

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

Ethics management education and awareness-raising

We have been providing our employees with regular education on ethics management, sharing best practices, and keeping channels in place to promote communication.

Providing regular education on ethics management

Regular annual education is provided to raise employee awareness of ethics management and support them in taking related actions. Domestic office and technical employees and employees dispatched to overseas subsidiaries underwent education using video-based educational materials on topics such as understanding ethics management, our pertinent activities, and best practices. Four thousand five hundred production employees received education with materials distributed at the morning assembly.

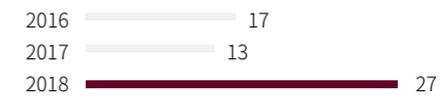
Employee awareness raising

We have published our E-ethics Letter since 2013 to share information and best practices on ethics management for employee awareness-raising. Since a renewal in May 2018, it has been emailed to employees to share best practices identified in previous diagnoses and at other companies, along with an ethics management guide. The information is also posted on the help desk page on our intranet. In addition, employees can ask questions and receive an immediate response in the Q&A menu. As part of our ethics management efforts, we launched a ‘No Giving/No Taking of Holiday Gifts’ campaign and encouraged employees to participate.

Expanding the whistleblowing system

We have established a process to implement the whistleblowing system across our global network. By expanding its scope, we will add a menu on whistleblowing channels to all of our global websites.

Three-year trends of whistleblower reports (unit: no. of reports)



The 2018 whistleblower reports by type (unit: no. of reports)



A pledge for ethics management

To prevent irregularities and create a sound corporate culture through employee awareness raising and pertinent activities, the scope of employees subject to a pledge for ethics management has expanded from office and technical to production workers. We will continue promotional activities and training to encourage more employees to join these efforts.

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Regular monitoring and Self Diagnoses

Self Diagnoses on ethics management are conducted in order to identify improvement points and emplace measures to address them.

Self Diagnoses on ethics management

We conduct annual Self Diagnoses to identify the strengths and weakness of our efforts in support of ethics management. In 2018, the participation rate was 95.8% (479 out of 500 employees subject to diagnosis) and the average score was 69.1 points, falling into the middle-range of an ‘institutionalization’ phase. Based on employee awareness and ideas on ethics management, improvement points were identified and reflected in the tasks of the ethics management committee. In addition, we shared pertinent cases with our employees, expanded the scope of the employees subject to training, and provided an ethics management guide to our suppliers.

Risk assessment and management

To manage and respond to pertinent risks, we have devised a tool to identify risks through the analysis of ethics management by level and to generate risk reduction activities by team.

Promoting ethics management to affiliates

To achieve both qualitative and quantitative shared growth, we are operating the same level of ethics management programs with our affiliates.

‘No Giving/No Taking of Holiday Gifts’ campaign and education and Self Diagnoses for affiliates

We launched a ‘No Giving/No Taking of Holiday Gifts’ campaign with four affiliates via our intranet. All employees of the affiliates attended ethics management education by using our online content or their own education materials. We are monitoring their ethics management status through annual education and diagnosis.