

# Believe

We believe good things stand the test of time



## MY GENERATION ALL-NEW 2019 COROLLA HATCH!

**PASSION & PERSEVERANCE –  
MEET OLIVIA McTAGGART**

**TRNZ MAKES ITSELF HOME AT  
HAMPTON DOWNS**



**TOYOTA**

ISSUE EIGHTEEN 2018

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### thankyou™

thankyou™ is a social enterprise that commits 100 per cent of its profit to help end global poverty. Its mission is to empower humanity to choose a world without poverty.

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### Power to the people

With less than two years to go until the Tokyo 2020 Paralympic Games, the focus for Toyota is shifting towards mobility for all society. Globally, Toyota has offered a US\$4 million prize pool to uncover innovative and ground-breaking technology to assist people with lower-limb paralysis.



**Kirsty Morris-Rickard**  
Editor

## Editorial

Disclaimer: Toyota NZ has made every endeavour to ensure that the text details and specification information contained in this issue of Believe are accurate as at 1 November 2018. Toyota NZ Limited reserves the right at any time to introduce any changes deemed necessary to improve the vehicles shown or for any other reason. For further information contact 0800TOYOTA.

## We're in our ninth year of Believe magazine and our circulation just keeps growing!

It's a great problem to have and we want to keep sharing with our customers what's happening in our world at Toyota. In a bid to create a more sustainable future for the magazine, we've had to make some changes to who receives hard copies. In the past few issues we've worked hard to create a better user experience with our Believe online version, which you can now view at [www.toyota.co.nz/believe-magazine-issue-18](http://www.toyota.co.nz/believe-magazine-issue-18)

We'd prefer you to receive our new version of Believe online, but to do so we need to ensure that our records have your current email address, so we can let you know when a new issue is published. If you have not done so

already, please update your details at [www.toyota.co.nz/webelieve](http://www.toyota.co.nz/webelieve). We think you too will appreciate that we are on a mission to save our planet and reduce our carbon footprint.

The cover of Believe represents a vehicle iconic in New Zealand: the Corolla. In fact, nothing's changed except everything in the 12th-generation Corolla. The foldout within shows some of the different generations throughout its 50-year history. We believe that good things stand the test of time. There's plenty more inside about the all-new 2019 Corolla.

Inside the pages of Believe we have a mixed bag, which we're sure will appeal to a range of readers.



**40 Warehouse expansion**  
When Toyota commenced sales in New Zealand back in the 1960s, its service parts warehouse was located in Wellington. After relocating to Palmerston North in 1977, and with several expansions later, it is currently undergoing its biggest extension yet.

**44 True Guardians**  
Two years on from the launch of the Toyota Kiwi Guardians programme, more than 29,800 Kiwi kids have connected with nature and become guardians of the land and sea.

**46 Edge of your seat – Richard Gee**  
The sixth Toyota 86 Championship will once again be a major focus for domestic motorsport fans, and will unquestionably be the busiest and most closely fought championship in the history of the category.

**48 The home straight – Richard Gee**  
Toyota's high-profile involvement in New Zealand motorsport is set to continue for a long time. Its motorsport arm, Toyota Racing New Zealand, is now well established at its Hampton Downs Motorsport Park facility in North Waikato, where the fleet of Tatuus single-seater race cars used in the annual Castrol Toyota Racing Series (TRS) and some of the 86 sports coupes are based.

**52 Peace of mind – Kellie Gillibrand**  
Insurance plays an important part in people's lives by taking away the worry and helping the whole community. It gives peace of mind, allowing people to get on with their lives. Find out more about Toyota Vehicle Insurance and meet new CEO Simone Labady.

**54 Path to success**  
For four years, four groups of graduates have embarked on careers with Toyota through the Dealer Graduate Programme, with the next recruitment drive happening as Believe goes to print.

There are tips on how to talk to your kids about body image – a topic that is important to myth-bust the barrage of messages we are faced with about how good we need to look to be loved and accepted. Parenting Place writer Jo Batts provides some great tips on nurturing healthy self-esteem in your kids and about loving the bodies they're in.

'Start Your Impossible' is the campaign that underlies the Olympic and Paralympic partnership that Toyota has formed leading up to and beyond the 2020 Tokyo Olympic Games. As the Worldwide Mobility Partner of the Olympic and Paralympic Games, we share the vision to

inspire people to push onward – past their finish lines, towards their impossible goals. See page 34.

17-year-old Olivia McTaggart was a competitive gymnast for 10 years before changing to pole vaulting. She was forced to rethink gymnastics following a back injury in 2014. She says she had to think of something else to do that would still deliver thrills and excitement. Her teammate had been pole vaulting, and while she admits the sport was probably not the best for her back, she gave it a go and adapted. The rest is history. Now she's Toyota's youngest ambassador. Her catch phrase is 'I was told I couldn't, so I did'. Page 06 has her story.

If you have an appetite for motorsport, there's plenty inside as the season kicks off. As we go to print the sixth Toyota 86 Championship is expected to start with a full field of 17 drivers taking the track at the Supercars Championship event at Pukekohe Park (early November). There should be plenty of action in this series. The Castrol Toyota Racing Series, which starts its 15th season at Highlands Motorsport Park, Cromwell in the weekend of January 12 and 13, also promises to be another exciting racing season.

As we fast approach the festive season, we wish you and your families safe and happy motoring.

We believe in trying  
to make a difference.





**As we approach the end of 2018, it is an opportunity to reflect on the year ending as well as look forward to what the future might hold.**

I'm writing this at a time when the world is recovering from some cataclysmic weather events: massive storms and floods in the eastern United States and Indonesia, wild fires in western USA, and incredibly hot summers in Europe. As Jacinda Ardern has said, climate change is her generation's nuclear-free moment, and this certainly seems to be the topic of the times. Several years ago New Zealand made commitments at the Paris Climate Change Conference and certainly 2018 has seen significant government action to determine how we can meet those emission-reduction commitments. There has been a significant report from the Productivity Commission and a consultation on restructuring the Emissions Trading Scheme, and negotiations between the parties on a Zero Carbon Act are apparently well advanced.

Meanwhile, with growing public awareness of climate change and a surge

in global oil prices, consumer behaviour is starting to change significantly. Toyota's sales of self-charging, electric hybrid and plug-in hybrid vehicles have risen by over 40 per cent in the past two years; our sales of electric used vehicles imported from Japan have tripled. Even more growth is expected in 2019 as we introduce additional electric vehicles. We are working towards having an electrified version of every vehicle available by 2025.

The electric vehicle is ideal for New Zealand because we are blessed with a high proportion of our electricity being generated from renewable, low-carbon sources. We don't have to burn coal to generate electricity. Batteries still have some challenges in terms of range, lifespan and recharging times and infrastructure, so our main focus has been hybrids: self-charging and plug-in hybrids. These still deliver significant (30-60

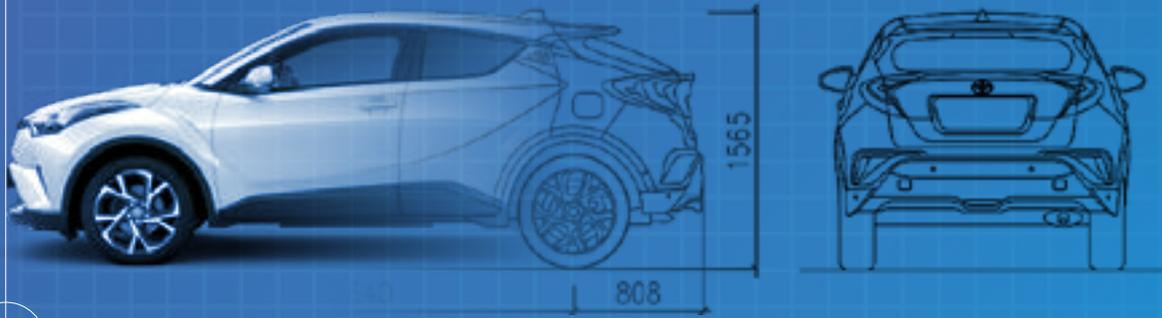
per cent) reductions in emissions compared with a conventional internal combustion engine, but don't have the range/recharging issues of a pure electric vehicle.

Toyota believes that the best source of electricity for motor vehicles may not be a conventional lithium-ion battery at all. Ultimately, hydrogen may be New Zealand's, and the world's, best mobility power source. To make clean hydrogen one needs water and renewable electricity (things we have in abundance) and when it powers an electric car, the only emission is... water. New Zealand is starting to explore this as a future energy source. Toyota already sells a hydrogen fuel cell car in some markets – this may well be the way of the future.

**Alistair Davis**



**TOYOTA'S SALES OF SELF-CHARGING, ELECTRIC HYBRID AND PLUG-IN HYBRID VEHICLES HAVE RISEN BY OVER 40 PER CENT IN THE PAST TWO YEARS**



# DESIGN

*Unleashed*

## NEW ERA OF STYLISH, DYNAMIC, EMOTIONAL DESIGN AT TOYOTA

Toyota's designers have been unleashed and given the freedom to produce stronger and more attractive styling, made possible by the new Toyota New Global Architecture (TNGA) platform.

The latest Prius Prime Plug-in Hybrid, C-HR and Camry, and the recently launched new-generation Corolla, are a result of Toyota's global president Akio Toyoda challenging the company's designers to create cars that speak to people's emotions.

"Our designers are car enthusiasts and have answered Toyoda-san's challenge, says Neeraj Lala, Toyota New Zealand's General Manager of Product and New Vehicle sales.

"They are devoting their working life to designing desirable cars that look great and provide an engaging driving experience for a new generation of motorists."

The TNGA platform has allowed styling freedoms such as lower rooflines and bonnets that weren't possible before, leading to visually distinctive designs with more appealing proportions.

That's because TNGA is built on two pillars: **CORE STRENGTH AND EMPHASISED PERSONALITY.**

Core strength relates to increased chassis stiffness and a lower centre of gravity, a more rigid body, new suspension systems and a greater use of high-strength steel to provide balanced handling and ride and a more engaging drive. This is to improve the basic performance of the core (or essential structure instead of parts) parts and raises the level of all Toyota vehicles.

Under Mr Toyota's brief to develop designs that stir people's emotions and make them want to drive a Toyota, the designers and engineers are working more collaboratively from the outset to develop vehicles that connect on an emotional level, says Neeraj.

"It's no coincidence this has started with the TNGA platform that is the basis of the new vehicle line-up."



Neeraj says past Toyota designs had relied on consumer studies in its larger more conservative markets like the United States and Japan and a high degree of internal consensus at Toyota Motor Corporation.

"TNGA is providing more fun to drive cars and giving designers the freedom to produce stronger more attractive styling," says Neeraj.



### TNGA HAS FIVE DOMAINS, INCLUDING SATISFYING TO DRIVE BY EVERYONE:

- 1 **Driving Quality:** Making vehicles that are satisfying to drive
- 2 **Comfort:** Making drivers want to keep on driving by creating an enjoyable sensory experience
- 3 **User-Friendliness:** Smart technology that enriches the daily driving experience – including everything from luggage space to fuel consumption
- 4 **Pride of Ownership:** State-of-the-art environmental performance teamed with sophisticated styling
- 5 **Security:** Creating a strong body that protects the driver and passenger, then adding world-class security features.



Up until recently Toyota had 105 architectural platforms. Now, thanks to TNGA, the number of platforms has been reduced to five. Just as athletes build their core strength to maximise their performance, Toyota is working on improving the vehicles' core components. To accomplish that goal and to enhance each model's unique features, these new platforms will share their highly functional core components.

The goal wasn't to deliver just functional benefits, such as driving quality or economic performance. Great focus was placed on more of the emotional value that cannot be measured, such as the feeling of excitement when looking at or getting into a car.



# PASSI

## AND PERSEVERANCE



National under-20  
pole vault champion

**OLIVIA  
McTAGGART**

is a rising star in her field. The 17-year-old Aucklander and 4:40-metre vaulter offers a glimpse of her world as we introduce her as Toyota's youngest ambassador.



**O**livia was a competitive gymnast for 10 years before changing to pole vaulting. She was forced to rethink gymnastics following a back injury in around 2014. She says she had to think of something else to do, that would still deliver thrills and excitement.



Her teammate had been pole vaulting and, while she admits the sport was probably not the best for her back, she gave it a go and adapted. The rest is history. While the transition was a hard one and she had to deal with her back injury, she says gymnastics helped. "In some ways, while it was hard dealing with the injury, the spatial awareness, strength and agility gained through years of gymnastics helped through this time, and I progressed pretty quickly." After less than six months in the sport she competed at the Australian Junior Championships in the under-16 event, and won a bronze medal.



**ION**

In 2017 Olivia broke the New Zealand under-17 record previously set by Eliza McCartney. She broke the record previously set at 4:22 then later at 4:30 and has since cleared 4:40, her personal best.

“Winning bronze as an under-16 athlete at the Australian Junior Championships was big for me because I had been in the sport for less than six months. I achieved a personal best in my first international competition and I followed it up by winning gold at the nationals.”

It was about this time that Olivia realised she could go a long way in this sport.

As it is with any sport at this level, she says, there have been setbacks.

“Initially it was dealing with the transition from gymnastics to pole vaulting and dealing with my injury.

Then more recently, three weeks out from the Commonwealth Games, I tore a ligament in my ankle during a warm-up exercise at the nationals. It was not so much the injury, but learning how to deal with it.” She says that learning these lessons at a young age has been an advantage.

The Commonwealth Games didn't produce the results Olivia had hoped for, but they fulfilled a childhood dream to return to her birthplace (the Gold Coast) and compete, at only 18 years old.

When asked what qualities are needed for success, she says she focuses on passion and perseverance. She says you need to have passion and love what you do, but alongside passion is the need for perseverance and sheer grit and determination to push through adversity in the sport.



Photo Credit:  
Alisha Lovrich

I was told I  
**COULDN'T,**  
SO I **DID.**

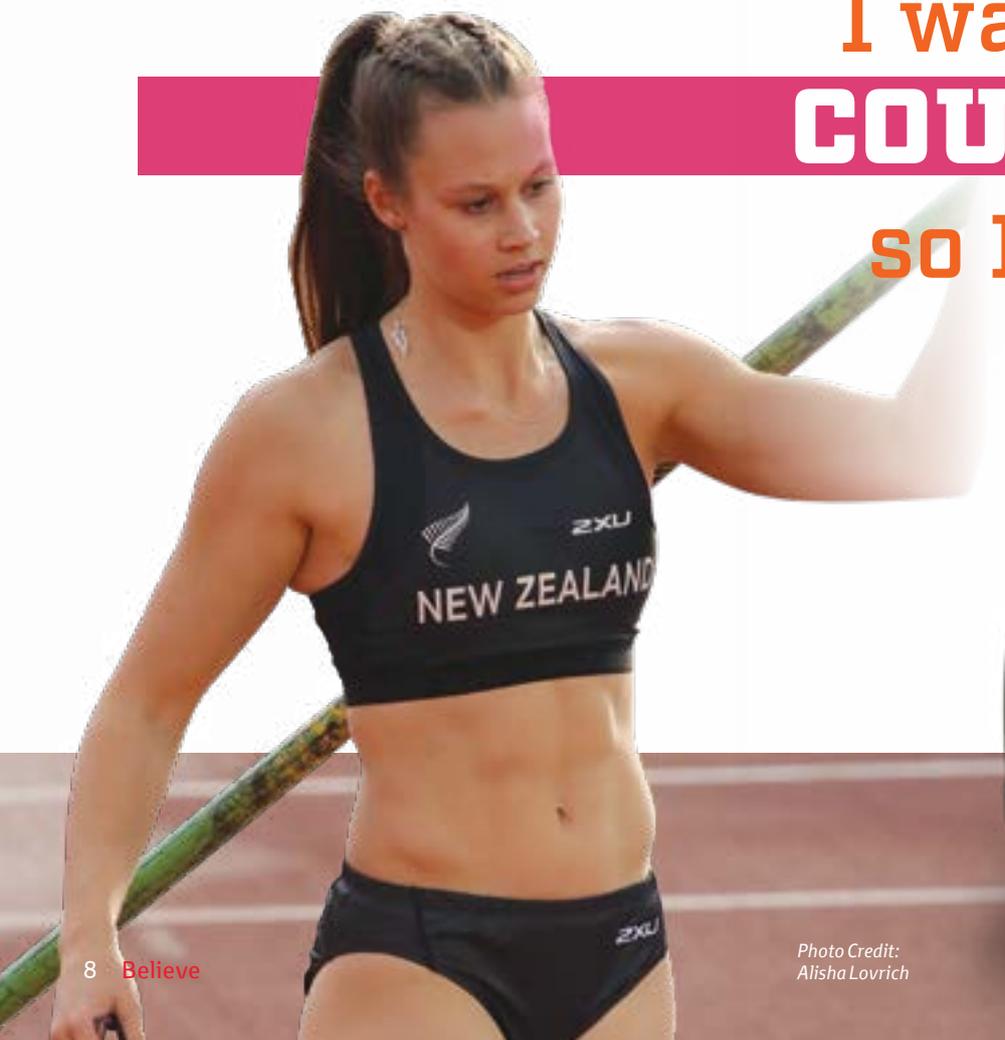


Photo Credit:  
Alisha Lovrich

Since the Commonwealth Games Olivia has competed in competitions for two months in Europe. She was disappointed to not make the podium, but also had some great personal achievements and equalled her personal best.

For now, Olivia is working on strength and speed for her New Zealand season, and readying herself for another European season in 2019, in Italy and then Doha, with her eye on qualifying for the 2020 Olympic Games in Tokyo.

In terms of advice to Start Your Impossible, Olivia says to find something you love, stick with it and push through the hard times – without letting anything stop you.

She finishes by saying, “I was told I couldn’t, so I did”.



Photo Credit: Alisha Lovrich



# TOYOTA Family Journeys

Toyota New Zealand and Parenting Place have partnered for more than a decade to build stronger New Zealand families with the values essential to a well functioning society and a successful nation.

Toyota Family Journeys was launched just under two years ago, to provide roadie survival kits for Kiwi families on their road trips, packed with tips, tools and advice to ensure that parents have strategies to ease the stress of travel and make the most of family downtime for long or short car journeys.

There are 100 conversation starters for children of all ages, ranging from, “If you had a superpower, what would it be?” and “If you were in charge, what would your top five rules be?” to “How would you like to be remembered?” and “Is war ever justified?”

Topics are included in the suite of resources available, which reflect current events and issues that could affect kids and teens today.

Toyota Family Journeys is reactive to what is ‘current or topical’ for kids and has a range of popular topics in its ‘How to talk to your kids/teen about’ range, such as pornography, alcohol and drugs and online safety – all issues that are relevant to youth. These online tools have some cues on how to talk to these topics and raise them in conversation, also providing an awareness of the types of topic that are affecting kids/teens.

There is also a treasure trove of downloadable activity sheets, videos, games and fun activities for the long haul, with podcasts coming soon too. Toyota Family Journeys also covers making the most of school pick-ups and drop-offs, practical tips for making car time family time, and using travel and car trips to connect with teens.

For more information on Toyota Family Journeys, visit [www.theparentingplace.com/Toyotafamilyjourneys](http://www.theparentingplace.com/Toyotafamilyjourneys) and download some useful tips.





Parenting  
Place

The idea of talking to your kids about body image might feel as natural to you as flying to the moon. Yet this is a conversation that you don't want to miss. Not embracing this one with your kids leaves the door wide open for somebody else to do it for you, and they won't be nearly as invested in your children's future as you are.

**BODY**

**POSITIVITY**

Jo Batts, Parenting Place

This body image stuff isn't just for girls. Boys are equally part of this discussion. Even as adults we have a pretty hard time swatting away the barrage of messages about how good we need to look to be loved.

A good friend of mine often reminds me that "kids are great observers but poor interpreters". By this she means that our kids are awesome at inhaling advertising yet not so awesome at calling out the lies in some of the messages used to sell stuff. So if you learn just one thing from reading this article, let it be that to nurture the healthy self-esteem of your kids, you are going to need to bravely step up and speak into the gap of helping them love the bodies they're in.

## EMBRACE YOUR OWN RELATIONSHIP WITH YOUR OWN BODY

It's pretty simple, really. If our kids see us obsessing about our weight, our diet, how we look in our jeans, how we want to look in our jeans, we send them the message loud and clear that we are not enough. So instead of a long lecture about self-acceptance, just try saying something really positive about yourself next time you are standing in front of a mirror – and let your kids hear it.



## EMBRACE YOUR OWN RELATIONSHIP WITH FOOD

Food is fuel. Our Earth generously gives us this bounty of fuel that powers us through our days. Food is a gift for us to enjoy. So teach kids about the diversity of taste, balance, nutrition, energy and flavour. Show them how to enjoy food so that it becomes their friend and not their enemy. So instead of cursing the calories or gorging with guilt, let your kids see you thanking the Earth, sky and sea as you take great pleasure in savouring what sustains your body.



## EMBRACE YOUR RELATIONSHIP WITH OTHER PEOPLE'S BODIES

It's pretty darn easy to slide into the role of commentating on how others are, or are not, taking care of themselves. But stop it. Just stop it. Stop commenting on weight gain, weight loss, calories, what they are eating, what you are not eating. Zip. Nothing. Instead of cussing the few kilos you would like to drop or gain, or even celebrating the few kilos your friend has dropped, turn instead to kind acceptance of kilos full stop. Put the scales in the bin and give yourself a warm hug and choose to value your (and their) relationship with your heart, health and wholeness.

Every morning on the way to preschool I get my daughter to repeat this motto after me: I am strong. I am smart. I work hard. I am beautiful. I am respectful. I am not better than anyone else. Nobody is better than me. I am amazing. I am great. And Mummy and Daddy love me no matter what.

- Palmerston North mum



**40%**  
of mums don't think they're beautiful<sup>1</sup>



**91%**  
of girls say their mums are beautiful<sup>1</sup>

<sup>1</sup>Connecticut Children's Medical Center

## EMBRACE YOUR RELATIONSHIP WITH IMPERFECT

Our economy needs us to be dissatisfied so that we keep on spending. From an economic point of view this makes good sense, but from a mental health perspective, especially for our kids, this is troubling. How can we ever arrive at enough when the bar keeps moving? Teaching our kids that there is an industry dedicated to optical illusions can help them navigate the terrain between fantasy and reality. Throwing a floodlight on the myth of perfect opens up a path towards loveable imperfection, which is a far broader and more life-giving track to do life on.

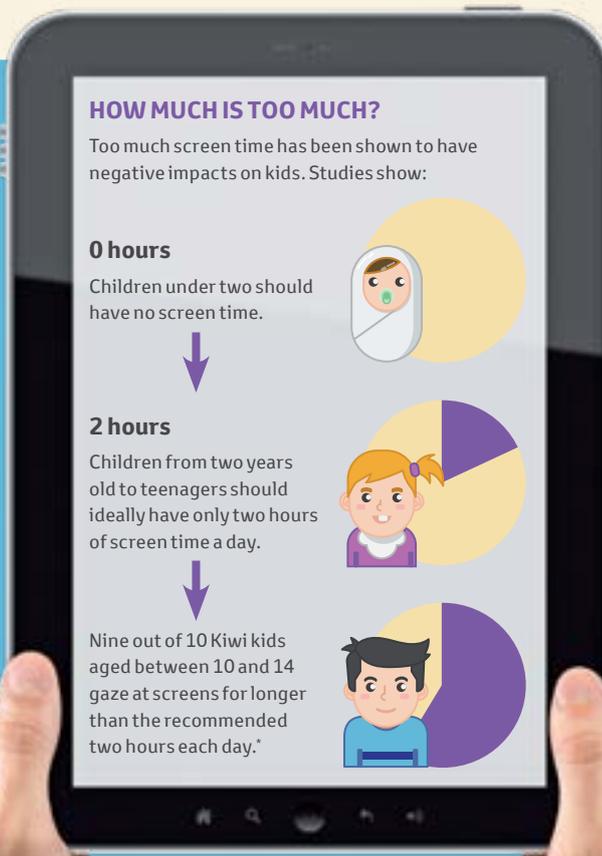


## EMBRACE YOUR RELATIONSHIP WITH TECHNOLOGY

I can feel the contradiction even now, as I check my Instagram feed between paragraphs while writing this. But when you look at the hours our kids clock up on their devices, drinking in sumptuous screenshots of biceps, bums, boobs and bikinis, it's little wonder that their mental health has taken a hiding in the past decade.

### Spending too much time in front of the screen can lead to:

- Negatively affected sleep patterns
- Attention problems
- Anxiety
- Depression
- Obesity



**DID YOU KNOW?** Measurements of toy male **action figures** exceed even those of the biggest bodybuilders.



## EMBRACE YOUR RELATIONSHIP WITH LANGUAGE

When it comes to talking about body image with our kids, it's really as much about what not to say as it is about what to say. Our kids really do have a radar that picks up the nuances of our actions and our language, so paying special attention to what we are saying and how we are saying it really does matter.

Instead of saying:

- “I should not be eating this.”
- “I am off the carbs at the moment.”
- “I feel massive in these jeans.”
- “I feel fat in these jeans.”
- “I am watching my weight right now.”
- “I need to go on a diet.”

Try saying:

- “I am treating myself today.”
- “I am making healthy choices.”
- “I am rocking this outfit.”
- “These jeans are not comfy.”
- “I’m going to look after this precious body.”
- “I am taking good care of myself.”

Kids are swimming in the idea that ‘you have to be beautiful to be loved’. Yet we, as parents, hold the keys to challenge that narrative and to truly define the meaning of beauty with a quiet whisper of truth into their young ears and hearts, over and over again, with a message that says, “Your beauty is within. You are loved just as you are – imperfect and beautiful”.

Brought to you by:





# my GENER



# *All-new Corolla hatch resets the small car benchmark!*



**T**he next-generation Corolla hatch is built on an innovative Toyota New Global Architecture (TNGA) platform that gave designers the freedom to create a strikingly distinctive look that reflects its new-found dynamic performance capabilities.

“This all-new Corolla has soul and personality,” says Neeraj Lala, Toyota New Zealand’s General Manager of Product and New Vehicle Sales.

“New Zealand’s car of the decade has received its biggest upgrade, with a sharp new design that looks amazing and feels fantastic to drive.

“It’s a premium and more stylish car that places a priority on the highest active and passive safety standards,” says Neeraj.

“These improvements have been made possible through the TNGA platform, which is integral to the company’s mission to build ever-better cars that will excite a new generation of buyers.”

The chassis is clothed in a body that is lower, wider and longer than the current model, creating an uncanny blend of balance, composure and feel. The new 12th-generation Corolla hatch is imbued with a lower stance and more appealing proportions.

It has an athletic, muscular, yet sophisticated style, with the lower grille emphasising the increased width and LED headlights wrapping around into the front guards. Chiselled character lines link the front and rear, with the rear design more rounded, strengthening the visual relationship between front and rear while a rear upper spoiler completes the look.

# ATI ON



The TNGA platform allows for a lower centre of gravity, trailing wishbone independent rear suspension and a more rigid body that contributes to better handling and stability without compromising ride and comfort.

“Customers crave novelty, change and excitement, but at the core want security, solidity and consistency. The Corolla DNA has remained the same for 50 years, while evolving in terms of the latest technology and styling,” says Neeraj.

“The new two-litre engine adds to the fun-to-drive attitude of the new Corolla,” says Neeraj.

Its 2.0-litre Dynamic-Force direct-injection petrol engine adopts the latest in Toyota technology for gains in power and fuel efficiency and cleaner emissions. The 2.0-litre petrol engine has 21 per cent more power (125kW) and 15 per cent more torque (200Nm), yet is more economical.

Even with the extra performance, the new Corolla’s combined fuel consumption has improved by 0.1 litres to just 6.0 litres per 100km.

A new dynamic shift CVT is used in conjunction with the 2.0-litre petrol engine, featuring a gear and belt drive system to facilitate improved transmission efficiency in lower gear ratios where belt efficiency is often poor. The transmission system utilises a gear drive when starting from a full stop, resulting in powerful acceleration while at the same time sharpening throttle response.

A smooth and comfortable launch performance is realised. When switching from gear drive to belt drive, the transmission system

## THE NEW TWO LITRE ENGINE ADDS TO THE FUN TO DRIVE ATTITUDE OF THE NEW COROLLA

uses highly responsive gear change control technologies cultivated from automatic transmission technology.

The SX and ZR petrol variants add paddle shifters while all petrol variants can access a 10-speed sequential manual shift mode.

“The upgraded Hybrid Synergy Drive system in the Corolla complements the car’s new-found dynamic capability while providing the optimal balance between fuel economy, low emissions and performance,” says Neeraj.

The all-new Corolla Hybrid features the latest self-charging petrol hybrid electric powertrain from Prius. The 1.8-litre petrol engine has a combined system output of 90kW, with a combined fuel consumption of 4.2 litres per 100km, and efficiencies are gained with a change from the required 95-octane fuel to 91 octane in the new generation.

“We’re committed to lowering our overall CO<sub>2</sub> emissions by offering more hybrid electric variants,” says Neeraj. “The current Corolla has been our best-selling hybrid. We expect sales to grow even more with the new Corolla available with two hybrid electric variants.”

The new Corolla brings unprecedented levels of advanced safety technology to the small car class, with an array of active driver assistance and passive protection features.

THE NEW COROLLA IS A  
**STYLISH, BRAND-NEW CAR**  
WITH THE SAME COROLLA SOUL



The new Corolla features a more advanced Toyota Safety Sense technology package with class-leading pedestrian and cyclist detection across the range.

“Corolla hatch is Toyota’s most technically advanced compact car,” says Neeraj. “The full range of Toyota Safety Sense technology is the same on every grade. The pedestrian and cyclist detection is a great piece of technology to protect more vulnerable road users.

“Customers will have peace of mind with this high level of active safety.”

Toyota Safety Sense includes an active Pre-Crash Safety (PCS) system that incorporates autonomous emergency braking with pedestrian detection (day and night) and cyclist detection (day only), all-speed dynamic radar cruise with indicator linked control, automatic high beam, lane tracing assist, which includes lane departure alert with steering assist, lane centring and sway warning, and road sign assist.

Other standard safety features on every new Corolla hatch include a reversing camera with static guidelines, and seven air bags. New features for the new-generation Corolla hatch are drive start control, secondary collision brake and active cornering assist. Blind spot monitor is added to the mid-range SX and top-of-the-range ZR variants.

“Buyers will welcome the fresh new design and roomier tech-forward interior with great new features,” says Neeraj.

The longer and wider centre console within the hatch has an 8-inch multi-media touchscreen for audio controls, satellite navigation, SUNA traffic channel and vehicle settings, with the climate controls immediately below it. The new Mobile Assistant feature uses Siri or Google Assistant voice commands to perform simple tasks such as sending a text message, setting a reminder, or checking the weather at your destination.

An all-new instrument cluster includes a 4.2-inch colour multi-information display in the GX and SX, and a 7-inch display in the ZR with the ability to change from an analogue to digital central display.

Front-seat hip points are lower to provide a more natural body posture and positioning for access to the multi-functional steering wheel and pedals.

The hatch range starts with the 2.0-litre GX, which picks up all the



**THE NEW  
COROLLA BRINGS**

**UNPRECEDENTED  
LEVELS OF  
ADVANCED  
SAFETY  
TECHNOLOGY  
TO THE SMALL  
CAR CLASS**



new design, powertrain, safety and technology features.

It is also equipped with an 8-inch touchscreen display, 4.2-inch multi-information display, air-conditioning, heated exterior mirrors, rear privacy glass, 16-inch alloy wheels and a six-speaker audio system with satellite navigation and SUNA traffic channel.

The GX hybrid gains extra equipment over the petrol variant with dual-zone climate control, keyless smart entry and push-button start.

Moving up to the SX grade, dual-zone climate control, keyless smart entry and push-button start are also included. Other additions are a wireless device charger, LED front fog lamps, paddle shifters, leather steering wheel and shift lever, and an additional USB port for device charging.

At the top of the range, the ZR is equipped with a large colour head-up display, 18-inch alloy wheels, leather and suede-accented sports front seats, eight-speaker premium JBL audio system, 7-inch colour multi-information display, ambient illumination, automatic dimming rear-view mirror and high-grade bi-LED headlamps.

“With its athletic design, increased safety, new petrol engine and transmission, latest hybrid technology and larger interior with more features, Corolla is still the leading relevant cost-efficient hatch for 2019 and beyond,” says Neeraj.

“The new Corolla hatch is a stylish, brand-new car with the same Corolla soul.”



**Nothing's changed**



**except everything.**

The all new  
***COROLLA***

1<sup>st</sup> Generation - 1966

- Launched in a stylish 2 door design



3<sup>rd</sup> Generation - 1974

- Larger body size makes it an even better family car



***COROLLA***

4<sup>th</sup> Generation - 1979

- Memorable, straight-lined, rectangular design that was bigger inside and out



5<sup>th</sup> Generation - 1983

- Introduced front-wheel drive layout



***COROLLA***

7<sup>th</sup> Generation - 1991

- Electronic fuel injection for 1.6L engine



10<sup>th</sup> Generation - 2006

- Corolla Hatch re-engineered for the 21st century



***COROLLA***

## 12<sup>th</sup> Generation Corolla Hatch - 2018

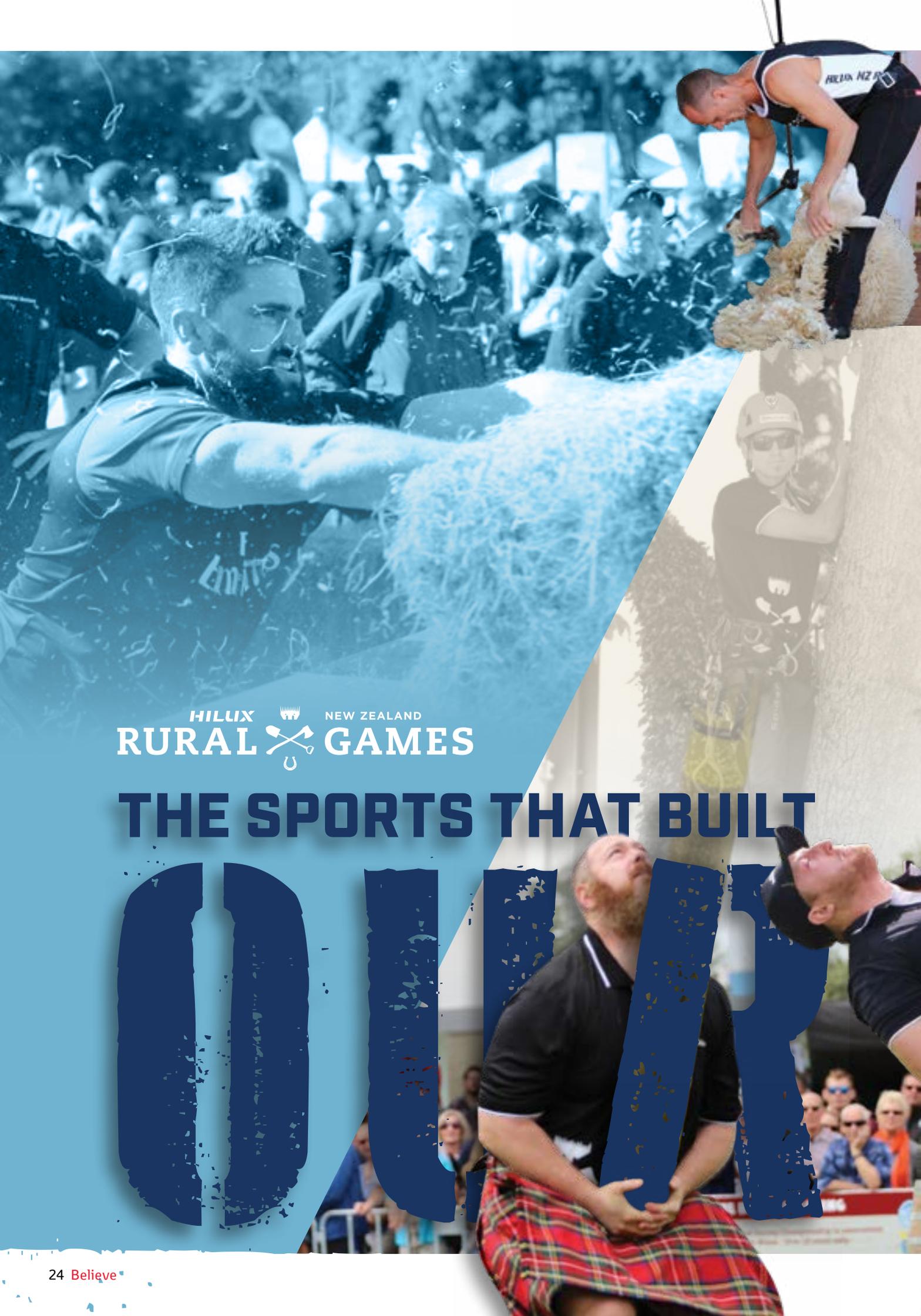
- 2.0L petrol engine or 1.8L Hybrid Synergy Drive.
- Pedestrian and cyclist detection system.
  - Lane Tracing Assist technology.
  - Road Sign Assist technology.
- Touch screen multimedia system with Sat Nav and SUNA\* traffic alerts.
- Voice recognition technology including mobile assistant.



The all new  
***COROLLA***

See what's new at [corolla.co.nz](http://corolla.co.nz)

\*SUNA traffic alerts only available in certain locations.



HILUX  NEW ZEALAND  
**RURAL GAMES**

**THE SPORTS THAT BUILT**

**OUR**



**EXCITEMENT IS STARTING TO BUILD FOR THE 2019 HILUX NEW ZEALAND RURAL GAMES IN PALMERSTON NORTH NEXT MARCH. THE EVENT, WHICH DREW MORE THAN 30,000 PARTICIPANTS THIS YEAR, CELEBRATES RURAL ATHLETES AND RURAL LIFE IN NEW ZEALAND.**

The Games are free and feature crowd pleasers such as speed shearing, speed tree climbing, wood chopping and sheepdog trials, as well as speed milking, wine barrel rolling and olive pit spitting.

Events range from trans-Tasman and international championships to open entry and special have-a-go programmes for children throughout the weekend.

Toyota New Zealand General Manager Marketing Andrew Davis says that 2019 will be the fifth annual Games that Toyota has supported.

“The Games are all about celebrating rural sports that helped build our nation, and bringing country and city kids together to help close the rural-urban divide.”

Games founder Steve Hollander says an exciting new addition to

the programme for 2019 is Kidz Kartz, an initiative to teach children the basics of trotting, using miniature horses. As well as learning about the mechanics of harness racing, children learn to care for the animals involved as while developing teamwork and sportsmanship.

“Every year this event goes from strength to strength. We’re now the largest event between Mystery Creek and Wellington,” says Steve.

The Games will kick off with The Running of the Wools on Friday 8 March. In 2019 this event will move to The Square in the centre of Palmerston North, bringing the spectacle of sheep to the city. The sheep run will be followed by a series of community races and events such the Man and Mutt race

and the Wool Fadge competition.

That evening New Zealand’s top rural athletes and rural sports administrators will gather for

the prestigious Norwood New Zealand Rural Sports Awards. The 2018 awards featured competitive shearers, fencers, tree climbers, wood choppers, endurance riders and gumboot throwers.

Andrew says Toyota is proud to again support the Toyota Lifetime Legacy Award.

“The 2018 award recipient, Paul van Beers, is a truly inspirational and high-achieving competitive fencer. Although he no longer competes, he is still heavily involved in driving competitive fencing in New Zealand and has since been appointed to the Rural Sports Awards’ judging panel,” says Andrew. “He will be a hard act to follow, so I’m excited to see who will be nominated this year.

“The Awards night was made all the more special as the amazing team of Ray Davies, Simon van Velthooven, Guy Edean and Sean Regan from Emirates Team New Zealand were there to talk about their inspiring endeavours.”

You can find out more about the Hilux New Zealand Rural Games by visiting [www.ruralgames.co.nz](http://www.ruralgames.co.nz).



**NATION**

# FUTURE FOCUSED



**The future of products in the new era of mobility is exciting as Toyota transforms from being a traditional car company to a mobility company.**

The future of mobility is not just about developing more cars, but about human movement and mobility for all.

Our global mission is to 'help give all people the freedom to move'.

The idea of using robots in our lives is still the stuff of science fiction. However, it is not that far away from reality – the incredible e-palette concept introduced at CES this year will be operating in Japan in 2020 for the Olympic Games.

In the past few issues of Believe magazine we have highlighted some of the products that have been developed, and we thought we'd take this opportunity to again showcase some products we could be selling in our showrooms in the not too distant future.



## THE TOYOTA I-BOT

Toyota has partnered with Dean Kamen (inventor of the Segway) and this is what's been developed – a serious mobility solution for the disabled community. The I-Bot could easily climb up and down stairs; its agility is incredible – you'd need a specialist in the showroom for delivering this.

## PROJECT BLAID

Short for Blind-aid, Blaide is a possible solution for indoor navigation for people with visual impairments. The robotics group began thinking of ways to assist blind people with independent travel, and people are already testing the Blaide.



## THE I-ROAD

I-Road is an ultra-compact and eco-friendly concept that combines the potential of both cars and motorcycles – the agility of a motorcycle with the safety and comfort of a car – based on the future of urban transport. It's just 870mm wide, EV powered – ZEV.



## THE TOYOTA CONCEPT-I

And finally, a concept with four wheels but anything but a traditional car – the TOYOTA Concept-i. Designed at the Calty design studio in California and revealed at CES last year, it's our best effort in developing our vision for the car of the future, and inspiring a whole new design and technology philosophy. The Concept-i takes engagement between you and a piece of technology to a completely new level, and revolves around a trust and loyalty relationship. The Concept-i comes to life through Yui; like Siri, she's the concierge between you, your passengers and your car. Yui, with the support of artificial intelligence, anticipates your needs so the car can consider and execute the next action. Like the Amazon Alexa, the Concept-i is an intelligent piece of technology that has the ability to learn, so just keeps getting smarter by getting to know you and your needs.



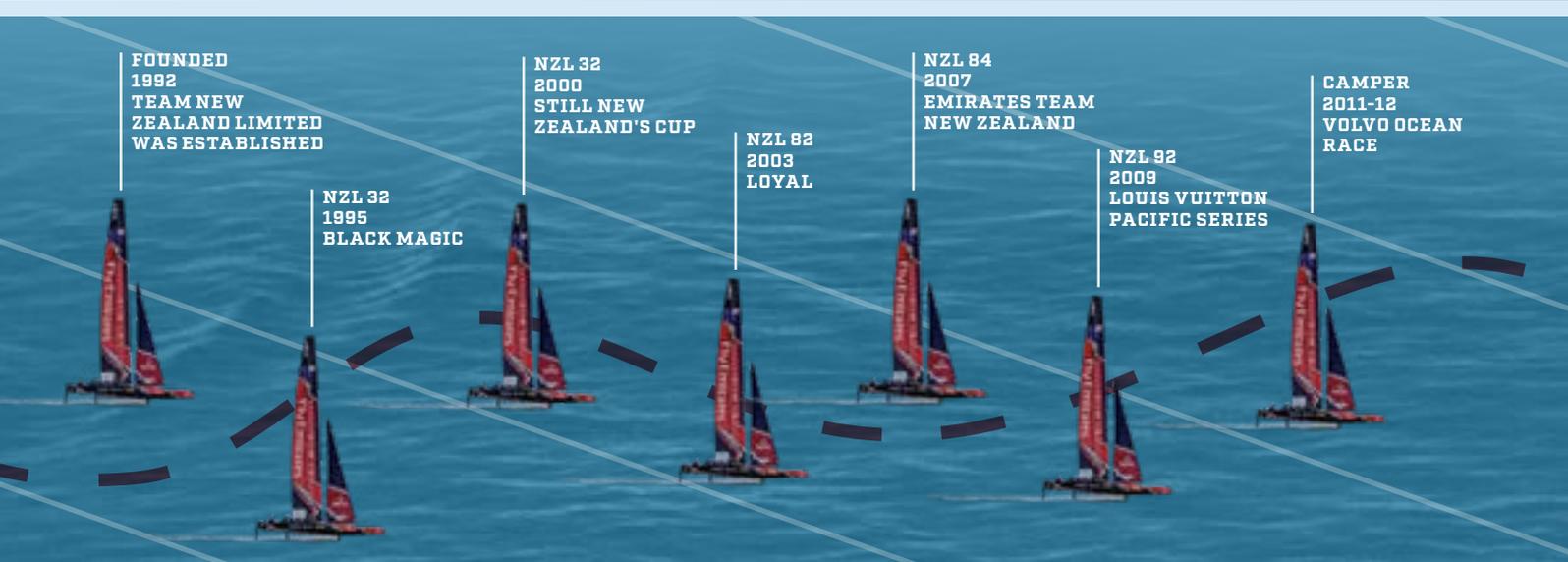
While this provides a recap, through two new companies we've created, TOYOTA Connected, TRI and Artificial Intelligence Ventures will help Toyota to grow our understanding of emerging technologies. Toyota Connected's goal is to collect data.

It does this by leveraging the power of the internet and creating a platform that can process the huge amount of data generated from people, the environment and the vehicle. The collection of data will allow us to connect cars and provide services like we've never imagined... including autonomy.



**TOYOTA NEW ZEALAND'S 25TH ANNIVERSARY AS A SUPPORTER OF EMIRATES TEAM NEW ZEALAND**

# QUICK-SILVER



**O**n 27 June in New Zealand and 26 June in Bermuda nearly 18 months ago, Emirates Team New Zealand overwhelmingly wrenched the America's Cup from Oracle Team USA's iron grip on the tropical turquoise waters of Bermuda's Great Sound. It was a world away from the deep, dark winter in New Zealand.

Millions of Kiwis were waking up in the cold early hours, putting their kettles on and settling in on the edge of their seats in nervous anticipation that the 35th America's Cup would be over before sunrise. Uneasy feelings of déjà vu from San Francisco four years prior were actively suppressed.

Back in Bermuda, the day seemed like any other day for Emirates Team New Zealand, going about their collective

routine; the difference was their deep-seated belief in having a faster boat, better sailors and a better team than their nemesis Oracle across the water. No bravado needed, just each other, the support of the nation and another strong start from helmsman Peter Burling to put Emirates Team New Zealand in a position to once again pounce on Oracle and land the knockout blow. 78 seconds into the race it came. Oracle leading around mark one, heading downwind and getting set to lead the gybe into mark 2. They looked back; Emirates Team New Zealand had already gybed without signal. A no-look gybe practised tirelessly in the seclusion of Auckland months prior left the Americans aghast. The all too familiar sight of the Emirates Team New Zealand transom their view once more. Meanwhile, on board the Emirates Team New Zealand chase boats and back in the base, finger nails were long gone

and shoulders still tensed.

A clean rounding of the final reach mark, before thoughts dared to think the

14-year endeavour to reclaim the Auld Mug, was imminently over. As Glenn Ashby, Peter Burling and the now infamous cyclors flew 'Aotearoa' across the finish line, an overwhelming sense of pure relief descended on a team not renowned for its emotion.

The vibrations and ringtones orchestrated from within the pockets of all the team and its supporters in Bermuda as family and friends back home rang through to be part of the celebration. The ringtones continued into the Winner Press Conference as CEO Grant Dalton jokingly says he would "call Russell back". Peter Burling assured the international press that the team would certainly be celebrating the sweetest of

victories long into the night in a way only Kiwis would understand. Bombs off the dock, kids' cricket on the forecourt and a traditional Emirates Team New Zealand end-of-regatta eating competition of a pie, a lamington and a bottle of Steinlager off the saddle of the cyclors' beloved Wattbikes.

The hazy next morning and the realisation that, like a desert oasis, the finish line of the 35th America's Cup had just transitioned to the start gun of the 36th America's Cup. No rules, no roadmap, just a challenge and a trophy and an opportunity to make the 36th America's Cup in New Zealand the best in the race's long and colourful history.

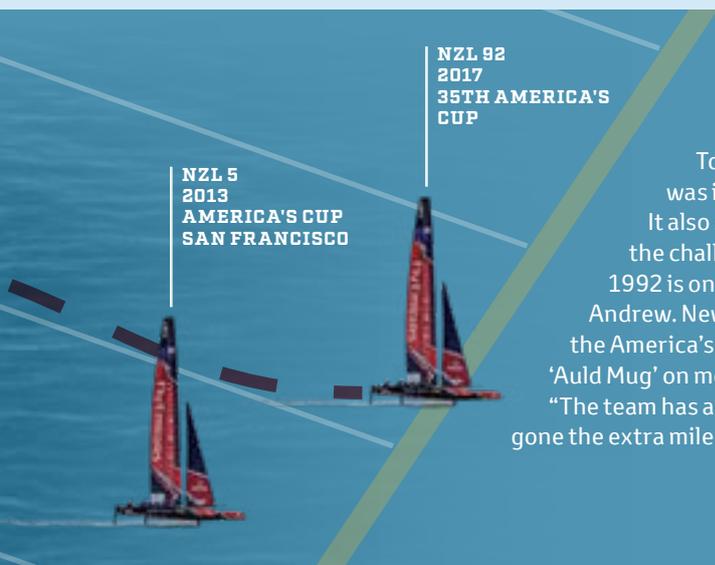
Reflecting on New Zealand's win in Bermuda coincided with Toyota New Zealand's announcement of its continuing support for Emirates Team New Zealand for the 36th America's Cup. The 2021 Cup defence in Auckland will be the eighth America's Cup campaign that Toyota New Zealand has been involved in, making this the longest continuous sports sponsorship in the country.

"We've been proud and honoured to stick with the team through thick and thin," says Andrew Davis, the General Manager of Marketing for Toyota New Zealand.

"The team's philosophy of imagination, experimentation and innovation was the winning ingredient in Bermuda last year and represents what we stand for as a company and a country. Last year's successful challenge for the America's Cup aligns even more closely with our brand values of continuous improvement and in the past four years this focus has led to some exciting innovations and culminated in victory."

"We are really proud to have Toyota back on board with the team," says Emirates Team New Zealand CEO, Grant Dalton.

"They have been a staunch supporter of the team for over 25 years now since the 1992 campaign. We have grown together and Toyota is very much part of our DNA."



NZL 92  
2017  
35TH AMERICA'S  
CUP

NZL 5  
2013  
AMERICA'S CUP  
SAN FRANCISCO

## A FLEET HISTORY

Toyota New Zealand first joined an America's Cup campaign in 1992 and was involved in Black Magic's victory in 1995 and successful defence in 2000. It also stood behind the team when the trophy went to Switzerland in 2003 and the challenges in 2007 and 2013. Toyota's support of Team New Zealand since 1992 is one of the most successful sport sponsorships in the country's history, says Andrew. New Zealand is the second most successful country in the 167-year history of the America's Cup (after America) and is the only country to successfully challenge for the 'Auld Mug' on more than one occasion.

"The team has achieved a remarkable success in a short time and it is the people who have gone the extra mile to deliver great results," says Andrew.



**thankyou™ is a social enterprise that commits 100 per cent of its profit to help end global poverty. Its mission is to empower humanity to choose a world without poverty.**

Prompted by almost one billion people living in extreme poverty, thankyou's motivation has been amplified by the fact that consumers spend hundreds of millions, even billions, daily on everyday products.

The idea started in 2008 with three university students, Daniel Flynn, Justine Flynn and Jarryd Burns, who were prompted by their belief that the system should and could change, and used global poverty as their impetus to do something about it. As a result, thankyou was born.

After three years of setbacks and knockbacks from major retailers in Australia, the trio launched an ambush marketing campaign asking people to upload a post to 7-Eleven Australia's Facebook page to say that if it stocked thankyou water people would buy it. Within hours it had gone viral, as people uploaded videos of themselves singing and dancing and rapping. 7-Eleven says "Yes" and after three tough years thankyou had its first national retailer.

"We grew to millions of people purchasing everyday products to raise millions of dollars to help end global poverty," says Daniel.

Between years three and five, the trio developed a whole range of thankyou products, but had one big problem. For five years the two biggest supermarkets in Australia, Coles and Woolworths, says no to their products. Through another viral online petition, people posting their support and even two helicopters flying above the head offices of Coles and Woolworths (with the pilots flying for free) it became an unstoppable movement. Coles and Woolworths says "yes" in industry-record time and products hit shelves equally fast! Now some products are outselling those of the world's largest multinationals, such as their top-ranking hand wash range.



# We believe that every person has equal value and the right to a life free from poverty

#ichoosethankyou • @thankyounz



The thankyou team believed deep down that this idea could not stop in Australia and launched a pay-what-you-want book titled 'Chapter One', with 100 per cent of the profits crowdfunding a launch in New Zealand (and more). Within hours, it raised hundreds of thousands and, within a month, over \$1 million. It outsold the sales rates of every other book in launch week in airport bookstores and was second only to the Harry Potter books. Two Kiwis paid \$5,000 each for a copy and the most paid is now \$50,000.

Chapter One is a book written by co-founder Daniel Flynn that tells the story of thankyou from its beginning in 2008. It inspires readers to challenge their thinking, to dream big and to make their ideas a reality.

Daniel says, "The cool thing about Chapter One is that we get to exchange value for value. You're giving us your hard-earned cash to fund our future, so we want to give you something you can

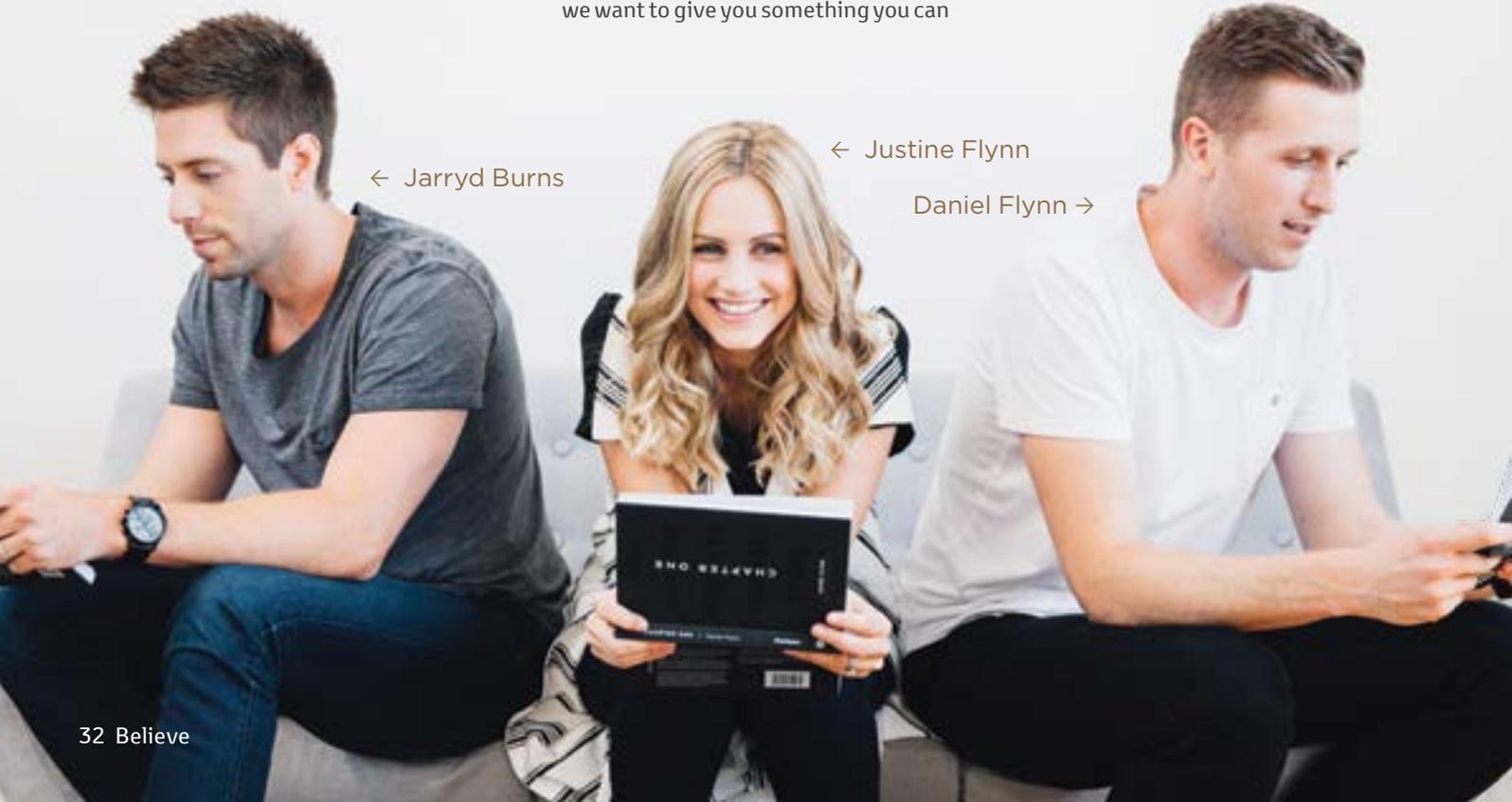
use in your future by directing your funds to 'pay what you want' for Chapter One."

New Zealand is the first country to launch thankyou outside Australia – but as Daniel says, it's not intended to be the last.

thankyou took a different approach from its first launch and decided that our world and New Zealand don't need another bottle of water. So the team made the call to not launch their water in New Zealand.

They launched by asking people to Take Action and Tell Two with the aim of putting thankyou into every bathroom in the country. What sounds an impossible task is as simple as:

- Buy two thankyou hand washes
- give them to two friends (not one) telling them about thankyou
- ask them to do the same.

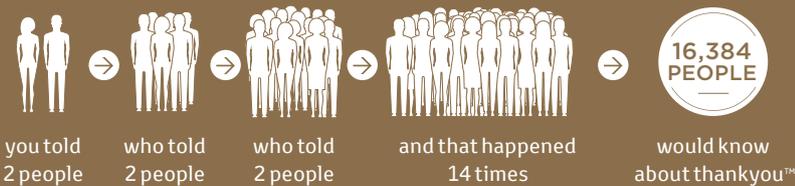




**WHY TWO? BECAUSE IF...**



**BUT IF...**



**What's Even Crazy?** If 300 people started this, and they told two people who told two people, and that happened 14 times, more than 4.9 million people would be reached... that's more than the entire population of New Zealand.

The 2016 stats are impressive, with water and personal care products having funded water and toilets for 556,300 people, food products (such as muesli bars and cereals) food aid for 134,791 people and the baby range safe births and healthcare for 94,477 mums and bubs in need. They have funded projects in 20 countries including Zimbabwe, Vietnam, Papua New Guinea, Bangladesh, India, Cambodia, Kenya and Australia. On thankyou's website, there are many stories from people in remote villages who, through the generosity of people buying thankyou products, now have access to these solutions.

There is also a tracking system, 'Our Track Your Impact', which lets you track the impact of every single item bought, and as a consumer you can see how you're affecting others globally by purchasing a thankyou product. It connects you to

the impact you are making with the impact partners and communities.

thankyou products are available now in New Zealand at your local New World, PAK'nSAVE Four Square and Countdown stores, with 100 per cent

of the profits committed to helping end global poverty. They fund projects that help get safe water, toilets, hygiene training, safe births and healthcare to empower people in need.

Daniel says, "We're a social enterprise. We operate like any for-profit business, investing in all the things necessary to create great products and stay competitive. The main difference from other for-profit companies is that we don't have any private shareholders (never have, never will). Instead, we are 100 per cent owned by the thankyou Charitable Trust, a registered charitable entity. We commit 100 per cent of our profits to the trust, which then distributes them to our impact partners to fund sustainable development



projects that help end global poverty.

We always have and always will exist 100 per cent for ending the effects of global poverty."





*Paralympian Grant Sharman*

# POWER TO THE PEOPLE

A close-up photograph of a swimmer in a pool. The swimmer is wearing a black swim cap and goggles. Their right arm is a prosthetic, appearing as a smooth, light-colored, cylindrical limb. The swimmer's face is partially submerged, and water splashes around them. The background is a bright blue pool.

**With less than two years to go until the Tokyo 2020 Paralympic Games, the focus for Toyota is shifting towards mobility for all society. Globally, Toyota has offered a US\$4 million prize pool to uncover innovative and ground-breaking technology to assist people with lower-limb paralysis.**

*Photo by Hagen Hopkins/Getty Images for the New Zealand Paralympic Committee*

**PEOPLE**



**REBECCA DUBBER**

Paralympians in New Zealand are hoping that the global Toyota Mobility Unlimited Challenge will aid in the discovery of a technological breakthrough to improve the sporting achievements and quality of life of all people with disabilities.

Para swimmer **Rebecca Dubber** knows from practical experience that any innovations in technology can help in her everyday life as well as in competition at the highest level. She has seen wheelchair technology improve in the two decades since she first had one as a pre-schooler.

A bronze medallist at the Rio 2016 Paralympics, she has just started rebuilding her career after surgery for shoulder over-use injuries that she sustained in years of self-propelling heavy wheelchairs in her everyday mobility.

Now they are much lighter, having halved in weight in the past three years to seven kilograms, using a combination of carbon fibre, titanium and aluminium instead of the previous alloy and steel.



**CAMERON LESLIE**

She also benefits from an electronic smart drive, which clips on to the chair and provides much of the motive power.

“It’s so much easier to get about,” explains the 25-year-old Aucklander.

The other technology that makes Rebecca’s life simpler is a hand control to drive her car. A simple lever is pulled back to accelerate and pushed forward to brake, and it is linked directly to the standard foot controls.

“If innovative technology comes out of the challenge and gives me access to walk down the aisle at my wedding, that would be fantastic,” says Rebecca.

**Cameron Leslie** has been using prosthetic legs since he was two years old. The triple Paralympic gold medallist in swimming, from Whāngārei, is also a Wheel Black competing in the sport of wheelchair rugby.

“When I was a kid the prosthetics were pretty basic, with free swinging legs,” says the 28-year-old. “Now the prosthetic knees have microprocessor-controlled gyroscopes to mimic the movement of a natural knee.



**SARAH ELLINGTON**

“Life is less tiring in general,” says Cameron.

While he has seen countless improvements in wheelchair weights, when he took to the court with the Wheel Blacks in Sydney last month his wheelchair, and those of his teammates, was strengthened for the rough-and-tumble nature of the sport.

The chairs, built especially for the sport, are like the proverbial brick outhouse and are at least twice the weight of an everyday wheelchair.

“If people can come up with cool ideas for Mobility Unlimited and make them into things that make a difference in people’s lives, that would be great,” says Cameron.



**“If innovative technology comes out of the challenge and gives me access to walk down the aisle at my wedding, that would be fantastic.”** Rebecca Dubber



**“When I was a kid the prosthetics were pretty basic, with free swinging legs,”** Cameron Leslie

**“Mobility is everything. It gives you independence. It would be amazing to see people walk again. You don’t realise how much you’ve lost until you have limited mobility.”**

Sarah Ellington



*Photo by Hagen Hopkins/Getty Images for the New Zealand Paralympic Committee*



*Photo by Dianne Manson/Getty Images*

Para cyclist **Sarah Ellington** has seen the technology changes, even in the three years since she had a spinal cord injury in 2015, which reduced the power she could generate in her legs.

Given only a two per cent chance of walking again, she started walking with an “off the shelf” plastic splint to support her right ankle and extend up her calf muscle. Now she has a custom-made carbon fibre one that fits “a whole lot better”.

“Mobility is everything,” says Sarah. “It gives you independence. It would be amazing to see people walk again. You don’t realise how much you’ve lost until you have limited mobility.”

Prior to 2015 she had done enough cycling on an ordinary bike to compete in a Half Ironman. In the past 18 months Sarah has been selected for the Paralympics New Zealand Para Cycling National Development Programme.

Sarah made her international debut last August and next month will compete at her third World Championships in Italy, having already won two silver medals at a World Cup meeting in Belgium in May.

Now Sarah has three bikes that are designed for specific tasks – a track bike for velodrome events, a lightweight, carbon-fibre road bike for road racing, and an aerodynamic

time-trial bike for races against the clock. Add in the disc wheels, aero helmet and aerodynamic skin suit.

“Technology isn’t everything in cycling,” says Sarah, “but you’ve got to have the latest kit to be competitive.”

Paralympian **Grant Sharman** has seen it all. He has been competing in a variety of Para sports since 1978 and first played for the Wheel Blacks in 1995 leading up to the Sydney 2000 Paralympics. Between 2003 and 2008 he coached the Wheel Blacks and more recently has taken up Para shooting with the goal of making the team for the Tokyo 2020 Paralympics.

“Every sport now has its own sport-specific wheelchair. When I started we just used what we had. Wheelchair rugby now has different chair types for the different positions.”

Lightweight and aerodynamic, Para athletics track chairs can cost more than \$10,000, and a set of carbon-fibre wheels can add several thousand dollars more.

Paralympians are using the same sports science as their able-bodied counterparts. “It’s all about making marginal gains,” says Grant.

The winner of the Toyota Mobility Unlimited Challenge will be announced during the Tokyo 2020 Paralympics, where Toyota is the mobility partner. Locally, Toyota New Zealand proudly supports both Paralympics New Zealand and the New Zealand Olympic Committee.

# Hot stuff

## LEVITATE – BY INDIGO AND IRIS

Levitate – a stunning and high-quality black mascara – is the first product from duo Bonnie and Hannah. They spent years creating Levitate, focusing on perfecting the formula. Levitate is made in Italy, one of the world's greatest manufacturers of cosmetics. There's no animal testing or animal ingredients, and they definitely include the goodies – coconut oil and ingredients that ensure your mascara is safe to use near your eyes, keep it perfect all day long and of course love! They only sell their products online to skip the super-expensive retail mark-up cost and to provide shipping worldwide. Currently they distribute from New Zealand; however, as they grow they will distribute from other locations around the world.

50 per cent of the profits from selling Levitate mascara are donated to the Fred Hollows Foundation New Zealand to help cure treatable blindness in the Pacific Islands.

**RRP:** \$39.00

**AVAILABLE FROM:**  
[www.indigoandiris.co](http://www.indigoandiris.co)



**SINGLE INITIAL STUD GOLD**  
RRP: \$149.00

**SINGLE INITIAL HOOP GOLD**  
RRP: \$269.00

## KAREN WALKER LOVE LETTER

When Shakespeare pointed out that brevity was the soul of wit he didn't pause to think, "Hey, I could tweet that!"

Modern life moves fast. 140 characters? That's so verbose! Karen Walker is taking the lexicon further, pushing literary brevity to its ultimate limits. OMG, IMO and WTF – time to pare back those words to bare letters and let Karen's new collection of alphabetical jewellery do your talking. A statement for the silver-tongued – or those who favour yellow or rose gold – the 26 letters in Walker's LOVE LETTER collection all come with her signature arrow detailing. Both stud and hoop earrings are sold as singles so you can spell it out, while the necklaces are intended to be worn layered up to create your message. And for a philatelic take on the lettering theme, there's also a Karen Walker Runaway stamp to postmark your intent.

**RRP:** Start from \$69.00

**AVAILABLE IN:** Sterling silver, gold and rose gold

**AVAILABLE FROM:**  
[www.karenwalker.com](http://www.karenwalker.com)



## SACHIE'S KITCHEN

Each Sachie's Kitchen meal kit serves four. It includes all the base ingredients you need, including pastes, sauces, herbs and spices and noodles or rice, with only a couple of additional perishable ingredients required. The pastes have been prepared locally, and some of the more exotic authentic herbs and spices have been personally sourced by Sachie's directly from Asia – meaning the kits provide the best of both worlds! Traditional, authentic ingredients along with New Zealand's fresh produce. Pad Thai, Lemongrass Chicken and Teriyaki Chicken are all gluten free.

**RRP:** \$9.99 (Teriyaki Chicken, Lemongrass Chicken, Pad Thai and Beef Rendang)

**AVAILABLE FROM:** Selected Countdown, New World and PAK'nSAVE stores. Also available online [www.sachieskitchen.com](http://www.sachieskitchen.com)

## THANKYOU

### BOTANICAL GERANIUM & ROSEWOOD HAND CREAM

To give you soft hands, thankyou put the good stuff into this easily absorbed hand cream, like hydrating shea butter and soothing geranium. They're all about keeping it real, so they've also left out nasties.

**SIZE:** 70mL

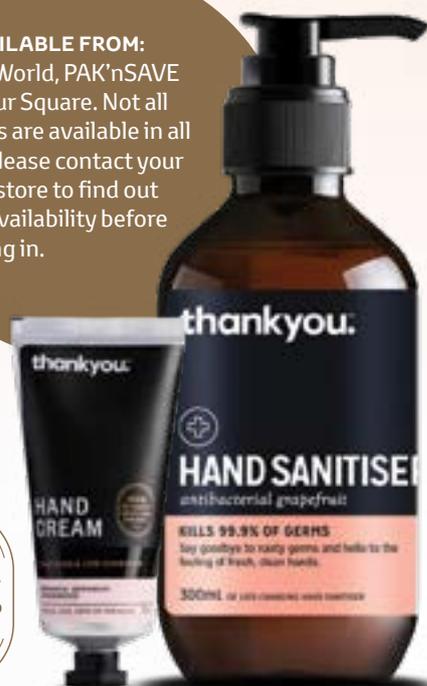
### ANTIBACTERIAL GRAPEFRUIT HAND SANITISER

Say goodbye to nasty germs and hello to the feeling of fresh, clean hands.

**SIZE:** 300mL

**ANTIBACTERIAL:** Kills 99.9% of germs. pH balanced

**AVAILABLE FROM:** New World, PAK'nSAVE and Four Square. Not all products are available in all stores. Please contact your nearest store to find out about availability before heading in.



100%  
OF PROFIT  
HELPS END  
POVERTY



## AN ORGANISED LIFE

An Organised Life was born out of a desire to bring structure and organisation into busy lives. The label currently offers a curated selection of minimalistic stationery products including calendars, diaries, notebooks and downloadable essentials.

### THE 2019 DIARY WITH SIGNATURE HARD COVER

The 2019 diary has a new vertical layout perfect for writing tasks, notes or to-do lists. This planner comes with a pen and pen holder, goal planning pages, organisation tips, yearly and monthly overviews and more. Each diary is packaged in a hard black box with gold foil detail.

**SIZE:** 145 x 210 x 20mm / 144 pages

**RRP:** \$45.99 AU

**AVAILABLE FROM:** [www.anorganisedlife.com](http://www.anorganisedlife.com)

# WAREHOUSE EXPANSION

**When Toyota commenced sales in New Zealand back in the 1960s, its service parts warehouse was located in Wellington.**



Demand for space as Toyota sales grew soon saw it looking for a new location, and in the late 1970s a decision was made to acquire a 10-hectare site that was currently under development in Palmerston North. Opening in 1977, it proved to be a great decision because there was room available to grow. Sure enough, 15 years later the size and role of the facility were extended to form the core of Toyota's customer operations.

Toyota became the nation's top-selling automotive brand in 1987, and the ever-increasing parts demand from expanding sales required a 5,000-square-metre warehouse extension in the early 2000s, shortly after Toyota's head office was moved to the same location. "Palmerston North turned out to be a great place to distribute parts from and to hire great people," says Toyota CEO Alistair Davis. "There are good schools to choose from and we have a university on our doorstep, a well serviced airport, and affordable housing for our employees."

Business continued to boom and in 2010 a further 10,000m<sup>2</sup> were added. As the number of Toyota, Lexus and Daihatsu vehicles on New Zealand roads approached a million units, warehouse space once again began to come under pressure, which is why Toyota is about to commission another 11,000m<sup>2</sup> of storage space. With a budget of nearly NZ\$20 million, this project is Toyota's biggest single investment in New Zealand, far outweighing any previous capital expenditure.

"It's worth it," says Spencer Morris, General Manager of Finance, Business Planning, and After Sales. "A lot of New Zealanders rely on us to keep their cars on the road. We carry around \$28 million of inventory, which is quite space hungry when you think about the huge variety of large items, such as bumpers, headlights and sheet metal, that we are required to stock. However, it does allow us to supply more than 95 per cent of daily orders off the shelf. We ship these overnight to our network of 66 dealers



## The new extension will take the total space for parts storage to just under 35,000m<sup>2</sup>, the size of about four rugby fields.

around the country. Without the space we have here we simply couldn't meet this commitment to our customers."

The construction of the latest extension (by local company Colspec Construction) commenced in early 2018 and was completed in October. Toyota is also taking the opportunity to update the layout of both the storage and inbound/outbound areas, based on the latest Toyota thinking for safer and more efficient warehouse operations.

On the safety front, the new layout features a better separation of people and machines, assisted lifting for heavier items, and narrower single-direction aisles. On the efficiency front, the narrower aisles and design of the new operational areas will improve flow and productivity significantly, which will help us get parts out to customers faster. "Our warehouse team have been heavily involved in the planning of the new layout, and are really looking forward to working in a brand-new environment to better serve our



customers," says Mark McDowell, who manages the warehouse operation.

But the work doesn't end with the warehouse expansion. The extra space will also allow a significant amount of seismic strengthening, mostly of the original structure, which is now more than 40 years old. New racking and low-energy lighting will complete the renewal process, which is expected to take at least 18 months to complete due to the scale of the operation.

The new extension will take the total

space for parts storage to just under 35,000m<sup>2</sup>, the size of about four rugby fields. "Our planning for the extension assumed a 10-year life based on five per cent growth per year; however, growth has far exceeded that, so we may be back to the drawing board sooner than we thought," says Dave Rhodes-Robinson, Manager of Parts Operations and Logistics. "It's a good problem to have, and we'll have to work hard to squeeze as much efficiency as we can out of the operation to extend its life."

# GIVE YOUR IMPOSSIBLE GOALS A TRY!

## We believe that good things stand the test of time.

For the past 19 years Toyota New Zealand has been a platinum sponsor of the Sanitarium Weet-Bix Kids TRYathlon (SWKT), helping kids to stay active and healthy through a programme of participation. It's about getting out there, giving it a TRY, achieving a personal best, and improving confidence and self-esteem.

Open to kids of all abilities between the ages of seven and 15 years, the TRYathlon consists of a swim followed by a cycle and then a run. Participants can complete the course individually or as part of a two-person team.

Each participant is a winner and is awarded a medal as they cross the finish line. Following Toyota Motor Corporation's global partnership of the 2020 Tokyo Olympics, Toyota New Zealand has partnered with the New Zealand Olympic and Paralympic committees for the next eight years to activate the 'Start Your Impossible' global campaign.

Toyota New Zealand will be launching Start Your Impossible through our on-site activities at the 2018/2019 SWKT series.

Starting off with an A5 flyer included in the SWKT registration pack, SWKT participants are encouraged to think about and write down their 'IMPOSSIBLE goals'. Help or advice is only a click away at [www.toyota.co.nz/swkt](http://www.toyota.co.nz/swkt), which includes pep talks from Toyota ambassadors Dame Valerie Adams, Olivia McTaggart, Josh Junior and Andy Maloney. Plus... the winning entrant will receive a surprise visit from Toyota ambassador and Olympian Dame Valerie Adams at their school!

To enter, SWKT participants will need to bring along their completed forms to the Toyota tent on their event day and submit them at the entry box at the Toyota site.

"Olympians don't become Olympians overnight. It often starts with dreams and goals at an early age.

This makes the Sanitarium Weet-Bix Kids TRYathlon the perfect opportunity and setting for kids to have fun as they work towards and reach their 'impossible' goals," says Toyota New Zealand General Manager Marketing and Information Services Andrew Davis.

In addition, on-site at the Toyota tent each participant will have the chance to have their photo taken on the 'mini-Olympic podium'. When the parent/caregiver uploads their image to their Instagram account using hashtag #startyourimpossiblenz a Polaroid photo will be printed on the spot!

SWKT participants can also try their hands at playing an actual Paralympic sport, 'Boccia' (pronounced 'botch-ya'), which is a target game similar to pétanque where the coloured balls need to get as close to the 'jack' (the target ball) as possible. Each winner will receive a temporary tattoo and go into the draw to win a 'Start Your Impossible' prize pack, announced at the prize giving. There will also be a rings game for kids to have a go at!

Registrations for the SWKT are now open at [www.tryathlon.co.nz](http://www.tryathlon.co.nz).

START YOUR  
IMPOSSIBLE  
TOYOTA





**Give  
it a try!**



**ENTER NOW AT  
[try.weetbix.co.nz](http://try.weetbix.co.nz)**

## 17 EVENTS NATIONWIDE

### **Mt Maunganui**

Sunday November 25, 2018

### **Rotorua**

Sunday December 2, 2018

### **South Auckland**

Wednesday December 5, 2018

### **Central West Auckland**

Sunday December 9, 2018

### **Central East Auckland**

Sunday February 10, 2019

### **Hastings**

Tuesday February 12, 2019

### **Hamilton**

Sunday February 17, 2019

### **Gisborne**

Tuesday February 19, 2019

### **Christchurch**

Sunday February 24, 2019

### **Nelson**

Sunday March 3, 2019

### **Dunedin**

Sunday March 10, 2019

### **Hutt City**

Thursday March 14, 2019

### **Wellington**

Sunday March 17, 2019

### **Palmerston North**

Tuesday March 19, 2019

### **Hibiscus Coast**

Sunday March 24, 2019

### **New Plymouth**

Tuesday March 26, 2019

### **Bay of Islands**

Sunday April 7, 2019






 true  
**GUARDIANS**



**Two years on from the launch of the Toyota Kiwi Guardians programme, more than 29,800 Kiwi kids have connected with nature and become guardians of the land and sea.**

Toyota Kiwi Guardians is an activity programme that helps kids to connect with nature by encouraging them to go on epic self-guided adventures, undertake conservation actions and earn rewards.

There are now 107 sites located from Whāngārei to Stewart Island, providing Kiwi kids with numerous opportunities to explore their natural surroundings.

More sites and action medal opportunities to reach Kiwi kids across the country are being developed to keep the challenges exciting.

Sites have a mixture of adventures, scenery and activities, encouraging Kiwi Guardians to enjoy the outdoors and gain a better understanding of their natural environment.

The Auckland region recently saw the opening of five new Toyota Kiwi Guardian sites – four in Auckland and one in Whāngārei – coinciding with Māori Language Week from September 10 to 16.

The four Auckland sites, at Ambury Regional Park (Māngere), Te Henga/Bethells Beach, Clevedon Scenic Reserve and Kawau Island, have bilingual maps in Māori and English, which are the forerunners to making more sites bilingual. The Whāngārei site is at Pukenui Forest near Kamo.

Children could also earn limited-edition medals, specific to Māori Language Week; 208 Kiwi Guardians took up the challenge and earned these medals.

In July, 102 Kiwi Guardians achieved the new Toa Manu/Bird action medal, launched to encourage Kiwi Guardians to participate in the annual New Zealand Garden Bird Survey.





There's also been the introduction of a tree planter medal – called Toa Tiaki Rākau – to help New Zealand with its goal to plant one billion trees by 2027. So far, 85 young Kiwi guardians of the land have participated in this action medal initiative.

To earn their medals, the young guardians also had to tell us about the trees they'd planted, where they'd chosen to put them, and how the planting had gone.

“We are encouraged that the Kiwi Guardians programme has gained such momentum, with a great increase in participation since its introduction,” says Alistair Davis, CEO of Toyota New Zealand.

Alistair says it's fantastic to be working with the Department of Conservation (DOC) on a project that encourages Kiwi kids to conserve our natural environment while having fun doing it.

“Like DOC, Toyota is passionate about making it easy for families to have great outdoor experiences and realise the environment is worth protecting.”

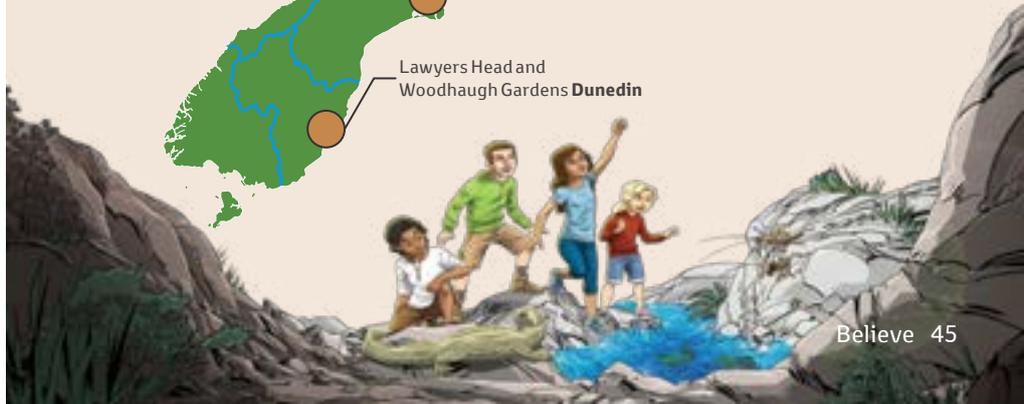
The programme allows young people to engage with the natural environment and want to care for it now and into the future.

Toyota Kiwi Guardians is about inspiring tomorrow's leaders to protect our land and its birds and animals, says Alistair. It highlights family-friendly activities at specific sites that support kids to engage their senses, take risks and, ultimately, earn themselves medals in the outdoors.

With summer fast approaching, families can get started on their adventures today by visiting [www.kiwiguardsians.co.nz](http://www.kiwiguardsians.co.nz)



### The most popular Toyota Kiwi Guardians sites:





# THE EDGE OF YOUR SEAT

BY RICHARD GEE

**THE TOYOTA 86  
CHAMPIONSHIP IS  
ALL SET TO BE A  
CLIFFHANGER!**





**The sixth Toyota 86 Championship will once again be a major focus for domestic motorsport fans, and will unquestionably be the busiest and most closely fought championship in the history of the category.**

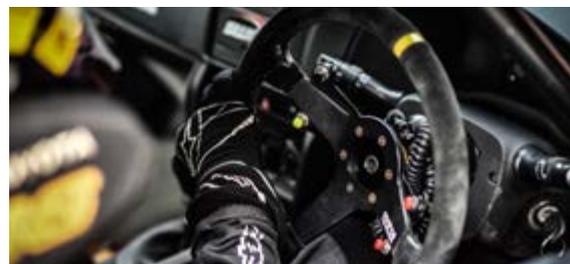
A field of 17 drivers is expected to take to the track when the season begins at the Supercars Championship event at Pukekohe Park in the first weekend in November. The series then slots in as one of the major attractions in the largest and most significant motorsport series in the country – the SpeedWorks MotorSport NZ Championship series. This is where the major national titles in motor racing are fought out every year.

The series takes in some of the biggest racing events and the best motor racing circuits on offer in New Zealand, and as well as running on both the new and old configurations of the Pukekohe Park track will visit two tracks in the South Island. First it's the fabulous, state-of-the-art Highlands Motorsport Park in Cromwell and then it's the iconic Teretonga Park, which is interestingly the southernmost race track in the world.

After that the Toyota 86 Championship will return to the North Island to be part of the New Zealand Grand Prix meeting at Manfeild: Circuit Chris Amon in February, before concluding at Hampton Downs Motorsport Park in North Waikato in March. And to finish off a great summer of racing, the drivers will compete in a one-hour endurance race at Bruce McLaren Motorsport Park, Taupō in April.

With more talent running in the series than ever before, and with a unique-to-Toyota rule where valuable data from the fastest lap of each session will be shared with teams and drivers, margins between racers will be negligible and it will be a worthy winner indeed who takes the crown in March.

Testing and preparation for the drivers are already at a high level, with each driver looking to gain an advantage in as many areas as possible – data analysis, physical fitness, simulator time and more besides. It's all happening right now and helping to shape and refine the best up-and-coming racers in New Zealand today into champions of tomorrow. No fewer than eight of the racers competing this coming season have been through New Zealand's Elite Motorsport Academy, where the best learn what's required to make a successful career out of motor racing.



There's also a bit more at stake for the drivers than a national title. This year's prize for the champion rookie racer will be an international race-driving experience.

If you cannot make it to any of the events – and we strongly recommend that you do – you will be able to catch them all on live web-streams or as highlights packages on TV after each round.



**THE SERIES TAKES IN SOME OF THE BIGGEST RACING EVENTS AND THE BEST MOTOR RACING CIRCUITS ON OFFER IN NEW ZEALAND TODAY**

# THE home straight

BY RICHARD GEE

## TOYOTA'S HIGH-PROFILE INVOLVEMENT IN NEW ZEALAND MOTORSPORT IS SET TO CONTINUE FOR A LONG TIME.

Its motorsport arm, Toyota Racing New Zealand, is now well established at its Hampton Downs Motorsport Park facility in North Waikato, where the fleet of Tatuus single-seater race cars used in the annual Castrol Toyota Racing Series (TRS) and some of the Toyota 86 Championship sports coupes are based.

The Toyota 86 Championship has been at Hampton Downs for 12 months now, after having previously been located at Mt Richmond, Ōtāhuhu.

"We have a long-term lease of the facility," explains Motorsport Manager Mark Whittaker. "I don't see any changes for a while. Toyota New Zealand has invested heavily in this facility and the cars."

Preparations for the coming season are well advanced with the rebuilding of the 20 single-seaters used in the five-round TRS, which starts its 15th season at Highlands Motorsport Park, Cromwell in the weekend of January 12 and 13.

Five full-time staff work at the Hampton Downs facility. Mark is supported by TRS Category Managers Sarah Brown and Nico Caillol, while Josh Greenland is the Technical Manager for the single-seaters and Bruce Airey fills a similar role for the 86s.

They are backed up by contractors. Lou Schollum is responsible for the

Sadev six-speed gearboxes used in the TRS cars, while David Gouk cares for all the 1.8-litre motors fitted to every car. Those major components should be ready to slot into the cars by the end of September-early October.

Josh is responsible for the other components – suspension, steering and brakes – that bolt on to the carbon-fibre chassis, which are about to start their fifth season.

Operating from Hampton Downs, where all the operations are centralised, has made life a lot easier, says Mark. "Organising testing is much easier. The track is just outside the door."

Testing since last summer's racing finished has been aimed at continually improving the cars, rather than finding better outright performance.

Toyota also uses the facility on a regular basis, with its own corporate hospitality suite situated above the start-finish straight.

Visitors to the facility can get a good view of everything that goes on at Toyota Racing New Zealand.

One wall of the workshop has floor-to-ceiling glass with the adjoining

museum and café, which also incorporates a roastery. From there the public can watch as the 20 TRS single-seaters and Toyota 86 Championship cars are worked on.

"It's an attraction in its own right. We have nothing to hide because all the cars are prepared to be equal so that drivers' abilities make the main difference out on the track."

No decisions have been made on how the TRS might develop. The 'halo' roll-cage-like structures used in Formula One and Two have now appeared in some Formula Three categories and are likely to be more widespread in Europe in 2019.

"We can't retrofit them to the TRS," says Mark.

There is also speculation about the hybrid technology used in Formula One and Two filtering down to lower formulas.

"We're staying as we are for now," says Mark. "We are watching how the other related international categories develop their cars and safety systems, and will plan accordingly."



In the immediate future Toyota Racing New Zealand is looking forward to a big summer in 2018 and 2019.

Interest in the Toyota 86 Championship is at an all-time high, and Category Manager Geoff Short expects to see 17 cars on the grid for the first round in November.

That series continues until the final round at Hampton Downs on March 9 and 10 next year.

It includes rounds at Highlands Park and Teretonga in the South Island as well as the Grand Prix Manfeild: Circuit Chris Amon, near Palmerston North, on February 9 and 10.

Young, up-and-coming international drivers are being courted for the TRS.

Nico has been talking to drivers, their managers and sponsors contesting Formula Four, Formula Renault 2.0 Eurocup and Formula Three in Australia, Asia, North America and Europe, with a view to assembling a high-class field for the championship, which finishes with the New Zealand Grand Prix at Manfeild.



### **THE FULL SCHEDULE FOR THE 2019 CASTROL TOYOTA RACING SERIES IS -**

**January 10-13**  
**Highlands Motorsport Park, Cromwell**

**January 17-20**  
**Teretonga Park, Invercargill**

**January 24-27**  
**Hampton Downs Motorsport Park, North Waikato**

**January 31 - February 3**  
**Bruce McLaren Motorsport Park, Taupo**

**February 7-10**  
**Manfeild Park, Feilding**

### **THE FULL SCHEDULE FOR THE TOYOTA 86 CHAMPIONSHIP IS -**

**November 2-4**  
**Pukekohe [with Supercars]**

**December 7-9**  
**Pukekohe short track [no back straight chicane]**

**January 11-13**  
**Highlands Motorsport Park, Cromwell [with Castrol Toyota Racing Series]**

**January 18-20**  
**Teretonga Park, Invercargill [with Castrol Toyota Racing Series]**

**February 8-10**  
**New Zealand Grand Prix at Manfeild, Circuit Chris Amon, Manawatu [with Castrol Toyota Racing Series]**

**March 9-10**  
**Hampton Downs Motorsport Park, North Waikato**



**SPREADING THE  
WORD ACROSS THE  
RACING WORLD**

**BY RICHARD GEE**

Winning in TRS this coming season will give young racers FIA Super Licence points to help their Formula One aspirations

Man on a mission – Nico Caillol



**The road to the 2019 Castrol Toyota Racing Series is one that Category Manager Nico Caillol is a long way down. He's just completed a monster three-month trip visiting some of the busiest motor racing countries and series in the world, in his quest to bring the best young single-seater drivers to New Zealand in 2019 and beyond.**

The trip, which included a week in Australia, two weeks in the United States, a week in Malaysia and two mammoth five-week stints in Europe, looks to be hitting the mark for the Castrol Toyota Racing Series team, with well over 100 drivers and teams briefed on what to expect from the championship next season.

The big news for all prospective drivers next year is that the Toyota Racing Series can secure points towards a vital FIA 'Super Licence' – the elite racing licence required to race in Formula One. All of the top-placed drivers in the next championship will get points towards that 'holy grail' of motorsport licences, and it was a message that Nico says was well received by everyone he met.

"It's quite a wide audience you aim to speak to, so drivers, managers and parents are key," explains Nico. "Everyone we managed to speak to could see the value and benefit in taking part in the series, because it is not only the only 'winter' series that provides FIA Super Licence points, but also the most cost-effective way to go racing at that time of year, and quite simply the best way to be race sharp for their main Northern Hemisphere seasons.

"In Australia we attended the Formula Four AUS round at Phillip Island, and we visited the IndyCar meeting in Road America in the United States to talk to USF2000, and Pro Mazda racers and the Formula USA meeting in Mid-Ohio. In Malaysia we attend the new Formula Three Asian series to see the new product from our partner Tatuus, and in Europe we visited all the series that are the core market for us, so Formula Four in Italy, the United Kingdom, Germany and France; Eurocup FR2.0; FIA European Formula Three; British Formula Three; and Open Euroformula. So yes, we did a lot of miles spreading the word and briefing potential drivers!"



The Castrol Toyota Racing Series offers a level playing field and a fantastic compact season of racing for up-and-coming single-seater drivers

***"It's quite a wide audience you aim to speak to, so drivers, managers and parents are key"***



# PEACE OF MIND

by Kellie Gillibrand



Over the centuries people have joined together and cooperated to reduce the risk of events such as fire, accident and theft. Living in groups reduced the risk of attack by wild animals or other people and increased the amount of food that people could gather or hunt.

Similarly, people today buy insurance by paying money into a pool to replace or repair damaged or stolen cars or belongings, to rebuild houses or to help them recover from an accident.

Insurance is 'pooling' the money of many to support those who have money in the 'pool' and are unfortunate enough to have suffered a loss.

Insurance plays an important part in people's lives by taking away the worry and helping the whole community. It gives peace of mind, allowing people to get on with their lives.

## TOYOTA INSURANCE HISTORY

In 2001 Toyota Financial Services commenced selling Toyota Insurance via broker Heath Lambert. In 2004 Marsh bought out Heath Lambert and, shortly after, the decision was made to move away from the brokerage model and establish a fully owned subsidiary of Aioi Japan to take over the role of New Zealand agent.

The New Zealand branch of Aioi Insurance Co. Ltd was registered in May 2009, and in January 2012 the branch was granted a provisional licence by the New Zealand Government and a full licence was granted in March 2013.

*Aioi Nissay Dowa Insurance Co. Ltd has a financial strength rating of A+ (Stable) given by A.M. Best company and A+ (Strong) given by Standard & Poor's.*

## PUTTING THE CUSTOMER FIRST

We know that customers are no longer happy simply to consume. They push, they pull and their expectations of service are at the highest they have been in decades. Understanding our customers' experiences throughout their journeys with us provides us with an opportunity to identify any pain points and gives us knowledge of what customers want so that we can adapt and adopt processes and policies to meet their needs. Each customer is not a number; they are a life partner.



## WHEN SOMETHING GOES WRONG

**Life has a way of doing that – it can take a financial toll**

It may be a grudge purchase, but obtaining vehicle insurance is as essential as owning the car itself. You may, like me, be totally convinced that you are a perfect driver. However, the unpredictability of maniacs and the condition of our roads mean car insurance is necessary.

This is where we can help you, with our bells-and-whistles, comprehensive motor vehicle insurance. This is the highest form of cover and will give you the greatest peace of mind.

However, we don't stop there. We understand that many businesses own a number of cars they rely on each day. We offer a Fleet Insurance policy specifically designed so that the vehicles can be under one policy. This policy type is a better fit and is easier to manage than having numerous policies for individual vehicles.

**Providing peace of mind, so that you can make your Toyota Finance repayments without your salary being affected**

It is important to make the most of life, but we understand that things may not always go to plan. Everyone's circumstances are different, so Toyota has Payment Protection options designed to best meet your needs.



## INTRODUCING OUR NEW CEO

On March 1 2018 Gael Knight, former Toyota Vehicle Insurance CEO, stood down to enjoy her retirement. We understand the importance of a great CEO to a growing company.

Following an extensive search, Simone Labady was appointed as the new CEO on April 23.

The Board was impressed with her mix of commercial expertise and deep operational experience. We are confident she is the right person to lead Toyota Vehicle Insurance forward.

Simone has worked for a number of Australia's largest motor vehicle insurers, including CGU Insurance, AAMI and the Royal Automobile Club of Western Australia.

Simone brings with her an amazing amount of experience, including leading a number of complex projects during her career and providing outstanding leadership.

"The industry is always changing, whether that be through legislation, new competitors or new technologies, which means that we can look for ways to improve our business. I am keen on new technologies that help us to do things more quickly and improve our business even more. The customer is the backbone to our success and I know that the decisions we make daily keep them coming back time and time again."

- Simone Labady was born an Aussie, however is quickly becoming a Kiwi with her love of New Zealand, especially the All Blacks
- She loves listening to music, going to art galleries and eating delicious foods

# PATH TO SUCCESS

Mitchell Handcock



**For four years, four groups of graduates have embarked on careers with Toyota through the Dealer Graduate Programme, with the next recruitment drive happening as Believe goes to print.**

The programme recruits graduates directly into dealerships, where they get training and in-dealership experience as well as short rotations at our corporate head office and other award-winning dealerships. During the two-year programme, graduates are involved in various projects aimed at learning the business and looking for continuous improvement opportunities, with the ultimate goal of starting their career paths at one of the 24 Toyota stores in New Zealand.

The programme covers three key areas:

- 1 Customer focus**  
By getting to know the customer side of the business they'll learn and improve on what makes Toyota the number one trusted brand in New Zealand. Because their ideas count, they'll also get to develop recommendations to enhance customer relations at a dealership.
- 2 Business skills**  
There will be a chance to hone their business skills with one of the best brands in the world, working directly to really understand Toyota and what it means to be a global business.
- 3 Strategy**  
Recruits can make a difference to Toyota right from the start by contributing ideas to enhance the sales and customer operations of their Toyota store. Their fresh perspective is appreciated.

Chris Rogers



**“IF YOU WANT TO SUCCEED, DON'T EXPECT AN EASY NINE TO FIVE. IT IS A SEVEN-DAY OPERATION WITH LONG HOURS, AND YOU HAVE TO LEARN HOW TO MANAGE LARGE PEAKS AND TROUGHS.”**

- Chris Rogers

Through the leadership programme recruits get to discover plenty about themselves; strengths are worked out and then recruits are equipped with the necessary experience and tools to gear up for future leadership positions within Toyota's network of dealerships.

One of the attractive natures of the programme is its flexibility and the ability to tailor to the unique growth of the individual graduate. Of the original intake, three of the five graduates stayed in the programme until its end, with appointments at both Toyota stores and Toyota's head office at the end of their training periods. Of subsequent intakes, most of the recruits are still working their way through the two-year programme.

The programme has evolved and been tweaked from the initial intake to ensure that the recruits are well equipped for their end appointments, with the expectation that at the end they will be ready to apply for leadership roles at Toyota stores in New Zealand.

Henry McCook was part of the first graduate intake in 2015, having heard about the programme at a university seminar. He'd always been interested in cars, especially the Hilux and the Land Cruiser, but was drawn by brand reputation. Before the seminar though, he admits, he'd never considered a career in the motor industry, yet after hearing about the programme and the opportunities it offered, he was hooked.

Mitchell Handcock and Chris Rogers joined the second intake in 2016. Their journeys have had similarities but are uniquely individual as well.

Both Henry and Mitch started out with Toyota's head office new vehicle team, while Chris gained his initial experience in the used vehicle team.

It was there that they learned aspects of the sales and logistics processes. After six months Henry and Chris moved into the dealer network; Henry was placed with Miles Toyota in Christchurch and Chris with Auckland City Toyota. Mitch stayed at Toyota's head office for an additional two months before moving

to Pacific Toyota. After Mitch had spent nine months at Pacific Toyota, he felt that Tauranga was the place where he wanted to put down some roots. He negotiated an early release from the programme and assumed a full-time role as a New Vehicle Consultant.

A similar course of events occurred for Chris, who filled in for a Business Manager role at Auckland City while he was in the programme. He too left the graduate programme, and assumed a position with the dealership in a permanent role as Business Manager. Within a few months Chris was further promoted to Group Senior Business Manager, overseeing the three Auckland City dealerships in finance matters.

Henry gained more experience at corporate head office, this time with the service department, before heading to Hamilton to assist with the name change and brand name changeover (from Waikato Toyota to Ebbett Toyota). He also assumed other roles, including in the area of environmental certification and health and safety. Henry's last placement was to Rangiora Toyota, where he assisted with the rollout of a centralised and integrated dealer database. He's now the Business Finance Manager at Rangiora Toyota, responsible for finance and leasing to individuals and businesses.

All agree there have been highlights along the way and learnings that have improved the programme to what it is today.

The graduates interviewed enjoyed having experience in all the areas of the business, both corporate and dealer based, saying that it gave them good insights into how each

area works at distributor level and at a dealership. It gives the recruits a sense of how the operations all work towards one goal.

They agreed, though, that there were challenges throughout the programme – challenges of how busy it could be, and managing the peaks and troughs in workflow.

Chris says, "If you want to succeed, don't expect an easy nine to five. It is a seven-day operation with long hours, and you have to learn how to manage large peaks and troughs."

Advice for anyone contemplating the industry from Chris: "As a graduate you will likely be the youngest in the business among people who have been in it for decades, so you need to respect the experience they bring while also backing yourself to challenge them and present new ideas. It is a very diverse and enjoyable industry, but hard work."

Advice from Henry is: "Be adaptable. This industry is constantly changing and requires you to move with it."

And from Mitch: "The industry can have its ups and downs, but when it's good it is very good. Also, be prepared to learn a lot!"

Henry McCook





## TOYOTA PROMISE

We must never stand still.

Where others might rest, Toyota will move forward and seek out opportunities to do even better.

### Our eight 'Believe' statements



#### **We believe every day's an opportunity to improve.**

We're a company whose eyes are always on the road ahead. Working to find ways to be safe. Go faster. Go further on a tank of gas. To help the Earth go further on its limited resources. We strive for continuous improvement in everything we do. It's not a motto. It's not a mission statement we hang on the wall. It's the way we do things. We believe there is no best – only better.



#### **We believe that if you can dream it, you can do it.**

We will continue to set ourselves seemingly impossible goals and continue to strive to achieve them.

For example, Prius came from a goal of building a car that would set a new standard in energy use and reuse. Prius c is an innovative, smaller city car that doesn't compromise on interior space or safety. Our latest goal is to build a car that makes the air cleaner as it drives. Of course this sounds impossible, but nonetheless our engineers are aspiring to do just that.



#### **We believe a better tomorrow starts today.**

We must always think of the long-term social and environmental consequences of our actions and constantly work towards a better tomorrow. We know that although motor vehicles can transform lives and communities for the better, they can also have a detrimental effect on natural resources, carbon emissions and quality of life. And mere concern is not enough; we have to take responsibility and do lots of small and not-so small things today, to help make a big difference in the future. This means we need to make our vehicles more environmentally responsible.

So, we must constantly:

- Improve how they are built by making our factories more environmentally friendly. We've begun to do this by introducing paint booths to the Thames Vehicle Operations centre. We have now converted our Thames refurbishment processes to use water-borne paints.
- Improve the materials they are made from. By taking care to use the minimum amount of materials, and choosing more easily recyclable materials, we'll help to avoid the unnecessary depletion of the Earth's scarce natural resources.
- Improve the way our vehicles are sold and serviced. Toyota New Zealand and the Toyota Network have a strong commitment to environmental certification standards (Enviro-Mark) and work within a programme of continuous improvement.
- Lessen the impacts of the use of our vehicles. We aim to ensure the lowest possible running costs, fuel consumption and emission footprint.

Toyota products and services will represent the finest in quality and value, to improve life for our customers, while respecting the Earth's limited resources.

Our efforts will be guided by two principles: continuous improvement and respect for people. This simply means that we honour our customers as welcome guests and serve them in the manner they desire. We respect the time and priorities of our customers and colleagues. We practise the belief that 'there is no best, only better'. Together, we will bring this commitment to life at every opportunity, for every customer.



### **We believe in respecting others.**

We listen to our customers, our Toyota Network and New Zealanders to help determine our course. Internally we have many forums for discussion; externally we survey our customers when they purchase new and Signature Class vehicles.

We welcome feedback to Toyota New Zealand's unique Customer Dialogue Centre. We also endeavour to honour each other and our customers by acting with courtesy and integrity in all our dealings. We respect the time and priorities of others by being efficient and communicating as clearly and simply as possible; treating our customers as guests and serving them in the manner they desire and deserve.



### **We believe in trying to make a difference.**

The core of Toyota's business is making vehicles that help people lead better lives. Whether they need transport to get to work, school or carry out a job, or vehicles that enrich their families' everyday lifestyles, we try to make vehicles that make a difference. It also means we support causes like Parenting Place that are working towards making New Zealand a better place.



### **We believe in working together.**

The Toyota team satisfies its customers by working together—whether we're designers, engineers, production workers, Toyota New Zealand, Toyota Financial Services, dealer sales teams or service and parts technicians. With the underlying philosophy of respecting others, the entire Toyota team works on a basis of mutual trust and co-operation. For us, Team really does mean Together Everyone Achieves More.



### **We believe good things stand the test of time.**

Every day, we build quality products. We expect a Toyota's life to be measured in decades and hundreds of thousands of kilometres of motoring, because it's in that lifetime of use that our customers experience the real value of a Toyota. In the event that something goes wrong, we stand behind our products with inclusive warranties, country-wide Toyota Network, our dedicated Customer Dialogue Centre and a comprehensive replacement parts' supply operation.

### **We believe in going the extra mile.**

We will go the extra mile to deliver our customers an outstanding level of service. Service that matches our outstanding product quality. Consequently we provide our dealership staff with the technical skills and product knowledge to ensure they can do just that. If something goes wrong, our Customer Dialogue Centre will help resolve the issue.



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