



TOYOTA POLICY

FLEXIBLE WORKING

AUGUST 2025 v8

TOYOTA NEW ZEALAND LIMITED

Toyota Flexible Working Policy

1. Statement of Intent

1. At Toyota New Zealand (TNZ) the main place of work is the office and TNZ prioritises coming together regularly at the office to connect, develop, learn, and cultivate as individuals and as a team. Coming together is a major driver of a great culture.
2. While the office is the main place of work there is some flexibility in relation to how and when we work. A flexible working policy allows employees to do their job at a time and in a way that helps balance the realities of life.
3. Flexible work offers benefits to employees and TNZ. TNZ will do its best to agree to flexible working arrangement requests that do not cause serious difficulties for the customer, the business, job performance or impact on teams.
4. TNZ's flexible working policy aims to achieve a win for customers, the business, teams and individuals.
5. TNZ acknowledges that not all parts of the business, teams or roles, can adopt flexibility in the same way and therefore Flexible Working at TNZ is not 'one-size-fits-all'. Where it can, TNZ is flexible in how employees work to deliver excellence and empowers its leaders to adopt flexible working in ways that can achieve this.

2. Purpose & Scope

1. TNZ has informal and formal flexible working arrangements available so employees can do their job at a time, place and way that helps balance the realities of life.
2. This policy applies to all TNZ employees. The nature of flexible work will vary depending on customer needs, location, technology, teams and the employee's role.

3. Application

1. Employees can apply to change their working arrangements at any time after the first day they are employed.
2. TNZ will tell the employee within 30 days if the business has approved or declined the request.
3. TNZ will consider every flexible work request and whether it suits its customers, business and team.
4. There are different ways flexible work can be applied, and some options are better suited to certain types of roles:
 - a. **Flexible Hours:** Working hours in a flexible way. This may include varying the times at which employees start and finish their day. **This can be informal or formal flexibility.**
 - b. **Flexible Location:** Working from different locations such as home, another TNZ office site, customer site, or overseas. **This will be informal flexibility.**
 - c. **Flexible Transition:** Returning to work on a gradual basis after extended leave such as parental leave, sick leave, ACC. **This will always be formal flexibility.**

4. Informal Flexibility

1. TNZ supports and encourages an agile approach to flexible working where most arrangements can be informally agreed directly with the employee's (M3) Manager without any need for documentation - this is informal flexibility.
2. Approval is based on assessing the customer/business needs, the team's requirements, and the employee's individual circumstances.
3. Types of Informal Flexible Work Requests:
 - a. **Personal:** For example, ad hoc needing to work from home to be available for a tradesperson.

- b. **Productivity:** For example, needing to work from home to complete a specific task that requires uninterrupted focus.

5. Formal Flexibility

1. Longer-term flex arrangements which follow a regular pattern over a longer term – this is formal flexibility.
2. To apply for a formal flex arrangement, the employee should first have a conversation with their Manager or direct supervisor to talk through the request and how it might work. A formal application is then made (see ToyotaNet for this process and application forms).
3. The employee's manager will review the application with HR who will assess it in consultation with the employee's divisional Vice President.
4. The employee's request will be responded to as soon as possible and a decision will always be given within 30 days.
5. Once in place, flexible working arrangements are reviewed in the first 3 months and then every 6 months.
6. If the employee has a change of role they will need to reapply for a flex work arrangement.
7. As stated above, flexible working arrangements need to work for TNZ's customers, the business and the employee's team.
8. Changes to the business may also mean a review of arrangements is required.
9. A request may be declined if it cannot reasonably be approved, because:
 - a. The work activities affected by the request cannot be reasonably reorganised and undertaken by existing staff; or
 - b. It is not possible to recruit additional staff; or
 - c. The proposed change would have a detrimental impact on quality; or
 - d. The proposed change would have a detrimental impact on the performance of other employees; or
 - e. There is insufficient work available during the periods when the employee proposes to work; or
 - f. The proposed change is affected by planned structural changes; or
 - g. The proposed change would involve unreasonable additional costs; or
 - h. The proposed change would have a detrimental effect on TNZ's ability to meet the needs and demands of its customers.
10. TNZ will consult with employees before changing or terminating an existing formal flexible working arrangement – with 30 days' notice. When it is terminating an existing flexible working arrangement, the employee will then be required to revert to the hours, days and work location as per their Individual Employment Agreement.

6. Remote Work when Sick or with a Sick Dependant

1. TNZ's practice is that caring for yourself when sick, or for sick dependents, should take priority and sick leave may be more appropriate than a flexible working arrangement.
2. However, in certain circumstances, where children are old enough to look after themselves (10 years and older), or if employees feel better but are still symptomatic and wish to avoid spreading illness, managers may allow employees to work from home at their discretion.

7. School Holidays & Teacher-Only Days

1. These are not considered valid reasons to work remotely from home or another location.
2. Flexible work location requests for these reasons will generally be declined.

8. Policy Approval

This policy is approved.

Approved by:

Date:

Signed by:

Mark Young

26/8/2025 | 5:14 PM NZST

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Mark Young
Chief Risk Officer

Signed by:

Tatsuya Ishikawa

29/8/2025 | 12:06 PM NZST

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Tatsuya Ishikawa
Chief Executive Officer

Change History

Version	Date	Changed By	Changes
001	4 May 2017	VAE	Deleted introduction; updated reference to Intranet to Promapp; updated tense due to legislation referred to now being actual law; de-legalised the explanation of how law was updated; deleted reference to s614a, s61B, s61C as no longer accurate
002	5 Feb 2019	VAE	Reviewed and renewed only.
003	Mar 2020		Reviewed and updated.
004	Mar 2022	VAE	Reviewed and renewed only.
005	Nov 2022	VAE DVZ	Simplified wording and template change
006	Oct 2024	DVZ MDW	Minor updates
007	Aug 2024	DVZ MDW	Adjustments to informal and formal flexibility and remote work for sick/dependents and school holiday/teacher only days
008	Aug 2025	DVZ MDW	Updated template. Adjustments to informal and formal flexibility, plus amendments to 'Remote work when sick or with a sick dependant' and 'School holidays and teacher only days'.
009			
010			

All Policies are renewed annually and are published on ToyotaNet365.
The policy owner for the Flexible Working Policy is Human Resources.
Following a review this policy was approved by the Corporate Policy Committee meeting.