

# Toshiba Group CSR Report 2011 Questionnaire Survey

We appreciate your comments and suggestions by FAX: +81-3-5444-9222 (To CSR Div., Toshiba Corp.)

The Questionnaire is also on the website: <http://www.toshiba.co.jp/csr/en/contact/survey.htm>

**Q1 How do you rate Toshiba Group CSR Report 2011?**

Excellent  Good  Satisfactory  Unsatisfactory  Poor

**Q2 Please state the reason(s).**

( )

**Q3 What are your expectations for Toshiba Group's CSR activities and disclosure of CSR information?**

( )

**Q4 What is your evaluation of Toshiba Group CSR Report 2011?**

1. Content  Excellent  Satisfactory  Insufficient  
2. Design  Good  Satisfactory  Poor  
3. Length  Long  Appropriate  Short  
4. Ease of understanding  Easy  Satisfactory  Difficult

**Q5 Please state your reason(s).**

( )

**Q6 Which subject was of the most interest to you and why?**

( )

**Q7 Which of the following best describes you or your affiliation?**

- Customer  
 Involved in the following at a company/organization:  CSR  Environment  Human resources  
 Procurement  Social contribution  Customer relations  Other ( )  
 Government or governmental body  Journalist  Research/educational institution  
 Financial/investment institution  Shareholder  Environmental NGO/NPO  Environmental specialist  
 Supplier  Student  Resident in a community where Toshiba Group has premises  
 Toshiba Group Employee  Other (Please specify: )

**Q8 Please feel free to comment or make suggestions.**

( )

Thank you for your cooperation. We would appreciate if you could complete the form below.

Name	Male/Female	Age
Address	e-mail	
Occupation/Organization	Department/Title	

**Would you like to receive the next issue of Toshiba Group CSR Report (Scheduled in August 2012)?**

Yes  No

Your comments and suggestions may be referred in the next report.

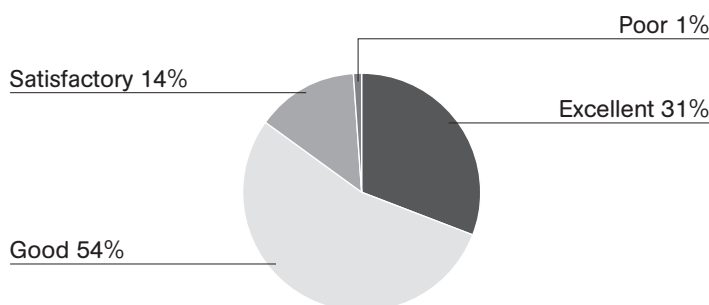
Toshiba will manage your personal data in an appropriate manner, ensuring that no leakage or loss occurs. Toshiba may use your personal data for the purpose of sending you the next CSR report, responding to your inquiry, and/or for analysis on the basis of age group and sex. If you wish to correct, revise or delete your personal data. Please contact the CSR Division of Toshiba Corporation.

# Toshiba Group CSR Report 2010 Questionnaire Survey Result

We received 85 responses to the questionnaire enclosed in the Toshiba Group CSR Report 2010. We would like to thank you for your generous contribution.

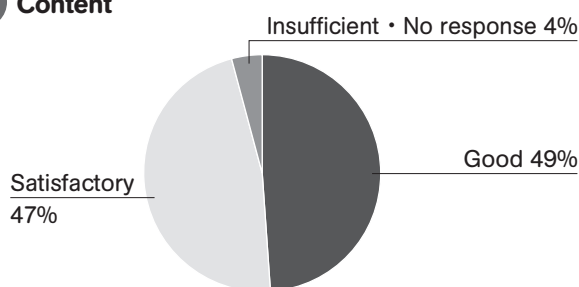
## Results of the Questionnaire Survey

### 1. How do you rate Toshiba Group CSR Report 2010?

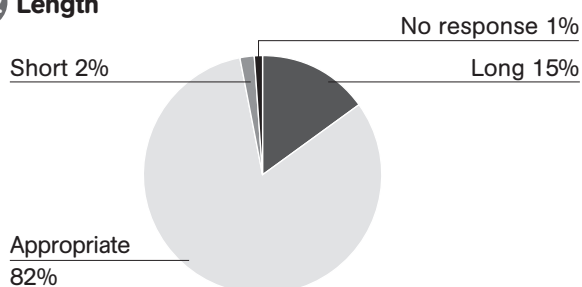


### 2. What is your evaluation of this report?

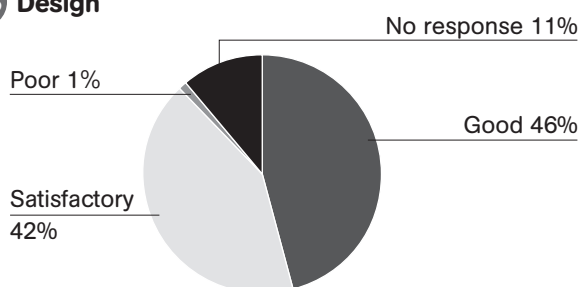
#### 2-1 Content



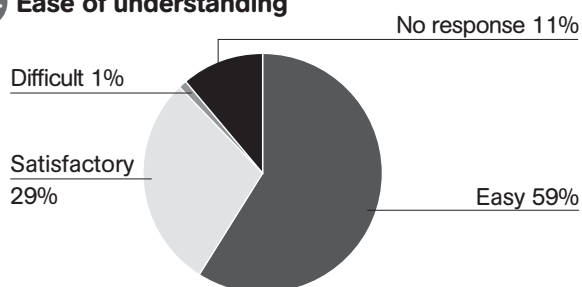
#### 2-2 Length



#### 2-3 Design



#### 2-4 Ease of understanding



### Main Comments and Suggestions

- The reporting based on the seven core subjects of ISO 26000 is complete and well balanced.
- The reporting is easy to understand with the targets, achievements and measures clearly reported.
- The report lacks information on lowlights and clear presentation of issues of Toshiba Group.
- The images are small; therefore, request to use larger pictures and make the report more visually attractive.

### Major Improvement Incorporated in CSR Report 2011

- We have made an effort to present Toshiba Group's activities in line with the issues/actions recommended based on seven core subjects of the guidance ISO 26000.
- For each core subject of ISO 26000, we have listed the major progress and achievements for fiscal 2010 on the topmost part of the page making the information easily accessible.
- We have upgraded information on topics of considerable interest for our stakeholders, such as environmental issues, employee work conditions and systems.