

**AGC Report 2012**  
CSR Information Supplement

The page features a large white diamond shape pointing to the right, set against a green background. At the bottom left, there are three overlapping diamond shapes: a large green one, a medium green one, and a small blue one, all pointing upwards and to the right.

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## Vision and CSR

### AGC Group Charter of Corporate Behavior

(Established on June 1, 2007 and revised on May 10, 2012)

Under the Group vision, **“Look Beyond”**, the AGC Group’s mission is to look beyond to make the world a brighter place. With this objective, the Group strives to be a company trusted by all of 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. To this end, the Group has established the AGC Group Charter of Corporate Behavior and acts in line with the following principles.

#### **Integrity: Sincere Behavior**

1. The AGC Group will develop and provide useful goods and services of superior quality, 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 of the countries and regions in which it does business and will respect international norms of behavior.
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.
4. The AGC Group will maintain sound relationships with government agencies and other responsible organizations. The Group will not support any person or group 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 others including customers and 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 pursue technological innovations and new product developments that reflect due consideration for the environment and will participate in 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 its business activities.

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

9. The AGC Group will respect human rights and will operate its business with due regard for the cultures and customs of each country and region in the world.
10. The AGC Group will respect people’s diverse capabilities and personal dignity and will create fair and open environments at its workplaces without discrimination based on race, ethnicity, religion, nationality, gender, disability, or any other legally protected group.
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, employees, and other members of society by gathering their opinions and disclosing information in a fair and appropriate manner.

The managements 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 at the same time, will seek its business partners’ cooperation.

The managements will also promote the development and implementation of systems that the principles stipulated in this Charter can be duly incorporated into the Group’s decision making and implementation.

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.

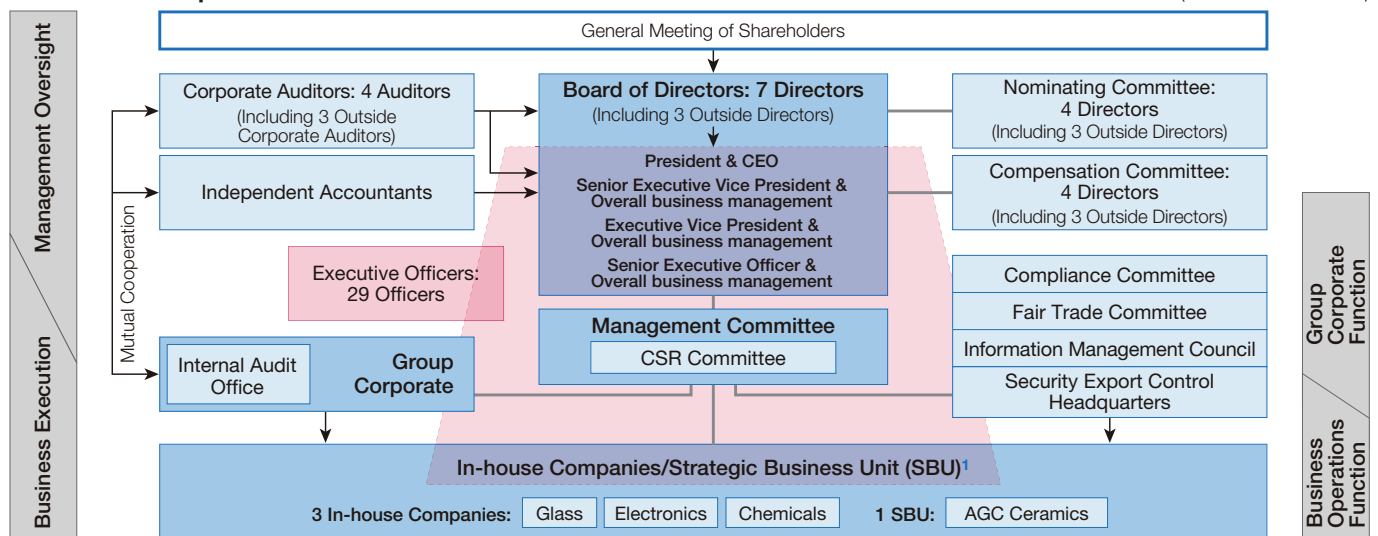
## Corporate Governance

### Attendance Rate of Each Director in Board of Director Meetings

FY	Attendance rate
2009	95%
2010	100%
2011	99%

### Overview of Corporate Governance Structure

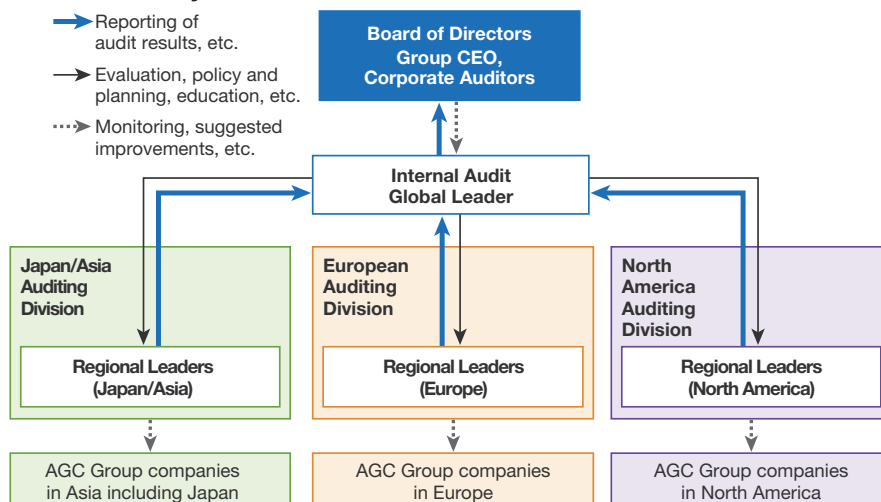
(As of March 29, 2012)



<sup>1</sup> An In-house Company is defined as a business unit with net sales exceeding 200 billion yen which conducts its business globally. At present, there are three In-house Companies: the Glass Company, the Electronics Company and the Chemicals Company. Business units smaller than this are defined as Strategic Business Units (SBUs).

## Internal Audits

### Internal Audit System Structure

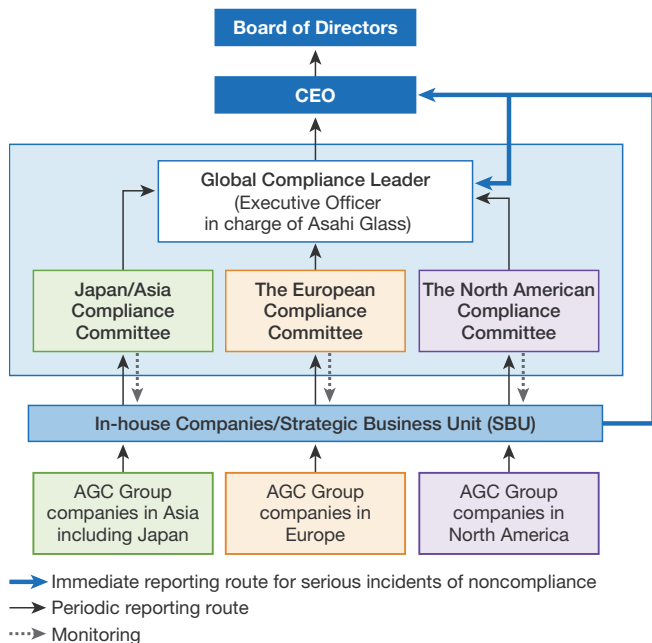


## Compliance

### AGC Group Code of Conduct, Items for Global Requirements

- |  |   |  |
|--|---|--|
| 1. Compliance with laws and company policies and doing business with integrity | 6. Product safety and quality specifications                  | 10. Conflict of interest policy                        |
| 2. Fair competition; compliance with antitrust laws                            | 7. Fair financial reporting                                   | 11. Proper handling of entertainment and gifts         |
| 3. Occupational health, safety and security                                    | 8. Prohibition of insider trading                             | 12. Relationship with politicians and public officials |
| 4. Environment   | 9. Proper handling of company property and respect for others | 13. International trade control                        |
| 5. Respect for human rights  |   |  |

### Global Compliance System



### Submission of Personal Certification on the Code of Conduct

FY	Number of Submissions (percent of total)
2011	Approx. 38,000 (81%)

### Compliance Training Results

FY	Number of employees receiving online training (e-learning)	Number of employees receiving classroom training <sup>1</sup>
2011	Approx. 16,200	Approx. 2,200

<sup>1</sup> Number of employees receiving classroom training directly provided by the Compliance Committees in Asia including Japan, Europe and North America (excluding employee education provided by each Group company)

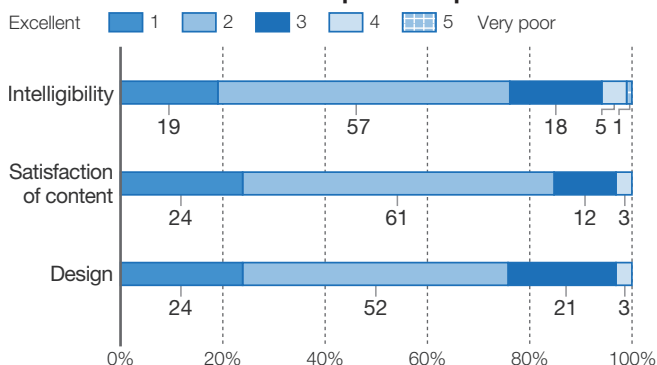
### Help Line Consultations

FY	Number of consultations
2011	461

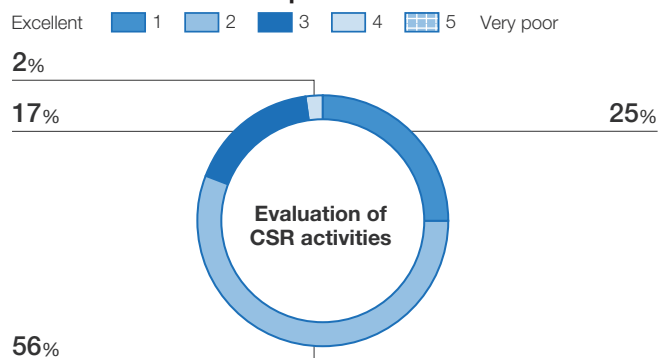
## Opinion through the CSR Report and Website

Responses through the CSR Report 2011 questionnaire: 200 (74 of which came from countries other than Japan) Opinions through the website: 416

### Comments on the AGC Group CSR Report 2011



### Evaluation of AGC Group CSR Activities



## Fundamental Approach to Human Resources Management

### AGC Group “7 Key Principles for People”

AGC Group wishes to pursue these principles as the foundation of our “7 Key Principles for People” to maximize our performance as a truly global corporation.

#### Implementation of “Look Beyond”

AGC Group requires all employees to commit to our Shared Values of “Look Beyond”—Our four Shared Values: Innovation & Operational Excellence, Diversity, Environment, and Integrity.

#### Diversity for Organizational Competitiveness

AGC Group builds teams of diverse people who support our four Shared Values of “Look Beyond” and have the abilities to contribute to organizational competitiveness.

#### Development and Growth

AGC Group encourages employees to grow and provides them with opportunities for self-development.

#### Job Satisfaction and Pride

AGC Group encourages employees to achieve their goals so that they feel a sense of pride and satisfaction in their work.

#### Work Environment and Conditions

AGC Group provides a safe and healthy work environment.

#### Open Communication

AGC Group emphasizes open communication in the workplace to create a better organizational climate.

#### Evaluation, Recognition and Rewarding Performance

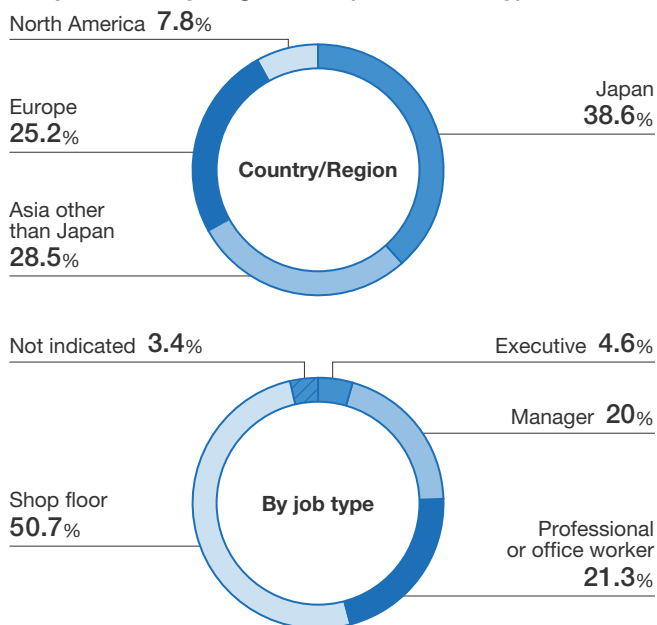
AGC Group evaluates and recognizes employees who contribute to the organization and rewards their contributions.

## Respect for Human Rights and Sufficient Labor Practices

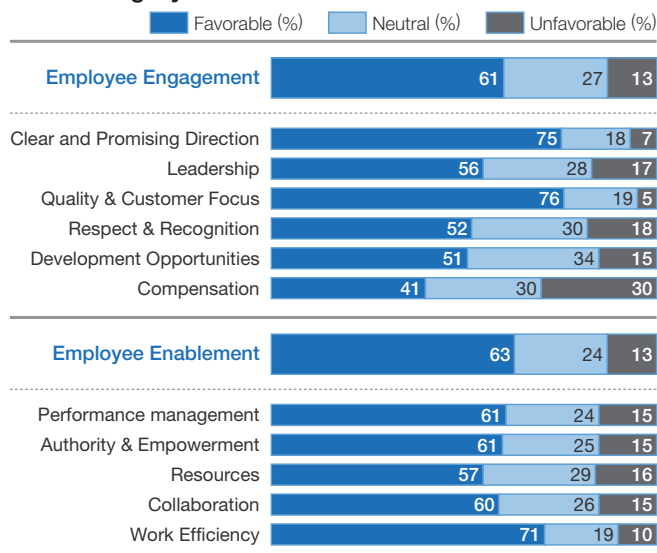
### Respondents of ES Survey

	Eligible employees	Respondents	Response rate
First survey (conducted in July 2005)	9,247	8,435	91%
Second survey (conducted in November 2007)	40,100	31,126	78%
Third survey (conducted in November 2010)	39,055	31,729	81%

### Respondents by Region/Job (3rd ES survey)



### Results of the Third Employee Satisfaction Survey in Each Category



### Commendations Awarded across the AGC Group and Numbers Thereof in FY2011

Type	Number
<b>"Look Beyond"</b> Award	7
Excellent Quality Improvement Plant Award	7
Excellent Cost Reduction Plant Award	6
New Business/New Market Development Award	14
Excellent Business Support Award	18
Technical Innovation & Performance Award	32
KAIZEN Award	14
Enhancement and Transfer Technologies & Skills Award	7
Excellent Safety Plant Award	29
Environmental Contribution Award	6
Diversity Award	4
Integrity Award	1
<b>Total</b>	<b>145</b>

### Total Number of Awards Won

FY	Number of Awards
2009	162
2010	122
2011	145

## Respect for Human Rights and Sufficient Labor Practices

### Employees Taking Childcare/Family Care Leaves (Asahi Glass)

FY	No. of employees who took childcare leave	No. of employees who took family care leave
2007	43 <sup>1</sup> (Including 2 employees taking short-term leave)	5 (Including 1 employee taking short-term leave)
2008	42 <sup>2</sup> (Including 2 employees taking short-term leave)	2
2009	54 <sup>3</sup> (Including 2 employees taking short-term leave)	1
2010	70 <sup>4</sup> (Including 2 employees taking short-term leave)	4 (Including 2 employee taking short-term leave)
2011	63 <sup>5</sup> (Including 3 employees taking short-term leave)	1

<sup>1</sup> of which two employees were male    <sup>2</sup> of which three employees were male    <sup>3</sup> of which three employees were male  
<sup>4</sup> of which two employees were male    <sup>5</sup> of which eight employees were male

### Average Percentage of Annual Paid Leave Used (Asahi Glass)



### Data about the Labor Union (Asahi Glass)

FY	Number of members <sup>1</sup>	Average age	Average length of service
2007	3,880	40.8	19 years and 4 months
2008	3,974	40.1	18 years and 4 months
2009	4,009	39.2	16 years and 11 months
2010	4,230	37.9	15 years and 4 months
2011	4,215	38.1	15 years and 6 months

<sup>1</sup> Asahi Glass adopts a union shop system under its labor agreement.

## Making the Most of Diversity

### Number of Group Employees by Region

(As of December 31, 2011)

Total	Asia including Japan	Europe	North America
50,957	33,056	14,200	3,701

### Number of Employees (Asahi Glass) As of December 31, 2011, excluding those dispatched to other Group companies

Classification		Male	Female	Total	Percentage of females
Managers		1,868	85	1,953	4.4%
Non-managers	E Course <sup>1</sup>	780	98	878	11.2%
	S Course <sup>2</sup>	2,961	60	3,021	2.0%
	C Course <sup>3</sup>	16	499	515	96.9%
	Subtotal	3,757	657	4,414	14.9%
Total		5,625	742	6,367	11.7%

<sup>1</sup> E Course: Applied to employees who will promote business strategies and implement enhancement measures for their departments as key persons

<sup>2</sup> S Course: Applied to employees who will contribute to manufacturing activities by acquiring, improving, and handing down manufacturing technologies and skills

<sup>3</sup> C Course: Applied to employees who will be in charge of conducting clerical work accurately and quickly

## Making the Most of Diversity

### Employee-Related Data (Asahi Glass)

(As of December 31, 2011)

	Male	Female	Total
Average age	40.6	38.3	40.3
Average length of service	17 years and 1 month	12 years	16 years and 6 months
Average overtime working hours	19.8 hours/month (average for members of the labor union)		

### Number of Global Management Staff<sup>1</sup> Recruited from Annually Hired Graduates Designated for Career-Track Positions, E Course (Asahi Glass)

FY	Number of non-Japanese graduates from Japan	Number of Japanese graduates from abroad <sup>2</sup>
2009	3	1
2010	4	2
2011	9	5

- <sup>1</sup> Human resources whose achievement at a global level is expected.  
<sup>2</sup> Japanese who graduated from overseas university

### Proportion of Women Recruited for Career-Track Positions, E Course from Annually Hired Graduates (Asahi Glass)

FY	Proportion of female employees
2009	12.2%
2010	10.4%
2011	20.9%

### Continuous Employment Rate of Retirees (Asahi Glass)

FY	Number of reemployed retirees	Number of retirees	Continuous employment rate
2007	46	126	36.5%
2008	94	159	59.1% <sup>1</sup>
2009	70	176	39.8% <sup>2</sup>
2010	13	117	11.1% <sup>2</sup>
2011	73	132	55.3%

- <sup>1</sup> In April 2008, a new continuous employment system was introduced. As a result, the continuous employment rate increased from the levels in fiscal 2007.  
<sup>2</sup> As a result of implementing a range of employment measures in response to the economic recession that hit the world in the fall of 2008, the continuous employment rate decreased from the fiscal 2008 level in fiscal 2009 and 2010 (non-managers).

### Employment Rate of People with Disabilities (Asahi Glass)

FY	Number of people with disabilities (actual number)	Employment rate
2007	94	1.74%
2008	105	1.95%
2009	104	1.97%
2010	105	1.98%
2011	104	1.94%

## Employee Education

### Number of Users at the Monozukuri Training Center

FY	Number
2009	31,029
2010	29,664
2011	24,259

### Annual Per-capita Training Hours<sup>1</sup> (AGC Group in Japan)

FY	Annual training hours (hours/person)
2009	12.0
2010	10.6 <sup>2</sup>
2011	8.4 <sup>3</sup>

- <sup>1</sup> Training hours include the hours spent in the education on technologies and skills and stratified educational seminars given at the AGC Monozukuri Training Center but do not include the hours spent in the training provided independently by each department or in external training.  
<sup>2</sup> Training hours in 2010 are shorter than in previous years due to efficiency improvements in the educational program for new employees, etc.  
<sup>3</sup> Training hours have been shortened due to the effects of the Great East Japan Earthquake.



## Occupational Health & Safety

### AGC Group Basic Occupational Health & Safety Policy

(Established on February 9, 2001 and revised on March 28, 2008)

The AGC Group will manage its occupational health and safety (“OH & S”) under the policy of “No production should be operated without assurance of safety,” and our leaders will ensure that our OH & S policy should be communicated, understood, and implemented throughout our Group and that all of our employees should be actively involved in the promotion of the health, safety and well-being in our work environment.

We will address any possible issues in occupational injuries and illnesses to achieve continuous improvement in our OH & S performance, based on the following guideline of “Five Axes of OH & S”:

1. We will focus on risk assessments and prevention to make our OHSMS more effective.
2. We will further improve on-site occupational health and safety programs and activities that involve all employees and develop a sustainable OH & S culture.
3. Our leaders will ensure a safe work environment for our employees and foster well-being within our AGC community. We will ensure that OH & S is designed into our equipment and operations, and look for continuous improvement in our work environment.
4. We will implement OH & S activities in all production line activities and ensure compliance. We will provide necessary resources and support to materialize it.
5. We will encourage proactive employee participation in all OH & S activities inspired by open, honest and fair interactions and communications.

### Health Management Policy

(Established on March 1, 2007)

The AGC Group has established the following health management policy to be followed by its employees in conducting their business operations, to continuously create value for the world under the Group vision **“Look Beyond”**

#### Health consciousness

Employees represent one of the most important assets for the AGC Group, and health is one of the most important elements of the daily lives of employees.

#### Corporate support for employee health

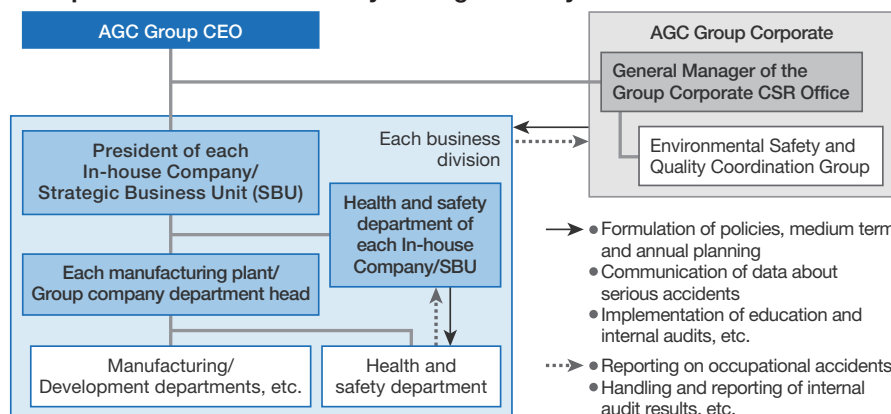
The AGC Group will actively implement measures to maintain and promote the physical and mental health of its employees, thereby supporting them in driving the growth of the Group by fully displaying their individual abilities, and in striving to lead meaningful lives.

#### Self-discipline by employees

Employees themselves must be aware of the importance of their health, and they must maintain and promote their health through self-discipline, taking responsibility for their own health.

**Note** The AGC Group plans to extend this Health Management Policy from Asahi Glass to Group companies in and outside of Japan in the future.

### Occupational Health and Safety Management System



### Number of Plants Obtaining Third-Party Certification for OHSMS

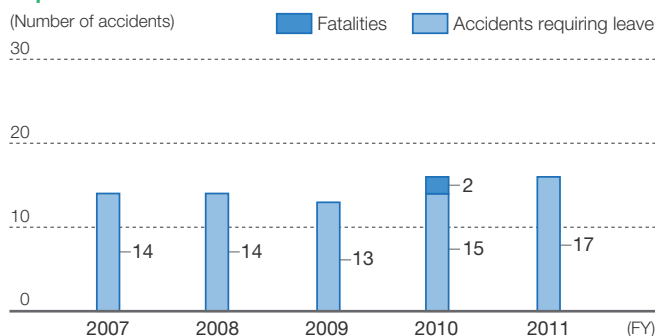
(As of the end of December 2011)

Coverage	Number of certified plants
Asahi Glass	2
Group companies in Japan	5
Group companies in Asia other than Japan	9
Group companies in Europe	67
Group companies in North America	0
<b>Total</b>	<b>83</b>

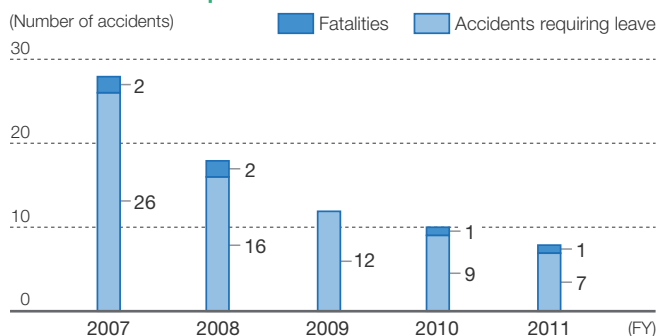
## Occupational Health & Safety

### Number of Occupational Accidents

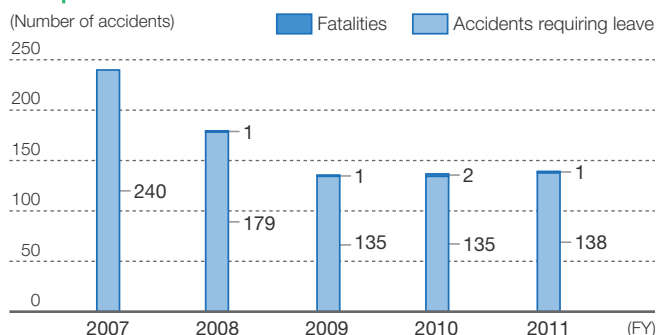
#### Japan



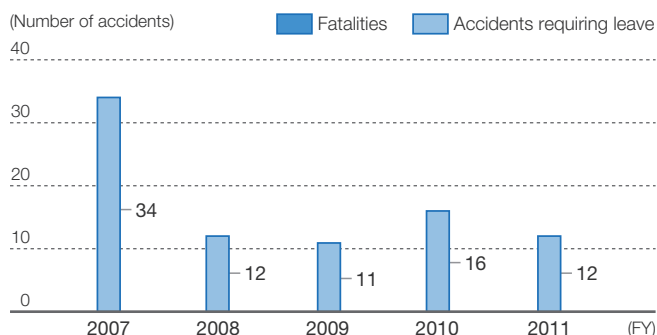
#### Asia other than Japan



#### Europe



#### North America



**Note** The assessment criteria for accidents requiring leave differ among Asia including Japan, Europe and North America, which disables the simple comparison of the numbers of occupational accidents among each region.

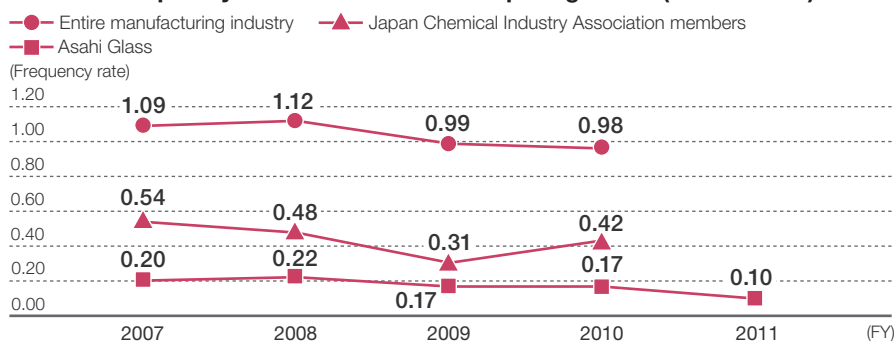
### Number of Occupational Accidents in Fiscal 2011<sup>1</sup> (AGC Group in Asia including Japan)

Type	Asahi Glass	Group companies in Japan	Group companies in Asia other than Japan	Total
Fatalities	0 (0)	0 (2)	1 (1)	1 (3)
Accidents requiring leave	1 (4)	16 (11)	7 (9)	24 (24)
Accidents not requiring leave	5 (6)	13 (7)	12 (8)	30 (21)
Minor injuries	17 (27)	5 (10)	Not counted	22 (37)
<b>Total</b>	<b>23 (37)</b>	<b>34 (30)</b>	<b>20 (18)</b>	<b>77 (85)</b>

**Note** The figures in parentheses represent the numbers of occupational accidents in fiscal 2010.

**1** The numbers of accidents causing minor injuries and more serious injuries were totaled for Asahi Glass and some Group companies in Japan, and the numbers of accidents not requiring leave and more serious accidents were totaled for other Group companies in and outside Japan.

### Trend in Frequency Rate for Accidents Requiring Leave (Asahi Glass)



## Environmental Management

### AGC Group Basic Environmental Policy

(Established on February 9, 2001 and revised on June 25, 2008)

#### Basic Policy

The AGC Group has designated environmental activities as one of the Shared Values in the Group Vision, **“Look Beyond”** with the awareness of large amount of natural resources and energy usage in its activities.

As a global material and component provider, we shall contribute to the development of a sustainable society through:

- effective use of limited natural resources and energy, and
- consideration of the influence of our activities on the natural environment including climate change and biological diversity.

#### Slogan

Play your part as a responsible citizen in creating a better environment.

#### Guidelines for Environmental Activities

The AGC Group will implement environmental activities based on the following Guidelines throughout our business activities.

1. We will make continuous improvements based on the Integrated Environmental Management System.
2. We will comply with all regulations and standards prescribed by environmental laws, ordinances, treaties and agreements.
3. We will take steps to reduce environmental impact and to prevent pollution. We will set voluntary targets as regards resource conservation, global-warming countermeasures, waste reduction and recycling, and the proper control of chemicals. We will work to accomplish these goals while making further improvements.
4. We will develop and provide eco-conscious products, technologies, services, and facilities for society in all areas of our activities.
5. We will actively communicate with society to foster an appropriate understanding of all aspects of our environmental activities.

The AGC Group Basic Environmental Policy is disclosed to the public.

### Promotion Structure of Integrated EMS

(As of December 31, 2011)

President & CEO (Management)		
Integrated EMR <sup>1</sup>		
<p><b>Note</b> For plants and Group companies belonging to more than one In-house Company/SBU, the above numbers are indicated per In-house Company/SBU in duplication.</p> <p><b>Note</b> Organizations incorporated into the Integrated EMS are each ISO 14001-certified, undergoing examinations by an external certification body based on the same examination criteria.</p> <p><sup>1</sup> Environmental Management Representative</p>	Glass Company	4 plants of Asahi Glass 7 Group companies in Japan 11 Group companies in Asia other than Japan 9 Group companies in Europe 7 Group companies in North America
	Electronics Company	6 plants of Asahi Glass 6 Group companies in Japan 7 Group companies in Asia other than Japan
	Chemicals Company	5 plants of Asahi Glass 8 Group companies in Japan 2 Group companies in Asia other than Japan 1 Group company in North America
	Production Technology Center	1 plant of Asahi Glass
	ASPEX Division	2 plants of Asahi Glass
	Purchase & Logistics Center	1 Group company in Japan
	Engineering Center	1 plant of Asahi Glass 1 Group company in Japan
	Research Center	1 site of Asahi Glass
	Corporate Center	2 sites of Asahi Glass 1 Group company in Japan
	AGC Ceramics	1 plant in Japan 1 Group company in Japan 1 Group company in Asia other than Japan
	Tokai Kogyo	2 plants in Japan

### ISO 14001-Certified Manufacturing Plants

(As of December 31, 2011)

Region	No. of manufacturing plants	No. of certified manufacturing plants (No. of plants incorporated into the Integrated EMS)
Asahi Glass	12	12 (12)
Group companies in Japan	92	73 (69)
Group companies in Asia other than Japan	33	31 (28)
Group companies in Europe	68	61 (9)
Group companies in North America	35	7 (7)
<b>Total</b>	<b>240</b>	<b>184 (125)</b>

**Note** As for non-manufacturing sites, a total of 50 locations are ISO 14001-certified (including the Integrated EMS).

## Environmental Accounting

Scope of data: Asahi Glass Target period: January 1 to December 31, 2011

### Environmental Conservation Cost

(Millions of yen)

Item	Investment	Cost
(1) Business area	490	6,020
Breakdown (1)-1 Pollution prevention	335	4,532
(1)-2 Global environmental conservation	118	547
(1)-3 Resource circulation	37	941
(2) Upstream/downstream	0	661
(3) Administration	0	753
(4) R&D	2,444	10,630
(5) Social activity	0	41
(6) Environmental remediation	229	437
<b>Total</b>	<b>3,163</b>	<b>18,540</b>

**Note** The breakdown figures do not always add up to the total because of rounding.

### Environmental Conservation Benefits<sup>1</sup>

Item	Change in environmental impact <sup>2</sup>	Simple Y-to-Y change	Sales-corrected change <sup>3</sup>
Total energy consumption	-1 PJ	-3%	-4%
CO <sub>2</sub> emissions	-100,000 t	-5%	-6%
Greenhouse gas emissions	-140,000 tCO <sub>2</sub>	-6%	-7%
Waste sent to landfill	9 t	1%	1%
COD emissions	-137 t	-18%	-20%
SO <sub>x</sub> emissions	-224 t	-32%	-37%
NO <sub>x</sub> emissions	350 t	17%	19%
Soot and dust emissions	-8 t	-15%	-17%
Effect on upstream/downstream cost	Recycling of packaging materials for products' shipment Cullet collection		(Actual benefits listed in table below) 285,000 t
Other environmental conservation benefits	Benefits associated with transportation and other operations (not measured by Asahi Glass)		

- 1 Change in environmental impact and simple Y-to-Y change: A positive figure indicates an increase and a negative figure indicates a decrease in environmental impact from the previous fiscal year's level.
- 2 Change in environmental impact = (Fiscal 2011 output volume) - (Fiscal 2010 output volume)
- 3 Sales-corrected change = Simple Y-to-Y change/Y-to-Y sales ratio  
Asahi glass Y-to-Y sales ratio = (Fiscal 2011 sales)/(Fiscal 2010 sales) = 5,605/6,385 = 0.878

### Economic Benefit Associated with Environmental Conservation (Actual Benefit)

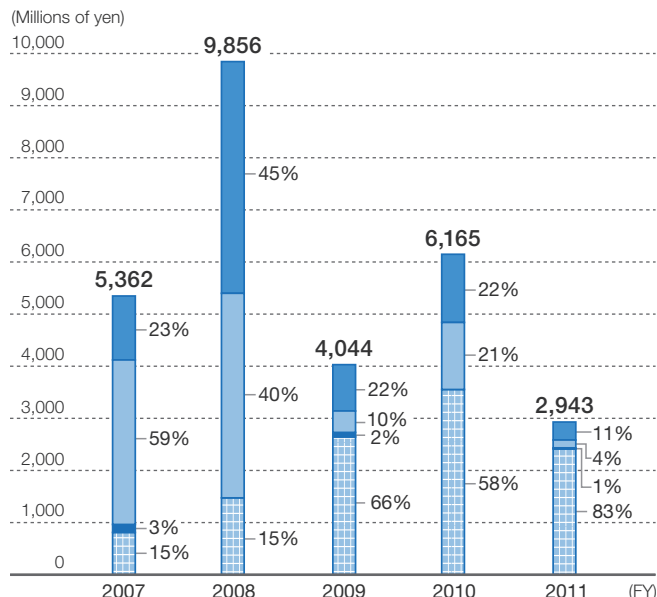
(Millions of yen)

Benefit	Value
Revenue	Revenue from the recycling of used products and waste from core business operations 418 (414)
Cost reduction	Effects of energy saving 1,354 (996)
	Lower waste treatment costs due to resource saving/recycling 284 (689)

**Note** Numbers in parentheses are figures from fiscal 2010.

### Breakdown of Environmental Investment

(Millions of yen)

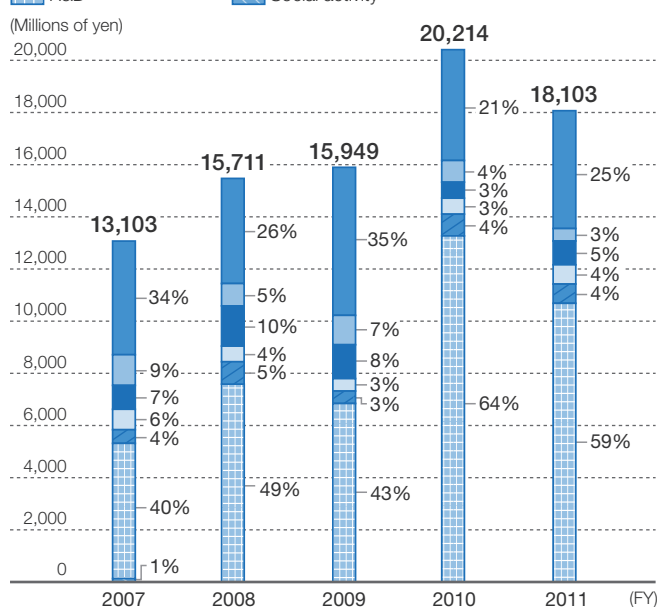


**Note** Environmental remediation costs are excluded from the above summation because the method of allocating cost and investment differs depending on the year of calculation.

**Note** Due to rounding, the percentage sum for each item does not necessarily amount to 100%.

### Breakdown of Environmental Cost

(Millions of yen)



**Note** Environmental remediation costs are excluded from the above summation because the method of allocating cost and investment differs depending on the year of calculation.

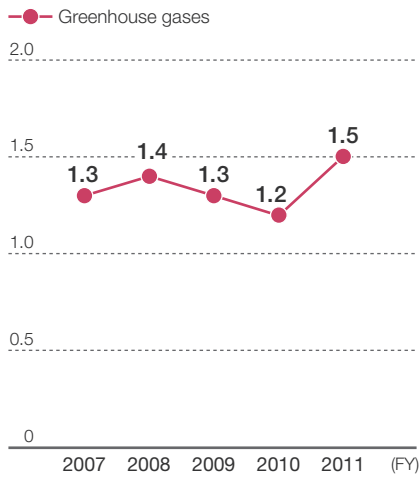
**Note** Due to rounding, the percentage sum for each item does not necessarily amount to 100%.

## Assessing Environmental Impact

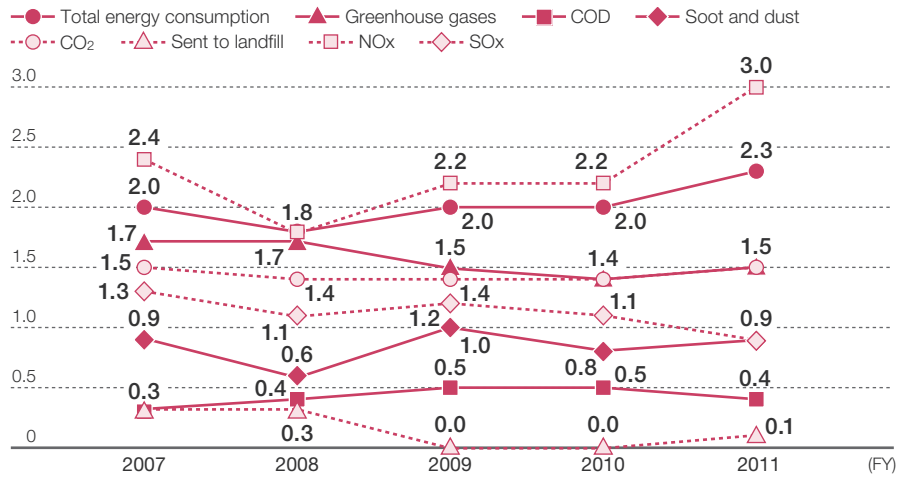
### How to Calculate the AGC Environmental Indicator

$$\text{AGC Environmental Indicator} = \frac{\text{Environmental impact ratio}}{\text{Economic contribution}} = \frac{\frac{\text{SOC emissions by AGC Group (Asahi Glass)}}{\text{SOC emissions in the world (Japan)}}}{\frac{\text{Sales of AGC Group (Asahi Glass)}}{\text{Global (Japan's) GDP}}}$$

### AGC Environmental Indicator

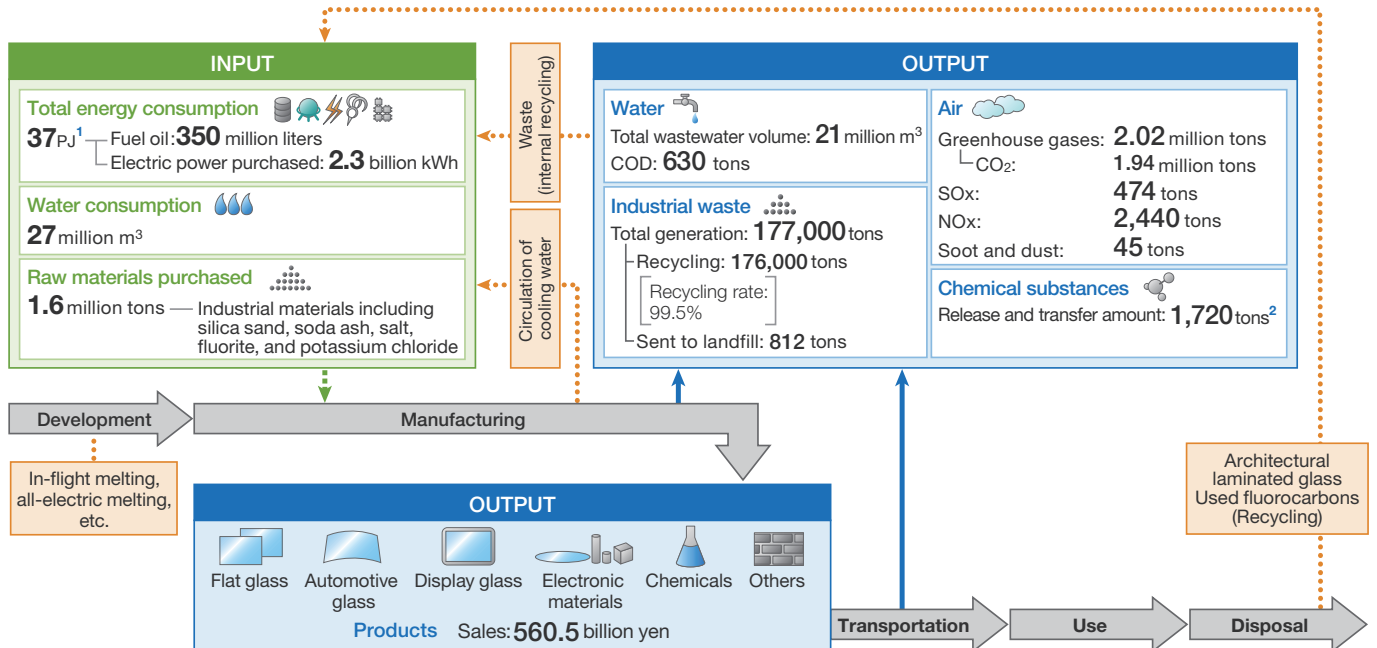


### AGC Environmental Indicator (Asahi Glass)



Note At present, the Group aims to make improvements based on the actual results in fiscal 2007.

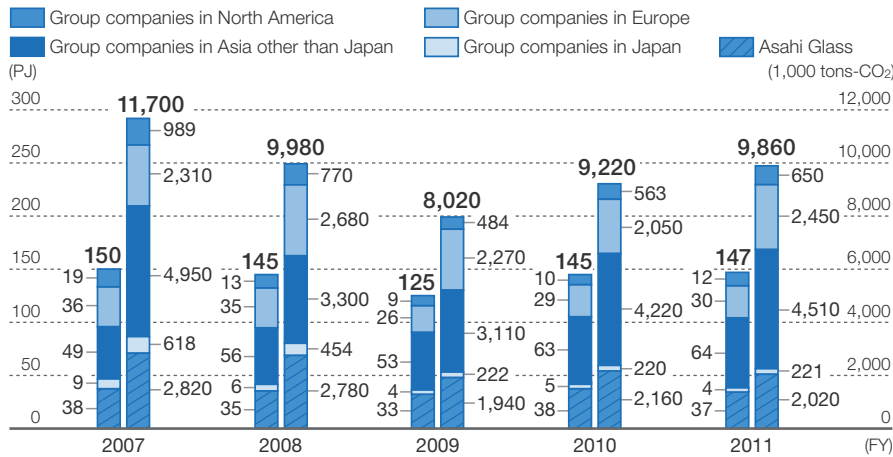
### Material Balance (Asahi Glass)



Note Due to rounding, the percentage sum for each item does not necessarily amount to 100%.  
 Note For detailed environmental performance data, please refer to page 13 and onwards, and to the Environment section on the CSR website.  
<sup>1</sup> PJ (peta joule) = 10<sup>15</sup> J (joule)  
<sup>2</sup> Total emissions of substances regulated by the PRTR Act (in fiscal 2010)

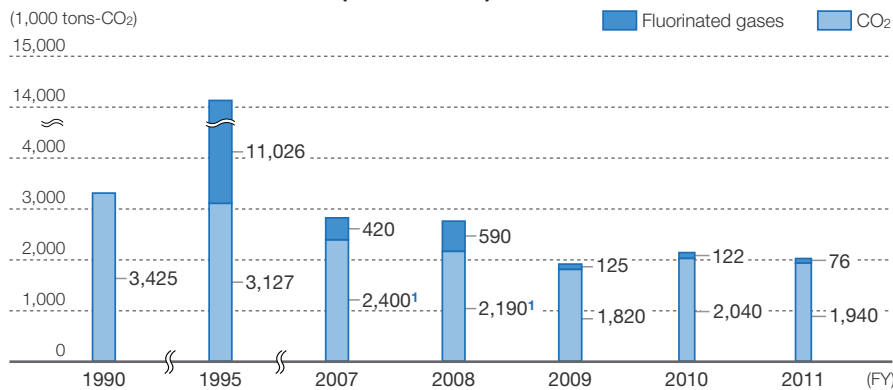
## Reduction in Greenhouse Gas Emissions

### Total Energy Consumption (Left) and Greenhouse Gas Emissions (Right)



Note Due to rounding, the percentage sum for each item does not necessarily amount to 100%.

### Greenhouse Gas Emissions (Asahi Glass)

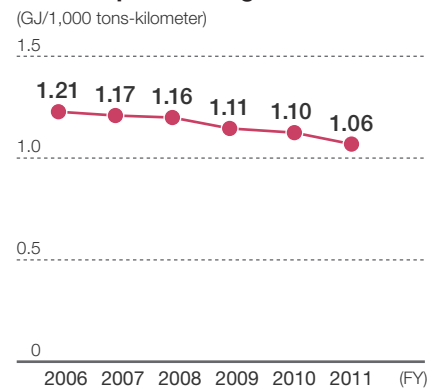


<sup>1</sup> For the period from fiscal 2007 to 2008, calculations were made using the statutory CO<sub>2</sub> conversion factor (0.555 t-CO<sub>2</sub>/MWh) as provided for in the Law Concerning the Promotion of the Measures to Cope with Global Warming, instead of using the CO<sub>2</sub> conversion factors set by each power company.

### Emission of Greenhouse Gases Other than CO<sub>2</sub>

FY	Fluorinated gases
2011	125,000 tons-CO <sub>2</sub>

### Per Unit Change of Energy Consumption in Logistics



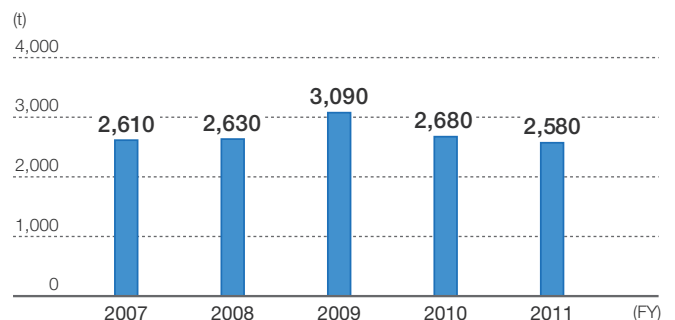
## Water Resource Usage

### Total Amount of Wastewater (AGC Group in Japan)



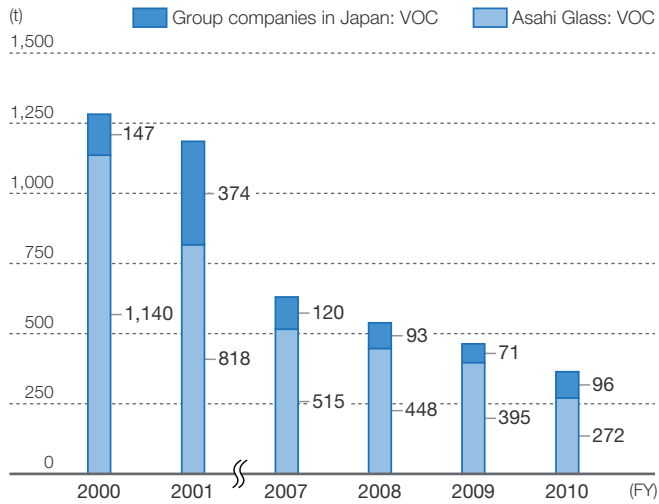
Note Due to rounding, the total water volume for each target does not necessarily match the total amount.

### COD Emissions

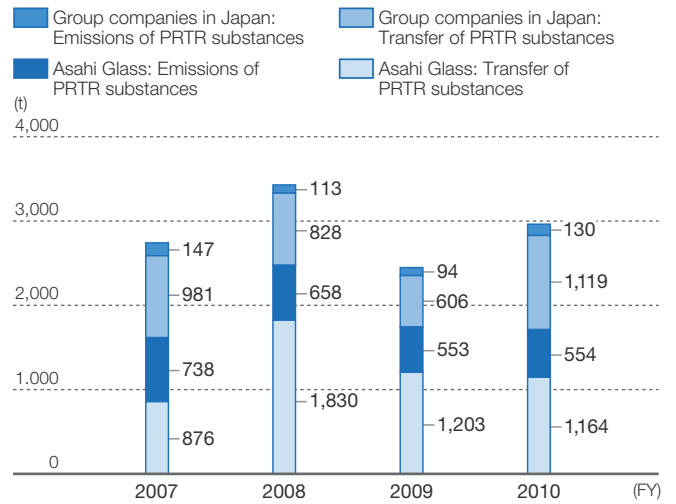


## Chemical Substances Management

### VOC Emissions (AGC Group in Japan)

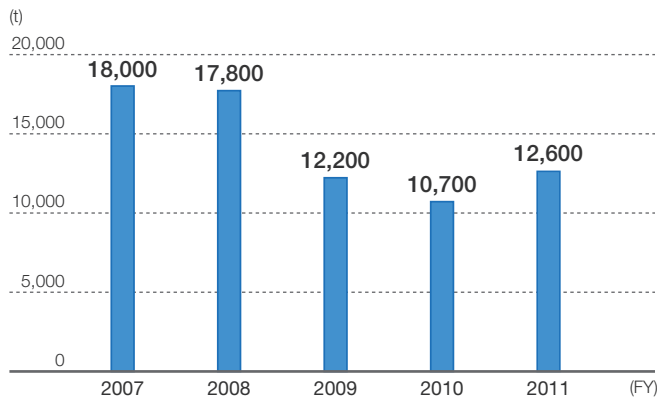


### Emissions and Transfer of Substances Regulated by the PRTR Act (AGC Group in Japan)

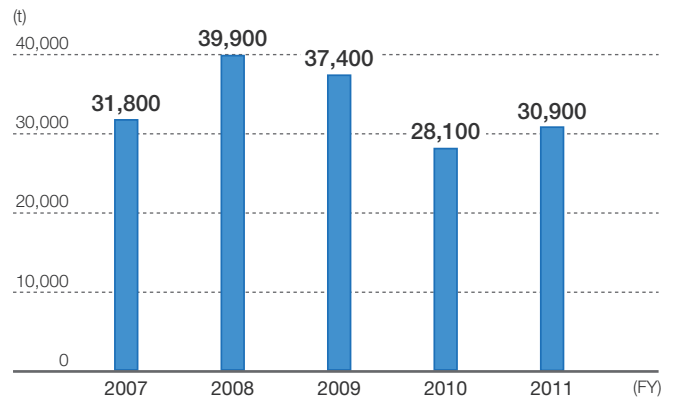


## Pollution Prevention

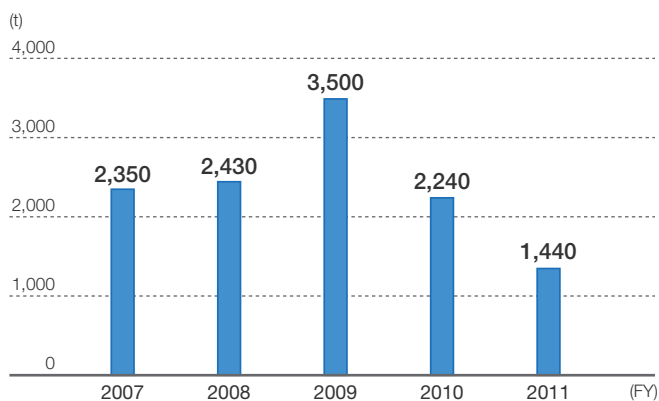
### SOx Emissions



### NOx Emissions

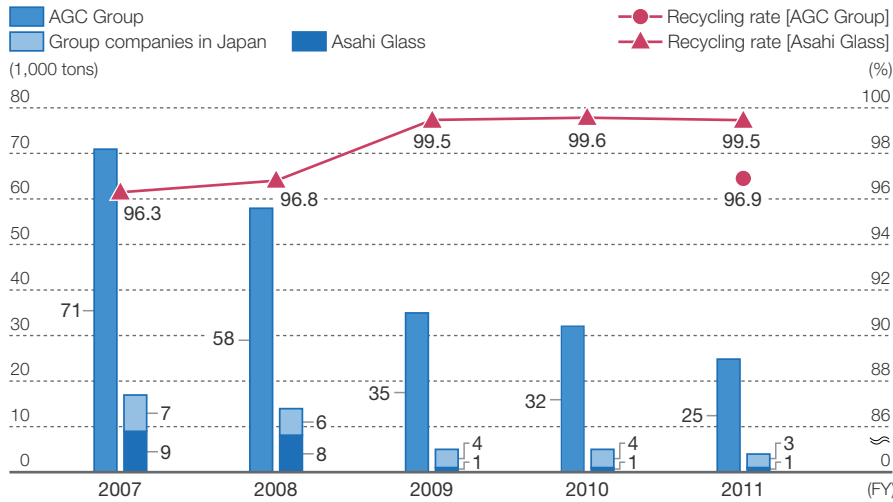


### Soot and Dust Emissions



## Waste Reduction

### Waste Sent to Landfill and the Recycling Rates



## Industrial Safety & Security

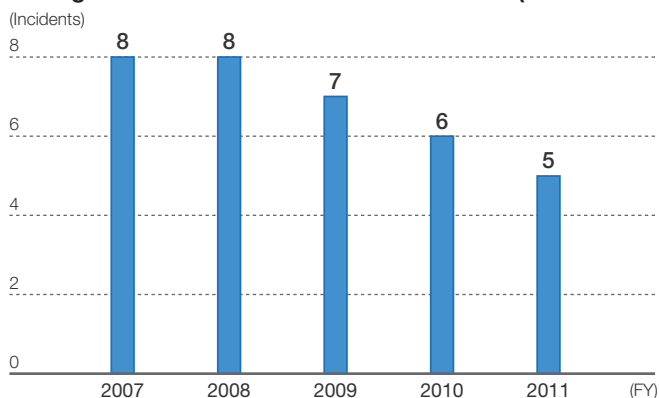
### AGC Group Basic Industry Safety & Security Policy

(Established on February 7, 2003 and revised on March 28, 2008)

The AGC Group, in the pursuit of **“Look Beyond”** carries out the following activities for industrial safety & security under the principle that industrial safety and site safety are part of its responsibility towards the local community as a corporate citizen.

1. The AGC Group shall comply with all laws, ordinances, treaties and standards etc. concerning industrial safety and securities, both nationally and locally.
2. The AGC Group shall carry out activities for industrial safety & security to prevent accidents or disaster from occurring, and shall strive for continual improvement.
3. The AGC Group shall make efforts to communicate with stakeholders such as the local community.

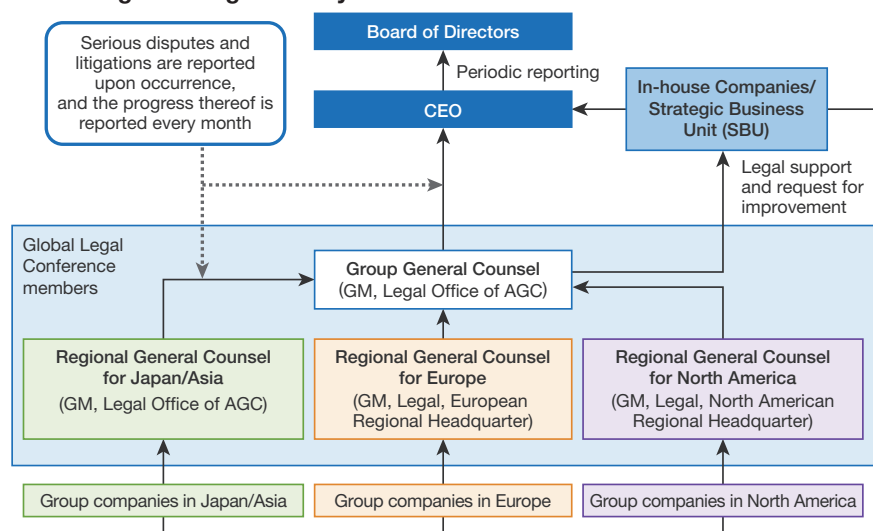
### Changes in Number of Small Fire Incidents (Asahi Glass)





## Fair Operating Practices

### Global Legal Management System



### Measures Implemented in Fiscal 2011 to Prevent Noncompliance with Antitrust Laws

FY	Number of employees receiving online training (e-learning)	Number of employees receiving classroom training:	Number of internal audited sites
2011	About 6,400	About 740	52 Group companies and divisions

### Self-Checks on Information Security

FY	Asahi Glass	Group companies in Japan	Group companies in Asia other than Japan	Group companies in Europe	Group companies in North America
2009	4,300	3,900	3,000	-	1,300
2010	6,100	3,400	3,300	4,400	1,600
2011	4,400	3,700	3,500	4,000	1,500

Note Approximate figures

## With Business Partners

### AGC Group Purchasing Policy

(Established in 2009)

AGC Group values the idea of the Group Vision **“Look Beyond”** and the “AGC Group Charter of Corporate Behavior” and will regulate our performances on purchasing which are explicitly stated in the following “AGC Group Purchasing Policy”.

#### 1. Basic Purchasing Principle

##### 1. Fair & Equitable trade

Our procurement policy is to consistently search for innovative technologies, product and services with a “Fair” and “Equitable” manner globally.

##### 2. Compliance to related Laws & Regulations, and Pro-environment behavior

AGC Group will comply with the applicable laws and regulations of each country where our procurement takes place, and give due regard to safety and environment.

##### 3. Partnership

AGC Group will establish a long-term, mutual prosperous partnership, based on our shared vision, to produce a better product with our business partners. To this end, we shall endeavor to keep close communication with our business partners to build and enhance our trusting relationship.

##### 4. Protection of information, intellectual property and other assets

AGC Group will properly manage and protect the proprietary information, intellectual property and assets of our business partners while procuring goods and services.

#### 2. Criteria for Selecting Business Partners

AGC Group will apply key criteria to evaluate and select business partners, as follows.

1. Sound management, Steady supply and Flexibility to match with the fluctuating demand.
2. Appropriate Quality, Pricing, Delivery date punctuality and technical service level.

#### 3. Expectation of Business Partners

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 responsibility, and a company that significantly contributes to a healthier global society.

Essentially, CSR activities are performed on voluntary basis initiated by each individual company. However, for the AGC group, to pursue the CSR policy, it is imperative for all the supply-chain linked companies to pursue their individual CSR activities as well. Accordingly, to enable us to jointly work with our business partners, we kindly ask our partners to understand our policy and to cooperate.

The factors related with our Business Partners are,

1. Concentrate to supply products and services with good quality, considering Safety & Environment and Compliance to Laws & Regulations of each country.
2. Secure and proper managing of Proprietary information and Intellectual property.
3. Not to be engaged to forced labor or child labor and never tolerate infringements of human rights.
4. Make efforts to environment preservation and ensuring safety and security.
5. Maintain adequate level of occupational health and safety.

## Customer Satisfaction (CS)

### Number of Participants in CS Related Training Given in Fiscal 2011 (AGC Group in Asia including Japan)

Name	Target	Theme	Number of times held		Number of participants	
			In Japan	Other countries	In Japan	Other countries
CS Dialogue	Mainly managers	Business administration incorporating the concept of CS	11	3	33	265
CS Seminar, etc.	Managers and general employees	Basics and tips for CS	51	14	756	233

## Quality Assurance

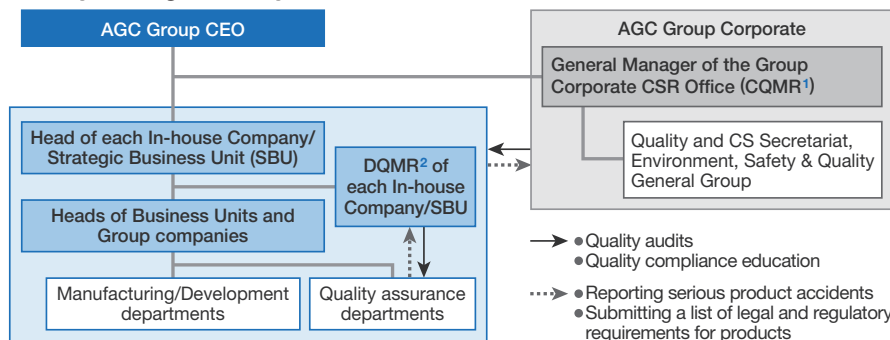
### CS Guideline for AGC Group

(Established on September 8, 2004 and revised on October 9, 2009)

In order to materialize our objective of “building the foundation of growth” in **Grow Beyond** management policy, we, all employees at AGC Group, will act in accordance with this guideline of actions and behaviors (= AGC Group’s DNA) to win the trust of our customers and other stakeholders including the society as a whole:

1. We will provide products and services that conform to the requirements of laws, regulations and customers.
2. We will ensure and improve the quality of our products and services including their safety and environmental consideration.
3. We will incorporate the concept of CS into each employee’s daily work processes and pursue our AGC Group Vision “**Look Beyond**”—innovation and operational excellence. We will work diligently and attentively in order to grow consistently as a top global enterprise with highest trust accredited by our stakeholders.
4. We all will participate in the continual improvement of effectiveness and efficiency of our quality management, and each of us will individually strive to increase the value of our work.
5. In order to ensure that the above points are materialized, we will do our utmost to enhance customer satisfaction by establishing and deploying a policy in accordance with this Guideline, setting in consistence with the policy realistic targets of which the achievement level is measurable, and cooperating with our business partners.

### Quality Management System



1 CQMR: Corporate quality management representative  
 2 DQMR: Division quality management representative

### Acquisition of ISO 9001 and ISO/TS 16949<sup>1</sup> Certification

(As of the end of December 2011)

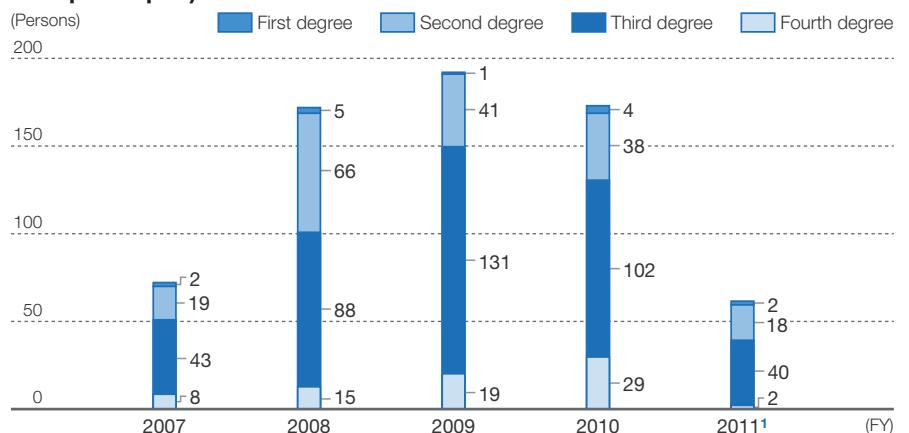
Location	Number of certified organizations
Japan	31
Asia other than Japan	23
Europe	65
North America	14
<b>Total</b>	<b>133</b>

**Note** Percentage of AGC Group employees at the certified organizations: 84.9%  
<sup>1</sup> Standards for quality management systems to be applied in the automotive industry, which requires compliance with the global procurement criteria for automotive parts

### Change in the Number of Reported Serious Product Accidents (Asahi Glass)

FY	Number of cases
2008	3
2009	0
2010	0
2011	0

### Number of Employees who Passed the QC Certification Examination (AGC Group in Japan)



<sup>1</sup> Only one quality control certification exam was held in 2011 due to the Great East Japan Earthquake, which explains the reduction in number of those who passed the exam compared to fiscal 2010.

## Social Contribution Activities

### AGC Group Social Contribution Basic Policy

(Established on February 10, 2010)

In its AGC Group Charter of Corporate Behavior, the AGC Group declares it will “strive to be a trusted corporate citizen, fulfilling its responsibilities to the communities in which it does business.” To achieve this, we conduct social contribution activities in three priority areas.

#### Priority Areas

##### 1. Support for the next generation

We, as a creator of future value, support the development of children, who will carry the future, helping them to live out their dreams.

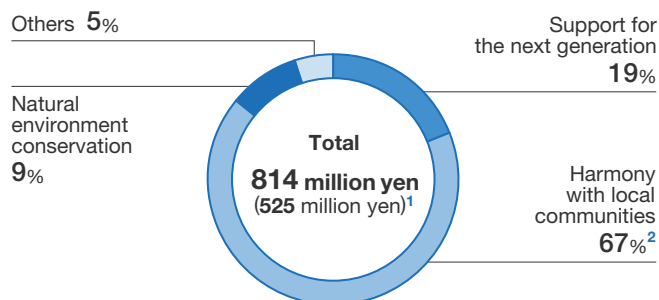
##### 2. Harmony with local communities

We, as a member of the communities in which we operate, contribute to their sustainable development.

##### 3. Natural environment conservation

We, as a global enterprise, contribute to the solution of global environmental problems.

### Expenditures in Fiscal 2011 for Social Contribution Activities



<sup>1</sup> Amount in parentheses is total for fiscal 2010.

<sup>2</sup> Since expenditures related to the Great East Japan Earthquake fell under “Harmony with local communities,” resultant expenditures for this area are comparatively greater.

### Financial Expenditure on Social Contribution Activities for Fiscal 2011 and its Breakdown

Category	Amount	Rate
Support for the next generation	159.4 million yen	19%
Harmony with local communities	542.6 million yen	67%
Natural environment conservation	71.3 million yen	9%
Others	40.7 million yen	5%

### Total Financial Expenditure on Social Contribution Activities

FY	Amount
2009	384.8 million yen
2010	525 million yen
2011	814 million yen

### Scope of Report

Fiscal 2011 (Jan.—Dec. 2011)

Some information includes content from fiscal 2010 and before, as well as from fiscal 2012.

#### Organizations Covered in the Report

Asahi Glass and its 179 consolidated subsidiaries (Group companies) in and outside Japan

#### Primary Notation and Report Targets Used in the Report

- The AGC Group ..... Same as “Organizations Covered in the Report” mentioned above
- The AGC Group (Japan) ..... Domestic (Japan) Group companies including Asahi Glass Co. Ltd.
- Asahi Glass/the Company ..... Asahi Glass Co. Ltd. (on an unconsolidated basis)
- The AGC Group (Asia) ..... Group companies in Asia excluding the AGC Group (Japan)

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