

Corporate Social Responsibility

JT Group Report 2013



Table of contents

<i>Introduction</i>	5	<i>Consumer Issues</i>	32
<i>Executive Messages</i>	6	Being transparent about our products.....	33
<i>Human Rights</i>	10	Consumer complaints handling service.....	34
Putting human rights first.....	11	Disclosing ingredients information voluntarily.....	35
Partnering to help end child labor.....	12	Ensuring only adults gain access to tobacco products.....	35
Putting the program into action.....	13	Providing professional assistance within the pharmaceutical sector.....	36
<i>Labor Practices</i>	14	Prioritizing safety control in the beverage and processed food business.....	37
Focusing on health, safety and employee satisfaction.....	15	<i>Community Involvement & Development</i>	38
Listening to employees helps create a better workplace.....	16	Helping local people with compassionate aid programs.....	39
Demonstrating the principle of ‘continuous improvement’.....	17	Bringing sustenance to a city in need of help.....	40
Bringing ideas to life.....	18	Restoring forests in Japan.....	41
Health and well-being of our employees.....	19	Picking up on the issue of litter in Japan.....	41
<i>The Environment</i>	20	Volunteering help in Spain.....	42
Working towards sustainability.....	21	Caring for the community.....	43
Meeting the challenges of environmental management.....	22	<i>Organizational Governance</i>	44
Reducing greenhouse gas emissions.....	23	Supporting businesses with transparent and sound governance.....	45
Combating resource depletion through forestation and conservation.....	24	Ensuring effective decision-making and accountability.....	46
Protecting water sources.....	25	Enhancing organizational governance.....	47
Reducing, Reusing and Recycling.....	26	<i>Group Profile Facts and Figures</i>	48
Innovating to limit waste.....	27	<i>ISO 26000</i>	50
<i>Fair Operating Practices</i>	28		
Operating responsibly across the global value chain.....	29		
Creating the highest standards of behavior.....	30		
Taking a zero tolerance approach to corruption.....	31		
Combating illicit trade with a digital solution.....	31		

Introduction

The JT Group, centered around Japan Tobacco Inc. (JT), is a global organization operating in Japan and over 120 countries worldwide. It is active in the three broad sectors of tobacco, pharmaceutical and foods. JT manufactures and markets tobacco products in Japan, and Japan Tobacco International (JTI), headquartered in Geneva, Switzerland, operates the global tobacco

business. The pharmaceutical business conducts research and development, manufactures and markets prescription drugs. The foods businesses consist of beverages and processed foods. Both the pharmaceutical and food businesses are based in Japan. A belief in 'doing the right thing' is central to the JT Group's corporate principles and how it conducts

its businesses. This belief underpins the examples of Corporate Social Responsibility (CSR) activities presented in this Report. Additionally, in 2012 the Group adopted the ISO 26000 guidelines on Social Responsibility as a new framework to help structure its CSR reporting. ISO 26000 encompasses manufacturing processes, consumer services, supply chain management, environmental

management, business operations and social contributions, all of which are relevant to the JT Group. Undoubtedly, there will always remain much more to be done, and the Group is committed to strengthening the societies and communities in which its businesses operate.