

# Compliance

**To restore society's trust in the company and be recognized as an enterprise with integrity, MMC believes it is essential to ensure that all staff members thoroughly comply with business ethics.**

## Development of an Organizational Framework for Promoting Business Ethics

In June 2004, MMC established the CSR Promotion Office to ensure thorough compliance and promote a new corporate culture, while restructuring the compliance framework (refer to page 33). MMC has strengthened the organization to ensure that awareness of compliance spreads to every single employee. The company appointed 18 compliance officers (as of fiscal year 2006) at each department to ensure compliance, under the direction of the Chief Business Ethics Officer (CBE0), and appointed department managers as code leaders in each department under the compliance officers.

## Initiatives to Implement Compliance

In fiscal year 2006, under the theme of "Shifting from a passive to proactive, self-reliant mindset" MMC continued to implement existing company-wide compliance measures and promoted autonomous initiatives by individual staff members.

- **Awareness-Raising Activities**

MMC held training sessions three times during the year for compliance officers and code leaders, who play a central role in the observance of business ethics, with a total of 816 people taking part.

Meetings are held three times a year in each workplace at which familiar business ethics problems are examined, and solutions reached through discussion. These meetings provide a good opportunity to enhance ethical awareness and improve communication through discussion using actual examples.

- **Establishment and Dissemination of Regulations**

MMC is giving priority to its internal reporting system in order to create a highly transparent workplace environment that is not conducive to scandals and promotes their early detection as well as self-correction. MMC has already established the Employee Counseling Office and external counseling channels through outside attorneys. In April 2006, in line with the enforcement of the Whistleblower Protection Act, MMC established operational criteria related to the internal reporting system, as well as internal regulations, including those prohibiting the disadvantageous treatment of whistleblowers. In fiscal year 2006, there were 113 consultations. Furthermore, to

create a framework that facilitates internal reporting, MMC is endeavoring to disseminate regulatory information within the company by holding briefings, including information in the company newsletter, and adopting other measures.

In April 2007, MMC fully revised its "Business Ethics of Mitsubishi Motors Corporation"—MMC's corporate ethics standards—to turn them into more practical guidelines for informing employees' actions. We distributed this booklet to all staff members, and by making use of it on a daily basis, we aim to ensure thorough compliance with business ethics.

- **Activities to Spread Compliance among MMC Group Companies**

MMC believes that restoring trust in the company requires a concerted effort by the entire MMC Group. To this end, domestic Group companies (including exclusive dealers) have taken the lead in carrying out initiatives since fiscal year 2005. In fiscal year 2006, almost all companies completed the establishment of systems to ensure compliance with business ethics. They regularly conduct training on resolving corporate ethics problems and the development of precedents.

In addition, major overseas affiliated companies have evaluated the status of their compliance systems and activities. Going forward, they will establish concrete systems to promote compliance.

- **Other Initiatives**

To prevent past errors such as the regrettable recall problems from being forgotten over time, January 10 and October 19 have been designated "Safety Pledge Days," since two fatal accidents occurred on those days involving large trucks manufactured by Mitsubishi Fuso, a former MMC division. All employees observe a moment of silence on these days, and the previously mentioned meetings to review business ethics problems are held around these times.

MMC reports on the status of these activities to the Business Ethics Committee, which acts as an advisory body to the Board of Directors and is made up of external experts. MMC directors receive objective, common-sense guidance and advice regarding these matters. In fiscal year 2007, MMC will continue to further develop the initiatives adopted in fiscal year 2006, based on the theme of "From revitalization, to the future."

MMC is firmly committed to continuing measures to establish, further strengthen and promote compliance.