

TOSHIBA

Leading Innovation >>>

2014

**TOSHIBA TEC GROUP
CSR REPORT**

Corporate Social Responsibility Report



Our Five Commitments

- Corporate Philosophy of the TOSHIBA TEC Group -

"Monozukuri": creating our products with pride and passion.
 Keeping our customers in mind all the time and everywhere.

1. We aim to provide timely products and services with reliable quality and functions as well as high user-friendliness, creating value with our customer in mind through our superior proprietary technology and in collaboration with the world's best partners.
2. We want to foster an open and healthy corporate culture in which a strong professional team may tirelessly seek new challenges, by respecting the individuality of each employee, striving to promote each one's abilities, and implementing a fair and appropriate system of evaluation and rewards.
3. We seek to contribute toward the development of a global society as a good corporate citizen, law-abiding and ethical, by fulfilling our responsibilities toward each country and community in which we operate and respecting local culture and history.
4. We put concern for the environment as a priority in all our business activities so as to protect people's safety and health as well as the world's natural resources.
5. We endeavor to maximize our corporate value, and on the basis of sound and transparent management, we strive to achieve appropriate profits and reserves, constantly seek to implement management innovation and energetically invest in research and development, among others, in order to meet the expectations of our shareholders.

Relations with Stakeholders

We aim to develop our corporation together with stakeholders while embracing the support from stakeholders around the world, along with fulfilling the Corporate Philosophy "Our Five Commitments."



Corporate Profile

Company Name: TOSHIBA TEC CORPORATION

Head Office: Gatecity Ohsaki West Tower 1-11-1,
Osaki, Shinagawa-ku,
Tokyo 141-8562 Japan

Representative: Takayuki Ikeda
President and Chief Executive Officer

Established: February 21, 1950

Paid-in Capital: 39.9 billion yen

Net Sales: 261.3 billion yen
<Consolidated: 498.9 billion yen>
(as of March 2014)

Number of Consolidated Subsidiaries:
89 (9 in Japan, 80 overseas)

Number of Employees:
3,579 <Consolidated: 20,292>
(as of March 2014)

Editorial Policy

The TOSHIBA TEC Group recognizes that consideration toward all stakeholders, including customers, employees, shareholders and communities, is necessary for sound business activities.

By classifying CSR activities according to the seven core subjects of the ISO 26000, as well as providing a clear and easy-to-understand description from the reader's point of view, this CSR Report has been issued in that hope that the TOSHIBA TEC Group's system and activities based on such a policy are understood by as many stakeholders as possible.

We hope to use this Report as a communication tool with stakeholders.

We utilize this Report as a tool for communication with the stakeholders, and keep striving to improve the contents with the help of your valuable comments.

Scope of This Report

Reporting Period:

This Report not only focuses on the activities in fiscal 2013 (from April 2013 to March 2014) but also includes some activities continuing from the past as well as more recent ones.

Report Scope:

In principle, TOSHIBA TEC Group
(TOSHIBA TEC Corporation and its consolidated subsidiaries)

Environmental Data:

TOSHIBA TEC Corporation and its consolidated subsidiaries

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Publication

Current issue: August 2014

(Next issue scheduled for August 2015, previous issue:
August 2013)

Reference Guidelines

- GRI (Global Reporting Initiative)
"Sustainability Reporting Guideline 3rd Edition (G3)"
- Ministry of the Environment
"Environmental Report Guidelines" (2012 Edition)
"Environmental Accounting Guidelines"
(2005 Edition)
- Japanese Standards Association
"ISO 26000: 2010"

Conducting business activities based on promotion of CSR management

As the TOSHIBA TEC Group, we commit ourselves to creating new values and contributing to the society throughout our operations, to practice high business ethics.

We also conduct business activities based on the principles of meeting the expectations of various stakeholders including customers, shareholders/investors, employees, communities and suppliers, as well as making efforts to bring mutual prosperity.

We believe it is essential for the TOSHIBA TEC Group with global operations to gain the trust of all stakeholders in various countries and regions, by responding to their needs and expectations, in order to achieve sustainable growth as a corporate group.

The TOSHIBA TEC Group has embodied this idea as its Corporate Philosophy "Our Five Commitments." All Group employees around the world share and practice this idea by acting in accordance with the "TOSHIBA TEC Group Standards Of Conduct" established based on this corporate philosophy.



Giving top priority to human life, safety and legal compliance

CSR management gives top priority to "human life, safety and legal compliance."

The TOSHIBA TEC Group encourages its employees around the world to thoroughly understand and implement the "TOSHIBA TEC Group Standards Of Conduct." The Group has assigned me as CRO* and established a risk compliance system, to comprehensively covering sales, engineering and production, to give top priority human life, safety and legal compliance.

In addition, the Group works to prevent accidents that endanger human life and safety, ensure product safety, and enhance the quality assurance system on a global basis, to provide products and services, which customers can use with confidence.

* CRO: Chief Risk-Compliance Management Officer





Contributing to the Development of the Society as a Trusted Corporate Citizen of Planet Earth by Practicing "Our Five Commitments"

Promoting business activities as a corporate citizen of planet Earth

The TOSHIBA TEC Group always conducts its business activities by bearing in mind its status as a corporate citizen of planet Earth.

A corporate citizen of planet Earth has two aspects.

One is to be willing to fulfill the role of an enterprise toward a better natural environment. In order to build a sustainable society, we are working on an environmental plan by giving top priority to the conservation and protection of the world's natural resources, in every business process and product. We are also committed to providing environmentally conscious products around the world and reducing the environmental impact in every stage of our business activities including development, production and distribution.

The second aspect is to be an enterprise that recognizes and respects differences in culture, history and customs among countries and regions in the world. A variety of people live on the earth, of different races, genders and ages, each with their own individuality and personality. We value new ideas, which are created when people with different personalities enlighten each other. We also utilize human resources by respecting diversity, and focus on the work style innovation of individuals.

Achieving accountability to stakeholders

The TOSHIBA TEC Group is supported by stakeholders, such as customers, shareholders/investors, employees, communities and suppliers. Through communication opportunities, the Group commits itself to thoroughly identifying and meeting the stakeholders' expectations as well as disclosing matters which must be explained to the stakeholders, on a timely basis.

We will continue to conduct business activities as a corporate citizen of planet Earth that actively contributes to the society. I appreciate your continued support and guidance.

Takayuki Ikeda

President and Chief Executive Officer

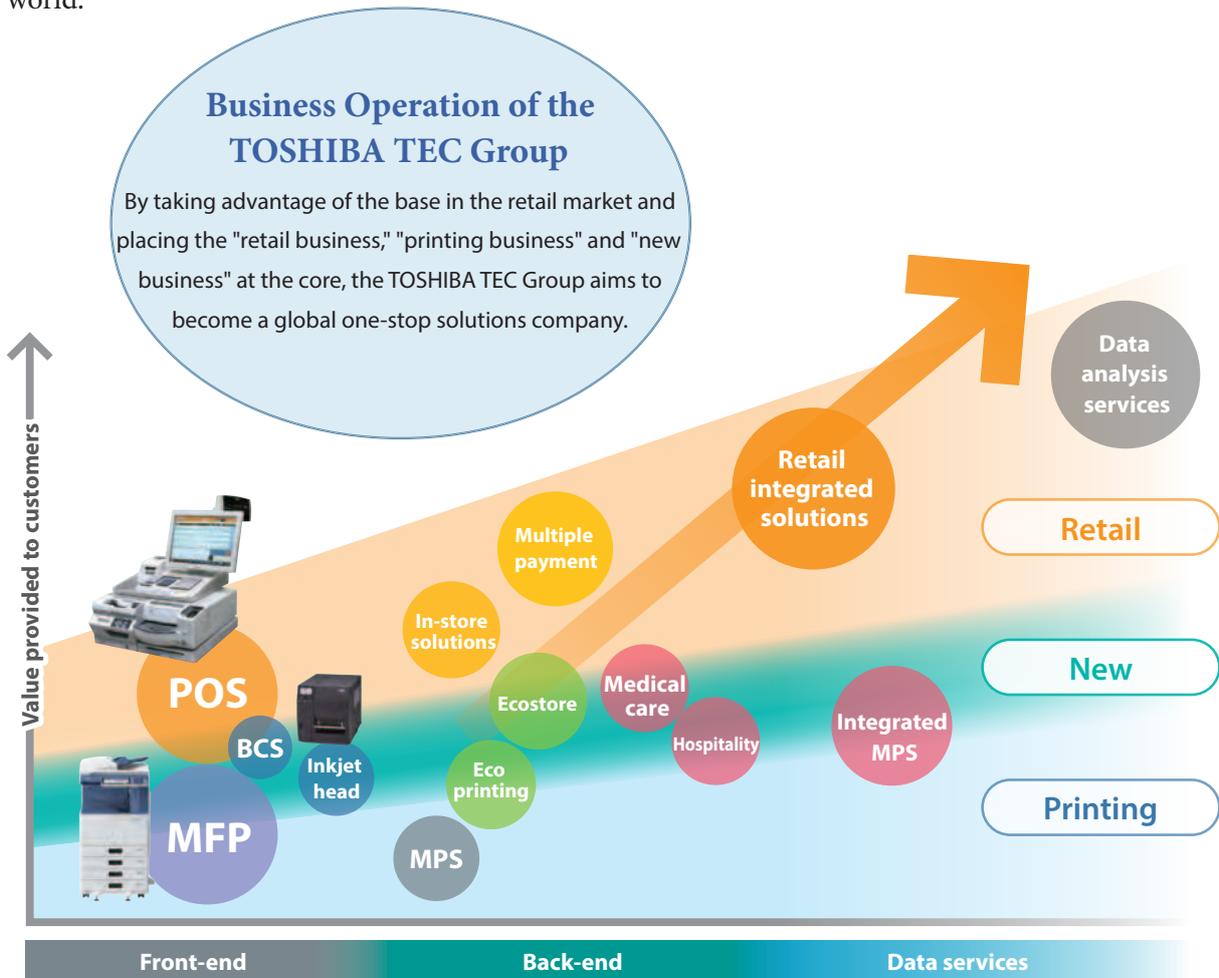
TOSHIBA TEC CORPORATION

June 2014

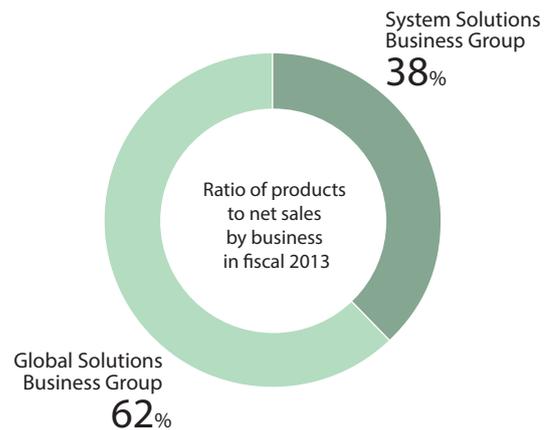
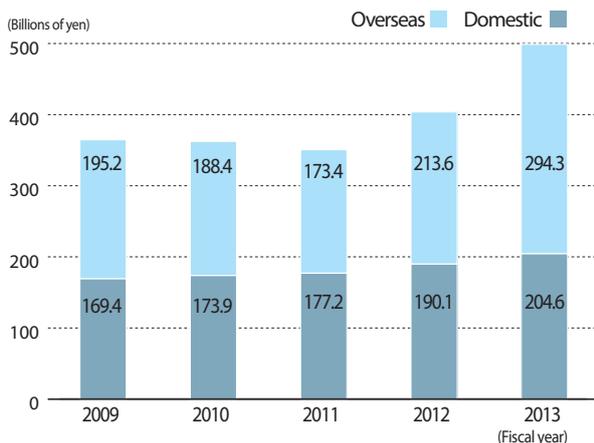
Our Mission is to Contribute to the World through "Monozukuri"

The TOSHIBA TEC Group products and services are widely used in various fields such as in stores, warehouses and offices.

We promote business activities while keeping in mind the support from our stakeholders around the world.



Net Sales (consolidated)



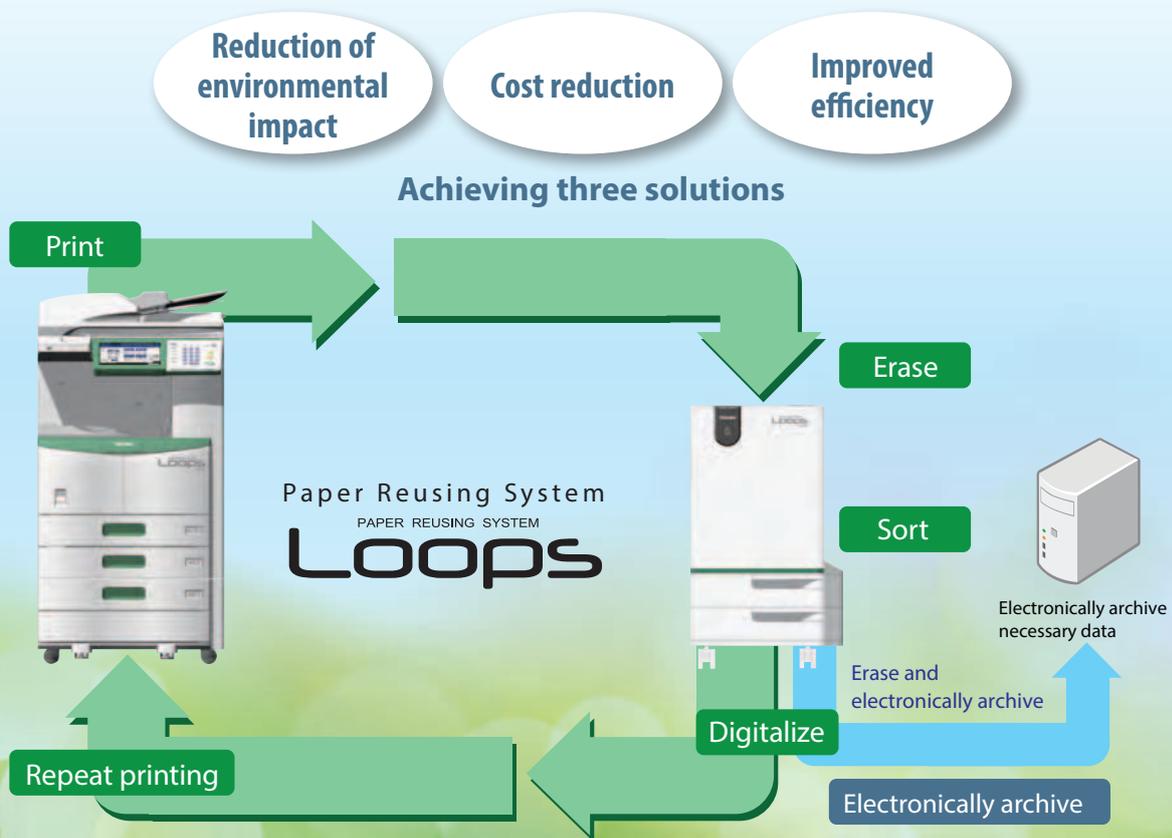
TOSHIBA TEC Products and Solutions Admired by the Public

"Loops" Paper Reusing System

~ Eco-printing Contributing to a Recycling-oriented Society ~

"Loops" was released in February 2013. This paper reusing system erases the text, which was printed on the paper with a special toner, allowing the paper to be reused (the document is digitalized for archiving prior to erase). "Loops" won several awards in fiscal 2013 in recognition of its contribution to the reduction of environmental impact.

Our "Loops Green Program" also supported forest improvement projects in Japan together with the customers who purchased "Loops."



Overview of Loops

Loops was developed on the basis of "Paper Conservation," a subject that is an ongoing issue in every workplace. It instantly erases the printed document while simultaneously digitalizing its contents for electronic storage, allowing repeated reuse of the paper while also reducing the amount of excess paper in the workplace. This paper reusing system achieves three solutions; reduction of environmental impact, cost reduction and improved efficiency.

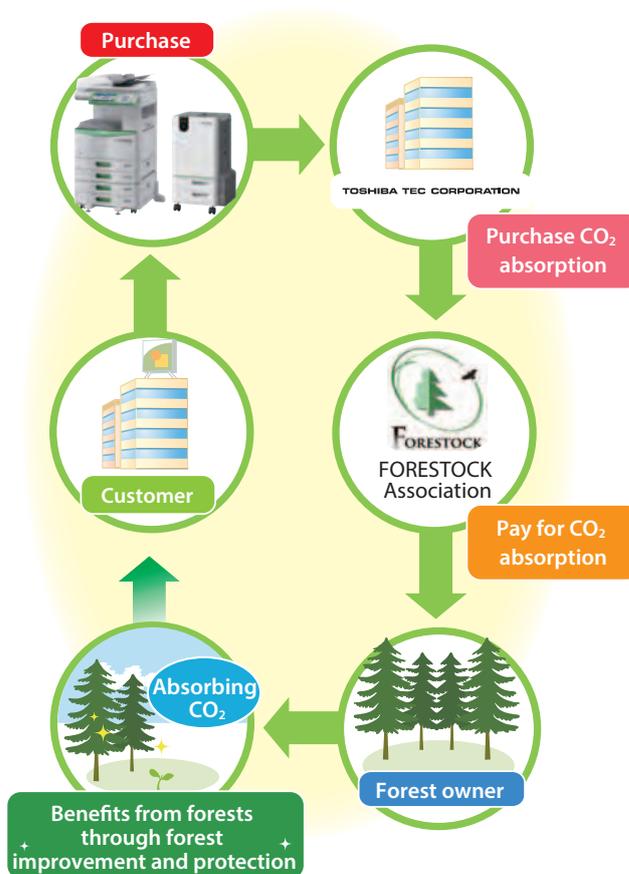
"Loops" Green Program ~ CSR Driven together with Customers ~

TOSHIBA TEC Corporation implemented the "Loops" Green Program with FORESTOCK Association in fiscal 2013.

In the "Loops" Green Program, TOSHIBA TEC Corporation acquires two tons of CO₂ absorption credits for forests in Japan certified by FORESTOCK Association for every purchase of each "Loops" system, as a means of supporting forest improvement activities together with customers who purchased "Loops."

We preserved approximately 5,000 m²* of beautiful forest in Japan a year for each "Loops" system purchased by our customers.

* Average forest area required to absorb two tons of CO₂ emissions per year based on the FORESTOCK certified forest.



The forest area we protected together with customers who purchased Loops is **525,823 m²** as of March 2014.

* Result of customers who have agreed with the Program



METI Minister's Award of Green IT 2013

In September 2013, the "Loops" Paper Reusing System won the METI Minister's Award of Green IT 2013 (energy conservation through the use of IT) hosted by the Green IT Promotion Council. The concept of an erasable toner and its subsequent development in Japan has gained worldwide recognition and use.



"'CHO' MONODZUKURI Innovative Parts and Components Award 2013 (Grand Award)" for "Erasable Toner and Low Temperature Fusing Unit"

In November 2013, the "Erasable Toner and Low Temperature Fusing Unit" was awarded with "'CHO' MONODZUKURI Innovative Parts and Components Award 2013 (Grand Award)" hosted by Nikkan Kogyo Shimbun Ltd., Japan's leading business and industry newspaper publisher and MONODZUKURI.Nippon.Conference. The award was given as a result of improvement of MFP function and realization of innovation to drastically improve environmental feature which is expected to contribute toward energy conservation and ecological society through the "Erasable Toner and Low Temperature Fusing Unit."



President Suzuki (Left at that time) receiving award [Image: Nikkan Kogyo Shimbun]

Ethical Drug Control Systems by Reading Bar Code

~ Entry into the Medical Solutions Field ~

The Medicament Monitoring (Medi Match) and Medicament Registration (Medi Regi) systems, which support the safe and effective control of ethical drugs used in hospitals, were released in July 2013.

These two products are the first medical solutions that TOSHIBA TEC Corporation released for the healthcare industry. We capitalized on the know-how of our POS systems and maintenance services, which are widely used in retail stores to develop these systems.

We strive to achieve "safety and security in medical practice," "visualization and optimization of operations" and "customer satisfaction."



Good Design Award 2013 (hosted by Japan Institute of Design Promotion)

<Ethical Drug Control Systems: Main features>

Medicament Monitoring "Medi Match" system

- Verifies if the ethical drugs are properly prepared as instructed by the doctor.

Medicament Registration "Medi Regi" system

- Calculates the proper proportion of ethical drugs used in hospital facilities, such as in operating and emergency rooms, where the dosage of the medication can vary every second in response to the patient's changing condition.

Other Commendations



TOSEI won the Japan Machinery Federation Chairman's Award

TOSEI's heat pump type washer/dryer received the 2013 (34th) Japan Machinery Federation Chairman's Award for energy efficient equipment in January 2014. TOSEI developed this award-winning SFS-322HP Heat Pump Type Washer/Dryer in collaboration with Chubu Electric Power and Kansai Electric Power, and released it in July 2013.

This washer/dryer can significantly reduce running cost and CO₂ emissions. This excellent energy-saving performance was highly appreciated and won the award.



SFS-322HP
Heat Pump Type Washer/Dryer



Singapore Packaging Agreement Award recognized for achievement in reduction of wood pallet waste

TOSHIBA TEC Singapore Pte Ltd. successfully replaced wood transport pallets, which were typically discarded after a single use, with reusable plastic pallets, resulting in a 20 ton annual reduction of pallet waste. With this achievement, TOSHIBA TEC Singapore received the 3R Packaging Awards 2013.

Organizational Governance

The TOSHIBA TEC Group is promoting business activities with CSR positioned at the core of management. We are taking measures to improve management efficiency and transparency.

CSR Management

The TOSHIBA TEC Group is promoting business activities with CSR positioned at the core of management. We encourage our employees all over the world to practice CSR activities based on the corporate philosophy "Our Five Commitments" and "TOSHIBA TEC Group Standards of Conduct." The CSR Promotion Center plays a central part in our CSR activities on the basis of "Compliance"

which means conforming to corporate ethics, laws and regulations. We systematize CSR-related activities including "Customer Satisfaction," "Human Rights/Employee Satisfaction," "Social Contribution" and "Global Environment," and organize the promotion system to establish the CSR as the corporate culture.

WEB  TOSHIBA TEC Group Standards Of Conduct
<http://www.toshibatec.co.jp/en/corporate/philosophy/action/>

CSR Promotion Structure



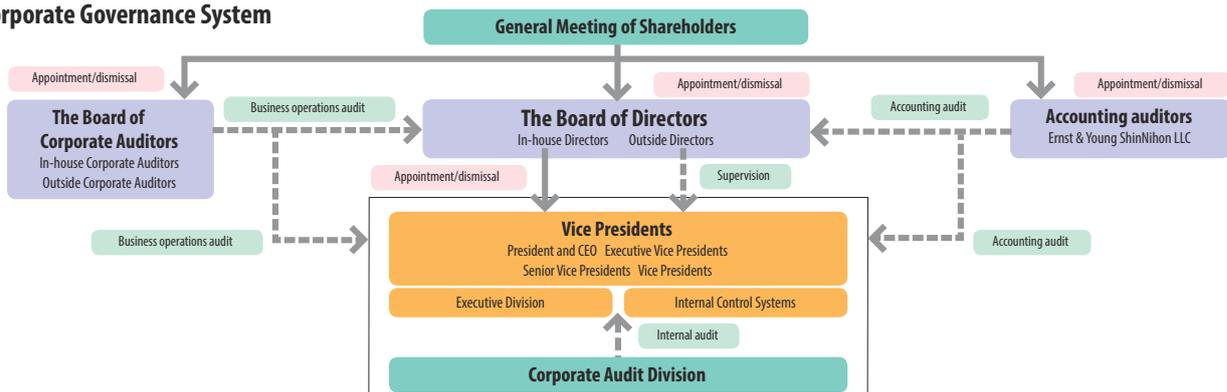
Corporate Governance

TOSHIBA TEC Corporation recognizes corporate governance as an essential management policy to meet the expectations of stakeholders and continually improve corporate values. So we are committed to taking measures to improve management efficiency and transparency, as well as to reinforce the functions of the Board of Directors and the (Board of) Corporate Auditors. In terms of the corporate body, the functions related to supervision and decision making is separated from the functions related to task enforcement by the introduction of the executive officer system under the corporate auditor system. Additionally, the number of directors is optimized for quicker decision making and improvement in mobility. Moreover, to ensure

management transparency, one outside director and two outside corporate auditors are assigned. And the term of the directors is set to one year to clarify management responsibility and promptly respond to changes in the management environment.

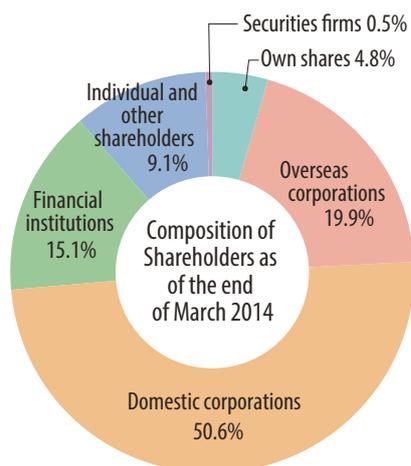
With regard to the management supervision, the directors supervise business execution, the corporate auditors audit business operations, the accounting auditors conduct accounting audits, and the corporate audit group performs internal audits. Also, we strive to enhance the internal control systems in terms of operating effectiveness and efficiency, reliability of financial reporting, compliance with laws and regulations related to the business activities, and safeguarding of assets.

Corporate Governance System



Shareholders/Investors Relations

Composition of shareholders



Communication with shareholders

TOSHIBA TEC Corporation recognizes the General Meeting of Shareholders as an important occasion for direct communication with shareholders.

At the general meeting of shareholders, we try to provide visualized business report and plan for easier and deeper understanding of TOSHIBA TEC.

In addition, we prepare and deliver Business Report to all shareholders, and post it on our website to help shareholders and investors understand TOSHIBA TEC as much as possible. The Business Report explains topics and results forecasts as well as overviews of operations using many diagrams and photos.

Disclosure of information

TOSHIBA TEC Corporation makes efforts to timely and properly disclose corporate information including its management policy, financial statements and financial information, to gain the understanding and trust of the stakeholders, such as shareholders, investors and local communities.

In particular, information is promptly, properly and fairly disclosed based on in-house rules, laws and regulations whenever important corporate information arises. And, the account settlement meeting is held twice a year for institutional investors and financial analysts. We strive to timely post easy-to-understand information regarding

business operations on the TOSHIBA TEC website. Also, we implement strict information management to prevent insider trading.

Annual communication schedule for fiscal 2013

Month	Communications
April	Announcement of financial statements Account settlement meeting
June	Distribution of notice regarding general shareholders meeting Distribution of business report Distribution of general meeting resolutions Disclosure of financial statements Issuance of CSR reports
July	Announcement of first-quarter financial statements
August	Disclosure of first-quarter reports Management policy meeting
October	Announcement of second-quarter financial statements Account settlement meeting of second-quarter financial statements
November	Disclosure of second-quarter reports
December	Distribution of business report
January	Announcement of third-quarter financial statements
February	Disclosure of third-quarter reports



Management policy meeting

Human Rights and Labor Practices

In the TOSHIBA TEC Group, every employee is respected and diverse work styles are actively supported.

Safety control and healthcare are positioned as a top priority issue for management.

Respect for Human Rights and Prohibition of Discrimination

Respect for human rights

The "TOSHIBA TEC Group Standards Of Conduct" stipulates the following fundamental principles: Adherence to all relevant laws and regulations, respect for fundamental human rights, and prohibition of discriminatory treatment, child labor and forced labor. It clearly states that diverse values, individuality, and privacy of individuals must be respected. Also, discriminatory behaviors based on race, religion, gender, nationality, disability, age or sexual orientation, as well as act of violence, sexual harassment, bullying, or any other behaviors that ignore the dignity and individuality of others are banned.

Human rights education initiative

The TOSHIBA TEC Group strives to foster an awareness of human rights among the employees. We aim to establish a discrimination-free organization that provides job satisfaction based on the basic policy of respecting fundamental human rights and diverse individual values, and prohibiting discriminatory treatment. An education on human rights is provided to new recruits and to employees at the time of their promotion.

Supporting Diverse Work Styles

Promoting work-style innovation

"Work-style innovation" refers to a campaign aimed at creating a positive spiral, where employees work hard and efficiently at the workplace, and refresh and improve themselves in their private lives so that they can add higher values to their work.

We are promoting a work-style reform through two approaches; the self-management approach taken by each employee and the team management approach led by a team leader.

Promotion of Diversity

Promoting various systems

We think an innovation is created and the company grows when employees with various individualities fully exercise their abilities. On the basis of this idea, the promotion of diversity has been positioned as one of our management strategies.

•Training and Education for Respecting Diversity

The TOSHIBA TEC Group accepts and respects various individualities and values of the employees, and strives to create organizational culture where each of the employees is able to bring out its full potential. As part of the efforts, diversity training is included in the education according to position, to learn about accepting and respecting the diversity of individuals.

Activity

Diversity training for managers

In February 2014, "Motivation Leadership Training Program" was held at the head office and the Shizuoka Business Center. The purpose of this program was to recognize and understand the arrival of Age of Diversity again and to learn the management method based on the characteristics of each of the subordinates. A total of 51 managers, who have female subordinates, participated in this program.

•Support for Female Employees

The TOSHIBA TEC Group is encouraging the expansion of corporate culture throughout the group in which female employees can work lively and exercise their abilities.

Percentage of female employees and percentage of female managers (TOSHIBA TEC)

	FY2011	FY2012	FY2013
Percentage of female employees	11.2%	11.3%	11.9%
Percentage of female managers	1.2%	1.4%	1.6%

Activity

Exchange meeting of female executive and young female employees

In March 2014, we held an exchange meeting, inviting Ms. Kiyomi Saito, Outside Director of TOSHIBA Corporation. Four young female employees from the TOSHIBA TEC Group participated in the meeting so that they were able to develop the image of women working in managerial positions and to dispel anxiety about their careers. Ms. Saito provided advice based on her considerable experiences for the participants who had a vague feeling of anxiety about the balance between career and family life.

•Employment of People with Disabilities

The TOSHIBA TEC Group endeavors to create workplace environments where people, both with and without disabilities, can work together equally. Employees with disabilities are involved in a variety of operations. We are positively hiring people with disabilities through Internet recruitment and various other types of forums, as well as improving working environments to bring their capabilities into full play.

Employment ratio of employees with disabilities

	April 2012	April 2013	April 2014
TOSHIBA TEC	1.88 %	2.00 %	2.13 %
Domestic TOSHIBA TEC Group companies	2.04 %	2.30 %	2.38 %

Labor Management Relations

Encouraging labor-management dialogue

The TOSHIBA TEC Group provides a lot of opportunities to encourage labor-management dialogue for smooth labor-management relations and corporate business activities. Labor and management have agreed that business plans and performance, and major organizational reforms must be periodically explained to the labor union, and that changes in labor conditions must be discussed between labor and management in advance.



Business briefing labor-management meeting

Education and Training System

The education and training system consists of several training programs, such as a training to enable employees to acquire sophisticated expertise in conjunction with their own goals and aspirations, an enlightenment education including compliance education for all employees, and an education according to their position at every stage throughout corporate life. A variety of training courses are provided in response to individual employees and task needs.

•Education according to Position

The TOSHIBA TEC Group provides various kinds of educations according to the position of employees. Starting with introduction trainings for new employees, group training is provided for newly appointed deputy specialists, and basic education of management knowledge including compliance and corporate accounting is provided for managers. After a certain period of time, these managers take group training to improve human skills such as coaching. For general managers, group training and training by external instructors are provided for the purpose of improving conceptual skills to devise strategies from a top management's point of view.

•Global Personnel Development Course

Under the current business environment, the need for human resources who can play active roles in the international arena is increasing. We are focusing on the development of global human resources who have a deep cross-cultural understanding and the ability to carry out their tasks through dialogue with people around the world. We established the global human development course for young to mid-career employees, to systematically develop human resources with ingenuity, cultural enrichment and a sense of internationalism, as well as language ability.

Human Rights and Labor Practices

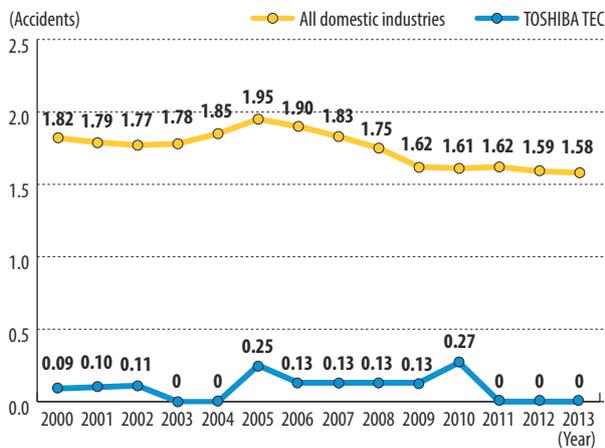
Health and Safety

TOSHIBA TEC Corporation is striving to ensure the safety and health of its employees.

• Prevention of Industrial Accidents

TOSHIBA TEC's occurrence of accidents with lost days is well below the average of all industries. In particular, no accidents with lost days occurred in the past three years. We make efforts to prevent industrial accidents by conducting risk assessments to clarify risks that may cause accidents, reviewing operation processes and renovating equipment to reduce risks. We also take preventive measures against similar accidents and provide a safe workplace by implementing thorough measures to prevent recurrence of past incidents and providing safety training.

Occurrence of accidents with lost days (per one million man-hours)

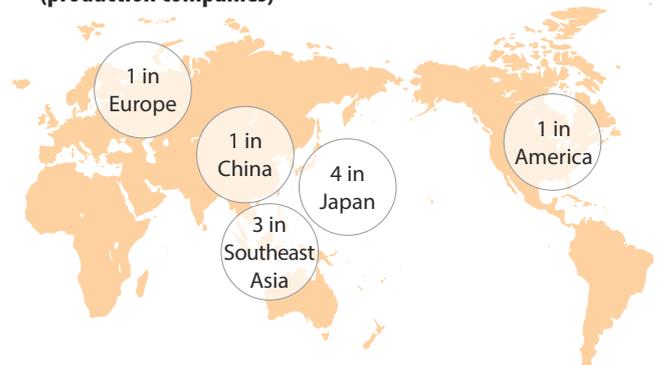


Safety patrol

• Occupational Health and Safety Management System

Our domestic and overseas production group companies have obtained OHSAS 18001 certification which is an international occupational safety and health management system specification. This management system is managed to improve health and safety issues related to each workplace and operations, create safe and comfortable workplace environments, maintain and promote the health of employees.

OHSAS 18001 accredited consolidated subsidiaries by region (production companies)



• Healthcare Programs

As part of healthcare for employees, individualized health instructions by medical professionals are provided based on the results of the annual health checkup, with the aim of preventing and improving lifestyle-related diseases. In addition, all employees who have worked over a certain amount of hours per month are obliged to take an interview and guidance with the physician, to maintain and promote their health. The Return to Work program is established to help employees who have taken a long-term leave adjust back into the workplace with ease, as well as prevent recurrence.

Activity

Since fiscal 2011, the head office has been advancing the establishment of the foundation of a health support system for employees and a reform of the system, by providing various training programs including mental health, ensuring all employees undergo health checkups, and having interviews with high-risk employees.

Fair Operating Practices

The TOSHIBA TEC Group views the promotion of compliance as an important component of CSR while implementing a variety of activities.

Risk Compliance

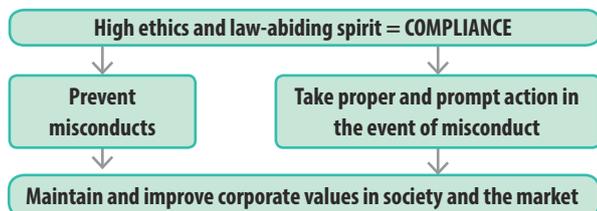
In the TOSHIBA TEC Group, the president and CEO of each group company is assigned as a CRO* so that the "TOSHIBA TEC Group Standards Of Conduct" is deeply spread and thoroughly implemented within the group and the risk compliance measures are promoted. The top management exercises the initiative to devise and promote various measures, as well as respond to emergency situations.

TOSHIBA TEC Corporation organizes the Risk Compliance Committee under the chairmanship of the CRO, to maintain a Group-wide system, devise and promote measures for the advancement of risk compliance. Also, we have established the "Internal Reporting System" which enables employees to report risk compliance-related issues to the CRO or outside attorneys, and the "TOSHIBA TEC Partner Hotline" on the website which allows business partners to provide such information to them.

* CRO: Chief Risk-Compliance Management Officer

Compliance Education

To foster high ethics and a law-abiding awareness, the TOSHIBA TEC Group provides various educational seminars to employees. In the overseas group companies, compliance educations are also conducted taking regional characteristics into consideration, for responding to the global business development.



Education on business risk

Promotion of CSR Procurement

While establishing relationships of mutual trust with suppliers through fair and open trade, we preferentially advance transactions with suppliers that are committed to compliance with laws and regulations, respect for human rights, and protection of the environment.

• Procurement Policy

As a member of the TOSHIBA Group, which is globally developing the business of a wide range of products, TOSHIBA TEC Corporation strives to strictly follow the TOSHIBA Group Procurement Policy in order to fulfill its social responsibility through fair procurement activities.

Procurement Policy (Abstract)

Basic Procurement Policy

TOSHIBA TEC Group Companies shall:

- 1) comply with all applicable laws and regulations and appropriate social practices governing our local and global businesses; and
- 2) promote procurement activities in a way that reduces the environmental impacts while selecting suppliers (hereinafter including prospective suppliers) and procurement items.
- 3) provide suppliers with equal opportunities for transactions with TOSHIBA TEC Group.
- 4) promote procurement activities based on mutual understanding and trust.

Policies for Selecting Suppliers

- 1) The company complies with laws, regulations and places emphasis on human rights and environmental consciousness.
- 2) The company has sound business operations.
- 3) The company shall have the ability to supply goods, products, software and/or services to the TOSHIBA TEC Group with emphasis on appropriate quality, price and delivery lead-time.
- 4) The company is capable of providing a stable and continuous supply of goods, products, software and/or services. Also the company must have the flexibility to respond quickly to supply/demand fluctuations.
- 5) The company possesses technology that contributes positively to TOSHIBA TEC Group products.
- 6) The company has a plan for providing a continuing supply of goods, products, software and/or services in times of unexpected circumstances that may affect the company and its supply chain.

Supplier Expectations

To contribute to the creation of a sustainable society through supply chains, requirements related to social responsibility are described in "Supplier Expectations" in the "TOSHIBA TEC Group Procurement Policy" for suppliers.

WEB  Procurement Policy
<http://www.toshibatec.co.jp/en/procure/plan/>

Fair Operating Practices

• Non-use of Conflict Minerals

For humanitarian reasons, the TOSHIBA TEC Group implements a policy prohibiting use of conflict minerals, such as gold, tantalum, tungsten and tin, which are mined in the Democratic Republic of Congo and adjoining countries, and/or that contribute to inhumane treatment, in accordance with the TOSHIBA Group Conflict Mineral Policy.

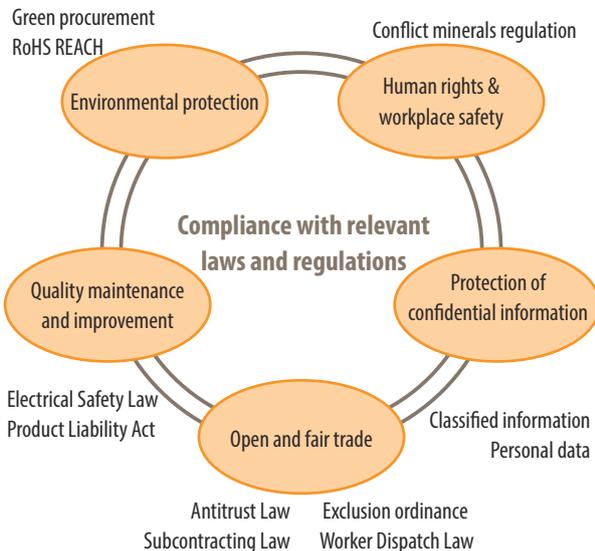
In June 2013, we started a survey with approximately 800 suppliers of overseas production subsidiaries and the Shizuoka Business Center, regarding the use of conflict minerals and the smelter verification using the Conflict Mineral Reporting Templates (EICC/GeSI format).

Compliance in Procurement

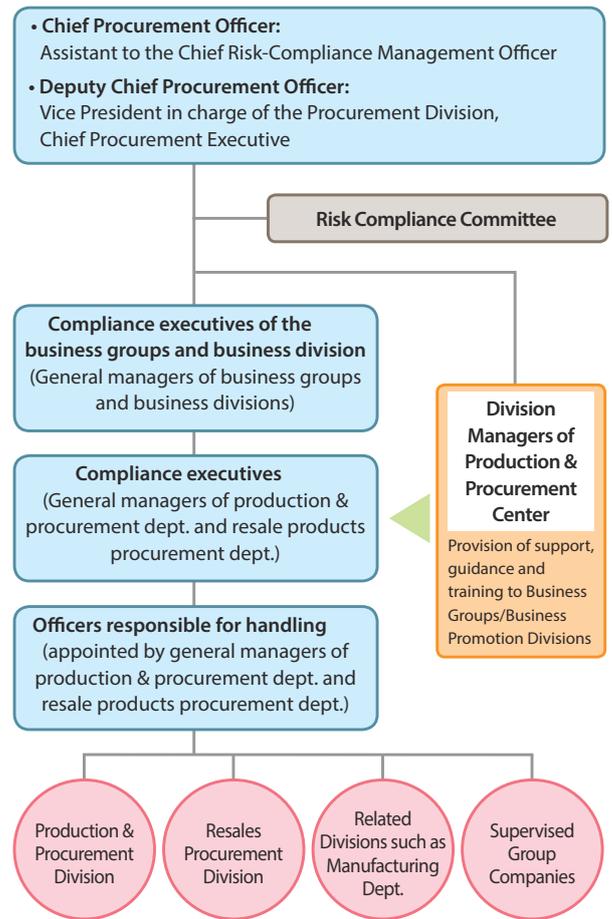
TOSHIBA TEC Corporation positions compliance as a top-priority item for "Business Continuance and Further Development" and ensures compliance in procurement transactions.

While communicating with suppliers on a daily basis, we ask them to foster a sense of compliance within their companies to enhance compliance through the supply chains.

Compliance in procurement



Compliant procurement control system



TOSHIBA TEC Partner Hotline Operation

The TOSHIBA TEC Partner Hotline whistle-blower system for suppliers is set up on the external company website. TOSHIBA TEC Corporation gives top priority to compliance with laws, regulations, social customs and corporate ethics throughout its business activities. As part of the efforts, we have a whistle-blower system to encourage suppliers to report non-compliance by our employees involved in procurement transactions. Whistle-blowing from suppliers helps us establish open and clean relationships of mutual trust and build sound partnerships with suppliers.

WEB TOSHIBA TEC Partner Hotline
<http://www.toshibatec.co.jp/contacts/partnerline/> in Japanese only

Security Export Control

Export control is aimed at preventing the proliferation of weapons of mass destruction and other sensitive items to countries and regions of security concern or terrorist organizations. Export transactions of goods and technology that have potential weapons of mass-destruction (WMD)/conventional weapons applications are regulated under laws and regulations.

The TOSHIBA TEC Group maintains the basic policy, that, it will not engage in any transaction, which could potentially undermine international peace and security. Under this basic policy, the TOSHIBA TEC Group complies with all applicable export control laws and regulations in countries and regions where it operates (the Foreign Exchange and Foreign Trade Control Law in Japan). The Group also complies with U.S. export control laws and regulations with respect to transactions involving U.S. origin cargos and technologies.

Based on this basic policy, TOSHIBA TEC Corporation has established the "Export Control Program" and built an export control system. Accordingly, the company makes cargo/technology relevance judgments and strict transaction screenings for determining the need for export permission, conducts periodic export control audits, and provides education and support to its Group companies.

Information Security

The TOSHIBA TEC Group recognizes all information, including sales and technical data handled while carrying out the tasks, as important property, and makes an effort to protect such information from improper disclosure, leakage or use. We established a system and rules for information security management, and review them in response to changes in the social environment. Each division is continuously making improvements by conducting self-audits regarding compliance with the internal rules.

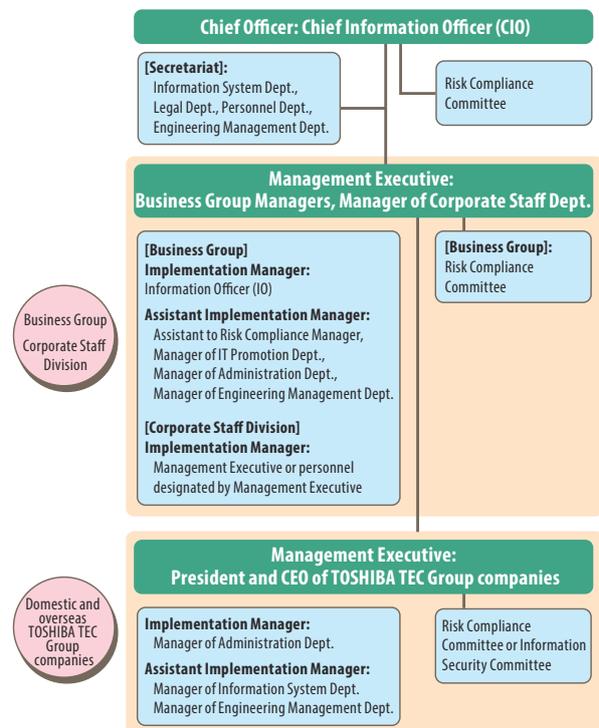
e-Learning is used to prevent accidents and make information security measures known while handling information. Education is provided to directors, employees, employees dispatched from cooperation companies.

The server is housed in a safe data center, to manage important information and information systems, and take anti-risk measures including disasters. Furthermore, by limiting available information, controlling usage of

records and encrypting confidential information including personal data, security is enhanced.

Similar measures are taken at each TOSHIBA TEC Group company, thus, the Group makes a concerted effort to maintain and improve information security.

Information security management system



Protection of Intellectual Property

The TOSHIBA TEC Group's policy for intellectual property rights states compliance with laws and regulations associated with those rights, protection of the results of intellectual activities with intellectual property rights and extensive use of those rights, and respect for the legitimate intellectual property rights of third parties. This policy is stipulated in the TOSHIBA TEC Group Standards Of Conduct.

As part of this policy, the TOSHIBA TEC Group is working with the regulatory authorities of each country to eliminate counterfeit products that damage the TOSHIBA brand and enhance its management system, including provision of training to executives and employees of TOSHIBA TEC and its domestic and overseas group companies, with the aim of preventing unauthorized use of other people's publications.

Customers (Customer Issues)

To provide products and services that satisfy customers, each division of the TOSHIBA TEC Group works together to improve the quality based on the voice of customers. Also, we think and behave from the customer's point of view to offer products and services with safe and reliable quality for customer satisfaction.

Voice of Customers

TOSHIBA TEC Corporation's corporate philosophy of listening to the voice of customers (VoC) has allowed it to provide quality and services that accurately meet customer needs.

We use feedback from the customers via the contact center or communications with our salespersons to analyze and improve the current products, and reflect it on next products. In the product development stage, robustness and redundancy are provided to the product with quality engineering in order to realize more accurate and functional product creation. In the commercialization stage, attractive products are created and a reliable system is established through simulations and design reviews based on assumptions of every possible usage environment and situation for customers.



TE Contact Center™

Globalization and Contribution to Community

TOSHIBA TEC products are used all over the world. We provide products and services with satisfactory quality in emerging countries as well as advanced countries. We are committed to fulfilling our responsibilities toward each country and community that we serve and thus contribute to the development of a true global society. As a responsible corporate citizen with high ethical standards, we strive to comply with the local laws and to respect the culture and history of our host countries.

Safety and Security

The TOSHIBA TEC Group develops specialists in product safety, reliability and risk assessment, and works on technical research to ensure quality that reassures customers, based on the TOSHIBA TEC Group's Basic Policy on Product Safety. In order to allow our customers to use products and services with peace of mind, we predict possible failures or accidents, implement risk assessment to prevent occurrences, and provide the products and services that have passed evaluation and verification processes.

In the event that a serious product accident is reported to us, we organize a system to quickly and sincerely respond to the accident at the initiative of the CQO*, under the instruction of the president.

* CQO: Chief Quality Officer

Basic Policy on Product Safety

The TOSHIBA TEC Group recognizes that our top priority mission is gaining the trust of the customers and communities regarding the product safety throughout the life cycle of every product manufactured and distributed. For this, we determine the basic policy on product safety and faithfully implement it.

- 1) Compliance with laws and regulations
- 2) Establishment of a voluntary action plan for product safety
- 3) Quality control system ensuring safety and security
- 4) Proper action to accidents
- 5) Measures to avoid misuses



Basic Policy on Product Safety
<http://www.toshibatec.co.jp/csr/group/safety/> in Japanese only

Enhancing Customer Satisfaction

"We aim to provide timely products and services with reliable quality and functions as well as high user-friendliness, creating value with our customer in mind through our superior proprietary technology and in collaboration with the world's best partners." is defined in the TOSHIBA TEC Group's Corporate Philosophy.

The TOSHIBA TEC Group exercises its business activities, while giving top priority to providing products and services that satisfy and please customers. To achieve this, each employee needs to think and behave from the customers' point of view, by asking himself/herself what customers want and what value is important for customers.

We aim to enhance customer satisfaction (CS) through delivery of products, systems and services, and communication with customers, based on the "Toshiba Group Customer Satisfaction Policy" established in 2003.

==Toshiba Group Customer Satisfaction Policy==

We make the voice of customers the starting point for all ideas and provide products, systems and services that deliver customer satisfaction.

- 1) We provide products, systems and services that are safe and reliable.
- 2) We respond to requests and inquiries from customers sincerely, rapidly and appropriately.
- 3) We value the voice of customers and endeavor to develop and improve products, systems and services to deliver customer satisfaction.
- 4) We provide appropriate information to customers.
- 5) We protect personal data provided by customers.

Promotion of UXD

User Experience Design (UXD) is a method to develop products or systems to allow users to operate them pleasantly and comfortably as well as easily.

The IS-910T image processing scanner was developed by re-analyzing the current vertical scanner from the standpoint of UXD for providing customers with an easy-to-use product with new value.

This scanner is able to identify produce and coupons without bar code using the same operation as the ones with bar code scanners. In recognition of this image scanning technology and the new value to customers, stores and environment, this product was selected as GOOD DESIGN AWARD 2013 Best 100.



IS-910T Vertical Image Processing Scanner

Current

Registering an item without bar code by selecting from the item list
Registering discount by key operation



Simple operation

Can register items easily by identifying with the shape or texture

* When installed in PrimeStore.



Quick payment

Can scan discount labels and multiple bar codes



Expanded services

Can also scan mobile phone coupons

Current

Packing fresh produce for labeling with bar code



Changes in a store



Laying out freshly picked produce

Environmental response



Eco-friendly packaging-free

The Environment

Based on recognition of the fact that it is our responsibility to maintain the health of the global environment as an irreplaceable asset for future generations, the TOSHIBA TEC Group contributes to the creation of new values and harmony with the Earth.

Promotion of "Three Greens" based on "Environmental Vision 2050"



In our role as one of the world's foremost eco-companies, the TOSHIBA TEC Group is practicing environmental management based on the TOSHIBA Group's Environmental Vision 2050 to promote harmony with the Earth, and contributing to the creation of a richer lifestyle for society.

Based on the following three Greens, we focus on reducing environmental impact in every product and process from the perspectives of mitigation of climate change, efficient use of resources and management of chemicals.

Integration of business management and environmental management

Implementation of measures with 3 Greens

Greening of Products	Creation of products with the highest level environmental performance
Greening of Process	Environmentally conscious manufacturing
Green Management	Continuous improvement of basic activities

The Fifth Environmental Action Plan

The TOSHIBA TEC Group formulated the Fifth Environmental Action Plan ending in fiscal 2015 based on the TOSHIBA Group Policy, and has been carrying out its activities since fiscal 2012. We achieved all targets except one item in fiscal 2013. We will continue activities in order to achieve the targets for fiscal 2015 as the final destination.

Core Subject	Indicator	FY2013			FY2014	FY2015	
		Target	Result	Evaluation*6	Target	Target	
Greening of Products	Overall	Product factor (compared to FY2000 levels)	2.76	3.32	YES	3.4	3.55
		Increase in sales amounts of Excellent ECPs	47.0 billion yen	74.3 billion yen	YES	78.0 billion yen	114.0 billion yen
	Mitigation of climate change	Reduction of CO ₂ emissions through eco-products*1	121,000 t	127,000 t	YES	129,000 t	131,000 t
	Efficient use of resources	Increase in amounts of resources saved through products*2	13,000 t	19,000 t	YES	20,000 t	21,000 t
		Increase in percentage of use of recycled plastics from products*3	4.7%	5.0%	YES	4.9%	4.9%
Mitigation of climate change	Total greenhouse gas emissions (compared to FY1990 levels)*4	72,000 t-CO ₂ (161%)	68,000 t-CO ₂ (152%)	YES	74,000 t-CO ₂ (165%)	77,000 t-CO ₂ (172%)	
	Total energy-derived CO ₂ emissions per unit production (compared to FY2010 levels)*4	146%	136%	YES	137%	134%	
	Total CO ₂ emissions resulting from product logistics per unit production (compared to FY2010 levels)	81%	82%	NO	68%	64%	
Greening of Process	Efficient use of resources	Waste emissions (compared to FY2000 levels)	2,400 t (83%)	1,664 t (58%)	YES	1,871 t (65%)	1,916 t (68%)
		Total volume of waste generated per unit production (compared to FY2010 levels)	124%	104%	YES	107%	105%
		Percentage of final waste disposal (relative to the TOSHIBA TEC Group total emissions)*5	3.0%	1.4%	YES	1.48%	1.46%
	Management of chemicals	Volume of water received per unit production (compared to FY2010 levels)	138%	114%	YES	122%	120%
		Total emissions (compared to FY2000 levels)	110 t (105%)	77.4 t (74%)	YES	117 t (111%)	131 t (125%)
	Chemical substance handling amounts per unit production (compared to FY2010 levels)	176%	152%	YES	185%	201%	

*1: [CO₂ emissions of assumed substitute products] – CO₂ emissions of shipped products] (Compares annual emissions during the usage stage and cumulates emissions for half the product life)

*2: [Mass of assumed substitute products] – [Mass of shipped products]

*3: [Amount of recycled plastics] / [Amount of plastics used for products] x 100

*4: We adopted power received end as electricity coefficient in Japan: 4.17 t-CO₂/10,000 kWh for fiscal 1990, 3.50 t-CO₂/10,000 kWh for fiscal 2010, and 5.10 t-CO₂/10,000 kWh for fiscal 2013 and later. And outside Japan, we adopted power receiving end specific to the relevant countries since fiscal 1990. From fiscal 2006 to fiscal 2012, we adopted power receiving end for fiscal 2006 based on GHG Protocol data continuously. Since fiscal 2013, we adopted power received end for fiscal 2009.

*5: The TOSHIBA TEC Group's definition of "zero emissions" of waste is that the amount of landfill waste after treatment is equivalent to less than 0.5% for manufacturing sites and 1.0% for non-manufacturing sites of the total amount of by-products and other items generated (total amount of waste generated) as a result of business activities (excluding the sites with restrictions under laws and administrative guidance).

*6: "YES" indicates the target has been achieved and "NO" indicates the target has not been achieved.

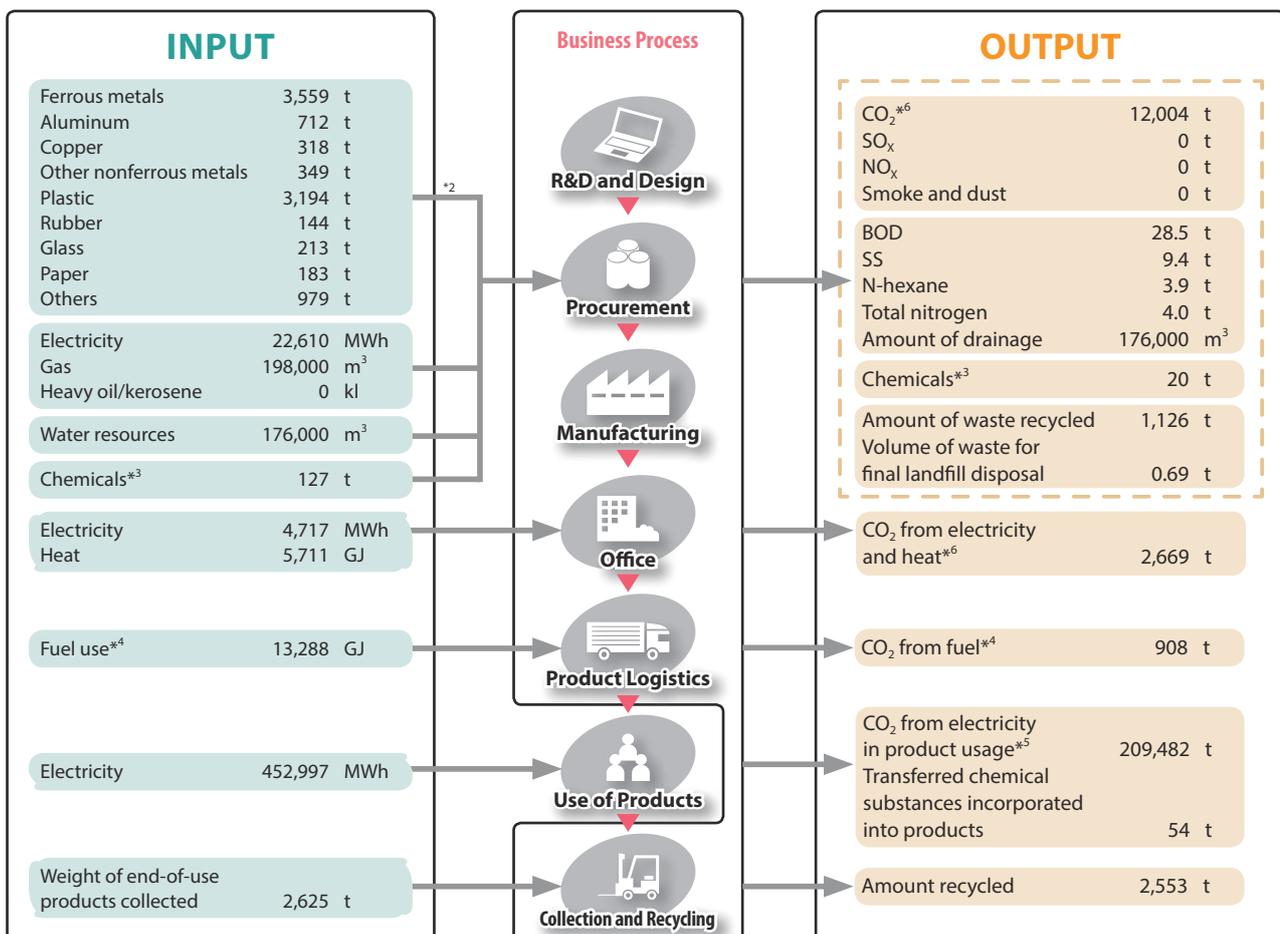
Environmental Impact throughout the Life Cycle in Fiscal 2013

The TOSHIBA TEC Group minimizes the use of global resources and emissions of pollutants into the global environment. We maximize environmentally conscious activities by developing environmentally conscious products (ECPs). We reduce environmental impact by grasping and analyzing the impact at each stage of a product life cycle.

We procure raw materials and components from suppliers, manufacture and ship our products. We transport finished products to distributors or warehouses via outsourced forwarding agents. And then, we collect end-of-use products from customers wherever possible, for reuse and recycling.

At the production stage, CO₂ emissions due to consumption of all energies from plants were 12,004 tons and from offices were 2,669 tons. Emissions of chemicals into the atmosphere and water were 20 tons. The amount of waste recycled was 1,126 tons and the amount of landfilled was 0.69 tons. CO₂ emissions from major products shipped in fiscal 2013 until the end of their product lives are to be 209,482 tons. Therefore, it is important to take energy-saving measures for products.

Environmental Impacts in Fiscal 2013*¹



Notes: *1: Target data tabulated: TOSHIBA TEC

*2: Inputs of materials and parts are calculated from material procurement data using the TOSHIBA Group's proprietary method.

*3: Target chemicals: 552 types specified by TOSHIBA Corporation.

*4: Product logistics: All CO₂ for outsourcing

*5: CO₂ in product usage is CO₂ emissions from major products shipped in fiscal 2013 until the end of their product lives.

*6: As a CO₂ conversion factor for electricity, 5.10t-CO₂/10,000 kWh is adopted.

Contribution to the Reduction of Environmental Impact on Society through the Provision of Environmentally Conscious Products (ECPs)

The TOSHIBA TEC Group develops environmentally conscious products (ECPs*1) with environmental impact reduced throughout their product life cycle. By setting eco-targets to achieve the highest level of environmental performance for products to be developed, we strive to create and expand ECPs.

Development of Products with the Highest Environmental Performance

The TOSHIBA TEC Group pursues the highest level of environmental performance for all products developed, and advances "Greening of Products" activities aimed at reducing environmental impact throughout the product life cycle.

First, in the stages from business strategy to product planning, based on technological and competitor trends, "eco targets" are set for the development of products with the highest level of environmental performance at the time of product release.

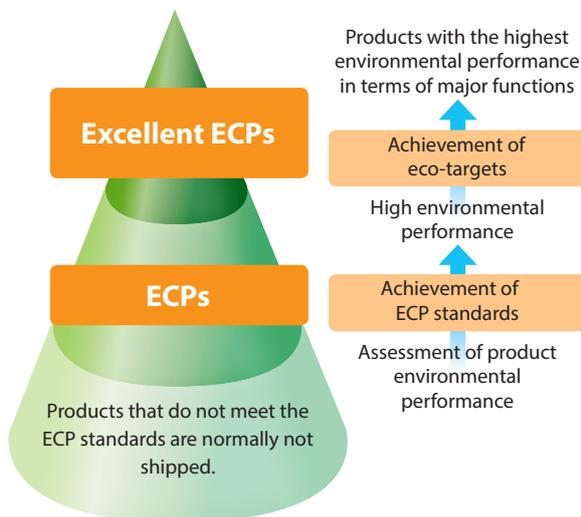
Then, in the development and design stages, we perform environmental assessments of products to make sure that the products comply with laws and regulations and meet the ECP standards in all three aspects*2 (mitigation of

climate change, efficient use of resources and management of chemicals) through all stages of their life cycle.

In the product approval stage, we check to see the level of achievement of the eco-targets and compliance with the ECP standards. We also certify those products with the highest level of environmental performance as Excellent ECPs.

The demand for social infrastructure products, increased consumption of electricity and resources are concerns everywhere. In order to reduce environment impact, we aim at creating and further increasing the number of Excellent ECPs with the highest environmental performance in the industry. In fiscal 2013, we were able to provide ten products as Excellent ECPs.

Basic Policy for the Greening of Products

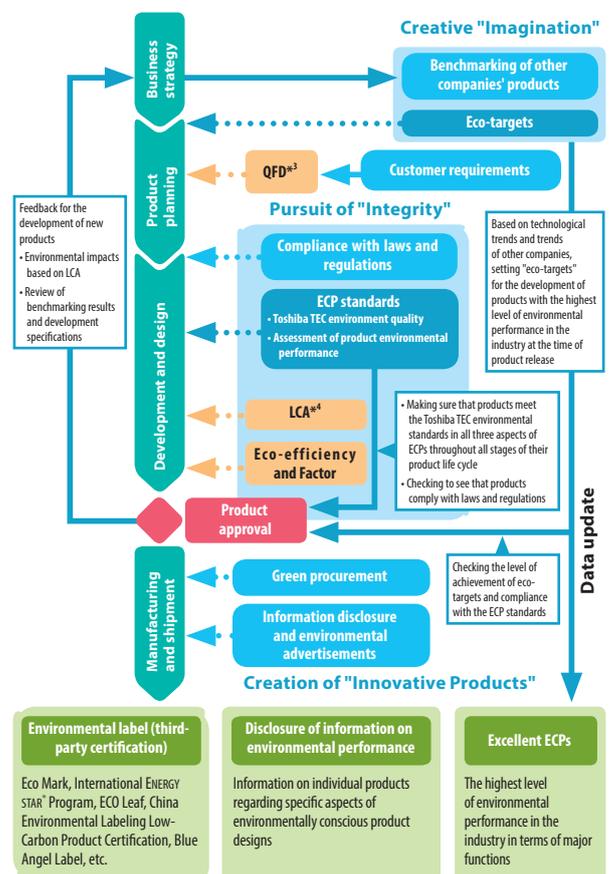


*1: Environmentally Conscious Products (ECPs) are designed to minimize environmental impact throughout all stages of their product life cycle, including procurement of materials, manufacturing, distribution, usage, disposal and recycling.

*2: Overview of the three elements of ECPs

Mitigation of Climate Change	Efficient Use of Resources	Management of Chemicals
<ul style="list-style-type: none"> • Reductions in power consumption • Reductions in standby electricity consumption • Visualization of power consumption • Energy-saving mode • Shipment mode, etc. 	<ul style="list-style-type: none"> • Reductions in the use of raw materials • Use of recycled materials • Easy to disassemble • Reductions in the use of packaging materials • Reductions in the use of supplies • Upgrades, longer useful lives, etc. 	<ul style="list-style-type: none"> • Reductions in the use of specific hazardous substances • Green Procurement • Distribution of information on chemicals • Compliance with chemical regulations in different countries, etc.

System for the Greening of Products



*3 QFD: Quality Function Deployment

*4 LCA: Life Cycle Assessment

Main Products Certified as Excellent ECPs in Fiscal 2013

Medicament Monitoring / Registration System "Medi Match" / "Medi Regi"

(Released in July 2013)

- Reduced CO₂ emissions by 48% through IT solutions
- Only one product



TC x Wave POS Terminal

(Released in April 2013)

- Achieved the highest energy saving* (1.7 W power in power saving mode)
- Only one product for All-In-One system that provides the applications of kiosk and self service



IS-910T Vertical Image Processing Scanner

(Released in October 2013)

- "Only one" product that uses image recognition technology to identify the type of produce by color and pattern, by eliminating wasteful trays, wrapping and even bar code labels, thus reducing the amount of environmental impact for our customers to deal with



e-STUDIO2555C

Digital Color Multifunction Peripheral

(Released in July 2013)

- Achieved the highest resource savings* (Mass of the main unit: 76 kg)



SJ-8000 JIMCOM

(Released in February 2014)

- Achieved the highest energy saving* (55 W standby power consumption for applications)
- Achieved the highest resource savings* (Mass of the main unit: 22.7 kg)



M-8500 POS Terminal

(Released in July 2012)

- Achieved the highest energy saving* (49.5 W standby power consumption for applications)
- Achieved the highest resource savings* (Recycled plastics for packing)



* At the time of product release, and not guaranteed at the current state.

Promoting Environmental Considerations toward Suppliers and Procured Items, to Provide ECPs

The TOSHIBA TEC Group conducts the environmental protection assessment on suppliers and the environmental performance survey on procured items. The Group utilizes relevant data in the design, production and procurement divisions.

Green Procurement

To provide ECPs, we implement green procurement at the procurement stage of raw materials related to products. We also aim to procure items with lower environmental impact from suppliers, which actively promote environmental protection.

Promotion of Environmental Protection at Suppliers

We give precedence to suppliers, who are actively promoting environmental protection, for procurement.

Environmental Protection

- 1) Set up an environment policy.
- 2) Maintain the environmental protection system.
- 3) Establish systems for education and to check whether education is provided.

The Japanese, English and Chinese editions of the Guidelines for Green Procurement are available on the website.

Control on Environment-Related Substances in Procured Items

We request our suppliers to comply with environment-related laws, regulations and control standards, such as RoHS and REACH that spread from Europe to the rest of the world. We also request to provide parts and raw materials with lower environmental impact.

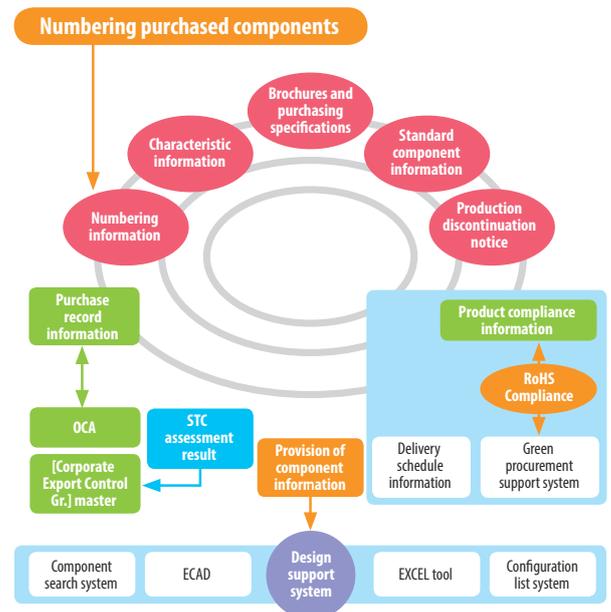
Control on Environment-Related Substances

- 1) Thoroughly make control on whether environment-related substances are contained in delivered items known to relevant divisions and suppliers.
- 2) Satisfy requirements for management environment-related substances.
- 3) Respond to the survey whether environment-related substances are used.
- 4) Obtain information required to respond to the above survey.
- 5) Perform analysis and measurement, and obtain analysis results from suppliers (when necessary).
- 6) Investigate and understand suppliers' control system.

Data Utilization

Environmental performance information data is provided from the green procurement support system to various in-house systems via the global component database. It is utilized in the design, production and procurement divisions. We request our suppliers to provide data on chemicals in products in accordance with the survey patterns based on our Guidelines for Green Procurement, to collect data on the Eco, Substances of concern exchange & management system in the Toshiba group (EcoSocce-T). Data provided by our suppliers are disclosed and used to develop ECPs.

Component Database and Design Support System



Component search system screen

Collection and Recycling of End-of-Use Products

The TOSHIBA TEC Group is actively collecting and recycling end-of-use products on a global basis.

Collection and Recycling in Worldwide Regions

● Japan

Our sales sites throughout Japan collect end-of-use products. We also carry out process checks on our recycling contractors to increase the collection and recycling rates.

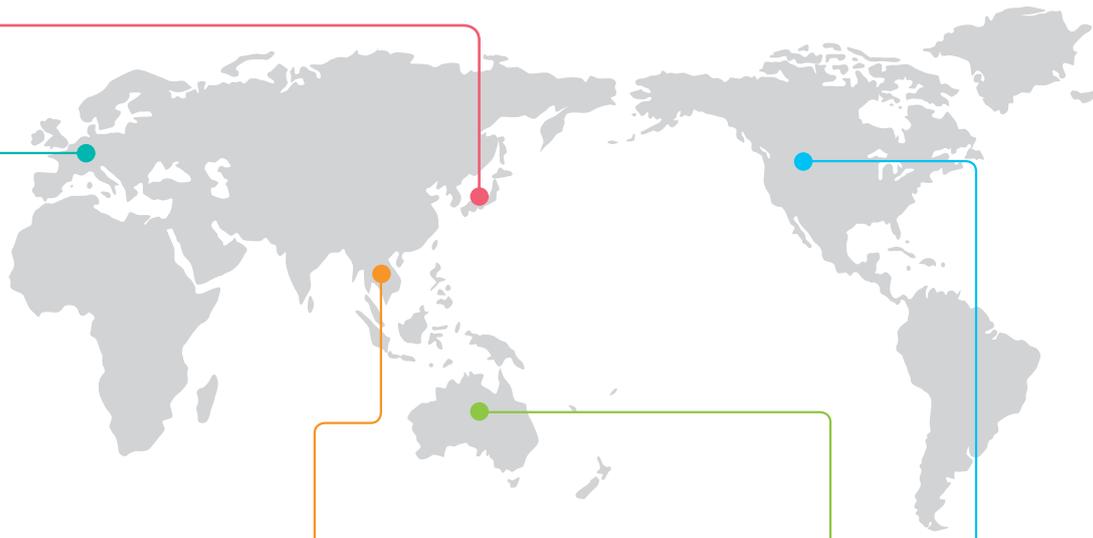


Recycling process through manual disassembly

The packaging reuse system to collect and reuse packaging materials is used for some products.



Packaging material collected



● Europe

In France TOSHIBA TEC France Imaging Systems S.A. implements the toner cartridge collection and recycling program in collaboration with Conibi. Collected toner cartridges are recycled into raw materials at ClozDloop® in Belgium.

● Asia

In Singapore, Toshiba Asia Pacific Pte Ltd. and Toshiba Data Dynamics Pte Ltd. collaborate to implement the toner cartridge collection and recycling program. This contribution to the reduction of waste provided the Singapore 3R Packaging Awards 2011.



● Australia ● North America

The TOSHIBA TEC Group participates in the "Zero Waste to Landfill" recycling program in collaboration with Close the Loop®. Almost 100% of toner cartridges from copiers and MFPs collected through this program are recycled.



Collection box

Reduction of Environmental Impact Associated with Business Activities

The TOSHIBA TEC Group carries on its efforts to minimize increases in environmental impact despite the expanding scale of manufacturing.

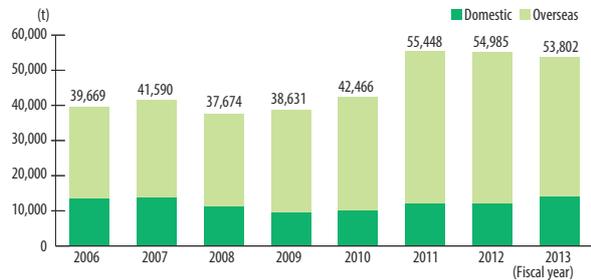
Mitigation of Climate Change

Minimizing increases in CO₂ emissions due to energy consumption

We continue efforts to reduce CO₂ emissions associated with energy consumptions, for example, through replacement of lighting with LED and introduction of wind power generators. In fiscal 2011, CO₂ emissions increased overall due to the incorporation of the parts business into overseas sites but were reduced by 2% in fiscal 2013, compared to fiscal 2012. Domestic sites have been reducing CO₂ emissions based on the Energy Saving Act.

Note: We adopted power received end as electricity coefficient in Japan: 4.10 t-CO₂/10,000 kWh for fiscal 2006, 4.53 t-CO₂/10,000 kWh for fiscal 2007, 3.73 t-CO₂/10,000 kWh for fiscal 2008, 3.51 t-CO₂/10,000 kWh for fiscal 2009, 3.50 t-CO₂/10,000 kWh for fiscal 2010, 4.76 t-CO₂/10,000 kWh for fiscal 2011, 4.87 t-CO₂/10,000 kWh for fiscal 2012 and 5.10 t-CO₂/10,000 kWh for fiscal 2013. And outside Japan, from fiscal 2006 to fiscal 2012, we adopted power receiving end for fiscal 2006 based on GHG Protocol data continuously. Since fiscal 2013, we adopted power received end for fiscal 2009.

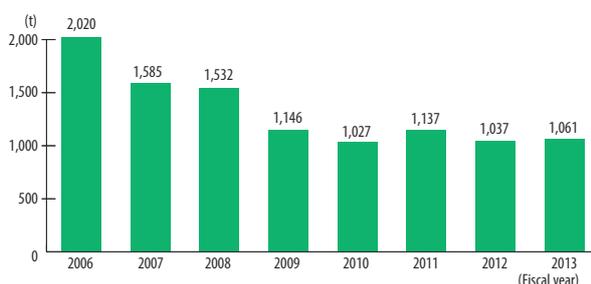
CO₂ Emissions at Manufacturing Sites



Reduction in CO₂ emissions associated with product logistics

In fiscal 2013, full truckload transportation instead of individual transportation for imported parts improved load efficiency and helped to reduce the number of trucks. In addition, more downsized and lightweight products were developed to reduce CO₂ emissions resulting from product logistics.

CO₂ Emissions associated with Domestic Product Logistics



TOPICS Replacement with LED lighting

TOSHIBA TEC INFORMATION SYSTEMS (SHENZHEN) CO., LTD.
838 lights in the SMT area were replaced with LED lights.



TOPICS Installation of wind power generator on the roof

TOSHIBA AMERICA BUSINESS SOLUTIONS, INC.
Renewable energies were used as a portion of electricity usage.



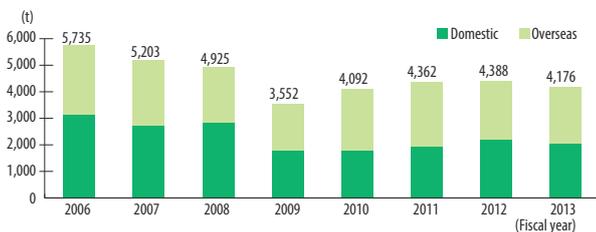
The TOSHIBA TEC Group does not emit any greenhouse gases other than CO₂.

Efficient Use of Resources

Minimizing increases in total volume of waste generated

To efficiently use resources, the TOSHIBA TEC Groups works on the reduction of the total volume of waste generated, including recycled waste. In past years, the total volume of waste generated tended to increase in accordance with our business expansion. However, it was reduced by 5% in fiscal 2013, compared to fiscal 2012, through the reduction of corrugated cardboard waste and the reuse of overseas shipping pallets. In North America, the method of disposing of waste toner was changed from landfill to incineration. We have also been reducing the final waste disposal volume.

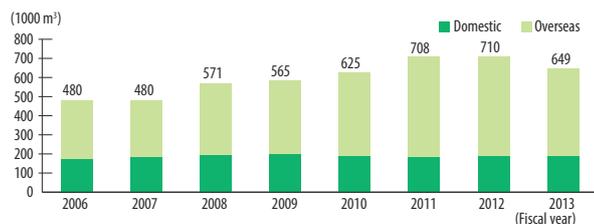
Total Volume of Waste Generated



Efficient use of water resources

Almost no water resources are used in the manufacturing process. Recently, water consumed for daily needs, such as toilets, cafeterias and housing, has increased along with the increasing number of employees at overseas sites. Water consumption was reduced by 9% in fiscal 2013, compared to fiscal 2012, through improved water leakage inspection procedures and the implementation of water conservation education.

Water Intake



TOPICS

Reduction of wood pallets by approximately 20 tons in fiscal 2013

TOSHIBA TEC SINGAPORE PTE LTD.

Wood pallets were replaced with reusable plastic pallets or cage carts.



Plastic pallets



Cage cart

TOPICS

Conversion of landfill waste into valuable resources

Shizuoka Business Center

Sludge generated in the business sites was dehydrated by the screw press dehydrator.

Landfill waste was converted into valuable resources and provided to treatment operators.



Screw press dehydrator



Dehydrated cake (Sludge)

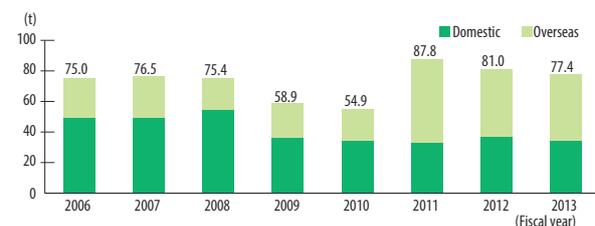
Management of Chemical Substances

Reduction of emissions of chemical substances used in the manufacturing process

Chemical substances applicable to the environmental laws and regulations are classified into three types: "prohibition of use," "reduction in use" and "control of release." In terms of "reduction in use," we strive to reduce emissions of chemical substances to the atmosphere and water, which directly affect the environment. In fiscal 2011, emissions of chemical substances increased due to the incorporation of the parts business into overseas sites. However, overall

emissions were reduced by 8% in fiscal 2013, compared to fiscal 2012, as a result of reducing various emissions.

Emissions of Chemical Substances



The TOSHIBA TEC Group has abolished the use of ozone-depleting substances.

Practicing Environmental Management under the Corporate Philosophy and CSR Activities

The TOSHIBA TEC Group practices global environmental management with the aim of realizing a low-carbon society, recycling-based society and biodiversity by seeking a combination of business and environmental activities, to maintain the health of the global environment as an irreplaceable asset for future generations.

TOSHIBA TEC Group's Basic Policy for the Environment

The TOSHIBA TEC Group as a "corporate citizen of planet Earth," which expands its operations on a global basis under the businesses of Retail Solutions, Printing Solutions and associated services and supplies, contributes to society by reducing its customers' and its environmental impacts through "Monozukuri," by creating environmentally conscious products (ECPs).

We practice global sustainability with the aim of realizing a low-carbon society, recycling-based society and natural symbiosis society by seeking a combination of business and environmental activities, in order to hand down to our next generation, the health of the global environment as an irreplaceable asset.

Given Greening of Products, Greening of Process and Green Management as the important pillars of environmental management, the TOSHIBA TEC Group is actively driving environmental protection, to contribute to the reduction of environmental impacts in business fields such as stores and offices.

(1) Greening of Products

- The TOSHIBA TEC Group pursues the highest level of Environmental performance on our products, then, aim at creation of Excellent ECPs and wide acceptance in the market.
- The TOSHIBA TEC Group reduces environmental impacts throughout its product life cycle through green procurement of environmentally conscious materials and parts, 3Rs, energy conservation, and abolition of certain chemical substances, in order to provide ECPs on a global basis.
- The TOSHIBA TEC Group advances distribution of ECPs and services, to contribute to the reduction of environmental impacts of the products or services when used by customers.
- The TOSHIBA TEC Group contributes to the establishment of a recycling-based society, while collecting and recycling end-of-use products and reusing end-of-use parts.

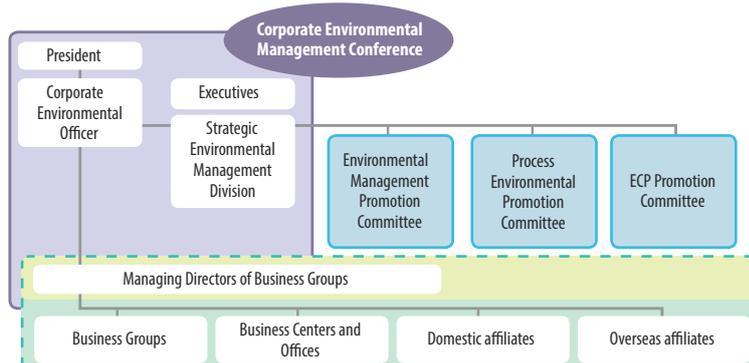
(2) Greening of Process

- The TOSHIBA TEC Group strives toward resource and energy conservation, as well as correct control of chemical substances, for environmentally conscious manufacturing, marketing and servicing, allowing for regional characteristics.
- The TOSHIBA TEC Group aims at realizing a low-carbon society through "Monozukuri," by creating ECPs and by improving the efficiency of logistics operations.

(3) Green Management

- The TOSHIBA TEC Group specifies and promotes objectives and targets for its process, products and services to assess environmental impacts including biodiversity, reduce environmental impacts and prevent pollution, and continually strives to improve the environment.
- The TOSHIBA TEC Group complies not only with laws and regulations applied in countries or regions all over the world, but also with industry guidelines, which it has endorsed, for environmental protection.
- The TOSHIBA TEC Group provides environmental education, conducts educational campaigns, and expands each employee's environmental awareness to promote environmental activities.
- The TOSHIBA TEC Group actively and widely discloses its environmental policy and activities inside and outside the Group.
- The TOSHIBA TEC Group participates in society-wide environmental activities in cooperation with administrations, communities and bodies concerned.

Environmental Promotion Structure



Corporate Environmental Management Conference

TOSHIBA Group's Environmental Audit System

The TOSHIBA TEC has been annually conducting environmental audits in accordance with the comprehensive Environmental Audit System and standards established by TOSHIBA since fiscal 1993, to improve environmental management. Based on this audit system, corporate-wide environmental management audit, environmental audit of sites for manufacturing and non-manufacturing sites, and environmental technology audit of products at business groups are conducted on an annual basis.



Environmental Accounting

The TOSHIBA TEC Group adopts environmental accounting to quantitatively understand environmental costs and benefits, and utilize the quantitative data as guidelines for business activities.

• Costs and Benefits

For environmental protection costs on a consolidated basis in fiscal 2013, total capital investments were 90 million yen and total expenses were 840 million yen. We used environmental costs, especially for prevention of global warming and energy-saving measures. Total environmental benefits were 2,230 million yen.

Target site: TOSHIBA TEC Head Office, Shizuoka Business Center, three domestic manufacturing affiliates and six overseas manufacturing affiliates
Target period: April 1, 2013 to March 31, 2014
Note: Figures are partly estimated.

Environmental Costs

Millions of yen

Category	Description	Investments		Costs		Change in costs from fiscal 2012	
		Consolidated	Non-consolidated	Consolidated	Non-consolidated	Consolidated	Non-consolidated
1) Business area costs	Reduction of environmental impacts (1) to (3)	86.5	51.5	208.8	83.6	21.1	-16.4
(1) Pollution prevention costs	Prevention of air, water and soil pollution, etc.	3.6	0.0	64.6	9.7	11.3	-6.0
(2) Global environmental protection costs	Global warming prevention, ozone layer protection, etc.	81.5	51.5	71.2	39.7	1.7	-9.8
(3) Resource circulation costs	Recycling of waste, etc.	1.4	0.0	73.0	34.2	8.1	-0.6
2) Upstream/downstream costs	Green procurement, collection and recycling of products, etc.	0.0	0.0	103.8	98.1	-7.4	-9.0
3) Administration costs	Establishment of EMS, environmental education, tree-planting/clean-up campaigns, etc.	2.8	2.6	387.7	344.2	4.8	0.8
4) R&D costs	Technical development for ECPs, etc.	0.0	0.0	129.8	129.8	2.0	2.0
5) Public relations costs	Donations and support to groups/organizations, etc.	0.0	0.0	5.4	4.8	-0.1	-0.1
6) Environmental damage restoration costs	Recovery from soil pollution, etc.	0.0	0.0	1.5	0.9	0.0	0.3
Total		89.3	54.1	837.0	661.4	20.4	-22.4

Environmental Benefits

Millions of yen

Category	Description	Amounts	Calculation method
A Actual benefits	Reduced charges for electricity and water, etc.	60.9	The amount of money, such as electricity charges and waste disposal costs, that was saved compared with the previous year, plus earnings from the sale of objects with value.
B Assumed benefits	Reduced environmental impacts on water and atmosphere in monetary value	324.7	The amount of money was calculated by multiplying the cadmium equivalent value of each substance obtained from environmental standards and the American Conference of Governmental Industrial Hygienists Threshold Limit Value (ACGIH-TLV) by damage compensation for cadmium pollution. This method of calculation provides a means of showing reductions in environmental impacts on the atmosphere, hydrosphere and soil and makes it possible to compare the environmental impacts of different substances using the same standard by converting the impacts into monetary values.
C Customer benefits	Benefits of impacts reduced during product use in monetary value	1,849.1	Environmental impact reduction benefits during product use are evaluated in physical quantity units and monetary units. Energy-saving benefits are calculated by using the following equation: Benefits (yen) = \sum [(Annual power consumption of the previous product model - Annual power consumption of the current product model) x Number of products sold annually x Benchmark unit price of electricity]
Total		2,234.7	

A Actual Benefits

Item	Reduction in environmental impacts	Benefits measured in monetary values (millions of yen)
Energy	5,300 GJ	9.5
Waste	98.0 t	40.1
Water	64,300 m ³	11.3
Total		60.9

B Assumed Benefits

Item	Reduction in environmental impacts	Benefits measured in monetary values (millions of yen)
Benefits from reductions in emissions of chemicals	9.7 t	324.7

C Customer Benefits

Item	Reduction in environmental impacts	Benefits measured in monetary values (millions of yen)
Benefits from reductions in environmental impacts during product use	Electricity	41,260,000 kWh
	Paper rolls	1,526 t
Total		1849.1

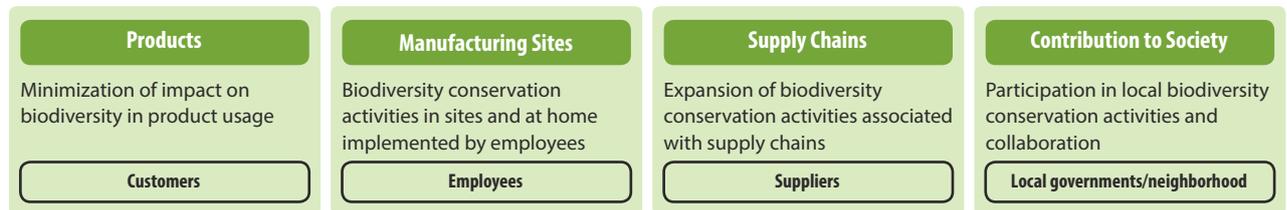
Initiatives for Conservation of Biodiversity

As a global enterprise, the TOSHIBA TEC Group is committed to carrying out biodiversity conservation activities in collaboration with stakeholders in different regions. We actively participate in local biodiversity conservation activities and develop biotopes for greening at each of our sites.

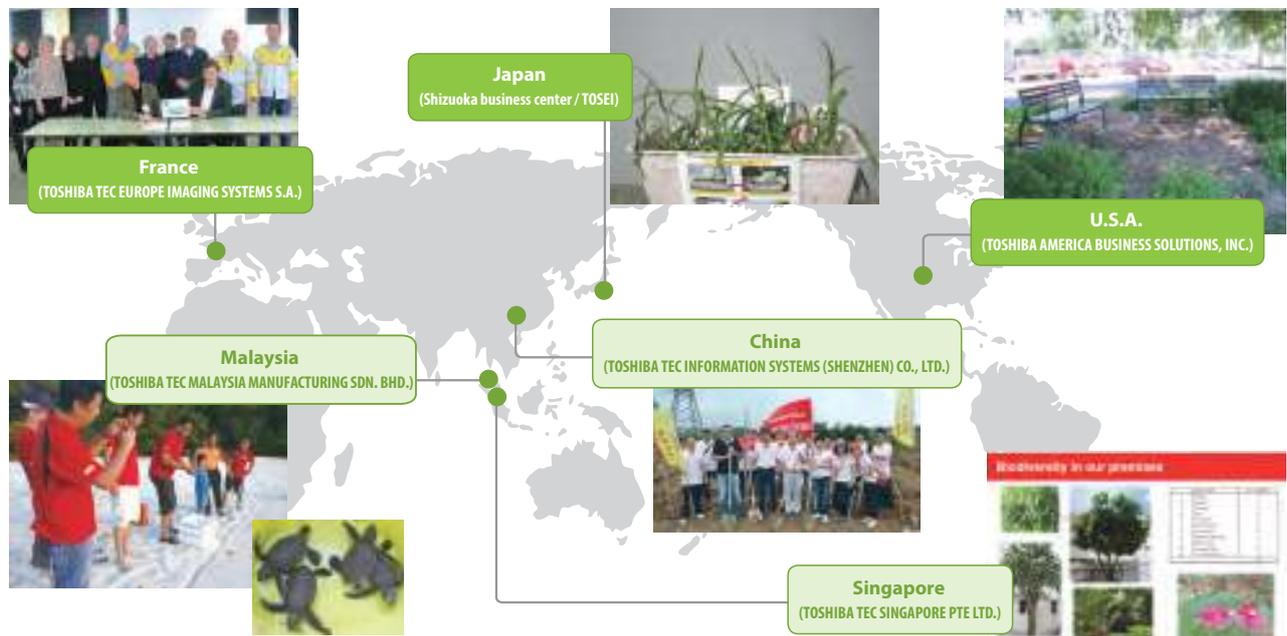
Concept regarding Conservation of Biodiversity

The TOSHIBA TEC Group's biodiversity conservation efforts relate to all of our business activities, and include local communities, employees, suppliers and products. With this said, we carry out our biodiversity conservation activities via the four pillars of Products, Manufacturing Sites, Supply Chains and Contribution to Society.

Four Pillars for Conservation of Biodiversity



Initiatives for Conservation of Biodiversity in Each Country



Conservation activities in manufacturing sites

- Japan**: Nurture of "Mishima Saiko" (*Bupleurum corzonerifolium*) listed as a local endangered species in Mishima
Breeding and distribution of "medaka ricefish" to kindergartens
- France**: Development of biotopes for birds in collaboration with local NPOs and schools
- U.S.A.**: Provision of a place to get in touch with Nature in the site

Participation in local activities

- Malaysia**: Participation in the protection of green turtles
- Singapore**: Conservation of rest areas for birds connected with nearby parks
- China**: Plant conservation and research in nearby parks
Financial support to protect pandas

Environmental Communication

The TOSHIBA TEC Group makes its environmental initiatives and activities available to the public, through a variety of media sources. We also implement a variety of activities to raise environmental awareness of employees and their families.

Exhibitions

Eco-Products Exhibition 2013

<December 12 to 14, 2013, Tokyo Big Sight>

Our environmental initiatives were presented with the developers of Loops.



RETAIL TECH JAPAN 2014

<March 4 to 7, 2014, Tokyo Big Sight>

Solutions linked to the environment, such as Smart Receipt, attracted public attention.

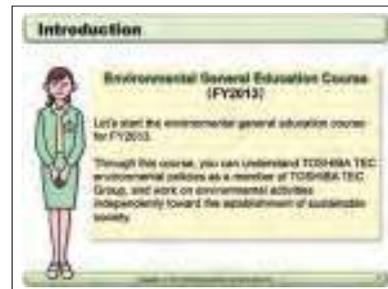


TOSHIBA TEC's seminar



The seminar on proper waste disposal was provided as an event of the environmental month. A wide range of employees involved in administration, legal services and logistics as well as in charge of ISO 14001 audited the seminar.

TOSHIBA TEC's environmental education



Environmental education is annually provided through e-Learning, to develop employees' environmental awareness.

Toshiba Group Global Environmental Action

The TOSHIBA Group expands environmental communication by connecting people through global environmental activities. The TOSHIBA TEC Group also participates in these activities. The activities allow each of our employees to increase their environmental awareness. Our global environmental actions for each region as well as environmental activities on an individual basis are posted on our website and shared online.

For TOSHIBA Group Global Environmental Action, see the website below:

http://www.toshiba.co.jp/env/en/global_env_action/index_j.htm



Community Involvement and

The TOSHIBA TEC Group defines the Corporate Policy regarding "Community Relations" in its Standards Of Conduct (SOC) and gets involved in corporate citizenship activities based on this Policy with a focus on activities capitalizing on its business and continuous relationships with local communities.

Corporate Policy regarding Community Relations

TOSHIBA TEC Group Companies shall:

- 1) contribute to and cooperate with all local communities in which TOSHIBA TEC Group operates and perform its duties as a member of these communities;
- 2) support Directors and Employees in undertaking voluntary activities and give full consideration to each individual's desire to exercise his or her civil rights;
- 3) make appropriate donations in each country and region where TOSHIBA TEC Group operates, after considering the contribution to the community, the public nature and the reasons for making donations; and
- 4) try to improve the brand image in all aspects of their relationships with the communities.

Recovery Support for the Great East Japan Earthquake

Hoping to help achieve the earliest reconstruction of the affected areas and affected residents, the TOSHIBA TEC Group has continuously been providing reconstruction support.

1. Support with Philanthropy Fund

In April 2014, we made donations from the "TOSHIBA TEC Philanthropy Fund," which consists of the contributions from employees' salaries and bonuses, to the "Fukushima Donation for Orphans affected by the Great East Japan Earthquake," to help children in the affected areas, following 2013.



3. Contribution of MFP to Ishinomaki City Children's Center

In February 2014, we donated a second-hand color MFP to the Ishinomaki City Children's Center as a children's recreational facility planned and designed by the children of the Children's Community Building Club hosted by Save the Children Japan (NGO).



2. Reconstruction Support Activities by New Employees

In April 2014, as part of the TOSHIBA Group's training program, new employees in fiscal 2014 participated in support activities for fisheries and forest improvement, such as separating wakame seaweed leaves from the stems, putting salted wakame into bags and cypress tree pruning in Shizukawa, Tokura and Iriya, Minamisanriku, as well as Kitakamicho Jusanhama, Ishinomaki in Miyagi.



Development

4. East Japan Reconstruction Support Event

In November 2013, TOSHIBA TEC Solution Services Corporation held the "East Japan Reconstruction Support Event" as part of its 40th anniversary project. On the day of the event, we invited "Kikumatsu kun," the Chrysanthemum Figure Exhibition's mascot in Nihonmatsu, Fukushima. We also opened a cask of Tohoku's famous sake and held a lottery for Tohoku regional products.



Local Contribution and Volunteer Activities

The TOSHIBA TEC Group continues its activities to contribute to people in local communities.

• Donation of calendars and notebooks for 2014, used stamps and postcards

In December 2013, calendars and notebooks for 2014 along with used stamps and postcards were donated to the Shinagawa Ward Social Welfare Council Shinagawa Volunteer Center. Those calendars and notebooks were distributed to local welfare facilities, volunteer groups and elderly living alone. The used stamps and postcards were used to purchase walking canes for the elderly.



• Pink Ribbon campaign

We have been participating in the Pink Ribbon campaign that TOSHIBA works on, together with our Group companies since 2009. In fiscal 2013, a total of 37 employees participated in the walk events held in Tokyo, Nagoya and Kobe.



• Participation in Local Beautification Activities

Many employees of the TOSHIBA TEC Group participate in clean-up activities in the streets around each business site, nearby rivers and parks every year.



In May and October 2013, the employees and their families of the TOSHIBA TEC Group participated in environmental improvement activities in the Mishima City Rakujuen Park, such as planting seedlings and picking up trash.



In May 2013, a total of 20 employees and their families of the Yokohama sub branch of TOSHIBA TEC Solution Services Corporation participated in clean-up activities on the Katase Nishihama Beach hosted by Kanagawa Coastal Environmental Foundation. In addition, a lot of employees of the Hokkaido, Shizuoka and Chugoku sub branches participate in various clean-up and environmental beautification activities.



In December 2013, 20 employees of TOSHIBA TEC Singapore Pte Ltd. participated in river clean-up activities implemented by an NGO. This participation was a good opportunity to learn about the impact of trash on our lives and the environment by patrolling rivers and picking up trash.



In March 2014, 11 employees of the TOSHIBA TEC Group located in Shinagawa Ward participated in cleaning/beautification activities implemented by the Shinagawa CSR Promotion Council. The activities were carried out around Oimachi, Osaki and Nishi-Oi Stations starting at Shinagawa Central Park.

• Collection of Pull-Tabs

Since 2002, employees in the Shizuoka Business Center have conducted a twice a year collection of pull-tabs gathered from vending machines and from home, for donation to local welfare facilities. We have donated over 350 kg of pull tabs.



• Donations through "Heart-full Vendors"

Vending machines for fundraising are installed in the Osaki Office, Shizuoka Business Center along with Chubu, Kansai and Kyushu branches. A total of 135,729 yen was raised in fiscal 2013.



• Collection of Plastic Bottle Caps

We co-sponsor activities that provide vaccines for children around the world by collecting plastic bottle caps.



• Blood Drive

The blood drive is conducted continually every year and many employees participate in the blood drive.



Blood drive at P.T. TEC INDONESIA

• Road Safety Awareness Campaign

We continue to participate each year in the National Traffic Safety Campaign hosted by the Ohito Safety Management Association to provide road safety guidance.



Support for Children Who Lead the Next Generation

• Head Office Tours for Children

Employees' children were invited to the Head Office during the summer vacation. A tour of the showroom, workplace and a visit to the president's office was organized to help children gain social experience as well as to provide an opportunity for employees and their children to deepen family bonds through activities such as operating the cash register.



• Voluntary Story Telling

Since April 2011, story-telling sessions have been held by employee volunteers, along with donations of books and picture books to kindergartens and elementary schools close to the Shizuoka Business Center. In fiscal 2013, five sessions were held at the Takyo Kindergarten in Izunokuni.



• Educational Support for Elementary Schools

We have been carrying on the implementation of the education support project to provide educational opportunities for underprivileged children. In March 2014, we donated 100 thousand yuan to Shuangfeng primary school and xinjie primary school, wudu town, Yi nationality autonomous country, leshan, Sichuan province and Nangang primary school, education bureau yongfuyuan town, daowai district, harbin, heikongjiang province for providing supplies to improve the learning environment.

• Workplace Tours and Experience Learning

Workplace tours are provided to elementary, junior high and high school students in local communities or on school trips, allowing them to learn through experience. We support the students' future learning by providing tours of the showroom and opportunities for them to operate products and hold discussions with our employees.



• Delivery of Lectures

TOSHIBA TEC Solution Services Corporation has been delivering lectures to elementary and special-needs schools since 2006. We intend to provide activities that are not just an experience, but lead to building confidence and self-affirmation. We also aim to help our employees learn and grow through their interaction with the children.



Activities to Preserve the Global Environment

• Tree-Planting Activities

We take part in the "1.5 Million Tree-Planting Project" that the TOSHIBA Group works on with the aim of contributing to global environmental protection, around the world. We also actively participate in forest cultivation and tree planting activities in worldwide regions.



TOSHIBA TEC MALAYSIA MANUFACTURING SDN. BHD.



TOSHIBA TEC INFORMATION SYSTEMS (SHENZHEN) CO., LTD.



TOSHIBA TEC GERMANY IMAGING SYSTEMS GmbH

• Participation in "Creating A Small Dam in the Forest" hosted by Mishima

We have been participating in the activities to build a small dam in the stream with the aim of enhancing the forest groundwater recharge system and preventing soil loss every year since 2003.



• Protection of Animals

The Shizuoka Business Center, TOSHIBA TEC MALAYSIA MANUFACTURING SDN. BHD. TOSHIBA TEC Information Systems (Shenzhen) Co., Ltd. and TOSHIBA TEC Europe Imaging Systems S.A. carry out activities to protect endangered animals.



Green turtle protection conducted by TOSHIBA TEC MALAYSIA MANUFACTURING SDN. BHD.

• Recycling of Electronic Devices

TOSHIBA TEC Singapore Electronics Pte Ltd. recycles no longer used electronic devices that are collected by employees, in collaboration with Toshiba Asia Pacific Pte Ltd.



Dr. Kenji Suzuki

Professor at School of Global Japanese Studies,
Meiji University, Japan

Dr. Suzuki received an LLB degree from Tokyo University, a master's degree from the London School of Economics, and PhD in Politics and International Studies from the University of Warwick.

His field of specialization is political economy. Dr. Suzuki is a member of the Japan Public Choice Society, Association for the Study of Political Society (ASPOS) and Japan Association for Northern European Studies (JANES).

He currently focuses on how environmental changes in society and economy change the nation's social system and affect the psychology and behavior of companies and people. He has a decade of experience in being involved with education and research in Sweden.



Did you know that the Kanji Character of the Year is unveiled at Kiyomizu Temple at the end of each year? Half of this year has already passed. This year started with the revelation of the "deaf" composer's ghost writer. Then, the plagiarism controversy at Riken (The Institute of Physical and Chemical Research) and the sinking of the MV Sewol that occurred in Korea. As these incidents of misconduct occurred one after another, we have heard the apologies made by those responsible. So I wonder if the Kanji Character of this year will be "謝" (Apology).

The common cause of these incidents is a lack of morals. It is easy to expect high morals from those who carry out such tasks. However, it is difficult to maintain these standards in corporate activities and with individuals. This is why I think there is a significant reason to promote CSR management.

This Report describes TOSHIBA TEC's progress in moving ahead with Fair Operating Practices in a variety of ways, based on the Group's policy to give top priority to human life, safety and legal compliance. What attracted my attention is that this Report states the Group's policy to avoid the use of conflict minerals involved in creating inhuman working conditions. Selection of a supplier is not just based on cost and quality, but also in terms of morality. Such criteria may result in a short-term disadvantage in production costs, but I think you have made a wise choice with regard to enhancing mid- and long-term corporate value. In general, since Japanese are not as sensitive to regional conflicts in the Middle East and Africa as their counterparts are in Europe and the United States, Japanese companies are less likely to take such initiatives seriously. Therefore, I expect you to take them seriously and be a model for other companies.

It is effective to maintain high moral standards in order to boost morale at the workplace. However, criteria to determine what is appropriate vary widely depending on the workplace environment. As the workplace becomes increasingly diverse, there are scenarios where previous commonly accepted practices no longer work through increasing women's participation in society. As the economy globalizes, I have no doubt that the number of employees of different nationalities, races, religions and values will increase. This Report provides examples of training for managerial positions aimed at diversity, and the exchange of ideas for developing the image of women working in managerial positions. It is necessary to develop a strong awareness and understanding of diversity in other forms, as well as to carry on such activities.

It is also required to increase diversity in terms of recruitment. According to this Report, the percentage of female employees is 11.9% and the percentage of female managers is 1.6%. These percentages increase every year; however, I get the impression that you are still far from attaining true diversity. A photo of the business briefing labor-management meeting is included in this Report, but all of those who appear in it are Japanese males in suits! I expect that female, non-Japanese employees or those with disabilities will be seen in the not-too-distant future.

By the way, I believe that the best remedy for a company to maintain and improve its moral standards is to have its core business contribute to the society. Loops was widely recognized in 2013 and won various awards, including the METI Minister's Award of Green IT 2013. In that regard, I think you have had a very positive effect on the society.

This Report also describes TOSHIBA TEC's entry into the medical solution field. As the life span of Japanese people increases, medical care is expected to be a promising growth market. The ethical drug control systems you have been developing are good examples of your attempt to apply the technologies and experience you have developed in other fields to those where social needs are increasing. Such effort deserves credit in terms of maintaining high moral standards and improving the morale of employees.

Pessimism about the current Japanese economy remains high as it is being temporarily sustained by the positive momentum leading up to the Tokyo Olympics. However, there are still quite a few unexplored markets in Japan. From a global perspective, there are a number of opportunities to make use of the technologies and experience you have developed. These basic technologies could spread to other countries. But as symbolized by the Japanese concept of "Omotenashi" (hospitality), the provision of attentive services to customers and awareness of customer needs may not be transferable. However, on the other hand, the national obsession to detail often prevents Japanese from seeing the whole picture, and thus they tend to stray from good moral practices.

It is not easy at all to achieve a balance between these two while conducting profitable business operations. However, as described in this Report, when you incorporate various initiatives into your daily business activities and can confirm their success through annual verification, I believe your steady efforts will gradually produce results. I hope you provide an excellent report next year as well.

Website

The website provides more detailed and extensive information than the brochure does.

Top: <http://www.toshibatec.co.jp/en/>



CSR

<http://www.toshibatec.co.jp/en/csr/>

CSR activities of TOSHIBA TEC and its Group companies are introduced.

Main Items (CSR)

- Corporate Philosophy
- Organizational Governance
- Human Rights and Labor Practices
- Fair Operating Practices
- Customers
- The Environment
- Community Involvement and Development



Investor Relations

<http://www.toshibatec.co.jp/en/ir/>

Every effort is made to provide corporate information as quickly as possible.

Main Items (INVESTOR RELATIONS)

- IR News
- Management Policy
- IR Library



Products

<http://www.toshibatec.co.jp/en/products/>

Products and solutions in response to customer business needs are introduced.

Main Items (PRODUCTS)

- Retail Solutions (POS Systems, Cash Registers, etc.)
- Multifunction Peripherals (Color MFP, B/W MFP, etc.)
- Barcode Printers and RFID Products (Barcode Printers, RFID Products, etc.)
- Medial Solutions (Medicament Registration System, Medicament Monitoring System, etc.)
- Industrial Embedded Systems Inkjet Head (Inkjet Heads, etc.)



TOSHIBA TEC CORPORATION

CSR Promotion Center
Corporate Human Resources & Administration Group

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Production and printing of
the TOSHIBA TEC CSR Report 2014 reflect the following considerations:

Paper



Use of FSC-certified Paper

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

Printing



Waterless Printing

Waterless printing, a printing process that eliminates the use of water, is adopted, taking advantage of the characteristics of printing plates made of ink-shedding material.



Non-VOC Ink

100% vegetable ink containing no volatile organic compounds (VOCs) is used.