

Committed to People,  
Committed to the Future.



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COVER IMAGE: Toshiba Corporation  
THIS PAGE FROM TOP: 1) TANE tree planting event in Charlotte, North Carolina 2) Toshiba Aquilion® ONE 3) President Obama with Toshiba/NSTA ExploraVision winners at White House Science Fair



# About This Report

The Toshiba Americas Sustainability Report 2013 highlights the Environmental and Corporate Social Responsibility (CSR) initiatives of Toshiba America, Inc. (TAI), its five major consolidated companies and five major affiliated companies listed below for FY 2012 (April 2012 through March 2013).

## Toshiba America, Inc.'s Consolidated Companies

- Toshiba America Electronic Components, Inc. (TAEC)
- Toshiba America Information Systems, Inc.\* (TAIS)  
\*Toshiba de Mexico, S.A. de C.V. (TDM, subsidiary of TAIS)
- Toshiba America Medical Systems, Inc. (TAMS)
- Toshiba America Nuclear Energy Corp. (TANE)
- Toshiba International Corp. (TIC)

## Toshiba Group's Major Affiliate Companies in the Americas

- Toshiba America Business Solutions, Inc.\* (TABS)  
\*Toshiba Business Solutions Inc. (TBS, subsidiary of TABS)
- Toshiba of Canada, Ltd. (TCL)
- Toshiba Infrastructure Systems South America, Ltd. (TIC-SA)
- Toshiba Medical do Brasile, Ltd. (TMB)
- Westinghouse Electric Company, LLC (WEC)

We studied stakeholder feedback regarding last year's report and have incorporated that feedback into our 2013 report. Here, we have continued our focus on programs like the ACHE (American College of Healthcare Executives) Fund and Toshiba/NSTA ExploraVision, and

have added others, such as Helping the Helpers, and efforts after superstorm Sandy, where our employees are making a real difference in the communities they serve. Also, in response to those comments, we are paying additional attention to our four pillars—Greening of Technology, Greening of Process, Greening of Product and CSR management. We continue to compare our environmental data against 2007 and 2008 benchmarks, and are expounding on the Global Reporting Initiative's (GRI's) G3 Guidelines.

We are grateful for our stakeholders' support and proud of the many accomplishments of our companies as they save energy, reduce waste and help preserve our natural resources for future generations.

The Americas Sustainability Report 2013 follows the GRI's G3 Guidelines and is a self-declared Level C report, which requires reporting on at least 10 performance indicators. This internationally recognized set of indicators, used by the majority of Fortune 500 companies, establishes standards for how organizations report on their economic, environmental and social sustainability efforts. It sets standards for the quality of that information and improves transparency and accountability by ensuring information is balanced, accurate, timely and reliable. Toshiba America's purpose in participating in GRI is to make information clear and consistent for easy understanding by stakeholders and the public at large.

For an overview of Toshiba's sustainability performance, visit these Toshiba global reports:

**CSR report** [[www.toshiba.co.jp/csr/en/engagement/report/index.htm](http://www.toshiba.co.jp/csr/en/engagement/report/index.htm)]

**Annual report** [[www.toshiba.co.jp/about/ir/en/finance/ar/ar.htm](http://www.toshiba.co.jp/about/ir/en/finance/ar/ar.htm)]

**Environmental report** [[www.toshiba.co.jp/env/en/report/index.htm](http://www.toshiba.co.jp/env/en/report/index.htm)]

**Social Contributions Activities report** [[www.toshiba.co.jp/social/en/report/index.htm](http://www.toshiba.co.jp/social/en/report/index.htm)]

**Corporate website** [[www.toshiba.co.jp/worldwide/index.htm](http://www.toshiba.co.jp/worldwide/index.htm)]

Notes: "Toshiba" refers to the companies and people in Japan and throughout the world who stand behind the name "Toshiba." The "Toshiba Group" of companies consists of Toshiba Corporation of Japan and its subsidiaries around the world. "Toshiba Americas" refers to Toshiba America, Inc. and other selected Toshiba Group companies that are based in the Americas. This report is for Toshiba Americas. This report does not include some of the companies that report to the major consolidated companies listed above and affiliated companies that report to their parent Toshiba companies in Japan.

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



## Corporate Overview

Toshiba Group was established in 1875 and today consists of 591 consolidated subsidiaries and 206,087 employees worldwide. Toshiba Americas began operations in 1965 and currently consists of 101 consolidated subsidiaries (US and Canada: 74 / Central and South America: 27) employing 29,058 (US and Canada: 22,347 / Central and South America: 6,711) people. Toshiba's consolidated net sales for FY 2012 totaled \$61.705 billion, and the North American sales were \$11.253 billion,\* or 18%, of the company's global net sales.

\* Data and exchange rate on this page: US\$1 = 94 yen as of end of March 2013 (Toshiba Corporation Annual Report 2013); Excludes Mexico.

### Toshiba Americas

Toshiba Americas operates in three primary domains: digital products, electronic devices, and social and industrial infrastructure systems. As with every Toshiba operation around the globe, our vision is always to find new ways to improve the world for future generations, whether through advanced and more convenient communication, cleaner and more efficient manufacturing, or safer and more reliable medical technologies.

### Digital Products

Toshiba's digital products are changing the way we live today, providing the world's most advanced technologies to help people build better, more productive lives.

Toshiba's release of the world's first laptop back in 1985 made computing truly personal. At Toshiba America Information Systems, Inc. (TAIS), we continue to help people navigate the info-ocean, both professionally and personally, by offering thin, lightweight laptops and

tablets with breathtaking performance. And Toshiba's suite of smart high-end technologies take the brainwork out of great home theater—providing stunning picture quality, superior sound and energy-efficient engineering in a sleek, space-saving design.

Offering the most sophisticated printers, copiers and multifunction products, Toshiba America Business Solutions, Inc. (TABS) is making document management easier, more secure and even greener. The e-STUDIO306LP/RD30 produces printed pages that can be erased and reused up to five times, while reducing CO<sub>2</sub> emissions by up to 57%.\*

\* British Standard Institute

### Electronic Devices

Since Toshiba invented NAND flash memory 25 years ago, our innovation has continued to sustain and grow this market-leading position. Toshiba America Electronic Components, Inc.'s (TAEC's) semiconductors and storage products are included in today's latest smart phones, tablets, e-books and digital cameras. These devices make music, photos, data and other content readily portable in a variety of robust products addressing customers' critical needs for capacity, performance and energy efficiency—whether for enterprise, personal computing, consumer electronics or personal storage.

Toshiba also continues to concentrate on products where we have a technological edge. CMOS image sensors, analog ICs, wireless ICs, wireless charging and TransferJet® technology and advanced custom chip design and manufacturing are just a few examples. Our family of discrete devices includes optoelectronics, power semiconductors, RF, microwave, logic and small devices.

### Social and Industrial Infrastructure Systems

Toshiba's infrastructure systems make the world work better. We're achieving higher performance of traditional technologies by developing high-efficiency thermal power generation systems incorporating carbon capture and storage. And we are equally at home in the bright new world of renewables.

Toshiba's pursuit of patient-friendly medical systems is strikingly evident in low-dose imaging solutions and MRI technology that requires no contrast agents developed by Toshiba America Medical Systems, Inc. (TAMS). Toshiba International Corporation (TIC) provides motors, batteries, instrumentation and process control



OPPOSITE PAGE: Toshiba Vision screen in Times Square, New York City THIS PAGE FROM LEFT: 1) Toshiba's wind power generation 2) Toshiba's steam turbine 3) TAIS and the National Environmental Education Foundation (NEEF) students tech environmental video contest 4) Toshiba LED lighting on display at the Louvre

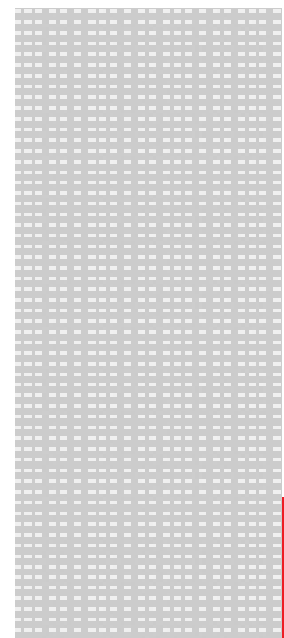
systems for transportation systems around the world. Our electric locomotives haul iron ore to the coast in South Africa. Our rechargeable batteries power many of the latest electric vehicles on the road. And we're producing some of the fastest elevators in the world. Toshiba America Nuclear Energy (TANE) brings power to the people through safer nuclear power plant design and engineering.

**Toshiba LED Lighting**

Toshiba's expertise in lighting, the culmination of many years of dedicated research, offers excellent energy efficiency and distinctive, delightful illumination. This sophisticated lighting technology and outstanding reliability prompted the Louvre Museum to select Toshiba as its partner in developing LED lighting and fixtures that bring a new dimension of beauty to the world-

famous Louvre. On December 6, 2011, in the presence of numerous guests from across Europe, new LED lighting was switched on to light up the Pyramid, the three pyramidions and part of the facade of the Colbert Pavilion in the Napoleon Court.

Phase two of the Toshiba LED lighting renovation for the displays of the Mona Lisa and Red Room was completed in June 2013. A unique lamp created specially for the Mona Lisa uses 34 LEDs that compensate for color shift due to the protective glazing and ambient lighting and includes optical systems to frame the painting and to maintain lighting uniformity across the masterpiece. Together, these renovations at the Louvre have resulted in reduced power consumption including a 73% reduction in external lighting.





## Executive Message

As Chairman and CEO of Toshiba America, Inc. (TAI) and as Corporate Representative for the Americas, I am pleased to present this overview of the sustainability activities being undertaken at our companies throughout the Americas and our progress in ensuring a more sustainable environment and better quality of life for our employees and the communities they serve.

Our communities and the world are facing very important environmental issues, but I am confident that Toshiba can help meet these critical issues head-on. For example, we can partner with utilities and state and federal governments to reduce CO<sub>2</sub> emissions by utilizing our efficient and low-carbon technologies and solutions. This could include expansion of the Smart Community and continued growth in our newer LED lighting, solar and wind businesses, as well as in our traditional nuclear, thermal, hydro and geothermal power generation businesses where Toshiba maintains global leadership. Toshiba's diverse portfolio of energy and technical solutions enables us to offer our customers numerous options to

meet their requirements and affords them the ability to capitalize on new trends and regulation. A few examples are the shale gas revolution and expected greenhouse gas regulations for power plants, which will accelerate a shift toward highly efficient combined cycle power plants—also included in Toshiba's product line-up. We hope our current and future customers will join us in building a more sustainable future.

In FY 2011, we created the Environmental Grand Design to deal with global environmental problems—including climate change—and developed four strategies to establish Toshiba as one of the world's foremost eco-companies by FY 2015. In FY 2012, we formulated the Fifth Environmental Action Plan—a specific plan to implement these strategies.

Through Green Management practices, we are enhancing our overall environmental management system, including compliance and human resources development, strengthening environmental communications activities and expanding biodiversity protection programs. Through Greening of Products, we are on-task to achieve the world's highest level of environmental performance for all the products that we develop and to reduce environmental impact throughout their life cycles. Greening by Technology aims to ensure a stable supply of electricity through low-carbon energy technologies and mitigating climate change. As part of our strategy to promote high-efficiency manufacturing, we are advancing Greening of Process to reduce resource inputs—such as materials and energy—in all our production processes to curb the discharge of industrial waste and chemical substances and minimize growth of environmental impacts, even if production increases.

As a result of these efforts, by 2015, Toshiba companies in the Americas are working to achieve our global goal of reducing CO<sub>2</sub> emissions by 490 million tons through our technologies and 15 million tons through our products. We are also working to reduce greenhouse gases from production processes to 65% of FY 1990 levels, manufacturing waste to 71% of FY 2000 levels and chemicals discharged to 77% of FY 2000 levels.

Toshiba Group promotes CSR management based on global standards as we work to meet the expectations of all our stakeholders—customers, employees, shareholders, suppliers and local communities. As a

signatory to the United Nations Global Compact, we share its commitment to human rights, labor standards and the environment.

As part of that CSR management, I would like to see our companies centralize governance to increase efficiency, improve transparency and improve communications between our employees and operations. This is particularly important in regard to individual contributions to local communities that contribute to growth through creativity and innovation. In addition, our operations should work to combine technologies and intellectual property across Toshiba Group to improve quality, efficiency and productivity, especially in our strategic energy and storage businesses. These steps will help ensure that Toshiba's revenue meets our stakeholders' expectations while we continue to protect the environment and benefit society.

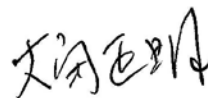
Toshiba's CSR commitment extends to our local communities, and we applaud our employees' commitment to the communities where they live and work. Last fall, Toshiba Americas employees and companies raised more than \$130,000 to help those affected by superstorm Sandy. More than that, individual employees went out of their way to help their neighbors, disregarding their own discomfort. Seeing these men and women give so selflessly to assist others illustrated the sense of responsibility our employees have for their communities. These employee-led grassroots initiatives are vital to our local communities, and Toshiba Americas will continue to support and encourage them.

Superstorm Sandy reminded us of how fragile our power and communications infrastructure can be and confirmed the wisdom of our recent focus on Smart Communities. These highly efficient communities are essential to controlling energy costs, optimizing consumption and ensuring ready power supplies in the case of natural disasters or other emergency situations. Toshi-

ba is working on two Smart Community demonstration projects in New Mexico, where teams are forecasting need and balancing power to meet fluctuating demands at sites in Albuquerque and Los Alamos. Our 700-panel charging system in Irvine, California is expected to produce about 155 megawatts of clean energy and reduce carbon dioxide emissions by nearly 89 tons annually. Our retrofit of 1251 Avenue of the Americas in New York to Toshiba LED lighting is expected to save 12,119 MWh annually. We will continue to explore new opportunities to invest in these valuable alternative energy projects.

Future solutions that improve lives around the world will come from young minds, and once again, Toshiba/NSTA ExploraVision highlighted our long-standing commitment to improving science, technology, engineering and math (STEM) education for K-12 students. As the world's largest science competition, Toshiba/NSTA ExploraVision hosted 24 students whose projects demonstrated advanced thinking and strategic problem-solving. Toshiba/NSTA ExploraVision is one of our core CSR activities. More than 330,000 students have participated over the past 21 years, a tribute of its importance to the education of our youth in the U.S. and Canada.

Through research, technology, environmental protection initiatives and CSR management, Toshiba Americas is reducing the impact we have on our natural resources while improving products and increasing opportunities for future generations. Our careful efforts in this regard are led by our belief in according the highest priorities to human life and safety. We will do our utmost to maximize corporate value through the promotion of CSR management as a trusted corporate citizen of Planet Earth.



**Masaaki Osumi,**  
Chairman and CEO of Toshiba America, Inc.



**Superstorm Sandy reminded us of how fragile our power and communications infrastructure can be and confirmed the wisdom of our recent focus on Smart Communities. These highly efficient communities are essential to controlling energy costs, optimizing consumption and ensuring ready power supplies in the case of natural disasters or other emergency situations.”**  
—Masaaki Osumi, Chairman and CEO of Toshiba America, Inc.



## Year In Review

FY 2012 witnessed remarkable successes for Toshiba Americas. New acquisitions significantly increased our capabilities in hardware, software and energy sectors. Exciting new environmental products and projects are helping reduce emissions and waste. And we invested millions of dollars and thousands of project hours in communities across the Americas as we worked to improve environmental awareness and protection, provide new educational opportunities to our youth and improve quality of life.

This is the third year Toshiba Americas has reported benchmarked environmental data independent of Toshiba Group regarding water use, waste generation, waste-to-landfill, CO<sub>2</sub> emissions and recycling. We are excited to continue this policy of transparency regarding our environmental footprint for the benefit of our stakeholders as we showcase our teams' impressive efforts in sustainability practices.

In our continued commitment to global CSR management standards, we worked with customers, employees, shareholders, suppliers and local communities to ensure adherence to labor standards, use of conflict-free minerals, and respect for human rights and the environment. We achieved these standards in accordance with ISO 26000: 2010 guidance on social responsibility.

Recent investments have expanded Toshiba Americas' capabilities in the fields of Smart Communities, point-of-sale solutions and nuclear energy. Our recent acquisition of energy management company Consert, Inc., expands our investment in Smart Communities and positions us to deliver state-of-the-art load-management software for utilities. Toshiba TEC's purchase of IBM's Retail Store Solutions business will make Toshiba the world's largest retail point-of-sale systems company in the growing e-commerce marketplace. Acquisition of the Shaw Group's stake in Westinghouse Electric and additional agreements to develop thermal power systems substantially increased our leadership in the energy market, in addition to alternative energy.

Through greener products, processes and technologies, Toshiba innovation allowed for the reduction of waste and resource consumption. We introduced the world's first multifunction product with erasable toner. The e-STUDIO306LP/RD30 allows paper to be printed and reused multiple times, minimizing paper waste, and reducing CO<sub>2</sub> emissions by 57% (by 20% in the production process.)\* Through energy-saving projects with New York's 1251 Avenue of the Americas property and TIC's Power Systems Division Milwaukee Service Center, retrofits with high-efficiency LED lighting cut annual electricity costs by \$89,135 and \$57,389 respectively.

\* British Standards Institute



Because of a partnership between Toshiba, Duke Energy, Simon Property Group and Itochu Corporation, one of the world's first plug-in car-charging stations opened at a Carmel, Indiana mall, allowing customers to charge their cars while they shop. The charging station is integrated with solar power and a Toshiba battery storage system. Also working to reduce auto emissions, TAMS' use of hybrid and fuel-efficient vehicles reduced CO<sub>2</sub> fleet emissions by 550,302 pounds, while Toshiba Canada saved \$424,000 Canadian dollars and reduced its CO<sub>2</sub> emissions by improving its product-to-customer supply chain.

Working in partnership with our local communities continued to be a major focus of our Toshiba Americas companies. In 2013, TABS, TAIS, TAEC and TIC donated more than \$225,000 in technology to winners of the Toshiba Helping the Helpers Technology Makeover event. TIC earned the 2013 Mayors Award for its multi-year project to replant drought-stricken area parks with native species. Employees at TIC, TIC-SA (Brazil) and the Westinghouse Specialty Metals Plant in Blairsville, Pennsylvania celebrated Earth Day, World Tree Day and Arbor Day by improving gardens, donating plants, planting native trees and hosting used e-waste collection drives.

Working with the Association for Medical Imaging Management through the AHRA Putting Patients First program, TAMS awarded six grants of up to \$7,500 to hospitals and imaging centers and one grant of up to \$20,000 to an integrated delivery network to improve patient care through improved diagnostic imaging. As a sponsor of the American College of Healthcare Executive's (ACHE's) Fund for Innovation in Healthcare Leadership, TAMS continued to provide mid-level healthcare executives with opportunities to improve their

leadership skills and explore complex medical issues and innovations in healthcare management.

As a reflection of our deep belief in the importance of education for future generations, we celebrated the 20th anniversary of our Toshiba/NSTA ExploraVision STEM competition in 2012. Since inception, Toshiba has awarded more than \$4.4 million in savings bonds (at maturity) to U.S. and Canadian K-12 students. The Toshiba America Foundation (TAF) also continued to provide funding for STEM projects designed by teachers for the classroom and has awarded \$11 million to dedicated K-12 teachers since 1990.

Toshiba remains committed to the universal principals set out by the UN Global Compact regarding human rights, labor standards, the environment and anti-corruption. Under the Toshiba Group Standards of Conduct, each employee and each action must adhere to codes regarding respect for life and individual values and freedoms, respect for relevant laws and regulations. Toshiba Group expects our suppliers to promote CSR through our Procurement Policy.

In 2010, Toshiba Group began training on conflict minerals. We developed the Toshiba Group Conflict Mineral Policy prohibiting use of minerals whose extraction or trade supports conflict or contributes to inhumane treatment and war crimes in the Republic of Congo region. In 2011 and 2012, we surveyed more than 10,000 suppliers to determine the actions they are undertaking to prevent conflict minerals use. And in early 2012, we began working with the U.S. NGO Enough Project and A SEED JAPAN to avoid use of those minerals. Toshiba conducts supplier audits to determine compliance with Toshiba's supplier procurement policy.

OPPOSITE PAGE: 2013 ExploraVision K-3 category winners from Evanston, Illinois THIS PAGE: 1) Toshiba HEV motor 2) e-STUDIO306LP/RD30 3) Toshiba Aquilion® ONE





**The people of this region are highly interested in renewable energy because they depend on coal for nearly half of their electricity. This project is attracting public attention as an opportunity to provide renewable energy to the local community, as well as test smart grid technology and its various applications. Researchers from NEDO and U.S. national laboratories are hoping that the data obtained from this experiment will lead to wider use of renewable energy worldwide.”**  
**—John E Arrowsmith, Utility Manager Department of Public Utilities County of Los Alamos, New Mexico**



## Success Stories

### Smart Communities for More Efficient Use of Our Energy Resources

Toshiba's commitment to conserving energy, using low-carbon technologies and safeguarding cities against future natural disasters and extreme weather events can be seen in our numerous projects exploring new, more efficient technologies.

In partnership with the Japanese New Energy and Industrial Technology Development Organisation (NEDO), Toshiba is conducting smart-grid demonstration projects in both Albuquerque and Los Alamos, New Mexico. In Albuquerque, a three-story commercial building was equipped with a 50 kW photovoltaic (PV) system, a 240 kW gas-engine generator, 80 kW of fuel cells and a 90 kW battery system as a micro grid. Teams are studying energy and heat demand and balancing power output fluctuations in the PV power generation system that will assist in developing future Smart Community infrastructure. At Los Alamos, Toshiba is leading a demonstration of advanced generation control (demand forecasting and scheduling, system monitoring and supervisory control) using a 1.8 MW battery and 1 MW PV module. A micro EMS controls the equipment based on the information relayed by the onsite system—a demand-response operation also is being used for Smart House, the project's demonstration facility.

In the Indianapolis, Indiana, metro area Toshiba is participating in Project Plug-IN, a first-of-its-kind pilot project for plug-in electric vehicles and smart-grid technologies. The project was designed to develop, deploy, demonstrate, market and evaluate a range of plug-in electric vehicles powered by an integrated charging

infrastructure located at homes, businesses and parking facilities. Toshiba is working to improve the lifespan of the rechargeable auto batteries to establish an industry standard for smart-grids. We are also exploring options for establishing smart-grid hubs at sites such as shopping malls and for deploying an advanced smart power grid that can support electric vehicles and other clean-tech innovations.

### Responsibility and Compassion After Superstorm Sandy

On October 25, 2012, superstorm Sandy slammed into the U.S. eastern seaboard, killing 72 people and causing an estimated \$50 billion in damage.\* Toshiba employees in New York, Connecticut and New Jersey—where much of the worst damage occurred—selflessly left their own affected homes to attend to others.

TAMS' customer engineers worked through the night to change an Aquilion® ONE tube in an emergency room scanner because the site had been down for two days due to the storm. Another employee, after a night of no power, waited patiently all day to make sure that the local hospital would secure three pieces of needed equipment. And some TAMS service employees waited in gas lines more than three hours in the evening to ensure they could respond to customer calls the next day.

The TAIS Digital Products Division donated 1% of sales to the American Red Cross (ARC) from ToshibaDirect.com from November 16th through 19th for superstorm Sandy relief. Employee and company donations totaled nearly \$130,000 for ARC superstorm Sandy relief. Many more volunteered to help support relief efforts.

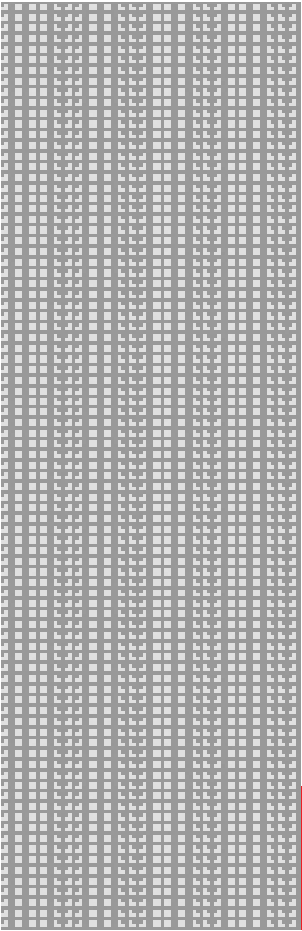


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 1) John McAhren from TIC (LEFT) and CNN and NPR reporter Mario Armstrong (RIGHT). 2) Clay Terrace Plug-In Ecosystem in Carmel, Indiana

On April 22, 2013, John McAhren from TIC and CNN and NPR reporter Mario Armstrong led a discussion and Q&A session highlighting new ideas to safeguard our cities against future natural disasters and extreme weather events. Toshiba's Smart Community was featured as an example of how we can help minimize the

damage and maintain the power grid during another catastrophic event.

\* "Tropical Cyclone Report, Hurricane Sandy (AL182012) October 22–29, 2012." National Hurricane Center, February 12, 2013. ([http://www.nhc.noaa.gov/data/tcr/AL182012\\_Sandy.pdf](http://www.nhc.noaa.gov/data/tcr/AL182012_Sandy.pdf))





## Business Highlights

*Selected business highlights announced by Toshiba\* in FY 2012.*

Toshiba's commitment to sustainability and technological innovation in our businesses is reflected in the examples below. More detailed information is available in this report, Toshiba Corporation Corporate Profile 2013 and Toshiba's corporate press releases.\*\*

### **New Eco-Friendly Printer Unveiled**

On Earth Day in April, Toshiba announced the world's first eco-friendly multifunction product (MFP) system that can erase images and text on the prints with an integrated scan-to-network function. This process allows users to dramatically minimize paper usage while reducing CO<sub>2</sub> emissions.

### **Five Ground-Mounted Solar Projects Near Completion in Massachusetts**

Toshiba is in the final phase of construction of a portfolio of five photovoltaic projects in Massachusetts. These projects represent a total of 9.3 MW, and were conducted in partnership with the non-profit Citizens Energy Corporation. Three of the solar installations were completed in the first quarter of 2013.

### **First-of-its-Kind Energy Storage and Vehicle Charging System**

Working with Indiana's clean tech initiative Energy Systems Network (ESN), Toshiba and partners developed one of the world's most advanced charging stations for plug-in cars, which debuted in January 2013. The new vehicle-charging station at Clay Terrace shopping center in Carmel, Indiana is integrated with solar panels and a battery-storage system, creating a "plug-in ecosystem" for customers that uses renewable energy and a battery system to store surplus power for evenings and cloudy days using Toshiba's 75-kilowatt lithium ion battery.

### **Landis+Gyr/Consert Expands Smart Community Investment**

In February, Toshiba acquired privately held Consert, Inc., an intelligent energy-management company providing fully-integrated, intelligent load-management software for utilities. Its Virtual Peak Plant™ (VPP) improves forecasting and capacity management, real-time outage management information and remote service connections, as well as significantly improving customer service, end-consumer communications and energy efficiency. Consert's North America operations will be integrated with the energy management company Landis+Gyr, a

Toshiba Group company, to produce systems to help major utilities generate and deliver a stable power supply, optimize energy use and maximize energy savings.

### **Toshiba TEC Acquires IBM's Retail Store Point-of-Sale Solutions Business**

In late 2012, Toshiba TEC acquired IBM's Retail Store Solutions (RSS) business, which offers retail point-of-sale (POS) solutions worldwide. The purchase makes Toshiba the world's foremost retail point-of-sale systems company, offering hardware, software and integrated in-store solutions. As part of the agreement, Toshiba TEC also will team with IBM to bring the Smarter Commerce experience to retailers and their customers worldwide to meet the growing demand for multi-channel commerce.

### **Agreement to Develop Next Generation Thermal Power System**

Toshiba will develop a next-generation thermal power system with NET Power, Shaw Group and Exelon. By

commissioning a 25MW natural gas plant in 2014 and a 250MW full-scale natural gas commercial plant by 2017, the companies plan to demonstrate NET Power's low-cost, high-efficiency power generation cycle that produces little to no air emissions.

### **Toshiba Acquires Shaw Group's Stake in Westinghouse**

In October 2012, Toshiba acquired Shaw Group's 20% stake in Westinghouse, which is constructing four AP1000® nuclear reactors in the U.S. and another four in China. The company has been successful in promoting and expanding its business and expanding its business operations in the U.S., Asia, Europe and the Middle East. The acquisition brings Toshiba's ownership in Westinghouse to 87%.

*\* "Toshiba" refers to collective Toshiba and features articles carried out by Toshiba in the Americas.*

*\*\*For more information, go to [www.Toshiba.co.jp/about/press/index.htm](http://www.Toshiba.co.jp/about/press/index.htm).*

OPPOSITE PAGE: Toshiba Smart Community rendition THIS PAGE FROM LEFT: 1) Toshiba Carbon Capture Storage project plant 2) One of five solar energy projects in Massachusetts 3) TIC motor fabrication facility in Houston, Texas





Thomas Walter from TABS demonstrating e-STUDIO306LP/RD30 at the Toshiba exhibit during Earth Day in New York



**At Toshiba, dedication to environmental conservation and protection is inherent in our corporate culture. This philosophy was clearly in mind while developing our e-STUDIO306LP/RD30. By allowing the multiple use of a sheet of paper, our latest product enables organizations to dramatically reduce carbon dioxide emissions to further their respective environmental leadership.”**  
**—Thomas H. Walter, Director of Aftermarket Sales, Marketing & Operations Toshiba Americas Business Solutions, Inc.**

## Caring About Our Environment

As part of our commitment to protecting Earth's environment and resources worldwide, Toshiba has set goals for “greening” our processes, products and technology by 2015. Through improving our processes, we expect to:

- reduce greenhouse gases to 65% (4.39 million tons) of FY 1990 levels;
- reduce manufacturing waste to 71% (0.117 million tons) of FY 2000 levels; and
- reduce chemicals discharged to 77% (1,967 tons) of FY 2000 levels.

In creating our products, we are working to:

- reduce CO<sub>2</sub> emissions by 15 million tons;
- remove polyvinyl chloride and brominated flame retardants from all of our products;
- increase product resource savings to 50% through such efforts as reducing weight and size; and
- increase sales of Excellent ECPs\* to approximately \$22 billion (expected).

In addition, our technologies are on track to:

- reduce CO<sub>2</sub> emissions by 490 million tons in FY 2015; and
- increase sales of our low-carbon technologies to approximately \$23 billion\*\* in FY 2015.

The employees in our Americas operations have shown true leadership in realizing those goals.

*\*Excellent ECP is Toshiba's term for products that have been found to meet the industry's highest level of environmental performance.*

*\*\*Exchange rate used: 82 yen/dollars as of end of March 2012.*

### Greening of Process

When New York's prestigious 1251 Avenue of the Americas office building sought help to become ENERGY STAR-qualified, TAI's corporate office in New York oversaw installation of nearly 1,923 Toshiba LED lamps in its most used common areas, such as the lobby, elevator banks, management offices and concourse. The retrofit resulted in an exceptional savings of 445,192.60 kWh and \$80,135 annually over the former incandescent lighting —paying for itself in a single year. In addition to the LED lighting, the building installed 46 new Toshiba motors and 17 Toshiba variable frequency drives to replace most of the outdated motor controllers for its HVAC fan systems to reduce the building's overall energy consumption. As a result of these improvements, the building was awarded its LEED Silver certification.

TIC's Power Systems Division's Milwaukee Service Center reduced CO<sub>2</sub> emissions by 180.8 tons annually by replacing 124 overhead halide lights with high-efficiency LED lighting. Likewise, the Westinghouse Specialty Metals Plant is reducing annual electricity consumption by 573,889 kWh and cutting costs by \$57,389 per year by upgrading lighting in eight areas of its Blairsville, Pennsylvania facility.

In other energy-saving initiatives, from FY 2011 to FY 2012, Toshiba Americas Medical Systems, Inc. (TAMS) reduced fleet CO<sub>2</sub> emissions by 550,302 pounds using a mix of hybrid and fuel-efficient vehicles in its corporate fleet. North of the border, our employees in the Greater

Toronto and Hamilton area also are working to ease traffic gridlock, improve air quality and reduce greenhouse gas emissions through carpooling. As a result, Toshiba received a Special Recognition certificate at the 2012 Smart Commute Awards for being among area employers with the most carpoolers (workplace category size 200-500 employees).

During FY 2012, Toshiba Canada both reduced its carbon footprint and saved an astounding \$424,000 Canadian dollars by making changes to product-to-customer transportation. Consolidating small-package carrier shipments conserved fuel, reduced transportation costs and improved supply chain efficiency. Reducing the number of China-to-customer air cargo carriers and using more efficient cargo freighters saved fuel and reduced carbon dioxide emissions. In addition, consolidating U.S. trucking carriers and incorporating rail transportation lowered costs, reduced carbon dioxide emissions and made it easier to manage the supply chain.

In other efforts to reduce our environmental impact, our facilities continued to focus on reducing hazardous waste. In Houston, TIC eliminated one hazardous waste stream by purchasing red insulator paint in recyclable one-gallon pails, instead of 55-gallon drums. Previously the drums had to be disposed of as hazardous waste because several inches of unusable paint remained at the bottom of the drum; whereas all of the paint from the pails can be used. In addition, because paint no longer needs to be transferred to small containers, the possibility of spills is minimized. TIC also reduced inverter packaging material weight by 24% in FY 2012. The company celebrated Earth Day 2012 with a community e-waste collection event to encourage recycling of used electronics. As a result, a total of 52 employees and 31 community members diverted 10,203 pounds of e-waste from our landfills.

### **Greening of Products**

During the April Earth Day event in New York, Toshiba Americas Business Solutions (TABS) unveiled the world's first multifunction copier with erasable toner. The e-STUDIO306LP/RD30 produces printed pages that can be erased up to five times. Reusable paper is returned to the unit's upper drawer; pages that cannot be fully erased are sent to the bottom drawer to be recycled. This process allows users to dramatically minimize paper usage while reducing CO<sub>2</sub> emissions by up to 57%.\*

To further minimize our customers' carbon footprint, the e-STUDIO306LP/RD30 integrates bio-based plastics, which produce 20% less CO<sub>2</sub> emissions during production, compared to traditional petroleum-based versions.

### **Greening by Technology**

Today, Toshiba technology is making it possible to reach out to new sources of clean energy. This year, residents of Carmel, Indiana welcomed one of the most advanced plug-in car-charging stations in the world at their local mall, thanks to a partnership between Toshiba, Simon Property Group, Duke Energy, the Itochu Corporation and Energy Systems Networks. The Plug-In Ecosystem reduces the major impact that fast-charging cars can have on the electric grid. Cars get power from the grid, but the solar panels generate electricity to be stored in the 42-kilowatt-hour Toshiba battery, which can then be withdrawn by Duke Energy to offset the charger's load.

Five additional solar energy projects underway in Massachusetts will be capable of generating 9.3 MW of power for local use in conjunction with Citizens Energy.

### **Green Management**

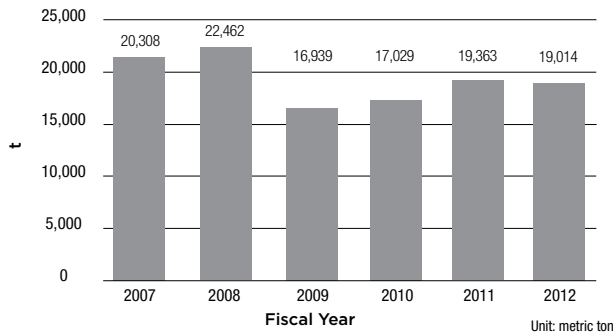
Toshiba Group's Green Management initiative encompasses biodiversity, environmental education, human resources development and environmental communication. In the U.S., several facilities have taken steps to evaluate and enhance the wide range of animal and plant species at their sites. Restoring native plants, controlling invasive species and transforming storm water ponds into wetland habitat are just a few of the many activities they are undertaking to improve conditions for local wildlife while raising environmental awareness among their employees.

Preserving the environment is a point of pride among Toshiba employees, and we encourage environmental stewardship globally through our website, Toshiba Baton. Through this environmental engagement portal, employees share stories and photos about their projects with coworkers around the world, celebrating accomplishments and inspiring others to find new ways to conserve and protect our precious resources.

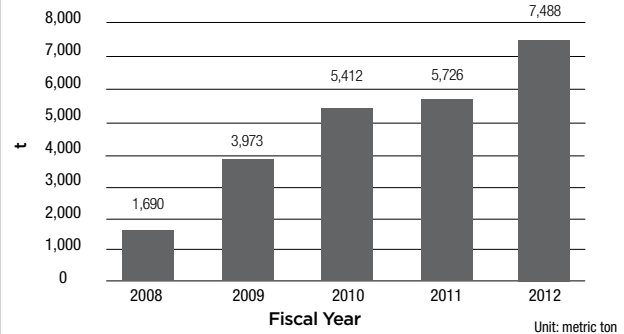
*\*British Standards Institute*

## Environmental Data: Historical

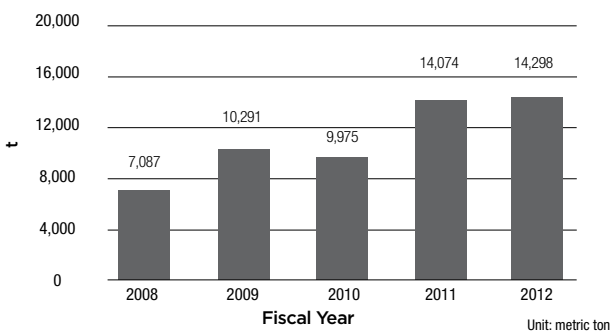
**Generated Waste** (metric-t)



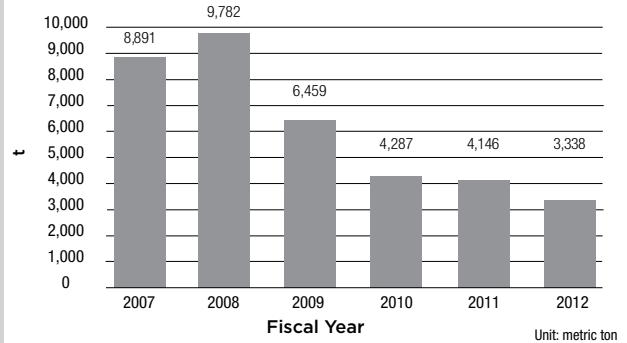
**Recycled e-waste** (metric-t)



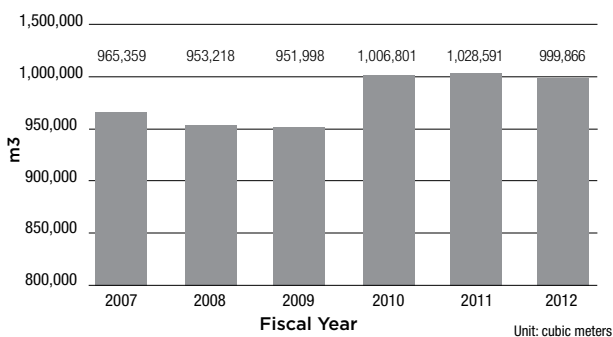
**On-site Recycling** (metric-t)



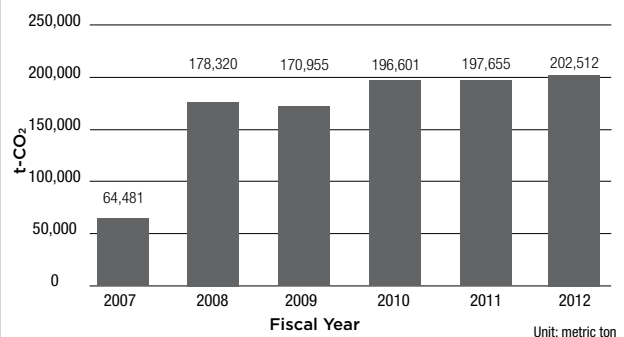
**Waste to Landfill** (metric-t)



**Water Withdrawal** (m<sup>3</sup>)



**CO<sub>2</sub> Emissions** (metric-t)



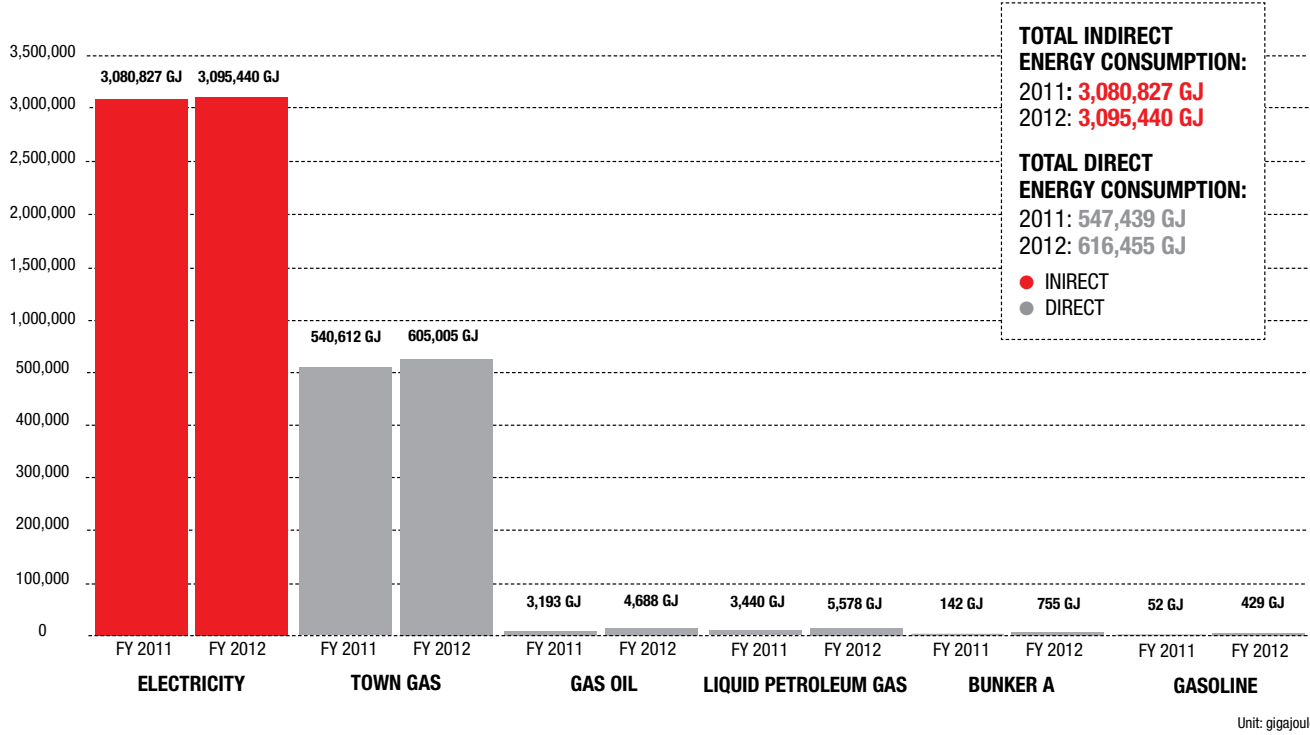
## Environmental Data: FY 2012

Toshiba Americas' environmental sustainability performance is represented on pages 14 and 15 of this report. Data for FY 2007 through FY 2012 is provided for generated waste, waste to landfill, water usage, and CO<sub>2</sub> emissions. Data for FY 2008 through FY 2012 is provided for recycled e-waste and on-site recycling. Starting in FY 2011, performance has been reported on direct and indirect energy consumption, hazardous and non-hazardous waste, water withdrawn by source and direct and indirect CO<sub>2</sub> emissions by weight. This is the second year Toshiba has provided this benchmarked environmental data, and we will continue to provide these measurable statistics to our stakeholders.

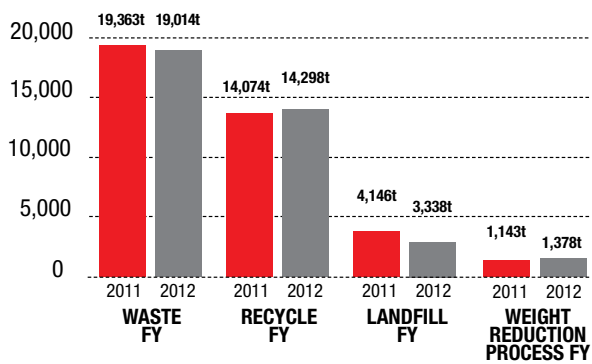
*Note: Boundary adjustments are made annually to edit past environmental data to reflect new business acquisitions and sales of Toshiba businesses and facilities. This adjustment is required to maintain data accuracy.*



## Direct and Indirect Energy Consumption

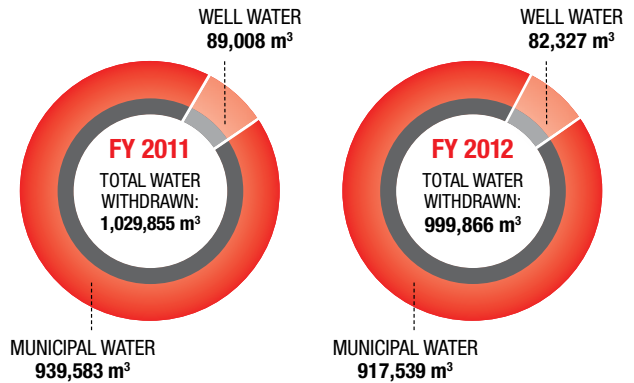


## Hazardous & Non-Hazardous Waste by Weight & Disposal

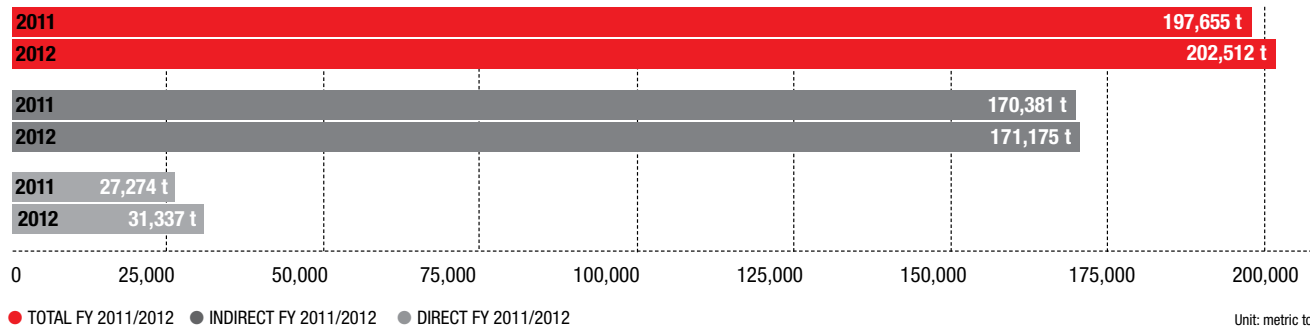


\*Weight reduction process is a treatment to reduce the amount of Landfill, for example, dry off water from generated waste.

## Water Withdrawn by Source



## Direct & Indirect CO<sub>2</sub> Emissions by Weight





## Connecting with Communities

As a leading diversified technology manufacturer, Toshiba supports environmental protection, improved health-care and Science, Technology, Engineering and Math (STEM) education. Toshiba has 344 Social Contributions Coordinators around the globe, with 16 in North America actively promoting our community involvement programs. In FY 2012, Toshiba contributed about \$308.511 million to initiatives worldwide, \$3.839 million\* provided by Toshiba Americas.

*\* Exchange rate \$1 – 94 yen as of end of March 2012. This includes disaster relief efforts, major sports events and in-kind donations, and excludes Westinghouse.*

### Helping the Helpers

The Toshiba Helping the Helpers Technology Makeover is one of our favorite events, because it allows our company to give back to deserving nonprofit organizations that are improving lives in communities across the nation. In 2013, TABS, TAIS (Digital Product Division and Telecommunications Systems Division), TAEC and TIC donated more than \$225,000 of Toshiba's latest technology to five outstanding nonprofit organizations. Nearly 80 diverse applicants sent in brief video entries explaining their missions while articulating how new

technology could help them continue their work. Five finalists were chosen, then the public was invited to vote for the grand prizewinner via TABS' Facebook portal, Toshiba for Good.

Save-A-Pet, a Chicago-area animal rescue and adoption center, took grand prize, receiving \$102,000 in new Toshiba equipment and services. Four runners-ups earned \$31,000 prize packages to help them break the cycle of homelessness; support victims of crime and disaster; provide a fresh start for people battling substance abuse; and offer quality care and services for those with developmental disabilities. Out of 78 activities from Toshiba companies in North America, the Helping the Helpers Technology Makeover was selected as the 2013 TAI Chairman's Award winner.

## ENVIRONMENTAL PROTECTION

### 1.5 Million Trees by 2025

As part of a global Toshiba effort to plant 1.5 million trees by 2025, employees at TIC, TIC-BHZ and Westinghouse Blairsville held events to green up their communities.

TIC earned the Mayors Award for 2013 for its work with Trees for Houston since 2009 to plant native species annually at area parks devastated by recent droughts. They celebrated Environmental Month 2012 with a tree-planting and park clean up. Forty-four TIC volunteers, their families and friends helped plant 120 loblolly pine, sweet gum, red oak and other native species in such venues as Candlelight Park in northwest Houston, which lost more than 40% of its trees to drought. In addition, TIC received an honorable mention Mayor's award for their continued efforts to reduce the volume of used electronics destined to area landfills. Since 2012, TIC has hosted a used electronics collection event to celebrate Earth Day. The collected e-waste is diverted from the landfill and responsibly recycled by a certified third-party vendor.

Approximately 1,000 TIC-Brazil employees and 200 members of the community celebrated World Tree Day in September 2012 by renovating and improving the TIC-BHZ gardens and donating plants to employees in an effort to build awareness of the importance of caring for the environment.

To celebrate Earth Day and Arbor Day 2013, for the second year, all employees at the Specialty Metals Plant in Blairsville, Pennsylvania were presented with a choice

of a local native tree species—Norway Spruce, Eastern Red Bud or White Flowering Dogwood—from a nearby nursery. A total of 244 trees were planted as a result of this celebration in support of the local environment. Since the tree giveaway program began in 2012, more than 515 trees have been planted in this community.

Each of these extraordinary initiatives is helping clean the air, beautify our neighborhoods, provide homes for wildlife, conserve energy and topsoil and keep the atmosphere in balance.

### **Mega Bin Recycling Station**

In April 2012, TIC continued its work teaching Houston children the importance of recycling by donating a third Mega Bin recycling station to Houston's Rummel Creek Elementary. TIC volunteers helped the school's fifth-grade Green Team assemble the station, walked the school campus with students to pick up trash and recycling and taught students how to weigh their recycling collections to earn credits for the school. TIC donated and helped assemble the first two Mega Bins to the school in December 2011.

## **HEALTHCARE**

### **AHRA Putting Patients First Grant Program**

Successful healthcare begins with proper diagnostics, and TAMS demonstrates its commitment to better patient care for children and adults through its Putting Patients First grant program, which emphasizes safety in diagnostic imaging.

Working in partnership with the Association for Medical Imaging Management (AHRA), the TAMS-supported grants are awarded to facilities that implement programs to improve patient care and best practices for diagnostic imaging in the areas of CT, MR, ultrasound and x-ray. Six grants of up to \$7,500 each are awarded to hospitals

and imaging centers, with an additional grant of up to \$20,000 awarded to an integrated delivery network (IDN).

### **ACHE Fund for Innovation In Healthcare Leadership**

Because today's healthcare community faces many extraordinary challenges, TAMS supports the development of our future healthcare leaders. TAMS is a sponsor of the American College of Healthcare Executives' (ACHE's) Fund for Innovation in Healthcare Leadership, promoting diversity and inclusion in healthcare leadership, the exploration of complex ethical issues and innovations in healthcare management. The fund provides mid-level executives with leadership skills that help them address healthcare's complex issues.

## **EDUCATION**

### **Toshiba/NSTA ExploraVision**

In 2012, Toshiba/NSTA ExploraVision STEM competition celebrated its 20th anniversary of inspiring students to seek careers in science and technology by envisioning the technologies of the future. ExploraVision lets students engage in hands-on learning, problem-solving, critical thinking and collaboration. The competition is Toshiba's core North American CSR initiative for STEM education and the world's largest K-12 science and technology competition in partnership with the National Science Teachers Association (NSTA).

One grade-school team created "COOL pads" to help keep athletes cool and maintain safe body temperatures on hot game days, just one of the ExploraVision winners that were exhibited at the White House Science Fair and admired by President Barack Obama. Over the past 20 years, more than 330,000 students have participated in the Toshiba/NSTA ExploraVision program. Each year, the program awards Toshiba products and up to \$240,000 in savings bonds (at maturity)—with more than \$4.4 million awarded since the program's inception. In 2012,



TAF grant recipient at High School of Environmental Studies in New York



TAEC's beach clean up at Catalina Island, California



TIC receiving Houston Mayor's Award



**I credit ExploraVision for my choosing a healthcare career and forever being fascinated with science. Programs like ExploraVision provide critical opportunities for our future leaders to creatively use what they have learned to solve real-world issues by thinking around obstacles, by leveraging the power of a team and by confronting open-ended problems without simple answers.”**

**—Dr. Betsy Bush, 1993 ExploraVision winner**

Toshiba received a CSR PR Award honorable mention for its 20-year partnership with NSTA.

### **Toshiba America Foundation**

The Toshiba America Foundation (TAF) provides funding for innovative, hands-on STEM projects designed by teachers to improve instruction in K-12 classrooms throughout the U.S. The foundation strongly encourages projects planned and led by individual teachers or teams of teachers for their own classrooms. One purpose of the grants is to encourage more students to pursue careers in math and science. Since its inception in 1990, TAF has awarded approximately \$11 million to deserving teachers.

#### **TAF Grant Recipient: W.J. Keenan High School, Columbia, South Carolina**

The Genes and Genealogy Project challenges biology and biotechnical engineering students to extract and analyze sequences of their own mitochondrial DNA to determine their maternal origins. The project is designed to increase student involvement and success by providing a clearer understanding of how modern biotechnology can be applied to solve pertinent questions of human anthropology.

#### **TAF Grand Recipient: High School of Environmental Studies, New York, New York**

A TAF grant to New York City's High School of Environmental Studies (HSES) supports the expansion of their molecular research laboratory where students conduct research using new techniques for DNA barcoding that address issues of biodiversity. Students have designed projects that look at the biodiversity of beetles, moss and insects.

#### **TAF Grand Recipient: Trinity Episcopal School, Charlotte, North Carolina**

Toshiba established a relationship with the Trinity Episcopal

School following TAF funding to further encourage STEM education. During National Engineering Week in February 2013, Dale Paul, Senior Electrical Engineer at Toshiba America Nuclear Energy (TANE), visited the school and spoke with more than 200 STEM students about his work, various career options and the excitement of working in the field of engineering.

### **CORPORATE SOCIAL RESPONSIBILITY**

Toshiba takes a strong stance on human rights, protecting workers' rights and employing fair operating practices.

#### **Human Rights and Fair Labor Practices**

Toshiba has adopted strict standards to guide our actions so that we can operate under the principles of fairness, integrity and transparency and contribute to the formation of a sustainable society.

Toshiba is a member of the United Nations Global Compact and has pledged to adhere to universal principles covering human rights, labor and the environment. The Global Compact is a voluntary corporate citizenship initiative that encourages companies to comply with internationally recognized principles concerning human rights, labor, the environment and anti-corruption as a testament to good CSR.

In addition, we developed the “Toshiba Group Standards of Conduct,” our personal pledge to adhere to all relevant laws and regulations, respect fundamental human rights and prohibit discriminatory treatment, child labor and forced labor. We pledge to respect diverse values, individuality and individual privacy and promise to forbid discriminatory behaviors based on race, religion, gender, nationality, physical disability, age or sexual orientation. Finally, we pledge to prohibit physical abuse, sexual harassment, abuse of power

and any other actions that disregard the dignity and individuality of others.

### **Fair Operating Practices**

Toshiba has implemented policies to ensure that our supply chain partners around the world share our commitment to these standards. In our supplier code of conduct, "Supplier Expectations," we make our human rights policy clear, including the right to associate freely and the right to collective bargaining. We verify our suppliers' compliance through CSR surveys.

### **Toshiba Group Conflict Mineral Policy**

Toshiba Group's Conflict Mineral Policy, established in 2011, prohibits the use of cassiterite (tin ore), wolframite (tungsten ore), coltan (tantalum ore) and gold or their derivatives, whose extraction or trade supports conflict in the Democratic Republic of Congo (DRC) or adjoining countries, and/or that contributes to inhumane treatment including human trafficking, slavery, forced labor, child labor, torture and war crimes in the region.

As part of this effort, in 2011 and 2012 alone, we surveyed over 10,000 suppliers regarding their understanding of the conflict minerals issue and what initiatives they had in place to prevent trading in these minerals.

Toshiba also participates in the Public-Private Alliance for Responsible Minerals Trade (PPA), a project advocated by the U.S. Government, with the goal of eliminating funding sources for armed groups and providing economic support to the DRC and adjoining countries. In February 2012, we exchanged opinions with a U.S. NGO (Enough Project) and A SEED JAPAN, which work to avoid the use of these minerals.

From 2013 on, Toshiba Group continues surveying suppliers about the use of conflict minerals and the smelter verification using the EICC-GeSI\* reporting templates.

For more information about Toshiba Group's Conflict Minerals Initiatives, visit [http://www.toshiba.co.jp/csr/en/human\\_rights/pdf/Toshiba\\_Group\\_Conflict\\_Minerals\\_Initiatives.pdf](http://www.toshiba.co.jp/csr/en/human_rights/pdf/Toshiba_Group_Conflict_Minerals_Initiatives.pdf)

*\*Global e-Sustainability Initiative*

### **Employee Education**

Toshiba employees receive regular opportunities to increase their knowledge and grow professionally, and many take 20 to 40 hours of training per year. Our variety of educational classes and seminars are designed to further develop employee knowledge in the areas of customer service, sales and marketing, professional development, management skills and cultural and environmental awareness.

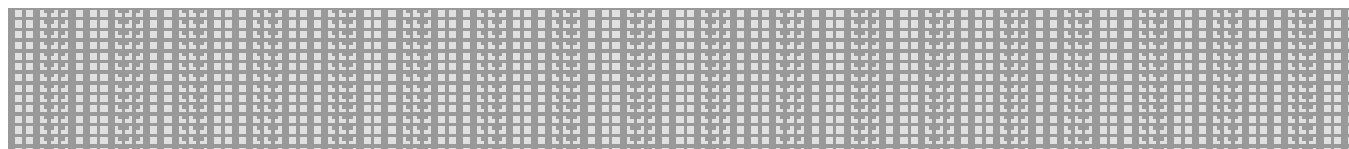
Teaching CSR is another important element of Toshiba's employee education program. Whether an executive officer or a new recruit, each of our employees has access to year-round education via e-learning on CSR-related topics such as human rights and environmental issues. For example, in each year since 1992, employees at Toshiba North America companies have been offered ethics and legal compliance seminars in a live, interactive format that includes anti-corruption training. More than 1,000 employees have participated. Other development programs include:

- Toshiba Americas Anti-Bribery and Foreign Corrupt Practices Act training
- Toshiba Innovation training
- Toshiba America Information Systems, Inc. (TAIS) University

### **Employee Occupational Health and Safety**

Toshiba Group's corporate philosophy is "Committed to People, Committed to the Future." By keeping our operations and facilities clean and safe, we protect our most important resource, the employees that make Toshiba successful. Our workers' health and safety are our highest priority, and we go beyond legal requirements to maintain outstanding workplace environments.

Toshiba Americas' own standards for occupational health and safety are designed to mitigate risk, eradicate work-related accidents and exposure to disease and promote good physical and mental health. As our partners in business, our suppliers and subcontractors are expected to be diligent about occupational health and safety as well. We support their efforts to ensure that no one involved in Toshiba's business is exposed to unhealthy work conditions.



## GRI APPLICATION LEVEL C: PROFILE DISCLOSURES

Profile Disclosure	Description	Reported	Cross Reference/Direct Answer
<b>1. STRATEGIES AND ANALYSIS</b>			
1.1	Statement from the most senior decision-maker of the organization.	Fully	TA pgs. 4, 5; CSR pgs. 4,5; TCP pg. 3
<b>2. ORGANIZATIONAL PROFILE</b>			
2.1	Name of the organization.	Fully	TA pg. 1
2.2	Primary brands, products and/or services.	Fully	TA pgs. 2, 3; CSR pgs. 22, 26; TCP pgs. 7-16
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	Fully	TA pg. 1; CSR pg. 22; TCP pgs. 7-15, 21, 22
2.4	Location of organization's headquarters.	Fully	TA back cover; CSR pg. 21; TCP pg. 5
2.5	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.	Fully	TA pgs. 1, 2; CSR pgs. 21, 22; TCP pg. 5
2.6	Nature of ownership and legal form.	Fully	CSR pg. 21; TCP pg. 5
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/ beneficiaries).	Fully	
2.8	Scale of the reporting organization.	Fully	TA pg. 2; CSR pg. 21, 22; TCP pgs. 5, 6
2.9	Significant changes during the reporting period regarding size structure or ownership.	Fully	TA pgs. 4, 5, 6, 7, 10, 11; TCP pgs. 7-16
2.10	Awards received in the reporting period.	Fully	TA pgs. 16, 17; CSR pgs. 187-191
<b>3. REPORT PARAMETERS</b>			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	TA pg. 1
3.2	Date of most recent previous report (if any).	Fully	FY2011 (April 1, 2011 - March 31, 2012)
3.3	Reporting cycle (annual, biennial, etc.)	Fully	TA pg. 1
3.4	Contact point for questions regarding the report or its contents.	Fully	TA back cover
3.5	Process for defining report content.	Fully	TA pg. 1
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	TA pg. 1
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	TA 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	TA pg. 1; TCP pgs. 7-16
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).	Yes	TA pgs. 14, 15 boundary adjustments to past environmental data. Adjustment to Water Withdrawn by Source FY 2011: "Other Sources" Om <sup>3</sup> withdrawn
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Fully	Including Brazil and benchmarking for environmental historical data. Incorporated extended corp. overview
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	TA pgs. 20, 21
<b>4. GOVERNANCE COMMITMENT AND ENGAGEMENT</b>			
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	TCP pg. 24; CSR pg. 90

Profile Disclosure	Description	Reported	Cross Reference/Direct Answer
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	CSR pg. 64; TCP pg. 24
4.3	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.	Fully	CSR pg. 64; TCP pg. 24
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	TA back cover; CSR backcover, pgs. 61, 99
4.14	List of stakeholder groups engaged by the organization.	Fully	CSR pg. 19, 20
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	When preparing this report CSR management and environmental management followed the process recommended by GRI.
<b>PERFORMANCE INDICATORS: ECONOMIC</b>			
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	TA pgs. 2, 16; TCP pgs. 5, 6; CSR pgs. 21,56,65,154; TSC pg. 3
<b>ENVIRONMENTAL</b>			
EN3	Direct energy consumption by primary energy source.	Fully	TA pg. 15; <a href="http://www.toshiba.co.jp/env/en/company/region.htm">http://www.toshiba.co.jp/env/en/company/region.htm</a>
EN4	Indirect energy consumption by primary source.	Fully	TA pg. 15; <a href="http://www.toshiba.co.jp/env/en/company/region.htm">http://www.toshiba.co.jp/env/en/company/region.htm</a>
EN8	Total water withdrawal by source.	Fully	TA pg. 15; <a href="http://www.toshiba.co.jp/env/en/company/region.htm">http://www.toshiba.co.jp/env/en/company/region.htm</a>
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	TA pg. 15; <a href="http://www.toshiba.co.jp/env/en/company/region.htm">http://www.toshiba.co.jp/env/en/company/region.htm</a> Toshiba businesses in The Americas report on direct and indirect energy consumption. This data is converted to CO <sub>2</sub> emissions by weight.
EN22	Total weight of waste by type and disposal method.	Fully	TA pg. 15
<b>SOCIAL: HUMAN RIGHTS</b>			
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	TA pgs. 7, 18; <a href="http://www.toshiba.co.jp/csr/en/policy/organization.htm#global">http://www.toshiba.co.jp/csr/en/policy/organization.htm#global</a>
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	TA pgs. 7, 18; <a href="http://www.toshiba.co.jp/csr/en/policy/organization.htm#global">http://www.toshiba.co.jp/csr/en/policy/organization.htm#global</a>
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	TA pgs. 7, 18; <a href="http://www.toshiba.co.jp/csr/en/policy/organization.htm#global">http://www.toshiba.co.jp/csr/en/policy/organization.htm#global</a>
<b>SOCIAL: LABOR PRACTICES AND DECENT WORK</b>			
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	TA pg. 19
LA10	Average hours of training per year per employee by employee category.	Fully	TA pg. 19
<b>SOCIAL: PRODUCT RESPONSIBILITY</b>			
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	TA pg. 19
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	TA pgs. 4, 14 Labeling on consumer products include Energy Star and EPEAT. <sup>®</sup>

INDEX  
 TA: Toshiba Americas Sustainability Report 2013  
 CSR: Toshiba Group CSR Report 2013  
 TCP: Toshiba Corporation Corporate Profile 2013  
 TSC: Toshiba Corporation Social Contributions Report 2012

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](http://www.toshiba.com/csr/gri-index.jsp)

## Committed to People, Committed to the Future.

AMERICAS SUSTAINABILITY REPORT 2013

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This Sustainability/CSR/Environmental Report is available on Toshiba websites:

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