

# Mutual Communication and Environmental Information Disclosure

Toyota Auto Body routinely holds “discussion meetings” at each of our offices and also posts them on our home page as a place for exchanging opinions with members of the community concerning environmental issues so that our environmental activities are understood by our many stakeholders.

## ◆ Dealing With Concerns of the Community

FY2010 results related to environmental accidents, regulatory value violations, and lodgments from members of the community are in the tables to the right. Corrections and reoccurrence prevention are completed concerning complaints for noise.

### ● Number of Arising Environmental Complaints (FY2010)

	Fujimatsu and Kariya	Inabe	Yoshiwara
Accidents	0	0	0
Violations	0	0	0
Complaints	0	0	1 (*1)

\*1: “Caution” broadcasting noise from a speaker newly set up associated with a changed employee walking route.

### ● Fujimatsu Plant Underground Water Measurement Values (FY2010)

	Environmental Standard (mg/L)	Measurement Value (mg/L)
Tetrachloroethylene	0.01	0.013
Tetrachloro-carbon	0.002	0.006
Trichloroethylene	0.03	0.022
1.1 dichloroethylene	0.02	0.009

\*2: Other Toyota Auto Body offices not up to environmental standard

## ◆ Underground Water Management

Toyota Auto Body executes a self-initiated underground water survey. Previously, in certain facilities, concentrations of substances were detected that exceeded environmental standards even though those substances have never been used in the past. We reported and explained to the community and the government that these substances were thought to have flowed into the ground under our facilities from outside the plant.

## ◆ PCB Management

From FY2006, Toyota Auto Body began requesting waste disposal companies from outside our company in order to dispose equipment containing polychlorinated biphenyl (PCB). Thus far, 91 pieces of equipment have been disposed of, and the remaining three condensers are being stored and managed properly.

## ◆ Environmental Management System Auditing

Toyota Auto Body regularly receives external audits and conducts internal audits for continuous improvement of our environmental management system.

### ● Internal auditing and external auditing incidents (FY2010)

		Indicated incidents		
		Fujimatsu and Kariya	Inabe	Yoshiwara
Internal auditing	Indicated points	2	0	0
	Improvement considerations	26	9	39
	Outstanding(*3)	2	2	5
External Auditing	Indicated points	0	0	0
	Improvement considerations	3	4	5

\*3: Proliferation of outstanding “system” to other Toyota Auto Body offices