

DENSO Group  
**Supplier Sustainability Guidelines**

January 2023  
DENSO CORPORATION

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# I. Introduction

Since our founding in 1949, DENSO CORPORATION and its group companies have striven to contribute to the sustainable development of society through sincere business activities in each country and region.

Toward achieving such contribution based on “DENSO Philosophy”, which declares what kind of company we would like to be, in April 2006 we established (and revised in December 2018) “DENSO Group Sustainability Policy” as our Sustainability policy, summarizing our social responsibilities as a company in relationships with our stakeholders.

In the policy we expressed our hope that our suppliers will support the concepts of the policy and take due action, and to specify our expectation, we also issued “DENSO Group Supplier Sustainability Guidelines”.

Now, in response to the recently heightening expectations for Sustainability activities of global companies, particularly the demand for the prevention of environmental problems such as global warming, and preventing or correcting human-rights/labor issues throughout the supply chain, we have decided to ally revise the Guidelines, with the aim of demonstrating more clearly to society the ideas we have promoted with our suppliers.

We hope that our suppliers will comply with the laws and the spirit of the laws, and take actions based on the purpose of the Guidelines. We also sincerely ask that you similarly communicate to your suppliers the purpose of the Guidelines and encourage appropriate actions.

January 2023  
**Yukihiro Shinohara**  
Head of Purchasing Group  
DENSO CORPORATION



## II. DENSO Philosophy and Sustainability Policy

### 1. DENSO Philosophy

<b>Mission</b>	Contributing to a better world by creating value together with a vision for the future.
<b>Management Principles</b>	<ol style="list-style-type: none"><li>1. Customer satisfaction through quality products and services.</li><li>2. Global growth through anticipation of change.</li><li>3. Environmental preservation and harmony with society.</li><li>4. Corporate vitality and respect for individuality.</li></ol>
<b>Individual Spirit</b>	<ol style="list-style-type: none"><li>1. To be creative in thought and steady in action.</li><li>2. To be cooperative and pioneering.</li><li>3. To be trustworthy by improving ourselves.</li></ol>



## II. DENSO Philosophy and Sustainability Policy

### 2. “DENSO Group Sustainability Policy”

Since our founding, DENSO has been serious about contributing to a better world. In fact, our management philosophy reads, “Creating value together with a vision for the future.” To achieve that mission, we adopted the DENSO Group Sustainability Policy, which outlines expectations for all employees in our global group companies.

**DENSO and its Group Companies\* will actively contribute to the sustainable development of society through honest business activities in each country and region.**

\*DENSO Corporation and its consolidated management companies and companies in which DENSO Corporation is the primary shareholder.

#### **Contributing to the sustainable development of society through our operations**

We will anticipate change and revolutionize our technologies, manufacturing methods, organization and management to provide products and solutions that benefit society.

#### **Legal compliance and ethical conduct**

- We will respect the culture and history of each country and region and maintain the highest ethical standards. We will comply with both the letter and the spirit of applicable laws, regulations, and international rules to ensure sound and fair business operations.
- We will not violate any laws, including competition laws, anti-bribery laws, export control laws, intellectual property protection laws, and data protection laws covering personal information.

#### **Trustworthy relationships with customers**

We will provide attractive, high-quality products and services with advanced technologies to meet customers' expectations. We will provide appropriate information pertaining to our products and services, and openly and honestly communicate to enhance credibility with our customers.

#### **Open and fair business practices and responsible procurement activities**

- We will maintain open, fair, free and sound dealings, and responsible procurement activities and will implement this approach at all DENSO group companies and throughout our supply chains.
- We will also respect our business partners including suppliers, and aim for mutual development with trustworthy relationships.



## II. DENSO Philosophy and Sustainability Policy

### 2. “DENSO Group Sustainability Policy”

#### Respect for human rights

Based on international standards including the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights, we will respect the human rights of all persons involved in our business activities. We will ensure that our business activities do not violate human rights in any form. For example, we will not use labor that violates human rights, such as forced labor or child labor in any form. We will understand issues that could cause human rights infringements, such as issues of conflict minerals, and ensure that our business activities will not be complicit in human rights infringements.

#### Working environment and corporate culture to respect employees

- We will comply with laws of each country and region pertaining to basic labor conditions such as working hours, days off, wages, and will maintain and improve a safe and healthy working environment.
- We will provide fair work conditions and employment opportunities, free from discrimination based on gender, age, nationality, disability status, sexual orientation or other factors in any employment situation. We will provide training and development opportunities for our employees and encourage success within a diverse workforce.
- We will build and share a sense of mutual trust and responsibility with employees through sincere communication and discussion.

#### Environmental management

We will implement technological development, factory operation, employee conduct and environmental value creation management to help solve global environmental problems.

#### Social participation and social development

We will make a positive impact on our communities in each country and region through our technologies and products, our volunteer activities and corporate philanthropy. We pride ourselves on being a concerned, caring corporate citizen.

#### Information disclosure and dialogue with stakeholders

We will regularly disclose corporate information and through open, fair and constructive dialogue with stakeholders, we will enhance management transparency and maintain and improve relationships of mutual understanding and trust with stakeholders.

#### Risk management

We will monitor risks, such as cybersecurity, natural disasters, terrorism, at all times and have comprehensive plans in place to minimize damage and ensure business continuity.

#### Role of Executive management

Executive management will build healthy, effective, and transparent governance systems for business management to implement this policy.



### **III. DENSO Purchasing Policy**

- 1. Open-door policy.**
- 2. Growing together based on mutual trust.**
- 3. Promoting "green procurement" to reduce the impact on the environment.**
- 4. Contribution to the local economy.**
- 5. Compliance with regulations and maintenance of confidence.**



## IV. Supplier Sustainability Guidelines

### 1. Safety and Quality of Products and Services

#### **Provide products and services that respond to customer' needs**

Develop and provide socially useful products\* based on customer' needs.

\* Socially useful products: Products that everyone can easily use regardless of age, gender, disability, and products with eco-friendly features, such as energy efficiency, resource sustainability, and environmental protection.

#### **Provide proper information on products and services**

Provide customers with proper information on their products and services.

#### **Ensure the safety of products and services**

Produce and provide products and services that comply with the safety laws and regulations in each country and region.

#### **Ensure the quality of products and services**

Establish and operate the company-wide quality management system.



## IV. Supplier Sustainability Guidelines

### 2. Human Rights/Labor

#### Support to the human rights policy

Understand and agree with the "DENSO Group Human Rights Policy", and strive to align with the policy.

- Respect and refer to international norms on human rights, including “the United Nations International Bill of Human Rights”, “the United Nations Guiding Principles on Business and Human Rights (UNGP) ” etc., and also promote activities related to human rights based on the UNGP.
- Strive to identify, prevent, and mitigate any negative human rights impacts through a Human Rights Due Diligence\* system in order to fulfill the responsibility to respect human rights.
- Remedy in accordance with international norms if find/recognize adverse impact .
- Provide appropriate education/training to ensure the policy.
- Strive to dialogue and consultation with stakeholders/independent external expertise.
- Monitor the progress of initiatives and strive to disclose information.

【Link】 “DENSO Human Rights Policy”

<https://www.denso.com/global/en/-/media/global/about-us/sustainability/society/humanrights/humanrights-doc-human-rights-policy-en.pdf?rev=44ab909620584c8f8182f6077d6eafed>



#### Non-Discrimination

Do not discriminate on the basis of personal characteristics, as protected by local applicable laws and regulations, such as race, ethnic and national origin, religion, creed, gender, age, disability or illness, sexual orientation or gender identity, marital status or the presence of children, pregnancy etc., with regards to all all aspects of employment\*.

\*the application process, hiring, promotion, compensation, access to education/training, wages, benefits, dismissal and/or retirement, job assignment, and discipline, etc..

#### Respect for diversity

Consider diversity and inclusion to be one of the key elements of the business framework, and promote activities accordingly.

#### Respect and Dignity – Harassment

Do not tolerate any form of harassment in the workplace based upon personal characteristics, as protected by local applicable laws and regulations, such as abuse, corporal punishment, harassment using one's position or status in the workplace, race, ethnic and national origin, creed, religion, gender, age, disability or illness, sexual orientation or gender identity, marital status or the presence of children, and pregnancy, etc..

#### Prohibition of child labor/Respecting the Rights of Young Workers

• Do not use child labor.

The age for employment shall be determined by following;

international norms, the minimum age for employment or the age for completing compulsory education under the local applicable laws and regulations etc., whichever is greatest

• Do not use employee e minimum under 18 years of age hazardous work that may jeopardize their health or safety.



## IV. Supplier Sustainability Guidelines

### 2. Human Rights/Labor

#### Prohibition of forced labor, migrant labor

- Do not tolerate any form of forced labor, which is often extracted through violent and threatful means or by entrapment of debt, or any form of modern slavery including human trafficking.  
Ensure that all work is voluntary and that employees are free to terminate their employment.
- Comply with international norms, local applicable laws and regulations etc. in employing Migrants.  
Do not require migrant workers including foreign workers, who must work in a legal status, to surrender passports, government-issued identifications, or work permits as a condition of employment.  
Do not collect recruitment fees or other fees that are considered unreasonable under International norms.

#### Wages and Benefits

Pay wages in compliance with local applicable laws and regulations etc., including those relating to minimum wages, overtime hours, deductions, piece work rates, and other elements of compensation.

#### Working hours

Comply with local applicable laws and regulations etc., governing employee' working hours, including overtime work, holidays, annual paid days off, and others.

#### Communicate and consult with employees, freedom of association

- Recognize the employees' right to freely associate, not to associate, complying with local applicable laws and regulations, etc. in which we operate.
- Sincerely communicate and consult with employees or their representatives.

#### Safe and healthy working environment

- Place the highest priority on safety/health programs and policies at the workplace, so that each employee is able to work without undue concerns, identify hazards and strive to prevent accidents and injuries from occurring at the workplace.  
(e.g., safety measures and inspections of machinery and equipment, hazard labeling, management of chemical substances, measures for hazardous operations (formulation of action procedures and rules etc.), protective equipment, safety education/training, health examination etc.).
- Strive to Support efforts to improve the health of employees through health promotion activities at work, guidance for preventing illness, and other means.

#### Personnel training

Train employees to help them develop their careers and abilities.

## IV. Supplier Sustainability Guidelines

### 3. Environment

#### Environmental management

For the promotion of environmental conservation activities, in addition to complying with applicable laws and regulations, establish the company-wide management system and improve it continuously.

#### Reduce greenhouse gas emissions

- For the prevention of global warming, strive to manage and reduce greenhouse gas emissions from the business activities throughout the entire life cycle, and use energy effectively
- Under a united effort with your suppliers, strive to plan and promote all kinds of reduction measures, such as identifying and disclosure of information on emissions, energy conservation, facility improvement, material substitution, and the introduction of renewable energy.

#### Prevent air, water, soil, and other environmental contamination

For the prevention of air, water, soil, and other environmental contamination, in addition to complying with applicable laws and regulations, monitor output continuously and reduce pollutants.

#### Save resources and reduce waste

In addition to complying with applicable laws and regulations for proper disposal, recycle and use resources effectively to reduce waste.

#### Control chemical substances

Carefully control chemical substances that may cause environmental contamination.

Do not provide products containing chemical substances that are prohibited by applicable laws and regulations.

In addition to prohibiting illegal chemical substances in the manufacturing process, monitor emissions and make reports to regulatory agencies as required by applicable laws and regulations.

#### Conservation of Biodiversity

Reduce our impact on biodiversity and ensure its sustainable use through biodiversity-conscious business activities.

※ Refer to the "Green Procurement Guideline"  
(You can find the English version from this site below.)

<https://www.denso.com/jp/ja/about-us/sustainability/society/supply-chain/green-procurement/>



## IV. Supplier Sustainability Guidelines

### 4. Legal compliance

#### Compliance with laws

- Comply with the applicable laws and regulations of each country and region. Establish and implement policies, structures, and mechanisms for ensuring and verifying legal compliance, including a code of conduct, related education, and a confidential compliance hotline.
- Maintain the confidentiality of the whistleblower and will not dismiss, threaten, harass, or otherwise disadvantage the informant, if an employee or business partner reports a consultation or complaint to a confidential compliance hotline.

#### Compliance with competition laws

Do not engage in illegal acts regarding the competition laws and regulations of each country and region, including private monopolies, unreasonable restraint of trade (cartels, collusive bidding, etc.), or unfair trade practices.

#### Anti-corruption measures

- Keep the transparent and fair relationships with political parties or administrative bodies and do not engage in giving the bribe, illegal political donations or contributions. Do not engage in giving or receiving presents, entertainment, or money with customers, suppliers, and other business partners with the intention to acquire or maintain unjust interest or wrongful preferential treatment.
- Do not conduct off-the-book, fictitious or otherwise falsified transactions, or any other similar acts prone to be misconstrued as such, and shall make and keep books, records and accounts (ledger sheets and account ledgers, etc.), which, in reasonable detail, accurately and fairly reflect the transactions and disposition of assets.

#### Management and protection of confidential information

According to the applicable laws and regulations of each country and region, obtain personal and confidential information concerning employees, customers, suppliers, and other business partners only by legitimate means. Manage and protect such information in a secure manner (including measures to protect against cyber attacks), and use the information only within the scope allowed.

#### Export controls

Comply with laws and regulations concerning export controls, thoroughly implement such controls, and establish management confirming whether products, technology, or other exports are subject to regulations.

Prepare and provide documentation of such confirmation.

#### Protection of intellectual property

- Continually monitor and protect all intellectual property of the company against any infringement by others. Do not infringe upon the intellectual property of others, illegally use such intellectual property, or make illegal copies of software or publications.
- Do not overlook the distribution of counterfeit products that infringe on your company's intellectual property rights.



## IV. Supplier Sustainability Guidelines

### 5. Disclosure of Information to Stakeholders

#### **Disclosure of information to stakeholders**

Strive to disclose information that is pertinent to stakeholders, including financial condition, operating performance, sustainability initiatives such as environmental conservation and corporate citizenship, in a timely and fair manner, and build and maintain positive relationships with stakeholders through open and fair communication.

### 6. Risk Management

#### **Establish and implement a risk management system**

Establish and implement a company-wide system to assess and control the potential risks associated with business activities.

#### **Establish a Business Continuity Plan**

Set up a Business Continuity Plan (BCP) to enable quick recovery of business activities after a disaster or accident.

### 7. Responsible Material Procurement

Promote the procurement of materials with consideration of their impact on the environment and social problems such as human rights infringement and others.

And take appropriate steps to avoid procurement of materials that can cause social problems (such as conflicts minerals\*, cobalt etc.), or other human rights injustices.

\*Minerals originating from the Democratic Republic of the Congo and neighboring countries that have directly or indirectly contributed to the financing of armed groups.

### 8. Corporate Citizenship

#### **Contribute to local communities**

Strive to promote corporate citizenship activities aimed at building a better future for each local community in which business activities are operated.



## IV. Supplier Sustainability Guidelines

### 9. Develop and deploy Policies and Guidelines for Suppliers

- Request to deepen and expand sustainability initiatives with suppliers (e.g., tier 2 level) by developing and deploying individual sustainability policies and guidelines incorporating the guidelines outlined above.
- Promote the above activities in consideration of the whole supply chain and conduct the necessary countermeasures for follow-up and improvement of suppliers.

#### <For more information>

- Please refer to DENSO website for more information on Supplier Sustainability Guideline.

#### <Compliance with Sustainability Guidelines>

- DENSO will address compliance of these guidelines throughout the entire supply chain which supports our manufacturing efforts. It is our policy to ask all of our suppliers to carefully read and understand these guidelines and take the initiatives necessary to ensure that they penetrate down through your supply chain.
- To confirm compliance status for these guidelines and mutual communication, if necessary, there may be times when we conduct self-assessments or hearings. There may be some cases where we accomplish this by having a third party carry out an audit.
- If a problem that violates these guidelines should occur, we ask that you report it immediately and take steps to make the necessary improvements. In the unlikely event that appropriate countermeasures are not taken, this may result in the cancellation of business orders.

# ***DENSO***

## **Crafting the Core**

- Established / April , 2010
- Revised 1<sup>st</sup>. / May, 2014; Responsible material Procurement
- Revised 2<sup>nd</sup>. / September, 2017; Anti-corruption Measures
- Revised 3<sup>rd</sup>. / February, 2022; Human Rights/Labor and Environment
- Revised 4<sup>th</sup>. / September.2023; Develop and deploy Policies and Guidelines for Suppliers