

Editorial Policy Contents Overview of Toyota Motor Corporation		Corporate Principles/CSR Structure		Society		Environment		Governance		CSR Data	
Initiatives for Improving Traffic Safety	Customer First and Quality First Measures	Creating an Affluent Society	Social Contribution Activities	Respect for Human Rights	Collaboration with Business Partners	Employees	Safety and Health	Human Resources Development	Diversity and Inclusion	Creating Attractive Workplaces	Stakeholder Engagement

Stakeholder Engagement

Fundamental Approach In the preamble of its CSR Policy, Toyota declares that it will engage in stakeholder-oriented management in order to contribute to sustainable development and strive to maintain and develop sound relationships with stakeholders through open and fair communications. Specifically, Toyota's relevant divisions and offices all over the world act as the main contacts to hold dialogues with major stakeholders. They communicate Toyota's philosophy and also help deepen mutual understanding. Additionally, Toyota maintains communication with external experts in order to examine, for example, the direction of its sustainability-related initiatives. Toyota will continue to further strengthen dialogue with stakeholders to earnestly address society's expectations and to utilize them in our future initiatives.

Implementation Status of Stakeholder Engagement

Stakeholder		Communication Methods	Frequency	Description	Incorporation into Corporate Activities
Customers	Based on our "Customer First" philosophy, we take measures to incorporate the comments and opinions of customers into better products and services	Toyota Customer Assistance Center	As needed	Responding to customer opinions by telephone and email forms	Improving customer satisfaction activities
		Official website, product website	As needed	Disseminating company information and business details, providing FAQ, etc.	Improving customer satisfaction activities
		Information sharing through social media	As needed	Disseminating company information and business details	Disseminating information in response to customer demand
Employees	Bilateral communications to build teamwork and foster a sense of unity based on a labor-management relationship founded on mutual trust and responsibility	Joint labor-management roundtable conferences/Labor-management meetings	Several times a year	Discussions/negotiations, opinion exchanges and mutual understanding regarding labor-management issues	Strengthening labor-management relationships
		Employee satisfaction survey	Once or twice every two years	Surveying employees satisfaction regarding workplace culture and company life	Improving workplace culture, and evaluating and planning various labor-management and personnel policies
Business Partners	Close communication to achieve a mutually beneficial relationship based on mutual trust	Dealers: Various meetings, seminars, and events	As needed	Sharing corporate policies	Building closer, mutually beneficial relationships based on mutual trust
		Suppliers: General conference of suppliers, various meetings with Toyota's supplier associations, seminars, and events	As needed	Sharing purchasing policies, and strengthening of mutual study and partnership	
Shareholders	Timely and appropriate disclosure of operation and financial results to shareholders and investors, and constructive dialogues toward sustained growth and corporate value enhancement	Shareholders' meeting	Once a year	Unconsolidated and consolidated financial statements, audit and supervisory board reports, and deliberation and decisions on resolutions	Improving management quality through constructive dialogues
		Financial results announcement	Four times a year	Press and telephone conferences to explain Toyota's financial status and initiatives	
		Face to face meeting	As needed	Explanation and discussion on financial status, local projects, technologies, products, etc. with institutional and private investors	
		Investor information website, etc.	As needed	Providing information on financial status, business details, etc. Website "T-ROAD," with President's messages	
Local Communities/ Global Society	Dialogue with various stakeholders to build good relationships with local communities and to solve global social and environmental issues	Roundtable conferences with local residents	Several times a year	Explanation and discussions with local representatives on Toyota's initiatives at each plant	Promoting mutual understanding and forming stable local communities
		Inviting local communities to Toyota's events and participating in local events	As needed	Social gatherings with local residents	
		Participating in joint projects between public and private sectors	As needed	Cooperating in progressive initiatives such as verification tests	Improving advanced technologies and recognizing/resolving social issues
		Participating in economic and industry organizations	As needed	Participating in the planning and implementation phases of various organizations' initiatives	Introducing policies to improve the vitality of the nation industries
		Participating in collaborative activities with NGOs and NPOs	As needed	Social contribution activities at each region around the world	Recognizing social needs in individual regions

Toyota Investor Summit 2017 Held for Institutional Investors

In September 2017, the Toyota Investor Summit 2017 was held in Texas at Toyota Motor North America's new headquarters. The event was attended by institutional investors from around 40 companies in North America, Europe, and Asia. Akio Toyoda, President and CEO, talked for 90 minutes, using videos and other tools, to explain about Toyota's sustainable growth vision as we face this Once-in-a-Century Transformational Period. Top management and leaders of each field, such as automated driving, connected technology, electrification, design, and *monozukuri* (manufacturing) also participated. With demos and other activities, the event deepened investors' understanding.



Toyota Investor Summit 2017 [Web https://newsroom.toyota.co.jp/en/detail/19030556](https://newsroom.toyota.co.jp/en/detail/19030556)

Promoting Dialogue with Private Investors

We have dialogue with private shareholders and investors to directly explain and discuss the visions of our top management and the activities towards sustainable growth in order to foster long-term investment minds. For example, we have vehicle displays and explanations by our engineers in addition to explanations of our business at IR events held by the Stock Exchange or events held with securities firms. We do experience-focused, interactive communication. Also, we have "T-ROAD," which is a special website that features the president's messages and our activities for private shareholders and investors.



T-ROAD

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