

# Sustainability Highlights 2022

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Toyota Material Handling UK

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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**

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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 customer safety and customer first initiatives



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.



**62**  
**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.



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



**2681**  
Days of technical 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 awards for top achievers



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 UN SDG's (Sustainable Development Goals).



TMHUK once again obtained Platinum Rating in EcoVadis, listing us as one of the top 1% of over 90000 companies evaluated in sustainability.



Depot refurbishments 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.

**Deliver 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

Form Energy Management Team

**Continue to reduce Carbon footprint**

Depot refurbishments with energy reduction plans

**Science Based Target Initiative through TMHE**

Solar Panel Project for business centres

### PEOPLE

OPTIMISE  
OPPORTUNITIES  
FOR PEOPLE TO THRIVE

Launch of Toyota Values Platform, bringing a number of benefits 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](http://www.toyota-forklifts.co.uk/sustainability)

# TOYOTA

MATERIAL HANDLING