

# TOYOTA

## TOYOTA BALTIC AS

To whom it may concern

21.08.2023 No 0823/91

### LETTER OF RECOMMENDATION

With this letter of reference, we confirm that OÜ Estonian, Latvian & Lithuanian Environment (OÜ ELLE, Estonia) in cooperation with SIA Estonian, Latvian & Lithuanian Environment (SIA ELLE, Latvia) and UAB Estonian, Latvian & Lithuanian Environment (UAB ELLE, Lithuania) in the period from 2007 to 2023 according to the assignment contract with OÜ Estonian, Latvian & Lithuanian Environment (Estonia) has provided consulting services on implementation of an environmental management system (EMS) according to the requirements of the international standard EN ISO 14001 (current valid version 14001:2015) for Toyota Baltic AS and Toyota and Lexus dealerships in Estonia, Latvia and Lithuania (in total 14 dealerships). Review of applicable legal acts has been provided to all Toyota and Lexus official dealerships.

The tasks carried out by the consultant included the following:

- Revision of the "Environmental Management System Manual of Toyota Baltic AS and the dealerships" (compiled by OÜ ELLE in 2007) and bringing the handbook and the EMS into compliance with the recent ISO 14001:2015 standard. Among other things the following have been carried out in Toyota Baltic AS and Toyota and Lexus dealerships:
  - o Conducting introductory trainings,
  - o Environmental reviews at the sites,
  - o Planning (environmental aspects; legal and other requirements; objectives, targets and programmes, risks and opportunities assessment, stakeholders' analysis),
  - o Implementation and operation (resources, roles, responsibility and authority; competence, training and awareness, communication, documentation, control of documents, operational control, emergency preparedness and response),
  - o Checking (monitoring and measurement; evaluation of compliance, non-conformity, corrective action and preventive action; control of records, internal audit),
  - o Management review,
  - o Trainings before the external audits,
  - o Revision of EMS based on the update of requirements of the standard.
- Regular assistance to Toyota Balti AS on applicable environmental legislation in Estonia, Latvia and Lithuania;
- Regular consultations on analysis of impacts of draft or new legislation on vehicles sales and maintenance/repair activities;
- Regular trainings and assistance in improvement of the environmental management system.

Toyota Baltic AS  
Reg no 10234087  
Järvevana tee 7 B, 10112 Tallinn, Estonia  
T +372 674 5300, office@toyota.ee, www.toyota.ee



The involved staff exhibited a high degree of professionalism throughout the project. The company completed all its assign tasks in a timely manner and within the agreed budget.





INSPIRING  
ENVIRONMENT

## LETTER OF REFERENCE

22/08/2023

To whom it may concern,

With this letter of reference, we confirm that **SIA Estonian, Latvian & Lithuanian Environment** (SIA ELLE, Latvia) and **UAB Estonian, Latvian & Lithuanian Environment (UAB ELLE, Lithuania)** in the period from 2007 to 2023 according to the assignment contract with **OÜ Estonian, Latvian & Lithuanian Environment** (Estonia) has provided consulting services on implementation of an environmental management system (EMS) according to the requirements of the international standard EN ISO 14001 (current valid version 14001:2015) for Toyota Balti AS and Toyota and Lexus car repair/maintenance and dealerships in Latvia and Lithuania (in total 14 dealers). Review of applicable legal acts is provided to all Toyota and Lexus official dealerships.

The task carried out by the consultant included the following:

- Revision of the Toyota Baltic AS Environmental Management Handbook (compiled by ELLE OÜ in 2007) and bringing the handbook and the EMS into compliance with the recent ISO 14001:2015 standard. Among other things the following has been carried out in Toyota Baltic AS and Toyota and Lexus dealerships:
  - Conducting introductory training,
  - Environmental review at the site,
  - Development of environmental policy,
  - Planning (environmental aspects; legal and other requirements; objectives, targets and programmes, risk and opportunities assessment, stakeholders' analysis),
  - Implementation and operation (resources, roles, responsibility and authority; competence, training and awareness, communication, documentation, control of documents, operational control, emergency preparedness and response),
  - Checking (monitoring and measurement; evaluation of compliance, non-conformity, corrective action and preventive action; control of records, internal audit),
  - Management review,
  - Second training before the audit,
  - Revision of EMS based on the update of requirements of the standard.
- Regular assistance to Toyota Balti AS on applicable environmental legislation in Latvia and Lithuania;
- Regular consultations on analysis of impacts of draft or new legislation on car sales and maintenance/repair activities;
- Regular trainings and assistance in improvement of the environmental management system.



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INSPIRING  
ENVIRONMENT

The total cost of services provided by SIA ELLE were EUR 17165.51. The total cost of services provided by UAB ELLE were EUR 6470.

The staff of SIA ELLE and UAB ELLE involved exhibited a high degree of professionalism throughout the project, which is confirmed by the reference from the client, e.g. Toyota Balti AS.

Best regards,  
Member of the Board

Vertimas iš anglų kalbos

/KOPIJA

KOPIJA TIKRA

SIA „Estonian, Latvian &

Lithuanian Environment“



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/ Apskritasis antspaudas: \*ELLE\*, „Estonian, Latvian & Lithuanian Environment“ \*LOGOTIPAS\*/

## REKOMENDACINIS LAIŠKAS

2023-08-22

Visiems suinteresuotiesiems,

Su šiuo rekomendaciniu laišku, patvirtiname, kad **SIA „Estonian, Latvian & Lithuanian Environment“ (SIA ELLE, Latvija)** ir **UAB „Estonian, Latvian & Lithuanian Environment“ (UAB ELLE, Lithuania)** 2007-2023 m. laikotarpiu pagal bendradarbiavimo sutartį su OÜ „Estonian, Latvian & Lithuanian Environment“ (OÜ ELLE, Estija) teikė konsultacines paslaugas dėl aplinkos apsaugos vadybos sistemos (AVS) diegimo pagal tarptautinio standarto EN ISO 14001 (šiuo metu galiojanti versija 14001:2015) reikalavimus „Toyota Balti AS“ ir „Toyota“ bei „Lexus“ automobilių remonto/priežiūros ir prekybos atstovybėms Latvijoje ir Lietuvoje (iš viso 14 atstovybių). Visoms oficialioms „Toyota“ ir „Lexus“ atstovybėms teikiama galiojančių teisės aktų apžvalga.

Konsultacinės paslaugos apėmė šias užduotis:

- „Toyota Baltic AS“ aplinkosaugos vadybos vadovo (kurį 2007 m. parengė OÜ ELLE) peržiūra ir vadovo bei AVS suderinimas su naujausiu ISO 14001:2015 standartu. Be kitų, „Toyota Baltic AS“ ir „Toyota“ bei „Lexus“ atstovybėse buvo atliktos šios užduotys:
  - Surengti įvadiniai mokymai;
  - Aplinkosauginė patikra vietoje;
  - Aplinkosauginės politikos rengimas;
  - Planavimas (aplinkosaugos aspektai; teisiniai ir kiti reikalavimai; tikslai, uždaviniai ir programos, rizikos ir galimybių vertinimas, suinteresuotųjų šalių analizė);
  - Įgyvendinimas ir veikimas (išteklių, funkcijos, atsakomybė ir įgaliojimai; kompetencija, mokymas ir informuotumas, komunikacija, dokumentacija, dokumentų kontrolė, veiklos kontrolė, pasirengimas ekstremaliosioms situacijoms ir reagavimas į jas);
  - Patikrinimas (stebėsena ir matavimai, atitikties/neatitikties, taisomųjų ir prevencinių veiksmų vertinimas; įrašų valdymas, vidaus auditas);
  - Valdymo peržiūra;
  - Antrasis mokymas prieš auditą;
  - AVS peržiūra pagal atnaujintus standarto reikalavimus.
- Reguliari pagalba „Toyota Balti AS“ dėl Latvijoje ir Lietuvoje taikomų aplinkosaugos teisės aktų;
- Reguliarios konsultacijos dėl teisės aktų projektų ar naujų teisės aktų poveikio automobilių pardavimui ir techninės priežiūros ir (arba) remonto veiklai analizės;
- Reguliarūs mokymai ir pagalba tobulinant aplinkos apsaugos vadybos sistemą.

Bendra SIA ELLE suteiktų paslaugų kaina — 17 165,51 EUR. Bendra UAB ELLE suteiktų paslaugų kaina — 6470 EUR.

Projekto įgyvendimo eigoje darbuotojai pasižymėjo aukštu profesionalumo lygiu, tai patvirtinta kliento, pvz., „Toyota Balti AS“ rekomendacija.

Linkėjimai,

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