

# Issues and Self-Assessment

As the first step in turning the “Fundamental Approach,” “Five Themes” and “Individual Fields and What Kawasaki Aims to Be” of pages 5 and 6 into specific action, we received and organized approximately 1,000 CSR-related requests and check items suggested by customers, economic organizations and other outside parties. We identified the most important items as “Current Issues” and performed a self-assessment of the level of current efforts. In this self-assessment, four stars (★★★★) is ultimately “What Kawasaki Aims to Be” for any individual issue.

For the future, we set individual response targets and will use the PDCA cycle to achieve them, especially in individual departments concerned.

Field	Current Issues	Self-Assessment
Overall	CSR Overall	★★★★★
	CSR's meaning, position, fields and themes for the KHI Group are documented The above is publicized throughout the Group so that all employees are aware of them	★
Theme 1 Business	Product development	We are constantly endeavoring to build new markets and develop new customer value
		We are working to develop new businesses and new products to help solve the world's environmental issues
	Product responsibility	We are working to ensure product quality through a clear system in which top management participates
		We are working to ensure product safety through a clear system in which top management participates
		We document quality policies and conduct quality assurance activities in keeping with policies

Each of the seven internal companies in the KHI Group performs its own self-assessment of items relating to business. Regarding quality, for example, all internal companies have acquired ISO9001, but we are discussing an experiment in trying to reach a level beyond ISO requirements.

In future, we hope to tie the self-assessment process to creating new value and increasing reliability in business, both individually and through a process of sharing information.

Field	Current Issues	Self-Assessment
Corporate governance	We publicly disclose our basic policies on corporate governance	★★★★★
	We publicly disclose our basic policies on building internal control systems	★★★★★
Compliance	We make our employees thoroughly familiar with our code of conduct and ethics rules through Mission Statement awareness activities and education/trainings	★★★★
	Our compliance reporting desk is performing its required functions adequately	★★★★
	We conduct compliance and ethics training and evaluate its effectiveness	★★★★
Risk management	We have developed a Group-wide risk management system and a framework for its operation	★★★★
	We have developed an overall crisis management system and a framework for its operation	★★★★
Information security	We publicly disclose our trade secrets protection policy	★★★
Information disclosure and IR activities	We publicly disclose our basic policies on information disclosure	★
	Our CSR report undergoes third-party review	★ (Starting in FY2010)
Business partners	We have a system in place to maintain fair relationships, and we make our operating status transparent	★★★★
	We conduct green procurement and evaluate its effectiveness	★★★★★

★ : Will address    ★★ : Have addressed somewhat    ★★★ : Have addressed fairly well    ★★★★ : Have addressed sufficiently but would like to improve further

Field	Current Issues	Self-Assessment	
Theme 3 Employees	Human resources development	We publicly disclose our long- and short-term policies and goals for employee development in keeping with business strategy	★★★★★
		We publicly disclose our philosophy and policies on employment and human resources	★★★★★
	Human rights	We fairly evaluate talents and results and work to reflect these in employee treatment	★★★★★
		We publicly disclose the above externally	★★★★
	Labor	We are taking initiatives beyond the legal requirements for supporting the balancing of work and child-rearing	★★★★★
		We are taking initiatives beyond the legal requirements for supporting the balancing of work and family care	★★★★★
		We maintain dialog and build trusting relationships with labor unions and employee representatives	★★★★★
	Safety and health	We publicly disclose our basic policies on employee occupational safety and health	★★★★★
		We are appropriately operating and continuously improving our occupational safety and health management system	★★★★
		We are taking initiatives beyond the legal requirements for safety, health and mental health	★★★★★
Theme 4 Environment	Global environment	We publicly disclose our basic policies on the environment	★★★★★
		We conduct employee education/training on the environment and evaluate its effectiveness	★★★★
		We monitor the energy usage of our business activities and publicly disclose it, along with reduction targets	★★★
		We take initiatives to reduce waste and recycle and we evaluate the results	★★★
Theme 5 Social contribution	Local communities and Japanese society	We have established basic policies on social contribution activities and publicly disclose them	★★★
		We advance voluntary social initiative programs that we plan and organize ourselves	★★★★
International community	We learn the social conditions, cultures and customs of the countries in which we do business and our business activities include social contributions that consider these	★★★	

## About the Head Office CSR Planning Working Group

Members of the Head Office CSR Planning Working Group arranged, extracted and weighted the issues above. The results were presented to the Corporate CSR Committee in August 2010, and the content of this page is a part of what was approved by the committee.

A teleconference of CSR Planning Working Group >

