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HINO Code of Conduct

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As a member of Hino

1. Implementing CSR

< Basic concept >

As members of Hino, Toyota Group and society, we strive to be constantly aware of the role each of us should fulfill at work and in society and conduct ourselves in order to meet the expectations of every stakeholder.*

Note:

* Stakeholders: This term means “various organizations and individuals concerned who affect or are affected by, the business activities of corporations”, including “customers”, “employees”, “business partners”, “shareholders” and “international and local communities”.

(1) Contributing to Society

We strive to contribute to the sustainable development of society through the work each of us does every day.

(2) Complying with Laws, Regulations and Rules

We fulfill our responsibility as members of society by complying in both letter and spirit with domestic and overseas laws and regulations, social norms, and internal regulations and any other rules.

In addition, we strive to acquire basic knowledge of applicable laws, regulations and rules and have a strong will that violation of these laws, regulations and rules shall not be permitted.

(3) Gaining Society’s Trust and Understanding

We strive to gain trust and understanding from society by complying with laws and regulations as well as by conducting ourselves in an ethical manner or in a manner that meets expectations from society.

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2. Acting in Good Faith

<Basic concept>

<p>We always conduct ourselves and behave in a conscientious and honest manner so that we can gain trust and understanding from society.</p>
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(1) Viewpoint regarding Judgement and Conduct

We are firmly aware that, as members of Hino, the society observes our actions, and we conduct ourselves from the following viewpoints in order to gain trust and understanding from society.

- i Does our action comply with laws, regulations, the Hino Code of Conduct and any other internal rules?
- ii Does our action remain in line with common sense in society or meet stakeholders' expectations?
- iii Does our action abide by the company's philosophy and policies?
- iv Can we believe, in good conscience, that our action is correct?
- v Can we be proud of our action with respect to our friends and family?

(2) Open and Fair Conduct

We always conduct ourselves and act in good faith in an "open and fair" manner.

(3) Seeking Advice from Supervisors and Consultation Desk

We seek advice from our supervisors, qualified divisions or available consultation desks (the Hino Compliance Consulting Desk, etc.) whenever, in our daily work, we are uncertain as to whether or not our own conduct or the conduct of those around us is problematic in light of laws, regulations, rules and ethical standards.

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I. Together with Our Customers

<CSR Charter>

We meet our customers' expectations by providing useful products and services.

1.Meeting the Expectations of All of Our Customers

<Basic concept>

<p>We meet the expectations of our customers worldwide by providing useful products and services across the globe based on the idea that “customers come first”.</p>
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(1) Listening Closely to What Customers Say

We understand that “our customers’ opinions are an invaluable resource”. We sincerely listen to what our customers say and carefully examine the market data we receive from dealers and sales agents and respond to them in good faith.

(2) Delivering Products Ahead of the Curve

We accurately assess our customers’ needs and deliver products that anticipate future trends worldwide.

(3) Delivering Safe and High-Quality Products

We pay close attention to safety and strive to achieve product quality at each step, from basic research, product planning and development through design, evaluation, manufacturing, inspection, shipping, new model inspections, preparing customer instruction manuals and follow-up services.

(4) Building Lasting Relationships Based on Trust

We build lasting customer relationships with customers based on trust. We do this by not only by meeting our customers’ expectations about the performance and quality of our products and services, but also by understanding their exact needs and acting sensibly as members of society.

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(5) Responding Appropriately When Problems Occur

We respond honestly and openly to our customers whenever a product malfunction or problem occurs due to design or manufacturing, by evaluating various aspects thereof through quick confirmation of the facts and taking comprehensive measures to prevent recurrence.

(6) Providing Appropriate Product Information

We provide to customers necessary, sufficient and accurate information with respect to product and service in a timely manner.

2. “Open and Fair” Business Practices

<Basic concept>

<p>We comply with all applicable laws and regulations and operate in an “open and fair” manner based on the understanding of the spirit behind these laws and regulations.</p>
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(1) Legal Standards are starting points

We do not request or accept any illegal customization or modifications to and from customizers (e.g., trailer manufacturers), dealers, or sales agents. We also make safety a priority in product sales.

(2) Balanced Relationships

If customers invite us to social gatherings or banquets or say that they would like to give us a gift, we will carefully examine such invitation and/or gifts and appropriately respond to them from the viewpoint of whether “the amount or frequency thereof is appropriate in light of laws, regulations, ethics and social norms”.

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3. Corporate Activities Expected of a Global Enterprise

<Basic concept>

We comply with all applicable domestic and foreign laws and regulations and operate in such a manner as expected of us as a “global enterprise”.

(1) Complying With Overseas Laws, Regulations and Rules

In all transactions with overseas customers, we comply with regulations regarding imports and exports (e.g. laws and regulations concerning import and export control including Foreign Exchange Act, and Customs Act) in addition to all international rules (including trade agreements and tax treaties) and local laws and regulations (including anti-dumping laws and agency protections laws).

(2) Respecting Tradition, Culture and History

We treat traditions, culture and history in each country and region with respect in every way when we work with our overseas customers, including during all overseas business travels, in telephone conversations with or in emails to and from, local agents, local subsidiaries and overseas business partners.

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II. Together with our Employees

<CSR message>

We shall respect each individual employee and strive to create a workplace that fosters personal growth.

1. Taking a Good-Faith Approach to Work

<Basic concept>

In order to lead a fulfilling corporate life, we shall work faithfully to accomplish shared goals, and will continue to improve our skills and abilities.

(1) Understanding and Sharing Basic Philosophy and Spirit

We shall conduct our day-to-day work with a thorough understanding of the Basic Philosophy and the Hino spirit and strive to meet the goals set by each workplace.

(2) Living Up to Social Expectations

We shall understand and comply with labor-related laws and regulations and its spirit, employee work rules and other internal rules. We devote ourselves to performing our jobs in accordance with social expectations and in good faith.

(3) Improving Our Skills and Abilities

We strive to actively pursue training and other continuing education offered by Hino and outside institutions, to apply the new techniques and knowledge we gain, and to focus on improving our performance and efficiency.

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2. Consideration and Respect for Co-Workers

<Basic concept>

We treat every co-worker with consideration and respect so that our workplaces are lively and comfortable for everyone.

(1) Respecting Human Rights

We will not allow discrimination, whether based on race, religion, gender, age, nationality, disability, or any conduct that violates human rights, including child labor, forced labor and harassment (sexual or otherwise). We will treat our co-workers with consideration to improve the environment and human relations in the workplace.

(2) Communication and Teamwork

We cooperate with and trust one another, work together to resolve issues and problems with open and honest communication and teamwork.

(3) Respect for Privacy

We respect the privacy of all persons and treat any personal information we have access to in the course of our jobs with due care.

3. Creating a Safe and Comfortable Workplace Environment

<Basic concept>

We endeavor to create a healthy workplace environment, prioritizing safety and comfort in our workplace in terms of both safe performance of work and physical and mental health.

(1) Maintenance and Management of Health , Caring for Others

We strive to stay healthy, both physically and mentally, and to care not only for ourselves, but for those around us, as well.

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(2) Creating a Safe and Hygienic Environment

We shall comply with all safety and hygiene-related laws and regulations and company rules, in both letter and spirit, to create a safe and hygienic workplace environment.

(3) Maintaining Discipline and Order

We shall create a positive environment in which everyone is comfortable and relaxed, and to follow basic rules to ensure order and discipline.

4. Draw the Line Between Professional and Personal Lives

<Basic concept>

<p>We shall maintain a clear distinction between our professional and personal lives to ensure that the work place is a sound work environment for all who work here.</p>

(1) Appropriate Use of Corporate Assets

We shall handle company assets with care, manage them appropriately, and use them only for company-approved purposes.

Definitions: There are two categories of corporate assets: tangible and intangible assets. Tangible assets include land, buildings, facilities, equipment, products, goods in process, office equipment, cash and deposits, and securities. Intangible assets include intellectual property (patents, trademarks, copyrights, design rights, etc.), software, and expertise.

(2) Managing Confidential Information Appropriately

We shall handle confidential information of the company with care in accordance with all company rules, and take utmost care to ensure that no problems such as leaks of confidential information arise.

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III. With Our Business Partners

<CSR Message>

We develop relationships based on trust by engaging in sufficient communication, and make efforts to achieve mutual prosperity.

1. “Open and Fair” Transactions

<Basic concept>

We engage in “open and fair” transactions so that we can continue to achieve mutual prosperity with our business partners (including suppliers, contractors, research and development partners, vendors and sales agents).

(1) Building Trust and Ensuring Sound Mutual Development

We recognize that each of us represents Hino, and reach out to our business partners with modesty and a spirit of fairness and equality, build relationships based on trust and close communication to promote sound mutual growth with our business partners.

(2) Complying with Relevant Laws, Regulations and Terms of Contracts

We comply with Japan’s Anti-Monopoly Act, Subcontract Act, Unfair Competition Prevention Act, Personal Information Protection Act and other relevant laws and regulations and spirits thereof, as well as the terms of contracts with our business partners. We will promote business activities in a fair manner with our business relationships based on equality.

We protect the business secrets that our business partners disclose to us in the course of our transactions in an appropriate and strict manner, as well as our business secrets.

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(3) Balanced Relationships

We do not make demands from our business partners for personal profit or benefit.

We also sufficiently review and act cautiously to offers of gifts and business entertainment from our business partners from the viewpoint of ensuring compliance with the rule that “such gifts and business entertainment are appropriate in light of legal, ethical or social norms.”

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IV. Together With Shareholders

<CSR Message>

We will anticipate changes in business environment and make efforts to improve the corporate value of the entire Hino Group.

1. Increasing Corporate Value

<Basic concept>

We will make efforts to improve profitability/risk management in the course of our day-to-day work and to improve the corporate value of the entire Hino Group.

(1) Improving Profitability

We strive to reduce costs on a daily basis through awareness of cost and appropriate means that are flexibly conceived. We also seek to improve product strength and shift to high value-added services and deliver a line of attracting products and services to our customers, so that we can improve profitability.

Further, we always strive to improve profitability and corporate value by managing our company's "assets" appropriately and by making the most of these assets on a daily basis.

(2) Risk Management

In order to prevent any risk that would cause a loss to Hino's corporate value, we identify and grasp any risk that may occur at workplace on a daily basis and prevent occurrence of any risk.

Even if a risk occurs, we will deal with it swiftly and appropriately to minimize any loss.

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2. Proper Accounting Procedures and Disclosure of Information

<Basic concept>

As members of Hino, which is responsible for sound and transparent management, we follow proper accounting procedures and disclose information in a timely manner.

(1) Proper Accounting Procedures

We comply with all laws, regulations and Hino's internal rules (Standards for decision-making of important matters, procedures for processing expenses, etc.) to prevent any improper accounting procedures in our workplaces (misconduct in product purchases or expense payments).

(2) Proper Filing and Reporting of Slips

We properly file or otherwise keep slips in every workplace at Hino.

In order to prevent false reports or errors in reports related to accounting procedures, we will also properly take inventory and accurately report it in every workplace.

(3) Promotion of Investor Relations (IR) Activities

Throughout IR activities, we disclose Hino's operation results such as its business performance and financial position in an accurate and timely manner. We also communicate our management policy and the measures we are taking to improve profits, take all opinions and criticism to the above management policy and measures seriously, and feedback those to the top management and other concerned divisions.

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3. Complying with Insider Trading Regulations

<Basic concept>

We will never engage in insider trading and betray the trust and expectations of our shareholders and investors.

(1) Handling “Insider Information” Appropriately

When we became aware of “insider information” inside or outside Hino, until the “insider information” is disclosed to the public, not only will we never purchase or sell stock or bonds of Hino or such other company, but we also will not disclose the “insider information” to anyone within or outside Hino (other than as necessary to conduct our business), including our families.

Further, we handle all “insider information” concerning Hino and its affiliates appropriately in compliance with the applicable laws and regulations and the Hino’s internal rules.

Definitions:

Insider information: Information from which one can profit financially since it is not yet available to the general public (including not only information about Hino, but about other companies as well).

For example, information on mergers, capital or business collaborations, development of new technologies or new products, major increases or decreases in sales, profits, or dividends are “insider information” until 12 hours after Hino made the information public.

Insider trading: Purchasing or selling stock, bonds or other securities of a company while knowing “insider information” of that company. Insider trading is a violation of law and a serious crime that undermines the fairness of the stock market.

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V. Together with the International and Local Communities

<CSR Message>

- **We strive to provide products that are safe and environmentally friendly and strive for harmony with the global environment in every respect of our corporate activities.**
- **We strive to be engaged in social contribution activities in all of the regions where we do business.**
- **We are devoted to good corporate citizenship, complying with laws and regulations and maintaining high ethical standards.**

1. Taking the Initiative to Preserve the Global Environment

<Basic concept>

In order to contribute to realizing “ more prosperous and comfortable world and future”, we are deeply aware of the need to preserve the global environment and strive for harmony with the environment, including strict compliance with environmental laws, regulations and rules, and proactively conduct activities that will contribute to preservation of the global environment.

(1) Preserving the global environment

In accordance with the “Hino Global Environmental Charter”, we are constantly aware of the links between our work and the environment and strive to design products that will reduce environmental burden and reduce any other environmental burdens due to our corporate activities, including manufacturing process of products. Furthermore, we disclose our environmental preservation efforts in a timely manner in environmental reports.

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(2) Manufacturing Products in Compliance with Environmental Laws and Regulations

In order to deliver to our customers products that comply with environmental laws and regulations, in all areas including planning and development of products, production, logistics and sales, we pledge to comply with environmental laws, regulations and rules not only in Japan but also in the United States, Europe and any other applicable countries and will make our products according to correct procedures based on correct interpretations. We will create an internal environment which employees will report to or consult with supervisors or qualified divisions or consultation with the “Hino Compliance Consulting Desk” or specialists in the event that there is a question about the interpretation or understanding of environmental laws, regulations and rules, in order to ensure that proper procedures can be taken as a corporation.

(3) Taking the Environment into Consideration

In our personal life, we take the initiative in preserving the natural environment by voluntarily conducting environmental activities that we can do in our daily life (conserving energy, conserving water, separating garbage by type for recycling, purchasing green products, etc.) and proactively participating in environmental programs that are promoted by our local communities (planting trees, beautification campaigns, etc.).

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2. Participating in Social Contribution Activities

<Basic concept>

As citizens, we will develop interests in social issues and strive to proactively participate in social contribution activities based on our awareness of these issues.

(1) Contributing to the International and Local Communities

We are not satisfied only with contributing to society through our products and services. We are aware of various issues in the international and local communities and strive to proactively participate in social contribution activities such as volunteer activities.

We also seek to contribute to restoration and support activities for reconstruction of local communities in social crisis situations such as when natural disasters occur.

3. Communicating with Others in Society

<Basic concept>

We aim to become an “open corporation” that will be trusted by society and strive to keep and enhance sound relationships with others in society through open and fair communication.

(1) Promoting Dialogue with Local Communities

We strive to enlarge “fan base of Hino” and acquire trust from local communities through dialogue and interaction by offering tours of our plants, holding events and participating in local events, etc.

(2) Understanding the Impact of Our Words and Expressions

We strive not to use expressions or words that may be perceived as slanderous or defamatory or may cause social discrimination or misunderstanding.

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4. Acting in Good Faith in Both Professional and Private Life

<Basic concept>

We are highly aware of social decency and pledge to conduct ourselves with dignity and grace both at work and in daily life.

(1) Taking a Resolute Stand Against Anti-social Forces, etc.

As an organization, we take a resolute stand against organized violence and criminal behavior by anti-social forces and groups. If we receive an unreasonable, illegal or unethical demand, we immediately consult with the department in charge and work with the relevant authorities in order to swiftly resolve the issue.

(2) Balanced Relationships with Political Parties and Government Offices

We are never involved in bribery, payoffs or illegal political donations in Japan or overseas, and never conduct ourselves in a manner that may cause a misunderstanding that we are in collusion with government offices or political groups.

(3) Steady and Sound Private Life

We strive to live in a steady and sound daily life.

(4) As Members of the Automotive Industry

We are constantly aware that we, as members of the automotive industry, will become model drivers in society.

We strive to comply with all traffic rules as well as to drive at a moderate speed in order to avoid causing an accident or being involved in an accident.