

INTRO

INTEGRATED CSR
MANAGEMENT SYSTEM

MONITORING AREAS

CSR FOCUS AREAS

- Customer Satisfaction and Quality Management (Car Maker/ General Customers and Dealers)
- Employee Health and Safety Management
- Climate Change and GHG Management
- Employee Value Creation
- Integrated Environmental Management
- Community Involvement and Development

Focus 07

- Transparency and Business Ethics
- Win-win Supply Chain Partnership

APPENDIX

Managerial Issue	2018			2019			
	Goals	Achievements	Completion	Goals	Plans	Deadline	Responsible Team
Ethics management education and awareness raising	Execute regular ethics management education	· Provided all of office and technical employees with online education		Execute regular ethics management education	· Domestic - Utilize microlearning content for office and technical employees (annually) - Use specific education materials for production employees (annually) · Overseas - Create and distribute a guidebooks for ethics management education to overseas subsidiaries - Distribute specific education materials for plants and the headquarters respectively	Jul.	Audit Team 2 Human Resource Development Team
	Raising employee awareness of ethics	· Delivered monthly E-ethics Letter (from May to November)		Raising employee awareness of ethics	· Publish our E-ethics Letter on a monthly basis · Share legal issues related to business operation and questions and answers about ethics · Launch a 'No Giving/No Taking of Holiday Gifts'	Regularly	Audit Team 2, Legal Team
	Expanding the scope of a whistleblowing system	· Improving a framework for our whistleblowing channels · Modified the terms on the collection of customer data, upgraded an online whistleblowing channel and improved a framework for our whistleblowing system		Improving a framework for our whistleblowing channels	· Expand the scope of a cyber-audit room: adding its link to our oversea websites · Upgrade our cyber-audit room	May.	Audit Team 2, Brand Marketing Team
	Updating a pledge for ethics management	· Updated a pledge for ethics management and checked employee compliance		Updating a pledge for ethics management	· New employees and those who have not made the pledge: e-signature (annually) · Review whether to make signing the pledge mandatory	Dec.	Audit Team 2, Human Resource Management Team
				A pledge for compliance with the Improper Solicitation and Graft Act	· Encourage employees to be vigilant and promoting the understanding of the Act	Oct.	Audit Team 2, Legal Team
Monitoring and diagnostic tests	Conducting diagnoses on ethics management	· Conducted diagnoses on ethics management		Conducting diagnostic tests	· Continue to provide diagnostic tests	Feb. 2020	Audit Team 2
				Monitoring any high-handed conduct of abusing one's position in businesses with suppliers	· Check whether there is any case of high-handed conduct of abusing one's position in businesses with suppliers (annually)	Jun.	Audit Team 2
	Establishing a risk assessment management tool	· Conducted a pilot test to identify points for improvement		Establishing a risk assessment management tool	· Develop a checklist of risk assessment	Aug.	Audit Team 2, CSR Team, Teams related to ethics management by region
	Formulating procedures for different levels of risks	· Concluded more work needs to be done to establish a tool					
	Conducting a regular risk assessment						
Promoting ethics management to affiliates	Launching a 'No Giving/No Taking of Holiday Gifts' campaign	· Operated a 'No Giving/No Taking of Holiday Gifts' campaign		Launching a 'No Giving/No Taking of Holiday Gifts' campaign	· Continue to promote a 'No Giving/No Taking of Holiday Gifts' campaign	Feb., Sep.	Audit Team 2, Teams responsible for ethics management of each affiliate
	Providing education to affiliates	· Offered online education to office, technical and production employees of four affiliates		Providing education to affiliates	· Provide four affiliates with online education (for office, technical and production employees)	Nov.	
	Conducting diagnoses on ethics management	· Conducted ethics management diagnoses for affiliates		Establishing a risk assessment and management tool	· Operate diagnostic tests for affiliates	Nov.	