

SUSTAINABILITY REPORT 2024

HIGHLIGHTS



A JOURNEY TOWARDS MORE **SUSTAINABLE**,
INCLUSIVE AND **RESPONSIBLE** MOBILITY

TOYOTA



The **2024 Sustainability Report** of Toyota companies in Italy, now in its fifth edition, is the clear expression of the constant commitment to a more sustainable future.

This is not just a report, but the confirmation of Toyota's leadership in responsible innovation and creation of shared value. For us, sustainability means first of all putting **people at the center**, with a genuine commitment to their growth and well-being, because only by valuing people we can achieve our vision: **"Happiness for All"** – mobility for all, well-being for all." A vision that reflects into concrete actions described in this document: more sustainable practices and compliance with the highest international standards to actively promote social progress for the benefit of all, communities and the planet.



Alberto Santilli

CEO Toyota Motor Italy



Mauro Caruccio

*CEO Toyota Financial
Services Italy and
President and CEO KINTO Italy*



Mario La Femina

*CEO Toyota Insurance
Management Italia and Aioi
Nissay Dowa Insurance Company*

TOYOTA, LEADER IN THE AUTOMOTIVE INDUSTRY

(CY 2023 – global aggregate data)



OVER **10** MLN
OF VEHICLES
ANNUAL SALES VOLUME



25 MLN
ELECTRIFIED VEHICLES
INTRODUCED IN THE
LAST 27 YEARS

TOYOTA

TOYOTA IN THE AUTOMOTIVE MARKET

(CY 2023 - italian market data)



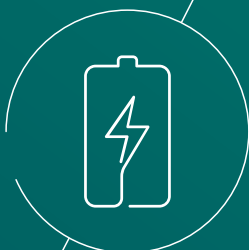
TOYOTA STRENGTHENS
THE **THIRD PLACE**



OVER **102 THOUSANDS**
REGISTRATIONS AND A
MARKET SHARE OF MORE
THAN **6,5%**



TOYOTA **LEADER**
IN THE B-SUV SEGMENT
WITH **YARIS CROSS**



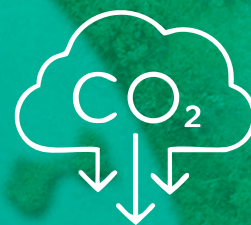
100% ELECTRIFIED
LEXUS RANGE



INCREASED PERFORMANCE
OF **KINTO** SERVICES

TOYOTA

CARBON NEUTRALITY ROADMAP



2030

TOYOTA
EUROPE
FACTORIES
AND
FACILITIES
CARBON
ZERO

2035

100%
OF NEW
VEHICLES
SALES
WITH ZERO
EMISSIONS
IN EUROPE

2040

TOYOTA
EUROPE
SUPPLIERS,
LOGISTICS
AND
SERVICES

2050

TOYOTA
GLOBAL

Toyota is on the road to a zero-emissions future, guided by the **Toyota Environmental Challenge 2050** and the **United Nations Sustainable Development Goals**. The strategy is divided into six challenges that cover all aspects of Toyota's business, from manufacturing to vehicle use, with the aim of exploring new products, technologies and raising awareness of nature.

TOYOTA 
**ENVIRONMENTAL
CHALLENGE 2050**



TOYOTA

LEADERSHIP IN ELECTRIFICATION AND MULTI-TECHNOLOGY APPROACH



Each technology contributes to the transition to a sustainable future, responding to different mobility needs. For Toyota, it is crucial to be able to offer the **right electrified solution, at the right time, in every geographical area of the world.**



HEV

Full Hybrid Electric



BEV

100% Battery Electric



PHEV

Plug-in Hybrid Electric



FCEV

Hydrogen Fuel Cell Electric

TOYOTA

WeHybrid®

TECHNOLOGY AND SERVICES FOR A SUSTAINABLE MOBILITY



An **ecosystem of services** that promotes sustainable and responsible zero-emission mobility, where **the more zero-emission trips you make, the more benefits you can access.**

7
SERVICES
OF THE
WeHybrid®
ECOSYSTEM

170
thousands
TONS OF CO₂
SAVED

103
thousands
WeHybrid®
People

44%
OF THE KM
TRAVELLED IN
EV MODE ON
TOTAL KM

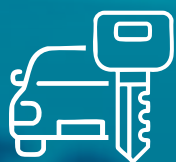
-20%
RISK OF
ACCIDENT

TOYOTA

KINTO: THE NEW MOBILITY GENERATION

Flexible and smart solutions for moving around the city and beyond: car sharing, rental, carpooling, multimodal mobility.

A new way to experience mobility, today.



KINTO ONE

LONG TERM
CAR RENTAL

17.500

CAR FLEET

KINTO FLEX

MEDIUM TERM
CAR RENTAL
(1-3-6-12 months)

9.900

USERS (KINTO FLEX + KINTO SHARE)

351 VEHICLES

44 DEALERS

76 HUBS

KINTO SHARE

CAR SHARING
(cities, dealers,
corporate/
municipalities)

300 VEHICLES

34 DEALERS

3 CITIES

94 STATIONS

4 AIRPORTS

KINTO JOIN

CARPOOLING

56 TON

OF CO₂ SAVED

64.000
EMPLOYEES

24.000
TRIPS

KINTO GO

MULTI-MODAL
APP

500+

MOBILITY
PROVIDERS

13.200 PAYING
MEMBERS

5.000
MUNICIPALITIES
COVERED

TOYOTA

OUR RESULTS:



THE HEADQUARTERS AND THE DEALER NETWORK UNITED FOR THE ENVIRONMENT



100%

**Electric energy
from renewable
sources**



100%

**of hazardous
waste sent for
recycling**



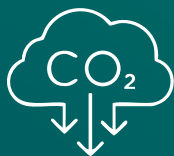
**Photovoltaic
Development
Plan**

(+360 panels / 250 MWh
per year / up to 13% of
the requirement)



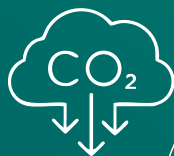
**Water
consumption
monitoring**

(from 1 to 5 counters / more
efficient management of
the water network)



+7%

**TonS of CO₂
reduction
from the Toyota
and Lexus dealer
network
vs Tgt GRP**



-18%

**CO₂ emissions
for 80%
of dealers**

TOYOTA

TOYOTA'S PEOPLE

Toyota's priorities are safety and well-being at the workplace.

440

employees
(+2% vs LY)

99%

with
permanent
contracts

43

new hires
during the
year

ZERO

accidents
at work



Toyota Motor Italy:
Top Employer for the
ninth consecutive year



Toyota Financial Services:
Great Place to Work
for the sixth consecutive year

TOYOTA

DEALER NETWORK

TOYOTA & LEXUS FRANCHISE AGREEMENT RENEWAL

53

Toyota Partners

26

Lexus Partners

181

Toyota Premises
(sales and after sales)

36

Lexus Premises
(sales and after sales)

85%

of dealers achieved TSM
(Toyota Service Management
certification)



N. 1 IN SODDISFAZIONE DEI DEALER AUTO
No. 1 in Car Dealer Satisfaction 2024



**TOYOTA: N°1 BRAND
IN CAR DEALER
SATISFACTION**

TOYOTA

SUSTAINABILITY AND INCLUSION IN SPORTS

SUSTAINABLE MOBILITY
AT THE **GIRO D'ITALIA 2024**



UNSTOPPABLE
SUPERIAMO GLI OSTACOLI
KINTO TOYOTA

INCLUSIVE MOBILITY
FOR FUNS WITH DISABILITY



NO ONE IS EXCLUDED:
WEMBRACE GAMES 2024



INCLUSION AND DIVERSITY
FOR **CONI**, **CIP** (ITALIAN
PARALYMPIC COMMITTEE)
AND **SPECIAL OLYMPICS**



INNOVATIVE MOBILITY
FOR THE **LEGA SERIE A**
AND **DIVISIONE CALCIO A 5**

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KINTO BECOMES BENEFIT COMPANY

Since 19 January 2024, KINTO Italy has officially become a Benefit company, embracing a model that integrates business objectives with a concrete commitment to the well-being of people, communities and the environment.



KINTO Italy integrates into its statute specific objectives in three key areas:



SOCIETY AND STAKEHOLDERS

We offer customized mobility services for individuals, companies and public administrations, adapting our offer to the needs of each customer.



ENVIRONMENT

Our mobility services combine Toyota and Lexus electrified vehicles with innovative digital solutions, promoting a sustainable ecosystem geared towards reducing emissions, in line with KINTO's vision.



COMMUNITY AND PEOPLE

We want to guarantee everyone maximum freedom of movement with accessible services and projects that promote inclusive mobility models oriented towards people's well-being.

TOYOTA

"ONE TOYOTA" VISION

The network companies work in synergy, with the aim of **representing the single point of reference for customer mobility.**

ONE PROMISE

be the **most innovative and preferred mobility company**
(Always Better Cars)

ONE CUSTOMER

provide a **seamless omnichannel customer experience**
(Customer 1st)

ONE COMPANY

TMI, Captives, Dealers and Partners, together to offer a **unique and full integrated platform of mobility services and products**

TOYOTA

 | Toyota
Financial Services

KiNTO

 | Toyota
Insurance Services

AND•e

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2024 SUSTAINABILITY REPORT
ON OUR WEBSITES:

www.toyota.it

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www.toyota-im.it

www.and-e.com/it

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