Customer



due to the utilization of the product. We at TKM respect and available. welcome such customers into our family by demonstrating our Eco Spirit even at the dealerships. Our dealers understand the importance of mitigating the impacts on the environment as a result of the activities.

TKM believes that in order to be truly sustainable, environmental requirements and sustainability philosophy of Toyota needs to be implemented by its dealers. In this regard, Dealer Environment Risk Assessment Program (DERAP) was initiated which acts as a comprehensive tool for monitoring the dealer environment activities. DERAP ensures that dealers are not only compliant with the local environmental needs but are also aware of TKM's environmentally sustainable production system. The programme essentially ensures that the dealers are sensitive to the environmental requirements of Toyota.

A pre-requisite for the dealer to be part of DERAP is to commission an effluent treatment plant. The dealer must also ensure that consent is obtained from the respective local pollution control board to discharge the effluent. The dealer must also be ISO 14001 certified within six months of participating in this programme. In order to ensure compliance with this programme, TKM has dedicated field representatives who conduct monthly checks on all dealerships and monitor hazardous waste handling and disposal, apart from checking their overall environmental awareness.

A compact yet comprehensive form for self audit among dealers has been created by TKM that addresses five fundamental environmental aspects. Starting with the awareness for environment and imparting training for its staff, dealers need to identify the person in charge of the promoting environmental awareness. Training records, and

Today's customer believes he is responsible about the product he certification, if any, also needs to be reported. Compliance with the buys from the market. In this scenario, other than the customer is local applicable laws that touches upon the standard operating also bothered about many other issues like environment impacts procedures and environmental policy of the respective dealer is also

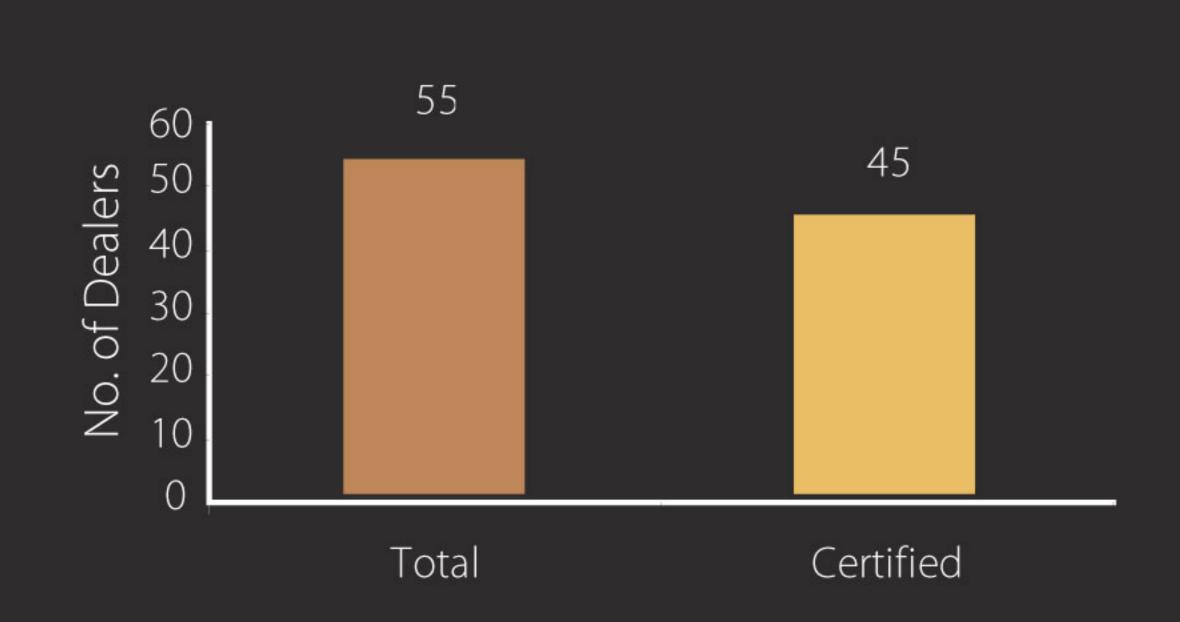
> Reporting on the handling of hazardous waste is included that lists the following six commonly occurring wastes:

- Air bags
- Batteries
- Long life coolant
- Waste oil
- Organic solvent
- Oil filters

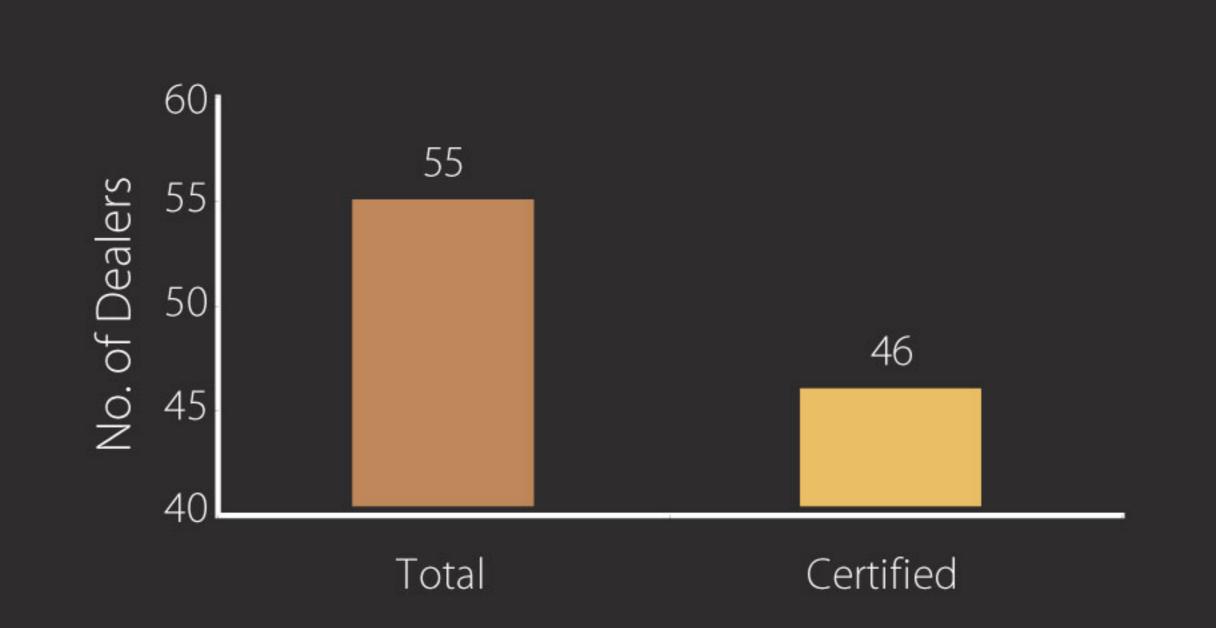
Company entrusted with receiving the wastes and its authorization needs to be reported. Treatment of drainage water with respect to its release, quality measurement and maintenance calls for attention. Finally, recovery of HFC/CFC from the Air Conditioning unit also has to be reported. The rankings for the above five parameters are in the form of smileys that represent "overwhelmingly happy', 'just ok', or 'disappointed'.

The status of ISO 14001 dealer certification and DERAP implementation are depicted below:

ISO Certification Status of Dealers



DERAP Certification Status of Dealers



WE BELIEVE THAT OUR CUSTOMERS ARE AS CONCERNED ABOUT THE ENVIRONMENT AS WE ARE AND WE WELCOME SUCH CUSTOMERS INTO

