

INTRO

INTEGRATED CSR MANAGEMENT SYSTEM

CONSTANT MONITORING AREAS

CSR FOCUS AREAS

- Customer Satisfaction and Quality Management (Car Makers/General Customers & Dealers)
- Employee Health and Safety Management
- Employee Value Creation
- Transparency and Business Ethics
- Win-Win Supply Chain Partnership
- Integrated Environmental Management System
- Climate Change and GHG Management
- Community Involvement & Development

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Achievements in 2017 and Plans in 2018

● Completed ● Partially Completed ○ Preparing

Managerial Issue	2017			2018			
	Goals	Achievements	Completion	Goals	Plans	Deadline	Responsible Team
Training and communication on ethics management	Offer regular ethics management training	• Offered online training to all office staff	●	Execute regular ethics management training	• Plan and execute training programs in conjunction with Human Resource Development Team	Oct.	Audit Team
	Elaborate ethics management training	• Elaborated ethics management training by region localization • Completed the project for Asia Headquarters	●				
	Disseminate ethics management training to overseas headquarters	• Completed the distribution of Ethics Guidebook translated in local languages to overseas sites (English, Chinese, Hungarian, and Indonesian)	●	Vitalize the use of Ethics Guidebook	• Promote and spread the Ethics Guidebook by utilizing the E-Ethics Letter	Regularly	
	Elaborate and materialize ethics management regulation	• Added seven core elements related to anticorruption to ethics management regulation	●				
	Vitalize the operation of ethics management Help Desk	• Revised the ethics management Help Desk menus and elements and launched case studies about the Improper Solicitation and Graft Act	●	Vitalize the operation of ethics management Help Desk	• Utilize the E-Ethics Letter (referring the Ethics Guidebook, Anti-Corruption and Civil Rights Commission, media articles, etc.)	Regularly	Audit Team
	Pledge ethics management practice (over 90%)	• Plan to review and conduct the dissemination of pledge to ethics management practice to domestic operators	○	Update the pledge on ethics management	• Update written pledge on ethics management and check unpledged persons	Sept.	Audit Team, Human Resource Management Team
	Use standard form of contract (including anticorruption article) or receive pledge on compliance	• Reviewed and consulted the transfer of relevant works to the team dedicated to purchasing contract	●				
	Conduct the Ethics Management Awareness campaign	• Conducted the campaign with the theme with regard to family events	●	Conduct the Ethics Management Awareness Campaign	• Conduct the “No Holiday Gift” campaign	Feb., Sept.	Audit Team
Regular monitoring and evaluation	Efficient whistleblowing system	• A globally integrated whistleblowing system is under construction.	○	Reset a plan to vitalize whistleblowing system	• Improve the whistleblowing system infrastructure	Oct.	Audit Team
			○	Establish a tool for managing ethics risk evaluation	• Establish a quantitative and qualitative evaluation system	Nov.	Audit Team, CSR Team
			○	Prepare processes proportional to risk level	• Manage diagnosis cycle and enhance trainings	Nov.	
			●	Execute regular risk evaluation	• Execute evaluation by country and job feature	Dec.	Audit Team, CSR Team, ethics management departments by location
Dissemination of ethics management to affiliates			○	Set up plans to improve evaluation results	• Proactively reflect improvement requests from each education planning departments and Corporate Management Team	2019	
			●	Continue the “No Holiday Gift” campaign	• Conduct the “No Holiday Gift” campaign	Feb., Sept.	Audit Team, CSR Team, ethics management departments of each affiliate
			●	Offer ethics management training to affiliates	• Offer online ethics management trainings to four affiliates (office staff and operators)	Nov.	
	Encourage affiliates to perform self-diagnosis of ethics management	• Affiliates conducted self-diagnosis of ethics management.	●	Encourage affiliates to perform self-diagnosis of ethics management	• Affiliates implement self-diagnosis of ethics management	Nov.	