

Third Party Review of the CSR Report



Enhanced materiality

Toshiba Group follows its well-established approach of organizing CSR activities based on materiality levels assessed in accordance with ISO 26000, and this year, Toshiba Group has further developed its approach. Of particular importance is the fact that the Group has adopted a process of selecting key issues through stakeholder dialogue with outside experts. CSR defines a company's obligations toward society; by its very nature, it is difficult to determine a company's CSR by its members alone. In order to implement effective CSR initiatives, it is therefore essential to adopt the views of outsiders. In this respect, Toshiba Group's approach is to be highly commended. We hope that Toshiba Group will follow the same approach not only in the P phase of the PDCA but also in the more major phases of the management cycle in the future.

Determined actions in response to the Great East Japan Earthquake

Another important characteristic of this year's CSR Report is the disclosure of detailed information on its actions taken in response to the Great East Japan Earthquake, a disaster that caused unprecedented damage. As President Sasaki states in his message, Toshiba Group fully recognizes the serious implications of the accident at the Fukushima Nuclear Power Station as a company engaged in the development of nuclear power generation systems. Accordingly, Toshiba Group has disclosed information about the proactive initiatives it has taken to ensure nuclear safety and treat contaminated water. In particular, Toshiba Group's personnel support activities, including generating local employment and providing support by employee volunteers, are highly valued by local community residents. We hope that Toshiba Group will continue its collective efforts to support the recovery of the affected areas through its business activities.

Support for the development of smart communities

Realizing a smart community is a goal for all of humanity as a means to resolving global energy issues. Detailed explana-

tions of Toshiba Group's contributions to the development of smart communities are another important characteristic of this year's CSR Report. The development of smart communities has highly important implications in contemporary society and the Group's positive contributions in countries around the world are to be commended. We hope that Toshiba Group will incorporate goals and other initiatives into its CSR activity plans as part of its efforts to disclose information in an ongoing and systematic manner.

Activities as a company engaged in advanced environmental practices

Toshiba Group is also widely recognized as a company group engaged in advanced environmental practices. In this year's CSR Report, Toshiba Group presents its Fifth Environmental Action Plan for the further promotion of environmental activities. Of particular importance is the fact that the Group has expanded the scope of its activities based on ISO 26000 and other environmental management standards. This approach of placing the highest priority on comprehensive KPIs, including overall eco-efficiency, product eco-efficiency, and business process eco-efficiency, also deserves high appraisal as a method for implementing systematic environmental management. As general assessment indexes, these KPIs can be used in the same way as profit rate indexes in accounting. We therefore hope that Toshiba Group will develop these indexes as fundamental environmental KPIs comparable to financial KPIs that can be used for information disclosure for Toshiba Group as a whole.

國部克彦

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Professor Kokubu completed his Ph.D. at Osaka City University. After serving as Associate Professor at Osaka City University and Kobe University, he has served as Professor of Social and Environmental Accounting at Graduate School of Business Administration, Kobe University since 2001. In 2003, he established the Institute for Environmental Management Accounting, an organization that applies the results of research. He has served as Convenor of Working Group 8: Material Flow Cost Accounting at ISO TC 207, and has also been appointed as Chairperson of the Ministry of Economy, Trade and Industry's Material Flow Cost Accounting Development Project Committee, as well as member of the Committee for the Revision of the Environmental Reporting Guidelines. His publications include Environmental Management and Accounting (Yuhikaku).

Toshiba's Response to Third Party Review

The recovery from the Great East Japan Earthquake has only begun and Toshiba Group will continue programs to support the endeavors of affected areas to regain their independence in FY2012. We will continue our efforts to contribute to the reconstruction of social infrastructures in affected areas through our business as well as to generate employment through the support of key local industries, including fisheries.

We have also begun implementing our smart community ini-

tiatives for the future by participating in 27 field experiment projects in countries around the world. We hope to achieve tangible results in FY2012.

In order to promote the Fifth Environmental Action Plan, which will be newly launched this year, we will implement our open corporate management policy by incorporating stakeholder dialogue into our management cycle in accordance with ISO 26000.

CSR Implementation Office
Toshiba Corporation

Evaluation of CSR by External Parties (FY2011)

Item	Evaluation	Evaluated Entity
General CSR Activities Related (including Socially Responsible Investing)		
Corporate Sustainability Assessment by SAM, a Swiss SRI organization	SAM Bronze Class	Toshiba Group
Member of Dow Jones Sustainability Index (DJSI)	Selected for 12 consecutive years since 2000	Toshiba Group
Corporate Integrity and Transparency Survey by Integrex (Japan)	3rd place	Toshiba Group
The 10th JCGI Index Survey by Japan Corporate Governance Research Institute, Inc.	2nd place	Toshiba Group
Toshiba Group Corporate Social Responsibility Report 2011 (Japanese-language edition)	Toyo Keizai Inc's 15th Sustainability Reporting Awards, Excellent Report Award	Toshiba Group
IR Related		
Ranking Survey of Excellent Websites by Nikko Investor Relations Co., Ltd. (surveyed: 3,603 Japanese companies)	1st place (for four consecutive years)	Toshiba Group
Internet IR Best Company Award 2011 by Daiwa Investor Relations Co., Ltd. (surveyed: 3,661 Japanese companies)	Grand Prix (Best Company Award for seven consecutive years, Total 10 times)	Toshiba Group
Gomez IR Site Ranking by Morning Star Japan k. k. (surveyed: 3,535 Japanese companies)	8th place (gold award)	Toshiba Group
Customer Related		
LED flashlights KFL-102/202/302, cordless irons TA-FVX900/800	Germany's Universal Design Award 2012	Toshiba Group
Japan Manual Contest 2011	Excellent Manual Award in the First Operation Manual Category	Toshiba Home Appliances Corp.
Washing machine installation manual, refrigerator GR-D62F instruction manual	Outstanding Manual Award in the Second Usage Manual Category	Toshiba Home Appliances Corp.
A total of seven items, including the waterproof rechargeable radio TY-JR11 and electric kettles PHK-800R/800	Fifth Kids Design Awards, Excellent Prize in the Universal Safety Category	Toshiba Group
Quality Related		
Toshiba Information Equipment (Philippines), Inc. manufacturing sites	2011 Good Factory Award and Factory Management Award of the Japan Management Association	Toshiba Information Equipment (Philippines), Inc.
Employee Related		
2011 Survey on Japan's Worker Friendly Companies by Nikkei Inc.	3rd place	Toshiba Corp.
APEC Women and the Economy Summit (APEC USA 2011)	APEC Women Innovators Award (Rieko Fukushima, Senior Research Scientist at the Toshiba's Corporate Research & Development Center)	Toshiba Corp.
Toshiba Oita Operations	Ministry of Health, Labour and Welfare's Labour Standards Bureau Director's Award for a Type-5 no accident record (35.5 million hours)	Toshiba Corp., Oita Operations
Environment Related		
Ranking based on the 15th Environmental Management Level Survey by Nikkei Inc.	5th place (category: manufacturing)	Toshiba Corp.
Combination of three basic heat source equipment models, including Universal Smart X RUA-SP24	2011 Grand Prize for Excellence in Energy Efficiency and Conservation, Product and Business Model Category, Minister's Prize, the Ministry of Economy, Trade and Industry	Toshiba Carrier Corp.
The storage device: "enterprise-class solid state drives (SSDs)", three models including MK4001GRZB.	2011 Grand Prize for Excellence in Energy Efficiency and Conservation, Product and Business Model Category, Director-General's Prize, the Agency for Natural, Resources and Energy	Toshiba Corp.
Refrigerator VEGETA series models, GR-E50FX and GR-E55FX	2011 Grand Prize for Excellence in Energy Efficiency and Conservation, Product and Business Model Category, Chairman's Prize, Eco-Efficiency Category, the Energy Conservation Center, Japan	Toshiba Home Appliances Corp.
Electric fan with a DC motor, SIENT F-DLN100	2011 Grand Prize for Excellence in Energy Efficiency and Conservation, Product and Business Model Category, Chairman's Prize, Eco-Efficiency Category, the Energy Conservation Center, Japan	Toshiba Home Technology Corp.
Cloud service for visualization of power consumption	8th Eco-Products Awards, Excellence Award for Energy Saving Service in the Eco-Service Category	Toshiba Corp., Toshiba Solutions Corp.
LCA services in the semiconductor field	8th LCA Society of Japan Awards, Honorable Award in the LCA Category	Toshiba Corp.
Development and promotion of eco-efficiency assessment methods in the solution field	8th LCA Society of Japan Awards, JLCA Chairman's Award in the Eco-Efficiency Category	Toshiba Solutions Corp.
MFP System allowing Paper to be Reused	Minister of the Environment's FY 2011 Commendation for Global Warming Prevention Activity, in the Technological Development and Commercialization Category	Toshiba TEC Corp.
P9 adjustable speed drive	Consulting-Specifying Engineer 2011 Product of the Year (Silver award)	Toshiba International Corp.
Energy saving for power generation equipment through potential development	2011 Grand Prize for Excellence in Energy Efficiency and Conservation, Successful Case of Energy Conservation Category, Chairman's Prize, the Energy Conservation Center	Toshiba Corp., Yokkaichi Operations
3R promotion activities	Reduce, Reuse, Recycle Promotion Association Chairman's Award for Achievement in Promoting Reduce, Reuse, Recycle Activities	Toshiba Corp., Oita Operations
Environmental conservation activities	Wuxi City green-level certification for environmental management	Wuxi Tongzhi Microelectronics Co., Ltd.
Energy efficiency/Special energy saving projects - e.g. Turbo Chiller, PC reduction at Test process	ASEAN Energy Awards - Best Energy Management Practice (Large Industry Category)	Toshiba Information Equipment (Philippines), Inc.
Green curtains for building windows	Green Curtain Competition Best Performance Award in the Office Category	Toshiba Corp., Yokohama Complex
Environmental conservation activities	Certified as a Green Company by the 2010 Hangzhou City Corporate Environmental Management Assessment	Toshiba Hydro Power (Hangzhou) Co., Ltd. (China)
3R (reducing, reusing, recycling) of packaging waste	3R Packaging Awards 2011, Merit Award Category	Joint project: Toshiba Asia Pacific, Toshiba Singapore and Toshiba Data Dynamics; Toshiba TEC Singapore
Advanced environmental initiatives	Donald Cousens Conservation & Environmental Leadership Award	Toshiba Canada, Ltd.
"With 10 years of life" advertisement for LED light bulbs	Cannes Lions International Festival of Creativity Gold Award in the Outdoor Category/41st Fuji Sankei Group Advertisement Awards, Media Mix Grand Prize, and others.	Toshiba Corp.
LED lighting for the Louvre Museum (73% reduction in power consumption compared to conventional lighting)	French Government's Grand Mecenat Award	Toshiba Corp.
Multilateral environmental communication inside and outside the Company	20th Global Environment Grand Prize, Japan Business Federation Chairman's Award	Toshiba Corp.
Publication of information on environmental conservation activities and their results	Best Report Award, Dalian City Sustainable Development Report (Environmental Report)	Toshiba Dalian Co., Ltd. (China)
Product and Technology Related		
Development and promotion of a processor LSI for real-time 3-D graphics	Medal with Blue Ribbon	Toshiba Corp.
Development of MRI equipment that produces clear images of blood vessels without using contrast medium	The Commendation for Science and Technology by the Minister of Education, Culture, Sports, Science and Technology Prizes for Science and Technology Development Category	Toshiba Medical Systems Corp.
Development of a high efficiency Dual rotary compressor for Air-conditioner	The Commendation for Science and Technology by the Minister of Education, Culture, Sports, Science and Technology Prizes for Science and Technology Development Category	Toshiba Carrier Corp.
Photomask development technology for large storage capacity of semiconductor memory devices	The Ichimura Prizes in Industry Contribution Prize	Toshiba Corp. Tokyo Electron Kyushu Ltd.
Commercialization of a prediction and control technology that reduces the start-up time of steam turbines for thermal power generation	The Electrical Science and Engineering Promotion Awards the Education, Culture, Sports, Science and Technology Minister's Promotion Award	Toshiba Corp.
Commercialization of an electrochemical DNA chip and automated DNA detection system	The Electrical Science and Engineering Promotion Awards	Toshiba Corp.
Development and commercialization of the world's first color image intensifier	JEMA TECHNICAL AWARD	Toshiba Corp.
Development and commercialization of the world's first refurbishment technology for power generation gas turbine blade	JEMA TECHNICAL AWARD	Toshiba Corp.