

# 13. Feedback and Suggestions Mechanism

At Toyama Controls, we value open and transparent communication. We recognize that our employees are our most important asset, and your ideas, suggestions, and feedback are essential for our continuous improvement and innovation. Here's how our feedback and suggestions mechanism works:

**1. Open-Door Policy:** Our leadership team maintains an open-door policy. This means that every employee is welcome to share their thoughts, feedback, or suggestions directly with their managers or department heads. This can be done in person, through email, or during team meetings.

**2. Regular Check-Ins:** Managers are encouraged to hold regular one-on-one check-ins with their team members. These meetings are an opportunity to give and receive feedback on work performance, discuss any challenges faced, and brainstorm potential solutions or improvements.

**3. Feedback and Suggestion Review:** All feedback and suggestions are taken seriously. The HR department and respective team leaders review these on a regular basis, and pertinent actions are taken wherever necessary.

We believe that every individual in our company has a unique perspective that can lead to meaningful improvements in our work environment and processes. Hence, we urge all employees to actively participate in this feedback and suggestion mechanism. We're all ears!