

# AGC Group's CSR

For the AGC Group, the pursuit of its group vision **"Look Beyond"** represents the fulfillment of its CSR. We regard it our mission to **"Look Beyond"** to make the world a brighter place.

In accomplishing this mission, all employees of the AGC Group are encouraged to take action based on the Group's shared values of "Innovation & Operational Excellence," "Diversity," "Environment," and "Integrity." We would thereby like to achieve sustainable growth as a socially trusted corporate group. As a declaration of our commitment to achieving this target, we have formulated the AGC Group Charter of Corporate Behavior, as shown below.

## **AGC Group Charter of Corporate Behavior** (Established on June 1, 2007)

The AGC Group strives to be a company trusted by all its stakeholders, a company that meets the expectations of the world business community to grow and develop responsibly, and a company that significantly contributes to a healthier global society. We in the AGC Group will achieve these goals by practicing the following principles that are based on our shared values of **"Look Beyond"**.

### **Integrity: Sincere Behavior**

1. The AGC Group will develop and provide useful goods and services of superior quality, while giving due consideration to safety and the environment, and will strive for customer satisfaction and loyalty.
2. The AGC Group will understand and comply with applicable laws and regulations in the countries in which it does business.
3. The AGC Group will promote fair trade and conduct its operations in accordance with the principle of fair competition and all applicable laws and regulations. The Group will support the development of appropriate competition laws.
4. The AGC Group will maintain sound relationships with government agencies and other responsible organizations. The Group will not support organizations that threaten the order and security of society.
5. The AGC Group will properly manage and safeguard its own proprietary information, intellectual property, and other assets and will respect the property rights and interests of its customers and other business partners.

### **Environment and Safety: With Due Consideration**

6. The AGC Group regards environmental conservation as an essential responsibility of global citizens and will proactively contribute to the development of a sustainable society.
7. The AGC Group will seek to implement technological innovations and new product developments that reflect due consideration for the environment and will participate in ongoing activities to preserve the environment and safety and security at work.
8. The AGC Group will maintain its workplaces with a proper regard to occupational health and safety for the people related to the business activities of the Group.

### **Diversity: Respect for People**

9. The AGC Group will respect cultural diversity in race, ethnicity, religion, language, gender, and background.
10. The AGC Group will respect people's diverse capabilities and personal dignity in the Group's business activities and will create fair and open environments at its workplaces without discrimination.
11. The AGC Group will not engage in forced labor or child labor and will not tolerate infringements of human rights.

### **Harmony with Society: From "Responsibility" to "Reliability"**

12. The AGC Group will strive to be a trusted corporate citizen, fulfilling its responsibilities to the communities in which it does business.
13. The AGC Group will build productive and proper relationships with business partners and encourage them to adhere to business principles consistent with its own.
14. The AGC Group will communicate responsibly with customers, local citizens, shareholders, and other members of society by disclosing information in a fair and appropriate manner.

The management of all AGC Group companies, recognizing that it is their responsibility to realize the spirit of this Charter, will take the initiative to achieve an understanding of the Charter within all Group companies and the companies with which they do business. We will pay attention to the voices of our stakeholders, both internal and external, and promote the development and implementation of systems that will enhance ethical corporate behavior under the vision **"Look Beyond"**.

In the case of any behavior contrary to the principles of this Charter, we will work to identify the cause and prevent a recurrence, making it clear to those inside and outside Group companies that the situation is being addressed diligently. We will take appropriate corrective and disciplinary actions when necessary.

# CSR Activities based on "AGC Group Charter of Corporate Behavior"

## ■ Integrity: Sincere Behavior

### Compliance

The AGC Group is committed to increasing the fairness and transparency of its business operations, regarding strict compliance as the basis for Our Shared Value, Integrity, and as a premise for its sustainability as a corporate citizen.

### Quality and Customer Satisfaction (CS)

The AGC Group is committed to improving quality in every aspect of its business operations by implementing process reform to improve the quality of its products and services in order to increase customer satisfaction and by changing employee's ways of thinking based on the idea of incorporating the concept of CS into each employee's daily work processes.

## ■ Environment and Safety: With Due Consideration

### Environmental Activities

The AGC Group, being fully aware of the high environmental impact of its operations, regards the environment as one of its most important management priorities, and all Group companies are committed to contributing to developing a sustainable society.

### Occupational Health & Safety

Based on the management's principle that "no production should be operated without assurance of safety," the AGC Group is ensuring occupational health and safety at its production sites by applying its Occupational Health & Safety Management System (OHSMS) and securing the equipment's safety.

### Industrial Safety & Security

The AGC Group has been implementing measures to minimize the damage caused by accidents. Specifically, we are trying to prevent contingencies (accidents and natural disasters) and to promptly and appropriately take action in the case of actual occurrence.

## ■ Diversity: Respect for People

### Employee Satisfaction (ES): Employee Job Satisfaction and Pride in Accomplishment

The AGC Group relies on the capabilities of its employees as a basis of increasing its corporate value and improves its work environment to enable all the employees to work with satisfaction and pride in their daily operations and to share mutual respect based on the value of diversity.

## ■ Harmony with Society: From "Responsibility" to "Reliability"

### Community Relations

The AGC Group is engaged in a variety of community relations, including support of academic and research activities and education as well as community activities in Japan and overseas with the aim of contributing to further enhancing a healthier society as a responsible corporate citizen.

### Communication

The AGC Group actively and appropriately discloses its corporate information in a timely manner so as to maintain sufficient communication with its stakeholders. Such frequent communication helps us incorporate their opinions and requests into our CSR-related activities and achieve their understanding and support of our activities.

For more details,

see  
**AGC Group  
CSR Report 2009**

Asahi Glass CSR Website  
<http://www.agc.co.jp/english/csr/>

