

## Toyota Forklift

In the U.S., Toyota Materials Handling inc., or TMHU, continues to be the best selling lift truck provider since 1992. Proudly celebrating more than 40 years of service, the Irvine, California established business presents a comprehensive line of quality lift trucks. Stemming from their status of superiority, reliability, and durability, Toyota remains popular in this competitive market. Quality is the cornerstone of Toyota's legendary Toyota Production System practiced at all manufacturing facilities, including TIEM, which stands for Toyota Industrial Equipment Manufacturing, situated in Columbus, Indiana. The majority of the Toyota lift trucks sold in the U.S.A are built here.

Every one of Toyota's manufacturing plants within Canada and the United States comply with the International Organization for Standardization or ISO 14001 standard. TIEM has been honored many times for its dedication to continual development, and its environmental systems. It is the first and only maker to offer EPA and CARB-certified Compressed Natural Gas powered lift trucks on the market. To illustrate, the Toyota 8-Series IC lift vehicles emit 70% less smog forming emissions than the current centralized EPA standards and have complied with California's strict emission standards and regulations.

### Toyota Material Handling, U.S.A. - The Industry Leader

The head of Toyota Material Handling, U.S.A., Brett Wood believes that TMHU's achievement comes from its dedication to construct high quality lift vehicles while offering superb client support and service. "We must be able to learn and predict the needs of our customers," said Brett Wood. "As a leader, our success also depends on our ability to address our customers' operational, safety and environmental cost issues." TMHU's parent company, Toyota Industries Corporation, also known as TICO, is listed in Fortune Magazine as the world's leading lift truck dealer and is amongst the magazines prominent World's Most Admired Companies.

### Redefining Environmental Responsibility

Toyota Industries Corporation, as the parent company, has instilled a rich corporate doctrine of environmental stewardship in Toyota. Not a lot of other corporations and no other lift truck manufacturer can equal Toyota's record of caring for the natural environment while simultaneously stimulating the economy. Environmental accountability is an important aspect of company decision making at Toyota and they are proud to be the first and only manufacturer to offer UL-listed, EPA- and CARB-certified Compressed Natural Gas powered lift vehicles. Yet another reason they remain a leader within the industry.

In 2006, Toyota released the 8-Series line. The 8-Series signifies both Toyota's innovation and leadership in the industry. It features an exclusive emission system that surpasses Federal EPA emission values, and also meets California's more involved 2010 emission standards. The finished invention is a lift truck that creates 70% fewer smog forming emissions than the existing Federal standards allow.

Also starting in 2006, together with the Arbor Day Foundation, Toyota added to its dedication to the environment. To this day more than 58,000 trees have been embedded in the ground throughout state forests and neighborhood parks that were damaged by fires and other natural causes. 10,500 seedlings have also been distributed through Toyota Industrial Equipment's system of sellers to non-profit organizations and local consumers to help sustain communities all over the United States

### Industry Leader in Safety

Toyota's lift vehicles offer improved durability, visibility, output, ergonomics, and all the foremost safety equipment that has made Toyota an industry leader. The company's System of Active Stability, also known as SAS, helps limit the chance of mishaps and accidental injuries, in addition to increasing productivity levels while minimizing the potential for product and equipment damage.

System Active Stability can discern circumstances that may lead to lateral instability and likely lateral overturn. When one of these conditions have been sensed, the SAS will immediately engage the Swing Lock Cylinder to re-stabilize the rear axle. This transitions the lift truck's stability footprint from triangular in shape to rectangular, offering a major increase in stability which substantially reduces the likelihood of an accident from a lateral overturn. The Active Mast Function Controller or the Active Control Rear Stabilizer also aids to prevent injuries or accidents while adding strength.

The SAS systems were initially used on the 7-Series internal combustion lift vehicles which were put on the market in 1999. These systems helped drive Toyota into the lead for industry safety standards. Now, SAS is utilized on virtually every new internal combustion products and is standard equipment for the new 8-Series. There are more than 100,000 SAS-equipped lift trucks in action, exceeding 450 million hours combined. The increased population of SAS-equipped vehicles in the field, along with obligatory worker instruction, overturn fatalities across all brands have decreased by 13.6% since 1999. Furthermore, there has been an overall 35.5% fall in industry wide collisions, loss of control, falls and tip overs from a lift truck for the same period.

Toyota's standard of excellence reaches far beyond its technological achievements. The company maintains a widespread Operator Safety Training program to help clients meet OSHA standard 1910.178. Education packages, video tutorials and assorted materials, covering a wide scope of matters from individual safety, to OSHA rules, to surface and load situations, are available through the supplier network.

### Toyota's Dedication to The U.S.A.

Ever since the sale of its first lift truck in the U.S. to the construction of its 350,000th lift vehicle produced in 2009 at Toyota Industrial Equipment Manufacturing, TMHU has sustained an unbroken presence in the U.S. This fact is demonstrated by the statistic that 99% of Toyota lift trucks sold in America now are built in the United States.

TMHU is situated in Columbus Indiana and houses nearly 1 million square feet of manufacturing facilities over 126 acres of land. Facilities include a National Customer Center, as well as production operations and supply centers for equipment and service components, with the entire commitment exceeding \$113 million dollars.

The new National Customer Center was conceived to serve both sellers and clients of TMHU. The facility includes a 360-degree showroom, a presentation theater complete with stadium seating for 32, an section for live product demonstrations with seating

capacity for 120; a presentation theater; Toyota's Hall of Fame showcasing Toyota's story since the birth of its founder, Sakichi Toyoda, in 1867, and finally a instruction center.

#### First in Customer Satisfaction and Service

The NCC embodies Toyota's dedication to providing top-notch consumer service. TMHU's 68 sanctioned Toyota Industrial Equipment, or TIE dealers, along with 189 dealership locations throughout the U.S, supply the most complete and inclusive customer service and support in the industry. The company's new and Licensed Used lift trucks, service, components, and financing capabilities make Toyota dealerships a one-stop shop to ensure overall consumer satisfaction.