

2017 TARGETS NEXT STEPS

MAXIMISE SAFETY	PRODUCTS & SERVICES	Continue our EU-OSHA partnership with the new campaign 'Healthy Workplaces for all Ages'
		Double the number of trucks enabled to operate with I_Site fleet management vs FY15
		Pilot forklift training for 50 global and European safety managers
	OPERATIONS	Adapt TICO Safety Vision for implementation in our sales and service companies
OPTIMISE BUSINESS PROCESSES	PRODUCTS & SERVICES	Establish a control mechanism for evaluating suppliers' compliance with supplier code
		Train 100% of our purchasing staff in 'responsible procurement'
		Develop further understanding of our supply chain's environmental impact
		Conduct CSR (self) assessments of 30 major Direct Material Suppliers
		Pilot a self-assessment approach for Indirect Material Suppliers
	OPERATIONS	Publish consolidated sustainability data for all TMHE entities
		LEAD program – reach number of 64 participants in 2 years
		TPS visual management tools to be implemented in all entities
		Conduct European-wide employee survey
MINIMISE ENVIRONMENTAL IMPACT	PRODUCTS & SERVICES	Continue partnership with 10 European fleet customers to reduce their CO ₂ emissions
		Increase sales of used trucks by 20%
		Launch additional silent products
	OPERATIONS	Reduce energy consumption by 10% across Europe vs FY12
		Develop a green company car policy
		Extend initiatives to reduce fleet energy consumption
NUMBER 1 IN CUSTOMER SATISFACTION	PRODUCTS & SERVICES	Toyota Service Concept (TSC) fully utilised in all sales and service companies
		Use the Net Promoter System (NPS) in all sales and service companies
		Target a 95% first-fix rate throughout the network
	OPERATIONS	Maximise quality through reducing warranty claims by 88% vs 2007
		Increase percentage of technicians trained in safety and sustainability (STEP Bronze soft skill)
	Drive ASEC service accreditation in the network towards 100%	