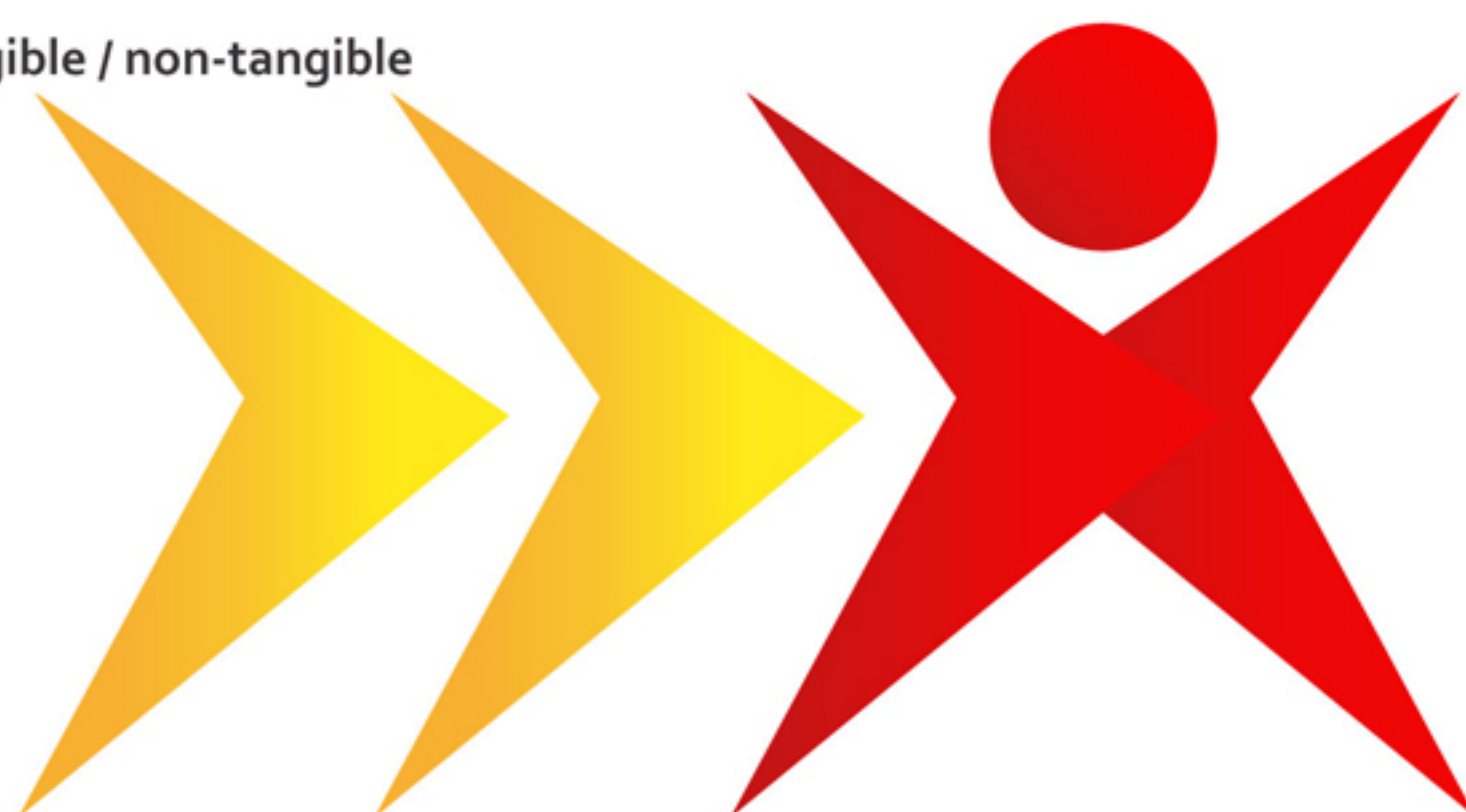


STAKEHOLDER ENGAGEMENT

Any individual or organization affected by Toyota Kirloskar Motor's operations, or whose activities affect our sustainability trends is perceived as a key stakeholder of the organization. Following is a schematic representation of the perceived stakeholders of TKM. Please refer to the table below illustrating how the organization and the stakeholders benefitted in terms of risks identified / reduced, opportunities created / taken advantage of, or any other way.

Stakeholder [by priority]	Engagement			Benefits* to	
	Method	Mode	Frequency	Business	Stakeholder
Customers	VOC [Voice of customer]	Formal	Day-to-day basis	Product related risk mitigation	Customer Satisfaction
Employees	Engagement & Communication	Formal & Informal	Day-to-day basis	Healthy relations with Emp. & Union	Better working conditions
Suppliers	ASM, BCM	Formal	Annual, Monthly	Better Quality & Delivery performance	Profitability
Dealers	DP Meeting	Formal	Quarterly/ Monthly	Better Quality & Delivery performance	Profitability & Customer satisfaction
Local Community	Engagement & Communication	Formal & informal	Need based	Healthy relations with Local com.	Employability, Livelihood
Regulatory authorities	Engagement & Communication	Formal	Need based/ Periodic	Timely clearances	Compliance to regulations
Toyota Motor Asia Pacific – Engineering & Manufacturing, Thailand	Engagement & Communication	Formal	Need based/ Periodic	Streamlining of Product & Process improvement	Efficient process & business management

* Note: Includes financial / non-financial and tangible / non-tangible



STAKEHOLDER ENGAGEMENT



Customer: Toyota Kirloskar Motor desires to be a company that is chosen by customers. Our key philosophy is "Customer First". Every Team Member (employee) of the organization is trained on practices to ensure that the "Customer First" approach is inculcated.

Employee: Employees are the most significant stakeholders of the organization. We regularly organize events to engage employees in communication, involvement and participation in addition to rewards and recognition to ensure that we keep our personnel motivated and happy.



Business-Partners: We engage with our business partners i.e., suppliers and dealers towards achieving sustainability and promoting mutual growth. Periodic meetings and conferences help us understand each other and gain feedback to ensure customer satisfaction.

Community: Two key factors influence our contribution to the community. First, that manufacturing vehicles meet the needs of society and enrich people's lives. Second, we are rooted in the communities we serve by creating employment, developing skills and infrastructure and thereby contributing to society.



Regulatory Authorities: At TKM we try to meet the intent of the regulatory requirements and not just compliance. TKM has established and maintained good compliance conditions to regulatory authorities that affect business operations. The support of such authorities is critical to successful operations and business continuity.

Toyota Motor Corporation(TMC) & Toyota Motor Asia Pacific – Engineering & Manufacturing (TMAP-EM): The TMC & TMAP-EM play an integral role in supporting Toyota Kirloskar Motor [TKM] with product design and business process improvement. TKM has imbibed working principles from TMC to build quality products with a streamlined approach.



STAKEHOLDER ENGAGEMENT

TOYOTA
Quality Revolution