



**Human Rights**   **Labour Rights**   **Environment**   **Anti-Corruption**

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear All,

I am pleased to confirm that Toyota Gibraltar Stockholdings Ltd (TGS) supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption. With this communication, we express our intent to advance those principles within our sphere of influence.

We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals.

As a company, we are constantly striving to achieve an exceptional level in all areas of our operations. We recently achieved the Investor in People Gold Award which is awarded to organizations demonstrating best practice in people management and development. TGS has also recently been awarded the prestigious ISO 9001:2008 Quality Management System award. The ISO (International Organization of Standardization) award reflects the commitment that TGS gives to providing quality products and quality service to our clients.

On behalf of TGS's 120 employees, I reaffirm our commitment to compliance with the 10 Principles of the Global Compact.

Yours sincerely

Kevin Jones  
Chief Executive Officer

### Human and Labour Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and  
 Principle 2: make sure that they are not complicit in human rights abuses.  
 Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;  
 Principle 4: the elimination of all forms of forced and compulsory labour;  
 Principle 5: the effective abolition of child labour; and  
 Principle 6: the elimination of discrimination in respect of employment and occupation.

### How do we ensure that we adhere to these guidelines?

#### **EQUAL OPPORTUNITIES HR POLICY**

Toyota Gibraltar (Stockholdings) Ltd is committed to providing equal opportunities in employment and demonstrating that we value the diversity of our workforce.

The aim of this policy is to do our best not to unfairly discriminate against any job applicant or employee, when recruiting or at any time during employment, and in all cases only to consider factors which are relevant to someone's ability to perform the job well.

It is also the company's responsibility to prevent anyone being treated unfairly, victimised or being harassed for any reason during employment, and the Company will take appropriate action when necessary to ensure all employee abide by this policy at all times.

#### Our commitment:

1. To create an environment in which individual differences and the contributions of all our staff are recognised and valued.

2. It recognises the varied contributions to the achievement of the company's mission made by individuals from diverse background and with a wide range of experiences.
3. Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
4. Training, development and progression opportunities are available to all staff.
5. Equality in the workplace is good management practice and makes sound business sense.
6. We will review all our employment practices and procedures to ensure fairness.

#### SCOPE

This Procedure applies to all employees (and potential employees) recruited specifically for, and engaged exclusively on, Company work, regardless of their employment status.

#### RESPONSIBILITY

It is the responsibility of the The Human Resources Manager to regularly review the Equal Opportunity Procedure to ensure its continuing compliance with relevant employment legislation.

All employees, and in particular Supervisors, Managers etc., have responsibilities to ensure the continuing success of the implementation of the Procedure by:-

- Refraining from harassment and discrimination
- Bringing to the attention of Management any suspected practices in breach of this procedure

- Ensuring that selection for promotion, training, work allocation etc., is carried out in a non-discriminatory manner
- Working together to promote a harmonious working environment and eliminating discrimination and harassment.

### We believe:

- In a fair society that gives everyone an equal chance to learn, work and live free from discrimination, harassment, bullying and prejudice
- That the diversity of the The Bassadone Automotive Group is an asset to our community in fighting discrimination.

### **IMPLEMENTATION**

Toyota Gibraltar (Stockholdings) Ltd is committed, under this policy, to do its best to prevent its employees from unfair discrimination because of:

#### Age

Age Discrimination occurs when a person is treated either more or less favourably on the grounds of age than a person of a different age would be treated in the same or not materially different circumstances. Such discrimination may be direct or indirect.

Age diversity within the workforce is promoted and valued through:

- Challenging age stereotyping
- Recognising the benefits of a mixed-age workforce

#### Disability

The definition of Disability under the Disability Discrimination Act is:

“A physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities. People who have a disability and people who have had a disability, but no longer have one, are covered by the Act.”

### OUR COMMITMENT TO ACHIEVING EQUALITY AND VALUING DIVERSITY

The abilities of disabled people are recognised and valued at all levels of recruitment and of the organisation through:

Focusing on what people can do rather than on what they cannot

- Challenging stereotypes about people with disabilities
- Making appropriate adjustments in the workplace to help people with disabilities achieve their full career potential and protection against harassment or victimisation

#### Employment status

Regardless of a person’s role within the Company, on a full time basis, fixed term contract basis or part time basis, their input is vital to our success and all employees will be treated fairly under the rules of this policy.

#### Ethnic or national origins, race or colour

The racial and cultural diversity of our communities is represented at all levels of the organisation through:

- Challenging racial stereo types
- Understanding, respecting and valuing different backgrounds and perspectives.
- Racial grounds include race, colour and nationality (citizenship or ethnic/national origin). Groups defined by reference to these groups are referred to as racial groups.

#### Marital status

Occurs when a married person is treated either more or less favourably on the grounds of marital status than an unmarried person of the same sex would be treated in the same or not materially different circumstances. Such discrimination may be direct or indirect. People at Toyota Gibraltar (Stockholdings) Ltd are treated fairly and equally in the workplace irrespective of their marital or family status.

### Religious or political beliefs

A Religion or Belief is defined as being any religion, religious belief or similar philosophical belief. This does not include any philosophical or political belief unless it is similar to religious belief.

People are treated fairly in the workplace irrespective of their religious or political opinions by recognising individual's freedom of belief and right to protection from intolerance and persecution.

### Responsibilities for children or dependants

Parents and people with dependents are treated fairly in the workplace irrespective of their commitments to their dependents.

### Gender and gender identity

Women and men are fully and properly represented and rewarded for their contribution at all levels of the organisation through:

- Challenging gender stereotypes
- Supporting employees in balancing their work and home life and protection against harassment or victimisation

Similarly people who plan to undergo, are undergoing, or have undergone gender re-assignment are protected against all forms of discrimination and harassment. The company will take positive steps to support a trans-gender person and ensure they are treated with dignity and respect.

### Sexuality

Occurs when a gay person is treated either more or less favourably on the grounds of sexual preference than a heterosexual person would be treated in the same or not materially different circumstances. Such discrimination may be direct or indirect.

People are treated fairly in the workplace irrespective of their sexuality through:

- Respecting different lifestyles
- Challenging negative stereotypical views and protection against harassment or victimisation

### Pregnancy or Maternity Leave

Occurs when a pregnant woman or a woman on maternity leave is treated either more or less favourably because of her pregnancy or maternity leave; e.g not considered for promotion or staff moves, not included in activities that other staff members are entitled to.

### Victimisation

Unfortunately one does hear of situations where people have been discriminated against, but are frightened to complain for fear of losing their jobs or being further poorly treated. This is why the law prohibits victimisation. Victimisation takes place where – someone is treated badly or differently for having made a complaint about discrimination or supporting someone else who has made a complaint and where a person does not discriminate themselves, but asks someone else to discriminate, this too will constitute unlawful discrimination.

### Any other unjustified grounds

All people within the company will be treated fairly, will not be harassed or victimised for any action during the course of employment / of behaviour based on any of the grounds stated above or for carrying out their duties.

- The policy sets out our commitment to opposing all forms of discrimination.
- The policy applies to every employee / volunteer, member & delegate.
- We will work with other organisations to try to meet the needs of all equality groups.

### SOCIAL ACCOUNTABILITY POLICY

Toyota Gibraltar (Stockholdings) Ltd is committed to maintaining the highest standards of corporate social accountability in its business activities. This is reflected in this Social Accountability Policy, which sets the framework for our actions.

As a corporate philosophy we are committed to 'Kaizen' (continuous improvement). In every aspect of our business we follow the principles of social responsibility.

We are committed to:

- Promoting a reputation for honesty, trust and excellence with employees, clients, contractors and suppliers
- Providing good employment and working conditions
- Delivery high quality services.
- Respecting the rights and dignity of every employee and treat them fairly and without discrimination.
- Encouraging team working and the sharing of knowledge throughout the organisation.
- Offering structure development programmes for employees at all levels
- Promoting a healthy work/life balance
- We give Health and Safety the highest priority.
- We manage the environmental impacts on our activities, products and services responsibly.
- We work to develop our business sustainably with due consideration for environmental issues.
- Helping and supporting the communities where we are involved become better places to live and work.

### CORPORATE VALUES:

The following are the Toyota Gibraltar (Stockholdings) Ltd Corporate Values that provide the foundation for the organisation's business principles:

Integrity: Above all, we are committed to integrity in all that we do.

Leaders: to be leaders in quality of service and client satisfaction is our main objective. To attain this we must all be committed, from the bottom to the top of the organisation.

Teamwork: is the essence of our ability to succeed as a trusted preferred supplier to our clients. Our overriding loyalty is to the good of the whole organisation. We learn from each other and share our skills and resources across organisational boundaries for our clients' benefit and our own. We support the development of teams which in turn enhances our corporate image.

Respect: We respect every individual not only our clients but the public in general, our own personnel and the environment. We draw strength from equal opportunity and diversity, at the same time supporting personal growth and development. We value and benefit from the entrepreneurial spirit of each individual.

Professionalism: We are committed to the highest standards of professionalism, we are dynamic, we pursue innovation, we are open to new ideas and we act decisively and consistently. We are determined to deliver outstanding quality so that our relationships with our clients will be long lasting and close.

## HEALTH & SAFETY POLICY

Our statement of general policy is:

- To comply with Gibraltar Legislation and apply local safety standards where reasonably practicable.
- The words “reasonably practicable” apply to the identification and assessment of risk by all line management. The correct balance must be struck between safety and operational requirements to ensure that common sense and good judgement prevails, allowing us to carry out our tasks and maintain our capability.
- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our employees on matters regarding their health and safety;
- To encourage staff to talk about health & safety matters so that the correct balance can be maintained between legal obligations and operational requirements.
- To provide and maintain safe plant and equipment;
- To ensure safe handling and use of substances;
- To provide information, instruction and supervision for employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions; and
- To review and revise this policy as necessary at regular intervals.

## ENVIRONMENT

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

## WORKPLACE ENVIRONMENTAL POLICY

Toyota Gibraltar (Stockholdings) Ltd recognises that virtually all the activities of an organisation or an individual have some impact on the environment. Our aim is to reduce the impact of our own organisation through a programme of continuous improvement.

## IMPLEMENTATION

Complying with current legislation and, where practical, seek to meet future legislative requirements ahead of relevant deadlines and address environmental responsibilities within the framework our operating procedures by:

- Switching off P.Cs / electronic equipment when not in use (where possible, reduction in use of ‘stand-by’ mode)
- Switching off lights when not in use
- Use of fresh-air and shade rather than air-conditioners when possible
- Using and promoting “paperless” processes in pursuit of our day to day business
- Managed use of photocopier, printing double-sided where possible



- Preferential use of recycled paper and card
- Control of any activity which could have damaging emissions
- Preferential use of consumables which are more environmentally-friendly e.g. Cleaning products
- Use (and re-use) products as much as possible.
- Donate our old but still operational I.T. machines to local schools to aid them in their learning.
- Collection of tins and cardboards and disposing them in recycling bins.
- Collection of batteries and appropriately disposing them.
- Recycling of spent cartridges
- Encouraging the use of third parties who are environmentally friendly.
- Encouraging the use of suppliers with an environmental policy
- Disposal of hazardous wastes appropriately e.g. oil filters, lubricants, oil etc.
- Use of water based paints which are environmentally friendly.
- Appropriate disposal of parts packaging
- Appropriate process of de-waxing vehicles and removal of waste product.
- Establishing plans and implementing relating training of our employees to prevent environmental incidents and handle emergencies.
- Communicate this policy and other appropriate information to employees and to stakeholders upon request.
- Encourage employee feedback on potential improvements and deficiencies in our environmental business practices.

Evidently, there are many more everyday situations which have an impact on our environment - this list is in no way definitive – but it will set the pattern of thinking and will encourage a better environmental awareness throughout the company.

### **ECO-DRIVING POLICY**

Toyota Gibraltar (Stockholdings) Ltd promotes Eco-Driving both internally for vehicles operated by the business, but also to clients who operate their vehicles around the world.

The concept of Eco-driving relates to smarter and more fuel-efficient driving. Eco-driving represents a driving culture that makes best use of the vehicle's power and torque while improving road safety. An important component of sustainable mobility, Eco-driving considerably contributes to climate protection and pollution reduction.

### **How do we make a difference?**

Two Eco-Driving, Fleet Management and Cost-Cutting Training Seminars were held between 24–27 November 2009. As the name suggests, the aim was to provide participants with instruction about Eco-driving techniques, hands-on off-road driver training as well as engaging them in practical workshops which would provide participants with valuable skills, knowledge and positive ideas about cutting costs and reducing the environmental footprint.

During their time at the seminar, participants received training in the principles of Eco driving and were repeatedly informed about how adoption of these principles can significantly improve fuel consumption and, therefore, lower emissions. In addition, there were workshops on cost-cutting issues, such as vehicle monitoring and maintenance, road safety for field drivers and driver selection. At the end of the Seminars all the participants agreed that the eco-driving principles were very important and would lead to not only significant cost savings but also lower emissions and a "greener" fleet management. In an effort to emphasise this more eco-friendly approach to driving, the participants were presented with promotional items in the form of a TGS mouse-mat made from recycled materials, a pen made from recycled materials and a t-shirt as a souvenir for the seminar.

### ANTI CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

### ETHICAL PROCUREMENT POLICY

- To maintain the highest standard of integrity in all business relationships.
  - To reject any business practice which might reasonably be deemed improper.
  - To foster the highest standards of professional competence amongst those responsible for procurement
  - To enhance the proficiency and stature of the organisation by acquiring and applying knowledge in the most appropriate way.
  - To comply with both the letter and intent of:-
  - The laws of the countries being dealt with;
    - Agreed contractual obligations;
    - Professional practice.
  - Goods and services should be purchased which:-
    - Are produced and delivered under conditions that do not involve the abuse or exploitation of any persons.
    - Not to engage with suppliers that sell or manufacture anti-personnel mines or components utilised in the manufacture of anti-personnel mines.
- Not to abuse position of authority for personal gain.
  - Declare any personal interest which may affect, or be seen by other to affect, impartiality or decision making.
  - Not to accept inducements or gifts other than items of small value, such as business diaries and calendars.
  - To always declare the offer or acceptance of hospitality and never allow hospitality to influence a business decision.
  - To ensure that the information given is accurate.
  - To respect the confidentiality of information received and not to use it for personal gain.
  - To strive for genuine, fair and transparent competition.
  - To remain impartial in all business dealings and not to be influenced by those with vested interests.



### **TGS and UNGC Moving Forward**

Moving forward it's important that TGS continues to move and implement the strategies and guidelines described in this COP across the organization.

During 2014 we will undergo reassessments for both our ISO and Investor in People GOLD standard, which we hope to achieve with even more distinction than previous years.

TGS must also continue to communicate and instil the UNGC values to all staff members employed in all departments.

We look forward to our continued partnership with several UN Agencies both at HQ and field level.