regular measurement of equipment that creates smoke and soot, and work to eliminate atmospheric pollution.	○	<div>6 CLEAN WATER AND SANITATION</div> <div>11 AFFORDABLE AND CLEAN ENERGY</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>14 LIFE BELOW WATER</div>
		Implement regular inspections of water quality, and work to prevent water pollution.	○	
		Implement regular inspection of noise levels, and work to prevent noise pollution.	○	
		Implement environmental patrols and environmental inspections of production equipment, and use emergency response procedures to perform monitoring.	○	
	Promoting chemical substance management	Prepare drafts of the Green Procurement Guidelines.	○	
		Create systems for sharing information on chemical substances.	○	
Coexistence with nature	Coexisting with nature through environmental protection activities	Perform internal audits to facilitate monitoring of management of toxic and deleterious substances.	○	<div>6 CLEAN WATER AND SANITATION</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>14 LIFE BELOW WATER</div> <div>15 LIFE ON LAND</div>
		Implement cleaning activities in factory vicinity. (4 times per year)	○	
		Implement cleaning activities in rivers near factories. (2 times per year)	○	
Effective use of resources	Using energy effectively	Maintain and manage green areas in factory environs and on roofs.	○	<div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>13 CLIMATE ACTION</div>
		Plan energy conservation measures to reduce the amount of energy used (converted to crude oil) at ISO14001 certified sites. (For each year of next five years)	○	
		Reduce energy consumption (converted to crude oil) per unit*1 by 1% year-on-year.	○	
		Install meters and perform measurement reflecting factory reorganization and division movement.	○	
	Accelerating reuse and recycling of waste from within the factory	Implement operations management based on energy management guidelines and management procedure manuals, and revise these to reflect circumstances.	○	
		Reduce total waste volume*2 within factories by 1% per unit*1 year-on-year.	○	
	Using resources effectively	Improve reuse and recycling ratios.	○	<div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>14 LIFE BELOW WATER</div> <div>15 LIFE ON LAND</div>
		Reduction in volume of paper used (Reduce per unit as volume used = amount purchased, and FY 2013 as a standard)	○	

[Self evaluation standards] ○ ... could be performed according to plan. ✕ ... could not be performed according to plan.

*1 Per unit: Amount of power, fuel, and other amounts used (purchased) divided by the product of sales and total office and plant floor area

*2 Total emissions: Total amount of waste, valuable resources, and reused resources generated from business activities at ISO 14001 certified sites

Initiatives for Pollution Prevention

Basic Stance

We will comply with environmental laws and regulations applicable to environmental aspects, and with other requirements that MIURA consents to, working to prevent pollution. In particular, we have established systems for management of chemical substances, and are devoting ourselves to ensuring that we do not pollute the local environment, even in emergencies such as when we are affected by natural disasters.

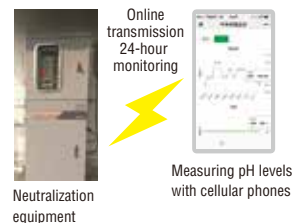
Initiatives at overseas subsidiaries

Overseas subsidiaries of the MIURA Group take measures to prevent environmental pollution while complying with the laws and regulations of their respective countries and regions.

Installation of neutralization equipment to maintain normal water quality, helping to protect China's environment

<MIURA INDUSTRIES (CHINA) CO.,LTD.>

Environmental protection measures are growing stronger in China with every year, and we conduct environmental audits based on national standards. At MIURA China, in addition to having third-party organizations analyze the wastewater output from our factories, we have installed neutralization equipment made in-house, and now use this for continuous monitoring, as we strengthen our wastewater monitoring. Although wastewater is influenced by the state of production, since the installation of the neutralization equipment pH has for the most part stabilized at between 6.5 and 8.5 (standard: 6-9). Moreover, the neutralization equipment is run under a 24-hour online monitoring system that allows us to check pH values from a PC or cellular phone and respond quickly when an abnormality occurs.



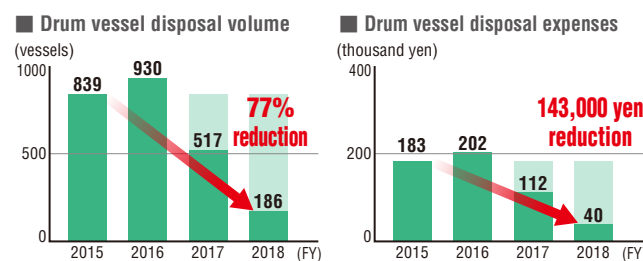
Reducing the amount of drum vessels disposed of reduces cost and makes operations efficient

<MIURA TAIWAN ENG CO.,LTD.>

In 2016 MIURA Taiwan began activities aimed at reducing the amount of drum vessels the Company disposes of. We assessed the amount of drum vessels and their applications, and found that sodium silicate accounts for 80% of the total. As an improvement initiative, we switched from placing sodium silicate in drums on receipt to storing it in tanks. This reduces the number of waste drums, and also has a number of other merits.

Results of improvement

- (1) Reduced number of drum vessels disposed of by 77% (compared to FY 2015)
- (2) Reduced drum vessels disposal expenses by 143,000 yen (compared to FY 2015)
- (3) Reduced sodium silicate purchasing cost
- (4) Acceleration of preparation for reduction in chemical quantity
- (5) Surplus in space saved in raw material warehouses



Initiatives for Energy Conservation

Basic Stance

The MIURA Group is employing better energy conservation measures, working from the fundamental principal that every employee of the MIURA Group thinks independently about how to use limited energy effectively, with as little waste as possible, and will act, beginning with what they are able to do.

Holding an environment and energy conservation photo contest

We held an environment and energy conservation photo contest open to all employees. In which participants were asked to submit photographs themed on environmental issues and energy conservation issues, along with descriptions on what occurred or what they were thinking when they took the photographs. All photographs submitted were published, and a system added that allowed viewers to display "Good!" resulting in a plan that attracted a high level of interest.



"Keeping this sky blue forever"
A work that received an award from top management

Reducing the cost of air at our factories through energy-conserving operations

We conducted energy conservation analyses of the air compressors in our factories and then improved energy conservation practices, allowing us to achieve a 56% year-on-year reduction in electricity costs. MIURA's air diagnosis investigate problem areas that we had not detected from the measurement value, allowing us to find possible solutions. In this set of diagnosis, we were able to conserve energy and reduce cost through a three stage process that included (1) Comprehension of current status, (2) Energy-conserving operations within the company, and (3) Updating air compressors.

(1) Comprehension of current status	Assess trends in appropriate air flow and power consumption using air diagnosis. Analyze diagnosis results and evaluate proposals for solutions.
(2) Energy-conserving operations within the company	Based on the results of analyses, succeeded in reducing power consumption by managing energy conservation within the company.
(3) Updating air compressors	Air compressors were updated to inverters to achieve better efficiency and conserve more energy.
56% reduction in electricity costs (year-on-year)	

Coexistence with Nature

Basic Stance

We endeavor to coexist with nature, undertaking environmental activities aimed at achieving harmony with the global environment. We are working on activities that protect the local and regional environment, and, taking a broader view, activities in which all employees close at hand can participate, and which in sum lead to a lowered load on the environment.

Cultivating showroom green strips, lawns, and dwarf mondo grass

In association with the construction of the showroom building, we planted lawns and dwarf mondo grass, with MIURA Group employees participating from the planning stages onwards. Taking account of factors such as sunlight, it was decided to plan 480 m² of lawn and 60 m² of dwarf mondo grass, raising the plants, watering, fertilizing, and mowing to nurture them. The lawn provides a soothing backdrop to customers and employees who visit, and also serves to greenify the region and reduce our environmental load.



Making effective use of lawns to create spaces for relaxation

We are creating spaces for relaxation amongst the rows of cherry trees planted in the Hojo Greenspace. Seeking to make effective use of the 35 m² of turf disposed of when the showroom trees were planted, MIURA Group employees are performing soil tilling, ground preparation, turfing, and watering to raise turf. Benches and tables were installed so that people from the neighborhood can use this as a space for relaxation. In cherry season, the area is full of blooms and serves as a space to enjoy the scenery of spring.



Initiatives for Resource Conservation

Basic Stance

Working from the premise of "trash if mixed, resource if separated," we view waste as a resource, separating it thoroughly in order to make effective use of it, and employing the "three R's" (Reduce, Reuse, and Recycle).

Reusing work gloves

Beginning in FY 2015, the cotton and rubber work gloves that the production group had previously been using as disposable items have been washed at a special subsidiary company, MIURA Job Partner, using industrial-use washing machines from Inax Corporation, a group company of MIURA. This activity gains traction with every year, and during the year of FY 2018 we were able to wash and reuse approximately 10,800 pairs (weighing approximately 580 kg), reducing the amount of burnable plastic waste output from within the company.



Waste paper recycled for use in offices

As an initiative of the MIURA Group that contributes to the achievement of SDGs, we reuse photocopy paper that previously was discarded. We have installed PaperLab*, a machine that recycles paper, to allow us to make effective use of resources. Our target for FY 2019 is to use this on approximately 550 cases of A4-size photocopier paper.

In April, we cooperated with participating divisions to recycle paper, collecting and separating paper discarded in Horie district, the location of our head office. The resulting paper is used in marketing items such as business cards and notebooks.

* PaperLab is a product from Seiko Epson Corporation.



Corporate Governance

Basic Stance

The MIURA Group believes that it is important to build good relationships with stakeholders and put together a management structure to pursue transparency and efficiency of management and an independent CSR activity structure to achieve ongoing improvement of corporate value.

Overview of current corporate governance structure

Directors, Board of Directors, and Executive Board

As of March 2019, there are 15 directors (five of which are auditors). The Board of Directors makes management decisions and supervises the legality and appropriateness of execution of business by the representative directors and executive directors. The Executive Board discusses and makes decisions on matters related to business execution based on the basic policy decided by the Board of Directors and works to ensure the timely execution of business.

Auditors

As of March 2019, there are five auditors, three of which are outside directors. Auditors attend meetings of the Board of Directors and other important internal meetings, conduct investigations at the corporate headquarters and major offices/subsidiaries, and audit/supervise representative directors and other executives based on the established audit policy.

Auditors work closely with the accounting auditor to conduct efficient audits.

Nominating Committee and Compensation Committee

In 2018, we established non-statutory Nominating Committee and Compensation Committee. Both committees are comprised of three representative directors with no outside directors, but their resolutions are only discussed by the Board of Directors after they have been approved by the auditors in which independent outside directors are the majority, so they are set up in such a way as to ensure appropriate involvement of and advice from independent outside directors.

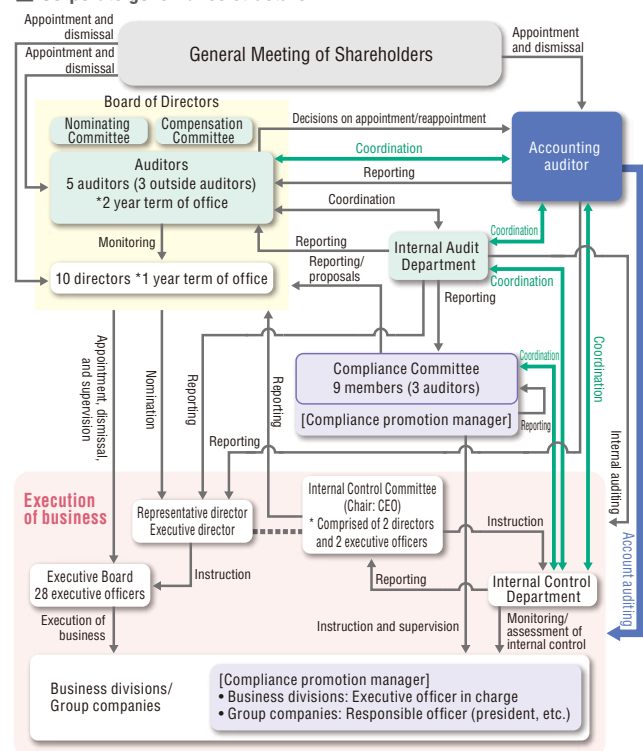
Internal auditing

The Internal Audit Department (five employees) conducts regular internal audits to ensure that assets, accounting, and general operations are handled properly at each division, including subsidiaries, and provides suggestions for improvements as necessary. The results of these audits are reported to the Representative Director President & CEO, managing directors, and auditors.

Account auditing

MIURA has selected Deloitte Touche Tohmatsu LLC as our accounting auditor based on the Companies Act and the Financial Instruments and Exchange Act and undergoes appropriate audits. Additionally, some of our consolidated overseas subsidiaries undergo audits and reviews by accounting firms other than our accounting auditor as we work to ensure effective account auditing.

Corporate governance structure



As of March 31, 2019

Internal control system

Basic stance on and status of internal control system

We believe that the basic function of an internal control system is to improve operational efficiency, ensure the reliability of information, and develop a structure for legal compliance in order to properly and efficiently achieve management strategies and business objectives as an organization. In addition to legal compliance, we recognize the importance of executing our business honestly and fairly in accordance with corporate ethics. Based on this policy, we have established a Compliance Committee comprised of directors and executive officers and work to thoroughly familiarize our employees with the MIURA Group's Corporate Code of Conduct and Ethics. We have also introduced a whistleblowing system providing our employees with both an internal mechanism of reporting and a means of consulting with outside attorneys so that we can gather information on internal misconduct as quickly as possible.

Basic stance on antisocial forces and state of preparedness

The MIURA Group's Corporate Code of Conduct and Ethics states clearly that we will have no relationship with organizations or forces that engage in antisocial activities. We have also established Guidelines for Handling Antisocial Forces, and based on these guidelines, we take a firm corporate stance against them, relying on the instruction of the competent police department and legal advisors. Details on the MIURA Group's Corporate Code of Conduct and Ethics are provided on pages 3 to 4 of this report.

Compliance and Risk Management

Basic Stance

Based on the recognition that compliance and risk management are the inseparable foundation that supports corporate governance, we are working to instill the MIURA Group's Corporate Code of Conduct and Ethics in all employees and address the various risks surrounding our company fairly and appropriately.

Establishment of Compliance Committee

The Compliance Committee was put in place to establish, maintain, and improve the compliance structure of the MIURA Group and advises the Boards of Directors and other bodies of each company within the Group.

Information protection and security initiatives

Protecting the information assets entrusted to us from our customers (such as personal information and equipment information) and the information assets we own (such as trade secrets, know-how, insider information, and technical information) from threats of all kinds and ensuring the appropriate management and safeguarding thereof is a must in order to remain a company that is trusted by our customers. At the MIURA Group, all of our officers and employees carry out corporate activities while giving full consideration to the protection of information assets within their daily work, having a proper understanding of and observing the information security measures set forth in the Information Management Regulations.

Ongoing enhancement of security measures

We have established the Information Management Regulations as part of our information security measures and have clarified the security management structure. We engage in regular review and continually work to strengthen these measures. Specifically, this includes website security analysis by a specialized agency.

Yearly employee training

We provide ongoing training and reminders related to information security to all employees that work with information-processing equipment and work to thoroughly familiarize them with its importance and proper handling and management of information. Our training materials are regularly reviewed to ensure that they are up-to-date.

Protection of personal information

We have put together rules for handling the important personal information entrusted to us by our customers under the Privacy Policy set forth on our website. We also conduct regular reviews of the status of protection via internal audits and other means.

Security export control initiatives

From the standpoint of maintaining international peace and safety, the Japanese government has established the Foreign Exchange and Foreign Trade Act to prevent goods and technologies that could be put to military use from falling into the hands of nations that threaten the safety of international society and those engaged in concerning activities such as terrorist groups.

With the basic policy being not to get involved in trade that could impede international peace and security, MIURA has established the Security Export Control Regulations. We determine the applicability of goods and technologies to make decisions on whether or not to approve export thereof, screen transactions, conduct regular audits, carry out education and training, and provide instruction to group companies as we work to engage in proper export control in compliance with the law.

Protection of intellectual property

We respect third party intellectual property rights and work to ensure that they are not infringed. We also take proactive steps to ensure that our own intellectual property rights are protected and engage in activities to utilize them effectively.

(1) Respect for intellectual property rights

We conduct careful investigations of prior art to avoid infringing upon third party intellectual property rights and engage in research and development of new technologies and products that reflect the results of those investigations.

(2) Activities related to intellectual property

From the earliest stages of research and development, our business divisions and Intellectual Property Department coordinate with each other to strategically identify inventions and acquire patent and other rights in order to protect our technologies and enhance our intellectual property.

(3) Employee training

We provide ongoing education with regard to respecting, protecting, and utilizing intellectual property through group training, e-Learning, and other tools.

Emergency response training

In addition to our regular emergency and fire prevention/evacuation drills, we hold lifesaving training in preparation for various disasters led by members of the fire department and training on how to use AED by the manufacturer so that our employees will be familiar with proper first aid techniques to treat those who are sick or wounded. We will continue to hold regular classes so that the proper action can be taken as quickly as possible when the unexpected happens.



Emergency response (AED training)

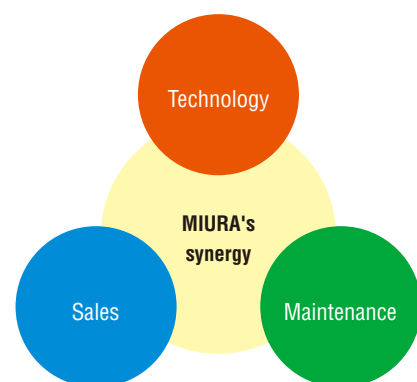
Responsibilities and Actions Taken Toward Customers

Basic Stance

We act in accordance with the MIURA Group's Corporate Code of Conduct and Ethics, cultivating technologies that benefit our customers and improving all the quality that goes into our products and services to earn the trust of our customers.

Solving customer problems with our collective strengths

The MIURA Group places utmost importance on offering a one-stop service wherein the technology, sales, and maintenance divisions work together closely and act as one. This collaborative synergy delivers satisfaction to our customers.



For achieving the basic principles of the Quality Management Declaration

We will report examples of activities undertaken to carry out the basic principle of our Quality Management Declaration, which is, "Customer trust in the MIURA Group is built on the quality of our products and services. We hereby declare that customers and safety are our highest priority, and all our employees will strengthen our technoservice capabilities with a sense of urgency and actively fulfill their roles in their divisions."

● Risk management training

Risk assessments are conducted to improve the safety of MIURA Group products. To ensure that these assessments are conducted properly, we provide risk assessment training, primarily to our engineers. The purpose of this education is to have the participants recognize the importance of safety from incidents that have happened at other companies and our own so that they can engage in proper safe design.

● Custom design process checks

With our custom designs, we carry out design according to customer requirements. Because requirements vary, it is easy for quality of design to vary as well. For that reason, we conduct checks on the process to ensure that risks are minimized.

Technology

The high level of MIURA technology has been widely recognized, with our HX series of closed condensate recovery system winning the Energy Conservation Center Chairman's Prize in the Product and Business Model category at 2018 Energy Conservation Grand Prize held by the Energy Conservation Center, our small once-through boiler SQ-1200ZL winning the Technology Prize at the 56th All Japan Boiler Convention held by the Japan Boiler Association, and our ballast water management system HK winning the Japan Society Of Industrial Machinery Manufacturers Chairman's Prize at the 44th Excellent Environmental Equipment Commendation held by the Japan Society Of Industrial Machinery Manufacturers.



HX-1000A



44th Excellent Environmental Equipment Commendation (presentation of award)



Letter of commendation and plaque from Chairman of Japan Society of Industrial Machinery Manufacturers



Energy Conservation Grand Prize logo

Sales

In November 2018, we signed a business collaboration agreement with JTOP Co., Ltd. on rolling out wastewater treatment and recycling utilizing activated carbon technology. We are providing next-generation environmental purification systems to many customers in the form of low environmental load systems that combine MIURA's high-quality, high-efficiency boilers with JTOP's activated carbon regeneration technology to deliver steam regenerated activated carbon filtering.

Maintenance

We launched a MEIS CLOUD service that makes it possible to provide energy management functions at a low cost through a cloud, LTE communication, and M-NET collaboration. It offers operational control of many MIURA products, including boilers, and provides automatic aggregation of energy data and visualization via a graphing tool. All the customer has to prepare is a communication unit EU, the Internet connection environment, and the MEIS CLOUD application form.

Responsibilities and Actions Taken Toward Shareholders and Investors

Basic Stance

We work to ensure highly efficient management in the aim of maximizing corporate value and we seek to increase management transparency and become an open company by disclosing the corporate information required by shareholders and investors in a timely and appropriate manner and engaging in dialog with them.

Disclosure policy and appropriate disclosure of information

We continuously disclose information impacting investment decisions in a fair and timely manner based on legal compliance. We also actively and promptly disclose information that is useful for understanding MIURA via press releases and other means according to its importance and urgency.

Communication with shareholders and investors

General Meeting of Shareholders

The FY 2018 General Meeting of Shareholders was held at a showroom opened in June 2018. Afterwards, shareholders toured the showroom to learn about MIURA's history, our evolving total solutions, and more.



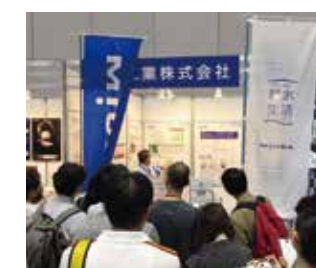
General Meeting of Shareholders



Reception at entrance to showroom

IR conferences for individual investors

We participated in the company information session for individual investors held by Nomura Securities Co., Ltd. and the investment report meeting held by Sawakami Asset Management Inc. as opportunities for direct communication with individual investors. At the venue, we had a booth where visitors could experience washing their hands with water from a MIURA water softener. They were able to compare the feeling of soft water and tap water and experience the moist feeling of soft water.



Investment report meeting by Sawakami Asset Management Inc.



Hand washing experience

Tour and explanation at user facility for institutional investors and analysts

We held a tour and information session on the district heating and cooling system at the Tamachi Smart Energy Center in Tokyo for institutional investors and analysts. A district heating and cooling system is a system that produces cold water, hot water, and steam in a centralized location (energy center) and supplies it via pipes to a designated area. This allows energy conservation and reduction of CO₂. By getting to see the MIURA once-through and exhaust gas boilers in operation at the plant with their own eyes, they were able to get a real sense of MIURA's efforts as a company contributing to the environment.



Tour of district heating and cooling system at Tamachi Smart Energy Center

Return of profit to shareholders

Recognizing profit distribution as an important management issue, we have established a basic policy of providing stable and continuous dividends, aiming for a consolidated payout ratio of 30% while working to strengthen our management foundation. We will endeavor to ensure stable, long-term revenue and actively return profits to our shareholders.

Among the gifts we offer as a shareholder incentive are attractive products from our home prefecture of Ehime, and they have been well-received.



Imabari towel and Tobe ware gifts from Ehime

Publishing of IR tools

The content of presentations given by presenters at results briefings for institutional investors is published on the website, both the A4-sized notes and the summaries. Additionally, shareholder newsletters containing performance reports, management strategies, special features, and other content are sent to shareholders by postal mail for both the interim and final reporting periods.

Publishing of information on website

We publish information on our website so that visitors can gain a deeper understanding of the MIURA Group. A structure is in place offering a wide-range of information, including both financial and non-financial information, translated into English as necessary.

Responsibilities and Actions Taken Toward Trading Partners

Basic Stance

Our Purchasing Division actively promotes mutual understanding with trading partners and compliance with laws, regulations, and social norms to fulfill our corporate social responsibility. We take the excellent material supplied by our trading partners and utilize it to make even better products to deliver to our customers.

Basic Policy on Procurement

Open

We knock on the doors of companies not only in Japan but all over the world and seek to do business with companies that have superior products and are capable of providing good service. We continually seek out new companies to buy from.

Fair

Selection of trading partners is carried out fairly based on a comprehensive evaluation of product quality, performance, price, certainty of delivery times, after-sales service structure, management situation, and other factors.

Mutual trust

Through fair trade, we work to deepen mutual understanding and trust with our trading partners and build a relationship of trust for our mutual benefit.

Legal compliance

We believe that both we and our trading partners should comply with both the spirit and the letter of the relevant international laws in our trade deals.

Social contribution

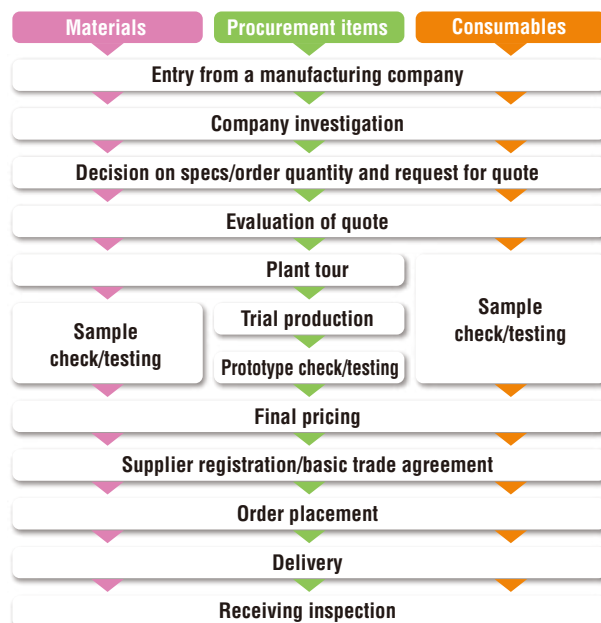
We believe that both we and our trading partners should be good partners that contribute to society through our trade deals.

The details on our Basic Policy on Procurement are available on our website.
<http://www.miuraz.co.jp/>

Purchasing procedure

We have also made preparations to accept trading partners that wish to enter into business with us. We evaluate them fairly without regard to country or region and make our selection accordingly.

● Flow of purchasing procedure



PC exchange meetings (process improvement activities)

In our PC exchange meeting activities for major cooperating companies, design, and procurement, we convert the reduced processing time resulting from process improvements into reduced power consumption and work to control CO₂ emissions in the manufacturing of parts by our cooperating companies. The results are regularly reported to management.



Scene from one of our activities



Management meeting

Web purchasing system

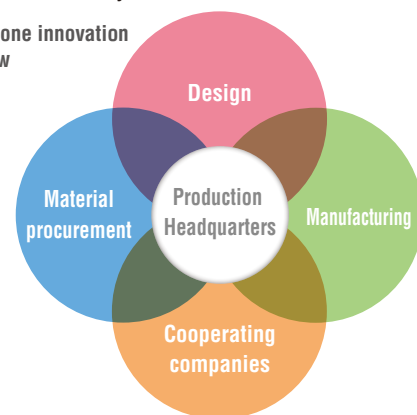
The MIURA Web Purchasing System that was introduced in FY 2016 is operating well and allows us to engage in smoother order placement and receiving with our trading partners. When beginning new transactions, there are mutual advantages, and our trading partners cooperate to introduce the system as soon as the transactions are started.

Because order forms are sent digitally now rather than by post, order information is communicated accurately and in a timelier fashion. This also promotes effective utilization of data, and we are confident that it contributes to mutual work style reform. At the same time, we believe there are still many improvements that can be made. We will make ongoing improvements in the aim of further evolution.

Promotion of four-in-one innovation

The MIURA Group is engaged in four-in-one innovation of production (design, group manufacturing companies, material procurement, and cooperating companies) by means of global collaboration and is working to develop a production structure to achieve high quality, low costs, and short delivery times.

● Four-in-one innovation overview



Responsibilities and Actions Taken Toward Employees

Basic Stance

Based on our motto of "To create an inspiring workplace where we can take pride in our work," the MIURA Group respects the personality and individuality of each of our employees, provides safe working environments and quality working conditions, and promotes the training and utilization of our human resources.

Health management

We are carrying out a collaborative health project with the MIURA Group Health Insurance Society to maintain and promote the physical and mental health of our employees. This year, 97 teams (365 people) participated in the annual Health Walk Rally, and 85 teams (327 people) achieved their goals.

In October 2018, MIURA signed onto the "Ehime Corporate Declaration for Balancing Medical Treatment and Work" in the aim of creating a workplace where employees with the motivation and ability to work despite battling illness are able to continue working vigorously with peace of mind while receiving the appropriate treatment. We were the first company to have our declaration posted on the Ehime Labor Bureau website.

We will continue to actively work on health management with the top priority being the health and safety of our employees.



Declaration posted on the Ehime Labor Bureau website

Occupational health and safety

The MIURA Group puts health and safety first in all aspects of our business activities and engages in various health and safety activities. We are working to raise the safety awareness of each employee, including establishing April 20 as "Safety Day" beginning in FY 2018, and we will promote the development of an organization where no worker accidents occur.

Operational improvement activities

Every year, we engage in Team MIURA and small group activities to improve operations. The Team MIURA activities were revamped in FY 2017 from all-hands participation on a division-by-division basis. Every year about 10 cross-divisional teams of volunteers with a shared purpose participate in these activities to support free and independent efforts. They are carried out to greatly transform MIURA. Moreover, the team with the most outstanding results is presented with the President's Award after the activities are completed.



Team MIURA kickoff event

Human resources development

Education and training at the MIURA Group are divided into seven categories, including staff, sales, maintenance, and manufacturing, to develop independent employees who are capable of taking action on their own, and the content is reviewed annually according to needs. We also work to develop human resources capable of working overseas for globalization, including offering language training such as TOEIC tests and correspondence courses and opening the Miura Global Talent School for honing international sensibilities. The number of annual training programs exceeds 300, and more than 5,000 of our employees participate. In recent years, we have been inviting outside lecturers and taking other steps to help each of our employees further improve their skills.



Career training



Off-premises training

Responsibilities and Actions Taken Toward Regional Society

Basic Stance

The MIURA Group cooperates with regional efforts to protect the environment and to support artistic, cultural, and school events, and participates in volunteer activities, endeavoring to make social contributions that are useful to and promote coexistence and prosperity with local regions.

Contributing to local events

By actively participating in events planned by Ehime Prefecture and Matsuyama City, where the MIURA Group is headquartered, we hope to improve our employees' understanding and awareness of our CSR activities while coexisting and prospering with local regions.

Matsuyama Festival August 2018



More than 130 employees participated

Ehime Marathon February 2019



Hospitality at the foot bath and welcoming area

Support for sports

As part of its activities to contribute to regional society, MIURA supports professional sports associated with Ehime Prefecture, where the Company is headquartered, and acts as a sponsor company to athletes from Ehime.



Nagi Hanatani
(Professional tennis player)



Displays in the showroom (MIURA I LAND)

Endowed course for the Ehime University Graduate School of Agriculture

We established an endowed course at the Miura Building, an environmental industry research facility in Ehime University, and through research, development, and training in analysis and countermeasure technologies related to the environment, we hope to help protect the global environment, build a recycling-oriented society, and train people.

Specifically, we participate in industry-university-government research and development of new technologies for analyzing chemical substances such as PCBs and agrochemical residues contained in food, water, and soil, and technologies for monitoring room environments.



Miura Building, an environmental industry research facility in Ehime University

Cooperation with the “Industrialist x Artist—Tamotsu Miura, the man” exhibition held by Ehime Prefecture

In December 2018, the exhibition “Industrialist x Artist—Tamotsu Miura, the man” was held in the Ehime Museum of People, at the Ehime Prefectural Lifelong Learning Center. The Ehime Museum of People honors eminent figures with a connection to Ehime Prefecture, displaying and explaining their achievements. MIURA cooperated with the requests of the museum for this exhibition, which provided an opportunity for people both inside and outside the company to learn more about our founder, Tamotsu Miura.



Ribbon cutting at the Tamotsu Miura Exhibition

MIURART Village Art Museum

The MIURART Village was established due to MIURA's founder Tamotsu Miura's strong desire to allow MIURA employees and local residents to enjoy various works of art. 2,000 visitors took part in a two-day cherry blossom viewing event held every year. Beginning in FY 2018 as a new attempt at an ongoing special exhibition, the “Up and Coming Exhibition” showcases promising artists born in Ehime. Our activities are intended to assist art in Ehime to grow further.



A talk at the gallery hosting the Up and Coming Exhibition



Cherry blossom viewing event

FY 2018 “Ehime Meister” Certification

At the Ehime Vocational Ability Development Promotion Competition held on November 28, 2018, Kenya Uematsu from MIURA MACHINE (now MIURA MANUFACTURING) was certified as an “Ehime Meister” in the metal welding division. Under this system, the Ehime prefectural governor certifies those with superior leadership, taking into account achievements such as prizes won in technical skills competitions and track records in spreading technical abilities, and recipients' technical skills and prowess in the manufacturing industry in Ehime Prefecture. In FY 2018 five people were certified in a range of different occupations, it was the second time for the MIURA Group to be certified in this division.

In the MIURA Group skilled, experienced welders act as teachers, providing welding instruction inside and outside the company. They work actively to improve welding skills and give young people a broader point of view, conducting staff training using the facilities of the MIURA Welding Dojo, providing onsite training at major cooperating companies, and offering demonstrations and instruction at the Japan High School Welding Competition—Welding Koshien.



Kenya Uematsu, certified as an Ehime Meister

Solar panel operations start

In January 2019 the MIURA Masaki Solar Power Plant opened in Masaki-cho, Iyo-gun, Ehime Prefecture. As a way to effectively utilize idle land, MIURA installed solar power generation equipment, which is an environmentally-friendly source of renewable energy. In addition to the Masaki Solar Power Plant, MIURA has also constructed the Hojo Solar Power Plant in Nakanishisoto, Matsuyama City. Going forward, we will actively contribute to the achievement of a sustainable society, working as an enterprise that helps to create environmentally friendly communities and clean and comfortable lifestyles.

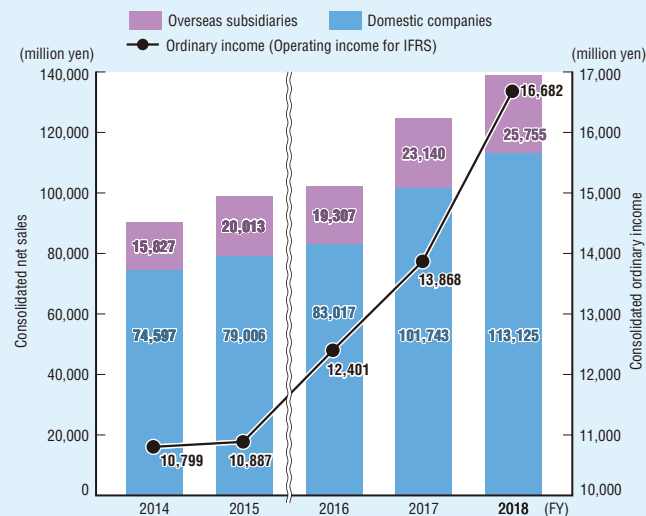


Solar panels

Financial and Non-financial Data

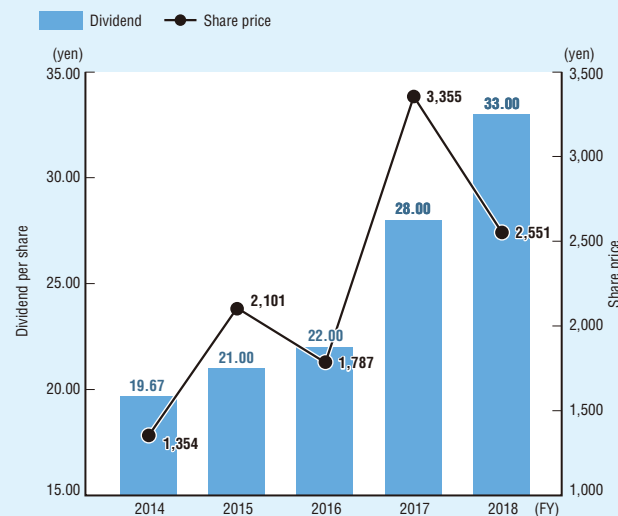
Financial Indicators

Trends in consolidated net sales and consolidated ordinary income



We adopted the International Financial Reporting Standards (IFRS) in the first quarter of FY 2017. The financial figures for FY 2016 and FY 2017 are presented in accordance with IFRS.

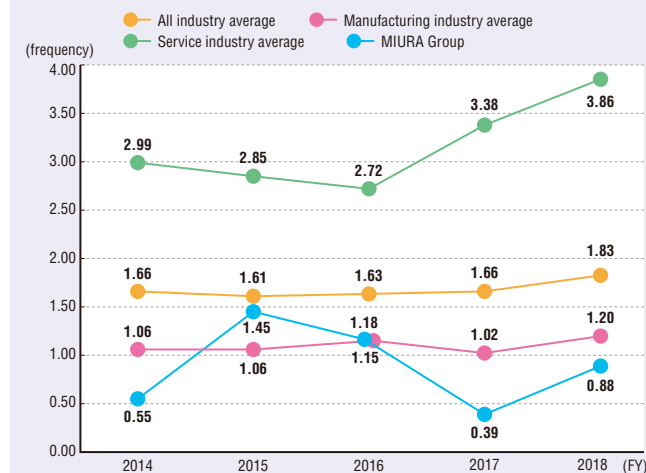
Trends in dividend per share and share price



On October 1, 2014, we carried out a share split on common shares at a one for three ratio. Dividend per share is calculated based on the assumption that the share split took place at the beginning of FY 2011.

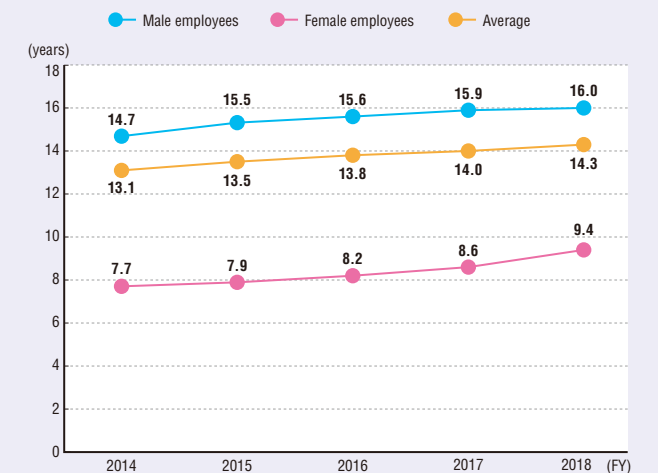
Employee-related Data

Frequency of lost time accidents



* Frequency: Number of lost time accidents occurred (one day or more) per 1 million work hours
 * Source of all industry average, manufacturing industry average, and service industry average data: Survey on Industrial Accidents by Ministry of Health, Labour and Welfare
 * For reference, the frequency within the service industry (businesses not otherwise classified), which machine repair falls under, is included in the graph.

Trend in years of service by gender

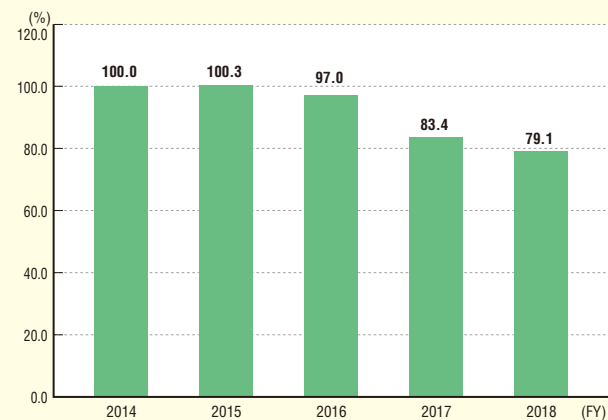


* Data reference date: Last day of each fiscal year
 * MIURA CO.,LTD.

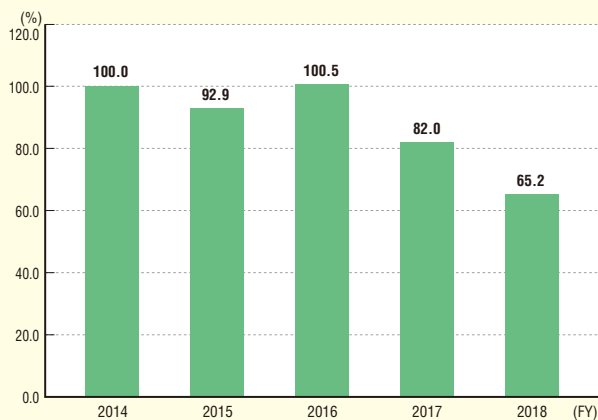
Reduction of Total Emissions

Reference year is FY 2014, and scope of aggregation is ISO 14001 certified sites (HQ and Hojo districts).

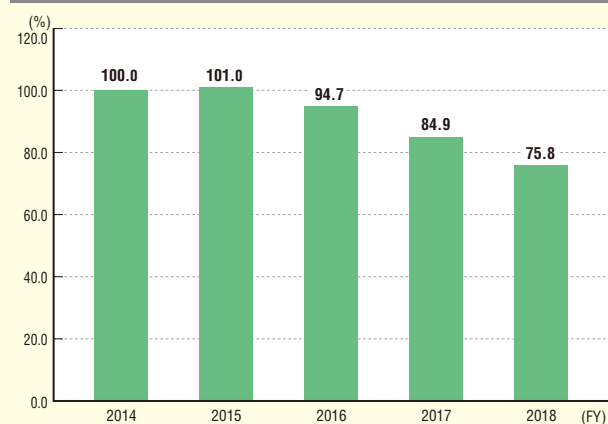
Trend in total emissions per unit



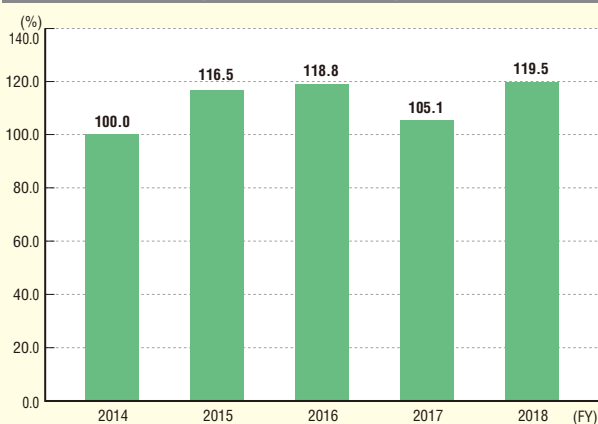
Trend in volume of reuse per unit



Trend in OA paper purchase volume per unit



Trend in water usage (tap water + well water) per unit

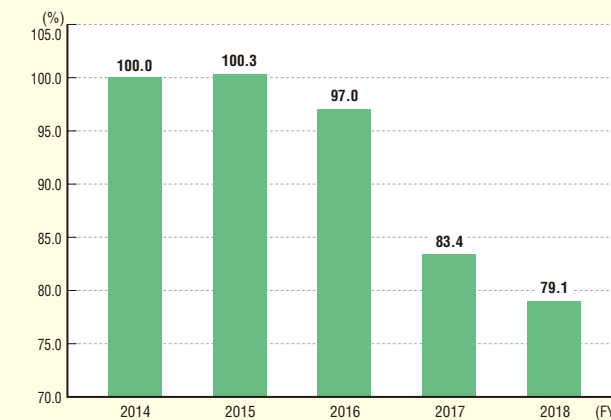


* Total emissions: Total amount of waste, valuable resources, and reused resources generated from business activities at ISO 14001 certified sites in Japan.
 * Per unit: Total emissions, volume of reuse, and OA paper purchase volume divided by the product of sales and total office and plant floor area. Comparison is based on value of FY 2014 as 100%.

Effective Use of Energy

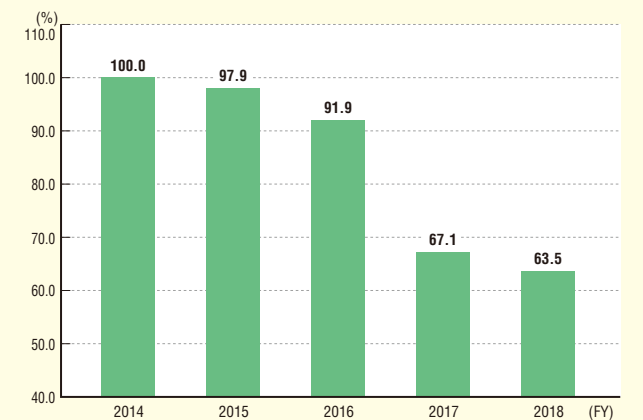
[Japan] FY 2014 is reference year, and scope of aggregation is MIURA group companies subject to regular reporting under the Act on Rationalizing Energy Use. Emission coefficient by electric utility for year is used for CO₂

Trend in energy consumption (converted to crude oil) per unit*



* Per unit: Energy consumption and CO₂ emissions divided by the product of sales and total office and plant floor area. Comparison is based on value of FY 2014 as 100%.

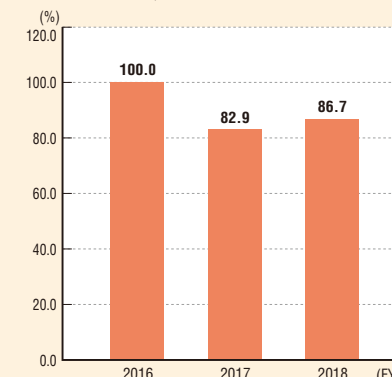
Trend in CO₂ emissions per unit



[Overseas] Figures are from overseas companies of MIURA Group with ISO 14001 certification.

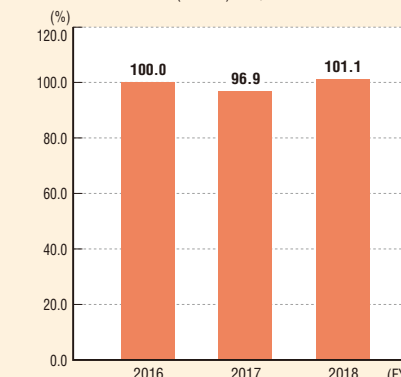
Trend in energy consumption (converted to crude oil) per unit

KOREA MIURA CO.,LTD.



* Per unit: Energy consumption calculated from crude oil equivalent (kl) divided by sales. Comparison is based on value from 2016 as 100%.

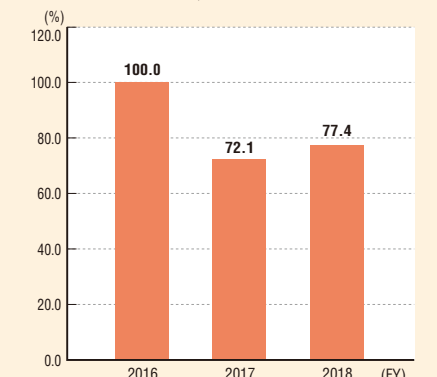
MIURA INDUSTRIES (CHINA) CO.,LTD.



* Per unit: Energy consumption calculated from crude oil equivalent (kl) divided by equivalent steam output of boilers. Comparison is based on value from 2016 as 100%.

* Total value of equivalent steam output of MIURA steam boilers during a fiscal year

MIURA TAIWAN ENG CO.,LTD.



* Per unit: Energy consumption calculated from crude oil equivalent (kl) divided by sales. Comparison is based on value from 2016 as 100%.

Comments on MIURA Group 2019 CSR Report

Executive Director, CSO Network Japan **Ms. Kaori Kuroda**

Japan Director, The Asia Foundation
After working in the private sector, Ms. Kuroda worked for the Center on Japanese Economy and Business at Columbia Business School and The Asia Foundation - Japan. She has held her current position since 2004. As a representative of Japanese non-governmental organizations, she participated in the formulation of ISO 26000 (social responsibility). Currently, she serves as member of the Sustainable Sourcing Code Working Group of the Tokyo Organising Committee of the Olympic and Paralympic Games, member of the SDGs Promotion Roundtable, President of Japan Civil Society Network on SDGs, Executive Director of the Japan Society for International Development, member of the Committee for Social Responsibility of Japan Football Association, and in other roles. Ms. Kuroda has a master's degree from the Harvard Graduate School of Education.



The MIURA Group has celebrated its 60th anniversary. This report reflects on the 60-year history of the MIURA Group based on its mission of contributing to creating a society that is environmentally friendly and ways of living that are clean and comfortable through its work in the fields of Energy, Water, and Environment as presented by the President Daisuke Miyauchi in the Commitment of Top Management section at the beginning. It also expresses the firm intention of Team MIURA to work on total solutions in the aim of becoming a centenarian company. Their approach of expanding their business domains to address diversifying demand in Japan and other countries and further promoting globalization is designed to improve the economic value of the company and create social and environmental value. It will allow them to meet the increasing expectations and demands of international society on companies for the achievement of sustainable development goals (SDGs).

The special feature page on the 60th anniversary project provides details on the specific undertakings of the MIURA Group. The first of these was their review of the MIURA Group Principles on the occasion of their 60th anniversary. In the visual illustration, a blue ring representing the Group Mission and its Management Commitments is connected to a red ring representing the motto of “To create an inspiring workplace where we can take pride in our work” and the principles of the MIURA Way—“Create and Challenge,” “Trust and Communication,” and “Fairness and Justice,” the resulting shape expressing endless possibilities. I believe this illustration expresses to stakeholders in Japan and around the world, including employees, shareholders, customers, and local communities, that the management foundation is centered on people and that sustainability is integrated into management in an easy-to-understand manner.

Global development is expanding, centered on China, Northern Europe, and ASEAN. The cutting-edge technology of the MIURA Group is being used to solve environmental problems and tackle serious global challenges, including energy conservation. The Group is also expanding its business domains through business tie-ups with other companies and bringing companies into the Group while expanding its solution proposals centered on MIURA

boilers. I believe that these efforts are part of the outside-in approach required for working on SDGs—an approach that involves understanding global and social needs and setting goals from a long-term perspective.

In recent years, the issue of human rights and labor in supply chains that span national boundaries has been increasing in importance within CSR efforts. The MIURA Group has established a Basic Procurement Policy based on its Corporate Code of Conduct and Ethics and shares information with major suppliers, but global supply chains in particular are susceptible not just to environmental problems but human rights and labor issues as well. I would like to see due diligence performed and further enhancement of measures to identify and prevent anticipated risks as well as measures to address any problems that actually arise.

To write this opinion, I toured the head office in Matsuyama City, and I was able to see with my own eyes employees working energetically in a workplace that respects diversity based on the principles of fairness and justice set forth in the MIURA Way. I also saw how the company building makes use of local resources and traditions as part of the emphasis on local production for local consumption and was impressed by how a truly global company values the local community.

There is a page in the report on “Our CSR Activities” as part of the 60th anniversary project. Employees of the MIURA Group of different nationalities, genders, and ages wrote their resolutions concerning CSR based on the theme of “+i from each and every one of us” on paper leaves to create a big tree. There is a short video on the special section of the MIURA 60th Anniversary Website, and it includes photographs of many employees. I believe the daily efforts of each employee of the MIURA Group as they ask themselves whether they have come up with ideas with heart will ensure that the goal of becoming a centenarian company is achieved.

I expect the MIURA Group to pursue further heights with its world-class people, technology, and ideas.



Administration Headquarters Special Advisor

G. Fukushima

I would like to thank Ms. Kuroda for her valuable comments on the MIURA Group CSR Report.

MIURA celebrated our 60th anniversary on May 1, 2019. In a special feature this time, we’ve taken a look at the Group’s journey up to now, the MIURA Fair, and the commemorative CSR activity project by MIURA Group employees that was mentioned. This project was the “Sustainable Tree” created by each employee worldwide asking themselves how they could contribute to society based on the theme of “+i from each and every one of us” on the occasion of our 60th anniversary so that MIURA can continue to be a special brand beloved by society. We currently have more than 5,700 employees around the world. By having each of our employees put into practice their own ideas for achieving a sustainable society, we aim to raise awareness for achieving SDGs. Moreover, in another special feature, we introduced the initiatives of overseas group companies to address their individual environmental problems by fully leveraging technologies cultivated in Japan. In China, demand for gas-fired boilers is growing due to restrictions on coal-fired boilers, and we have begun constructing a second plant to address that demand. In other

countries as well, we hope to continue being a company that contributes to creating a society that is environmentally friendly and ways of living that are clean and comfortable through our work in the fields of Energy, Water, and Environment, which is our corporate mission, by spreading the technology of the MIURA Group around the world.

In the special feature on our expanding business domains, we took a look at recycling of wastewater and action taken on hydrogen energy as business activities to be the focus of MIURA’s total solutions for the future.

This time, Ms. Kuroda pointed out that we should perform due diligence on human rights and labor problems within our global supply chain and consider measures to address those risks. MIURA is making rapid progress on globalization, so we recognize this as an important issue and will work with our overseas subsidiaries to address it the same as we do with environmental problems.

We aim to become a company that is needed by the world as we look ahead to becoming a centenarian company, taking into account the valuable opinions and proposals that have been provided.

In closing, I would like to express my gratitude to all stakeholders who have read through this report. Keep an eye on the activities of the MIURA Group.



Sustainability Tree on display in showroom

Editorial policy	This report provides information on the MIURA Group's basic stance on fulfilling our corporate social responsibility, the results of our efforts made in FY 2018, and our future plans. Priority is placed on topics thought to be of high interest to stakeholders and topics given special focus by the MIURA Group, centered on the keywords of environment, quality and customer satisfaction, human resources development, and social contribution, which are of particular importance when it comes to CSR activities.
Scope	Some group companies in Japan and other countries are not included in the report.
Period covered by report	April 1, 2018 - March 31, 2019 However, some past and recent information is included within the report.
Information disclosure on website	MIURA Group CSR and environmental information is also available on our website. The results of a reader survey on the MIURA Group 2018 CSR Report are available on the website. http://www.miuraz.co.jp/
Inquiries	Corporate Communications Department, MIURA CO.,LTD. [Tel] +81-89-979-7019 [E-mail] info_miuraz@miuraz.co.jp