

Data collection of Social Report in fiscal year 2011

To Our Customers

- ☒ Incidence of Recalls and Remedial Measures by Hino Motors in Japan

To Our Employees

- ☒ Number of employees
- ☒ Frequency of Temporary Absences Due to Accidents by Industry
- ☒ Participants in Mental Health Care Study Sessions Held for Managers
- ☒ Results of Surveys on Employee Morale

■ Incidence of Recalls and Remedial Measures by Hino Motors in Japan

Details	FY2009	FY2010	FY2011
Recalls	10	17	13
Remedial measures ^{※1}	1	1	2
Service campaigns ^{※2}	8	8	7

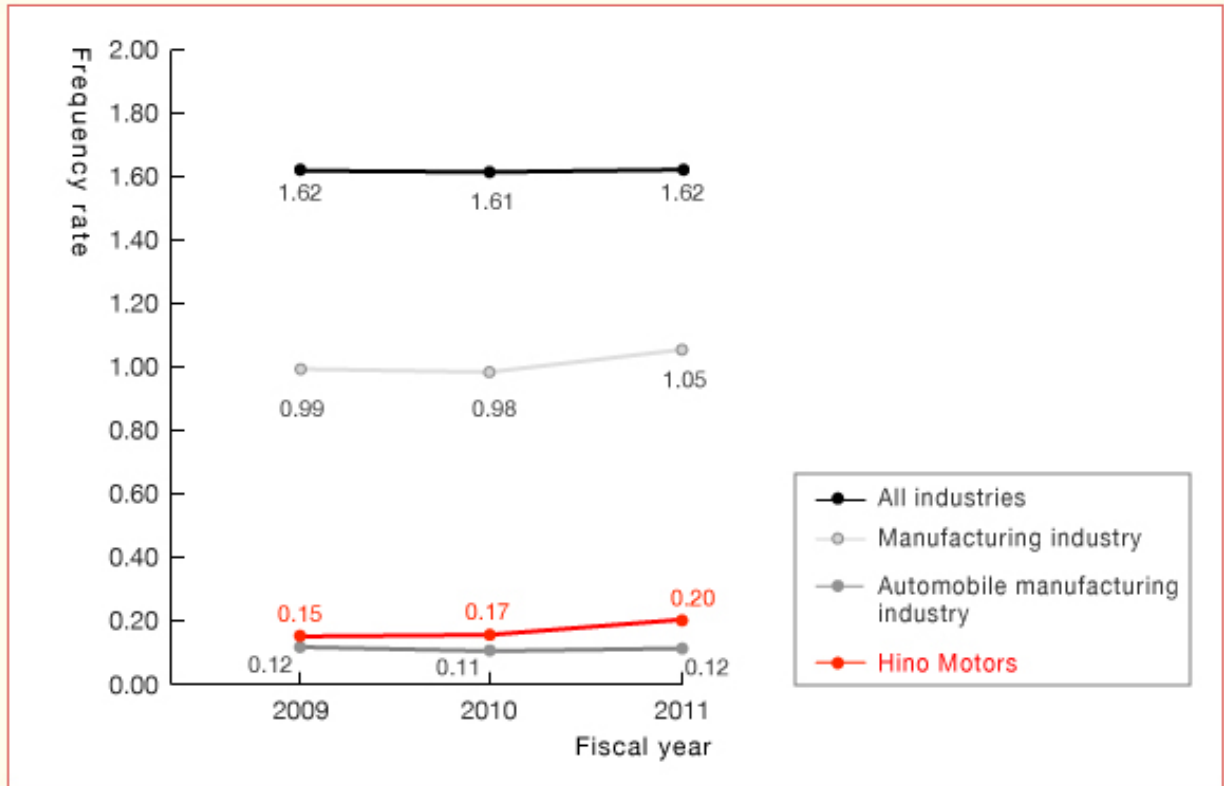
Notes:

1. Remedial measures: Although not constituting a violation of the Road Trucking Vehicle Act of Japan, the remedial measures system requires manufacturers to notify Japan's Ministry of Land, Infrastructure, Transport and Tourism of any issues that are deemed to require attention in terms of either safety or pollution prevention. Vehicle repairs must be completed free of charge.
2. Service campaigns: Pursuant to an official notice issued by the Ministry of Land, Infrastructure, Transport and Tourism of Japan, vehicle manufacturers are obligated to inform product users of any quality issues that do not fall within the scope of recalls and remedial measures. In the event that such notifications are made, manufacturers are further obligated to inform the Ministry of relevant details.

■ Number of employees

	March 31, 2010	March 31, 2011	March 31, 2012
Males	10,180	10,195	10,468
Females	687	685	720
Total	10,867	10,880	11,188

■ Frequency of Temporary Absences Due to Accidents by Industry



■ Participants in Mental Health Care Study Sessions Held for Managers

Business site	2009	2010	2011
Head Office/Hino Plant	110	130	96
Hamura Plant	120	72	196
Nitta Plant	17	10	7
Tamachi Office	11	15	4
Company-wide total	258	227	303

■ Results of Surveys on Employee Morale

