







Stakeholder Engagement

Responsible Dialogue with Stakeholders

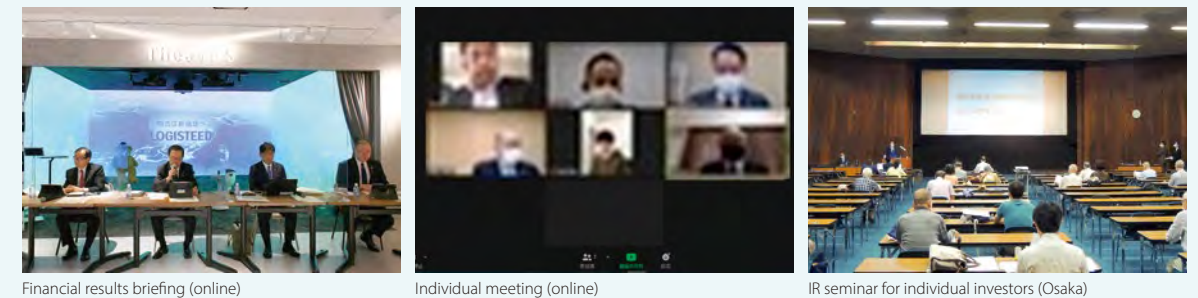
The HTS Group manages and maintains its business activities through interaction with our broad array of stakeholders including customers, shareholders, local communities, and local administrations. We provide various stakeholders with information and promote communication activities such as direct dialogue 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	17 times, 522 attendees
		EC platform tours	468 visitors*2
		Networking events using LOGISTEED CAFÉ	49 times, 42 companies attended*2
		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 (VC21 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
		Health and Safety Committee	Monthly
		Employee engagement survey	Annually
		EC platform tours	468 visitors*2
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	49 times, 42 companies attended*2
		Seminars for partner transport companies	Semiannually in various locations*3
		Setting up of inquiry contact for suppliers	Regularly
		Setting up of dedicated inquiry contact for existing suppliers	Regularly
		Results briefings	4 times
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 		Small-scale meetings	3 times
		Individual meetings by executives (including overseas investors and ESG investment interviews)	17 times
		IR seminars for individual investors	Once
		Regular General Shareholders' Meeting	Annually
		Exercise of voting rights	93.78%*4
		EC platform tours	468 visitors*2
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 dialogues with NGOs/NPOs, etc.	30 times
		Support for holding sporting events/sports promotion	As needed/Establishment of Track and Field Club
		Dialogue with local governments	21 times
	Participation in volunteer activities	As needed	

*1: Counted as of March 31, 2021 *2: The number of visitors and companies is the total of customers and business partners. *3: We refrained from holding seminars in FY2020 to prevent the spread of COVID-19. *4: Ratio of exercise of voting rights at the Regular General Shareholders' Meeting held on June 22, 2021.

Efforts for Constructive Dialogues with Shareholders and Investors

The Group actively holds financial results briefings, small-scale meetings, and individual meetings targeting analysts and institutional investors to enhance constructive dialogues with shareholders and investors. In FY2020, in light of the spread of COVID-19, we held individual meetings, financial results briefings, and small-scale meetings with investors including shareholders online. We also participated in the IR seminar for individual investors held in Osaka by taking thorough measures against infectious diseases. In addition, we strived to promote dialogues with shareholders and investors and improved information disclosure through Shareholder Relations (SR) interviews and posting of Q&As at the small-scale meetings on our IR site.



External Evaluation

Commendations/recognition from outside the Company

2020
 July: Received "Logistics Environment Special Award" at the 21st Logistics Environment Awards
 October: Received "Director-General, Manufacturing Industries Bureau, Ministry of Economy, Trade and Industry Award," "Appropriate Packaging Award," and "Large-sized Equipment Packaging Award" at the Japan Packaging Contest 2020
 November: Two companies received "2020 Excellent Business Entities Working on Modal Shift (effective use category)"

2021
 January: Our "Investor Relations" site received awards in major IR website evaluations

<Logistics Environment Special Award at the 21st Logistics Environment Awards>

Appearance of a new special container | Award certificate

(Announced on December 25, 2020)

Rating information | Rating agency: **Rating and Investment Information, Inc. (R&I)** | Rating: **Issuer rating: A** | Rating outlook: **Stable**

ESG evaluations | 2021 CONSTITUENT MSCI JAPAN EMPOWERING WOMEN INDEX (WIN) | 2021 CONSTITUENT MSCI JAPAN ESG SELECT LEADERS INDEX | S&P/JPX Carbon Efficient Index | Received "A-" on the Climate Change Report 2020

IR website evaluations | 2020 企業ホームページ最優秀サイト | 2020 日興アイ・アール総合ランキング | Corporate Websites "AAA Website" (2020) Nikko Investor Relations Ranking in all listed companies in Japan | Gomez IR Site Overall Ranking "Silver Award" (2020) Gomez | Internet IR 優良賞 2020 | Internet IR "Excellence Award" (2020) Daiwa Investor Relations

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