

Message from a Stakeholder

This Report gave me a very good understanding of the systematic organization and promotion of the Group's CSR policy since establishment of the CSR Promotion Department in April 2010. In particular, the way the company policy, structure, targets, etc. are summarized by a stakeholder in the unit on Sociality Report is very informative and useful for our Ward Office, where we deal directly with a range of residents in our Ward.

The Feature Story "Response to Major Disasters" shows how quickly the Group secured the safety of its employees and ensured that business continued, as well as the Group's various relief efforts during the Great East Japan Earthquake. In preparing for major earthquakes, the disaster prevention activities conducted and the Head Office Factory's memorandum with the local school district show great reliability.

I also commend and have great expectations of the Group's efforts to communicate with local communities and participate in various social contribution activities, and I hope that we will continue to be good partners long into the future.

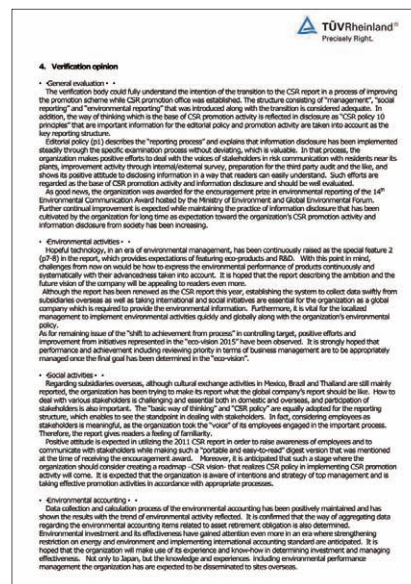
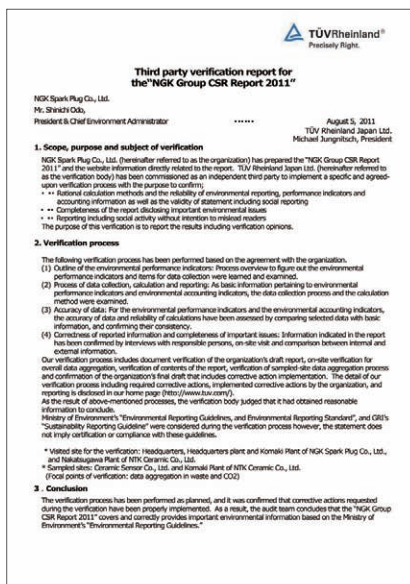


Kenichi Yoshida
Ward Mayor of Mizuho, Nagoya

Third Party Review



CSR Report 2011 has been created based on our information disclosure policy, with the aim of producing an easy-to-understand and trustworthy report. In order for us to verify that this Report conforms to this policy, we have asked TÜV Rheinland Japan Ltd. to review the Report. The review checked whether the Report contains all the essential information it should, whether that information is based on accurate measurements and calculations, and whether the disclosed information is consistent with source materials, etc.



Response to the Third Party Review

Starting this year, the name of the report has been changed to CSR Report, and the structure has been modified significantly. Since our challenge this time was to focus on information for stakeholders, we made the decision to include the voice of our employees, our closest stakeholders, and this was highly evaluated. On the other hand, we must work still more on information disclosure as a global corporation. Concerning points that need improvements, we have improved those places in the Report where there was insufficient explanation, but for other points that require more time, such as establishing new mechanisms, we are continuing our efforts to make improvements.



Third Party Review

Questionnaire results

Thank you very much for participating in the questionnaire on the Environmental & Social Report 2010, issued in fiscal 2010. After reviewing the comments and opinions we received, we have carefully selected information to be included in this report. We will continue our efforts for better information disclosure. Please note that our employees (mainly from management) have filled in the questionnaire for the first time this year, and their results are also shown below.

	External stakeholders	Internal stakeholders (employees)
<p>Q1 Before reading our Environmental and Social Report 2010, how much did you know about NGK Spark Plug Group's environmental policy or activities?</p>		
<p>Q2 How did you find our Environmental & Social Report 2010?</p>		
<p>Q3 Please check the box or boxes, when you find topics particularly interesting. Please fill in a "○" on good topics, and fill in a "x" on no-good topics, for as many topics as you like.</p>	<p><Top 3></p> <ul style="list-style-type: none"> ■ Message from the President ■ Environmental preservation <ul style="list-style-type: none"> - Environmental Burden of Business Activities - Management <hr/> <p><Top 4 (ranked by # of ○ - # of x)></p> <ul style="list-style-type: none"> ■ Message from the President ■ Environmental preservation <ul style="list-style-type: none"> - Environmental Burden of Business Activities - Management - Products 	<p><Top 3></p> <ul style="list-style-type: none"> ■ Message from the President ■ [Feature Story 1] Development of SOFC ■ Social contribution <hr/> <p><Top 4 (ranked by # of ○ - # of x)></p> <ul style="list-style-type: none"> ■ Message from the President ■ [Feature Story 1] Development of SOFC ■ [Feature Story 2] 50 years of Cerâmica e Velas de Ignição NGK do Brasil Ltda. ■ Social contribution
<p>Q4 Please check the box or boxes that best describe(s) your situation and position.</p>		
<p>Q5 If you have any other comments, requests or themes you would like to know regarding our environmental and social contribution activities, please feel free to write in the space below.</p>	<ul style="list-style-type: none"> ■ Please enlarge the font for the Third Party Review Report. (Reply) The PDF version is now available on the website and viewer can adjust the font size to suit them. ■ I would like to see photos of and comments from stakeholders. (Reply) We have included the Voices of employees. 	<ul style="list-style-type: none"> ■ I would like to know more about the activities of overseas corporations. Please make the Report more global. (Reply) More cases of overseas corporations have been introduced. We will work more on daily activities to make the scope of the Report global. ■ I would like to see more reports on products (Reply) Included a feature story on hydrogen-related products.

Request for participation in the questionnaire survey

Thank you for reading our CSR Report from cover to cover. Please help us to continue improving the content by filling in the questionnaire.

Fax: +81 52-872-5999
e-mail: csr@mg.ngkntk.co.jp

<Handling of personal information>

The personal information you enter will be used solely for the purpose of sending you the report for the next fiscal year. When tallying and publicizing the results of the questionnaire, we will do so in a way that does not identify you through your personal information.