Toyota is committed to conducting business in an open and fair manner and aims to become the most respected and trusted car manufacturer in the world. In order to achieve this objective, each of us needs to bear in mind that we are representatives of Toyota, and that we must conduct ourselves in accordance with acceptable societal norms in a work-related context. This implies that we should be honest, reliable and thorough in our conduct, and that we should exercise good judgement in decision-making. I request and expect each one of you to carefully read through the TMUK Code of Conduct and to act in accordance with both its letter and spirit.

The following summary is not exhaustive and aims to provide key points within TMUK’s operating principles. For clarification please refer to the Code of Conduct.

- We strive to create a safe, healthy, harmonious and dynamic working environment.
- We strive to conserve natural resources and energy, and to demonstrate our commitment to the environment by actively participating in environmental initiatives.
- We respect human rights and do not discriminate on grounds of race, gender, ethnicity, age, sexual orientation, religion or belief, disability, marriage or civil partnership status, gender re-assignment, pregnancy, maternity or parental status. We comply with all relevant laws and regulations.
- We cooperate with one another so as to achieve our tasks and objectives effectively and efficiently. We focus on our work and duties and carry them out with integrity.
- We seek to avoid conflicts of interest between our work and private life, which could negatively affect the quality of the performance of our work or the interests of Toyota.
- We strive for a healthy work-life balance.
- We treat all personal information, including our own, with due care.
- We will not make public statements on behalf of Toyota about any business matter unless we are certain that the views we express are those of Toyota – and that it is Toyota’s desire that such views be made public by us.
- Articles for publication, public speeches and addresses concerning Toyota and its business should be reviewed by External Affairs in advance of any public disclosure.
- Telephone, e-mail, Internet and other communication facilities provided by Toyota are to be used for business purposes and with care.
- We should be mindful that social media is an area of public communication, even if this is not initially intended.
- Our approach to supplier selection is fair competition based on an open door policy.
- No one should attempt to bribe members and their families in order for business to take place. We will neither give nor receive bribes.
- A conflict of interest may arise when we are offered gifts, hospitality or other favours that could be seen to influence our judgement in relation to business transactions such as the placing of orders and contracts. Special care needs to be taken to steer clear of offers that may appear to place us under an obligation.

Facts or suspicions regarding serious wrongdoings should be reported to TMUK through the supervisory chain (preferred route) or directly to the TMUK Compliance Officer on telephone extension 3602 (with anonymous option). Reported facts or suspicions of a serious wrongdoing will always be taken seriously by TMUK. They will be investigated thoroughly and will be dealt with as appropriate.