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### Quality, Health, Safety & Environmental Manual:

**Document No: SM-60**

**Human Rights Policy**

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The Human Rights Policy applies to Toyota Material Handling UK, the entities that it owns, the entities in which it holds a majority interest, and the facilities that it manages.

Toyota Material Handling UK seeks to provide a work environment where team members are treated with respect, dignity and consideration. This commitment is built upon a framework of policies and procedures designed to ensure fairness in the recruitment, development and retention of all team members.

We respect human rights and we are committed to identify, prevent, and mitigate adverse human rights impacts resulting from or caused by our business activities before or if they occur through human rights due diligence and mitigation processes.

#### **1.0 Community and Stakeholder Engagement**

At Toyota we recognise our impact on the communities in which we operate. We are committed to engaging with stakeholders to ensure that we are listening to, learning from and taking into account their views as we conduct our business. Where appropriate, we are committed to engaging in dialogue with stakeholders on human rights and ensure all of our suppliers sign up to our Code of Conduct.

#### **2.0 Valuing Diversity**

The Company values the diversity of the people with whom we work and the contributions they make. We have a long-standing commitment to equal opportunity and intolerance of discrimination and harassment. We are dedicated to maintaining workplaces that are free from discrimination or harassment on the basis of race, sex, colour, national or social origin, religion, age, disability, sexual orientation, political opinion or any other status protected by applicable law. The basis for recruitment, hiring, placement, training, compensation and advancement at the Company is qualifications, performance, skills and experience.

At Toyota Material Handling UK we see Inclusion as a universal human right. Our aim of inclusion is to embrace all people irrespective of race, gender, disability, medical or other need. We give every team member equal access and opportunities, we have no barriers on education, recruitment, development, succession and talent, everyone is able to participate equally, confidently and independently in everyday activities.

#### **3.0 Freedom of Association and Collective Bargaining**

The Company respects our team members' right to join, form or not to join a labour union without fear of reprisal, intimidation or harassment. Where team members are represented by a legally recognised union, we are committed to establishing a constructive dialogue with their freely chosen representatives. The Company is committed to bargaining in good faith with such representatives.

#### **4.0 Safe and Healthy Workplace**

The Company provides a safe and healthy workplace and complies with applicable health and safety laws, regulations and internal requirements. We are dedicated to maintaining a productive workplace by minimising the risk of accidents, injury and exposure to health risks.

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We are committed to engaging with our team members to continually improve health and safety in our workplaces, including the identification of hazards and remediation of health and safety issues.

## 5.0 Workplace Security

The Company is committed to maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats. Security safeguards for team members are provided as needed and will be maintained with respect for employee privacy and dignity.

## 6.0 Forced Labour and Human Trafficking

The Company prohibits the use of all forms of forced labour, including prison labour, indentured labour, bonded labour, military labour, slave labour and any form of human trafficking.

## 7.0 Child Labour

The Company prohibits the hiring of individuals that are under 16 years of age for positions in which hazardous work is required.

Further information can be found on the HR internet (Policies and Procedures/HR-74)

## 8.0 Work Hours, Wages and Benefits

The Company compensates team members competitively relative to the industry and local labour market. We operate in full compliance with applicable wage, work hours, overtime and benefits.

## 9.0 Our commitment

Our Human Rights Policy applies to Toyota Material Handling UK, the entities that we own, the entities in which we hold a majority interest, and the facilities that we manage. It includes the following twelve components:

- Respect for Human Rights
- Community and Stakeholder Engagement
- Diversity and Inclusion
- Freedom of Association and Collective Bargaining
- Safe and Healthy Workplace
- Workplace Security
- Forced Labour and Human Trafficking
- Child Labour
- Work Hours, Wages and Benefits
- Land Rights and Water Resources
- Healthy Lifestyles
- Guidance and Reporting for Team members

## 10.0 Reporting of Wrong-doings

At Toyota Material Handling UK, it is every team member's responsibility to maintain a work environment that reflects respect for human rights and is free from all discrimination and harassment, aligned with our Human Rights Policy.

If any person believes that someone is violating the Human Rights Policy and/or the law, they are asked to report it immediately to a member of Human Resources or use the ethics contact.

**0808-234-0207 – [www.toyota-industries.ethicspoint.com](http://www.toyota-industries.ethicspoint.com)**

The Code of Conduct Helpline and Website are confidential and easy to use. The Helpline and Website are operated by Navex, a leading provider of this type of service. If you would prefer to ask a question, raise a concern or make a report via the Internet, you simply log on to the Website and provide information in the requested fields. If you prefer to speak with a live operator, who will ask those important questions, you can dial the Helpline number. Calls are free and both methods are available 24 hours a day, seven days a week.

Regardless of which method you choose, the operator or website will prepare a report and forward it to the appropriate person in our Company for review and, if necessary, investigation.

With each method of reporting, you have the option of providing your name and contact information, or you may remain anonymous. All persons calling and providing a report to the operator or filing a report via the Website will be assigned a report number, a PIN and a contact date. If you learn additional information or would like to supplement your initial report, you can call or log back in with your report number and PIN and provide the additional information.

The Code of Conduct Helpline is designed to handle a wide range of reports and questions about matters that may threaten our Company's good reputation:

- Theft, fraud or any other form of dishonesty
- Violence or threatening behavior
- Harassment or discrimination
- Violations of the Code of Conduct
- Accounting or financial irregularities
- On-the-job drug or alcohol abuse
- Violations of laws, regulations, policies or procedures

The Compliance Helpline and Website are not meant to replace your day to day communication with your supervisor or Company management. Operators will not be able to answer your questions directly or immediately. You are always encouraged to speak with your immediate supervisor regarding questions, concerns or suggestions about normal operating procedures or concerns of an ethical nature.

## 11.0 Fair and Decent Work

At Toyota we strive to ensure all work is fair and decent, we offer opportunities that give team members the scope to develop and progress. We fully share this ambition and set out in our People Strategy the important role quality work can play in boosting UK productivity and making us a success.

We ensure that we do not transfer too much business risk to the team member which could be a

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detriment or affect their personal well-being.

We provide a stable contract to all team members including temporary workers, so they can access their employment rights. We strongly believe that a diverse and temporary workforce gives us the ability to meet fluctuating demands, however our 6 months temporary contract allows our temporary workers the stability to manage their own lives better.

On a monthly basis we monitor pay scales and other terms and conditions to ensure all of our team members are equally rewarded for quality and quantity of work. All of our team members are paid the Living Wage.

Our People Strategy is fundamental in providing: -

- Satisfaction
- Fair pay
- Participation and progression
- Well-being, safety and security
- Voice and autonomy