

# Materials Handling for Europe



stronger together



## FOREWORD FROM THE PRESIDENT



PRESIDENT, TOYOTA MATERIAL HANDLING EUROPE  
**Håkan Dahllöf**

“ Some relationships just make sense. The integration of Toyota Industrial Equipment Europe and BT Europe to form Toyota Material Handling Europe (TMHE) is a perfect example. It brings together two leaders with a rich heritage of more than 100 years of combined materials handling excellence.

Toyota brings a strong reputation for counterbalanced forklifts, manufacturing, quality and the Toyota Production System (TPS). BT adds a tradition of excellent warehouse equipment, customer service, rental and distribution. Backed by the global power of Toyota Industries Corporation (TICO) – the world’s leading materials handling supplier and a key member of the Toyota group – TMHE can ensure the supply of a qualitative range of products, services and solutions in an extensive European distribution network.

To help you better know our new organisation, we have structured this brochure around the core values of our philosophy – the Toyota Way. These five key values that govern the way Toyota does business will guide you through our materials handling activities.

In our journey towards becoming Europe’s leading materials handling supplier, we are confident that our customers and Toyota Material Handling are truly ‘stronger together’. Toyota Material Handling has the size, experience and enduring stability to provide customers with total confidence and peace of mind.

”

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# CUSTOMER FIRST

The 'Customer First' concept has its source in the Toyota Production System (TPS). No matter how good the final product might be, it would be worthless if it did not meet customers' demands and satisfy their needs.

Toyota Material Handling Europe invests heavily in research and development, production facilities, service centres and personnel training in Europe. At the heart of our approach lies an uncompromising commitment to quality. The principle of 'Kaizen', or continuous improvement, inspires an ongoing drive for excellence – giving customers total confidence and peace of mind that their equipment will continue to deliver Toyota's highest standards of quality, safety and performance.

MISSION STATEMENT

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

To build trust and confidence with customers by delivering outstanding materials handling products and services which add real value to their businesses.

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



## THE **TOYOTA WAY**

Toyota's success stems from vision and dedication to a set of common principles – the Toyota Way. Its five core values express the beliefs and values shared by Toyota. All Toyota team members, at every level, are expected to apply these values in their daily work and relations with others.

By going to the source of information to make correct decisions, by continuous improvement (Kaizen), by embracing challenges and by respecting customers and each other – more than 700,000 people worldwide contribute every day to the success of the Toyota team.



**GENCHI GENBUTSU**

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.



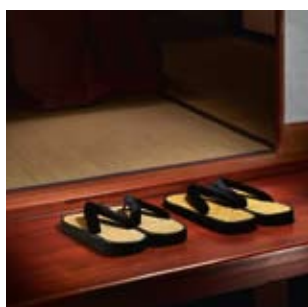
**CHALLENGE**

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



**TEAMWORK**

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

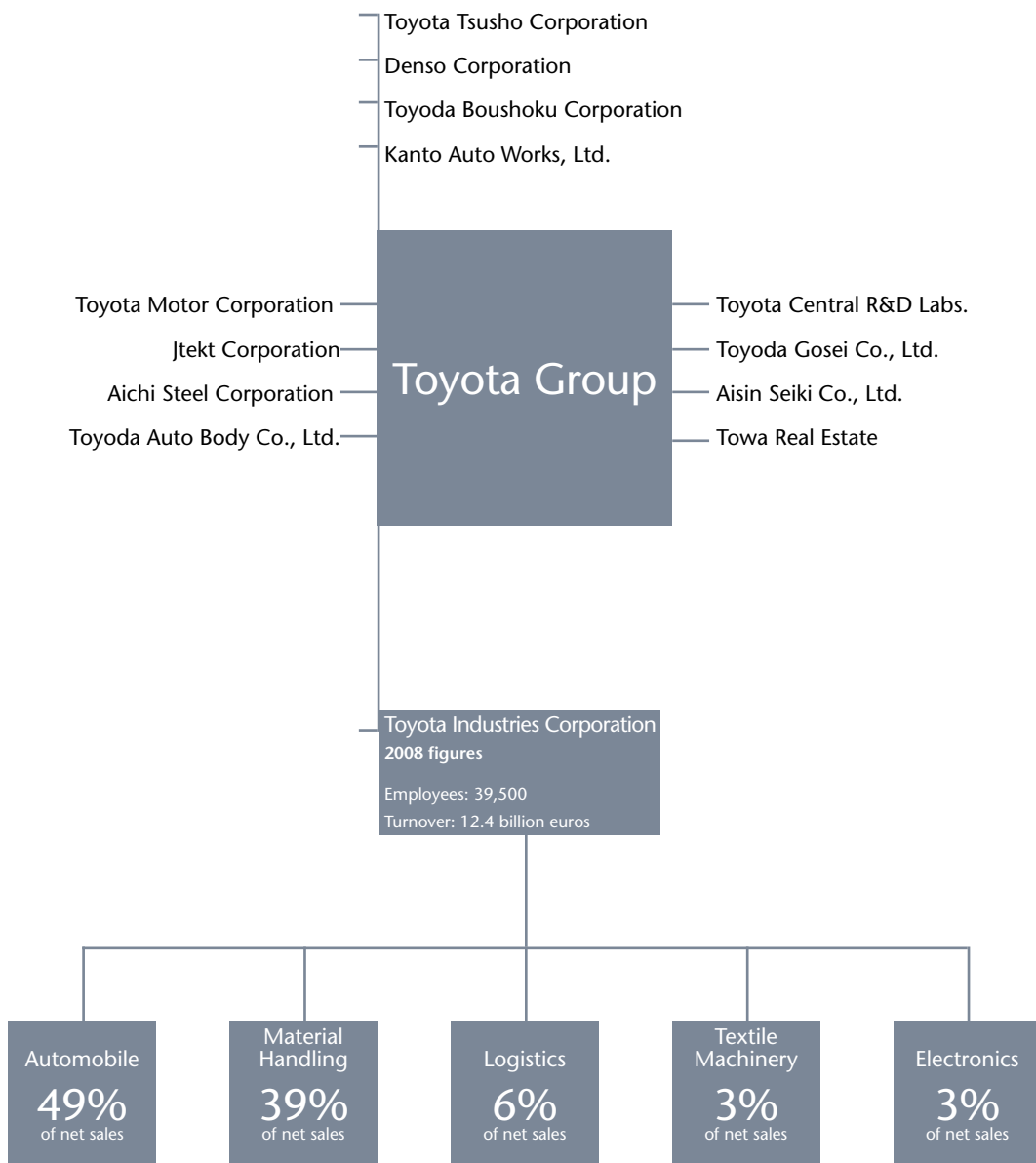


**RESPECT**

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



The Toyota Group encompasses 13 corporations involved in numerous industrial sectors. Meet the names and the numbers behind our business.



# HISTORY OF TOYOTA

From a local inventor  
to a world player.



Sakichi Toyoda

Toyota is one of the largest  
and most respected  
organisations – and brands –  
in the world.



## FROM LOOMS TO LIFT TRUCKS, TOYOTA SETS NEW STANDARDS

More than eight decades have passed since Sakichi Toyoda's automatic loom revolutionised the Japanese textile industry in 1924. Since then, Toyota has helped transform manufacturing industry around the world – from textile machinery and automobiles to electronics and materials handling equipment.

Today, the Toyota Group employs more than 700,000 people worldwide and is one of the largest and most respected corporations in the world. Reflecting the diversity of its activities, the group encompasses 13 corporations, including Toyota Motor Corporation (TMC) and Toyota Industries Corporation (TICO).

## TOYOTA INDUSTRIES CORPORATION

Toyota had been using forklifts in its car manufacturing plants as early as the 1940s, enabling it to develop good insights into what customers wanted. Combining this experience with its vehicle manufacturing know-how, Toyota launched its first engine-powered forklift truck in 1956. From there, Toyota expanded its product line-up, including a 3-ton forklift model and towing tractor, and started exporting to Asia.

In 1958 the first Toyota forklift reached European shores. Through the 1960s, production capacity in Japan was continuously expanded and international specifications added to the range to meet soaring world demand.

Toyota produced its first electric forklifts in the 1970s. In 1986, Toyota started European forklift production in France.

Today, TICO is the world's leading manufacturer of materials handling equipment, offering a full range of warehouse equipment and internal combustion and electric counterbalanced forklift trucks.

# HISTORY<sup>OF</sup> BT

BT develops a world-leading position as a manufacturer of materials handling products.



Ivan Lundquist



## THE START OF SOMETHING BIG

BT was founded in 1946 with the aim of selling equipment to the construction and transportation industries. It was a time of dawning optimism and rapid development to meet the rebuilding needs following World War II .

Having started by selling equipment from other manufacturers, BT soon began to develop its own line of products. Production of hand pallet trucks started in 1948. Within a few years

BT found its niche and began the process of becoming a leading name in materials handling.

At this point there was no standardised system for handling materials and BT realised the enormous potential of fulfilling the need for greater efficiency. In cooperation with the Swedish State Railway (SJ), a project was started to find the solution.

One year after presenting its first hand pallet truck, BT introduced the revolutionary pallet. Later known as the Europallet, it became the industry standard in much of Europe.

Two names closely linked to BT are Ivan Lundquist, its legendary first president, and Ivar Bryntse, the inventor of the first proprietary product, the hand pallet truck. Both men worked in the company for decades and came to personify two values that have always been central to BT: quality and service.



## TOYOTA BT

Sakichi Toyoda founds the Toyoda Spinning and Weaving Company.	1918	
Toyoda Automatic Loom Works Ltd. (now Toyota Industries Corporation) begins to manufacture and market automatic looms.	1926	
The Toyota Motor Corporation (TMC) is founded.	1937	
	1946	BT is founded by Ivan Lundquist.
	1948	BT presents its first hand pallet truck.
	1949	A standardised pallet is developed and sets the European standard.
	1950	BT opens its first premises in Stockholm.
	1952	Production moves to Mjölby.
	1954	BT begins planning service centres in Sweden; one reason why the brand has built an image of quality and service.
Toyota enters the industrial vehicles market with its first engine-powered forklift truck.	1956	
Forklift exports from Japan begin.	1958	
First Toyota forklift truck sold in Europe.	1965	Demand increases as the BT product range expands; BT begins exporting.
The Takahama (Japan) industrial truck plant begins production.	1970	
	1971	BT consolidates brand and position by opening companies in USA and Canada.
	1978	First driverless truck (Automatic guided vehicle) is delivered.
	1984	Cumulative sales of hand pallet trucks reach 1,000,000 units.
Toyota receives the Deming Prize, Japan's most prestigious quality control award.	1986	
Toyota Industrial Equipment starts European forklift production in Ancenis, France.	1987	
	1992	BT introduces a reach truck with a tiltable cabin, setting new world standards for comfort and ergonomics.
	1995	BT is listed on the Stockholm Stock Exchange.
Cumulative worldwide sales pass 1,000,000 forklift units. Toyota Industrial Equipment S.A. (TIESA) is awarded the ISO 9001 certification for quality management.	1997	BT bought Raymond Corporation (today part of Toyota Material Handling North America).
Toyota launches its exclusive System of Active Stability (SAS) for use in forklifts worldwide.	1998	BT purchases Mechanical Handling Consultants Ltd to strengthen its position in Eastern Europe.
	1999	BT acquires counterbalanced manufacturer CESAB and becomes a full range supplier.

# stronger | together

2000	BT Industries joins the Toyota family.
2005	Toyota Industries Corporation creates a new, global materials handling organisation, the Toyota Material Handling Group.
2006	<p>Toyota celebrates 50 years – and BT celebrates 60 years – of materials handling excellence.</p> <p>TMHE begins operations to manage the Toyota and BT materials handling business in Europe.</p>
2007	<p>Toyota and BT operations are integrated in many European markets and at the European Office level.</p> <p>TMHE launches the Toyota Tonero engine-powered forklift.</p> <p>Toyota Material Handling unveils 'stronger together' – its new corporate signature for Europe.</p>
2008	<p>Toyota Industries Corporation (TICO) is once again ranked No. 1 in materials handling.</p> <p>TMHE launches the BT Levio powered pallet truck, BT Staxio powered stacker, BT Reflex reach truck and Toyota Traigo 48 electric counterbalanced forklift.</p>

Toyota Industrial Equipment and BT have joined forces to become Toyota Material Handling. With over a century of materials handling experience, we have a reputation for high quality products, service and comprehensive business solutions – always motivated by one thing: improving our customers' productivity. As part of the world leader in materials handling, we are placed to serve our customers better, with an unmatched presence across Europe. Customers are definitively stronger together with Toyota Material Handling.

## Toyota Material Handling Europe

- Active in more than 30 European countries
- 400 sales and service outlets
- About 8,800 employees and a network of independent distributors and dealers
- Nearly 5,000 service engineers
- Turnover FY2008: €1.8 billion



## RESEARCH &amp; DEVELOPMENT

## Research and Development are our cornerstones.



Continuous improvement requires the relentless pursuit of perfection. It is a philosophy based on the improvement of processes, technologies, products and people. And it is the essence of our research and development effort.



Every year Toyota reinvests heavily in R&D in order to meet the needs of our customers.

Besides corporate programmed activities, we encourage individual creativity and innovation at every level of our organisation. This helps us to continuously generate the technological enhancements that make our materials handling equipment excellent in safety, operational efficiency, comfort and environmentally-friendly.



Our renowned  
Toyota Production System  
is based on Just-in-Time  
delivery, Jidoka and a strong  
team culture.



**THE TOYOTA PRODUCTION SYSTEM – WORLDWIDE REFERENCE**

The renowned Toyota Production System (TPS) is based on Just-in-Time delivery, Jidoka and a strong team culture.

The Toyota Production System (TPS) empowers team members to optimise quality by constantly improving processes and eliminating unnecessary waste in natural, human and corporate resources. TPS influences every aspect of our organisation and includes a common set of values, knowledge and procedures. It entrusts employees with well-defined responsibilities in each production step and encourages every staff member to strive for overall improvement.

Today, TPS is the acknowledged reference among automotive manufacturers and related industries. It even serves as an example for numerous companies in other sectors. Our methods enable businesses to achieve sustained gains in productivity while satisfying customer expectations for quality and prompt delivery.

**THE ART OF 'JUST-IN-TIME' DELIVERY**

The Toyota Production System (TPS) fulfils customer demand efficiently and promptly by linking all production activity to real marketplace demand. It starts with customer orders and culminates in timely deliveries of finished products.

TPS relies on fine-tuned processes in the assembly sequence using only the quantities of items required and only when they are needed. We call this 'Just-in-Time' production. One of the major advantages of this concept, besides the reduced need for maintaining large stocks of parts, is its adaptability. It creates a 'pull' production that precisely answers changing market demand. At Toyota, we believe this adaptability is an integral part of our success.



## T P S

**JIDOKA – WHEN IMPERFECTION DRIVES EVOLUTION**

Toyota is renowned for the quality control it applies to every step of the production process. Our production lines are designed to point out areas for improvement, and production is interrupted as soon as an imperfection is detected. Abnormalities are solved directly and this constitutes an opportunity for learning how to make things better. This is the substance of Jidoka : the true beginning of positive evolution. And it guarantees maximum product quality at all times.

**EMPOWERING PEOPLE**

Toyota employees are deeply committed to the belief that striving for perfection is reachable and teachable. The success of the TPS can be attributed, in part, to our broad and in-depth training scheme.

Employees learn how to identify and eliminate human, financial or time expenditure that does not induce a gain either for the customer or for themselves. The Toyota Way aims at employee fulfilment as well as producing the best product possible.



# TECHNOLOGY

Creating ergonomic and user-friendly operator environments for excellent safety in the workplace.

## **INNOVATIONS IN MATERIALS HANDLING**

Toyota and BT have earned a strong reputation for engineering innovation in materials handling, with a number of worldclass technologies. The development of intelligent electronic devices has also helped to create more user-friendly operator environments for excellent safety in the workplace.

Toyota Material Handling Europe also benefits from Toyota's vast experience in the automotive industry, especially in engine development and electronic control systems, and takes full advantage of Toyota's massive R&D facilities.

Our commitment to continuous improvement leads us to invest heavily in new engineering and manufacturing technologies, enabling us to constantly raise the quality and performance of our products.

## **TOYOTA SYSTEM OF ACTIVE STABILITY – SETTING NEW STANDARDS IN SAFETY**

Our patented Toyota System of Active Stability (SAS) is the world's first active safety system for forklifts. Based on the use of intelligent electronic and computer-controlled devices, SAS provides customers with excellent forklift safety, driver comfort, and productivity. Managing more than 3,000 vehicle movements and functions, SAS detects and counteracts instability, helping to decrease the risk of rollover and tipping and protecting both the operator and load when the vehicle is driving, turning or lifting.

## **TOYOTA AC<sup>2</sup> POWER SYSTEM – RAISING EXPECTATIONS**

The Toyota AC<sup>2</sup> Power System has paved the way for a new breed of electric forklift trucks that offer unmatched operating smoothness and precise control. Combining an advanced Toyota AC electric motor with a Toyota controller, Toyota AC<sup>2</sup> uses the latest software technology to maximise power management and ensure optimum working efficiency. The system also incorporates advanced energy-saving technologies that allow Toyota forklifts to work harder, for longer periods of time.



#### **BT POWERDRIVE – FOR INCREASED PRODUCTIVITY**

The BT Powerdrive system is the control system used in many 24-volt models in the BT warehouse range, including low lifters and stackers. BT Powerdrive consists of the handle, controller and drive motor linked by CAN-bus technology. This fully integrated drive system brings real benefits in terms of operating efficiency, user safety and productivity.

BT Powerdrive features switchless electronics in the tiller arm. Drive requests are communicated to the logic card via a magnetic sensor, so there is no actual contact – and therefore no wear. This proven CAN-bus technology ensures increased reliability of the drive system when in use.

#### **E-MAN STEERING – FOR EASIER HANDLING**

BT E-man steering provides a logical, easy-to-use interface between operator and truck and is available on our low level order pickers. In combination with advanced safety features, the powerful servo motor facilitates easy steering, allowing operators to fully concentrate on the tasks at hand.

#### **BT TILTING CAB – FOR OPERATOR ERGONOMY**

The tilting cab feature is unique to our BT reach trucks. Not only does the system offer excellent operator visibility, it also increase operation efficiency and comfort. This results in improved productivity and greater safety when working at high levels.

#### **BT 360° STEERING – FOR EXCEPTIONAL MANOEUVRABILITY**

BT reach trucks were the first lift trucks to feature 360° steering, which redefined how reach trucks are driven. This system enables the operator to change direction in a continuous movement of the steering wheel, leading to faster cycle times and smoother driving. Electronic control also means that the steering is progressive, for enhanced safety at higher speeds and manoeuvrability at low speeds.





Our local presence  
lets us respond rapidly to  
customer needs.

**TOYOTA MATERIAL HANDLING  
GROUP – A GLOBAL  
ORGANISATION**

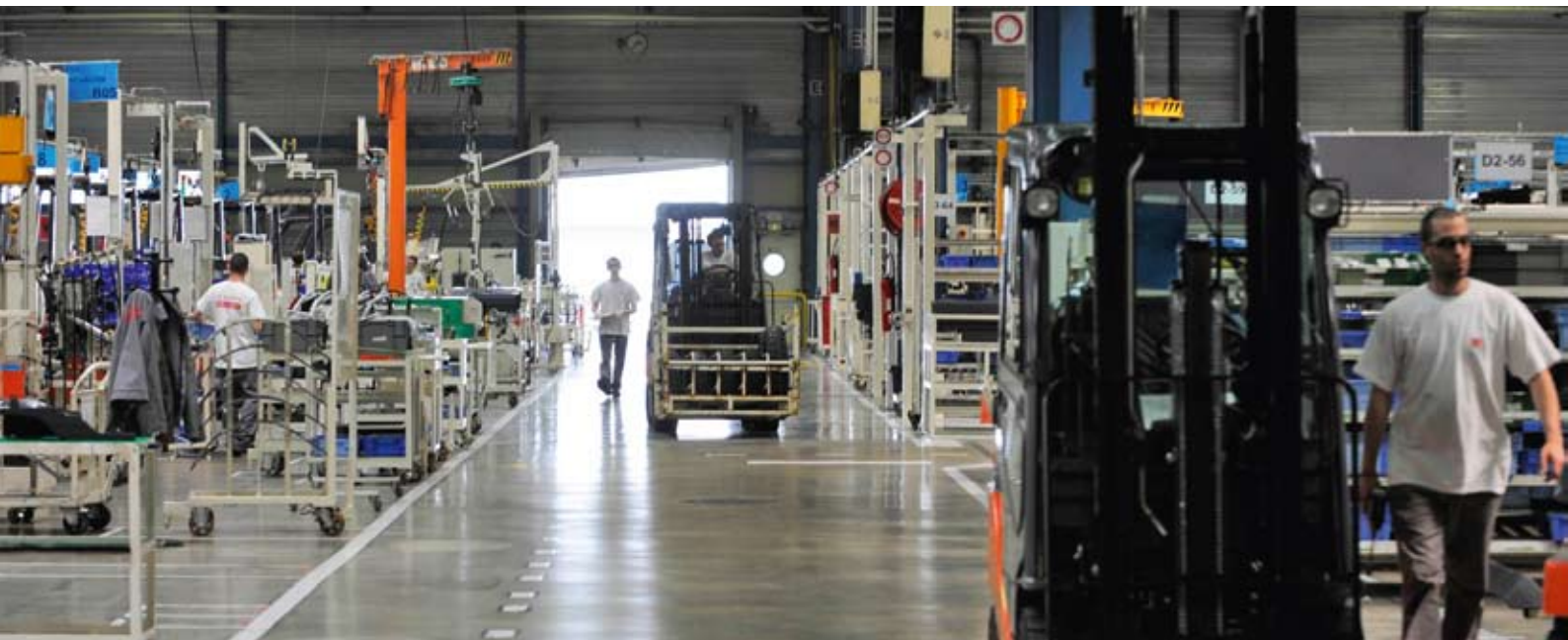
Toyota Material Handling Group's R&D and production centres are strategically located near customers in the world's largest forklift markets – Europe, Asia, and North America. Sales and marketing are also managed in these regions.

Combined with distributors and sales outlets in countries worldwide, the global Toyota network guarantees optimal coverage of the industrial equipment industry in any location. Our local presence also enables us to respond rapidly to customer needs.

## MANUFACTURING IN EUROPE

Three production centres...

Manufacturing close to our European customers enables us to integrate our customers' specific needs and demands.



**ANCENIS (FRANCE):  
COUNTERBALANCED PRODUCTION FACILITY**

The Toyota Industrial Equipment S.A. (TIESA) counterbalanced truck production centre is located in Ancenis. The 34,000 m<sup>2</sup> facility produces forklifts for the European market and employs 480 people. It produces both internal combustion engine and electric powered forklifts with a capacity of 1.5 to 5 tons.

In addition to the manufacturing plant, TIESA also operates a spare parts distribution centre at Ancenis. This division provides our European customers with more than 20,000 different spare parts within 24 hours of order placement.



**BOLOGNA (ITALY):  
COUNTERBALANCED TRUCK  
PRODUCTION CENTRE**

The production centre located in Bologna develops and manufactures a wide range of electric counterbalanced forklift trucks with a capacity of 1 to 8.5 tons and IC counterbalanced forklift trucks with a capacity of 1.5 to 8 tons, in addition to masts and side-shifts.

The manufacturing sites for forklift trucks and masts occupy 26,000 m<sup>2</sup> and 14,000 m<sup>2</sup>, respectively, and employ more than 600 people. The main production processes are assembly, welding and painting.

A Customisation Centre has been created to develop trucks that meet the individual requirements of customers. The plant also operates a spare parts centre that stocks more than 13,000 separate parts. These can be delivered to customers within 24 hours.

**MJÖLBY (SWEDEN):  
WAREHOUSE TRUCK  
PRODUCTION CENTRE**

The 76,000 m<sup>2</sup> production centre in Mjölby is one of the largest warehouse truck manufacturing facilities in the world. Its 1,500 employees ensure that our European customers receive state-of-the-art products that meet their specific requirements.

Product output ranges from hand pallet and powered pallet trucks to stackers and reach trucks, giving our Swedish factory the optimal in-house solution for every warehouse application.

The operation is organised into three divisions: Powered Warehouse Trucks, Hand Pallet Trucks and Spare Parts.

In addition, a Special Products Centre handles customised design requests to further meet individual customer requirements.

The Spare Parts facility stocks over 40,000 parts for immediate delivery worldwide.





**TOYOTA MATERIAL HANDLING EUROPE – AN EXTENSIVE RANGE OF PRODUCTS**

Toyota Material Handling Europe (TMHE) offers a comprehensive range of Toyota and BT-branded materials handling equipment designed to meet evolving customer needs. We offer a complete range of solutions to cover any of your application requirements – from loading, unloading and horizontal transport to stacking and order picking.

**LOADING AND UNLOADING, RECEIPT AND DISPATCH**

TMHE offers a wide range of trucks in response to the complete range of loading and unloading needs. Our equipment is designed for various intensity levels, from the occasional loading and unloading of a lorry to the continuous handling of multiple vehicles per hour.



**HORIZONTAL TRANSPORT**

TMHE has trucks to meet all your needs, from moving a single load to meeting a demanding production schedule. Our hand pallet trucks are designed for short transportation distances and occasional load movements. Our powered pallet trucks and seated counterbalanced trucks are particularly well-suited for frequent load movements and longer distances. In addition, our towing tractors provide a perfect answer for handling multiple loads over long distances.





#### STACKING

Goods are stacked before being fed into a production line or shipped out to the customer. TMHE offers an extensive range of stackers for operation in various storage systems. Whether goods are

stored at low, medium or high levels, in wide or narrow aisles, our trucks greatly facilitate their handling.



#### ORDER PICKING

Order picking involves selecting goods to fill a component order for production or a final goods order for customers. It requires an order picking system, of which the truck is an essential element.

The movement of products around a workplace is an essential part of the internal logistics flow.

Whether moving full loads or manually picking items from multiple locations to make up a customer order, TMHE has a wide range of trucks to meet every picking need with solutions to pick both slow and fast moving items within the picking area, and for different types of industries. Our range of low-level pickers, for instance, allows for effective picking of goods stored up to 2.7 metres high.



# Serving Europe

To be the first choice partner.



In 2006, Toyota Material Handling Europe (TMHE) was established to manage the Toyota and BT materials handling operations in Europe. Our new organisation offers a comprehensive range of high quality products, services and business solutions.

With operations in more than 30 countries across Europe, TMHE has about 8,800 employees, and recorded annual turnover in excess of €1.8 billion in fiscal year 2008. European office functions are based in Ancenis (France), Bologna (Italy), Brussels (Belgium) and Mjölby/ Linköping (Sweden).

Supported by the strength of the global leader in materials handling – Toyota Industries Corporation – we serve customers better with an unmatched presence across Europe. Customers are definitively stronger together with Toyota Material Handling.

# EMPOWERING

Our services and solutions are designed to provide different levels and types of support in response to individual customer's needs. This approach gives our customers the power to focus on their core business.

# YOUR BUSINESS

## A STRONGER NETWORK

Toyota Material Handling Europe (TMHE) aims to be close to every one of its customers and accomplishes this by working with local teams to implement the organisational model that best serves local customer needs.

Each of our marketing and sales companies is strategically located to offer optimal market coverage and service convenience to keep customers' businesses running smoothly. Wherever customers are located in our area, they can be sure of receiving consistent and high-quality products and services.

By integrating the existing Toyota and BT operations in many countries and developing organisations in emerging markets, TMHE has developed a network of 400 sales and service centres and nearly 5,000 highly trained service engineers, covering more than 30 countries across Europe. This is an on-going programme and TMHE will continue to develop organisations to meet customers' needs throughout an expanding European market.



AUSTRIA - BELARUS - BELGIUM - BULGARIA - CYPRUS - CZECH REPUBLIC  
DENMARK - ESTONIA - FINLAND - FRANCE - GERMANY - GREECE - HUNGARY  
ICELAND - IRELAND - ITALY - LATVIA - LITHUANIA - LUXEMBOURG - MALTA  
NETHERLANDS - NORWAY - POLAND - PORTUGAL - ROMANIA - RUSSIA  
SLOVAKIA - SLOVENIA - SPAIN - SWEDEN - SWITZERLAND - TURKEY  
UKRAINE - UNITED KINGDOM



## Toyota Service Contracts, you choose – we take care of the rest.

### TOYOTA SERVICE CONTRACTS

Toyota Material Handling Europe (TMHE) service contracts are designed to help keep equipment working at peak efficiency, so that customers can focus on running their businesses.

Customers can choose the optimal solution for their needs from a range of flexible service contracts. Safety inspection contracts help ensure equipment compliance with safety standards; preventive maintenance contracts prevent unplanned downtime and repairs; and full-service contracts provide the highest levels of operational performance and uptime.

Additional services are also available if required: 24-hour service, on-site engineer, multi-brand service, and battery and charger service. TMHE customers benefit from our Toyota Mobile Service Platform, ensuring first-fix repairs, fast response times and maximum equipment uptime. This platform integrates all of our unique service engineers including:

- Toyota Service resources: highly skilled service engineers, a mobile service fleet, a comprehensive international service network and Toyota and BT genuine parts.
- Toyota technology: Our Engineering Administration System, EASY, increases service quality and helps maximise equipment availability while reducing administration. Linked to TMHE's IT system, EASY has the functionalities required to deliver the most efficient service.
- Toyota Service reliable processes and methods: Quality Certification Program (QCP) to ensure standards within our Network, and Service Technician Education Program (STEP) to train our engineers to the highest standards.

# EMPOWERING YOUR BUSINESS

Toyota rental solutions:  
the truck you need when  
you need it.



Materials handling operations and needs can change over time, due either to evolving core operations or an unexpected short-term development. Toyota Rental Solutions provides companies with flexible solutions to meet their changing needs, with rental options from a single hand pallet truck to a complete operational fleet, from one day to seven years.

Toyota Material Handling Europe (TMHE) customers can choose from a range of plans for core fleet, flexible fleet or short-term rental. Combined with complementary contracts for full-service packages, guaranteed performance levels or operational flexibility, Toyota Rental Solutions provides flexible and economical solutions for changing fleet requirements over both the long and short term.



## Toyota I\_Site, the information and the support you need to reduce costs and increase productivity.

Because an efficient, safe and cost-effective materials handling operation is a driver of business efficiency, our customers have to manage and control a wide range of costs and operational factors every day – from machine downtime, damage costs and safety issues to driver problems, battery management and environmental concerns.

Toyota I\_Site is a customised long-term solution that combines information monitoring with expert analysis to help customers make the right decisions for their material handling equipment, quickly and safely.

With Toyota I\_Site, Toyota Material Handling Europe (TMHE) is able to help customers set up the correct monitoring and reporting functions – such as driver access management, shock summary reporting and fleet usage reporting – and provide them with the information, analysis and support to reduce costs, increase productivity and improve safety.



Sakichi Toyoda met difficulties in life, but overcame them by the force of his indomitable spirit. He was fond of saying “Open the window. It is a big world out there!”

# ENVIRONMENT

“The environment, as well as compliance and safety, is intrinsically related to every aspect of our business activities.”

TETSURO TOYODA, President of Toyota Industries Corporation

## CONTRIBUTING TO SOCIETY THROUGH MANUFACTURING

For more than eight decades, Toyota has combined innovative thinking and practical actions to find solutions for everyday life. Our long-term efforts to reduce pollution and global warming focus on initiatives in product design, waste-free production, extended product life and recycling.

As the world leader in materials handling with a global market share of more than 20 percent, Toyota Industries Corporation (TICO) uses Environmental Action Plans to balance environmental conservation with economic growth.

The TICO Fourth Environmental Action Plan outlines intentions for fiscal years 2007-2011 and sets the agenda for Toyota Material Handling's environmental policy in Europe. Striving to offer products and services that are clean, safe and of high quality, TICO singles out four key areas for action:

- 1 • **Curbing emissions and global warming** through reductions in energy use and CO<sub>2</sub> emissions during production, combined with cleaner, more energy-efficient vehicle operation.
- 2 • **Using resources more efficiently** by continuously reducing consumption of materials and resources, while improving recycling levels.
- 3 • **Reducing environmental risk factors** by reducing or eliminating the use of hazardous substances in our plants and products.
- 4 • **Consolidated environmental management** underpinned by ISO 14001 certification and a policy of environmentally preferred purchasing.



# INNOVATION | IS OUR NATURE

TMHE believes that environmental responsibility is a cornerstone of good business practice. In line with the Toyota Industries Corporation (TICO) Environmental Action Plan, we design-in environmental improvements in our equipment and processes to limit environmental impact throughout the four product life cycle stages: development, manufacturing, operation and recycling.



## DEVELOPMENT

Technologies currently being evaluated are designed to maintain the excellent productivity and performance of our products. For example, Toyota Hybrid Technology would significantly reduce fuel consumption and CO<sub>2</sub> emissions while offering the same continuous performance as a comparable internal-combustion vehicle.



## MANUFACTURING

TMHE's production centres in Ancenis (France), Bologna (Italy) and Mjölby (Sweden) are all ISO 14001 certified and demand strict environmental standards from suppliers.

With its emphasis on eliminating waste, the Toyota Production System (TPS) helps to reduce the environmental impact of our manufacturing activities. CO<sub>2</sub> emissions, water consumption, waste-water generation and landfill quantities have all been reduced, while recycling levels for packaging, water and scrap have been raised. Hazardous substances and air pollutants have also been reduced.

## OPERATION

In addition to an extensive range of emissions-free electric warehouse equipment and counterbalanced forklifts, TMHE uses catalytic mufflers and diesel particulate filters for its engine-powered trucks. All engine-powered forklifts and towing tractors comply with the new European Directive 97/68/EC Emission Stage IIIa exhaust emissions standards.

## RECYCLING

Moving towards the creation of a recycling-oriented society, Toyota Material Handling is continuously raising the recyclable level of its products at end of life. The new Toyota Toner counterbalanced forklift is 99% recyclable, while recyclability levels of reach trucks and hand pallet trucks exceed 90%.



# THE TOYOTA FAMILY

Toyota owes its lasting success to the talents of its people. Our team framework and culture foster the personal development of each employee.



## RESOURCEFUL PEOPLE

The Toyota Group welcomes the individuality and talents of its employees as well as their desire to be part of the Toyota Family. As a global company, Toyota recognises the need for diversity, and values all employees for the culture and experience that they add.

At Toyota Material Handling Europe (TMHE), employees have the opportunity to achieve their personal objectives as well as those of the company. In addition to offering exciting professional challenges and comprehensive training programmes, TMHE strives to evaluate and reward individual performance fairly, thus contributing to ever greater motivation and shared success.



## SELF-CONFIDENCE, MUTUAL TRUST

The working environment at Toyota is specifically designed to foster continuous improvement, individual achievement and teamwork. It requires of each team member a deep mutual trust, an individual sense of responsibility and an overriding sense of fairness. The way forward at Toyota is the way of dialogue and mutual respect.

## CODE OF CONDUCT

TMHE is committed to conducting business in an open and fair manner, and aims to be a respected and trusted materials handling partner. In order to achieve this objective, all employees are required to conduct themselves in accordance with acceptable societal norms in a work-related context.



## TMHE ACADEMY

The mission of the TMHE Academy is to support TMHE in reaching its business goals by continuously developing the skills and capabilities of its team members and leaders. By creating its own Academy, TMHE aims to improve response to both individual needs and customer requirements.





Printed on recycled paper. Due to photography and printing, colour of actual forklift may vary from this brochure.  
Some pictures have been computer enhanced. Dentsu Brussels Group – September 2008 – n° 1/720/01/0/0543



TOYOTA MATERIAL HANDLING EUROPE, MANAGING THE TOYOTA AND BT MATERIALS HANDLING BRANDS IN EUROPE.

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MATERIAL HANDLING

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