



KnowTheChain Engagement Questions

2018 Information and Communications Technology Benchmark

Completing these questions provides you the opportunity to guide us to information regarding your company's efforts to address human trafficking and forced labor in its supply chains. **Answers to these questions will be made publicly available on the [Business & Human Rights Resource Centre \(BHRRC\) website](#), a KnowTheChain partner.**

KnowTheChain will review the information available on your public website, as well as information you link to from your website.

If your company was included in our 2016 benchmark and you completed our engagement questionnaire at that time, relevant responses will be included in our 2018 benchmark as long as the information is not more than three years old.

Over a period of two months (during Q1-2018), you will be invited to review the information we collected and provide additional disclosure. We will particularly welcome specific examples you may be able to provide regarding the implementation of your processes, as well any leading practices. We will invite you either publish additional disclosure on your website, and send us the link to the specific page(s), or send the information to us, and we will publish them on the [website of Business & Human Rights Resource Centre](#).

In case you do not have sufficient publicly available information on some or all of the indicators of the KnowTheChain benchmark methodology (see attached methodology and guidance), you are welcome to disclose relevant information to us at this stage already.¹ Please let us know by 31 October that you wish to do so, and send us the additional information by 30 November. We will publish the information provided on the [website of Business & Human Rights Resource Centre](#).

Please email your response to the below questions to Felicitas Weber, BHRRC KnowTheChain Project Lead at weber@business-humanrights.org and CC companies@knowthechain.org.

The accuracy of our reports is important to us, we appreciate your help and cooperation. Should you have any questions, please contact Felicitas Weber at weber@business-humanrights.org.

¹ Please indicate which benchmark indicators the information relates to. Should this be of interest, we would be happy to send you the indicators in an Excel or Word document for you to fill out.



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General Information

- Name of company: [Murata Manufacturing Company, Ltd.](#)

Disclosure Information

1. Documents

KnowTheChain aims to decrease the reporting burden for companies. Therefore, we will review information available on your company's public website. However, to ensure we take into consideration all relevant documents, we invite you to provide us with links to any statements, reports, webpages, or documents that you would us to take into account as we review your company's approach to managing forced labor risks in its supply chains.

First of all, we would like to explain our company's position in the electronic industry. We are "electronic component company" which provides various electronic components to customers which are making final products such as smartphones and computers. Therefore, our company itself, is considered to be "supplies" for many electronic product companies.

Under this circumstance, we are working to eliminate human right problems both within our manufacturing sites and within our suppliers and supply chain.

No	Methodology Title	Sub-category	Website Links
1.	Commitment and Governance	1.1 Commitment	CSR Charter: http://www.murata.com/en-global/about/csr/charter Human Rights and Labor Policies: http://www.murata.com/about/csr/people/employees.aspx#employees01
		1.2 Supply Chain Standards	http://www.murata.com/en-global/about/procurement/expectations
		1.3 Management and Accountability	http://www.murata.com/en-global/about/csr/topmessage
		1.4 Training	http://www.murata.com/en-global/about/csr/management/compliance
		1.5 Stakeholder Engagement	RMI: http://www.responsiblemineralsinitiative.org/about/members-and-collaborations/ JEITA: http://www.jeita.or.jp/cgi-bin/member/list.cgi?l=en&k=3



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2.	Traceability and Risk Assessment	2.1 Traceability	Response to the problem of conflict minerals http://www.murata.com/en-global/about/csr/mineral
		2.2 Risk Assessment	http://www.murata.com/en-global/about/csr/people/suppliers?intcid5=com_xxx_xxx_cmn_bc_xxx http://www.murata.com/en-global/about/csr/people/suppliers/article1
3	Purchasing Practices	3.1 Purchasing Practices	Our Responsibility for Suppliers http://www.murata.com/en-global/about/csr/people/suppliers?intcid5=com_xxx_xxx_cmn_bc_xxx Response to the problem of conflict minerals http://www.murata.com/en-global/about/csr/mineral
		3.2 Supplier Selection	
		3.3 Integration into Supplier Contracts	
		3.4 Cascading Standards through the Supply Chain	
4	Recruitment	4.1 Recruitment Approach	http://www.murata.com/about/csr/people/employees.aspx#employees01
		4.2 Recruitment Fees	
		4.3 Monitoring and Ethical Recruitment	
		4.4 Migrant Worker Rights	
5	Worker Voice	5.1 Communication of Policies	http://www.murata.com/about/csr/people/employees.aspx#employees01 http://www.murata.com/en-global/about/csr/people/employees/article1 http://www.murata.com/en-global/about/csr/people/employees/article2 http://www.murata.com/about/csr/people/employees.aspx#employees01 For Murata Workers : http://www.murata.com/en-global/about/csr/management/compliance For Suppliers : http://www.murata.com/en-global/about/csr/people/suppliers?intcid5=com_xxx_xxx_cmn_hd_xxx
		5.2 Worker Voice	
		5.3 Freedom of Association	
		5.4 Grievance Mechanism	



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6	Monitoring	6.1 Auditing Process	- We do not disclose it on the website at this moment.
		6.2 Audit Disclosure	
7	Remedy Programs	7.1 Corrective Actions	- We do not disclose it on the website at this moment.
		7.2 Remedy Programs	

2. Membership in industry and multi-stakeholder associations

- Where relevant, please indicate your level of membership with the Electronic Industry Citizenship Coalition (EICC) (see methodology FAQs for details on how the different levels count towards the KnowTheChain benchmark score).
 - EICC Full member
 - EICC Member
 - EICC Supporter member
 - EICC Affiliate Member

While we are not a member of the RBA (Responsible Business Alliance, formerly the Electronic Industry Citizenship Coalition), we endorse the aim of each item in the “RBA Code of Conduct”, including items on forced labor. Also, we are striving to improve our social responsibility level to implement the social responsibility programs provided by RBA such as “RBA-Online”.

The requirements given in the RBA Code of Conduct are reflected in our supply chain standards: Our Expectations of Suppliers and the Agreement to the Policies and Code Concerning CSR Procurement.

- Please also indicate your membership in other industry and multi-stakeholder associations relevant to addressing forced labor in the supply chain.

We are members of the following multi-stakeholder associations.

- RMI (Responsible Minerals Initiative)

→ <http://www.responsiblemineralsinitiative.org/about/members-and-collaborations/>

- JEITA (Japan Electronics and Information Technology Industries Association)

→ <http://www.jeita.or.jp/cgi-bin/member/list.cgi?l=en&k=3>



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3. Providing supplemental disclosure

The 2018 KnowTheChain benchmarks will look at a company's compliance with regulatory transparency requirements. While this information will not feed into the overall benchmark score, it will be displayed on your company's scorecard (see methodology guidance for further information).

We noted that you have not yet disclosed a statement under the UK Modern Slavery Act, and would welcome you doing so.

[We are currently considering to respond to the UK Modern Slavery Act.](#)



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Note: Integration of forced labor allegations in the 2018 benchmarks

Our 2018 KnowTheChain benchmarks will evaluate whether companies respond to forced labor allegations in their supply chain, whether they provide remedy, and whether remedy is satisfactory to the victims (see benchmark methodology for details).

We have not identified an allegation regarding your company's supply chains that meets our criteria for inclusion (see methodology FAQs for further details).

Note: Should an allegation arise during our assessment period, to receive the relevant scores, we will invite you to issue a letter of commitment covering the requirements set out under each indicator.