

[CSR management]

Continuity of businesses as a social responsibility

**When accidents and disasters happen, our top priority is saving lives.
Next most important thing is “business continuity.”**



**Murata never ceases to act at all times.
That is the reason why everybody trusts us.**

Okayama Murata Manufacturing Co., Ltd.
Administration Dept.

Yasuhide Isono

Since Mr. Isono joined Murata in 1990, his main project was the introduction of ISO14001. Back then, there were few case studies on such introductions and he had to “figure things out as he ran around.” To this day, that still is his work style.

Conducting plant-wide training activities to identify potential risks

Needless to say, securing safety of people and corporate assets at the time of disasters is important. However, from the viewpoint of contributing to the society by steadily supplying products, a mechanism to provide business continuity by recovering the plant function as soon as possible is essential. In FY2008, we drafted a business continuity plan (BCP) taking an earthquake, the most damaging disaster into consideration. We have been trying out various patterns of evacuation drills based on this plan. Through the drills, we have confirmed that there are some locations in production lines difficult to hear the emergency announcement due to machine noise. We have also found that there is delay in message transmission for employees with hearing problems since they have to be communicated secondarily by their supervisors who listen to the announcement. In FY2010, we have started installing a system to turn on emergency lights in response to early earthquake warnings and fire alarms so that we can visually transmit disaster information.

Memo

Internal Control System

Murata Manufacturing has established a number of committees such as the “Internal Control Committee” to maintain and improve internal control system to ensure appropriate control of businesses group-wide. We are especially focusing on preparing systems for prevention of illegal actions and appropriate measures when such actions are discovered, risk management, and timely and appropriate information disclosure. Simultaneously, a framework for businesses ensuring their proper and efficient execution, procedures and judgment criteria are being established, and are given as guidelines to our subsidiaries as necessary.

Reporting and Consultation Channels

Murata makes available services to accept claims and consultation by emails and phone with regard to questions and problems pertaining to legal compliance. All services from in-house service by the Compliance Promotion Committee Secretariat, the “Corporate Ethics Hotline” by Dial Service Co., Ltd. can be utilized anonymously protecting privacy and interest of people reporting claims or requesting consultation. These services are available to Murata employees (directors, full-time employees, temporary workers, part-time workers and short-term contracted workers, excluding Murata retirees) as well as dispatched workers, subcontractor employees, customers’ and suppliers’ employees working at Murata, and their family members.