

CSR Report of Yokohama Aerospace America, Inc. (YAA)

Business activities: Sales of components for aircraft parts, and purchase of components
Total site area: 2,362 m²
Number of employees: 16 (as of March 2018)
Location: 22223 68th Avenue, South Kent, WA 98032 USA

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Message from the President



Susumu Matono

Yokohama Aerospace America, Inc. was established in 2001. The company sells spare parts and conducts delivery support for bathroom units (lavatory modules) and water tanks that are delivered by Yokohama Rubber for installation into Boeing-manufactured 737 and 757 series passenger aircraft. We also procure parts and materials in response to procurement requests received from the Aerospace Parts Division of Yokohama Rubber. Furthermore, as the company is certified by the

Federal Aviation Administration (FAA) of the United States, we engage in the sale of spare parts to airline companies both in the US and around the world.

We have an awareness of environmental challenges that is in accordance with the Environment (GD100) Guidelines of Yokohama Rubber. While maintaining this awareness, we engage in sales of environmentally-friendly products, of which lightweight aircraft bathroom units are a representative example.

Organizational Governance

Ingraining the Code of Conduct

Within the Employee Handbook, the Code of Conduct is stipulated as Yokohama's Philosophy. Furthermore, when new hires join the company, or when the Handbook undergoes revision, we take steps to ensure that employees confirm the content.

Concerning the duty of confidentiality, in addition to what is set out in the Handbook, in fiscal 2014 we took steps to strengthen the situation through the conclusion of Employee Confidentiality Agreements with employees. Starting from 2016, when new hires join the company, Employee Confidentiality Agreements are concluded with each one of them.

Human Rights

Human rights policy

We provide employee education, using the "Harassment Free Regulations" noted in the company regulations. The main content of this education is prohibiting discrimination based on race, ethnicity, religion, gender, nationality or marital status.

In addition, with regard to harassment, starting from 2016 we have been implementing regular in-house employee education based on Yokohama Rubber's own education and training materials.

Labour Practices

The human resources manager attends state-run seminars on "drug and alcohol surveillance" each year. In accordance with federal and state law, once each year (or when there is a revision of the applicable laws), we fulfill our statutory duty by notifying employees and displaying the following information in the workplace.

- a) Emergency Plans (responses in cases of disaster)
- b) Safety Rules and Injury Reports (internal safety rules)
- c) Employees' Rights (laws related to the rights of employees)
- d) Discrimination Laws (revision of laws related to racial discrimination, etc.)

Safe and healthy work environment

Proper management of dangerous substances, machinery and equipment, etc., is regularly conducted. Furthermore, a program of checks and onsite inspections is conducted by the Kent City Fire Department (this involves the disposition of warehouses, sprinklers, fire extinguishers, the disposition of dangerous substances and various electrical sources, etc.). Training content includes ensuring that employees are familiar with safe evacuation routes; before implementing non-regular operations such as inventory-taking, etc., we check that employees are aware of the importance of "KY" hazard prediction.

The Environment

Environmental guidelines

1. We strive to identify the impacts of our business on the environment, and make efforts to improve environmental conservation.
2. We comply with environment related laws and statutes.
3. We make efforts to plan and sell aircraft products while aiming at reduction of the environmental impact.
4. We make efforts directed at energy savings, resource savings, recycling and reduction of waste.

Recent measures

We have made changes to the packaging materials that we use, switching over from tailor-made packaging materials to ordinary, commercially-available packaging materials which are easier to recycle.

Fair Operating Practices

Corruption prevention

Entertaining public officials and engaging in the exchange of gifts with them is prohibited. We have recorded no such violations in the past.

Communication with business partners

The assessment documents that we forward to business partners include items that allow requests or opinions to be noted.

Consumer Issues

Communication with customers

In the fiscal 2017 customer satisfaction survey, the level of customer satisfaction was 98%. Regarding the customer comments about long lead times that were received in the previous year, we are working to resolve this issue by ensuring that adequate levels of inventory are maintained in order to meet orders that are expected to be placed in the near future. With regard to AS9100, we underwent review in order to transition to Rev. D, and we were successful in being certified for Rev. D.



Community Involvement and Development

Relationship with local societies

Starting from 2014, we have participated in activities to protect the banks of the Green-Duwamish River section of the King Country North Wind's Weir estuary situated outside Seattle in Washington State. We also participate in food aid packaging operations at Northwest Harvest's Kent Warehouse every year. In 2017, we continued to participate in food aid packaging operations as in the previous year.



Participation in community activities