

花王株式会社

法務・コンプライアンス部門

法務部(23) 男12+女11

法務部長

法務課長

ガバナンス(5)

家庭品(4)

ケミカル・SCM(4)

ビューティケア(3)

ブランド法務部(20)

コンプライアンス推進部(9)

花王グループカスタマーマーケティング株式会社

管理部門

法務部

MISSION:

Our mission is to provide excellent legal services to clients in a responsive and timely manner. We shall contribute to the success of Kao Group by: protecting Kao Group assets; assisting Kao Group's business managers to accomplish their goals in an efficient and lawful manner; helping Kao Group's management, understand current legal situations and risks; and, assisting other Kao Group companies through the provision of excellent legal services as requested.

Our clients are Kao Group, their managements and employees. We acknowledge that we are successful only when each client is successful and we will contribute to the success of each client to the greatest extent possible.

VISION:

We will know and understand Kao Group's businesses conducted throughout the world. We will draw upon all resources which are reasonably available to be knowledgeable of the legal environment in the jurisdictions in which business is conducted in order to contribute to the sustainable development of Kao and society.

Values:

Yoki-Monozukuri=Trustworthy Legal Services

Offering High-Quality Legal Services

We will gain the trust of our clients by providing legal services that are consistently timely and excellent. We will use our best efforts to offer the highest quality legal services properly balanced between law and business practice by utilizing all reasonably available resources, including, but not limited to internal experts and trusted outside lawyers with whom we will form relationships.

Innovation

Forward Looking

We continuously search for potential needs and risks related to the legal aspect of Kao Group's businesses. We will remain informed on new legislation to anticipate changes in the multiple legal environments in which Kao Group's businesses compete and to improve Kao Group's governance system and business processes.

Balance Opportunity and Risk

We shall help clients understand the risks involved with their proposals and shall propose alternatives that could minimize risks and maximize business opportunities. We shall ensure that the appropriate levels of management are involved in the decision making process by considering the type of project and/or the level of risk involved.

Knowledge

Members of Kao Group Legal shall remain current in their fields and shall strive to expand their knowledge in ways that will be beneficial to Kao Group.

Integrity

We shall drive to enhance systems within Kao Group that encourage business integrity from all members of Kao Group. If we find any unlawful or unethical behavior regarding the Kao Group's business, we shall counsel management on appropriate remedial action.

PRINCIPLES:

Consumer Driven=Client Driven

We strive to understand the circumstances surrounding each client contact and we use this understanding to meet the actual needs of the client. When necessary, we shall, if possible, suggest alternative means to achieve the client's desires in a lawful manner. Clients shall be fully informed of our position and we shall strive to clearly explain the legal positions that are taken, including those that are restrictive of the client's desires when necessary.

Genba-ism

Understanding the Client's Genba

We will visit the client's Genba and view the situation through the eyes of the client. We will better understand the client's desires and the environment in which the client operates. Thus, we will be better able to communicate with the client and help the client understand the most effective alternatives available.

Respect and Teamwork

Members of Kao Group Legal each bring unique experiences to Kao Group. Each member will treat the others with the utmost respect and we will work together as a team to deliver excellent service to Kao Group. Our professional atmosphere shall foster open communication among Kao Group Legal members and others.

Global Perspective

Kao Group engages in business on a global basis and we must have a global perspective. We will acknowledge limitations in our abilities to be all things to all clients throughout the world and will effectively utilize all reasonably available resources to assist our clients lawfully achieve their goals.

- 3年に一回、「法務部」「法務部員個人」について、社内アンケートを実施。
- アンケート項目は、「専門性」「ビジネスセンス」「理解力」「親切心」「バランス感覚」「説明力」「聞き上手」「スピード感」など10項目以上＋オープンアンサー。
- アンケートの送り先は、部員が自分で「仕事で関わる人」を選ぶ（若手は少なく、年配者は多くなる傾向）。社長を含めた役員も対象にしてよい。現状は本人選定のみ。今後は上長が送付先を追加することも検討。
- 回答は外部業者が処理し、誰がどのような回答をしたのかは本人はもちろん誰にも分らないように細心の注意を払っている。
- 回答内容は本人と法務部長のみ閲覧可能。
- アンケート回答者には、この結果が本人のマイナス評価にならないこと、プラスの場合は加点要因になりえることを約束。
- 回答者には負担であるが、真剣に対応してくれる。また、このようなアンケートを実施することに対して称賛してくれる声もある。
- 回答内容は「なるほど」と思うことが多い。多数の回答を見ると、何らかの共通点を見出すことができることがある。
- 仕事の特性によって評価が低くなることも当初懸念したが（例えば、依頼が多いコンプライアンスの仕事）、そういうことにはならなかった。
- 部員は結果を真摯に受け止め、自らの業務改善につなげている。