



Made for Life

CSR Report 2013

TOSHIBA MEDICAL SYSTEMS CORPORATION

Basic Commitment

Toshiba Medical Systems Corporation (TMSC) continues to contribute to healthcare and social welfare by providing innovative, advanced products and solutions for customers worldwide.

We create medical technology, taking the slogan "Made for Life" as our guiding philosophy and focusing on the following principles.

1. We offer technology that provides fast, accurate diagnosis, improved treatment, and enhanced patient care.
2. We produce reliable systems that offer maximum uptime, increased utility, and improved workflow.
3. We are committed to developing long-term, customer-focused lifetime solutions.

Management Slogan

"Made for Life", the slogan adopted by Toshiba Medical Systems Corporation, symbolizes the company's basic commitments.



Made for Patients

Made for You

Made for Partnership

contents

- 2 Basic Commitment and Management Slogan/Contents
- 3 Message from the President
- 4 Businesses and Responsibilities of Toshiba Medical Systems Corporation
- 5 Basic Policies Concerning CSR Activities/Results and Objectives of CSR Management
- 6 Topics in FY2012: Efforts to Ensure Maximum Safety and Reliability/Results of Environmental Activities

Social Report

- 8 Organizational Governance/Fair Operating Practices
- 9 Human Rights/Labor Practices
- 11 Response to Customer (Consumer Issues)
- 14 Community Involvement and Development

Environmental Report

- 16 Environmental Policy
- 17 Green Management: Highlights of Environmental Activities
- 18 Green Management: Environmental Management
- 20 Green Management: Environmental Communication
- 22 Greening of Products: Environmental Consideration for Products
- 25 Greening of Process: Environmental Consideration in Manufacturing and Business Processes
- 27 Green Management: Promotion of Biodiversity Conservation

Editing policy

This report uses an ISO 26000 item format.
The contents of the environmental report have been enhanced.

Period of report

This report mainly focuses on the results of activities in FY2012 (from April 1, 2012 to March 31, 2013), but past activities that are still in progress and more recent activities are also included.

Extent of report

Extent of report
Toshiba Medical Systems Corporation and TMSC group companies. Parts of the report also present activities of the entire Toshiba Group or Toshiba Group companies.

Publication Date

July 2013
(Previous publication: December 2012; next scheduled publication: July 2014)

Reference guidelines

- * GRI: G Global Reporting Initiative
- * Sustainability Reporting Guidelines (G3)
- * Environmental Reporting Guidelines (FY2012 Version), Ministry of the Environment of Japan
- * ISO 26000:2010, *Guidance on Social Responsibility*

■ Message from the President



As a company involved in the healthcare business, and based on our management slogan, "Made for Life", we are committed to developing long-term, customer-focused solutions through partnership with customers around the world. Creation of new clinical value through such partnerships provides the basis of our business growth. We offer state-of-the-art technologies to cover healthcare needs, and through our relationships with our customers in more than 135 countries worldwide, we will strive to deliver more advanced, efficient medical technologies to more medical institutions.

With our strong belief that CT examinations should be performed with the lowest possible X-ray exposure dose that can provide the highest possible accuracy, we have created a cutting-edge low-dose technology and employed it in all of our CT systems. We will continue to develop advanced technologies that provide patient-friendly medical care.

In addition, as a member of Toshiba Group, we will continue through our business activities to assist those affected by the Great East Japan Earthquake, and strive to support the early recovery of medical care sites from the earthquake and its aftermath.

Promoting CSR management on a global scale

Toshiba Group considers CSR to be the foundation of its management policy, and we have been implementing CSR activities in "pursuit of unwavering integrity". This key phrase represents "dealing faithfully with social issues to meet our responsibilities to society" and "securing sound management and finances".

Toshiba Group has also established a policy to address issues related to conflict minerals, banning the use of such illegal minerals in its products. It is the responsibility of all companies to observe the laws, ordinances, and social standards of each country and region, and to contribute to local communities. In order to properly implement CSR management and to contribute to society through medical care, we believe that it is essential to practice transparent and honest management, understanding our responsibilities and giving the utmost priority to life, safety, and compliance with laws, regulations, and social norms.

We will continue our efforts to ensure that TMSC remains a fair and incorruptible company, and work hard to increase the trust that society places in us.

Enhancing environmental management in order to contribute to protection of the global environment

With the continuing challenge of global warming, environmental contamination, and the threat to biodiversity, one mission for all companies is to contribute to conservation of the global environment. We have been implementing "Greening of Products" and "Greening of Process" as our ecological management policies. "Greening of Products" involves efforts to develop products through an environmentally conscious design process, and to provide customers with products and services that achieve the industry's highest level of environmental performance. "Greening of Process" involves efforts to minimize the environmental impact of all our business processes, by improving the efficiency of the manufacturing process and implementing a modal shift in the product distribution process.

Since FY2012, in cooperation with an external organization, we have been conducting a survey of flora and fauna found in the grounds of TMSC Headquarters. This survey has confirmed the existence of a rich ecosystem. In order to provide a better biological environment in balance with nature, we will conduct and promote further environmental monitoring of our sites in cooperation with local communities.

As a member of Toshiba Group, employing its "eco style" global brand of environmental management, we will ensure that all our employees support environmental activities to achieve harmonious coexistence with the Earth.

Acting and advancing together with our stakeholders

In order to implement CSR management, we place great importance on communication with all stakeholders, including our customers, and are accelerating our global business operations. With the aim of maintaining strong trust in our business, all employees of Toshiba Medical Systems Group practice CSR in their daily activities. We look forward to your continued support and guidance.

President and Chief Executive Officer

綱川 智

Satoshi Tsunakawa

As a global company, we provide leading-edge medical systems and an optimal healthcare environment for people around the world.

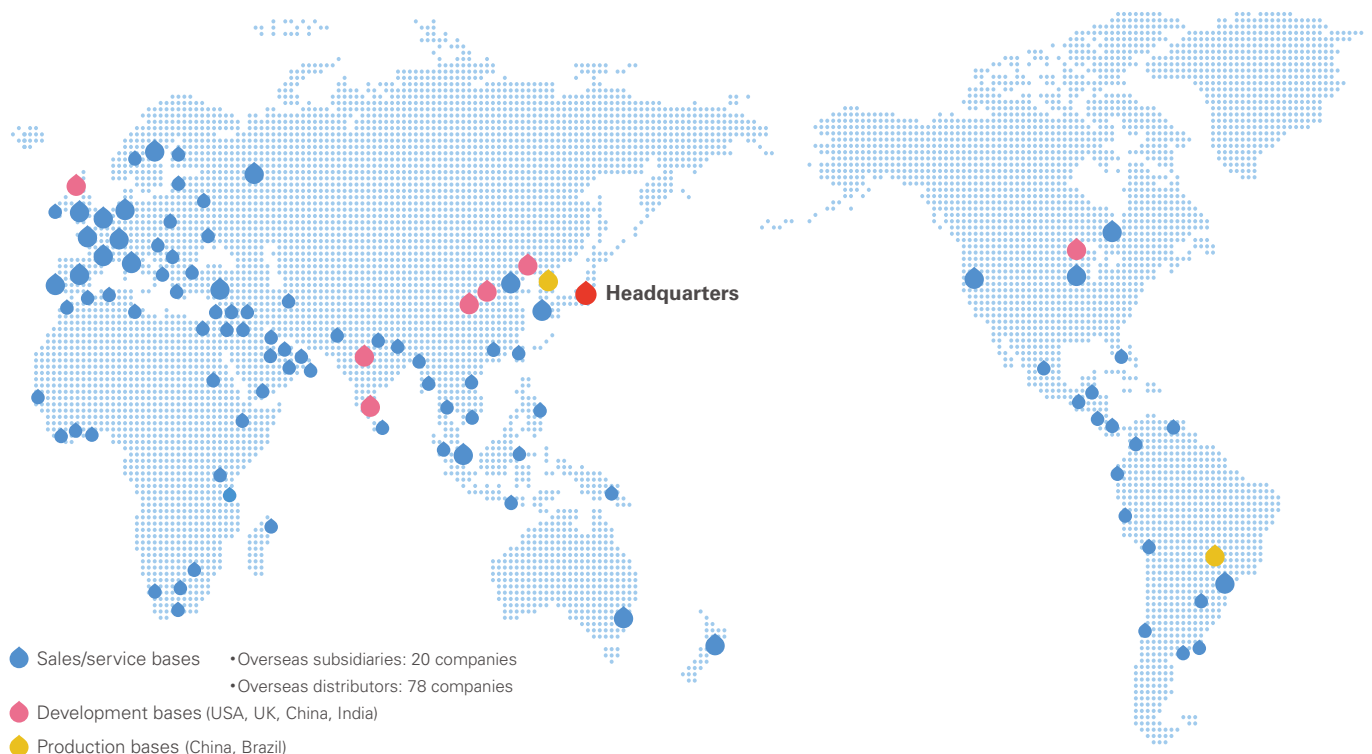
Our unique low-dose technology has been employed in all of our X-ray CT systems. We will strive to develop and introduce high-quality, reliable medical equipment and systems quickly and effectively, and provide extensive maintenance services.



Businesses and Responsibilities of Toshiba Medical Systems Corporation

Toshiba Medical Systems Corporation and TMSC group companies worldwide

For the health and safety of people around the world, we are promoting joint research and development with our customers in medically-advanced countries. We are also expanding our global network to provide prompt, appropriate services for medical care sites in more than 135 countries worldwide.



Basic Policies Concerning the CSR Activities of Toshiba Medical Systems Corporation

1 We aim to earn the trust of society and continue growing, making a positive contribution as a member of society with a respect for life.

2 We practice honest and transparent management, giving the utmost priority to life, safety, and compliance with laws and ordinances, and aim to be an Earth-conscious enterprise.

3 We aim to be a trusted corporation and strive to communicate with all our stakeholders, including customers, employees, shareholders, and the local community.

Objectives and main results for FY2012. Objectives and plans for FY2013

	Item	Objectives for FY2012	Main results for FY2012	Objectives and plans for FY2013	
Organizational Governance	CSR management	Continued promotion of CSR activities, mainly in CSR Promotion Month (December)	<ul style="list-style-type: none"> Distribution of messages from the president Promotion of CSR activities in "CSR Promotion Month" (December) 	Promotion of implementation of high-priority CSR themes	
	Fair Operating Practices	Risk compliance	<p>Implementation of various compliance promotion policies (Ensuring compliance with the guidelines at Toshiba Medical Systems Group worldwide, etc.)</p> <p>Cultivation of risk compliance awareness (educational programs tailored to employees at different organizational levels provided at Toshiba Medical Systems Group worldwide)</p>	<ul style="list-style-type: none"> Meetings on compliance topics at each workplace Enhancement of a compliance management system through self-audits, education, etc. Compliance education in engineering ethics, sales compliance, information security, etc 	<ul style="list-style-type: none"> Implementation of various compliance promotion policies at Toshiba Medical Systems Group worldwide Continued provision of risk compliance education (educational programs for employees at different organizational levels, e-learning training, etc.)
Human Rights/Labor Practices		Respect for human rights and prohibition of discrimination	<p>Cultivation of respect for human rights</p> <p>Fulfilling social responsibility (protecting human rights) throughout our supply chain (response to issues related to conflict minerals)</p>	<ul style="list-style-type: none"> Human rights education for new recruits and for employees Establishment of an internal system based on "Toshiba Group Conflict Mineral Policy" 	<ul style="list-style-type: none"> Continued promotion of human rights enlightenment activities Enlightenment of our suppliers about respecting human rights in their business activities; implementation of surveys with the suppliers regarding use of conflict minerals
	Support for diverse work styles	Promotion of workstyle innovation	<ul style="list-style-type: none"> Formulation and review of various workstyle innovation policies (Promotion of centralization of service activities, etc.) Enhancement of supporting measures for employees using the child-care/family care leave system (interviews with the employees before taking leave and before returning to work, support of their personal development during leave) 	<ul style="list-style-type: none"> Implementation of various workstyle innovation policies Encouraging employees to take accrued leave, reduction of overtime work Further enhancement of supporting measures for employees using the family care leave system Creation of organizational climate in which diversity is respected 	
	Respect for diversity	Supporting the activities of people with disabilities	Continued achievement of the legal employment rate for people with disabilities	Early achievement of the legally required employment rate for people with disabilities (2.0%)	
	Occupational health and safety	Promotion of a safe work environment	<p>Promotion of safety and health activities based on OHSAS 18001 (Occupational Health and Safety Management System)</p> <ul style="list-style-type: none"> Promotion of risk assessment, further enhancement of safety activities Maintenance and improvement of the mental and physical health of employees 	<p>Systematic improvement to create a safe, comfortable work environment based on OHSAS 18001</p> <ul style="list-style-type: none"> Deepening and expanding risk assessment and further enhancing safety activities Maintaining and improving the mental and physical health of employees 	
	Community Involvement and Development	Community service activities	Promotion of community service activities	<ul style="list-style-type: none"> Implementation of community service activities such as the Pink Ribbon Campaign, and annual hospital exhibition of paintings by our employees. Local cleaning activities and blood donations Fund-raising activities at each workplace, donations to support people with disabilities Community service activities by overseas subsidiaries Contribution to disaster-affected areas through business 	<ul style="list-style-type: none"> Promotion of community service activities in various regions of the world Continued appropriate relief support in disaster-affected areas
		Improved product quality and safety	Promotion of assurance of product quality and safety	<ul style="list-style-type: none"> Renewal of ISO 9001 and ISO 13485 certification (for quality management systems) Education on the Electrical Appliance and Material Safety Law 	Further efforts to ensure product quality and safety
Response to Customer (Consumer Issues)	Dealing with product accidents and problems	Disclosure of product accident information	Disclosure of product accident information on the website of the Pharmaceuticals and Medical Devices Agency, etc.	Appropriate disclosure of product accident information	
	Enhancing customer satisfaction (CS)	Evaluation of customer satisfaction through periodic questionnaires	<ul style="list-style-type: none"> Customer questionnaires continued Promotion of efforts to raise the collection rate of customer questionnaires 	Evaluation of customer satisfaction through periodic questionnaires	
		Customer support improvement	<ul style="list-style-type: none"> Strengthening and expanding customer support functions Improving the quality of telephone response at call centers for TMSC clients Proposal of environmentally conscious site plans Efforts to eliminate magnetic attraction incidents in the MRI room using markings to identify ferromagnetic and non-ferromagnetic devices 	Improvement of customer support	
	Promotion of universal design	Product development incorporating the concept of universal design	Adoption of designs in new products that ensure patient comfort, promotion of development of products that incorporate universal design	Continued promotion of development of products that incorporate universal design	
Environment	Enhancement of environmental management	Enhancement of environmental management system and internal control	<ul style="list-style-type: none"> Audit by an external certification body Internal audit 	Further enhancement of environmental management system and internal control	
	Provision of environmentally conscious products	Continued provision of environmentally conscious products	<ul style="list-style-type: none"> Expansion of application of IEC 60601-1-9 CT systems recognized as Toshiba Group Excellent ECPs CT Aquilion ONE™ /VISION Edition CT Aquilion™ PRIME 	Provision of environmentally conscious products	
	Environmentally conscious business processes	Prevention of global warming and effective use of resources	<ul style="list-style-type: none"> Reduction of CO₂ emissions by implementing energy-saving projects Waste reduction by converting waste plastics into objects with value Intensive control of wastewater quality 	<ul style="list-style-type: none"> Implementation of energy-saving items through energy-saving projects Promoting conversion of shredder scrap into objects with 	
	Promotion of environmental communication	Promotion of environmental communication with local communities	<ul style="list-style-type: none"> Promotion of environmental performance of TMSC products at major exhibitions in Japan, USA, and Europe Environmental training for major overseas subsidiaries and distributors in South America Visiting local facilities for waste treatment, recycling, etc. Increasing awareness of employees at seminars, etc. Survey of flora and fauna in the grounds of TMSC Headquarters 	<ul style="list-style-type: none"> Promotion of product exhibition highlighting environmental advantages Environmental training for overseas subsidiaries and distributors Promotion of communication with local communities Survey of flora and fauna in cooperation with employees and their family members 	

Establishment of Japan's First Radiation Therapy Training Center

Cancer is the leading cause of death in Japan, and the third leading cause of death in the world. The number of cancer patients is expected to rise as population aging increases. In radiation therapy, which is one of the main cancer treatments, computer control is utilized to deliver high-energy radiation directly to the tumor to destroy cancer cells. Since radiation therapy focuses only on the cancer tissues and minimizes the impact on the functions and morphology of the targeted organ, there have been higher expectations for high-precision radiation therapy in recent years. At the same time, as the treatment procedure becomes more advanced and complicated, there is an urgent need for improved safety for therapy systems.



Customer training (above), maintenance training for customer engineers (below)



Radiation therapy system manufactured by Electa (above), TMSC's large-bore CT system in the same room (below)



Toshiba & Electa Radiation Therapy Training Center

"Toshiba & Electa Radiation Therapy Training Center", which was opened at TMSC Headquarters in July 2012, is the first training center in Japan where customers can learn how to perform radiation therapy by actually generating a radiation beam in an environment that closely simulates their treatment environment in the hospital. At this center, Electa's linac system offered by TMSC for customers in Japan is installed in the same room as TMSC's large-bore CT system.

In order to improve the accuracy of radiation therapy and ensure the medical safety of the patient, the center offers a variety of training programs for physicians and technologists. For customers in Japan who use our radiation therapy systems, training programs for system operation, measurement, and the fundamentals of quality assurance (QA) and quality control (QC) are available. The center also provides in-house training for service engineers and application specialists of TMSC and Electa, in order to ensure that the system is always used in optimal condition at the customer's site. Through our range of training programs, we will continue to provide safe and reliable medical care.

Kenji Nemoto, MD
 Department of Radiation Oncology
 Head of the Cancer Clinical Center
 Yamagata University Faculty
 of Medicine



As aging of the population accelerates, the number of elderly cancer patients in Japan is increasing. It is estimated that the number of patients who undergo radiation therapy will increase by about 10,000 annually, and there is no doubt that more medical institutions will introduce radiation therapy systems in the future (a single radiation therapy system can treat about 300 patients per year). Radiation therapy, which employs a number of leading-edge technologies, is carried out by a team of physicians, radiological physicists, radiological technologists, nurses, and other medical professionals. If the number of patients requiring radiation therapy continues to increase at current rates, medical care sites providing radiation therapy in Japan will face significant shortages in personnel. There is an urgent need to foster human resources and to put the right people in the right places. In view of this, as therapeutic radiologists, we are promoting further development of human resources, urging the government to increase the number of qualified medical professionals, and working to tailor radiotherapy-related schemes and systems to our practical needs.

I believe that a training center run by a manufacturer, where members of a radiation therapy team can use an actual system to receive training courses on QA/QC, operating procedures, and other issues, is ideal for training medical staff, especially for radiological technologists, nurses, and medical physicists who play critical roles in the team.

Toshiba Medical Systems Corporation has not developed radiation therapy systems in recent years, but I hope that TMSC will, in some way, be involved in the development of radiotherapy-related products with pride, as one of the leading manufacturers in Japan.



◀ Comment from staff on winning Eco-Products Award
We are very pleased to receive such a prestigious award after spending many years actively developing various dose reduction technologies. We will continue to pursue further dose reduction for the sake of patients and medical staff.

Eco-Products Award (Chairperson's Award, Eco-Products Award Steering Committee) at the 9th Eco-Products Awards exhibition

At the Eco-Products Awards exhibition, an event that highlights products and services with low environmental impact, ten of our X-ray CT systems, all of which incorporate advanced dose reduction technology, received a Chairperson's Award from the Eco-Products Award Steering Committee. The fact that TMSO took the lead over other manufacturers in employing advanced dose reduction technology in all of its X-ray CT products, and has succeeded in reducing X-ray exposure dose during routine CT examinations, was highly appreciated. As one of the world's foremost eco-companies, we have been performing a variety of activities to reduce our environmental impact.



The 9th LCA Society of Japan Commendation Received Commendation (Encouragement Prize) from LCA Society of Japan

At the 9th LCA Society of Japan commendations for excellence in LCA and environmentally efficient activities, products and services, we received an Encouragement Prize. When installing large medical equipment, it may be necessary to dismantle the exterior walls of the building to enable carry-in of the product, or to enhance air-conditioning systems and/or electrical installations. Such activities may generate a significant environmental impact. To address this issue, we actively developed guidelines for environmentally-friendly designs that reduce carry-in and installation work. These environmentally conscious efforts were highly appreciated.



Received Highest Award from the Kanto Area Electricity Use Reduction Committee

In FY2012, TMSO Headquarters received a Highest Award from the Kanto Area Electricity Use Reduction Committee. This award is given to companies that achieve remarkable performance in the efficient use of electricity and in the promotion of energy-saving activities. Our daily energy-saving efforts in various fields were highly appreciated.



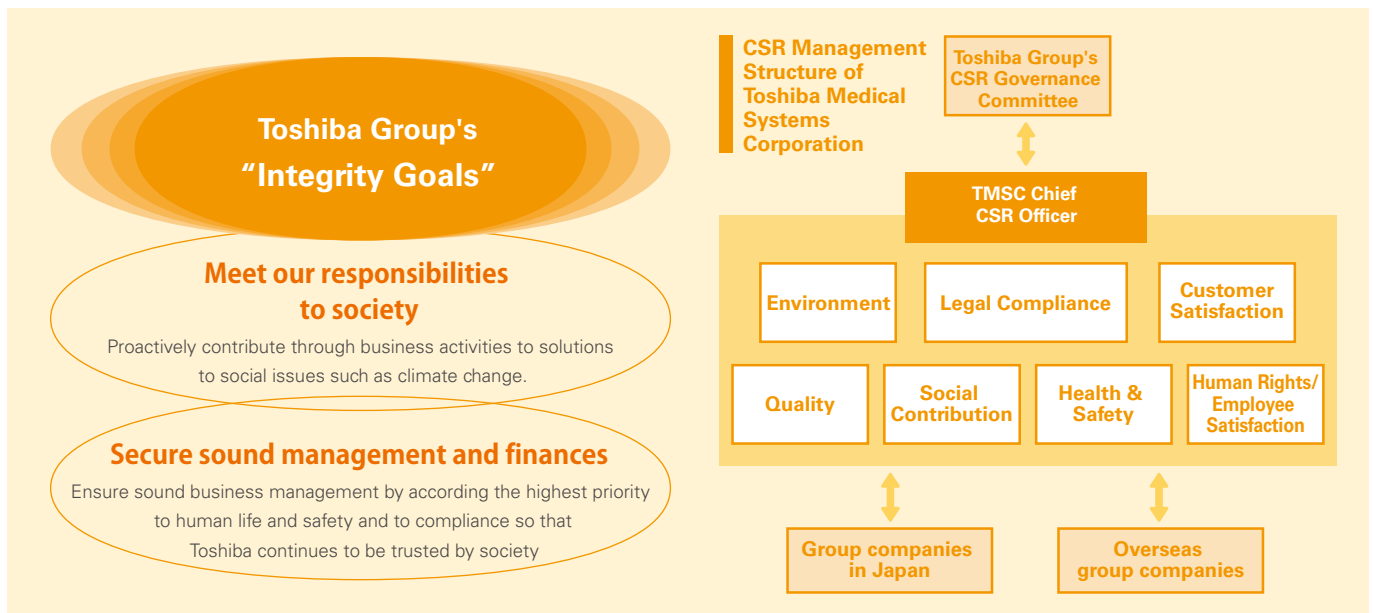
Social Report

We aim to be a better company that contributes to society through healthcare, fulfilling the expectations of our various stakeholders.

■ We will promote our **business activities worldwide** with the aim of contributing to solving social issues.

Promotion of CSR management

As a member of Toshiba Group, we chose "Promotion of CSR management" as one of our key management policies. As part of CSR management, we urge our employees in all parts of the world to comply with the Toshiba Medical Systems Group Standards of Conduct, to promote awareness of the standards, and to act with unshakable integrity in all business activities.



■ In order to conduct our business activities in a fair manner, we strive to **ensure compliance** with laws and ordinances.

Enhancing activities to ensure compliance with laws and ordinances

To ensure compliance with laws and regulations, social and ethical norms, and internal rules throughout our worldwide operations, and to promote fair business, we are promoting various risk/compliance management policies throughout our operations.

● Continued promotion of compliance education

To ensure compliance with the "Toshiba Medical Systems Group Standards of Conduct", we provide education programs for new recruits and managers based on the needs of different organizational levels. On a continuing basis, we also provide all employees with e-learning and compliance education concerning specific laws.

● Creation of organizational climate in which compliance is ensured

Each workplace regularly holds meetings on compliance topics to raise the awareness of every employee with regard to compliance matters. These meetings aim to prevent deviation from compliance by strengthening communication between managers and other members at each workplace, and by fostering a workplace climate in which managers and other members can think things through together, and members feel that they can consult with their managers without hesitation.

● Further efforts to ensure compliance

We have an internal reporting system, "Risk Hotline", which enables our employees to directly report risk information to the Risk Management Department or request a consultation. We also have a reporting system for our business partners, "Clean Partner Line", which enables them to report information directly to the Risk Management Department.

■ Through educational and enlightenment activities, we strive to create organizations in which people from diverse backgrounds can actively work together.

Respect for human rights

The basic policies of Toshiba Medical Systems Group include respect for human rights, elimination of discriminatory treatment, and observance of laws and regulations. In the "Toshiba Medical Systems Group Standards of Conduct", it is specified that diversity of individual values, personality, and privacy should be respected, and that discriminatory behavior concerning race, religion, sex, nationality, mental or physical disability, age, and sexual orientation, as well as behavior detrimental to human rights, such as violence, sexual harassment, and power harassment, should be eliminated. Through educational activities, we are promoting awareness of and respect for human rights.

Respect for diversity

● Employment of non-Japanese people

We are actively promoting employment of non-Japanese people, both at overseas subsidiaries and at group companies in Japan. We also provide education programs for them in order to create an organizational climate in which people from diverse backgrounds can work together effectively.

● Encouraging employment of people with disabilities

Our employment of staff with disabilities reached 1.9%, exceeding the legally required employment rate in Japan for people with disabilities. However, the legally required rate will be raised to 2.0% in FY2013. For early achievement of this new target, Toshiba Medical Systems Group will maintain its commitment to employing people with disabilities and to further expanding the areas in which they can be more active.

Toshiba Group conflict mineral policy

Toshiba Group's policy stipulates that raw materials mined in the Democratic Republic of Congo and adjoining countries which are experiencing armed conflicts must not be used (i.e., gold, tantalum, tungsten, and tin). In October 2011, Toshiba Group established an internal system for dealing with conflict minerals and posted the "Toshiba Group Conflict Mineral Policy" on its website. TMSC group has also been taking the necessary measures to comply with this policy.

■ We strive to create a safe, comfortable work environment for all employees.

Promotion of workstyle innovation

Toshiba Group has been promoting workstyle innovation to enable employees to work conscientiously and efficiently while making the most of life outside work. This encourages rejuvenation and self-improvement so that employees can add higher value to their work. In cooperation with the employees' labor union, Toshiba Medical Systems Corporation collected ideas for achieving workstyle innovation at each workplace, and established workstyle innovation policies based on these ideas.

Greeting promotion campaign – Global promotion of four basic phrases in the workplace

In December 2012, we conducted a greeting promotion campaign at our headquarters. This campaign is intended to promote four basic phrases in the workplace: "Good morning", "Thank you", "Excuse me", and "Sorry". As part of efforts to create a better workplace and working climate, employees were encouraged to actively exchange these phrases as basic communication in the workplace. This aims to generate a sense of unity and vibrant atmosphere in the workplace, and to eventually improve customers' trust and our business performance. During this campaign, we also introduced these four phrases in English, Chinese, Portuguese and Dutch to our employees, aiming to create a work environment with enhanced communication on a global scale.



Supporting employees' work and childcare

● Interviews with employees using the child-care/family-care leave system (three-person meeting)

From June 2012, for employees who wish to take maternity leave or child-care/family-care leave, we started to arrange meetings between the employee, their manager, and a staff member from the General Affairs Department. We aim to reduce employee anxiety about taking leave so that they can comfortably make use of the system, and to foster a work environment where employees can play an active role again after returning to work.

● Enhancement of reduced work hours system

In April 2012, we reviewed the reduced work hours system and extended the applicable period until the child of the employee graduates from elementary school. Work hours can be reduced in 15-minute increments, allowing more flexible use of the system.

● "Kurumin mark" approved by the Ministry of Health, Labor and Welfare in recognition of the company's support for employees raising children

For the second time (the first was in 2007) we obtained the Next Generation Support Certification Label, which is based on the Next Generation Education and Support Promotion Act. This certification is given to companies which have established and implemented an action plan* to create a working environment encouraging child care, and which have achieved certain standards. These companies are certified by a chief of each prefectural labor bureau as companies supporting child care.



*Action plan: As a result of implementation of various supporting measures, we set the following non-binding targets.
Minimum number/percentage of relevant employees using the child-care leave system in the target period: male: 1, female: 90%.

Outline of working systems and number of participants (as of March 31, 2013)

		* Toshiba Medical Systems Corporation only					
		2008	2009	2010	2011	2012	
Child-care leave system	Applicable period: until the child is 3 years old, regardless of the working status of the spouse	Male	0	0	1	2	1
		Female	15	20	19	26	26
Family-care leave system	Applicable period: up to 365 days per family member in need of nursing care	Male	1	0	0	0	0
		Female	0	0	0	0	0
Reduced working hours system	Applicable period: until the child graduates from elementary school (for child care): up to three years per family member in need of nursing care (for family care)	Male	0	0	0	0	0
		Female	11	12	10	25	37

Promoting occupational health and safety

Toshiba Medical Systems Group considers safety to be a primary responsibility of management. Giving the utmost priority to life, safety, and compliance with laws and ordinances in all business activities, Toshiba Medical Systems Group promotes a safe, comfortable work environment and places the highest value on the mental and physical health of employees.

● Occupational health and safety management system

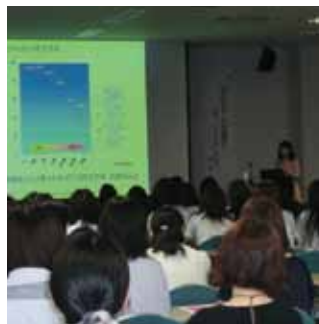
In February 2008, Toshiba Medical Systems Corporation headquarters obtained OHSAS 18001 certification, the international standard for occupational health and safety management systems. Based on this certification, we are promoting a variety of occupational health and safety policies. Our employees identify over 8,000 risk factors in their annual risk assessment activities, which helps to raise employee awareness. We will enhance our methods for continuous risk analysis, management and improvement, and strive to create a safer work environment.

● Promoting occupational health

We have been continuously implementing measures to promote occupational health so that all employees can realize their full potential. Since FY2011, we have been holding a walking event for employees and their family members to take part in as a health-promotion measure. In addition, we provided appropriate work management support for employees who are at high risk of developing lifestyle diseases, and enhanced our mental health promotion policies by providing e-learning education and lectures on mental health for all employees.

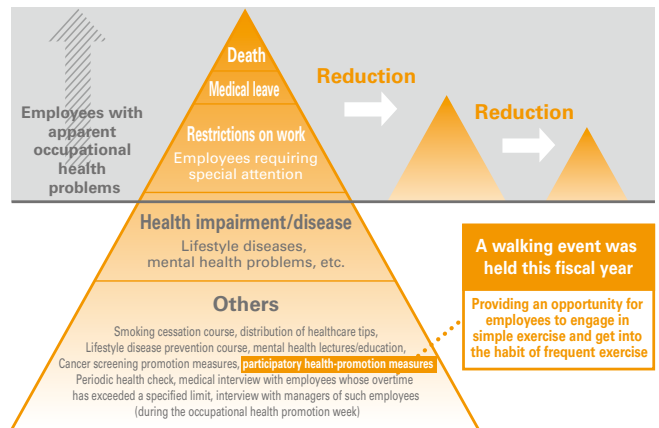
Cancer screening promotion measures – Encouraging female employees to undergo breast and gynecological examinations

Cancers of the breast and uterus can be cured if discovered early, and they are often detectable by breast and gynecological examinations. On June 28, we held a women's seminar, attended by 152 employees. Organization and lectures were by women. The seminar started with an introduction of the latest breast and gynecological cancer screening using our products (mammography systems and diagnostic ultrasound systems), and an invited lecturer gave a talk entitled "My experience with breast cancer". At the end of the seminar, our medical staff emphasized the importance of early detection of breast and gynecological cancers, reminding participants that regular examinations are recommended. Women of all ages, from early 20s to late 50s, participated in the seminar, showing the high level of interest in screening for breast and gynecological cancer.



Health support for employees

Our medical staff has been providing health support for employees based on the results of their mandatory annual health check. For example, for employees who required medical treatment based on the results of their health check and our internal criteria, we have been performing interviews and imposing restrictions on their work so that they can concentrate on treatment. In addition, in order to reduce the number of employees with apparent occupational health problems in the next few years, we have been taking a variety of measures to provide occupational health support.



Walking event for promotion of occupational health

As a participatory health-promotion measure for employees working at TMSC Headquarters, Toshiba Medical Systems and Toshiba Medical Systems Union co-hosted a walking event on November 10. The event was held at Senbonmatsu Ranch in Nasushiobara, Tochigi Prefecture, with the participation of 209 employees and family members. Walkers could choose a 2-km or 4-km course for their walk.



Lifestyle disease prevention training

Based on the recognition that lifestyle diseases are caused by bad living habits, we have been providing an annual training course on prevention of lifestyle diseases for our employees. In this course, different advice is given to different ages of employees (in their 30s, 40s and 50s) in terms of dietary, smoking, and drinking habits, so that each person can effectively work to improve their lifestyle.

Learning cardiopulmonary resuscitation, first aid, and handling of stretchers

To prepare for disasters such as large-scale earthquakes, we have been holding a semi-annual hands-on workshop for learning cardiopulmonary resuscitation, use of AED, first aid with a triangular bandage, utilization of stretchers, etc.



■ We aim to provide the safest, highest-quality products in the world through our quality management system.

Quality assurance and quality management system

We have specified the procedures for ensuring product safety and quality in our Quality Manual (QM). Based on this manual, all of our employees strive to improve product quality so that we can provide our products to customers with confidence, and in the knowledge that they are the safest and highest-quality products in the world.

Basic policy

Based on the respect for life that forms the basis of our management principles, Toshiba Medical Systems Corporation complies with current safety-related laws and regulations, maintaining a client-centered approach, and aims to contribute to society by providing high-quality, safe products and services with advanced functions that satisfy our customers.

Standards of conduct

1. We engage in quality assurance from the customers' point of view.
2. We observe relevant laws and contracts and respect the rights of customers and third parties.
3. We ensure that all of our departments and all of our employees act to improve the quality of products and product-related business processes.
4. We establish, continuously improve, and maintain quality management systems that comply with global business standards.
5. We aim for essential improvement by investigating the root causes of process failures.

Swift response to product safety incidents

We have established a quality management system where employees (such as sales and service representatives) who become aware of information concerning a TMSC product accident or problem must immediately alert the quality management department and executives.

Based on this information reported by employees, the CPL Committee* decides how to act upon the matter. In the event of an accident attributable to a product that is likely to recur, we immediately inform customers of the danger, promptly report to the competent authorities, and implement countermeasures as soon as possible. Information concerning a TMSC product accident and countermeasures will also be disclosed on the website of the Pharmaceuticals and Medical Devices Agency (PMDA).

* **CPL Committee:** CPL is an abbreviation combining CL (contractual liability) and PL (product liability). The CPL Committee, chaired by the Chief Quality Executive, promptly determines measures to deal with product accidents and quality issues.

Quality conference with overseas subsidiaries

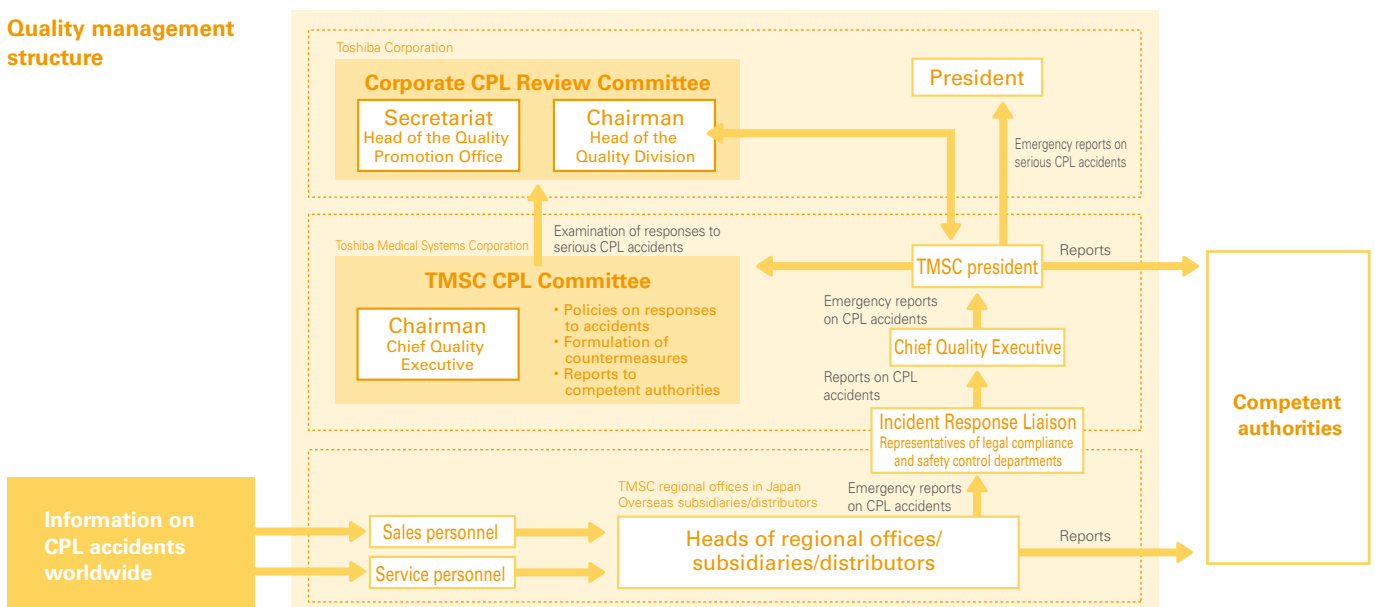
In May 2012, personnel in the quality assurance department and the regulatory affairs department in each overseas subsidiary gathered at TMSC Headquarters to hold their first quality conference. The participants from each subsidiary introduced their quality control policy and major activities, and confirmed TMSC group's quality activity policy in accordance with the growth strategy based on the mid-term plan, promoting sharing of information and mutual understanding. With the strong mutual trust cultivated at this conference, and through mutual business support, we will continue to provide high-quality products that meet the needs of customers in various regions of the world.



Participants from TMSC Headquarters, USA, Europe, Canada, Australia, China, Brazil, Singapore, and Malaysia

Response to Customer (Consumer Issues)

Quality management structure



■ We are enhancing and expanding our educational environment and offering prompt, appropriate services globally in support of our customers, allowing them to provide their patients with optimal examinations.

Strengthening and expanding global customer support functions

At the "Customer Support & Training Center", we are providing training courses for customer engineers and our customers so that they can fully utilize the performance of our products. In 2012, a total of 2,942 people from Japan and other countries attended courses at the center. The training programs offered include application training courses, not just for customer engineers but also for Japan and overseas customers, as well as service training programs for overseas biomedical engineers.

In addition, in July 2012 we established "Toshiba & Electra Radiation Therapy Training Center", Japan's first training center where X-rays can be generated for the purpose of radiation therapy training. This center started to provide training for our customers in Japan who are involved in radiation therapy. We will continue to expand global customer support functions to further improve customer satisfaction.



Efforts at Toshiba Medical Systems 24-hour Call Center

In July 2011, Toshiba Medical Call Center was established in Fuchu, Tokyo. The operation of this call center was entrusted to Toshiba Solutions/Toshiba IT Services, companies with extensive experience in providing such services for companies in various industries. The full-time staff responds to calls from customers 24 hours a day, even on holidays, and the information is transferred to the local service center so that the customer engineers can directly contact the customer and provide prompt service. So far, the quality level of customer support has significantly improved, with the lost-call rate declining from 60% to less than 10%. These daily efforts to improve the quality of call handling led to an outstanding performance award at the Toshiba Group Call Center Call Response Contest in November 2012. We will further improve customer satisfaction and system utilization at customer sites in order to provide a one-stop solution for our customers.

Efforts to enhance maintenance services through development of a remote maintenance system

In our global service bases, we are expanding introduction of InnerVision™ Plus, a remote maintenance system capable of monitoring customers' systems 24 hours a day, 365 days a year, in order to automatically detect system abnormalities at an early stage. Furthermore, we are enhancing the functions of the remote maintenance system. For example, in the initial development of a remote maintenance system for cardiac angiography and mammography systems, the highest priority was placed on prompt notification of the detected abnormality, and an enhanced alert function was employed to notify customer engineers of automatic analysis results. At the next stage, we made improvements to the system so that it can utilize accumulated data from previous service cases to provide, in addition to details of abnormalities, information on repair work procedures and replacement parts that are expected to be required at the site. Currently, we are working to further improve the system by adding a function to automatically analyze information on the operational status of the customer's system. This new function will allow us to know the customer's usage patterns and provide appropriate advice for maximizing the performance of their system, or predict the remaining life of the X-ray tube of their system.



Call center in Fuchu, Tokyo

Mr. Kobari from Toshiba Medical Call Center, who received an outstanding performance award in the B-to-B category of the Call Response Contest, and Mr. Kondo, one of the contest judges

Finding ways to meet our customers' medical care requirements and improve the healthcare environment.

Mag Luminance, an LED lighting system for MRI rooms

In order to help customers save energy, we have been encouraging our customers to install Mag Luminance, a non-ferromagnetic LED lighting system for MRI rooms. Mag Luminance is an environmentally conscious LED lighting system for MRI rooms that minimizes noise by separating the power section, which is a source of noise, from the lighting devices. LED bulbs have a long life, eliminating the necessity for regular bulb replacement and reducing the hospitals' expenses. Mag Luminance not only saves energy, but is also brighter than conventional lighting systems, as it contains 20 LED elements in a single lighting device. It also offers dimming control and enables adjustment of color temperature, allowing the user to flexibly place white and warm-white LED elements within the lighting device. Mag Luminance has become very popular among customers who have installed the system.



Mag Luminance LED lighting system

Customer's voice

**Mr. Habutsu, Chief Radiological Technologist,
Department of Radiology, Yokohama Kyosai Hospital**

We are very satisfied with this lighting system, because it is much brighter than conventional lighting systems and the amount of light can be adjusted according to the purpose. The color of LED light is close to that of fluorescent light (daylight color), so it goes well with the color of the equipment installed in the room. The long service life of the bulbs is also an important feature of LED lighting. It not only eliminates frequent bulb replacement, but also eliminates the risk of magnetic attraction incidents that may occur during replacement, which is a great benefit for us. We appreciate TMS's suggestion to introduce new lighting technologies that were not previously available for MRI rooms, such as dimming control and color adjustment, as well as the reduction in costs.



Mr. Habutsu (right) and site planner Mr. Iwamatsu

Response to Customer
(Consumer Issues)

Efforts to eliminate magnetic attraction incidents in the MRI room using markings to identify ferromagnetic and non-ferromagnetic devices

More than 1,000 Toshiba MRI systems have been installed in hospitals in Japan. With more systems in operation, there has been an increasing number of incidents in which ferromagnetic objects were brought into the room and attracted by the superconducting magnets used in the MRI system. Many newer MRI systems use more powerful magnets with a magnetic field intensity of 3 teslas, increasing the potential risk of serious physical injury if an attraction incident occurs. Analysis of objects attracted by MRI magnets has revealed that IV stands, stretchers, and wheel chairs using ferromagnetic parts are high on the list. After discussing possible measures to decrease the number of magnetic attraction incidents, we decided to make markings available to help distinguish non-ferromagnetic devices from those using ferromagnetic parts, in order to minimize human error in which ferromagnetic materials are inadvertently brought into the MRI room. To ensure the safe use of MRI systems by our customers and their patients, we are striving to eliminate magnetic attraction incidents.



Green marking (for devices that can be brought into the MRI room)



Red marking (for devices that must not be brought into the MRI room)

■ To foster a society in which local people lead enriching lives, we are involved in a variety of activities to serve local communities.

Promotion of the Pink Ribbon Campaign

We are supporting the Pink Ribbon Campaign, which promotes the importance of breast cancer screening for early detection and treatment of breast cancer. We are holding activities at venues across Japan in order to increase the number of women who receive breast cancer screening, such as distribution of breast cancer screening guidebooks and exhibition of campaign vehicles. We are also participating in events such as the Pink Ribbon Festival and the Pink Ribbon Smile Walk, introducing mammography examinations, and encouraging women to receive periodic breast cancer screening.



Providing a healing space with an annual painting exhibition for hospital patients

At a hospital in Chiba, Japan, the corridor leading to the hospice provides a healing space, where paintings and other works by current and retired employees and their family members are exhibited every year. These exhibitions have been held for the last 19 years. 33 works were exhibited this year, providing a relaxing environment for patients and their family members.



20th anniversary of "Garon", for the popularization of advanced imaging techniques

"Garon", which began in September 1993 as our own prize-giving event to promote the progress of diagnostic imaging techniques and to contribute to healthcare services, marked its 20th anniversary last December. At this event, images acquired using our diagnostic imaging systems (CT, MRI, and diagnostic ultrasound systems) are submitted by medical institutions, and the "Best Image" is selected based on comprehensive evaluation of clinical value, including benefit to the patient, use of unique imaging/processing techniques, and image quality required for diagnosis and treatment. The aim of "Garon", which refers to a "discussion with customers about clinical images", is to enhance new applications and imaging techniques, to allow the sharing of expertise, and to be a driving force for generating images that are truly beneficial to the patients. With drastic changes in the environment for medical care services in Japan, diagnostic imaging that supports the advancement of medicine is becoming increasingly important. Through this event, we will continue to promote new imaging technologies.



Supporting Fukushima thyroid examination workshop

On March 4, 2012, the first "Fukushima thyroid examination workshop" was held in Fukushima City, and physicians and technicians involved in thyroid examinations took part. After the nuclear accident at the Fukushima Daiichi plant of Tokyo Electric Power Co., Inc., thyroid examinations using diagnostic ultrasound systems are regularly performed for Fukushima children aged 0 to 18 at four locations in the prefecture, in order to monitor their health status over the long term. For detection of thyroid diseases, non-interventional, easy-to-use, and high-resolution ultrasound imaging is the first choice. We have been supporting Fukushima Prefecture by offering our diagnostic ultrasound systems for use at the hands-on seminar in the workshop, contributing to regional healthcare.



Participation in a variety of activities to serve local communities

Sports

Sports

Joint table tennis seminar

Our women's table tennis club held a joint table tennis seminar at TMSC Headquarters in Otawara, Tochigi, Japan, and about 250 students from 9 local junior high schools participated. This was the second time the event has been held. At the seminar, members of our women's table tennis club, which belongs to the national corporate table tennis league, coached the students for the whole day, demonstrating their speed and skill in training sessions and games.



Festival

Festival

32nd Otawara Yoichi Festival

Every year, TMSC Headquarters participate in various local events to promote communication with local communities. For the "32nd Otawara Yoichi Festival" held in the height of summer, over 200 employees from Toshiba Group participated, parading and dancing along a 2-km route through the center of the city.



Exhibition

Exhibition

The 24th Yoichi no sato Otawara-shi Sangyo Bunka-sai (Otagawa City industry festival)

At the "24th Yoichi no Sato Otawara-shi Sangyo Bunka-sai" held in autumn, about 450 people visited our booth, where, as part of the Pink Ribbon Campaign, we exhibited a breast cancer screening vehicle, and provided an opportunity for visitors to simulate breast self-examination using artificial breasts. At this exhibition, we promoted breast cancer awareness and communicated the importance of early diagnosis and detection to people from the local community.



Education

Education

Manufacturing site tour

"Manufacturing site tour" is an educational event newly planned and organized by Otawara city, with the aim of providing an enjoyable opportunity for children to learn about production. For this event, TMSC was selected as the first local company for visiting. A total of 94 elementary school students and their parents participated, observing production processes such as material processing and product assembly, seeing how X-ray and CT systems work, and taking part in quizzes about images acquired using these systems. The event was successful, and participants enjoyed the tour.



Blood donation

Blood donation

Blood donation campaign

At TMSC, a blood donation campaign is held twice a year. Three mobile blood donation units from the Tochigi Red Cross Blood Center visit Headquarters to accept blood donations and promote bone-marrow registration.



Community Involvement and Development

Participation in activities to serve local communities abroad

One of our group companies, Toshiba Medical Systems Asia in Singapore, has been promoting community service activities in cooperation with local Toshiba Group companies such as Toshiba Asia Pacific Pte., Ltd.

Participation in a walking event

Green One is the largest annual environmental event in Singapore, and the Green One Walkathon is held every year. 200 Toshiba employees participated in the event for the first time and walked a 5-km course, enjoying the scenery and appreciating the nature in the park.



Green One 5-km Walkathon (walking event)

Support for tree-planting activities

For the Plant-A-Tree Program, a tree-planting activity conducted by Toshiba Group companies in Singapore, 67 employees participated as volunteers and planted 27 trees. In cooperation with local groups, our group companies have been supporting protection of the natural environment, including activities for the protection of wildlife habitats.



Plant-A-Tree Program (tree-planting activity)

Environmental Report

As one of the world's foremost eco-companies, we strive to create environmentally conscious products.

Environmental Policy

Recognizing that the Earth is an irreplaceable asset, the Toshiba Medical Systems group strives to develop and provide "environmentally conscious medical systems" in order to contribute to community and healthcare services.

This is the responsibility and commitment of the Toshiba Medical Systems group, which is expanding its business worldwide. Based on this philosophy, and to the extent technically and economically feasible, we promote environmental activities in accordance with the Toshiba Commitment, Toshiba Group's Basic Policy for the Environment, and the Code of Conduct of the Toshiba Medical Systems group.

Satoshi Tsunakawa
President and Chief Executive Officer
Toshiba Medical Systems Corporation

綱川 智

1.

The Toshiba Medical Systems group considers environmental stewardship to be a primary responsibility of management. The group specifies and periodically reviews its objectives and targets through assessment of the environmental aspects of its business activities, products, and services. All staff members work towards this goal in order to continuously improve the environmental management system and its performance, and to prevent pollution.

2.

The Toshiba Medical Systems group complies with all laws and regulations concerning the environment, agreements on pollution prevention, and its own stricter standards, taking effects on the environment and on biodiversity into consideration.

3.

The Toshiba Medical Systems group selectively specifies the following objectives in order to reduce the environmental impact of its products and business processes.

- (1) Developing and providing environmentally conscious products and services which contribute to reducing environmental impact throughout their life cycles.
- (2) Reducing the environmental impact of all business processes, including design and development, manufacturing, sales and distribution, servicing, and disposal, with a focus on the prevention of global warming, efficient utilization of resources, and control of chemical substances.
- (3) Promoting biodiversity conservation activities in cooperation with communities.

4.

Maximizing disclosure and enhancing communication in order to facilitate mutual understanding with communities and customers.

■ As one of the world's foremost eco-companies, we have been taking a variety of measures to reduce our environmental impact.

Highlighting the strong environmental performance of our products at major exhibitions

In order to promote understanding among customers concerning the environmental features and performance of our products, we are actively highlighting the strong environmental performance of our products at major world exhibitions held during academic meetings.



European Congress of Radiology



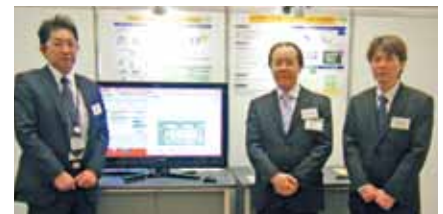
Asian Oceanian Congress of Radiology



The International Technical Exhibition of Medical Imaging (Japan)

Presentation at Toshiba Group Environmental Exhibition

Toshiba Group holds a "Toshiba Group Environmental Exhibition" in February every year, where the latest environmentally-friendly products of group companies and the measures they have taken to reduce environmental impact are presented to the public. To present the details of our efforts and activities, exhibits are classified into the following subjects: "Greening of Process" (environmental consideration for production processes), "Greening of Products" (environmental consideration for products), or "Greening by Technology" (energy and environment technology), for achieving the targets of Toshiba Group's "Environmental Vision 2050"; or classified as "Green Management", for fundamental activities concerning environmental management.



Participation in activities of external organizations

We have been actively participating in healthcare industry initiatives, contributing to a variety of environmental activities and to improved disclosure of information.

Japan Participation in JIRA*1

In keeping with the trend toward stricter application of environmental regulations to medical devices in many countries, JIRA began taking measures related to environmental regulations in 2004. As the head of the Environment Committee of JIRA, a TMSC employee has been taking the initiative in promoting environmental measures, such as information exchange between various medical equipment manufacturers, and gathering opinions on proposals.

Europe Participation in COCIR*2

In order to comply with EU regulations on the use of chemical substances and with the energy-saving directive for medical devices, COCIR has been taking measures such as setting self-imposed target values etc. in collaboration with EU government agencies. We have also been actively participating in their activities as a principal member.

Global Participation in DITTA*3

From this fiscal year, industrial associations in Japan, USA, and Europe have been gathering at the international congress of DITTA to exchange information and make a joint proposal on international environmental regulations that affect medical devices. We have also been actively participating in DITTA as a member of the industrial association in Japan (JIRA).

*1 JIRA: Japan Medical Imaging and Radiological Systems Industries Association
 *2 COCIR: European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry
 *3 DITTA: Global Diagnostic Imaging, Healthcare IT, and Radiation Therapy Trade Association

Environmental Vision 2050

People leading enriched lives in harmony with the Earth – this is the ideal situation envisaged in the Toshiba Group Environmental Vision 2050. The plan considers prevention of global warming, effective use of resources, and management of chemical substances throughout the life cycle of a product ("making, using, returning, reusing"), and is aimed at achieving harmonious coexistence with the Earth.



eco style

In order to evolve into one of the world's foremost eco-companies, Toshiba Group has been accelerating its environmental management under the global brand "eco style."



■ We are working hard to reduce our environmental impact to achieve the targets for Toshiba Group's "Environmental Vision 2050".

Toshiba Group has been promoting the "Fifth Environmental Action Plan" since FY2012 and working hard to ensure that the goals set for 2050 are achieved. We have set our own goals for the years up to 2015 based on the Toshiba Group's "Fifth Environmental Action Plan". Specifically, we have increased the percentage of environmentally conscious products in our total sales to 20% or more and reduced CO₂ emissions in all processes, from product development to manufacturing and sales, by 10% compared to FY2010.

Results of FY2012 for the TMSC Fifth Environmental Action Plan and major projects for FY2013 and later

		Item	Target for FY2012	Achieved value/ Evaluation			Item	Target for FY2013	Target for FY2015
Green of Product	Provision of environmentally conscious products	Sales of Excellent ECPs	Over 18%	▶ 20.3% E	Green of Product	Provision of environmentally conscious products	Sales of Excellent ECPs	Over 26%	▶ over 34%
		Calculation of product eco-efficiency	Over 65%	▶ 69.6% E			Calculation of product eco-efficiency	Over 70%	▶ over 80%
Green of Process	Prevention of global warming	Reduction of energy-originated CO ₂ emissions per production unit	Reduction of 4% (compared to FY2010)	▶ Reduction of 10% E	Green of Process	Prevention of global warming	Reduction of energy-originated CO ₂ emissions per production unit	Reduction of 4%*1 (compared to FY2010)	▶ Reduction of 15% (compared to FY2010)
		Reduction of logistics-originated CO ₂ emissions per production unit (for logistics in Japan)	Increase 4% or less (compared to FY2010)	▶ Increase 4% E			Reduction of logistics-originated CO ₂ emissions per production unit (for logistics in Japan)	Reduction of 0% or more (compared to FY2010)	▶ Reduction of 6% (compared to FY2010)
	Effective use of resources	Reduction of the total amount of waste generated per production unit	Reduction of 11% or more (compared to FY2010)	▶ Reduction of 11% E		Effective use of resources	Reduction of the total amount of waste generated per production unit	Reduction of 31% or more*2 (compared to FY2010)	▶ Reduction of 33% (compared to FY2010)
		Reduction of the amount of final disposal	0.3% or less (rate of final disposal)	▶ 0.3% E			Reduction of the amount of final disposal	0.3% or less (rate of final disposal)	▶ 0.3% or less (rate of final disposal)
Management of chemical substances	Reduction of the total amount of chemicals released	3.0t or less (total amount of released chemicals)	▶ 2.4t E	Management of chemical substances	Reduction of the total amount of chemicals released	3.2t or less (total amount of released chemicals)	▶ 4.3t or less (total amount of released chemicals)		
Green Management	Conservation of biodiversity	Survey of flora and fauna in the grounds of TMSC Headquarters and in the surrounding area	▶ Conducted 4 times Approximately 500 species observed	E	Green Management	Conservation of biodiversity	Measurement of the types and number of butterflies, and the numbers of <i>Liparis kumokiri</i> and <i>Cynbidium goeringii</i>	▶ Survey of flora and fauna in cooperation with employees and local communities	

*1. From FY2013, the electricity to CO₂ conversion factor is changed from 3.5 t/10,000 kWh to 5.1 t/10,000 kWh.
*2. From FY2013, "waste" only includes general and industrial waste, and does not include waste that can be converted into objects with value.

Evaluation standard

E (Excellent): Achieved **G** (Good): Achievement rate above 80%
M (Mediocre): Achievement rate below 80%

With the aim of achieving further business growth while promoting environmental protection, we are strengthening our system for promoting environmental activities.

Reinforcement of the system for promoting environmental activities

With the aim of achieving business growth while reducing our environmental impact, we established an "Environmental Management Department" in 2011. The role of this department is to establish intermediate environmental management policies, and to assist in product planning, development, production, sales, and service activities from the viewpoint of environmental management.

Major Promotion System for Environmental Activities



Internal control

We are conducting internal environmental audits at group companies in Japan and overseas, as well as at our facilities, regional offices and departments, according to their ranking in "Environmental Impact Evaluation". In addition, we are active in undergoing environmental audits by external organizations and Toshiba Corporation, which provide excellent opportunities to improve the level of our environmental management. The audit results are also fed back to our environmental management officer, and are utilized to further improve the environmental management system.

Periodic environmental audits by external and internal organizations

● **External audit**

Audit by an external certification body based on ISO 14001



It was judged that monitoring data sharing using personal computers has led to improvements in environment-related communication.

● **Toshiba Group environmental self-audit**

Audit based on Toshiba Group's environmental audit system



We conducted an environmental self-audit in accordance with Toshiba Group's criteria. This fiscal year, we mainly performed evaluation of our manufacturing facilities, and confirmed that the facilities were being run without any significant problems.

● **Internal audit**

Self-audit based on Toshiba Medical Systems' environmental audit system.



We conducted an internal quality and environmental audit at TMSC's regional offices and Okinawa Toshiba Medical Co., Ltd. It was confirmed that each site has been implementing measures and adding their own value while successfully applying the environmental management system.

Holding a drill for appropriate response to emergencies

At TMSC Headquarters, we held a drill to address emergency situations in order to review the full range of our environmental management system. The drill was based on a scenario in which a chemical leak occurred at the wastewater treatment plant during intake. Particular importance was placed on "worker safety", and "preventing outflow" outside Nasu Operations via drainage conduit. The deputy environmental management officer and the environmental control officer also participated in the event to check that preparations were made successfully, the collaboration system functioned efficiently, and handling procedures were reasonable.



As a corporate citizen of planet Earth, we are promoting environmental activities with our stakeholders with the goal of achieving harmonious coexistence with the environment.

Participating in group cleaning of industrial complex

As part of its volunteer efforts, TMSC is actively involved in group cleaning of the industrial complex in Nozaki, Otawara City during June, the company's annual environment month. In 2012, 434 employees of TMSC group and affiliated companies took part in the 19th group cleaning.



Nozaki Industrial Complex Pollution Control Council visited our wastewater treatment plant

In response to a request from Nozaki Industrial Complex Pollution Control Council, TMSC held a tour of the wastewater treatment plant. The tour provided an opportunity for council members to confirm that wastewater is being treated properly before drainage.



Students from a local elementary school visited our environmental facility

In response to a request from a local elementary school for us to introduce our environmental facilities, TMSC Headquarters held a tour of the recycling center. Later, we received reports summarizing the tour, and letters of thanks from the students. We will continue to serve the local community and to foster a safe, comfortable environment for children.



Biodiversity seminar with an invited lecturer

As one of the events in our June "Environmental Month", we provided a biodiversity seminar entitled "Promotion of Biodiversity" at TMSC Headquarters. 172 employees participated in the seminar, which gave them an overview of biodiversity and helped them recognize the importance of conservation.



Visiting a waste disposal facility

As one of the events in "3R Promotion Month", in October 2012 we visited a waste disposal facility where waste from TMSC Headquarters is treated. 36 employees took part, including our deputy environmental management officers.



Environmental promotion information exchange meeting with local companies

We held an environmental promotion information exchange meeting with local companies. In this meeting, challenges and problems concerning promotion of environmental activities were discussed, and examples of improvements in environmental activities were shared among the attendees.



■ We have been conducting a variety of events and providing environmental training for our employees and distributors in order to raise environmental awareness.

Environmental training for employees

In April, the 3rd "Green Day" was held in Toshiba Medical Systems Europe (TMSE), and environmental training was provided for employees. Toshiba's environmental activity policy, environmental activities at TMSE, the significance of environmental activities at TMSC, and the environmental performance of TMSC's environmentally conscious products were introduced. During the coffee break, instead of plastic coffee cups, ceramic cups and chocolates with the eco style logo were distributed to the participants.



Chocolates



Plastic cups (left) and a ceramic cup (right)

Other overseas subsidiaries that conducted environmental training

- Toshiba Medical Research Institute USA, Inc. (TMRU)
- Toshiba Medical do Brazil Ltda. (TMB)
- Medical Department of Toshiba (Australia) Pty., Ltd. (TAP)

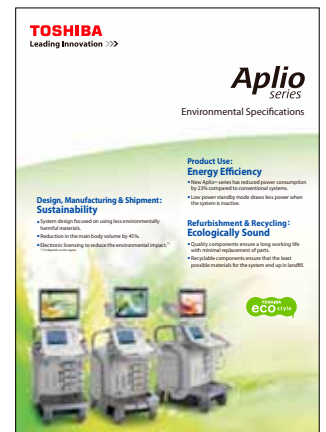
Environmental training for distributors

This fiscal year, we also provided environmental training for distributors in South America. Many distributors participated in the training with enthusiasm, reflecting their high environmental awareness.



Environmental specifications leaflet

In order to actively disclose environment-related information, we are promoting creation of environmental specifications leaflets for our products. The environmental features of the product are described on the front of the leaflet, and the environmental performance data and recycling information are provided on the back.



By applying environmentally conscious design to our medical systems, we are promoting effective use of resources, combating global warming, and reducing the X-ray exposure dose.

Toshiba Group has given internal recognition to industry-leading eco-products that, at the time of release, achieved major environmental performance in terms of "prevention of global warming", "effective use of resources", and "management of chemical substances". With the aim of promoting and expanding the development of such products, these have been designated "Excellent ECPs" (ECP = Environmentally Conscious Products). In the last fiscal year, two of our X-ray CT system models received an "Excellent ECP" award.



**FY2012
Excellent ECP
product**

X-ray CT system

Aquilion ONE™/ViSION Edition Product factor: **4.96***

*1.As compared to our model released in FY2004 (64-slice system)
*2.As compared to the same-class conventional model released in FY2007 (320-slice system)

CO₂ Reduction Effect*¹	4.5t / year	Strong environmental performance	<ul style="list-style-type: none"> By increasing the scan speed by 20% and achieving higher X-ray output, higher resolution images can be obtained even in scanning of the beating heart or the lungs as they move during normal breathing.
Power Consumption*¹	Up to 53% reduction in standby power consumption		<ul style="list-style-type: none"> Rotational energy remaining in the main unit after scanning is converted to electric power for use by other units in the system.
Resource Saving*²	1% increase in product mass 19% reduction in packaging materials		<ul style="list-style-type: none"> Advanced low-dose image processing functions such as AIDR 3D are employed in this system, substantially reducing the X-ray exposure dose. Since lower X-ray output is required for acquisition of images, power consumption during scanning can be reduced by up to 50%.
Dose Reduction*²	Up to 75% reduction in dose conversion		

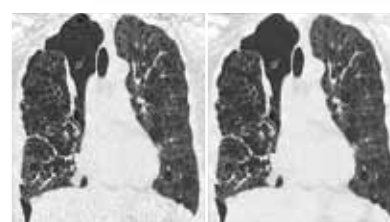
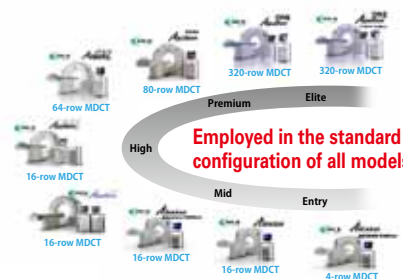
Environmental consideration for X-ray CT products

Promotion of advanced low-dose image processing technology AIDR 3D

The relationship between X-rays and the environment may not be immediately apparent to many people, but as X-ray exposure can be harmful to the human body it is classified as an environmental hazard.

In X-ray CT systems, if the X-ray exposure dose is simply reduced in order to minimize the patient dose, a significant amount of noise is introduced into the images, making them unusable for diagnosis. However, AIDR 3D has made it possible to dramatically reduce noise by distinguishing patient data from noise and handling them separately in upstream stages of the image reconstruction process. This has resulted in reduction of the X-ray exposure dose by up to 75%, and electric power used for scanning by up to 50%.

TMSC took the lead over other manufacturers in incorporating this advanced low-dose technology into all X-ray CT products. This leading-edge technology has been utilized in 2,174 X-ray CT systems around the world (as of March 2013).



Comparison between images with and without AIDR 3D



FY2012
Excellent ECP
product

X-ray CT system

Aquilion™ PRIME Product factor: **7.70***1

*1. As compared to our model released in FY2004 (16-slice system)
*2. As compared to the same-class conventional model released in FY2007 (80-slice system)

CO₂ Reduction Effect *1	3.6t / year	Strong environmental performance	<ul style="list-style-type: none"> ● Aquilion PRIME is a system intended for hospitals and clinics that have limitations concerning installation conditions, such as the size of the scan room.
Power Consumption *1	Up to 75% reduction in standby power consumption		<ul style="list-style-type: none"> ● A low power option (minimum 75 kVA) is provided so that restrictions on line capacity in the facility can be supported.
Resource Saving *2	14% reduction in product mass 69% reduction in packaging materials		<ul style="list-style-type: none"> ● The reduced size of Aquilion PRIME means that less space is needed for the system. With an industry-leading installation space requirement of just 14.8 m², the examination room can be 22% smaller than a conventional examination room.
Dose Reduction *2	Up to 75% reduction in dose conversion		<ul style="list-style-type: none"> ● The weight of the product and the amount of packaging materials used in this system have been reduced, contributing to conservation of resources and to lower CO₂ emissions during transportation. ● Advanced low-dose image processing functions such as AIDR 3D are employed in this system, substantially reducing the X-ray exposure dose.

Environmental consideration for MRI products

Vantage Titan™ 3T

This system employs a high-performance refrigerator to cool down evaporated helium and turn it into liquid for reuse. This has reduced the consumption of liquid helium, which usually amounts to 438 liters per year, to zero (100% reduction). With no need for liquid helium supplementation, system utilization is enhanced. In addition, the system features an innovative Eco mode. In this mode, the system cuts off excess power in standby mode while maintaining stable operation of the unit, reducing the overall power consumption. By using Eco mode, it is possible to save 15,500 kWh annually (equivalent to the power used by three four-member families in a year*1). Additionally, it takes less than 1 second to recover from Eco mode to standby mode, making it possible to quickly respond to unexpected examinations without problems.



* 1. Data from the materials published by The Federation of Electric Power Companies of Japan

Environmental consideration for X-ray products

Ultimax™-i

With fewer cabinets, this system has achieved a 40% reduction in the installation area and a 175-kg reduction in total weight. In this system, fully recyclable materials are used for equipment covers instead of rarely recyclable GFRP. In addition, no PVC hoses are used in the system. The system also has compatibility with the conventional models, and is therefore able to use more than half of the options available for conventional models.



■ We continuously aim to attain the industry's highest level of environmental performance.

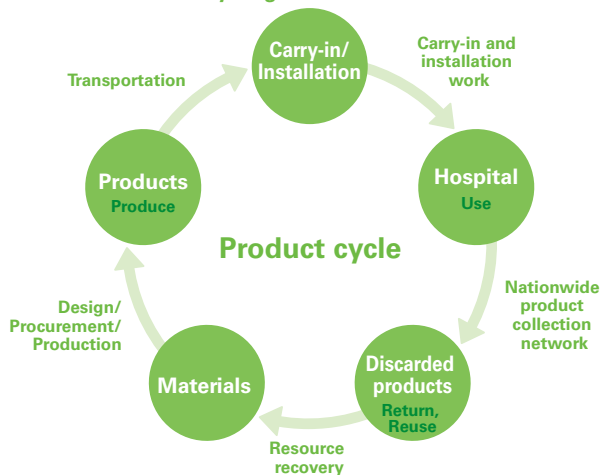
Promotion of development of environmentally conscious products

As a manufacturer of diagnostic imaging systems, we believe that we have an important duty to provide products with the world's most advanced diagnostic imaging performance, reliability, and highest environmental performance. We have been implementing a lifecycle assessment taking into account all processes, from product planning to development, production, servicing, and disposal (recycling), in order to provide environmentally conscious products (ECP). This includes establishment of product development and design processes in accordance with International Electrotechnical Commission regulation IEC 60601-1-9* while reflecting the wishes of our customers. We have also been making strong efforts to develop technologies for improving the environmental performance of our products.

We have been paying special attention to the environmental impact of various kinds of construction work, such as remodeling of the examination room for carry-in and installation of our products, work to enhance electric installations and air-conditioning systems, and industrial waste generated by such work. We have been focusing on making improvements to minimize the scale of necessary work.

* International Electrotechnical Commission regulation IEC 60601-1-9: An IEC regulation that specifies requirements for environmentally conscious design (issued in July 2007). The purpose of this regulation is to ensure compliance of medical devices with the environmental regulations in each country, which are becoming stricter each year.

Outline of Product Recycling



Efforts to manage chemical substances

In order to ensure safe and comfortable use of our products by customers, we have been reinforcing measures to reduce the use of chemical substances (or total elimination of some substances) that are suspected to cause harm to the human body or to the environment, and to control products and parts that contain such substances. When procuring parts and materials, we collect data on the chemicals contained in these parts and materials with cooperation from our business partners. We are promoting a system in which this information is stored in a database, and the database is used to perform acceptance inspections and manage manufacturing history. In the design of sections that may come into contact with the human body, we have been making every effort to avoid the use of parts and materials containing harmful chemical substances. For other chemicals that have been newly specified as control substances by laws and regulations of individual countries, we are promoting the use of alternative materials. Moreover, based on the precautionary principle, we have a system that constantly monitors the total amount of a chemical substance contained in a product and can immediately prohibit the use of it as a prohibited chemical substance if it is found to be harmful.

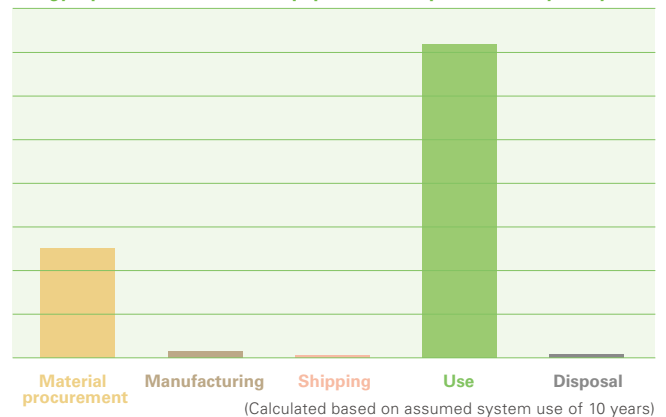
In order to comply with regulations on prohibited substances, such as the EU RoHS Directive*, we have introduced an analyzer. Where the risk of contamination is high, we perform fluorescent X-ray analysis and other required measures (including during the manufacturing process) to confirm that prohibited substances are not present in our products. We have also introduced a product traceability system that identifies the parts used in a product.

* RoHS Directive: Restriction of the use of certain hazardous substances in electrical and electronic equipment

Efforts to prevent global warming

As medical systems are generally used for many years and the daily operating times (including standby time) are also extensive, CO₂ emitted at the usage stage in medical institutions normally accounts for the majority of the CO₂ emitted over the entire life cycle of the product. While ensuring the high reliability required for medical equipment, we are promoting reduction of the amount of CO₂ emitted as a result of electrical consumption during operation. We will further enhance measures to reduce product CO₂ emissions by employing energy-saving technologies, a wide range of applications to shorten examination times, and technologies for improving operability. We are also making efforts to provide customers with optimal solutions for their operating environment, further contributing to reducing CO₂ emissions.

Energy input rates for medical equipment (example of an X-ray CT system)



Green procurement initiatives

We have established an "environmentally controlled substances investigation system" that enables investigation and registration of substances to which the latest regulations apply. With cooperation from our business partners, including our suppliers and supply chains in upstream stages, we efficiently apply the system to select parts and materials that are safer and have a lower environmental impact, in order to create environmentally conscious products. At the same time, we have revised the TMS "Guidelines for Green Procurement", and held an orientation meeting for all of our business partners to request replacement of existing parts and materials if a lower environmental impact can be achieved (in particular, we aim to reduce content of controlled chemical substances), as well as to encourage them to work hard on development of new parts and materials. To provide safer and more reliable products, we will further improve our relationship with our business partners and strive to reduce the burden on the environment using a wide range of methods, such as enhanced control of chemical substances throughout the entire supply chain, reduction of CO₂ emissions, and promotion of resource circulation.

This fiscal year, following the establishment of the Green Acceptance Inspection Room at TMS Headquarters, we set up a Green Acceptance Inspection Room at our factory in Dalian, China, in order to check procured items for compliance with the RoHS Directive.

Promotion of effective use of resources

With the aim of achieving a recycling-oriented society, we have been promoting "3R design" by reducing the size and weight of our products, actively employing recycled parts, and increasing the use of renewable materials.

We also take various measures to reduce the amount of packaging materials used for transportation of products and parts. Such measures include minimizing use of packaging materials, reducing the size of packaging, optimizing the packaging style according to the delivery destination, increasing the rate of reuse of packaging materials, expanding use of returnable containers for parts procurement, and shipping onward in the manufacturer's own packaging.

3R Reduce, Reuse, Recycle,

■ TMSC Headquarters are promoting business activities to achieve harmonious coexistence with the natural environment.

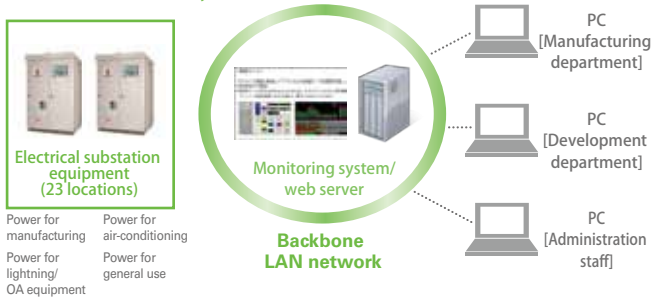
Activities to reduce energy consumption

We introduced EMS (Energy Management System) to visualize how much energy is being consumed at each workplace, and actively encourage all employees to utilize the system as a tool for energy conservation.

Features of EMS:

- Measurement for individual facilities and departments (approx. 1000 locations)
- Power consumption monitoring in near real-time (updated every 1 minute)
- Accessible by all employees through PC
- Enables quick implementation of the PDCA cycle and timely verification of effects

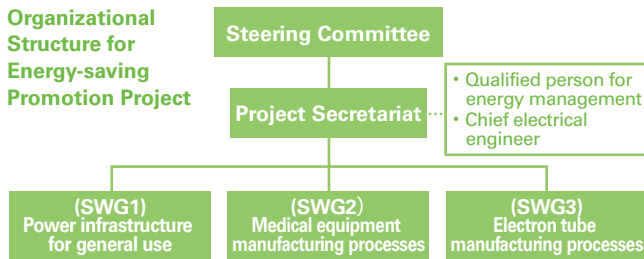
Outline of the EMS system



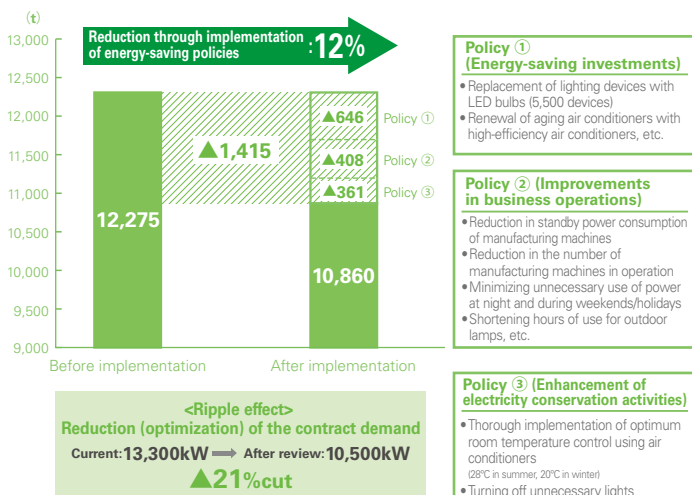
Promotion of energy-saving activities through "Energy-saving Promotion Project"

We received an "Energy-saving Performance Diagnosis" by Toshiba Corporation in October 2012. In order to accelerate the solution of challenges found in the diagnosis, we started an "Energy-saving Promotion Project" in January 2013. By implementing energy-saving investments and making improvements in our business operations, we aim to reduce CO₂ emissions by 900 tons in FY2013.

Organizational Structure for Energy-saving Promotion Project



CO₂ emissions reduction target in FY2013 through implementation of energy-saving policies



Activities to reduce waste

Previously, cushioning materials and pallets made of waste plastics were disposed of as industrial waste. In FY2012, we reduced the amount of waste by converting these materials into objects with value.



Amount of recovered resources (objects with value)

FY 2011	FY 2012	Change in amount of objects with value
1,970t	2,005t	(+35t)

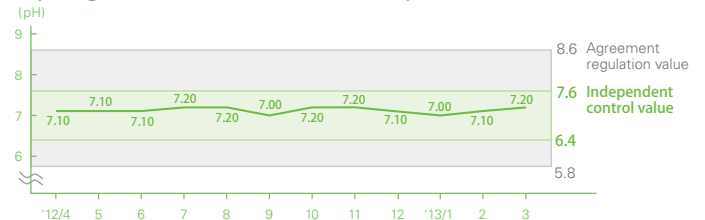
Extensive water quality control and testing

For wastewater from the treatment plant at TMSC Headquarters, we have established independent control values that are stricter than those in the laws and regulations and in agreements with local cities. Water quality is monitored through observation of a test tank at the wastewater treatment plant in the premises of TMSC Headquarters, and only clean water that meets the regulation values is discharged to the river.

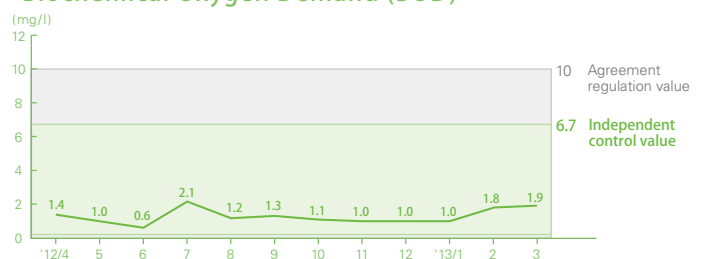


Test tank for monitoring water quality

Hydrogen Ion Concentration Index (pH)



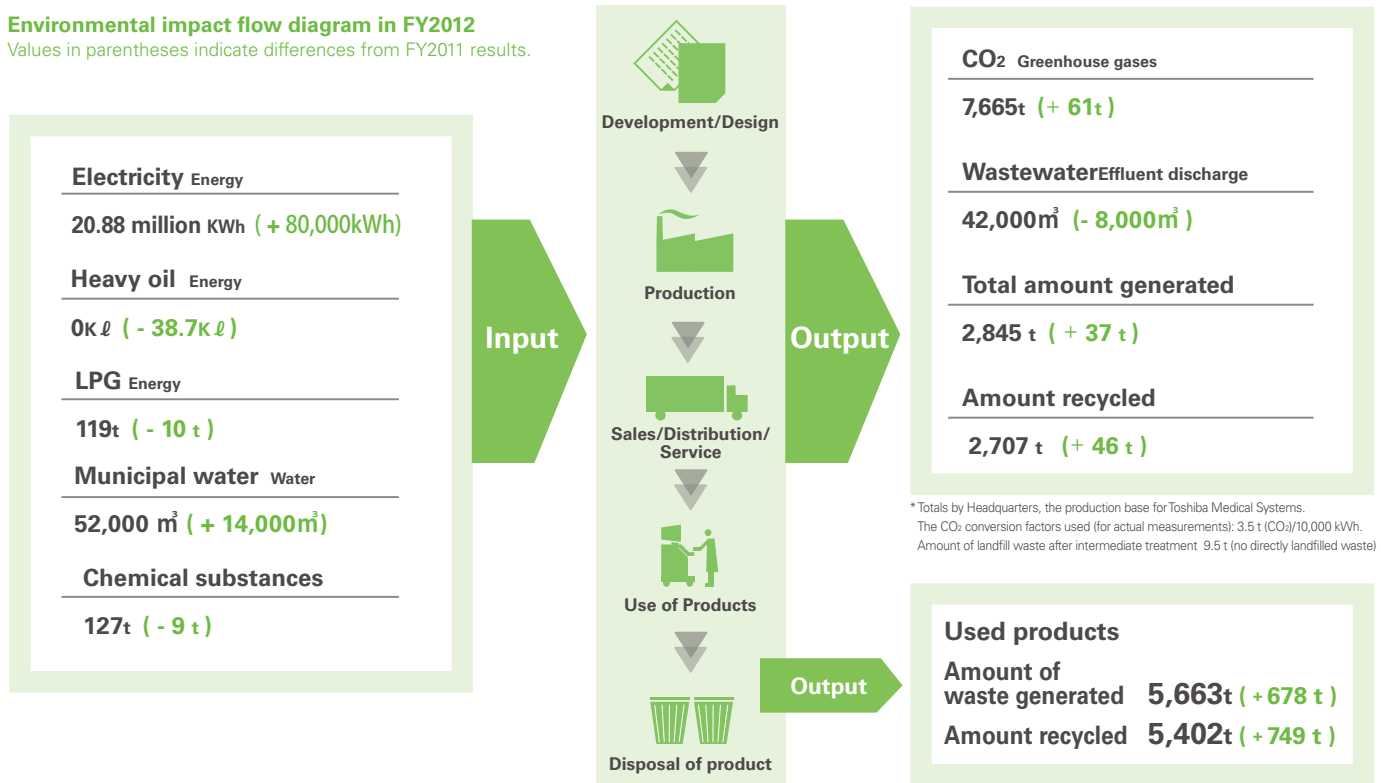
Biochemical Oxygen Demand (BOD)



■ We strive to improve environmental efficiency by collecting, compiling, and analyzing environmental impact data.

The major environmental impacts of our business activities include the use of energy, use of chemical substances, emission of greenhouse gases, effluent discharge into public waters, and discharge of waste. By reducing these environmental impacts, we aim to build a recycling-oriented society.

Environmental impact flow diagram in FY2012
Values in parentheses indicate differences from FY2011 results.



* Totals by Headquarters, the production base for Toshiba Medical Systems. The CO₂ conversion factors used (for actual measurements): 3.5 t (CO₂)/10,000 kWh. Amount of landfill waste after intermediate treatment 9.5 t (no directly landfilled waste)

■ We are assessing the costs and benefits of our environmental protection activities to serve as a guideline in our business activities.

Toshiba Group has been implementing "environmental accounting", which assesses total investment expenditures and associated costs for environmental protection activities, to serve as a guideline in our business activities. Toshiba Medical Systems Group, specifically our eight group companies in Japan and overseas (offices with 30 or more employees), has also been implementing this system of accounting. We calculated the expenditure invested in FY2012 as the "Costs of promoting environmental activities", and the benefits resulting from these environmental protection activities as the "Benefits of promoting environmental activities". We will make every effort to further improve the precision of our environmental accounting.

Environmental accounting report

● Costs of promoting environmental activities

Classification	Content	Investment expenditure	Costs during the period
Business area costs	Reduction of environmental impact ① to ③	274	425
└ Breakdown ① Pollution prevention costs	Pollution of atmosphere, water quality, soil, etc.	10	55
└ ② Global environment protection costs	Prevention of global warming, protection of ozone layer, etc.	264	242
└ ③ Resource circulation costs	Effective use of resources, waste reduction, etc.	0	128
Upstream/downstream costs	Green procurement, recycling, etc.	0	155
Administration costs	Labor costs for environmental training, environmental protection, etc.	0	237
Research and development costs	Development of environmentally conscious products, etc.	0	1,886
Social activity costs	Tree planting, disclosure of information, etc.	0	0
Environmental remediation costs	Air pollution levy, etc.	0	0
Total		274	2,703

● Benefits of promoting environmental activities

Classification	Content	Total
Actual benefits	Benefits that can be directly converted into a monetary amount, such as reductions in electricity and water charges	73
Assumed benefits	Benefits concerning reduction in environmental impact converted into a monetary amount*	18
Customer benefits	Benefits concerning reduction in environmental impact at the usage stage converted into a monetary amount	1,099
Risk prevention benefits	Calculated value of reduction in environmental risk before and after investment	0
Total		1,190

Target scope of totals: Toshiba Medical Systems Corporation and group companies in Japan and other countries (for offices with 30 or more employees)
Totaling period: April 1, 2012 to March 31, 2013
Totaling method: Environmental protection costs according to the Ministry of the Environment's "Environmental Accounting System Guidelines", environmental protection benefits according to Toshiba Group's standards.

(Unit: million yen)

● Breakdown of actual benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Energy	-250kℓ	33
Waste	-21 t	40
Water	4,777 m ³	0.4
Total		73

● Breakdown of assumed benefits

Wastewater-related	2.0 t	12
Atmosphere-related	0.3 t	6
Total		18

● Breakdown of customer benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Environmental impact reduction benefits at the usage stage	49.94 million kWh	1,099

* Difference between FY2011 and FY2012

■ TMSC Headquarters is supporting activities to protect biodiversity in harmony with nature.

Toshiba Group formulated its Biodiversity Guidelines in September 2009. The Group is striving to make its initiative for preserving biodiversity visible by analyzing its business activities and a range of environmental issues, including biodiversity, in comprehensive, quantitative terms and thus reduce environmental impact, utilizing ecosystem services in a sustainable manner.

Toshiba Group Biodiversity Guidelines

In order to conserve biodiversity and promote the sustainable use of biological resources that constitute biodiversity, Toshiba Group will implement the following measures:

Basic policy

Analysis of the impact of our business activities on biodiversity

- Reduction of the impact on biodiversity and the sustainable use of resources through our business operations
- Development of an organizational framework to promote these measures

Specific actions

1. We will take appropriate measures to protect ecosystems when building factories or relocating facilities.
2. We will collaborate with local public agencies and private organizations.
3. We will continue our commitment to corporate citizenship activities as members of a sustainable society.
4. We will assess the impact and effects of environmental measures on various aspects of the environment, including biodiversity.
5. We will promote initiatives for the conservation of biodiversity in supply chains, including the mining of resources.
6. We will assess the impact of substance emissions and the consumption of resources required for our business activities.
7. We will study the structures and systems of nature and make technological contributions to society in accordance with the characteristics of our business.

Green Management
Promotion of Biodiversity Conservation

Survey of flora and fauna living in the grounds of TMSC Headquarters

In accordance with the Toshiba Group Biodiversity Guidelines, TMSC started a "Biodiversity Promotion Project" in March 2012, and conducted a survey of flora and fauna living in the grounds of TMSC Headquarters and the surrounding area, under the supervision of the Tochigi Environmental Counselors Association. In the survey, about 500 species were observed, including plants, birds, mammals, amphibians, reptiles, and insects. Among them, 15 species are listed in the Tochigi Red List* of threatened species.



Biodiversity Promotion Steering Committee



Observation activities

Species in the Tochigi Red List observed in the area surrounding TMSC Headquarters



Northern goshawk



Japanese rat snake



Japanese four-lined rat snake



Favonius orientalis caterpillar

*Red List: A list of threatened species, including wild animals and plants, with rankings based on the extinction risk. A document summarizing the habitat and growth of these species is called a Red Data Book. Many countries, including Japan, have published a Red Data Book. In Japan, each prefecture has also issued its own Red Data Book. The Red List and Red Data Book published by Tochigi Prefecture are intended to provide a guidepost for achieving symbiosis between humans and nature, by uncovering the actual state of the natural environment and wildlife in the prefecture, informing more people of the present situation, and providing an opportunity for them to consider the necessity of environmental conservation.

■ Corporate Profile



Company name	Toshiba Medical Systems Corporation
Founded	October 1930
Incorporated	September 1948
President and Chief Executive Officer	Satoshi Tsunakawa
Headquarters	1385 Shimoishigami, Otawara-shi, Tochigi-ken, JAPAN TEL +81-287-26-6211
Capital	20.7 billion yen
Number of Group employees	8852 (as of March 31, 2013)
Group consolidated sales	373.8 billion yen (FY2012 results)
Scope of business	Development, manufacture, sale and technical services for medical equipment and systems (including diagnostic X-ray systems, X-ray CT systems, magnetic resonance imaging systems, diagnostic ultrasound systems, radiotherapy systems, diagnostic nuclear medicine systems, clinical laboratory systems, and information systems for medical institutions).



TOSHIBA MEDICAL SYSTEMS CORPORATION

Headquarters 1385 Shimoishigami, Otawara-shi, Tochigi-ken 324-8550, JAPAN Tel.: +81-287-26-6211
<http://www.toshiba-medical.co.jp>



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●Toshiba Medical Systems Corporation holds ISO 9001 and ISO 13485 certification, international standards for quality management systems.

●Headquarters of Toshiba Medical Systems Corporation holds ISO 14001 certification, an international standard for environmental management systems.

●Headquarters of Toshiba Medical Systems Corporation holds OHSAS 18001 certification, an international standard for occupational health and safety management systems.

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