



Trainee Code of Conduct Policy

Objective

The purpose of this policy is to outline standards with regards to acceptable behaviour and expectations whilst attending Technical Training with 'Toyota Motor Corporation Australia Limited' (Toyota). This policy is in addition to various existing Toyota policies.

Scope

This policy is directed to all trainees attending Toyota Technical Training on Toyota sites or at TAFE facilities engaged with delivery of the 'Toyota Network Training' Apprentice Program (TNT). Lexus Dealer technicians and apprentices are also covered by this Toyota policy.

1. **Respect for People**

Bullying & discriminatory remarks, such as but not excluded to, those based on race, physical appearance, religious or political beliefs are not acceptable at Toyota and will not be tolerated under any circumstances.

- These remarks may be spoken, written, visible on a screen, contained in books or posters, or even published content.
- The way the remarks are made and the intention of the person making the remarks is irrelevant, if anyone feels threatened or discriminated against by the comments made.
- Bullying is repeated, unreasonable behaviour directed towards a person, or group of people (or other workplace participants) that creates a risk to health and safety.

Smoking (including e-cigarettes or vaping) is only permitted in the designated smoking areas and cigarette butts must be extinguished and then placed into the butt disposal containers provided.

2. **Respect for Equipment**

Toyota Technical Training equipment is supplied to assist in educating trainees on how to service, diagnose & repair Toyota/Lexus vehicles.

- As a trainee of Toyota, we expect you to respect the equipment and ensure it is returned in the same condition as you received it.
- If you collect or receive equipment which is broken, damaged and/or defective, please notify your instructor.

3. **Personal Presentation, Attitude, Dress Standards & Physical Ability.**

Toyota have an expectation that all trainees maintain a clean and tidy professional appearance, as you are representing your Dealership,

- When attending Toyota training, clean Dealership uniform/work wear must be worn.
- No hats / beanies / hoodies are permitted to be worn on site (hats or beanies are permitted as a form of head protection under vehicles in workshops).
- Watches, rings, jewellery, or any exposed personal items must be removed before entering workshop areas (OH&S & vehicle protection requirement).
- Covered footwear must be always worn, safety footwear is required in workshops.
- A positive engaging attitude is required to ensure you get the most out of training courses.
- You must ensure you are physically able to perform your normal duties as expected at work. Trainees with injuries or on "WorkCover" should not be attending Technical Training unless cleared by an appropriate health practitioner.
- Trainees must advise the instructor of any special needs at the beginning of each course. This personal information is kept in confidence.
- Toyota has a zero drug & alcohol policy, any trainee exhibiting the effects of either will be reported to their Dealership and depending on their condition, sent back to work.

4. **Training Class Duration, Commencement, and Completion Times.**

Toyota Technical Training is conducted to raise the knowledge and skill of Dealer service staff to support Fix It Right activities. To maximise these training opportunities, Technical Training courses are developed with a minimum of 6 hours course material per day with an additional 30 minutes assigned for lunch and 15 minutes assigned for morning and afternoon breaks respectively.

- Toyota Technical Training courses are conducted from 8.30am to 4.30pm at Toyota Regional Training Centres (or as otherwise determined by the respective Regional Office).
- TNT Training is delivered at either Toyota or TAFE facilities, please confirm actual times directly with your TAFE instructor.
- Trainees are to ensure they arrive with ample time prior to training commencement each day.

5. **Mobile Phone Use**

Distractions by mobile phones can be a hazard in the workplace. Distractions by mobile phones also reduce the effectiveness of training for the trainee, other trainees, and instructors. Cameras on mobile phones pose a security risk where sensitive information may be present.

- Trainee mobile phones are not permitted to be accessed in the classroom or workshop during training sessions. (instructor discretion applies for trainees with emergency contact requirements).
- Mobile phones may be used during break times in common areas.

Phone lockers have been provided at some Toyota Training Centres to secure trainees' mobile phones.

- Trainees are responsible for the security of their mobile phones.
- Instructors will provide a key to a locker (if requested) and note the key number on the record of attendance form.
- It is each trainee's responsibility to manage their key and return it back to the instructor at the end of the course.
- Lost keys are the responsibility of the trainee who will be required to replace any lost keys at their own cost.

6. **Toyota Privacy**

As a guest of Toyota, you must comply with our Privacy Policy and must not take any photos on Toyota sites without permission of a duly authorised Toyota employee. Heavy penalties will apply to anyone who breaches this policy which may result in:

- Deletion of photos from personal electronic devices.
- Confiscation of personal electronic devices.
- Escorted off Toyota sites by Asset Protection.
- Reporting to your employer.

7. **Info Hub & GTS+**

Trainee access to Toyota/Lexus technical systems such as Info Hub & GTS+ are central to training and learning activities.

- It is a requirement for all trainees to have their own system logins for Info Hub & GTS+.
- Trainees must not share their system login/password with other trainees.

8. **Workplace Health and Safety**

Toyota takes our responsibility for your health and safety very serious while attending onsite training. We constantly improve our training centres to provide a safe learning and working environment. With our commitment to safety, we ask that trainees take special notice of the following points to minimise risks:

- Trainees must follow direction from instructors and other duly authorised Toyota staff.
- Trainees must understand and obey all safety signage and always act in a safe and responsible manner.
- Trainees must always follow safe working procedures while using equipment and vehicles.
- If a trainee is not confident of safe working methods, do not proceed and seek clarification from the instructor.
- Instructors and/or duly authorised Toyota staff will provide guidance in the event of an emergency.
- Relevant state/territory road rules apply on all Toyota sites including carparks, speeding or dangerous driving will not be tolerated.

9. **Personal Protective Clothing and Equipment**

Toyota complies with the appropriate work health and safety legislation in each state/territory, and as such, wearing of personal protective equipment and clothing is mandatory when required.

- Trainees must wear their compliant work uniform. It must be clean and free of damage.
- Trainees must supply their own prescription eye protection and safety footwear.
- Trainees must wear own and/or supplied PPE during training sessions as required/instructed.
- Trainees who attend without the appropriate PPE will be unable to participate in some activities.

10. **Compliance with Policy**

Failure to comply with this policy will result in appropriate disciplinary action of the trainee, ranging from but not limited to:

- Returned to work.
- Notification to employer (Dealer Principal & Service Manager).
- Exclusion to attend future Toyota/Lexus training courses.
- Counselling.
- Potential termination of employment (at Dealer discretion & responsibility).

Chris Missen
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