

# Bill Robertson Toyota, Gladstone

## 2013 Toyota Environmental Dealer Assessment Report

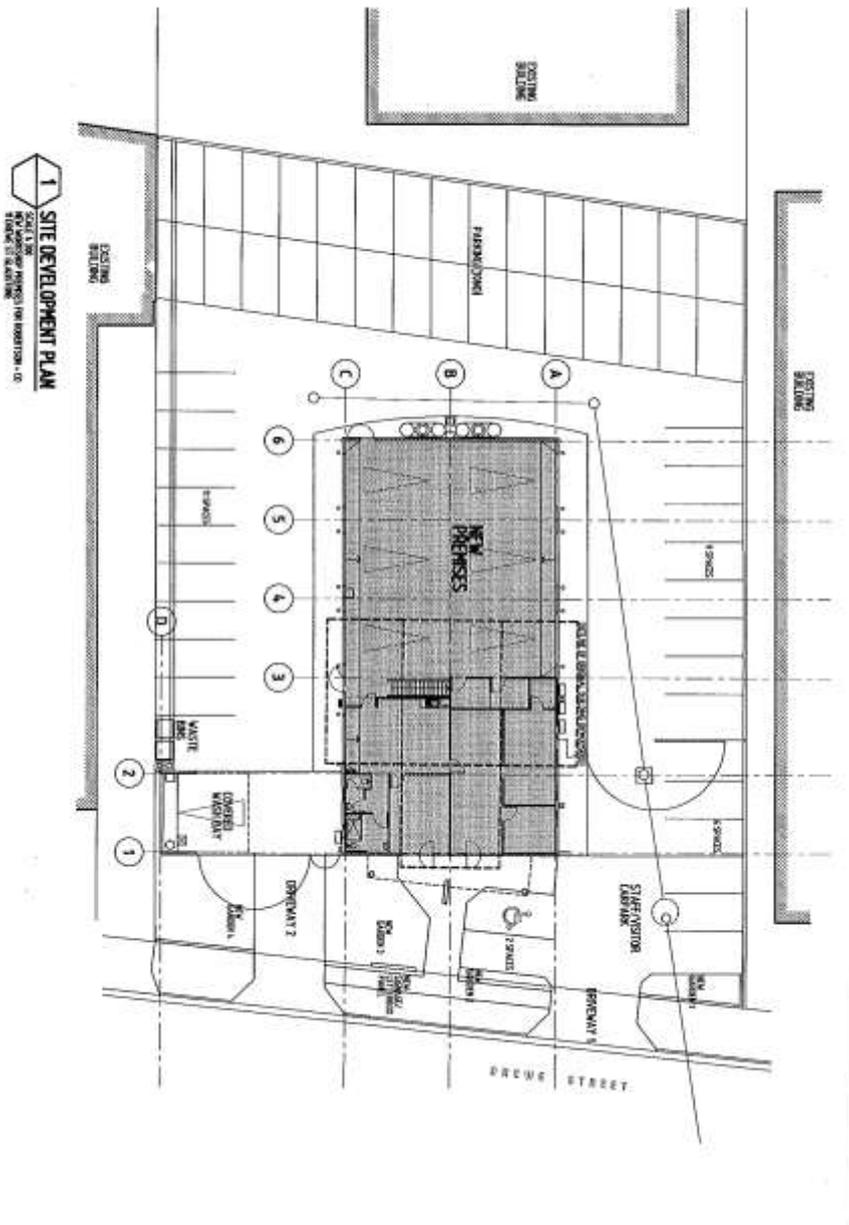
### 1 Dealer Compliance with DERAP

The screenshot displays the Toyota Dealer Environmental Risk Audit Program (DERAP) interface. The page is green and features a navigation bar with 'HOME', 'SELF AUDIT', and 'CARBON SURVEY' tabs. The main content area includes the Toyota logo, the text 'TOYOTA DERAP DEALER ENVIRONMENTAL RISK AUDIT PROGRAM', and a globe icon. Two progress indicators show '100% Completed' for both 'Self Audit' and 'Carbon Survey'. To the right, it lists 'Bill Robertson Toyota' with a survey date of '09/11/2012' and 2013 carbon emissions: 'Total Emissions: 133,084kg' and 'Emissions per sale: 50.53'. Logos for 'NATIONAL SERVICE DIVISION' and 'ACCURACY CARING TRUST' are visible in the top right. A footer note states 'For assistance in using this site please contact your District Service Representative' and a 'Download Manual' button is present.

Category	Status
Self Audit	100% Completed
Carbon Survey	100% Completed

2013 Carbon Emissions  
Total Emissions: 133,084kg  
Emissions per sale: 50.53





Map showing the outline of our Pre-Delivery Centre at 11 Drewe St, Gladstone. There is a small office tenancy in the front of this building which is excluded from our area.

(The sites are opposite each other on Drewe Street.)

### **3 Energy Management**

See 2013 Sustainability Reporting.

Please see also our 2013 Environmental Excellence Case Study – Reducing our energy use and carbon emissions.

### **4 Renewable energy generation**



10kW Solar panel system, 84 Hanson Road workshop roof.



5kW solar panel system, 84 Hanson Road showroom roof.

## **5 Energy Saving hot water system**

Hot water is only used in the dealership for washing dishes. Showers are not provided for on site. Current electric hot water system is small. System will be replaced with an environmentally friendly option when it becomes necessary.

## **6 Energy efficient Lighting Assessment Conducted and Plan Produced**

### **Energy Efficient Lighting Assessment**

Updated 27/9/13

#### ***84 Hanson Road***

##### **Plan**

In 2014 we plan to carry out extensive renovations to the office, showroom and parts warehouse spaces at 84 Hanson Road. We will incorporate as much energy efficient lighting as our budget will allow.

##### **Offices**

All offices are fitted with fluorescent lighting.

25 fittings

20,000 hours long life tubes used

##### **Parts Warehouse**

The Parts Warehouse is fitted with fluorescent lighting.

18 fittings

20,000 hours long life tubes used

##### **Training Room**

Training Room is fitted with downlights.

6 fittings

1 LED light

5 dichroic lamps (LED replacement lamps did not work in fittings)

##### **Workshop**

Workshop is fitted with highbay lights. Lighting is supplemented by clear roofing panels and large external openings.

9 fittings

### **Display Yard**

Display yard is fitted with LED lights on a timer.

3 fittings

### **Signage**

Signage is under contract from Toyota. Signage is on a timer and switches on at 6pm and off at 4.30am.

### **Security**

Security lights are a mixture of lights.

3 fluorescent

1 halogen lamp

4 compact fluorescent

### **Staff Amenities**

Staff kitchen is fitted with a fluorescent light. Male and Female toilets are fitted with LED lights. Lunch area is an outdoor undercover area and is naturally lit during the day.

Kitchen        1 fluorescent light

Lunch area    2 fluorescent lights

Toilets        2 LED fluorescent tube replacement lights – trialling for greater throughout dealership

2 fluorescent lights

### **Showroom**

Showroom is lit by halogen lamps.

16 fittings





## **7 Energy efficient lighting installed**

In addition to the energy efficient lighting installed above, this year we invested in 3 LED flood lights for the vehicle display yard. We replaced the large halogen lamps.



## **8 Occupancy sensors**

There are only 3 rooms that are not occupied at all times, the male and female toilets and the training room.

We have placed LED tubes to replace fluorescent tubes in the female toilets.

We've tried LED dichroic lamps in the training room but they didn't work. In any event, lights in that room are turned off by staff when not in use.

We will install sensors on the toilet lights in major renovations planned for next year.

## **9 Localised (zoned) lighting**

Lighting can be controlled in each room. Rooms aren't large enough to warrant the creation of zones.

## 10 Interior / Exterior shading



Shading on western office wall



Tinting on western side of showroom



Shading on eastern wall windows and glass.

## 11 Energy rated appliances



Dyson Hand Dryers in male and female toilets

Panasonic

TH-  
L50EM6A

Australia

125.7

LCD  
(LED)

221.0



Australian  
Regulator

6 star rating for new customer lounge TV



Please refer to Purchasing Policy at Item 25 as it outlines that when we replace equipment we will replace it with environmentally friendly equipment.

## **12 Maintenance**

Air Conditioners are serviced annually, each spring. Copy of invoice for this year's clean attached. Invoice also includes washing down Solar Panels.

# SWAMPY CLEANING SERVICES

A.B.N. 32 524 873 953  
273 AUCKLAND STREET GLADSTONE QLD 4800  
Phone: 0417667577

Bill Robertson Toyota  
44 Haines Road  
Gladstone QLD 4800



Invoice No.: 118  
Date: 30/09/2011

Deliver To:

## Tax Invoice

Item Code	Description	Unit Price	Quantity	GST	Total
5	25 Quater Car House Cleaning <i>25/09</i>	45.45	2	9.09	99.99
5	25 Quater Car House Cleaning <i>25/09</i>	45.45	2	9.09	99.99
5	25 Quater Car House Cleaning <i>25/09</i>	45.45	2	9.09	99.99
5	25 Quater Car House Cleaning <i>25/09</i>	45.45	2	9.09	99.99
5	25 Quater Car House Cleaning <i>25/09</i>	45.45	2	9.09	99.99
5	25 Quater Car House Cleaning <i>25/09</i>	45.45	2	9.09	99.99
	Clear all toyota windows	360.00	1	36.00	746.00
	Clear all aircon	45.45	5.5	25.00	234.97
	Clear solar panel	45.45	1.5	6.82	74.99

*HOUSE WAS NOT CLEANED ON THIS MONDAY*

*Howard Ross*

*2400*

*11-10-11*

Total excluding GST	\$1132.64
GST	\$113.27
Total including GST	\$1245.91
Amount Received	\$0.00
<b>Invoice Balance</b>	<b>\$1245.91</b>

Thank you for your business OUR NEW BANK ACCOUNT - ANZ A.B.S.K. MARSH BSB-014-541 AC. 4556-59925

## 13 Ventilation

The only non-airconditioned spaces in the dealership are the workshop and the Pre-Delivery Centre. Both have large openings on the east and west side to catch the prevailing south easterly breeze and naturally cross ventilate.



Hanson Road workshop



Drewe St Pre-Delivery Centre



Whirly birds are also located on the roof of the air conditioned main office and parts storage area.

#### **14 Localised (zoned) air conditioning controls**



Each room is cooled individually with separate air-conditioners.

## 15 Rain water harvesting



3 x 9000L tanks, approx. 85% of one week's water consumption of the whole dealership.

Rainwater tanks are also included in Drewe Street for vehicle washing and toilets.



10,000L of tanks at Drewe St



Rainwater is used to wash vehicles at Drewe St also

Gladstone rainfall is restricted mainly to the 3 summer months of December, January and February. See Australian Government Bureau of Meteorology chart below.

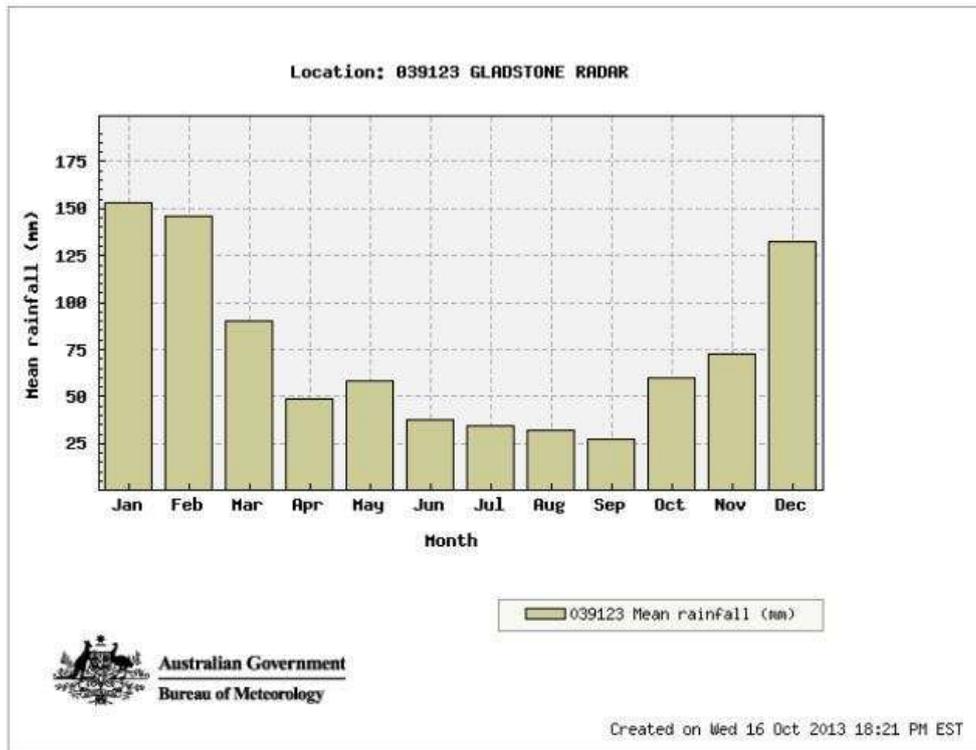
## GLADSTONE RADAR

Mean rainfall (mm)

Site details		Site name: GLADSTONE RADAR	Site number: 039123	Commenced: 1957
Latitude: 23.86 °S	Longitude: 151.26 °E	Elevation: 74 m	Operational status: Still Open	

Yearly data **30 year statistics** Comparison site First statistic Second statistic Note: Only one option can be redrawn at a time

Include data for the year: 2013



Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Years
Mean rainfall (mm) for years 1957 to 2013	153.1	145.6	90.0	48.4	58.5	37.8	34.5	32.0	26.9	59.8	72.4	132.0	892.1	55

12.3 = Not quality controlled

This means it is difficult to store enough rainwater to last the other 9 months of the year, particularly considering space constraints and the fact our site is built on reclaimed land, making cost of underground tanks prohibitively expensive. The reclaimed land is only solid for about 1 metre, below that the earth is mud, which you cannot reasonably excavate and build in. For this reason, we are keen to install an automatic carwash with a water recycling component when carry out our redevelopment next year (see Item 16).

## 16 Water Recycling

We do not currently recycle water, however we are planning to construct an automatic car wash facility next year as part of our redevelopment which will include a water recycling component.

## **17 Appliances & outlets (non potable) with water efficiency ratings - Dishwasher and Washing Machine**

The dishwasher was purchased a few years ago, and is only used when the dealership hosts a function. The dealership does not have a washing machine. Refer to purchasing policy at Item 25.

## **18 Appliances & outlets (non potable) with water efficiency ratings - Dual Flush Toilets, Urinals**



All toilets are dual flush, the urinals are waterless.

## **19 Appliances & outlets (non potable) with water efficiency ratings - Hand Basin Taps**

We currently only have traditional taps. We will improve on this next year when we carry out our renovations.

## **20 Appliances & outlets (non potable) with water efficiency ratings - Low flow shower head**

The dealership only has a safety shower. We do not have facilities for staff to shower at work.

## 21 Office landscape & plants irrigation efficiency



Gardens are mulched.



Drewe St garden



All irrigation is on timers.

## **22 Waste Management (Non Hazardous Landfill Reduction) – Waste management plan (avoiding, sorting, salvage & reuse/ correct disposal**

Policy extract –

## **36 ENVIRONMENTAL MANAGEMENT PLAN**

### **Electricity**

- Turn off all electrical equipment at the end of each day, unless that item has a power save mode.
- Utilize timers on equipment where possible.
- When replacing equipment, ensure energy efficiency is one of the key selection criteria.
- Ensure all internal lights are turned off at the end of each day.
- Ensure all air conditioners are turned off at the end of each day except for the unit in the computer room.
- Only install energy efficient light bulbs.

### **Waste**

- All waste generated at the dealership must be disposed of in the correct bin. This ensures the safe disposal of hazardous wastes and reduces landfill. We have separate bins for the following items -
  - Cardboard including Paper
  - Metals
  - Aluminium Cans
  - General Waste / Landfill
  - Printer Cartridges
  - Recyclables – Plastics, Steel Cans, Glass Bottles, Drink Cartons, Paper
  - Oil Filters
  - Oily rags
  - Car Batteries
  - Domestic Batteries
- Unwanted furniture and equipment which may be reused should be donated.
- Electronic Equipment must be taken to the Gladstone Waste Management Centre for recycling.
- Wooden pallets must be stacked neatly next to the back gate and taken to the Gladstone Waste Management Centre.
- Removed vehicle trays and bodies must be stacked neatly next to the back gate for collection by the metal recycler.
- Our goal is to work towards zero waste to landfill.

## Paper

- Where possible, communication should be electronic and not paper based. Scanning and emailing options should be utilized wherever possible.
- We will only purchase paper which has a recycled content of at least 50%.
- Where possible, printing and photocopying should be double sided.
- Unwanted single side printed paper should be recycled as note paper.
- When ordering printed material we should ensure the paper and ink are from environmentally friendly sources.

## Kitchen

- Staff should always use their own mug and not paper or plastic cups.

## Water

- All taps and pipes must be kept in good working order and any leaks must be promptly repaired.
- All hoses used to wash cars must be fitted with a trigger gun to minimise water consumption.
- Washing down work bays must be done with the automatic scrubber, mops and brooms. Any rising must be done as quickly as possible utilizing water saver devices such as a high pressure unit.
- The dealership will install rain water tanks to capture water which will then be used to wash cars.
- The garden watering system will operate on a timer to ensure efficient use of water.

## 23 Waste Management (Non Hazardous Landfill Reduction) – Waste segregation



Colour coding recycling bin



Recycling noticeboard



Aluminium cans recycling



JJ Richards Cardboard Recycling Bin on left with general bin on right



Metal cycling skip, left, battery recycling bin, middle, Mixed Recyclables bin, right.



Packaging ready for reuse in the Parts Department.



Clothing recycled as rags from the Salvation Army.

## 24 Waste Management (Non Hazardous Landfill Reduction) – Responsible Waste Disposal

We separate hazardous material from landfill.



Batteries



Oil Filters



Oily Rags

## 25 Environmentally friendly purchasing

Policy extract –

### Purchasing

- When purchasing any goods or services preference must be given goods or services produced in a certified as environmentally friendly way if all other factors are equal.
- Where possible we should purchase recycled content products i.e. office stationary, e.g. rechargeable batteries rather than single use batteries, cardboard pens, rulers



This year we also purchased customised entrance mats made from recycled tyres. Note the Toyota font for 'Welcome'.

## **26 Renewable Energy Fleet Vehicles – Promotion of Hybrid Technology & Vehicles in Customer Areas**

We promote HSD to our customers by using Prius vehicles both as our Customer Drive Car, and Customer Loan Vehicles. We feel this is the best way to show customers how fantastic the technology is, and it ensures many customers who would otherwise never drive a Hybrid vehicle have the opportunity. We have 2 Prius ( a Prius and a Prius C) as loan vehicles, and they are loaned out to different customer each day.



Our Prius Customer Drive Car

We will also incorporate a display into our major renovations next year.

## **27 Bio-fuel use in Service Loan Car / Demonstrator & Company Vehicle Fleet**

We also have 2 Prius, a Prius V and a Prius C in our company fleet. Importantly the vehicle which is driven the most and is the most public, the Customer Drive Car, is a Prius.



## **28 Renewable Energy Purchasing – Certified Renewable Energy**

At this time we have chosen to invest twice in solar panels rather purchase Renewable energy from a third party. See pictures at Item 4 above.

## 29 Renewable Energy Purchasing – Carbon Offset Commitment

We purchase Carbon Offset for all air travel.



### Carbon Offset Tax Invoice

**Dear Mr James Robertson**

Thank you for contributing to the Qantas Carbon Offset Program.

**Flight Booking Reference:**

59XN2A

**Passenger(s):**

Mr James Robertson

Sector	Date	No. of Passengers	Emissions Offset (CO <sub>2</sub> -e)	Amount Paid* (AUD)
Gladstone - Brisbane	31 October 2013	1	61.0 kilograms	\$0.57 <sup>^</sup>
Brisbane - Gladstone	31 October 2013	1	90.0 kilograms	\$0.84 <sup>^</sup>
<b>Total Amount Paid* (AUD) \$1.41</b>				

<sup>^</sup>Your contribution is GST inclusive

Read more about our carbon offset program at [qantas.com](http://qantas.com).

To view your booking visit [qantas.com/yourbooking](http://qantas.com/yourbooking).

We look forward to welcoming you onboard soon.

\*Contributions are not refundable.

**Do not reply to this e-mail as it is used to deliver e-mails only.**

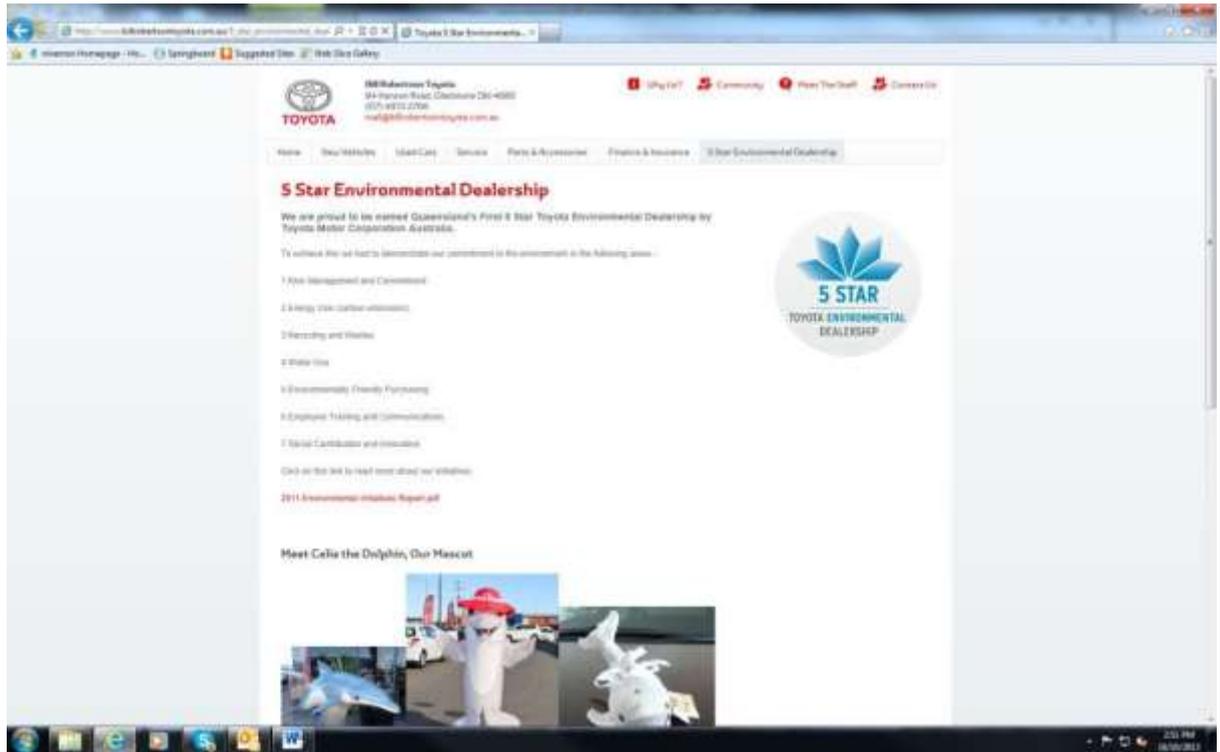
If you need assistance visit our [online help](#)

Qantas Airways Ltd ABN 16 009 661 901

## 30 -34 External Promotion (Customer)

- 1 Our TED certification and Environmental policy is on our website:

[billrobertsontoyota.com.au](http://billrobertsontoyota.com.au)



- 2 We have an internal display of our environmental aspects/TED



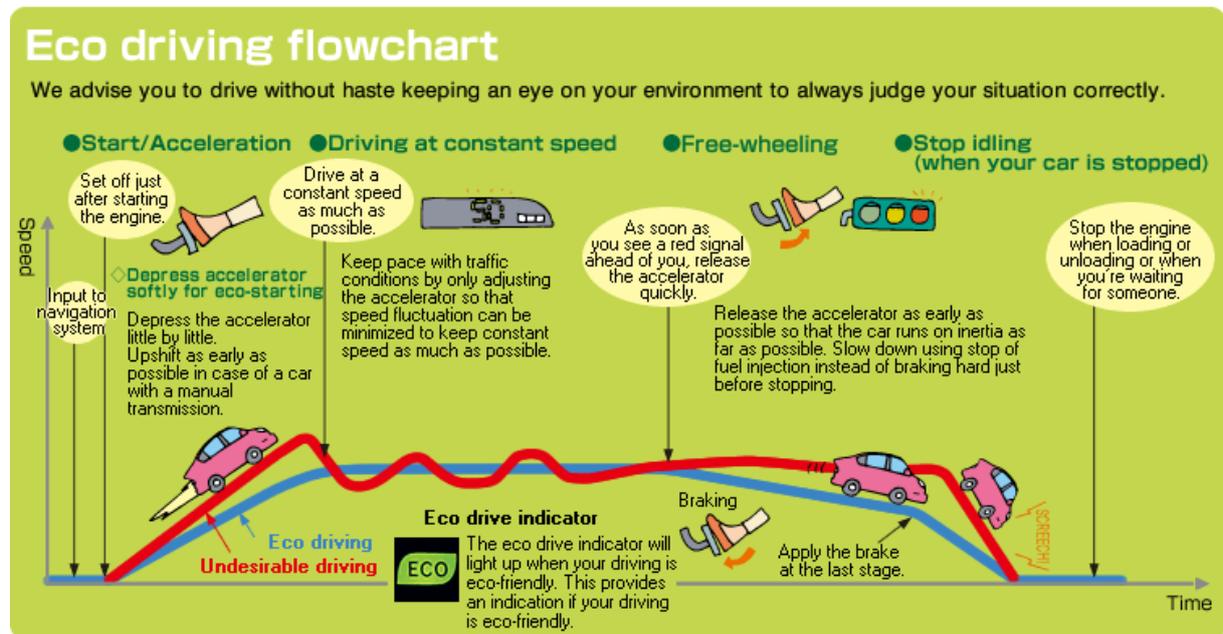
- 3 We educate our customers about Eco Driving Tips  
A flyer 'Eco Driving Tips' is included in a Customer Care Kit with give to each customer when they pick up their new vehicle. The flyer provides the following information –

## Eco Driving Tips

### Before Leaving Home

- 1 Avoid traffic congestions and leave home with time to spare
- 2 Unload unnecessary items
- 3 Routinely check tyre pressure

## While Driving



- 1 Set off just after starting the engine
- 2 Accelerate slowly
- 3 Maintain a safe distance between vehicles and avoid changing speeds often
- 4 Release the accelerator quickly to slow down
- 5 Turn your engine off rather than idling
- 6 When you only need the heater, be sure to switch the A/C to the off position

For more detailed information please go to -

[http://www.toyota-global.com/sustainability/environmental\\_responsibility/establishing\\_a\\_low\\_carbon\\_society/eco\\_driving/check\\_before\\_leaving\\_home.html](http://www.toyota-global.com/sustainability/environmental_responsibility/establishing_a_low_carbon_society/eco_driving/check_before_leaving_home.html)

- 4 We've adopted Celia the Dolphin as a mascot and as a tool to converse with our customers about our environmental story. See Item 45.
- 5 We've had a newspaper article about our environmental initiatives.



Gladstone News Weekly article on Bill Robertson Toyota and Tree Day, 31 August 2013

## 35 – 38 Internal Communications (Employees)

- 1 We conduct annual training on waste management for all employees to educate and motivate them.

This year's course notes –

**Course Date** 15<sup>th</sup> October 2013

**Course Title** Waste Management & Recycling at Bill Robertson Toyota

*Introduction*

*Introduce myself*

*Housekeeping Items*

*Introduce the Course Title*

*Objective* – You will know how and where to dispose of all waste at Bill Robertson Toyota including what waste to recycle.

Please feel free to ask questions throughout today's session.

Take notes as there will be a questionnaire at the end of the session.

Please sign the Attendance Record

### *Body*

At Bill Robertson Toyota we believe our responsibility to the environment goes beyond selling environmentally friendly hybrid vehicles. As responsible citizens we must also make every effort to minimise the impact our business has on our environment and work towards creating a sustainable environment for future generations.

A key way we can do this is through Waste Management and Recycling.

A copy of our Environmental Management Plan has been placed on the notice board in the lunch area.

In relation to Waste, the plan states –

## **Waste**

- All waste generated at the dealership must be disposed of in the correct bin. This ensures the safe disposal of hazardous wastes and reduces landfill. We have separate bins for the following items -
  - Cardboard including Paper
  - Metals
  - Aluminium Cans
  - General Waste / Landfill
  - Printer Cartridges
  - Recyclables – Plastics, Steel Cans, Glass Bottles, Drink Cartons, Paper
  - Oil Filters
  - Oily rags
  - Car Batteries
  - Domestic Batteries
- Unwanted furniture and equipment which may be reused should be donated.
- Electronic Equipment must be taken to the Gladstone Waste Management Centre for recycling.
- Wooden pallets must be stacked neatly next to the back gate and taken to the Gladstone Waste Management Centre.
- Removed vehicle trays and bodies must be stacked neatly next to the back gate for collection by metal recycler.
- Our goal is to work towards zero waste to landfill.

Where are these bins?

Cardboard including Paper bins are BLUE bins located throughout the dealership, which are emptied into the 4m3 steel skip bin at the back gate marked CARDBOARD ONLY.

The Metals bin is also at the back gate.

The Aluminium Cans bag is in the lunch area.

General Waste / Landfill bins are RED bins located throughout the dealership, which are emptied into the 4m3 steel skip bin at the back gate marked GENERAL WASTE.

Please do not use any other bins for general waste. Generic bins were removed from the dealership a couple of years ago. If you need colour coded bin please come and see me.

The bin for Printer Cartridges is in the main administration office.

Oily Filters bins are located in the bunded area in the workshop and are signed.

Oily Rags bins are located in the bunded area in the workshop and are signed.

Car Batteries bins are located at the back gate. They are blue and marked Used Lead Acid Batteries and Corrosive.

The bin for Domestic Batteries is located the administration office.

The bins which cause the most confusion the Recycling bins.

Recyclables bins are YELLOW bins located throughout the dealership, which are emptied into the 660L green plastic bin at the back gate marked RECYCLABLES.

Items from this bin are taken to a recycling centre and are separated by hand. This means we need to be careful about what we put in the bin.

We must never put a bag full of items in this bin. Bagged items just get put in landfill. Please empty the bag into the bin, and put the bag in the landfill bin.

Do not put very dirty items in this bin. Rinse food and drink containers. Screw back on the lid if possible.

Any food items must not go in this bin, including tea bags, coffee pods, and banana skins.

Remember if you wouldn't touch it again, then don't expect anyone else to.

Generally, an item must have a recycling logo on it to put it in the recycling bin.

Also, please take the time to flatten all boxes, big and small. We pay for cardboard collection by volume also, so flattening boxes helps a lot.

We've had recycling for many years now, but it is still difficult to motivate everybody to take it seriously.

So I thought I'd go through some reasons about why it is important.

- 1 Landfill is expensive. It costs \$122.73 every time the Landfill skip is emptied, and it is emptied twice a week. That's over \$1,000/month just for stuff in the red bin. If we could reduce our landfill collection to once a week, we'd have \$12,000 to spend on new equipment.
- 2 You're wasting a lot of effort by your workmates if you don't participate.
- 3 Landfill takes hundreds of years to become safe. Did you that at some sites that have been turned into parks, kids and dogs get skin rashes if they touch the ground? Don't you think that by minimising the amount of land that is taken up with landfill is worth it?
- 4 Also, we sell metal. We don't get much, but it helps pay for things like fruit, coffee.

So please challenge yourself –

Can I create less waste? One simple way is to use your own coffee cup and wash it up each day instead of a cardboard cup.

Are you really too busy?

Is it that confusing?

Have you taken 2 minutes to read the charts?

Why don't you ask your supervisor if you're still not sure.

Has anyone got any questions generally about our waste management and recycling?

### *Conclusion*

We believe that our waste management program together with staff education and enthusiasm will contribute to a sustainable future.

### *Questions*

Q1 If you are unsure what materials are considered recyclable, where would you go in the dealership to find out?

A1 The Recycling noticeboard in the staff lunch area.

Q2 Why is it important to separate our oily rags from our general waste?

A2 Because general waste goes to landfill, and oil would contaminate it.

Q3 Is recycling sorted by hand or by machine?

A3 By hand.

Q4 Should drink container lids be put in a red bin, or screwed back on the container and put in the yellow bin?

A4 Screwed back on the container and put in the yellow bin.

Q5 What waste items can the dealership sell?

A5 Metals

Q6 Is it ok to put a bag full of recyclables in the 660L green recyclables bin?

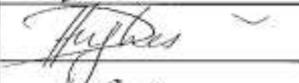
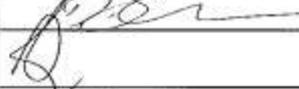
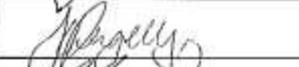
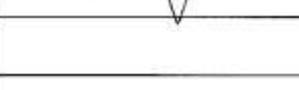
A6 No!

Hands up if you are ready to recycle?

# In-House Training

Date 15.10.13  
Topic Waste Management + Recycling at BRT  
Facilitator J Robertson

## Attendees

Name	Signature
Renate Edwards	
Dylan Hughes	
Tim Murray	
Dan Bonner	
ASHLEY GRICE	
Kristan Pengelly	
CHRIS TUCKER	
Wayne Monahan	

- 2 Our Environmental Policy is displayed on a notice board in our lunch area, together with information on waste management and dealership consumption.



### **39 Fostering Community Involvement – Active participation in Planet Ark Associated Activities (eg. National Tree Day, Clean Up Australia Day)**

We have actively participated in National Tree for many years. This year assisted with events at Boyne Island State School and 2 early learning centres – Port City Kids and Rainbow Valley.



Gladstone News Weekly page 24, 3 August 2013.



Kids from Boyne Island State School in their Tree Day shirts.



Thank you poster from Port City Kids for helping with Tree Day this year.

We have not yet participated in Clean Up Australia Day, but we can next year.

#### **40 Fostering Community Involvement – Active participation in Earth Hour**

We registered for Earth Hour again this year, turned off our lights and encouraged our staff to participate also. We will also participate in Earth Hour next year.

#### **41 Fostering Community Involvement – Participation in other Toyota approved (national office) environmental initiative or programs**

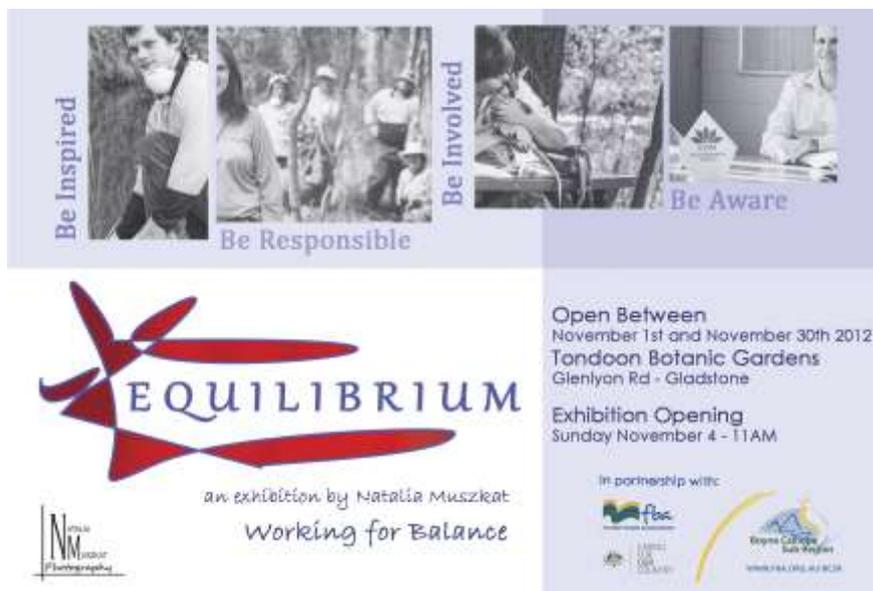
##### **Ecofest**

Gladstone Regional Council holds an “Ecofest” each June to celebrate environmental initiatives of business and industry and raise awareness of what residents can do in and around the home to help reduce their impact on the environment. We had a tent display of the Hybrid Camry and Prius vehicles together with information on how our hybrids work. We also ran the Megafactories DVD about the new Camry Hybrid factory at Altona. Interactivity with the local community was improved by special appearances from our mascot Celia the Dolphin and a colouring in competition. Around 8,500 people attended Ecofest this year.



### “Equilibrium” photographic exhibition

Local photographic artist Natalia Muszkat held an exhibition during November 2012 at the Tondoon Botanic Gardens gallery called “Equilibrium”. The exhibition focused on people in our community who contribute to our environment. Subjects included primary school environmental educators, volunteers with Conservation Volunteers Australia, Artists, horticulturalists and me, a local businessperson. Natalia had heard how our business is an environmental leader in our field and approached me to be a subject for the exhibition because she wanted to show that people in a range of different jobs could have an impact.



Postcard for ‘Equilibrium’ photographic exhibition. That’s me in the fourth photo.

**Gladstone Civic Beautification Committee's 2013 Garden Awards**

We have been a sponsor of the Gladstone region's garden awards for over 20 years. The competition encourages local residents to take up an interest in gardening, particularly in regard to local native plants.



Gladstone News Weekly page 20-21, 19 October 2013. Note our vehicle in the photo of the judge.

**2013 Boyne Tannum Hook Up.**

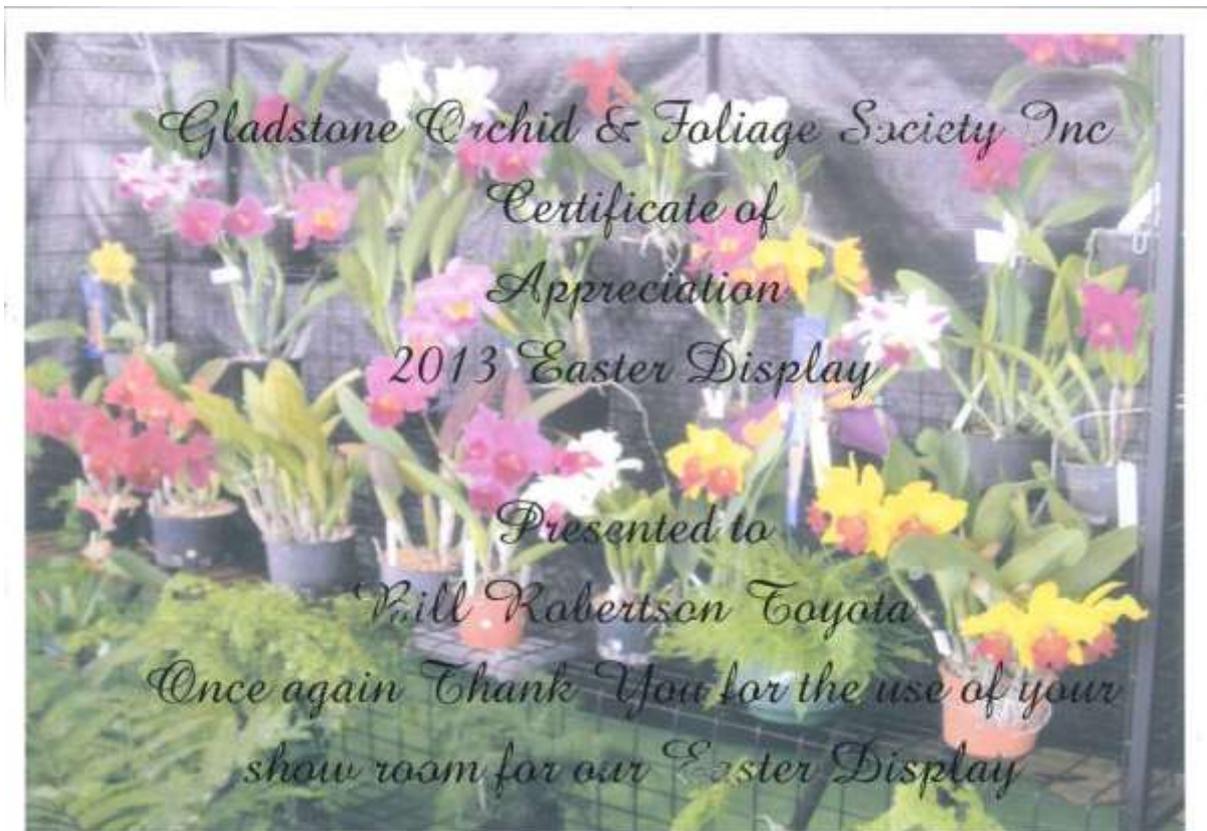
What better way highlight the water quality of Gladstone harbour than to sponsor the region's biggest fishing competition. Boyne Island and Tannum Sands are 2 suburbs at the entrance to Gladstone Harbour. Held in June, the 2013 Hook Up had over 4,000 entrants and around 30,000 visitors to the event grounds. The competition is catch and release, and requires people to get out and enjoy the fishing in the local environment over 3 days. The fishing competition demographic is also closely aligned to the Toyota target market. We had a display of 2 vehicles at the Hook Up grounds, and interactive visits by our mascot, Celia the Dolphin.





### **Gladstone Orchid & Foliage Society Inc Easter Show.**

This small community organisation has been running their Easter Show for many years. By loaning them our showroom over the Easter break (regional Queensland motor dealers cannot open over Easter) they are able to exhibit their orchids in an air conditioned space. The Society also sells plants and runs a competition. Growing orchids and foliage is a positive environmentally friendly activity and fits neatly with our environmental goals. Around 2,000 people attend the display at our dealership over the Easter weekend.



## 42 Environmental building design & construction

We incorporated a number of environmental features in our rebuild of our Pre-Delivery Centre at 11 Drewe Street. Please see our 2012 Environmental Excellence Case Study – 11 Drewe St, attached.

## 43 Rain water plumbing

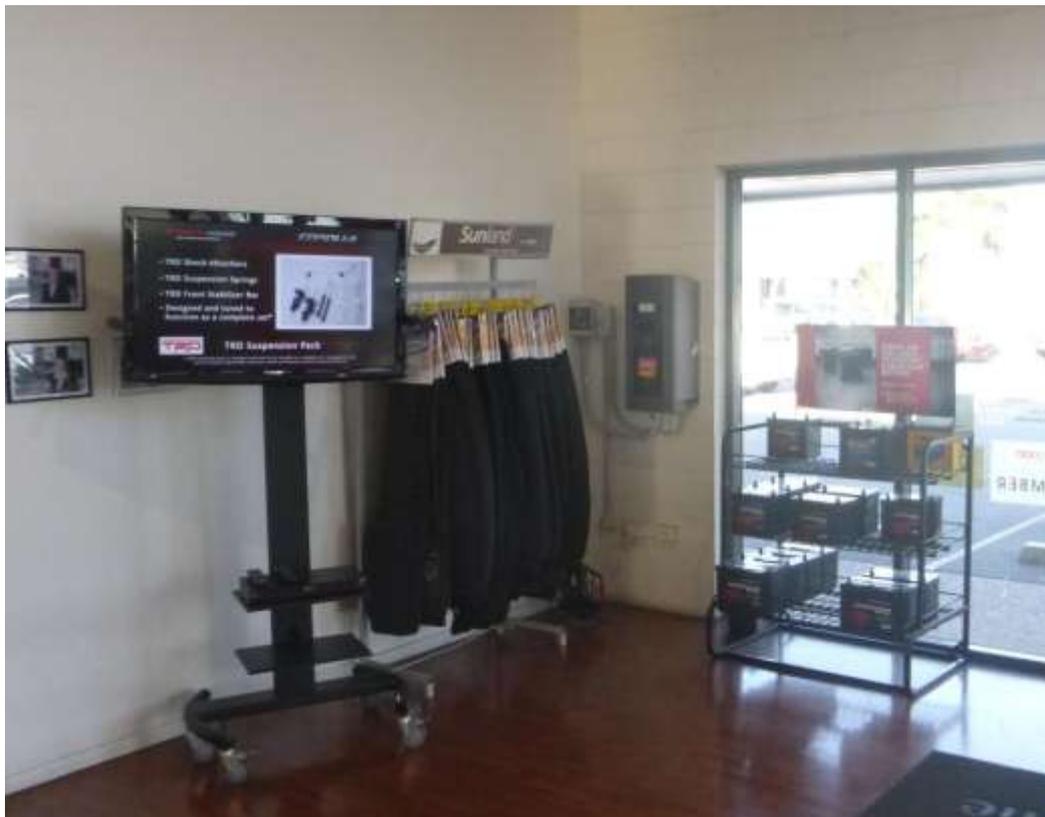
84 Hanson Road – tanks are plumbed to car wash bay.

11 Drewe Street – tanks are plumbed to toilets and car wash bay.

Please see Item 15 above.

## 44 Energy Metering

The Inverter for the Solar Panels on the Showroom roof is located in the main Showroom to show customers and staff how much energy we are generating from that unit.



## 45 Environmental Innovation Bonus

# Meet Celia the Dolphin

## Our Mascot

Bill Robertson Toyota adopted Celia the Dolphin as our mascot as part of our 40<sup>th</sup> Birthday celebrations in 2013.

We chose a dolphin to be our mascot because dolphins live close to us in the mouth of Auckland Creek, in the Marina and in Gladstone Harbour.

Dolphins are also known for their beauty, grace and intelligence, things we all appreciate.

Bill Robertson Toyota, together with Toyota, works hard to reduce its impact on the environment. For example, our waste water from car washing is treated before being discharged to sewerage, ensuring that chemicals are not released into the storm water drains to travel the short distance to Auckland Creek, Celia's home.

We celebrate Celia in three main ways - our sculpture which greets our customers at our front door, our human size costume which joins us for events, and a plush toy which we give to our customers when they purchase a vehicle.

Our Celia the Dolphin sculpture was made for us by Calliope (local) artists Margaret Worthington and Clive Rouse.

We encourage all our customers to join us in helping keep our waterways clean for Celia and all her friends.

