

# CSR Activities

## Basic Approach to CSR

For the Toyota Tsusho Group, CSR, rather than a special undertaking, is seen as being inseparable from managing all corporate activities. Through its wide-ranging business activities, Toyota Tsusho is closely involved in the lives of people around the world, and has a major role and responsibility to fulfill in terms of building a sustainable society for the future. Mindful of its relationships with stakeholders around the world, Toyota Tsusho is determined to conduct sincere business activities in compliance with laws and regulations in Japan and overseas, based on the themes of strengthening businesses and functions, protecting the environment and coexisting with society. These principles embody the Toyota Tsusho Group's approach to CSR as we work to help build a sustainable society for the future.

## CSR Structure

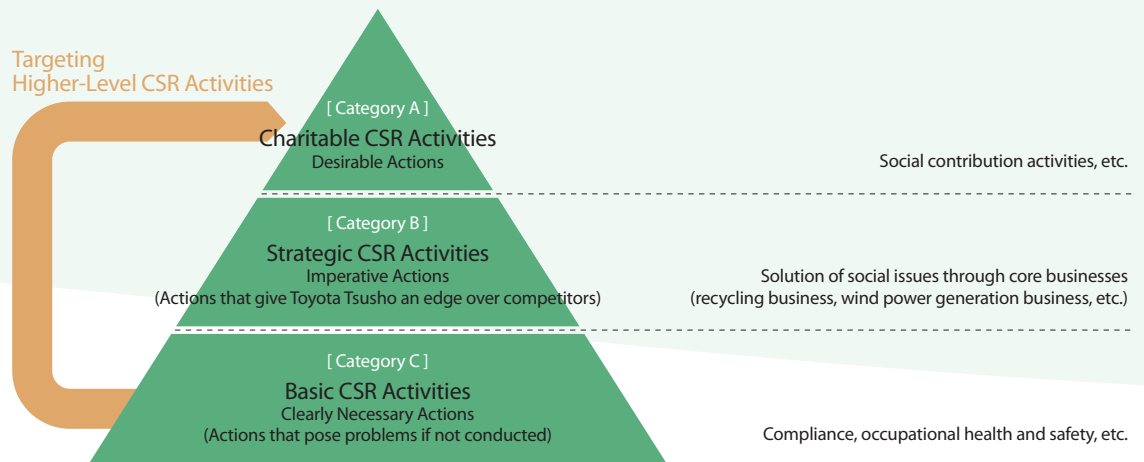
In January 2005, we reorganized the Corporate Ethics Committee and renamed it the CSR Committee, which is chaired by the president. The CSR Committee takes the central role in promoting CSR for the Toyota Tsusho Group and organizes committee meetings twice a year. In these meetings, from a Company-wide perspective, general managers of each product division's planning department and general managers of the Administration Division and Global Strategic Integration Division report to participating committee members (management) on a range of issues, including results of activities, issues, and future measures, and in turn, receive guidance on future directions and measures to be implemented. In June 2009, we reorganized the organizations under the CSR Committee

into the Specified Import & Export Control Committee, the Social Contribution Committee, the Conference on the Global Environment and the Safety Policy Committee, and built a structure enabling us to proactively conduct a wide range of CSR activities. (Please refer to the Corporate Governance Structure diagram on page 54.) The CSR Committee was formed to actively discuss not only matters related to Basic CSR Activities (see chart below) such as compliance and occupational health and safety, but also strengthening activities in Strategic and Charitable CSR Activities to meet growing societal expectations. Going forward, we will provide added value to society by implementing unique activities befitting Toyota Tsusho on a global basis.

## Creating a Safety-oriented Corporate Culture

For the Toyota Tsusho Group, which is expanding globally in a quest to provide its customers with added value, ensuring safety is the foundation of trust. With many business sites creating value-added services such as processing and logistics in wide-ranging business fields, we recognize the creation of a safety-oriented culture as a top management priority. Realizing zero workplace accidents and zero hazards requires the establishment of both a framework for putting safety first and a framework for taking action based on results. Accordingly, Toyota Tsusho is actively engaged in human resources development, which is the starting point for safety, in addition to working to reduce risk at workplaces in Japan and overseas after carrying out risk assessments. Having appointed "Zero Workplace Accident Promoters" in

## Toyota Tsusho's CSR Hierarchy



each product division, we continue to work to enhance the capabilities of employees so that they can demonstrate leadership in safety management at their own worksites.

In addition, because cooperation with sub-contractors and suppliers is essential to customers' plant and delivery operations, we have organized a Safety Cooperation Council. This council makes routine safety inspections of worksites and provides guidance as well as convenes periodic safety meetings to boost safety awareness. Furthermore, we conduct preliminary inspections at the planning stage to assess whether safety assurance frameworks and safety measures have been adopted in business investments involving construction work. The Toyota Tsusho Group is dedicated to fostering a common understanding among each and every employee that "safety assurance is essential to a company's continued existence," and to constructing a system that encourages employees to take ownership of safety-related issues and activities.

## Creating Value through Diverse Human Resources

Energetic employees are the driving force behind a business. The Toyota Tsusho Group promotes diversity in its human resources that "aims for the creation of new value through an organization where everybody is empowered regardless of gender or age, nationality or culture." The Toyota Tsusho Group does business through more than 400 group companies in approximately 60 nations around the world, with overseas bases accounting for approximately 70% of operating income. To achieve the Toyota Tsusho Group's corporate vision, it is essential to have a national staff that is highly knowledgeable about the business conditions in a given nation. We have established a global personnel strategy and are training employees responsible for managing operations overseas based on the basic stance of respecting the world's diverse values.

Additionally, we support a healthy work-life balance to create an environment that enables each and every employee to reach their full potential as individuals. In May 2007, we substantially revised our internal guidelines related to childcare and initiated programs aimed at creating an environment that is genuinely supportive of both work and home life. By vigorously promoting these programs, we are confident of creating relationships among employees worldwide that allow each employee to sharpen skills and knowledge, while working together under the shared vision of the "Toyota Tsusho Group Way," which is encapsulated in the key words "real places, real things, reality," "commercial spirit," and "team power."

## A Stronger Approach to the Environment

Given that climate change and other environmental issues, as well as the transformation of energy systems, are being discussed around the world, companies must further accelerate their efforts to achieve a "sustainable society." The Toyota Tsusho Group is making a Group-wide effort to pursue both economic development and environmental preservation through its business activities. In particular, positioning the reduction of CO<sub>2</sub> emissions as a top priority for the Group's overall business activities, the company promotes the recycling of metals, automobiles, consumer electronics and other items at all its operating bases around the world. To help combat global warming, we are engaged in the development and sale of devices and products that help to protect the environment, clean energy, and the emissions rights business through CDM (Clean Development Mechanism) projects in emerging countries, among other initiatives. To maintain good relationships with all stakeholders, environmental considerations are becoming increasingly important alongside the proactive disclosure of information and detailed responses to customers. To remain a company that earns the trust of society, the Toyota Tsusho Group will continue to pursue environmental preservation programs in order to fulfill its corporate social responsibilities.

## Social Contribution Activities

The Toyota Tsusho Group adheres to the guiding principle of contributing to society as a good corporate citizen. Accordingly, the Group interacts directly with local communities while actively participating in an array of activities to find solutions to issues facing society and promoting initiatives aimed at ensuring people's happiness and well-being. Moreover, we promote activities in which people can see our "corporate face" by encouraging employee participation in volunteer activities to provide direct personal support. Additionally, the Social Contribution Committee was established in June 2008, after beginning preparations in 2007. The committee positioned people (education), society (welfare), and the Earth (environment) as the key themes in light of our Corporate Philosophy. By electing the well-balanced pursuit of three approaches, consisting of 1) contributing financially, coupled with planning and implementing voluntary programs as a company; 2) creating a culture and systems that support participation/contribution through volunteering by directors and employees; and 3) contributing to a recycling-oriented society and reducing the burden on the Earth's environment through business activities, we are able to address our social responsibility of "creating a more prosperous society" through activities that are unique to the Toyota Tsusho Group.

## Social Contribution Activities Around the World

Today, Toyota Tsusho conducts social contribution activities around the world.

**Poland**

- Education on the proper treatment of waste materials

**Myanmar**

- Scholarship grants to children of workers at bean sorting factories

**China (Beijing)**

- Homestay in Japan for Chinese students, support for company visits project (sponsored by The Japanese Chamber of Commerce and Industry in Beijing, China)

**Malaysia**

- Support of 2008 Japan Charity Festival & Bazaar (Japanese Association)

**Thailand**

- Educational support, school lunch donations, cleaning of temples
- Providing lunches; donation of education equipment and toys
- Reforestation

**Belgium**

- Reforestation efforts through NGO activities for wilderness protection

**Mauritius**

- Educational support for underprivileged children through Toyota Fund

**South Africa**

- Movement to eradicate HIV/AIDS (Employee volunteers/Employee education)

**Singapore**

- Contribution of proceeds of charity ice cream sale to hospital

### [ Education ] Fostering a Nurturing Spirit

#### A Secure Learning Environment for Children —Support for Schools in Remote Areas

Toyota Tsusho Thailand chose CSR as the theme of its annual “POWER UP PROJECT” in 2007 and 2008, with company departments conducting their own social contribution activities.

The Machinery and Energy departments donated kerosene lamps and dry food to remote, underdeveloped schools without electricity and only accessible by boat. At schools with aging cafeteria facilities, cafeterias were remodeled and on-campus mushroom cultivation facilities were installed. Scholarships, books, kitchen equipment and other resources were also provided.

### [ Environment ] Cleaning Up Everyone’s Planet

#### Aiming for a Beautiful Forest —Underbrush Clearing at the Foot of Mount Fuji

In the run-up to the planned start of the “Toyota Tsusho Forest” reforestation project in 2009, a total of 47 employees and family members from bases in Tokyo, Nagoya, and Osaka volunteered in summer 2008 to clear underbrush with OISCA-International at the foot of Mount Fuji. After receiving guidance from local volunteers on how to hold the tools and clear the brush, all participants worked together to clear the tough, overgrown brush. In a questionnaire distributed afterwards, many enthusiastically reported that their “awareness of environmental protection increased” and they “wanted to participate again.” This was a big first step toward the reforestation project.

Other Social Contribution Activities



1 Belgium	• Collecting PET bottle caps to donate wheelchairs to hospitals
2 Czech Republic	• Collecting PET bottle caps to donate to nursery schools • Contribution to Japanese Embassy Wives Circle Bazaar • Exhibit at Japanese Association "Autumn Festival"
3 Bangladesh	• Exhibit, prize donation at Japanese Association "Spring Festival" • Japan CUP Golf Tournament (Provided polo shirts and caps)
4 Thailand	• Construction of a new library • Donation of sporting goods, PCs, and books
5 Malaysia	• Trip to a resort in Malaysia with children and staff from orphanage
6 Singapore	• Community chest (From employee salaries, matching corporate contributions) • Fund-raising for Japanese Association, Japanese Chamber of Commerce • Fund-raising for Myanmar Cyclone Relief
7 Indonesia	• Activities celebrating 50th anniversary of establishment of diplomatic relations between Japan and Indonesia • Jakarta Japan Club Scholarship endowment activities
8 Vietnam	• Donation of stationery supplies to elementary schools in impoverished areas • Provision of goods for Society of Commerce and Industry Bazaar
9 Hong Kong	• Donation of relief money for victims of Great Sichuan Province Earthquake
[ China ]	
10 Guangzhou	• Donation of relief money for victims of Great Sichuan Province Earthquake
11 Tianjin	• Donation of relief money for victims of Great Sichuan Province Earthquake • Operational support for Japanese school
12 Dalian	• Soccer training for Japanese children • Operational support for supplementary study school for Japanese stationed in Shenyang
13 Philippines	• Contribution to school construction activities • Participation in activities for protection of global environment • Supporting independence for handi-capable persons
[ USA ]	
14 Princeton	• Contributions to County Chamber of Commerce
15 Lafayette	• Contributions to Japanese school
16 Los Angeles	• Support for abused and battered wives
17 Maryville	• Sponsorship for soccer and baseball teams
18 Chicago	• Child abuse care and prevention
19 Battle Creek	• Employee volunteer activities
20 Georgetown	• Purchase of Christmas presents for the needy families, and scholarships • Contributions to city, high schools, basketball team, YMCA, American Cancer Society, etc.
21 Memphis	• Donation of bicycles for Christmas
22 Arkansas	• Support for breast cancer treatment research
23 Miami & Dania Beach	• Japanese cultural activities
24 Brazil	• Coordination of contributions (contributions toward facilities for preservation of materials in Japanese Immigration Museum)
25 Chile	• Collection of contributions supporting fund for handi-capable persons • Contributions and gifts to low-income families



- Japan
- Donation of chocolate by Grand Place Corporation
- Donation of solar-powered lighting to elementary schools by Toyotsu Energy Corporation



- Argentina
- Donation of stationery supplies and educational materials to welfare institutions

[ Welfare ] Building a Harmonious, Bountiful Society

Support for "Project for the End of Unelectrified Villages" (RENDEV project, PLANET FINANCE)

—Indonesian "Project Supporting Independence From Poverty"

Toyota Tsusho was the first Japanese company to participate in the RENDEV project ("Project for the End of Unelectrified Villages") conducted by the "PLANET FINANCE" NPO. This project utilizes microfinancing to introduce solar power to regions without electricity in Indonesia and Bangladesh. Through new forms of energy, the project supports needy families and small businesses that enable financial independence. In 2008, Toyota Tsusho provided partial project funding for PLANET FINANCE. In December, staff from Japan and a local representative office were sent to observe solar panel installation and maintenance training in Indonesia.

Please refer to our CSR website for further details.

<http://www.toyota-tsusho.com/english/corporate/csr.cfm>