

# Third-Party Evaluation



## Reference View

Bureau Veritas has verified the environmental performance data collection activities at the Principal Office and at site level. Bureau Veritas has concluded the following:

### 1. Positive Findings

- The Environmental Management Information System has been adopted for collecting and aggregating the data. This system enables Toshiba to avoid manual data input errors and review site data. The implementation of this system has enhanced management of performance data and therefore its overall credibility.
- The product eco-efficiency indicator "Factor T" is calculated automatically for the most part by using Excel and LCA software. Various measures are adopted to prevent mistakes in the data input process and the result was seen to be reliable.
- Bureau Veritas has observed a robust data management system developed at site level that can be utilized company-wide to further improve the reliability of group data.
- All domestic and international data presented in the Report was a true representation of that collected at site level and aggregated centrally at the Principal Office.

### 2. Improvements Addressing Issues with Last Year's Report

- It is commendable that Toshiba has been collecting and processing information from an increasing number of global sites, providing improved data coverage that now covers more than 600 sites. However, variability in data management has been observed across the sites visited as part of the scope of this independent verification. Where data gaps have been identified, appropriate measures have been taken and where such gaps could not be filled, then estimated figures were used.
- There is a need for further improvement in the completeness of data collected at both overseas production and non-production sites, particularly at sites where the environmental impact is deemed to be high.
- The Principal Office management structure has been reorganized to provide a more systematic approach to data management. However, as the process for internal checking is not standardized, this can lead to differences in such data quality. Some degree of standardization and documentation of internal data checking for this purpose could strengthen the detection of missing and abnormal data.

### 3. Opportunities for Improvement

- Errors in the scope of data collecting, specific units of aggregation, and manual data input have been identified. A review of the data input process and related training needs is recommended to improve consistency and reliability.
- It was observed that in some sites, the existing aggregation process for energy and waste data is not documented and that complex aggregation is dependant on the level of skill and technical knowledge of individual staff members on site. A standardized and documented data checking and aggregation procedure and information sharing system should be developed for the collation and aggregation of energy usage and waste data.
- To ensure that performance data of the highest quality and reliability is presented in future environmental reporting it is recommended that external verification of data from Toshiba's overseas sites be carried out.
- Recycling data of end-of-life products is limited to Japan, Europe, and the United States. It is recommended, however, that such data also be covered in China and Asia in the future.

# History of Our Activities

Promoting Organization	FY	Initiatives, activities, and topics
Toshiba Group's Environmental Management Promotion Organization restructured into six divisions by adding the Corporate Strategic Planning Division	2009	
Division restructured into four groups by adding a group in charge of overseas operations	2008	Publication of the Environmental Report 2008 Establishment of new standards for Excellent ECPs and the creation of a new ECP logo Declaration of the turning point in greenhouse gas emissions
Division restructured into three groups: one group in charge of planning, one group in charge of ECPs, and one group in charge of business processes	2007	Formulation of the Environmental Vision 2050
The Asia and Oceania Environment Division newly established	2006	Integration of the conventional Toshiba environmental audit systems to start a new environmental management audit system
The United States Environment Management Division newly established Toshiba Group's Environmental Management Promotion Organization newly established	2005	Publication of the "Factor T" brochure Acquisition of ISO 14001 certification for the Environmental Management Promotion Organization of Toshiba Corporation
Division name changed to the Corporate Environment Management Division The China Environment Management Division newly established	2004	Formulation of the 4th Voluntary Environmental Plan Formulation of Environmental Vision 2010 Publication of CSR Report 2004 Publication of the "Factor T: Introduction" brochure
The EC Environment Management Division newly established	2003	A third-party audit system introduced in environmental accounting
	2002	Achievement of zero waste Introduction of material flow cost accounting
Organization name changed to the Environmental Conservation Promotion Division	2001	Received the Green Award, Global Environment Award, etc.
	2000	Formulation of the 3rd Voluntary Environmental Plan Disclosure of environmental accounting
Organization name changed to the Recycling Promotion Center	1999	Decommissioning of all incinerators
	1998	Publication of the Environmental Report 1998
	1997	Revision of the Basic Rules for Environmental Protection Acquisition of ISO 14001 certification for all factories of Toshiba Corporation
	1996	Formulation of the 2nd Voluntary Environmental Plan
Organization name changed to the Environmental Conservation Center	1995	Establishment of the New Basic Rules for Environmental Protection, began taking steps to acquire an ISO 14001 certificate
	1994	Complete elimination of 1.1.1-trichloroethane
	1993	Formulation of the 1st Voluntary Environmental Plan Complete elimination of specified CFCs used for cleaning Implementation of the EASTER (Environmental Audit System in Toshiba on the basis of Eco-Responsibility)
The Environment Management Committee newly established	1992	
	1991	Establishment of the environmental policy and slogans, product assessment approach and goals for energy saving
	1990	Structural Design Guidelines, limit set on the amount of industrial waste that can be disposed of
An environmental management system implemented in all Toshiba Group companies	1989	Establishment of the Basic Rules for Environmental Management, formulation of the ODS reduction plan, environmental audits
The Environmental Management Center newly established	1988	

## Editor's Postscript

As global environmental issues attract growing interest, we at Toshiba Group believe that we have to communicate our initiatives for dealing with these issues to a wider range of stakeholders in more detail and in an easier-to-understand way. In this Environmental Report, we gave much thought to how to present our environmental initiatives so that they can be understood even by readers who do not have enough time to read it in full. One example is that we added a title page to the beginning of each section to summarize what we did in FY2008. We also paid attention to the use of color so that the report looks attractive to as many people as possible irrespective of differences among individual senses of color, and the report obtained certification from the Color Universal Design Organization. In order to ensure the reliability and transparency of the report, environmental performance data underwent a third-party review by Bureau Veritas Japan. In the future, Toshiba Group will continue to make every possible effort to help solve global environmental issues. Please let us know what you think about this report.

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URL <http://www.toshiba.co.jp/env/en/contact/>

### The report is also available on the Toshiba website

URL <http://www.toshiba.co.jp/env/en>



## Production and printing of this report reflect the following considerations:

### Paper



#### Use of FSC-certified Paper

Paper certified by Forest Stewardship Council (FSC) is used, which is made from wood from FSC-certified forests.



#### Use of Forest Thinning Support Paper

Printed on paper made with wood from forest thinning. "Morino Chonai-Kai" (Forest Neighborhood Association) – Supporting sound forest management.



A-(2)-060002

#### Use of paper made from domestic wood

In the Kyoto Protocol, Japan set a target of reducing greenhouse gas emissions by 6%, 3.9%, of which namely about two-thirds will be achieved by CO<sub>2</sub> absorption by forests. Active consumption of domestic wood leads to the growth of healthy forests, which will absorb considerable CO<sub>2</sub>. While expressing our gratitude towards forests, we print this brochure using paper made from domestic wood to contribute to the further absorption of CO<sub>2</sub> by domestic forests.

### Printing



#### Waterless Printing

Waterless printing, a printing process that eliminates the use of water, is adopted, taking advantage of the characteristics of printing plates made of ink-shedding material.



#### Non-VOC Ink

100% vegetable ink containing no volatile organic compounds (VOCs) is used.

### Color Universal Design



#### Color Universal Design-certified

We sought to design the CSR Report using colors and patterns that are easy to distinguish regardless of the difference in color vision among people. Following a monitoring check, the CSR Report gained a color universal design certification from the Color Universal Design Organization (CUDO), an NPO in Japan.