

Overseas Initiatives

Accelerating Environmental Initiatives as Global Toyota

Management

Promoting Consolidated Environmental Management

Toyota asks companies conducting business overseas to implement "top level environmental responses based on actual conditions in each country and region" regardless of whether they are engaged in manufacturing or sales.

In July, Toyota presented guidelines to 26 automotive-related production companies, with four key action items that it requires, as indicated in the table below. At the same time, Toyota also requested that each company create an environmental action plan covering the period until FY2005. All the companies had submitted plans to Toyota by December 2000 and began their initiatives in April 2001.

These 26 companies account for approximately 95% of Toyota's overseas automobile production.

In February 2001, Toyota presented guidelines to 17 overseas distributors, that encourage both environmental responses by the distributors themselves and the promotion of such responses by their downstream dealers. As part of these guidelines, Toyota has requested that the distributors draft environmental action plans for FY2001, outlining their activities and goals to reduce environmental impact in key areas. Toyota also calls on dealers, particularly those with service shops, to define organizations responsible for environmental matters, implement environmental management, comply with laws and regulations, strive to receive zero complaints from the local community, implement thorough recycling, and appropriately manage hazardous substances, wastewater, and waste fluids as well as chemical substances.

These 17 distributors account for approximately 85% of the number of vehicles sold overseas.

With respect to other types of businesses (excluding L&F), Toyota conducted surveys of

current conditions for 12 companies and requested them to create action plans for FY2001.

Second Toyota Global EMS Liaison

Toyota held the second Toyota Global EMS Liaison in Toyota City for three days in March 2001 in order to promote and improve environmental management by overseas affiliates. There was a shift from the purposes of last year's meeting which were information exchanges and network-building. This year's meeting focused on programs that explained thoroughly the main points of consolidated environmental management and introduced actual case studies. Facility tours, as seen on the chart on the right page, were conducted as well.

One participant commented that "this year's meeting was a wonderful opportunity to meet colleagues from around the world, and I was able to build a network from this, which will be very useful in making Toyota's environmental management the top in the world" and another said, "the programs were extremely well organized, and it was a great opportunity to create networks with Toyota representatives from countries all over the world."



The Second Toyota Global EMS Liaison

Overseas Consolidated Environmental Management Initiatives

	Automotive-related production companies (26 companies) *1	Overseas distributors (17 companies) *2	Other companies (12 companies) (excluding L&F)
April 2000	<ul style="list-style-type: none"> New Toyota Earth Charter established Third Toyota Environmental Action Plan drafted Information on consolidated environmental management presented to all affiliates under Toyota's direct control All companies requested to appoint Director responsible for Environmental Affairs → completed in May 		Surveys of current conditions
July	<ul style="list-style-type: none"> Toyota Guidelines announced <ol style="list-style-type: none"> Reducing CO₂ emissions Reducing substances of environmental concern Reducing waste Conserving water sources Request made to create environmental action plans covering the period until FY2005 		
February 2001		<ul style="list-style-type: none"> Environmental Guidelines for overseas distributors presented <ol style="list-style-type: none"> Promotion of in-company environmental responses and environmental responses by dealers Understanding and evaluation of demands by each country and local society Promotion of external understanding and awareness 	
March	<ul style="list-style-type: none"> Toyota Global EMS Liaison 		
From April	<ul style="list-style-type: none"> Environmental actions launched (and continued thereafter) 	<ul style="list-style-type: none"> Environmental Action Plans created by the end of FY2001 Implementations to start in FY2002 (and continued thereafter) 	

- The same requests were made to Toyota products production companies (overseas joint ventures) that are not subject to consolidated accounting but are large in size
- The same requests were made to distributors that are not subject to consolidated accounting but that sell a large number of vehicles

Overseas Automotive-related Production Consolidated Companies (26 companies Subjected to Consolidated Environmental Management)

Region	Under Consolidated Accounting	Under Production Consolidation
North America	7 companies (TMMK, TMMI, TMMC, etc.)	1 company (NUMMI)
Europe	1 company (TMUK)	—
Asia and Latin America, etc.	11 companies (TASA, TMT, etc.)	6 companies (TSAM, ASSB, etc.)

Overseas Distributors (17 companies Subjected to Consolidated Environmental Management)

Region	Under Consolidated Accounting	Under Production Consolidation
North America	1 company (TMS)	2 companies (TCI, SERVCO)
Europe	8 companies (TGB, TDG, etc.)	—
Asia and Latin America, etc.	3 companies (TMCA, TMCL, etc.)	3 companies (HoTai, TSAM, etc.)

See p. 90 for the official names of overseas affiliates

Management Report Meetings/ Environmental Meetings Held for Overseas Consolidated Companies

As with last year, sessions were held in May and June 2001 using management report meetings as an opportunity to promote environmental understanding among top management of overseas companies.

Concerning production, discussions were held on the following topics in order to reinforce actions taken in conjunction with consolidated environmental management:

- (1) holding Production Environment Meetings in each region
- (2) actions intended to reduce environmental risk
- (3) utilization of environmental information network systems

Toyota also explained and made proposals concerning specific methods of promoting overseas distributors' environmental management systems, and discussions were held on this issue.



Environmental Meeting

Issuing Purchasing Guidelines Regarding the Environment in Europe and North America

Toyota issued "Toyota Environmental Purchasing Guidelines" for use in Europe and North America as well as to its suppliers in order to promote reductions in environmental impact.

In August 2000, TMMNA¹ in North America and in April 2001 TMEM² and TMME³ in Europe presented the guidelines to subject companies that supply raw materials, supplementary materials, parts, and component parts to Toyota production businesses. The guidelines call for:

- (1) acquisition of ISO 14001 certification
- (2) submission of environmental data concerning prohibited substances and chemical substances
- (3) hazardous material transportation management



Toyota Environmental Purchasing Guidelines Europe

Incorporating the Environment into the Daily Activities of Distributors and Dealers

TMME, which oversees sales in Europe, created the Toyota Top Team Award in 1999 to recognize distributors that achieve outstanding results. The environment was added to the categories subject to review in 2001 (January to October). Active environmental action and sales of the Prius, a vehicle with low environmental impact, were considered important elements of the award.



Toyota Top Team Award 2001 Brochure

TMME also revised the requirements European Toyota dealers must comply with. The new requirements now incorporate environmental aspects concerning the facilities of dealers and service shops.



New standards that include environmental aspects

■ Toyota Global EMS Liaison

	First Liaison (October 1999)	Second Liaison (March 2001)
Main purposes	<ul style="list-style-type: none"> ● Information exchanges, formation of personal relationships ● Network-building among environmental managers 	<ul style="list-style-type: none"> ● Thorough explanation of the main points of consolidated environmental management ● Application of environmental activities to other organizations through actual cases of improvement
Main programs	<ul style="list-style-type: none"> ● Third Environmental Action Plan, exchange of opinions concerning environmental management ● Introduction of issues in regional subcommittees 	Exchange of opinions concerning consolidated environmental management Announcement of examples of actions from overseas businesses On-site tours of plants (Tsumi and Takaoka) and a dealer (Nagoya Toyopet)
Participants from overseas affiliates	35 persons from 22 companies	56 persons from 34 companies
Program duration	Two days	Three days

1. TMMNA:
A company overseeing Toyota's North American production
2. TMEM:
A company overseeing Toyota's European manufacturing companies
3. TMME:
A company overseeing Toyota's European marketing and product development

See p. 90 for the official names of overseas affiliates

Newly established ECO Office and Activities of NAEC

In March 2001, Toyota Motor Sales USA (TMS) established an Environmental Coordination Office (ECO) and began activities to engage in cross-divisional responses to key environmental issues including product environmental strategy, facility environmental management, recycling, and promoting further environmental actions by dealers throughout the United States.

As one aspect of the ECO activities, the Environmental Assistance Network (EAN) is a support system designed to ensure the efficient implementation of environmental responses by dealers.

Specific activities include creation of an environmental website for Toyota dealers, which offers a variety of information including regulatory updates, access to environmental newsletters, lists of contacts at environmental agencies around the United States, and access to an environmental hotline with real time answers to questions concerning the environment by specialists.



The manual distributed to dealers for utilizing EAN

In addition, the North American Environment Committee (NAEC), which was established in February 2000 to provide a forum for North American affiliates to discuss environmental issues and their countermeasures, held meetings in June 2000 and February 2001. At the meetings, the participants discussed and exchanged information on a variety of topics including the next Environmental Report, the green labels of the Environmental Protection Agency, and the current fuel situation in the United States and Canada.

Two Overseas Affiliates Issue Environmental Reports

In January 2001, Kuozui Motors, Ltd., which produces vehicles for Asian markets, became the first Taiwanese company to issue an environmental report (the 2000 edition was 64 pages). In March, TMMNA, a company overseeing Toyota's North American production, issued an environmental report (60 pages) covering eight production companies in the United States and Canada (five vehicle assembly companies and three unit production companies). TMMNA also included the information on its Web site and received approximately 400 comments and inquiries in the first two weeks.

The reports include data on environmental management systems and environmental specification data on produced vehicles as well as data on the energy and water volume used, the volume of VOCs released, and the volume of substances of environmental concern released during production (1997 to 1999).

The North American report focused on the production area, but in future the report will also include data on products, distribution, and recycling.



The environmental reports released by TMMNA and Kuozui Motors

*TMMNA's Environmental Report can be accessed at <http://www.toyota.com/environment>

Products

Launch of the Prius in European and American Markets

Toyota began sales of the hybrid car Prius in North America in July 2000 and in Europe in September of that year. A total of approximately 14,200 vehicles were sold by the end of May 2001.

The Prius corresponds to a Super Ultra Low Emission Vehicle (SULEV) under the California emissions standards as well as Step 4 under the emissions regulations that will come into force in Europe in 2005.

Recognizing the high environmental performance of the Prius, it was announced in April 2001 that the City of New York purchased 231 Prius (Department of Design and Construction, Department of City Planning, Department of Health), MTA NYC Transit, the largest public transportation agency in North America, purchased 56 Prius for use as bus route-setting vehicles and support vehicles, and the State of New Jersey purchased 33 Prius for car pools and port management, for a total of volume purchase of 320 vehicles.



MTA NYC Transit President Lawrence G. Reuter (left) and TMS Executive Vice President Jim Press

In FY2000, Toyota also launched the following vehicles in the United States as Ultra Low Emission Vehicle (ULEV) compliant vehicles; Lexus LS430, Lexus GS430, Sequoia, and Lexus SC430.

In the European market, Toyota began sales of Lexus LS430, Lexus GS430, and Avensis as Step 4 compliant vehicles.

Toyota is also conducting a range of activities in Europe designed to promote understanding of the advanced nature and high environmental performance of the Prius and to encourage sales. One example is that Toyota Motor Italy (TMI) donated the Prius to eight major Italian cities including Rome, Genoa, and Florence.



President Norio Kitamura of Toyota Motor Italy presents a Prius to Mayor Giuseppe Pericu of Genoa

Production

Start of Operations at French Plant Aiming for Top-Level Environmental Response

In January 2001, the French plant (TMMF) began operations in Valenciennes in northern France. Toyota has sought to achieve top level environmental responses in Europe under its concept "Green, Clean, and Lean, Factory 21" since the construction preparation phase and is conducting plant construction that minimizes environmental impact by establishing the following goals:

- (1) minimize energy use by maintaining a compact plant size
- (2) achieve top-level standards through reduction of VOC emissions
- (3) from the start of operations, promote zero landfill waste activities

With respect to reductions in VOC emissions, Toyota installed a model process developed for the French plant, following successful trials at the Takaoka Plant. Regarding landfill and combustion waste, Toyota adopted the zero landfill waste activities incorporated by the Tsutsumi plant.

Also, along with the start of plant operations, Toyota began P-D-C-A activities based on an environmental management system and plans to obtain ISO 14001 certification in the near future. In order to carry out this plan smoothly, TMMF conducts environmental education using the curriculum described below for all of its employees.

Examples of Environmental Education Programs Implemented for TMMF Employees

Content
Explanation of Toyota's environmental policies through videos and Environmental Reports
An overview, the necessity, case studies, and activity key points of ISO 14001

See p. 90 for the official names of overseas affiliates

Requesting Action from North American Companies by Determining Important Items

Toyota has large scale overseas production bases in North America: five vehicle assembly companies and three unit plants and they produced a total of 1,104,000 vehicles in 2000.

Toyota asked the companies to establish medium term goals for their Environmental Action Plans based on an understanding of regional conditions. The companies set particularly high standards for their basic unit goals in conducting the items deemed important, as indicated below:

- (1) contributing to the prevention of global warming (reduction of energy use)
- (2) management and reduction in use of substances of environmental concern (VOC, TRI/NPRI response)
- (3) reducing waste and conserving resources
- (4) conserving water resources

In addition, TMMNA, which oversees production in North America, recognizes excellent companies by awarding them with the "Environmental Improvement Award" as part of its continuous efforts to promote environmental activities in the area of production. The companies that received this award in FY2000 are shown in the table below.

Overall Winner	TMMC
Excellence in Reducing Energy Usage	TMMK, TMMC
Excellence in Reducing Waste	TMMK, TMMI, TMMC
Excellence in Reducing VOC	CAPTIN, TMMK, TMMC
Excellence in Reducing Water Usage Volume	TMMI, TMMC



TMMC President Takanori Sakagami (center), TMMC Vice President Ray Tanguay (left), and TMMNA President Teruyuki Minoura (right) at an award ceremony

Providing Support to Companies in Asia and South America

Toyota provides active support to 20 plants under 17 companies in Asia and South America for their environmental activities.

In FY2000, Toyota proposed guidelines for drafting Environmental Action Plans by each company and provided the following support to supervise the drafts and to ensure steady progress:

- (1) individual support by visiting local sites for 13 companies in 10 countries (April-May, October-November)
- (2) accepted environmental trainees from TMT (Thailand), TMP (Philippines), TDB (Brazil), TDV (Venezuela), ASSB (Malaysia)
- (3) individual support once every two months based on monthly environmental reports at each site

Recycling

Responses to EU ELV (End-of-Life Vehicles) Directive by Country

The Recycling Working Group under the TMME Environmental Committee is actively tackling a variety of recycling issues in Europe including responses to the EU ELV directive effected in October 2000.

In addition, Toyota is continuously making efforts to improve the environmental performance of each country by holding twice a year the European Environmental Meeting which is attended by all European distributors. At the meeting, exchange of information and ideas and examination of environmental and recycling issues including ELV responses take place among distributors and dealers. For example, in May 2000 the European Environmental Meeting was held in TMME (Belgium) and the two-day program was attended by 29 environmental managers from 17 countries. Details of the program are presented below.

Regarding the application of the EU ELV



TMME Environment Affairs Coordination office General Manager Willy Tomboy (right) discusses ELV-related issues at the European Environmental Meeting

directive to the domestic law of each country, Toyota is actively providing responses to adopt to each country, through cooperative efforts between government, related industries, distributors, etc.

Promoting Appropriate Processing of Waste and Recycling with Dealer Environmental Guidelines

The "Dealer Environmental Guidelines," provide important guidelines on appropriate processing, management, collection and recycling systems for the waste generated by dealers' service shops. Toyota distributed them to distributors, including those subjected to consolidated accounting in approximately 60 countries. In order to construct a comprehensive waste processing and recycling system that utilizes the local infrastructure by the dealers, distributors are promoting their own support activities such as drafting their own guidelines for dealers.

Until now, most of the distributors have created guidelines in order to improve environmental actions of dealers and Toyota has supported these efforts in a variety of ways. This system has been reevaluated, strengthened and is being implemented all at once worldwide.

■ Main Content of the European Environmental Meeting, May 2000

First Day	<ul style="list-style-type: none"> ● Explanation of overview of EU directive regarding ELV ● Keynote address and TMME's basic strategy ● Case studies of Denmark, the Netherlands, Sweden, Belgium, and U.K. ● Management case studies on waste management by dealers (Germany, France) ● Examples of implementing ISO 14001 procedures (TAAB) ● Goals of Dealer/Distributor Working Group ● General Discussion
Second Day	<ul style="list-style-type: none"> ● Tour of automobile dismantling and shredding companies



See p. 90 for the official names of overseas affiliates

TKM

(India)

Drastic Reduction of VOC Emission through Steady Environment Improvement Activities

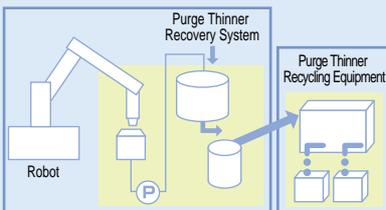
Toyota Kirloskar Motor Ltd. (TKM) is located on the southern tip of the Deccan Plateau in central India. The company was established in 1998 and began operating in December 1999. Currently, its 1,500 employees produce 32,000 Qualis annually. Since inception TKM has been active to achieve the top levels in the region in its environmental responses.

Emphasis on Environmental Preservation from the Production Preparation Stage

From the perspective of thorough proactive prevention measures, TKM planned the introduction of facilities and equipment that could meet high environmental standards, by thoroughly verifying the maintainability of equipment after the start of production and the profitability of investment.

As a result, TKM has introduced a variety of equipment including the latest purge thinner recovery system used during painting processes, equipment to recycle purge thinner, and electrostatic guns with higher paint transfer efficiency by which two types of paints can be utilized by the same robot. Through these efforts, TKM has achieved not only environmental preservation, but also reductions in costs.

Painting Robot Purge Thinner Recovery System and Recycling Equipment



Environmental Management Control Given the Same Importance as Production and Quality Control

At TKM, production control and environmental preservation activities have been assigned to the same section. As a result of daily management based on a high level of awareness, there has not been a single incident concerning failure of environmental facilities since the company began operations. Also, by instilling environmental awareness among employees, control of environmental preservation equipment has been transferred from the maintenance group to the production group.

Painting Quality Maintained even after Reduction of VOC Emissions and Costs

No matter how advanced the equipment that is installed, if the employees do not utilize them enthusiastically, there will be no result.

Even as TKM launched an initiative in May 2000 to achieve the "top levels in the region in cost cutting," the company also took action to reduce the amount of purge

Reduction in Volume of Purge Thinner Used



thinner used, resulting in large reductions in costs and VOC emissions.

The external gloss of the Qualis produced by TKM is the best in the Indian market. It is not easy to maintain this high level while promoting the reduction of VOCs. By setting a high viscosity for metallic paints, the dilution rate was reduced (by limiting the amount of purge thinner used). This kaizen by the technology manager helped to reduce the volume of VOCs generated.

Reductions in VOC Emission by Improving the Silver Metallic Dilution Rate (Top Coat Base Stage)



Sludge Pool Acts as a Barometer for Measuring Environmental Management of Painting Process

There are some plants that use more paint than necessary to achieve superior quality or outstanding exterior gloss. TKM made innovations to the combinations of



A manager checks the control status of purge thinner usage

work processes and robot operations to achieve the highest possible paint effects.

One parameter indicating normal operation is the status of the "sludge pool" used to hold paint sludge. The odor and the volume of paint floating on the surface are indicators of the environmental management, comparable to health barometers for humans. The condition of the sludge pool is inspected daily to confirm that the volume of paint being used is not excessive. As a result of these inspections cleaning of the pool by removing the water needs to be performed only once every six months, resulting in lower wastewater disposal.



An engineer and section leader inspect the sludge pool

Further Improvements through ISO 14001 Certification

On March 30, 2001, approximately six months after starting environment concern activities, TKM achieved its goal of bagging ISO 14001 certification. An auditor commented that "the efforts to reduce VOCs are outstanding."

These were not revolutionary activities, but were the result of continuous activities by all employees working towards a common goal. TKM is now making proposals for setting new reduction goals appropriate for a plant that has acquired ISO 14001 certification.

TMMWV

(United States)

Millenium Year Brings ISO 14001 Certification and Environmental Kamishibai

Toyota Motor Manufacturing, West Virginia, Inc. (TMMWV), a unit production plant that just began operation at the end of 1998, is located in the foothills of the Appalachian mountains of West Virginia. Eight hundred team members produce 1ZZ 4-cylinder engines for the Corolla and the Prizm; 1MZ V6 engines for the Avalon and Sienna; and automatic transmissions for the Camry. The 1 million sq. ft. facility will also be the first North American facility to produce Lexus powertrain components beginning in the summer of 2003.

TMMWV's ISO 14001 Certification

On December 1, 2000, TMMWV became the 9th North American facility to certify to the ISO 14001 standard.

The company believes that its environmental foundation is based on each team member's understanding and sharing of the environmental policy and taking appropriate action. The awareness of the environmental policy is heightened by the use of an acronym to assist them in remembering its key points. The acronym "POWER" as in Powertrain plant, stands for the key policy points:
 Pollution prevention
 Obey laws
 Waste minimization
 Environmental awareness
 Raise standards - Kaizen



ISO 14001 policy cards show West Virginia's rich wildlife heritage while communicating TMMWV's policy to all team members and visitors

Not only team members but also contractors and visitors carry these cards in the effort to heighten environmental awareness.

Kamishibai System Strengthens ISO 14001 and Heightens Environmental Awareness at TMMWV

Although ISO 14001 certification was a milestone to be celebrated, the challenge

to maintain this high level of intensity requires constant monitoring and kaizen of the Environmental Management System (EMS).

In order to integrate EMS to standard work practices, TMMWV created environmental kamishibai consistent with the Toyota Production System. The establishment of the kamishibai system began with a list of all the tasks that could be audited. Included in these were questions and answers; document control; proper paperwork; record retention; objectives and targets; and area inspections.

These tasks were then broken down into groups and assigned to numbered cards. ISO Area representatives took on the responsibility of performing weekly assessments to ensure these items are kept up to standards. While many of the cards are completed each month, this system ensures that even those low frequency items, completed on a quarterly basis, are not missed out. With the kamishibai system of assessments, TMMWV's momentum is never lost. TMMWV's environmental actions are steadily being promoted.



Shown above is one of 72 different kamishibai cards that provide direction on what to look for during assessments



West Virginia Plant

Completed Kaizen Activities

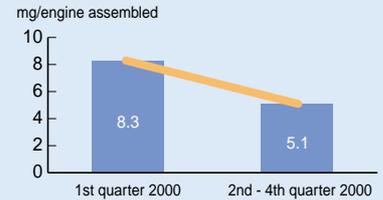
The following are the major kaizen activities conducted in 2000:

Reduction in the Volume of Hazardous Atmospheric Pollutants (HAPs) Produced from Engine Assembly



VOC-HAP emissions were reduced when a specialized blend of alcohol lubricant was replaced with common rubbing alcohol for tube installation

Reduction in VOC Emissions from Washers



Reduced emissions by switching over to parts washing chemicals that do not contain VOCs
 0% VOC chemicals will be the long term goal for all parts washers at TMMWV

Five-Year Action Plan

Based on the New Toyota Earth Charter, TMMWV developed the Environmental Five-Year Action Plan. In FY2000, one of the most critical tasks was to find the starting point from which to base future reduction activities. Environmental data was gathered for electricity; natural gas; water; wastewater; air emissions; hazardous and non-hazardous waste; and recyclables. The data was then analyzed and the direction for reduction activities was decided.

With the environmental kamishibai and a culture of continuous kaizen, all team members pull together to maintain and improve the EMS to achieve the 2005 goals.

2005 Goals

Energy	19%	Water usage	15%
VOC	30%	Sludge	20%
NHSW ¹ to landfill	40%		

1. Non-Hazardous Solid Waste

*Although Toyota Motor Manufacturing, North America (TMMNA) has a goal for reduction of hazardous landfill waste, this is not applicable to TMMWV

TDG

(Germany)

Promoting Recycling with Total Waste Management System at Dealers

Toyota Deutschland G.m.b.H. (TDG) is the distributor of Toyota and Lexus vehicles and spare parts in Germany. TDG started its business in 1976 and has currently a network of around 700 dealers. In order to respond to the strong environmental concern among the public, strict environmental regulations and the new Toyota Earth Charter, TDG is actively implementing environmental actions.

Actively Responding to the Demands of the Era

In the past, TDG has provided its dealers with support to help them comply with waste disposal laws, and has also been actively involved in collecting used bumpers from dealers and promoting their recycling.

In order to actively take part in new environmental laws regarding packaging, and voluntary recycling targets drawn up by German vehicle manufacturer associations, TDG developed and introduced a new Total Waste Management System for its dealers in January 2000.

Factors influencing establishment of TDG Total Waste Management System:

To Respond to New Packaging Laws

- * TDG is obliged to take back the sales packaging of TDG products from dealers
- * TDG has to ensure collecting 70% of all packaging of the products sold
- * The above collection results require to be certified every year by an independent expert

VDA/VDIK* ELV Voluntary Agreement (*German vehicle associations)

TDG along with other members of the German vehicle associations agreed to voluntarily "set up an extensive infrastructure to accept and recycle waste resulting from vehicle repairs"

Total Waste Management System

Under the new Total Waste Management System, TDG aims to take back and recycle or dispose of all packaging of its parts and accessories, as well as many used parts and chemicals which it supplies for vehicle repair.

The system is aimed so that TDG can exceed the government recycling quotas for packaging and can meet the aims of

the ELV voluntary agreement, while at the same time benefiting the dealers. TDG achieved 90% dealer participation by the end of 2000.



Waste collection at a Toyota dealer for transportation to recycling center

The Total Waste Management System

- * Provide legal security for TDG and its dealers
- * Enhance social reputation of Toyota's environmental actions
- * Reduce approximately 20% of previous waste disposal costs
- * Strengthen the loyalty between TDG and its dealers

Reducing Waste Disposal Costs

TDG calculated that the new system will also save money. Rather than paying subsidies to dealers to help them pay for waste disposal on a local basis, centrally procuring a national waste disposal company to dispose of all its distributors waste will result in around 20% cost saving.

Independent consultants have been commissioned by TDG to monitor TDG's compliance with packaging laws, and from a third-party stance ensure procurement of a suitable waste disposal contractor who can offer a cost-effective, appropriate and nationwide collection service.



TDG's Headquarter in Cologne

Toyota Environment-Hotline

In addition to the Total Waste Management System TDG has been offering support to its dealers through the Environment-Hotline for several years. All environmental questions and legal requirements, which are different by region, are answered on the Hotline by professional environmental consultants from consulting firms exclusively contracted by TDG Monday to Friday during usual opening hours.

The background for this support is the fact that the legal and environmental requirements in Germany for automotive workshops and their owners are becoming stricter, and TDG would like its dealers to be able to respond appropriately.



Sticker for Toyota Environment-Hotline

Dealer Guideline

To enable Toyota dealers as well as all involved parties to understand the Total Waste Management System better, TDG developed a comprehensive Dealer Guideline. In this guideline Toyota dealers will also find additional information concerning legal requirements, handling of waste, waste balance sheets, waste concepts and necessary forms.



Dealer Guideline