

# Compliance

## Compliance with Laws and Regulations

### Basic Compliance Policy

#### Compliance Philosophy

FHI views compliance to be a key responsibility of management and firmly believes that only through company-wide implementation of compliance can our business have a strong foundation. FHI strives to engage in fair and just corporate activities that comply with laws and regulations, our own internal rules, and the standards of society.

### Corporate Code of Conduct and Conduct Guidelines

FHI has established a Corporate Code of Conduct and Conduct Guidelines as standards to help ensure compliance with laws and regulations. They are explained in detail in the Compliance Manual, which is given to all FHI executives and employees to help them maintain compliance in their daily actions.

#### About the Corporate Code of Conduct

On the basis of our corporate philosophy, we established the basic guidelines that officers and employees must observe with regard to stakeholders such as customers, business partners, shareholders and society.

#### About the Conduct Guidelines

The basic guidelines listed in the Corporate Code of Conduct specifically determine the standards of conduct for all officers and employees to practice in our daily business activities.



Compliance training

### Compliance Regulations

We established the Compliance Regulations in 2001 after approval of the board of directors. These regulations contain basic compliance policies, which provide for the

system, organization, and operational methods related to corporate compliance.

# Compliance

Compliance System and Administration

FY2013

## Compliance System/Organization and Administration

A company-wide committee established to promote corporate compliance, the Compliance Committee conducts deliberations and discussions, renders determinations, and encourages the exchange of

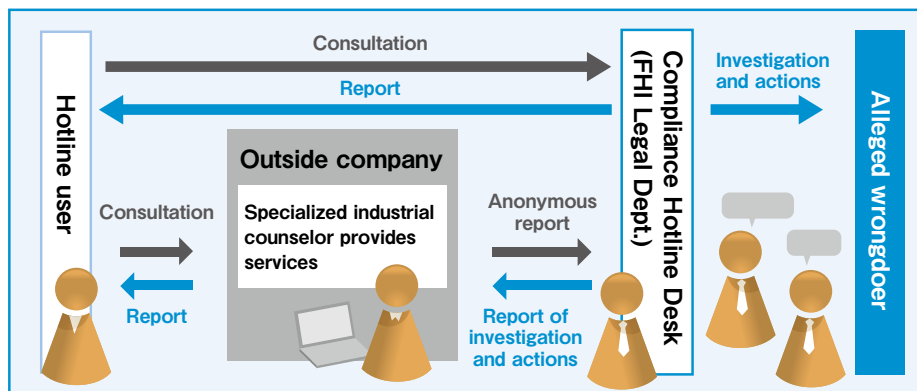
information on key compliance issues. Every year, each department plans its own compliance program, continuously and autonomously implementing compliance initiatives.

## Compliance Hotline

In addition to discussing with their supervisors any compliance issues they encounter, FHI Group employees have the option of using the Compliance Hotline and reporting issues directly to the Hotline Desk located within FHI. After receiving information via mail, telephone, or email, employees assigned to the Hotline Desk research situations and take appropriate actions based on FHI's internal rules. The names and departments of those

making reports are kept strictly confidential to prevent reprisals. Since April 2008, a company external to the FHI Group has provided services to the Hotline Desk, allowing the Compliance Hotline to extend its hours and helping to ensure the confidentiality of the names and departments of those making reports. The result has been greater ease of use for all employees making use of the hotline.

### Compliance Hotline (Flow from consultation to solution)



Compliance Hotline Card

## Personal Information Protection Initiatives

To comply with the Personal Information Protection Act, FHI has reviewed its internal systems and rules and publicly disclosed its privacy policy. Since Subaru dealers in Japan handle a wide range of customer information, we have reviewed each dealer's compliance with our rules and created a Personal Information Protection Handbook for Subaru Dealers. In this way, we are working to ensure that all employees understand the importance of protecting personal information.



Handbook for SUBARU Dealer Staff

# Compliance

Compliance System and Administration

FY2013

## Compliance Activity Achievements

In order to ensure compliance with laws and regulations, FHI and all our group companies join forces and work in harmony. In FY2013, over 3,100 people including employees of group companies took part in compliance and practical legal training hosted by the Legal Department, and education sections of Human Resources Department. In addition, each department and group company has their own unique education programs built into their compliance action programs and complements the above seminars by holding study meetings on legal matters required in their jobs and compliance motivation training. Staffs are sent as lecturers to these meetings and training from our Legal Department to make such events even more fruitful. We also prepare and provide various support tools, including ones specially intended for affiliated companies and domestic SUBARU dealers, to promote compliance in day-to-day operations. Urgent information is released on a timely basis in our "Compliance Information" to alert the entire group.



Compliance Handbook for Affiliated Companies



100 Case Studies of Compliance Issues