

To: Dealer Principal, General Mgr., Fixed Operations Mgr., Parts Mgr., and Service Mgr.

Subject: Rollout of Hazmat U – Internet-based HAZMAT Shipping/Handling Training

Date: August 2008

Toyota's brand image is a critical and valuable Corporate and Dealer asset. In addition to our reputation for Quality, Dependability and Reliability, Toyota is globally known as a responsible Corporate and Community citizen. In partnership with our dealerships, Toyota works hard to maintain and enhance this image through programs like Image USA II LEED® certification and the Environmental Assistance Network.

Your dealership is subject to a number of regulatory requirements related to the health, safety and well being of your associates and others. One particular area of regulation is the handling and transportation of hazardous materials, or HAZMAT, as it is commonly referred to in industry.

In your dealership, the majority of HAZMAT is handled by fixed operations. Batteries, refrigerants, air bags, seat belts, paints and adhesives are all examples of HAZMAT that your associates handle on a daily basis.

U.S. DOT Requirements for HAZMAT:

Today, all of your associates that package and/or transport hazardous materials *are required by the United States Department of Transportation (DOT)* to be trained, tested and certified. And, because these associates handle HAZMAT as a matter of routine business, you are regularly at risk of violation. DOT's training rule was promulgated to assure proper labeling, marking, "performance" packaging, paperwork and safe work practices when dealing with HAZMAT.

This requirement applies to any associate that:

- loads, unloads or handles hazardous materials,
- manufactures, tests, reconditions or repairs hazardous materials packaging,
- prepares hazardous materials for transportation, or
- transports hazardous materials (i.e., delivery of an air bag or seat belt to a body shop).

While you may already understand these complexities and have a risk management program, today's business dynamics demand a common and unified understanding of HAZMAT risk management best practices across the Toyota dealer body. Accordingly, your HAZMAT risk management practices should integrate with current and future operational requirements in your interaction with Toyota.

To help your dealership meet these challenges and strengthen your business enterprise, TMS will introduce several new dealer resources through our existing Environmental Assistance Network website (<http://ccar-greenlink.org/tms>). The first of these new resources is a hazardous materials handling training program known as Hazmat U.

Hazmat U – a Dealership Training Resource:

Hazmat U is a dealership HAZMAT training resource developed by compliance specialists from major automotive manufacturers under the direction of the North American Automotive HAZMAT Action Committee (NAAHAC). This on-line program is focused expressly on HAZMAT shipping issues that your associates face every day. Successful completion helps your HAZMAT employees develop a clear, accurate and documented understanding of HAZMAT shipping regulations.

While Hazmat U is Toyota's required minimum standard for DOT mandated HAZMAT training, it is not a replacement for your current risk management programs. Dealers are encouraged to continue existing risk management and training practices, including HAZMAT programs.

Personnel Targeted for Training: All fixed operations associates listed under your StaffMaster dealer code are granted access to Hazmat U. All fixed operations managers have access to administrative tools that give them the ability to assign training and track user progress.

Training Administration: You are requested to assign a responsible manager in your dealership to administer training for all applicable associates. For detailed instructions, please review the [Administrator Instruction Guide](#) on the Hazmat U website.

Log-in Credentials: Users log-in at <http://hazmatu.org/tms> using their dealer code and SPIN numbers; this eliminates need for special passwords, log-in IDs and associated password management issues. Training is required for all HAZMAT employees.

Support: Hazmat U support is handled by CCAR (Coordinating Committee for Auto Repair), our Environmental Assistance Network website host. Dealers can contact Hazmat U support by telephone at (888) 686-4445 (9 AM – 4 PM Central) or by email at hazmat@ccar-greenlink.org.

Frequently Asked Questions: HAZMAT training related FAQs and an Administrator Instruction Guide can be accessed on the Hazmat U website at <http://hazmatu.org/tms/faq.php>.

What Will This Cost?

Dealer parts accounts will be billed a nominal fee of \$239 annually (discounted from \$299/yr) for this unlimited site license beginning with your September 2008 statement.

As part of Toyota's global enterprise, it is our collective responsibility to reflect Toyota's governing values in everything we do. Our Environmental Assistance Network and C.L.E.A.N. Dealer website are examples of how TMS USA empowers your dealership to demonstrate these values every day. Look for more information about Hazmat U and the expansion of C.L.E.A.N. resources in the coming months.