

# **Relations with Stakeholders**

In order to perform its due social accountability as a corporate citizen, the FDK Group is committed to establishing a close relationship of trust with its shareholders, customers and other stakeholders, and thrives to bring a sustainable and abundant society come true while achieving development of the company and society as a whole.

# **Communication with Shareholders and Investors**

The FDK Group values on the relationship of trust with its shareholders and investors. For this purpose, it will disclose corporate information in a timely, legal and appropriate manner to enhance transparency of corporate management. By doing so, the FDK Group tries to augment its corporate value and obtain high evaluation from the society.



### Communicating with Shareholders and Investors

The FDK Group set up Corporate Communication Office in April 2001 to improve the quality of information provided to its stakeholders. The Office accepts interviews by outside institutional investors, securities analysts and fund managers and discloses corporate information via its website. News releases are distributed and press meetings are held to disseminate the activities of the FDK Group to its shareholders and other stakeholders.

The FDK Group's website contains flash reports of its statement of financial settlements, business reports and other disclosures, as well as the latest information on business performances of the Group and new products, recruit information and social and environmental reports made accessible to viewers in general.

The FDK Group is determined to make its public relations and IR activities more effective by taking into consideration various opinions posted to its website by viewers, telephone and fax as well as interviews and press meetings.



## Information Disclosure

Recognizing that accurate and timely disclosure of corporate information to shareholders, investors and securities analysts is the basics for keeping the security market in strong condition, the FDK Group is committed to disclosing information in accordance to the timely information disclosure rule of the Tokyo Stock Exchange Market and, for other information, it tries to disseminate promptly, accurately and in a fair manner. All those information are in principle issued in both English and Japanese versions to provide them to stakeholders in overseas.

In order to facilitate understanding of all stakeholders on the FDK Group, various news on product development, product strategy and establishment of new offices are released actively to enhance transparency of corporate management by which our corporate values are lifted up.

# **Relationship with Customers**

Under the belief of customer satisfaction first, the FDK Group is committed to manufacturing products that can comply with the requirements of customers. Combined by electronic materials such as ferrites and ceramics FDK excels at as well as the latest technologies, the FDK Group continues to respond to the requirements of customers.



## **Communication with Customers**

In order to strengthen two-way communication with customers all over the world, a website has been in operation since 2003. The website is open to customers for making product-specific inquiries and provides easy-to-understand product information.

A customer center is also open to customers who inquire about Fujitsu batteries, which are consumer products, to deepen the relationship of trust with our customers. The opinions and comments received by the center are accumulated and fed back to future product development processes for improvement in order to provide better products and services to our customers.





## Securing of Product Quality and Safety

With 'the provision of quality products to our customers to respond to the trust of them' as its quality policy, the FDK Group values on manufacturing quality products. Quality and safety of products manufactured by the FDK Group are assured by Quality Assurance Div., in cooperation with each department and site, in order to meet the level that customers require. As a part of the quality and safety assurance activities, all of the sites of the FDK Group are certified as ISO9001 and ISO14001 compliant (international management system) to ensure maintenance and enhancement of quality at each phase from R&D, design, production and logistics to after-sale services.

More precisely, all FDK Group sites are instructed to observe the followings:-

- · To promote manufacturing of safe and eco-friendly products
- · To enhance quality inspection system from the source of products
- · To respond quickly to the requirements of customers
- · To prevent occurrence and recurrence of quality problems

Among them, the safety of products and assurance of environmental requirements are proactively addressed by establishing the 'FDK Product Safety Charter' and the 'criteria for controlling chemical substances included in products.' Should a quality problem happen in our products and services provided to our customers, or should the occurrence of an accident and a damage are foreseen, these are promptly communicated to all the departments and sections in our company as critical issues, and confirmed and examined at the Management Council where root causes and countermeasures are examined to minimize the damages arising from them.

From the onset of product development, assurance of quality is underlined. For this purpose, 'Design Review Promotion Committee' is established to maintain examination of design quality in order to prevent occurrence and recurrence of any quality problems.



### Information Security and Protection of Personal Data

Recently, people concerns about leakage of sensitive and private information arising from file swapping software and computer viruses. The FDK Group promotes appropriate use of information and prevention of information leakage by establishing 6 in-house rules such as 'Information Management Rules' (1999) and 'Information Management Rules for Personal Data Management' (2003). In order to ensure appropriate compliance of these regulations and policies, an 'Information Management Handbook' is distributed to all employees to raise awareness of the importance of information management. In addition, the 'Policy for Protection of Personal Data' is a portal site on the company's intranet so that each employee can refer to learn various types of information related to it. As to the protection of private information, 'the Policy for Protection of personal Data' is open to the employees through the company's intranet.

In order to prevent leakage of information from PCs, all PCs are password-protected, and a software to encode data stored in the hardware is installed in the PCs to be taken out of the company. These measures aims at ensuring that even if a PC containing sensitive and private information were lost or stolen, the contents cannot be retrieved in any way.

#### Information Management Regulation System



## **Relations With Our Employees**

The FDK Group develops skilled workers that can support the management of the company as the main actors of its corporate activities. It also aims at establishing safe workplaces free of any disasters for the health of employees and becoming a company that can enjoy trust of the public.

# Personnel System

One of the basic philosophies of the FDK Group is to establish a corporate climate where each employee is proactively involved in working. The basic concept in the company's personnel system includes' to respect people who values on creativity and innovation and who dare to challenge everything enthusiastically' and 'to proactively get involved in raising business performances of the company to connect them to the growth and happiness of the company and its employees.'

In FY2000, the FDK Group updated the personnel evaluation system, job class system and other basic personnel management systems. Since then, the company has proactively promoted the following activities: to encourage all employees to take part in the realization of the management target autonomously and independently; to align vectors of all employees to the policies and targets of the organization; to conduct fair personnel evaluation and treatment that are acceptable to all employees.

> Sustainable Improvement, Sense of Achievement of Better Tomorrow, Self-Confidence, Pride and Joy of Life to All



## Education and Training System

The FDK Group provides various education and training systems to employees such as orientations to new recruits, mass training sessions to each layer of employees and skill and specialized trainings for acquisition of technical knowledge and skills. In 2001, an e-Learning system was introduced for the employees study at their convenience, and has been in operation on the company's intranet. The e-Learning includes basic course such as product knowledge, languages and basic PC handling. English and Chinese language courses are also open to the employees by invited instructors to enhance the language proficiency of employees. The FDK Group opens correspondence education courses, which include business skills, languages, hobbies, health and other broad study areas, for employees and their family members.



New recruit orientation at the company's training center (Q&A session with the president)



## Safety and Health Management

The FDK Group promotes various activities so that all employees can work healthfully and safely. As to the safety, the Central Health and Safety Committee' is held with the participation of the representatives of the company and the labor union where policies relating to the safety and health of the company as a whole are decided, disaster preventions, confirmations of conditions of disasters, if happened, and measures against the disasters are implemented. The safety and health at the level of each office are ensured by conducting a safety and health patrols, holding 'Health and Safety Committees' in accordance with the company policies.

### Employee Safety and Health Management Organization

Central Health and Safety Committee (held 4 times/year)	This represents the company consisting of the representatives of both the union and the management.	
Site Health and Safety Management Committee (held once a month)	This is an organization set up at each site consisting of the representatives of both the union and the management.	
<ul> <li>Kosai Plant (incl. FDK Ecotec)</li> <li>Sanyo Plant</li> <li>Iwaki Plant</li> <li>Head Office and Sales</li> <li>FDK Energy Co., Ltd.</li> <li>FDK Mechatronics Co., Ltd.</li> <li>FDK Engineering Co., Ltd.</li> <li>FDK Lifetec Corporation</li> <li>Fujidenka Research and Analysis Center Co., Ltd.</li> </ul>	Established by each site and company as required Workplace Safety and Health Promotion Committee Group Safety and Health Activities	

Health Management Office is responsible for regular medical checkups and providing health maintenance and promotion guidance for the employees. An industrial physician is stationed in the health consultations to grasp and understand the health conditions of employees. In case an employee has any health problems, the industrial physician,

the Personnel Department and management are in cooperation with each other to take appropriate measures for the employee.



Safety and Health Patrols (Kosai Plant)

# Clubs and Sport Events

The FDK Group has various sport clubs including baseball, football, volleyball, marathon, tennis and surfing. It also participates actively in matches with neighboring companies and local Ekiden (a marathon relay race).

Every year a softball match is held in cooperation with the company's labor union and supported by the company's health insurance union. The softball match starts with local preliminaries. Survivors in the preliminary matches can go to the national championship. All employees look forward to the annual event because 'This is one of the occasions that we do sport and deepen friendship of our colleagues,' as said by one of them.



Final game of a softball match

Entry for Kosai Ekiden

# Pregnancy, Child Care and Nursing Needs

The FDK Group provides its employees with various assistances including annual paid holiday, paid leave accumulation system, maternity leave and shorter working hours, nursing leave and shorter working hours, so that they can make family and working compatible. The accumulative paid holidays can be taken for long time leave due to illness and other reasons.

The employees can also take special holidays to take part in voluntary activities as a part of contribution to the society.

Participants (persons) F	<mark>/2006</mark>
Child Care Leave System	21
Nursing Care Leave System	1
Volunteer Activity Leave System	2
Shorter Working Hours System	37



## Rehiring Staff of Retirement Age

After the enforcement of the revised Law concerning Stabilization of Employment of Older Persons (April 1, 2006), the FDK Group maintains and operates a system of rehiring staff of retirement age. Chances of feeling job satisfaction and committing themselves to challenging works are open to all employees after reaching to 60 yearold, the retirement age of the FDK Group, who have strong incentives for continuing working and developing their skills.



## Award-Giving System

All employees in the FDK Group who produced an outstanding result are recognized their performances in the past year, at the company's foundation anniversary ceremony in February every year.



Award-giving ceremony at the company's foundation ceremony

## Compensations for Employee Inventions

In order to revise the company's Employee Invention Regulation in line with the enforcement of the revised Patent Law in 2004 and to make the compensation system known to all employees, a series of hearings was held and relevant information was disclosed to them. As the revision of the Regulation can enhance the incentives of engineers, the company's Patent Control Regulation was revised in January 1, 2006 to include (1) a system of fixed-rate compensation payment from the income of license fees and (2) a system of rewarding to the retired.

# **Relationship with Suppliers**

The FDK Group desires to gain and maintain good partnership with its suppliers by acting in accordance to 'FDK Corporate Action Agenda,' comprising basics of the Group's activities. In addition, in order to respond to the ever increasing requirement to a company to fulfill due social responsibility, including environmental preservation and compliance, the FDK Group is committed to green procurement introduced in 2001.



## Fair Transactions

The FDK Group promotes fair transactions with its suppliers in purchasing raw materials, parts, packaging materials and other resources clarifying 'Basic attitudes for procurement ' in accordance to the Materials Procurement Control Regulations.

### [Basic Attitudes for Procurement]

- To ensure providing safe and quality products under the principle of co-existence and co-prosperity with the business partners
- (2) To thoroughly understand the basic environmental protection policy stipulated in the FDK Environmental Charter and to procure items that contribute to the reduction of environmental burdens
- (3) To select business partners using fair criteria to promote fair and lawful procurement activities
- (4) To thoroughly understand and follow procurement-related laws and regulations and to conduct businesses respecting the laws and regulations as well as social norms

## Actions relating to Procurements

In order to perform its due social corporate responsibility, and in accordance to its Green Procurement Guidelines, the FDK Group has been involved in green procurement activities (See P21). The activities include support to its suppliers in establishing an EMS and investigations on prohibited chemical substances.

### **Cooperation with Suppliers**

In order to provide green products to its customers, it is imperative to obtain cooperation of suppliers delivering products to the FDK Group. For this purpose, the FDK is strengthening cooperative activities with its suppliers for non-use of prohibited chemical substances and supply chain management.

### Supports to Suppliers

The FDK Group tries to reduce environmental loads from its overall supply chains. For this purpose, the FDK Group extends supports to its supplier in reducing them, in addition to the efforts of minimizing those originated from the Group.

### Supplier Assessment

The procurement function of the FDK Group regularly assesses its existing suppliers as well as when a new supplier is selected using a 'Supplier Assessment Criteria Sheet.'

The sheet contains such assessment items as quality, price, commitment to keep the designated delivery date, technical competency as well as matters related to environmental preservation.



## Information Security

The FDK Group addresses maintenance of information security and protection of private information (See P10).

The efforts include raising awareness of its employees toward protection of secret information of its suppliers and private information and measures taken for preventing leakage of information from PCs brought out of the company premises.



The FDK Group will set out a regulation relating to internal governance to bind itself to a stricter compliance on procurement activities, in order to perform its due corporate social responsibility. In addition, the FDK Group will keep a good relationship with its suppliers and other stakeholders.

### **Compliance in Procurement Activities**

