

Toyota Speak Up Policy

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1. Purpose

Toyota Motor Corporation and its consolidated subsidiaries are committed to ethical values that require us to speak up, ask questions and raise concerns whenever we discover or suspect wrongdoing at Toyota. (In this Policy, we refer to Toyota Motor Corporation and its consolidated subsidiaries all together as the “Company” or “Toyota.”) Toyota strives to promptly address issues as they arise.

This Policy explains what to do when we need to raise a question or concern or see something that we believe violates an applicable law, regulation, Company rule or policy or the Toyota Code of Conduct. For team leaders, this Policy explains the Company’s expectations for handling a question or concern raised by a team member.

This Policy also confirms the Company’s commitment to non-retaliation. Toyota does not allow retaliation against anyone who raises a good-faith concern or question, or against anyone who cooperated with an investigation of potential misconduct.

2. Scope

This Policy applies to all team members and team leaders, and to the board of directors of the Company.

3. Policy Requirements

A. Team Member Responsibilities

Team members should proactively participate in the Company’s culture of speaking up. You should understand the Toyota Code of Conduct and remain knowledgeable about the Company policies, laws and regulations relevant to your job. Any team member who sees or suspects a violation should raise a concern or ask for help.

You are also responsible for cooperating with investigations of potential misconduct.

You do not need to have all the details or be certain that wrongdoing has occurred. If you have a concern or a question related to compliance with the Toyota Code of Conduct or the Company’s policies, or potentially illegal acts, it is important to raise the issue, even if uncertain, so that the Company can address it in a timely manner.

B. Team Leader Responsibilities

In addition to fulfilling the Team Member Responsibilities above, team leaders reinforce our commitment to speaking up and proactively addressing issues. They set the example of doing the right thing at Toyota.

Team leaders who receive a concern or question should seek help from their local human resources, compliance, legal or internal audit functions, or by contacting your local Speak Up Line or the Global Speak Up Line.

If you are a team leader, you have a special responsibility to listen and act promptly when you receive questions or concerns because team members are looking to you as an example of how to do the right thing. As a team leader, you should:

- **Show gratitude.** Listen to the person making the report and thank them. Remember that speaking up is difficult to do.
- **Respond carefully.** Take every concern seriously, even if you disagree. Commit to addressing the issue promptly.
- **Protect confidentiality.** Avoid discussing reports with others and share only on a need-to-know basis.
- **Commit to non-retaliation.** Remind the team member who made the report of our commitment to non-retaliation.

- **Report to Compliance.** If the report or question is about a potential Toyota Code of Conduct violation, potential illegal or unethical act or you are unsure whether the report relates to these things, report the issue to your local human resources, compliance, legal or internal audit function. If your local function cannot help you to solve the problem, you can contact Global Compliance by emailing GlobalCompliance@toyota.com, or you can contact your local Speak Up Line or the Global Speak Up Line.

C. When to Report a Concern or Ask a Question

Here are some examples of situations that should cause you to raise a concern. Ask for help if you:

- Have a concern about an actual or potential violation of laws and regulations;
- Have a concern about an actual or potential violation of the Toyota Code of Conduct;
- Have a concern about an actual or potential violation of Company rules or policies;
- See something you believe is illegal, unethical or a violation of someone’s human rights; or
- Become aware of an actual or potential issue related to product quality or product safety.

D. How to Report a Concern or Ask a Question

The most important thing is to raise the issue or question so that it can be addressed by the Company. There are many ways to report a concern or ask a question, and you should contact any of these resources that you feel comfortable using.

- Your supervisor, who is usually in the best position to help respond to the matter.
- Any team leader, supervisor or manager at any level.
- The local human resources department, the compliance department, the legal department or the internal audit department.
- Global Compliance (GlobalCompliance@toyota.com).
- Your local Speak Up Line or the Global Speak Up Line.

<p>Local Speak Up Line</p>	<p>You may have access to a local Speak Up Line in your company. Please check your company’s resources for access information.</p>
<p>Global Speak Up Line ToyotaGlobalSpeakUp.com Email SpeakUp@toyota.com</p>	<p>Anyone can contact the Global Speak Up Line. The Global Speak Up Line is staffed by a third party with a variety of language capabilities.</p>

Nothing in this Policy prohibits a team member from reporting potential violations of law directly to a regulator or to law enforcement.

Your report should include the following details if you know them, so that the Company can appropriately investigate:

- What happened that caused your concern;
- Who was involved;
- When the issue happened or began happening;
- Where the issue occurred or began occurring;
- Who else might have relevant information about the issue; and
- Any other facts you think would be helpful to an investigator.

E. What to Expect After You Make a Report or Ask a Question

You can expect to be treated with dignity and respect when making a report or asking a question. When conducting an investigation, the Company respects the reporter's confidentiality and anonymity to the extent allowed by law. During these investigations, team members should fully cooperate and respond truthfully to questions.

Depending on the result of an investigation, Toyota may take appropriate actions, including discipline against those who engaged in any misconduct, illegal acts or unethical behavior. The goal of all such actions is to prevent similar problems from happening again. Please understand that it may not be possible for the Company to share with you the details about the result of an investigation.

F. Our Non-Retaliation Commitment

It takes courage to speak up when something is not right.

Toyota strongly prohibits retaliation against team members for reporting concerns in good faith or for participating in an investigation, even if the reported concern is not verified in the end. Prohibited retaliation includes any unfavorable treatment or employment action. Examples of prohibited retaliation include dismissal, demotion, suspension, discipline, reduced hours, reduced pay, threats, harassment or any other discrimination if done in retaliation for reporting a concern in good faith or participating in an investigation.

A report is in good faith when you provide all the information you have and you reasonably believe there has been a possible violation of applicable law, regulation, the Toyota Code of Conduct, company rule or company policy, even if the concern is not verified in the end.

Any direct or indirect retaliation against a team member who raises a good-faith concern or participates in an investigation is grounds for discipline. Also, any attempt to learn the identity of a team member who reported a concern is considered retaliation and is also grounds for discipline.

Such retaliation and attempts to learn the identity of a reporter are violations of the Toyota Code of Conduct or company rules. If you are aware of any retaliation, please report it to your company.

4. Local Policies

You should review the local Speak Up policies and procedures for your company and region, which should include greater detail and specific guidance more directly related to your business and your location.

The information in this policy is current as of the effective date shown on the cover. To check for more recent versions, please visit https://global.toyota/pages/global_toyota/company/vision-and-philosophy/en_Toyota_Global_Speakup_Policy.pdf