







Stakeholder Engagement

Responsible Dialogue with Stakeholders

The HTS Group manages and maintains our business activities through interaction with our broad array of stakeholders including customers, shareholders, local communities, and local administrations. We provide stakeholders with information and promote communication activities such as direct dialogue to deepen the understanding of the Group by stakeholders, and we also reflect their feedback and requests in our corporate activities to maintain and enhance trust relationships, with an aim to increase corporate value.

Stakeholders	Purpose	Communication channels/methods	No. of conduct*1 or frequency
Customers  <ul style="list-style-type: none"> ▶ Improve customer satisfaction ▶ Raise corporate brand value 		Web seminars/briefings	13 times, 653 attendees
		Networking events using LOGISTEED CAFÉ	1,250 attendees from 496 companies*2 in total
		Participation in large-scale exhibition	Annually
		Customer survey	As needed
Employees  <ul style="list-style-type: none"> ▶ Enhance employee motivation ▶ Create a workplace full of smiles and vibrance ▶ Constantly maintain good employer-employee relationship 		Presentation and commendation of excellent improvement cases (VC Award)	Annually
		Roundtable discussion with the management (dialogue session)	3 times 230 attendees in total
		Setting up of intranet site for improvement assistance (VC JUMP)	Regularly
		Establishment of learning platform (event management system)	e-Learning: 83 sessions were held Approx. 140,000 attendees in total
		Employee engagement survey	Annually
Business partners  <ul style="list-style-type: none"> ▶ Build good relationships with partners beyond the logistics domain ▶ Maintain long-term, stable, and effective relationships with partner transport companies 		Networking events using LOGISTEED CAFÉ	1,250 attendees from 496 companies*2 in total
		Seminars for partner transport companies	Semiannually in various locations*3
		Award for partner transport companies	As applicable
		Setting up of dedicated inquiry contact for suppliers	Regularly
Shareholders /Investors  <ul style="list-style-type: none"> ▶ Achieve sustainable growth and increase corporate value over the medium-to-long-term with active dialogue through fair and highly transparent information disclosure in a timely and appropriate manner 		Results briefings	4 times
		Small-scale meetings	6 times
		Individual meetings by executives (including overseas investors and ESG investment interviews)	26 times
		Regular General Shareholders' Meeting	Annually
		Exercise of voting rights	90.2%*4
Local administration/ Industry associations  <ul style="list-style-type: none"> ▶ Share recognition of cross-sectoral issues related to logistics ▶ Contribute to solving issues through collaboration and solidarity and realize sustainable logistics 		Participation in committees/conferences/meetings	As needed
		Participation in economic associations/industry groups	As needed
Local community  <ul style="list-style-type: none"> ▶ Contribute to sustainable lifestyles and society through support for logistics innovation, etc. ▶ Raise awareness on social role of logistics toward the next generation 		Individual dialogue with NGOs/NPOs, etc.	15 times
		Support for holding sporting events/sports promotion	As needed/Establishment of Track and Field Club
		Dialogue with local governments	14 times
		Participation in volunteer activities	As needed

*1: Counted as of March 31, 2022
 *2: The number of participants and companies is the total of customers and business partners.
 *3: We refrained from holding seminars in FY2021 to prevent the spread of COVID-19.
 *4: Ratio of exercise of voting rights at the Regular General Shareholders' Meeting held on June 23, 2022.

Efforts for Constructive Dialogue with Shareholders and Investors

The Group communicates with our shareholders and investors through a variety of means including financial results briefings, telephone conferences, small-scale meetings, overseas roadshows, and individual meetings, etc. for securities analysts and institutional investors, etc. In FY2021, in light of the spread of COVID-19, we held individual meetings, financial results briefings, and small-scale meetings with investors including shareholders online and also disclosed materials in English in a timely manner, in an effort to promote dialogue with shareholders and investors.



Financial results briefing (online)

Timely disclosure of materials in English

External Evaluation

Commendations/recognition from outside the Company

2021

- July:** Received "Advanced Technology Award" at the 22nd Logistics Environment Awards
- September:** Co-awarded "METI Minister's Award" and "Technical Packaging Award" at the Japan Packaging Contest 2021
- October:** Won both "General" and "Women's" categories at the 36th National Forklift Driving Contest
- October:** Won the "Prime Minister's Prize" at the 53rd National Truck Driver Contest and also won in "4-ton" and "Trailer" categories
- November:** Received the "Award of Modal Shift Initiative Excellent Business Operator (effective usage category)" in 2021
- December:** Our "Investor Relations" site received awards in major IR website rankings

ESG

(As of August 2022)

Inclusion in ESG Indexes

Selected as a constituent of five ESG indexes adopted by GPIF*



FTSE Blossom Japan Index



FTSE Blossom Japan Sector Relative Index



FTSE4Good



S&P/JPX Carbon Efficient Index

2022 CONSTITUENT MSCI JAPAN EMPOWERING WOMEN INDEX (WIN)
 2022 CONSTITUENT MSCI JAPAN ESG SELECT LEADERS INDEX

* GPIF: Government Pension Investment Fund

ESG evaluations



Received "A-" on the Climate Change Report 2021

Other evaluations

Theme stock



DX銘柄2022 Digital Transformation

Integrated Report

Selected as an excellent Integrated Report by GPIF's asset managers entrusted with domestic equity investment (February 2022)

IR website evaluations



2021 日興アイ・アール 総合ランキング



2021年 IRサイト総合ランキング 銀賞



2021 Internet IR 優良賞

For other external evaluations, please visit our website.
<https://www.hitachi-transportssystem.com/en/profile/csr/evaluation/>