

Engagement with stakeholders

GRI 102-12, 40, 42~44, 103-3

Engagement with stakeholders is one of our corporate principles. We endeavor to strengthen our engagement with all of our stakeholders, placing great importance on dialog with stakeholders, such as customers, shareholders and investors, employees, local communities and suppliers. We look at the constant changes in the needs of society and our customers as opportunities to create new value, and we actively work to create value that suits each new era.

We are also working to achieve sustainable growth and increase our corporate value through initiatives that solve social issues through our business operations. We will continue to carry out initiatives with the aim of remaining a company that acts in good faith in the spirit of our corporate principles and earns our stakeholders' trust.



Our customers



Improvement of CS activities

- **Customer contact center** As needed
Handling of feedback submitted by phone or email form
- **Provision of information in Group Reports and on the company website** As needed
Dissemination of information on the company and its business activities. Creation of FAQ, etc.

Local communities



Contribution to sustainable development of communities; awareness and resolution of social issues

- **Regional round-table conferences** Several times per year
Introduction and discussion of initiatives
- **Invitation to company events and participation in regional events** As needed
Interaction with local residents
- **Involvement in projects on the public and private sides** As needed
Joint proof-of-concept experiments, etc.
- **Communication and involvement in joint activities with NGOs, NPOs and regional organizations** As needed
Social contribution activities and volunteer activities in various regions

Trading partners



Building of relationships for coexistence and mutual prosperity based on mutual trust

- **General suppliers' meeting, various meetings with affiliate companies, training, events** As needed
Sharing of procurement policies, mutual improvement, strengthening of partnerships
- **Provision of information in Group Reports and on the company website** As needed
Dissemination of information on the company and its business activities. Creation of FAQ, etc.

Engagement with stakeholders

Employees

Strengthening of relationship between management and employees through mutual trust; reforms and improvements of workplace culture

- **Regular meetings between employees and management and round-table conferences** Several times per year
Discussions, negotiations, exchanges of opinion and mutual understanding between employees and management
- **Various surveys about employees' awareness** Several times per year
Surveys of employees about workplace culture, company life, etc.
- **Provision of information on company intranet and in group newsletters** As needed
Dissemination and sharing of company information

Development through mutual trust and cooperation between employees and management

We regularly create venues for discussions about employees' concerns and issues to foster mutual trust and cooperation between the company and its employees so that both can grow together. We value feedback based on the diverse values of our employees as we strive to create good working conditions and fulfilling environments for our employees.



Capital market (equity shareholders and investors)

Initiatives to improve quality of management and increase corporate value in the medium to long term

- **General Meeting of Shareholders** Several times per year
Business reports, other financial statements, consolidated financial statements, reports on audit results, and discussion and decision-making about finances
- **Financial Results Briefing** Four times per year
Holding a company information session for securities analysts and institutional investors after the announcement of financial results
- **Large IR Meeting (ESG Briefing)** Once per year
Explanations and exchanges of opinion with securities analysts, institutional investors, and the media about the company's management and business strategies, including sustainability perspectives
- **Individual visits and inquiries** As needed
Explanations and exchanges of opinion with institutional and individual investors about the company's financial situation, businesses and products
- **Provision of information in Group Reports and on the company website** As needed
Dissemination of information on the company and its business activities. Creation of FAQ, etc.



ESG Briefing

We endeavor to strengthen communication with our shareholders and investors by making use of various opportunities, such as presentations for investors and one-on-one dialog. In fiscal 2022, our first IR event, "ESG Briefing," was held. The President and several other management leaders talked directly to nearly 150 stakeholders. We will continue to actively engage in IR activities to ensure that business strategies, financial information and other relevant information are disclosed in a timely and appropriate manner and to disclose more information.

We receive valuable feedback through constructive dialog with our shareholders and investors, which we pass on to our management and relevant departments as appropriate and apply to initiatives to achieve sustainable growth and improvement of our corporate value in the medium and long term.

Our sustainability initiatives within the group are well-regarded by external ESG evaluation agencies, and have been selected for ESG indexes both domestically and overseas.



MSCI JAPAN EMPOWERING WOMEN INDEX (WIN)

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