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cover images: globe; acclaim images.
image 1: tais and tabs employees volunteering at the irvine ranch conservancy native plant restoration. image 2: explora/vision winners. image 3: mr. yoshihide fujii at toshiba's earth day exhibit at grand central terminal.


top to bottom: tic presenting a $20,000 contribution to trees for houston; tabs, taec, tais and tams employees volunteering at the annual mda telethon; taec provides funding and support to power to the people. setting up a photovoltaic system at a school in rural nicaragua; wec promotes environmental education to local community members on earth day.
about this report

We are pleased to present the second annual sustainability report for Toshiba Group Companies’ business operations in North America. This report summarizes the sustainability activities of our North American businesses, as part of the company’s global Environmental/CSR initiative. The report focuses on results and activities in FY2010 (April 1, 2010 to March 31, 2011), but also includes select activities after March 31, 2011.

This report focuses on sustainability activities of five major consolidated companies and three major affiliated companies under Toshiba in North America:

<table>
<thead>
<tr>
<th>Consolidated:</th>
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<tbody>
<tr>
<td>Toshiba America Electronic Components, Inc. (TAEC)</td>
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<tr>
<td>Toshiba America Information Systems, Inc.* (TAIS)</td>
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<tr>
<td>Toshiba America Medical Systems, Inc. (TAMS)</td>
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<td>Toshiba America Nuclear Energy Corp. (TANE)</td>
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<tr>
<td>Toshiba International Corp. (TIC)</td>
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*Toshiba America Consumer Products, L.L.C. (TACP) was merged to TAIS in FY2010
*Toshiba Electromex, S.A. de C.V. (TMX), a subsidiary of TAIS as of March 31, 2011

<table>
<thead>
<tr>
<th>Major affiliated:</th>
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<tbody>
<tr>
<td>Toshiba America Business Solutions, Inc. (TABS)</td>
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<tr>
<td>Toshiba of Canada, Ltd. (TCL)</td>
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<tr>
<td>Westinghouse Electric Company, L.L.C. (WEC)</td>
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Note: this report does not include the companies that report to the major consolidated subsidiary companies listed above. Minor operating companies report to their parent Toshiba Group companies in Japan.

At our 2011 stakeholder dialogue meeting, stakeholders provided feedback on the Toshiba North America 2010 CSR report. Two key areas for improvement emerged from that discussion. Their recommendations are outlined below, along with how they were implemented.

1 Streamline the report and focus on North American priorities. Our report focuses on material issues that we have identified as relevant to North American stakeholders. This report concisely summarizes the initiatives taking place on a regional level.

2 Use one international reporting standard. This year’s report follows the Global Reporting Initiative’s (GRI) G3 Reporting Framework. Toshiba North America has self-declared this report to be a level C report.

Since Toshiba North American businesses are part of the Toshiba Group companies, readers should reference our global reports for a complete representation of our businesses’ sustainability performance:

Annual report [www.toshiba.co.jp/about/ir/en/library/ar/ar.htm]
Corporate website [www.toshiba.co.jp/index.htm]

Disclaimer: This report contains plans and strategies for the future of Toshiba, as well as predictions and prospects regarding our performance. Such information is based on information currently available to us.
ceo commitment

As President and CEO of Toshiba, I have consistently emphasized the need for unshakable integrity in promoting CSR management. The term integrity embodies two meanings. First of all, it refers to meeting our responsibilities to society. Accordingly, through our business operations, we seek to address various global issues regarding energy, the environment, health care, and the use of digital networking technology, thereby contributing to the future of a sustainable planet Earth. Second, it also refers to securing sound management and finances. To this end, we place the highest priority on human life, safety, and compliance in all areas of our business. Also, learning from the experience we gained during and in the aftermath of the March 11 earthquake and tsunami, we will strengthen our business continuity capabilities, and by working toward securing a strong financial footing with a stable revenue base, we will endeavor to retain the trust of all our stakeholders.

Toshiba Group is particularly committed to addressing energy security issues and environmental challenges. In response to these global issues, we are developing initiatives guided by three key concepts: Greening of Process, Greening of Products, and Greening by Technology.

Greening of Process refers to initiatives aimed at minimizing environmental impacts through improved efficiency of manufacturing processes. Secondly, through our initiatives for Greening of Products, we will continue to create environmentally friendly products that are assessed from three perspectives: mitigation of climate change, effective use of resources, and management of chemicals. By 2020, we aim to achieve an annual reduction of 34.8 million tons in CO₂ emissions through promoting the use of energy-saving products. Thirdly, through our Greening by Technology initiatives, we will promote the commercialization of high-efficiency thermal power generation technology and carbon capture and storage (CCS) technology, as well as the development of next-generation nuclear reactors that provide even greater safety. We will also enhance initiatives for the development of renewable energy sources, in order to contribute to ensuring a stable supply of energy and realizing a low-carbon society.

In FY2010, our sales outside of Japan accounted for 55% of Toshiba Group’s total sales, and the development of products and services that cater to the needs of mature developed countries as well as rapidly growing emerging countries requires working closely with people in each market.

In 2004, Toshiba signed the UN Global Compact, a move that reflects our commitment to act in accordance with the universal principles concerning human rights, labor standards, the environment, and anti-corruption. Our commitment does not end there, however, as we also expect our suppliers to support the principles of the Global Compact. To meet our commitment, we will continue to strive to promote CSR management in accordance with global standards. Toshiba Group will continue to provide our stakeholders with information on our management, as well as products and services, in a timely and appropriate way, and will continue to pursue transparent corporate activities that respond to stakeholder needs. We will operate as a corporate citizen of planet Earth that not only contributes to the global environment but also respects diverse histories, cultures, and customs of different countries. As we do so, I ask for your continued support and cooperation.
q + a with mr. fujii

QUESTION 1
What are some of the key environmental and social priorities for Toshiba North America?
We are actively working on a number of initiatives to achieve our sustainability goals for North America. Among these are our efforts to improve energy efficiency and minimize the impact our products have on the environment. For example, we promote our energy-efficient products and continue our large scale, end-of-life product recycling efforts with the Electronic Manufacturers Recycling Management (MRM).

One of the key social components of our sustainability program is our educational effort. We provide grants to hands-on classroom science programs for grades K-12 through our foundation. We encourage STEM (Science, Technology, Engineering, and Math) education through the Toshiba/NSTA ExploraVision competition in the U.S. and Canada, which we consider one of our core CSR initiatives.

QUESTION 2
What are some of the sustainability highlights for fiscal 2010? Which areas would you like to focus on more in coming years?
During FY2010, Toshiba International Corporation established a Photovoltaic Division, which focuses on developing large-scale commercial and industrial systems for solar power generation.

Our Toshiba America Foundation that focuses on the K-12 STEM education celebrated its 20-year anniversary and awarded “Green School Grants” to seven schools in the U.S. ExploraVision is celebrating its 20-year anniversary next year, so we will continue to focus on STEM education.

We have also planted trees in cities where Toshiba has a presence. This will help us achieve Toshiba’s global goal of planting 1.5 million trees by 2025. We will be focusing more on biodiversity next year as our facilities work toward implementing biodiversity programs.

QUESTION 3
What message would you like stakeholders to take away from this report?
Our CSR initiatives are woven into the everyday operations of Toshiba Group companies in North America businesses that contribute to our global sustainability goals. The dedication and commitment of our employees to developing and implementing our environmental and social/community initiatives has significantly contributed to an increasingly sustainable Toshiba.
Toshiba was founded in Japan in 1875. Since then, the company has become an international household name with 498 companies and 202,638 employees worldwide.


The sustainability activities of five major North American consolidated companies and three major affiliated companies are featured in this report. North American sales from April 1, 2010–March 31, 2011 totaled $13.951 billion*, which accounts for 18.1% of the company’s global net sales.

Toshiba Group’s corporate philosophy is put into practice in the day-to-day business activities of Toshiba’s businesses around the world:

We, the Toshiba Group companies, remain committed to help create a higher quality of life for all people, and will do our part to help ensure that progress continues within the world community.

1. Commitment to people
We endeavor to serve the needs of all people, especially our customers, shareholders, and employees, by implementing forward-looking corporate strategies while carrying out responsible and responsive business activities. As good corporate citizens, we actively contribute to furthering the goals of society.

2. Commitment to the future
By continually developing innovative technologies that focus on the fields of electronics and energy, we strive to create products and services that enhance human life and lead to a thriving, healthy society. We constantly seek new approaches that help realize the goals of the world community, including ways to improve the global environment.

In North America, our businesses embrace the Toshiba Group philosophy by putting these principles into practice at all levels of our operations. We do this by promoting Corporate Social Responsibility (CSR) management in our daily operations and by balancing our obligations to all Toshiba stakeholders. Examples are featured throughout this report with individual business highlights detailed online at www.toshiba.com/csr/oc-reports.jsp.

business highlights

Below are select business highlights for North America from FY2010. Toshiba’s commitment to sustainability and technological innovation in our North American businesses is reflected in many of the examples below.

**Toshiba launches photovoltaic division**
Toshiba International Corporation (TIC) established a Photovoltaic (PV) Division in North America for FY2010, focused primarily on developing large-scale commercial and industrial systems for photovoltaic power generation (solar power plants).

**Toshiba launches first LED product for North America**
Entering the North American lighting market for the first time with our E-CORE™ LED product line. Toshiba ended production of general-use incandescent bulbs in March 2010, a product the company has produced for 120 years.

**Chicago and Washington, D.C. select Toshiba to supply electrical equipment and systems for railway passenger cars**
TIC will supply equipment and systems for passenger cars for the Washington Metropolitan Area Transit Authority (WMATA) in Washington D.C. and the Metra, the Northeast Illinois Regional Commuter Railroad Corporation in Chicago, Illinois.

**Equipment upgrade at Ludington hydroelectric power plant**
TIC signed a contract with Consumers Energy and Detroit Edison to overhaul hydroelectric power equipment at the Ludington Pumped Storage Plant in Michigan.

**Hybrid and electric drive motor manufacturing plant expands**
The expanded manufacturing facility in Houston, Texas will produce high-performance drive motors for hybrid electric vehicles (HEVs), plug-in hybrid electric vehicles (PHEVs) and electric vehicles (EVs).

**CT radiation-reduction technologies help make exams safer for patients**
Toshiba America Medical Systems, Inc. (TAMS) expanded its suite of low dose CT technologies, to include the Target CTA and Adaptive Iterative Dose Reduction (AIDR). Target CTA is a cardiac protocol that allows for more accurate targeting of the heart and limits radiation dose during gated cardiac studies. Adaptive Iterative Dose Reduction software removes noise from the image to increase image quality and lower the radiation dose.

**Launched the industry’s largest embedded NAND flash memory modules**
Toshiba America Electronic Components’ (TAEC) 128-gigabyte (GB) embedded NAND flash memory module is designed for application in a wide range of digital consumer products, including smartphones, tablet PCs and digital video cameras.

Note: Information on this page has been extracted from FY2010 press releases issued by Toshiba Group.

*LED A19 Lamp 5.6 W compared to incandescent bulb 40 W
engaging stakeholders on sustainability

Toshiba recognizes the importance of incorporating stakeholder input on sustainability issues in North America. Our stakeholders include employees, customers, suppliers, local communities, retailers, institutions, investors, non-government organizations (NGOs) and government.

The FY2010 report reflects feedback from a select group of stakeholders, including employees, NGOs and socially responsible investors (SRI) organizations. Our goal is to build upon the existing stakeholder dialogue, while also engaging stakeholders who have not been active participants to date.

Toshiba North America listens to and gathers feedback from its stakeholders in several distinct ways.

Regular stakeholder dialogue
Every other year, Toshiba Group—in collaboration with Business for Social Responsibility—hosts a stakeholder dialogue meeting in the U.S. to gather critical feedback on the company’s sustainability goals and progress.

The most recent meeting was held in January 2011. While the dialogue touched on global environmental goals and the progress highlighted in Toshiba Corporation’s Environmental Report, there was also a healthy discussion around sustainability reporting more broadly—particularly for Toshiba Group companies in North America.
engaging stakeholders on sustainability

Reflecting Voice of Customers (VOC)
At Toshiba Group, we value the input of our customers. In North America, Toshiba businesses have independently developed customer service policies and procedures that are specific to their business operations. By listening to and incorporating feedback from our customers, we learn how Toshiba North America can improve its operations. We have various processes in place to engage our customers, including customer satisfaction surveys, databases that record corrective action and timelines to act on complaints.

Community engagement
Toshiba North America businesses have demonstrated their commitment to actively contribute to the communities in which they operate. Examples include: conducting plant tours for the general public, participating in community events, providing educational grants and Toshiba products to local schools, and giving out scholarships to local students. Toshiba North America also provides relief efforts for local disaster-stricken areas, engages with local NGOs and joins local community and business organizations.

TCL employees at the company’s summer picnic.
Toshiba envisions a world in which its technological advancements and sound environmental principles ensure a comfortable standard of living and a sustainable planet for future generations.

Through Environmental Vision 2050, Toshiba envisions a world in which its technological advancements and sound environmental principles ensure a comfortable standard of living and a sustainable planet for future generations. To realize this Vision, Toshiba designs its products, manages its manufacturing plants and office sites, and develops low carbon technologies that enable coexistence with the global environment.

Toshiba’s business units in North America play an integral role in helping Toshiba achieve Environmental Vision 2050. From reducing greenhouse gases and chemical emissions to increasing waste recycling and energy efficiency, these companies demonstrate their commitment to meet this goal.

**TOP:** Westinghouse Electric Company’s global headquarters in Cranberry Township, PA, is certified by the U.S. Green Building Council as a LEED (Leadership in Energy and Environmental Design) facility. **BOTTOM:** Toshiba of Canada Limited was recognized at the 2010 ENERGY STAR® Market Transformation Awards ceremony for their efforts in marketing energy-efficient products. The awards are presented annually by the Government of Canada in recognition of leadership in a wide range of energy-efficient products, technologies and services.
> introducing the three greens

Toshiba Group is striving to become one of the world’s foremost eco-companies through its efforts to create a world where people enjoy a better quality of life in harmony with the Earth. In order to achieve this goal, Toshiba Group developed its three “Greens” initiative under its new “Toshiba ECO STYLE” global brand: Greening of Process, Greening of Products and Greening by Technology. This approach is illustrated in the diagram below.

The three “Greens” provide a framework for integrating Toshiba’s environmental objectives into every facet of its business processes and product development. By applying the three “Greens” to all Toshiba products and systems, we anticipate significant progress toward our goal of pursuing the world’s lowest level of environmental impacts in manufacturing. We believe that by employing the three “Greens,” we can bring about positive environmental change that is both measurable and impactful.

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Toshiba’s “ECO STYLE” logo

Toshiba developed an ECO STYLE logo to communicate our commitment to achieve the highest level of environmental performance. The three rounded areas of the logo represent our efforts towards Greening of Process, Greening of Products and Greening by Technology. The ECO STYLE logo can be found on pages 8-13 of this report.
greening of process

Toshiba constantly strives to reduce the impact of its operations on the environment. Greening of Process refers to the operational and manufacturing practices that minimize energy consumption, CO₂ emissions, chemical use, waste and water consumption.

Mitigation of climate change

Our businesses in North America have made considerable progress in their efforts to mitigate climate change, including reducing energy consumption and greenhouse gas emissions.

As a result of switching 53% of its fleet to more fuel efficient vehicles, TAMS realized a fuel consumption savings of 95,528 gallons and a CO₂ emissions reduction of 840 metric tons in FY2010.

Westinghouse Electric Company’s U.S. Boiling Water Reactor Service Center office building in Chattanooga, TN received the Leadership in Energy and Environmental Design (LEED) Silver certification from the U.S. Green Building Council (USGBC). LEED is a third-party certification program and the nationally accepted benchmark for the design, construction and operation of high-performance green buildings.

Numerous lighting efficiency projects have cut energy usage and reduced CO₂ emissions at Toshiba’s Electromex facility in Mexico. For example, the company replaced 14 conventional light fixtures with skylights, reducing its electricity usage by 6918.912 kWh and its CO₂ emissions by 5.06 tons annually.

Efficient use of resources

Toshiba promotes the efficient use of resources by working to achieve our zero-waste-to-landfill goal at all our production sites. In addition to our existing waste reduction and recycling policies, we have introduced initiatives to reuse waste, recycle end-of-use products and reduce water consumption. TAIS is strongly committed to reducing electronic waste.

1 Joint venture between Toshiba, Panasonic and Sharp, the Electronic Manufacturers Recycling Management Company (MRM), promotes responsible recycling for end-of-life products such as PCs and TVs. MRM has recycled more than 90 million pounds of electronic waste since its formation in the fall of 2007, with approximately 1,200 recycling locations nationally. For more information, go to mrmrecycling.com.

2 Partnership with Gazelle, a leader in electronics trade-in programs, to help extend product life and offer convenient free mail-backs for the recycling of PCs.

3 Donations to the Cristina Foundation, a nonprofit organization that supports reuse by placing donated computer equipment in schools and organizations worldwide.

TABS partnered with recycler Close the Loop, LLC to collect ink cartridges, toner bottles and drum units. These used components are then recycled into other useful products such as composite eLumber. Nearly 90,000 pounds of waste have been recycled since the program began in late 2008, all with zero waste-to-landfill and zero incineration.

Management of chemical substances

Management of chemical substances is a crucial phase of Greening of Process. We are working to reduce chemicals or substitute safer alternatives in the manufacturing process wherever possible.

For example, Toshiba International Corporation switched to a new paint formulation that requires less paint thinner, produces fewer VOC emissions and reduces xylene emissions by 43%. Additionally, a new regenerative thermal oxidizer was installed to replace a less energy-efficient unit, and a new resin coating for motors enabled the company to reduce the dip-and-bake cycles of the resin ovens by half. These two projects lowered resin usage by 38% and natural gas consumption by 12%.
greening of products

Environmental benefits for consumers and society

Through its products, Toshiba demonstrates its commitment to a better environment and a better quality of life for its customers. Greening of Products refers to initiatives aimed at achieving the highest level of environmental performance in all categories of products.

Toshiba developed internal voluntary standards to measure how well our products are designed to minimize their impact on the environment. These standards are based on several criteria including energy consumption, chemical reduction and use of recycled materials. Products that meet these standards are called Environmentally Conscious Products (ECPs).

ECPs are designed to minimize their impact on the environment throughout all life-cycle stages, including procurement of materials, manufacturing, distribution, use, disposal and recycling. Toshiba products that achieve the highest level of the industry’s environmental performance, when benchmarked against our competitors’ products, are further designated as “Excellent ECPs.”

LEFT: Toshiba’s Aplio™ MX ultrasound system is designed to minimize its impact on the environment throughout its lifecycle. The Aplio™ MX has low energy consumption and is 50% smaller than similar units. The system’s electronic documentation and option software licensing help save valuable resources in manufacturing, daily use and at end-of-life when it is dismantled and recycled. MIDDLE: The PAR38 LED light bulb offers the latest in Energy Star® certified, environmentally friendly lighting. LED light bulbs last up to 40 times longer and use up to 80% less energy than a standard incandescent light bulb. RIGHT: The Toshiba Portégé R835 is rated Gold—the highest rating in environmental standards for laptops by EPEAT (Electronic Product Environmental Assessment Tool)®. All Toshiba laptops in the U.S. have earned EPEAT Gold® status. The laptop is also Energy Star® Qualified and has Toshiba’s eco utility™ function that allows users to personalize power usage for lower energy consumption.
Mitigating climate change is a major environmental goal for Toshiba. Greening by Technology describes Toshiba’s approach to reduce CO₂ emissions and to provide a stable energy supply through its low carbon technologies, such as hydroelectric, geothermal and photovoltaic power generation. Here are some examples.

**Toshiba’s high performance steam turbine rotors were used to retrofit the Geysers Power Plant in California, which has the world’s largest geothermal power generation capacity. As a result, the steam consumption efficiency was improved by approximately 10%.

Toshiba recently won a contract to manufacture and install six 312MW pump turbines and upgrade the motor generators at the Ludington, Michigan Pumped Storage Hydroelectric Power Plant. The plant currently provides power to 1.4 million people, but the upgrades will boost the plant's efficiency and output to serve an additional 250,000 people.

**Cleaner transportation**

Toshiba recently expanded manufacturing capacity at its plant in Houston, Texas for production of high-performance drive motors for hybrid electric vehicles (HEVs). In June 2010, Ford Motor Company awarded Toshiba with a major contract to manufacture drive motors for their hybrid and plug-in hybrid electric vehicles. This expanded capacity enables Toshiba to increase its reach within the U.S. automotive market. With every drive motor it makes for hybrid vehicles, Toshiba is helping to achieve its environmental goals by reducing the carbon footprint of communities throughout North America.
measuring our impact

**direct and indirect energy consumption**

TOTAL INDIRECT ENERGY CONSUMPTION: 2,948,110 GJ
TOTAL DIRECT ENERGY CONSUMPTION: 601,971 GJ

Notes: Graph is not to scale and is intended for illustrative purposes only. Bunker A: fuel oil used for small and medium size boilers. Bunker B: fuel oil used for large boilers.

**water withdrawn by source**

TOTAL WATER WITHDRAWN 969,981 m³
MUNICIPAL WATER 900,286 m³
WELL WATER 69,955 m³

**non-hazardous waste by weight and disposal**

TOTAL GENERATED WASTE 15,024 t
TOTAL AMOUNT OF RECYCLE 8,259 t
TOTAL AMOUNT OF LANDFILL 4,007 t

**direct and indirect CO₂ emissions by weight**

197,998 t
29,846 t
168,152 t

The environmental data presented in the 2011 North America Sustainability Report is a subset of the environmental data presented in the 2011 Toshiba Group Environmental Report verified by Bureau Veritas Japan Co., Ltd.

Toshiba is working towards its goal of pursuing the world’s lowest level of environmental impacts in manufacturing.

The data in the charts represents Toshiba North America businesses that captured and reported environmental data for FY2010. We will continue to encourage more complete data capture by our businesses to include in future reports. Additional data can be found online by visiting: [http://www.toshiba.co.jp/env/en/company/region.htm](http://www.toshiba.co.jp/env/en/company/region.htm)
At Toshiba Group, we recognize the important role we have in addressing societal and environmental challenges throughout the world. We view it as our corporate responsibility to give back to the communities in which we operate; this is why we engage in a wide variety of corporate and philanthropic activities throughout North America, including:

- Disaster relief
- Science and technology education programs
- Educational grants and scholarships
- Tree planting
- Community outreach

To reinforce our commitment to social responsibility, we appointed a Social Contribution Coordinator at each group company and business site in 2004. As of March 2011, there are more than 350 coordinators around the world and over 50 in the Americas, who actively promote our social initiatives and programs. In FY2010, Toshiba donated approximately $352.9 million globally and $4.7 million by Toshiba Group companies in North America.

Disaster relief

JAPANESE EARTHQUAKE RELIEF EFFORTS

In the wake of the devastating earthquake in Japan, our employees in North America were deeply concerned for the welfare of the Japanese people and for Toshiba employees based overseas. We immediately mobilized to provide help and support during this difficult and challenging time. Below are just a few examples of how Toshiba North America has contributed to global relief efforts aimed at assisting and rebuilding the communities victimized by the earthquake.

- Toshiba North America employees in the U.S. have raised more than $125,000. Toshiba North America companies donated more than $85,000 supporting American Red Cross earthquake relief efforts in June 2011.
- Westinghouse donated $1 million to the relief effort. The majority of the contribution went to the Red Cross’ Japan Earthquake and Pacific Tsunami Fund and the remainder went to Tokai, a village where a Nuclear Fuel Industries (NFI) facility is located. Westinghouse is a majority owner of the facility.

Science and technology education program

EXPLORAVISION

Because science and technology are core dimensions of our global businesses, promoting science education in our schools helps develop future business leaders. Through our partnership with the National Science Teachers Association (NSTA), we launched ExploraVision—one of the world’s largest K-12 science competitions. Reflecting Toshiba’s strong commitment to inspiring youth in the fields of science, technology, engineering and math (STEM), the program tasks students with envisioning, researching and exploring what current technology will look like in 20 years and how to make these innovative ideas a reality.
>> social responsibility

Since its inception in 1992, more than 287,000 students in the U.S. and Canada have participated, and up to $240,000 in savings bonds and Toshiba products are awarded each year.

**Educational grants and scholarships**

**TOSHIBA AMERICA FOUNDATION**
To contribute to the development of well-educated and highly skilled technology leaders of the future, we established the Toshiba America Foundation (TAF), a nonprofit grant-making organization dedicated to supporting science and math education in the U.S. The Foundation aims to underscore the importance of science and technology, and to spark interest in further science education and discovery by funding hands-on science projects that explore and address real-world questions. Since its inception in 1990, TAF has awarded grants worth $10.2 million. To celebrate its 20th anniversary, TAF awarded “Green School Grants” to six schools in Orange County, California and one school in Houston, Texas. The grants will enable all seven schools to conduct science activities related to making their schools and communities more environmentally friendly.

**AHRA PUTTING PATIENTS FIRST GRANT PROGRAM**
Through the Putting Patients First grant program, Toshiba America Medical Systems, Inc. (TAMS) is able to carry out its commitment to improving the quality of life for all people. The program seeks to improve patient care and safety in diagnostic imaging for children and adults. Grants fund programs, trainings and seminars at local hospitals, imaging centers and integrated delivery networks (IDN). The winning grant programs are selected by the AHRA based on improving patient care and developing best practices for imaging in the areas of CT, MR, Ultrasound and X-ray. The program provides six grants of up to $7,500 each to hospitals and imaging centers, and an additional grant of up to $20,000 to an IDN.

**ACHE FUND FOR INNOVATION IN HEALTHCARE LEADERSHIP**
In an effort to continuously make greater educational opportunities available to the healthcare community, TAMS sponsors the American College of Healthcare Executives’ (ACHE) Fund for Innovation in Healthcare Leadership. The fund provides 60 mid-level healthcare executives access to leadership development, thereby equipping them with the tools to overcome the financial challenges facing hospitals today.

**TOSHIBA CLASSIC SCHOLARSHIP**
Toshiba America Information Systems (TAIS) has sponsored The Toshiba Classic Scholarship for the past 12 years. The scholarship fund has awarded more than 134 Toshiba laptops valued at $229,000 to graduating seniors from local Orange County high schools. This year, 12 finalists were each awarded a Toshiba laptop and two of these finalists were presented with a $10,000 scholarship toward their college education.
social responsibility

Tree planting
Toshiba Group has committed to plant 1.5 million trees worldwide by the year 2025 in commemoration of the company’s 150-year anniversary. Toshiba North America has been actively involved in greening local communities with tree planting events throughout the year. Over 100,000 trees have been planted in the Americas.

- Toshiba of Canada (TCL) has donated 70 trees and shrubs including a Japanese maple to the Hugh Garner Green Roof Project, in partnership with the Co-Operative Housing Federation of Toronto Charitable Fund (CHFT).
- Toshiba International Corp (TIC) celebrated its 3rd annual Environmental Awareness Month; Since 2008, nearly 130 volunteers have planted over 100 native species in Houston. TIC has also made $60,000 in contributions to Trees for Houston.
- Toshiba Electromex (TMX) encourages children to develop an appreciation of the environment. Employees visited a local kindergarten where they demonstrated tree-planting methods.
- Toshiba America’s Chairman and CEO, executives from the MillionTreesNYC, Earth Day New York, and students from Xavier High School planted 40 trees to commemorate Earth Day’s 40 year anniversary.
- Westinghouse (WEC) employees planted 100 pine trees and mulched a playground at a nearby community park near its headquarters in Cranberry Township, Pennsylvania. The trees were donated as part of the Westinghouse “N-Vision a Greener Future” tree-planting initiative.

Community outreach
Working within the communities in which our businesses operate has always been a priority for Toshiba. Toshiba North America employees have volunteered their personal time to help enrich the lives of others living within their community. They have embraced opportunities to help communities across North America as well as in other regions.

EMPLOYEE “DAY OF SERVICE”
TAIS and Toshiba America Business Solutions (TABS) employees joined forces to participate in a “day of service” in celebration of Earth Day. This second annual event featured cleanup events at three locations: the Ocean Institute Beach, the Irvine Ranch Conservancy Native Plant Restoration Farm, and Guadalupe River Park Conservancy.

ADOPT-A-CLASS
For the past several years, TABS has sponsored a class and teacher at Loara Elementary in Anaheim, California to participate in the Ocean Institute’s ocean education programs. This sponsorship enables these students to take a field trip to the Ocean Institute and participate in a “hands on” marine science learning program. TABS employees accompany students on their trips.

JERRY LEWIS MDA TELETHON
Toshiba was a “sponsor of the hour” at the annual Muscular Dystrophy Association Telethon. Employees from four Toshiba businesses—including TABS, TAIS, TAMS and Toshiba America Electronic Components (TAEC)—spent their Labor Day taking on-air donations over the phone.
SUSTAINABILITY REPORT 2011 | NORTH AMERICA | TOSHIBA

social responsibility

ANNUAL HALLOWEEN AUCTION
For the past 25 years, TAMS employees have participated in outreach spearheaded by the Activities Committee of Toshiba (ACT). Through ACT’s fundraising events in 2010, employees donated over $13,000 as well as in-kind donations to benefit the Orange County Rescue Mission and Orange County Social Services. Last year, ACT’s largest event of the year—the annual Halloween Auction—raised enough money to help 83 children and 28 local families.

UNITED WAY
Since 2007, TIC’s corporate contributions and employee giving of nearly $150,000 has helped to support five community-based United Way agencies: United Way of Greater Houston in Houston, Texas; United Way of Chester County in Chadds Ford, Pennsylvania; Mile High United Way in Denver, Colorado; United Way of Greater Milwaukee in Milwaukee, Wisconsin; and United Way of the Bay Area in San Francisco, California.

POWER TO THE PEOPLE
TAEC supports Power to the People, a grass roots organization that brings solar power to schools and medical facilities in remote villages throughout Nicaragua. This year, plans are in the works to install a PV (solar) system on an elementary school as well as a PV battery charging station.

WESTINGHOUSE SCIENCE HONORS INSTITUTE
The Westinghouse Science Honors Institute (WSHI) provides a forum for talented high school students to gain exposure to the latest advances in science and technology. About 400 high school juniors from across western Pennsylvania attended this year’s institute. Ten Saturday-morning lectures run from October through February on topics related to energy, the environment, medicine and other scientific fields. Students also participate in team projects, and take a field trip to see the nuclear research reactor at Pennsylvania State University. More than 14,000 students have attended WSHI in its 55-year history.

Winners of the 2010 ASHITA Award
Westinghouse, TAIS and TABS were selected for Toshiba Group’s Global ASHITA award in recognition of their outstanding contributions to the community.

Employee “Day of Caring”
Westinghouse organized a day of caring in which its employees participated in activities at three western Pennsylvania organizations: 4 Kids Early Learning Center, Mars Home for Youth and the Victim Outreach Intervention Center (VOICE).

Habitat For Humanity®
Employees of TABS and TAIS also joined forces for several Habitat For Humanity “build days.” They also contributed funds to be a “whole house” sponsor of one of the 27 new homes in San Juan Capistrano, CA. Additionally, TAIS has committed to donate 150 laptops to be placed in Habitat for Humanity homes over a three year period.
We believe employees of Toshiba Group companies in North America drive the success of our business. Our people are our most valuable asset, and we constantly strive to create an environment, both within our companies and in the communities in which we operate, that encourages individuals to discover and reach their full potential. Toshiba is committed to upholding human rights. This means we go beyond basic international standards for human and labor rights to create a safe, healthy and rewarding work environment. We do this through the Toshiba Group Standards of Conduct (SOC).

Toshiba Group has developed its SOC to set the tone for all employees world wide. As such, employees receive regular training on the Toshiba SOC. Additionally, as a signatory of the United Nations Global Compact, we strive to ensure that fundamental labor rights are in place for employees working at all of our businesses. We also recognize the UN Universal Declaration of Human Rights.

**Toshiba Group Standards of Conduct**

The Toshiba Group Standards of Conduct calls for adherence to all relevant laws and regulations, respect for fundamental human rights, and prohibition of discriminatory treatment, child labor and forced labor. It requires that respect be accorded to diverse values, individuality, and privacy of individuals, prohibits discriminatory behavior based on race, religion, gender, nationality, disability, age, or sexual orientation, and prohibits physical abuse, sexual harassment, abuse of power, and any other actions that disregard the dignity and individuality of others.

**Employee education**

Providing educational opportunities for our employees to excel in their careers and grow professionally is important for all of our businesses. These opportunities are designed to develop employee knowledge further on subject matter such as customer service, sales and marketing, professional development and management skills, and cultural and environmental awareness. Many employees receive approximately 20-40 hours of training annually.

We also believe in empowering our employees with knowledge specific to Corporate Social Responsibility (CSR). Our employees have access to year-round education via e-learning on CSR-related topics, such as human rights, environmental issues, engineering ethics, protection of intellectual property rights, and information security management. We also provide education for employees in different positions, including executive officers, newly appointed section managers, and new recruits. For example, each year, Toshiba North America companies’ employees attend a live, interactive legal compliance seminar that includes anti-corruption training. Over one thousand employees have participated. Toshiba North America companies provide anti-bribery training that supports the company’s Anti-bribery And Foreign Corrupt Practices Act policy.

Development programs offered include:
- Toshiba Management Innovation Training, Toshiba International Corporation (TIC)
- Toshiba America Information Systems (TAIS) University
- Toshiba America Medical Systems (TAMS) Academy
Mandatory employee education at select business locations includes the following:

- Standards of Conduct
- ISO 9001 & 14001
- Export Control
- Work Place Harassment Avoidance/Prevention

In keeping with our commitment to provide our employees and their families every opportunity to realize their full potential, Toshiba North America supports continuing education with Tuition Assistance through The Educational Reimbursement Plan. The Plan is designed to allow employees to undertake educational pursuits outside of working hours and to provide financial assistance in support of these pursuits.

Toshiba North America also offers the Youth for Understanding (YFU) annual summer scholarship program for children of employees. This scholarship gives U.S. students aged 15 to 18 the opportunity to study and stay in Japan. Since its inception in 1984, a total of 68 students have studied in Japan.

**Employee health and safety**

The health and safety of our employees is of great importance. In May 2009 during the spread of the H1N1 influenza virus, Toshiba North America launched a company-wide education and awareness campaign. Intranet and e-mail communications included:

- Detailed steps that employees should take to minimize any potential outbreak
- Direct links to U.S. and global health information resources
- Employee contacts for additional health and travel-related information

In addition, information was provided specifically to managers for their use in educating employees about the pandemic in safety briefings, shift meetings and other discussions. A series of “Avoid the Flu” slides/graphics also were developed and used on digital screens and newsletters and office cafeterias across Toshiba North America companies.

**Employee recognition**

**NORTH AMERICAN WINNERS OF THE GLOBAL CSR AWARDS**

December is CSR month at Toshiba and it is celebrated at the Toshiba Group CSR Conference in Tokyo. The conference gives employees the opportunity to learn about and discuss the company’s CSR programs and initiatives. At the conference, winners for the 2010 social contribution award, “ASHITA,” “Environmental Award,” and “Occupational Health and Safety Award” were announced for nearly 2,000 entries globally across all categories.

TAI (Toshiba America, Inc.) received the Environmental Outstanding Performance Award for Earth Day activities at Grand Central Terminal, Times Square, and e-cycling events. TIC received the Special Award for Occupational Health and Safety (OH&S) promotion for their OH&S management systems and overall performance during the last three years.
**GRI APPLICATION LEVEL C: PROFILE DISCLOSURES**

<table>
<thead>
<tr>
<th>Profile Disclosure</th>
<th>Description</th>
<th>Reported</th>
<th>Cross Reference/Direct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Statement from the most senior decision-maker of the organization.</td>
<td>Fully</td>
<td>TNA pg. 2; CSR pg. 5</td>
</tr>
<tr>
<td>2.1</td>
<td>Name of the organization.</td>
<td>Fully</td>
<td>TNA pg. 1</td>
</tr>
<tr>
<td>2.2</td>
<td>Primary brands, products, and/or services.</td>
<td>Fully</td>
<td>TNA pg. 4</td>
</tr>
<tr>
<td>2.3</td>
<td>Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.</td>
<td>Fully</td>
<td>TNA pg. 1, 4; TAR pg. 48</td>
</tr>
<tr>
<td>2.4</td>
<td>Location of organization’s headquarters.</td>
<td>Fully</td>
<td>TNA pg. 4; TAR pg. 4</td>
</tr>
<tr>
<td>2.5</td>
<td>Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.</td>
<td>Fully</td>
<td>TNA pg. 1; CSR pg. 3</td>
</tr>
<tr>
<td>2.6</td>
<td>Nature of ownership and legal form.</td>
<td>Fully</td>
<td>CSR pg. 3</td>
</tr>
<tr>
<td>2.7</td>
<td>Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).</td>
<td>Fully</td>
<td>TNA pg. 1; CSR pg. 3</td>
</tr>
<tr>
<td>2.8</td>
<td>Scale of the reporting organization.</td>
<td>Fully</td>
<td>TNA pg. 4; CSR pg. 3; North America including Canada and Mexico.</td>
</tr>
<tr>
<td>2.9</td>
<td>Significant changes during the reporting period regarding size structure, or ownership.</td>
<td>Fully</td>
<td>TNA pg. 1; TAR and TACP were unified into a single operating company.</td>
</tr>
<tr>
<td>2.10</td>
<td>Awards received in the reporting period.</td>
<td>Fully</td>
<td>TNA pg. 8; CSR pg. 54</td>
</tr>
</tbody>
</table>

**3. REPORT PARAMETERS**

| 3.1 | Reporting period (e.g., fiscal/calendar year) for information provided. | Fully | TNA pg. 1 |
| 3.2 | Date of most recent previous report (if any). | Fully | FY2009 (April 1, 2009 - March 31, 2010) |
| 3.3 | Reporting cycle (annual, biennial, etc.) | Fully | TNA pg. 1 |
| 3.4 | Contact point for questions regarding the report or its contents. | Fully | TNA Back Cover |
| 3.5 | Process for defining report content. | Fully | TNA pg. 1, 6 |
| 3.6 | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance. | Fully | TNA pg. 1 |
| 3.7 | State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope). | Fully | TNA pg. 1 |
| 3.8 | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations. | Fully | TNA pg. 1; TAR pg. 51; IR meeting every June; www.toshiba.co.jp/about/ir/index.htm |
| 3.10 | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods). | Not | There are no re-statements |
| 3.11 | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. | Fully | First time reporting using the GRI Framework and first time including Mexico |
| 3.12 | Table identifying the location of the Standard Disclosures in the report. | Fully | TNA pg. 20, 21 |

**4. GOVERNANCE COMMITMENT AND ENGAGEMENT**

<p>| 4.1 | Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. | Fully | TAR pg. 42-51; CSR pg. 23 |</p>
<table>
<thead>
<tr>
<th>Profile Disclosure</th>
<th>Description</th>
<th>Reported</th>
<th>Cross Reference/Direct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2</td>
<td>Indicate whether the Chair of the highest governance body is also an executive officer.</td>
<td>Fully</td>
<td>TAR pg. 42-51</td>
</tr>
<tr>
<td>4.3</td>
<td>For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.</td>
<td>Fully</td>
<td>TAR pg. 42-51</td>
</tr>
<tr>
<td>4.4</td>
<td>Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.</td>
<td>Fully</td>
<td>TNA back cover; TAR pg. 63</td>
</tr>
<tr>
<td>4.14</td>
<td>List of stakeholder groups engaged by the organization.</td>
<td>Fully</td>
<td>TNA pg. 6</td>
</tr>
<tr>
<td>4.15</td>
<td>Basis for identification and selection of stakeholders with whom to engage.</td>
<td>Fully</td>
<td>When preparing this report CSR management and environmental management followed the process recommended by GRI.</td>
</tr>
</tbody>
</table>

**PERFORMANCE INDICATORS: ECONOMIC**

| EC1                | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. | Fully | TNA pg. 1; TAR pg. 53-62 |

**ENVIRONMENTAL**

| EN3                | Direct energy consumption by primary energy source. | Fully | TNA pg. 13; http://www.toshiba.co.jp/env/en/company/region.htm |
| EN8                | Total water withdrawal by source. | Fully | TNA pg. 13; http://www.toshiba.co.jp/env/en/company/region.htm Toshiba North America businesses measure and report water that is withdrawn from municipal water supplies. In FY2010, two Toshiba companies reported well (ground) water withdrawal. Toshiba is committed to identifying and capturing data on all sources of water withdrawn for future reporting. |
| EN16               | Total direct and indirect greenhouse gas emissions by weight. | Fully | TNA pg. 13; http://www.toshiba.co.jp/env/en/company/region.htm Toshiba businesses in North America report on direct and indirect energy consumption. This data is converted to CO₂ emissions by weight. |

**SOCIAL: HUMAN RIGHTS**

| HR5                | Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights | Fully | TNA pg. 2, 18; CSR pg. 13, 22, 25; http://www.toshiba.co.jp/csr/en/policy/ungc.htm |
| HR6                | Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor. | Fully | TNA pg. 2, 18; CSR pg. 13, 22; http://www.toshiba.co.jp/csr/en/policy/ungc.htm |
| HR7                | Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor. | Fully | TNA pg. 2, 18; CSR pg. 13, 22; http://www.toshiba.co.jp/csr/en/policy/ungc.htm |

**SOCIAL: LABOR PRACTICES AND DECENT WORK**

| LA8                | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | Fully | TNA pg. 18,19 |
| LA10               | Average hours of training per year per employee by employee category. | Fully | TNA pg. 18 |

**SOCIAL: PRODUCT RESPONSIBILITY**

| SO3                | Percentage of employees trained in organization’s anti-corruption policies and procedures. | Fully | TNA pg. 18 |
| PR3                | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. | Fully | TNA pg. 9,11 Labeling on consumer products include Energy Star and EPEAT™ |

**INDEX**

TNA: Toshiba North America Sustainability Report 2011
CSR: Toshiba Group CSR Report 2011
TAR: Toshiba Corporation Annual Report 2011

The G3 Content Index within this report lists performance indicators that have been fully reported. A complete listing of all GRI indicators can be found online: www.toshiba.com/csr/gri-index.jsp
Committed to People, Committed to the Future. TOSHIBA

Toshiba America, Inc.
1251 Avenue of the Americas Suite 4110
New York, NY 10020

CONTACTS
csr@tai.toshiba.com (for inquiries related to Toshiba in North America)
URL: http://www.toshiba.co.jp/csr/en/contact/ (for general CSR inquiries related to Toshiba Group)

This Sustainability Report is available on Toshiba websites
http://www.toshiba.com/csr
http://www.toshiba.co.jp/csr/en

Production and printing of the Toshiba North America Sustainability Report 2011 reflects the following considerations:

PAPER
Use of FSC-certified Paper
Paper certified by Forest Stewardship Council (FSC) is used, which is made from wood from FSC-certified forests.

PRINTING
Waterless Printing
Waterless printing, a printing process that eliminates the use of water, is adopted, taking advantage of the characteristics of printing plates made of ink-shedding material.
Non-VOC Ink
100% vegetable ink containing no volatile organic compounds (VOCs) is used.