



Trusted  
figures  
in fleet





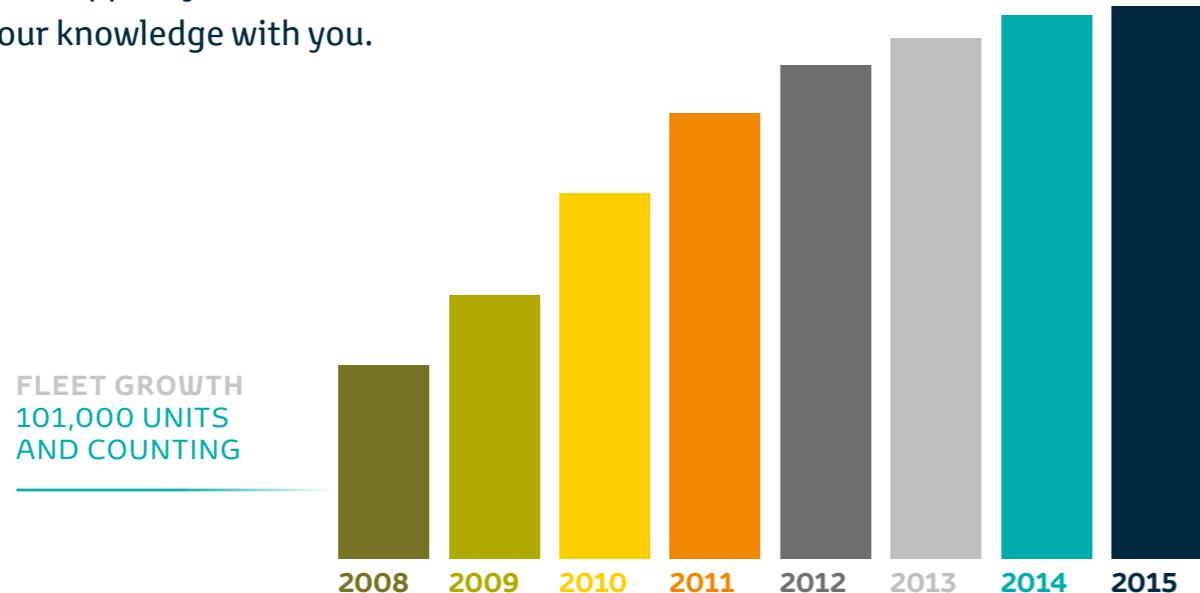
At Toyota Fleet Management, **we** work hard to earn the trust **of** you, our customer. By gaining a deep understanding of your business **we** add real value. It's all about building a **collaborative**, **transparent** partnership. Beyond financial and fleet support, you can turn to us whenever you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

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## From strength to strength

We've experienced a lot of change since our early days as TFS Fleet. Thanks to our customers' belief in us (and plenty of hard work), we've grown to become one of Australia's leading Fleet Management Organisations. With over 25 years' financial services and fleet experience, we are perfectly positioned to support your business and share our knowledge with you.



## What you can expect



### Partnership

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



### Expertise

We attract talented, passionate people who are trained to become fleet experts you can count on.



### Transparency

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



### Continuous improvement

Continuous improvement is in our blood. It's 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 to us. Rather than acting as a supplier, we like to get our hands dirty, working with you to understand your business. That way, we can give you 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 behind us, we attract the very best people. All employees are put through a structured training program that develops them into trusted fleet advisors. They also 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

At TFM, all our Relationship Managers undertake a comprehensive training program to give them the skills to execute regular reviews and develop customer plans that help you to 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 survey is a great example of this, where we ask you what we're doing well and where we can 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 up and downs, with the flexibility to adapt to your changing business needs.

### How this benefits you

#### Reassurance

Work with one of Australia's leading FMOs with 25 years' financial services experience. Full backing from the Toyota brand offers you 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 peace of mind with direct funding that provides a lower cost of funds.

#### Risk

Mitigate risk with SOX accreditation for access to fully trained experts, including an internal risk department to protect your investment. Avoid extra costs with a lower risk on residual values and vehicle running costs.

## You're in good company

We are proud to be working with some of the most successful companies in Australia. Most have been with us for many years, testament to the strength of our relationships.

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



**coles**



## Fleet management made easy

Our team lives and breathes fleet, so you'll enjoy a relationship with people who truly understand your objectives. It's a partnership based on transparency and trust, giving you unparalleled capability in fleet management products and services.

### We understand business needs change.

That's why we give you the flexibility to rewrite your contract to reflect your actual vehicle usage and kilometre allowance. You can even make these changes online. And through good times and bad, we can help with options like extending or varying your lease terms. That's the advantage of working with an FMO with access to direct funds, which enables us to give our clients unparalleled flexibility.

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

### How this benefits you

By outsourcing your fleet management to us, you can streamline your business operations and free up your time to focus on your core business activities. It's fleet management made easy.

## Your trusted fleet advisor

We know 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 efficiencies for your fleet.

**By getting to know your business objectives we can apply our expertise to find ways to keep costs as low as possible.**

And thanks to quarterly and annual reviews, we can help you 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 help your decision process. There's also a whole-of-life calculator to help you compare one vehicle cost against another throughout its lifetime.

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

### How this benefits you

Expert fleet advice can provide greater efficiencies for your business and help you make smart informed decisions for your organisation. That way, you can choose the right funding option, product or service for your fleet needs.

Regular monitoring paired with the ability to adapt your contracts to suit your changing needs gives you all the flexibility you need.

## PRODUCTS AND SERVICES

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

### Specialist business areas

Novated  
leasing

Salary  
packaging

Commercial  
vehicles

Rental

Small business  
fleet

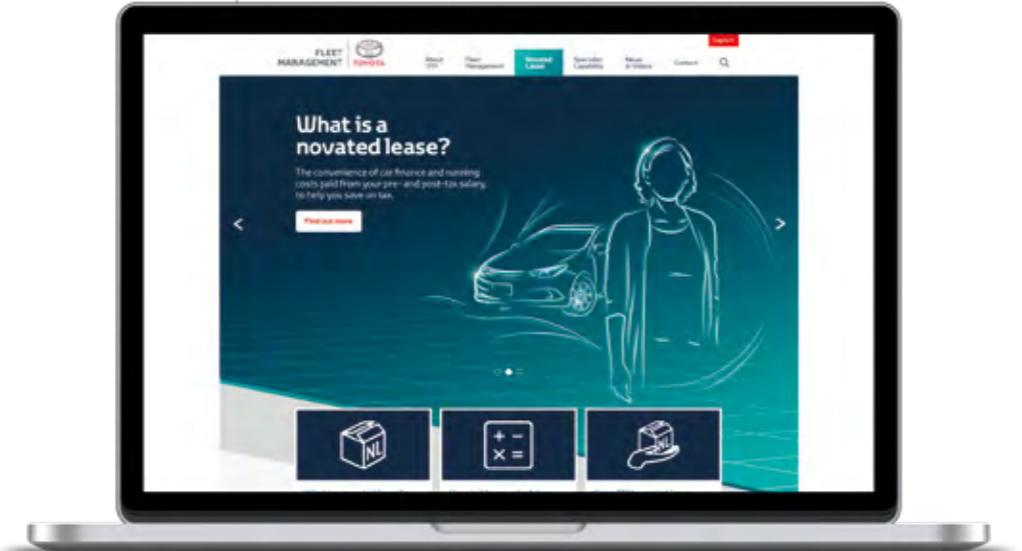
## Novated leasing with no disguises

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

**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 with TFM. With fully transparent rates, fees and charges, your staff will know exactly what they're getting. It's great for you too, dealing directly with industry experts you can trust.



## Total salary packaging solution

At Toyota Fleet Management, we are specialists in salary packaging. It's 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. Plus work related items exempt from FBT, like laptops, mobile phones and lounge memberships.**

Salary packaging is a great benefit for employees, as packaging items using their pre-tax salary can help reduce their taxable income and PAYG tax payable.

With administration direct from TFM, you'll enjoy market-leading service. Over 350 companies across Australia are saving time by outsourcing administration and simplifying their payroll with TFM. You can too.

### How this benefits you

You can attract and retain quality staff by offering flexible remuneration packages at little or no cost to you. Best of all, TFM will take care of the administration.



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

## 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:

- Expert advice on vehicle selection and specification
- Extensive technical knowledge
- Expertise on legislation regarding weights and limits
- Fit-for-purpose vehicles based on your specific needs
- End-to-end management throughout a vehicle's life cycle

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.

We can help you 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. In conjunction with our dealer network, our small business team can help keep your fleet running smoothly so you can get back to business.

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

As the name suggests, Complete Lease bundles all your costs into one convenient package. With one monthly invoice covering leasing, CTPs, maintenance and more, it's ideal for tool-of-trade businesses.



## At the forefront of innovation

In line with our philosophy of continuous improvement, we're always looking for ways to make your life easier. That includes value added services to benefit your drivers. Our DriverDirect app is a great example. It lets drivers log trips, find fuel, locate Toyota dealers and record car expenses on their mobile or tablet – all in real time.

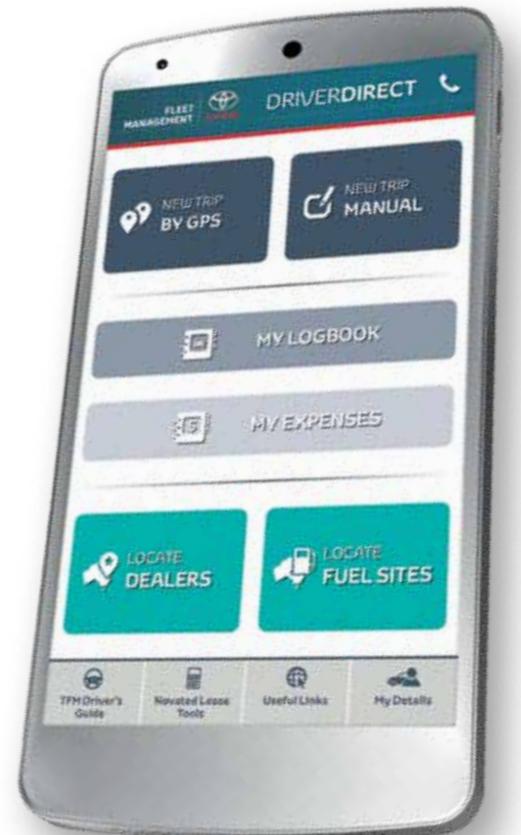
We also have technology in place that sends alerts directly to the driver, saving fleet managers time by reducing admin. It helps make the driver more accountable, with reports and alerts sent to them directly.

### Information at your fingertips

As a TFM customer, you'll have access to your fleet through our customer portals online. You can keep track of your fleet in real time with Fleet online. And Novated online puts all your lease information close at hand. There are handy calculators too, all designed to help you make informed business decisions.

### How this benefits you

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



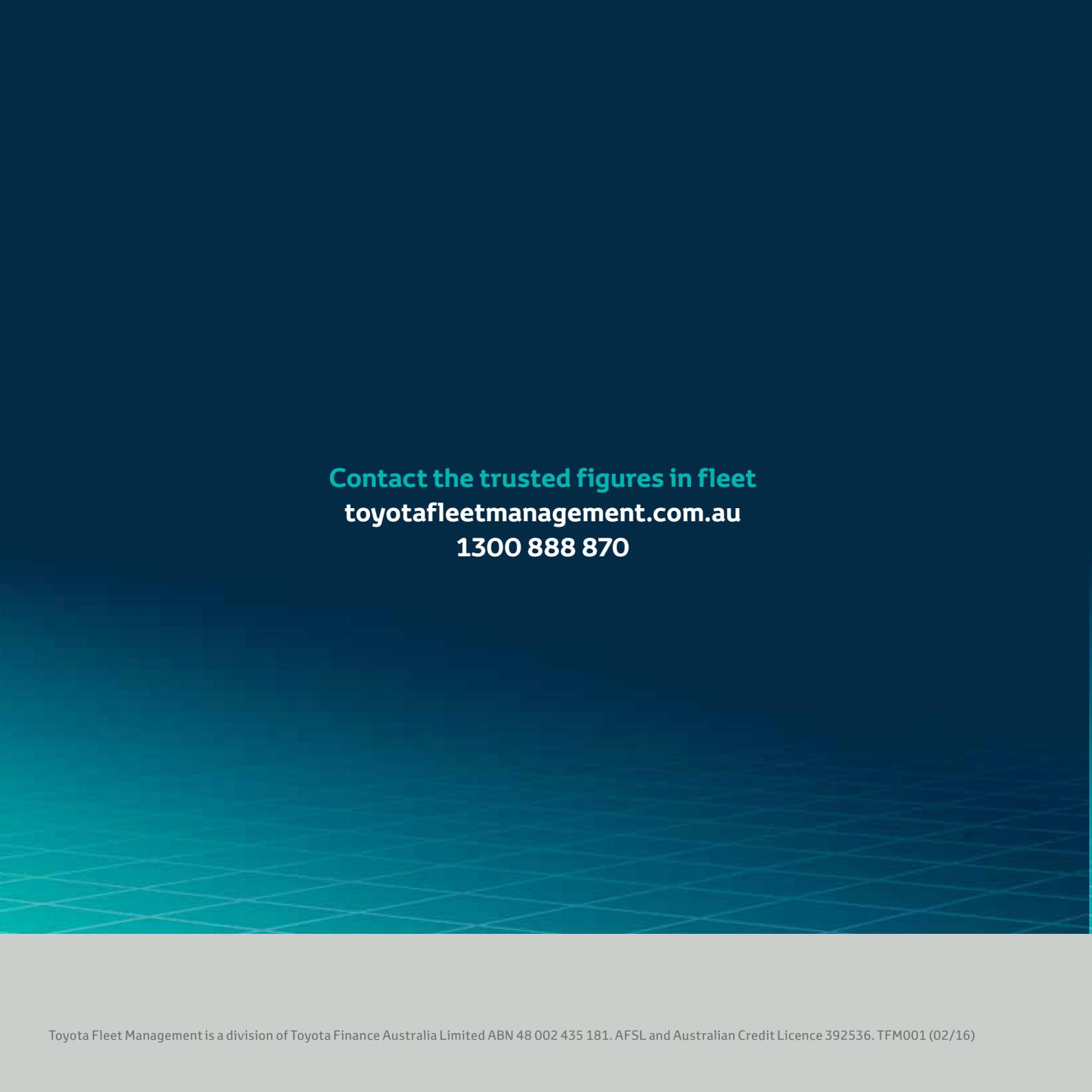
## The power of One Toyota

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

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

1	Relationship Power	2	Brand Strength
	<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>
3	One Stop Shop	4	Risk Mitigation
	<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**  
**1300 888 870**