

# Coronavirus COVID-19 – Toyota Material Handling UK Ltd Response

## Overview

Toyota is first and foremost a safety company, and as such we consider human safety as our principle concern. The Corona virus does present a risk to human health, and as such the purpose of this document is to state Toyota's approach to ensuring these risks are minimised for our team members as well as our customers, while ensuring the highest possible levels of business continuity for our customers. This business continuity statement is reviewed regularly and updated with the latest advice and guidance from HM Government, the NHS and our TMH European Headquarters.

## The Situation and Background Information

Coronavirus is the name for a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS). This new disease named COVID-19 by the World Health Organisation (WHO) emerged in China in December 2019. The virus is transmitted between people in droplets from coughing, sneezing or touching. Symptoms are thought to appear between one and fourteen days after contracting the virus.

Early symptoms of Coronavirus infection include:

- A new continuous, dry cough,
- A high temperature,
- Shortness of breath or difficulty breathing.

These symptoms are similar to other illnesses such as the flu and the common cold, however, this new strain can lead to more serious conditions such as pneumonia, and in more vulnerable people can be life threatening.

## General Precautions

Our customers and our team members strongly recommended to carefully follow the advice below:

- Wash your hands regularly with soap and water, for at least 20 seconds,
- Use an alcohol-based sanitiser to complement soap and water – where soap and water is not available,
- Cover your mouth and nose when sneezing or coughing and use tissues – Catch it, Bin it, Kill it,
- Avoid shaking hands,
- Avoid close contact with people who are sick,
- Avoid touching your face, eyes, nose or mouth with unwashed hands,
- Clean and disinfect objects and surfaces which you may have touched.

## Latest advice from the government

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2mtrs apart where possible)
- Wash your hands regularly

## Business Continuity

Toyota Material Handling UK's continuity position is currently one of business as usual, with reduced face to face interaction and a high degree of readiness to respond as needed to change. Our customer facing teams and service teams are all being fully apprised of the very latest information on the prevention, symptoms and health service recommendations in regard to Coronavirus. TMHUK have established a Coronavirus business continuity group and a clear plan to continually monitor and sensibly react to evolving customer needs, workplace infection and government advice on this topic.

Customer facing teams within TMHUK have been provided with hand sanitisers and our entire workforce have received clear instructions on hand washing, physical contact, and advice on their actions if they develop symptoms, or meeting a person displaying symptoms, in line with the NHS recommendations.

We have taken steps to restrict or avoid face to face interactions and meetings, maximising the use of phone or web-based communication. Where this is unavoidable we have instituted checks on visitors entering the business centres and we have strategically positioned hand sanitisers and tissues within all receptions and working areas.

In line with government advice we have taken vigorous steps to allow all possible departments to function with team members working entirely from home and consequently we have rapidly upgraded our mobile IT infrastructure. Where remote working is not feasible, we have taken all possible measures to limit exposure and to maximise the safety of our team.

The TMHUK service team are continuing to provide essential preventative maintenance and breakdown repair as normal. All are equipped with the necessary PPE to allow safe working. We are working closely with key industries to ensure we abide by local access restrictions and we intend to prioritise support to supply chains supporting the NHS, as well as the manufacture and distribution of medical goods and food.

We have increased our stock levels of essential parts and certain products have been increased from normal business levels, likewise Toyota is working with supplier and transport partners to ensure their continuity plans are robust and will ensure the optimum possible support to our customers.

Our manufacturing capacity has been affected by Covid-19 lockdowns in the various European countries that we manufacture, and some of our products will certainly have slightly longer lead times. We will manage and minimise the impact of such delays wherever we can. At this time, we are not experiencing any import delays or travel restrictions to deliveries of new equipment.

Given the evolving nature of this situation the TMHUK Coronavirus business continuity group is now meeting on a daily basis. We will take all necessary steps to ensure business continuity for TMHUK and our customers as well as to ensure the very latest government advice is followed and communicated.

**Travel**

All TMHUK team members are now under severe international business travel restrictions.

- Employees should avoid business travel to northern Italy and our Italian entities until further notice
- Business travel to China including Hongkong, Iran and South Korea is prohibited
- Employees returning from travels in China, Iran or South Korea are to arrange work from home for 14 days. This also applies to China, Iran or South Korea.
- Meetings with guests from China, Iran or South Korea, or travellers that have visited these countries the last 14 days, should be postponed

Updated statements regarding our approach to Coronavirus will be posted on this webpage.

**Useful Links:**

World Health Organisation [www.who.int/](http://www.who.int/)

NHS [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

Public Health England [www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public](http://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public)

All information is correct at the point posted, if in doubt please contact the NHS or Government website.