

# Corporate Culture That Strengthens the Trust of Society

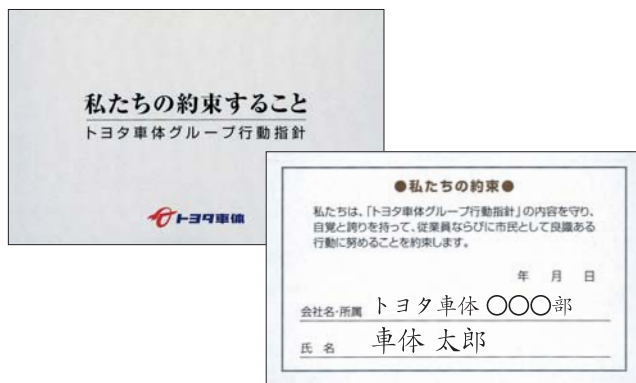
Compliance is not confined to legal compliance, but rather observance of corporate ethics by any worker at a company as an employee and member of society for the promotion of sound corporate culture activities which are reflected in consistently sound behavior.

## Thorough Compliance and Improved Awareness Centering on a Risk Management Promotion Committee

The compliance system involves the creation of an Internal Regulation Promotion Committee, under the Risk Management Promotion Committee, that has the Compliance Management Department serve to self-evaluate whether issues exist in the system in order to have all company rules thoroughly obeyed.

To thoroughly enforce compliance for the company and employees, we have established "Our promise (Toyota Auto Body Group Activity Policy)" and we are making continuous efforts for compliance awareness through education and training.

By having each employee sign "Our Promise" cards, awareness and motivation are raised within employees in order to carry out our action policy.



Toyota Auto Body Group Action Policy (Portable card)

## The Compliance Hotline

In looking to create a pleasant and open work environment that considers the views of our employees and their families, Toyota Auto Body provides a Compliance Hotline (Honto Com Net) for directly handling concerns and consultation relating to compliance and labor issues by E-mail, telephone, and letters. In addition, we have set up a Corporate Logic Hotline using a lawyer contracted from outside the company. Introducing these hotlines widely throughout the Toyota Auto Body Group provides an appropriate system for handling compliance and labor related issues.



Notification to the employee and the family (included the cooperative employee)

## Establishing and Developing Priorities (Basic MAP)

Toyota Auto Body is introducing the Basic MAP, which comprises 10 items of action that should be taken, in combination with the Employee Action Policy. Both are based on the main axis of (1) placing priority on the customer; (2) placing priority on the process of operations to achieve results; and (3) placing priority on the activities of workers and the work environment.



Basic MAP (Published September 2003)

