

## 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 performance, the Irvine, California situated business provides an extensive line of quality lift vehicles. Stemming from their status of excellence, reliability, and durability, 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, situated in Columbus, Indiana. The bulk of the Toyota lift trucks sold in the U.S.A are built here.

All Toyota equipment 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 dedication to constant development, 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 example, the Toyota 8-Series IC lift vehicles emit 70% less smog forming emissions than the current federal EPA standards and have complied with California's strict emission standards and policies.

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

The head of Toyota Material Handling, U.S.A., Brett Wood feels that TMHU's success comes from its dedication to create high quality lift vehicles at the same time as providing outstanding 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 called TICO, is listed in Fortune Magazine as the world's principal lift truck supplier and is among the magazines prominent World's Most Admired Companies.

### New Meaning to Environmental Accountability

Toyota Industries Corporation, as the parent company, has instilled a rich corporate doctrine of environmental stewardship in Toyota. Not many other organizations and no other lift truck manufacturer can match Toyota's history of caring for the natural environment while simultaneously advancing the economy. Environmental accountability is a key characteristic of company decision making at Toyota and they are proud to be the first and only producer to provide UL-listed, EPA- and CARB-certified Compressed Natural Gas powered lift trucks. Yet one more reason they remain a leader within the industry.

Toyota originally introduced the 8-Series line of lift trucks in 2006, again exhibiting its leadership and innovation in the industry. Featuring an exclusive emission system that eclipsed both Federal EPA emission values, and California's more environmentally friendly emission standards. The finished creation is a lift truck that creates 70% fewer smog forming emissions than the current Federal standards tolerate.

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 environmental causes. 10,500 seedlings have also been scattered through Toyota Industrial Equipment's system of dealers 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 improved strength, visibility, productivity, ergonomics, and all the foremost safety technology that has made Toyota an industry leader. The company's System of Active Stability, often known as "SAS", helps decrease the possibility of incidents and accidental injuries, and increasing productivity levels while minimizing the potential for product and equipment damage.

System Active Stability can sense circumstances that might lead to lateral volatility and likely lateral overturn. When any of these factors have been sensed, the SAS will instantaneously engage the Swing Lock Cylinder to re-stabilize the rear axle. This transitions the lift truck's stability trajectory from triangular in shape to rectangular, offering a major increase in stability which substantially reduces the likelihood of a mishap from a lateral overturn. The Active Mast Function Controller or the Active Control Rear Stabilizer also helps to prevent injuries or accidents while adding stability.

The SAS systems were initially adopted 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 used on almost every modern internal combustion products and is standard equipment for the new 8-Series. There are more than 100,000 SAS-equipped lift vehicles in action, exceeding 450 million hours combined. The increased population of SAS-equipped vehicles in the field, along with obligatory operator education, overturn fatalities across all models have decreased by 13.6% since 1999. Furthermore, there has been an overall 35.5% drop in industry wide collisions, loss of control, falls and tip overs from a lift truck for the same period.

Toyota's pattern of brilliance reaches far beyond its technological achievements. The company maintains a widespread Operator Safety Training curriculum to help consumers meet OSHA standard 1910.178. Training courses, video tutorials and an assortment of materials, covering a broad scope of subjects from individual safety, to OSHA rules, to surface and cargo situations, are available through the vendor network.

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

Toyota has maintained a relentless existence in the United States ever since its first sale. In 2009, Toyota Industrial Equipment Manufacturing, created its 350,000th lift truck. This reality 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 production facilities over 126 acres of property. Facilities include a National Customer Center, as well as production operations and supply centers for equipment and service components, with the total investment exceeding \$113 million dollars.

The new NCC was designed to function for TMHU buyers and dealers. The facility includes a 360-degree display room, a presentation theater complete with stadium seating for 32, an section 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 founder, Sakichi Toyoda, in 1867, and finally a training center.

#### First in Customer Satisfaction and Service

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