

## Striving to earn the trust and meet the expectations of stakeholders to be a corporate group that benefits communities worldwide

### **M** A message from the executive officer overseeing social initiatives Message



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Marking its fifth anniversary in 2018, UACJ has expanded its operations over the past five years by establishing and acquiring companies in the United States and Thailand. As a result, the UACJ Group's employees have become more diverse overall. Meanwhile, transferring skills to the next generation of workers and drastically reforming working conditions have emerged as serious issues in Japan, making it important for us to improve our workplace environment.

In response to these developments, UACJ has launched two new initiatives for its employees. One is a project for reforming our workplaces in Japan. Targeting almost all types of operations, the project is aimed at helping employees become more productive while maintaining a healthy work-life balance with plenty of rest time. The second initiative is the UACJ Way campaign. The UACJ Way is a set of principles of conduct for every employee to follow and value. We are promoting it group-wide to foster a sense of unity among all members so that we can realize the future direction envisioned by UACJ. By carrying out these initiatives, we hope to be a group of companies that meets the expectations of our employees as well as the Group's many stakeholders around the world.

### Initiatives for customers

#### Maintaining strict quality control

As stated in its Basic Product Quality Policy, the UACJ Group aims to offer products and services that earn the satisfaction and trust of customers. On that basis, it formulates a group-wide quality control plan every fiscal year, specifying goals for product quality and important measures to execute. For the Group as a whole to raise quality in line with those plans and goals, quality control departments in each business segment work closely together with technical departments responsible for group-wide quality control. Furthermore, rigorous inspections are conducted at every production plant by experienced personnel using state-of-the-art testing and inspection equipment.



#### Ensuring a stable supply in the event of a disaster

UACJ recognizes that it has a vital social responsibility to maintain a stable supply of products even in the event of a serious disaster affecting its production plants, such as a major earthquake or outbreak of a new strain of influenza. Accordingly, it has established a business continuity plan for enabling the Group to continue providing products and services in the time of an emergency or, if that is not possible, to resume those activities as soon as possible.

Based on the plan, UACJ has put systems in place for preventing secondary disasters in order to reduce further damage and promptly resume business activities. They include an emergency communications network and a system for confirming the safety of employees, through which the status of affected workplaces can be quickly and accurately reported, enabling the delivery of necessary support and relief supplies.

In addition, UACJ has set standard group-wide procedures for handling a case of a serious product defect, which include sharing relevant information throughout the Group and responding immediately. Information about past defects is also utilized for the purpose of preventing recurrences in the future.



## Improving customer satisfaction

The vital importance of product quality for customer satisfaction is recognized in UACJ's management philosophy and basic policies on product quality. Accordingly, UACJ regularly conducts customer satisfaction surveys and obtains feedback directly from customers with a view to continuously improving product quality. UACJ also invites customers to contact the Company directly via its corporate websites, and promptly responds with detailed answers to technical questions as well as product orders and document requests. Such online enquires number around 200 annually, with 20% to 30% coming from outside Japan. Through all of these means, UACJ intends to continue engaging with customers and incorporate their feedback in new product development and quality improvements going forward.



## Support for employees

### Promoting diversity

UACJ expanded its operations internationally over the past five years, so now employees with various nationalities, cultural backgrounds, and languages are members of the Group. Therefore, UACJ is promoting a corporate culture that embraces diversity while allowing every employee to realize his or her potential. The spirit of diversity is expressed in the UACJ Way, which is being promoted at every workplace worldwide as a set of principles of conduct for employees to value in their work and everyday life.

### Measures for keeping factories safe

UACJ has put an occupational health and safety management system in place at its four main production plants in Japan, through which measures are being carried out with the goal of completely eliminating workplace accidents. Health and safety training is also provided to employees and managers in order to raise each worker's awareness of safety on the job. In fiscal 2017, a total of 20 accidents occurred at the four plants, which amounts to a frequency of 1.39 accidents per million work hours. The frequency of accidents requiring employees to take time off work was 0.76 per million work hours.

## TOPIC

### Workplace reform project launched with the goal of enhancing efficiency

In fiscal 2017, UACJ launched a workplace reform project with the goals of making its workplaces more efficient as well as more positive and enjoyable places to work. The reforms have been designed to promote an optimal work-life balance by limiting working hours to eight hours daily, giving employees more time to spend at home, pursue hobbies and education, and get enough rest. The changes apply to all types of employees in every division of the Company, including sales, administration, R&D, and factory-support departments.



Leaders of the workplace reform project

## Community engagement

The places where the Group conducts business and its employees live are regarded as especially important communities for UACJ. On that basis, all group companies strive to forge strong bonds with members of their communities as good corporate citizens. Particularly in places where workplaces are located, employees make active efforts to participate in local events, provide support for education, and volunteer in community activities. For example, employees of Tri-Arrows Aluminum regularly offer support for charitable activities in Louisville, Kentucky, by helping charity groups collect donations.

