



GLOBAL LEADER IN FLEET MANAGEMENT SOLUTIONS



AMS UNGC Communication on Progress
Human Resources Department

www.AutomotiveManagementServices.com

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1. PURPOSE

The United Nations (UN) Global Compact is a strategic initiative for businesses that are committed to align their operations and strategies to the ten universally accepted principles. Automotive Management Services (AMS) has partnered with the United Nations by expressing our commitment to these principles and the integration thereof into our corporate strategy, culture and daily operations. In support of this vision, AMS requires its employees to embrace, support and enact, within their sphere of influence and responsibility, the following set of core values/principles in the areas of Human Rights, Labour Standards, the Environment and Anti-Corruption.

2. SCOPE

All AMS employee

3. PREREQUISITES

N/A

4. POLICY

4.1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER (CEO)

To our stakeholders,

I am very pleased to endorse Automotive Management Services' continued commitment to support the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

AMS, in their capacity as a global leader in Fleet Management Solutions, aims to support and respect the protection of human rights within the Company's scope of influence. We endeavour to conduct our business operations accordingly. This includes standing against such travesties as human trafficking and the exploitation of children.

Our reputation for integrity is central to achieving our commercial goals and guides us in fulfilling our corporate responsibilities. AMS ethos of integrity preserves our license to operate and is an essential asset which we are dedicated to protect and strengthen. We therefore expect every AMS employee to uphold high professional and ethical standards in all business conduct.

In the 2016 Communication on Progress, we will demonstrate our continual support of the Ten Principles and the business initiatives which ensure the enactment thereof. These principles continue to play an important role at AMS while remain true to our promise to further integrate the United Nations Global Compact Principles into our corporate strategy, culture and daily operations.

We pledge to:

- *Live the Global Compact principles.*
- *Collaborate more.*
- *Become a corporate statesman.*
- *Be an ambassador for change.*

Yours sincerely,



Andrew Robertson
Chief Executive Officer
Automotive Management Services

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4.2. HUMAN RIGHTS PRINCIPLES

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Make sure that they are not complicit in human rights abuses

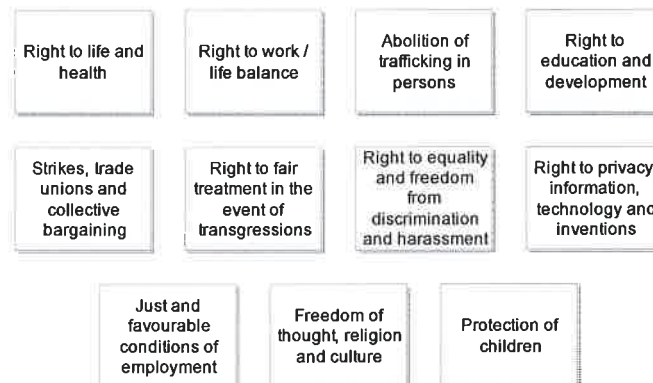
4.2.1. Corporate Policy and Goals

As a leading fleet management solutions provider with operations on a global scale, we feel it is our duty to promote human rights in every aspect of our business. Our approach towards human rights is therefore aligned to the United Nations Guiding Principles for Human Rights.

We get inspiration from these for our company policies on a number of human and labour rights building blocks that are based on the following international standards:

- Universal Declaration of Human Rights (UDHR)
- International Covenant on Civil and Political Rights (ICCPR)
- International Covenant on Economic, Social and Cultural Rights (ICESCR)
- International Labour Organization Declarations & Conventions on Fundamental Principles and Rights at Work

These buildings blocks are:



AMS issues all employees with an Employee Handbook as well as corporate policies which promote and protect the rights of our employees as well as other individuals within our sphere of influence. These policies include but are not limited to: Policy on Human Trafficking, Adequate Employee Living Conditions, Withholding Passports and other identification documents, Disciplinary Policy, Grievance Policy, Anti-Harassment Policy, Leave Policies, Health and Safety Policy, Drug-Free Workplace Statement and Travel Policy.

4.2.1.1. Risk Assessment

AMS uses Maplecroft's Human Rights Risk Atlas, and / or other tools like this, to assess, quantify and compare human rights risks and responsibilities for our global operations. The table below outlines our countries of operation as well as their associated risk ratings:

Country of Operation	Human Rights Risk Rating
Afghanistan	Extreme
Somalia	Extreme
United Arab Emirates	High
Uganda	High
Kazakhstan	High
Liberia	High
USA	Medium
United Kingdom	Low

The said Human Rights Risk clearly illustrates that the majority of our operations and human capital continue to be based in countries associated with a high to extreme human rights related risk. This magnifies the

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importance of a corporate commitment towards Human Rights and the potential impact that this commitment may have on the countries of operation.

4.2.1.2. Goals

AMS intends initiating the following additional initiatives to continue our progress on the enactment and promotion of fundamental human rights:

- Formal Emergency and Preparedness policy
- Development of a revised Risk Assessment policy

Continually updated Health and Safety, Cultural Awareness and Technical Training across all AMS locations

4.2.2. Implementation

AMS accepts the accountability not only to respect and promote human rights, but to promote it proactively. AMS has taken the following measures to prevent human rights violations in our work locations:

RIGHT TO LIFE AND HEALTH

- Assess fitness to deploy and work in areas of potential danger, stress and physical hardship when working in support of military operations
- Ensure adequate First Aid training and arrangements on all AMS sites
- Ebola disease prevention program within our operations located in high risk areas
- Inform employees of health risks associated with deploying to post-conflict countries and secure written confirmation of voluntary deployment thereto
- Provision of employee insurance benefits and security which is adequate to protect all staff from health and safety risks associated with post-conflict countries
- Ensure a well-balanced diet is followed by all staff deployed to remote areas where food supply is limited
- Perform random alcohol and drug tests to ensure a safe working environment
- Educate staff on practice and conduct required to ensure a safe work environment through health and safety training
- Provides awareness to employees regarding emergency preparedness and response

RIGHT TO JUST AND FAVOURABLE WORKING CONDITIONS

- Formal mechanisms and controls for grievance and disciplinary formalities through corporate policies
- Promotion of safe psychological working environment through the implementation of Anti-Harassment, Anti-Bullying and Anti-Victimization Policy
- Implementation of UNGC commitment and awareness training for all new staff members to ensure they are fully aware of their rights
- Ensure company provided recreational facilities are available for staff on major operational sites
- Require staff to take Rest and Recreation leave when they are deployed to post-conflict countries for more than 6 months at the time

RIGHT TO EDUCATION AND DEVELOPMENT

- Contribute to local capacity building to ensure the skillset is left behind in all the countries in which we operate
- Personal development through basic English Training
- Personal development through Maintenance Training

FREEDOM OF THOUGHT, RELIGION AND CULTURE

- Honour reasonable religion related requirements and activities
- Make Employment Contracts available in native languages where a language barrier might significantly limit the understanding thereof

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- Cultural awareness training as part of the induction program for all new staff members specifically related to the country they will be working in

RIGHT TO WORK / LIFE BALANCE

- Offer employment terms which allow an extended period of annual leave between deployment periods. This enables staff to spend more time with family members
- Investment in enhancement of our information technology infrastructure in remote locations to encourage frequent communication between staff and their family members

The initiative to promote and respect human rights is the responsibility of each and every staff member. The management of programs and policies in support hereof is however, the responsibility of the Human Resources Department and is endorsed by Executive Management and the Chief Executive Officer.

4.2.3. Measurement

The AMS Compliance Department conducts regular audits throughout the organization to ensure compliance with these policies and to confirm that business practice respects and promotes fundamental human rights. Violations detected through these audits were minimal and addressed appropriately. The reporting year can be closed with no outstanding corrective actions.

4.3. LABOUR PRINCIPLES

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

Principle 6: The elimination of discrimination in respect of employment and occupation

4.3.1. Corporate Policy and Goals

AMS respects and supports the values of the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work. The commitment is shown by integrating its four fundamental principles into our corporate Human Rights building blocks (section 2.1.) and standard business practice on a global scale. These four fundamental principles are aligned with the United Nations Global Compact principles on Labour.

AMS issues all employees with an Employee Handbook as well as corporate policies which are aimed at promoting, respecting and realizing the ILO Four Fundamental Principles and Rights at Work. These policies include but are not limited to: Policy on Human Trafficking, Adequate Employee Living Conditions, Withholding Passports and other identification documents, Disciplinary Policy, Grievance Policy, Anti-Harassment Policy, Leave Policies, Health and Safety Policy, Drug-Free Workplace Statement and Travel Policy.

4.3.1.1. Risk Assessment

The Human Rights related risks which were assessed in the overview in section 2.1.1. include the risks associated with the ILO Declaration on Fundamental Principles and Rights at Work. The results emphasized that the majority of our operations and human capital are exposed to human and labour rights related risks with ratings ranging from high to extreme. AMS subsequently primarily operates in areas which do not automate the integration of basic human and labour rights into everyday business practice. AMS purposefully encourages the adherence to human and labour rights international standards through a commitment to abide to our own policies or local legislation, whichever sets the highest standards.

4.3.1.2. Goals

AMS aims to initiate the following additional initiatives to continue our progress on the enactment and promotion of the ILO Declaration on Fundamental Principles and Rights at Work:

- Introduce formal policy for handling employees leaving the company
- Review of salary structure for local nationals

Performance appraisal training for all managers to ensure all employees are treated fairly and equally

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4.3.2. Implementation

In support of the ILO Declaration on Fundamental Principles and Rights at Work, AMS has taken the following measures to prevent human and labour rights violations in our work locations:

RIGHT TO STRIKES, TRADE UNIONS AND COLLECTIVE BARGAINING

- Renewal of formalized Collective Bargaining Agreement in Liberia

FREEDOM FROM TRAFFICKING IN PERSONS

- Upgrade of company facilities to enhance the living standards of our staff members working and living in remote locations
- Combatting Trafficking in Persons awareness program as part of induction programs for all staff members
- Introduction of Whistle-blower Policy to ensure all employees are protected if they witness illegal actions

PROTECTION OF CHILDREN

- Formal mechanism for age verification in the recruitment procedures
- Formal corporate policy that child labour is not accepted in the AMS organization

RIGHT TO EQUALITY, REMEDY AND FREEDOM FROM DISCRIMINATION AND HARASSMENT

- Introduction of formal Anti-Harassment, Anti-Bullying and Anti-Victimization Policy to ensure equal and ethical treatment of all staff members
- Focus on training and promotion of local nationals in austere environments
- Recruitment and Selection Policy to ensure non-discriminatory hiring practices for all candidates
- Formal Grievance Procedure and Policy for all staff members

The initiative to promote and respect human and labour rights supported by the ILO Declaration is the responsibility of each and every staff member. The management of programs and policies in support hereof is however, the responsibility of the Human Resources Department and is endorsed by Executive Management and the Chief Executive Officer.

4.3.3. Measurement Outcome

The AMS Compliance Department conducts regular audits throughout the organization to ensure compliance with these policies and to confirm that business practice respects and promotes fundamental human rights. Violations detected through these audits were minimal and addressed appropriately. The reporting year can be closed with no outstanding corrective actions.

4.4. ENVIRONMENTAL PRINCIPLES

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Undertake initiatives to promote greater environmental responsibility

Principle 9: Encourage the development and diffusion of environmentally friendly technologies

4.4.1. Corporate Policy and Goals

AMS specializes in providing large dedicated automotive and fleet maintenance solutions to customers operating in austere environments, many of which are in conflict or post-conflict situations. The nature of many of these countries is such that they have been seriously impacted by years of insecurity and poverty, and generally they have poorly defined regulations and codes in relation to environmental protection.

In spite of the lack of environmental regulation and protection guidelines determined by the host states, AMS is committed to meet international standards on environmental and sustainability issues, and hence has become a signatory to the UN Global Compact. We recognize the significant importance of improving awareness of environmental and sustainability issues, and will make further concrete commitments and actions to meet clearly defined targets.

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Current AMS policies and procedures in relation to the environment are focused on Quality Control and Health and Safety, where we ensure a safe working environment for our employees, sub-contractors and customers, and deliver a very high level of service. By providing very clear quality control procedures, underpinned by the principles of ISO 9001 Certification, we significantly reduce risk in our operations, and therefore reduce environmental impact through preventative processes.

4.4.1.1. Goals

We recognize that realizing positive environmental impacts must not simply be a by-product of existing procedures, but has to become a priority policy driving sustainable changes in the organization, and the environments within which we operate. It is with this goal in mind that AMS will focus on the following initiatives:

- Provide advanced HSE Awareness Training for all employees
- Educate the local communities on environmental areas where they can make a difference
- Introduce a Reduce, Reuse and Recycle campaign across all functions of AMS

Implement a formal AMS Environmental Policy

4.4.2. Implementation

EMPLOYEE HEALTH AND SAFETY

AMS has made commitments in relation to the provision of the best possible living conditions for our employees under the circumstances that they work in, in the Policy on Identification Documents, Adequate Employee Living Conditions and Human Trafficking. This policy covers the provision of a living environment including good sanitation to ensure the hygiene and health of our employees are protected, adherence to Health and Safety regulations in relation to accommodation, canteen and life support areas, and effective waste management in line with local regulations and World Bank Standards. Whilst AMS exceeds the minimum criteria for the provision of these basic environmental conditions we will continuously strive to improve these to secure the well-being of our employees.

HAZMAT AND ENVIRONMENTAL CONTROL PLAN

Where possible AMS will work to limit the use of hazardous materials in our operations, and to choose non-hazardous and non-polluting alternatives, we also acknowledge that it is impossible to completely avoid using hazardous materials when performing automotive repairs and services.

AMS has a comprehensive HAZMAT Policy and Procedure in place to cover all aspects of hazardous goods handling in our operations. Training our employees to identify and handle HAZMAT as part of their job is a mandatory part of the induction process, and there are ongoing annual refresher trainings as part of the HSE training program. The use of Material Safety Data Sheets (MSDS) are mandatory, and all hazardous substances are properly labelled with colour coded MSDS labels, and segregated from other products in isolated protected lockable areas. All HAZMAT is stored in approved drums and containers, free from rust and bulging, and protected from severe heat and / or cold. HAZMAT storage areas are well-ventilated and have concrete floors to reduce the risk of spills and potential seepage into the ground.

Whilst these preventative procedures are in place, occasional spills are possible, and AMS has an effective spill response process in place should that occur. Contaminated hazardous waste resulting from spills will be contained and as a minimum are disposed of in accordance with local regulations.

The initiative to protect our environment is the responsibility of each and every staff member. The management of programs and policies in support hereof is however, the responsibility of the Compliance Department and is endorsed by Executive Management and the Chief Executive Officer.

4.4.3. Measurement of Outcomes

AMS uses a rigorous Quality Control Plan and Compliance Assurance Program to monitor and maintain standards and performance in environmental safety and protection and the reporting year can be closed with no outstanding corrective actions.

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THE QUALITY CONTROL PLAN

The Quality Control Plan is built around the inclusive participation of our workforce, and uses the principles of ISO 9001, to implement processes and procedures to measure and hold people to account through a process of continuous improvement and prevention. AMS is in the process of implementing ISO 2015 and hopes to have achieved this by the close of 2016.

For effective quality control management AMS has developed an application called Tools and Assets Management System (TAMS), that helps track and report areas of non-conformity, corrective action steps, and responsibility. TAMS has modules covering facilities, health and safety, first aid and asset management, and includes incident reporting functionality. The AMS incident reporting procedure has recently been improved and expanded to cover all incidents across the organization from minor vehicle accidents to serious environmental or security situations. The new procedure includes a rigorous decision making escalation process, and investigation follow up to ensure corrective measures are identified and implemented.

COMPLIANCE ASSURANCE PROGRAM

The Compliance Assurance Program supports the Quality Control Plan, and is controlled by a team of internal Compliance Managers. This structured program ensures that AMS maintains effective compliance to our contractual obligations, including health and safety and environmental commitments, as well as compliance to local and international standards. Compliance audits are carried out according to a structured calendar across all of the operations, where non-conformities are highlighted and reported to Program Managers and Vice President of Operations for their corrective actions. The AMS CEO has full visibility of all audit findings, and will hold the operation to account to meet corrective actions on time.

4.5. ANTI CORRUPTION PRICIPLE

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

4.5.1. Corporate Policy and Goals

AMS has a stringent Code of Ethics and Business Conduct, an Anti-Corruption and Bribery Policy along with a Whistle-blower Policy. These policies form an integral part of who AMS and our employees are and in all what we do. They are distributed amongst all our stakeholders, including shareholders, personnel and third-parties via our internal Document Control Management System (DCMS) and as well as training programs.

4.5.1.1. Risk Assessment

AMS used the Corruption Perceptions Index 2015 to assess and compare corruption risks and anti-corruption responsibilities for our global operations. The Corruption Perceptions Index ranks countries and territories based on how corrupt their public sector is perceived to be. A country or territory's score indicates the perceived level of public sector corruption on a scale of 0 – 100, where 0 means that a country is perceived as highly corrupt and 100 means it is perceived as corruption free. The table below outlines the countries of operation and their associated global rank and index score:

Country of Operation	Corruption Score 2015	Global Rank 2015
Somalia	8	167
Afghanistan	11	166
Uganda	25	139
Kazakhstan	28	123
Liberia	37	83
United Arab Emirates	70	23
United States	76	16
United Kingdom	81	10

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4.6. COMPLIANCE WITH THIS POLICY

Failure to comply with this policy may result in disciplinary action being taken against you under AMS' disciplinary procedures, which may include summary dismissal. If there is anything in this policy that you do not understand, please discuss it with your direct manager or contact the Human Resources department.

Please note that the procedures and policies outlined in this policy, and in any related documents, may be reviewed or changed at any time. You will be alerted to important changes.

5. DEFINITIONS

Term / abbreviation	Definition
AMS	Automotive Management Services
DHO	Standard Site Code (Dubai Head Office)
BP	Standard Department Code (Business Process)
PL	Standard Document Type (Policy)
UNGC	United Nation Global Compact
UDHR	Universal Declaration of Human Rights
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights

6. RESPONSIBILITY

Process participants	Responsibility
Human Resources	Ensure implementation
Employee	To support UNGC principles and the business initiative.

7. RECORDS

Document	Reference	Minimum retention period
UNG Acknowledgement – International	DHOHR-FR-064	3 years

8. REFERENCES TO OTHER RELEVANT PROCEDURES

Name of procedure	Reference
N/A	N/A

9. REFERENCE TO OTHER RELATED POLICIES AND RESOURCES

Name of policy or resource	Reference
N/A	N/A

10. REVISION HISTORY

Revision no.	Issue date	Name of author	Details of revision
1.0	2016-02-24	Shannon Naude	Created the AMS UNGC Policy for Implementation




11. DOCUMENT DETAILS

<i>Document Type:</i> Policy	<i>Author of Document:</i> Shannon Naude, Head of Human Resources	<i>Approver of Document:</i> Senior Management	<i>Document Owner:</i> Human Resources Department	<i>Expiration Date</i> 2018-02-24
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12. APPROVALS

The signatures of the people below indicate an understanding in the purpose and content of this document by those signing it. By signing this document you indicate that you approve of the proposed policy and that the next steps may be taken in accordance with the details outlined herein.

Name of Approver	Title of Approver	Signature	Date
Shannon Naude	Head of Human Resources		25.02.16
Paul Crawshaw	Chief Operating Officer		25.02.16
Andrew Robertson	Chief Executive Officer		25.02.16