

# Toyota Material Handling Torque



WINTER 2013

## TMHA provides warehouse solutions for GraysOnline



**A leading online auction house has fully equipped its main New South Wales warehouse with 35 pieces of Toyota material handling equipment.**

GraysOnline's 30,000 square-metre warehouse at Homebush in western Sydney handles 85 per cent of the company's warehoused products, with up to 35,000 individual stock movements per week.

Toyota Material Handling's wide product range meant it could meet all GraysOnline's equipment needs, thereby consolidating forklift contracts from multiple sites.

The 35 units, all battery-electric, include Toyota 1.8-tonne payload 8FBN18 counter-balance forklifts, Toyota three-tonne payload 7FB30 forklifts, BT RRE reach forklifts, BT low-level order pickers and BT Levio pallet trucks.

The last of the 35 new forklifts was commissioned at Homebush during March.

GraysOnline Homebush warehouse manager Rick Jacobs said special considerations for the material handling equipment included compatibility with Australia Post equipment and the versatility of the BT High Reach forklifts.

"It is vital that our warehouse equipment can operate with Australia Post's uniform loading devices," he said.

"The high-reach forklifts had to be specified with low multi-stage masts, so they could work under our mezzanine racking and also reach the top pick heights in the seven-metre high racking."

Mr Jacobs said GraysOnline based the equipment purchase decision on three key factors – state-of-the-art safety capability, excellent service maintenance and the product range meeting all the warehouse's needs.

"The number of forklifts on site means TMHA's service technicians are here once a month for regular maintenance," he said.

TMHA's Sydney major accounts manager Michael Marks said GraysOnline had been a Toyota forklift customer for the last seven years, using a diverse range of equipment from hand pallet trucks to four-wheel counter-balance forklifts.

The Grays auction house has a tradition reaching back more than 100 years.

It moved into online auctions in 2000 and now sells more than 70 product categories, from IT goods and wine to automotive and mining equipment.

Toyota Material Handling Australia is the factory owned national distributor for the comprehensive range of Toyota, BT Lift Truck and Raymond product, as well as Toyota's leading-edge Huski skid-steer loader range.

It can therefore meet material handling needs on a 'one-stop shop' basis.

## Our forklifts are now in a class of their own.



Whatever your needs or whatever your budget, we've got a forklift for you.



## Mushroom wholesaler grows with Toyota



*The first specialist mushroom wholesaler in the Perth produce markets has commissioned a second Toyota 1.5-tonne payload forklift on the strength of Toyota's dual-fuel capability and service support.*

Mr Mushroom managing director Glenn Mews was introduced to the Toyota Material Handling family three years ago when he won a BT hand pallet truck in a raffle at the annual Markets Ball.

Mr Mews bought his first Toyota forklift, an 32-8FG15, 12 months ago and has just commissioned a second 32-8FG15 forklift.

Both forklifts have 3 stage full free lift 4300mm masts and are fitted with, windscreens, an integral side shift attachment, solid tyres, mud flaps and markets-spec lighting.

Mr Mews said Toyota service was his number one priority, followed by the reliability and flexibility of the forklifts.

"The Toyota service centre has a spare forklifts, which is an enormous help for a small business if one of our forklifts is being serviced.

"In terms of reliability, the Toyota forklifts are virtually bullet-proof," he said.

"We've found the dual-fuel option to be really valuable. We've had two occasions where there has been a shortage of LPG, but we've continued to operate our forklifts thanks to the dual-fuel option," Mr Mews said.

"The latest Toyota forklift models have indicators for payload weight and vehicle speed, putting the cream on top of an already good cake."

The 32-8FG15 is one of the most popular forklifts in Toyota's leading-edge 8-Series range.

Safety features of the Toyota 8-Series forklift range include Toyota's System of Active Stability (SAS) and Operator Presence Sensing (OPS) as standard equipment.

Mr Mushroom was launched in 1989 as a second-generation wholesaler.



## Melbourne apprentice wins Toyota study trip to Japan

*A Melbourne apprentice technician will undertake a study tour to Toyota's forklift manufacturing plant in Japan after winning Toyota Material Handling Australia's (TMHA) annual National Skills Contest.*

TMHA has conducted the annual National Skills Contest for more than two decades as part of its commitment to maintaining industry-leading training and service standards.

Joseph Morris from TMHA's Melbourne branch won the coveted 2013 Apprentice of the Year award after two days of theoretical and practical tests at TMHA's Sydney headquarters located in Moorebank.

Travis Childs from TMHA Sydney won the skills contest for Master Technician of the Year and was also named national Technician of the Year for Raymond products (one of the three warehouse brands in the TMHA group).

TMHA Brisbane's Bill Harris claimed the title of national Technician of the Year for Toyota warehouse products.

Shaun Xerri from TMHA Sydney is the 2013 national Technician of the Year for BT products, a title he also won in 2010.

The three Toyota forklift technicians each won a \$2000 skills development voucher.

All finalists in the TMHA National Skills Contest receive \$300 worth of tools, a framed certificate and a watch.

Two hundred Toyota forklift technicians and apprentices entered the 2013 National Skills Contest.

TMHA's national service manager Steve Barnes said the annual contest is designed to keep Toyota forklift technicians at the cutting-edge of industry standards.

"Toyota has always been at the forefront of forklift technician training in this country - in fact it pioneered specialist TAFE training for Australia's forklift technicians," Mr Barnes said.

TMHA's executive vice president and chief operating officer Steve Takacs said the aim of the National Skills Contest was to challenge each entrant's skills and knowledge against their peers, and to reward those who reach the pinnacle of their profession.

"This annual contest has special interest for me, because I started in this industry 'on the tools' as technician," he said.

"Today, we see the skills contest as having a direct benefit for our forklift customers, because a high skills standard among our technicians increases both customer satisfaction and workplace safety."

## TMHA Adelaide takes out branch of the year award

*Toyota Material Handling's Adelaide branch has taken top honours at the company's annual Branch of the Year awards by winning the TMHA Tier One branch award for 2012.*

This success follows the branch receiving the Toyota Material Handling Australia (TMHA) President's Award for Excellence.

TMHA's Executive Vice President and Chief Operating Officer Steve Takacs said the Branch of the Year Awards are a testament to the dedication, hard work and resolve of branch staff to be the best of the best in their industry.

"Healthy competition between our branches helps deliver the best sales and product support service to our customers nationwide," he said.

Adelaide Branch Manager Hamish Harper collected the award on behalf of his staff of just over 70.

The awards were presented during TMHA's annual Sales and Service Champions Awards night at Sydney's Sheraton on the Park Hotel.

In addition to its overall victory, TMHA's Adelaide branch was named best branch for rental activity.

TMHA's Gladstone branch won the TMHA tier two branch award a year after moving into new, larger premises.

TMHA's Perth branch received the Branch of the Year awards for both sales and service.

The individual TMHA 2012 Sales Champion was Michael Johns from TMHA Melbourne. Michael was also sales champion for short and long-term rentals and roll-overs.

The 2012 number one in retail sales for new products was Paul Allen from TMHA Brisbane (now the manager of TMHA's new Darwin branch).

Luke Walsh from TMHA Melbourne was the 2012 champion in retail sales of used products.

Corey Denford from TMHA Sydney achieved the highest overall points for preventative maintenance programmes and major services.



# Owner-operator maintains 30 year Toyota Huski tradition



**A Queensland skid-steer loader owner-operator has commissioned his ninth new Toyota Huski, maintaining a 30-year tradition of Toyota ownership based on reliability, service back-up and long-standing relationships with branch staff.**

Graham Butler of Butler's Bobcat Hire recently commissioned a new 650kg operating weight Toyota Huski 5SDK-8.

He has now owned three Toyota 3SDK-8 Huskis, four 4SDK-8s and two 5SDK-8s.

Mr Butler founded his business in 1983 with a hydropower JR1800 skid-steer loader (production ceased in 1985) and soon after upgraded to a Toyota 2SDK8. He purchased his first new machine from Toyota's then Brisbane dealer Willtrac Toyota.

He bought his latest 5SDK-8 skid steer from Toyota Material Handling Brisbane area earthmoving sales manager Syd Williams - grandson of Willtrac founder Sir Sydney Williams.

Mr Butler's business is based at Toorbul in Brisbane's north, but general hire jobs see him cover a wide area of south-east Queensland.

"The Huskis are reliable skid-steer loaders and the dealership has always supported me well with service back-up," he said.

"It's like dealing with a family to know the sales people and workshop staff at Toyota's Brisbane branch.

"For many years I bought my Huskis from Paul Allen and the latest one from Syd Williams."

Mr Allen was for many years Toyota's specialist Huski sales person in Brisbane and is now managing Toyota Material Handling Australia's (TMHA's) new Darwin branch.

The Toyota Huski 5SDK-8 is one of six Huski skid-steer loader models offered nationally by Toyota Material Handling.

Models range from the compact 4SDK-4 right up to the 900kg operating load 5SDK-11.

The Huski 5SDK-8 has a spacious cabin opening for smooth entry and exit, along with an easy-to-read instrument panel and low vibration and low fatigue control levers, providing outstanding operator comfort.

It has class-leading visibility and outstanding manoeuvrability.

# Hino supports fire service with 1000th truck



**Hino Australia's presentation to the Country Fire Authority (CFA) of Victoria of its 1000th Hino truck marks a significant milestone in a relationship that has spanned nearly 30 years.**

The handover took place during the opening ceremony of the 2013 Volunteer Fire Brigades Victoria (VFBV) State Rural Championships, held at Werribee south-west of Melbourne in early April.

The new Hino, a 500 Series medium tanker, will be deployed by the CFA for firefighting duties at the St Helens brigade.

Hino Australia Chairman and Chief Executive Officer Mr Ken Sekine, President and Chief Operating Officer Mr Steve Lotter and Manager Product Planning Mr Daniel Petrovski attended the opening ceremony. Mr Lotter presented the keys to the new Hino to CFA Chief Officer Euan Ferguson.

"Hino Australia is delighted to have been involved with the CFA for so many years," Mr Lotter said.

"The men and women firefighters of the CFA, the majority of them volunteers, do a wonderful job of protecting people and property in Victoria.

"We're proud that Hino trucks can play a significant part in helping them carry out their important work."

Peter Wright, CFA Executive Manager Fleet Services, said the majority of the Hino trucks in its fleet are used as tankers or light pumps.

"The oldest operating Hino in our fleet is a 1985 GT model, which we'll be retiring with the delivery of the new Hino," he said.

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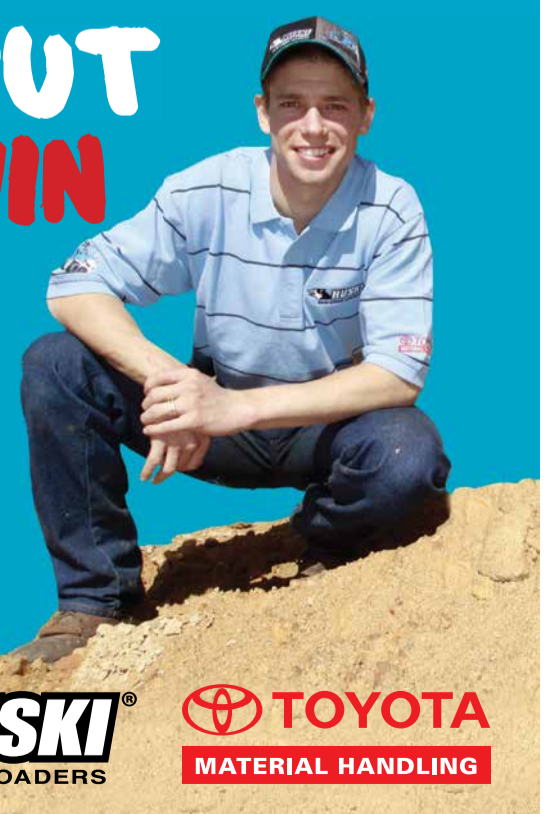
Purchase a new Toyota Huski skid steer loader between the 1 July – 23 December 2013 for a chance to win one of 50 signed and framed Limited Edition Casey Stoner Posters valued at \$700\*.

\* Terms and conditions apply, contact your local Toyota Material Handling branch / dealer for full terms and conditions.

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**HUSKI**  
SKID STEER LOADERS

**TOYOTA**  
MATERIAL HANDLING



# From concept to reality

## lexus shows LF-CC and new IS at Australian International Design Awards



*Lexus has shown the LF-CC design concept, the latest vehicle to display Lexus' evolving L-Finesse design language, as part of the Australian International Design Awards.*

The LF-CC design concept provides an insight into the luxury marque's continued focus on leading-edge innovation and design.

Lexus Design Division project manager Takeshi Tanabe said that the LF-CC honours the values of L-Finesse while breaking away from luxury car design norms.

"We went back to basics to restudy and develop our visual language, thereby setting this vehicle far away from its rivals in terms of exterior styling," Mr Tanabe said.

Although concept in design, the LF-CC provides much of the inspiration for the forthcoming, all-new IS Line and provides a hint of a future two-door mid-size coupe scheduled for production.

Lexus Australia chief executive Sean Hanley said that the LF-CC brings with it renewed focus on design and driving dynamics.

"The LF-CC signals a new Lexus, one buoyed by confidence and a desire to deliver vehicles that are visually and

dynamically appealing," Mr Hanley said.

"LF-CC is more than a concept, it is a promise from Lexus to deliver an engaging and exciting two-door coupe - in fact, its impact is already evident in the forthcoming IS Line.

"The beauty of LF-CC is more than skin deep, with its innovative petrol-electric drivetrain and on-board features, the LF-CC and in fact the LF-LC coupe concept are graphic demonstrations of what's to come from Lexus," Mr Hanley said.

Under the skin, the LF-CC's powerful and efficient 2.5-litre hybrid drivetrain has also moved from concept to reality and will feature as one of three drivetrains across the all-new IS Line.

The 2.5-litre four cylinder Atkinson cycle hybrid powerplant in IS will feature D4-S (direct and port) injection, which boosts power delivery and efficiency.

Combined, the petrol-electric hybrid drivetrain will produce just 113 grams of CO2 per kilometre\* while consuming just 4.9 litres of fuel per 100km\* (combined cycle) with a combined power output of 164kW from its petrol-electric drivetrain.

## Gladstone branch wins TMHA regional award



*Toyota Material Handling Australia's Gladstone branch has won the company's 2012 Regional Branch of the Year award in the same year it made a major expansion into new premises at Benstead Street in Gladstone.*

TMHA's executive vice president and chief operating officer Steve Takacs said the Branch Awards of the Year are a testament to the dedication, hard work, and resolve of branch staff to be the best of the best in their industry.

"Healthy competition for these prizes between our branches helps deliver the best sales and product support service to our customers nationwide," he said.

Gladstone branch manager Steve Anderson accepted the coveted award for best regional (Tier Two) branch at TMHA's annual awards night in Sydney last week.

"This award recognises the entire branch staff for their commitment to sales, rental, service and parts excellence," he said.

TMHA Gladstone offers the full Toyota Material handling range of Toyota, BT Lift Truck and Raymond product, as well as Toyota's comprehensive Huski skid-steer loader range.

Service vans based in Gladstone cover a large area: north to Rockhampton, south to Maryborough and west to Emerald.

Mr Anderson said moving to the new facility in April last year had dramatically increased the workshop area and warehouse space to accommodate a large range of spare parts.

"The branch has its own fleet of fully equipped service vans, staffed by the best-trained forklift and Huski service technicians in the industry," he said

# Toyota named best global green brand

*Toyota has confirmed its consistent environmental leadership by being named the world's Best Global Green Brand for the third year running.*

More than 10,000 consumers surveyed around the world recognised Toyota for committing to sustainable

environmental leadership and having invested in innovative vehicles such as the pioneering Toyota Prius.

They also appreciated the company's various programs designed to reduce greenhouse emissions, water and energy consumption throughout its operations.

The 2013 Best Global Green Brands report, compiled by international brand consultancy Interbrand, determines the gap between a company's environmental performances and its actual environmental practices.

Sales of Toyota and Lexus hybrid vehicles worldwide now stand at 5.22 million,

resulting in an estimated reduction of some 35 million tonnes of CO2.

Globally, Toyota is currently in the process of a product launch cycle that will introduce new or updated hybrid models.

Australian customers can choose from eight Toyota and Lexus hybrid models: the locally built Camry Hybrid and the fully imported Prius, Prius c, Prius v and Lexus CT 200h, GS 450h, RX 450h and LS 600h.

In 2015 Toyota plans to commercialise its hydrogen fuel-cell hybrid vehicle, featuring next-generation powertrain technology and approaching what the company considers the ultimate eco-car.

The company's commitment towards sustainable operations and environmental leadership also permeates throughout the entire product life cycle.

Last month, Toyota was named the world's most valuable automotive brand in the BrandZ™ Top 100 Most Valuable Global Brands 2013 report.

