



Our Promise

Toyota Auto Body Group Action Policy

Establishment of “Our Promise (Toyota Auto Body Group Action Policy)”

Among fundamental principles, we support “Openness and Fairness,” “Harmony With the Environment,” “Acquiring Trust From Society,” and “Contributing to Creating an Affluent Society.” Through the just behavior as a corporation, as well as sound actions on an individual basis, we believe contributing to society through manufacturing gains the trust of our customers and this is essential for continued growth and expansion of our industry.

With the start of a new Toyota Auto Body, we are reforming our previous “Employee Action Policy” by establishing of “Our Promise.”

Our new action policy involves showing fundamental preparedness for how our company and each employee as a person in the corporation and society acts according to logic, which is taken from four aspects. The four aspects are as follows: “Appropriate action as a member of society;” “Trustworthy action for our customers;” “The creation of good relations with society;” and “Trust between employees and Toyota Auto Body.”

In addition, this promise involves not only the management and employees of Toyota Auto Body, but also includes management and employees in our subsidiaries which constitute the “Toyota Auto Body Group.”

For us at Toyota Auto Body, there are two action policies: “The Toyota Auto Body Group Action Policy” and “Basic MAP.” *1 In our “Basic MAP,” we have shown the preparedness of management as “That which is important to us.”

This new action policy, “Our Promise,” supports corporate activities whereby both the corporation and employee show logical preparedness (not only legally, but also in terms of morals, morality in general, and manners).

This new policy is presented with the foundation of having the corporation and our employees “soundly behave and be socially sensible”, despite certain information relating to our new policy not being covered in this pamphlet. We in the Toyota Auto Body Group make the promise to meet expectations of society in working toward sensible behavior for sound growth and expansion.

March 2005

*1 B a s i c M a p

M: Management
A: Action
P: Priorities

Our Promise

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Toyota Auto Body Group Action Policy



Appropriate Action as a Member of Society

Action for living in society and working at our company based on sound sense while observing societal manners and rules as a citizen.



Action Trusted by Our Customers

We keep our promise in providing fine products that meet the desires of our customers. We gain the trust of our customers through open and fair activities. We are aware that executing our duty is leads to the expansion of society and to the business of Toyota Auto Body as we challenge matters according to logic.



Creating Good Relations with Society

We are lending our hearts in contributing to society in working toward protecting the natural environment and creating an affluent society.



A Relationship of Trust Between Employees and Toyota Auto Body

We are working to create a safe workplace where employees are able to showcase their ability, while also placing great importance on their individual character. Importance is also placed on company information and assets in working to execute our daily duties faithfully.

I Appropriate Action as a Member of Society

1 Observing Societal Rules

Violence

Theft

Gambling

Annoying Behavior

2 Strict Observance of Proper Manners

Traffic rules

Speaking loudly in trains and use of a cellular telephone

Littering with cigarette butts

Greetings, Speaking manners

III Action Trusted by Customers

The Market and Our Users

3 Deliver Fine Products

Defective products

Hide recalls

Illegal Vehicle conversion

False and exaggerated advertising

Business Partners

4 Open and Fair Transactions

Preferential dealing and limited transactions

Collusion and cartels

Infringement of intellectual property rights

Excess reception of customers and being overly entertained

Stockholders and Investors

5 Securing Sound Profit

Window dressing settlements

Tax evasion

Close ties with anti-social powers

III Creating Good Relations With Society

The Earth and Our Communities

6 Conserving the Natural Environment

Environmental pollution

Illegal waste disposal

Government Offices, the Mass Media, and Our Communities

7 Swift and Clear Communication

False reporting and non-reporting

Slander

Bribery and receiving bribes

Illegal political contributions

Overseas

8 Overseas Business Activities That Value Local Communities

Breach of technical contracts and other contracts

Unfair labor conditions

IV A Relationship of Trust Between Employees and Toyota Auto Body

9 Respect for Individuals

Prejudice

Threats

Workers' compensation

Sexual harassment

Power harassment

10 Asset Management and Protection of Industrial Secrets

Insider trading

Confidential information leaks

Private information leaks

Embezzlement

We at the Toyota Auto Body Group act within our relationship with society as a corporate citizen. We want to observe the rules of society and contribute to society for all areas of living that is not only limited

to the area within our company. The Toyota Auto Body Group takes a strict stance toward behavior that violates societal rules which we believe would result in a great loss of trust.

The Practice of Sensible Behavior

- We make it a practice to act according to rules and good social sense because we possess the decision-making power to differentiate good from bad.
- From within ourselves, we take the stance of asking ourselves the following: “Is my action following societal rules?”; “Would the behavior I am considering be spoken of with pride by my family?”; and “How would this behavior be viewed in the eyes of our customers?”.
- We contribute to the community and society through utilizing technical skill and knowledge learned at Toyota Auto Body, as well as interests and special talent of individual employees.
- Our employees observe traffic safety with the self-awareness that they are members of an automotive corporation. When driving, employees observe traffic rules without exception. Employees avoid accidents by driving defensively by monitoring for error and covering for errors of other drivers.

Doctor Compliance's Advice Memo



Doctor Compliance

- Behavior not permitted by criminal law (violence, theft, gambling, etc.) is forbidden. In addition, possession of articles that pose a danger to everyday living (guns, swords, poisonous and narcotic substances) are not permitted.
- Ordinances for Preventing Trouble (These include behavior corresponding to ordinances for preventing excessively annoying behavior to the public.)

● My boyfriend prefers these words.

The gods are watching Buddha is watching.
The world is watching Customers are watching



Rinko



In this pamphlet, each page is structured as follows:

The basic stance of Toyota Auto Body
(The things we will observe and carry out as a company)

Beginning with the words, “The Toyota Auto Body Group...”.

Preparedness for every employee to observe and carry out

Beginning with the words, “We at Toyota Auto Body...”.

A Third Party View

- Legal Points to be obeyed(Doctor Compliance's Advice Memo)
- Proverbs and famous sayings (A word from Rinko)

We at the Toyota Auto Body Group are encouraging strict observance of manners. Such manners reveal human quality in the form of being considerate to others. Developed over a long history, these manners are treasures given importance by all

people. The properness of the manners a person lends to an evaluation of corporate quality. This is not forgotten by us through ourself-awareness as a member of the Toyota Auto Body Group.

We Will Not Be a Nuisance to Others or Society.

- Manners mean distinguishing between public and private, giving a favorable impression, making contact in a fair way with all people, the use of words, one's appearance, proper living habits, and observing public morality.
- We at the Toyota Auto Body Group do not engage in behavior that is a nuisance to other people. Such behavior includes speaking loudly on trains, littering roads and parks with trash, and smoking while walking along streets.
- Our behavior is seen in a variety of places. Other than within the Toyota Auto Body, this behavior can be seen in residential neighborhoods and bus stops along commuter bus routes. If such manners are not observed or scorned, people will laugh. We as member of society must reexamine our behavior and work to learn manners that do not cause embarrassment.
- Greeting others is the foundation of relations between people. We must begin by actually greeting with "Good morning."
- We conduct telephone calls politely. When answering the telephone, we first give the name of our department or work position in the company and then our name to the other party. A positive and friendly voice evokes smoothness in carrying the conversation.

● Below are some examples of improper manners.

- A desktop is not tidy or organized.
- Attire that is not appropriate at work.
- Smoking at non-designated locations
- Not greeting customers who are visiting our company
- Unclean lavatory use
- Watching television with excess volume which bothers neighbors
- Writing graffiti and disposing of pollutants in public places



We at the Toyota Auto Body Group provide quality vehicles that our customers desire, as well as actively meet demands from society. The pursuit of safety and quality for our vehicles is our responsibility and we make efforts to assure our customers through

research, development, production, and service. In addition, we are promoting efficient manufacturing and we are aiming for factories and our company to be friendly to both our employees and the environment.

Gaining the Trust of Our Customers

- We in the Toyota Auto Body Group gather the opinions of our customers and employees down the production line on-site. We also perform improvements in order to satisfy our customers with products that perform well from when the products are first delivered to the customers.
- Based squarely on future trends that include safety, the environment, and natural resources, we are pushing forward with strengthening our leading-edge technical strength in aiming to develop safe, highly recyclable products that are environmentally friendly.
- In order to produce fine products, we promote 5S that maintain “Tidiness, organization, cleanliness, and sweeping” and from within ourselves we keep “discipline.” in mind.
- If damage or a problem is found, we make certain to immediately stop the line and make corrective measures to not allow a defect to go unchecked down the production line.

Doctor Compliance's Advice Memo



Doctor Compliance

Even one defect will result in a loss of trust in the company. In some cases, such defects threaten the continued existence of the company.

- We fully grasp domestic and foreign safety standards and PL law (Product Liability act), therefore, please work to prevent quality problems.
- In the event that a serious problem emerges, work to quickly solve it and work with the related department to prevent recurrence.
- Sales of illegally modified vehicles and modified parts are not permitted. In addition, requests for such parts will not be accepted.

● Words from those I respect

- Be honest
- For the world is for its people



Rinko

The Toyota Auto Body Group obeys market rules in working to make fair transactions.

Through agreements for individual transactions, we work to ensure fairness and transparency, and also rationality. We create fair opportunities to do business for customers who desire new transactions

domestically or abroad. Starting with our most important customer, Toyota Motor Corporation, we are strengthening cooperation in working toward mutual prosperity and the development of a relationship of mutual trust.

Building a Relationship of Mutual Good Faith

- We at the Toyota Auto Body Group maintain good faith and work fairly with our customers in listening humbly to their wishes. Regardless of the scale and status of the customer, we do not act with arrogance or servility.
- We work with customers to improve our brand image and the Toyota Auto Body company image. We make every effort to share and exchange opinions relating to *genchi-genbutsu*.
- Receiving customers and the practice of giving and receiving gifts is done keeping with in social norms. Receiving visitors and gift exchanges with government offices are strictly prohibited. There shall be no individual profiting by the use of one's status in a transaction.

Doctor Compliance's Advice Memo



Doctor Compliance

- Please be reminded that no business may be engaged that ignores anti-monopoly law and subcontracting law.
- Any actions that violate anti-monopoly law (abuse of one's superior position, holding the price to resale values), and also subcontracting law (non-issuance of written order request forms, price gouging, unfair discounts, and unfair returns) are strictly prohibited.
- Between competing companies, there are to be no cartels or colluding. Even if companies are attempting to establish good relations, potentially misleading behavior, cartels, collusion, and frequent contact between companies are to be avoided.

● Long ago there was a tale as follows:

When a bribe was sent, the words: "It is known by Heaven, the Earth, me, and you" were spoken and the bribe was said to have been refused.



Rinko

We at the Toyota Auto Body Group are making efforts to secure sound profit and use this profit for growth and expansion for our next generation of products. We pay the proper taxes, do our accounting accurately, and try to disclose information in a timely manner to

our stockholders, investors, relevant government offices, and our customers. We place priority on soundness and safety in utilizing funds, and in the case of domestic and overseas projects, we make decisions upon thorough preliminary examination.

Toyota Auto Body Assessed as a Good and Sound Company

- We at the Toyota Auto Body Group recognize that accounting practices of the development of resources should be done correctly from the beginning of the accounting process to avoid accounting error and ensure sound profit.
- In correctly secure accounting and financial data, we do not use data for incorrect purposes or falsify such data. We strive to protect confidential data.
- We observe tax laws and prescribed Toyota Auto Body rules (invoice processing, fixed asset processing manual, etc.) in the event of outlays for investment and expenses.
- We are working to closely coordinate with employees at our Toyota Auto Body Group companies in aiming for mutually sound expansion.

Doctor Compliance's Advice Memo



Doctor Compliance

- There shall be no concealment, false entries, window dressing settlements, tax evasion, or false reporting in ledger documentation.
- There shall be no unfair processing of such as padding costs during the "inspection" period for completed construction work and there shall be no fee transfers when equipment is purchased. According to corporation tax law of the National Tax Bureau, violations in paying taxes are subject to a severe deficit tax penalty.
- Erring in knowledge and methods of tax payment may be pointed out to be tax evasion despite one's aim to limit and save on what one considers the proper amount of tax owed.

● I also have a request

Using the standard forms in every workplace is the source for correctly applying to pay taxes.



Rinko

We at the Toyota Auto Body Group deeply understand the necessity of conserving the natural environment on a global scale. Awareness of the surfacing dangerous reality of global warming, with the withering of resources and increasing damage of nature, has been captured as a common issue among people. We at the Toyota Auto

Body Group are aiming to be company that attains harmony with the environment by progressively working toward environmental friendliness on a continual and organizational basis with a product cycle extending from development to production, and finally recycling.

Protecting Irreplaceable Nature

We are victims in the nature environment issue, and at the same time, we are responsible for this outcome. Although damage to the environment and our negative impact on it are not readily apparent at this time, the lack of understanding continues...

- We at Toyota Auto Body Group are making development efforts that take into consideration products use and are also considering the steps involving disposal of products.
- In our production activities, we are actively working toward waste reduction and energy saving for waste products in aiming to introduce a resource and energy-saving type of production system. In addition, we are making efforts toward green purchasing in our procurement activities.
- Doing our part for society, we are progressing in every area of conserving through going paperless, sorting and disposing of trash, and also conserving on water and electricity. We also actively participate in beautification and green activities in local communities.
- As the crew of the spaceship Earth, we are looking to reexamine and have the courage to further our previous living habits.

Doctor Compliance's Advice Memo



Doctor Compliance

- If the legal standard for water quality, the atmosphere, bad smells, vibrations, noise, or pollution of soil is ever exceeded, make certain to report to your boss or person in charge in the your department, as well as making a report to government offices, in order to quickly dealing with the issue and preventing recurrence.
- Be certain to correctly report items to government offices. When reporting information, strict observance of due dates should kept in mind for smooth communication with the relevant government offices.

● The thing I work toward

Let's start with what we can achieve now in order to hand off a "beautiful place to live" to posterity.



Rinko

We at the Toyota Auto Body Group act with integrity in aiming for good relations with society. We are looking to broaden discussion opportunities in communicating with stockholders, consumers, and

people in our communities. In maintaining sound and transparent relations with politicians and the government, we meet unfair demands from outside our company with a resolute attitude.

Improving Common Ways of Thinking With Our Industry and Society

- We at the Toyota Auto Body Group take on the responsibility of ourselves for reporting our activities. We are refining our ascertaining sense of important facts and information.
- Standing on the principle of “No public hearing, no publicity,” criticism and demands toward our company are reflected in our business activities.
- We endeavor to actively have dialog with our communities. In the event we receive unfair pressure from an anti-social power, employees will not handle the situation on their own. Instead, the concerned department will be consulted immediately.

Doctor Compliance's Advice Memo



Doctor Compliance

- The resolution of Toyota Auto Body demands legality along with social validity and rationality. If such are ignored, society may forsaken us, possibly leading to a lawsuit from the representative stockholders who will seek accountability.
- It is important to act in a timely manner and correctly handle directives from government offices. In the event an unclear directive is received, request a written explanation and consider how to proceed.
- Public office election law and political contribution regulatory law must be obeyed. If a request is received for political contributions or donations, contact the General Administration Division. Follow company approval procedures when making a political contribution or a donation.

● My Ideals

It would outstanding if it were said that you are aware of and excel in the following three ideals:

- A company that brims with logical views
- A company that openly receives information
- A company that passionately promotes company business



Rinko

Products we manufacture at Toyota Auto Body Group are cherished in every country in the world. Hereafter, further broadening profits in business activities overseas make it important to work from a global viewpoint. Toyota Auto Body observes international rules and the customs, culture, laws, of the countries with which we

have ties. We also contribute to those countries by creating employment and improving technology as well as the expansion of their economies and industries. We also carefully base our actions and policies around the political sentiments of those countries.

Our Priority to On-Site Harmony Abroad

- We at the Toyota Auto Body Group are working to further develop international views and ways of thinking in looking out globally beyond our business in Japan.
- In working with other countries, we are attempting to consider the citizens of other countries and their sentiments. Examples are countries like Thailand, with its strong respect for Buddhism and the king, and also Indonesia, dominated by many believers in Islam, where it is said action against Buddhist precepts is not taken.
- In managing on-site danger abroad, we work to ensure safety on the basis of the following three rules: “Inconspicuous;” “Action is not predicted;” and “Active awareness.”

Doctor Compliance's Advice Memo



Doctor Compliance

- Observe local laws and ordinances, export trade control decree, and trade-related decree.
- Observe agreements for contracts pertaining to ventures and technical support.
- Avoid any on-site connection to giving or receiving bribes, and also no gift exchanges or reception of customers characterized by excess.
- Pay special attention to items prohibited from being brought to or removed from the premises domestically or abroad.

● Introducing a proverb

When in Rome,
do as the Romans do.



Rinko

The Toyota Auto Body Group, we respect the rights and character of all working people as the premise for mutual understanding. We do not discriminate based on ethnicity, beliefs, sex, disability, or social identity. We also place

importance on privacy. We value individual diversity, and we work toward creating a safe and healthy workplace which allows individuals to demonstrate their ability.

Considering Others

- We at the Toyota Auto Body Group equally value others regardless of differences in occupational status, age, or sex. We warmly support others and detest attitudes and remarks that mar character.
- In soundly executing one's daily work, we are working toward fostering a logical view and we encourage tempering of the heart in order to not be led astray by evil temptations.
- When unbecoming behavior is observed, one must not assume an attitude that it "doesn't involve me", or that they can "just act as if they didn't notice." Adopting such an attitude is considered synonymous with behaving in the same manner.
- In terms of safety, we are working to raise self-awareness of safety. We are making efforts to eliminate unsafe areas and dangerous operations in preventing danger.

Doctor Compliance's Advice Memo



Doctor Compliance

- Employees must not make demands, act violently toward others, or make threats.
- Acts of sexual harassment or power harassment are punishable because such behavior is considered a marked encroachment on another person's character.
- Discriminatory treatment based solely on a difference in gender is prohibited.

- If an problem arises or unbecoming behavior is observed,

Consult with your boss or the person in charge of the department until in order to reach an understanding.



Rinko

10 Asset Management and Protection of Industrial Secrets

We at the Toyota Auto Body Group are carefully protecting the company's assets. Our tangible assets cover such assets as buildings, facilities, equipment, parts and office equipment. Our intangible assets are

such assets as intellectual property, knowledge, and technical information. We are working to be able to preserve and manage these assets efficiently while also preventing their loss, theft, and misuse.

Our Feelings on Treating Things Carefully

- We at the Toyota Auto Body Group treat our company assets with respect. If some item were stolen from your home, you would soon notice. If information you did not want disclosed about your family were to be stolen, this would be an awful feeling. With that feeling in mind, we take great care of our company assets and industrial secrets.
- We do not allow use of company assets for aims other than intended for conducting business, such as for privatized use. Also, we are careful not to allow anyone to remove assets from the company without permission.
- We are also careful to prevent leaking secret industrial information. In the event we receive confidential information of another company, we make certain to receive the information from the proper authorized person in an official manner and we record the transfer of such information.

Doctor Compliance's Advice Memo



Doctor Compliance

- Information theft or altering of information, illegal copying of software, or transferring or loaning of such illegally copied software is an infringement of the copyright.
- Stealing items is considered a crime of theft or embezzlement.
- Buying or selling of stock before an official announcement about known important internal information or external information is insider trading, which is prohibited by securities and exchanges law. Betrayal of good stockholders and behavior that causes trust to be lost in our company is not permitted.

● My request

If you are prepared,
there is no reason to worry.



Rinko

■ Applying Our Action Policy

The Importance of Education and Discussion in the Workplace

- Humans have a weak spirit. Upon a single reading of this “Action Policy,” if you encounter an incident, your heart will surely be pressured by external forces. In order to guide you, imagine, within your own heart, actual cases and know that it is important to hold discussions with colleagues in the workplace.
- With a diversity of members in the workplace, there would be no single prescription in finding a solution to an issue. The confusion, concerns, and things each member in the group desires to know on a daily basis may differ, leading possibly to the need of several ways to cure a given issue. There is the desire to answer each of their issues painstakingly.
- Seek mutual understanding through discussions and sounding ideas off one another. Let all members of the group teach each other. Regardless of one’s position within the group, promoting a logical view is important.

A Reference for Discussions in the Workplace

- ① How much should awareness be corrected for situations such as the following: “No one saw it (so it’s not a problem)”; “Isn’t everyone doing it?”; and “No one will know if I do something like this.”
- ② What should be done if your boss or other colleagues act against logic?
- ③ Do you consider it acceptable to act or behave in any manner you feel as long as everything is done by the letter of the law?

--- **Avoid** ---

- Using company office equipment such as terminals or facsimile machines, or production equipment or other machines, or company items for personal use, or privately using such equipment for creating or repairing.
- Removing employee ledgers or internal documentation from the company with the risk of this information being exposed to a third party.
- Unauthorized creation of presentation materials not allowed to be borrowed from internet sites.
- Showing no reserve in asking questions relating to another person’s family life or his or her physical features, or saying obscenities.



Doctor Compliance

Everyone is welcome to debate, as well as question and answer oneself for understanding this “Toyota Auto Body Group Action Policy.”

Please sign below in the signature space, and promise to further observe the content of this pamphlet.

● Our Promise ●

We promise to observe the content of this Toyota Auto Body Group Action Policy, taking responsibility and pride in promising to make the effort to act sensibly as citizens and employees.

Year Month Day

Company name
and department

Last and first name

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TOYOTA AUTO BODY GROUP