

Guidelines when equipment is delivered or collected from 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



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PLEASE INFORM US UPFRONT

In cases (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 and guidelines apply at your site. We will log your information and provide it to our drivers and partners in transport. Before coming to site, we will contact you to understand the latest situation

Safety Measures during the covid-19 Pandemic:

When Toyota delivers equipment

- Please support correct guidance to our drivers, aiming at quick and safe entrance to your premises;
- Please avoid the need of registering via sensitive display screens or make sure they are cleaned;
- Make sure the equipment can be unloaded in a safe and designated area, physical barriers such as cones and tape can assist in keeping the area clear of other people;
- Our drivers will clean the contact surfaces of the equipment before handing over the equipment.

When Toyota collects equipment

- Please support correct guidance for our drivers, aiming at quick and safe entrance to your premises;
- Please avoid the need of registering via sensitive display screens or make sure they are cleaned;
- Make sure the equipment (including correct change battery, charger, attachments) is collected upfront and located in a safe and designated area for loading, physical barriers such as cones and tape can assist in keeping the area clear of other people
- Please clean the contact surfaces of the equipment before handing over the equipment.

General precautions

- Any physical contact should be avoided at any time, do not shake hands. Correct social distancing with a minimum separation of 2m should be maintained at any time;
- It is essential for our drivers to be able to wash their hands and use the toilet at any time;
- Depending local regulations and type of work, our drivers will use the right PPE such as gloves, safety glasses, masks and overalls;
- Do not touch drivers' assets such as lorry and tools and please avoid contact when signing delivery / collection notes, if possible, accept that drivers sign on your behalf.

Safety first

We trust on the professionalism of you, your staff, our drivers and transport partners to jointly act responsibly by taking the safety measures listed. This is how we can keep taking care of the supply of the equipment you need. Please be informed that our drivers 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 leader / transport planner to discuss and ultimately leave for their own wellbeing.

Thank you

Thank you for your trust in Toyota Material Handling and for supporting our drivers 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.