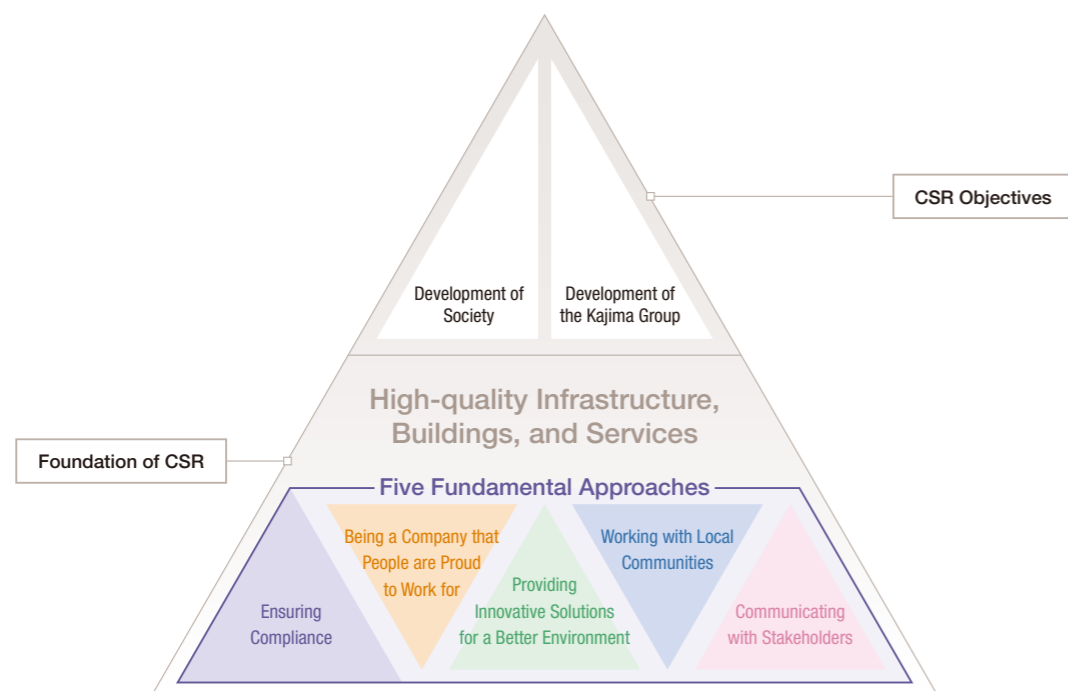


# CSR Framework at the Kajima Group



## The Kajima Group's Approach to Corporate Social Responsibility

Recognizing that progress for all of society and progress for the Kajima Group follow the same course, Kajima plays a role in helping society achieve sustainability by designing and building the structures needed for communities and individuals to function well. The progress and sustainability of society, and the sustainability of the Kajima Group, are inextricably linked.

The work of a construction firm directly supports the activities of society and individuals across generations. Kajima

takes pride in the importance of its social mission, namely the scale of its projects and significance of the impact that the construction of its buildings has on society. The objective of the Kajima Group's CSR efforts is to achieve lasting recognition and attain new successes by addressing the needs of society and the times, contributing to society, and providing greater convenience, comfort, and peace of mind for the individuals in that society.

## Delivering High-Quality Infrastructure, Buildings, and Services

A fundamental aspect of the Kajima approach to social responsibility is to deliver high-quality infrastructure, buildings, and services to help build communities that offer convenience, comfort, and peace of mind. As a member of the construction industry, the Kajima Group bears a responsibility to society to deliver reliable quality on every project the Company undertakes. High-quality and high-value-added structures are fundamental to earning the trust of society and customers, which in turn leads to new projects that further Kajima's sustainable growth.

Quality is not merely a matter of excellence in building construction, but encompasses the entire process involved. Starting with planning, design, and construction, it also includes follow-up maintenance on infrastructure and buildings, and services that generation upon generation are able to use. Kajima aspires to quality that is comprehensive and lasting.

Moreover, quality cannot be separated from safety and health, or from the environment. These elements are closely connected, and as such, are crucial issues for Kajima's construction-oriented business operations, relating as they do to the Company's very survival.

## Quality Assurance, Safety and Health, and Environmental Policies

### Basic Policy

Quality assurance, safety and health, and environmental management are prerequisites that support production activities and form the very basis of corporate survival. By establishing and continuously improving appropriate and effective management systems to ensure compliance with relevant laws, ordinances, and other societal requirements, Kajima works to efficiently engage in production activities while proving itself worthy of the trust of customers and society.

in the construction industry while aiming for the sustainable development of the Company.

1. Kajima works to prevent accidents and incidents caused by human error by focusing on the workplace, equipment, and actual conditions on site, as well as by using point-call-and-response practices as routine workplace procedure.
2. Kajima strives to create safe, comfortable working environments by facilitating close communication between Kajima and its partner companies and by ensuring that people, machinery, and equipment function in close coordination.

### Quality Assurance Policy

Kajima will provide products and services that satisfy clients, from marketing to follow-up services, and that allow clients to place orders with a sense of reassurance and trust.

1. We will ensure product quality by paying serious attention to client requirements and responding appropriately, while thoroughly carrying out the plan-do-check-act (PDCA) cycle.
2. We will promote research and development improvement initiatives and plan ways to improve quality and increase operational efficiency.

### Environmental Policy

As a company "building another century," Kajima pursues a unique long-term environmental vision, doing its part in the broader social effort to preserve the environment and ensure economic sustainability.

1. Kajima works to reduce the environmental impact of its business activities and takes into consideration the entire lifecycle of the structures it constructs. In this way, the Company seeks to help build societies that have low-carbon, sound material cycles and exist in harmony with nature.
2. As a standard basis for supporting efforts to achieve these goals, Kajima:
  - Seeks to develop technologies that contribute to environmental preservation and the sustainable use of resources
  - Takes preventative measures in its construction management processes to prevent environmental damage caused by harmful substances used in construction projects
  - Takes steps to cooperate with the general public, including the proactive disclosure of information.

### Safety and Health Policy

Kajima firmly believes that safety is the barometer of a company's capabilities and ethics. On the basis of this belief, the Company works together with subcontractors that have strong management capabilities to eliminate construction-related casualties and accidents in order to maintain trust

## Integrated Management System for Quality Assurance, Safety and Health, and Environment

In April 2003, Kajima integrated the separate policies that had guided its activities in terms of quality, safety and health, and the environment, creating a single basic policy that covers all three aspects. With regard to quality, Kajima is ISO 9001 certified in the areas of engineering and construction, as well as ISO 14001 certified for environmental activities company-wide. Kajima's health and safety policy conforms to standards of the Construction Occupational Health and Safety Management System (COHSMS).

In line with this policy, Kajima has introduced a management system in its construction business that integrates those three aspects into both engineering and construction. Integrated management improves overall productivity at construction sites, which in turn boosts overall quality, and this enables the Company to better meet the needs of society and customers.