

# Message from a Stakeholder

This Environmental & Social Report enables us to learn many new aspects of the NGK Spark Plug Group. The special feature on SOFC is informative, and I can feel the passion and profound vision for the future. The Group's organizational reform is powerful, and its plans and actions, based on scientific grounds, are preemptive and proactive. Looking at its global view as well as its attentiveness to individual customers and local communities, I see a sense of dignity as a global company. Located in my town in Kagoshima Prefecture, Miyanajo Factory of NGK Spark Plug Co., Ltd. is actually making tremendous contributions to the local society. They visit local high schools to give lectures, assisting schools in promoting the development of specialists. We benefit substantially from their commitment to the development of intellectual assets in society and their efforts to create an environment-conscious society. I hope to see NGK Spark Plug Group, which is a big company in our small town, further contribute to the development of our society through continuing assistance and guidance.

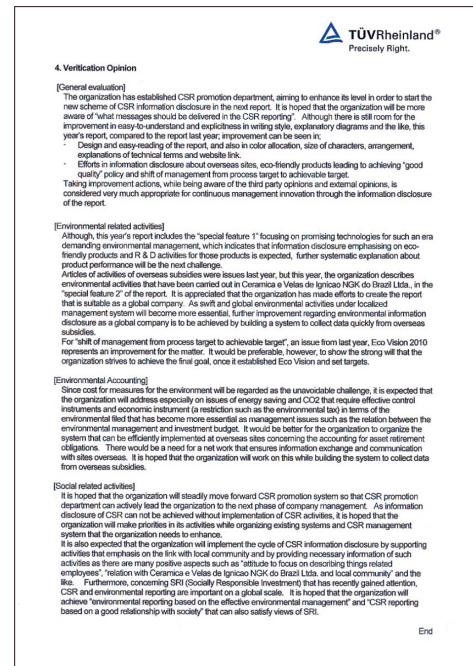
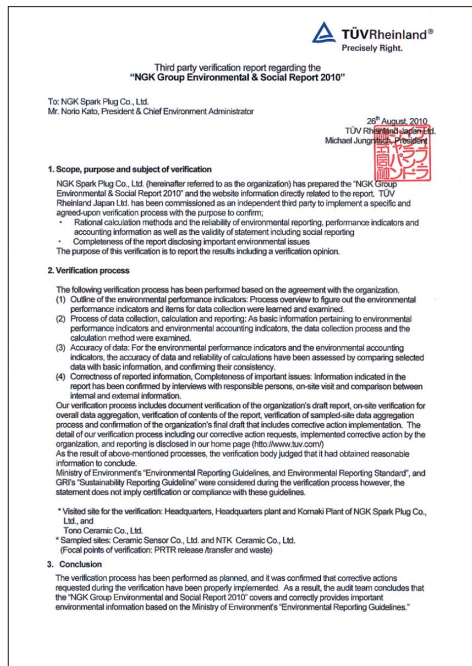


Shuichi Higashi  
Superintendent of Schools  
Satsuma Town  
Board of Education

# Third Party Examination

"Easy-to-understand messages" and "correct information" are the keywords in our project of publishing this Environmental & Social Report 2010. In order for us to verify the conformance of this Report to the said policy, we have asked TÜV Rheinland Japan

Ltd. to examine the report to see if all the important information is sufficiently covered by the report and if the disclosed information is correct and based on appropriate measurements and calculations, and is consistent with source materials.



# The Results of the Examination

With the ambition to make this Environmental & Social Report 2010 a foundation for a CSR report which we plan to issue in the future, we included in this report several special feature articles, such as the news about our development of SOFC (solid oxide fuel cell) and the 50-year history of our Brazil unit. TÜV regards these articles highly, stating that they enable readers to better understand our environment-friendly products and overseas divisions, which we actually wanted to realize with this report. Also, the use of different types of prints, colors, notes on technical terms and indicated linkages with websites were highly evaluated. On the other hand, TÜV suggested that we should improve our explanations about our overseas activities and business goals in our next report. In response to these suggestions, we have already corrected misprints and insufficient explanations. However, there are several

things yet to be improved, including those requiring structural reform, which will need time to achieve a satisfactory improvement. We will keep working on such pending items, and greatly appreciate your understanding.



Editorial meeting



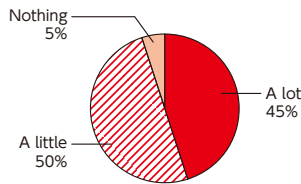
Third-party examination

# Results of questionnaire concerning Environmental and Social Report 2009

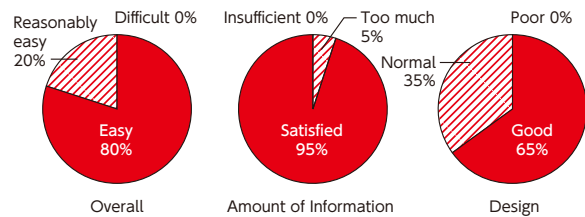
Thank you for sending us all your answers to the questionnaire in "Environmental and Social Report 2009" published in fiscal 2009.

We take your opinions seriously and are working to implement even more thorough information disclosure.

**Q1** Before reading our Environmental and Social Report 2009, how much did you know about NGK Spark Plug Group's environmental policy or activities?



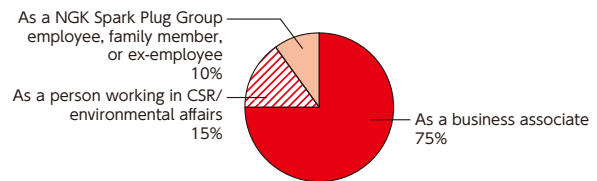
**Q2** How did you find our Environmental and Social Report 2009?



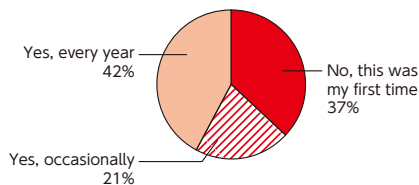
**Q3** What did you find particularly interesting? (Top six)

- Message from the President
- 5. Environmental Conservation
  - Environmental declaration, environmental policy, environmental action plan
  - Environmental load from business activities
  - Management
  - Products
- 6. Social Contribution

**Q4** Please check the box or boxes that best describe your situation and position.



**Q5** Have you read any of our previously issued reports?



**Q6** If you have any other comments or requests regarding our environmental activities, please write them here.

- More and more people say that we need to reduce our dependence on fossil fuels. Do you have any products or technologies that can cope with this trend? (Answer) See our feature article on the development of SOFC (solid oxide fuel cell).
- I am concerned about the fact that the NGK Spark Plug Group failed to meet noise requirements. (Answer) We have already introduced effective countermeasures and have successfully reduced noise levels to meet requirements. We will continue to implement appropriate noise control measures to ensure that we will not cause disappointment again.

## Request to answer the questionnaire

Thank you for reading through our Environmental and Social Report 2010. For the further improvement of this report, we kindly ask you to fill in the foldout questionnaire.

**Fax: +81 52-872-9980**  
**e-mail: [csr@mg.ngkntk.co.jp](mailto:csr@mg.ngkntk.co.jp)**

<Personal information protection policy> We will only use your personal information to delivery next year's report to you. Even when we publish the results of this questionnaire, we will not show it in a form in which the respondents can be identified.