



Promoting sustainability that values both employee satisfaction and solving social issues



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Since its founding in 1948, Tokai Rika has cherished the founder spirit of “Do what others won’t do.” In addition, we have been conducting our business based on our business philosophy with its keywords of “to contribute to a higher quality of life,” “to nurture the spirit of originality, enthusiasm and innovative challenges,” and “to work in harmony with nature and local communities.”

Looking back on FY 2022, in April we were selected as a constituent stock of the “FTSE Blossom Japan Sector Relative Index,” a stock index that meets global ESG standards.

In September, we received “Platinum Kurumin” Certification, and in October, “Aichi Women’s Shining Company” Certification from Aichi Prefecture. These awards were given in recognition of our proactive efforts to promote diversity and inclusion (D&I), including promoting childcare leave for male employees and increasing the number of female managers.

In November we established a “Human Rights Policy” under the name of our President to summarize our approach to human rights for multiple stakeholders. Also, in March 2023, we

have been certified as a “Health and Productivity Management Outstanding Organization White 500” for four consecutive years.

In addition, we are promoting “local co-creation,” in which we consider local issues from the same perspective as local residents, and seek solutions to their concerns. Specifically, in Oguchi Town, Aichi Prefecture, where our Head Office is located, we utilized abandoned farmland and created a place for people with disabilities to thrive through strawberry cultivation. At our new base in Yokote City, Akita Prefecture, we interacted with local residents at the “Kamakura Festival,” aiming to become a company with strong roots in the community. Furthermore, in Aizuwakamatsu City, Fukushima Prefecture, we are taking on a variety of initiatives to resolve issues in the mountainous region, such as delivering vegetables and holding self-sufficient corporate training programs using vacant houses.

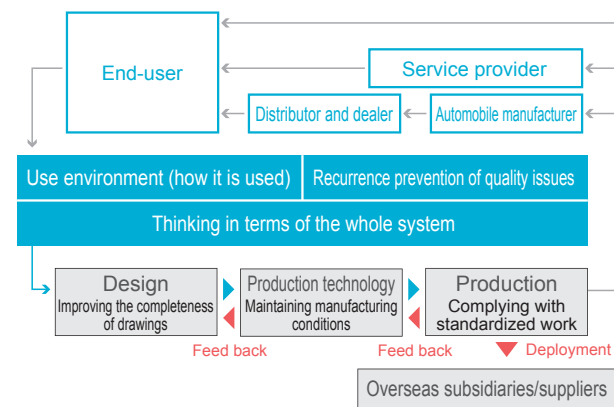
We promote sustainability based on the idea that we value both employee satisfaction and solving social issues.

Customer Safety and Quality Policy

We promote “the creation of safe, secure, and comfortable products” so that Tokai Rika’s products will remain an indispensable presence in a social system in which they support people’s lives, as well as industrial and economic activities. By regarding quality as “the degree to which we meet the needs of our customers and society,” our entire group works together to be committed to improving quality activities, by stipulating a quality function policy in order to deliver products with value that satisfy our customers, not to mention ensuring their safety and security.

Quality Cross-Functional Prioritized Implementation Items for the Tokai Rika Group

[Concept of quality improvement promotion activities]



- ① Reinforcement of foundations to support “Tokai Rika quality”
- ② Securing the quality that achieves the No. 1 position in the industry
- ③ Improvement of customer satisfaction from our new businesses

1 Reinforcement of foundations to support “Tokai Rika quality”

In addition to manufacturing quality products, we are working to strengthen the foundation for maintaining and improving quality by improving Ryohin Joken and strengthening systems to prevent the recurrence of defects.

2 Securing the quality that achieves the No. 1 position in the industry

By promoting the assurance of product safety based on design and evaluation that thoroughly considers safety and security, and further advancing the assurance of manufacturing quality that “does not allow” and “does not cause” defects, we aim to achieve “No.1 in the industry” quality.

3 Improvement of customer satisfaction from our new businesses

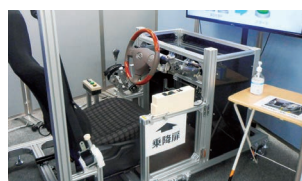
We are working to develop and realize a system that can provide after-sales service that always stays close to our customers and solves their problems.

Creating a quality culture

We have a permanent quality room where anyone can come to learn in order to pass down the “quality defects” that caused inconvenience to customers in the past and “learning” from them for future generations, and to maintain a culture that prioritizes product safety.



Exhibition of past quality defects



A mock-up that allows you to experience product defects from the customer's perspective

Health and Safety

— Basic policy on health and safety —

1. Safety takes priority over everything
2. Following the rules is the basis of safety
3. Our health is a treasure we protect by ourselves
4. Our wish is to achieve “0 (zero) accidents”

Creating workplaces where people can work with peace of mind

With the basic principles of keeping employees safe and healthy and aiming to achieve workplace environments in which everyone can play an active role regardless of age or gender, we are promoting health and safety activities and are working to create safe and secure workplaces. With the aim of achieving “zero industrial accidents,” we are implementing continuous initiatives under our basic policy on health and safety.

1. Inspection activities to ensure safety
2. Activities to raise safety awareness
3. Activities to create comfortable workplaces
4. Environmental improvement activities for workplaces where toxic substances are handled
5. Activities for building mental and physical health

At the Safety Awareness Dojo, in order to prevent industrial accidents involving employees of and persons related to our company, we conduct experiential and participatory health and safety training. We have people learn about how frightening the dangers are, about the dangers that lurk nearby, how necessary the idea of health and safety is, and how to reflect these in safe daily work.

[No. of Safety Awareness Dojo trainees (FY 2022 results)] (people)

Head Office	Head Plant	Toyota Plant	Otowa Plant
103	291	40	205

Experience-based safety education using VR

We provide safety training that allows employees to experience serious accidents, such as falling from a high place and being caught in equipment.



Safety education using VR

Disaster case study using videos

In order to prevent recurrence of industrial accidents within the Tokai Rika Group, we analyze the causes of accidents based on the occurrence situation, explain countermeasures in an easy-to-understand video, and use them to prevent accidents at other plants.



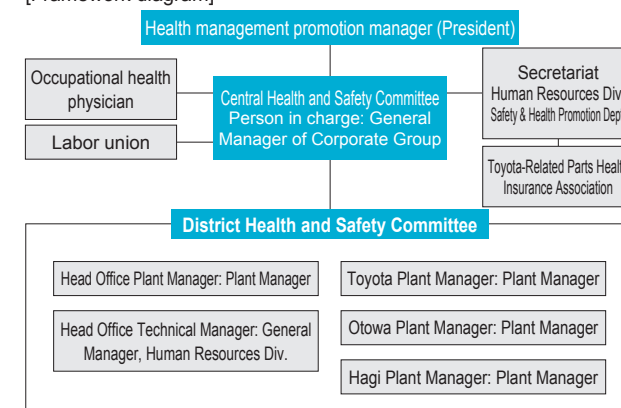
Preventive education using safety videos

Health management

Framework

The President serves as the “health management promotion manager,” and each District Health and Safety Committee, labor union, Toyota-Related Parts Health Insurance Association, and the Safety & Health Promotion Dept., Human Resources Div. as the secretariat, cooperate to promote health management.

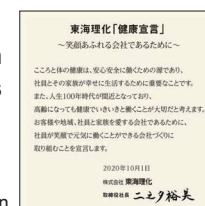
[Framework diagram]



Health Declaration

We are actively working to maintain and improve health under the President’s health declaration.

Tokai Rika Group Health Declaration



White 500

Our health management efforts have been recognized, and we have been certified as a “Health and Productivity Management Outstanding Organization White 500” for four consecutive years.



Main activities

We implement various measures to maintain and improve employees’ health so that they can work healthily and vigorously.

- Health Challenge 10 (an activity in which each employee works on improving 10 lifestyle habits)
- Health promotion activities (walking events for all employees/ TR Inbody Challenge)
- Installing health-conscious signs and distributing health information within the company to foster a healthy culture



Health challenge group mark



Walking event awards ceremony