

## Third-Party Opinion

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### Appreciation Points

- Despite being a new company which had just been born from a corporate merger in October 2006, CTC Group immediately launched a CSR project team cross-cutting the entire group, clearly manifested the Group's CSR Policy "The Society that the CTC Group Aims For and Our Role" and established a CSR Action Plan (Mid-term Action Plan, Action Plan for Fiscal 2007). I highly appreciate these prompt actions and CSR awareness of the CTC Group.
- Further, CTC set diversity promotion as its immediate priority issue, incorporated specific plans such as "promoting the employment of physically challenged and other persons" or a "target for the ratio of women in management positions by 2010" into the action plans and at the same time disclosed the current status in order to contribute to society through its main business taking advantage of its employees' skills. I have a favorable opinion of these actions.
- Moreover, CTC Group fully recognize that IT solutions business exists through the relationships with a large number of suppliers due to the nature of the business, and has built a system for information security and the protection of personal information involving not only the group employees but also its suppliers. This indicates CTC's full awareness of compliance.
- CTC uses its original simulation technologies to support wind energy projects, actively contributing to the promotion of natural energy utilization inside and outside of Japan. I highly appreciate this in light of the concerns regarding the global warming due to the use of fossil fuel and the fact that the long-term stable supply of fossil fuel is in danger due to the economic growth in countries all over the world.

### Request Points

- I do appreciate that, following the belief that the advance of IT builds a sustainable society by eliminating the digital divide and contributing to the reduction of CO<sub>2</sub> emissions, CTC has positioned its business in the three fields of maintenance & operations services/development/products in a well-balanced way. However, the fact that this report does not disclose any concrete effect should be considered. In particular, as CO<sub>2</sub> emissions are concerned, since IT comprises both the aspect of increasing and reducing them, I would like to request that the level of the CO<sub>2</sub> reductions due to the IT solutions provided by the CTC Group is shown using concrete indicators.
- Compared to the total number of employees, the number of those who use the "short-time work system" or the "family-care leave system" is low. Therefore I think that it is necessary to identify the cause and take action for the promotion of these systems' usage.
- The WG I report of IPCC's fourth assessment report determines that global warming is caused by the increase of greenhouse gases of "human origin". When considering the fact that the CTC Group provides many IT solutions to industries such as distribution or retailing, which are in direct contact with consumers, the CTC Group is expected to continue and develop its business not only from the perspective of better distribution efficiency, more convenience for the consumer and other conventional perspectives for solutions, but also from the perspective of supporting the development of services provided by the distribution/retailing industry that make it easier for the consumer to purchase products that are friendly to the environment or society (for example, the display of CO<sub>2</sub> information on the products lined up in a store).