

Sustainability Highlights 2022

Toyota Material Handling UK



Our planet needs our help and we're committing to science-based targets, aiming to build a net-zero economy together with our customers, business partners and team members."

Nick Duckworth
Managing Director
Toyota Material
Handling UK



TOGETHER WE **MOVE** THE WORLD
TOWARDS EASY AND SUSTAINABLE

TOYOTA

MATERIAL HANDLING

Prosperity Maximise Safety and Quality



Continuous improvement of our internal quality and safety culture inspires us to also innovate our products and solutions around quality and customer safety.

New Ihasco LMS Safety Training Platform has resulted in 1149 Certificates, 729 CPD Hours from 26 different courses.



Our ISO45001 Certification is a major contributor to making the working environment safe for all our team members.



Train the Trainer manual handling course completed, allowing Leaders to deliver Manual Handling Training to all Team Members over the next FY.

61
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%
of problems are being solved during the first service visit of one of our technicians. (First fix time rate).

People Optimise Opportunities for People To Thrive

People make a difference when they are engaged; therefore we invest in the continuous development of our Team Members and responsible partnerships with our network and suppliers. We are pleased all of our group companies have created ambitious local "people strategies".

403
promotions or transfers within TMHUK, Showing continual commitment to team members.



2681
Days of Training Delivered.



£24,305
Donated by TMHUK through the work of 206 team members towards local and national charities and good causes.



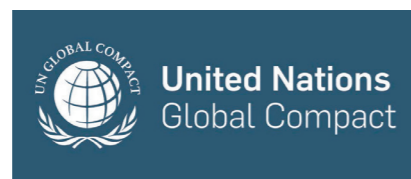
9
Apprentices who passed the Apprenticeship program in FY21 and promoted into a permanent role, with James Metcalfe winning Apprentice of the Year award.



Continued commitment to Team member welfare and mental health with Keep in Touch, Wellbeing email, wellbeing ambassadors and the Employee Assistance Program.

Planet 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.



This year TMHUK joined the United Nations Global Compact as a partner. This helps us ensure that we drive sustainability throughout our organisation and society as a whole.



This Year TMHUK Obtained the ISO50001 accreditation in energy management. Committing not only to lowering carbon emissions but energy usage as a whole.



Sustainability Champions Forum Formed. Comprising of Team Members from across the business this group is driven to ensure sustainability projects are implemented at local levels in line with the 17 SDG's.



TMHUK once again obtained Platinum Rating in EcoVadis, listing us as one of the top 1% of over 15000 companies evaluated in sustainability.

Depot refits with energy reduction plans.

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Continual work with the UNGC in line with the 17 Sustainable Development Goals as we meet challenges and look to a brighter future in line with equality, ethics and climate change.

March 2022



Look to increase our overall Ecovadis score, strive to achieve not only platinum status again but to improve our score year upon year, showing that we are market leaders when it comes to sustainability



SCIENCE BASED TARGETS

Work alongside TMHE as we all embark on the journey towards Zero Carbon. TMHE have signed up to the SBTi to help measure and reduce CO₂e in line with our very ambitious targets

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Our commitments for FY23

PROSPERITY

MAXIMISE
QUALITY SAFETY
AND QUALITY

We aim to achieve Ecovadis platinum again in FY23.

Roll out Manual Handling Training to all Team Members.

We are continuously looking to improve our NPS and first time fix rate and response times.

PLANET

MINIMISE
ENVIRONMENTAL
IMPACT

ISO14001 and 50001

Energy Management Team

Switch to renewable energy

Carbon reduction figure

Depot refits with energy reduction plans

Science Based Target Initiative through TMHE

Solar Panel Project

PEOPLE

OPTIMISE
OPPORTUNITIES
FOR PEOPLE TO THRIVE

Launch of Benefits Platform, bringing a number of perks in an easy to use format

Graduate Program

Leadership Development Program.

These are just some of the highlights of our sustainability performance in 2022, You can find our complete 2022 sustainability report on our website in digital format. It has been prepared in line with the GRI standards' Core option.

www.toyota-forklifts.co.uk/sustainability

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