INTRODUCTION

We wish to use the power of our business to make a positive impact on every person and every community we engage with. From helping to solve global issues, to participating in local community initiatives, and contributing to creating sustainable, local communities that have a better chance of thriving, we strive to establish a business that is in harmony with the global community at large.

OUR COMMITMENTS

• Leverage our strength as a global apparel retailer to improve and enrich people’s lives.
• Enable all of our retail stores and employees to contribute to local communities through volunteering and donation efforts.
• Reach over one million people per year with donated clothing.
Supporting refugees and others through clothing and self-reliance programs

Clothing is the simplest and most effective way for us to reach people in need. Our clothing donation initiatives reach refugees, the homeless and others in need. Our clothing donation partnership with the United Nations High Commissioner for Refugees (UNHCR) aims to bring hope and alleviate some of the hardships that thousands of displaced people face every year. Beyond clothing, we support self-reliance programs to help vulnerable populations gain skills and generate incomes, such as through UNHCR’s livelihoods activities in Asia (see page 47).

We continuously look for ways to make a positive impact on the communities we touch. Our approach to this is based on four main areas:
Supporting at-risk and disadvantaged youth

Our retail stores worldwide provide opportunities for disadvantaged communities – especially children – to thrive. For example, we have partnered with the New York Department of Homeless Services to give children the chance to create t-shirts with their own original designs.

In Japan, UNIQLO supports the TSURUMI Children’s Hospice, the country’s first community-supported, volunteer-run hospice for children with life-threatening conditions. Opening in April 2016, the hospice uses donations to offer free medical, educational and childcare resources, as well as respite care services.

Our Social Business in Bangladesh

Grameen UNIQLO, our social business in Bangladesh, uses the power of business to promote economic development and empower local communities. Its products are made and sold in Bangladesh, by locals for locals – helping provide employment opportunities and develop local industry.
Here is some of the work we have done in 2016 to improve the lives of those in our global community.

Our global reach

20 markets
reaching tens of thousands of people

4,000,000+
items of clothing to refugees and others in need donated

Enriching lives through business in Bangladesh

Bangladesh is one of our key production centers, with widespread improvements in both health and education in recent years, and an economic growth rate of 7 percent in 2016.

In 2010, we joined forces with Nobel Peace Prize winner, Muhammad Yunus and the Grameen Bank Group to establish Grameen UNIQLO in 2011, a social business in Bangladesh. Grameen UNIQLO keeps all business processes – from production to retail sales – within Bangladesh, providing high quality, comfortable clothing at affordable prices. Profits are re-invested back into the business, so as Grameen UNIQLO grows, so does the business of its production partners and skills of its employees.

Using UNIQLO’s global expertise to train global standard business leaders, Grameen UNIQLO has expanded to nine stores in Bangladesh, with plans to significantly increase the number of stores over the next year. Like other Fast Retailing brands, it aspires to offer a first-rate shopping experience through attractive store environments, and quality customer service in safe and secure working environments.

Through these initiatives, Grameen UNIQLO aims to enrich the lives of people in Bangladesh.

As Grameen UNIQLO grows, so does the business of its production partners and skills of its employees.
Comptoir des Cotonniers (CDC), one of our women’s fashion brands, wished to support the empowerment of women in their local communities. Launching in France in 2013, CDC opened a pop-up shop providing new clothes and beauty advice to local women from disadvantaged backgrounds, for free. The effort was a success and was expanded to Spain and Belgium in 2016. Since its launch, more than 300 women have benefited from the pop-up shops.

Providing education in Madagascar

Founded by two sisters from Madagascar who wanted to find a way to give back to their community, Princesse tam.tam, a Paris-based Fast Retailing brand, established manufacturing in Madagascar in 2004. At the same time, they contributed 30 percent of the building cost of NGO Sekool – a school providing education to children from low-income, single-mother families - while supporting the mothers’ own employment, health, and education needs.

In 2016, Princesse tam.tam and Sekool collaborated to make playful and socially responsible tote bags. Malagasy women were taught embroidery, with each woman sewing her first name on a bag depicting the colorful local markets of Madagascar. The bags were sold at select Princesse tam.tam stores and online, with €10 from each sale going back to Sekool. At the end of August 2016, more than €6,000 was raised for the school.

Empowering women through free shopping and beauty advice

More Fast Retailing employee volunteers than ever before

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600
tote bags sold to help raise money for the school

More than 600 employees contributed their time to various volunteer projects in 2016, a Fast Retailing record
We believe that every person has the right to a safe, happy and healthy life, which is why we have been working with the United Nations High Commissioner for Refugees (UNHCR) for a decade. Together, we have helped to improve millions of lives, and change the narrative around the ongoing refugee crisis. Deputy High Commissioner, Kelly Clements, explains the impact of our partnership and her optimism for the future.

Today’s world faces real challenges: there are currently 65 million people who feel so threatened by war and persecution that they have left their homes, often with only the clothes on their back.

As Kelly Clements reminds us, “It’s easy to throw numbers like this around, but we have to remember that with every statistic, there is a human being with a story about his or her need to flee. And that is heart-breaking.”

We operate as part of the global community, and we believe we have a role to play in helping to alleviate suffering and improve lives wherever possible. Our partnership with the UNHCR has allowed us to do this in a meaningful and impactful way.
Donations Worldwide

- **Donation to Europe**: 510,900
- **Donation to Asia**: 4,502,700
- **Donation to Middle East**: 2,484,200
- **Donation to Africa**: 12,691,500
- **Donation to Oceania**: 13,100

**54,330,000 garments collected across 16 countries and regions since 2006**

**Partnersing for progress**

Since 1950, UNHCR has been protecting the rights and wellbeing of refugees all over the world. It operates in more than 450 locations in 126 countries, and has a 15,000 strong workforce operating alongside 900 partner agencies – all of whom play a role in helping the organization meet its aid objectives.

Fast Retailing started working with UNHCR in 2006. Through our All-Product Recycling Initiative, we have collected and donated millions of garments, which have then been distributed to refugees and displaced people around the world. In 2011, we became a global partner of UNHCR and now work together to respond to global refugee needs.

Clements appreciates the value of this kind of partnership: “Businesses bring levels of expertise, innovation and efficiency that are not necessarily commonplace for a large multinational, multilateral organization like ours.”

Along with this level of expertise, Clements sees the impact of a long-term partnership like the one with Fast Retailing. She continues: “Businesses help us do our job better, and cheaper and more effectively. For example, on the delivery side, just getting things to the field more quickly and cheaper means we can use those dollars elsewhere.”

**From donations to doing good**

We are continuously looking for ways to use the size and scale of our business

**Clothing is an essential human right. The right clothes do not just protect us from the cold and rain, they give us dignity and control over our lives.**
to make a positive impact on the world around us. When it comes to our work with UNHCR, our most tangibly impactful project is our clothing donation program. Our most recent campaign – 10 Million Ways to Help, launched in October 2015 – was a huge success. We reached our target of 10 million garments ahead of schedule in May, thanks to our customers’ donations and collection drives from companies, schools and other organizations, and our employees. By the end of August 2016, we had collected an incredible 14.9 million garments.

Alongside this, we made a commitment to donate US$ 10 million over a three-year period starting in 2016, for emergency aid and self-reliance support for refugees. The donation aims to support UNHCR’s emergency responses as well as livelihoods activities in Asia.

But our partnership with UNHCR is not just about donating clothes: we are also committed to an extensive program of education and empowerment. We launched the Power of Clothing project in 2012 to help raise awareness among schoolchildren about the refugee crisis and the importance of clothes for children in need. As part of this ongoing project, UNIQLO employees visit participating schools, discuss refugee issues and help students run their own clothing drives.

We also have an innovative refugee support program in Japan – with the prospect to grow worldwide – that gives displaced people in difficult circumstances the opportunity to gain professional experience at UNIQLO stores. To date we have hired 28 staff across our stores in Japan, and we are pursuing hiring more refugees where it is feasible and legal. As Clements explains, “Employment and education are really important tools to allow refugees and displaced people to support themselves and look forward to a better future.”

Advocating for a new narrative

Our work for refugees is not just about donating clothes. We also wish to help change the narrative around how our society perceives this marginalized group of people. It is a commitment that exists throughout our company, brought to life through both long-term aims and refugee awareness efforts – such as posters and recycling boxes to collect clothing for refugees and UNHCR’s Face to Face campaign – in hundreds of stores.

Clements describes what happens when a business lives out its values in this way: “Thousands of UNIQLO employees have been inspired to help refugees. It’s about being part of the world community and wanting to try and solve some of these problems. When we put out a drive for clothing donations, the response is incredible and truly impactful.”

As of August 2016, we collected an incredible 14.9 million garments.”

“Pursuing a better world

Looking ahead, Clements believes that “this is a year of opportunity – despite the challenges”. We all have a responsibility to help solve this crisis, as governments, businesses and individuals. At Fast Retailing, we will continue our partnership with the UNHCR – it’s one of the best ways for us to help make the world a better place.

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EMPOWERING WOMEN WITH VALUABLE SKILLS

Living outside one’s homeland can be a challenging time. Our partnership with UNHCR has led to unique projects that seek to improve the livelihoods of people while they find new homes. Together with French luxury brand Olympia Le-Tan, we launched the Self Reliance Project to empower refugee women with new life skills.

Refugee women living in Malaysia were given the opportunity to learn new embroidery skills by creating custom tote bags designed by Ms. Le-Tan. The bags were then sold in UNIQLO stores and all proceeds were used to support the self-reliance of refugees through UNHCR. The bags were a great success with all 2,000 selling out in a matter of weeks and fans sharing the project idea widely on social media.