

Our place in Europe

EcoVadis

All of our entities are in top 10% or in top 30%, none are in the three lowest categories. Toyota Material Handling Europe and 16 of its subsidiaries achieved EcoVadis Gold to date. The map displays the latest situation.

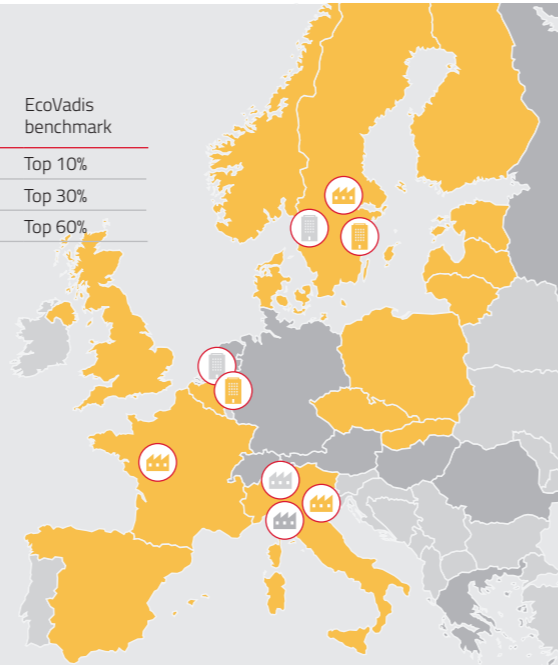
ISO certificates

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 |
|--------|----------|--------------------|
| Gold | 17 | Top 10% |
| Silver | 9 | Top 30% |
| Bronze | - | Top 60% |

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



Sustainability Highlights

2019



Quality in everything we do forms the base of what we, at Toyota Material Handling Belgium, stand for. Achieving the EcoVadis Gold level confirmed our ambitious goals in terms of sustainable service, continuous improvement and transparency.

Hugues Van Espen,
Managing Director,
Toyota Material
Handling Belgium



Our commitments for FY20-21

MAXIMISE QUALITY AND CUSTOMER SAFETY

We aim to achieve ISO 9001 by FY21.

Customers will be able to learn about Lean directly from the source, through our Toyota Lean Academy.

We will prepare all our technicians to obtain the VCA certificate and train them to become qualified SIGMACert safety certifiers.

OPTIMISE OPPORTUNITIES FOR PEOPLE TO THRIVE

Talent development of our employees is closely related to the development of our company. Toyota Material Handling Belgium can only grow with the help of its employees. Our People Strategy provides for the leadership development skills of our managers and the further implementation of a training program for all our employees.

MINIMISE ENVIRONMENTAL IMPACT

Cleaner and climate-conscious driving. At Toyota Material Handling Belgium we want to evolve from 90% to 100% hybrid company cars.

FOR QUESTIONS ON OUR LOCAL APPROACH CONTACT OUR SUSTAINABILITY CHAMPION FOR BELGIUM:



Walter Van Vlasselaer
Quality & Safety Manager,
Toyota Material
Handling Belgium

These are just some of the highlights of our sustainability performance in 2019. You can find our complete 2019 sustainability report on our website in digital format. It has been prepared in line with the GRI standards' Core option.

toyota-forklifts.eu/sustainability

TOGETHER
we make a difference

TOYOTA

MATERIAL HANDLING

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.



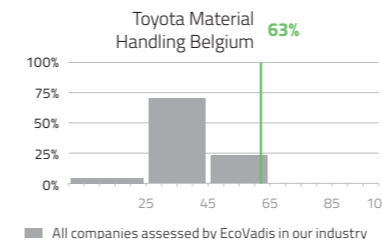
The European Service Skill Contest is testing service technicians on technical knowledge as well as safety and accuracy skills. Communication, language and social skills in a client context also play a major role. Two technicians from Belgium each achieved a great result in their category this year, and we are proud of their success.



EcoVadis Gold level

Toyota Material Handling Belgium achieved EcoVadis Gold with a score of 63% putting us at the 92nd percentile.

2019 Overall score distribution



43

Net Promoter Score (NPS)

Customers rate our service on a scale from -100 to +100. The higher the score, the more loyal and satisfied customers and users are.



95.6%

of the problems are being solved during the first visit of one of our technicians. (First fix time rate)

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".



26%

women in management roles

while 17% of the total workforce at Toyota Material Handling Belgium is female.



16.000

is the total of completed hours of training in FY19. With more than 4.5% of the total HR budget, we've invested significantly in the development of our employees.



The Race for the Cure is the world's largest fundraising event for breast cancer awareness. Since 2015, it's a yearly tradition for Toyota Material Handling Belgium to participate at the event in Antwerp.



30%

reduced absenteeism

between FY12 and FY19 through our company focus on health & safety.

MINIMISE ENVIRONMENTAL IMPACT

Investing in reducing CO₂ emissions has a direct financial payback, and helps us to better support our customers on their journey to zero emissions.



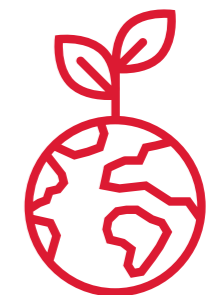
CLIMATE CHANGE

Our parent company in Japan achieved the maximum score in the world's leading benchmark on climate change strategies for companies. In Belgium we eliminated weight from vans, changed our mobility policy, and moved to a new building.

We emit 20% less carbon for every euro we generate in revenues.



For the 7th time in a row, employees of Toyota Material Handling Belgium took part in Car Free Day on the 19th of September 2019 to promote cycling, public transport and car-sharing to the office. We give specific attention to mobility & flexibility, offering our employees the possibility to take part in a bicycle lease program or to work flexible hours.



Toyota Material Handling Belgium moved to a new building and is now using **100% renewable electricity** and using rainwater in its facilities.