

# Communicating with Stakeholders

Komatsu takes advantage of a variety of opportunities to communicate with its stakeholders.

For Komatsu, corporate value is the cornerstone of management – it is the total sum of trust given to us by society and all stakeholders. Two-way communication with stakeholders is essential for heightening this trust. Through kind of communication and by listening to opinions from a broad range of stakeholders, the company strives to make its business activities valuable both society and the company, by incorporating the results of these efforts into Komatsu's business operations.

## Communicating with Employees

### “Employee Meetings”

At least twice a year, the President and CEO convenes a “Meeting with the President” event for employees at each business unit, to explain the state of the company, its direction for the future, and the President's thoughts. These meetings use an active question and answer format to allow top management and employees to interact directly. Another opportunity for exchange of opinions is the Employees Meeting, where top management from each business unit explains the current state of the business to their employees, and encourages employees to share work-related thoughts and requests.



Communication meeting held in February 2011 at the Peoria Plant of Komatsu America Corp.

### CSR Training

As society places ever-higher expectations on businesses, there is a strong push for companies to shoulder their corporate social responsibility. Against this background, Komatsu pursues CSR training, to help employees consider their attitude toward the role of their work in society. In FY 2010, sessions were held at all four Komatsu manufacturing facilities in Japan, giving employees an opportunity to better understand the way Komatsu addresses societal challenges.



CSR training held in January 2011 at the Ibaraki Plant

## Communicating with the Local Community

Komatsu continually tries to harmonize its interests with the interests of the local community as a responsible corporate citizen, and make itself more open to society. Worldwide, the company maintains a dialog with local governments and local residents, so that the community can gain a better understanding of the company's business activities.

### Germany: Communicating for Human Resource Development in the Region

Komatsu Hanomag GmbH (KOHAG) is communicating with local educational institutions to promote regional human resource development, an important issue for both regional development and business. By joining the board of local universities, KOHAG has key influence on the contents of course programs and what method of education would best translate into development of the economy in the region.

Within the framework of the collaboration between KOHAG and local universities, KOHAG has received 25 apprentices from the universities since 2005, providing them with technical training in fields such as welding and assembly technology. Of the three years that technical students spend at the university, they receive a two-year credit for the time they spend at KOHAG. After graduation, students can either join KOHAG or find employment elsewhere being well-educated.

In January 2011, Lower Saxony's Minister of Social Welfare visited KOHAG to get a first-hand look at the apprenticeship program. The minister was given a tour of the trainee's worksite to gain an understanding of KOHAG's initiative. There was an exchange of opinions between the Minister and KOHAG's President about the public-private partnership for making education the top priority for the region and how well educated professionals will benefit both the region and business.



Lower Saxony's Minister for Social Welfare visiting training workshop in January 2011