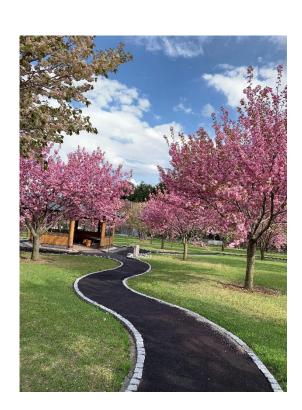


# CSR Report 2018



Report target period Jan 2018 to Dec 2018
Report publication date July 2019
RUBYCON CORPORATION
RUBYCON GROUP COMPANIES

## **Editorial policy**

This report is prepared as an annual report of non-financial information about the environmental and social efforts of Rubycon Group Companies.

Listed items are summaries of concrete examples of activity policy and actual results in 2018 concerning the important issues we are working on.

In addition, information related to CSR activities is also posted on the website, for your convenience.

#### Terms included in this report

## Report Target Period

This report basically covers activities between January and December 2018, but some activities of 2019 may be included partially. On the other hand, the performance data are, in principle, summarized in the period from April 2018 thru March 2019.

### **Target Organizations**

"Rubycon" and "Company" refer to Rubycon Corporation, and "Rubycon group" or "group companies" primarily mean Rubycon Corporation and it's domestic affiliates.

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## **Messages from the top of Company**

## Founding spirit "Tradition and Enterprise," "Effort and Study," and "Faith and Trust"

These words are included in the phrases of our company song.

The word "tradition" can only be used when a company has advanced and become recognized by society. To pass down good traditions, it is necessary to have an "enterprise" spirit in which all employees think positively and take actions. It is also important to "effort" on a daily basis and to "study" with each other. Furthermore, "Trust" can only be created by contacting "faithfully" with customers, suppliers, shareholders, and the local communities in which we operate.

A passage from our company song that conveys these meanings can be called a "Spirit of establishing the company" and I feel it represents Rubycon's corporate culture that has been handed down from generation to generation.

We have been providing products under the spirit over 67 years since the foundation in 1952. Also in the future, we will continue to hold the spirit as our origin, so as to provide reliable and satisfactory products with our experience on technology and quality, and to contribute to creation of affluent society.

## Aiming at contribution to better and sustainable society

Social environments in our country are radically changing such as the falling birthrate and the aging population, information-oriented society and globalization.

In this era of rapid environmental change, we value our ties with local communities, and will work diligently and steadily to move forward with local communities, so that each of Rubycon group companies can be proud of in each region.

We are also promoting CSR (Corporate Social Responsibility) activities by setting compliance, environmental initiatives, reform of working style, rasing employees' awareness of occupational health & safety, participation in communities, support for the development of the next generation, human rights and labor practices as priority areas.

We will continue to create new value necessary for society, to develop products that make people happier, and to contribute to a sustainable society, so that customers and local communities always talk to us.

We appreciate your continued great support and cooperation to Rubycon Group Companies.

Koichi Sato, President and C.E.O Rubycon Corporation

## **Corporate Philosophy (Foundation Spirit)**

## Company Creed

## Let's be the No.1 in Japan in all aspects!

Employees' Motto
5 Corporate Philosophies

- 1. Be honest and faithful in daily living
- 2. Work and live properly
- 3. Be loving in all aspects
- 4. Self examine today's deeds and be grateful of no regrets
- 5. Believe in yourself and believe in hopes

## Rubycon Company Song

Supervised by Teruo Tonouchi (Founder) Lyrics by Sen Kinoshita Composed by Yoshihiro Nishimura Arranged by Akira Sakashita

- Shinano surrounded by many mountains
   Senjo in the east, Komagatake in the west
   covered with virgin snow for thousands years
   tradition and enterprise, Oh! Rubycon
   strive together hand in hand
- Water going away to the south eternal Milky Way in the center of the sky washing out rocks without standing still efforts and training, Oh! Rubycon study together hand in hand
- Thousands of flowers on the ground brilliant Big Dipper in the sky swear to Home Town Ina faith and trust, Oh! Rubycon advance together hand in hand

## **Overview of Rubycon Group Companies**

Trade name	Rubycon Corporation
Established	April 28,1952
Headquarters	1938-1 Nishi-Minowa, Ina City, Nagano Prefecture
President & C.E.O	Koichi Sato
Capital	396,000,000yen
Employees	695 (Employees of Rubycon Group 2,858)
Sales Turnover	54.5 billion JPY (consolidated, Financial Year ending September 2018)
Main business activities	Development, design, manufacture and sale of various capacitors and switching power supplies
Brand	RUBYCON
Business operating countries	12 countries(Japan, Indonesia, Thailand, USA, Germany, the Netherlands, China, Hong Kong, Taiwan, Singapore, India, Korea)
Product offering region	Global
Market segments	Industrial equipment, renewable energy, automotive, power supply, computer, lighting, communication equipment, etc.
Customer types	Electric / electronic equipment manufacturer, EMS (electronics manufacturing services), distributor, trading company, etc.

## Japan Production Bases



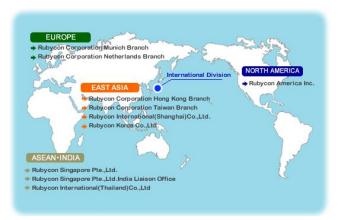
## Japan Sales Bases



## Overseas Production Bases



## Overseas Sales Offices



## **Consumer Safety and Protection**

#### Rubycon products contribution to society

#### << Rubycon products contribute to society through lectronics technologies >>

Today, various devices around us are computerized, and electronic devices are indispensable to the world. Capacitors are also indispensable in the electronics field, and Rubycon contributes to society through electronics technology by proposing and supplying capacitors, which are its main products, to various electronic devices.

#### << Conductive Polymer Aluminum Solid Electrolytic Capacitor >>

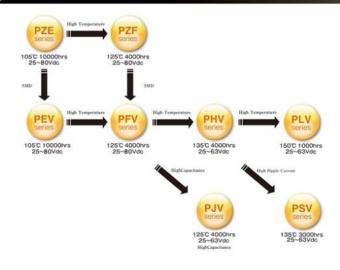
Conductive polymer aluminum solid electrolytic capacitors have a wider temperature range, are more compact, have lower ESR, and higher resistance to ripple current than other aluminum electrolytic capacitors. These features enable high-efficiency power supply design and can contribute to the reduced number of parts. The net result of this capacitor technology is energy savings improved efficiency.

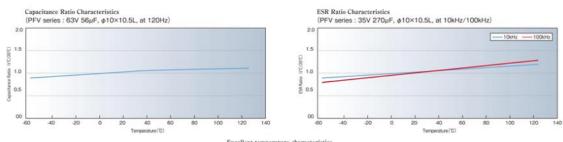


Winding Type Conductive Polymer Aluminum Electrolytic Capacitor (PZ-Cap) is one of Rubycon's new products, commercialized under long-established know-how of development and mass production for non-solid aluminum electrolytic capacitors added with our original utilization technologies for conductive polymer.



#### Hybrid Type Series Line-up





## << Example of parts reduction with conductive polymer aluminum solid electrolytic capacitor >>



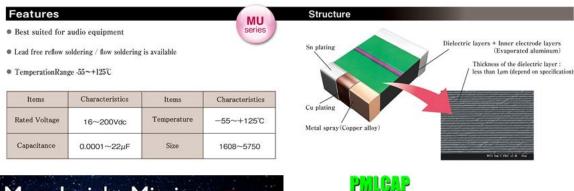
## << Thin film Polymer Mult-Layer Capacitors, PMLCAP >>

PMLCAP, developed with our proprietary technology, achieves extremely ideal characteristics and contributes to the high performance of electronic devices.

PMLCAP is a surface-mounted film capacitor that achieves a significant reduction in size compared to conventional film capacitors by adopting a revolutionary technology in which electrodes and dielectrics are formed by vacuum evaporation.

Compared with high dielectric constant multilayer ceramic capacitors, which have excellent frequency characteristics and temperature characteristics, they have superior "bias characteristics", "beat sound characteristics", "harmonic distortion ratio", etc.

Its characteristics were found among developers and adopted for Mars exploration / seismograph. Currently (2018/11 ~), we are contributing to seismic exploration on Mars.





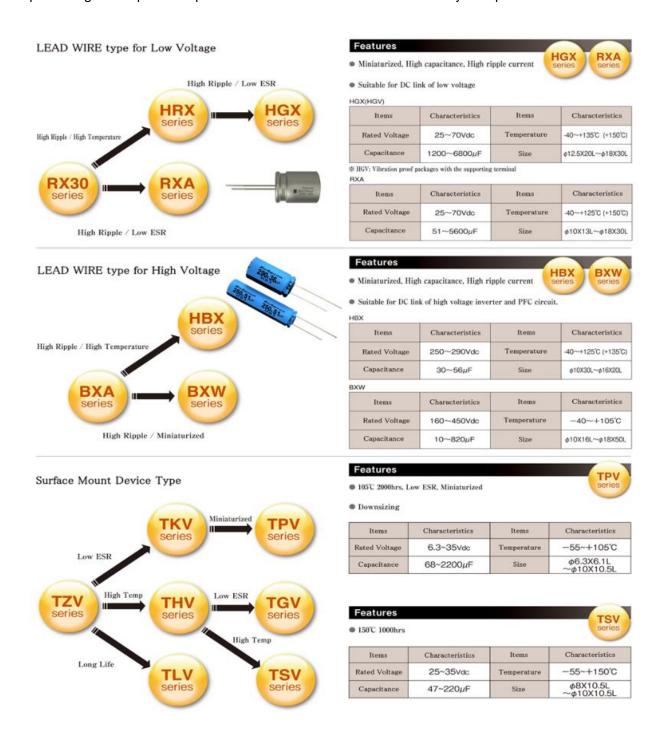


#### << Aluminum Electrolytic Capacitors for Automotive Use >>

With C (Connectivity) A (Autonomous) S (Shared & Service) E (Electric), the number of electronic parts installed in vehicles is increasing year by year.

The electronic parts cost ratio of vehicles was about 3% in the 1980s, but increased to about 40% in 2015.

At Rubycon, in addition to conductive polymer aluminum solid electrolytic capacitors, we are promoting development of products for automotive aluminum electrolytic capacitors.



#### << Electric Double Layer Capacitor >>

Electric double layer capacitors use "electric double layer" produced on the boundary between the electrode and electrolyte (as dielectric) for storing electric charges. This capacitor realizes guick charge-discharge cycles as well as long life since there aren't chemical reactions to store charges.

This capacitor is ideal for applications requiring momentary large current such as power assist and energy regeneration. If the capacitor is used as the main power for rechargeable equipment, maintenance is reduced.

## Application

#### Power electronics

Power-assist, Regenerative electric power and smoothing circuit of output.

- Vehicle
   UPS
- Train
- Copying machines

## Rapid charge / discharge

Rapid charge and discharge vapability

- Toys driven by motors
- Portable device
- Home electronic appliances

## Natural energy generation

Power Supply in combination with Solar Energy, Windmill energy, e.t.c.

- Street lights
   Traffic signs
- Base of cellular phones



A module of multiple capacitors as well as a single electric double layer capacitor, expands applications. Please expect coming electric double layer capacitors useful to effective energy use.

## Development trend of EDLC





For automotive, industry



For office automation 24V120F



For backup 20V230F



High voltage High capacitance Module

## **Fair Business Practices**

We are compliant regarding relevant statutes, internal regulations, social norms and ethics, and excluding relations with antisocial forces, so as to promote business activities through fair and good competition and to secure safe and ease of customers in consideration of views and positions of ordinary citizens.

#### Compliance

We are observing all statutes relating to business (labor, environment, public welfare, trade, industry, commerce, national tax and civil affairs), and as well as conducting fair business and transactions. On the basis of our internal regulations, we are developing such activities to our group companies through mutual improvement.

We have published Rubycon Group Code of Conduct conforming to EICC (Electronic Industry Citizenship Coalition), and are providing it to all employees and group companies.

If any compliance violation is found, we will seek accurate facts to determine the cause followed by strict action to prevent recurrence.

#### **Internal Audit**

We have a designated audit department under the president's direct supervision to audit fair and proper performance of internal activities in accordance with relevant statutes, operation policy and internal regulations. The department will further provide advice to improve and correct our business as well as the risks for compliance in organizational activities. This audit covers all organizations in each company group.

#### **Risk Management**

In addition to Risk Management Activities conducted since 2012, we are strengthening internal systems and reviewing relevant internal regulation since inquiries from customers on code of conduct and ethical risk management are increasing.

We will also assess effectiveness of disaster contingency plan as well as reviewing BCP (Business Continuity Plan) for disaster and unexpected contingency.

### **Protection of Intellectual Properties (Measures against Counterfeit Products)**

We are promoting the appropriate intellectual property formation such as acquisition of patent rights and trademark right to contribute to sound development of business activities. We are also working to protect our customers' interests by enhancing brand value through activities of eradication of counterfeit products. Furthermore, we strive to respect and not to interfere intellectual property of other companies, as well as to protect our own intellectual property.

#### **Protection and Control of Information**

Misuse of information important to corporate management will have significant impact on relations of trust with partners and their management. We have established security policy and privacy policy recognizing importance of information assets. We give the first priority in risk management and BCP to the policies. We are protecting and controlling information assets through education of employees and various security measures and activities.

#### **Protection of Personal Information**

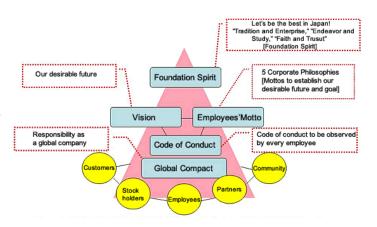
Recognizing that the protection of personal information in today's advanced information society is an urgent issue, our company has developed a management system to comply with Japanese Personal Information Protection Act. In the meantime, the European General Information Protection Regulation (GDPR), that has come into effect in May 2018, imposes strict requirements for the transfer the personal information located in Europe outside the region. In response to the requirements of the GDPR, we have implemented various measures. At the same time we have used this opportunity to conduct a general review of our management system with the aim of further enhancement.

## **Organization Governance**

## **CSR Policy**

Rubycon's CSR System to accomplish corporate social responsibility is shown at the right. Decision-making is performed referring to the vision, the employees motto and the Global Compact, on the basis of the foundation spirit.

All of these support us to remain a reliable company to stakeholders such as customers, partners, stockholders, employees and the community, and to drive steady CSR activities.



## **Rubycon Group Code of Conduct**

The purpose of Rubycon Group's Code of Conduct is to define business activities of our employees complying with laws and observing environmental responsibility and corporate ethics under a safe labor environment. It complies with the EICC Code of Conduct.

#### << Human Rights and Labor >>

- No forced labor
- 2. No inhumane treatment
- 3. No child labor
- 4. No discrimination
- 5. Reasonable wage
- 6. Working hours
- 7. Right to organize of employees

#### << Safety and Health >>

- 1. Machine Safeguarding
- 2. Workplace safety
- 3. Workplace sanitation
- 4. Occupational injury and illness
- 5. Emergency preparedness
- 6. Physically demanding work
- 7. Facility safety and sanitation
- 8. Health of employees

#### << Environment >>

- 1. Product content restrictions
- 2. Chemical materials to be used in production process
- 3. Environmental management system
- 4. Minimal impact on environment (e.g. waste water, sludge, exhaust gas)
- 5. Environmental permits and administrative approval
- 6. Effective utilization of resources and energy (3R)
- 7. Reduction of greenhouse gas emission
- 8. Waste reduction
- Disclosure of environmental preservation activities
- 10. Preservation of biodiversity

#### << Fair Trade and Ethics >>

- No corruption or bribery
- 2. No abuse of dominant bargaining position
- 3. No improper advantage
- 4. No anticompetitive act
- 5. Provision of accurate information on product and service
- 6. Respect to intellectual property
- 7. Appropriate export control
- 8. Disclosure of information
- Prevention and early detection of irregularity
- 10. Prohibition of reprisal
- 11. Responsible mineral procurement

#### << Quality and Safety >>

- 1. Security of product safety
- 2. Quality management system

#### << Information Security >>

- Safeguarding for threat to computer network
- 2. No leakage of personal information
- No leakage of confidential information of customers and third parties

#### << Social Action >>

Contribution to society and community

#### The Ten Principles of the United Nations Global Compact

In October 2011, Rubycon Corporation expressed the support for the universal principles about Human Rights, Labour, Environment and Anti-corruption upheld by United Nations, and officially joined the UN Global Compact.

Rubycon Corporation contributes to society thru business activities, by supporting 10 principles of the UN Global Compact.

## The Ten Principles of the United Nations Global Compact

#### «Human rights»

Principle 1: Businesses should support and respect the protection of internationally

proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

#### «Labor»

Principle 3: Businesses should uphold the freedom of association and the effective recognition

of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

#### «Environment»

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

#### «Anti-corruption»

Principle10: Businesses should work against corruption in all its forms, including extortion

and bribe

## **Rubycon CSR Procurement Guidelines**

Rubycon Group is striving to strengthen supply chain management with a view to business continuity and sustainable value creation.

We have established the "Rubycon Group Procurement Policy" based on our management philosophy, and we are striving to strengthen compliance with laws and social norms as well as showing our basic stance on procurement inside and outside the company through our website.

Based on the objective of this procurement policy, "Request to valued Suppliers" was established by emphasizing compliance with laws and social norms such as respect for human rights and rejection of anti-social forces, prohibition of corruption and bribery, promotion of fair and impartial businesses, and consideration for the environment.

With these two guidelines as the two driving wheels of procurement activities, we are working on building and strengthening relationships based on equitable, fair and transparent transactions with suppliers.

## **Rubycon Group Procurement Policy**

## << Compliance with laws and social norms >>

We will comply with laws and social norms (Respect for human rights such as prohibition of child labor and forced labor, laws, standards, treaties, etc. of various countries including prevention of corruption etc.), and conduct sound and fair corporate activities. Suppliers of materials and services necessary for the production of Rubycon products are also requested to comply with laws and social norms.

#### << Green procurement and environmental consideration >>

In line with the Rubycon Environmental Policy, we established green procurement standards, we continue the environmentally friendly materials procurement activities, and we strive to realize a sustainable human society and sound environment.

#### << Promotion of equitable and fair business transactions >>

We open widely to both domestic and international suppliers (including candidates of suppliers), and conduct fair and impartial business transactions in accordance with established policies and procedures.

#### << Supplier selection policy >>

In selecting suppliers, we are committed to make complehensive judgement among the following factors: compliance with laws and social norms, environmental consideration, ensuring stable quality and safety, stable and reliable supply, stable management foundation, superior technical capability, appropriate information protection, respect of other companies' intellectual property, compliance with the designated delivery date, appropriate price, etc.

#### << Enhancement of partner relationship with suppliers >>

We strive to build and maintain trust relationship based on mutual understanding with suppliers.

#### << Prohibition of giving and receiving of private benefit >>

We prohibit employees from receiving inappropriate personal benefits (including entertainment and gifts) from suppliers without exception.

## CSR Plan in Rubycon



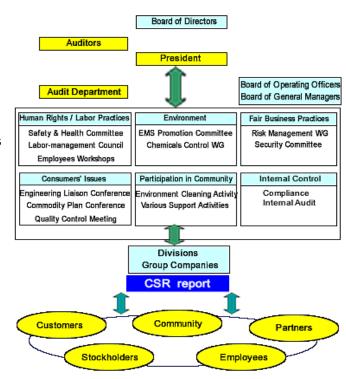
## **CSR Promotion System**

CSR activities are positioned as the business itself, and awareness of all employees to CSR is raised under instruction of the president.

Each of the conferences and councils is regularly held, and decisions are penetrated into the whole group including divisions and affiliated companies to share problems.

CSR management is promoted, emphasizing interaction with customers, partners, stockholders, employees and the community.

We are securing compliance under the spirit that a corporate is a public institution. We provide proper feedback of requests from stakeholders.



## **Performance Data**

Corresponding GRI standard #

	Classification	Items	Boundary	Unit	2016	2017	2018	GRI standard
Company Size	Number of establishments		Consolidated Japan		17	15	15	102-7
			Consolidated Abroad		13	12	12	
		Total	Consolidated		30	27	27	
	Number of employees	Male	Consolidated Japan	persons	1,430	1,406	1,343	102-7
	, ,	Female	Consolidated Japan	persons	426	430	417	
			·					
		Japan Total	Consolidated Japan	persons	1,856	1,836	1,760	
		Male	Consolidated Abroad	persons	327	328	306	
		Female	Consolidated Abroad	persons	692	694	681	
		Overseas Total	Consolidated Abroad	persons	1,019	1,022	987	
		Total	Consolidated	persons	2,875	2,858	2,747	
	Net turnover	ı	Consolidated	billion yen	49	49.9	54.5	102-7
Labor Practices	Number of regular employees	Male	Rubycon Corp.	persons	533	522	495	102-8
		Female	Rubycon Corp.	persons	162	164	165	
		Total Regular	Rubycon Corp.	persons	695	686	660	
	Number of temporary employees	Male	Rubycon Corp.	persons	0	0	0	102-8
		Female	Rubycon Corp.	persons	0	0	0	
		Total Temporary	Rubycon Corp.	persons	0	0	0	
	Ratio of temporary employees out of	Rubycon Corp.	%	0	0	0	102-8	
	Number of newly hired employees		Rubycon Corp.	persons	23	38	16	
	Ratio of new employees	Rubycon Corp.	%	3.3%	5.6%	2.4%		
	Number of people leaving (excluding	Rubycon Corp.	persons	21	15	20	401-1	
	Ratio of people leaving	Rubycon Corp.	%	3.0%	2.2%	3.0%		
	Ratio of reemployed employees (at	the retirement age)	Rubycon Corp.	%	100%	78%	78%	
	Ratio of handicapped employees	Rubycon Corp.	%	2%	2%	2%		
	Working hours (per employee per ye	ear)	Rubycon Corp.	hours	2,023.5	1,982.2	2,047.9	
	Annual paid holidays taken per employee per year)		Rubycon Corp.	days	8.44	8.55	8.6	
	Average overtime working hours (pe	er employee per month)	Rubycon Corp.	hours	7.97	7.01	7.3	
	Childcare leave	Male	Rubycon Corp.	persons	1	1	1	401-3
		Female	Rubycon Corp.	persons	6	4	14	
		Total	Rubycon Corp.	persons	7	5	15	
	Childcare leave restoration rate		Rubycon Corp.	%	100%	100%	100%	401-3
	Family care leave	Male	Rubycon Corp.	persons	0	0	0	
		Female	Rubycon Corp.	persons	0	0	0	
		Total	Rubycon Corp.	persons	0	0	0	
	Shortened working hours for	Male	Rubycon Corp.	persons	0	0	0	
	childcare or family care	Female	Rubycon Corp.	persons	24	28	29	
		Total	Rubycon Corp.	persons	24	28	29	
	Labor union	Number of unionized employees	Rubycon Corp.	persons	377	387	385	
		Ratio of unionized employees	Rubycon Corp.	%	54%	57%	58%	102-41
	Number of incidents resulting in lost	-time injuries	Rubycon Group Companies	cases	5	3	3	
	Infrequency rate of lost-time injuries		Rubycon Corp.		0.76	0.75	0.00	
			Rubycon Group Companies		1.45	0.85	0.86	

Classification		Items	Boundary	Unit	2016	2017	2018	GRI standar
Participation in	Education	Accepted interns	Rubycon Corp.	cases	4	5	5	
community			Rubycon Corp.	persons	10	9	7	
	Improvement of the environment around	Cleaning activities	Rubycon Corp.	cases	6	1	3	
	the worksites		Rubycon Corp.	hours in total	95	70	55	
	Promotion of arts, culture & sports	Cooperative contribution	Rubycon Corp.	thousand yen	317	387	213	
	Exchange with local communities	Guided plant tour	Rubycon Corp.	persons	121	51	31	
	communities	Facilities rented	Rubycon Corp.	hours	8	4	0	
		Number of attending events	Rubycon Corp.	persons	51	34	40	
	Community development & social	Visiters to clock museum	Rubycon Corp.	persons	2,511	1,805	1,565	
	welfare	Contribution to local economy	Rubycon Corp.	thousand yen	416	167	234	
		Contribution to local organization	Rubycon Corp.	thousand yen	340	415	412	
Environmental Conservation	Total energy consumption	Non-renewable energy source	Rubycon Corp.	TJ	117	128	109	302-1
Conscivation			Rubycon Group Co.s in Japan	TJ	1,935	2,102	2,105	
		Renewable energy source	Rubycon Corp.	GJ	0	0	0	
			Rubycon Group Co.s in Japan	GJ	267	268	258	
	Total electricity consumption	Total	Rubycon Corp.	GWhr	11.4	11.7	11.0	302-1
			Rubycon Group Co.s in Japan	GWhr	173.8	195.1	200.2	
	Greenhouse gases discharged	Scope 1	Rubycon Corp.	kt-CO2	0	0	0	305-1
			Rubycon Group Co.s in Japan	kt-CO2	0	0	0	
		Scope 2	Rubycon Corp.	kt-CO2	6.08	6.27	5.35	305-2
			Rubycon Group Co.s in Japan	kt-CO2	21.37	20.24	19.54	
	Water used		Rubycon Corp.	million m <sup>3</sup>	5.8	4.8	4.7	303-1
			Rubycon Group Co.s in Japan	million m	23.8	23.8	25.4	
	Waste water		Rubycon Corp.	kt	5.8	4.8	4.7	306-1
			Rubycon Group Co.s in Japan	kt	36	37	40	
	Discharged industrial	waste	Rubycon Corp.	t	368	273	177	306-2
			Rubycon Group Co.s in Japan	t	1,717	1,544	1,314	
	Final landfill of industr	ial waste	Rubycon Corp.	t	0	0	0	306-2
			Rubycon Group Co.s in Japan	t	0	0	0	
	Release of PRTR-	into air	Rubycon Corp.	t	0	0	0	305-7
	listed substances		Rubycon Group Co.s in Japan	t	0	0	0	
		into water	Rubycon Corp.	t	0	0	0	306-1
			Rubycon Group Co.s in Japan	t	0	0	0	
		Total	Rubycon Corp.	t	0	0	0	
			Rubycon Group Co.s in Japan	t	0	0	0	
	Harmful atmospheric p	I	Rubycon Corp.	t	0	0	0	305-7
	Discharged substances with	SOx	Rubycon Corp.	t	0	0	0	305-7
	atmospheric impact	NOx	Rubycon Corp.	t	0	0	0	
	D: 1	Soot and dust	Rubycon Corp.	t	0	0	0	
	Discharged substances with	COD	Rubycon Corp.	t	0	0	0	
	water quality impact	Total phosphorus	Rubycon Corp.	t	0	0	0	
	Environmental	Total nitrogen	Rubycon Corp.	t	0	0	0	
	accounting	Capital investment (total)	Rubycon Group Companies	million yen	141.62	42	0	
		Expenses (total)	Rubycon Group Companies	million yen	9.5	5.6	0.0	
		Economic benefits	Rubycon Group Companies	million yen	0.91	0.57	0	
Compliance	Number of requests fo	or consultation received by corporate ethics window	Rubycon Group Companies	cases	4	5	6	

## **Security of Product Safety**

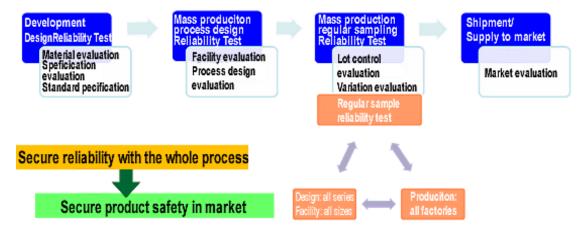
We closely check compliance and non-use of banned substances in planning phase of product development, in order to secure product safety.

We also describe safety instructions in our catalog and delivery specifications.

We perform reliability tests with various processes to secure safety of products to be manufactured.

We conduct reliability tests in various phases, including process design phase to secure correct materials, specifications and production conditions. During the mass production phase we check reliability of all products through regular sampling, also during the product development and planning phases. Such tests include reliability and the general process is confirmed in addition to safety, so as to maintain the reliability of Rubycon products.

We are striving to supply safe and reliable products now and in the future.



## Response to Product Accident and Failure

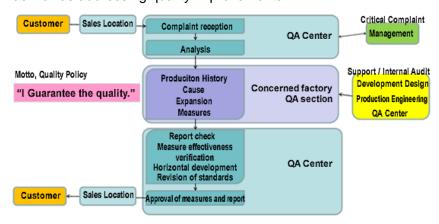
Quality Assurance Center (QA Center) receives complaints and investigation requests for accident and failure from customers through each sales office.

QA Center uses special equipment for the primary investigation of returns and notifies complaint information to the concerned factory on the current day. Then the center starts investigation of production record and the root cause of the failure.

Quality Control Section in the concerned factory performs expansion estimation and prepares measures to report to QA Center. QA Center reports the measures to each customer.

QA Center further performs validation and horizontal development of the measures through internal audit, so as to confirm the change.

Under the motto "I guarantee the quality," all of Rubycon's members are aiming to win customer satisfaction as well as addressing quality improvements.



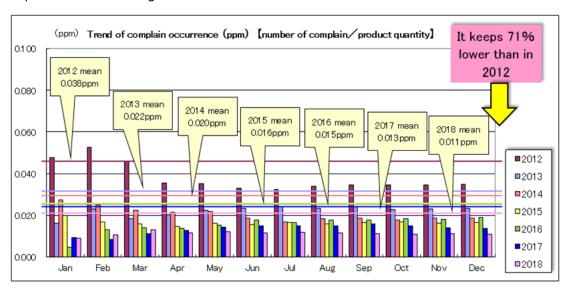
## C0C: Claim 0 Campaign

We accept every complaint from customers with sincerity in order to improve customer satisfaction and quality related with product safety.

We have started quality improvement activities as the manufacturer responsible for our products, so as to attain our goal "Claim 0."

We started Claim 0 Campaign (C0C) in May, 2012.

In the result of the seventh year, 71% reduction in the complaint rate (number of complaints/output) has been kept. We are addressing to C0C activities to attain "Claim 0."



## **Factory recognition commendation**

In 2018, we received factory awards from two major customers.

#### Quality Improvement Project Award

Awarded by Automotive Procurement Center

of Panasonic Global Procurement Company

Awarded for: Fukushima Rubycon Inc. Manufacturing Group II,

Rubycon Corporation Main Factory

Rubycon Indonesia

#### **Quality Honor Award**

(Honor of no complaints for four consecutive years)

Awarded by Hirose Plant of Toyota Motor Corporation

Awarded for: Manufacturing Group II,

Rubycon Corporation Main Factory





We will continue our efforts on review of work procedures, activities to prevent recurrence (C0C), and preventive measures, with the aim of further improving the quality of Rubycon group companies and product.

#### ISO/IATF Audit and Internal Audit

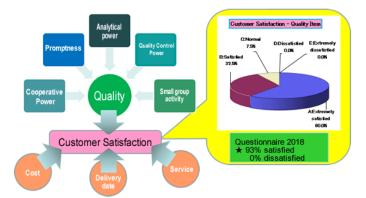
We have acquired ISO9001, IATF16949, ISO14001 and OHSAS18001 are engaged in production activities based on internal regulations and standards.

As well as receiving audits by third-party organizations in order to confirm whether the production activities are conducted firmly in accordance with the standard requirements, we are also promoting interconnection among various sections in the company and working on improvement of mutual levels, by conducting internal audits by the auditor team whose representatives are selected from each division.

#### Improvement of Customer Satisfaction

We have the quality policy of "manufacture to win customer satisfaction" that provides customers with relief and trust through 5 pillars of cooperation power, promptness, analyzing ability, quality control ability, small group activities. We are addressing Customer Satisfaction through quality to contribute to the society and the future.

We conduct customer questionnaire every year including cost, delivery and service as well as quality, so as to improve customer satisfaction.



#### **Green Procurement**

We are purchasing materials, parts and components for Rubycon products from partners who are proactively reducing environmental burdens and addressing to reduce substances in the "Environmentally-controlled Substance List," and observing statutes and social norms of each country.

We will continue such activities in the future.

#### **Control of Banned and Hazardous Substances**

We have specified our "Banned and Abolished Substance List" for banned and hazardous substances and are continually updating it according to customers' requirements of green procurement including RoHS and REACH regulations.

We have a check system for RoHS regulated substances in material reception stage through regular XRF analysis for samples and inspection of high-precision analysis data.

We also have a material tracing system to prevent reception, incorporation and contamination of banned and abolished substances. In the system, a barcode is used to identify all materials under cooperation of suppliers to establish material traceability. We have a database to trace material information within 24 hours to prevent environmental defects from being released.

We are continually striving for preserving the comfortable environment with the catchphrase "I preserve the globe.

## **Compliance Training**

We conducted in-house training for competition low compliance.

General employees training in Apr-Sep.2018: 1,218 attended

(Headquarters: 454 and affiliates: 764)

Sales Training in. Nov.2018: 91 attended

(Headquarters: 44 and affiliates: 47) Training in Dec.2018: 10 attended

Executive Training in Dec.2018: 10 attended Managers Training in Dec.2018: 40 attended



## Reduction of Environmental Burden

## **Energy Saving**

Rubycon has been designated as a specific proponent according to the Act on the Rational Use of Energy in 2010, and have been addressing to annual energy saving rate more than 1%, working on measures of saving energy of lighting, air-conditioning, and production equipment.

Energy saving achievements in recent years are as follows:

Year	Energy Saving Result
2015	1.2% decreased
2016	5.4% decreased
2017	2.4% decreased
2018	12.8% decreased





Running status of circulating roof spray system

#### **Reduction of CO2 emission**

We strive to achieve annual 1% reduction of CO2 emission.

Achievements in recent years are as follows:

Year	Emission	% change v. previous year
2015	6,171t-CO2	1.7% increased
2016	6,078t-CO2	1.5% decreased
2017	6,267t-CO2	3.1% increased
2018	5,352t-CO2	14.6% decreased

We achieved size & weight reduction and performance improvement of our products through R&D to respond to customers requests. We continue further improvement in size reduction to reduce CO2 emission and contribute on energy conservation.

#### **Promotion of Recycling**

- 1. Waste Vinyl
  - We maintain 100% recycling of waste vinyl
- 2 Paper

We are working to recycle paper and reduce the amount of paper that is treated as combustible materials. The current recycling rate is 54%.

3. Miscellaneous

We are committed to recycling by thoroughly sorting waste. We aim to achieve zero emissions.

## PRTR (Pollutant Release and Transfer Register)

We prepare annual report according to the PRTR Act. The achievements in recent years are as follows:

Year	Transferred amount
2014	180kg
2015	130kg
2016	139kg
2017	240kg
2018	260kg

## Reduction of waste generation

We are working on the reduction of waste generation. Recent achievements are as follows:

Year	Amount of waste
2014	334 tons
2015	344 tons
2016	368 tons
2017	272 tons
2018	177 tons

## **Environmental Clean-up Activity**

We, at Rubycon, are operating research, development and production in natural blessings. As expressed with our environmental catchphrase "I preserve the environment," we are continually striving for cleaning on and around our premises by preserving nature, in order to make visitors comfortable.



#### << Voices >>

Participation in Environment Clean-up Activity / Takeo Kinoshita, Sample Group of Manufacturing Department



Our company is in a beautiful natural environment surrounded by many flowers and trees, where we work.

I began participating in clean-up activities in the hope that we could be of some help in maintaining this blessed environment.

We wipe off the dust and dirt in the hallways, on walls and glasses, or other places that we don't usually clean. Also, I think we can create a clean workplace by thinking about the cause of dirt and improving it.

It's a small thing we can do, and I will continue to participate in the clean-up activities.

## **Human Right Protection, Labor Practices**

## **Respect of Human Rights**

Our employee regulations specify equal opportunity such that employees are not discriminated by their nationality, religion, sex or social position.

These regulations also specify strict compliance of "prohibition of forced labor", "prohibition of inhumane treatment", "prohibition of child labor", "restriction of dangerous and harmful work" and "restriction of dangerous and harmful work for pregnancies" as stipulated by law. We are further addressing "control of working hours" to prevent overwork.

We have also formally participated in UN Global Compact proposed by the UN in October, 2011, and put up our original poster in each of our departments including our group companies and overseas distributors in order to comply with the 10 rules.

We are thoroughly instructing the importance to respect and cooperate with each other for pursuing work through personnel training courses described below.

## **Human Resource Development**

## **Employee Training**

sections.

#### << Hierarchy Courses >>

Intensive training for 10 days is provided to fresh recruits to build up basic skill as an employee of Rubycon. Group discussion over hours is included to fully communicate each other.

Afterwards, all newly hired employees will conduct hands-on training at the manufacturing site for half a year to acquire the basics of monozukuri, and then will be assigned to the intended

Intensive Fresh Recruit Training (April, every year)



Fresh Recruit Follow-up Training (at 6 to 12 months from employment)

Fresh recruit follow-up training is provided at a certain period after assignment. In the training, each trainee reviews his or her acts in the initial period to determine the extent of accomplishment of the target set at the time of employment, and sets a new target for the next step.

Young Employee Training (4th or 5th year after employment)

This training is provided to motivate each young employee to proactively expand his or her work scope beyond his or her duty, so as to grow into mid-level employee.

 Class 1 Employee Qualification Training (for mid-level employees 7-10 years from employment)

We have an ability-based grade system, and Class 1 employee corresponds to mid-level employee. This training is aimed to improve awareness of responsibility as mid-level employee, so as to pursue work in wider viewpoint.

Beginning Supervisor Training (for beginning chiefs, leaders and managers)
 We provide beginning management with training of role and responsibility of management, labor management, understanding of Company counts, goal setting, and communication with staff.

• Beginning Management Training (for beginning general managers)
We provide beginning management with training of role and responsibility of management, labor management, understanding of Company counts, goal setting, and communication with staff.

#### << Language Courses >>

#### · English Course

We provide primary English course every week to develop global persons with external native speaking instructors. Also, a TOEIC certification examination is held at the company once a year to self-evaluate own English skills.



#### · Chinese Course

Employees of Chinese origin teach Chinese to other employees once a week, since Chinese market is huge and attractive for us.



#### << Correspondence Courses >>

• We update the brochure for correspondence courses every year so as to promote self-development of each employee. We prepare e-learning courses compatible with smart phone and tablet, so as to establish environment for easy learning.

We have further compulsory courses as a promotion requirement for comprehensive-work employees.

#### << Other Professional Courses>>

· Mental Healthcare Course

We believe that physical and mental health of employees is the first step to create dynamic workplace. Then we invite an instructor from Nagano Industrial Health Promotion Center or else once every few years to hold mental healthcare course.

Telephone Manners Course

We have telephone manner training for personnel with frequent telephone response each year. Such personnel participate in a telephone manners competition.

4 employees participated in the contest in Ina and Komagane area last year, and one of them won the second place with a right to participate in the prefectural competition. She demonstrated her performance backed up by her exercize as well there.



Ina and Komagane area
District Tournament Contestant

## **Creation of Comfortable Workplaces**

## **Child-raising and Nursing Care**

#### **Establishment of Child-raising and Nursing Vacation Regulation**

We have "Child-raising and Nursing Vacation Regulation" complying with the Child Care and Family Care Leave Act. Many of our employees use child-raising vacation to return to work.

To support child-raising, employee raising a child up to the first grade of primary school can select working hours 2 hours shorter than regular at most.

#### **Establishment of Healthcare Vacation**

Healthcare vacation system is our original one to accumulate annual paid holidays not used up to 10 days for a year with the retention of 2 years at most. This system helps need of long cure due to accident, injury or disease.

### **Hourly Paid Holiday**

We also have an hourly paid holiday system in which an employee can have hourly holiday up to 3 days in a year. It is useful for late attendance or early leaving due to going to a hospital for one's own or a family's sake.

#### **Acquisition of Kurumin Mark**

We have been addressing to the next-generation development support, and approved Kurumin Mark by Nagano Labor Bureau on August 29, 2008 according to the Act for Measures to Support the Development of the Next Generation. We have been awarded the second approval in 2015 for the activities conducted between 2011 and 2015.



#### **Mothers' Meeting**

We gather female employees in child-raising vacation and working raising children, so as to exchange child care information. It is a good opportunity to consult childcare problems.

## Occupational Health and Safety

We carry out various activities toward "Creating a healthy and comfortable workplace". As part of such efforts, we maintain "OHSAS 18001" certification, an occupational health and safety management system. In improvement activities, we are working to raise awareness of employees' occupational health and safety.

- Health and Safety Committee meetings (12 times a year)
- Health and safety Patrols (Twice a year)
- Health and safety patrols [Factory] (6 times a year)
- Patrol of Occupational Environment by Health Representative (Weekly)
- KYT Activity (Once a year) "Kiken Yochi Training" meaning the foreseeing danger situations training.
- Hiyari-Hatto Proposal Activity (Once a year)
- Internal Health & Safety Audit (Once a year)
- Factory Environment Survey (Twice a year)
- Office Environment Survey (Twice a year)
- · Stress Check (Once a year)
- VDT (Visual Display Terminals) Operation Survey (Once a year)
- · Risk Assessment and Improvement Activities
- Young Drivers Club Activities
- · Disaster Drill
- · Safety and Health Education



Photo of Disaster Drill

#### **Address to Mental Healthcare**

As described in the section of professional training, we provide mental healthcare training with external instructors.

We take appropriate actions for persons of mental disorder in cooperation of personnel section, company nurse and company doctor.

#### **Health Consultation**

Company nurse picks up 3 to 4 persons every month from long-hour workers and employees with findings in medical check, to consult company doctor on monthly visit.

#### **Stress Check**

We conducted a stress check with the scope of all emp-loyees in October 2018. 375 employees took the examination of stress check, and several of them chose to take an interview with industrial doctors. The company-wide health risk was almost at the national average level.

### **KYT (Danger Prediction Training) activities**

KYT activities are conducted at each section of the company once a year, by having section members think about what kind of dangers exist in the workplace, decide important issues among them to work on, study how to resolve them, and set the goals by when to resolve them.

By doing it, we encourage them to have a habit looking around for searching potential dangers in the workplace.

#### Hiyari-Hatto(Near miss) suggestion activities

Hiyari-Hatto (near miss) is literally "a thing that makes you feel emotion of fear in an unexpected event" by a step before a serious accident.

Heinrich's is one of the empirical rules, and the content is that there are 29 minor accidents and 300 near-miss incidents (hiyari-hatto) exist behind one serious accident. According to such rule, we collect from each section reports about such incidents once a year, and take appropriate measures to eliminate risk of accidents.

### **Baseball Team Activities**

Rubycon's soft baseball club, one of the most powerful teams in the prefecture, has been very active although with only 12 members.

They achieved remarkable results in 2018, e.g., they won the best 4 position at 73rd Emperor's Cup Nagano Prefecture Tournament, the best 8 position at 73rd National Sports Festival Nagano Prefecture Tournament, and the championship at 63rd Central Japan Toshi-taiko Baseball Competition Nagano Prefecture Tournament.

We expect that they keep up their best as a representative of the community.



## **Labor-management Council**

We have labor-management council with labor union of the company, for the common purpose of "development of company and happiness of employees.

The council is held as necessary at any time to find resolution through discussion, including the regular "Spring Labormanagement Negotiation" in every spring.



## **Summer festival**

We co-host summer festival together with the labor union, in the time of Ina-matsuri Festival in August. Section managers make food and drinks to serve to employees, and the union organized an entertaining event to liven the atmosphere up. We had a big lottery this year, and it was more exciting than usual.







<< Voices >>

Participation in Summer Festival / Hideyuki Sumida, Design Department

I participated in the summer festival with my family for the first time

My son was first overwhelmed by a lot of people and the crowd, but soon he was engrossed in the game at the food stall and seemed to enjoy himself. He was so happy that he won a prize in the lottery that he asked "Aren't we going to the festival?" on many weekends afterwards.

My whole family is looking forward to the next summer festival.

## **Bus Tours hosted by the Labor Union**

As part of welfare programs, we hold several bus tours a year for employees. Destinations are various, including cultural heritage, factory tour, theme park, etc. Normally about 40 people participate in a tour. By doing one day activity together with people in other departments who are less involved in daily work, it helps revitalize communication beyond the fences between departments.







October 1, at Tokyo Skytree (tower)

## **Participation in Community and Development**

## **Social Contribution Activities**

## Acceptance of Internship and factory tour

In the view of social service and youth development, we accept the requests of internship for students of junior high-school, high-school and university, businesspeople and disabled people as much as possible. Such requests are increasing year after year, and we are going to accept to the utmost extent.

《Track Record of Internship and Factory Tour in 2018》						
Month	Subjects	Head- count	Duration			
March	Children of employees who are entering Primary School (Tour)	11	1 day			
May	Student of Harutomi junior high school (Internship)	1	3 days			
May	Student of Minami-Minowa junior high school (Internship)	1	2 days			
May	3rd-grade students of high schools in Kami-ina area (Tour)	20	1 day			
August	Students of Komagane industrial high school (Internship)	2	2 days			
September	Students of Ina-Tobu junior high school (Internship)	2	2 days			
October	Student of Ina junior high school (Internship)	1	2 days			

#### Participation in Clean-up Activity around Tenryu River Area

We are participating in clean-up activities around Tenryu River Area (Tenryu River Environmental Picnic) every year to cooperate with community residents, as a part of Local Beautification Activity. The activities work as parent-child communication, as children of employees participate in them.



#### Promotion of local firefighting activities and Japanese Red Cross Service activities

We promote cooperation with and participation in community activities. Local firefighting activities and local Red Cross service activities are especially important for local active disaster prevention and local welfare. We treat absence due to participation in such activities as paid holidays.

#### Participation in Ina-matsuri Festival

We participate in Ina-matsuri Festival every year with a dancing team, as one of regional contributions.

The dancing team performs powerful dance in gratitude for the community, in order to encourage the festival.



#### << Voices >>

Participation in Ina Matsuri Festival / Koki Fujibe, Production Engineering Group



I participated in Rubycon dance team last year.

It was my second participation, and it was an opportunity trying the Dragon Dance with a year blank. I had a hard time learning the choreography because I was working at Seibu Rubycon as a helper, and I could have participates in the lesson only once.

On the day of the Ina Festival, I was able to dance all right thanks to my own personal training. I would like to paticipate again this year and promote lively Rubycon by interacting with people from other departments and local communities through Ina Matsuri Festival.

## Contribution to revitalization of community

#### **Tonouchi Clock Memorial Museum**

Approximately 250 mechanical clocks mainly from Europe in the 18th to 19th century are exhibited at the Museum, all of which are still counting time. Deceased Mr. Teruo Tonouchi used to wish that people sympathize with the passion for the science of the predecessors and children foster interest in science through complicated mechanical clocks, and wish to give some help to improve regional culture. The museum was built with such his wishes, and it is quietly standing in a grove in which more than 1,000 rhododendrons were planted.

The clock museum that is maintained with the consideration to the preservation of natural environment, and that with the carillon's bell ringing in the forest, is a well-known cultural facility of the area.



#### **Tonouchi Memorial Park**



In the park within the Company campus, more than 100 cherry trees were planted, of which majority are turmeric cherry trees carried from Yuri-honjo City of Akita Pref., and as well some red peony cherry blossoms and weeping cherry trees.

It has been open to the community and has become a place for relaxation.

#### Lending the baseball stadium

We have a Rubycon stadium equiped with lighting for night games. While the company baseball team is away from hometown due to expedition or else, the stadium is open to community. It is used by various organizations, including local youngstars baseball team practices.



## Major Performances in 2018 and Goals and Plans in 2019

Major Item	Minor Item	Goal and Plan in 2018	Major Performances in 2018	Goal and Plan in 2019
	CSR Management	Policy to comply with EICC Code of Conduct, Support of	Submitted COP to the headquarters of UN Global Compact on July 14, 2018	
overnance	Interaction with Stakeholders	10 rules of UN Global Compact, and develop them to business activities	Declared our policy to comply with EICC Code of Conduct and support of 10 rules of UN Global Compact on Rubycon Website.	To promote priority themes in the group
Corporate Governance	Corporate	Promotion of transparent management	Made out CSR Report 2018 and published on our website including Code of Conduct.	Creation of CSR report and publication on our website. Compliance training to continue at all divisions of
J	Governance	Improvement of compliance and internal control	Compliance training was extended to all divisions.  Internal Audit was conducted at 22organizations of Rubycon group companies.	Continue at an artificial the company. Continuation of internal audits.
	Respect of Human Rights / No Discrimination	Promotion of human rights enlightenment	Human rights education was conducted to all employees in the CSR training.	Promotion and continuation of human rights enlightenment activity
			Performed Chinese and English language courses once a week.	
	Human Resources Development	n Resources Improvement of employee opment training	April 2018: Conducted by management training on management system and personnel system for managers.  August 2018: Conducted by an outside lecturer training on mental health.  October 2018: Conducted skill-up training for 20 mid-level employees.  March 2019: Conducted by a Certified Social Insurance and Labor Consultant the practical training on "work style reform".	Improvement and performance of training program
			4 employees participated in the telephone manner contest in September, and one of them won the 2nd place (ability to participate in the prefectural convention). She won the excellent award at the prefectural convention as well.	
	Support to Work Diversity	Continued employment according to motivation and ability of each retired employee	Continuance of extended employment system	Revision of extended employment system
oor Practices		Support to childcare	Support for employees who wish to extend childcare leave.	Expansion of reduced working hours for childcare
uman Rights / Labor Practices		Measures for lifestyle diseases	Health consultation	Continuation of health consultation
Humar			Risk assessment and improvement activities (monthly review by safety and health committee)	
	Safety and Health	Promotion of safety and health in workplace	Performed safety and health patrols in the National Labor Health Week and the National Safety Week twice in a year, together with indoor environment clean-up activity, evacuation drill, sheet-belt use rate survey.	Continuation of workplace safety and health activity
	of Employees	To obtain OHSAS18001 certification	We passed the OHSAS 18001 maintenance examination in January 2019.	
		Activation of internal circles	Rubycon's soft baseball club, one of the most powerful teams in the prefecture, has been very active although with only 12 members. They achieved remarkable results in 2018, e.g., they won the best 4 position at 73rd Emperor's Cup Nagano Prefecture Tournament, the best 8 position at 73rd National Sports Festival Nagano Prefecture Tournament, and the championship at 63rd Central Japan Toshi-taiko Baseball Competition Nagano Prefecture Tournamaent. We expect that they keep up their best as a representative of the community.	Amendment of Labor Regulations
			Summer Festival (held on Aug. 4).	
	Cooperation with Labor Union	Promotion of joint events with labor union	As part of welfare programs, several bus tours a year for employees are managed by labor union. Destinations are various, including cultural heritage, factory tour, theme park, etc. Normally about 40 people participate in a tour. Kamakura walking tour and Tokyo Skytree tour were held, and the participants had a good time by deepening the exchange among employees in 2018.	Continuing promotion of joint events with labor union
			Held labor-management council regularly to exchange opinions and to share information.	

## Major Performances in 2018 and Goals and Plans in 2019

Major Item	Minor Item	Goal and Plan in 2018	als and Plans in 2019  Major Performances in 2018	Goal and Plan in 2019
ren				Maintananas all sure th
	Environmental Management	Continuing approval and compliance of ISO14001	To maintain all over the group	Maintenance all over the group
		Management of banned substances and hazardous and toxic	Chemicals control WG to penetrate instructions into the group	Continuing management of banned substances and hazardous and toxic
		materials	Instruction of Green Procurement to suppliers	materials
		Reduction of industrial waste and promotion of recycling	Attained 100% recycle of waste vinyl  Attained 54% recycle of industrial waste A (paper)	Reduction of industrial waste and promotion of recycling
Environment	Environment- friendly Business Process	To reduce energy consumption in convertion per unit consumption by 1% or more compared to the prior year	Achievement in conversion per unit consumption between April 2018 and March 2019 was 12.8 % reduction against the prior year.	To reduce energy consumption in convertion per unit consumption by 19 or more compared to the prior year
		To reduce CO2 emission 1% or more compared to the prior year	CO2 emission between April 2018 and March 2019 was 5,352t-CO2, resulting 14.6 % decrease from the prior year.	To reduce CO2 emission 1% or more compared to the prior year
	Environment- compatible Products	Launch of compact and high-ripple products to help protecting environment	The following series were marketed as miniaturized and high-ripple product: 5 series of non-solid aluminum electrolytic capacitors, 3 series of conductive polymer aluminum solid electrolytic capacitors (hybrid type), and 1 series of electric double layer capacitors. (Upgrade from the existing product is included)	Development of miniaturized products as environment-friendly products
	Risk Management	Risk reduction activities	Conducted risk reduction activities on CSR items.	Continuance of risk reduction activities
		CSR in the supply chain	Sent to suppliers (January 2019) the information "Contact point for reporting from business partners".	To carry out the CSR questionnaire with suppliers.
ses	Fair Competitions and Trades	Compliance in transactions with suppliers	A seminar on the subcontractors protection laws was conducted on February 14, 2018.	Continuing compliance in transactions with suppliers
ractic		Compliance in trading	Reviewed trading examination system.	Continuing compliance in trading
Fair Business Practices		Promotion of	Reviewed security control regulations and performed training and measures.	
Fair Bu	Information Protection and Control	information security control (critical in risk management items)	GDPR response (Conclusion of contracts between European sites and subcontractors providing personal information, creation of information management policies for European sites, review of privacy policies, review of website contents, etc.)	Continuing promotion of information security control
) 	Protection of Intellectual Properties	Protection of company's and others' intellectual property Promotion of anti- counterfeit product measures	Formation of appropriate intellectual property such as acquisition of patent right and trademark right Protection of brands and protection of customers' interests through activities such as eradication of counterfeit go	Continuation of protection of intellectual property and promotion of anti-counterfeit product measures
_	Improvement of product quality/safety	Design considering capacitor safety	Performed FMEA deployments from the past trouble list including safety aspect. Automotive quality was restructured. Operational procedures for automotive requirements were reviewed.	Continuation of registration of the past troubles and FMEA deployment. Promotion of automotive quality improvements.
Consumer Safety and Protection		Promotion of quality improvement in Rubycon Group	Claim 0 Canpaign was conducted. Audit for prevention of recurring problems and long-term support for COC activities were provdied to Indonesia plant.	Continuing promotion of improvement in product quality in Rubycon Group compamies by conducting audit for prevention of recurring problems in COC activities.
Consumer	Product Accident/Failure Plan	To reduce number of days to deal with defect reporting and to promote prompt actions.	The target within 6 days of reporting was maintained. The emergency reporting system was maintained.	Continuing reduction of number od days to deal with defect reporting. To maintain the emergency reporting system.
	Improvement of Customer Satisfaction	Customer satisfaction survey	Conducted a questionnaire to major customers on quality, time of delivery, price and service. Attained 93% of customer satisfaction in quality, and the "Complete Satisfaction" was 67%.	Continuance of customer satisfaction survey
nunity			An environmental picnic in the Tenryu River aqueous system was held on May 19, and about 60 Rubycon employees participated for garbage collection activities in the Tenry River basin.	
nity / Comi ent		Promotion of social service in each location	40 employees participated in Ina Matsuri Festival (Aug. 4).	
mmur 3lopm	Social Service Program		Continued public exhibition of Tonouchi Memorial Museum.	Continuing promotion of social service activities in
Participation in Community / Community Development	Frogram	Promotion of local fire fighting activity and Japanese Red Cross activity	Handled all of the activities as special paid holidays.	each location
Part		Acceptance of internship	Accepted 9 persons (including students, business people and handicapped) for internship.	

 $\ll$ MEMO $\gg$ 

