

## Toyota Forklift

Ever since 1992, Toyota Material Handling inc., U.S.A., often known as TMHU, have been the best selling lift truck dealer in the U.S. This company has been headquartered out of Irvine, California for well over 40 years, offering a complete line of quality lift trucks. With a great reputation of resilience and reliability, Toyota lift trucks have thrived in the competitive materials handling market. Quality is the keystone of Toyota's notorious Toyota Production System practiced at all manufacturing facilities, including TIEM, which is 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's manufacturing plants within Canada and the U.S. comply with the International Organization for Standardization or ISO 14001 standard. The Columbus TIEM plant has been honored on many occasions for its commitment to relentless improvement and its environmentally friendly systems. It is the first and only manufacturer to offer EPA and CARB-certified Compressed Natural Gas powered lift trucks on the market. To illustrate, the Toyota 8-Series IC lift trucks emit 70 percent fewer smog forming emissions than the current centralized EPA standards and have complied with California's strict emission standards and policies.

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

Brett Wood, President of TMHU, associates Toyota's achievement to its robust commitment to manufacture the finest quality lift vehicles while delivering the utmost client service and assistance. "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 biggest lift truck supplier and is among the magazines impressive World's Most Admired Companies.

### New Meaning to Environmental Accountability

Toyota Industries Corporation, as the parent company, has instilled a rich company doctrine of environmental stewardship in Toyota. Not many other companies and no other lift truck producer can equal Toyota's record of caring for the natural environment while concurrently stimulating the economy. Environmental accountability is a fundamental aspect of corporate 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 vehicles. Yet an added 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 intricate 2010 emission standards. The end creation is a lift vehicle that creates 70% fewer smog forming emissions than the present Federal standards allow.

Also in 2006, Toyota established an affiliation with the Arbor Day Foundation, furthering their responsibility to the environment. In excess of 57,000 trees have been planted in local parks and national forests damaged by natural causes such as fires, as a product of this relationship. 10,500 seedlings have also been distributed through Toyota Industrial Equipment's system of sellers to non-profit organizations and local customers to help sustain communities all over the United States

### Industry-Leading Safety

Toyota's lift trucks offer superior durability, visibility, efficiency, ergonomics, and all the foremost safety equipment that has made Toyota an industry leader. The company's System of Active Stability, also called "SAS", helps limit the possibility of incidents and injuries, in addition to increasing productivity levels while minimizing the potential for product and equipment breakage.

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

The SAS systems were originally utilized 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 adopted on virtually 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 operation, exceeding 450 million hours combined. The increased population of SAS-equipped trucks in the field, along with required worker instruction, overturn fatalities across all models have decreased by 13.6% since 1999. Also, there have been an overall 35.5% drop in industry wide collisions, loss of control, falls and overturn from a lift vehicle for the same period.

Toyota's measure of brilliance reaches far beyond its technological achievements. The company maintains an extensive Operator Safety Training course to help consumers meet OSHA standard 1910.178. Training courses, video lessons and an assortment of materials, covering a wide scope of matters—from individual safety, to OSHA rules, to surface and load conditions, are offered through the vendor network.

### Toyota's U.S. Dedication

Since the sale of its first lift vehicle in the U.S. to the fabrication of its 350,000th lift truck produced in 2009 at Toyota Industrial Equipment Manufacturing, TMHU has maintained a solid presence in the U.S. This reality is demonstrated by the statistic that 99%

of Toyota lift trucks sold in America now are built in the United States.

Based in Columbus, Ind., the Toyota Industrial Equipment Mfg. campus equals 998,000 square feet of facilities spanning 126 acres. Facilities include a National Customer Center, as well as manufacturing operations and distribution centers for equipment and service parts, with the entire commitment exceeding \$113 million dollars.

The new NCC was built to operate for TMHU buyers and sellers. The facility includes a 360-degree showroom, a presentation theater complete with stadium seating for 32, an section for live merchandise demonstrations with seating capability for 120; a presentation theater; Toyota's Hall of Fame showcasing Toyota's history since the birth of its creator, Sakichi Toyoda, in 1867, and finally a education center.

#### Leader in Client Service and Satisfaction

The NCC embodies Toyota's dedication to providing top-notch customer service. TMHU's 68 authorized Toyota Industrial Equipment, or TIE dealers, along with 189 dealership locations all over the U.S, present the most complete and inclusive customer service and support in the industry. The company's new and Licensed Used lift vehicles, service, parts, and financing capabilities make Toyota dealerships a one-stop shop to ensure total customer satisfaction.