

Sustainability Highlights

2020



I'm proud to work for a company being recognised amongst the global leaders fighting climate change.

Ernesto Domínguez,
President & CEO,
Toyota Material Handling Europe



Toyota Material Handling in Europe

EcoVadis

Only 1% of all rated EcoVadis customers have reached the Platinum level. In the 2020 EcoVadis rating, Toyota Material Handling Europe and three of our subsidiaries managed to achieve that level. For our remaining subsidiaries the ratings are: 12 Gold, 9 Silver and 1 Bronze.

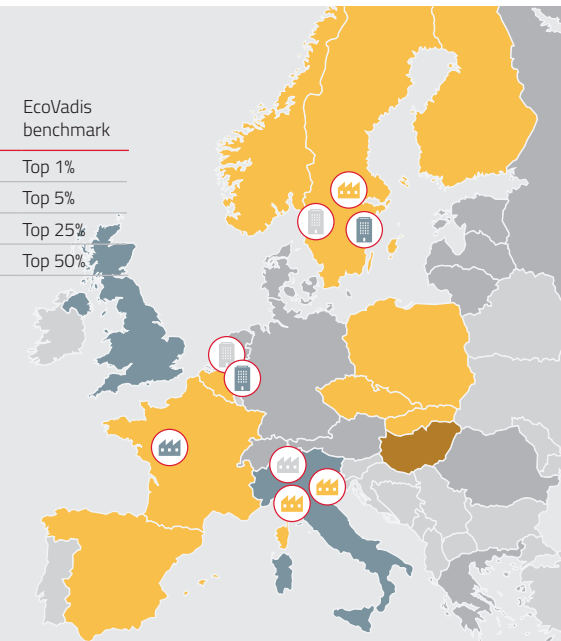
ISO certificates

All European factories have the following ISO certificates: 9001, 14001, 45001. The Italian factories also have ISO 50001 and the other factories are working towards it.



Level	Entities	EcoVadis benchmark
Platinum	4	Top 1%
Gold	12	Top 5%
Silver	9	Top 25%
Bronze	1	Top 50%

- Factory
- Sales and service company
- Head office
- Office



Our commitments for FY21-22

MAXIMISE QUALITY AND CUSTOMER SAFETY

We aim to contribute to a zero accident society by strengthening the conversation with our customers on how we can make a difference to the safety of their operations. To this effect we will continue our partnership with EU-OSHA in support of the 2020-2022 Campaign "Lighten the Load".

OPTIMISE OPPORTUNITIES FOR PEOPLE TO THRIVE

By 2021, we aim to ensure that every employee is tooled up and empowered to contribute to our strategy – Quality in everything we do. Job-appropriate training and development tools available to all employees is key. Over 5000 technicians have access to STEP and ASEC training, over 3,000 factory workers will be part of quality control circles, and all of us have access to tools such as TIBP, Toyota Lean Academy, 5S or project management courses.

MINIMISE ENVIRONMENTAL IMPACT

We aim to contribute to a zero carbon society and our target is to reach Zero Emissions from our own operations by 2030 and Zero Emissions across our entire value chain by 2050. Across Europe we are switching to renewable electricity and gas. With our Lithium-ion batteries now available on 90% of product families, we aim to roll out solar energy and energy storage first in our own operations, with a view to bring zero carbon solutions for material handling to our customers as a next step.

MAXIMISE QUALITY AND CUSTOMER SAFETY

Continuous improvement of our internal quality and safety culture inspires us to also innovate our products and solutions around quality and customer safety.



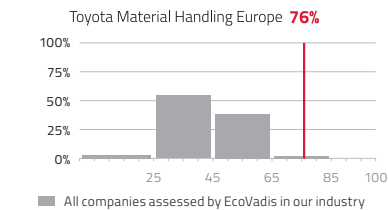
Around 10% of major industrial injuries in Europe involve forklift trucks. One of the actions we took to change this trend was to increase by 45% the number of operator trainings we provide to 35,000. We also continue to partner with EU OSHA on their Healthy Workplaces Campaigns.



EcoVadis Platinum level

Toyota Material Handling Europe and three of our subsidiaries achieved EcoVadis Platinum level and 12 of our subsidiaries achieved EcoVadis Gold level to date.

Overall score distribution



56 Net Promoter Score (NPS)

Customers rate our service on a scale from -100 to +100. In FY20, on average, they gave us 4 points more than in FY19 driven by our Service Market Team.



reddot winner 2020

29 design awards

for Toyota Material Handling Europe trucks in the last 10 years, driven by our Design Center.

OPTIMISE OPPORTUNITIES FOR PEOPLE TO THRIVE

People make a difference when they are engaged; therefore we invest in the continuous development of our employees and responsible partnerships with our network and suppliers. We are pleased all of our group companies have created ambitious local "people strategies".



23%
of 300 participants
in our European leadership development programmes are female, compared to 16% women in management roles across our group in Europe today.



We will continue our long term relationship with EU-OSHA by supporting the 2020-2022 Campaign for healthy workplaces - Lighten the Load.



TMH Spain has donated and lent trucks to the Red Cross to reinforce their ability to supply food to the neediest families during the Corona Pandemic.



Over 170 online sessions

facilitated by our Knowledge Sharing team since they started in 2011. A team of passionate volunteers allows colleagues across Europe to hear from internal experts on a wide range of topics.

MINIMISE ENVIRONMENTAL IMPACT

Since 2012, we reduced CO₂ emissions by 15% in absolute terms and by 49% for every euro we generate in revenues. Our own experience helps us to better understand customers on their journey to zero emissions.



The biogas installation in Mjölby is responsible for reducing our carbon footprint of all of Toyota Material Handling Europe by 5%, making a big impact on our overall efforts of being a more sustainable company.



CLIMATE

In 2020 TICO was recognised by CDP with an A rating for climate change. To further our commitment, TMHE published a new energy policy aiming for zero emissions by 2030.



+39%
sales of used trucks
in FY20 since FY13 - supporting the building of a more circular economy.



90%
of electric-powered product families available with Li-ion reducing consumption with 13% to 25% and giving 10% to 20% less energy loss.