

# CORPORATE PROFILE

**TOSHIBA TEC CORPORATION**

**TOSHIBA TEC CORPORATION**

1-11-1, Osaki, Shinagawa-ku,  
Tokyo 141-0032, Japan  
TEL +81-3-6830-9100  
<http://www.toshibatec.co.jp>



This printed material has been printed with FSC certified paper using Soy Ink (100% vegetable oil) and waterless printing methods.

# Our Five Commitments

## Management Policy 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.

“Monozukuri” is the ongoing process of creating quality products expressing new values and services exceeding customer expectations by applying superior proprietary technology and knowledge nurtured over long years.

## Message from the President

# Ceaselessly pursuing new value from our customers' perspective.

Ever since our founding in 1950, we – at TOSHIBA TEC – have always met the challenges of developing and manufacturing products from the customer's standpoint. In recent years, the economic environment has changed significantly. To provide value-added products and services that meet the emerging needs of customers, it is vital that we change our business model to a solution-based business that is recognized by our customers. Guided by this principle, we aim to provide solutions for individual customers regardless of existing product groups by changing from a business model based on products to one organized by domestic and overseas market groups, while at the same time strengthening cooperation with retail, office and supply chain solutions. Our mission is to help customers streamline their business while providing users with products and services that are pleasant, convenient and enjoyable, as a total set of solutions. We strive to remain ahead of our time. Each and every one of our employees has a firm conviction and motivation to deliver value that will capture the hearts of customers throughout the world. At TOSHIBA TEC, “Our Five Commitments” is the corporate philosophy shared by us all. We now provide new value to our customers and aim to grow together to continue meeting the challenges of “monozukuri.”

## Mamoru Suzuki

President and CEO  
TOSHIBA TEC CORPORATION





**TOSHIBA TEC owes its expertise to the creativity of each employee.**  
**We overcome every challenge to develop new technologies for the future.**

Based on projections of future technologies, TOSHIBA TEC uses cutting-edge technologies to produce solutions for society's challenges. Our mission is to keep pace with the diverse, changing needs of society and provide solid solutions that add new value. We develop products and services from the viewpoint of end users. We work hard to transform dreams into reality and help solve problems. As a solutions company, we provide products and services that contribute to a more pleasant working environment for next-generation businesses.

**Cutting-edge technology for store and office solutions.**

At TOSHIBA TEC, we are dedicated to developing cutting-edge, core technologies. At all our operations including Retail Solutions, Office Solutions, Supply-chain Solutions, these technologies are being put to use in our fields of business, and we are always in the process of developing something new. Since these technologies boost convenience, value and usability as well as contribute to problem-solving, they make stores and offices more dynamic and serve as perfect-fit solutions.



**Quality control for customer satisfaction and safety.**

In order to ensure that we are able to provide products of the finest quality, we listen very carefully to the voices of our customers in developing new technology. We undertake quality assurance testing and simulations to check the quality of our products in all environments and situations our customers may face. This process enables us to provide the highest quality assurance. By assessing the functionality and reliability of our products at every step from product development to manufacturing and final delivery, we maintain the highest product quality. Ensuring product safety through careful assessment is a top priority, and all TOSHIBA TEC business offices have been ISO9000 certified since 1992. We also listen carefully to our customers' suggestions and requests at help desks, during periodic inspections, and when providing repairs with the conviction that such input can contribute to the quality of our product development and manufacturing practices.



**Our people are at the heart of our technology.**

All TOSHIBA TEC technology is first and foremost a product of individual creativity. For example, our POS system development began with individual researchers seeking greater convenience for shopkeepers and shoppers. In the same way, the digital multifunction peripheral (MFP) originated from a "human-centric" development concept seeking to merge machine, system and user. When conducting research and development at TOSHIBA TEC, every employee contributes ideas in a team approach that cultivates individual creativity. Through the combined skill and creativity of our development teams, we meet the sophisticated needs of end users.



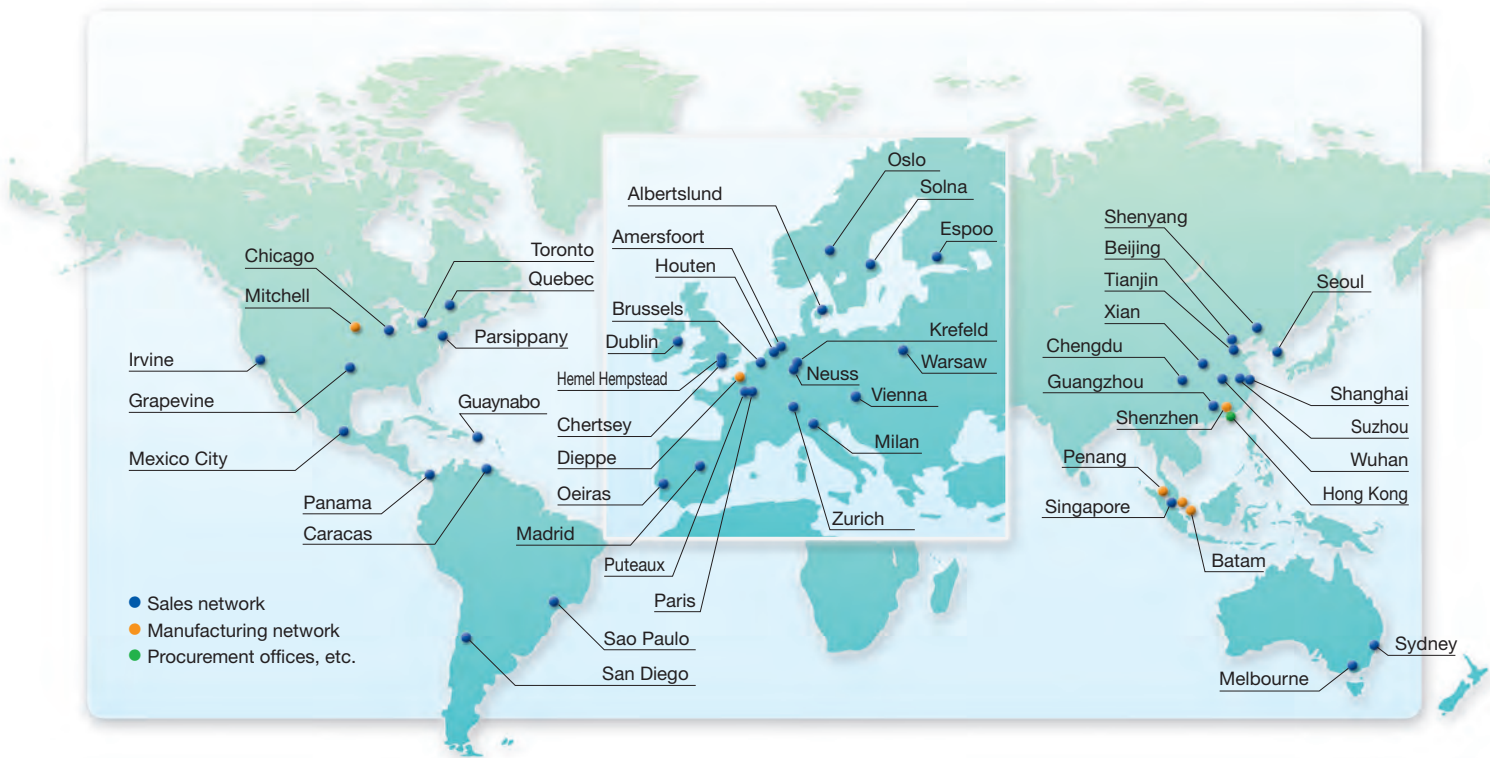
**Better products for a better world.**  
**Our global network continues to add value to our products.**

TOSHIBA TEC is a global company aiming to raise the quality of life everywhere through the creation and provision of better products. In every region of the planet, there are shops that need POS systems and offices that need digital MFP equipment. We work hard to create products that meet the needs of businesses and individuals all over the world.

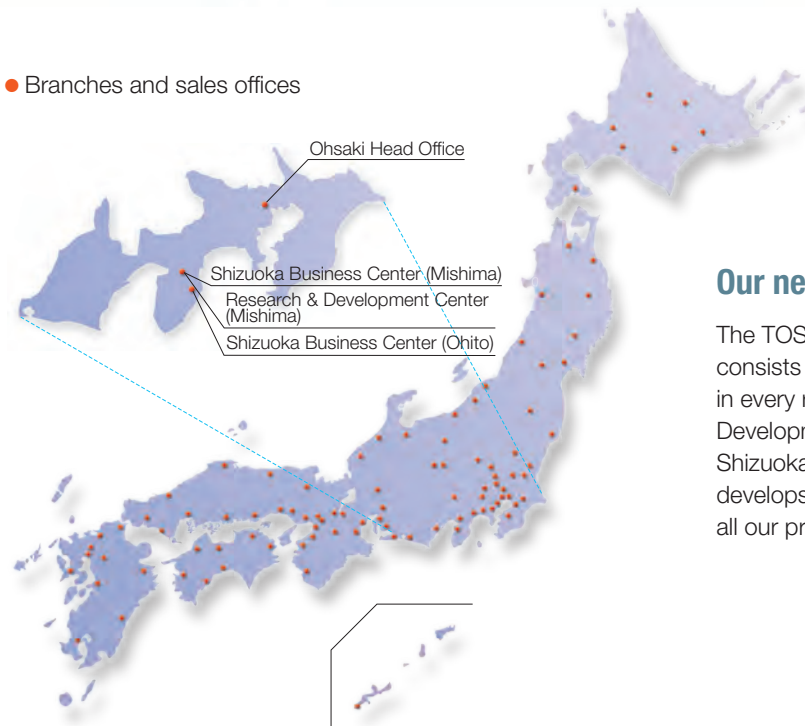


**A worldwide production and sales network.**

The worldwide manufacturing and sales network of TOSHIBA TEC can rapidly provide high-quality solutions wherever required. Technology support is also provided on a global scale, offering an even better service structure.



● Branches and sales offices



**Our network in Japan.**

The TOSHIBA TEC network in Japan consists of branches and sales offices in every region. Our Research & Development Center in Mishima City, Shizuoka Prefecture researches and develops the core technology used in all our products and solutions.



Retail Solutions

Establishing ideal relationships between customers and retailers.

Helping customers enjoy shopping is the universal mission of any retailer. By offering wide-ranging products and services, TOSHIBA TEC has satisfied customers and retailers ranging from mass merchants to those running convenience stores, boutiques and restaurants. Through original technologies and solutions, we will strive to become an even friendlier partner for retailers and realize the best possible value from the retailers' point of view.



WILLPOS

TOSHIBA TEC's new POS system is called **WILLPOS** (Worthy, Innovative, Leading, Low-cost Operation) and represents the future of our POS business. "WILL" also signifies our strong will, or commitment, to achieve monozukuri. We will strive to make TOSHIBA TEC **WILLPOS** synonymous with general POS systems.

The most POS related patents in the industry in Japan, thanks to advanced R&D.

TOSHIBA TEC has always been a leader in the retail information systems market including digital registrars and POS. And in the last 10 years, we registered over 50% of new patents in the Japanese POS product industry. This feat attests to the proven technology, creativity and product development capabilities of TOSHIBA TEC. As a leader in its field, TOSHIBA TEC is currently a member of an industrial committee reviewing GS1 Data Bar, the next-generation barcode, and is seeking new ways to apply the technology in the retail industry. In addition, we will implement new solutions such as Kiosk, a multiuse terminal, to respond to the needs of customers.

A commitment to providing various retail solutions.

TOSHIBA TEC goes beyond offering mere systems and equipment to providing total solutions that meet the specific needs of each retailer. This is the basic policy of TOSHIBA TEC sales. For example, we support the installation of self-service systems, which are attracting much attention these days, by providing retailers with specific advice on suggested usage and number of units. Due to our sales and service capacity, as well as product development ability, we fully satisfied the needs of retailers and achieved the leading share in the Japanese POS product sales market. At TOSHIBA TEC, we take our responsibility to customers seriously and constantly strive to refine our systems in order to improve safety and customer satisfaction.



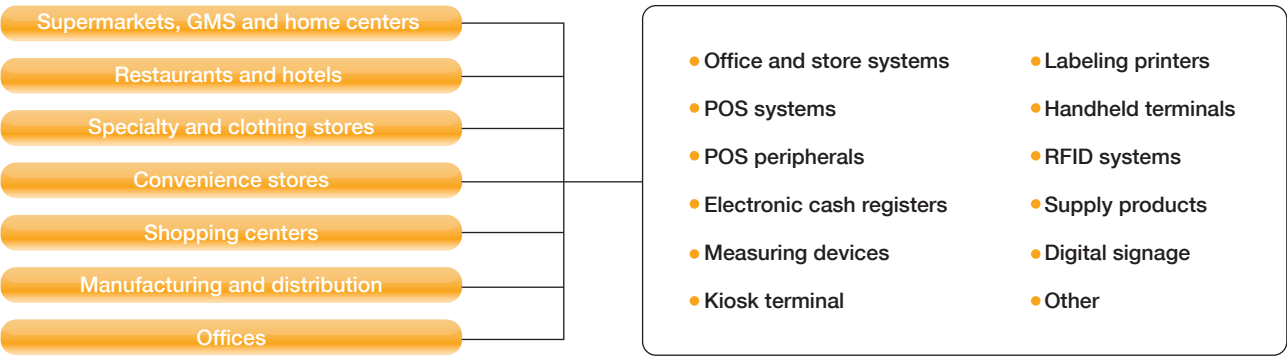
Front-line retail knowledge keeps us one step ahead in customer satisfaction.

Product development with user-friendly design

The TOSHIBA TEC WILLPOS series are developed with the user in mind. Application of eco-friendly mobile CPU, easy maintenance and increased reliability by RAID and drip-proof are among such designs. We quickly assess the vast range of needs in the market and release products, such as Small Foot Print and stylish touch POS and module type POS which can be customized to fit specific shop needs, which are in line with market demand.



TOSHIBA TEC Retail Solution Business Group customers and products



Offering total value as a dedicated partner in the retail industry.

TOSHIBA TEC offers systems that meet the wide-ranging needs of everyone from nationwide franchises to mass merchants. In the field of RFID, a high-profile technology in the current retail industry, we recommend the most appropriate solutions for retailers.

POS systems (WILLPOS)

Our WILLPOS systems support management by meeting the specific needs of retailers, such as Food, Specialty, Hospitality stores and so on.



Touch POS

Compact touch terminal

TOSHIBA TEC offers "all-in-one" touchscreen terminal solutions with integrated printer and fan-less design suite for a variety of applications.



C10

Kiosk terminal

A new system that facilitates self-service by end users for payment, coupon issuance, government services, and more.



Kiosk

Double-sided thermal printer

Main applications for double-sided thermal printers: POS receipts, ATM receipts, ATM statements, games, gasoline pump receipts, lottery tickets, concert tickets, public kiosks, and self-printed boarding passes.



Office Solutions

The world chooses TOSHIBA TEC MFPs for business and communications.

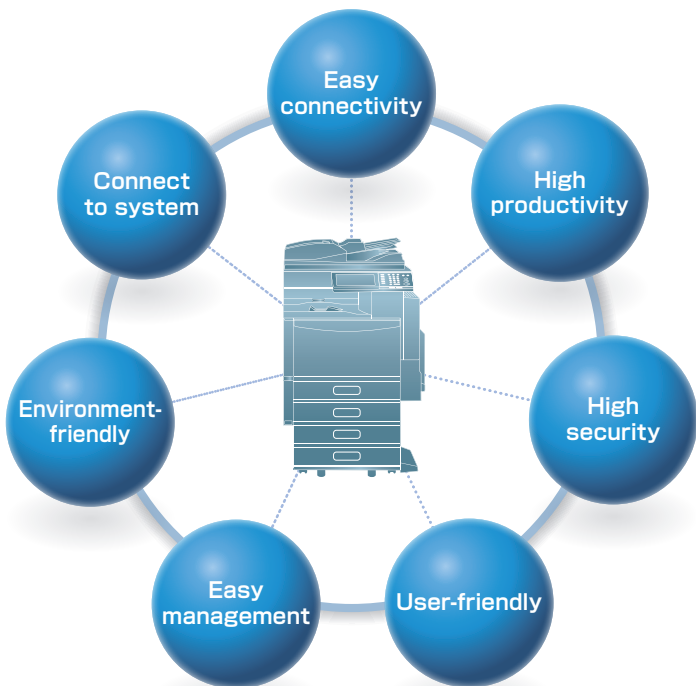
Now that the Internet, wireless LAN, and mobile phones can link people with the workplace no matter where they are, today's workplace has become essentially boundary free. The optimization of office work that began with copiers, facsimile machines, and other office automation (OA) devices has evolved into the multifunction peripherals (MFPs) that are essential to every office today. Along with networking and digital technology, digital MFPs continue to make great changes in workplace environments. TOSHIBA TEC MFPs are used around the globe in more than 130 countries and are extremely well received. Our products have long been the preferred choice in Japan, Europe, and North America, and we boast a top-class share in China\* and other emerging Asian markets.

\* No. 1 share in the A3 copier-based MFP market in China for 11 years running since 2000.  
Source: "China Copier & MFP Market Report 2011 July" published by Key Research Inc.  
A3 Copier & MFP Market



Achieving the "completely smart office".

With the advent of the advanced information society, working styles and business workflows have changed dramatically. Because many companies adopt workflow and document systems, MFPs should function not only as simple devices, such as scanners and printers, but also as input/output terminals that work within existing networks. In other words, easy connectivity is required. Moreover, in order to achieve efficient management and timely response for critical data security, easy management is also a must. Be assured that TOSHIBA TEC strives to include both easy connectivity and easy management when developing our MFPs. In addition, in response to the global environment, we have established new office workflows that utilize paper recycling and computerized paper-reuse systems in order to achieve the "completely smart office".



Our e-STUDIO product line covers all business scenarios.

Our line of e-STUDIO digital MFPs enables our customers to better adapt to today's rapidly expanding business network environments by providing new solutions and value through the marriage of networked devices and software.



TOSHIBA TEC MFPs embody the company's environmental protection efforts.

- **Resource conservation**  
We promote the conservation of resources by employing recycled plastic in exterior panels, developing longer-lasting consumables, and keeping our products compact.
- **Reduced environmental impact**  
The world is increasingly demanding products that minimize environmental impact, such as the RoHS (Restriction Of the use of Hazardous Substances in electrical and electronic equipment) Directive implemented in the EU since 2006. Through eco-friendly policies, TOSHIBA TEC will continue complying with strict environmental standards and reducing environmental impact.
- **Energy savings**  
TOSHIBA TEC keeps raising product energy efficiency by choosing materials and improving the fusing method, which accounts for a large percentage of energy use.
- **Environmental labelling**  
Our products comply with stringent environmental standards around the world, such as Japan's Eco Mark and international Energy Star.





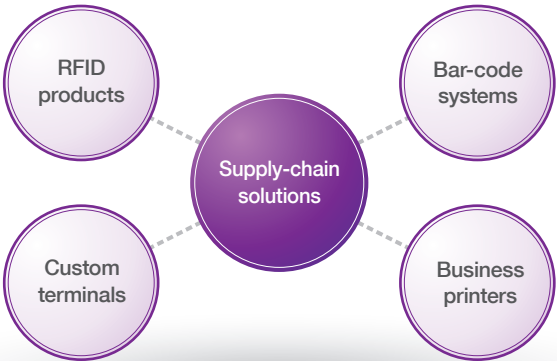
# Supply-chain Solutions

## Our auto-ID and printer technologies generate new value that supports society.

TOSHIBA TEC produces systems and devices that support society's key infrastructures. These include auto-ID systems that incorporate bar codes and RFID tags, dot-impact printers, thermal printers, counter terminals, and printers and related equipment used for printing duplicates, receipts, and bankbooks. We began developing RFID tags, which have gained wide exposure, well ahead of our competitors and were the first to bring to market specially designed RFID products. Our production, sales, and service operations for these products have been fully integrated. We also offer many types of printers, embedded mechanical printers, and peripherals geared for retail, distribution, manufacture, finance, and other industries. Thus, the systems and devices TOSHIBA TEC provides play a vital role in supporting our essential infrastructure and services.

## RFID solutions are being adopted in every industry and business category.

RFID (radio frequency identification) tags are a means of identifying and managing physical goods and products. Data is recorded on tiny wireless IC chips that are attached to the goods, and the IC chips communicate with reader devices using radio and electromagnetic waves. The advantages of RFID tags include being able to read and rewrite data in real time without any physical contact and being able to read multiple tags simultaneously at distances ranging from several millimeters to several meters. Companies in every industry and business category are turning to RFID tags for use in manufacturing, distribution, sales, and offices. TOSHIBA TEC makes maximum use of our formidable expertise and track record accumulated over years of work with POS systems and bar-code systems to help revolutionize business operations with RFID solutions.



## Information-processing systems driven by auto-ID technology bring new efficiencies to supply-chain management.

Information-processing systems using bar codes or RFID tags are prime contributors to improved efficiencies throughout supply chains and offer higher levels of service. One example is our traceability systems that record many diverse kinds of information about procurement, production, distribution, and inventory. The Group has been involved from the very beginning with the technical development of bar-code

information systems, which are now found everywhere, and our ability to commercialize label printers and other products is highly regarded. Using the advantageous characteristics of bar codes and RFID tags, we offer solutions that fuse printer technologies, media-transport technologies, and wireless technologies – such as high-density RFID products, and many types of printers and related devices.

### Label Printer

This high-speed label printer is a proven performer that lowers running costs thanks to a "ribbon-save" feature.



### Portable printer

This compact and lightweight printer is both easier to use and easier to carry.



### RFID printer

Our proprietary technology delivers high-performance printing, writing and verification of various types of RFID smart labels.

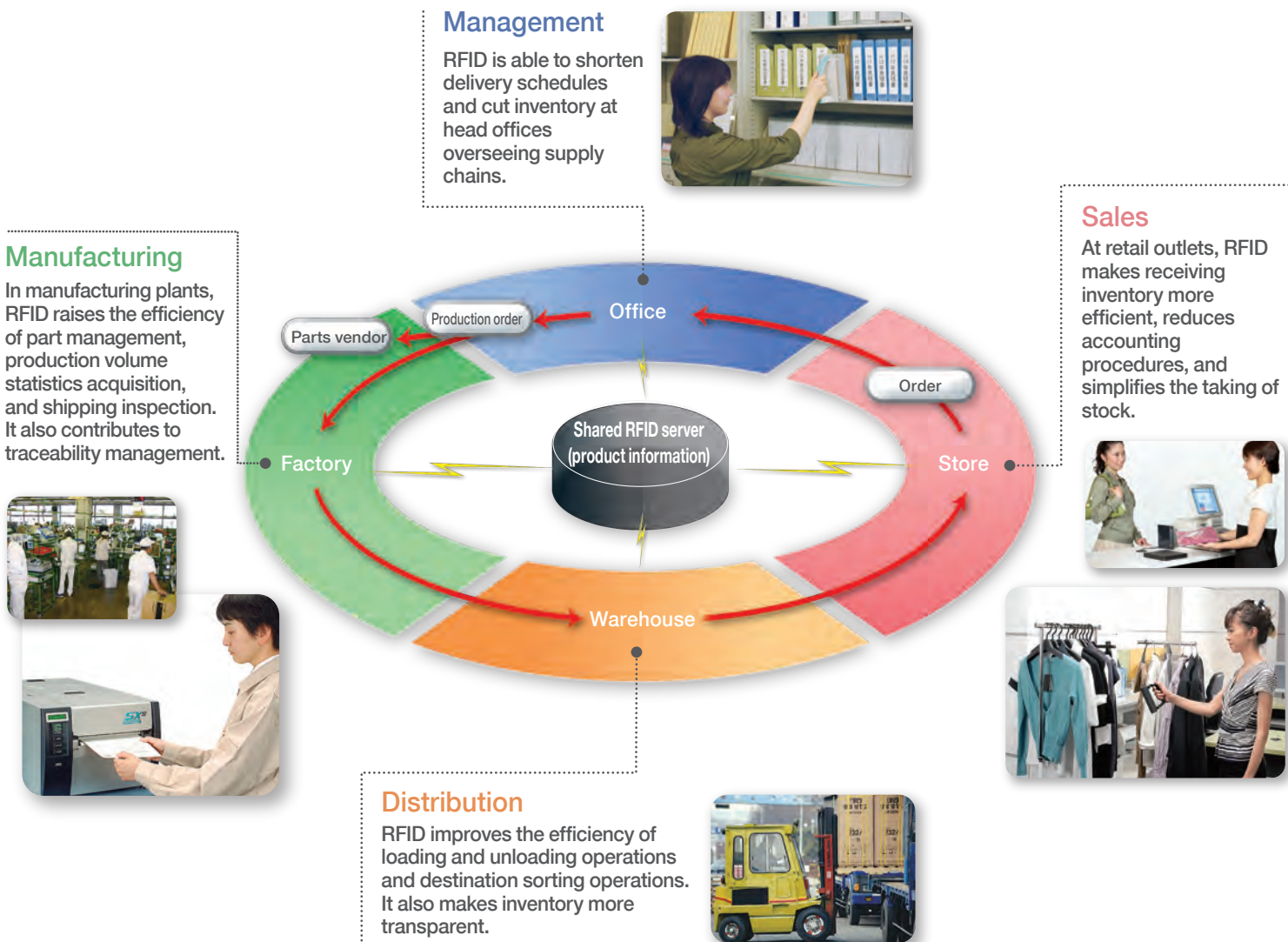


## RFID solutions are impacting factories, distribution centers, and retail outlets.

RFID tags encoded with production information are having a substantial impact on quality assurance and traceability in factories. The tags make it possible to accurately and efficiently ascertain where products are, where they were manufactured, and where their shipping destinations are. RFID tags attached to palettes and individual boxes boost the efficiency of distribution centers because multiple palettes can be read simultaneously. As a result, loading and unloading operations can be automated and companies benefit from accurate, real-time inventory statistics as well as more efficient sorting and product tracing. And in retail stores, RFID tags have enabled instant awareness of inventory levels and locations of different sizes, different colors, and similar products, thereby greatly expanding sales opportunities. RFID solutions also bring added value to supply-chain management in head offices overseeing entire operations.

## RFID-backed document management solutions enable efficient and secure document management.

Solutions using RFID tags to enable efficient document management provide improved corporate compliance and more secure work environments. These solutions allow for higher levels of critical document location management and traceability management. For example, documents in a pile of envelopes can be read in one pass using TOSHIBA TEC-developed wireless technologies and antenna technologies. Not only does our high-density reading technology, which can read multiple RFID tags in one pass, make your document management more secure, it also realizes dramatic work efficiency gains since it can scan documents stored in shelves or envelopes without removing them.



## Inkjet Head

**Inkjet technology is slated for tremendous growth with the expansion of industrial sector applications.**

First popularized by home and office printers, inkjet technology is expanding its role in industry as well. TOSHIBA TEC, which leads the industrial inkjet printing market, is working to broaden the application opportunities for inkjet technology. Inkjet's strengths are its ability to simplify printing processes and improve cost efficiencies and its ability to print without contact on any media – not only paper but also plastics, film, glass, metal, etc. TOSHIBA TEC inkjet technology has even found applications in manufacturing processes for industrial products, such as switches and panel components. Our inkjet heads are also designed to reduce impact on the environment by using UV curable inks that employ UV light in the ink drying and fixing processes to minimize evaporation of Volatile Organic Compounds.

**Our original droplet-control and fabrication technology bring high-quality output to industrial printing systems.**

We develop, manufacture, and sell on-demand piezo inkjet heads. Taking advantage of multi-drop jetting technology and accurate dot placement technology, both developed by TOSHIBA TEC, these heads are widely employed in the industrial and light-production printing markets. Multi-drop technology produces small six-picoliter droplets and controls the number of drops per pixel for grayscale effects that enable high-speed and high-quality printing. TOSHIBA TEC intends to spearhead the printing market's move to inkjet platforms by assembling a broader product line that more closely matches customer needs.

## Key component

**Diverse products incorporate our component technologies.**

Our key components business plays a vital role in parts production for all TOSHIBA TEC products. This business includes the design and manufacture of high-density printed circuit boards, sheet-metal and molded parts, and power-supply units, among others. We are expanding this business to include business partners outside of TOSHIBA TEC, and are concentrating on fields where exceptional reliability is required such as medicine, communications, and business devices.

**Advanced inkjet is compatible with versatile applications thanks to new technology.**

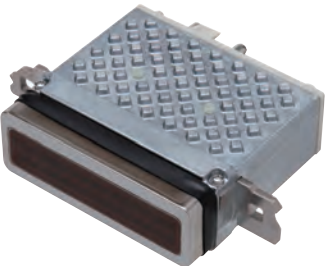
High-quality image



Reliability/Economy/Versatility

In addition to our advanced multi-drop jetting technology and accurate dot placement, CF1 represents our next-generation inkjet head that drastically enhances jetting reliability — the essential of function of any inkjet head — by adopting in-head ink circulation structure. The introduction of internal ink circulation enhances head's performance in practical ways. Constant supply of fresh ink helps improve productivity by reducing head maintenance and ink consumption. It also enables the head to stably eject heavier ink subject to sedimentation.

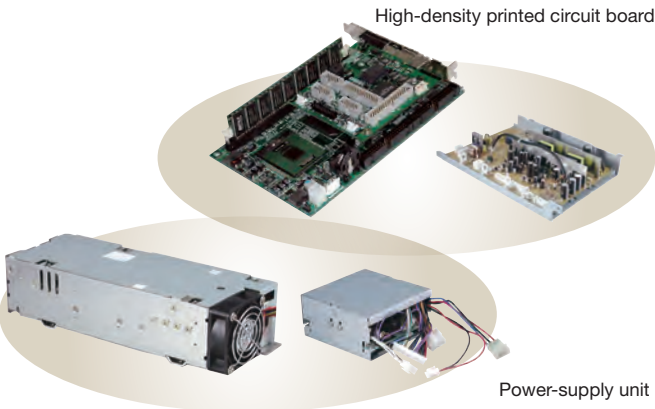
CF1 achieves accurate dot placement and stability.



CE2 achieves stable dot placement thanks to a temperature adjustment function and 300 dpi high-resolution printing.



High-density printed circuit board



Power-supply unit

# We aim to earn higher levels of trust as a corporation that places CSR at its management core.

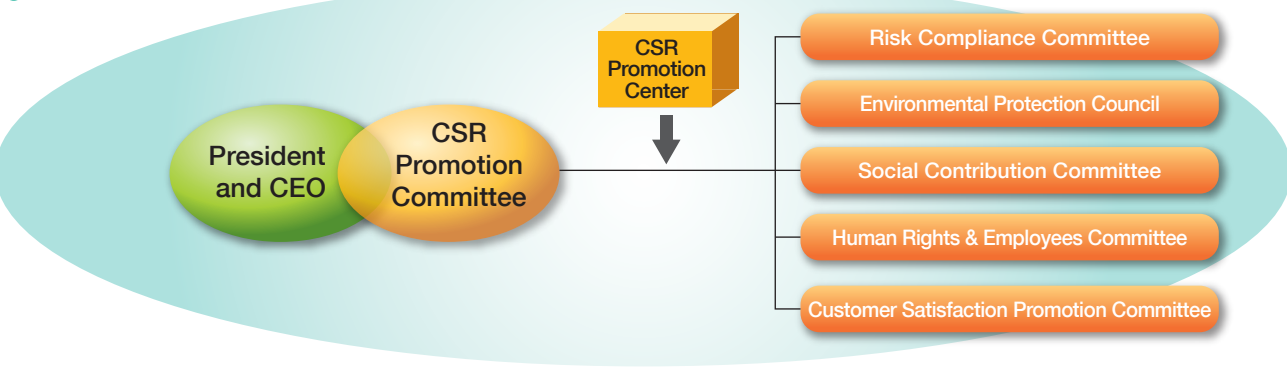
A fundamental policy of the TOSHIBA TEC Group is the fulfillment of CSR (Corporate Social Responsibility) as we develop our business activities around the globe. By spelling out our values and our standards of conduct in accordance with social norms and business ethics and by having all Group employees practice CSR in their daily activities, we aim to be a corporation that makes wide-ranging contributions to society and gains its genuine trust.

## CSR management

To firmly entrench CSR at the core of our corporate management, TOSHIBA TEC Group has created a framework for various CSR activities – such as customer satisfaction, human rights & employees, philanthropy, and environmental protection – on the premise of compliance; that is, full conformance with laws and regulations and business ethics. The CSR Promotion Center has been set up as the primary means of promoting CSR within the company. More specifically, we set up the CSR Promotion

Committee, headed by the president, to plan and give direction on important issues such as the basic policies and programs for CSR promotion activities. Action committees under the CSR Promotion Committee establish and institute actual policies and programs. We firmly believe that the sustainable expansion of our corporation is premised on legal and ethical compliance, faithful and transparent management, environmental conservation, and contributions to local communities.

### CSR Promotion Structure



## TOSHIBA TEC Group Standards of Conduct

A fundamental policy of the TOSHIBA TEC Group, along with abiding by laws and regulations and conducting ourselves in accordance with social norms and business ethics, is CSR fulfillment as we develop our business activities. To achieve this policy, we established the TOSHIBA TEC Group Standards of Conduct, which define the values and general standards of conduct that all TOSHIBA TEC Group officers and employees should share. These Standards of Conduct are the guidelines the TOSHIBA TEC Group follows to contribute to society and gain the public's trust and respect. All TOSHIBA TEC Group employees conduct themselves in their daily activities according to these standards. The TOSHIBA TEC Group Standards of Conduct have been translated into 13 languages (English, German, French, Chinese, Dutch, Spanish, Portuguese, Swedish, Italian, Polish, Korean, Malay, and Indonesian). The document has been adopted by all TOSHIBA TEC Group companies around the world as the standard governing their conduct.

### TOSHIBA TEC Group Standards of Conduct

#### Chapter 1 Standards of Conduct for Business Activities

- |   |                                  |
|---|----------------------------------|
| 1. Customer Satisfaction                        | 8. Government Transactions       |
| 2. Production and Technology, Quality Assurance | 9. Improper Payments             |
| 3. Marketing and Sales                          | 10. Engineering Ethics           |
| 4. Procurement                                  | 11. Intellectual Property Rights |
| 5. Environment                                  | 12. Accounting                   |
| 6. Export Control                               | 13. Corporate Communications     |
| 7. Competition Law                              | 14. Advertising                  |

#### Chapter 2 Standards of Conduct for Corporate and Individual Relationships

- 15. Human Resources
- 16. Corporate Information and Company Assets

#### Chapter 3 Standards of Conduct for Community Relations

- 17. Community Relations
- 18. Political Contributions



# We pursue business growth with the awareness of a global enterprise that respects all peoples, cultures, and the global environment.

The TOSHIBA TEC Group is dedicated to creating new value through business, contributing to society, and practicing a high standard of business ethics. We place a great deal of importance on the idea that the essence of CSR is having TOSHIBA TEC Group employees around the world conduct themselves with a true understanding of Our Commitments (corporate philosophy).\*

\* See Page 1 for Our Commitments.

## A global enterprise that cares for the environment.

TOSHIBA TEC, with its global operations, believes that gaining the trust of our stakeholders – including customers, employees, and communities in all countries and regions – and working for mutual prosperity is essential to achieving sustainable growth as a corporate entity. To this end, TOSHIBA TEC pursues its business activities with the steady mindset of a “global enterprise,” which is significant in the following two ways. The first is being a corporate pioneer in creating a better natural environment for the world. We actively endeavor to lessen our environmental impact and curb our CO2 emissions in every aspect of our business activities – development, manufacturing and sales – around the world.

## Risk compliance management

Underlying CSR fulfillment is a priority on human life, safety, and legal compliance. We believe the mission of the TOSHIBA TEC Group is to promote business through fair competition in the global marketplace with priority on adherence to laws and regulations, social norms, and ethics. In this context, we constructed a risk compliance framework, headed by the President, which covers every aspect of our sales operations, technology, and production.

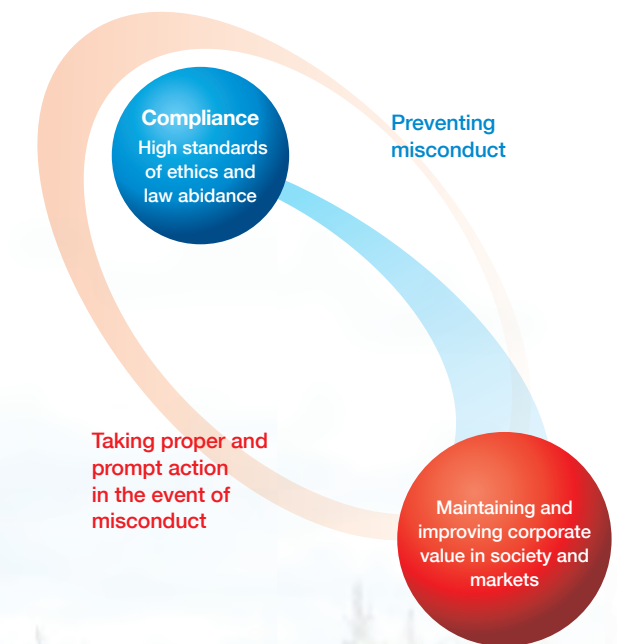
## Philanthropy

TOSHIBA TEC Group has established a basic policy on “working for society” within our corporate code of conduct and undertakes a wide range of social activities aimed at contributing to society in line with this policy. We conduct various activities that utilize our corporate expertise and also strive to develop long-lasting relationships with local communities. Our employees also actively take part in various community events and activities as volunteers.

## A global enterprise that respects regional and cultural differences.

The second condition on achieving sustainable growth is being an enterprise that recognizes and respects the differences in cultures, histories, and customs between countries and regions. People of different races, genders, and ages occupy the earth and the TOSHIBA TEC Group pays close attention to the new ideas engendered when people with different personalities mix and interact. We also employ people who respect diversity and educate employees to fit under our “global enterprise” banner. As interest climbs in reforming work patterns, we are engaged in work-style innovation to improve the value we add to our employees’ lives.

## Our approach to risk compliance



# Our entire Group practices effective sustainability for the future of the global environment.

TOSHIBA TEC Group as a whole is active in sustainability and follows the Basic Policy for the Environment, which is based on our corporate philosophy and CSR activities. In addition to establishing a global framework to promote sustainability and monitoring our activities through environmental audits and environmental accounting, we foster a corporate culture in which every employee, through environmental education and educational campaigns, practices sustainable activities.

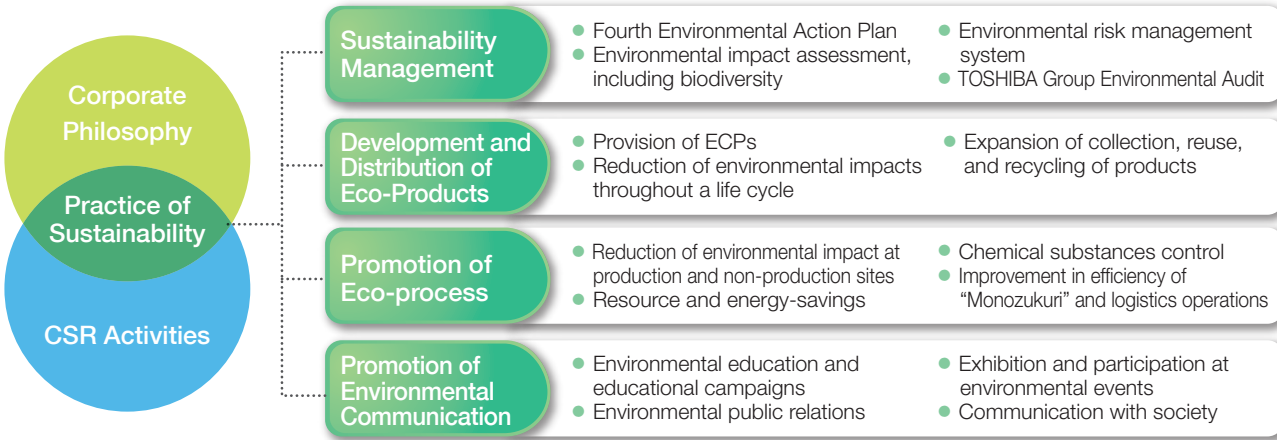
## Environmental promotion structure

Corporate Environmental Protection Council chaired by the executive officer responsible for environmental protection, has been established to determine policies and directions for Group-wide sustainability. The Council is part of the activities of the CSR Promotion Committee. The Sustainability Promotion Committee, which operates under the Council, oversees the ECP (Environmentally Conscious

Products) Promotion Committee and Business Process Environmental Promotion Committee. The Environmental Promotion Committee reviews specific sustainability measures for business offices and plants, while the ECP Promotion Committee does the same for products.

Note: Environmentally Conscious Products (ECP)

## Sustainability at the TOSHIBA TEC Group



## Mid-term environmental strategy

TOSHIBA TEC has embarked on Environmental Vision 2050 as one of our corporate themes through 2050. With the goals of “Creation of new value” and “Harmony with the Earth”, we have also implemented our “environmental action plan” as medium-term environmental management policy, and aim to achieve our goals by FY 2012.

## ECP development and development process initiatives

TOSHIBA TEC is committed to abiding by environmental laws around the world, and places priority on complying with the Green Purchasing Law and on obtaining leading environmental labels, such as Eco Mark (Japan), Blue Angel Mark (Germany), and the International Energy Star Program. We endeavor from the product planning stage onward to develop products that comply with these standards. We are now moving ahead with preparations to comply with Europe’s ErP directive and REACH regulations. We are also striving to save energy by improving controls and making capital investments at all our production sites in order to reduce CO2 emissions brought about by our business activities.

## Introducing “eco style” as a global brand for environmental management

TOSHIBA Group has been accelerating “proactive environmental management” under our global “eco style” brand, which is comprised of the Three Greens.



## About our “eco style” brand

Our global eco brand minimizes environmental impact during product manufacture, and promotes comfortable and eco-friendly lifestyles through use of environmentally sound products. The brand also represents electric power generation that combines core energy sources (e.g. nuclear and thermal energy) and recyclable sources (e.g. water and solar energy) in order to consume electric power wisely. TOSHIBA Group aims to strive to establish a position as one of the world’s foremost eco-companies.

## TOSHIBA TEC’s “eco style” assures environmentally sound products.

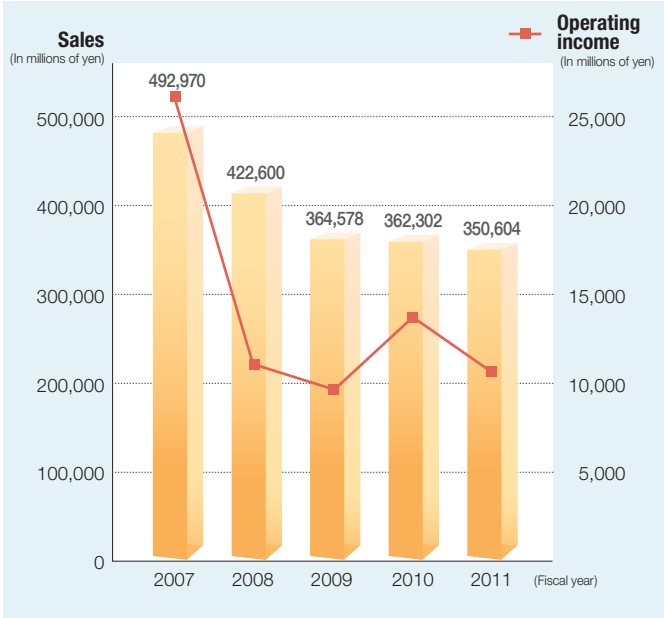


Corporate overview

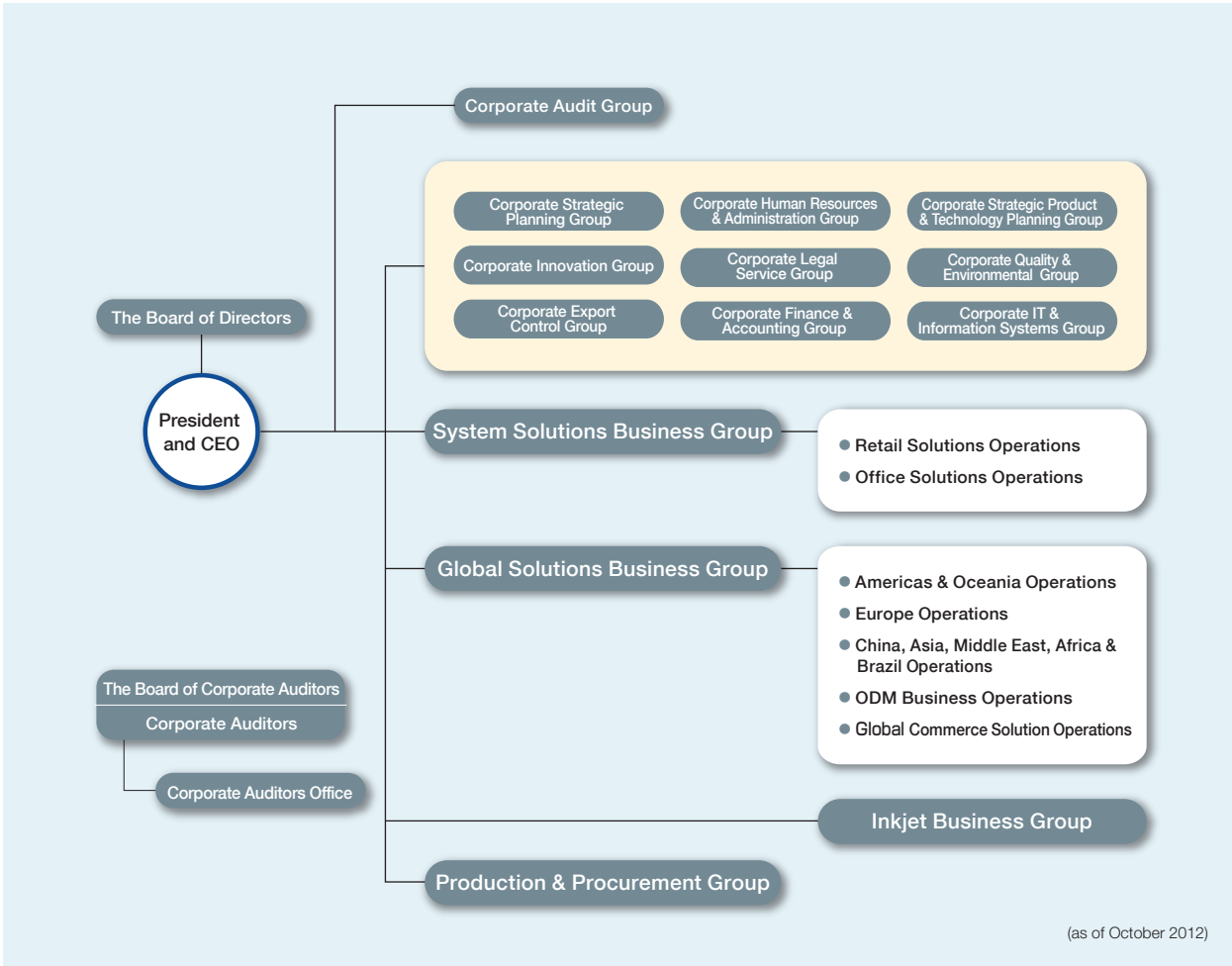
Corporate overview

Corporate name	TOSHIBA TEC CORPORATION
Date of establishment	21 February, 1950
President and CEO	Mamoru Suzuki, President and CEO
Paid-in capital	39.9 billion yen
Head office	Gate City Ohsaki West Tower, 1-11-1, Osaki, Shinagawa-ku, Tokyo 141-0032, Japan
Employees	3,821 Consolidated: 19,823 (as of March 2012)
Annual net sales	224.9 billion yen Consolidated: 350.6 billion yen (Fiscal year 2011)

Change in consolidated sales and operating income



Organization chart



Networks

Domestic Networks

- **Head Office**  
Gate City Ohsaki West Tower, 1-11-1, Osaki, Shinagawa-ku, Tokyo 141-0032, Japan  
TEL +81-3-6830-9100 FAX +81-3-6684-4001
- **System Solutions Business Group**  
Gate City Ohsaki West Tower, 1-11-1, Osaki, Shinagawa-ku, Tokyo 141-0032, Japan  
TEL +81-3-6830-9200 FAX +81-3-6684-4002
- **Global Solutions Business Group**  
Gate City Ohsaki West Tower, 1-11-1, Osaki, Shinagawa-ku, Tokyo 141-0032, Japan  
TEL +81-3-6830-9300 FAX +81-3-6684-4008
- **Inkjet Business Group**  
6-78 Minami-cho, Mishima-shi, Shizuoka 411-8520, Japan  
TEL +81-55-976-7512 FAX +81-55-976-7727
- **Production & Procurement Group**  
Gate City Ohsaki West Tower, 1-11-1, Osaki, Shinagawa-ku, Tokyo 141-0032, Japan  
TEL +81-3-6830-9111 FAX +81-3-6684-4005
- **Shizuoka Business Center (Mishima)**  
6-78 Minami-cho, Mishima-shi, Shizuoka 411-8520, Japan  
TEL +81-55-976-7011 FAX +81-55-976-7700
- **Shizuoka Business Center (Mifuku)**  
80-2 Mifuku, Izunokuni-shi, Shizuoka 410-2321, Japan  
TEL +81-558-76-9943 FAX +81-558-76-9814
- **Shizuoka Business Center (Ohito)**  
570 Ohito, Izunokuni-shi, Shizuoka 410-2392, Japan  
TEL +81-558-76-9245 FAX +81-558-76-9801

Main Branches: 8 / Branches: 22 / Sales Offices: 31

Subsidiaries and Affiliates

Domestic Networks

- TOSHIBA TEC SOLUTION SERVICES CORPORATION
- TOSEI CORPORATION
- TEC INFORMATION SYSTEMS CORPORATION
- KOKUSAI CHART CORPORATION
- TOSHIBA TEC DOCUMENT PROCESSING SYSTEMS CO., LTD.
- TOSHIBA GLOBAL COMMERCE SOLUTIONS HOLDINGS CORPORATION
- TEC PRECISION CO., LTD.
- T.T. BUSINESS SERVICE, CO., LTD.

Overseas Networks

North America/Latin America

- TOSHIBA TEC CANADA INC.
- TOSHIBA AMERICA BUSINESS SOLUTIONS, INC.
- TOSHIBA BUSINESS SOLUTIONS (USA), INC.

Europe

- TOSHIBA TEC U.K. IMAGING SYSTEMS LTD.
- TOSHIBA TEC NORDIC AB
- TOSHIBA TEC EUROPE RETAIL INFORMATION SYSTEMS S.A.
- TOSHIBA TEC GERMANY IMAGING SYSTEMS GmbH
- TOSHIBA TEC FRANCE IMAGING SYSTEMS S.A.
- TOSHIBA TEC EUROPE IMAGING SYSTEMS S.A.
- TOSHIBA TEC SWITZERLAND AG
- TOSHIBA TEC POLAND S. A.
- TEC POLSKA Sp. z. o. o.
- TOSHIBA TEC ITALIA IMAGING SYSTEMS S. P. A.
- TEC ITALIA, S.r.l.

Asia/Oceania

- TOSHIBA TEC INFORMATION SYSTEMS (SHENZHEN) CO., LTD.
- TOSHIBA TEC (H.K.) LOGISTICS & PROCUREMENT LIMITED
- TOSHIBA TEC KOREA CO., LTD.
- TIM ELECTRONICS SDN. BHD.
- TOSHIBA TEC SINGAPORE PTE LTD
- P. T. TEC INDONESIA
- TOSHIBA TEC AUSTRALIA PTY. LTD.

The network of Toshiba Global Commerce Solutions is being established in stages as of October 2012.

**Trust and value founded on TOSHIBA TEC's proprietary technology.**

[illegible]