


GRI Content Index

Toshiba uses GRI Sustainability Reporting Guidelines 2006 (G3) as a reference for sustainability reporting.

As a participant of UN Global Compact (GC), Toshiba joined the advisor panel of GC-GRI connection tool, "Making the connection."

The related GC principles are shown in the column "GC Principle" in this list.

We have self-assessed our reporting to be Application Level B+.

 [GRI Application Level](#) (A separate window will open.)

- C: CSR website □ C: CSR Report 2011
- E: Environmental website □ E: Environmental Report 2011
- IR: IR website □ A: Annual Report 2011
- O: Other website

* Core performance indicator

Extent of Reporting ○ : Full, △ : Limited, × : Not reported

Section	Indicator	GC Principle	Extent of Reporting	References
1. Strategy and Analysis				
1.1	Statement from the most senior decisionmaker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.		○	C: CEO Commitment □C: Page 5-6 (CEO Commitment) ■ E: CEO Commitment □E: Page 3-4 (CEO Commitment) ■ IR1: From the CEO ■ IR2: An Interview with the President □A: Page 6-13 (An Interview with the President)
1.2	Description of key impacts, risks, and opportunities.		○	■ C1: CEO Commitment □C1: Page 5-6 (CEO Commitment) ■ C2: Toshiba Group Businesses and Responsibilities □C2: Page 11-12 (Toshiba Group Businesses and Responsibilities) ■ C3: Major Achievements in FY2010 and Targets & Plans for FY2011 □C3: Page 17-20 (Major Achievements in FY2010 and Targets & Plans for FY2011) ■ E1: CEO Commitment □E1: Page 3-4 (CEO Commitment) ■ E2: Environmental Vision 2050 □E2: Page 9-10 (Toward Environmental Vision 2050) ■ E3: Targets and Results □E3: Page 11-12 (Progress on the Fourth Environmental Action Plan) ■ IR1: From the CEO ■ IR2: An Interview with the

President
 □A: Page 6-13 (An Interview with the President)

Section	Indicator	GC Principle	Extent of Reporting	References
2. Organizational Profile				
2.1	Name of the organization.		○	<ul style="list-style-type: none"> ■C: Toshiba Group Business Overview □C: Page 3 (Toshiba Group Business Overview)
2.2	Primary brands, products, and/or services.		○	<ul style="list-style-type: none"> ■C1: Toshiba Group Business Overview □C1: Page 3 (Toshiba Group Business Overview) ■C2: Toshiba Group Businesses and Responsibilities □C2: Page 11-12 (Toshiba Group Businesses and Responsibilities)
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		○	<ul style="list-style-type: none"> ■O1: Management Structure ■O2: Business Domains ■IR1: Organization Chart □A1: Page 48-49 (Organization Chart) ■IR2: Consolidated Subsidiaries and Affiliated Companies Accounted for by the Equity Method □A2: Page 50 (Consolidated Subsidiaries and Affiliated Companies Accounted for by the Equity Method) ■C: Business Structure □C: Page 3 (Business Structure)
2.4	Location of organization's headquarters.		○	<ul style="list-style-type: none"> ■C: Toshiba Group Business Overview □C: Page 3 (Toshiba Group Business Overview)
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.		○	<ul style="list-style-type: none"> ■C: Toshiba Group Business Overview □C: Page 3 (Toshiba Group Business Overview)
2.6	Nature of ownership and legal form.		○	<ul style="list-style-type: none"> ■C1: Toshiba Group Business Overview □C1: Page 3 (Toshiba Group Business Overview) ■C2: Stakeholders □C2: Page 2 (Major Stakeholders and Toshiba Group's Responsibilities)
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		○	<ul style="list-style-type: none"> ■C1: Toshiba Group Business Overview □C1: Page 3 (Toshiba Group Business Overview) ■C2: Toshiba Group Businesses and

				<u>Responsibilities</u> □C2: Page 11-12 (Toshiba Group Businesses and Responsibilities)
2.8	Scale of the reporting organization, including: -Number of employees; -Net sales (for private sector organizations) or net revenues (for public sector organizations); -Total capitalization broken down in terms of debt and equity (for private sector organizations); and -Quantity of products or services provided.		○	<ul style="list-style-type: none"> ■C: Toshiba Group Business Overview □C: Page 3 (Toshiba Group Business Overview) ■IR1: Financial Data ■IR2: Financial Highlights □A1: Page4-5 (Financial Highlights)
2.9	Significant changes during the reporting period regarding size, structure, or ownership including: -The location of, or changes in operations, including facility openings, closings, and expansions; and -Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).		○	<ul style="list-style-type: none"> ■C: Significant Change during the Reporting Period □C: Page 4 (Significant Change during the Reporting Period) ■IR: Corporate History □A: P51 (Corporate History)
2.10	Awards received in the reporting period.		○	<ul style="list-style-type: none"> ■C: Evaluation of CSR by External Parties □C: Page 54 (Evaluation of CSR by External Parties (FY2010))

Section	Indicator	GC Principle	Extent of Reporting	References
3. Report Parameters				
Report Profile				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		○	<ul style="list-style-type: none"> ■C: CSR Reporting Policy □C: Page 4 (Editorial Policy) ■E: Editing Policy □E: Page2 (Editing Policy)
3.2	Date of most recent previous report (if any)		○	
3.3	Reporting cycle (annual, biennial, etc.)		○	
3.4	Contact point for questions regarding the report or its contents.		○	<ul style="list-style-type: none"> ■C: Inquiries about CSR and Environmental Activities □C: Back Cover (Contacts) □E: Back Cover (Contacts)
Report Scope and Boundary				
3.5	Process for defining report content, including: -Determining materiality; -Prioritizing topics within the report; and -Identifying stakeholders the organization expects to use the report.		○	<ul style="list-style-type: none"> ■C: CSR Reporting Policy □C: Page 4 (Editorial Policy) ■E: Editing Policy □E: Page2 (Editing Policy)

3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.		○	
3.7	State any specific limitations on the scope or boundary of the report.		○	
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.		○	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.		○	<ul style="list-style-type: none"> ■ C: Distribution of Economic Value to Stakeholders □ C: Page 3 (Distribution of Economic Value to Stakeholders) ■ E1: Targets and Results □ E1: Page 11-12 (Progress on the Fourth Environmental Action Plan) ■ E2: Outline of Environmental Impacts □ E2: Page 13-14 (Overview of Environmental Impacts) ■ E3: Environmental Accounting □ E3: Page 63-64 (Environmental Accounting)
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).		○	<ul style="list-style-type: none"> ■ C: Financial Results □ C: Page 3 (Financial Results) ■ IR: Financial Highlights □ A: Page 4 (Financial Highlights)
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		○	<ul style="list-style-type: none"> ■ C: Significant Change during the Reporting Period □ C: Page 4 (Significant Change during the Reporting Period)
GRI Content Index				
3.12	Table identifying the location of the Standard Disclosures in the report.		○	<ul style="list-style-type: none"> ■ C: GRI Content Index (CSR Report 2011)
Assurance				
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider's).		○	<ul style="list-style-type: none"> ■ C: Third-Party Comments on the CSR Report 2011 □ C: Page 53 (A Third Party Review of the CSR Report) ■ E: Third-party Evaluation □ E: Page 69 (Third-party Evaluation)

Section	Indicator	GC Principle	Extent of Reporting	References
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4. Governance, Commitments, and Engagement

Governance

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.		○	<ul style="list-style-type: none"> ■ C: Corporate Governance □ C: Page 23 (Corporate Governance) ■ IR1: Corporate Governance ■ IR2: Corporate Governance/Directors □ A: Page40-45 (Corporate Governance)
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).		○	<ul style="list-style-type: none"> ■ C: Corporate Governance □ C: Page 23 (Corporate Governance) ■ IR1: Corporate Governance ■ IR2: Corporate Governance/Directors □ A1: Page40-45 (Corporate Governance) ■ O: Senior Management □ A2: Page46-47 (Directors and Executive Officers)
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.		○	<ul style="list-style-type: none"> ■ C: Corporate Governance □ C: Page 23 (Corporate Governance) ■ IR1: Corporate Governance ■ IR2: Corporate Governance/Directors □ A: Page40-45 (Corporate Governance)
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		○	<ul style="list-style-type: none"> ■ C1: Dialogue with Shareholders and Investors ■ C2: Dialogue with Employees, Customers and Others □ C1-2: Page24 (Dialogue with Shareholders) ■ C3: Whistleblower System □ C3: Page39 (Effective use of the whistleblower system) ■ IR: Shareholders' Meeting
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).		○	<ul style="list-style-type: none"> ■ C: Compensation for Directors and Executive Officers □ C: Page 23 (Compensation for directors and executive officers) ■ IR1: Compensation ■ IR2: Compensation Policy and the Amount of Compensation □ A: Page 44-45 (Compensation Policy and the Amount of Compensation) ■ E: Performance Evaluation □ E: Page 62 (Performance Evaluation)
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		○	<ul style="list-style-type: none"> ■ C1: Corporate Governance □ C1: Page 23 (Corporate Governance) ■ C2: Toshiba Group Standards of Conduct

4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.		○	<ul style="list-style-type: none"> ■C: Corporate Governance □C: Page 23 (Corporate Governance)
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.		○	<ul style="list-style-type: none"> ■C1: Corporate Philosophy □C1: Page1-2 (Corporate Philosophy, Toward Realizing the Corporate Philosophy) ■C2: Toshiba Group Standards of Conduct ■C3: Major Achievements in FY2010 and Targets & Plans for FY2011 □C3: Page 17-20 (Major Achievements in FY2010 and Targets & Plans for FY2011) ■E1: Environmental Vision 2050 □E1: Page9-10 (Toward Environmental Vision 2050) ■E2: Targets and Results □E2: Page 11-12 (Progress on the Fourth Environmental Action Plan))
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.		○	<ul style="list-style-type: none"> ■C1: Corporate Governance □C1: Page 23 (Corporate Governance) ■C2: CSR Management Structure □C2: Page 21 (Toshiba Group CSR Management Structure)
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		○	<ul style="list-style-type: none"> ■C: Corporate Governance □C: Page 23 (Corporate Governance)
Commitments to External Initiatives				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.		○	<ul style="list-style-type: none"> ■IR: Business Risk Factors ■C1: Risk Management and Compliance □C1: Page 39-40 (Risk Management and Compliance) ■C2: Quality Control ■C3: Ensuring Product Safety □C2-3: Page 43-44 (Quality Assurance and Safety , Dealing with Product Accidents) ■E: Greening of Products (Environmentally Conscious Products) □E: Page 31-32 (Greening of Products (Environmentally Conscious Products))

4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		○	<p>■ C1: UN Global Compact</p> <p>■ C2: Company Overview/CSR-related international charters Toshiba endorses</p> <p>□ C2: Page 3 (Company Overview/CSR-related international charters Toshiba endorses)</p> <p>■ C3: Meeting Our Stakeholders' Expectations</p> <p>□ C3: Page 6 (Meeting Our Stakeholders' Expectations)</p> <p>□ C4: Strengthening CSR management based on the principles of ISO 26000</p> <p>□ C4: Page 13 (Strengthening CSR management based on the principles of ISO 26000)</p>
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: -Has positions in governance bodies; -Participates in projects or committees; -Provides substantive funding beyond routine membership dues; or -Views membership as strategic.		○	<p>■ C1: Company Overview/Membership in CSR-related organization</p> <p>□ C1: Page 3 (Company Overview/Membership in CSR-related organization)</p> <p>■ C2: Government & Authorities</p> <p>■ E: Toward a Low-Carbon Society</p>
Stakeholder Engagement				
4.14	List of stakeholder groups engaged by the organization.		○	<p>■ C: Stakeholders</p> <p>□ C: Page 2 (Major Stakeholders and Toshiba Group's responsibilities)</p>
4.15	Basis for identification and selection of stakeholders with whom to engage		○	<p>■ C: Stakeholders</p> <p>□ C: Page 2 (Major Stakeholders and Toshiba Group's responsibilities)</p>
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		○	<p>■ C: Stakeholder Dialogue</p>
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.		○	<p>■ C1: Our efforts to report on the priority issues for our stakeholders and those for Toshiba Group</p> <p>□ C1: Page 4 (Our efforts to report on the priority issues for our stakeholders and those for Toshiba Group)</p> <p>■ C2: Stakeholder Dialogue</p> <p>□ C2: Page 38 (Holding stakeholder dialogue periodically)</p>

Section	Indicator	GC Principle	Extent of Reporting	References
5. Performance index				

Economic				
Management Approach				
	Goals and Performance		○	<ul style="list-style-type: none"> ■ IR1: Business Strategies ■ IR2: Mid-term Business Plan □ A: Page 16-17 (Mid-term Business Plan)
	Policy		○	<ul style="list-style-type: none"> ■ IR1: Business Strategies ■ IR2: An Interview with the President □ A: Page 6-13 (An Interview with the President)
	Additional Contextual Information		○	<ul style="list-style-type: none"> ■ IR: Investor Relations
Economic Performance				
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.		○	<ul style="list-style-type: none"> ■ IR1: Financial Indicators ■ IR2: Financial Highlights □ A: Page 4 (Financial Highlights, Toshiba Corporation and its Subsidiaries) ■ C: Distribution of Economic Value to Stakeholders □ C: Page 3 (Distribution of Economic Value to Stakeholders)
EC2.*	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Principle 7	○	<ul style="list-style-type: none"> ■ IR1: Mid-to Long-term Vision and Basic Strategic Policies ■ IR2: Mid-term Business Plan □ A: Page 16-17 (Mid-term Business Plan) ■ E: Environmental Vision 2050 □ E: Page 9-10 (Toward Environmental Vision 2050)
EC3.*	Coverage of the organization's defined benefit plan obligations.		○	<ul style="list-style-type: none"> ■ C: Toshiba Corporate Pension Plan ■ IR: Long-Term Liabilities/Accrued pension and severance costs □ A: P57 (Long-Term Liabilities/Accrued pension and severance costs)
EC4.*	Significant financial assistance received from government.		×	-
Market Presence				
EC5.	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Principle 1	×	-
EC6.*	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		△	<ul style="list-style-type: none"> ■ C1: CSR Management in the Supply Chain □ C1: Page 41 (Managing CSR in the Supply Chain) ■ C2: Contributing to Economic, Educational, and Cultural Development in Host Countries around the world □ C2: P47 (Contributing to economic, educational, and cultural development in host)

				countries around the world)
EC7.*	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Principle 6	△	<p>■C: Contributing to Economic, Educational, and Cultural Development in Host Countries around the world</p> <p>□C: Page 47 (Contributing to economic, educational, and cultural development in host countries around the world)</p>

Indirect Economic Impacts

EC8.*	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, inkind, or pro bono engagement.		○	<p>■C1: Support for Local Community Development and Public Policies</p> <p>■C2: Corporate Citizenship Activities</p> <p>■C3: Support in the Aftermath of Disasters</p> <p>□C1-3: P 47-50 (Support for Local Community Development and Public Policies; Corporate Citizenship Activities; Support in the Aftermath of Disasters)</p>
EC9.	Understanding and describing significant indirect economic impacts, including the extent of impacts.		△	<p>■E: Environmental Accounting</p> <p>□E: Page 67-68 (Environmental Accounting)</p>

Environmental

Management approach

	Management approach		○	<p>■E: Green Management</p> <p>□E: Page 57-70 (Green Management)</p>
	Goals and Performance		○	<p>■E: Targets and Results</p> <p>□E: Page 11-12 (Progress on the Fourth Environmental Action Plan)</p>
	Policy		○	<p>■E: Environmental Policy</p> <p>□E: Page 57 (Toshiba Group's Policy for the Environment)</p>
	Organizational Responsibility		○	<p>■E: Environmental Management Structure</p> <p>□E: Page 59 (Environmental Management Structure)</p>
	Training and Awareness		○	<p>■E: Environmental Education and Certificates</p> <p>□E: Page 60 (Environmental Education and Qualification)</p>
	Monitoring and Follow-up		○	<p>■E: Environmental Audits</p> <p>□E: Page 61 (Environmental Audits)</p>
	Additional Contextual Information		○	<p>■E: Green Management</p> <p>□E: Page 57-70 (Green Management)</p>

Materials

EN1.*	Materials used by weight or volume	Principle 8	○	<p>■E: Outline of Environmental Impacts</p> <p>□E: Page 13-14 (Overview of</p>
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				Environmental Impacts)
EN2.*	Percentage of materials used that are recycled input materials.	Principle 8, 9	△	<p>■E: <u>Incoming Recycling Initiatives</u></p> <p>□E: P40 Incoming Recycling Initiatives</p>
Energy				
EN3.*	Direct energy consumption by primary energy source.	Principle 8	○	<p>■E: <u>Outline of Environmental Impacts</u></p> <p>□E: Page 13-14 (Overview of Environmental Impacts)</p>
EN4.*	Indirect energy consumption by primary source.	Principle 8	○	<p>■E: <u>Outline of Environmental Impacts</u></p> <p>□E: Page 13-14 (Overview of Environmental Impacts)</p>
EN5.	Energy saved due to conservation and efficiency improvements.	Principle 8, 9	○	<p>■E1: <u>Targets and Results</u></p> <p>□E1: Page 11-12 (Progress on the Fourth Environmental Action Plan)</p> <p>■E2: <u>Reducing Greenhouse Gas Emissions (Greening of Process)</u></p> <p>□E2: Page17-18 (Reducing greenhouse gas emissions (Greening of Process))</p> <p>■E3: <u>Reducing energy-derived CO2 emissions (Greening of Process)</u></p> <p><u>Reducing emissions of GHGs other than energy-derived CO2 (Greening of Process)</u></p> <p><u>Reducing CO2 emissions associated with product logistics (Greening of Process)</u></p> <p><u>Use of Renewable Energy (Greening of Process)</u></p> <p>□E3: Page19-22 (Mitigation of Climate Change) (Greening of Process)</p> <p>■E4: <u>Mitigation of Climate Change (Greening of Products)</u></p> <p>□E4: Page 37-38 (Mitigation of Climate Change (Greening of Products))</p>
EN6.	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Principle 8, 9	○	<p>■E1: <u>Environmentally Conscious Products (Greening of Products)</u></p> <p>□E1: Page 37-38 (Mitigation of Climate Change (Greening of Products)), 33-36 (Excellent ECPs (Greening of Products)), 43-44 (Product Eco-efficiency (Greening of Products))</p> <p>■E2: <u>Energy and Environmental Technology (Greening by Technology)</u></p> <p>□E2: Page 45-56 (Energy and Environmental Technology (Greening by Technology))</p>
EN7.	Initiatives to reduce indirect energy consumption and reductions achieved.	Principle 8, 9	○	<p>■E1: <u>Establishing a new photovoltaic power generation laboratory with the latest energy-saving equipment</u></p>

				<p>(Greening of Process)</p> <p>■E2: <u>Use of Renewable Energy</u></p> <p>□E1-2: Page 21-22 (Toshiba designs environmentally conscious plants and laboratories in pursuit of leading-edge manufacturing (Greening of Process))</p>
Water				
EN8.*	Total water withdrawal by source.	Principle 8	○	<p>■E1: <u>Outline of Environmental Impacts</u></p> <p>□E1: Page 13-14 (Overview of Environmental Impacts)</p> <p>■E2: <u>Efficient use of water resources (Greening of Process)</u></p> <p>□E2: Page 24 (Efficient use of water resources (Greening of Process))</p>
EN9.	Water sources significantly affected by withdrawal of water	Principle 8	×	-
EN10.	Percentage and total volume of water recycled and reused.	Principle 8, 9	○	<p>■E: <u>Outline of Environmental Impacts</u></p> <p>□E: Page 13-14 (Overview of Environmental Impacts)</p>
Biodiversity				
EN11.*	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Principle 8	○	<p>■E: <u>Biodiversity/Initiatives at Production Sites</u></p> <p>□E: Page 15-16 (Biodiversity/Initiatives at production sites)</p>
EN12.*	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Principle 8	○	<p>■E: <u>Biodiversity</u></p> <p>□E: Page 15-16 (Biodiversity)</p>
EN13.	Habitats protected or restored.	Principle 8	○	<p>■E: <u>Biodiversity</u></p> <p>□E: Page 15-16 (Biodiversity)</p>
EN14.	Strategies, current actions, and future plans for managing impacts on biodiversity.	Principle 8	○	<p>■E: <u>Biodiversity</u></p> <p>□E: P15-16 (Biodiversity)</p>
EN15.	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Principle 8	△	<p>■E: <u>Biodiversity/Initiatives at Production Sites</u></p> <p>□E: Page 15-16 (Biodiversity/Initiatives at production sites)</p>
Emissions, Effluents, and Waste				
EN16.*	Total direct and indirect greenhouse gas emissions by weight.	Principle 8	○	<p>■E1: <u>Outline of Environmental Impacts</u></p> <p>□E1: Page 13-14 (Overview of Environmental Impacts)</p> <p>■E2: <u>Reducing greenhouse gas emissions (Greening of Process)</u></p> <p>□E2: Page 17-18 (Reducing greenhouse gas emissions (Greening of Process))</p> <p>■E3: <u>Reducing energy-derived</u></p>

				CO2 emissions (<u>Greening of Process</u>)
EN17. *	Other relevant indirect greenhouse gas emissions by weight.	Principle 8	○	<u>Reducing emissions of GHGs other than energy-derived CO2 (Greening of Process)</u> <u>Reducing CO2 emissions associated with product logistics (Greening of Process)</u> □E3: Page 19-20 (Mitigation of Climate Change)
EN18.	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Principle 7, 8, 9	○	■E1: <u>Reducing energy-derived CO2 emissions (Greening of Process)</u> □E1: Page 19-20 (Mitigation of Climate Change (Greening of Process)) ■E2: <u>CO2 emissions reductions by supplying eco products considering throughout their life cycles (Greening of Products)</u> □E2: Page 37 (CO2 emissions reductions through global eco products (Greening of Products)) ■E3: <u>Energy and Environmental Technology (Greening by Technology)</u> □E4: Page 45-56 (Energy and Environmental Technology (Greening by Technology))
EN19. *	Emissions of ozone-depleting substances by weight.	Principle 8	○	■E: <u>Management of ozone-depleting substances (Greening of Process)</u> □E: Page 26 (Management of ozone-depleting substances (Greening of Process))
EN20. *	NOx, SOx, and other significant air emissions by type and weight.	Principle 8	○	■E1: <u>Outline of Environmental Impacts</u> □E1: Page 13-14 (Overview of Environmental Impacts) ■E2: <u>Management of substances that have impacts on the atmospheric and aquatic environments (Greening of Process)</u> □E2: Page 26 (Management of substances that have impacts on the atmosphere and hydrosphere (Greening of Process))
EN21. *	Total water discharge by quality and destination.	Principle 8	○	■E1: <u>Outline of Environmental Impacts</u> □E1: Page 13-14 (Overview of Environmental Impacts) ■E2: <u>Page 26 (Management of substances that have impacts on the atmosphere and hydrosphere (Greening of Process))</u>
EN22. *	Total weight of waste by type and disposal method.	Principle 8	○	■E1: <u>Outline of Environmental Impacts</u> □E1: Page 11-12 (Outline of Environmental Impacts) ■E2: <u>Total Amount of Waste</u>

				and Final Disposal (Greening of Process) □E2: Page 23-24 (Reducing the total waste volume; Reducing the amount for final disposal (Greening of Process))
EN23. *	Total number and volume of significant spills.	Principle 8	○	■E: <u>Purification of Soil and Groundwater (Greening of Process)</u> □E: Page 27 (Soil and groundwater purification (Greening of Process))
EN24.	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Principle 8	×	-
EN25.	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Principle 8	○	■E: <u>Wastewater management using the WET method</u> □E: Page 16 (Wastewater management using the WET method)

Products and Services

EN26. *	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Principle 7, 8, 9	○	■E: <u>Environmentally Conscious Products (Greening of Products)</u> □E: Page 31-44 (Environmentally Conscious Products (Greening of Products))
EN27. *	Percentage of products sold and their packaging materials that are reclaimed by category.	Principle 8, 9	△	■E1: <u>Outline of Environmental Impacts</u> □E1: Page 13-14 (Overview of Environmental Impacts) ■E2: <u>Recycling end-of-life products globally (Greening of Process)</u> <u>Recycling of end-of-life products in Japan (Greening of Process)</u> □E2: Page 29-30 (Recycling of End-of-Life Products (Greening of Process))

Compliance

EN28. *	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	Principle 8	○	■E: <u>Compliance with environmental laws and regulations</u> □E: Page 59 (Compliance with environmental laws and regulations) (No environmental violation in FY2010)
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Transport

EN29.	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and	Principle 8	△	■E1: <u>Outline of Environmental Impacts</u> □E1: Page 13-14 (Overview of Environmental Impacts)
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	transporting members of the workforce.			<ul style="list-style-type: none"> ■E2: Reducing CO2 emissions associated with product logistics (Greening of Process) □E2: Reducing CO2 emissions associated with product logistics (Greening of Process)
Overall				
EN30.	Total environmental protection expenditures and investments by type.	Principle 7, 8, 9	○	<ul style="list-style-type: none"> ■E: <u>Environmental Accounting</u> □E: Page 63-64 (Environmental Accounting)
Social				
Labor Practices and Decent Work				
Management Approach				
	Goals and Performance		○	<ul style="list-style-type: none"> ■C: <u>Major Achievements in FY2010 and Targets & Plans for FY2011</u> □C: Page 17-20 (Major Achievements in FY2010 and Targets & Plans for FY2011)
	Policy		○	<ul style="list-style-type: none"> ■C1: <u>Policy on Respect for Human Rights and Prohibition of Discrimination</u> ■C2: <u>Policy on Fair Personnel Evaluation and Treatment</u> ■C3: <u>Promotion Structure for Nurturing Diversity</u> ■C4: <u>Cultivating Global Human Resources</u> ■C5: <u>Occupational Health and Safety (OH&S) Policy</u> □C1-5: Page 25-29 (Labor Practices)
	Organizational Responsibility		○	<ul style="list-style-type: none"> ■C1: <u>Framework for Respecting Human Rights</u> ■C2: <u>System for Promoting Fair Personnel Evaluation and Treatment</u> ■C3: <u>Promotion Structure for Nurturing Diversity</u> ■C4: <u>Cultivating Global Human Resources</u> □C5: <u>OH&S Promotion Framework</u>
	Training and Awareness		○	<ul style="list-style-type: none"> ■C1: <u>Education on Respect for Human Rights</u> □C1: Page 25 (Human rights education initiative led by the Employee Wellness Division) ■C2: <u>Training for Fair Personnel Evaluation and Treatment</u> ■C3: <u>Education and Training on Respect for Diversity</u> ■C4: <u>Training Programs at Toshiba Group</u> ■C5: <u>Raising Awareness and Education for Ensuring Employee Health and Safety</u>
	Monitoring and Follow-Up		○	<ul style="list-style-type: none"> ■C1: <u>Provision of Consulting Services for Employees</u> ■C2: <u>Systems for Soliciting</u>

				<p><u>Employee Opinions (Checks and Audits for Fair Personnel Evaluation and Treatment)</u></p> <p>■C3: <u>Systems for Soliciting Employee Opinions (Checks and Audits for Development of Employee Capabilities)</u></p> <p>■C4: <u>OH&S Checks and Audits</u></p>
	Additional Contextual Information		○	<p>■C1: <u>Human Rights: Respect for Human Rights and Prohibition of Discrimination</u></p> <p>■C2: <u>Fair Evaluation and Treatment</u></p> <p>■C3: <u>Promotion of Diversity</u></p> <p>■C4: <u>Human Resources Development</u></p> <p>■C5: <u>Occupational Health and Safety</u></p> <p>□CC1-5: Page 25-30 (Labor Practices)</p>
Employment				
LA1.*	Total workforce by employment type, employment contract, and region.		△	<p>■C1: <u>Breakdown of Toshiba Group Employees (as of the end of March 2011)</u></p> <p>□C1: Page 26 (Toshiba Group Employees (as of March 31, 2011))</p> <p>■C2: <u>No. of Employees by Region (as of March 31, 2011)</u></p> <p>□C2: Page 3 (No. of Employees by Region (as of March 31, 2011))</p>
LA2.*	Total number and rate of employee turnover by age group, gender, and region.	Principle 6	×	
LA3.	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		△	<p>■C: <u>Toshiba Corporate Pension Plan</u> (Pension Plan is only for permanent employees)</p>
Labor/Management Relations				
LA4.*	Percentage of employees covered by collective bargaining agreements.	Principle 1, 3	△	<p>■C: <u>Ensuring Rights of Labor</u></p>
LA5.*	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Principle 3	△	<p>■C: <u>Promoting Labor-Management Dialogue</u></p>
Occupational Health and Safety				
LA6.	Percentage of total workforce represented in formal joint management worker health and safety committees that help monitor and advise on occupational health and safety programs.	Principle 1	○	<p>■C: <u>OH&S Promotion Framework</u></p>
LA7.*	Rates of injury, occupational diseases, lost days, and absenteeism, and number of workrelated fatalities by region.	Principle 1	△	<p>■C: <u>Frequency of occupational accidents leading to absence at Toshiba Group</u></p> <p>□C: Page 29 (Rate of Work-Related Accidents)</p>

LA8.*	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Principle 1	○	<p>■C: <u>Ensuring Health Management</u></p> <p>□C: Page 30 (Various measures to maintain and improve employees' physical and mental health)</p>
LA9.	Health and safety topics covered in formal agreements with trade unions.	Principle 1	△	<p>■C: <u>OH&S Promotion Framework</u></p>

Training and Education

LA10.*	Average hours of training per year per employee by employee category.		×	-
LA11.	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		○	<p>■C: <u>Human Resources Development</u></p> <p>□C: Page 26 (Human Resources Development)</p>
LA12.	Percentage of employees receiving regular performance and career development reviews.		○	<p>■C1: <u>Fair Evaluation and Treatment</u></p> <p>■C2: <u>Using Full-fledged Career Development Systems</u></p> <p>□C2: Page 26 (Using Full-Fledged Career Development Systems)</p>

Diversity and Equal Opportunity

LA13.*	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Principle 1, 6	△	<p>■C: <u>Promotion of Diversity</u></p> <p>□C: Page 27 (Promotion of Diversity)</p>
LA14.*	Ratio of basic salary of men to women by employee category.	Principle 1, 6	○	No discrimination with regard to male and female compensation within the same category

Human Rights

Management Approach

	Goals and Performance		○	<p>■C: <u>Major Achievements in FY2010 and Targets & Plans for FY2011</u></p> <p>□C: Page 17-20 (Major Achievements in FY2010 and Targets & Plans for FY2011)</p>
	Policy		○	<p>■C1: <u>Policy on Respect for Human Rights and Prohibition of Discrimination</u></p> <p>□C1: Page 25 (Respect for human rights)</p> <p>■C2: <u>Protecting Human Rights Throughout Our Supply Chain</u></p> <p>□C2: Page 25 (Protecting human rights throughout our supply chain)</p>
	Organizational Responsibility		○	<p>■C: <u>Framework for Respecting Human Rights</u></p>
	Training and Awareness		○	<p>■C: <u>Education on Respect for Human Rights</u></p> <p>□C: Page 25 (Human rights)</p>

				education initiative led by the Employee Wellness Division)
	Monitoring and Follow-Up		△	<ul style="list-style-type: none"> ■C1: <u>Provision of Consulting Services for Employees</u> ■C2: <u>Supply Chain Checks and Audits</u> □C2: Page 41 (Performing audits of outsourced manufacturers of Toshiba-brand products)
	Additional Contextual Information		○	<ul style="list-style-type: none"> ■C: <u>Respect for Human Rights and Prohibition of Discrimination</u> □C: Page 25 (Respect for Human Rights and Prohibition of Discrimination)

Investment and Procurement Practices

HR1.*	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Principle 1-6	×	-
HR2.*	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Principle 1-6	○	<ul style="list-style-type: none"> ■C: <u>CSR Management in the Supply Chain</u> □C: Page 41 (Managing CSR in the Supply Chain)
HR3.	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Principle 1-6	△	<ul style="list-style-type: none"> ■C: <u>Risk Management and Compliance Education</u> □C: P39 (Compliance education appropriate to the circumstances of individual regions)

Non-Discrimination

HR4.*	Total number of incidents of discrimination and actions taken.	Principle 1, 2, 6	×	-
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Freedom of Association and Collective Bargaining

HR5.*	Total number of incidents of discrimination and actions taken.	Principle 1, 2, 3	○	<ul style="list-style-type: none"> ■C: <u>CSR Management in the Supply Chain/Items covered by the CSR Survey</u> □C: Page 41 (Managing CSR in the Supply Chain)
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Child Labor

HR6.*	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Principle 1, 2, 5	○	<ul style="list-style-type: none"> ■C1: <u>Protecting Human Rights Throughout Our Supply Chain</u> ■C2: <u>CSR Management in the Supply Chain/Items covered by the CSR Survey</u> □C2: Page 41 (Managing CSR in the Supply Chain)
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Forced and Compulsory Labor

HR7.*	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor	Principle 1, 2, 4	○	<ul style="list-style-type: none"> ■C1: <u>Protecting Human Rights Throughout Our Supply Chain</u> ■C2: <u>CSR Management in the Supply Chain/Items covered by the CSR Survey</u> □C2: Page 41 (Managing CSR in the Supply Chain)
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Security Practices

HR8.	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Principle 1, 2	×	-
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Indigenous Rights

HR9.	Total number of incidents of violations involving rights of indigenous people and actions taken.	Principle 1, 2	×	-
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Society

Management Approach

Goals and Performance			○	<p>■C: <u>Major Achievements in FY2010 and Targets & Plans for FY2011</u></p> <p>□C: Page 17-20 (Major Achievements in FY2010 and Targets & Plans for FY2011)</p>
Policy			○	<p>■C1: <u>Risk Management and Compliance Policy</u></p> <p>□C1: Page 39 (Ensuring compliance worldwide)</p> <p>■C2: <u>Policy on Corporate Citizenship Activities</u></p> <p>■C3: <u>Community Involvement and Development</u></p>
Organizational Responsibility			○	<p>■C1: <u>Risk Management and Compliance Management Structure</u></p> <p>□C1: Page 39 (Risk Management and Compliance Management Structure)</p> <p>■C2: <u>Promoting Corporate Citizenship Activities Worldwide</u></p> <p>■C3: <u>Structure for Community-related Corporate Citizenship Activities</u></p>
Training and Awareness			○	<p>■C1: <u>Risk Management and Compliance Education</u></p> <p>□C1: Page 39-40 (Risk Management and Compliance)</p> <p>■C2: <u>Promoting Corporate Citizenship Activities Worldwide</u></p> <p>□C2: Page 49 (Promoting corporate citizenship activities worldwide)</p>
Monitoring and Follow-Up			○	<p>■C1: <u>Whistleblower System</u></p> <p>□C1: Page 40 (Effective use of the whistleblower system)</p> <p>■C2: <u>Compliance Situation Inspection and Audit</u></p> <p>■C3: <u>Examination and Evaluation of Community-related Corporate Citizenship Activities</u></p>

	Additional Contextual Information		○	<ul style="list-style-type: none"> ■C1: <u>Fair Competition and Trading Practices</u> □C1: Page 41 (Fair Competition and Trading Practices) ■C2: <u>Export Control</u> ■C3: <u>Information Security Management</u> □C3: Page 42 (Information Security Management) ■C4: <u>Protection of Intellectual Property</u> □C4: Page 42 (Protection of Intellectual Property) ■C5: <u>Community Involvement and Development</u> □C5: Page 47-50 (Community Involvement and Development)
Community				
SO1.*	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.		△	<ul style="list-style-type: none"> ■C: <u>Community Relations</u> ■E1: <u>Management of substances that have impacts on the atmospheric and aquatic environments (Greening of Process)</u> □E1: Page 26 (Management of substances that have impacts on the atmospheric and hydrosphere (Greening of Process)) ■E2: <u>Purification of Soil and Groundwater (Greening of Process)</u> □E2: Page 27 (Soil and groundwater purification (Greening of Process))
Corruption				
SO2.*	Percentage and total number of business units analyzed for risks related to corruption.	Principle 10	○	<ul style="list-style-type: none"> ■C: <u>Risk Management and Compliance</u> □C: Page 39-40 (Risk Management and Compliance)
SO3.*	Percentage of employees trained in organization's anti-corruption policies and procedures.	Principle 10	○	<ul style="list-style-type: none"> ■C1: <u>Risk Management and Compliance Education</u> □C1: Page 39-40 (Risk Management and Compliance)
SO4.*	Actions taken in response to incidents of corruption.	Principle 10	○	<ul style="list-style-type: none"> ■C: <u>Response to Compliance Violations</u> □C: Page 40 (Appropriate measures in response to violation)
Public Policy				
SO5.*	Public policy positions and participation in public policy development and lobbying.	Principle 1-10	△	<ul style="list-style-type: none"> ■C: <u>Recommendations on Public Policies</u>
SO6.	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Principle 10	×	-
Anti-Competitive Behavior				

SO7.	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.		○	<p>■C: <u>Response to Compliance Violations</u></p> <p>□C: Page 40 (Appropriate measures in response to violation)</p> <p>□A: Page 16 Financial Review (Risks related to material legal proceedings)</p>
Compliance				
SO8.*	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.		○	<p>■C: <u>Response to Compliance Violations</u></p> <p>□C: Page 40 (Appropriate measures in response to violation)</p> <p>□A: Page 16 Financial Review (Risks related to material legal proceedings)</p>
Product Responsibility				
Management Approach				
	Goals and Performance		○	<p>■C: <u>Major Achievements in FY2010 and Targets & Plans for FY2011</u></p> <p>□C: Page 17-20 (Major Achievements in FY2010 and Targets & Plans for FY2011)</p>
	Policy		○	<p>■C1: <u>Quality Control Policy</u></p> <p>□C1: Page 43 (Toshiba Group Quality Control Policy)</p> <p>■C2: <u>Basic Policy on Product Safety</u></p> <p>■C3: <u>Policy on Information and Labeling Related to Products</u></p> <p>■C4: <u>Toshiba Group Customer Satisfaction Policy</u></p> <p>□C4: Page 45 (Toshiba Group CS Promotion Policy)</p> <p>■C5: <u>Policy on Customer Support</u></p>
	Organizational Responsibility		○	<p>■C1: <u>Quality Promotion Structure</u></p> <p>□C1: Page 43 (Quality Promotion Structure)</p> <p>■C2: <u>Toshiba Group's Structure to Respond to Product Accidents</u></p> <p>□C2: Page 44 (Toshiba Group's Structure to Respond to Product Accidents)</p> <p>■C3: <u>CS Promotion Structure</u></p> <p>■C4: <u>Structure for Customer Support</u></p>
	Training and Awareness		○	<p>■C1: <u>Promoting Initiatives Aimed at Enhancing Capabilities to Ensure Product Quality</u></p> <p>□C1: Page 44 (Training personnel in charge of quality assurance)</p> <p>■C2: <u>Education on Product Safety</u></p> <p>■C3: <u>Education on Product Information and Labeling</u></p>

				<p>■C4: <u>Education and Training of Employees on Dealing with Customers</u> □C4: Page 45 (Improving customer-orientation to provide after-sales service for all our customers)</p>
	Monitoring and Follow-Up		○	<p>■C1: <u>Quality Control Checks and Audits</u> □C1: Page 43 (Emphasizing on-site quality control inspections and participation in third-party quality evaluations) ■C2: <u>Checks and Audits on CS Promotion</u> ■C3: <u>Checks and Audits concerning Customer Support</u></p>
	Additional Contextual Information		○	<p>■C1: <u>Universal Design</u> □C1: Page 46 (Promotion of Universal Design)</p>

Customer Health and Safety

PR1.*	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Principle 1	○	<p>■C1: <u>Quality Control</u> ■C2: <u>Ensuring Product Safety</u> □C2: Page 43-44 (Quality Assurance and Safety) ■E: <u>System for the Greening of Products</u> □E: Page 32 (System for the Greening of Products)</p>
PR2.	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Principle 1	△	<p>■C: <u>Disclosure of Product Safety and Quality Information</u> □C: Page 44 (Dealing with Product Accidents)</p>

Product and Service Labeling

PR3.*	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Principle 8	△	<p>■C: <u>Policy on Information and Labeling Related to Products</u> ■E: <u>System for the Greening of Products</u> □E: Page 32 (System for the Greening of Products)</p>
PR4.	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Principle 8	○	<p>■C: <u>Information on Product Safety</u> (No incident in the fiscal year)</p>
PR5.	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		○	<p>■C: <u>Customer Satisfaction (CS) Survey</u> □C: Page 45-46 (Enhancing Customer Satisfaction)</p>

Marketing Communications

PR6.*	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		○	<p>■C: <u>Accurate Product Information and Appropriate Advertising</u></p>
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PR7.	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		○	■C: <u>Information on Product Safety</u> (No incident in the fiscal year)
Customer Privacy				
PR8.	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Principle 1	○	■C: <u>Incidents Related to Personal Data</u> (No incident in the fiscal year)
Compliance				
PR9.*	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.		○	No fines or penalties paid

* Core performance indicator

Extent of Reporting ○ : Full, △ : Limited, × : Not reported