

Social Questionnaire 2003

YOUR COMPANY NAME: _____

After you have finished answering the questionnaire, please send it to us via fax or mail.

To: Ms. Akiko Matsumoto _____

Center for the Strategy of Emergence, The Japan Research Institute, Ltd _____

FAX number: +81-3-3288-4689 _____

ADDRESS: 1-16 Chiyoda-ku, Tokyo 102-0082 JAPAN _____

If you need a return envelop, please do not hesitate to contact at: E-MAIL: eco-enq@ird.jri.co.jp or TEL: +81-3-3288-4616

We will implement this questionnaire every year. For further contact, please let us know your contact person's information.

Contact Person's Data (* required)

Contact person's name*	
Department/Section*	
TEL*	
FAX	
E-mail	
URL	

We may make inquiries about what you will have answered in the questionnaire. Please fill out respondent's information for this questionnaire in the boxes below.

Correspondent's Data (* required)

Correspondent's name*	
Department/Section*	
TEL*	
FAX	
E-mail	
URL	



Social Questionnaire 2003

1. Compliance

These days, performing compliant business activities has become even more strongly expected due to the continued misconducts of both domestic and foreign companies. From the long-term perspective, fulfilling compliance increases moral gains, ensures the long-term benefit of shareholders, guarantees fair deal with partners and customers, and establishes reliable relations with employees and community. From these points of view, please answer to the following questions.

1.1 Organization for Compliance

1.1.1 Does your company have ethical and legal compliance code?

Yes, we have and make it available to the public. (Please go on to the next question.)

Yes, we have it. (Please go on to the next question.)

No, but we have a plan to establish it. [It'll be issued in FY_____] (Please go on to "1.1.4")

No, we don't. (Please go on to "1.1.4.")

1.1.2 Does the ethical and legal compliance code mention the following issues? (You may choose more than one.)

Enforcement of ethical legal compliance code by top management

Implementation of fair, clear and free competition in market

Disclosure of corporate information

Provision of socially useful products or services

Sustainable approach to reduce environmental impact accompanied by business activities

Realization of family-friendly and affluent lives of employees, and security of safe and workable environment

Collaboration with NPO and local community or promotion of social activities

Confrontation with antisocial forces and groups

1.1.3 Does the ethical and legal compliance code apply to group companies?

Yes, it applies to all our group companies.

Yes, it applies to a part of our group companies.

No, it doesn't.

1.1.4 Does your company have an umbrella organization for ethical and legal compliance?

Yes. [Organization's name: _____]

No, but we have a plan to establish it. [It'll be established in FY_____]

No.

1.2 Measures for Compliance

1.2.1 How does your company keep everyone informed about compliance in order to increase employees' awareness? (You may choose more than one.)

Ensuring easy access to written policy and explanation on compliance

Providing educational programs to employees regularly

Checking employees' understanding of compliance regularly

Else (Please describe it) _____

1.2.2 What kind of supporting measures does your company establish in order to enroot compliance to employees? (You may choose more than one.)

Appointment of a compliance manager in each department.

Provision of in-house consultation services on compliance.

Else (Please describe it)._____

1.2.3 What kind of approach does your company implement in order to audit and assess compliance performance? (You may choose more than one.)

Conducting survey on compliance in every department in order to assess the actual situation

Reporting the condition of compliance practice from administrator of each department to top management

Conducting third-party audit

Else (Please describe it) _____

1.2.4 Does your company offer employees services to accept internal whistle-blowing



activities on compliance?

Yes [Service name: _____]

We have a plan to offer it. (It'll be established in FY _____).

No.

1.2.5 Is there a written policy for whistle-blower immunity in your company?

Yes

No

1.2.6 If there a written policy that the top management will lead and direct investigation, preventative measures, and information disclosure?

Yes

No

1.2.7 Does your company establish and internally release a written policy about the method on information disclosure (including notification to public administration) in preparation for abbreviation from the compliance?

Yes

No, but we have a plan to establish it. (It'll be established in FY _____).

No

1.2.8 Does your company establish and internally release a written policy about the procedure for the investigation of causes and the implementation of preventative measures in case of abbreviation from the compliance?

Yes

No, but we have a plan to establish it. (It'll be established in FY _____).

No

1.2.9 Does your company establish and internally release written rules of punishment of executives and employees for abbreviation from the compliance?

Yes

No, but we have a plan to establish it. (It'll be established in FY _____).

No

1.2.10 Does your company share information among employees regarding the past cases of abbreviations from the compliance, their causes, and preventative measures taken?

Yes

No

1.2.11 Has your company referred to management system standard when establishing and implementing measures for compliance?

Yes

If so, which Code? (You may choose more than one.)

SA8000 (*1)

AA1000 (*2)

ECS2000 (*3)

No



2. Accountability and Disclosure

Stakeholders' confidence in stock market as well as products and services is running at a low ebb because of fraudulent accounting procedure or concealed cooperative information. Thus, there is the need for active disclosure of corporate information in order to break the concealment of corporate governance, and to minimize the disbenefit of asymmetric information. Please answer the following questions based on these standpoints.

2.1 Clear Management Concept

2.1.1 Is your company's management concept clearly stated and well publicized?

Yes (Please go on to next question)

No (Please go on to "2.1.3.")

2.1.2 Does your company clearly identify stakeholders in the management concept?

Yes

No

2.1.3 Is your company clearly aware of its core competence when planning, developing, and providing products and services?

Yes, we're aware of it, as has brought about adequate results.

Yes, we're aware of it, but results are not successful enough.

No, we're not aware of it.

2.1.4 Does your company have a clearly-stated policy for intellectual property?

Yes

No, but we have a plan to establish it. (It'll be established in FY_____).

No

2.1.5 Does your company have a clearly-stated policy for brand management?

Yes

No, but we have a plan to establish it. (It'll be established in FY_____).

No

2.2 Corporate Governance

2.2.1 Does your company have outside board members?

Yes (Please go on to next question)

No (Please go on to "2.2.3.")

2.2.2 Among outside board members who take a role in auditing corporate governance, which proportion of them are non-stakeholders (*)?

_____ %

*Those who are NOT your company's and group companies' executives, employees, close associates, ex-employees, customers and partners (including banks)

2.2.3 Please tell us about your company's board of auditors or committee of auditors.

Number of auditors:	_____ people, among them, _____ are outside members.
The number of meetings held annually:	_____ times per year.

2.2.4 Among outside auditors, which proportion of them are non-stakeholders (*)?

_____ %

*Those who are NOT your company's and group companies' executives, employees, close associates, ex-employees, customers and partners (including banks)

2.2.5 How does your company measure the performance of its board members in order to clarify the mechanism for their performance evaluation and compensation? (You may choose more than one.)

We clearly state the decision-making process of evaluation and compensation of board members.

We have a benefit committee for payment of board members.

We disclose each board member's payment to shareholders.

Else (Please describe it) _____

2.2.6 Which management indices does your company put priority on when it comes to decision-making of the operation?

We do not put priority on any specific management indices.

We put emphasis on general indices. (Please choose out of below. You may choose more than one.)

ROA



ROE

EVA™

Else (Please describe it) _____

We use our own index. (Please write down its name and calculation)

Name:	
Calculation:	

2.2.7 In order to improve management indices, which of the following approach does your company put most efforts on? Please list up top three in the boxes below.

1. Reduction of fixed costs
2. Reduction of variable costs (including improvement of project-mix)
3. Compression of asset
4. Expansion of sales
5. Withdrawal or reduction of unprofitable business
6. Alliance
7. Intensive management on departmental profit
8. Else

	Number (1 – 8)	If you choose “8”, please describe it.
1 st Priority:		
2 nd Priority:		
3 rd Priority:		

2.2.8 If your company implements unique measures to improve management indices, please describe it.

2.2.9 Is it clearly defined as a role of the board of directors to understand and manage risks that stem from social responsibilities such as response to socio-environmental issues?

Yes

No

2.3 Provision of Corporate Information to Stakeholders

2.3.1 Does your company actively promote Investors Relations in order to provide investors timely and fair information needed for making investment decisions?

Yes

No

2.3.2 Does your company have a department specialized in Investors Relations?

Yes

No, but we have a plan to establish it. (It'll be established in FY _____).

No

2.3.3 What kind of approach does your company take in order to strengthen Investors Relations and disclosure of corporate information? (You may choose more than one.)

Our top management regularly attends meetings with shareholders, investors, analysts etc.

We have a special desk to respond to shareholders' enquiry.

We disclose corporate information timely on the website.

By disclosing corporate information in English at meetings overseas as well as on the website, we enrich communication with foreign shareholders and investors.

Else (Please describe it) _____

2.3.4 What kind of approach does your company take in order to promote discussion with shareholders at general meeting? (You may choose more than one.)

We send summons as early as possible.

We avoid busy days when most companies' meetings are held.

We provide comfortable environment to welcome shareholders' query at general meeting.

We arrange informal gatherings for shareholders.

Else (Please describe it) _____

2.3.5 Does your company provide enough explanation to shareholders about the appropriateness of appointed board members at their election?



Yes.

Yes, we provide explanation although it is not enough.

No.

2.3.6 Does your company provide enough explanation to shareholders about the appropriateness of appointed auditors at their election?

Yes.

Yes, we provide explanation although it is not enough.

No.

3. Customer Relations

Market is well on the way toward maturation. It is not suppliers' but consumers' logic which has great power in market. In order to gain confidence from customers, a company needs to provide safe products and services, and to respect customers' right to know and right to reflect opinion. Their confidence forms long-term business relations or customer royalty. On the other hand, the absence of these implementations might control the life and death of a corporation through the loss of company's brand value or the boycotting of products. Based on these standpoints, please answer the following questions.

3.1 Safety of Products and Services

3.1.1 Does your company have voluntary standards on quality and safety of products and services?

Yes

No, but we have a plan to establish it. (It'll be established in FY _____).

No

3.1.2 What kind of measures does your company take in order to make voluntary standards work well? (You may choose more than one.)

Continuing improvement of a manual for quality and safety management

Implementation of educational programs

Monitoring of attainment of voluntary standards

Else (Please describe it) _____

3.1.3 Does your company have a written policy which states that your company actively takes measures such as investigation of causes or avoidance of negative impact when there are indications that your company's products or services have adverse effect on human health?

Yes

No

3.1.4 What kind of approach does your company take when you get information on accidents or defects regarding your company's products and services? (You may choose more than one.)

Investigation of causes

Implementation of preventative measures



Sharing of information on its cause and prevention measures

Revision of voluntary standards

Else (Please describe it) _____

3.1.5 Is your company engaged in the development or provision of products and services especially for elders and disables?

Yes (Please go on to “3.1.6.)

No (Please go on to the next question)

3.1.6 Please describe it in detail.

3.2 Disclosure of Information on Products and Services

3.2.1 How does your company disclose information on quality and safety of products and services? (You may choose more than one.)

We provide detailed information by labeling, instruction manuals, contracts, etc.

We specify a contact person for phone counseling for customers.

We place detailed information on the website.

We offer advice on how to choose and use our products and services.

Else (Please describe it) _____

3.2.2 Does your company have written policy and procedure regarding the disclosure of information in the event of accidents or defects?

Yes

No, but we have a plan to establish it. (It'll be established in FY_____).

No

3.2.3 What kind of measures does the written procedure in the event of accidents or defects mention? (You may choose more than one.)

Notification to public administration

Prompt notification and appropriate explanation to customers

Handling of customers' enquiry

Product recalls and refunding

Else (Please describe it) _____

3.2.4 What kind of approach does your company take in order to drastically make fair presentation of products and services? (You may choose more than one.)

Establishment of voluntary standard on fair presentation

Credibility checks of labels when purchasing and ordering

Implementation of third-party checks on fair presentation.

Information gathering on the procurement of raw material and the producing process in the upper supply chain.

Else (Please describe it) _____

3.3 Customer Relations

3.3.1. What kind of approach does your company take in order to gain the information on demands and complaints of clients and customers? (You may choose more than one.)

Establishment of a customer services center

Implementation of monitoring system by customers

Implementation of customer satisfaction survey

Else (Please describe it) _____

3.3.2. What kind of approach does your company take for appropriate response to the demands and complaints of clients and customers? (You may choose more than one.)

We establish and implement systems in line with “Guidance on how to manage customers’ complaints”, JIS standard.

We have a department that is responsible for the response to customers’ enquiry and the sharing of customer-related information internally.

We make publicly available the procedure of and response to customers’ demands and complaints.

We accumulate customers’ demands and complaints as database.

We regularly report to the top management on customers’ demands and complaints.

We report customers’ demands and complaints to each related department.

We conduct survey and evaluation on the implementation of countermeasures or the condition of improvement.



Else (Please describe it) _____

3.3.3. Does your company have a written policy and its implementation procedure on appropriate management of customers' personal data?

Yes

No, but we have a plan to establish it. (It'll be established in FY _____).

No

3.4 Performance

3.4.1 In past three years, has your company violated consumer-related legislations and undermined consumers' benefits?

Yes [_____ times in past three years]

No

3.4.2 In past three years, has your company violated fair-trade-related legislations?

Yes [_____ times in past three years]

No

4. Employee Relations

In the era of low birth rates and decrease in work force, it has gained in importance to support strengthening of employability, to be flexible to diversification of human resources and values, and also to provide safe and health-conscious working environment in order to recruit and secure top-class personnel. Please answer to the following questions in regard to these matters.

4.1 Employability

4.1.1 What kind of approach does your company take for optional human resource development or capacity building, which emphasizes the improvement of employees' incentives or career development? (You may choose more than one.)

Instruction and support for making a career plan

Provision of functional educational programs

Provision of information on self-development programs

Else (Please describe it) _____

4.1.2 Does your company have following systems which aim at the maximization of employees' ability or individual uniqueness? (You may choose more than one.)

Specialist system (To offer special payments for those who have a high-level knowledge.)

In-house staff recruitment system (To give employees to voluntary apply to vacant positions.)

In-house venture system (To fund and support the establishment of new business by employees)

Else (Please describe it) _____

4.1.3 Does your company have a written standard for the evaluation of employees' ability and performance, and make it internally available?

Yes

No

4.1.4 Does your company provide meetings for discussing over the results of the ability and performance evaluation among an assessor and an assessed employee?

Yes



No.

4.1.5 Does your company implement merit-based pay plan, which reflects an individual's ability or performance?

Yes

No

4.2 Family-friendly Measures

4.2.1 What is your company's maximal length of parental leaves?

More than one year

One year (legally required period)

4.2.2 In past three years, have parental leaves been utilized by employees? If so, please provide its capacity factor in the boxes below.

	Male	Female
FY 1999	• Yes (Ratio: ____%) • No	• Yes (Ratio: ____%) • No
FY 2000	• Yes (Ratio: ____%) • No	• Yes (Ratio: ____%) • No
FY 2001	• Yes (Ratio: ____%) • No	• Yes (Ratio: ____%) • No

4.2.3 What is your company's maximal length and largest number of times taken of family-care leaves.

More than three months and more than once

More than three months and once

Three months and more than once

Three month and one time (legally required period and times)

4.2.4 In past three years, have family-care leaves been utilized by employees?

	Male	Female
FY 1999	• Yes • No	• Yes • No
FY 2000	• Yes • No	• Yes • No
FY 2001	• Yes	• Yes

	· No	· No
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4.2.5 Does your company have specific measures to improve the work-life balance of your employees? (You may choose more than one.)

- Flexible working hours
 - Short-time working hours
 - Half-day sabbatical leaves
 - Working at home
 - Setting of satellite offices
 - Else (Please describe it) _____
-

4.2.6 If there are anything other supports for employees' childcare and nursing care, please describe it.

4.2.7 Please provide the annual consumption rate of paid holiday.

FY 1999:	_____ %
FY 2000:	_____ %
FY 2001:	_____ %

4.2.8 How many times have your company received administrative directions from Labor Standards Inspection Office?

FY 1999:	_____ times
FY 2000:	_____ times
FY 2001:	_____ times

4.3 Occupational Health and Safety

4.3.1 Does your company set policy and objectives on occupational health and safety?

- Yes
- No, but we have a plan to establish it. (It'll be established in FY _____).
- No

4.3.2 What kind of measures does your company take regarding occupational health and safety management? (You may choose more than one.)



Provision of educational programs on occupational health and safety regularly.

Setting of health counseling room with a medical specialist.

Setting of mental health care room

Implementation of professional checks on working environment

Else (Please describe it) _____

- 4.3.3 Does your company quantitatively grasp the occurrence of labor accidents? If so, please give the names of major management indicators (up to two) and their past results.**

Name of indicators	scale	FY 1999:	FY 2000:	FY 2001:

4.4 Diversity of Employees

- 4.4.1 In past three years, how many new employees who are on main carrier track have been hired?**

	Male	Female
FY 1999:	_____ people	_____ people
FY 2000:	_____ people	_____ people
FY 2001:	_____ people	_____ people

- 4.4.2 What is the average length of continuous employment of main carrier people?**

Male:	_____ years
Female:	_____ years

- 4.4.3 What is the percentage of female executives? And what is the highest executive position of female in your company?**

Female executive's ratio of Year of 2002:	_____ %
Highest executive position of female:	_____

- 4.4.4 If your company has any special measures to support female employees, please describe it below.**

4.4.5 If your company has any special measures to support elder employees, please describe it below.

4.4.6 If your company has any special measures to expand disabled persons' employment, please describe it below.

4.4.7 If your company has any special measures to create foreigners' employment, please describe it below.

4.4.8 If your company has any special measures to protect human rights at work, please describe it below.



5. Operation in Global Market

Most of the companies have close and tight relationship with the overseas. Further advancement in the globalization of economy, however, has brought new issues such as expansion of economic disparity. Therefore, companies are expected to consider social issues of developing countries when operating in those countries. Please answer the following questions if your company has operations in global market.

5.1 Customer and Employee Relations

**Question 5.1.1 is only for those who have sales activity abroad*

5.1.1 Does your company keep the same level of customer-relation practices (which are mentioned from 3.1.1 to 3.3.3 in this questionnaire) in all the overseas countries where you have sales activity?

Yes, at all locations.

Yes, for certain locations.

No.

**Questions 5.1.2 ~ 5.1.4 are only for those who employs people abroad.*

5.1.2 Do your foreign branches implement the code of conduct in line with ILO's labor standards?

Yes, at all locations. (Please go on to the next question.)

Yes, for certain locations. (Please go on to the next question.)

No. (Please go on to the "5.1.4.")

5.1.3 Which of the following does the code of conduct mention? (You may choose more than one.)

Avoidance of child labor

Avoidance of forced labor

Abolishment of discrimination (national origin, race, gender, religion, political opinion etc.)

Guarantee of minimum wage

Prevention of bribery

Freedom of association and securing of right to collective bargaining

Restriction of working hours to a certain amount of time

Guarantee of occupational health and safety

5.1.4 Do your foreign branches have special programs to promote job opportunity for

minority?

Yes, at all locations. (Please go on to the next question.)

Yes, for certain locations. (Please go on to the next question.)

No. (Please go on to the "5.2.3.")

5.2 Supply Chain Management

**Questions 5.2.1 - 5.2.2 are only for those who procure materials from abroad.*

5.2.1 Regarding material procurement, does your company have the procurement standard to check both environmental and social issues of abroad partners?

Yes, at all locations. (Please go on to the next question.)

Yes, for certain locations. (Please go on to the next question.)

No. (Please go on to the "5.3.1")

5.2.2 Which of the following does your company's procurement standard mention?

(You may choose more than one.)

Compliance with environmental laws

Consideration for environmental conservation

Avoidance of child labor

Avoidance of forced labor

Abolishment of discrimination (national origin, race, gender, religion, political opinion etc.)

Guarantee of minimum wage

Prevention of bribery

Freedom of association and securing of right to collective bargaining

Restriction of working hour to a certain amount of time

Guarantee of occupational health and safety

5.3 Measures against Global Issues

5.3.1 If your company implements some measures against global issues (such as humanitarian relief for refugees and disaster victims, contribution to combat poverty in developing countries, etc.) please describe it below.



6. Commitment to Society

Companies have involved in social programs since long time ago. Encouraging employees' volunteer activities, rather than corporate donation, has recently been attracting attention, for it might have chance of capacity building, such as evoking of leadership. Also, collaboration with NGO and NPO is now regarded beneficial to bring different views into companies. Moreover, collaboration with educational sector has a great meaning in that it might help to acquire top-class employees or intellectual property in the long term by offering companies' resources to the development of human resources. Please answer the following questions in these points of view.

6.1 Volunteering of Employees

6.1.1 Does your company offer volunteer leaves for employees?

Yes (Please go on to the next question)

No, but we have a plan to establish it. (It'll be established in FY _____). (Please go on to "6.2.1.")

No

6.1.2 In past three years, how many employees have utilized volunteer leaves?

FY 1999:	_____ people
FY 2000:	_____ people
FY 2001:	_____ people

6.2 Collaboration with NGO or NPO

6.2.1 What kind of collaboration programs does your company carry out with NGO or NPO? (You may choose more than one.)

Donation for NGO's fund

Material compensation, such as equipment and materials

Temporary transfer of employees to NGO

Provision of training and education (such as learning programs and staff training)

Co-hosting of projects or events

Regular meetings for opinion and information exchange

Else (Please describe it) _____

6.2.2 Does your company continually carry out above collaboration programs?

Yes, all of them.

Yes, for a part of them.

No.

6.2.3 If your company has any special programs carried out hand-in-hand with NGO or NPO, please describe it below.

6.3 Collaboration with Educational Sector

6.3.1 What kind of collaboration programs does your company carry out with educational sector? (You may choose more than one.)

Provision of educational courses, free of charge, by employees

Temporary transfer employees as instructors of university or community college

Holding of free excursion or training at factory

Acceptance of teachers to offer social experience training opportunity

Acceptance of students as interns

Else (Please describe it) _____

6.3.2 Is your company committed to the collaboration with educational institutions such as universities in order to design, develop and create new products and services, or business?

Yes

No, but we have a plan to do it. (It'll start in FY _____).

No

6.3.3 If your company has any special programs carried out hand-in-hand with educational sector, please describe it below.

6.4 Communication with Local Community

6.4.1 What kind of approach does your company take in order to communicate



effectively with local community? (You may choose more than one.)

Distribution of report on business activities of each branch

Setting of the demand and complaint windows for community

Holding of regular meetings

Holding of excursion of factories or facility

Co-hosting of projects and events

Else (Please describe it) _____

**THIS IS THE END OF QUESTIONNAIRE.
THANK YOU FOR YOUR COOPERATION.**

