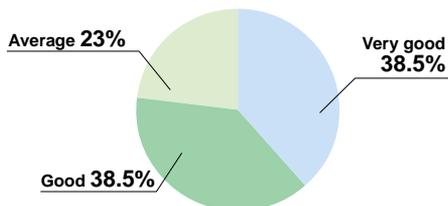


Reaction to Environmental Report 2002

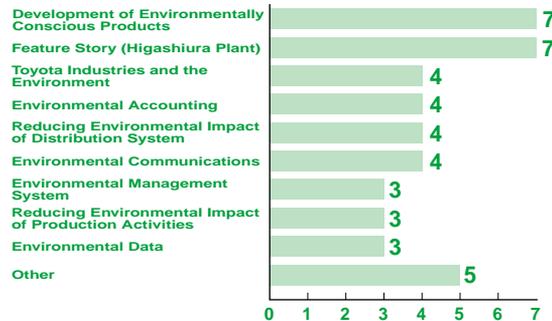
13 respondents sent in responses to the questionnaire regarding the Environmental Report 2002 (2,500 copies published in Japanese, 500 copies in English). The following describes their responses and shows how the feedback obtained was incorporated into Environmental Report 2003.

About the Environmental Report



* The response options "Fair" and "Poor" were also provided, but none of the respondents marked those options.

Articles that respondents found especially valuable (multiple responses allowed)



Incorporating Feedback into the Environmental Report 2003

Items that received positive comments and that will remain in the report

- Efforts were compiled according to each stage of operations (development, production, etc.), making the report easy to read.
- Efforts were described in detail, with specific examples.
- The environmental impact data for each plant was shown; it seems that efforts have been made to promote communications with the local residents near the plants.
- The PRTR data for all plants was organized in a manner that was easy to understand.

Suggestions for improvement and Toyota Industries' responses

- **The actual performance report is important, but it would be exciting to hear more about the activities planned for the long term.**
 - ▶ The emphasis placed on reporting sample activities sometimes made it difficult to get a sense of the big picture, so we added the basic objectives and intermediate goals of each activity.
- **Some sections were difficult for the layperson to understand.**
 - ▶ We did our best to eliminate specialized terminology to enable the largest possible audience to comfortably read the report, and also added footnotes and a glossary at the end of the report.
- **The Action Plans should include specific goals for a few more criteria.**
 - ▶ We will take this recommendation into account in our future activities. We actively strove to provide figures indicating our "FY 2002 Achievements."

Editorial Note

Thank you for reading our Environmental Report 2003. This report was intended to make our environmental conservation activities as easy to understand as possible. Please take a moment to complete the included questionnaire sheet, where you can let us know what you thought about the report and provide suggestions for improvement. Your comments will be taken into consideration in the preparation of future environmental reports as well as in our environmental conservation activities.

Our Web site now has a section devoted specifically to environmental issues. For more information on our environmental activities, please visit us on the Web.

Publication History (Annually since 1999)



FY 2002 Report



FY 2001 Report

Environmental reports published since 1999 are available on the Web (in pdf format) at:

www.toyota-industries.com/environment

Next report to be published July 2004.