



To: Dealer Principal, General Mgr., Fixed Operations Mgr., Parts Mgr., and Service Mgr.
Subject: Annual Hazmat U Billing– Internet-based HAZMAT Shipping/Handling Training
Date: September 2009

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 C.L.E.A.N. Dealer Website (<http://cleandealer.com>).

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.

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. 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).

Toyota parts shipping and handling policies require that all personnel who perform any of the duties listed above must complete Hazmat U general awareness training. Additional function specific training modules will be released and it is vital to your Dealership business operations that all of your associates who perform any HAZMAT related job functions complete required Hazmat U training modules and keep them up to date.

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.

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 practices.

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 is required for all HAZMAT employees.

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.

Support: Hazmat U support is handled by CCAR (Coordinating Committee for Auto Repair), our Environmental Assistance Network / C.L.E.A.N. Dealer 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.

Billing: Dealer parts accounts are billed a nominal fee of \$245 annually (discounted from \$299/yr) for this unlimited site license. This site license fee will appear on your October parts account statement.

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>.

As part of Toyota's global enterprise, it is our collective responsibility to reflect Toyota's governing values in everything we do. Our [C.L.E.A.N. Dealer website](#) and [Hazmat U](#) are examples of how TMS USA empowers your dealership to demonstrate these values every day.