



Customer Satisfaction and Quality Management (Car Maker) (General Customers and Dealers) • Integrated Environmental Management • Climate Change and GHG Management • Community Involvement and Development • Transparency and Business Ethics • Employee Value Creation • Employee Health and Safety Management • Win-Win Partnership in the Supply Chain

● Completed ● Partially completed ○ Under preparation

Managerial Issue	Achievements in 2019			Plans for 2020			
	Goals	Achievements	Completion	Goals	Plans	Deadline	Responsible Team
Promoting continued communication with car makers	Strengthening communication with car makers	Managed partnerships through the continued sponsorship for corporate philanthropic events, invitation to sports events sponsored by the Company, and the collaborative manufacturing of concept tires	●	Strengthening communication with car makers	Manage partnerships through the continued sponsorship for corporate philanthropic events, invitation to sports events sponsored by the Company, and the collaborative manufacturing of concept tires	2021	Global OE Planning Team Global OE Sales Team Global OE PM Team
		Advanced technology communication through collaboration with EV companies	●		Advance technology communication through collaboration with super car and EV companies	2021	Regional OE Team
	Meeting the requirements of car makers	Promptly responded to sustainability assessments and took follow-up measures (continued)	●	Meeting the requirements of car makers	Promptly respond to sustainability assessments and take follow-up measures (continued)	Year-round	CSR Team
Strengthening product capabilities	Developing products that meet the high-performance requirements of car makers	Developed tires optimized for future eco-friendly vehicles such as EVs and hybrid cars (continued) Delivered on RRC <sup>2)</sup> target performance requirements in accordance with the WLTP <sup>1)</sup> (continued)	●	Developing products that meet the high-performance requirements of car makers	Develop tires optimized for future eco-friendly cars such as EVs and hybrid cars (continued) Develop tires optimized for super cars Meet RRC target performance requirements (continued)	2021	Global OE Planning Team Global OE Sales Team Global OE PM Team Regional OE Team OE Development Department
		Continued to innovate the development quality assurance system - Secured uniform quality (process, raw/subsidiary materials, semi-finished/finished products) - Reinforced the verification of products and processes	●		Establishing a zero-defect quality assurance system	Advance the quality system - Establish a TQ assurance system and develop an integrated quality audit system	2021
	Improving employees' quality mindset	Developed core quality capabilities - Continued to secure professional quality capabilities	●	Improving employees' quality mindset	Innovate the quality training system - Strengthen quality training to become a global first-tier supplier	2021	Global Quality Planning Team

1) WLTP: Worldwide Harmonized Light-duty vehicle Test Procedure

2) RRC: Rolling Resistance coefficient