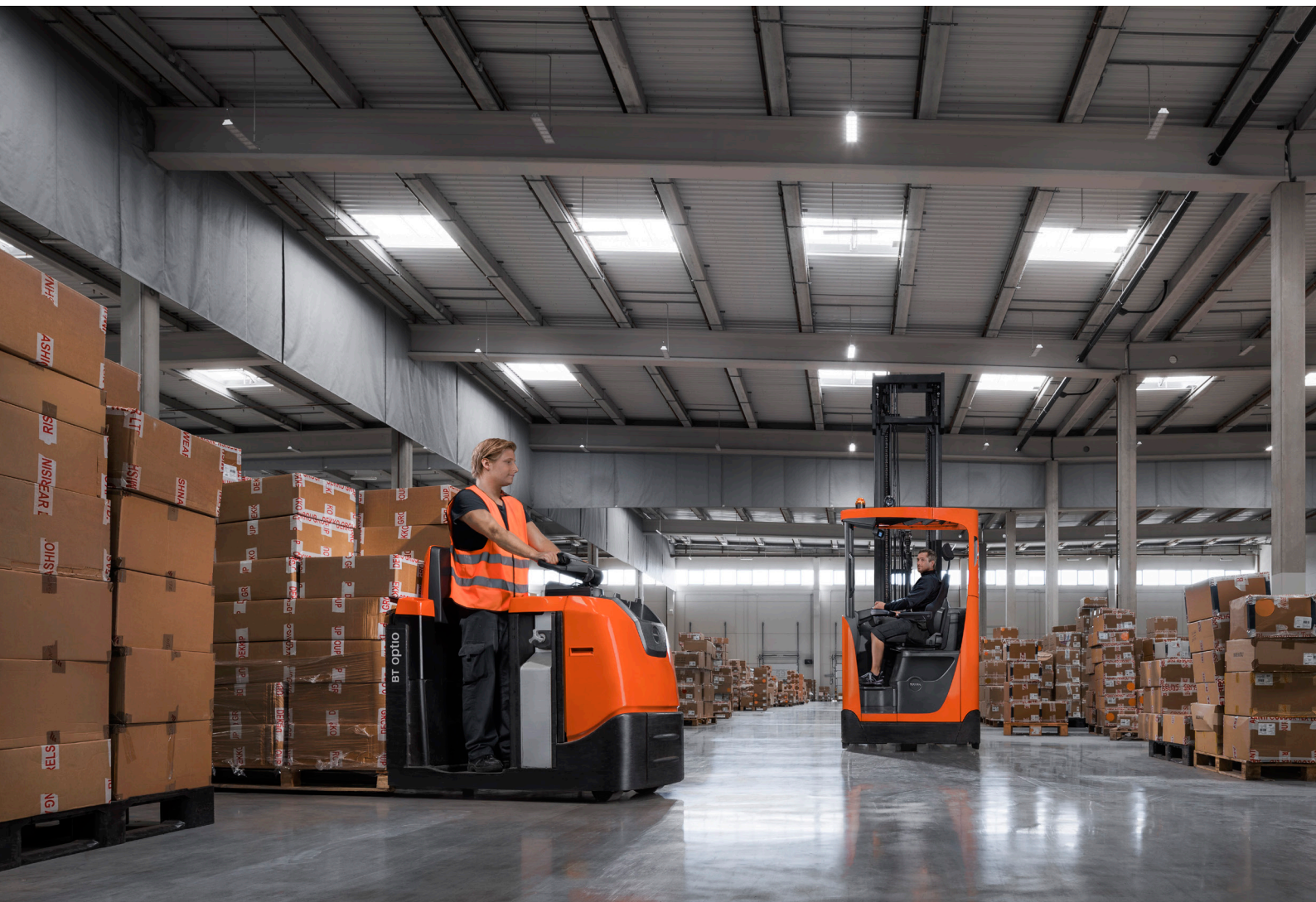


Guidelines when a Toyota service technician comes to your site

In the current Covid-19 pandemic Toyota Material Handling will adapt to the evolving health crisis. Toyota Material Handling is following the Corona virus development with utmost care. Our priorities are clear: the health and safety of our employees, as well as our customers and suppliers, come first.

We will do everything we can to uphold our service to our customers and partners. Therefore, we have made these guidelines to make sure that we protect our service technicians' and customers' wellbeing.

Keeping your business running



Guidelines when a Toyota service technician comes to your site

Please inform us upfront!

In case suspected corona infections are identified within your site, please inform us! Also confirm that you have taken all precautions to avoid contamination, and in case any special rules or guidelines apply at your site. We will log your information and provide it to our technicians. Before coming to site, we will contact you to understand the latest situation.

Safety measures during the COVID-19 pandemic:

Keep distance

- Any physical contact should be avoided at any time, do not shake hands;
- Correct social distancing with a minimum separation of 2 m should be maintained at any time;
- Put the equipment in a safe and designated area (if possible before the technician arrives), physical barriers such as cones and tape can assist in keeping the work area clear of other people.

Wash hands

- It is essential for our technicians to be able to wash their hands and use the toilet at any time.

Avoid risk of transfer via contact surfaces

- Please avoid the need of registering via sensitive display screens or make sure they are cleaned;
- Clean the contact surfaces of the equipment before handing over the equipment;
- Do not touch technicians' assets such as service van, tools and toolbox.;
- Please accept that technicians will afterwards verbally explain their work and sign off the worksheet on the electronic device themselves on your behalf.

Use appropriate personal protective equipment (PPE)

- Depending local regulations and type of work our technicians will use the right PPE such as gloves, safety glasses, masks and overalls.

Safety first

We trust on both you, your staff and our technicians' professionalism to jointly act responsibly by taking the safety measures listed. This is how we can keep taking care of your equipment ensuring its performance and your safe use of it. Please be informed that our technicians are requested to always perform a last-minute risk analysis. If they are not sure about their personal safety, they are requested to contact their team leader / manager to discuss and ultimately leave for their own wellbeing.

Thank you

Thank you for your trust in Toyota Material Handling and for supporting our technicians in doing a safe job.

For more information please contact us via your normal channels

*These guidelines are generally formulated for the TMHE network. Local regulations may differ