

Company Name Toyota Motor Corporation
Industry Automobiles
Overall Score (*) 11.6 out of 100

Theme Score	Out of	For Theme
1.8	10	A. Governance and Policies
4.4	25	B. Embedding Respect and Human Rights Due Diligence
1.3	15	C. Remedies and Grievance Mechanisms
1.1	20	D. Performance: Company Human Rights Practices
0.0	20	E. Performance: Responses to Serious Allegations
3.0	10	F. Transparency

(*) While other sectors are being measured against a reduced set of CHRB Core UNGP Indicators this year the Automotive Manufacturing sector is being measured against the full CHRB Methodology as it is the first year that the sector has been analysed.

Please note that any small differences between the Overall Score and the added total of Measurement Theme scores are due to rounding the numbers at different stages of the score calculation process.

Please note also that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2020 Methodology document. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

Detailed assessment

A. Governance and Policies (10% of Total)

A.1 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Met: General HRs commitment: The Company states that 'we respect and honor the human rights of people involved in our business'. [CSR Policy, N/A: global.toyota] Not met: UDHR: The Company states 'To meet the expectations of our stakeholders, we also refer to international norms such as the UN Guiding Principles on Business and Human Rights and the Universal Declaration of Human Rights to tackle issues related to human rights'. However, 'refer to' does not qualify as a formal commitment to the UDHR. [2019 Sustainability Data Book, 10/2019: global.toyota] Not met: International Bill of Rights <p>Score 2</p> <ul style="list-style-type: none"> Not met: UNGPs: See above [2019 Sustainability Data Book, 10/2019: global.toyota] Not met: OECD
A.1.2	Commitment to respect the	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: ILO Core: Although the Company is committed to some ILO core areas. No evidence found of formal commitment to ILO Declaration of fundamental rights.

Indicator Code	Indicator name	Score (out of 2)	Explanation
	human rights of workers		<ul style="list-style-type: none"> • Not met: UNGC principles 3-6 • Not met: Explicitly list ALL four ILO for MO suppliers: The Company's Supplier CSR Guidelines contain a section dedicated to Human Rights commitments. However, no evidence was found on commitments to collective bargaining. [Supplier CSR Guidelines, 2012: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Explicit commitment to All four ILO Core: The Company has a CSR policy that includes commitments to diversity and inclusion of employees, 'we do not discriminate against them'. It also indicates that it doesn't 'use or tolerate any form of forced and child labour'. Finally, the Company indicates that 'we recognize our employees' right to freely associate, or not to associate, complying with the laws of the countries and regions in which we operate'. No evidence found, however, of a commitment to collective bargaining. In addition, if the Company respects freedom of association in relation to country law, it needs to commit to establish parallel or alternative mechanisms in those places where the exercise of these rights is restricted under local law. [CSR Policy, N/A: global.toyota] • Met: Respect H&S of workers: The Company states 'Ensuring the safety and health of employees has been one of Toyota's most important long-standing business activities and will continue to be so going forward. Toyota believes that creating safe and healthy work environments will lead to productivity improvements of the Company necessary for corporate growth'. [2019 Annual Report, 12/2019: global.toyota & Supplier CSR Guidelines, 2012: global.toyota] • Met: H&S applies to MO suppliers: The Company states 'Place the highest priority on safety and health programs and policies at work, so that each employee is able to work without undue concerns, and strive to prevent accidents and injuries from happening at work.' [Supplier CSR Guidelines, 2012: global.toyota] • Not met: Working hours for workers • Not met: Working hours for MO suppliers: The Company states 'Comply with local applicable laws and regulations governing employees' working hours, including overtime work.' However, no evidence was found on ILO Conventions on working hours, or clarification on maximum hours for regular working week and minimum breaks. [Supplier CSR Guidelines, 2012: global.toyota]
A.1.3.MO.a	Commitment to responsible sourcing of minerals	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Responsible mineral sourcing in conflict areas: The Company states in its Conflict Minerals Report: 'Toyota and its subsidiaries promote obtainment of materials with full deliberation and care to avoid the procurement or usage of materials which are unlawful or which are obtained through unethical or otherwise unacceptable means. [...] We aim at procurement and usage that are free from conflict minerals originating in the Covered Countries and relating to illegal conduct including human rights infringement. We also recognize that human rights abuses, such as child labor in the procurement of cobalt and other materials, are significant social issues, and we aim to carry out our procurement activities such that they do not include minerals that are suspected of being derived from such abuses. To achieve such procurement and usage, we conduct inquiries tracing back through our supply chains and confirm if such minerals are used. In addition, we take appropriate steps to discontinue procurement of materials that can cause social problems such as human rights issues or finance armed groups, if such usage is detected.' In addition, it discloses a link to its Conflict Minerals Policy, but on this website it only indicates: 'Toyota has established its Policies and Approaches to Responsible Mineral Sourcing, and has been implementing measures based on these policies' (no evidence found of the Policy document being public). [2019 Conflict Minerals Report, 29/05/2020: sec.gov] • Met: Based on OECD Guidance: The Company states 'Our due diligence measures have been designed to conform, in all material respects, with the Organization for Economic Co-operation and Development Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, Third Edition, as applicable for tin, tantalum, tungsten, gold and downstream companies'. [2019 Conflict Minerals Report, 29/05/2020: sec.gov] • Met: Requires responsible mineral sourcing from suppliers: The Company requires in its Supplier CSR Guidelines: 'Obtain materials with full deliberation and care to avoid the procurement or usage of materials which are unlawful or which are obtained through unethical or otherwise unacceptable means (such as conflicts minerals). We expect suppliers to take appropriate steps to discontinue procurement of these materials if usage is detected'. And in its Conflict Minerals Report, it indicates: 'In addition, we take appropriate steps to discontinue procurement of materials that can cause social problems or finance armed groups,

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>if such usage is detected. Based on mutually beneficial relationships, we ask our suppliers to understand our policies and approaches and to promote responsible material procurement'. [Supplier CSR Guidelines, 2012: global.toyota & 2019 Conflict Minerals Report, 29/05/2020: sec.gov]</p> <ul style="list-style-type: none"> • Not met: Requires suppliers to follow the OECD Guidance <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Responsible conflict mineral sourcing covers all minerals • Not met: Suppliers expected to make similar requirements of their suppliers
A.1.3.MO.b	Commitment to respect human rights particularly relevant to the industry (ICT)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Women's Rights • Not met: Children's Rights • Not met: Migrant worker's rights • Not met: Expecting suppliers to respect these rights <p>Score 2</p> <ul style="list-style-type: none"> • Not met: CEDAW/Women's Empowerment Principles • Not met: Child Rights Convention/Business principles • Not met: Convention on migrant workers • Not met: Respecting the right to water • Not met: Expecting suppliers to respect these rights
A.1.4	Commitment to engage with stakeholders	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commits to stakeholder engagement: The Company states 'In the preamble of its CSR Policy, Toyota declares that it will engage in stakeholder-oriented management in order to contribute to sustainable development and strive to maintain and develop sound relationships with stakeholders through open and fair communications.' The Company then shows a table with its interactions with stakeholders, including local communities, employees, business partners, among others. [2019 Sustainability Data Book, 10/2019: global.toyota & CSR Policy, N/A: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Commits to engage stakeholders in design: The Company states 'Additionally, Toyota maintains communication with external experts in order to examine, for example, the direction of its sustainability-related initiatives.' However, no evidence was found on whether these includes engagement in human rights approach development or monitoring. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Regular stakeholder design engagement
A.1.5	Commitment to remedy	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Commits to remedy <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Not obstructing access to other remedies • Not met: Collaborating with other remedy initiatives • Not met: Work with MO suppliers to remedy impacts
A.1.6	Commitment to respect the rights of human rights defenders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Zero tolerance attacks on HRs Defenders (HRDs) <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Expects MO suppliers to reflect company HRD commitments

A.2 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.1	Commitment from the top	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: CEO or Board approves policy: No evidence was found of documents containing human rights commitments being signed by the CEO or Supervisory board. No additional evidence was found in more recent documents. [Corporate Governance Report, 21/06/2019: global.toyota & CSR Policy, N/A: global.toyota] • Met: Board level oversight for HRs: The 'Sustainability Meeting' is composed by Directors and Audit & Supervisory Board Members, including outside members. Although it is Chaired by a senior Executive, the Chief Risk Officer, it's composition include board members. Human rights are included within the 'Society' area. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Speeches/letters by Board members or CEO

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.2	Board discussions	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Board/Committee review of salient HRs • Not met: Examples or trends re HR discussion Score 2 <ul style="list-style-type: none"> • Not met: Both examples and process
A.2.3	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Incentives for at least one board member • Not met: At least one key MO HR risk, beyond employee H&S Score 2 <ul style="list-style-type: none"> • Not met: Performance criteria made public

B. Embedding Respect and Human Rights Due Diligence (25% of Total)

B.1 Embedding Respect for Human Rights in Company Culture and Management Systems (10% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Commits to ILO core conventions • Met: Senior responsibility for HR: The Company indicates that the 'Sustainability Meeting' discusses 'non-financial issues from a range of angles, and confirms management directions'. Its members 'include outside directors and outside auditors'. The chair is the Chief Risk Officer, a senior manager ('Executive Vice President') within the Company. 'Non-financial issues' include Environment, Society and Governance. Respect for human rights is included within Society area. [2019 Sustainability Data Book, 10/2019: global.toyota] Score 2 <ul style="list-style-type: none"> • Not met: Day-to-day responsibility • Not met: Day-to-day responsibility for MO in supply chain
B.1.2	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Senior manager incentives for human rights • Not met: At least one key MO HR risk, beyond employee H&S Score 2 <ul style="list-style-type: none"> • Not met: Performance criteria made public
B.1.3	Integration with enterprise risk management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: HR risks is integrated as part of enterprise risk system: Although the Chief Risk Officer chairs the Sustainable Meeting and risk management approach and structure include the Sustainability meeting, no explicit evidence found of human rights issues being included as risk factors included in the enterprise risk management. The Company indicates that 'Risks related to Toyota's businesses that could significantly impact the decisions of investors are listed in Form 20-F: Industry and Business Risks, Financial Market and Economic Risks; Regulatory, Legal, Political and Other risks'. However, as indicated, no evidence found of human rights being considered within these areas. [2020 SEC Form 20-F, 24/06/2020: global.toyota & 2019 Sustainability Data Book, 10/2019: global.toyota] Score 2 <ul style="list-style-type: none"> • Not met: Audit Ctte or independent risk assessment
B.1.4.a	Communication /dissemination of policy commitment(s) within Company's own operations	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not met: Commits to ILO core conventions: See indicator A.1.2 • Not met: Communicates its policy to all workers in own operations: The Company indicates that has 'formulated an internal policy related to human rights' and that 'invests in the education of our members and suppliers in relation to anti-discrimination, open and honest dialogue, as well as human rights related matters. Although it discloses training activities, no description found in relation to how the Company communicates its policy commitments to all workers, including in local languages. [Code of Conduct, 09/2018: toyota-global.com & 2019 Sustainability Data Book, 10/2019: global.toyota] Score 2 <ul style="list-style-type: none"> • Not met: Commits to all 4 ILO core conventions: See indicator A.1.2 • Not met: Communication of policy commitments to stakeholder: The Company states 'We strive to communicate openly and fairly with stakeholders, to gain more "Toyota fans", as well as to engage in activities that contribute to society's sustainable development'. The sustainability Databook states that 'in order to

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>contribute to sustainable development, we believe that management interacting with its stakeholders is of considerable importance, and we endeavor to build and maintain sound relationships with our stakeholders through open and fair communication'. However, no evidence was found on communication of policies containing human rights commitments to affected stakeholders. [Code of Conduct, 09/2018: toyota-global.com & 2019 Sustainability Data Book, 10/2019: global.toyota]</p> <ul style="list-style-type: none"> • Not met: How policy commitments are made accessible to audience
B.1.4.b	Communication /dissemination of policy commitment(s) to business relationships	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Commits to all 4 ILO core conventions for suppliers • Met: Requiring MO suppliers to communicate policy down the chain: The Company indicates that 'to address the increasing interest in corporate social responsibility, including in our supply chain, we have dialogues with supplier executives. Before conducting business transactions, we conclude contracts that clearly spell out legal compliance, respect for human rights and global environments'. Supplier CSR guidelines include the following regarding suppliers and their business partners: 'strive to deepen and expand CSR initiatives [requirements for suppliers include labour rights] with business partners (e.g. tier 2 level) by developing and deploying individual CSR policies and guidelines incorporating the guidelines outlined above. Promote the above activities in consideration of the whole supply chain and conduct the necessary countermeasures for follow-up and improvement of business partners'. [2019 Sustainability Data Book, 10/2019: global.toyota & Supplier CSR Guidelines, 2012: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Met: How HR commitments made binding/contractual: As indicated above, 'before conducting business transactions, we conclude contracts that clearly spell out legal compliance, respect for human rights'. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Including on MO suppliers
B.1.5	Training on Human Rights	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Scores at least 1 on A.1.2 • Not met: Trains all workers on HR policy commitments: The Company showcases several training programmes related to HRs. However, no evidence was found on training for all employees on the Company's HR policy. [2019 Sustainability Data Book, 10/2019: global.toyota] • Met: Trains relevant MO managers including procurement: The Company states 'Toyota invests in the education of our members and suppliers in relation to anti-discrimination, open and honest dialogue, as well as human rights related matters. Training is conducted both at TMC and affiliates in conjunction with our group companies and Tier 1 suppliers. Targets of the training include supplier executives, TMC [Toyota Motor Company] managers who will be assigned to affiliates in various countries, and those in charge of purchasing at our overseas affiliates. All TMC employees who are being transferred to purchasing affiliates in various countries receive this training to help support their daily purchasing responsibilities at their overseas posting. The training will involve lectures for building healthy labor-management relationship at local suppliers, including lectures related to human rights'. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Score of 2 on A.1.2 • Not met: Both requirements under score 1 met
B.1.6	Monitoring and corrective actions	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Scores at least 1 on A.1.2 • Not met: Monitoring implementation of HR policy commitments • Not met: Monitoring MO suppliers: The Company states that 'Toyota suppliers are requested to implement their own activities based on the guidelines and in turn develop their individual policies and guidelines to be followed by their own suppliers. Furthermore in December 2012, Toyota revised the guidelines to more clearly indicate its principles regarding human rights issues (strengthening of monitoring and corrective actions, and approaches towards conflict minerals) in order to help enhance its suppliers' initiatives). However, no evidence found of description of how it actively monitors supply chain, including through compliance audits. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Score of 2 on A.1.2

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not met: Describes corrective action process • Not met: Example of corrective action • Not met: Discloses % of MO supply chain monitored
B.1.7	Engaging business relationships	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: HR affects MO selection of suppliers [Supplier CSR Guidelines, 2012: global.toyota] • Not met: HR affects on-going MO supplier relationships <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirement under score 1 met • Not met: Working with MO suppliers to improve performance: The Company states that it held labor relations training for suppliers about 10 times per year. In addition, it indicates 'Toyota suppliers voluntarily hold CSR lectures and workshops, and engage in volunteer activities. CSR lectures are held every year by Toyota's supplier associations [...] with the aim of improving member companies' awareness'. In FY2019 'a lecture titled "Sustainable growth strategy that utilizes Guidance for Collaborative Value Creation"'. 'Furthermore, Toyota also holds CSR study meetings every year to support the activities of its suppliers. In FY2019 a CSR study Meeting was held and attended by 450 people from 350 suppliers. In addition, 'Toyota participated in the development of the Supplier Responsibility Training Project. This new e-learning program is available to suppliers on AIAG website [Automotive Industry Action Group]'. However, no evidence found of examples of these activities referring to human rights. [2019 Sustainability Data Book, 10/2019: global.toyota]
B.1.8	Approach to engagement with potentially affected stakeholders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Stakeholder process or systems: The Company provides a table with all stakeholder groups and how it engages with each of them. However, no evidence was found on how the Company identifies its affected or possible affected stakeholders to engage on human rights in last two years. [2019 Sustainability Data Book, 10/2019: global.toyota & 2018 Sustainability Data Book, 10/2018: global.toyota] • Not met: Frequency and triggers for engagement: No evidence was found on frequency or triggers for engagement on HRs issues. [2019 Sustainability Data Book, 10/2019: global.toyota & 2018 Sustainability Data Book, 10/2018: global.toyota] • Not met: Workers in MO SC engaged • Not met: Communities in the MO SC engaged <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Analysis of stakeholder views and company's actions on them

B.2 Human Rights Due Diligence (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.1	Identifying: Processes and triggers for identifying human rights risks and impacts	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Identifying risks in own operations: Although the Company describes the human rights risks considered a priority to its operations, no description found on the process carried out to identify which are the potential human rights issues the it might face. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Identifying risks in MO suppliers <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Ongoing global risk identification • Not met: In consultation with stakeholders • Not met: In consultation with HR experts • Not met: Triggered by new circumstances
B.2.2	Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Salient risk assessment (and context) • Met: Public disclosure of salient risks: The Company states that 'to fulfil our responsibility to respect human rights, we have identified "risks that have an adverse impact on human rights" based on the scale and properties of our business, relief possibilities, stakeholder expectations, and so on that must be given priority. Currently, we have identified the three areas of "freedom of association", "precarious work" and "supply chain due diligence" as risks that have an adverse impact on human rights, and we are making them our priority'. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.3	Integrating and Acting: Integrating assessment findings internally and taking appropriate action	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Action Plans to mitigate risks: The Company considered 'freedom of association' and 'precarious work' as its salient issues (in addition to supply chain due diligence). For each case, the Company describes activities that it's carrying out to improve their practices in relation to them. See below the examples in both cases. Precarious work refers to employees that are non-permanent. This status 'is marked by a number of uncertain and unstable characteristics, such as uncertain employment periods, low wages, and low employee benefits'. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Including in MO supply chain: Although the Company has considered supply chain due diligence as a human rights risk, no specific evidence found of which specific human rights issues are salient and how it takes action on the different topics to mitigate them. [2019 Sustainability Data Book, 10/2019: global.toyota] • Met: Example of Actions decided: In relation to 'freedom of association', the Company states that 'we respect our employees' right to freely associate while also respecting their right not to be compelled to belong to an association in compliance with the laws of the countries in which we operate. Regardless of whether or not there is a labor union, Toyota has taken every opportunity it can get to engage in thorough dialogue with employees and build healthy labor relations. We believe that dialogue and discussions with employees or their appropriate representatives is part of these kinds of relationships between labor and management. Moreover, to ascertain the status of dialogue with employees issues related to freedom of association, we periodically send out and collect questionnaires from our subsidiaries and request that improvement be made to policies and activities based on the responses. For affiliates that require concentrated initiatives, associates from Toyota Motor Corporation (TMC) are dispatched to review policies and activities, and work with the affiliate in question to enhance communication with and training employees regarding Toyota's policies concerning freedom of association and legal compliance'. In relation to precarious work, the Company states that 'Toyota strives to provide stable employment even when the external environment is harsh [...] In addition to each affiliate hiring non-permanent workers based on the customs and labor laws of each region, Toyota also strives to avoid inappropriate working conditions and employment. First, we confirm the composition of employees at affiliates in various countries, and for non-permanent employment relationships, we identify affiliates requiring prioritized examination. TMC associates are dispatched to identified affiliate sites, and we implement improvements such as reallocations and review of employment rules related to contract terms when necessary. In addition, we review and continuously improve the working conditions of fixed-term contract employees at TMC'. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met
B.2.4	Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: System to check if Actions are effective • Not met: Lessons learnt from checking effectiveness <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirement under score 1 met
B.2.5	Communicating : Accounting for how human rights impacts are addressed	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Comms plan re identifying risks: See indicator B.2.1 • Not met: Comms plan re assessing risks: See indicator B.2.2. Although the Company has identified some salient issues, it is not clear the process that followed to reach conclusions. • Not met: Comms plan re action plans for risks: See indicator B.2.3. Although the Company describes actions for each of its salient issues in own operations, it is not clear what are the specific issues in its supply chain and how takes action in relation to them. • Not met: Comms plan re reviewing action plans: See indicator B.2.4 • Not met: Including MO suppliers <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Responding to affected stakeholders concerns

Indicator Code	Indicator name	Score (out of 2)	Explanation
			• Not met: Ensuring affected stakeholders can access communications

C. Remedies and Grievance Mechanisms (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Channel accessible to all workers: The Company states 'Toyota has established hotlines for quick and appropriate responses to concerns, complaints, or questions that employees may have. We have set up the Compliance Hotline, run by an outside law firm (subcontractor), which allows employees to have consultations concerning compliance-related issues. We are making sure that everyone is aware of the hotline by distributing contact cards to all employees and regularly setting up pop-up displays in cafeterias, and employees are making use of the hotline. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Number grievances filed, addressed or resolved • Not met: Channel is available in all appropriate languages • Met: Expect MO supplier to have equivalent grievance systems: The Supplier CSR guidelines state that it expects suppliers 'to deepen and expand CSR initiatives with business partners by developing and deploying individual CSR policies and guidelines incorporating the following items: Legal Compliance - compliance with laws and the spirit thereof [...] establish and implement policies, structure and mechanisms for ensuring and verifying legal compliance including a code of conduct, confidential compliance hotline and training'. [Supplier CSR Guidelines, 2012: global.toyota]
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Grievance mechanism for community <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Describes accessibility and local languages • Not met: Expects MO supplier to have community grievance systems • Not met: MO supplier communities use global system
C.3	Users are involved in the design and performance of the channel(s)/mechanism(s)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Engages users to create or assess system • Not met: Example of how they do this <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Engages with users on system performance • Not met: Provides user engagement example on performance • Not met: MO suppliers consult users in creation or assessment
C.4	Procedures related to the mechanism(s)/channel(s) are publicly available and explained	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Response timescales • Not met: How complainants will be informed • Not met: Who is handling the complaint <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Escalation to senior/independent level
C.5	Commitment to non-retaliation over complaints or concerns made	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Public statement prohibiting retaliation • Not met: Practical measures to prevent retaliation <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Has not retaliated in practice • Not met: Expects MO suppliers to prohibit retaliation
C.6	Company involvement with State-based judicial and non-judicial grievance mechanisms	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Won't impede state based mechanisms • Not met: Complainants not asked to waive rights <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Will work with state based or non judicial mechanisms • Not met: Example of issue resolved (if applicable)

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.7	Remedying adverse impacts and incorporating lessons learned	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Describes how remedy has been provided • Not met: Says how it would remedy key sector risks <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Changes introduced to stop repetition • Not met: Approach to learning from incident to prevent future impacts • Not met: Evaluation of the channel/mechanism

D. Performance: Company Human Rights Practices (20% of Total)

D.5 Automotive Manufacturing

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.1.a	Living wage (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Living wage target timeframe • Not met: Describes how living wage determined <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Achieved payment of living wage • Not met: Regularly review definition of living wage with unions
D.5.1.b	Living wage (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Living wage in supplier code or contracts: The Company states 'Pay wages in compliance with local applicable laws and regulations, including those relating to minimum wages, overtime hours, deduction from wage, piece rates and other elements of compensation' However, no evidence was found in relation to living wage (basic needs for employee and family/dependents and some discretionary income) [Supplier CSR Guidelines, 2012: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Improving living wage practices of suppliers <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends demonstrating progress
D.5.2	Aligning purchasing decisions with human rights	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Avoids business model pressure on HRs: The Company states 'Before conducting business transactions, we conclude contracts that clearly spell out legal compliance, respect for human rights, and considerations for local and global environments'. However, no details found in relation to specific actions carried out to avoid a business model that puts pressure on suppliers to infringe human rights. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met
D.5.3	Mapping and disclosing the supply chain	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Identifies suppliers back to product source <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Discloses significant parts of supply chain and why
D.5.4.a	Prohibition on child labour: Age verification and corrective actions (in own production or manufacturing operations)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Does not use child labour: The Company states 'We respect and honor the human rights of people involved in our business and, in particular, do not use or tolerate any form of forced or child labor. (Guiding Principles 5)' [2019 Sustainability Data Book, 10/2019: global.toyota & CSR Policy, N/A: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Age verification of job applicants and workers • Not met: Remediation if children identified
D.5.4.b	Prohibition on child labour: Age verification and corrective actions (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Child Labour rules in codes or contracts: The Supplier CSR Guidelines state 'Do not use child labor; The minimum age for employment shall be 15 years of age, the legal minimum age for employment, or the age for completing compulsory education, whichever is greatest under the local applicable laws and regulations; Do not use employee under 18 years of age for hazardous work.' However, no evidence was found on age verification and remediation programmes. [Supplier CSR Guidelines, 2012: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> • Not met: How working with suppliers on child labour • Not met: Both requirements under score 1 met

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not met: Provide analysis of trends demonstrating progress
D.5.5.a	Prohibition on forced labour: Debt bondage and other unacceptable financial costs (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Pays workers in full and on time • Not met: Payslips show any legitimate deductions <p>Score 2</p> <ul style="list-style-type: none"> • Not met: How these practices are implemented and monitored for agencies, labour brokers or recruiters
D.5.5.b	Prohibition on forced labour: Debt bondage and other unacceptable financial costs (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Debt and fees rules in codes or contracts: Although there are requirements regarding forced labour for suppliers, no reference found in relation to debt and fees rules. [Supplier CSR Guidelines, 2012: global.toyota] • Not met: How working with suppliers on debt & fees <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends in progress made
D.5.5.c	Prohibition on forced labour: Restrictions on workers (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Does not retain documents or restrict movement <p>Score 2</p> <ul style="list-style-type: none"> • Not met: How sure about agencies or brokers
D.5.5.d	Prohibition on forced labour: Restrictions on workers (in the supply chain)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Free movement rules in codes or contracts: The Company states 'Do not require employees, who must work in a legal status, to surrender passports, government-issued identifications, or work permits as a condition of employment'. [Supplier CSR Guidelines, 2012: global.toyota] • Not met: How these practices are implemented and monitored for agencies, labour brokers or recruiters <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends in progress made
D.5.6.a	Freedom of association and collective bargaining (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Commits not to interfere with union rights and collective bargaining and prohibits intimidation and retaliation: The Company states 'In addition, based on the Universal Declaration of Human Rights, we respect our employees' right to freely associate while also respecting their right not to be compelled to belong to an association in compliance with the laws of the countries in which we operate'. However, no evidence found in relation to collective bargaining, commitment to not-retaliate, and measures in place to prevent retaliation. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Discloses % covered by collective bargaining <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirement under score 1 met
D.5.6.b	Freedom of association and collective bargaining (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: FoA & CB rules in codes or contracts: The Company states 'Recognize employees' right to freely associate, or not to associate, complying with local applicable laws and regulations in which we operate; Ensure employees to communicate openly and directly with management without fear of reprisal, intimidation, or harassment.' However, no evidence was found on rules dedicated to collective bargaining and measures in place where there are restrictions to the exercise of these rights. [Supplier CSR Guidelines, 2012: global.toyota] • Not met: How working with suppliers on FoA and CB <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Both requirements under score 1 met • Not met: Provide analysis of trends in progress made

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.7.a	Health and safety: Fatalities, lost days, injury rates (in own production of manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Injury Rate disclosures • Met: Lost days or near miss disclosure: The Company discloses 'frequency rate of lost workday cases' for the last five years and comparison to automobile and other industries. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Fatalities disclosures <p>Score 2</p> <ul style="list-style-type: none"> • Not met: Set targets for H&S performance • Not met: Met targets or explains why not
D.5.7.b	Health and safety: Fatalities, lost days, injury rates (in the supply chain)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Sets out clear Health and Safety requirements: The Company states 'Place the highest priority on safety and health programs and policies at work, so that each employee is able to work without undue concerns, and strive to prevent accidents and injuries from happening at work; Support efforts to improve the health of employees through health promotion activities at work, guidance for preventing illness, and other means'. [Supplier CSR Guidelines, 2012: global.toyota] • Not met: Injury rate disclosures • Not met: Lost days or near miss disclosures • Not met: Fatalities disclosures <p>Score 2</p> <ul style="list-style-type: none"> • Not met: How working with suppliers on H&S • Not met: Provide analysis of trends in progress made
D.5.8.a	Women's rights (in own production or manufacturing operations)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not met: Process to stop harassment and violence: The Company states 'Each employee's contribution towards the creation of a work environment that promotes safety & health, respects each employee's dignity, is inclusive, and that is free of discrimination and harassment is essential to ensuring a decent work environment, which will lead to the productivity improvement needed for company growth.' It also states 'In our company training, we provide training to enlighten new graduate employees about human rights, and we also provide experience-based training by outside instructors (LGBT people) for mid-career employees. Furthermore, Toyota has established an internal harassment consultation hotline, and is making dedicated toilets for LGBT people in Head Office and Nagoya office'. However, no evidence found of process to stop/prevent harassment against women, including company wide. [2019 Sustainability Data Book, 10/2019: global.toyota] • Not met: Working conditions take account of gender: The Company states 'In promoting diversity and inclusion, we recognize that gender diversity has been an issue, particularly at the Head Office in Japan. In 2002, we started initiatives at the Head Office centered on expanding and establishing measures to support women who are trying to balance work and childcare. Then in 2012, we began focusing on initiatives for creating a work environment that would help women gain motivation and supporting their participation (especially development of female managers).' It also states 'For those planning to take maternity leave, we have been offering Pre-maternity Leave Seminars and Supervisor Career Interviews since 2015. The goals of these events are to ease the participants' concerns about balancing work and childcare and to raise the level of desire to continue growing after returning to work, as well. The participants evaluate their career plans and how best to achieve them, hear about other employees who successfully balanced work with family in the past, and participate in roundtable discussions'. However, no evidence found in relation to working conditions that take into account differential impacts on woman and men working conditions, including reproductive health (health and safety related). [2019 Sustainability Data Book, 10/2019: global.toyota]

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> Met: Equality of opportunity at all levels: The Company states 'In 2019, we introduced a career workshop targeting female employees and their supervisors. We are supporting the continued growth of female employees through various measures, including supporting long-term career building with life events taken into consideration, providing advice to supervisors on how to guide their subordinates, and facilitating dialogues between supervisors and subordinates. Additionally, in 2005, we introduced the career return system, which provides re-employment opportunities to employees who are forced to leave Toyota due to job-related relocation of their spouse (regardless of the spouse's gender or whether the spouse is a Toyota employee) or the need to provide nursing care. Then in 2019, we expanded the system and introduced the career continuation support system for Toyota employees who are moving overseas due to their spouse's overseas relocation. By providing a structure enabling Toyota employees to continue their careers at the overseas relocation destinations of their spouses, we are helping our female employees develop long-term careers and promoting excellent performance. [2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> Not met: Meets all of the requirements under score 1
D.5.8.b	Women's rights (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Women's rights in codes or contracts Not met: How working with suppliers on women's rights <p>Score 2</p> <ul style="list-style-type: none"> Not met: Both requirement under score 1 met Not met: Provide analysis of trends in progress made
D.5.9.a	Working hours (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Respects max hours, min breaks and rest periods in its own operations <p>Score 2</p> <ul style="list-style-type: none"> Not met: How it implements and checks this
D.5.9.b	Working hours (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Working hours in codes or contracts: The Company states 'Comply with local applicable laws and regulations governing employees' working hours, including overtime work.' However, no evidence was found on international standards regarding working hours or maximum working hours for regular working week and minimum breaks/rest periods. [Supplier CSR Guidelines, 2012: global.toyota] Not met: How working with suppliers on working hours <p>Score 2</p> <ul style="list-style-type: none"> Not met: Both requirements under score 1 met Not met: Provide analysis of trends in progress made
D.5.10.a	Responsible Mineral Sourcing: Arrangements with Suppliers and Smelters/Refiners in the Mineral Resource Supply Chains	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Due diligence in accordance with OECD Guidance in supplier contracts: The Company states 'To determine the source and chain of custody of 3TG necessary to the functionality and/or production of our products, Toyota conducted due diligence on our supply chain. Our due diligence measures have been designed to conform, in all material respects, with the Organization for Economic Co-operation and Development Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, Third Edition, as applicable for tin, tantalum, tungsten, gold and downstream companies'. However, no evidence found of requirement for suppliers to conduct due diligence in accordance with the OECD Guidance for at least 3TG, including through contractual agreements. [2019 Conflict Minerals Report, 29/05/2020: sec.gov] Not met: Works with smelters/refiners and suppliers to build capacity <p>Score 2</p> <ul style="list-style-type: none"> Not met: Contractual requirement to disclosure smelter/refiner information Not met: Contractual requirement covers all minerals

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.10.b	Responsible Mineral Sourcing: Risk Identification in Mineral Supply Chain	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Risk identification and disclosure in line with OECD Guidance: The Company states 'Toyota carried out the RCOI survey across borders, tracing back through our supply chains and confirming if conflict minerals are used. [...] We have been using the CMRT published by the RMI and compared the results of the survey on smelter information with the list of Responsible Minerals Assurance Process ("RMAP"). We have reviewed suppliers' CMRTs and requested them to make corrections if there are errors and/or omissions. No further details found, including risks identified. [2019 Conflict Minerals Report, 29/05/2020: sec.gov] Not met: Identification of smelter/refiners and OECD Guidance: The Company states that Toyota Motor North America, contacted 29 smelters/refiners as a Leader of AIAG [Automotive Industry Action Group] and contacted additional 34 smelters/refiners as Team-Lead of the Global Smelter Engagement Teams working group of the RMI, performing smelters' survey and encouraging them to become participate in RMAP and to conduct re-audits'. In addition, it indicates that 'During the course of our due diligence on the source and chain of custody of the necessary conflict minerals, Toyota has collected information on some, but not all, of its smelters/refiners. Among those smelters/refiners, we found some of them processed minerals sourced in the Covered Countries. However, through our due diligence, we were unable to obtain sufficient information to determine whether those conflict minerals were from mines which financed or benefited any armed group'. [2019 Conflict Minerals Report, 29/05/2020: sec.gov & 2019 Sustainability Data Book, 10/2019: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> Not met: Discloses smelters/refiners judged in line with OECD Guidance Not met: Risk identification and disclosure covers all minerals
D.5.10.c	Responsible Mineral Sourcing: Risk Management in the Mineral Supply Chain	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Describes mineral risk management plan for supply chain: The Company states: 'Toyota will conduct the following procedures, which is included in the risk management plan, to meet the goals and adhere to values set forth in the policy outlined above: Toyota will improve the RCOI survey and due diligence; Toyota will improve the measures of the RCOI survey based on feedback from major Tier-1 suppliers; Toyota will conduct awareness-raising activities for suppliers such as providing conflict minerals survey-related materials including guidance manuals, holding sessions on a regular basis in cooperation with JAPIA and continuing to communicate and exchange opinions with trade partners with direct business; Toyota will encourage smelters/refiners to participate in RMAP through the industry organizations such as AIAG and JAPIA; Toyota will continue industry-wide cooperation such as contribution to the RMI through AIAG; Toyota will follow up with suppliers if there is a room for improvement in terms of responsible material procurement, which is among those described in Toyota Supplier CSR Guidelines as our expectations'. However, all these actions are expressed in future terms of future intentions. Not clear it they are actions that are already being executed. [2019 Conflict Minerals Report, 29/05/2020: sec.gov] Not met: Monitoring, tracking and whether better risk prevention/mitigation over time <p>Score 2</p> <ul style="list-style-type: none"> Not met: Disclose better risk prevention/mitigation over time Not met: Suppliers and stakeholders engaged in risk management strategy: The Company states that Toyota Motor North America contacted 29 smelters/refiners between January and December, 2018 as Leader of AIAG's Smelter Engagement Team, and contacted an additional 34 smelters/refiners as Team-Lead of the Global Smelter Engagement Teams Working Group of the RMI, performing smelters' survey and encouraging them to participate in RMAP and to conduct re-audits. TMNA visited 2 smelters for pre-audit and review, and performed lead or support roles. TMNA also joined the European Smelter Engagement Team and identified and engaged more smelters/refiners'. However, no further details found, including how engaged with affected stakeholders and suppliers to agree on risk strategy management. Additional evidence was not found in last revision. [SEC Conflict Minerals Disclosure Report, 31/05/2019: global.toyota] Not met: Risk management and response processes cover all minerals

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.11	Responsible Materials Sourcing	[SD.5.10]	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Due diligence for raw materials in supplier code/contracts: The Company requires in its supplier CSR guidelines to 'Obtain materials with full deliberation and care to avoid the procurement or usage of materials which are unlawful or which are obtained through unethical or otherwise unacceptable means (such as conflicts minerals). We expect suppliers to take appropriate steps to discontinue procurement of these materials if usage is detected'. However, no specific requirement to carry out due diligence in material procurement (active action). [Supplier CSR Guidelines, 2012: global.toyota] Not met: Works with suppliers to build capacity in risk assessment and due diligence <p>Score 2</p> <ul style="list-style-type: none"> Not met: Meets all requirements under score 1 Not met: Identify the sources of high-risk raw materials in its supply chain

E. Performance: Responses to Serious Allegations (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		<ul style="list-style-type: none"> Headline: Pioneer Flat Glass Manufacturing, Sumifru, and other companies linked to illegal arrests of union members on the Philippines Area: CB and FoA Story: The Philippine Revolution Web Central reported various incidents of illegal arrests and threats against union members from different companies in April 2019. Among the companies mentioned by the website is Toyota. According to the source, police forces harassed the family of Ricky Chavez, union member and employee of Toyota, on March 21, 2019. 'The operatives entered their residence upon presenting a search warrant. According to his wife, the police attempted to plant a gun in the house to be used as evidence to arrest the unionist.' This is the latest stage in a long dispute between Toyota and its union, Motor Philippines Corporation Workers Association (TMPCWA). According to the union, there is systematic harrasment of trade unionists which included an ILO complaint. Sources: [Philippine Revolution Web Central - 07/04/2019: cpp.ph][ESCR - 11/6/2014: escr-net.org]
E(1).1	The Company has responded publicly to the allegation	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Public response available <p>Score 2</p> <ul style="list-style-type: none"> Not met: Response goes into detail
E(1).2	The Company has appropriate policies in place	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Company policies address the general issues raised Not met: Policies apply to the type of business relationships involved: While the Supplier CSR Guidelines mention freedom of association, no reference to collective bargaining could be found. [Supplier CSR Guidelines, 2012: global.toyota] <p>Score 2</p> <ul style="list-style-type: none"> Not met: Policies address the specific rights in question
E(1).3	The Company has taken appropriate action	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> Not met: Engages with affected stakeholders Not met: Provides remedies to affected stakeholders Not met: Has reviewed management systems to prevent recurrence <p>Score 2</p> <ul style="list-style-type: none"> Not met: Remedies are satisfactory to the victims Not met: Has improved systems and engaged affected stakeholders

F. Transparency (10% of Total)

Indicator Code	Indicator name	Score	Explanation
F.1	Company willingness to publish information	1 out of 4	Out of a total of 60 indicators assessed under sections A-D of the benchmark, Toyota made data public that met one or more elements of the methodology in 15 cases, leading to a disclosure score of 1 out of 4 points.
F.2	Recognised Reporting Initiatives	2 out of 2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 2</p> <ul style="list-style-type: none"> Met: Company reports on GRI: The Company discloses a GRI index table [GRI Index Table, N/A: global.toyota]

Indicator Code	Indicator name	Score	Explanation
F.3	Key, High Quality Disclosures	0 out of 4	<p>Toyota met 0 of the 10 thresholds listed below and therefore gets 0 out of 4 points for the high quality disclosure indicator.</p> <p>Specificity and use of concrete examples</p> <ul style="list-style-type: none"> • Not met: Score 2 for A.2.2 : Board discussions • Not met: Score 2 for B.1.6 : Monitoring and corrective actions • Not met: Score 2 for C.1 : Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers • Not met: Score 2 for C.3 : Users are involved in the design and performance of the channel(s)/mechanism(s) <p>Discussing challenges openly</p> <ul style="list-style-type: none"> • Not met: Score 2 for B.2.4 : Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts • Not met: Score 2 for C.7 : Remedying adverse impacts and incorporating lessons learned <p>Demonstrating a forward focus</p> <ul style="list-style-type: none"> • Not met: Score 2 for A.2.3 : Incentives and performance management • Not met: Score 2 for B.1.2 : Incentives and performance management • Not met: Score 1 for D.5.1.a: Living wage (in own production or manufacturing operations) • Not met: Score 2 for D.5.7.a: Health and safety: Fatalities, lost days, injury rates (in own production or manufacturing operations)

Disclaimer

A score of zero for a particular indicator does not mean that bad practices are present. Rather it means that we have been unable to identify the required information in public documentation.

See the 2020 Key Findings report and the 2019 technical annex for more details of the research process.

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