

<With people>

Business and human rights

In September 2019, Komatsu established our human rights policy (revised in September 2023), declaring our endeavors to conduct business with respect for human rights in accordance with international standards, including the United Nations Guiding Principles on Business and Human Rights, throughout our global organizations. This policy applies to all business activities and all Komatsu Group employees worldwide, and Komatsu expects and encourages our business partners, including suppliers and distributors, to comply with this policy in their respective operations. To fulfill our corporate social responsibility, Komatsu establishes and operates a human rights due diligence process to identify and assess risks that may arise from our business activities. Through this process, we also take appropriate corrective measures when concerns arise regarding negative impacts on human rights.

Web Business and human rights initiatives (ESG Databook)

Figure: Human rights due diligence process



■ Interview investigations to the Komatsu Group and supply chain

In March 2024, Komatsu visited five suppliers in Japan and exchanged opinions with representatives and others at each company in order to understand the actual status of issues identified in the fiscal 2022 human rights web survey (targeting Komatsu Group companies and suppliers). Komatsu is currently working on establishing the requirement standards for human rights. By taking advantage of the opinions we received during the visits, Komatsu aims to establish more specific and effective requirement standards in line with actual conditions, using revised standards as due diligence evaluation standards in the future.



Visits to Midori-kai (main suppliers)

Recent initiatives on human rights

■ Revision of human rights policy

In September 2023, we revised our human rights policy after deliberations by the Sustainability Promotion Committee. This revision includes the addition of our purpose and the sustainability policy, and clarifies our earnest stance on human rights. We stipulate the prohibition of forced and child labor, as well as our respect for the rights to collective bargaining and freedom of association, which were previously only stipulated in a list. The revised version has been translated into 13 languages and is being disseminated to Komatsu Group companies, suppliers, and distributors.

Web Human rights policy (ESG Databook)

■ Human resource development on human rights

Komatsu conducted basic training on business and human rights for all Komatsu Group employees and advanced training for procurement staff for those in charge of procurement. Training materials were translated into 13 languages and distributed to Komatsu Group companies. In addition, we also held discussions on ESG-related requirements with the Komatsu headquarters marketing team in charge of five different regions. We reviewed our past efforts and exchanged opinions on our approach to responsible sales. We will continue to provide opportunities to raise awareness of human rights throughout the Komatsu Group.

■ Our approach to responsible sales

Komatsu also conducted risk assessments downstream in the value chain and has been holding discussions with distributors and other relevant stakeholders to build our approach to responsible sales.

In September 2022, Komatsu conducted an impact assessment (on-site research) in South Africa. Based on the preliminary desk study, Komatsu South Africa Pty Ltd., which is in charge of sales and service in South Africa, and Komatsu headquarters jointly conducted dialogues with various stakeholders surrounding our business.

■ Enhancement of grievance structure

To strengthen our capacity towards access to remedy, as required by the UN Guiding Principles, we joined the Japan Center for Engagement and Remedy on Business and Human Rights (JaCER), which provides a platform for redressing grievances. In addition to the existing compliance hotline for employees, we started to operate a remedy window covering the entire value chain, including employees of suppliers and distributors.

Category	Corresponding consultation service
Internal human rights issues	Compliance hotline
Human rights issues in the value chain	JaCER consultation services

Web JaCer web page