

TOYOTA
FINANCE
AUSTRALIA

Mobility for all **starts with you**

Candidate information

About Toyota

Toyota is a globally recognised brand, so you probably know something about us already. Maybe you or someone you know drives a Toyota or Lexus?

Founded in 1937, Toyota Motor Corporation (TMC) is headquartered in Tokyo, Japan and employs over 364,000 employees worldwide with 51 overseas manufacturing companies and 35 sales finance companies.

Toyota Financial Services Corporation (TFSC) is a global wholly-owned subsidiary of TMC and supports motor vehicle sales by making finance available to customers and dealers.

In Australia there are two separate Toyota businesses; Toyota Motor Corporation Australia (TMCA) in Melbourne, and Toyota Finance Australia (TFA) with headquarters in Sydney (that's us).

While we work closely together, TMCA focuses on vehicles and here at Toyota Financial Services our priority is to provide finance, insurance and fleet management services.

Back in 1982, we were the very first Financial Services business in Toyota to be established. We've grown to be Australia's largest automotive financier and a leader in the worldwide TFSC group.

You'll find our products and services offered through 700 dealers under the Toyota and Lexus brands in Australia, as well as through our Hino (trucks and buses) and Powertorque (finance) brands.



TOYOTA FINANCE AUSTRALIA



Toyota's global vision to create value by enabling freedom of movement

Our past gives us credibility and knowledge. But it's what the future holds, and how we can make the world a better place, that excites us.

The world continues to change at an increasing pace. But for us, change is an opportunity to shape the future, to ensure that the Toyota feeling continues to live in the new world of mobility. It's in our nature to strive for the highest quality, and to create value from small steps to giant leaps, subtle tweaks to complete reinventions. Our people are united by our purpose to make a difference by enabling people to connect to what matter most.

To keep us moving in the right direction, our goal is to enable people with the tools, knowledge and the ability to get where they need to be.

It's about making a difference.

By focusing on what matters most, we advance human possibility and enrich lives with a feeling that only Toyota can deliver.

Anything is possible

We are inspired by impossible. It is our start point. We innovate to inspire positive change in the world, to make ideas deemed impossible, possible.

Genuine, valued relationships and actions

We build authentic connections. We're approachable, building loyalty and advocacy for our brand.

Never stand still

We challenge conventions. Kaizen drives our business – we're always looking for better ways.

Anticipate, act and be bold

We are instinctive and distinctive. We anticipate what lies ahead. We have the ability to shape the curve.

Toyota Finance Australia

purpose

To make a difference by enabling people to connect to what matters most

mission

We empower people to innovate making mobility possible

vision

Create value by enabling freedom of movement

What we do at Toyota Finance Australia

The same expertise behind every Toyota goes into every car finance and insurance solution we offer our customers.

We are passionate about service, in fact, at Toyota we refer to our customers as guests and our aim is to treat each one with the same respect we'd treat a guest in our home.

At Toyota Finance Australia our priority is to help our guests get on the road in their new car with financial services that suit their needs best.

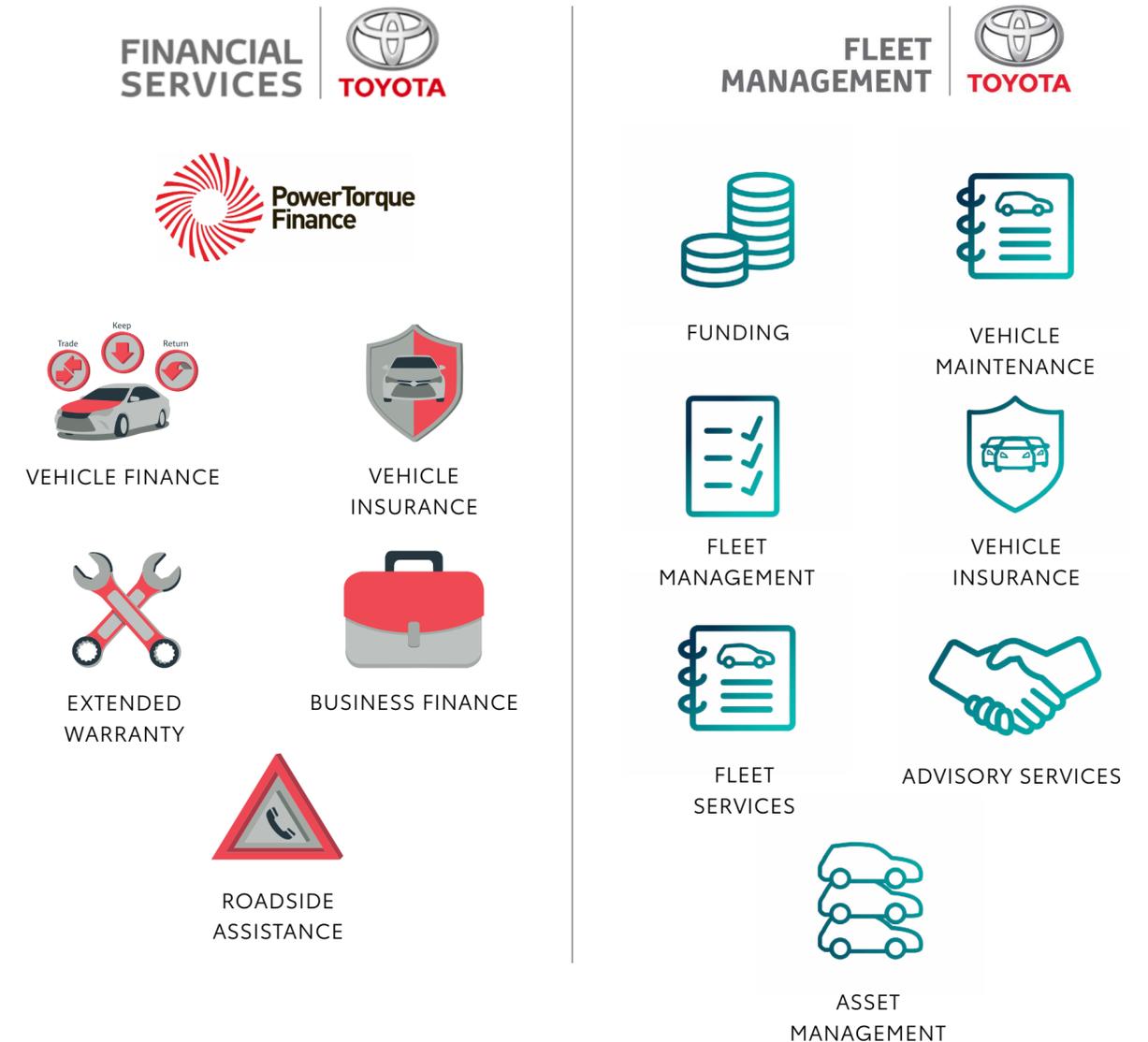
Our guests are usually introduced to our Retail Finance and Insurance products through a Finance & Insurance Manager at a dealership. Our products include:

- Finance
- Consumer loans
- Motor vehicle, warranty and finance protection insurance
- Roadside assistance.

Once a guest decides to buy a product, qualified teams in Toyota Financial Services review, assess and process applications. We give dealers support to finance their vehicle stock then we arrange bailment facilities and we offer capital loans to help them fund their business property.

Australian businesses trust us to look after their fleet and financial needs too, Toyota Fleet Management (TFM) offers:

- Operating leases
- Finance leases
- Term purchases
- Novated leases
- Salary packaging
- Fleet management services.



Our locations and structure

Our national presence is one of the reasons why we are successful in Australia. Most Australians, including those working in the outback and far north of the country, have access to TFA through our regional offices and local Toyota dealers.

Toyota Finance Australia's headquarters (HQ) sits on the lower north shore, 4km from Sydney's CBD in St Leonards. Around 450 people are based at HQ including most of the central business functions and our NSW sales offices.

Alongside our Retail Finance and Insurance and Toyota Fleet Management streams, there are roles in our organisation covering all the elements you'd expect in a large company from Human Resources to Information Technology, Corporate Services, Marketing, Risk and Legal, Audit & Compliance.

In April 2018, we opened a brand new operations centre in Melbourne. The campus-style building is set in 275 acres of green space at Caribbean Park, Scoresby, 30km east of the city. Caribbean Park hosts our Retail Lending Operations centre and the team continues to grow.

Our National Customer Solutions Centre responds to 400,000 guest phone calls each year and aims to deliver a positive experience for each one.

We're continually adapting to meet the future needs of guests so we have a keen focus on new business development and we're driving a large transformation program.



Our Toyota way of working

Through Toyota's vision of mobility for all, we aim to enrich lives with the safest and most responsible ways of moving people.

The Toyota Way is a set of guiding principles that was first published in 2001 and shared to this day with all new employees across the globe; it's the way we do business and often described as Toyota's DNA; the nervous system for all Toyota organisations.

The Toyota Way philosophy is supported by two pillars:

CONTINUOUS IMPROVEMENT : We are never satisfied with where we are, always looking for better ways of doing things.

As an employee you'll be asked to investigate ways to improve our business - we call this Kaizen - and your unique perspective will help influence how we develop financial products and services which mobilise families, businesses and communities.

RESPECT FOR PEOPLE : We respect each other, take responsibility, do our best to build mutual trust and work as a team.

These two pillars are at the heart of how we work, they are woven into Hoshin Kanri which is the business planning process used across Toyota. Hoshin means 'setting a direction' and Kanri means managing. You'll find The Toyota Way integrated in corporate and business unit hoshins and people's individual hoshins (performance plans).

In TFA's 2017 annual engagement survey 84% of people said they would recommend this company as a good place to work. Employees tell us that they identify with the statements on the right and really value these elements.



These statements give you an insight to our TFA culture.

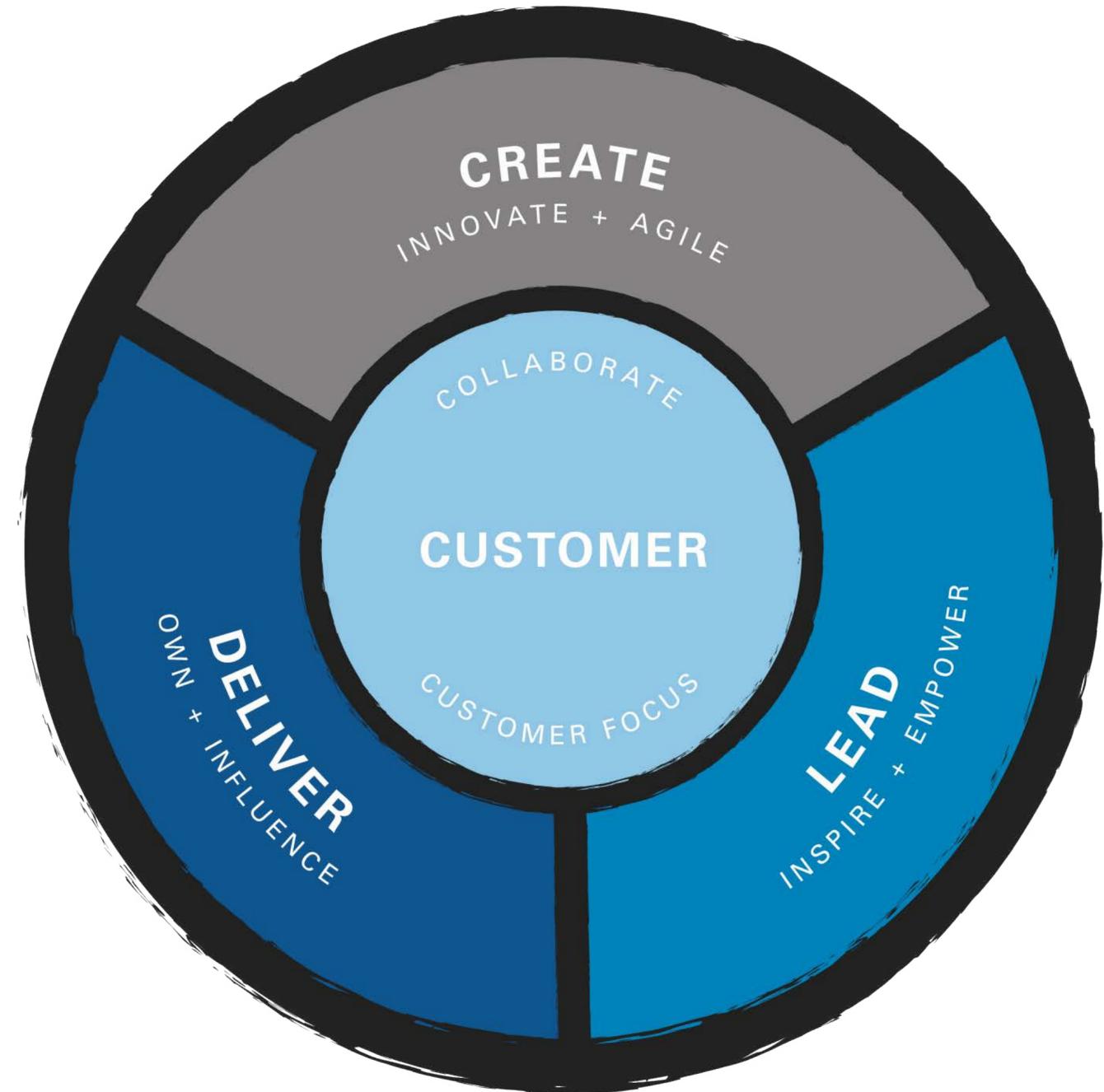
Our shared behaviours

When you meet us for an interview, in addition to academic qualifications, technical skills and job specific capabilities, we're looking for people who share our values and behaviours. The success of TFA is built on the achievements of talented people who are supported, skilled and motivated to do great things for our guests.

The TFA behaviours is a framework to discuss and assess how we do things, not just what we do. It's aligned to four core elements where the Customer is the central focus of our organisation's efforts. The behaviours also form part of people's individual hoshins along with performance and development goals.

We value these behaviours because they support us all in TFA to:

- Retain guests for life through customer focus and collaboration.
- Create sustainable value for our guests by being agile and innovative.
- Lead, inspire and empower by doing our best.
- Deliver excellence by taking ownership and influencing others.



Opportunity to grow

While people's roles, locations or business stream might be different in TFA, everyone is connected through a common approach to our business; we see this in the shared Toyota language and processes that we use at work.

Our focus on continuous improvement means people grow professionally and personally. Following your corporate induction you'll be encouraged to develop your functional skills and capabilities through a personal development plan which forms part of your annual hoshin.

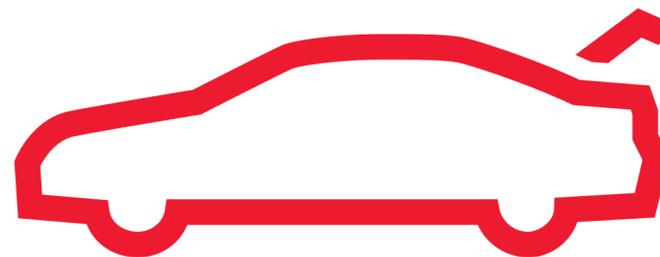
We offer workshops and online training on our TFA behaviours, kaizen, leadership and business skills to help you perform at the top of your game. You'll be supported to build your career in our business.

We offer on-the-job development including rotation programs, mentoring, coaching and secondments and we run an annual graduate program.

MY-LEARN



Enjoy a boot full of benefits



COMPETITIVE SALARIES

We regularly benchmark salaries to make sure they are in line or better than salaries in similar markets. We also undertake annual salary and performance reviews.



SUPERANNUATION

We have our own Toyota Superannuation scheme (Toyota Super) designed specifically for Toyota employees.



TRANSPORT MADE EASY

We're in the business of car finance and believe our employees should enjoy driving a Toyota for less. We offer a great range of car benefits including; subsidised leasing options, novated leases, consumer car loans and discount purchase options.



RECOGNITION WITH REWARD

You'll be recognised for your efforts with 'Let's Make it Happen' - our peer-to-peer reward and recognition scheme.



FLEXIBLE WORKING

We offer flexible working arrangements so you don't feel you have to choose between your personal and professional life.



RECRUITMENT

Successfully refer someone to our TFA team and we'll say thanks with a referral benefit.



SOCIAL CLUB

Social Clubs operate in each state and they coordinate events throughout the year.



PARENTAL LEAVE

We offer industry-leading paid maternity, paternity and adoption leave.



A HEALTHIER APPROACH TO LIFE

We offer health initiatives such as fresh fruit deliveries to our offices, Dress for Your Day, sports programs, cycle and run to work end-of-trip facilities and access to coaching and support through trained counsellors.



WORKPLACE GIVING PROGRAM

GIVING BACK

We support workplace giving so that more of your charitable donation goes to the cause and we match the amount you give dollar for dollar.

What you can expect from our interview process

