



TOYOTA MATERIAL HANDLING

Corporate Social Responsibility Report

FY23



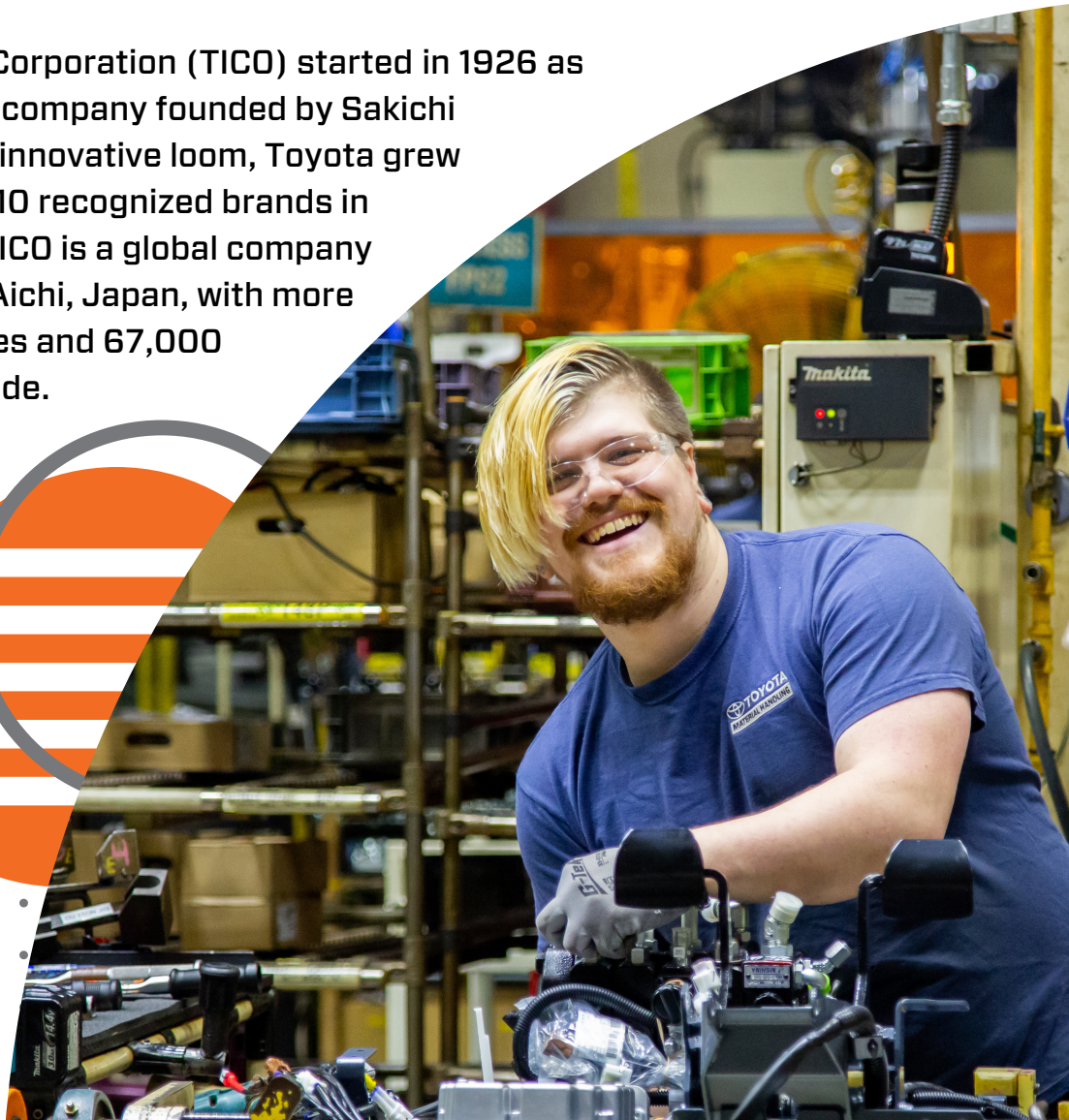
WHO WE ARE

Toyota entered the North American forklift market over 50 years ago and has manufactured over 750,000 forklifts on U.S. soil. Toyota Material Handling, based in Columbus, IN, is a full-service manufacturer and distributor of high-quality forklifts, reach trucks, order pickers, pallet jacks, container handlers, scissor lifts, tow tractors, AGVs, and other automated material handling solutions.

Built on a reputation of excellence, Toyota remains popular due to its quality, durability, reliability, and overall value (QDRV). Toyota's world-renowned Toyota Production System (TPS) results in expertly engineered material handling equipment built on years of manufacturing insight and is the hallmark of all Toyota forklift manufacturing facilities.

ABOUT TICO

Toyota Industries Corporation (TICO) started in 1926 as an automatic loom company founded by Sakichi Toyoda. From this innovative loom, Toyota grew into one of the top 10 recognized brands in the world. Today, TICO is a global company headquartered in Aichi, Japan, with more than 200 companies and 67,000 associates worldwide.



WHY WE EXIST

Toyota's founding principle, the reason we exist, is to contribute to society. Our forklift interpretation of this is that we are 'Helping People Carry The Load.' It's what we do at Toyota. We take this even further by helping the communities where we live and work to carry the load too. We're passionate about serving our communities, giving our time, knowledge, and resources to support local organizations. To accomplish this, Toyota offers a robust community engagement program.



Focused on providing opportunities to overcome daily obstacles and ensuring a bright future for generations to come, Toyota Material Handling is proud to offer all office associates 16 hours of paid volunteer time each fiscal year, as well as eight paid volunteer hours for our hourly associates, to give back to community organizations.



VISION

Toyota Material Handling strives to create a positive and sustainable impact on society and the environment while promoting ethical business practices and contributing to the well-being of all stakeholders. Through our commitment to social and environmental responsibility, we aim to be a catalyst for positive change, inspire others to take action and foster a culture of compassion and sustainability within our organization and the communities we serve.

OUR VALUES

ALWAYS BE FAITHFUL TO YOUR DUTIES
thereby contributing to the company and to the overall good

ALWAYS BE STUDIOUS AND CREATIVE
striving to stay ahead of the times.

ALWAYS BE PRACTICAL
and avoid frivolousness

ALWAYS STRIVE TO BUILD A HOMELIKE ATMOSPHERE
at work that is warm and friendly

ALWAYS HAVE RESPECT FOR SPIRITUAL MATTERS
and remember to be grateful at all times.

YEAR AT A GLANCE



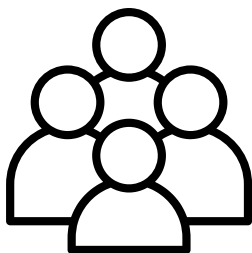
TOTAL ECONOMIC IMPACT
\$745,721



11,765
VOLUNTEER HOURS
COMPLETED BY
TOYOTA ASSOCIATES



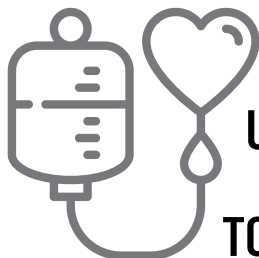
\$374,012
DOLLARS DONATED TO
LOCAL CAUSES &
ORGANIZATIONS



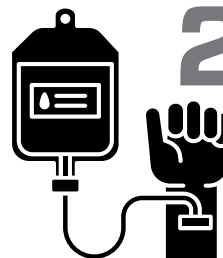
30 LOCAL
ORGANIZATIONS
SUPPORTED



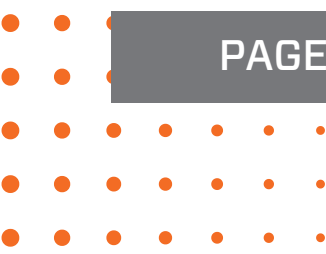
TOYOTA DEALERS LOANED
43 UNITS
TO DISASTER
RELIEF EFFORTS



861
UNITS OF BLOOD
COLLECTED ON
TOYOTA'S CAMPUS
FOR THE AMERICAN RED CROSS



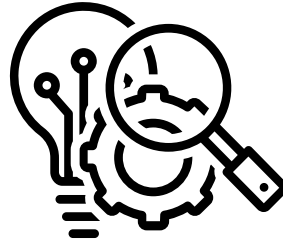
2,583
POTENTIAL
LIVES SAVED
OR IMPACTED



PARTNERSHIPS



**HEALTHY &
SUSTAINABLE LIVING**



**EDUCATION &
YOUTH DEVELOPMENT**



**ECONOMIC GROWTH &
DEVELOPMENT**

In the pursuit of our mission to create a positive and bright future, we are delighted to present this annual report highlighting our non-profit partnerships across three pivotal categories: healthy and sustainable living, education & youth development, and economic growth & development. Through strategic collaborations, we have started addressing critical social issues and begun nurturing the communities we serve.

In the realm of healthy and sustainable living, our non-profit partnerships have played a vital role in promoting the physical and mental wellness of individuals. By joining forces with organizations dedicated to serving the overall person, we have supported programs that empower members of our communities to make informed choices and lead healthier lives. These initiatives have provided access to vital resources, fostered awareness campaigns, and facilitated outreach efforts, leaving a lasting impact on the overall well-being of the counties in which our associates live and work.

Education & youth development remain cornerstones of our commitment to empowering future generations. Through our partnerships with educational institutions and youth-focused organizations, we have strived to create equitable opportunities for learning and personal growth. By investing in innovative educational programs, mentorship initiatives, and scholarships, we have enriched the lives of numerous young minds, unleashing their potential and paving the way for a brighter future. These partnerships have not only enhanced educational outcomes but have also fostered a sense of empowerment, resilience, and self-belief among the youth.

Recognizing the crucial role of economic growth & development in building thriving communities, our non-profit partnerships have focused on fostering entrepreneurship, job creation, and sustainable economic practices. Collaborating with organizations committed to skills training, job placement, and economic empowerment, we have worked to reduce disparities and uplift underserved communities. By providing resources, training, and access to networks, these partnerships have fueled economic growth, strengthened local businesses, and promoted a more inclusive and resilient economy.

As we reflect on the past year, we are immensely grateful for the invaluable contributions and unwavering support of our non-profit partners. Together, we have accomplished remarkable feats and driven tangible change in the areas of healthy and sustainable living, education & youth development, and economic growth & development. Moving forward, we remain committed to nurturing these partnerships, leveraging their expertise, and maximizing collective impact. With their continued support, we are confident in our ability to create a brighter future for all.



HEALTHY & SUSTAINABLE LIVING

Promoting healthy & sustainable living is of paramount importance in our pursuit of a better future, as highlighted in this annual report. By prioritizing healthy and mindful living practices, we recognize the profound effect they have on individuals, communities, and the planet. Embracing overall and well-rounded wellness empowers individuals to lead fulfilling lives, ensuring physical and mental well-being.

Simultaneously, fostering environmental stewardship enables us to protect and preserve the natural resources that sustain us. By promoting healthy and sustainable living, we contribute to the overall resilience and longevity of our communities while also safeguarding the planet for future generations. Together, we can create a world where wellness and environmental consciousness thrive hand in hand, ensuring a brighter and more secure future for all.

In FYE23, Toyota Material Handling proudly partnered with the following organizations promoting healthy & sustainable living:



American Red Cross



United Way
of Bartholomew County



Make-A-Wish®

AMERICAN RED CROSS



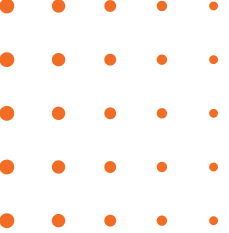
The American Red Cross plays a vital role in promoting healthy and sustainable living. Through health and safety training programs and environmental stewardship efforts, the organization empowers individuals and communities to prioritize well-being and environmental responsibility. From providing life-saving skills to supporting resilient disaster recovery, the American Red Cross actively contributes to a healthier and more resilient future.

In 2018, the partnership between Toyota Material Handling and the American Red Cross was established and continues to center around "Helping People Carry the Load" in wide reaching and impactful ways. While disaster relief is the cornerstone of the partnership, TMH is dedicated to supporting the American Red Cross in every aspect of its mission - preventing and alleviating human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. Whether engaging the TMH dealer network in responding to natural disasters around the country or donating blood during one of many blood drives held on campus, TMH associates continue to find new and creative ways to contribute to the American Red Cross and their global efforts.

“TMH is the gold standard for engagement in the mission of the Red Cross, not only through financial support and the loan of material handling equipment, but enabling employees to live the mission through numerous volunteer opportunities. TMH also fully funded a new generation bloodmobile that will help ensure a robust supply of blood and blood products for years to come.”

Beth Baker | *Regional Philanthropy Officer, American Red Cross*





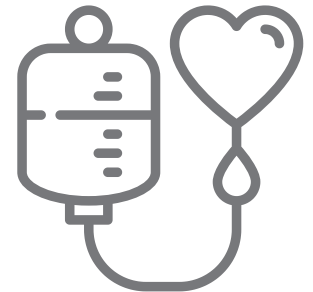
Honoring the pledge initiated in 2018, TMH has continued to provide forklifts and certification training to assist with relief efforts for any U.S. disaster. Together, TMH and their expansive dealer network responded to 5 natural disasters throughout FYE23 - providing 43 material handling equipment units to aid in relief efforts. Additionally, TMH hosted four blood drives and assembled over 2,000 service to the armed forces kits to benefit active and retired military.

However, the partnership with American Red Cross will extend well beyond the work being done today. TMH is sponsoring a state of the art blood mobile which will help support the American Red Cross's mission for decades to come.

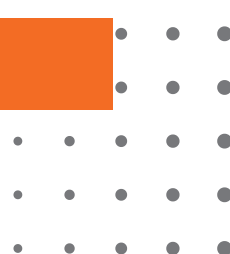
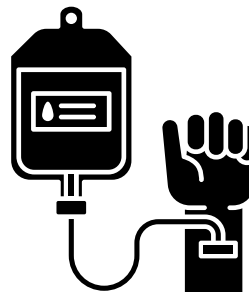


DEALERS DONATED
43 UNITS
TO DISASTER
RELIEF EFFORTS

861
UNITS OF BLOOD
COLLECTED ON
TOYOTA'S CAMPUS



2,583
POTENTIAL LIVES
SAVED OR IMPACTED



UNITED WAY



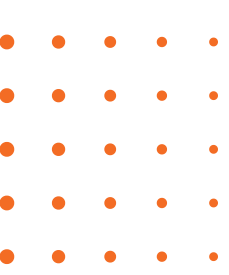
United Way is dedicated to promoting healthy and sustainable living. Through initiatives focused on healthcare access and community health programs, United Way improves well-being and preventive care. The organization also invests in projects that promote environmental well-being, fostering conservation and responsible business practices. By addressing social determinants of health and advocating for mindful living, United Way creates lasting positive impacts for individuals and communities.

The partnership between the United Way of Bartholomew County and TMH began with the participation of TMH associates in an annual giving campaign back in 1997. The campaign focuses on raising money to support the United Way's partner agencies. Through the partner agencies, the United Way works to "Help People Carry the Load" with services and assistance to those most in need. While the annual campaign continues to be the cornerstone of the partnership, TMH is dedicated to supporting the United Way in every aspect of its mission. Whether participating in the annual Day of Caring and Day of Service events or talking to students at the Foundation for Youth, TMH remains dedicated and committed to honoring the partnership established over twenty years ago.

“Toyota plays an integral part in our community not just as an employer, but as an organization who loves their community and gives back tremendously. Toyota can always be counted on when volunteer needs arise and are always willing to roll up their sleeves and do whatever is asked. We truly appreciate the partnership with Toyota and always look forward to the amazing volunteers they provide!”



Alicia Monroe | Director, United Way Volunteer Action Center



In April 2022, Toyota Material Handling was named Corporate Volunteer of the Year by Foundation for Youth, a United Way partner agency focused on meeting the needs of the local youth. During their Annual Meeting, Foundation for Youth stated, "Toyota Material Handling has been an invaluable asset to Columbus Youth Camp during the COVID pandemic. Through dozens of volunteers, Toyota supported a wide variety of projects at camp, including the demolition of old bunk beds in 6 of the 87 year old cabins, unpacking and constructing new bunk beds, clearing overgrowth around camp, landscaping, moving large rocks, clearing gutters and rooftops, and cleaning and organizing. The Foundation for Youth and Toyota Material Handling is looking forward to a continued partnership for years to come."

120
backpacks packed and
donated to local
students K-12

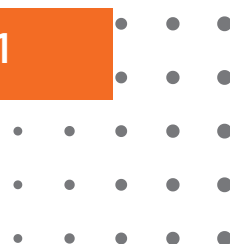


200+
safety shoes donated to
Sans Souci clients
gaining employment



\$99,106

Funds raised during
United Way
Campaign for FY23



ANCHOR HOUSE



Anyone is one bad decision or one disaster away from being homeless or struggling with food insecurities. In fact, data shows that in the US, over 580,000 individuals experienced homelessness, and over 34 million individuals, including 9 million children, experienced food insecurity in 2020. These individuals, struggling to survive, rely on community organizations and programs to help them get back on their feet and work towards becoming active and productive members of their community.



“

I'm thankful TMH provides the opportunities for its employees to give back to their communities, and help carry the load.

PHIL BOYD, QA

This is exactly what Anchor House experiences with its clients regularly. Serving as one of the only emergency shelter programs in the region, Anchor House strives to meet the immediate needs of Jackson County, Indiana residents through its wrap-around programming and community partnerships. Hosting two emergency shelters and a food pantry in Seymour, Indiana, Anchor House continues to build upon and improve its ability to support individuals and families on their path to self-sustainability - laying the groundwork for a perfect partner for TMH's growing social responsibility initiatives.

The partnership with Anchor House lays on the foundation of a financial commitment of \$100,000 over the next four years. The financial contribution will assist Anchor House in its quest to purchase the building currently serving as the second emergency shelter location. In addition to the financial contribution, Toyota Material Handling will look to provide additional assistance with volunteers, donation drives, and employment skill training for Anchor House clients. Through our partnership, Anchor House will be able to improve shelter conditions, expand programming, and support clients after transitioning out of the shelter.

MAKE A WISH



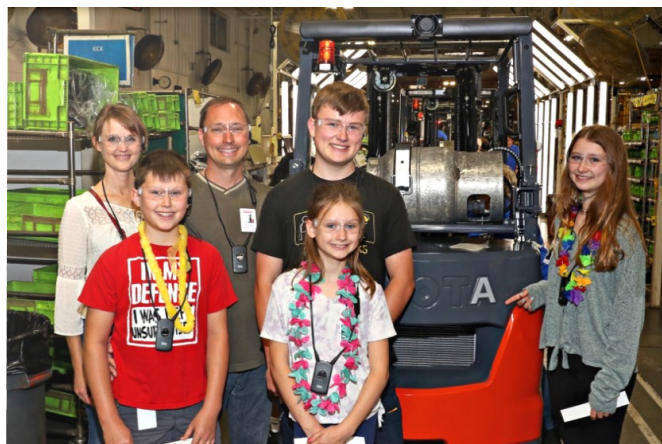
Make-A-Wish Foundation's commitment to corporate social responsibility extends beyond fulfilling the wishes of children with critical illnesses. They value healthy and mindful living, recognizing its significance in improving the well-being of wish children and their families.

Through transformative experiences, Make-A-Wish uplifts the spirits of brave children, positively influencing their mental and emotional well-being and fostering an environment for healing and recovery. TMH proudly supports Make-A-Wish through an annual campaign led by Toyota Material Handling North America (TMHNA). TMH associates actively participate in fundraisers and sales to raise funds, granting the wishes of local youth.

In 2022, TMH helped grant the wish of 15 year old, Adelyn Spahr, from Nashville, Indiana. Adelyn, who battled cancer for much of her young life, wished for a trip to Hawaii to explore the beautiful islands, but on one condition: she wanted her parents and three siblings to go with her.

Throughout the campaign, TMH associates helped raise \$34,515 to support the wish. With TMHNA's match of \$7,500, \$42,015 was donated to Make-A-Wish to benefit Adelyn and other local wishes. Associates then welcomed Adelyn and her family onsite, where Adelyn was named TMHNA's CEO for the day. While on campus, Adelyn participated in a factory tour, made several decisions on behalf of the company, and celebrated her wish with a luau lunch where TMHNA officially announced the granting of Adelyn's wish.

Adelyn's wish was the ninth wish that TMHNA has granted through Make-A-Wish.



EDUCATION & YOUTH DEVELOPMENT

Promoting education and youth development holds immense importance. By prioritizing these areas, we invest in the potential of future generations and foster their personal growth and success. Education empowers individuals with knowledge, critical thinking skills, and opportunities for lifelong learning. It serves as a catalyst for social mobility, enabling individuals to overcome barriers and reach their full potential. Youth development programs provide a supportive environment for young people to explore their interests, develop essential life skills, and build resilience. By promoting education and youth development, we contribute to building a skilled and engaged workforce, cultivating future leaders, and creating a more equitable society. Together, we can provide the foundation for a brighter future where every individual has the opportunity to thrive and contribute positively to their communities and the world.

In FYE23, Toyota Material Handling proudly partnered with the following organizations promoting education & youth development:

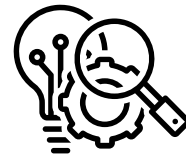


Acceptance Independence Possibilities



FAMILY
SCHOOL
PARTNERS

INTERNSHIP PROGRAM



TMH places a strong emphasis on education and youth development through its exceptional internship program. With a clear intent to hire, TMH annually welcomes twenty to twenty-five interns to its thriving hub in Columbus, Indiana. At the heart of this program lies TMH's unwavering commitment to nurturing young talent and positively impacting society through education and community engagement.

As part of TMH's overarching talent management strategy, the internship program plays a crucial role in identifying and nurturing future leaders who share the organization's dedication to making a positive impact on society and the environment. By actively involving interns in various corporate social responsibility (CSR) projects and initiatives, TMH not only empowers them with hands-on learning experiences but also instills a sense of purpose and responsibility toward creating a sustainable and inclusive world.

Interns at TMH have the unique chance to collaborate with seasoned professionals who serve as mentors, guiding them through real-world challenges and encouraging them to think innovatively about how businesses can drive positive change. This approach not only helps interns develop their skills but also fosters a strong sense of community and shared purpose within the company.



TMH's well-structured internship program, backed by a genuine commitment to corporate social responsibility, creates a symbiotic relationship where talented interns receive invaluable learning experiences while contributing their passion and skills to meaningful projects. By intertwining its talent management strategy with CSR initiatives, TMH not only invests in building a skilled workforce but also demonstrates its dedication to making a positive difference in society and the world.

GO BABY GO



Go Baby Go at Indiana University Indianapolis is a program that beautifully demonstrates the connection between education and youth development. By customizing ride-on cars for children with disabilities, the program actively promotes their independence and cognitive development. What makes this initiative even more impactful is the collaboration between students from various disciplines and corporate partners like Toyota Material Handling, who come together to design and modify these cars. Each semester, our design engineers work directly with students to plan, design, and modify the cars. This partnership further enhances the program's ability to create inclusive solutions. The collective efforts of Go Baby Go, IU Indianapolis students, and TMH inspire future professionals and contribute to the establishment of a more inclusive society.

“Working with the charitable organization GoBabyGo has been an incredibly fulfilling experience. Every opportunity to volunteer brings a sense of purpose and joy. It’s truly rewarding to witness the smiles on the faces of the kids and their families when they see their newly adapted vehicles in action. Knowing that our work directly contributes to improving the lives of these children is both humbling and gratifying.

One of the refreshing aspects of working with GoBabyGo is the opportunity to collaborate with coworkers. We come together with a shared passion for making a difference in the lives of these children. The focus is solely on the task at hand, creating an environment where everyone works harmoniously towards a common goal. This sense of camaraderie and unity creates a positive and supportive atmosphere, fostering a strong sense of community within the organization.

Additionally, working with GoBabyGo allows us to utilize our professional skills in a unique and meaningful way. As professionals, we have spent years developing our expertise in various fields. Being able to apply these skills to something that isn’t centered around monetary gain is a truly rewarding experience. It’s a reminder that our talents can have a profound impact on others’ lives, and it reinforces the value of using our abilities to contribute to the greater good. It’s an incredible feeling to witness the transformation of a child’s life through the application of our professional knowledge and skills.”



Blake Davis | *TMH Associate*

REACH COLUMBUS



Continuing their commitment to supporting the inclusion, education, and development of individuals with disabilities, Toyota Material Handling has sought out partnerships with organizations like Reach Columbus, Inc., which support postgraduate individuals with disabilities. Reach, Columbus Inc. offers a day program service that helps participants build relationships, life skills, employment training, and promotes community involvement, ensuring equal opportunities for higher education and vocational success. By promoting inclusivity, empowering students with disabilities, and challenging societal stereotypes, organizations like Reach Columbus, Inc. contribute to a more inclusive and diverse society that values the potential of all individuals.

During FYE23, Toyota Material Handling began its partnership with Reach Columbus, Inc., with a focus on promoting socialization and skills training for program participants. This partnership aimed to share knowledge, build skills, and create connections while fostering a strong sense of community. In September, Reach participants had the opportunity to visit the TMH fitness center and exercise alongside the dedicated staff. Building on this experience, in December, participants returned to our campus to connect with TMH associates, learn about forklifts, and continue to build relationships. They explored the showcased forklift models in the rotunda and shared laughter and camaraderie with friends in the demonstration room. In January, participants engaged in a three week skill training program with our internal training and development team focused on simple instruction tasks and assembly activities.



TMH's partnership with Reach Columbus, Inc. exemplifies our belief that giving back extends beyond monetary donations or completing tasks for local non-profits. TMH remains dedicated to partnering with organizations like Reach Columbus, Inc. to continue assisting with employment skills, relationship building, healthy habits, and more.

ECONOMIC GROWTH & DEVELOPMENT

Promoting economic growth and development is a primary objective of our corporate social responsibility efforts. Through strategic partnerships, we empower underserved communities by providing essential resources, training, and access to networks. By fostering entrepreneurship, job creation, and responsible business practices, we contribute to the long-term prosperity of our communities. We are dedicated to growing these partnerships, leveraging their expertise, and maximizing our collective impact to foster meaningful employment, economic opportunities, and a sustainable community for all. Together, we can create a future where everyone has the chance to grow and contribute to a thriving economy.

In FYE23, Toyota Material Handling has begun investigating partnerships promoting economic growth & development. We look forward to reporting out on progress made in FYE24 with the following organizations:



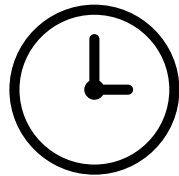
LIFT THE COMMUNITY DAY

Our second annual Lift the Community Day was a remarkable occasion where associates united to make a meaningful difference in our community. This annual volunteer day provides our Associates the unique opportunity to engage in meaningful work, foster team building, and collaborate with colleagues from various departments across the company. The day's significance lies in our collective commitment to giving back and making a positive difference. By pooling our resources, skills, and dedication, we showcase the power of unity and demonstrate our shared responsibility toward community betterment. This event exemplifies the importance of coming together as a company to contribute to the well-being and prosperity of our community.

Despite the rain, TMH Associates from across the company came together to support over 25 local non-profit organizations and programs throughout Bartholomew and surrounding counties on Friday, July 8. The efforts put forth by TMH Associates equated to over \$40,000 in total economic impact and will create ripple effects for years to come.



319
ASSOCIATES
PARTICIPATED



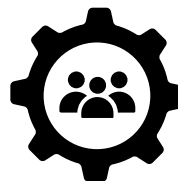
1,300
VOLUNTEER HOURS
COMPLETED



26
UNITS OF BLOOD
COLLECTED FOR
AMERICAN RED CROSS



35
FAMILY MEMBERS
JOINED THE DAY



25
ORGANIZATIONS
BENEFITED



EXECUTIVE GIVING

In addition to our existing volunteer initiatives and programs, Toyota Material Handling is proud to continue its steadfast support and advocacy for participation in our Executive Giving Program. This program serves as a cornerstone of our commitment to corporate social responsibility, emphasizing the significance we place on individual engagement. It is a testament to our belief that personal passion and commitment are catalysts for positive change. Through this program, we empower our executives to actively contribute to non-profit organizations that hold deep meaning for them. By aligning their time, expertise, and resources with these causes, we cultivate a culture of personal involvement, propelling significant and meaningful change within the communities we serve. Through the Executive Giving Program, we enhance our company's impact, leaving a lasting legacy of social good. Together, we can make a tangible difference and forge a brighter future for those in need.

Since its inception in 2012, our executive team has donated approximately \$63,750 to 26 organizations within our local communities. However, the program goes beyond monetary contributions. Before receiving funding, our executives are encouraged to actively engage with the chosen non-profit organization by donating their time and utilizing their unique talents and expertise. This holistic approach ensures that our executives have a deeper connection and understanding of the cause they support, fostering a more impactful and meaningful relationship. By combining financial resources, personal involvement, and professional skills, we strive to maximize the positive impact we can make in the communities we serve.

“The executive team leading by example and giving back to non-profit organizations sets a powerful precedent for the entire organization, inspiring employees at all levels to actively engage in philanthropy and social responsibility. Their involvement demonstrates a genuine commitment to making a positive impact, fostering a culture of compassion, and reinforcing the company's core values.”



Danielle Nickerson | *Corporate Social Responsibility Manager*

AWARDS & RECOGNITION

We are honored to share that our organization has received numerous awards and recognition for our exceptional work and dedication to our non-profit partners. The recognition we have received is not only a source of pride but also a reminder of the trust and confidence placed in us by our stakeholders and peers. We humbly accept these awards and acknowledgments, knowing that they reflect the collective efforts of our talented and dedicated team. As we move forward, we remain committed to upholding the high standards that have earned us this recognition, continuously striving for excellence in all that we do.



American Red Cross
Premier Blood Partner
Since 2018



FOUNDATION FOR YOUTH

Foundation for Youth
Corporate Volunteer of the Year
April 2022



**United Way
of Bartholomew County**

United Way of Bartholomew County
Top Ten Campaign
23+ years



**United Way
of Bartholomew County**

United Way of Bartholomew County
Live United Award
April 2019

FOLLOW US

Stay connected with us online and on social media to witness the incredible work happening in our communities. Join our online community to be inspired by our positive impact and stay informed about the latest material handling news. Follow us today and be part of our journey!



www.toyotaforklift.com



<https://www.facebook.com/ToyotaForklift>



<https://www.instagram.com/toyotaforklift/>



<https://www.linkedin.com/company/toyota-material-handling>

GET IN TOUCH

We welcome and encourage individuals and organizations to reach out to us if they believe their cause or organization would be a great fit for Toyota Material Handling's corporate social responsibility program. We believe in the power of collaboration and are always looking for opportunities to expand our impact and support new initiatives. By partnering with like-minded organizations, we can amplify our efforts and create even greater change together. If you have a cause that aligns with our values and mission, please don't hesitate to contact us. We look forward to exploring how we can make a meaningful difference together.

Contact Danielle Nickerson, Corporate Social Responsibility Manager:



812.344.6317



danielle.nickerson@toyotatmh.com



 **TOYOTA**
MATERIAL HANDLING