



Human Rights

Labour Rights

Environment

Anti-Corruption



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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear All,

For the seventh year running, I am pleased to confirm that Toyota Gibraltar Stockholdings Ltd (TGS) continues to support 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.

Moving forward, 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 new Sustainable Development Goals. We hope this document goes some way to demonstrate our progress with respect to the UN Global Compact's guiding principles.

As a company, we are constantly striving to achieve an exceptional level in all areas of our operations. This year has seen the company renew our prestigious ISO 14001:2015 certification in recognition of our Environmental Management System, we previously held the 14001:2004 certificate. During the last 12 months our Environmental Project Team have been very busy implementing new procedures which in turn ensured that TGS met the strict ISO targets.

On behalf of TGS's 160 employees, I reaffirm our commitment to compliance with the 10 Principles of the Global Compact.

Yours sincerely

Kevin Jones
Chief Executive Officer



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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: This remains 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.

Principle 1 and 2

Human 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.

Assessment, Policy and Goals

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

This year we updated our policy booklet on “Equal opportunities and diversity”, 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

Implementation

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

- Topic should be discussed during yearly appraisals with line manager.
- Anonymous surveys will be carried out with all staff members.

Results/Outcomes

Toyota Gibraltar Stockholdings Ltd has not been subject to any incidents, investigations or legal cases relating to Human Right abuses.

We as a company are very committed to developing and investing in our people and this is reflected by our successful retention of the IiP Platinum accreditation which is the highest accolade that can be achieved against the Investors in People Standard and who have truly met and advanced the expectations of the IiP framework.

We invest in wellbeing, silver accreditation. Getting silver means that the Bassadone Automotive Group have the right principles in place, and developed a good wellbeing strategy, that is supported by their people.

We are part of a community of people who know how important good work is. And who are doing something about it.

- Of the 25,000 organizations accredited by IiP, only 205 (0.8%) have achieved the Gold award to date and only 48 Companies have achieved Champion status in UK.
- There are only six Investors in People Champions outside of the UK which includes TGS and we are the first Gibraltar company to attain this prestigious award.

The Bassadone Automotive Group (TGS Parent company) will this year again offer 3 students who are currently studying in Gibraltar with a view to attend University, places on our Company's Graduate Sponsorship Scheme. This is a very successful scheme which has now been running for over ten years, many of our current staff (including managers) were recruited via our graduate scheme.



Principles 3-6

Labour Rights

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.

Assessment, Policy and Goals

Toyota Gibraltar (Stockholdings) Ltd supports and abides by ILO's International Labour Standards, as such we refrain from doing business with any organization which is involved with forced or child labour. In every aspect of our business we follow the principles of Labour Rights and our strict Labour Policy covers the following:

- Promoting a reputation for honesty, trust and excellence with employees, clients, contractors and suppliers.
- Providing good employment and working conditions for all staff members.
- 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. •
- We give Health and Safety the highest priority.
- Helping and supporting the communities where we are involved become better places to live and work.

Implementation

- We now have structured development programmes for employees at all levels of the company; these are reviewed on a quarterly basis by line managers.
- We promote a healthy work/life balance, during summer 2014 we implemented summer hours for all staff, we also implemented flexible lunch breaks which allow staff to attend gym classes, the company also promotes gym membership and holds a corporate rate with a local gym, fees are deducted from salaries.
- During the last 12 months the company has sent different staff on 48 job related courses, aimed at increasing their performance and future prospects.
- We have recently launched our Talent Management Programme which encourages members of staff to come up with proposals for company improvements which are in line with our corporate values and guiding principles, the best proposals are implemented by the company.
- For 2016, we announced an additional 2 university students would qualify for the company's Graduate Sponsorship Scheme.

Results/Outcomes

- Toyota Gibraltar (Stockholdings) Ltd has not been involved with any investigation or legal cases relating to the contravention of UNGC Labour Rights principles.
- The average staff members at TGS has been working at the company for over 10 Years, this is an exceptionally high number and demonstrates all of the above.
- In 2016 a student from our graduate sponsorship scheme came back to work for the company following completion of their studies.

2020 progress in the area of Human Resources

Topic	Progress
Enrolment of new graduate sponsorship scheme	To date we have sponsored 31 students
Talent Management Strategy	4 Talent Management Programmes run –linked to succession planning. 2 promotions as a result.
New on line performance appraisals and competency appraisals	Competency measures behaviours with a focus on development. Objective appraisal measures targets with link to bonus. Also easier retrieval – less paper- live documents - to encourage frequent 121 meetings noted in Select HR.
CSR committee started	Been involved in 20 different charitable organisations offering financial help through different projects and hand on help plus monthly donations by staff for our dress down days for different charities put forward by the staff themselves.
New Recognition Scheme	SHOUT recognition programme – this an on line module based on Facebook for easy access and input – can be viewed on our HR Portal -
New be spoke assessments for Recruitment	To align candidates with what the job requires specific experience and skills – the interview is to hire for attitude – 30 recruitment campaigns have been run in 2020
Renewal of Investors in People	Benchmarked against the new standard of people development and attained Platinum status in 2017. We were finalists in the liP

	employer of the year award ceremony held in November 2018 in London. We retained this status in 2020.
Learning and Development Strategy	30 internal workshops being run in 2018/2019/2020 on Developing self and others plus L&D plan
Equality & diversity and other policies	Please use the ones or all of them that you think would be best.
Health and Wellbeing	As part of our wellbeing strategy talks have been organised on subjects of interest to the community every few months.
Bullying	We run 10 workshops on Bullying and Harassment for all Managers, assistant managers and supervisors.

Principles 7-9

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.

Assessment, Policy and Goals

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. All departments follow closely the Group's environmental policy which covers all aspects and operations of the group, the effectiveness of which is monitored closely by the company. The company's goal is to reduce our CO2 emissions considerably during the next five years, through methods which I will detail below.

We are committed to:

As part of our Environmental Management system, TGS commits to:

Comply with current legislation, with a view to exceed future requirements ahead of their relevant deadlines within the framework of our operating procedures.

Developing and implementing a comprehensive Environmental Management System through:

- Maintaining and upholding our ISO 14001: 2015 standard
- Maximisation of material recycling across the business
- Reduction in energy consumption by deploying both energy saving technologies as well as reducing usage
- Pollution Risk Analysis and Prevention
- Staff education and awareness
- Using and promoting "paperless" processes in pursuit of our day to day business
- Encouraging the use of suppliers with an environmental policy
- Encouraging employee feedback on potential improvements to our environmental business practices

Results/Outcomes 2020

Some of the major improvements experienced in TGS during 2019-20 are as follows:

Consumptions:

- a. In 2019 TGS, continued with its priority to reduce the consumption of fuel as part of the commitment of the company to reduce its carbon footprint.

The main improvement was experimented by moving all its workshops and warehouses under one roof in the new facility which was operational since May 2019. This movement provided the opportunity to TGS to reduce the consumption of fuel by

- * reducing the number of vehicle movement among facilities,
- * reducing electricity consumption due to the smart use of natural lighting in the design.
- * reducing water by unifying operations and staff facilities.

Heritage:

TGS new office and warehouse location (completion due May 2021) was an industrial block that was refurbished to accommodate the different specifications of the automotive operation while keeping the archaeological interest, by exposing its original limestone facades to the public.

The new facility has an area of about 3,460m², formed by large limestone facades and two interior walls, a concrete ground floor, one steel-timber mezzanine level and a multi-sloped steel roof level. This building is mainly for Toyota vehicles conversion for emergency and human aid workshops, including storage of spare parts and waste deposit.

For historical reasons, added constructions to the façade were demolished except the ones in the South. The idea was to bring the building back to its original design whenever possible.

The space inside has been conditioned by the historical head cranes and catwalks, and also by the rhythm of the structure. The layout allows and promote a circulation on both floors that can enhance the space quality and the preservation process that includes the recovery of the walls, maintain the metal structures, reuse of the historical elements such as lamps or the placement of those elements in a public exhibition space (e.g. Interpretation Center on the BM building).

Waste management:

- a. TGS successfully recycle 100% of demolished building 83 (The house for the new main office building). This was able to be done by:
- * Removing hazardous material from structure
 - * Recovering and donating furniture and appliances to charity.
 - * Manually deconstructing materials inside the building.
 - * Segregating and delivering to recycling facility demolished debris, scrap metal, wood and plastic material.

Energy performance

- a. The building Energy Performance calculation was able to obtain a rate B due to the works implemented and described above.

Operational Measures

The facility has been designed to contain all the environmental mitigating measures:

a. Chemical storage

- * Gas cylinder have been stored in a dedicated external fenced area.
- * Corrosive chemicals have been placed on bunds to avoid spillage.
- * Flammable chemicals have been placed into chemical steel cabinet.

b. Waste management

- * Waste containers are provided in the facility to separate general, recycling and hazardous waste.

Environmental durability

- * The materials and equipment supplied to the building will guarantee technology and durability as well as further tests, requirements in terms of reliability, maintenance of the various equipment components and maintenance instructions.

Environmental monitoring

* The project has been developed to allow easy access to equipment that facilitate all maintenance operations, cleaning, inspection and / or the possible replacement of equipment and / or systems.

Circulation, Traffic and Parking

* The site location improves transport links for the hugely important logistic capabilities of the Group enabling a possible future use of sea shipping either to export or to import cars and goods.

Spillage containment

- a. The entire floor has been refurbished to avoid the filtering of spillage in the underground water.

Results/Outcomes 2020

Some of the major improvements experienced in TGS during 2020 are related to the priority set by TGS in the reduction of the carbon footprint through the reduction of electricity and the use of chemicals in its operations. These 2 activities were set as the company objectives for 2020 which were successfully fulfilled.

Consumptions

Use of fuel: 5 % Reduction of the use of fuel

- * Substitution of warehouse forklift for electric powered one.
- * Use more efficient current fuel-powered forklift

Use of chemicals: 10% reduction of detergent for the removal of wax from car surface

- * Procurement of heat cleaning machine.

Energy

Workshops and warehouses have been provided with lighting and HVAC systems able to reduce consumption in TGS operations

Lighting

The interior lighting installation has been based on a set of different solutions depending on the locations, using different light sources, to ensure lighting levels required for various functions, according to the international requirements, codes and standards.

- The general lighting equipment uses LED technology, to reduce the exploitation costs.
- Daylight and artificial light provide adequate and comfortable ambience to each space.
- Preference to the daylight has been given, with the aim of minimizing electrical consumption.
- The external existing lighting fittings have been recovered as suggested from the Heritage Department of Gibraltar.
- Flow regulation systems are provided to allow several lighting scenarios and the possibility of reducing consumption.
- In each workshop bay dedicated working light source has been provided to reduce misuse of energy.

HVAC

The Building (Workshop and Warehouse) has been equipped with a set of installations, which, by ensuring the hydrothermal conditions appropriate to the intended function of which space, associated with an effective space ventilation and oxygenation, allows optimised exploitation conditions.

The building includes a set of areas with diversified ventilation (air admission and exhaustion) requirements namely concerning indoor air quality, general and localized extraction.

The technology used is a VRF system which use inverter, variable speed compressors, and these systems vary the refrigerant flow rate per the need, so they are known for higher energy efficiency. In fact, according to the Department of Energy (DOE), VRF systems can have “an estimated 30% energy savings over baseline conventional HVAC systems, but this will vary by building application.”

The design includes natural ventilation systems with grilles installed at the roof level adopting the same principle as the existing ventilation system.

Principle 10

Anti-Corruption

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

Assessment, Policy and Goals

Toyota Gibraltar (Stockholdings) follows its Ethical Procurement policy which covers several key aspects including Corruption. We are compliant with the latest Bribery Act and refrain from participating in any corruption, bribery or extortion. We support the United Nations Convention against Corruption, and abide by all of its principles no matter which country we are operating in.

Implementation

As part of our Ethical Procurement policy, we follow the below guidelines:

- 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.

This year TGS created a new Business Management Manual which details how to work with suppliers in the correct manner.

Results/Outcomes

Despite 25 years of selling vehicles to over 100 countries, TGS has never been involved in a single case relating to bribery or corruption, moving forward we expect and hope to keep it this way.

