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India Business Support Centre (IBSC), Hitachi India Pvt. Ltd.

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## 1. Message from Chief Executive for Asia



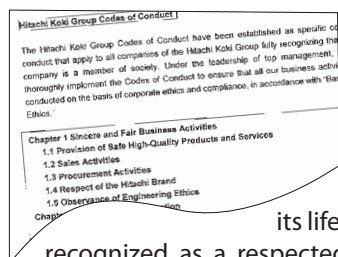
We are delighted to bring you the 3rd edition of the newsletter. Last September, I, participated in a stakeholder engagement in Singapore and met stakeholders from three Asian countries including India. We studied existing trends of social & environmental challenges as foreseen in the near future and found it to be very insightful. To be a good corporate citizen, we must adapt solutions to local markets. Hitachi is facilitating some projects of urbanization by adopting new concepts like smart city and cutting-edge technologies. The Delhi Mumbai Industrial Corridor (DMIC) activity is one example. As you know, Hitachi is committed to contributing to solving social and environmental issues through its futuristic business approaches, in order to realize a sustainable society. I, believe the stakeholder engagement helps our sustainable business and in turn enables society to be more sustainable.

Hitachi celebrated 2010 as its centennial year, thanks to your continuous support. For up-coming years, we have envisioned becoming a truly global leading company. CSR is the foundation of achieving this mission and relates directly to the course we ought to take in reaching this goal. We are going to exercise leadership in CSR and the environment in cooperation with our group companies to achieve as one Hitachi in India. I, look forward to your continuous support.

## 2. Our Materiality

a

### Compliance



### Implementation of Ethics Code of Conduct by Hitachi Koki

Hitachi Koki has been working aggressively and contributing to CSR activities. In India, Hitachi Koki has taken pioneering steps in adopting and implementing the CSR Ethics Code of Conduct. The company is committed to adhering to quality, safety, environmental laws & standards. Hitachi Koki India will administer appropriate quality management systems and will improve people's lives and society by the use of technology and committing itself to reducing the environmental burden of a product throughout its lifecycle in order to realize a sustainable society in harmony with the environment. The company aims to be

recognized as a respected and global enterprise of the 21st century by making the greatest possible use of resources and implementing social activities. All the employees of Hitachi Koki shall practice these codes of conduct under "**Hitachi Koki Group Codes of Conduct**".



### CSR our commitment – Hitachi Metglas

Hitachi Metglas understands that commitment to CSR is a logical and necessary concept for a sustained business growth and accomplishes its basic environmental protection and social well being policy by mainly fulfilling crucial requirements of complying with all applicable laws and regulations nationally and internationally and building relationship of trust with internal and external stakeholders. Recently, an awareness session on the CSR guidelines based on the fundamental code of conduct was carried out by the Managing Director conveying a strong message to all officials, leading to the development of an internal feedback mechanism by which employees are encouraged to promptly report any illegal, improper and/or unethical conduct. We believe we have an environment that enables our people to raise genuine and legitimate concerns internally. Further in order to promote a positive

communication and consultation, routine "get together" and tournaments are organized. Recently, a cleaning drive was also organized to bring managers and workers together to demonstrate that a clean workplace is a necessity, requirement and responsibility of all employees guiding towards a sustained enterprise.



### Team Building Workshop by Hitachi Transport System (HTSI)

Hitachi Transport System India Private Limited organized a training program for the entire employee workforce at Panvel Logistics Center. The objective of the training was "TEAM BUILDING and TEAM WORK". Employees enthusiastically participated in the workshop which was aimed at improving interpersonal & leadership skills, team building, effective planning, organizing work processes and adapting these techniques to enhance professional skills. All employees at PANVEL attended the training and vowed to work together as a team towards achieving the common goals of the organization.



### Contributing to the development of under privileged children through organizing "Quiz as a Learning Tool" by Hitachi Data Systems (HDS).

Hitachi Data Systems Pvt. Ltd India conducted a CSR event on 19th November 2010 at Rani Sarala Devi School, Jayanagar, Bangalore. The school is run for children from underprivileged society, and was conducted in Kannada and English mediums. It is founded and managed by the State Bank of Mysore employee's education society and aided by the state government of Karnataka. HDS conducted "QUIZ AS A LEARNING TOOL" event for class 8 children. 150 children participated enthusiastically. 6 formal teams competed and absorbed knowledge, team spirit and the joy of learning through quiz.

Questions were posed from the fields of cinema, geography, science, math, sports and, current affairs. Top 3 teams were given prizes and a few select questions for the audience

were also awarded gifts. Each team was comprised of 4 students. The school management and teachers applauded the event immensely and appreciated the HDS CSR team.

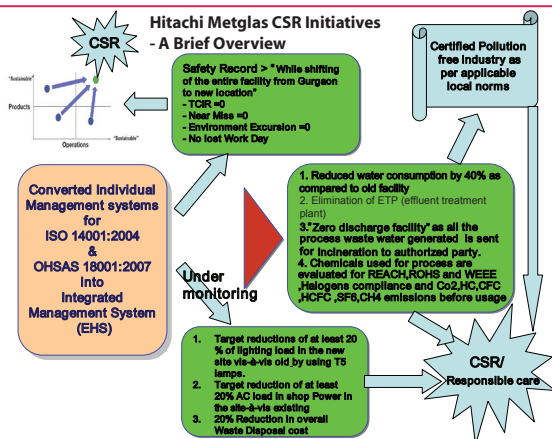


### Sharing Joy & Smile with Old Age Parents - Hitachi Home & Life Solutions (HHLI)

CSR activities are way of life at HHLI.

Hitachi Home & Life & Life Solutions India Ltd. (HHLI) organized programmes at one of the Old Age Homes in Ahmedabad – "Jeevan Sandhya Vruddhashram". This Old Age Home has around 190 old age people. These residents are those unlucky parents whose children have not supported them in their last phase of the life (Jeevan Sandhya). To bring smiles on their faces & joy in their lives, HHLI takes little steps. On 4th August-10, HHLI organized a musical programme (on Kishore Kumar's birthday) at this Old Age Home. Gujarat's renowned artist, Himanshu Trivedi & Orchestra were invited & the orchestra enthralled them with songs of

their choice. They enjoyed the old melodies of Kishore Kumar, as they remembered their lively youthful days. At the end of the programme, HHLI distributed kits with daily use items.



### Major environmental activities – Hitachi Metglas

Hitachi Metglas, by nature of its operations has a minimal impact on the environment, craving for a "Zero discharge facility" sending even small amounts of waste water generated for incineration to an authorized party hence eliminating the requirement of ETP. Though Hitachi Metglas is connected to a municipal sewage treatment plant to dispose of domestic waste water, efforts are on to process and install a STP (Sewage Treatment Plant) to treat domestic waste for recycling and reusing the spent sludge as manure and treated wastewater for horticulture purposes. Hitachi Metglas has extensively worked towards the development of a green belt surrounding raw premises and have put its foot forward to reduce our load of CO2 emissions. Partnering with an authorized E-waste recycling firm for managing our small E-waste related to computers and accessories is also being planned, taking a step forward towards green processing while the draft disposal laws/guidelines is still being developed by the Pollution Control Board.