



Environmental Stewardship Awards

Toyota Motor Sales, U.S.A., Inc. - Cincinnati

In 2008, Toyota Motor Sales, Cincinnati received a Governor's Award for Outstanding Achievement in Environmental Stewardship. The award recognizes Ohio companies and organizations committed to environmental compliance and reducing pollution.

The Cincinnati Parts Distribution Center (PDC) and Regional Sales Office (Region) of Toyota Motor Sales, U.S.A., Inc. are engaged in automobile parts distribution and dealer support services throughout Ohio and other states. The PDC has 46 employees with job functions such as picking, stock keeping, storage maintenance and processing returns from dealers. The Region and its 88 associates are responsible for new car sales, service parts, accessories, as well as Toyota Certified Used Vehicles for the dealers. The Region supports Tire Sales program, Toyota Rent-a-Car, and other programs with the dealerships.

The Toyota Way

During its 50 years in North America, Toyota strived to make a contribution to society through economic growth, job creation, philanthropic activities and environmental stewardship. The Toyota Way provides a means for the mission and vision to be achieved, and is key to how the corporation understands and responds to environmental challenges.

There are two values that act as pillars to The Toyota Way, and five related practices. The two pillars are "continuous improvement" – always working to improve; and "respect for people" – valuing individuals and good teamwork. The five practices are:

- Challenge – To build a long-term vision and meet challenges with courage and creativity.
- Kaizen – To continuously improve the business operations, always striving for innovation and evolution.
- Genchi Genbutsu – To always go to the source to find the facts and make correct decisions; to build consensus and expeditiously achieve the goals.
- Respect – To respect others and the environment, to build trust, and to take responsibility.
- Teamwork – To stimulate personal and professional growth, maximize individual and team performance.

Toyota's seven Guiding Principles serve as the fundamental management policy for all its operations. The principles reflect Toyota's commitment to providing clean, safe and innovative products, while respecting the environment and culture of the local communities in which it operates. The Guiding Principles form a foundation for Toyota's Earth Charter, adopted in April 2000. The Earth Charter describes its basic policy and action guidelines regarding concern for the

Toyota Motor Sales, U.S.A., Inc. - Cincinnati is recognized for:

- Certification in the ISO 140001 environmental management standard and commitment to continuous improvement.
- Lighting fixture changes, realizing 13 percent energy savings.
- Increased returnable cage usage for shipping, saving 7 million pounds of wood and 2.7 million pounds of corrugated cardboard.
- Waterless urinals and low flow aerators, helping to reduce water use by more than 3.5 million gallons from 2004-2006 and reducing the facility's total water bill by about 66 percent.

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environment and cooperation with society. To implement the Guiding Principles and the Earth Charter, Toyota's North American affiliates have established an environmental governance and management structure. Toyota establishes five year environmental action plans, with several goals and targets to further reduce the company's environmental impacts. The company publishes an annual environmental report outlining its progress.

Toyota Sales has an environmental management system (EMS) in place since its initial ISO 14001 certification on August 3, 2001. A management committee reviews the EMS to determine:

- Associates have complied with EMS policies and procedures;
- The operation is complying with all federal, state, and local regulations and the requirements of ISO 14001;
- Programs have been successful in supporting the achievement of environmental objectives and targets;
- Effectiveness of corrective and preventive action, the continuous improvement processes, and the consideration of relevant external communications;
- Changes in the organization occurring which could affect the EMS and its policy;
- Personnel and capital resources are adequate to support the EMS; and
- Documents have been reviewed, revised if necessary, and approved by the ISO management representative.

Environmental performance

The Cincinnati facility previously generated 194 pounds of waste for every 1,000 parts. Now it generates 123 pounds for the same amount of parts. Noted successes through aggressive implementation of the EMS and sustainability principles include:

- Increased Cardboard Recycling - almost 200,000 lbs a year, with rebates totaling around \$8,000.
- Paper Recycling - including magazines and newspapers; projecting to be about 25,000 lbs in 2007.
- Returnable Packaging Materials - has saved more than \$5.3 million in 2007 and more than 7 million lbs of wood and 2.7 million pounds of corrugate. Toyota recycles almost 300,000 lbs of wood/pallets.
- Waterless Urinals and Low-Flow Faucet Aerators - have lowered total water usage from 5,710,980 gallons in 2004 to 2,294,864 gallons in 2006. Total water bill has been reduced by about 66 percent.
- Plastic Automotive Parts Recycling - 32,000 lbs are recycled per year.
- Battery Recycling: - including household batteries from its associates. About 30-60 lbs recycled per year.
- Lighting Retrofit with Motion Sensors - achieved a 13 percent savings in its electricity usage.
- Zero Waste to Landfill: All of the non-recyclable waste is now sent to a waste-to-energy facility where it is turned into steam energy. More than 16,000 lbs of trash is diverted from landfill disposal. A compacting system is also used to compress volume of waste and reduce the number of trips by disposal trucks.
- Single-stream waste collection container to get more participation from office personnel to recycle their aluminum cans, plastic bottle, etc.

For more information

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If you would like additional information about Ohio EPA's environmental stewardship award program, contact the Office of Compliance Assistance and Pollution Prevention (OCAPP) at 800-329-7518, or visit OCAPP's website at www.epa.ohio.gov/ocapp/ohioe3.aspx.