

## Toyota Forklift

In the United States, Toyota Materials Handling inc., or TMHU, continues to be the best selling lift truck dealer since 1992. Proudly celebrating more than 40 years of operations, the Irvine, California based business presents a comprehensive line of quality lift vehicles. Attributable to their status of superiority, reliability, and sturdiness, Toyota remains popular in this aggressive market. Quality is the keystone of Toyota's legendary Toyota Production System practiced at all manufacturing facilities, including TIEM, which stands for Toyota Industrial Equipment Manufacturing, located in Columbus, Indiana. The majority of the Toyota lift trucks sold in the U.S.A are built here.

All Toyota machines and components built within North America adhere to the International Organization for Standardization or ISO 14001 standard. TIEM has been honored many times for its commitment to continuous progress, and its environmental systems. It is the first and only producer to offer EPA and CARB-certified Compressed Natural Gas powered lift trucks on the market. For instance, the Toyota 8-Series IC lift vehicles emit 70% less smog forming emissions than the existing centralized EPA standards and have complied with California's strict emission standards and policies.

### TMHU, U.S.A.- Leading the Industry

The president of Toyota Material Handling, U.S.A., Brett Wood feels that TMHU's success comes from its commitment to manufacture high quality lift trucks at the same time as offering first-rate customer assistance 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 referred to as TICO, is listed in Fortune Magazine as the world's leading lift truck supplier and is among the magazines celebrated World's Most Admired Companies.

### Redefining Environmental Accountability

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 match Toyota's history of caring for the environment while concurrently stimulating the economy. Environmental responsibility is a fundamental aspect of company decision making at Toyota and they are proud to be the first and only producer to offer UL-listed, EPA- and CARB-certified Compressed Natural Gas powered lift trucks. Yet one more reason they remain a leader within the industry.

In 2006, Toyota launched 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 intricate 2010 emission standards. The finished product is a lift truck that creates 70 percent less smog forming emissions than the existing Federal standards allow.

Also starting in 2006, jointly with the Arbor Day Foundation, Toyota added to its commitment to the natural environment. To this day more than 58,000 trees have been embedded in the ground throughout national forests and community parks that were damaged by fires and other environmental causes. 10,500 seedlings have also been circulated through Toyota Industrial Equipment's network of sellers to non-profit organizations and neighborhood consumers to help sustain communities all over the U.S.

### Industry Leader in Safety

Toyota's lift vehicles offer enhanced strength, visibility, output, ergonomics, and all the foremost safety technology that has made Toyota an industry leader. The company's System of Active Stability, also referred to as "SAS", helps decrease the possibility of accidents and accidental injuries, in addition to increasing productivity levels while minimizing the potential for merchandise and equipment damage.

System Active Stability can perceive situations that could lead to lateral volatility and potential lateral overturn. When any of these conditions have been sensed, the SAS will instantly 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 assists to prevent injuries or accidents while adding stability.

SAS was initially released to the market on the 7-Series internal combustion models in 1999 and subsequently catapulted Toyota into the industry leader for safety. Since then, SAS has been built-in to most of Toyota's internal combustion products. It is standard equipment on the latest 8-Series. There are more than 100,000 SAS-equipped lift trucks in operation, exceeding 450 million hours combined. The increased population of SAS-equipped trucks in the field, along with compulsory worker instruction, overturn fatalities across all designs have decreased by 13.6% since 1999. Additionally, there has been an overall 35.5% reduction in industry wide collisions, loss of control, falls and tip overs from a lift truck for the same period.

Toyota's rigid values reach far beyond the machinery itself. The company believes in providing extensive Operator Safety Training courses to help users satisfy and exceed OSHA standard 1910.178. Education packages, videos and a variety of materials, covering a wide scope of topics from personal safety, to OSHA policies, to surface and load conditions, are accessible through the vendor network.

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

Toyota has maintained a permanent existence in the United States ever since its first sale. In 2009, Toyota Industrial Equipment Manufacturing, created its 350,000th lift vehicle. This fact is demonstrated by the statistic that 99% of Toyota lift trucks bought in America today are manufactured in the United States.

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

The contemporary NCC was designed to serve TMHU buyers and dealers. The facility includes a 360-degree showroom, a

presentation theater complete with stadium seating for 32, an area for live merchandise demonstrations with seating capacity for 120; a presentation theater; Toyota's Hall of Fame showcasing Toyota's story since the birth of its creator, Sakichi Toyoda, in 1867, and lastly a education center.

#### Leader in Customer Service and Satisfaction

TMHU has 68 authorized industrial equipment dealers, along with 189 dealership locations all through the United States, providing the most comprehensive and inclusive customer support and customer service in the industry. The company's new and Licensed Used lift trucks, service, parts, and financing features make Toyota dealerships a one-stop shop to ensure overall customer satisfaction.