

Human Rights

In line with the KDDI Code of Business Conduct (Basic Principles), KDDI strives to encourage respect for human rights within its management activities.



■ Our Approach on Human Rights

The “KDDI Code of Business Conduct” defines our basic principles on maintaining respect for human rights and individual characteristics throughout all our business activities. The guideline celebrates the diverse values of our employees, clearly prohibiting discrimination on the basis of such factors as gender, age, race, place of birth, religion, or disability, as well as any behavior that disrespects human rights, such as violence, sexual harassment, and power harassment.



■ Boosting Employment Opportunities

Promoting Employment Opportunities for People with Disabilities at KDDI Challenged

We set up KDDI Challenged Corporation in 2008 to further expand employment opportunities for people with disabilities.



Mobile phone handset disassembly

The company strives to instill in employees with disabilities the awareness of what they can achieve. With a working environment tailored to the needs of these individuals, KDDI Challenged seeks to create and expand the types and scope of activities of each of its employees.

As of March 2013, the company employed 36 people with disabilities. Among the business that these employees handle under contract from the KDDI Group are the disassembly of mobile phone handsets, performing maintenance on business mobile phones, handling accounting procedures, PC kitting*, facility maintenance, and Refresh Room operations. In FY2013, we plan to expand the scope of this company’s operations to include such activities as intranet maintenance.

By providing new employee training at KDDI Challenged, the KDDI Group is also providing opportunities for employees to work with people with disabilities.

* The process of setting up a PC operating system, installing applications, and other activities

■ Creating Sound Labour-management Relations

Signing a Union Shop Agreement

KDDI works with the KDDI Workers Union to promote employee welfare and social development under the banner of “Building a better KDDI.” We meet regularly to deliberate on a host of issues related to improving the working environment and strive to create sound labour-management relations. To encourage even better relations between employees and management, in December 2012 we signed a “Union Shop Agreement.” This accord makes membership in the KDDI Workers Union mandatory for all employees, except for managers and non-regular employees.

■ Efforts to Eliminate Information Disparities

Introducing a “Sign Language Support System” Using Tablets

KDDI has installed simplified communication devices at all au shops throughout Japan to aid customers with hearing or speaking difficulties. In addition, at “au NAGOYA” and au shops centered in the Tokyo metropolitan area, staff who are conversant in sign language are available to assist with purchasing, explain how to use devices, and provide repair support. In March 2013, we introduced a sign language support system using tablets at KDDI’s directly operated shop, “au NAGOYA,” which has a showroom where customers can experience the newest au products and services, as well as subscription counters.

With this service, sign language capable staff at “au NAGOYA” use tablets to assist customers with hearing difficulties who visit shops in the Chubu region (Aichi, Gifu, Mie, Shizuoka, and Nagano prefectures), employing the videophone function to provide remote customer support.



Customer service using the sign language support system