

Equal Opportunities & Dignity at Work

When Toyota UK was first established we identified two key principles, 'Mutual trust and respect' and 'Fair treatment', which have been fundamental to the way we have operated ever since. These are also the foundations of the 'Toyota Way'.

These principles are critical, not only because they describe the way each of us would like to be treated, but also they are essential for the continued success of our Company.

For example, we need to have an inclusive team based working environment where everyone can feel comfortable and able to contribute fully. In addition, to build a strong organisation, we must make sure that everyone has the same opportunity to reach their potential, through fair and objective systems for recruitment, training and promotion etc.

Toyota UK is committed to providing equal opportunities to all Members and applicants and a working environment where all Members are treated with dignity and respect. To emphasise this commitment, policies on both equal opportunities and dignity at work have been developed in line with this booklet.

The policies and booklet set out the Company's intention to operate fair systems covering all aspects of employment, standards relating to areas such as conduct and behaviour and the support and process available for Members if they have a concern.

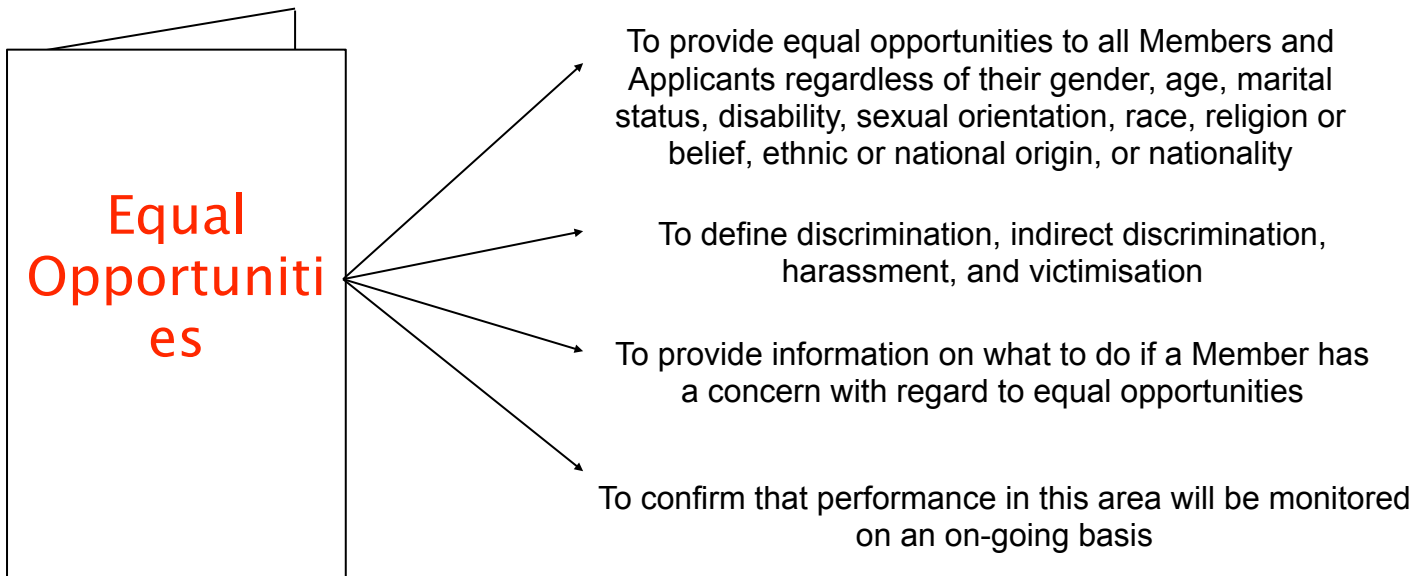
Please take time to read this booklet, and reflect on how each of us can contribute to an environment of mutual trust and respect.

Katsunori Kojima – Managing Director



What is intended by Equal Opportunities & Dignity at Work Policies?

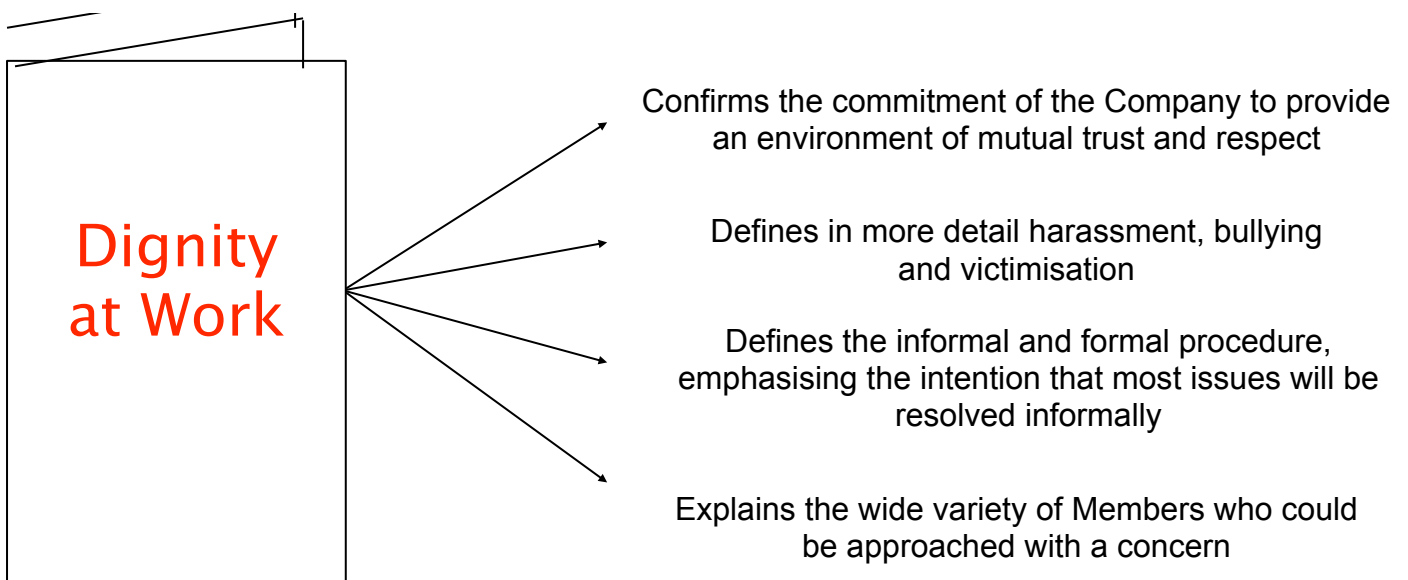
Equal Opportunities provides the foundation of our systems and procedures to ensure all Members and applicants are treated fairly and equitably in all matters of employment from recruitment and selection to promotion and transfer.



= Members and Applicants are treated fairly and equitably



The Dignity at Work Policy emphasises that it is each individuals responsibility to treat each other with Dignity and Respect.



If you require further information, please liaise with your Group Leader or Area Specialist to obtain a copy of the Equal Opportunities and Dignity at Work Policies

What is expected of you?

Every Member must contribute to building an atmosphere of mutual trust and respect.

Any form of discrimination, harassment, victimisation or bullying within the workplace will not be tolerated, any Member found guilty of such behaviour may be subject to Toyota UK's Corrective Action procedure.

Consider –

- Your daily behaviour - are you treating someone you work with unfairly?
- The language you use - what you should and shouldn't say
- Nicknames you have for other Members, jokes between your colleagues and general banter you have in your workplace



Remember –

- You may be joking or being friendly – however the impact of what you have said may be upsetting
- One comment could be just as offensive and upsetting to another Member, as a series of comments
- Understand and appreciate the differences between you and your colleagues – what one Member finds acceptable, another may not
- Please raise concerns quickly if you feel that you or others have not been treated fairly

Examples of inappropriate behaviour -

- Suggestive and over familiar behaviour
- Insults or ridicule, which are sexual in nature
- The display of offensive material, whether written or in image form
- Name calling and offensive behaviour
- Graffiti
- Jokes or remarks of a discriminatory, offensive or otherwise inappropriate nature
- Inappropriate comments about a Member's gender, age, marital status, disability, sexual orientation, race, religion or belief, ethnic or national origin or nationality

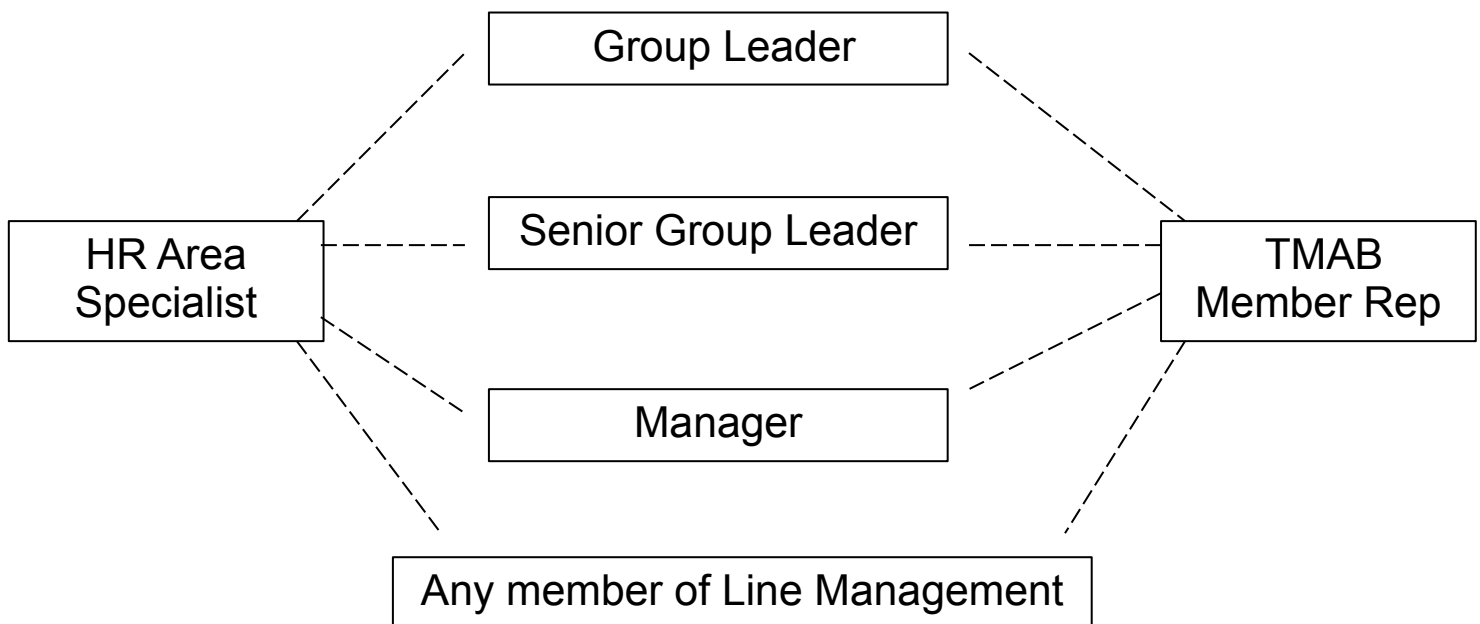
Aim to –

- Actively build an inclusive team based environment where all Members are treated equally
- Understand and respect the differences between you and your colleagues
- Treat others as you wish yourself or your family members to be treated

What to do if you have a concern?

If you feel able, address your concern directly with the person, to explain why their actions have caused you concern. They may be unaware that their actions have caused offence.

If it is not possible to resolve the problem directly with the Member, or you would like advice or support on handling the situation, please explain your concern to your Supervisor. If you feel unable to address the concern with your Supervisor please consult your:



If you have failed to resolve your concern through the established communication channels, as a last resort, you could raise your concern in the formal concern resolution procedure.

Your concerns will be treated with appropriate confidentiality and seriousness, ensuring that you feel safe and comfortable at work.

As an organisation Toyota UK is committed to the promotion of Equal Opportunities and Dignity at Work – but to gain success Member commitment is essential.