



I hope you have all had a chance to see the new compliance poster, which was issued in January this year and posted at headquarters in Yokohama and at domestic and overseas offices. It was designed with input from compliance key person.

All of us should keep compliance in mind routinely as we aspire to create better workplaces.



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## If you sense friction at work



## Compliance Strategies Being tactfully assertive



We must be skilled communicators in order to assert ourselves while respecting others' opinions. One way to assert ourselves tactfully is with an "I-message" or "I-statement." Here, we convey how we feel about a situation, instead of criticizing others.

It's only natural that each of us has our own opinions or ideas, but sometimes this may lead to friction. If so, try to assert yourself tactfully and keep discussions respectful and constructive. Then we may be able to find solutions that everyone can accept. When asserting yourself, treat others as equals, without insisting that one of you is necessarily right or above the other.

Problems at work often arise from a lack of communication, or from miscommunication. To resolve them, it's best not to rely on written communication in email or on an intranet but to discuss things directly, face-to-face. By actually speaking with others, we can understand each other's thinking or feelings from facial expressions or tone of voice.

Resolving problems also calls on us to listen carefully until others are finished expressing themselves. Respect others' opinions without clinging stubbornly to your own.



**! Be careful handling personal information**

With organizational change in April and people being transferred or joining us as mid-career hires throughout the year, we ask that you refrain from revealing any information you come to know in advance. Also be careful not to leak personal information.



**Results of our compliance healthcheck**

From December to January, some 3,459 people responded to our "compliance healthcheck," a basic survey on power harassment, sexual harassment, and reporting given to employees and RS staff of JHD, JCS, JGBL, and JJPN. Thank you for your cooperation.

After the results were compiled for each department, this information as feedback was provided internally through each department manager and compliance key person. Each department's aggregate results were rated on a scale from A to D by the Compliance Unit, based on department member responses. The table below shows the distribution of ratings for all divisions of the four companies. This year, most departments earned a rating of B.

**Compliance healthcheck results**

Rating	No. of Departments
A (Good)	21
B (Should be monitored)	45
C (Attention required)	27
D (Will work with Compliance Unit)	13

The check involved the same questions as last year. Two company-wide trends stood out this year. In response to a power harassment question, somewhat fewer people noticed instances of shouting or loud threats. This is a positive development, but for a sexual harassment question, slightly more respondents had noticed prying questions at work. Asking why an employee is still single, for example, can be considered too personal, so be careful not to ask prying questions that may make others uncomfortable.

No matter how departments were rated this year, we hope the results help department managers, compliance key person, and all other members keep others' feelings in mind. May it provide an opportunity to reflect on how we speak and act at work.

(Matsuo, Compliance, JHD)

**E-learning now underway**

**E-learning on the JGC Group Code of Business Conduct is now underway for JHD, JCS, JGBL, and JJPN employees and RS staff. Those who have not taken it are asked to complete it by Monday, March 11.**

**Employees and RS staff who started work before January 15 this year should use this e-learning, which is designed for FY2023. We invite others who joined the company since then to use the e-learning as provided in FY2024.**

**Overview of e-learning**

**Details:** Consists of an e-learning session and a form to electronically sign the JGC Group Code of Business Conduct

**Time required:** 35-45 minutes

**Deadline:** 11:59 p.m. on Monday, March 11

**Instructions:** Check for email from [support.lms@trialinteractive.com](mailto:support.lms@trialinteractive.com) sent around January 24.