

**Company Name** Toyota Motor Corporation  
**Industry** Automotive (Own Operations and Supply Chain)  
**Overall Score** 15.7 out of 100

Theme Score	Out of	For Theme
2.7	10	A. Governance and Policies
6.6	25	B. Embedding Respect and Human Rights Due Diligence
1.5	20	C. Remedies and Grievance Mechanisms
3.1	25	D. Performance: Company Human Rights Practices
1.9	20	E. Performance: Responses to Serious Allegations

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 2022 Methodology document for the sector concerned. 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	2	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>Met: General HRs commitment: The Company states that 'we respect and honor the human rights of people involved in our business'. [Sustainability Fundamental Policy (web), N/A: <a href="https://global.toyota">global.toyota</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>Met: Commitment to the UNGPs: It indicates: 'We as Toyota refer to and respect the "United Nations Guiding Principles on Business and Human Rights" (UNGP) and promote activities related to human rights based on the UNGP'. [Human Rights Policy, 29/09/2021: <a href="https://global.toyota">global.toyota</a>]</li> </ul>
A.1.2.a	Commitment to respect the human rights of workers: ILO Declaration on Fundamental Principles and Rights at Work	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>Not Met: Company has a commitment to the ILO Core: Although the Company is committed to some ILO core areas. No evidence found of formal commitment to ILO Declaration of fundamental rights.</li> <li>Not Met: Company has an explicit commitment to All four ILO Core: The Company's Human Rights Policy covers: non-discrimination, forced and child labor. The Sustainability Fundamental Policy states: '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, it is not clear whether it is committed to respect the rights of freedom of association in all contexts and locations (i.e. alternative mechanisms for those countries where there are legal restrictions to the exercise of these rights), as the Company indicates that it respects these rights 'complying with the laws of the countries and regions we operate'. [Human Rights Policy,</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>29/09/2021: <a href="#">global.toyota</a>] &amp; [Sustainability Fundamental Policy (web), N/A: <a href="#">global.toyota</a>]</p> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Company expect suppliers to commit to ILO Core</li> <li>• Not Met: Company explicitly list All four ILO for suppliers: The Supplier CSR Guidelines (seems to be the supplier code) includes requirements on forced labour, child labour and non-discrimination. Regarding freedom of association, it states that: '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, it is not clear whether the Company requires 'suppliers to respect the right to freedom of association rights in all contexts, as it indicates 'complying with local applicable laws and regulations. In these cases, companies are expected to require alternative mechanisms or equivalent workers bodies where the right to freedom of association is restricted under law. Moreover, no evidence was found on commitments to collective bargaining. [Human Rights Policy, 29/09/2021: <a href="#">global.toyota</a>] &amp; [Supplier CSR Guidelines, 2012: <a href="#">global.toyota</a>]</li> </ul>
A.1.2.b	Commitment to respect the human rights of workers: Health and safety and working hours	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"> <li>• Not Met: Commitment to respect H&amp;S of workers: The Company's Sustainability Fundamental Policy indicates: 'We strive to provide fair working conditions and to maintain a safe and healthy working environment for all our employees'. However, 'strive' is not considered a formal statement of commitment according to CHRB wording criteria. Previous assessment used evidence from the Company's 2019 Annual Report, which CHRB no longer considers a suitable source for policy statements. [Sustainability Fundamental Policy (web), N/A: <a href="#">global.toyota</a>]</li> <li>• Not Met: Respect ILO labour standards on working hours or Commits to 48 hours regular work week</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Expect suppliers to commit to H&amp;S of their workers: The Supplier CSR guidelines (assumed to be the suppliers' code) it expected suppliers to: '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 sustainability guidelines, 11/2021: <a href="#">global.toyota</a>]</li> <li>• Not Met: Expect suppliers to commit to ILO labour standard or to 48 hours regular work week: The Supplier CSR Guidelines indicated it expected suppliers to: 'Comply with local applicable laws and regulations governing employees' working hours, including overtime work'. However, no formal commitment about respecting the ILO conventions on working hours was found. Alternatively, the Company would achieve this by committing to a 48 hours regular working week, and consensual overtime paid at a premium rate. [Supplier sustainability guidelines, 11/2021: <a href="#">global.toyota</a>]</li> </ul>
A.1.3.a.MO	Commitment to respect human rights particularly relevant to the industry – responsible sourcing of minerals (MO)	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"> <li>• Not Met: Responsible mineral sourcing: The Company's 2020 Form SD indicates: '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'. The Form SD (SEC Filing) is considered a proxy for a formal policy according to CHRB criteria. However, 'promote the obtainment' and 'aim to carry' are not considered formal commitments according to CHRB wording criteria. The Company has provided feedback to CHRB regarding this subindicator. However, it refers to requirements for suppliers. This subindicator looks for a commitment from the Company itself. [2021 SD Form, 31/05/2022: <a href="#">global.toyota</a>] &amp; [Supplier sustainability guidelines, 11/2021: <a href="#">global.toyota</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Met: Based on OECD Guidance: The Company's 2020 Form SD indicates: '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'. The Form SD (SEC Filing) is considered a proxy for a formal policy according to CHRB criteria. [2021 SD Form, 31/05/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Met: Requires suppliers to commit to responsible mineral sourcing: The Company requires in its Supplier Sustainability 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, cobalt, natural rubber). We expect suppliers to take appropriate steps to discontinue procurement of these materials if usage is detected'. And in its SD Form, it indicates: 'In addition, we take appropriate steps to discontinue procurement of materials that can cause social problems or finance armed groups, 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'. [2020 Form SD, 28/05/2021: <a href="http://global.toyota">global.toyota</a>] &amp; [Supplier CSR Guidelines, 2012: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Commits to follow OECD Guidance for all minerals</li> <li>• Not Met: Suppliers expected to make similar requirements of their suppliers</li> </ul>
A.1.3.b.MO	Commitment to respect human rights particularly relevant to the industry – vulnerable groups (MO)	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"> <li>• Not Met: Women's rights</li> <li>• Not Met: Children's rights</li> <li>• Met: Migrant worker's rights: The Company indicates that 'As part of our due diligence activities, we work with third-party organizations to ensure fair working conditions for migrant workers within our affiliates, suppliers and distributors both inside and outside of Japan'. The sustainability databook states that 'we have also partnered on the development of the "ASSC Tokyo Declaration 2020". This is a set of 13 declarations created to enhance and respect the rights of migrant workers from the moment of recruitment, during overseas employment, and until their safe return to their homes. The "ASSC Tokyo Declaration 2020" was developed with the reference to the Dhaka Principles', regarded as the international norm advocated by the International Organization for Migration and the International Labor Organization'. [Human Rights Policy, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Expects suppliers to respect these rights: The Company indicates that: 'As part of our due diligence activities, we work with third-party organizations to ensure fair working conditions for migrant workers within our affiliates, suppliers and distributors both inside and outside of Japan'. It also indicates: 'We also expect our business partners, including our suppliers, to understand and agree with this policy and to work with us to ensure that their business operations respect this policy'. In addition, although the supplier sustainability guidelines contain requirements on forced labor, this subindicator requires an explicit commitment to respect migrants rights (or women/children). [Human Rights Policy, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: CEDAW/Women's Empowerment Principles</li> <li>• Not Met: Child Rights Convention/Business Principles</li> <li>• Not Met: Convention on migrant workers</li> <li>• Not Met: Expecting suppliers to respect these rights</li> </ul>
A.1.4	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"> <li>• Not Met: The Company commits to remedy: The Company indicates: 'If it is certain that we have caused or contributed to an adverse impact on human rights, we shall immediately implement corrective measures. In addition to this, we will continue to develop and operate a practical remediation mechanism by expanding the function of our existing grievance mechanism which has been established in Japan and also in other regions'. Although the Company indicates that it commits to 'implement corrective measures', no evidence found of a commitment to remedy the adverse impacts on individuals and workers and communities that it has caused or contributed to that goes beyond the context of provision of a grievance mechanism. [Human Rights Policy, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Company expect suppliers to make this commitment: The Company, on its Human rights policy, indicates: 'If it is certain that we have caused or contributed to an adverse impact on human rights, we shall immediately</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			implement corrective measures. In addition to this, we will continue to develop and operate a practical remediation mechanism by expanding the function of our existing grievance mechanism which has been established in Japan and also in other regions'. It also states: 'We also expect our business partners, including our suppliers, to understand and agree with this policy and to work with us to ensure that their business operations respect this policy'. Although the Company indicates that it expects suppliers to commit to 'implement corrective measures', no evidence found that it expects suppliers to commit to remedy the adverse impacts on individuals and workers and communities that it has caused or contributed to that goes beyond its grievance mechanism. [Human Rights Policy, 29/09/2021: <a href="https://global.toyota">global.toyota</a> ] Score 2 <ul style="list-style-type: none"> <li>• Not Met: Collaborating with other remedy initiatives</li> <li>• Not Met: Work with suppliers to remedy impact</li> </ul>
A.1.5	Commitment to respect the rights of human rights defenders	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Zero tolerance attacks on HRs Defenders (HRDs)</li> <li>• Not Met: Company expect suppliers to make this commitment</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Work with HRD to create safe and enabling environment</li> </ul>

### 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	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Board level responsibility for HRs: The 'Sustainability Meeting' is composed by Directors and Audit &amp; 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: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Describe HR expertise of Board member</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Speeches/letters by Board members or CEO: The Company has provided feedback to CHRB regarding this indicator. However, evidence was not material. This subindicator looks for evidence of how the CEO or a member of the Board of Directors makes a speech, presentation or communication where it is described the Company's commitment to human rights by discussing why it matters to the business, or any challenges to respecting human rights encountered by the business. [Toyota President 'disappointed' by Tokyo 2020 chief Mor's sexist comments, 10/02/2021: <a href="https://japantimes.co.jp">japantimes.co.jp</a>]</li> </ul>
A.2.2	Board responsibility	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Board/Committee review HRs strategy: The Sustainability meeting meets four times a year (on an as-needed basis) and includes Outside Directors and Outside Audit &amp; Supervisory board members. It also includes executives and is chaired by the Chief Sustainability officer. This body 'discusses and reports on sustainability issues and directions for solutions. The results of the discussions are reported to the Board of Directors, a supervisory organ of the meeting'. [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Examples/trends re HR discussion in the last reporting period: The Company indicates that the modern slavery statement is signed by the 'Vice Chairman and Representative Director'. However, this indicator looks for a description of how specific topics were discussed in Committee meetings. Current evidence refers to a report approved by a Company executive, no evidence found of how topics contained (or others) were discussed in Board Committee meetings. [2021 MSA, 29/09/2021: <a href="https://global.toyota">global.toyota</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Meets both requirements under score 1</li> <li>• Not Met: How affected stakeholders/HR experts informed discussions: Although the Company indicates that it collaborated with human rights experts in developing the modern slavery statement (declared in feedback response to CHRB), this subindicator looks for a description of how specifically affected stakeholders or experts informed discussions held in Board Committee meetings involving human rights. Working with experts as part of the Company's operation is not material to this subindicator. [2021 MSA, 29/09/2021: <a href="https://global.toyota">global.toyota</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
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"> <li>• Not Met: Incentives for at least one board member</li> <li>• Not Met: At least one key HR risk, beyond employee H&amp;S</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Performance criteria made public</li> <li>• Not Met: Review of other board performance criteria</li> </ul>
A.2.4	Business model strategy and risks	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Board process to review business model and strategy</li> <li>• Not Met: Describe frequency and triggers for reviewing</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Meets both requirements under score 1</li> <li>• Not Met: Example of actions decided</li> </ul>

## 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"> <li>• Not Met: Score of 1 on A.1.2.a: See indicator A.1.2.a</li> <li>• Met: Senior responsibility for HR implementation and decision making: The 'Sustainability Meeting' is the body in charge of discussing and reporting on sustainability issues and directions for solutions'. 'In 2020, Toyota appointed a Chief Sustainability Officer (CSO) as the leader of the promotion efforts. The Sustainability Meeting, chaired by the CSO and attended by members including Outside Directors and Outside Audit &amp; Supervisory Board Members'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Met: How it assigns Day-to-day responsibility: The Sustainability databook indicates that 'the daily operations relating to human rights for both internal and supplier operations are administered by the relevant functions under the leadership of the Sustainability Management Department. The activities include a regular monitoring process to grasp human rights-related concerns within Toyota's operations and also those of the supply chain. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Day-to-day resources and expertise allocation in own ops: it also indicates that 'Toyota set up the Sustainability Management Dept. in 2019 to enable the entire company to promote integrated sustainability initiatives by determining priorities'. No further details found in relation to resources/expertise allocation within the department. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Resources and expertise allocation in the supply chain: It also adds that 'the purchasing group headed by the chief officer and deputy chief officer for purchasing takes the lead in promoting activities in close cooperation with personnel affairs, compliance and environment divisions, Sustainability Management Dept. and other relevant departments'. No details found in relation to actual resources allocated across the Company. [2021 Integrated Report, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul>
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"> <li>• Not Met: Senior manager incentives for human rights</li> <li>• Not Met: At least one key HR risk, beyond employee H&amp;S</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Performance criteria made public</li> <li>• Not Met: Review of other senior management performance</li> </ul>
B.1.3	Integration with enterprise risk management	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: HR risks is integrated as part of enterprise risk system: The Company states that 'The strategy and policy for the human rights approach are discussed and agreed upon within the framework of the organization for sustainability management, and then reported to the Board of Directors Meeting. Risk information is reported monthly to management in relevant divisions and quarterly to relevant executives. In the course of these reports, potential risks to stakeholders, including those within our own business operations as well as those of our supply chain, are assessed and measures to be taken are prioritized.</li> </ul>



Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Decisions made by the organization for sustainability management are then communicated to our stakeholders, including labor unions, global affiliates, group companies and suppliers, on a monthly basis'. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>] &amp; [2019 Sustainability Data Book, 10/2019: <a href="#">global.toyota</a>]</p> <ul style="list-style-type: none"> <li>• Not Met: Provides an example</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Audit Ctte or independent risk assessment</li> </ul>
B.1.4.a	Communication /dissemination of policy commitment(s) to workers and external 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"> <li>• Not Met: Score of 1 on A.1.2.a: See indicator A.1.2.a</li> <li>• 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: <a href="#">global.toyota</a>] &amp; [2019 Sustainability Data Book, 10/2019: <a href="#">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Communication of policy commitments to stakeholder</li> <li>• Not Met: How policy commitments are made accessible to audience: 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 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: <a href="#">global.toyota</a>] &amp; [2019 Sustainability Data Book, 10/2019: <a href="#">global.toyota</a>]</li> </ul>
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"> <li>• Not Met: Meets ILO requirement for suppliers on A.1.2.a: See indicator A.1.2.a</li> <li>• Met: Requires suppliers to communicate policy requirements: 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: <a href="#">global.toyota</a>] &amp; [Supplier CSR Guidelines, 2012: <a href="#">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• 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: <a href="#">global.toyota</a>]</li> <li>• Not Met: Company requires suppliers to cascade down to their suppliers: Although the Company indicates that 'the Toyota Supplier CSR Guidelines clearly indicate that Tier-1 suppliers are requested to deploy our purchasing policies and guidelines to their business partners in Tier-2 and beyond, so that the guidelines are disseminated and implemented throughout the supply chain', it is not clear whether this include binding agreements down the supply chain. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> </ul>
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"> <li>• Not Met: Scores at least 1 on A.1.2.a: See indicator A.1.2.a</li> <li>• Not Met: How workers are trained on HR policy commitments: The Company indicates that '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 Toyota Motor Corporation and affiliates in conjunction with our group companies and Tier-1 suppliers. Targets of the training include supplier executives, Toyota Motor Corporation managers who will be assigned to affiliates in various countries, and those in charge of purchasing</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>at our overseas affiliates'. It is not clear, however, if human rights training is generally conducted company-wide. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</p> <ul style="list-style-type: none"> <li>• Met: Trains relevant managers including procurement: See above. In addition, 'all Toyota Motor Corporation employees who are being transferred to purchasing at 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 relations at local suppliers, including lectures related to human rights'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Score of 2 on A.1.2.a: See indicator A.1.2.a</li> <li>• Not Met: Meets both requirements under score 1</li> <li>• Met: Trains suppliers to meet company's HR commitment: The Company indicates that 'Labor relations training for suppliers is held about 10 times per year, primarily as preparation for executives from the head office of our main suppliers in Japan who are being transferred to overseas suppliers. At the training, a variety of areas are covered, including best practices for building positive labor-management relationships, information on past labor disputes, labor-management negotiations, and the latest trends in human rights, international norms, and regulations'.</li> <li>• Not Met: Disclose % trained</li> </ul>
B.1.6	Monitoring and corrective actions	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"> <li>• Not Met: Scores at least 1 on A.1.2.a: See indicator A.1.2.a</li> <li>• Met: Monitoring implementation of HR policy commitments across global ops and supply chain: The Sustainability databook indicates that The activities include a regular monitoring process to grasp human rights-related concerns within Toyota's operations and also those of the supply chain. After the assessment of risk areas, Toyota's position relating to the risks is determined and then necessary due diligence is conducted. The monitoring channels used consists of grievance mechanisms, media sources, business networks, union communications and investor engagement'. In relation to supply chain, it specifies that 'To ensure understanding and implementation of the guidelines, all Toyota suppliers are requested to periodically check the status of their implementation using a self-inspection sheet. In October 2020, around 350 Tier-1 suppliers, which account for over 90% of the purchase volume in Japan, submitted the results of their self-inspection to show the status of their implementation'. The supplier sustainability guidelines indicate that 'To confirm compliance status for these guidelines and for mutual communication, if necessary, there may be times when we visit your plant or other facilities. There may be some cases where we accomplish this by having a third party carry out an audit'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Met: Proportion of supply chain monitored: The Company indicates that 'in October 2020, around 350 Tier-1 suppliers, which account for over 90% of the purchase volume in Japan, submitted the results of their self-inspection to show the status of their implementation'. The Company indicates in its modern slavery statement that 'the total number of global suppliers confirmed are 9,849'. Therefore, it seems that the Company monitors around 350 suppliers out of approximately 9,849. The Modern slavery statement also indicates that the report (modern slavery) focuses 'on the 1,352 suppliers in Japan'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>] &amp; [2021 MSA, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Describe how workers are involved in monitoring</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Score of 2 on A.1.2.a: See indicator A.1.2.a</li> <li>• Not Met: Describes corrective action process: The Company indicates that 'If any problem is reported from the outside, we investigate the fact. If we find that the problem is true, we ask the supplier in question to correct it while maintaining communication with the supplier to ensure implementation of the correction, thereby preventing recurrence of the problem. Also, to prevent similar problems from occurring at other suppliers, we request them to pay attention to the guidelines and ensure compliance. [...] If an event violating the guidelines is found but no correction is made despite our request, we may reconsider our business relationship with the relevant supplier in principle'. It is not clear, however, the actual corrective process and whether the Company is involved (timeframes, audits, etc.) [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Disclose findings and number of corrective action: Although it indicates that in 2020 requested correction of the treatment of foreign technical internship</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			trainees unable to return home during the pandemic, no further evidence found on number of corrective actions implemented and findings. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a> ]
B.1.7	Engaging and terminating 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"> <li>• Not Met: HR affects selection of suppliers: The Supplier sustainability guidelines indicate that 'To confirm compliance status for these guidelines and for mutual communication, if necessary, there may be times when we visit your plant or other facilities. There may be some cases where we accomplish this by having a third party carry out an audit'. However, this subindicator looks for evidence of how the Company takes into consideration human rights prior to enter in a business relationship with a potential suppliers, not once they are on an ongoing relationship. [Supplier sustainability guidelines, 11/2021: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Met: HR affects on-going supplier relationships: The Sustainability databook indicates that 'If an event violating the guidelines is found but no correction is made despite our request, we may reconsider our business relationship with the relevant supplier in principle'. The supplier sustainability guidelines state that 'If a problem that violates these guidelines should occur, we ask that you report it immediately and take steps to make the necessary improvements. In the unlikely event that appropriate countermeasures are not taken, this may result in the cancellation of business orders'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Describe positive incentives offered to respect human rights</li> <li>• Not Met: Working with suppliers to meet HR requirements: The Company states that it held labor relations training for suppliers about 10 times per year. In addition, it indicates that sustainability activities conducted with suppliers include: Information sharing and awareness raising by video link on the web (September 2020), web briefing (may 2021), training prior to be transferred to a purchasing department overseas, AIAG supplier training program. However, it is not clear whether any of these activities (beyond executive supplier training) includes human rights guidance to help suppliers meet the Company's requirement. Evidence found relates to environment, cyber security, or are unclear. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul>
B.1.8	Approach to engagement with 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"> <li>• Not Met: Stakeholder process or systems to identify and engage with workers/communities in the last two years: The Company provides a table with all stakeholder groups and how it engages with each of them. However, no evidence was found on details of 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: <a href="http://global.toyota">global.toyota</a>] &amp; [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Discloses stakeholders that HRs may be affected: The modern slavery statement indicates that 'Toyota is aware that the foreign workers (including, foreign technical intern trainees, specified skilled workers, and international students) and migrant workers in Japan can be particularly vulnerable to labour exploitation and forced labour. Toyota also recognises that it could potentially find this sort of risk within the company or its supply chain as a result of the nature of their business'. Although it identifies that these stakeholders' human rights might be affected, it is not clear if these are all the affected stakeholders that it identifies as potentially impacted in relation to its human rights, as this is indicated in the context of risk identification of forced labor (specifically). [2021 MSA, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Provides two examples of engagement with stakeholders: Although the Company engages with suppliers, including through surveys, no evidence found of engagement with suppliers' employees in relation to human/labor rights. The Company reports in its modern slavery statement in relation to surveys conducted in its own operations and its suppliers in Japan to identify entry routes of foreign workers to Japan and cost and fees related to foreign workers. To its suppliers it also asked for procedures for accepting intern trainees, and utilization of the foreign workers in each company. 'After implementing the foreign worker survey, Toyota visited two operating companies in the supply chain to check on the actual situation regarding their use of foreign workers. These two companies reported that foreign technical trainees had vacated their posts prior to the end of their contracts'. However, this indicator looks for evidence of direct dialogue with affected people, in this case, with the foreign interns at suppliers' and own</li> </ul>



Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>operations. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>] &amp; [2021 MSA, 29/09/2021: <a href="#">global.toyota</a>]</p> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Analysis of stakeholder views on company's HR issues</li> <li>• Not Met: Describe how views influenced company's HR approach</li> </ul>

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

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.1	Identifying human rights risks and impacts	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"> <li>• Met: Identifying risks in own operations: The Company indicates that 'In the process of identifying key human rights risks, Toyota refers to various international norms and standards to guide its methodology, processes and actions. Broad risk assessments are made at the Sustainability Meeting in terms of ESG criteria. With regards to human rights issues related to the automobile industry and other emerging risks, Toyota consults human rights experts and other relevant stakeholders to classify and analyze the risks from two viewpoints, namely, the public interest and the impact on our business. Typically, risks that are identified as high risk from both these viewpoints are considered material. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> <li>• Met: Identifying risks through relevant business relationships: The Company indicates that 'Through communication with internal personnel affairs and IR departments and overseas affiliates as well as external organizations, and based on the results of self-inspection by suppliers on compliance with the guidelines, Toyota continuously examines possible risks in each country and identifies the priority themes to be focused on. At present, foreign technical internship trainees in Japan and child labor in cobalt procurement are considered as priority risks that should be prevented'. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Describe ongoing global risk identification in consultation with stakeholder/HR experts: Although the Company indicates that consults with experts and stakeholders, no details found of specific groups/people contacted in the context of due diligence for identification of potential human rights risks and impacts. Although the Company reports engagement with specific entities for particular topics (i.e ASSC for migrant workers in Japan), no evidence found of a systematic approach for a full due diligence process. The Company has provided feedback to CHRB regarding this subindicator. However, evidence is already in use. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> <li>• Not Met: Triggered by new circumstances: The Company considers that due diligence activities will continue for the industry risks including child labor, forced labor, freedom of association, conflict minerals. It also states that 'A global study of diversity and labor has been initiated within Toyota's direct business operations to better understand these topics in the various regions. Depending on the outcome of this study, Toyota will focus its utmost efforts in the prioritized areas. Regardless of the above priorities which were determined for the year 2021, if there are any other sudden or unforeseen salient risks that emerge in our business, we may review our priorities and conduct ad hoc due diligence activities'. However, this subindicator looks for evidence of due diligence triggered by changes in company's situation by new countries of operation, changes in regulation, business relationships, etc, to identify which are the potential implications of these changes in terms risk faced. Current evidence seems to indicate that the due diligence triggers once the industry identifies a new salient risk. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> <li>• Not Met: Describes risks identified: The Company describes what it considers to be its risks. However, this subindicator follows up on previous one, in terms of the Company indicating which are the risks identified as a consequence of new circumstances faced by the Company.</li> </ul>
B.2.2	Assessing human rights risks and impacts	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"> <li>• Not Met: Describe process for assessment of HR risks and discloses salient HR issues: In relation to risk identification, the Company indicates that 'In the process of identifying key human rights risks, Toyota refers to various international norms and standards to guide its methodology, processes and actions. Broad risk assessments are made at the Sustainability Meeting in terms of ESG criteria. With regards to human rights issues related to the automobile industry and other emerging risks, Toyota consults human rights experts and other relevant stakeholders to classify and analyze the risks from two viewpoints, namely, the public interest and the impact on our business. Typically, risks that are identified as</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>high risk from both these viewpoints are considered material'. It is not clear how the company takes factors such as social, economic, geographical, or others, into account to determine saliency of potential human rights risks and impacts [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</p> <ul style="list-style-type: none"> <li>• Met: How process applies to supply chain: The Company indicates that 'Through communication with internal personnel affairs and IR departments and overseas affiliates as well as external organizations, and based on the results of self-inspection by suppliers on compliance with the guidelines, Toyota continuously examines possible risks in each country and identifies the priority themes to be focused on. At present, foreign technical internship trainees in Japan and child labor in cobalt procurement are considered as priority risks that should be prevented'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Met: Public disclosure of the results of HR assessment: 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'. See above, the Company also considers child labour in cobalt procurement and forced labour in foreign technical internship trainees as human rights impacts in the supply chain. [2019 Sustainability Data Book, 10/2019: <a href="http://global.toyota">global.toyota</a>] &amp; [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meets all requirements under score 1</li> <li>• Not Met: How it involved affected stakeholders in the assessment</li> </ul>
B.2.3	Integrating and acting on human rights risks and impact assessments	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"> <li>• 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: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Description of how global system applies to 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. No further information found in latest review. Although the Company reports in relation to forced labour linked to debt in the supply chain, no evidence of systematic action plans for issues considered to be salient in relation to supply chain. [2019 Sustainability Data Book, 10/2019: <a href="http://global.toyota">global.toyota</a>] &amp; [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Met: Example of actions decided on at least 1 salient HR issues: In relation to migrant workers the Company conducted due diligence in relation to potential forced labour linked to recruitment fees, particularly in Japan's operations and supply chain: 'through our dialogue with our external stakeholders, we recognized that there is risk in hiring migrant workers from employment agencies in their sending countries and supervising organizations in Japan, since it may result in forced labor due to the migrant workers being charged exorbitant fees, ensnaring them in serious debt'. The Company conducted surveys within supply chain and own operations, mainly in Japan. 'we found that the countries dispatching technical internship trainees were mainly comprised of China and various South East Asian countries such as Vietnam, Laos, Thailand and Indonesia. In order to mitigate any possible infringements associated with the migration of technical internship trainees, we plan to: promote corrective actions for zero tolerance of unreasonable fees borne by migrant workers that induce the possibility of forced labor; work closely with suppliers to share best practices to avoid human rights infringements of migrant workers; support supplier due diligence for agencies acquiring migrant workers in coordination with NGOs'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meets all requirements under score 1</li> <li>• Not Met: Involve stakeholders in decisions about actions: Although the Company indicates that it recognized the risk in hiring migrant workers through dialogue with external stakeholders, and NGOs are (will be) involved in supporting supplier due</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			diligence for agencies acquiring migrant workers. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a> ]
B.2.4	Tracking the effectiveness of actions to respond to human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: System for tracking or monitor if actions taken are effective</li> <li>• Not Met: Lessons learnt from checking system effectiveness</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Meets both requirements under score 1</li> <li>• Not Met: Involve stakeholders in evaluation of actions taken</li> </ul>
B.2.5	Communicating on human rights impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Provides two examples of comms with stakeholders: The Company reports in relation to stakeholder engagement as a measure to solve issues with foreign workers. This includes participating in 'Foreign Workers Round Table' and 'creation and participation in the Japan Platform for Foreign Workers towards Responsible and Inclusive Society'. However, this subindicator looks for evidence of an explanation of how the Company has responded, in communication terms, to specific impacts raised by affected stakeholders or on their behalf. [2021 MSA, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Describe challenges to effective comms and how it is working to address them: The company indicates that one of the concerns for the Company in accepting foreign workers is 'difficulties in communication'. However, this indicator looks for evidence of how the Company describes challenges found to effective communication with stakeholders who have raised a concern in relation to an impact caused to them by the Company, and how it solved. Current evidence refers to difficulties in communication as one of the issues of accepting foreign workers. [2021 MSA, 29/09/2021: <a href="http://global.toyota">global.toyota</a>]</li> </ul>

### C. Remedies and Grievance Mechanisms (20% 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	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Channel accessible to all workers: The Company states that 'Conventionally, several hotlines were used depending on the type of issue, including a Compliance Hotline run by an outside law firm (subcontractor), which allowed employees to report compliance-related issues, and hotlines for harassment. Starting from April 2020, these hotlines have been integrated into the "Speak up" Hotline'. [2019 Sustainability Data Book, 10/2019: <a href="http://global.toyota">global.toyota</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Channel is available in all appropriate languages and workers aware: It adds that 'We make the existence of the hotline widely known by using the intranet and various other media. Applications for consultation can be made through a law firm, the website and by email or telephone. (Applications through the website and by email can be made on a 24-hour basis.). It is not clear, however, if the hotline is available in all appropriate languages'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Met: Describe how workers in the supply chain have access to grievance mechanism: The Sustainability databook indicates that 'In accordance with the Toyota Code of Conduct and Basic Policies at Toyota Purchasing, Toyota strives to act in a fair and just manner in compliance with laws and regulations. We have established hotlines that guarantee anonymity so that information can be gathered from suppliers if there is an instance of conduct relating to the environment in violation of laws, regulations or good practice within the supply chain'. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Expect Suppliers to convey expectation to their own suppliers</li> </ul>
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Grievance mechanism for community: The Company indicates that 'The hotline is open to not only our employees but also any other third parties, including employees' family members, dispatched employees, in-house contractors and business partners, as long as the topics of the consultation are matters related to employees or workplaces of Toyota Motor Corporation'. It is not clear if external stakeholders affected by the Company's operation, like local communities in the surrounding of Company's locations can file complaints. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Score 2 <ul style="list-style-type: none"> <li>• Not Met: Describes accessibility and local languages and stakeholder awareness</li> <li>• Not Met: Communities access mechanism direct or through suppliers</li> <li>• Not Met: Expect supplier to convey expectation to their own suppliers</li> </ul>
C.3	Users are involved in the design and performance of the channel(s)/mechanism(s)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Engages users to create or assess system</li> <li>• Not Met: Examples (at least two) of how they do this</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Engages with potential or actual users on the improvement of the mechanism</li> <li>• Not Met: Provides user engagement example (at least two) on improvement</li> </ul>
C.4	Procedures related to the mechanism(s)/channel(s) are equitable, publicly available and explained	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Response timescales and how complainants will be informed</li> <li>• Not Met: Describe support (technical, financial, etc) available for equal access by complainants</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Describe types of outcome to complainant through use of mechanism</li> <li>• Not Met: Escalation to senior/independent level</li> </ul>
C.5	Prohibition of retaliation for raising complaints or concerns	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Public statement prohibiting retaliation</li> <li>• Not Met: Practical measures to prevent retaliation</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Company indicate it will not retaliate against workers/stakeholders</li> <li>• Not Met: Expects suppliers to prohibit retaliation against workers/stakeholders</li> </ul>
C.6	Company involvement with state-based judicial and non-judicial grievance mechanisms	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Complainants not asked to waive rights</li> <li>• Not Met: Company does not require confidentiality provisions</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Will work with state based non judicial mechanisms</li> <li>• Not Met: Example of issue resolved (if applicable)</li> </ul>
C.7	Remedying adverse impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Describes how remedy has been provided</li> <li>• Not Met: Says how it would provide remedy for victims if no adverse impact identified</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Changes to systems, processes and practices to stop similar impact</li> <li>• Not Met: Describe approach to monitoring implementation of agreed remedy</li> <li>• Not Met: Approach to learning from incident to prevent future impacts</li> </ul>
C.8	Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Number grievances filed, addressed or resolved and outcome achieved</li> <li>• Not Met: How lessons from mechanism improve management system</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: Evaluation of the channel/mechanism and changes made as result</li> <li>• Not Met: Describes procedures to address delays of outcomes agreed with stakeholders</li> </ul>

## D. Performance: Company Human Rights Practices (25% 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"> <li>• Not Met: Pays living wage or sets target date: The Company states that 'Toyota ensures fair compensation that is above the legal minimum wage for its employees regardless of job type and rank. Toyota reviews employee compensation every time the legal minimum wage increases'. However, no specific commitment found to living wage, or a time bound target for paying all workers a living wage (that provides for basic needs and some discretionary income for employee and his/her family and/or dependents). [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Describes how living wage determined</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Paying living wage</li> <li>• Not Met: Definition of living wage reviewed with unions</li> </ul>
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"> <li>• Not Met: Discloses living wage requirements 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: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Improving living wage practices of suppliers</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Assessment of number affected by payment below living wage</li> <li>• Not Met: Provides analysis of trends demonstrating progress</li> </ul>
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"> <li>• Not Met: Avoids business model pressure on HRs (purchasing practices)</li> <li>• Not Met: Practices adopted to pay suppliers in line with agreed timeframes</li> <li>• Not Met: Review own operations to mitigate negative impact</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meets all requirements under score 1</li> <li>• Not Met: Examples of how it assessed, addressed and change purchasing practices</li> </ul>
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"> <li>• Not Met: Identifies direct and indirect suppliers back to manufacturing sites (factories or fields): The Company indicates that 'Based on the functions they provide, companies in the supply chain can be categorized into 5 main types: (1) manufacturing companies, (2) parts suppliers, (3) material suppliers, (4) equipment suppliers, and (5) warehouse and logistics suppliers. Toyota has been working to identify their supplier plants and is now considering to expand the mapping to include information relating to raw materials sources as well. The total number of global suppliers confirmed are 9,849. Of those, 6,989 (71.0 %)suppliers are based in Asia with 1,352 (19.3 %) suppliers based in Japan'. However, it is not clear if the Company also maps indirect suppliers, and how it is going in relation to raw material suppliers. [2021 MSA, 29/09/2021: <a href="https://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Discloses names and locations of significant parts of SP and why</li> <li>• Not Met: Discloses which direct or indirect suppliers is involved in higher-risk activities</li> </ul>
D.5.4.a	Prohibition of 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"> <li>• Met: Does not use child labour: The Human rights policy states that 'we do not tolerate child labor which deprives children of a childhood, access to education and restricts their development'. [Human Rights Policy, 29/09/2021: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Age verification of workers recruited</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Remediation if children identified: The Human rights policy states that 'we will continue to identify and assess human rights risks including child labor. If any risk is identified as a result of the survey, we will develop appropriate measures to mitigate such risk'. However, no details found in relation to participation or contribution to programmes for transition from employment to education, enabling children to attend and remain in education, if and when child labor is found.</li> </ul>



Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.4.b	Prohibition of 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"> <li>• 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: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: How working with suppliers on child labour</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Assessment of number affected by child labour in supply chain</li> <li>• Not Met: Analysis of trends in progress made</li> </ul>
D.5.5.a	Prohibition of forced labour: Recruitment fees and 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"> <li>• Not Met: Job seekers and workers do not pay recruitment fee: The Human rights policy states that 'we do not tolerate forced labor, which is often extracted through violent and threatful means or by entrapment of debt, or any other form of modern slavery including human rights'. The Company indicates in its Sustainability databook 'We have also partnered on the development of the "ASSC Tokyo Declaration 2020." This is a set of 13 declarations created to enhance and respect the rights of migrant workers from the moment of recruitment, during overseas employment, and until their safe return to their home countries'. One of the declarations state that 'Foreign workers must not bear recruitment fees and related costs'. However, it seems that this commitment refers specifically to migrant workers, as it is called 'The Tokyo Declaration on the Responsible Acceptance of Foreign Workers in Japan'. It is not clear whether the Company is committed to ensure that any job seeker or worker pays any recruitment fees or related costs to secure a job (employer pays principle). [Human Rights Policy, 29/09/2021: <a href="https://global.toyota">global.toyota</a>] &amp; [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Commits to fully reimbursing if they have paid</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: How practices are implemented and monitored for agencies, labour brokers or recruiters: The Company reports due diligence conducted in relation to forced labour, which includes recruitment fees ('high fees'). It included surveys for group companies in Japan, major tier-1 suppliers in Japan, and Toyota's tier-1 suppliers and consolidated subsidiaries in Japan. Findings of the first survey included that there were reported cases where high fees were collected. The Company indicates that further investigation is needed. No further evidence found, including whether this is monitored company-wide. [2021 MSA, 29/09/2021: <a href="https://global.toyota">global.toyota</a>]</li> </ul>
D.5.5.b	Prohibition of forced labour: Recruitment fees and costs (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"> <li>• Met: Debt and fees rules in codes or contracts: The Supplier sustainability guidelines require that 'Do not tolerate forced labor, which is often extracted through violent and threatful means or by entrapment of debt, or any other form of modern slavery including human trafficking. Do not exploit employees with high recruitment fees and other costs that are considered unreasonable by international norms'. The document also indicates that 'It is our policy to ask all of our suppliers [...] take the initiatives necessary to ensure that they penetrate down through your supply chain'. 'Request to deepen and expand sustainability initiatives with business partners by developing and deploying Sustainability policies and guidelines incorporating the guidelines outlined above'. [Supplier sustainability guidelines, 11/2021: <a href="https://global.toyota">global.toyota</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Met: How working with suppliers on debt &amp; fees: In relation to migrant workers the Company conducted due diligence in relation to potential forced labour linked to recruitment fees, particularly in Japan's operations and supply chain: 'through our dialogue with our external stakeholders, we recognized that there is risk in hiring migrant workers from employment agencies in their sending countries and supervising organizations in Japan, since it may result in forced labor due to the migrant workers being charged exorbitant fees, ensnaring them in serious debt'. The Company conducted surveys within supply chain and own operations, mainly in Japan. 'we found that the countries dispatching technical internship trainees were mainly comprised of China and various South East Asian countries such as Vietnam, Laos, Thailand and Indonesia. In order to mitigate any possible infringements associated with the migration of technical internship trainees, we plan to: promote corrective actions for zero tolerance of unreasonable fees borne by migrant workers that induce the possibility of forced labor; work closely with suppliers to share best practices to avoid human rights infringements of migrant workers; support supplier due diligence for agencies acquiring migrant workers in coordination with NGOs'. [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota.com">global.toyota</a>] &amp; [2021 MSA, 29/09/2021: <a href="https://global.toyota.com">global.toyota</a>]</li> <li>Score 2</li> <li>• Not Met: Assessment of the number affected by payment of recruitment fees: The Company reports due diligence conducted in relation to forced labour, which includes recruitment fees ('high fees'). It included surveys for group companies in Japan, major tier-1 suppliers in Japan, and Toyota's tier-1 suppliers and consolidated subsidiaries in Japan. Findings of the first survey included that there were reported cases where high fees were collected. The Company indicates that further investigation is needed. No further evidence found, including whether this being monitored with a broader supply chain scope. [2021 MSA, 29/09/2021: <a href="https://global.toyota.com">global.toyota</a>]</li> <li>• Not Met: Analysis of trends in progress made</li> </ul>
D.5.5.c	Prohibition of forced labour: Wage practices (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"> <li>• Not Met: Pays workers in full and on time</li> <li>• Not Met: Payslips show any legitimate deductions: The Company states that 'Toyota makes the terms of employee contracts transparent and clearly explains employee compensation and benefits'. No evidence found specifically in relation to payslips showing any legitimate deductions. [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota.com">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: How these practices are monitored for agencies, labour brokers or recruiters</li> </ul>
D.5.5.d	Prohibition of forced labour: Wage practices (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"> <li>• Not Met: Requirement for suppliers to pay workers in full and on time in codes or contracts: The supplier sustainability guidelines indicate that 'Do not tolerate forced labor, which is often extracted through violent and threatful means or by entrapment of debt, or any other form of modern slavery including human trafficking'. However, no evidence found in relation to paying workers in full and on time. The Company refers to CHRB to the Tokyo Declaration, which the sustainability databook indicates that Toyota 'partnered on the development of the ASCC Tokyo Declaration 2020'. One of the declarations states that 'Wages for foreign workers must be paid properly on the dates specified in the employment contract and in the notice of working conditions'. However, the modern slavery statement indicates that it has adopted the declaration as a 'guide': 'The declaration includes guidelines for any related parties to follow and practice the responsible acceptance of foreign workers within Japan. Toyota has thereby adopted the declaration as a guide to ensure the protection of foreign workers in its supply chain with respect to human rights'. This subindicator looks for evidence that the requirement is included either in the supplier code or in contractual clauses with suppliers. No mention was found to the declaration in the supplier code. Also, it is not clear if the Company applies it to the whole supply chain, or its scope focuses on migrant workers only. [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota.com">global.toyota</a>] &amp; [2021 MSA, 29/09/2021: <a href="https://global.toyota.com">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: How working with supply chain to pay workers regularly and on time</li> <li>• Not Met: Assessment of the number affected by failure to pay directly</li> <li>• Not Met: Provides analysis of trends demonstrating progress</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.5.e	Prohibition of forced labour: Restrictions on workers (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"> <li>• Met: Does not retain documents or restrict movement: The Sustainability databook indicates that 'We have also partnered on the development of the "ASSC Tokyo Declaration 2020." This is a set of 13 declarations created to enhance and respect the rights of migrant workers from the moment of recruitment, during overseas employment, and until their safe return to their home countries'. One of the declarations of the declaration states that: 'The identification documents of foreign workers must be under the direct control of the foreign workers'. Although the Tokyo Declaration refers specifically to migrant workers in Japan the Company indicates that 'we have been working with non-governmental organizations to ensure fair working conditions for migrant workers within our affiliates and suppliers both inside and outside Japan'.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: How these practices are monitored for agencies, labour brokers or recruiters</li> </ul>
D.5.5.f	Prohibition of forced labour: Restrictions on workers (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"> <li>• 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: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: How working with suppliers on free movement</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Assessment of the number affected by retaining docs or restricting movement</li> <li>• Not Met: Provides analysis of trends demonstrating progress</li> </ul>
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"> <li>• Not Met: Commits not to interfere with union rights / Steps to avoid intimidation or 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. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: Discloses % total direct operations covered by collective CB agreements: The company indicates that 91% (20 out of 22) of countries have unionized operations (considering manufacturing). It is not clear the percentage of employees worldwide that are covered by collective bargaining agreements. [2021 Sustainability Data Book, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meets both requirements under score 1</li> </ul>
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"> <li>• Not Met: FoA &amp; 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: <a href="http://global.toyota">global.toyota</a>]</li> <li>• Not Met: How working with suppliers on FoA and CB: The Sustainability databook indicates that 'Between 2019 and 2020, as part of its global due diligence activities, Toyota investigated some cases of possible infringement on Freedom of Association within the supply chain and recommended corrective actions'. No further details found. [2021 Integrated Report, 01/2022: <a href="http://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Assessment of the number affected by restrictions to FoA and CB in the SP</li> <li>• Not Met: Provides analysis of trends demonstrating progress</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.7.a	Health and safety: Fatalities, lost days, injury, occupational disease rates (in own production of manufacturing operations)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not Met: Describes process to identify H&amp;S risks and impacts</li> <li>• Not Met: Injury Rate or Lost days or Near Miss disclosures for last reporting period: Although the Company reports total number of accidents, it is not clear which is the injury rate or lost days.</li> <li>• Met: Discloses Fatalities for last reporting period: The Company indicates that fatal accidents were 0</li> <li>• Not Met: Occupational disease rate for last reporting period</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Met: Set targets for H&amp;S performance: The Company establishes targets for fatal accidents (zero), all accidents (down 50% from 2020), serious accidents (10 accidents) and serious diseases (down 20% from 2020). [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Met targets or explain why not or what is doing to improve management systems: The Company states that 'Each year, the safety and health function policy and associated KPIs are formulated by the company safety and health supervising manager (Chief Officer of the Production Group [operating officer]) in view of technological innovations and environmental changes, and are deployed globally. Based on the function policy, efforts are made at all workplaces in all regions to improve their safety and health activities. The results of these efforts, including the status of the occurrence of diseases and accidents, are reported at the Management Meeting (in which board members and operating officers participate) by the company safety and health supervising manager'. However, no details found on what actions it is taking to improve management systems. The Company reports performance against previous targets, it is not clear if previous targets were met. [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> </ul>
D.5.7.b	Health and safety: Fatalities, lost days, injury, occupational disease rates (in the supply chain)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• 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: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Injury rate disclosures and lost days (or near miss disclosures) for the last reporting period</li> <li>• Not Met: Fatalities disclosures for lasting reporting period</li> <li>• Not Met: Occupational disease rates for the last reporting period</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not Met: How working with suppliers on H&amp;S</li> <li>• Not Met: Assessment of the number affected by H&amp;S issues in the SP</li> <li>• Not Met: Provide analysis of trends in progress made</li> </ul>
D.5.8.a	Women's rights (in own production or manufacturing operations)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Process to stop harassment and violence against women: The Company states 'We provide internal anti-harassment training programs for all employees, including executives, supervisors, management, expatriates and new hires, to ensure compliance with the code of conduct [...] Furthermore our employment rules were revised in April 2020 to specify more clearly the prohibition of harassment and disciplinary provisions in the case of harassment. In the same month, Toyota's external and internal hotlines were integrated into the "Speak up" Hotline, which allows anonymous reports including colleagues and is open to third parties including family members of an interested party. Toyota also takes various other measures, including a monthly survey of young employees and the assignment of job consultants who are easy to consult with in the workplace, thereby advancing the development of a system that enables early detection and resolution of employees' problems and workplace issues'. The Company also reports training figures on anti-harassment. [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• 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'. In the 2021 Sustainability databook the Company reports similar and additional initiatives 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: <a href="#">global.toyota</a>]</li> <li>• Not Met: Measures and steps to address gender pay gap at all levels of employment: The Company states in its Sustainability databook that it 'respects the concept of equal pay for equal work'. In relation to diversity and inclusion, the company indicates that is working to promote female employee participation, including administrative and engineering employees, shop floor employees and management. Also reports initiatives related to recruitment and career development. No reference made however, to pay gap and whether it is being considered at all levels of employment. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meet all requirements under score 1</li> <li>• Not Met: Provides analysis of trends demonstrating closing gender pay gap</li> </ul>
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"> <li>• Not Met: Women's rights in codes or contracts</li> <li>• Not Met: How working with suppliers on women's rights</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Assessment on the number affected by discrimination or unsafe working conditions</li> <li>• Not Met: Provide analysis of trends in progress made</li> </ul>
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"> <li>• Not Met: Respects max hours, min breaks and rest periods in its own operations: The Company states that 'Toyota complies with the Labor Standards Act and in the case of excess working hours above legal limits, Toyota follows due process relating to legal procedures. This process also involves having thorough communication with the Toyota Motor Workers Union so that together the employee's health and safety can be protected'. It is not clear if within its global operations it is committed to respect applicable international standards concerning maximum hours and minimum breaks and rest periods'. [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> <li>• Not Met: Assesses ability to comply with its commitments when allocating work/targets</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meets both requirements under score 1</li> <li>• Not Met: How it implements and checks this in its operations</li> </ul>
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"> <li>• 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: <a href="#">global.toyota</a>]</li> <li>• Not Met: How working with suppliers on working hours</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Assessment of number affected by excessive working hours</li> <li>• Not Met: Provide analysis of trends in progress made</li> </ul>



Indicator Code	Indicator name	Score (out of 2)	Explanation
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"> <li>• 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'. The Supplier sustainability guidelines require suppliers to 'Respect and refer to international norms such as the Universal Declaration of Human Rights, the "United Nations Guiding Principles on Business and Human Rights" (UNGP) and also promote activities related to human rights based on the UNGP. Establish and continuously implement a Human Rights Due Diligence system in order to fulfill the responsibility to respect human rights'. 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. [2021 SD Form, 31/05/2022: <a href="#">global.toyota</a>] &amp; [Supplier sustainability guidelines, 11/2021: <a href="#">global.toyota</a>]</li> <li>• Not Met: Works with smelters/refiners and suppliers to build capacity: The Company indicates that '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'. However, evidence refers to future actions. This subindicator looks for description of actual work conducted, including both suppliers and smelters refiners capability building (beyond encouraging smelters to participate in RMAP). [2021 SD Form, 31/05/2022: <a href="#">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Contractual requirement to disclosure smelter/refiner information</li> <li>• Not Met: Contractual requirement covers all minerals</li> </ul>
D.5.10.b	Responsible Mineral Sourcing: Risk identification in mineral 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"> <li>• Not Met: Risk identification and disclosure in line with OECD Guidance: The Company indicates that conducts reasonable country-of-origin inquiry with due diligence throughout its supply chain. Toyota 'conducted a survey of its automotive and marine businesses in line with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-affected and High-risk Areas.[...] We contacted suppliers who had not submitted a Conflict Minerals Reporting Template (CMRT), and collected CMRTs from thousands of suppliers'. The SD form further clarifies that '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. It is not clear, however, which are the risks that the Company has identified. In addition to explaining the process for risk identification, it is expected an indication of which are these. [2021 SD Form, 31/05/2022: <a href="#">global.toyota</a>] &amp; [2021 Sustainability Data Book, 01/2022: <a href="#">global.toyota</a>]</li> <li>• Met: Identification of smelter/refiners and OECD Guidance: As indicated above, the Company conducts country of origin inquiry, requires suppliers to fill the Conflict Minerals Reporting Template, reviews these and requires necessary corrections. Then it compares the smelter information with the list of Responsible Minerals Assurance Process (RMAP). Further details provided in the 2021 SD form. [2021 SD Form, 31/05/2022: <a href="#">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Discloses smelters/refiners judged in line with OECD Guidance: 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'. No list of smelters/refiners was found. [2021 SD Form, 31/05/2022: <a href="#">global.toyota</a>]</li> <li>• Not Met: Risk identification and disclosure covers all minerals</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.5.10.c	Responsible Mineral Sourcing: Risk management in the mineral 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"> <li>• Met: Describes mineral risk management plan for supply chain: The Company states: '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'. It also indicates that 'Out of all our Tier-1 suppliers, we identified priority suppliers for following up to mitigate the identified risk in accordance with the internally-developed criteria and procedures. We also requested survey cooperation through automotive industry organizations such as the Automotive Industry Action Group ("AIAG") and the Japan Auto Parts Industries Association ("JAPIA"), and maintained regular communication including exchange of opinions. In addition, we participated in Phase 1 of the Public-Private Alliance for Responsible Minerals Trade. [2021 SD Form, 31/05/2022: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Monitoring, tracking and whether better risk prevention/mitigation over time: The Company indicates that 'Out of all our Tier-1 suppliers, we identified priority suppliers for following up to mitigate the identified risk in accordance with the internally-developed criteria and procedures'. No further evidence found. [2021 SD Form, 31/05/2022: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Disclose better risk prevention/mitigation over time</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Suppliers and stakeholders engaged in risk management strategy</li> <li>• Not Met: Risk management and response processes cover all minerals</li> </ul>
D.5.11	Responsible Materials Sourcing	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"> <li>• Met: Due diligence for raw materials in supplier code/contracts: The Supplier sustainability guidelines requires the following: '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, cobalt, natural rubber) . We expect suppliers to take appropriate steps to discontinue procurement of these materials if usage is detected'. It also requires to 'Respect and refer to international norms such as the Universal Declaration of Human Rights, the "United Nations Guiding Principles on Business and Human Rights" (UNGP) and also promote activities related to human rights based on the UNGP. Establish and continuously implement a Human Rights Due Diligence system in order to fulfill the responsibility to respect human rights'. Finally, the Company also has a policy for sustainable natural rubber procurement. [Policy for Sustainable Natural Rubber Procurement, N/A: <a href="https://global.toyota">global.toyota</a>] &amp; [Supplier sustainability guidelines, 11/2021: <a href="https://global.toyota">global.toyota</a>]</li> <li>• Not Met: Works with suppliers to build capacity in risk assessment and due diligence: The Company indicates that 'Toyota makes every effort to align with suppliers that share a common understanding with Toyota relating to human rights. Within the Toyota Supplier CSR Guidelines, it is specifically stated that Toyota respects human rights and expects its supplier network to also have this perspective. Working together with suppliers on areas regarding risk monitoring, tracking and remediation allows Toyota to provide guidance and support for potentially affected stakeholders. The Toyota's action taken for Forced Labor of Migrant Workers (Statement on the Modern Slavery Acts) published in March 2021 (updated in September) describes in more detail the specific steps taken relating to our engagement with suppliers'. However, this subindicator looks for a specific description on work conducted with suppliers to improve their capability, particularly in assessment and due diligence of raw material sourcing (different from conflict minerals) [2021 Sustainability Data Book, 01/2022: <a href="https://global.toyota">global.toyota</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Meets all requirements under score 1</li> <li>• Not Met: Identify the sources of high-risk raw materials in its supply chain</li> </ul>

## 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"> <li>Area: FoA/CB</li> <li>Headline: Pioneer Flat Glass Manufacturing, Sumifru, and other companies linked to illegal arrests of union members on the Philippines</li> <li>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 harassment of trade unionists which included an ILO complaint. [Philippine Revolution Web Central, 07/04/2019, "PNP arrests union leader": <a href="#">cpp.ph</a>] [ESCR-Net, 11/6/2014, "ESCR-Net calls to stop harassment of Toyota's trade union leader in the Philippines": <a href="#">escr-net.org</a>]</li> </ul>
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"> <li>Not Met: Public response: The company has never publicly addressed the allegations.</li> </ul> <p>In addition, feedback submitted by company to CHRB did not contain any public statement made by the company on the case.</p> <p>Score 2</p> <ul style="list-style-type: none"> <li>Not Met: Detailed response: See above.</li> </ul>
E(1).2	The company has investigated and 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"> <li>Not Met: Engaged with stakeholders: According to statements and reports by the ILO and the NCP Japan on proceedings that took place before those two bodies, the company and the union were at various stages taking part in negotiations and talks. Those talks facilitated by the ILO and NCP can be considered engagement.</li> </ul> <p>However, none of the above contains information on engagement with affected stakeholders over the allegations regarding union activist Ricky Chavez's arrest. [International Labor Organisation, 10/2020, "Effect given to the recommendations of the committee and the Governing Body - Report No 392, Case No 2652 (Philippines) - Complaint date: 12-MAY-08 - Follow-up": <a href="#">ilo.org</a>] [Japanese National Contact Point (NCP) for the OECD Guidelines for Multinational Enterprises, 11/04/2019, "Final Statement on a Specific Instance involving Toyota Motor Corporation and Toyota Motor Philippines Corporation in relation to the OECD Guidelines for Multinational Enterprises": <a href="#">mofa.go.jp</a>]</p> <ul style="list-style-type: none"> <li>Not Met: Identified cause: The company provided feedback to CHRB, however, it was not material to the assessment of this indicator.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>Not Met: Identified and implemented improvements: The company provided feedback to CHRB, however, it was not material to the assessment of this indicator.</li> <li>Not Met: Stakeholder input to steps taken</li> </ul>
E(1).3	The company has engaged with affected stakeholders to provide for or cooperate in remedy(ies)	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"> <li>Not Met: Provided remedy: While the ILO proceedings speak in favour of a "livelihood project" proposed by the government that was meant to provide some assistance to the workers affected by dismissals, it appears that this project was never agreed upon and no remedy was provided to the stakeholders affected by any aspect of the allegation. [International Labor Organisation, 10/2020: <a href="#">ilo.org</a>]</li> <li>Not Met: Evidence for lack of Impact or link</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>Not Met: Remedy satisfactory to stakeholders</li> <li>Not Met: Remedy delivered</li> <li>Not Met: Independent remedy process used: The Philippine Supreme Court ruled in 2004 that a dismissal of a large group of workers in was legitimate. However, no similar judgment by an independent process was found for the other aspects of the allegation.</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(2).0	Serious allegation No 2		<ul style="list-style-type: none"> <li>• Area: FoA/CB</li> <li>• Headline: Toyota Kirloskar Motor employees union alleged harassment by management</li> <li>• Story: On December 3, 2020, the Toyota Motor Employee Union, which represents around 3,500 employees, has alleged regular harassment by the Toyota Kirloskar Motor (TKM) management—claiming that they repeatedly changed production norms without consulting employees first.</li> </ul> <p>In a statement, the union members alleged that their working conditions had become difficult, as management had restricted workers' movements within the factory to such an extent that it was difficult even to go to the bathroom. The management would penalise missing time from work and had even deducted their salary on a pro-rata basis, they claimed. The union also said that, despite repeatedly raising the issue of the increasing workload since July 2019, the TKM management had not done anything to resolve it.</p> <p>Unable to bear the harassment any longer, the workers expressed their anguish for a brief while on November 9, 2020, the TKM management suspended 40 workers including the office bearers and the executive committee members of the employees union. The union further alleged that the TKM management had announced a voluntary separation scheme for its employees without its prior consultation.</p> <p>The employee union has pointed out that after the government declared a ban on the lockout and the strike on November 18, the workers wanted to report back to work but were not permitted to do so by the management.</p> <p>On March 3, 2021, press sources reported that Toyota Kirloskar Motor India (TKM), a subsidiary of Toyota Motor Corporation, announced that the employee's union at its Karnataka based factory has called off the strike, which started in November, over suspension of an employee.</p> <p>According to the press, on March 1, 2021, TKM has accepted the undertaking given by Union leaders on behalf of the members that was presented by them to the Govt. The Company has also made a final appeal to all the other members to return to work by 5th March 2021, and ensure synergies based on mutual trust for the future and to respect the terms of their mutual understanding. [Theweek, 03/12/2020, "Toyota Kirloskar Motor Employees Union alleges harassment by management": <a href="http://theweek.in">theweek.in</a>] [Deccanherald, 03/12/2020, "Change of production norms by Toyota affecting workers' health, alleges TKMEU": <a href="http://deccanherald.com">deccanherald.com</a>] [Business Standard, 03/03/2021, "Labour strike ends at Toyota Kirloskar Motor's Karnataka plant": <a href="http://business-standard.com">business-standard.com</a>]</p>
E(2).1	The Company has responded publicly to the allegation	1	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> <li>• Met: Public response: Responding to the workers' allegation, the TKM management clarified that the suspension of a worker pending enquiry is neither a punishment nor a loss of a job but a standard legal measure to ensure free and fair enquiry of the misconduct of an by a third party enquiry officer. [Deccanherald, 03/12/2020: <a href="http://deccanherald.com">deccanherald.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Detailed response: The company did not address the allegation in detail, issuing no response regarding the allegations of the speeding-up scheme, denial of leave to workers for nature's calls and salary deductions.</li> </ul> <p>The company's feedback to CHRБ did not contain publicly available evidence relevant to the assessment of this indicator. [Word Socialist Web Site, 29/01/2021, "Striking Indian Toyota worker speaks on slave labour conditions at Toyota Kirloskar Motor factory outside Bangalore": <a href="http://wsws.org">wsws.org</a>]</p>
E(2).2	The Company has appropriate policies in place	0.5	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> <li>• Met: Engaged with stakeholders: The company declared that, on March 1st 2021, "TKM accepted the undertaking given by union leaders on behalf of the members". After that, the union ordered workers back to work as of March 4th. In this respect, TKMEU stated March 3rd, "Since the workers and union were firm on not giving any undertaking and since the management issued notice for workers to report for duty without undertaking, the union has advised its</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>members to report for duty as it was a moral victory for the union.” [Word Socialist Web Site India, 10/03/2021, "Union betrays more than 3-month-long strike by Toyota workers in Bangalore": <a href="http://wsws.org">wsws.org</a>]</p> <ul style="list-style-type: none"> <li>• Not Met: Identified cause: The company’s feedback to CHRB did not contain publicly available evidence relevant to the assessment of this indicator.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Identified and implemented improvements: The company declared that, on March 1st 2021, "TKMEU accepted the undertaking given by union leaders on behalf of the members". However, according to other sources, the company persuaded a faction of the TKMEU executive committee to sign an “undertaking” on company terms, and the management declared on March 1st that the union had agreed to end the strike. Although the rest of the TKMEU leadership initially rejected the company’s claims and vowed to fight on, the union performed an about-face two days later and ordered workers back to work as of March 4th 2021. This meant the three-month strike came to a conclusion without a single demand being won, including the reinstatement of 70 workers who were vindictively suspended by management.</li> </ul> <p>In this respect, TKMEU stated on March 3rd 2021 “Since the workers and union were firm on not giving any undertaking and since the management issued notice for workers to report for duty without undertaking, the union has advised its members to report for duty as it was a moral victory for the union.” Thus, there is no evidence that the company made changes to its management systems, policies and processes following the events and their human rights impacts. [Word Socialist Web Site India, 10/03/2021: <a href="http://wsws.org">wsws.org</a>]</p> <ul style="list-style-type: none"> <li>• Not Met: Stakeholder input to steps taken: TKMEU's agreements with the company have not led to any concrete improvements.</li> </ul>
E(2).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"> <li>• Not Met: Provided remedy: The company’s feedback to CHRB did not contain publicly available evidence relevant to the assessment of this indicator.</li> <li>• Not Met: Evidence for lack of Impact or link</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not Met: Remedy satisfactory to stakeholders: The company’s feedback to CHRB did not contain publicly available evidence relevant to the assessment of this indicator.</li> <li>• Not Met: Remedy delivered: The company’s feedback to CHRB did not contain publicly available evidence relevant to the assessment of this indicator.</li> <li>• Not Met: Independent remedy process used</li> </ul>

## 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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