

FLEET  
MANAGEMENT



Trusted  
figures  
in fleet



Toyota Fleet Management *works hard to earn the trust of you, our customer. By gaining a deep understanding of your business, we can add real value. It's all about working with you to build a collaborative, transparent partnership. Beyond financial and fleet support, you can turn to us whenever you need to, and rely on us for the long term. Because we are your trusted figures in fleet.*



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## From strength to strength

Since our early days, we've grown a great deal. Thanks to our customers' belief in us, we've become one of Australia's leading Fleet Management Organisations. With over 25 years' financial services and fleet experience, you can count on us to support your business and share our knowledge with you.

**Of course, the competitive landscape is always changing. That's why we're focused on innovation to stay ahead of the game, with products and services that enhance your business.**

Like you, we're passionate about:

- Keeping your drivers safe
- Maintaining your fleet at the lowest possible cost
- Improving your fleet's efficiency
- Being environmentally friendly

It's all about working with Australian businesses to ensure they're future-ready.

## What you can expect



### Partnership

We start by immersing ourselves in your business, and work with you to build a lasting relationship.



### Expertise

You will work with talented, passionate people who are trained to be fleet experts you can count on.



### Transparency

You always know exactly what you're getting because we have nothing to hide.



### Continuous improvement

Benefit from the Toyota DNA that drives us to develop efficient processes and innovative products to enhance your business.



### Consistency

Over the years, we've supported clients through good times and bad – and we're not going anywhere.

## We'll make you look good

Your business is our business, which is why building your trust is so important. Rather than acting as a supplier, we like to get our hands dirty, working with you to understand your needs. That way you can get tailored advice to help you make informed decisions. It's a partnership designed to make you look good.



## Experts you can trust

With a name like Toyota, we attract the very best people to come on board. Our employees tend to stay a long time, so you can benefit from solid, long-term relationships with people who know and value your business.

### How this benefits you

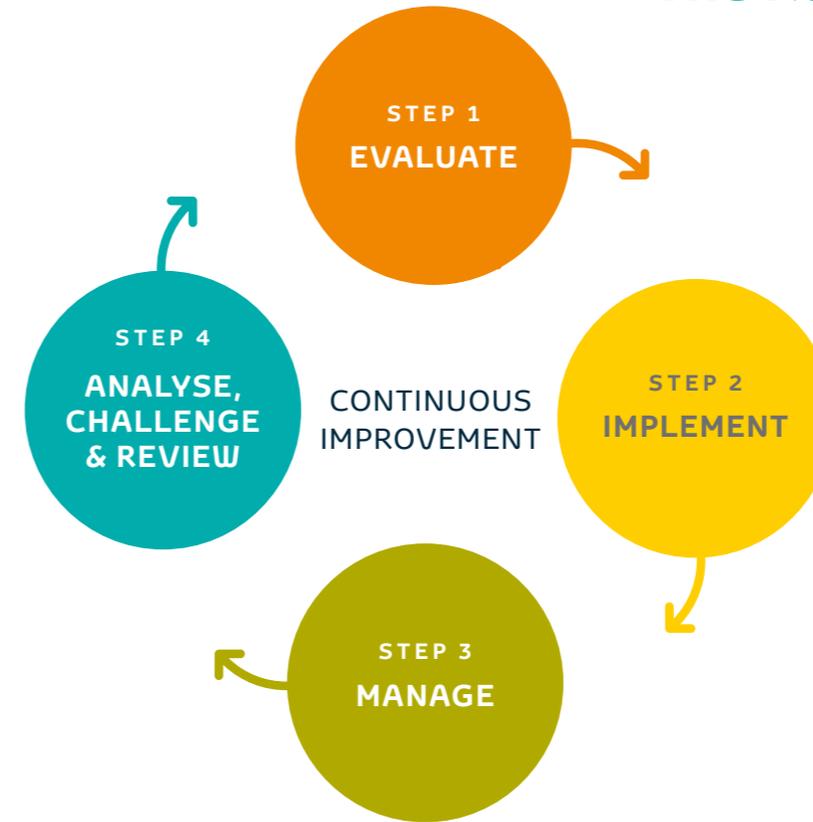
All our Relationship Managers undertake a structured training program, to give them the skills to conduct regular reviews and develop customer plans that help you achieve your strategic and operational goals.

## How we work with you

At Toyota Fleet Management, we're passionate about continuous improvement and respect for people. This forms The Toyota Way, a statement of our culture and processes that dates back to the 1900s, which has contributed to Toyota's success. It can spearhead your success too.



## The Kaizen way of thinking



Kaizen is a methodology where Toyota employees at all levels work together – and with you – to achieve continuous improvement through innovation and sharing best practice.

Our annual Customer Service Survey is a great example, where we ask you what we're doing well and what you'd like to see improve. Your feedback is then implemented, to give you the best fleet products and service possible.

## The TFM advantage

Toyota Fleet Management has direct access to funding through our internal treasury, with credit support from our parent company, Toyota Finance. That means you can access great rates. You'll also deal with a stable company that supports you through the ups and downs, with the flexibility to adapt to your changing business needs.

### How this benefits you

#### Reassurance

Work with one of Australia's leading Fleet Management Organisations with full backing from the Toyota brand. It's the stability you need along with the opportunity to leverage Toyota's buying power.

#### Pricing

Get pricing based on your business objectives, not commissions, with transparent rates and fees so there are no surprises.

#### Funding

With a AA-Standard and Poor's credit rating for medium term notes issued by Toyota Finance Australia, you get direct funding that provides a lower cost of funds.

## You're in good company

Work with us, and you'll be joining some of the most successful companies in Australia. Most have been on board for many years, testament to the strength of each relationship.

We'd love to have your business on board too.



## Fleet management made easy

Enjoy a relationship with a passionate team that understands your objectives. It's a partnership based on transparency and trust, giving you unparalleled capability in fleet management products and services.

### Business needs change.

That's why you have the flexibility to change your contract to reflect your actual vehicle usage and kilometre allowance. You can even make these changes online, as well as having the option to extend or vary your lease terms. That's the advantage of working with an FMO with access to direct funds.

What's more, you might be surprised to learn we finance all types of cars – not just Toyotas.

### How this benefits you

By outsourcing your fleet management to TFM, you can streamline your business operations and free up time to focus on your core activities.

## Your trusted fleet advisor

Running a fleet can have a big impact on profitability. That's why we have a range of advisory services to help save you money and provide greater fleet efficiencies.

**By getting to know you and your business needs, we can help you find ways to keep costs as low as possible.**

And thanks to quarterly and annual reviews, you can maintain the most efficient fleet possible.

Our finance analysis calculators let you compare the after-tax cost of your vehicles, with up to 20 variables to assist your decision process. There's also a whole-of-life calculator to compare one vehicle against another.

Plus, you could enjoy additional discounts by reducing your choice of vehicle manufacturers. Add a TFM Fuel Card to access great savings on the pump price at almost any service station.

### How this benefits you

Expert fleet advice can provide greater efficiencies and help you make smart, informed business decisions. Regular monitoring, paired with the ability to adapt your contracts to suit your changing needs, gives you all the flexibility you need.

Assets managed	Funding options	Vehicle maintenance	Fleet management products	Fleet services	TFM advisory services
Passenger	Operating lease	Scheduled maintenance	Repairs, maintenance & tyres	Customer portal – Fleet online	Cost down recommendations
Luxury	Finance lease	Full maintenance	Vehicle acquisition & disposal	Customer portal – Novated online	Finance analysis
Light commercial	Term purchase	Tyres	Registration & CTP renewals	Customised reporting	Whole-of-life calculator
Trucks & trailers	Chattel mortgage	Payment plans - Fixed - Budgeted - Recharge	Infringement management	Environmental reporting	Unitisation analysis
Material handling	Novated finance lease		Fuel Card management	FBT management	OH&S review of vehicle choice
Plant & equipment	Novated operating lease		Roadside assist	Risk management – driver training	Fleet rationalisation
	Fleet management		Accident & claims management		
			Comprehensive insurance		
			Minilease/ replacement vehicle		
			Toll management		
			ForceField Telematics®		
			Car Sharing		

**Specialist business areas**

Novated leasing

Salary packaging

Commercial vehicles

Rental

Small business fleet

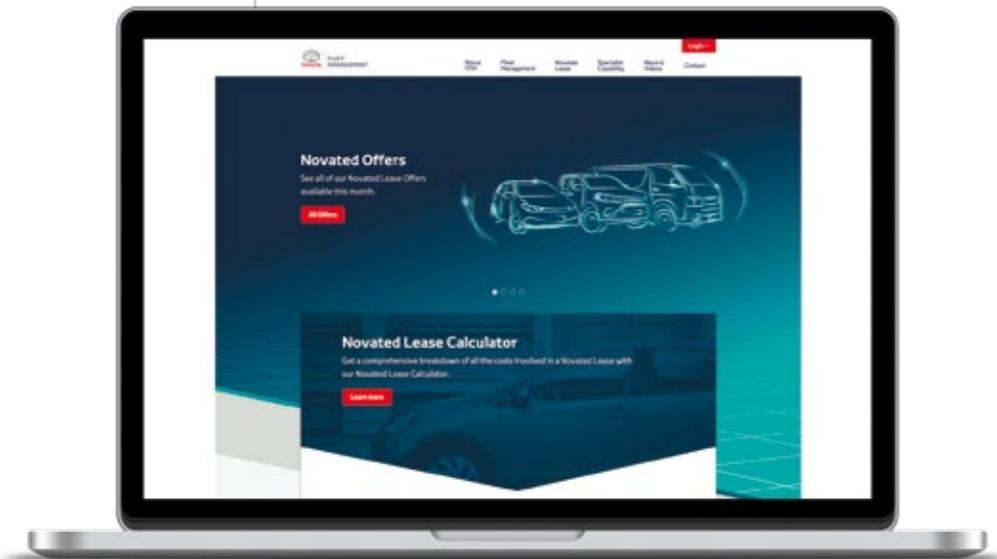
## Novated leasing with no disguises

The ability to offer employees benefits like novated leases can set you apart from your competitors. With one simple monthly invoice, you can offer flexible remuneration packages to attract and retain staff.

**Your books will look good too, with the liability and asset removed from the balance sheet.**

It could even reduce your payroll tax and WorkCover costs. And if an employee moves on, the vehicle is no longer your responsibility.

Rest assured, your employees will get a great deal on a novated lease through TFM. With transparent rates, fees and charges, your staff will know exactly what they're getting. It's great for you as well, dealing directly with industry experts you can trust.



## Total salary packaging solution

Salary packaging is an agreement between you and an employee which allows them to sacrifice some of their salary in return for a benefit.

**Employees can package a range of items, including cars on novated leases, and work-related items exempt from FBT, like laptops, mobile phones and lounge memberships.**

It's a great benefit for employees, as packaging items using pre-tax salary can help reduce their taxable income and PAYG tax.

Over 350 companies across Australia are saving time by outsourcing administration and simplifying their payroll with TFM's Salary Packaging solutions. You can too.

### How this benefits you

Attract and retain quality staff by offering flexible remuneration packages at little or no cost to you, with the administration taken care of.



FBT Status	Full corporate	Rebatable	Exempt (PBI)	Public hospital
Novated lease	✓	✓	✓	✓
Associate lease	✓	✓	✓	✓
Laptop/PDA	✓	✓	✓	✓
Mobile phone	✓	✓	✓	✓
Airport lounge memberships	✓	✓	✓	✓
Extra superannuation	✓	✓	✓	✓
Expense items (Mortgage, rent, school fees, credit card)		✓	✓	✓
Meals and entertainment			✓	✓
EFLE – Accommodation			✓	✓
Remote area benefits	✓	✓	✓	✓

## Your commercial vehicle specialists

As a commercial enterprise, you rely on partners who understand your needs. Our commercial vehicle department specialises in the unique demands of your business. We cover every aspect of your fleet management through a simple, streamlined process.

### Our commercial vehicle specialists offer you:

- Advice on vehicle selection and specification
- Extensive technical knowledge
- Expertise on legislation for weights and limits
- Fit-for-purpose vehicles matched to your needs
- End-to-end management throughout a vehicle's lifecycle

When you finance commercial vehicles through TFM, you'll deal with trade-qualified heavy vehicle experts who speak your language. With our combined 45 years in transport, engineering and management, it's no surprise our customers include big players like Broad Spectrum and Downer EDI.

Build vehicles to suit your specific requirements, from trucks to road trains. All with flexible options and the benefit of leveraging TFM's buying power to reduce upfront costs.

## Built for small business

When you run a small business time is precious, so it helps to have a dedicated partner on board. That's why we employ small business experts who understand the challenges you face. Our dedicated team can help your fleet run smoothly and show you how to turn vehicle costs into business profits.

Whatever the size of your company, TFM has a range of products and services developed with small business in mind.

For example, we offer two simple, fully maintained finance solutions – the CompleteLease and the Maintained Chattel Mortgage. These bundle all your costs into one convenient package. With one monthly invoice covering finance, CTPs, maintenance and more. Leave fleet management to us, and you'll have more time to grow your business.



# At the forefront of innovation

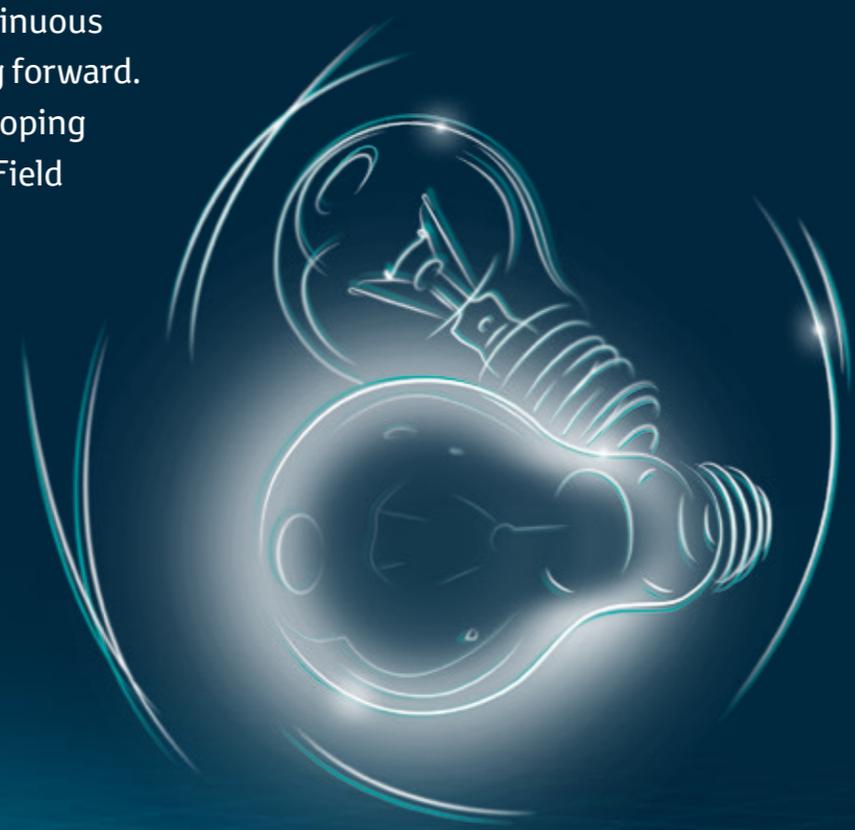
In line with our philosophy of continuous improvement, we're always looking forward. That's why we're focused on developing innovative products such as ForceField Telematics®, Car Sharing and our DriverDirect logbook app.

### Manage resources effectively with our DriverDirect app.

Our DriverDirect app lets drivers log trips, find fuel, locate Toyota dealers and record card expenses on their mobile or tablet – all in real time.

#### How this benefits you

Powerful direct to driver service and communications save you time and resources, so you can focus on your business.



# Stay ahead with Car Sharing

Car Sharing from TFM uses a centralised web-based scheduling, booking and reporting system that gives you full visibility of your shared fleet of vehicles. It's easy to use, can save you time and streamline administration. Log into our customisable platform from your smartphone or desktop 24/7, and book in just a few clicks.

#### How this benefits you

Dashboard reporting gives you visibility of vehicle optimisation, to help you identify efficiencies and reduce costs. By maximising the use of your vehicles, you'll have none sitting idle.



## Drive a smarter, safer fleet

When it comes to managing a fleet, safety and efficiency are top of mind. ForceField Telematics® is TFM's mobile technology that tracks vehicle and driver behaviour, giving you valuable insights to help identify 'at risk' drivers. We can show you how to leverage these insights and address potential risks so you can improve operational efficiencies.



## Put ForceField Telematics® to work

Unsafe driving can be a significant cost to your business in employee injuries, lost productivity, asset damage, litigation and fines.

You can increase productivity through electronic logbooks, and data can be used for better route planning. Plus, with full visibility of your fleet, you can optimise vehicle utilisation so surplus vehicles can be reallocated or disposed of. Choose from four innovative ForceField Telematics® products – or ask us to put together a custom package for your business.

### ForceField Telematics® helps you to:

- Identify 'at risk' drivers to prevent accidents before they happen
- Set up alerts or reports to highlight unsafe behaviour
- Receive real-time alerts for critical KPI breaches
- Protect your workers and third parties, and create a crash-free culture
- Save with potential reductions in claims and insurance costs
- Reduce fuel costs with insights that help you change driver behaviour



## Streamline your fleet cover

TFM's comprehensive motor vehicle insurance is engineered for fleet.

**Choose an insurance package to suit your needs with reassuring business benefits:**

- Protection against losses if a vehicle is written off during the lease
- Genuine Parts used to repair your vehicles to the highest standard
- Dedicated team of claims experts to get your vehicles back on the road fast
- Cover for a broad range of assets, including passenger, light and heavy commercial, materials handling, and plant & equipment
- Competitive pricing
- 24/7 Accident Assistance to give your drivers the help they need
- One single monthly invoice to help with budgeting and cash flow
- Underwritten by specialist underwriters

## The power of One Toyota

One Toyota is Australia's only end-to-end fleet solution, covering executive vehicles, right through to tool-of-trade and warehouse distribution equipment.

Toyota Fleet, Lexus, Hino Trucks, Toyota Material Handling and Toyota Fleet Management work together to give you access to a range of assets, from cars to trucks to forklifts. It's your one-stop shop comprising a powerful group of companies with one point of contact.

There are four key principles of One Toyota that set us apart from the rest, enabling us to deliver a total fleet solution you can depend on.

<b>1</b>	<b>Relationship Power</b>	<b>2</b>	<b>Brand Strength</b>
<ul style="list-style-type: none"> <li>- Dedicated contacts</li> <li>- Tailored solutions</li> <li>- Holistic understanding of your needs</li> </ul>		<ul style="list-style-type: none"> <li>- Aligned brands working for you</li> <li>- Quality, durability and reliability</li> <li>- Continuous improvement philosophy</li> </ul>	
<b>3</b>	<b>One Stop Shop</b>	<b>4</b>	<b>Risk Mitigation</b>
<ul style="list-style-type: none"> <li>- One complete fleet solution</li> <li>- Extensive dealer network access</li> <li>- Consolidated reporting</li> </ul>		<ul style="list-style-type: none"> <li>- High residuals</li> <li>- Reduced exposure in volatile markets</li> <li>- Reduced fleet downtime</li> </ul>	



**Contact the trusted figures in fleet**  
**[toyotafleetmanagement.com.au](http://toyotafleetmanagement.com.au)**  
**1300 888 870**