



Made for Life

CSR Report 2012

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 FY2011: Support for recovery from the Great East Japan Earthquake/Efforts to reduce exposure dose

Social Report

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

Environmental Report

- 15 Environmental Policy/Environmental Vision 2050
- 16 Highlight (1): Toshiba Group Environmental Exhibition/ Medical Equipment Exhibitions
- 17 Highlight (2): Results of the Fourth Environmental Action Plan and Major Projects for the TMSC Fifth Environmental Action Plan
- 18 Management
- 19 Greening of Products: Environmental Consideration for Products
- 21 Greening of Process: Environmental Consideration in Manufacturing and Business Processes
- 22 Communication
- 23 Data

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 FY2011 (from April 1, 2011 to March 31, 2012), but also includes past activities that are still in progress, as well as more recent activities.

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

December 2012
(Previous publication: December 2011; next scheduled publication: end of June 2013)

Reference guidelines

- * GRI: 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

The Great East Japan Earthquake and tsunami was a disaster of enormous scale, and over the last year, Japan has been focused on recovery. Toshiba Medical Systems Corporation and its group companies in Japan have also been making collective efforts to support the early recovery of medical care sites from the earthquake and its aftermath. As rolling blackouts were scheduled during the summer, we took a number of measures to conserve electricity. We received many messages of encouragement from customers around the world, as well as from employees of our group companies outside Japan. Their support was greatly appreciated, and we feel a stronger commitment than ever to fulfill our mission of contributing to society through medical care.

With an increasing determination to minimize radiation exposure during CT scanning, we developed a CT dose reduction technology last year and decided to include it in the standard configuration of all new CT products, from high-end to budget-oriented models. We believe that low-dose scanning should be available for all CT examinations, and that this principle should be applied to every CT system. With our cutting-edge technologies, we will continue to provide patient-friendly medical care.

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".

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, we also 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.

We are further accelerating environmental activities across the entire TMSC group through the "Environment Management Department", established in FY2011. As a member of Toshiba Group employing its "eco style" global brand of environmental management, we will ensure that all our employees continue to enhance environmental activities to achieve harmonious coexistence with the Earth.

Acting and advancing together with our stakeholders

In order to implement CSR management based on the management slogan "Made for Life", we place importance on communication with all stakeholders, including our customers. 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.

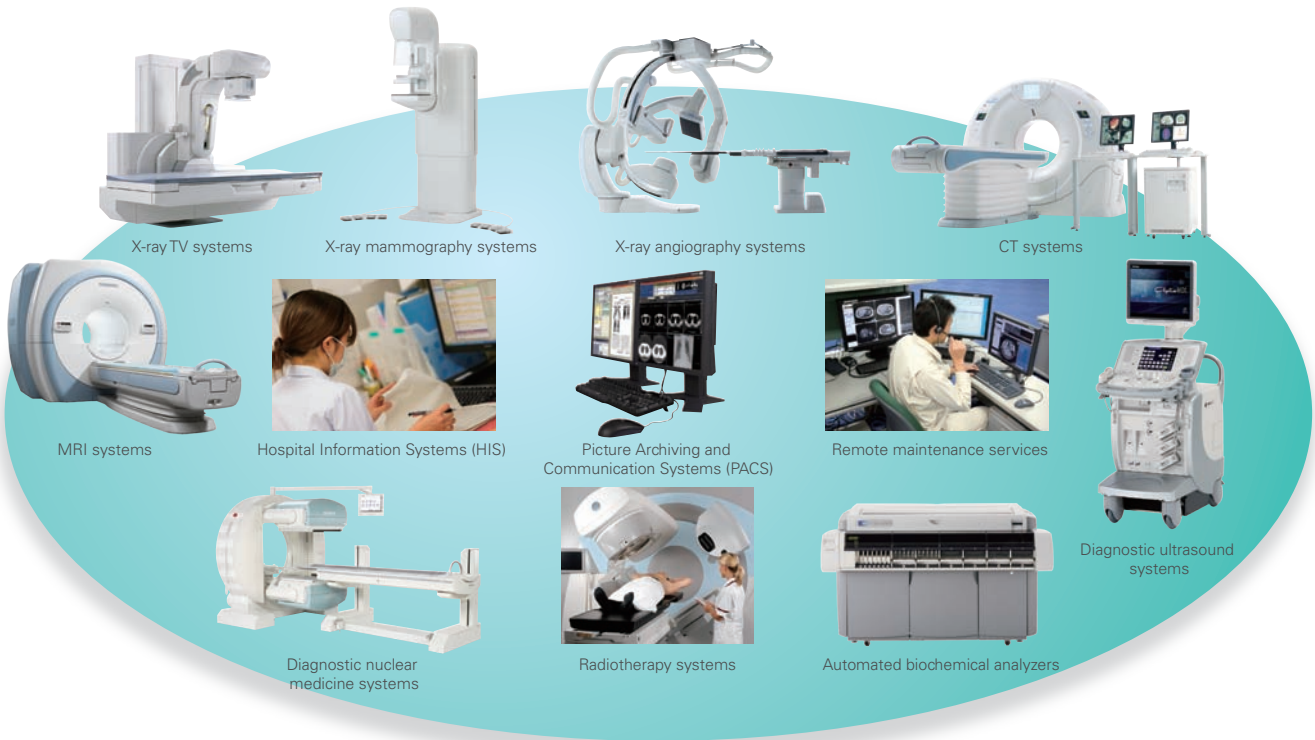
President and Chief Executive Officer

細川 智

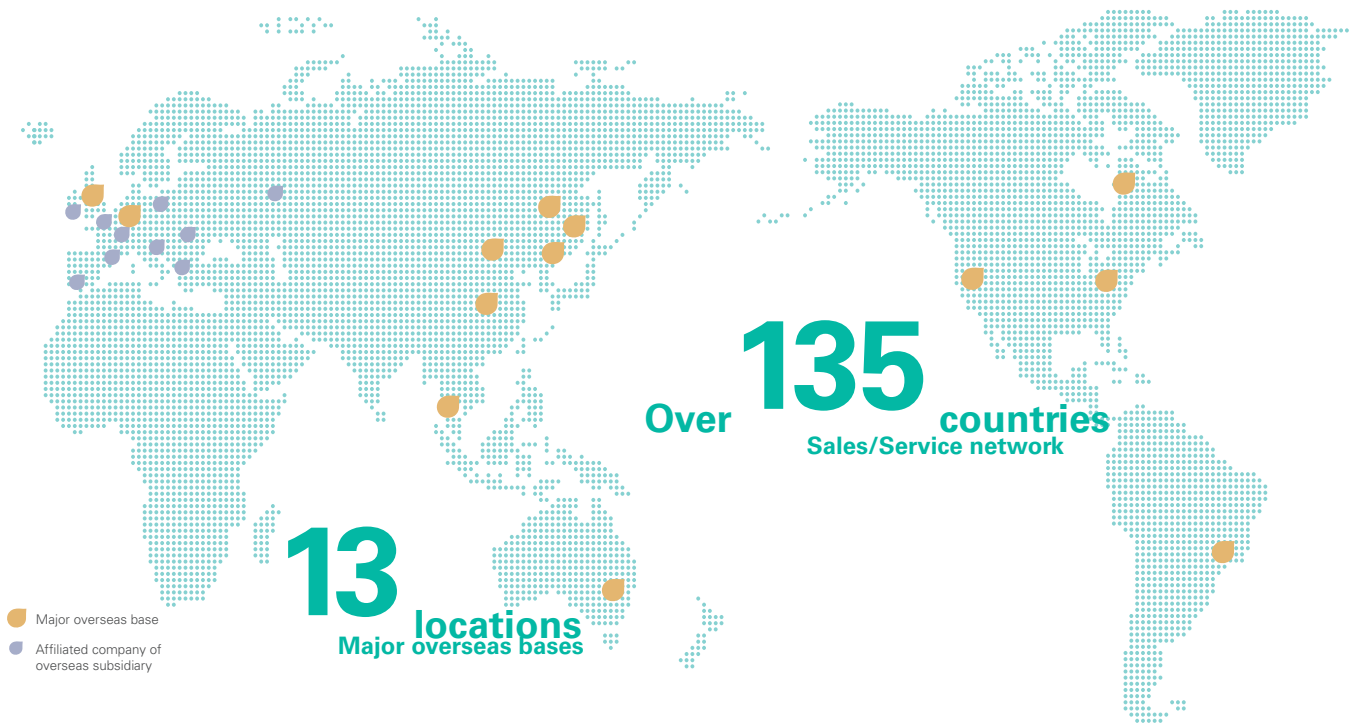
Satoshi Tsunakawa

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

Our goal is to save lives worldwide using the most advanced medical systems. To contribute to healthcare, we will strive to develop and introduce high-quality, reliable medical equipment and systems quickly and effectively, and provide extensive maintenance services.



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



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 FY2011. Objectives and plans for FY2012

Item		Objectives for FY2011	Main results for FY2011	Objectives and plans for FY2012	
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) • Holding of integrity meetings at each workplace 	Promotion of implementation of high-priority CSR themes	
	Fair Operating Practices	Risk compliance	Implementation of various compliance promotion policies (Ensuring compliance with the guidelines at Toshiba Medical Systems Group worldwide, etc.)	<ul style="list-style-type: none"> • Meetings on compliance topics at each workplace • Enhancement of a compliance management system through self-audits, education, 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.)
Cultivation of risk compliance awareness (educational programs tailored to employees at different organizational levels provided at Toshiba Medical Systems Group worldwide)			<ul style="list-style-type: none"> • Educational programs in "Toshiba Medical Systems Group Standards of Conduct" for employees at different organizational levels • Compliance education in engineering ethics, sales compliance, information security, etc. 		
Human Rights	Respect for human rights and prohibition of discrimination	Cultivation of respect for human rights	<ul style="list-style-type: none"> • Human rights education for new recruits and for employees 	<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 	
		Fulfilling social responsibility (protecting human rights) throughout our supply chain (response to issues related to conflict minerals)	<ul style="list-style-type: none"> • Establishment of an internal system based on "Toshiba Group Conflict Mineral Policy" 		
Labor Practices	Support for diverse work styles	Promotion of workstyle innovation	<ul style="list-style-type: none"> • Formulation and review of various workstyle innovation policies (allowing employees to use a company vehicle for home-to-destination business activities, visualization of personal work hours using the hours-of-work information distribution system, etc.) • Work-life balance training for managers 	<ul style="list-style-type: none"> • Continued implementation of various workstyle innovation policies • Creation of organizational climate in which diversity is respected 	
	Respect for diversity	Supporting the activities of disabled people	Continued achievement of the legal employment rate for disabled people		Maintaining the level of the legal employment rate for disabled people (1.8% or more)
	Occupational health and safety	Promotion of a safe work environment	Promotion of safety and health activities based on OHSAS 18001 (Occupational Health and Safety Management System)		Continued improvement to create a safe, comfortable work environment based on OHSAS18001
Community Involvement and Development	Community service activities	Promotion of community service activities	<ul style="list-style-type: none"> • Continued implementation of community service activities such as the Pink Ribbon Campaign, and annual hospital exhibition of paintings by our employees. • Relief aid to disaster-affected areas (sending relief funds, donating or lending diagnostic systems, etc.) 	<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 	
Response to Customer (Consumer Issues)	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	
	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"> • Improving the quality of telephone response at call centers for TMSG clients • Strengthening and expanding customer support functions • Promoting recovery efforts in disaster-affected areas 	<ul style="list-style-type: none"> • Improvement of customer support • Continued promotion of recovery efforts in disaster-affected areas 	
Promotion of universal design	Product development incorporating the idea 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 • Establishment of Environment Management Department • 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 system Alexion™ recognized as a Toshiba Group Excellent ECP 	Continued 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 a modal shift and introducing LED lighting • Intensive control of wastewater quality • Promotion of waste reduction, including reduction of packaging materials 	Prevention of global warming and effective use of resources	
	Promotion of environmental communication	Promotion of environmental communication with local communities	<ul style="list-style-type: none"> • Visiting local facilities for waste treatment, recycling, etc. • Increasing awareness of employees at seminars, etc. 	<ul style="list-style-type: none"> • Continued promotion of communication with local communities • Promotion of biodiversity conservation 	

What we can do for those affected by the disaster

After the Great East Japan Earthquake, all TMSC group members have been involved in activities to support quick recovery from the earthquake and its aftermath. These include support of medical care by providing medical equipment, and assistance to recover medical equipment damaged by the disaster. Some examples are presented below.

In order to protect the health of people affected by the disaster

Victims of the disaster who are living in evacuation centers suffer significant discomfort in terms of health. The Japan Society of Ultrasonics in Medicine asked medical device manufacturers to lend ultrasound equipment. TMSC responded to this request by supplying three Viamo™ portable diagnostic ultrasound systems, which can be used even in evacuation centers. The systems were sent to "Team ECO" (who have been conducting medical support activities in Fukushima Prefecture), and used for diagnosis of diseases such as "economy-class syndrome" (deep venous thrombosis), which is a risk for people living in evacuation centers for long periods.



A special team (nicknamed Team ECO) offering ultrasound examinations for DVT



Dr. Takano speaking to people in the local dialect



Temporary DVT clinic opened at an evacuation center

When desks were unavailable, a chair was used instead. The Viamo™ had the same settings as those normally employed on rounds in an inpatient unit. Mr. Sato commented,

"I feel very comfortable using a familiar system, even in this unusual environment. I am grateful to TMSC".



Mr. Sato performing an ultrasound examination to check for DVT.

Pink Ribbon Campaign activities held in a disaster-affected area

At Otsuchi-cho in Iwate Prefecture, which was devastated by the tsunami, there was catastrophic damage to medical facilities, severely affecting the provision of healthcare. In order to contribute to activities for the early detection of breast cancer, TMSC lent a Viamo™ portable ultrasound system to Otsuchi-cho on August 29, 2011 for free-of-charge breast cancer screening.



Temporary healthcare center



Viamo™ system lent for breast cancer screening



Letter of thanks

"75 women received breast cancer screening that day. Four women required detailed examination, including a subject whose life fortunately may be saved because of this screening. In addition, many people would not have received screening at all if they had not had this opportunity. We do not think we could have held a free breast cancer screening event if TMSC had not lent us the ultrasound system. Thank you so much for your support."



Dr. Onuki (Breast Surgery Division, Iwate Prefectural Central Hospital) and staff of the Iwate Prefecture Cancer Society

Portable diagnostic ultrasound system Viamo™

Although compact, the Viamo™ ultrasound system can provide high-resolution diagnostic images. It can be used for diagnosis of the abdomen, cardiovascular system, or even the whole body. Since either standard mains electricity or an internal battery can be used as the power source for Viamo™, it is possible to quickly start examinations even at non-clinical locations.



Viamo™

Customer engineers' activities in the disaster-affected areas

The Great East Japan Earthquake caused significant and widespread damage to Japan, especially in the Tohoku region. TMSC continued checking all customers' medical equipment (approximately 75,000 systems) installed in the areas covered by our five regional offices (Hokkaido, Tohoku, Kanto, Tokyo, and Chubu). In particular, the customer engineers of the Tohoku regional office gave top priority to customer support. They carried survival kits with them (sleeping bag, food, water, flashlight) and went to customer sites to recover damaged systems immediately after the disaster. Although the work was extremely challenging, due to problems such as the lack of essential utilities, they worked hard to achieve recovery and were able to accomplish their tasks.



Customer engineer performing recovery efforts

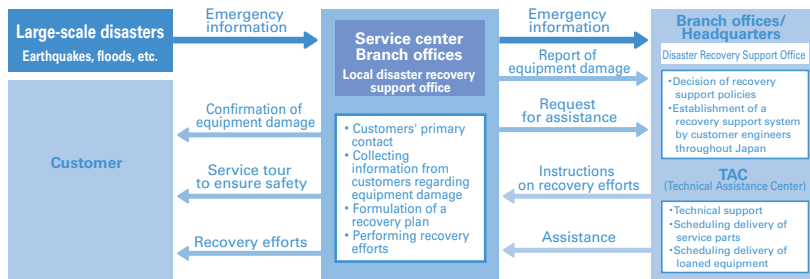


Disaster-affected hospital and clinic (Right: A CT system standing among the debris)

Emergency backup system in the event of disasters

We established "Standards of Conduct in the Event of Large-Scale Disasters" in preparation for disasters such as earthquakes and typhoons. These standards are aimed at quickly establishing an emergency backup system involving customer engineers all around Japan to provide support to customers as soon as they need it. Immediately after the Great East Japan Earthquake, we set up a "Disaster Recovery Support Office" at the headquarters and Tohoku regional office. We contacted each of our customers to confirm the extent of damage to equipment, conducted an emergency service tour, and made every effort to restore equipment so that it could be used as soon as possible.

In addition, when rolling blackouts were implemented, the Tokyo regional office set up an "Earthquake Disaster Support Call Center" in order to deal with inquiries and requests from customers in disaster-affected areas or locations subject to rolling blackouts.



Standards of Conduct in the Event of Large-Scale Disasters

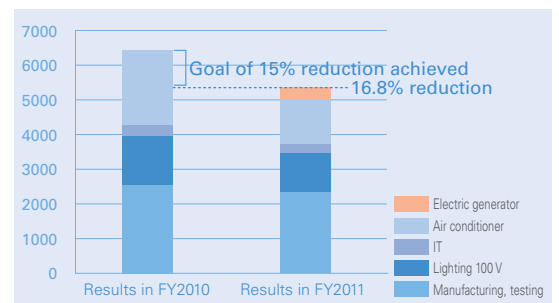


Customer support through issuing of information

Measures to cope with the power supply shortage

In 2011, the Japanese Government set a goal to reduce electricity consumption during the hours of peak power consumption in the summer by 15%. TMSC Group cooperated closely with the policy, achieving a 16.8% reduction. The main activities included thinned-out operation of lights and air conditioners, and provision of green walls. At the same time, a realtime electric power consumption monitor was displayed on the in-house website, allowing every employee to use their PC to check electricity usage at TMSC Headquarters in real time, and the percentage of use against the allowable maximum during the summer. Based on this information, we were able to actively address what we could do to save electricity, both collectively and individually.

Results in summer of FY2011



Collecting donations for Great East Japan Earthquake relief

In cooperation with our employees, total relief donations collected within the TMSC Group stood at **5,316,454** yen (as of May 2011). The relief donations were distributed to disaster-affected TMSC Group employees and their families, Toshiba Group employees and their families, and people who live in the affected areas.

Realizing low-dose examinations to meet requests from customers and patients

Recognizing the importance of taking measures to reduce radiation exposure, last year we developed AIDR 3D, a cutting-edge technology which reduces the patient exposure dose during CT scanning.

AIDR 3D is an advanced iterative reconstruction algorithm that can reduce the exposure dose by up to 75%. Based on our philosophy that CT scanning must be performed accurately while minimizing the exposure dose, we provide this function not only in the high-end Aquilion ONE™, but in all our CT systems.



Interview with the developer



Toshiyuki Shinno (center)
CT Systems Development Department, CT Systems Division,
Toshiba Medical Systems Corporation

Lowering the X-ray dose increases noise and tends to result in unclear images. With Toshiba's unique AIDR 3D technique, noise components are extracted and eliminated quickly, and the original image signal components are maintained, improving image quality. In addition, AIDR 3D enables fast image reconstruction that almost matches the speed of reconstruction in normal scanning.

We have developed AIDR 3D with the aim of achieving both dose reduction and higher image quality in all examinations while maintaining the throughput capability. Our mission to improve all CT examinations was what drove our efforts to develop AIDR 3D. If my child was going to receive a CT examination, I would certainly request that the physician perform scanning with Toshiba CT using AIDR 3D. I have full confidence in this technology.

AIDR 3D is already in widespread use in clinical practice and has earned an outstanding reputation among physicians. I hope that there will be increased use worldwide of CT systems that incorporate dose reduction techniques.

Customer's voice



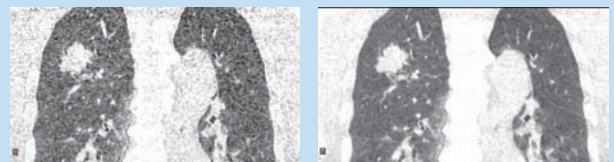
Hiroshi Moriya
Hospital Vice President/Director of the Radiology Department,
Ohara General Hospital Medical Center, Fukushima

After the accident at the Fukushima Daiichi nuclear power plant, radiation exposure has often been expressed in terms of CT exam doses, and as a result increasing numbers of patients in Fukushima prefecture decline CT examinations. The trend is particularly noticeable with pediatric patients. In many cases, considerable time is spent on obtaining consent from patients, and some parents reject CT examinations for their children even after the necessity for it is explained, which has increased the pressure on medical staff. We have seen this situation in our hospital with patients who need to receive CT examinations periodically, and we have had to rearrange the examination schedules for such patients.

Consequently, we installed Aquilion ONETM with AIDR 3D at our site. Aquilion ONETM has been well-received both by the hospital staff and the patients. We believe that the dose reduction achieved by AIDR 3D provides a lot of reassurance for our patients.

We will take every opportunity (such as public seminars, etc.) to inform the public concerning examinations that provide accurate diagnosis with low exposure doses.

Lung images acquired with low-dose scanning (30 mAs)



Original image

Image with AIDR 3D

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

Organizational Governance/Fair Operating Practices

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 it, and to act with unshakable integrity in all business activities.

Toshiba Group's Integrity Goals

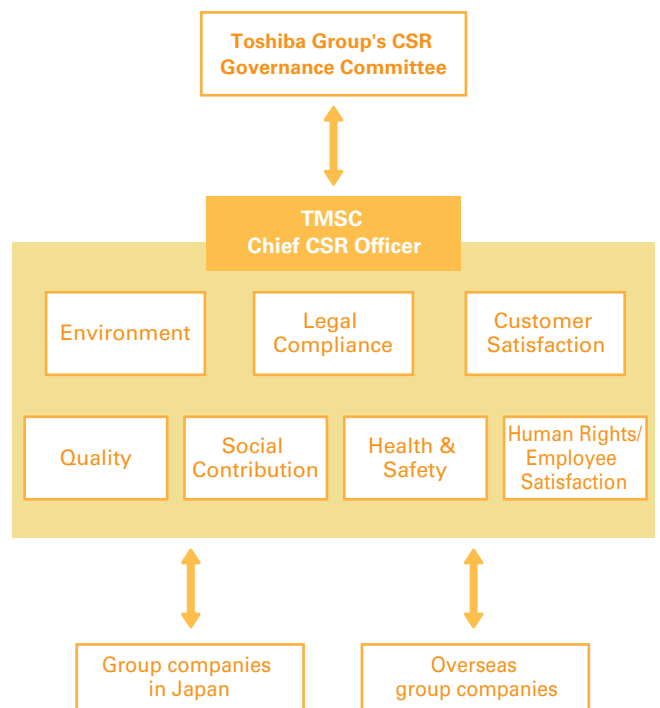
1. Meet our responsibilities to society

Proactively contribute through business activities to solutions to social issues such as climate change.

2. Secure sound management and finances

Ensure sound business management by according the highest priority to human life and safety and to compliance so that Toshiba continues to be trusted by society.

CSR Management Structure of Toshiba Medical Systems Corporation



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.

Toshiba Group conflict mineral policy

Toshiba Group's policy stipulates that raw materials mined in the Democratic Republic of Congo and adjoining countries experiencing armed conflicts must not be used.

Respect for diversity

- Employment of non-Japanese people

We are actively promoting employment of non-Japanese people, not only at overseas subsidiaries but also 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 actively work together.

- Encouraging employment of disabled people

Our employment of staff with disabilities reached 2.0% (2.1% for the entire TMSC Group, as of the end of March 2012), exceeding the legally required employment rate in Japan for people with disabilities (1.8%). Toshiba Medical Systems Group will maintain its commitment to employing people with disabilities and to further expanding areas in which they can be more active.

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 their 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.

Example of workstyle innovation policies	Research and development department	Improving the product planning process, enhancing the IT infrastructure for communication with resources outside Japan Reviewing operation of experimental installation, enhancing development tools, simplifying paperwork
	Sales department	Reviewing the business process, using smartphones
	Customer service department	Improving quality of 24-hour support operation, making efforts to improve product quality

Supporting employees' work and childcare

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%.



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.



OHSAS 18001

- Promoting occupational health

We have been continuously implementing measures to promote occupational health so that all employees can fully exert their abilities. In FY2011, we held a walking event for employees and their family members as a participatory health-promoting 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.

Outline of working systems and number of participants

<as of March 31, 2012> * Toshiba Medical Systems Corporation only

			2008	2009	2010	2011
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
		Female	15	20	19	26
Family-care leave system	Applicable period: up to 365 days per family member in need of nursing care	Male	1	0	0	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	11	12	10	25

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

Activities of Toshiba's MR research and development section in the USA*

Freeway cleanup

Employees have been conducting a freeway cleanup twice a year. Under a hot sun, participants collected litter such as cigarette butts, paper, and bottles for three hours along a 1.38-mile stretch of freeway.



Participants with the company sign after completing a cleanup activity

*Toshiba Medical Research Institute USA

Support of house building

Since 2008, employees have been joining activities to support house building for low-income families and people in poor-quality housing.



Presenting toys

Employees have been conducting continuous activities for underprivileged children by collecting toys and presenting them in Washington, Ohio, and Illinois.



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 implementing various 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.



2011-version breast cancer screening guidebook



Campaign vehicle

Participation in the Pink Ribbon Campaign

We participated in Pink Ribbon Campaign events held in various parts of Japan, including the Pink Ribbon Smile Walk in Kobe, in which employees participated with family members. At "Yoichi no sato Otawara-shi Sangyo Bunka-sai" (Otawara City industry festival), we exhibited a mammography vehicle and introduced a mammography system to the public.



Toshiba booth and mammography vehicle



Pink Ribbon Smile Walk in Kobe, Japan

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 since 1993. In July 2011, using wall space in the hospital as a gallery, 32 works by current and retired employees and their family members were displayed.



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 attitude, 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.

Enhancing response to customers at the customer support center

In order to handle inquiries from customers who introduced electronic chart systems and/or computerized systems for medical paperwork, we established the "Tosmec customer support center", where well-trained staff provide up-to-date information about clinical practice, drug prices, new drugs, etc.

In order to respond quickly to customer inquiries, which are increasing every year, we optimize staff assignment at this center through a statistical approach, striving to maintain response quality and to increase customer satisfaction. The average number of inquiries per month was 6,600 in FY2011.

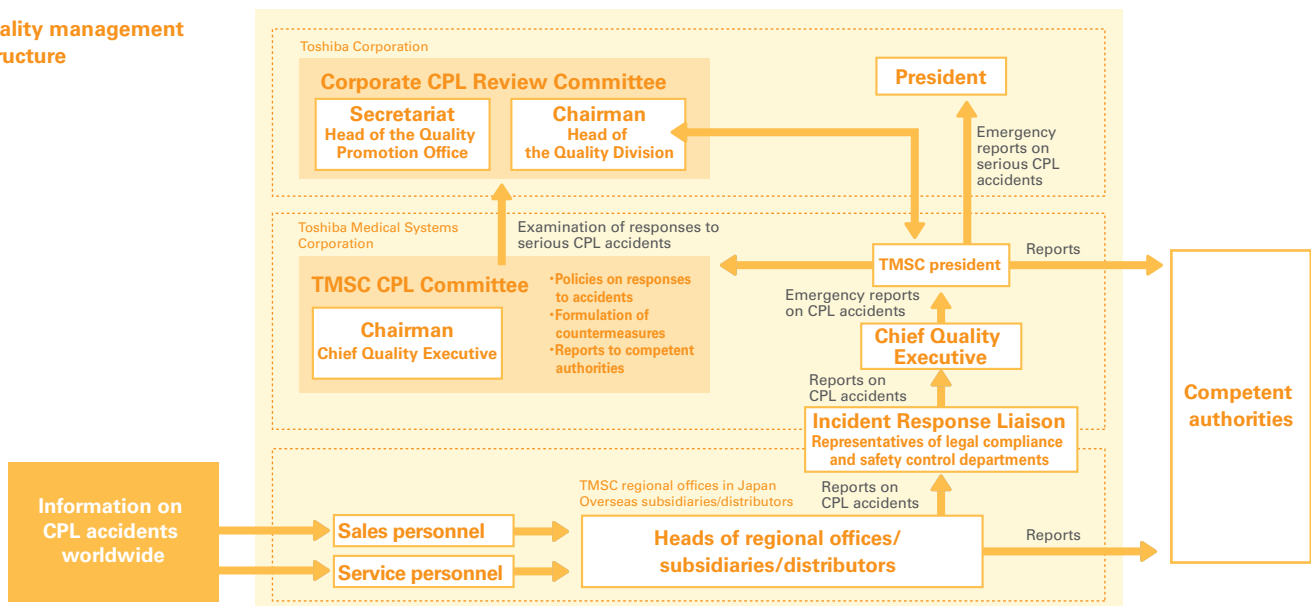
Average number of inquiries



6,600 /month

(From April 2011 to March 2012)

Quality management structure



We are enhancing and expanding our educational environment globally to support our customers so that they can provide their patients with optimal examinations.

Strengthening and expanding global customer support functions

At the Customer Support & Training Center, which was set up at TMS headquarter to further improve customer satisfaction, we provide application training courses not just for customer engineers but also for Japan and overseas customers, as well as service training programs for overseas medical engineers.

In November 2011, we also constructed the Radiation Therapy Training Center, where trainees can receive more practical training using an actual system. This training center is Japan's first training facility with a radiotherapy system, and we are enhancing training programs for improving cancer treatment solutions so that it can become a radiotherapy education base in Japan and Asia.



Radiation Therapy Training Center



Customer Support & Training Center



Training room



Linac system room

Setting up the TMC Academic Center in China

After setting up in Japan, USA, and the Netherlands, we established a medical system training facility "TMC Academic Center" in Beijing in March 2012. In the Academic Center, constructed in a ground-floor area of approximately 3000 m² at Toshiba Medical Systems (China) Co. Ltd., several medical systems, from the latest model to an inexpensive model, are installed under the same conditions as those in actual medical facilities. We will provide customers in China and other Asian countries with a variety of services, starting with training programs. This facility can also be used for in-house training courses for sales/service engineers and application specialists.

Having established China's first training facility using actual medical systems, we will create an environment for timely, thorough provision of advanced education programs such as clinical application training, contributing to Japan-China exchanges through healthcare and accelerating expansion of our business in the Chinese market.



Academic Center



Hands-on training room

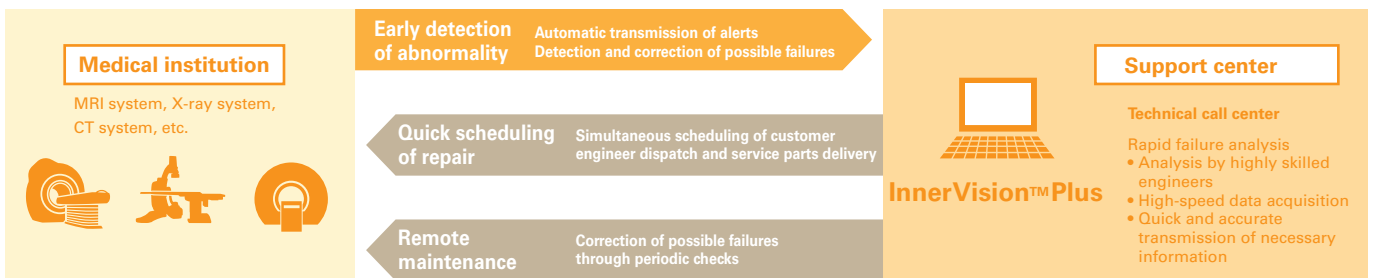


Training room

We have been providing prompt, appropriate services globally so that at all times, our customers can use our products with confidence, and customer satisfaction is ensured.

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

In our global service bases (such as in Japan, Europe, America, Oceania, and Southeast Asia) 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. For example, at Toshiba America Medical Systems, Inc., several InnerVision™ Plus systems are installed at the technical call center, named the In Touch Center, and expert engineers are on standby 24 hours a day. They are able to quickly understand the customer's system status and perform diagnosis. If a problem is found, they diagnose the system online and guide the customer to efficiently solve the problem. The InnerVision™ Plus systems installed in our overseas subsidiaries (service bases) can also be accessed from TMSC headquarters. Therefore, if a problem that is difficult to address locally occurs, it is possible for the overseas subsidiary and TMSC headquarters to work together to quickly address the problem.



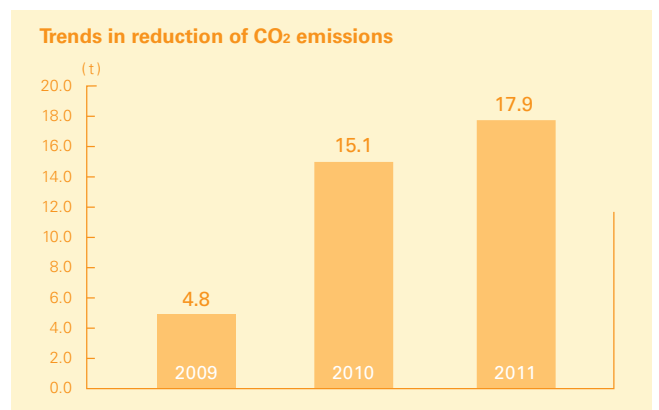
Security measures applied to the remote maintenance system

With regard to security measures defined in the "Security Guidelines for Health Information Systems" issued by the Japanese Ministry of Health, Labor and Welfare, the following measures have been applied to our remote maintenance system InnerVision™ Plus.

- For InnerVision™ Plus using a broadband line, connection to customers' systems is via Virtual Private Network (VPN), preventing unauthorized access by a third party.
- A private account that allows external access is created and a password is set. An account lock function is provided to prevent replay attacks on the password.
- The account of a terminal user in the TMSC technical assistance center requires both permission for access to TMSC's internal LAN system and permission for access to the security system of the technical assistance center.
- Datasets containing personal information such as clinical images obtained by necessity to address system malfunction etc. are strictly controlled in accordance with internal rules.
- For the OS for the remote maintenance system, an automatic update function is used to apply security patch programs. In addition, an antivirus software program resides on the system and is set to automatically update the pattern file to prevent virus infection from the remote maintenance system to customer systems.
- The area in which the remote maintenance system is used in the technical assistance center is specified as a restricted area, preventing leakage of information.

Reduction of CO₂ emissions by use of a remote maintenance system (base year: FY2008)

Global expansion of the use of InnerVision™ Plus, a remote maintenance system for monitoring the condition of a system installed at a customer's site, contributes not only to the prevention of possible failures and to rapid action for repair if a problem occurs, but also to minimizing travel by customer engineers and reducing the need for transportation of repair parts. These efforts led to a further reduction of transport-related CO₂ emissions by 2.8 t compared to FY2010.



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.

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.

President and Chief Executive Officer
Toshiba Medical Systems Corporation

網川 智
Satoshi Tsunakawa

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."



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

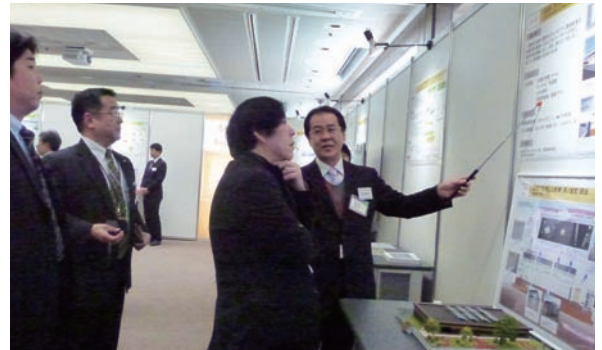
Presentation at Toshiba Group Environmental Exhibition

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 were 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.

At the present (21st) Exhibition, TMSC presented four exhibits and one lecture. In particular, in environmental marketing activities we have aggressively focused on the relationship between improved environmental performance of our products and reduced costs for our customers.

Panels used at the Exhibition



New environmentally friendly building "Komorebi" (third company cafeteria) Energy saving and environmentally friendly measures were considered and incorporated at the specifications-planning stage, leading to a reduction of annual CO₂ emissions by 24 tons. We presented this topic as an example of successfully constructing a cafeteria that satisfies employees' needs while reducing the environmental impact.

Highlighting our high product environmental performance at medical equipment exhibitions

At medical equipment exhibitions held in conjunction with academic meetings, we are actively highlighting the excellent energy-saving/resource-saving performance of our products in addition to their clinical performance, in order to inform visitors of the importance of reducing the burden that medical equipment places on the environment.



Toshiba booth at an exhibition

Medical equipment exhibitions attended by Toshiba

- China-Japan Green Expo 2011
- Radiological Society of North America (RSNA) 2011
- European Society of Cardiology Congress (ESC) 2011
- International Congress of Nuclear Cardiology (ICNC) 2011
- Journées Françaises de Radiologie (French Radiology Congress: JFR) 2011
- MEDICA 2011
- European Congress of Radiology (ECR) 2012

Ecological specifications leaflet (diagnostic ultrasound system Aplio series)

In order to actively disclose environment-related information, we are promoting creation of ecological 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.



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 an "Environmental Action Plan" since FY2011 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 will increase a percentage of environmentally conscious products in our total sales to 30% or more and reduce CO₂ emissions in all processes, from product development to manufacturing and sales, by 50% or more compared to FY1990.

Results of FY2011 for the TMSC Fourth Environmental Action Plan and major projects for the TMSC Fifth Environmental Action Plan

Item		Target for FY2011	Achieved value/Evaluation
Improvement of product eco-efficiency	Provision of environmentally conscious products	Over 74% of sales for each modality	71.2% ○
	Total elimination of the use of 15 specified substances in products	Authorization of standard parts Expansion of application to parts that are not commercially available	100% (for standard parts) Achievement rate in target model*: 100% ◎

Item		Target for FY2012	Target for FY2015
Greening of Products	Sales of Excellent ECPs	18%	34%
	Calculation of product eco-efficiency	65%	80%

Item		Target for FY2011	Achieved value/Evaluation
Innovation in business processes	Prevention of global warming	Reduction of energy-originated CO ₂ emissions per production unit	Reduction of 50% (compared to FY1990) Continued monitoring of CO ₂ emissions at non-production bases Reduction of 54% (compared to FY1990) Continued monitoring of CO ₂ emissions at non-production bases ◎
		Reduction of logistics-originated CO ₂ emissions per production unit (for logistics in Japan)	Increased use of trains and ships 2.71% increase in use of trains and ships Introduction of 250 vehicles ◎
	Effective use of resources	Reduction of the total amount of waste generated per production unit	Reduction of 4% (compared to FY2010) Reduction of 7% (compared to FY2010) ◎
		Improving the recycling rate of used products	Over 93.5% 93.8% ◎
	Management of chemical substances	Reduction of the total amount of chemicals released into the atmosphere and waters	Monitoring of the total amount of chemicals released Continued promotion of operational management focused on management of chemical substance handling. 2.4t ◎

Item		Target for FY2012	Target for FY2015
Greening of Process	Prevention of global warming	Reduction of energy-originated CO ₂ emissions per production unit	Reduction of 4% (compared to FY2010) Reduction of 18% (compared to FY2010)
		Reduction of logistics-originated CO ₂ emissions per production unit (for logistics in Japan)	0% (compared to FY2000) Reduction of 6% (compared to FY2000)
	Effective use of resources	Reduction of the total amount of waste generated per production unit	Reduction of 11% (compared to FY2010) Reduction of 20% (compared to FY2010)
		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	Reduction of 29% (compared to FY2000) Reduction of 32% (compared to FY2000)

*Achievement rate in target model: The achievement rate in parts used for a target model, which is designated every year

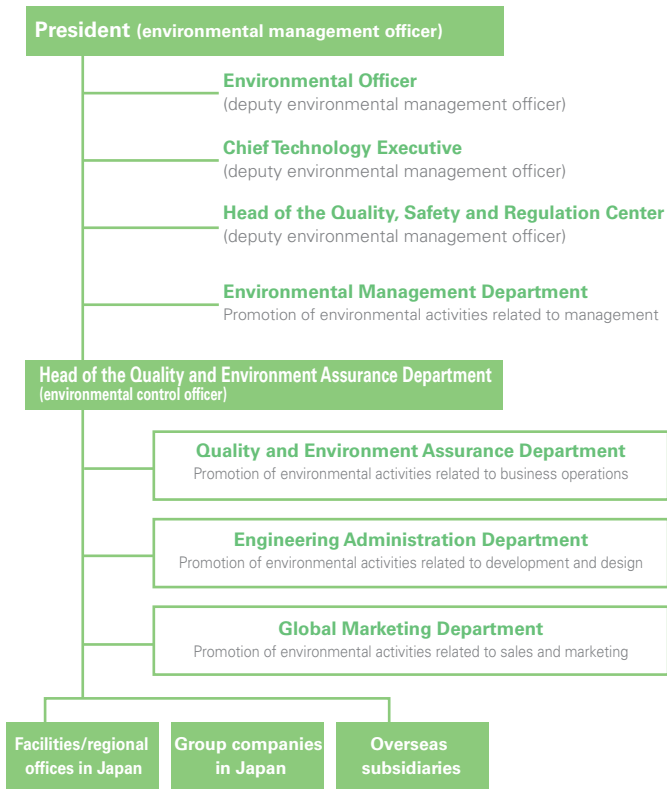
Evaluation standard ◎: Achieved ○: Achievement rate above 80% △: Achievement rate below 80%

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



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.



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 audit

Audit based on Toshiba Group's environmental audit system



The audit result was higher than that in the previous fiscal year, as top management took the lead in thorough implementation of environmental management, and in raising and fostering the environmental awareness of all employees. In the product technology audit, it was judged that steady efforts toward global warming countermeasures for products, 3R, chemical substance control, and creation of excellent EPS have brought good results.

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.

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.

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, Mr. Mai of the Environmental Management Department of TMSC has been taking the initiative in promoting environmental measures, such as information exchange between various medical equipment manufacturers, and gathering opinions on proposals. In recognition of his contribution to JIRA, he received the Chairperson's award from JIRA.

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.



Mr. Mai accepting a JIRA award (left)

*1 JIRA: Japan Medical Imaging and Radiological Systems Industries Association

*2 COCIR: European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry

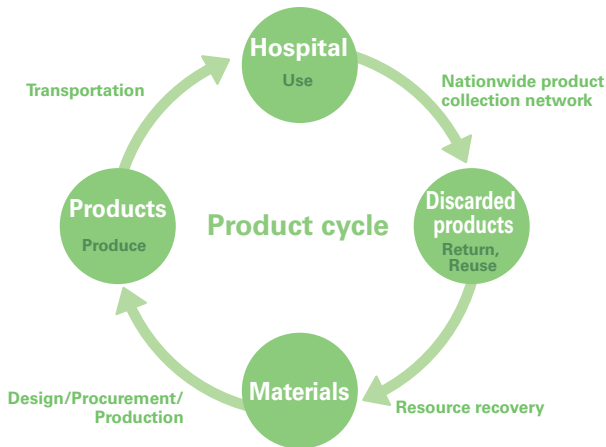
We continuously aim to attain the industry's highest level of environmental performance.

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 implementation 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.

* 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.

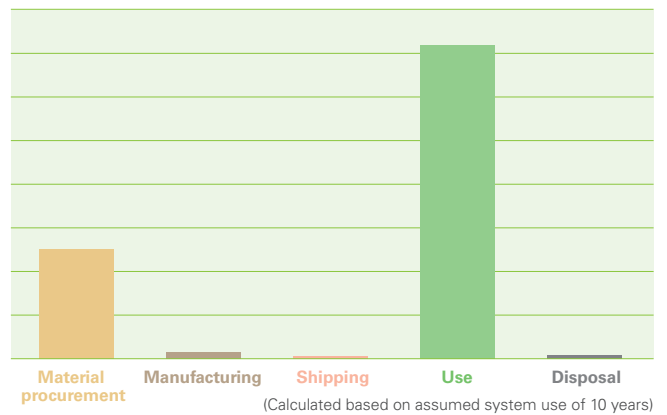
In order to comply with regulations on prohibited substances, such as the EU RoHS Directive*, we have introduced an analyzer. Where the risk of contamination is high, we perform fluorescent X-ray analysis and other required measures (including during the manufacturing process) to confirm that prohibited 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.

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.



By applying environmentally conscious design to our medical systems, we are promoting effective use of resources and combating global warming.



X-ray CT system

Alexion™

FY2011 TOSHIBA Group Excellent ECP product

CO₂ Reduction Effect

2.9t /year

Power Consumption

Up to 40% reduction
in standby power consumption

Resource Saving

6% reduction
in product mass
10% reduction
in packaging materials

Dose Reduction

Up to 75% reduction
in dose conversion

*As compared to our model released in FY2003 (4-channel slice systems)

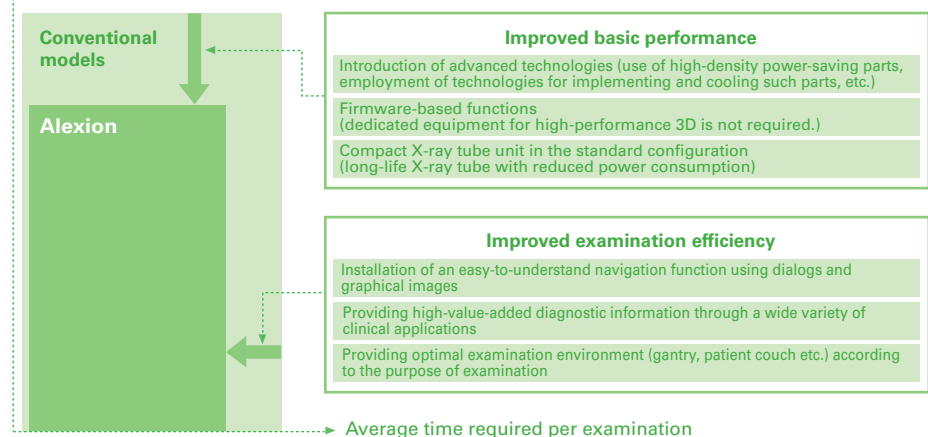
Strong environmental performance

- Alexion is a system intended for hospitals and clinics that have limitations concerning installation conditions, such as the size of the scan room.
- An low power option (minimum 30 kVA) is provided so that restrictions on line capacity in the facility can be supported.
- The reduced size of Alexion means that less space is needed for the system. With an industry-leading installation space requirement of just 10.4 m², the examination room can be 40% smaller than a conventional examination room.
- 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.

Example of measures to reduce power consumption for Alexion

Effect of measures to reduce Σ CO₂ emissions (at the usage stage)
= Improved basic performance × Improved examination efficiency × Product penetration rate

Average power consumption during examination



Average time required per examination

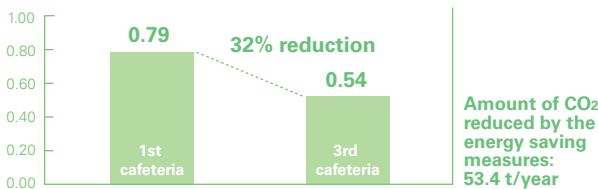
TMSC Headquarters are promoting business activities to achieve harmonious coexistence with the natural environment.

Reduction of CO₂ emissions at TMSC Headquarters

In October 2011, based on our commitment to achieve "harmony with the rich natural environment in the Nasu area", we constructed Komorebi, the 3rd company cafeteria, in an environmentally friendly building. While the new cafeteria provides more seating (3.5 times the capacity of the 1st company cafeteria), energy-saving and resource-saving measures are incorporated, such as a high-efficiency, high-performance electric transformer and heat pump feeder, LED lighting, double glazing, and roof with advanced thermal insulation, achieving efficient reductions in the environmental impact of the building.



Environmental impact efficiency(t-CO₂/person)



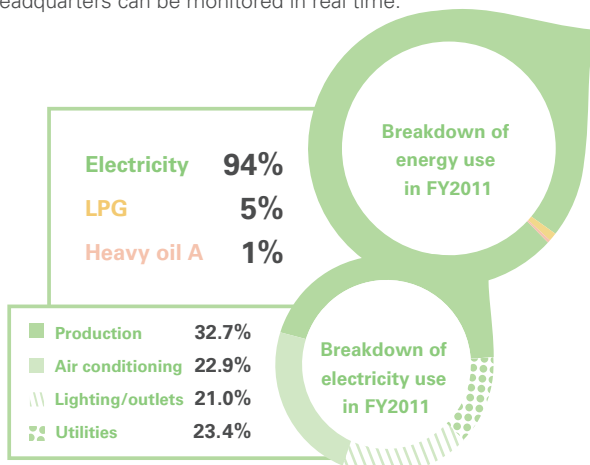
Reduction of CO₂ emissions by promoting modal shift

In 2011, we started product distribution by rail container in cooperation with the Otawara plant of JUKI Corporation. Using the same rail container, we transfer products to the Kansai district, and JUKI transfers their products on the return route. Transportation of a vacant rail container can be eliminated, providing efficient modal shift for both companies.



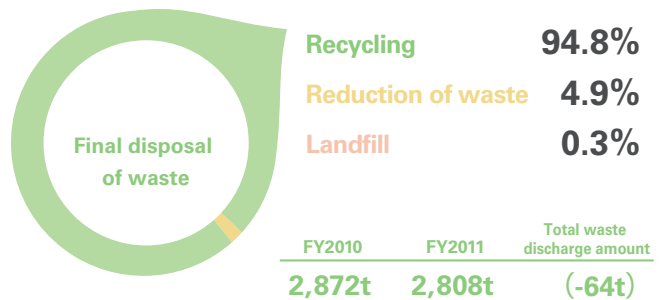
Electricity-saving activities in TMSC Headquarters

To promote electricity conservation by each person and each group, a power consumption monitoring system is included on the in-house website. The total amount of power consumption and the usage ratio relative to the target total power consumption of TMSC Headquarters can be monitored in real time.



Activities to reduce waste

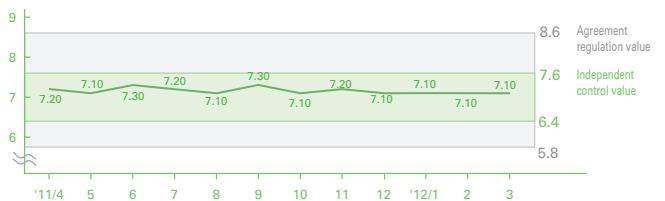
In order to reduce the packaging materials used for transportation, we promote the use of returnable containers and wooden pallets. As a result, we reduced the total discharge amount by 64 tons in FY2011 compared to FY2010. We also reduced the amount of waste (incineration waste) by recycling waste as solid fuel. In addition, we enforced trash separation and achieved a recycling ratio of about 95%.



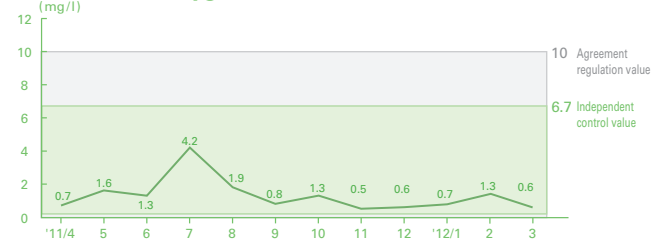
Extensive water quality control and testing

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. The water quality is monitored through extensive data management and observation of a test pond, and only clean water that meets the regulation values is discharged to the river.

Hydrogen Ion Concentration Index (pH)

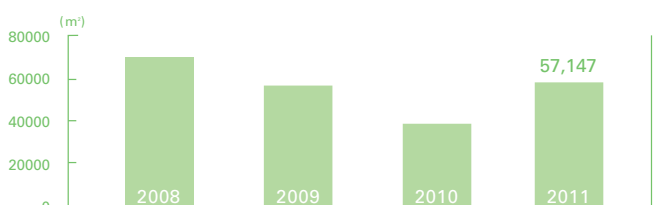


Biochemical Oxygen Demand (BOD)



Efforts to reduce use of municipal water

We introduced a gray-water system to promote the reuse of water in FY2008. By utilizing and repeatedly reusing groundwater before returning it to the ground, we reduced the use of municipal water in FY2010. However, as a consequence of the Great East Japan Earthquake in 2011, groundwater could not be used, and the use of municipal water increased in FY2011.



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 2011, 455 employees of TMSC group and affiliated companies took part in the 18th group cleaning.



Cooperation with an exhibition of corrugated cardboard artworks

In response to a request from a local kindergarten near TMSC Headquarters, TMSC provided corrugated cardboard waste. Pupils at the kindergarten used the cardboard to create artworks, and an exhibition of their work was held on December 9, 2011.



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 on October 28, 2011. 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 activities started

Based on the biodiversity guidelines of Toshiba group, we visited the Cultural Properties Section of Otawara City and the Environmental Conservation Division of Tochigi prefecture. We will continue to work on biodiversity activities in harmony with nature while cooperating with the public authorities, employees, and local communities.



Introduction of low-emission vehicles

At TMSC Headquarters and regional offices in Japan, we are actively introducing low-emission vehicles with reduced exhaust emission and high fuel efficiency for use in sales and service activities.

The photo below shows an electric vehicle (with SCiB lithium-ion batteries) that has been used at TMSC Headquarters since 2011.



Promotion of ECO activities overseas

At Toshiba Medical Research Institute in the United States, all employees are promoting the use of rechargeable batteries and reusable ECO cups. They are also trying to promote energy conservation, by reducing trash through elimination of paper plates and plastic containers, controlling lighting with sensors, and turning off lighting in shared areas where possible.

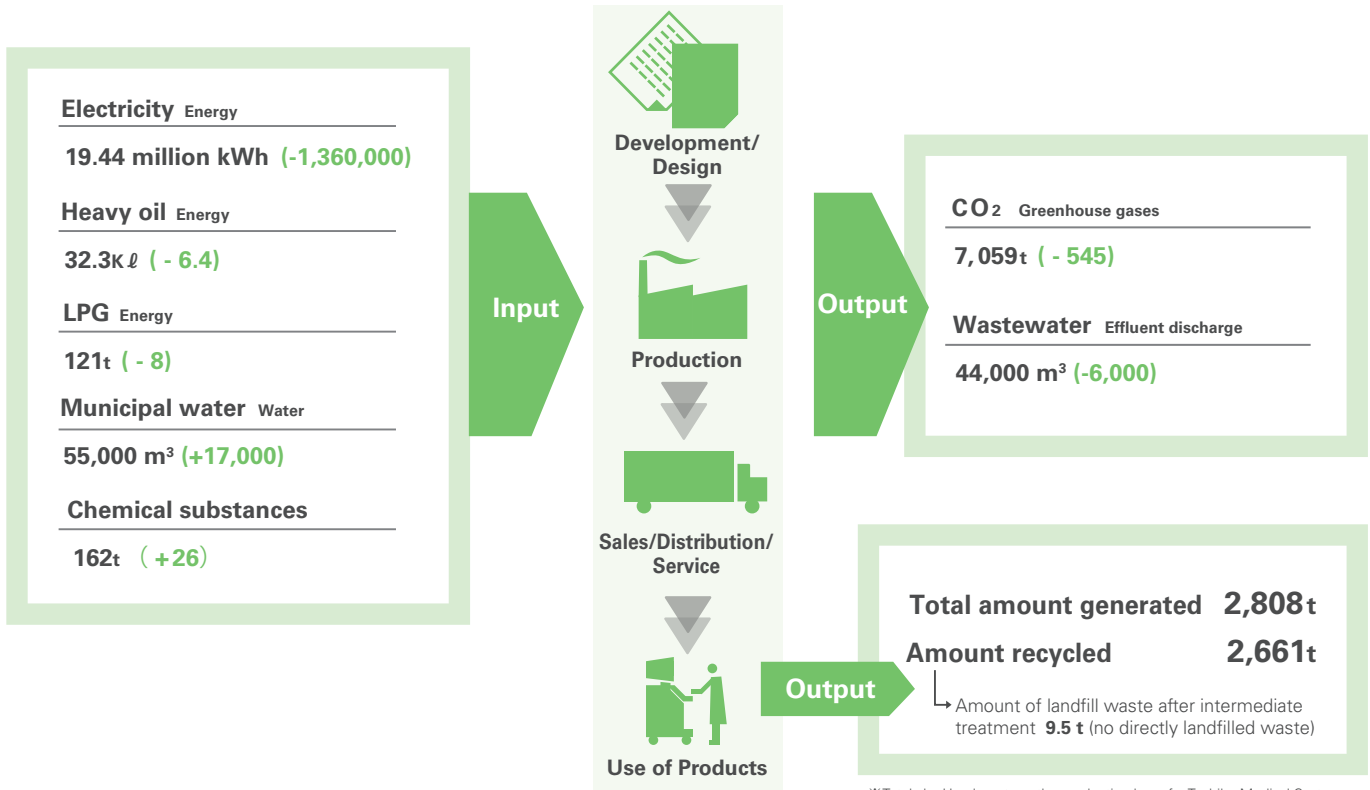


* Toshiba Medical Research Institute USA

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 FY2011 Values in parentheses indicate differences from FY2010 results.



※ Totals by Headquarters, the production base for Toshiba Medical Systems. The CO₂ conversion factors used (for actual measurements) are those for FY2010 and 2011, respectively.

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 FY2011 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	267	389
↳ Breakdown ① Pollution prevention costs	Pollution of atmosphere, water quality, soil, etc.	0	45
② Global environment protection costs	Prevention of global warming, protection of ozone layer, etc.	267	237
③ Resource circulation costs	Effective use of resources, waste reduction, etc.	0	107
Upstream/downstream costs	Green procurement, recycling, etc.	5	239
Administration costs	Labor costs for environmental training, environmental protection, etc.	8	217
Research and development costs	Development of environmentally conscious products, etc.	0	1,774
Social activity costs	Tree planting, disclosure of information, etc.	0	0
Environmental remediation costs	Air pollution levy, etc.	0	0
		Total	280 2,619

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	-12
Assumed benefits	Benefits concerning reduction in environmental impact converted into a monetary amount*	33
Customer benefits	Benefits concerning reduction in environmental impact at the usage stage converted into a monetary amount	910
Risk prevention benefits	Calculated value of reduction in environmental risk before and after investment	0
		Total 931

Breakdown of actual benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Energy	622k ℓ	-55
Waste	129 t	45
Water	-18,302 m ³	-2
		Total -12

Breakdown of assumed benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Wastewater-related	2.1 t	28
Atmosphere-related	0.4 t	5
		Total 33

Breakdown of customer benefits

Item	Reduction of environmental impact*	Benefits converted into a monetary amount
Environmental impact reduction benefits at the usage stage	41.28 million kWh	910

* Difference between FY2010 and FY2011

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, 2011 to March 31, 2012
 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.

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	9600 (as of March 31, 2012)
Group consolidated sales	350.8 billion yen (FY2011 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

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<http://www.toshiba-medical.co.jp>

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●Headquarters and SI center of Toshiba 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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