

# Made for Life Report

2010  
CSR report



**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

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### ■ Editing Policy

For fiscal 2009, content has been expanded concerning development and widespread deployment of our medical systems, and environmental matters such as the reduction of CO<sub>2</sub> emissions during transportation.

### ■ Period of report

April 1, 2009 to March 31, 2010

### ■ Extent of report

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

### ■ Publication Date

December 2010

(Previous publication: December 2009; next publication: end of June 2011)

### ■ Reference guidelines

GRI\* *Sustainability Reporting Guidelines 2002 (2nd edition) and Sustainability Reporting Guidelines 3rd edition (G3)*

Ministry of the Environment, *Environmental Reporting Guidelines, Fiscal Year 2003 Version* and *Environmental Reporting Guidelines, Fiscal Year 2007 Version*

\*GRI: Global Reporting Initiative

### ■ More details on our website

This symbol  [Search](#) indicates that further information is available from our website.

## President's Message

### Making a positive contribution to society through healthcare

Under the management slogan "Made for Life", Toshiba Medical Systems Group operates in many countries worldwide. As a global business entity, our mission is to contribute to society through healthcare by developing advanced medical technologies. We conduct business according to the principles contained in our basic commitments: "Improving the quality of life", "Lifelong commitment to innovation", and "Achieving lifetime partnerships".

"Implementation of CSR management" provides a foundation for such business activities. We will continuously promote CSR management on a global scale and actively contribute to society by observing the laws, regulations, and customs of each country and region, and by taking action to protect and preserve the global environment.

### Giving absolute priority to life, safety, and compliance with laws and regulations.

Our standards of conduct in the implementation of CSR require that we "give full priority to life, safety, and compliance with laws and regulations". We have thoroughly implemented the "Toshiba Medical Systems Group Standards of Conduct". In the future, we will continue to observe all laws and regulations, social norms, ethics, and company rules in all our business activities based on these standards of conduct; and work hard to provide safe, high-quality, reliable products and services.

### Striving for "prevention of global warming" and "conservation of biodiversity"

With serious threats from global warming and endangerment of wildlife species, and increasing interest in global environmental issues such as biodiversity, we believe that protection and preservation of the fragile global environment is a vital issue that must be addressed by all companies. We are working hard to reduce our environmental impact by implementing an environmental management promotion system and setting our own strict goals.

In fiscal 2009, we became the first medical systems manufacturer to obtain "Eco Rail Mark" certification, demonstrating that we have been practicing environmentally conscious business management. In addition, as a member of Toshiba Group employing "eco style" as the global brand of environmental management, we will ensure that our employees around the world continue to promote environmental activities in all processes, from development of environmentally-conscious medical devices and systems to procurement, manufacturing, distribution, sales, and service.

### Acting and advancing together with our stakeholders

In order to implement CSR management based on the management slogan "Made for Life", we place great importance on communication with all stakeholders, including our customers. In fiscal 2009, we introduced a wide variety of new products that provide new clinical value, and the response from customers around the world has been very enthusiastic. We will continue to closely listen to the opinions of all stakeholders. All employees of Toshiba Medical Systems Group practice CSR in their daily activities, aiming to contribute to a better society and to fulfill the expectations of our stakeholders.

Satoshi Tsunakawa  
President and Chief Executive Officer  
Toshiba Medical Systems Corporation

綱川 智





## Toshiba Medical Systems Group members are actively working to contribute to healthcare sites around the world.

Our medical systems are used by customers in over 135 countries.

**UK**  
Toshiba Medical Visualization Systems Europe, Ltd.

**China**  
Toshiba Medical Systems(China) Co.,Ltd.

**USA**  
Toshiba America Medical Systems, Inc.

**Canada**  
Toshiba of Canada, Ltd.

**Netherlands**  
Toshiba Medical Systems Europe B.V.

**Germany**

**Russia**

**Belgium**

**Austria**

**Italy**

**Switzerland**

**France**

**UK**

**Spain**

**China**  
Toshiba Dalian Co., Ltd.

**Japan**  
Toshiba Medical Systems Corporation  
Toshiba Medical Research Institute USA, Inc.

**USA**

**Group companies in Japan**

- Toshiba Medical Systems Engineering Co., Ltd.
- Toshiba Medical Manufacturing Co., Ltd.
- Toshiba Medical Supply Co., Ltd.
- Okinawa Toshiba Medical Co., Ltd.
- Toshiba Sumiden Medical Information Systems Corporation
- Medical Supply Japan Co., Ltd.
- Toshiba Medical Finance Co., Ltd.

**China**  
Sanko Medical Systems (H.K.), Ltd.

**Singapore**  
Toshiba Medical Systems Asia Pte., Ltd.

**Australia**  
Toshiba (Australia) Pty Ltd.

**Brazil**  
Toshiba Medical do Brazil Ltda.

## We offer total solutions.

We continue to contribute to healthcare and social welfare by offering medical devices and systems that provide new clinical value for use in all stages of healthcare, from examination and diagnosis to treatment and follow-up.

<p>CT systems</p>	<p>MRI systems</p>	<p>Diagnostic ultrasound systems</p>
<p>Diagnostic X-ray systems</p>	<p>Diagnostic nuclear medicine systems</p>	<p>Clinical laboratory systems</p>
<p>Radiotherapy systems</p>	<p>Healthcare IT systems</p>	



## Basic Policies Concerning the CSR Activities of Toshiba Medical Systems

1. We aim to earn the trust of society and achieve continued growth, making a positive contribution as a member of society with a respect for life.
2. We practice honest and transparent management, giving the highest priority to life, safety, and compliance with laws and ordinances, and aim to be an environmentally friendly 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 fiscal 2009. Objectives and plans for fiscal 2010

Item		Objectives for fiscal 2009	Main results for fiscal 2009	Objectives and plans for fiscal 2010
Management	CSR management	Cultivation of CSR awareness in all employees of group companies	- Distribution of messages from the president - Promotion of CSR activities in "CSR Promotion Month" (December) - Implementation of CSR priority theme	Continued promotion of CSR activities, mainly in CSR Promotion Month (December)
	Risk compliance	Implementation of various compliance promotion policies	- Reinforced implementation of promotion activities for "guidelines for contact with other companies engaged in the same business" and "guidelines for contact with foreign public officials, etc." - Thorough management of industry laws/regulations	- Implementation of various compliance promotion policies that include group companies - Thorough implementation of Toshiba Medical Systems Group standards of conduct - Continued promotion of risk compliance training
		Cultivation of risk compliance awareness	- Level-specific training in Toshiba Medical Systems Group standards of conduct - Implementation of educational courses on compliance, such as engineering ethics, sales compliance, information security, etc.	
		Policy implementation in group companies and reinforcement of cooperation in CSR activities	- Promotion of compliance policies in each company based on the policies of Toshiba Medical Systems - Implementation of educational courses on standards of conduct and compliance in each group company	

Risk compliance

Social report	Communication with customers	Evaluation of customer satisfaction through periodic questionnaires	- Customer questionnaires continued - Promotion of activities to improve questionnaire response rate	Evaluation of customer satisfaction through periodic questionnaires
		Promotion of universal design	Adoption of designs in new products that ensure patient comfort; promotion of development of such products	Continued promotion of development of products that incorporate "universal design"
		Enhancement of customer support	Improvement of customer service, centered around the customer support & training center	Further reinforcement of customer support
	Communication with employees	Promotion of good work-life balance	Shortening of total actual working hours	- Implementation of detailed actions for promotion of work-style innovation - Creation of organizational climate in which diversity is respected - Enhancement of support systems for balancing work and life - Reflection of employees' opinions based on a healthy labor-management relationship
		Creation of diversity of organizations	Continued achievement of the legal employment rate for disabled people	- Promotion of a safe and comfortable work environment
		Creation of a comfortable work environment for employees	Creating a workplace that reflects the voices of employees	
	Communication with local community	Expansion of community service activities	Continued implementation of community service activities such as the Pink Ribbon Campaign, and annual hospital exhibition of paintings by our employees.	Promotion of community service activities in various regions of the world

Environmental Report	Continued implementation of our own voluntary environmental plan ("Fourth Voluntary Environmental Plan")	- Provision of environmentally conscious products - Prevention of global warming and effective use of resources - Acquisition of Eco Rail Mark certification	- Continued provision of environmentally conscious products - Prevention of global warming and effective use of resources
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Communication	- Continued issuance of information via internal and external homepages	- Continued distribution of information through publication of CSR Report 2009	Continued reinforcement of issuance of information via internal and external homepages
	Promotion of communication with stakeholders	Holding of seminars, factory tours, etc.	Holding of seminars, business strategy presentations, factory tours, etc.

# Social Report

Communication with customers



## We endeavor to develop and promote patient-friendly medical systems.

### Aquilion ONE™ receives the Minister of Economy, Trade and Industry Prize

Toshiba's CT system Aquilion ONE™ won the Minister of Economy, Trade and Industry Prize for Best Product in the 39th Mechanical Engineering Design Award. The system was highly evaluated for its accurate diagnostic technologies and contribution to promotion of the industry. The superior diagnostic technologies in Aquilion ONE allow scanning of the whole brain or heart in a single rotation taking just 0.35 second. The system is expected to create new clinical usefulness for CT, from morphological diagnosis to dynamic functional diagnosis. Integrating function and design, it incorporates outstanding features that provide assurance and comfort, such as shortened exposure time and reduced patient X-ray exposure. Receiving this award has given us further incentive to continue efforts to develop outstanding new products.



### Holding digestive tract echo seminars

Because ultrasound gastrointestinal diagnosis is noninvasive compared to X-ray or endoscopic diagnosis, it is beginning to receive greater recognition as a useful examination method. In particular, Toshiba's unique imaging technologies improve the visualization of crucial wall structures for gastrointestinal diagnosis, and expectations continue to grow. In order to promote the method, we have been co-hosting digestive tract echo seminars across Japan with the Gastrointestinal Echo Study Group, and cooperating with hands-on training sessions in which participants have an opportunity to experience actual scanning procedures.



## Our mission is to maximize performance of the customer's system and ensure safe operation.

### Strengthening and expanding customer support functions

The Customer Support & Training Center, which began operations in January 2009 with the purpose of improving customer support, is equipped with well-designed training facilities, such as a lecture room located next to a hands-on training room to provide trainees with more efficient training, and a virtual hospital LAN system that allows trainees to experience an intra-hospital network system. In addition, we have reinforced the technical call center by introducing "InnerVision™ Plus", a remote maintenance system capable of monitoring customers' systems 24 hours a day, 7 days a week. We offer stronger customer support based on the service business concept RPP™, the aim of which is to take prompt and appropriate action and to increase system uptime.

\* RPP™ Reactive maintenance: quick repair even if the system malfunctions; Proactive maintenance: detection of a problem before the customer becomes aware of it; Predictive maintenance: prevention before the system malfunctions



Customer Support & Training Center



Hands-on training room



Technical call center

## We aim to provide a comfortable work environment for all employees and their families.

### Promoting work-style innovation

Toshiba Medical Systems Group promotes respect for the diversity of personalities and individual values of its employees, provides a creative and efficient work environment, and supports the achievement of a good work-life balance. These are specified in the "Standards of Conduct of Toshiba Medical Systems Group", with the aim of fostering a corporate climate in which each and every employee can actively apply their full aptitude and capabilities in their work.

As part of such actions, we are making efforts to create a work environment appropriate to helping our employees balance work and child care. Based on our newly established action plan\*, we will continue to promote creation of a workplace and working climate that values diversity and allows each employee to fully exert their capabilities.

\*Action plan: As a result of implementation of various 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%.

Work-style innovation

### Outline of working systems and number of participants <As of March 31, 2010>

Name	Content		Participants in 2006	Participants in 2007	Participants in 2008	Participants in 2009
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	0
		Female	7	10	15	20
Family-care leave system	Applicable period: up to 365 days per family member in need of nursing care	Male	0	1	1	0
		Female	0	0	0	0
Reduced working hours system	Applicable period: until the child is in the 3rd grade (for child care): up to three years per family member in need of nursing care (for family care)	Male	0	0	0	0
		Female	8	9	11	12

\* Toshiba Medical Systems Corporation only

### Supporting the diverse working styles of employees



In accordance with the Japanese Law for Measures to Support the Development of the Next Generation, which came into force in April 2005, we have planned and promoted a project to create a work environment that satisfies the needs of both work and child care. These activities have been well received, and we were certified as a company that promotes policies to support child care in August 2007, allowing us to use the "Kurumin Mark" (recognition of contributions to raising the next generation) for our products etc.

### Factory tour for employees' families held at TMS Headquaters

We held a factory tour for employees' families on October 3, 2009. About 1150 people participated in this event, including employees and their families. Family members had a chance to visit manufacturing sites, employee workplaces, and the employees' restaurant. The tour allowed them to experience company life, which they would not normally have the opportunity to see. The aim is to help family members learn about the range of business activities, and to deepen family ties.



As an enterprise, we are committed to acting together with society and with local communities.



Participation in the educational Pink Ribbon Campaign. Attending walk events across Japan, operating a mammography screening campaign vehicle, exhibiting the relevant medical systems

### Active participation in activities for enhanced awareness of breast cancer screening

It is thought that about 90%\* of breast cancers can be cured if detected and treated early. However, the percentage of women who undergo mammography screening in Japan is low compared to Europe and the USA, and more than 10,000 women lose their lives to breast cancer every year. To address the situation, installation of mammography equipment and promotion of breast cancer screening (the "Pink Ribbon Campaign"), have increased in Japan as a matter of national policy. Toshiba Medical Systems has been supporting such activities every year since 2003. In 2009, to highlight the importance of screening, we carried out educational activities such as participation in walk events across Japan, as well as exhibition and demonstration of mammography equipment and diagnostic ultrasound systems used for breast cancer screening at the Pink Ribbon Festival, etc.

\* From the No. 29 Report of Clinical Statistical Studies on Registered Breast Cancer Patients in Japan

Pink Ribbon Campaign

Search



### 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 non-stressful space for patients and their families, with paintings and other artworks exhibited every year. Toshiba Medical Systems has participated in this activity since 1993. In July 2009, works by current and retired employees were displayed.



### Tree-planting in Japan and abroad

Toshiba Medical Systems Group has been conducting tree-planting activities in and outside Japan. For example, employees of TMSC Headquarters and their families took part in tree-planting activities again this year at the site of a closed mine in Ashio, Tochigi Prefecture; and employees of Toshiba America Medical Systems, Inc. held tree-planting activities in Southern California.

In various parts of the world, our local staff are involved in a variety of activities to serve the local community.

Toshiba America Medical Systems, Inc. ▶

Local staff have been conducting fundraising activities for underprivileged people in the local community since 1986. Proceeds from the auction and other activities are used to provide living items, toys, and clothing to these families. (Right: Activity participants)



### Toshiba Dalian Co., Ltd.

About 40 employees participated in a beach cleaning activity hosted by the Dalian Environmental Protection Bureau.



### Toshiba Medical do Brazil Ltda.

Employees offered free-of-charge diagnosis using an ultrasound system for underprivileged pregnant women in the local community. In addition, employees held a Christmas party for children in a nursing home and presented clothes and toys collected within the company.



### Toshiba (Australia) Pty Ltd.

During the Christmas season, staff members donated blackboards, textbooks, first-aid boxes, etc. Their activities range from provision of clean water to support of healthy life and education.





# Environmental Report

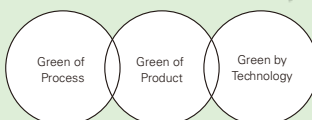
## Toshiba Medical Systems Group Environmental Policy

Recognizing that the Earth is an irreplaceable asset, the Toshiba Medical Systems Group strives to develop and provide "environment-conscious medical equipment and systems in order to contribute to community and medical care services. This is the responsibility and commitment of the Toshiba Medical Systems Group, which is expanding its business worldwide. Based on this philosophy, we promote environmental activities, to the extent technically and economically feasible, 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.

1. The Toshiba Medical Systems Group considers environmental stewardship to be a primary responsibility of management. The Toshiba Medical Systems 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, 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.
3. The Toshiba Medical Systems Group selectively specifies the following issues to focus on in order to reduce the environmental impact both 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, through the promotion of green procurement and the control of chemical substances.
  - (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.
4. Maximizing disclosure and enhancing communication in order to facilitate mutual understanding with communities and customers.

Satoshi Tsunakawa  
President and Chief Executive Officer  
Toshiba Medical Systems Corporation

網川 智



### Introducing "eco style" as the global brand of environmental management

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." The three circles surrounding the eco style logo, which symbolizes innovative ideas and imagination, represent Greening of Process, Greening of Products, and Greening by Technology.

## We are making daily efforts to reduce CO<sub>2</sub> emissions by expanding modal shift.

First medical systems manufacturer to obtain the "Eco Rail Mark"\*

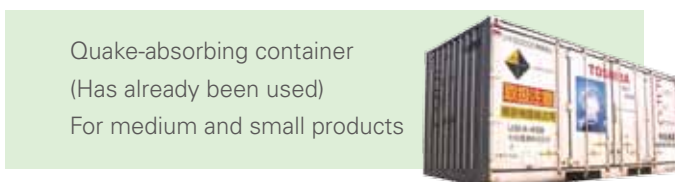
In October 2009, we obtained the "Eco Rail Mark", certification established by the Japanese Ministry of Land, Infrastructure, Transport and Tourism and the Railway Freight Association. This is the first time a medical systems company has received this certification. Shipping by rail is an environmentally conscious transportation method, with 87.5% lower CO<sub>2</sub> emissions than shipping by truck. The "Eco Rail Mark" is given to companies that use the railway for at least 15% of their inland transportation (railway + truck) at distances of 500 km or longer. We have been actively promoting a modal shift to rail and sea transportation. In addition, to reduce CO<sub>2</sub> emissions, we have introduced hybrid vehicles to be used for sales and service activities in Japan and abroad. We will continue to promote activities for further reduction of CO<sub>2</sub> emissions.

\*"Eco Rail Mark": The symbolic "Eco Rail Mark" illustrates a product or company that is actively involved in global environmental protection by employing rail transportation.



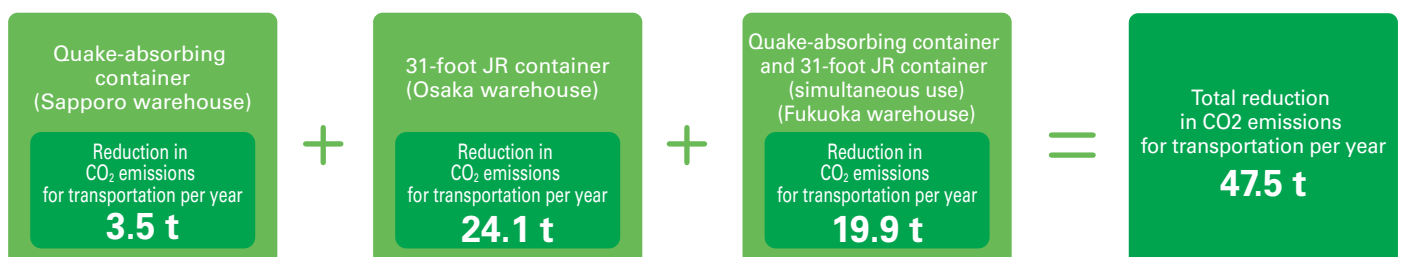
## Introducing containers to promote modal shift

In fiscal 2009, we began using 31-foot Japan Rail (JR) containers for large and tall products. We have achieved the same transportation quality as that for the existing quake-absorbing containers, resulting in further expansion of modal shift. We are planning to extend our use of containers in the future.



## Effect of reducing CO<sub>2</sub> emissions for transportation in Japan

Rail is used for transportation from TMSC Headquarters to the Sapporo warehouse, Osaka warehouse, and Fukuoka warehouse. This has reduced annual CO<sub>2</sub> emissions by a total of 47.5 t (approximately a 77% reduction in CO<sub>2</sub> emissions compared with results before the introduction of rail transportation).



### We will steadily adopt measures for achieving the goals set for 2050.

#### Fourth Voluntary Environmental Plan/Targets and results of fiscal 2009

In order to achieve the Toshiba Group Environmental Vision 2050 targets established by the Toshiba Group, we have also activated our Voluntary Environmental Plan, aimed at reducing environmental impact. We have set our own goals based on the Toshiba Group's "Fourth Voluntary Environmental Plan"

Item		Target for fiscal 2009	Achieved value	Evaluation	Target for fiscal 2010	Target for fiscal 2012
Improvement of product eco-efficiency	Provision of environmentally conscious products	Provision of environmentally conscious products	<b>Over 50%</b> of sales for each modality >>> 53.7%	◎	Over 60%	Over 80%
	Total abolition of the use of 15 specified substances in products	Continued investigation concerning the 15 specified substances in products	>>> 100% (Limited to the standard parts authorized by TMSC.)	◎	Authorization of standard parts Expansion of application to parts that are not commercially available	Total abolition of the use of 15 specified substances from all developed products

Innovation in business processes		Target for fiscal 2009	Achieved value	Evaluation	Target for fiscal 2010	Target for fiscal 2012
Prevention of global warming	Reduction of energy-originated CO <sub>2</sub> emissions per production unit	Reduction of 1% per year (Reduction of 48% at the production base in Japan compared to fiscal 1990)	>>> Reduction of 48% compared to fiscal 1990	◎	Reduction of 49% compared to fiscal 1990 Continued monitoring of CO <sub>2</sub> emissions at non-production bases	Reduction of 63.5% compared to fiscal 1990 Continued monitoring of CO <sub>2</sub> emissions at non-production bases
	Reduction of logistics-originated CO <sub>2</sub> emissions per production unit (for logistics in Japan)	Expansion of the use of 31-foot JR containers for Kansai District and Fukuoka  Introduction of 71 low-emission vehicles such as hybrid vehicles in total (introduction of 14 vehicles in fiscal 2009)	>>> As described on the left  Introduction of 122 vehicles in total (51 vehicles introduced in this fiscal year)	◎	Increased use of ships and 31-foot JR containers  Introduction of 131 vehicles in total (Introduction of 16 vehicles in fiscal 2010)	15% reduction of CO <sub>2</sub> emissions per production unit compared to fiscal 2004  Introduction of more than 157 vehicles in total
Effective use of resources	Reduction of the total amount of waste generated per production unit	Reduction of 1% per year (Reduction of 27% at the production base in Japan compared to fiscal 2000)	>>> Reduction of 27% compared to fiscal 2000	◎	Reduction of 27%*1 compared to fiscal 2000	Reduction of more than 29% compared to fiscal 2000
	Zero emission of waste	Final disposal rate of less than 0.2% (at the production base in Japan)	>>> Below 0.1%	◎	Production base: Maintaining level below 0.2% Non-production base: Continued monitoring of final disposal	Production base: Maintaining level below 0.2% Non-production base: Continued monitoring of final disposal
Management of chemical substances	Improving the recycling rate of used products	Recycling rate of over 87.5%	>>> 88.1%	◎	Over 89.0%	Over 89.5%
	Reduction of the total amount of chemicals released into the atmosphere and waters	Monitoring of the total amount of chemicals released	>>> 3.3 t	◎	Monitoring of the total amount of chemicals released Continued promotion of operational management focused on management of chemical substance handling.	(same as previous column)

Evaluation standard ◎: Achieved ○: Achievement rate above 80% △: Achievement rate below 80%

\*1 Assuming increase in the amount of waste due to integration of Headquarters functions to the production base in Japan in fiscal 2010

## What is Environmental Vision 2050?

People leading fulfilling lives in harmony with the Earth—this is the ideal situation by mid-century envisaged in the Toshiba Group Environmental Vision 2050. With this overarching vision we consider our mission, as a corporate citizen of planet Earth, to be the creation of new, enriched value while minimizing our impact on the environment.



**CT systems**  
Aquilion ONE™

Power consumption . . . **75% cut**  
(Note: Converted to power consumption per standard study)

CO<sub>2</sub> . . . . . **33,143kg /year cut**

(Results compared with Year 2001 models)



Excellent ECP: With the aim of creating more environmentally conscious products, we have designated those which incorporate improved specifications and which are industry-leading eco-products achieving major environmental performance as "Excellent ECPs."

## We also aim to attain the industry's highest level of environmental performance.

Providing excellent products that combine high-performance diagnostic imaging technologies and environmentally conscious design

We believe we have an important duty to provide products with the world's most advanced diagnostic imaging technologies, to contribute to community and medical care services, while employing environmentally conscious design to reduce environmental impact. Through all processes, from product planning to development and mass production, we have been implementing measures in accordance with International Electrotechnical Commission regulation IEC 60601-1-9 in order to provide environmentally conscious products (ECPs). By making improvements in the effective use of resources, incorporation of global warming prevention measures into products, and control of chemical substances, we aim to become the leader in environmental efficiency.

**MRI systems**  
EXCELART Vantage™

**ECP product**

Power consumption . . . **35% cut**  
Resources . . . **16% cut**  
CO<sub>2</sub> . . . . . **482kg/ year cut**  
(Results compared with Year 2001 models)



**Diagnostic Digital X-ray TV systems**  
Winscope™

**ECP product**

Power consumption . . . **20% cut**  
Resources . . . **10% cut**  
(Results compared with Year 2001 models)



**Diagnostic Ultrasound systems**  
Aplio™ MX

**ECP product**

Power consumption . . . **30% cut**  
Resources . . . . . **30% cut**  
CO<sub>2</sub> . . . . . **150kg/ year cut**  
(Results compared with Year 2001 models)



**Clinical Laboratory systems**  
TBA™-c4000

**ECP product**

Consumables for testing . . . **Reduced**  
CO<sub>2</sub> . . . . . **6057kg/ year cut**  
(Results compared with Year 2001 models)



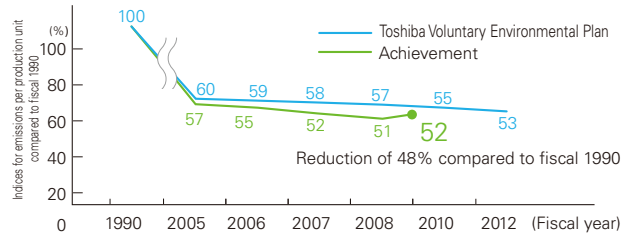
## We are making efforts to reduce our CO<sub>2</sub> emissions by improving the efficiency of product distribution and service activities

### Trends in reduction of CO<sub>2</sub> emissions

With the aim of reducing emissions of CO<sub>2</sub>, a greenhouse gas considered to have a major impact on global warming, we endeavor to achieve the Toshiba Voluntary Environmental Plan by introducing efficient air conditioners etc. In fiscal 2009, the comparative energy index was 1% lower relative to the previous year due to the integration of all business functions into Headquarters and the construction of new buildings.

- 1) We adopted the respective CO<sub>2</sub> emission factors for electrical power, heavy oil A, and LPG (liquid petroleum gas).
- 2) Indices compared to fiscal 1990 are derived from the ratio of CO<sub>2</sub> emissions to production, taking fiscal 1990 as 100.

Trends in energy-originated CO<sub>2</sub> emissions per production unit



\* CO<sub>2</sub> emitted due to electric power, heavy oil A, and LPG used at Headquarters

### Improving efficiency in product distribution to reduce CO<sub>2</sub> emissions

We are making efforts to reduce CO<sub>2</sub> emissions during product distribution by expanding modal shift from trucks to rail transportation and from air to sea, improving load efficiency, etc. In fiscal 2009, we reviewed transportation methods both in Japan and abroad, achieving significantly reduced CO<sub>2</sub> emissions.

Modal shift in Japan (For transportation to Osaka/Fukuoka)  
Truck transportation limited to some zones and use of rail transportation

BEFORE

CO<sub>2</sub> emissions\*1  
**Osaka: 78% cut**  
**Fukuoka: 81% cut**  
\*1: Emissions per shipment (point to point)

AFTER

Modal shift in international transportation  
From air to sea transportation for export of medical systems.

BEFORE

Reduction of **33%** in CO<sub>2</sub> emissions\*2  
\*2: Emissions per CT system

AFTER

### Reduction of environmental impact in our maintenance/service activities

The introduction of our remote maintenance system InnerVision™ Plus allows early detection and correction of possible failures, minimizing movement of service staff and transportation of repair parts, resulting in reduction of transport-related CO<sub>2</sub> emissions. Moreover, we are verifying the possibility of reducing environmental impact, for example by understanding the operating conditions for each product and optimizing system performance to minimize the impact of the system on the environment.

InnerVision

**Medical institution**  
CT system, MRI system, X-ray system, etc.

Early detection of abnormality

Automatic transmission of alerts  
Detection and correction of possible failures

Remote maintenance  
Correction of possible failures through periodic checks

Quick scheduling of repair  
Simultaneous scheduling of customer engineer dispatch and service parts delivery

**Support center**  
Technical call center

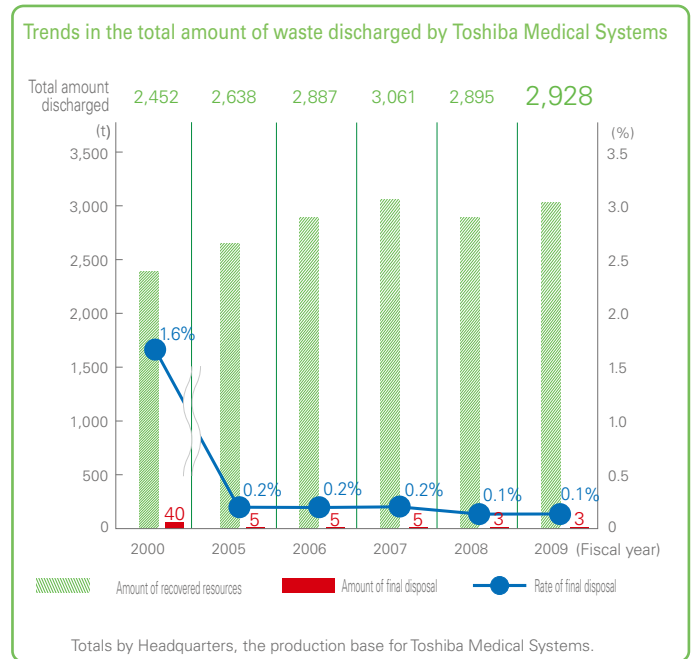
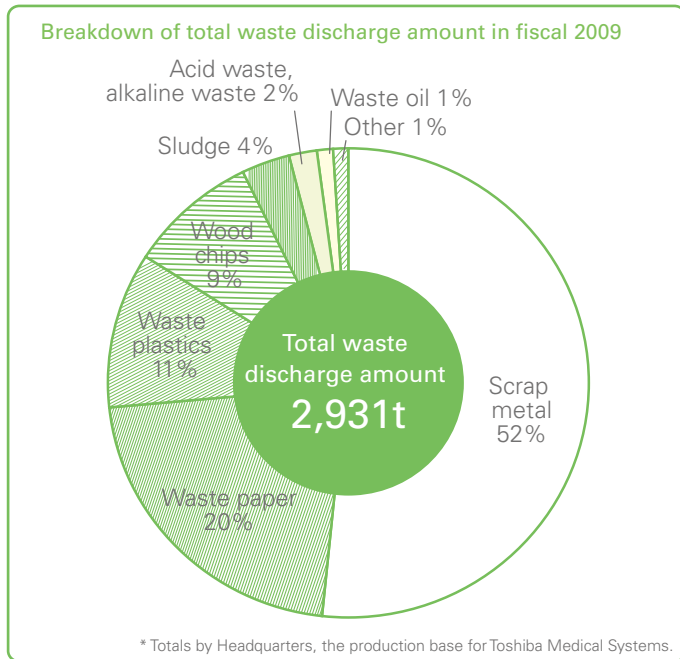
Rapid analysis of failure  
- Analysis by highly skilled engineers  
- High-speed data acquisition  
- Quick and accurate transmission of necessary information

InnerVision™ plus  
Contribution to reducing CO<sub>2</sub> emissions

## We will further promote recycling to reduce environmental impact.

### Reducing waste generation and increasing the amount recycled

The Toshiba Group established the "First Voluntary Environmental Plan" in 1993 and advanced to the Second, Third, and Fourth Voluntary Environmental Plans. With each new plan, the activity level has been raised while target items and the coverage of governance have been expanded. With regard to the total amount of waste generated, Toshiba Medical Systems Group set a target of 29% reduction in load per production unit (compared with fiscal 2000), which is higher than the target of 24% by fiscal 2012 specified in the Toshiba Group's Fourth Voluntary Environmental Plan. As a result, we succeeded in reducing waste generation and the rate of final disposal, and increasing the recycling rate. After various forms of processing, landfill waste accounted for less than 0.1% of the total amount of waste generated.



### Introduction of activities to reduce waste in fiscal 2009

#### Reuse of wooden pallets

We increased the amount of reused wooden pallets generated through procurement. This led to a reduction in the amount of waste by 15 t per year.

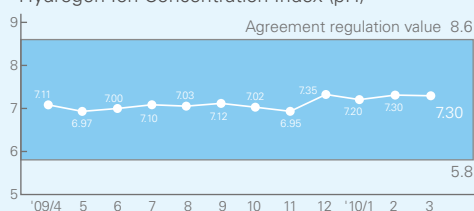


## Wastewater is cleaned before being returned to the ecosystem.

### Extensive water quality control and testing

As the most effective system for preserving water quality, we established a wastewater treatment plant at Headquarters. Enhanced 24-hour management and extensive water quality testing are performed at the plant. We filter the wastewater until it is close to the quality of natural water. This is assessed through water quality tests involving both collection of data and observation of fish in a test tank. All of the water quality measurements cleared the control values of the laws and regulations (agreement regulation values).

#### Hydrogen Ion Concentration Index (pH)



#### Biochemical Oxygen Demand (BOD)



※ Achieved values from April 2009 to March 2010

## We are attempting to build a recycling-oriented society.

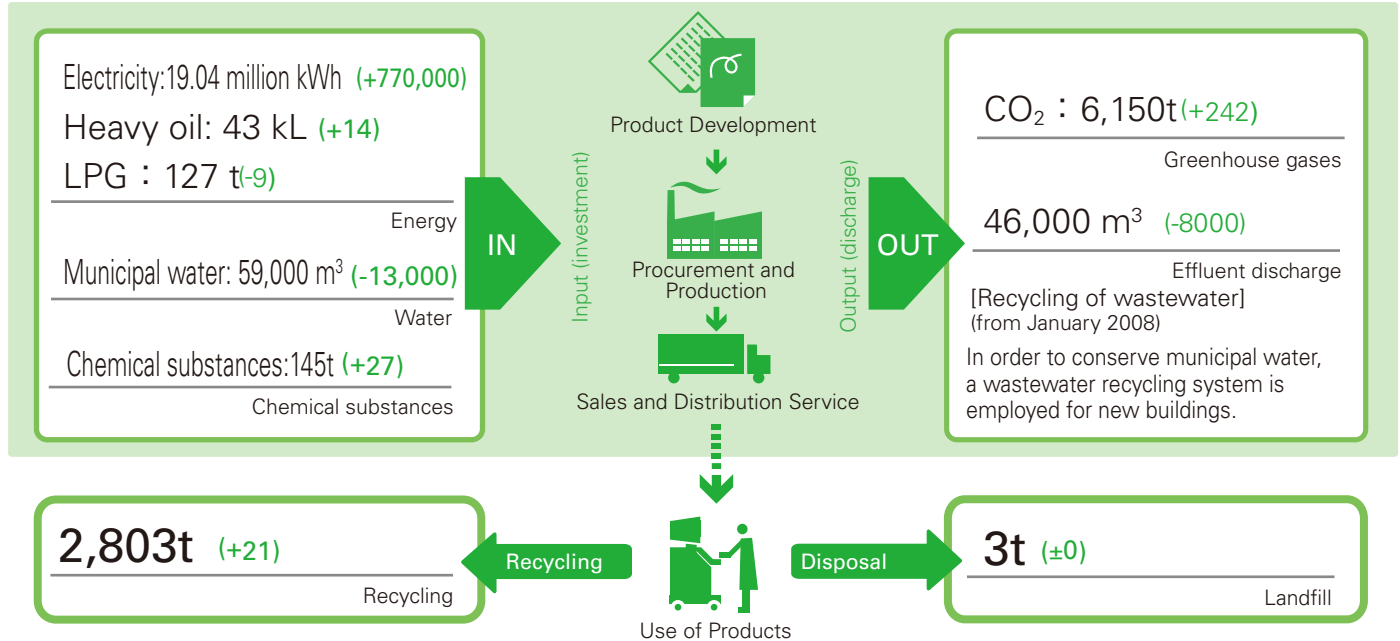
### Energy invested and discharged over the entire life cycle of a product

The major environmental impacts associated with our business activities, such as development, production, and service of our products, include the use of energy, use of chemical substances, effluent discharge into public waters, and discharge of waste.

In fiscal 2009, the amount of energy etc. we used increased relative to the previous year due to the integration of all business functions into Headquarters and construction of new buildings.

### Input and Output <Environmental impact flow diagram>

Values in parentheses ( ) indicate differences from fiscal 2008 results.



\* Totals by Headquarters, the production base for Toshiba Medical Systems. Each numerical value is an actual measurement. The CO₂ conversion factors used are those for fiscal 2008 and 2009, respectively.

## Environmental accounting report

We introduced an "Environmental Accounting System" in fiscal 1999 to assess the costs and benefits of our environmental protection activities and to serve as a guideline for our business activities. In fiscal 2009, we expanded the scope of totals to include eight bases of group companies in Japan and overseas (offices with 30 or more employees), and released environmental accounting information that represents the whole of Toshiba Medical Systems Group. We calculated the expenditure invested in environmental protection activities in fiscal 2009, "costs of promoting environmental activities", as well as "benefits of promoting environmental activities", including the actual benefits, assumed benefits, and customer benefits resulting from these environmental protection activities.

We will make every effort to further improve the precision of our environmental accounting.

### Costs of promoting environmental activities

Classification	Content	Investment expenditure	Costs during the period
Business area costs	Reduction of environmental impact ① to ③	414	428
Breakdown ① Pollution prevention costs	Pollution of atmosphere, water quality, soil, etc.	0	53
② Global environment protection costs	Prevention of global warming, protection of ozone layer, etc.	414	263
③ Resource circulation costs	Effective use of resources, waste reduction, etc.	0	112
Upstream/downstream costs	Green procurement, recycling, etc.	2	240
Administration costs	Labor costs for environmental training, environmental protection, etc.	0	139
Research and development costs	Development of environmentally conscious products, etc.	0	1,083
Social activity costs	Tree planting, disclosure of information, etc.	0	0
Environmental remediation costs	Air pollution levy, etc.	0	0
	<b>Total</b>	<b>416</b>	<b>1,890</b>

### Benefits of promoting environmental activities

Classification	Content	Total
Actual benefits	Benefits that can be directly converted into monetary value, such as reductions in electricity and water charges	275
Assumed benefits	Benefits concerning reduction in environmental impact converted into a monetary amount*	47
Customer benefits	Benefits concerning reduction in environmental impact at the usage stage converted into a monetary amount	641
Risk prevention benefits	Calculated value of reduction in environmental risk before and after investment	0
	<b>Total</b>	<b>963</b>

### Breakdown of actual benefits Unit: million yen

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Energy	1131kℓ	266
Waste	-45 t	6
Water	11,607 m³	3
	<b>Total</b>	<b>275</b>

### Breakdown of assumed benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Wastewater-related	1.9 t	51
Atmosphere-related	0.4 t	-4
	<b>Total</b>	<b>47</b>

### Breakdown of customer benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Environmental impact reduction benefits at the usage stage	29.17 million kWh	641

\*The level of reduction in environmental impact is the difference between fiscal 2008 and fiscal 2009.

Target scope of totals: Toshiba Medical Systems Corporation and group companies in Japan and other countries (for offices with 30 or more employees)

Calculation period: April 1, 2009 to March 31, 2010

Calculation method: Environmental protection costs according to the Ministry of the Environment's "Environmental Accounting System Guidelines", environmental protection benefits according to Toshiba's independent standards.

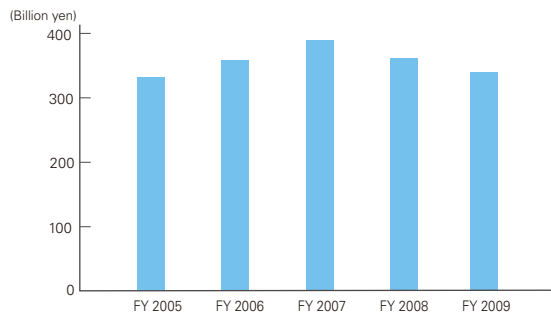


# Corporate Profile



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	7393 (as of March 31, 2010)
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).

## Group consolidated sales



### TOSHIBA MEDICAL SYSTEMS CORPORATION

Headquarters 1385 Shimoishigami, Otawara-shi, Tochigi-ken, 324-8550, JAPAN  
Tel.: +81-287-26-6211

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

Website

<http://www.toshiba-medical.co.jp/tmd/english/index.html>

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