

Code of Conduct



TOYOTA

MATERIAL HANDLING

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Toyota Material Handling UK

Code of Conduct

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Definitions

The terms below used in the TMHUK code of conduct have the following meaning:-

- TMHUK means the company and any active subsidiary companies.
- TMHUK management means the operative board of directors of Toyota Material Handling UK.
- TMHUK compliance officer means the officer appointed by TMHUK management to implement the TMHUK code of conduct.
- TMHUK team member means any person employed by TMHUK on a permanent or temporary basis.

The Toyota Mission

To be the first choice partner for all customers looking for materials handling solutions and to be widely recognised for our innovative products and services as well as our respect for society.

To build trust and confidence with customers by delivering outstanding quality products and services which add real value to their business.

To respect the expectations and ambitions of colleagues, stakeholders and suppliers through a never ending search to improve.

Introduction

At Toyota Material Handling UK (TMHUK), we are committed to being the first choice partner for all customers looking for materials handling solutions. We will do this by providing high quality, innovative products, services and added value solutions while using resources in a sustainable, socially and environmentally responsible manner.

As TMHUK team members, we should always conduct ourselves with integrity and comply with - and ensure that TMHUK complies with - all applicable laws and regulations.

With this commitment in mind, TMHUK management has developed the TMHUK code of conduct in conjunction with Toyota Industries Corporation to clearly outline and define the type of ethical behaviour that is required of every employee.

TMHUK is committed to conducting business in a fair and honest manner, and aims to become the most respected and trusted materials handling partner in the United Kingdom. In order to achieve this objective, each of us must bear in mind that we are representatives of TMHUK and that we must conduct ourselves accordingly in a work related context.

This implies that we should be honest, reliable and thorough in our conduct, and that we should exercise good judgment in decision making. We request and expect that every team member in TMHUK will carefully read this code of conduct in its entirety, and will act in accordance with both its letter and spirit.

Our core values

Our business approach and the values that guide our conduct are based on “The Toyota Way”.

This is a management philosophy and a set of principles that represent the highest level of guidance for our business practices as well as our behaviour in our daily work.

All team members are expected to apply these values in their daily work and relations with others.



Challenge : We maintain a long term vision and strive to meet all challenges with the courage and creativity needed to realise that vision.



Genchi Genbutsu : We practice “Genchi Genbutsu”, which means “going to the source”, to find the facts to make correct decisions, build consensus and achieve goals.



Kaizen : We improve our business operations continuously, always driving for innovation and evolution. As no process can ever be declared perfect, there is always room for improvement.



Respect : We respect others, make every effort to understand others, accept responsibility and do our best to build mutual trust.



Teamwork : We stimulate personal and professional growth, share opportunities of development and maximise individual and team performance.

How to use the code of conduct

Who does the TMHUK code of conduct apply to?

This code of conduct is applicable to all team members in TMHUK. The code of conduct also applies to contractors and consultants engaged by TMHUK whenever they are working in our facilities.

How do I use the code of conduct?

As a team member of TMHUK, you are expected to read and understand the code of conduct and to act at all times in accordance with its requirements.

It is the duty of all leaders to ensure that the code of conduct is duly implemented and followed, and to foster a corporate culture in accordance with both its letter and spirit.

Who to contact for further information concerning the code of conduct?

When clarification or further information regarding the code of conduct is required, or if you have doubts about certain practices or behaviours, please seek information and advice from your immediate line manager, or company compliance officer.

Commitment to comply with the code of conduct

Within TMHUK we regard a violation of the code of conduct as a serious matter.

As a TMHUK team member, you agree to uphold and meet the requirements set out in this code of conduct, and to follow the rules that govern or instructions that apply to your job.

Violations of this code of conduct will be duly dealt with in an appropriate manner, and may result in disciplinary action.

TMHUK and our team members

We are committed to enhancing business performance in order to continue to provide employment and maintain fair and stable working conditions.

At the same time, TMHUK tries to create an harmonious and stimulating work environment.

In exchange, we expect our team members to strive to perform their duties with integrity. By fully utilising our talents and co-operating with others, we seek to enhance our business performance.

Respect for human rights

We respect human rights and do not discriminate on grounds of race, gender, ethnicity, age, religious or sexual orientation, physical disability, marital or parental status. Workplace harassment or intimidation will not be tolerated.

TMHUK is committed to adhere to the Human Rights conventions regarding the abolition of child labour, and forced or compulsory labour, as well as the regulations to eliminate discrimination in respect of employment and freedom of association.

Achieving and maintaining a safe and healthy working environment

TMHUK strives to create a safe, healthy working environment for all of its team members. Should a problem or accident occur, we will take the appropriate action and investigate any causes thoroughly in order to put measures in place to prevent their recurrence. Using or being under the influence of drugs and/or alcohol during work time is absolutely prohibited.

Outside activities

We focus on our work and duties and execute them with integrity. While employed by TMHUK, we should not take up outside employment which could harm or otherwise negatively affect the quality or the performance of our work, or the interests of TMHUK. We should not acquire any interest or participate in any activity outside TMHUK that could damage TMHUK's reputation or integrity.

Improving work efficiency and skills

We strive towards innovative thinking and continuous improvement, and are committed to enhancing our efficiency. We also continuously pursue personal growth and enhancement of our professional capabilities through training and other appropriate means. Although personal growth has many dimensions and can have different meanings to different people, personal growth includes such elements as enhancing experience and knowledge, and the ability to take on new responsibilities.

Our activities in TMHUK

TMHUK strives to provide high quality products, services and added value solutions that meet the demands of customers. TMHUK also seeks to maintain high standards of health, safety and environmental management, and set ambitious targets for all its activities. In doing so, TMHUK is committed to act as a good corporate citizen and respect national and local laws and regulations. TMHUK is also committed to protect its assets and trade secrets.

Compliance with laws and regulations

We shall comply with all applicable laws and regulations. It is our responsibility to be familiar with the laws applicable to us in any business situation, including competition laws and environmental laws.

It is our responsibility to conduct ourselves in work related situations and otherwise in a way that does not reflect, or risk reflecting, negatively on the good reputation of Toyota or TMHUK.

Compliance with TMHUK policies and internal directives

We shall comply with all management policies or internal directives at all times.

Management and the use of assets and confidential information

Toyota possesses a wide variety of tangible and intangible assets (including intellectual property rights such as patents and design rights) that are valuable and vital to the successful operation of its business. In order to use such assets effectively during the course of its business activities, we shall manage its assets with due care and professionalism. This means that the following directives apply:-

Protection of Toyota's intellectual property rights and other intangible assets

We shall continually protect Toyota's intellectual property against any infringements. This includes all intellectual property rights and other intangible assets that are created or developed, directly or indirectly, by or for Toyota or TMHUK.

Protection of TMHUK's confidential information, trade secrets and know-how

TMHUK's trade secrets and other confidential information and know-how may not be disclosed except to those authorised to use it. We shall abide by the rules for the usage of confidential and sensitive information and we shall do our utmost to avoid disclosure or leakages of trade secrets.

Protection of TMHUK's confidential information, trade secrets and know-how (contd.)

Even after termination (for whatever cause) of our employment or assignment, we are not allowed to disclose any confidential information that we may have acquired during our employment or assignment with TMHUK. The "confidentiality guidelines" (available on the intranet) provide detailed guidelines and rules for dealing with information and data that are of a confidential or business sensitive nature.

Prohibition on insider trading

We are prohibited from trading a company's stock or other securities using non-public information obtained during our business activities in TMHUK (insider trading). Insider trading is a crime in most countries and destroys the mutual trust between companies, investors and business partners.

Protection of personal information

We shall treat all personal data with due care and in compliance with applicable laws and regulations. We shall obtain and retain personal information about customers and business partners only by legitimate means, shall strictly manage and protect such information, and shall only use such information for its intended purposes.

Use of business communication facilities

Telephone, email, internet and other communication facilities provided by the company are to be used for business purposes and with care. The IT policy is available on TMHUK's intranet and provides detailed rules for dealing with email, internet, IT and telecom systems, hardware, software and password use in the workplace.

Accounting and reporting

TMHUK shall maintain accurate and reliable financial records. All financial and other reports shall give an accurate account of the business transactions.

Treatment of suppliers, customers and other third parties

TMHUK strives to be the first choice partner for all customers looking for materials handling solutions and to be widely recognised for our innovative products and services as well as our respect for society.

TMHUK wishes to build trust and confidence with customers by delivering outstanding quality products and services which add real value to their businesses.

Contracts and other commitments

TMHUK submits to the principle that agreements and other commitments should be honoured and the company will strive to comply with such agreements and other commitments.

Fair trade

TMHUK shall engage in fair transactions and is obligated to comply with the rules of fair competition.

Conflict of interest

Personal relationships with suppliers, customers and other third parties may give rise to situations where a conflict of interest - real or perceived - may arise. We should therefore at all times ensure that we remain independent (and are seen to be independent) from any third party that has a contractual relationship with TMHUK.

Demanding and accepting advantages

A conflict of interest may arise when a team member is offered gifts, hospitality or other advantages that could influence his/her judgment in relation to business transactions such as the placing of orders and entering into contracts.

No TMHUK team member is allowed directly or indirectly to demand or accept any unjustified gifts or other unjustified advantages from any supplier, customer or other third party (including any public agencies, authorities and similar bodies) in connection with business transactions and otherwise.

Offering and granting advantages

TMHUK competes on the basis of offering high quality products, services and value added solutions. No team member may, directly or indirectly, offer or grant any unjustified gifts or other unjustified advantages to suppliers, customers or other third parties (including any public agencies, authorities and similar bodies) or their representatives in connection with business transactions and otherwise. Team members shall not participate in transactions which amount to profit sharing or illegal political donation in relation to governments or governmental and political organisations and their representatives.

TMHUK and society

TMHUK maintains close ties with the communities in which it operates and aims to always act as a good corporate citizen.

The company strives to communicate openly and honestly with stakeholders and engages in activities that contribute to the sustainable development of local communities and society as a whole.

Environmental preservation

TMHUK believes that economic growth and conservation of the natural environment are compatible. We strive to offer products, services and value added solutions that are clean, safe and of high quality.

In the product development stage, TMHUK shall endeavour to develop products that will help reduce exhaust and noise emissions and improve energy efficiency and recycling rate. In the production and distribution stages, TMHUK shall endeavour to reduce the use of energy and harmful chemicals, and to reduce waste and emissions, thereby helping to diminish the adverse effects on the environment.

Relations with local communities

TMHUK strives to enhance its reputation and gain the trust of local communities through participation in local community events and programs. TMHUK maintains close ties with the communities in which it operates and aims to always act as a good corporate citizen. TMHUK strives to communicate openly and honestly with stakeholders and engages in activities that contribute to the sustainable development of local communities and society as a whole.

Corporate communication

With awareness that, as TMHUK team members, each one of us has a public relations role to fulfil, we shall conduct ourselves in a manner that supports society's trust in the company by providing accurate information. TMHUK is part of Toyota Industries Corporation; as a publicly listed company Toyota Industries Corporation could be negatively affected by incorrect or negative information. We shall follow the corporate communication policy. Only members of the senior management team should make statements on behalf of TMHUK.

Dealing with violations of the TMHUK code of conduct

Certain wrongdoings (behaviours or practices) committed by a team member working for or with TMHUK may be characterised as serious violations of the TMHUK code of conduct.

Such serious violations include:-

- Any fraud or misconduct relating to accounting, internal accounting controls, auditing matters and reporting, tax, bribery, financial crime, insider trading;
- Any of the following acts, when it affects the vital interest of TMHUK or its team members' physical or mental integrity:-
 - Conflict of interests;
 - To put or likely to put TMHUK financial assets or financial situation at risk;
 - To constitute a criminal offence;
 - To endanger or likely to endanger team members' safety and/or physical or moral integrity (including harassment and discrimination);
 - To make serious environmental breaches or threats to public health;
 - To damage or likely to damage significantly any tangible or intangible property of TMHUK;
 - To put or likely to put in danger TMHUK confidential or business sensitive information, information system and its security system.

How to report serious violations of the TMHUK code of conduct?

TMHUK encourages its team members to report genuine facts or concerns regarding serious violations to their line management or department leaders where the violation has occurred, or to Human Resources.

If a team member has serious reasons not to report genuine facts or concerns regarding serious violations through the direct line management or the other existing dedicated leaders he/she may file a report directly through the TMHUK compliance officer.

If the genuine facts or concerns regarding serious violations relate to another company directly or indirectly controlled by Toyota Industries Corporation, or involve a high level management member of TMHUK, team members may file a report directly through the TMHUK compliance officer.

The identity and contact details of TMHUK compliance officers are specified on the TMHUK intranet and on TMHUK information boards.

False or malicious reporting

Any report that proves to have been made maliciously, or which the reporting person knew to be false, will be regarded as a serious disciplinary offence. In addition, in such cases, and if so requested by the person(s) who has/have been the victim(s) of any such malicious allegation, the identity of the person who has filed the report maliciously may be disclosed.

Investigation and decision making by TMHUK

Any report of genuine facts or concerns regarding serious violations will always be taken earnestly by TMHUK. Such report will be investigated thoroughly and with impartiality. Once verified, serious violations may result in disciplinary actions against the team member who is involved in accordance with the TMHUK policies. The investigation and decision making process is described in a document available in the HR section on the TMHUK intranet.

Preventing penalties or victimisation of the reporting team member

In some cases, TMHUK team members may be inclined to ignore serious violations they have witnessed, or may be deterred from reporting such violations, by the fear of being seen as disloyal, or being victimised or penalised. TMHUK leaders understand such apprehensions, and therefore:-

- TMHUK will not undertake any disciplinary or other penalising action against any person who has reported genuine facts or concerns regarding serious violations allegedly committed by one or more other TMHUK team members.
- TMHUK will not tolerate any attempt on the part of any TMHUK team member to penalise (in whatever way), harass, discriminate, disadvantage or in any other way victimise any other person who has reported to TMHUK any genuine facts or concerns regarding serious violations.

Confidentiality of the reported information and the identity of the reporting person

TMHUK will treat any report, its content and the identity of the reporting TMHUK team member as confidential. TMHUK will only disclose such details to the person(s) responsible within TMHUK for the reporting, investigation and decision making process (as described on the TMHUK intranet) and then only to the extent necessary to implement all the stages of the process.

For further information regarding the
Toyota Code of Conduct
please contact:-

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Challenge

To maintain a long term vision and meet all challenges with the courage and creativity needed to realise that vision.



Genchi Genbutsu

“Go and see”. Going to the source to find the facts to make correct decisions, build consensus and achieve goals.



Kaizen

Continuous improvement. As no process can ever be declared perfect, there is always room for improvement.



Respect

Toyota respects others, makes every effort to understand others, accepts responsibilities and does its best to build mutual trust.



Teamwork

Toyota stimulates personal and professional growth, shares opportunities for development and maximises individual and team performance.