

1. Has your company established goals for waste to landfills?

Yes, Toshiba's ultimate goal is to achieve Zero Emissions at Toshiba factories, laboratories and other subsidiaries, whereby the quantity of waste for a landfill after treatment is equivalent to 1% or less of the total amount of waste discharged.

In fiscal 2006, Toshiba attained the annual waste reduction target by reducing by-products through increased recycling of cleansing solutions and minimization of redundant materials as a result of process improvements. Whereas the target for fiscal 2006 was to achieve a 15% reduction in the ratio of the total amount of waste generated to production output compared with fiscal 2000, we achieved a 31% reduction. The total amount of waste generated, including waste generated at subsidiaries and affiliates in Japan and at manufacturing sites overseas, was 236,000 tons, 3,000 tons less than in fiscal 2005. Routine, low-key actions, including strict sorting of by-products and wider application of recycled materials in cooperation with waste treatment companies, also helped us to reduce the final disposal rate to 4.4%, an improvement of 0.6 percentage points compared with fiscal 2005. Thanks to these activities, 38% of all Toshiba Group sites in Japan and overseas achieved zero emissions. However, we did not attain the annual target (40%), mainly due to inclusion of sites that have not achieved zero emissions in the scope of consolidation. By continuing to implement a series of measures to reduce generation of waste, we are determined to achieve zero emissions at all sites. Of total by-products recycled, material recycling of metal chips, sludge, etc. accounted for 89% and thermal recycling accounted for 11%. We are raising the quality of recycling step by step, including expansion of the scope of material recycling.

In an effort to prevent rechargeable batteries from being landfilled, Toshiba provides opportunities to its consumers for the acceptance and collection of used rechargeable batteries across the US. Toshiba provides this service through its membership in the Rechargeable Battery Recycling Corporation (RBRC). RBRC is dedicated to keeping rechargeable batteries and cell phones out of our nation's solid waste stream and preserving natural resources.

2. Is your company involved in any CSR projects, NGO partnerships, consortiums, etc. to reduce environmental impact?

Toshiba reduces environmental impact, protect nature, prevent global warming and conserve biodiversity through various programs, initiatives, and partnerships. To name a few:

- Toshiba is a participating member of the Environmental Protection Agency (EPA) ENERGY STAR Program for copiers and facsimiles. ENERGY STAR-compliant Toshiba copiers automatically turn-off after a period of inactivity, thus ensuring the copiers are off during weekends and nights. The automatic shut-off features can result in more than a 60% reduction in annual electricity costs.
- Toshiba Group's 1.5 million Tree Planting Initiative is a global initiative aimed at planting 1.5 million trees worldwide by 2025, when the Toshiba Group will celebrate its 150th anniversary. The program is built around three pillars: the Afforestation Program, which plants trees through financial contributions and the efforts of employee volunteers; the Education Program, which raises environmental awareness through lectures and hands-on learning events; and the Financial Program, which marshals funds and other resources to help the forest.

- Toshiba has donated to the Arbor Day Foundation to plant 80,000 trees in Southern California national forest areas damaged by wildfires in 2007.
- To help reach Toshiba's recycling goals, Toshiba America Consumer Products, Panasonic and Sharp Electronics formed the Electronic Manufacturers Recycling Management Company (MRM). The primary goal of MRM is to provide consumers with convenient recycling opportunities and provide recycling services to electronics manufacturers and others, including state and local governments.

3. Outline how your company is designing equipment, toner and cartridges to minimize impact on the environment.

EQUIPMENT

Toshiba incorporates environmental values into its product design and manufacturing processes. At the stage of procurement of raw materials and components, reduction of environmental impacts is required in terms of resource consumption. In terms of prevention of global warming, reduction of environmental impacts is required at the product usage stage. In addition, certain chemical substances that may cause environmental pollution are avoided or reduced in terms of environmental pollution. Toshiba enhances the design of Environmentally Conscious Products (ECPs) while taking into account 3R (Reduce, Reuse, Recycle) conscious design, energy-saving design, and design for reducing environmental impact substances.

In developing ECPs, Toshiba works to reduce the environmental impacts of our products throughout their life cycles. We carry out design assessment in consideration of the product life cycle - from procurement through to disposal. Checks are performed throughout product development, and only acceptable products are shipped. Major checkpoints at each stage of the life cycle are:

1. Procurement stage (selection of parts, materials)

- Elimination/reduction of prohibited and restricted substances (Green Procurement)
- Reduction of compound materials and parts that are difficult to disassemble
- Minimization of use of natural resources

2. Manufacturing Stage

- Elimination/reduction of prohibited and restricted substances (Green Manufacturing)
- Reduction of packaging materials for parts

3. Distribution Stage

- Reduction of packaging materials
- Styrene-foam-free packaging

4. Usage Stage

- Reduction of power consumption (development of energy saving products)
- Reduction in volume and mass of products

5. End-of-life Stage

- Design for easier disassembly
- Provide information for recycling and disposal -- indicate raw materials used in products

Most Toshiba copiers use organic photoconductors which are non-toxic and biodegradable. All of our stands have a powder-coat finish which contains no solvents. This means that during application, no dangerous fumes are emitted, and any overspray from the powder is 98% reclaimed into the system.

TONER AND CARTRIDGES

All of Toshiba's toner cartridges are recyclable - they can be placed in a plastic recycle container and disposed of in accordance with your policies. Many of our toner and developer containers are now comprised of an average of at least 25% recycled plastics by weight. These black-colored containers signify recyclability and natural recycling. Many of our copier toner containers are marked with the proper recycling code for sorting at the recycling center and can be recycled locally.

4. Outline packaging policies to minimize waste and environmental impact.

Toshiba consistently explores new ways to use recycled packing materials such as boxes, pallets, and packing. For example, wooden crates are being replaced with 100% recyclable cardboard. All Toshiba copier stands utilize a hi-solids baking enamel with low a Volatile Organic Compounds emission. Also, all of Toshiba's toner cartridges are recyclable - they can be placed in a plastic recycle container and disposed of in accordance with your policies. Many of our copier toner containers are marked with the proper recycling code for sorting at the recycling center and can be recycled locally.

5. Outline how your equipment is designed for maximum recyclability.

Toshiba's MFDs are designed to use recycled materials whenever possible, including toner/developer bottles and shipping containers, as well as plastics within the machines. Toshiba was one of the first copier manufacturers to voluntarily begin using recycled plastic in the manufacturing of its copier supply toner containers. In fact, many of our copier supply toner and developer containers are comprised of an average of at least 25% recycled plastics by weight. Toshiba's use of recycled plastics pre-dated the requirements of those states whose regulations now call for the use of recycled materials in manufacturing of rigid plastic containers. As described earlier, Toshiba reclaimed an even greater percentage of our copier supply toner containers by making it possible for customers to recycle locally. Our copier supply toner containers are marked with the proper recycling code for sorting at the recycling center and can be recycled locally.

6. Please describe your goals to annually increase amount of recovered materials used in product design.

As a result of Toshiba's process improvements and other measures to curb waste generation, the total amount of waste generated (rate to net production output) was 281,518 tons in fiscal 2007, representing a 28% reduction (target: 24%) in waste generated compared with fiscal 2000. Also, as a result of efforts to reduce the final disposal rate by thorough sorting of waste and more recycling of by-products, 48% (target: 46%) of all subject sites worldwide achieved zero emissions. While working to

enhance the quality of recycling by expanding material recycling, we are promoting recovery of end-of-use products and material recycling worldwide.

7. List the maximum percentage of recycled content for proposed models and accompanying supplies. Also include the maximum percentage of recovered parts used in proposed models.

TOSHIBA TEC Corporation collects and recycles end-of-use copiers in cooperation with its customers, TOSHIBA TEC Business Solution Corporation as its distribution source, and TERM CORP. as its recycling firm. In 1998, collection and recycling of end-of-use copiers started in the Tokyo and Kanagawa regions, and has been expanding its geographic coverage to nine bases throughout Japan. Collected copiers are manually dismantled into each element, in order to facilitate the recycling process. As a result, over 98% of end-of-use copiers collected are recycled. In addition, by participating in the Recycled Equipment Exchange System within the Japan Business Machine and Information System Industries Association or JBMIA, to increase its product collection efficiency, TOSHIBA TEC Corporation recovers its own end-of-use copiers, which other companies have collected.

8. Please describe in detail your Green program.

Toshiba is committed to developing products and practices that help protect and preserve the environment. At the forefront of these efforts are Toshiba's green programs that includes the reduction of environmental impacts, prevention of pollution, development of environmentally conscious products, and the promotion of a Reduce, Reuse, Recycle work environment. Toshiba's environmental objective is to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements and to continually improve environmental performance through the implementation of the following:

Green Procurement - Thanks to innovative procurement standards, Toshiba products are built responsibly from the ground up. In 2000, Toshiba launched a company-wide initiative to promote the green procurement of manufacturing supplies, including environmentally conscious parts, components and raw materials. Toshiba suppliers take a stringent, 22-point environmental performance survey. Priority is then assigned to suppliers with the highest survey scores. The innovative program not only results in greener products, it gives suppliers the incentives and resources needed to improve their environmental practices.

Energy Efficient Products - Advances in hardware and software have reduced the total cost of ownership of Toshiba devices by improving performance and reliability while minimizing waste and environmental impact. The Toshiba devices being proposed all meet the U.S. Environmental Protection Agency (EPA) Energy Star® guidelines for energy efficiency. Energy Star-compliant Toshiba MFDs automatically turn off after a period of inactivity, thus ensuring the copiers are off during weekends and nights. The automatic shut-off features can result in more than a 60% reduction in annual electricity costs. Toshiba MFDs also are designed to contribute to a low-noise environment, with energy saver features that put the unit in standby mode, thus reducing noise and saving energy. Further, Toshiba's high efficiency induction heating (IH) fusing technology built into our MFDs increases productivity by shortening the warm-up time while dramatically reducing energy consumption. In addition, Toshiba products have a toner reduction mode to reduce toner consumption.

During the design/manufacturing phases, Toshiba devices undergo energy and power consumption testing and measurements in accordance with the test conditions and methods defined in ASTM F 757-

01, Test Method for Determining Energy Consumption of Copier and Copier-Duplicating Equipment. Emission testing is performed in accordance with the test conditions and methods as stated in RAL-UZ114/2004 or UZ122/2006. Noise testing is conducted in accordance with the test conditions and methods as stated in ISO 7779, Measurement of Airborne Noise Emitted by Information Technology and Telecommunications Equipment.

Resource Conservation - Toshiba promotes the conservation of resources by employing recycled plastic in exterior panels, developing longer-lasting consumables, and keeping our products compact. Toshiba toner, developer bottles, and cartridges are made using quality recycled plastics known as Post Consumer Resins (PCRs). Toshiba toner cartridges contain a minimum of 25% PCRs; the remaining 75% is virgin High Impact Polystyrene. Toner and developer bottles contain 25% to 100% PCR's, with virgin High Density Polyethylene comprising the rest. Most Toshiba brand copiers use the non-toxic Organic Photoconductor (OPC) drums. Used OPC drums can be disposed of or recycled by the user without contaminating the environment after being replaced by an authorized Toshiba service provider. Most other Toshiba brand copiers use selenium drums, which pose no threat to health because the selenium layer of the drum is wear-resistant, allowing no increase of the natural selenium content in ambient air. However, selenium is a federally regulated substance; therefore, used selenium drums must be returned to Toshiba for proper recycling.

During product design, Toshiba emphasizes resource saving, such as the development of lighter products with longer lives and greater use of modules so that repairs and upgrades of products are performed simply by replacing modules. Another priority is reduction in the number of parts to facilitate disassembly and recycling and use of recycled resources in products. Toshiba is making a concerted effort to optimize packaging. Our target is a 10% reduction by fiscal 2010 compared with fiscal 2005 in the amount of packaging materials distributed in Japan (rate to net production output). To achieve this target, we are sharing the best practice and developing innovative packaging technologies.

Toshiba copier stands utilize a hi-solids baking enamel with low Volatile Organic Compounds (VOCs) emission levels, making them more environmentally friendly. All Toshiba MFDs are capable of running 100% post-consumer recycled paper without any performance issues. Types of recycled paper suitable for use depend on the specific Toshiba model; your Toshiba service provider can assist you in selecting the correct grade and quality of recycled paper for your device. Toshiba also uses recycled packing materials such as boxes, pallets, and packing.

Waste Minimization/Recycling - Toshiba is involved in company-wide waste minimization efforts to reduce waste going to landfill, working hard to achieve a greener environment. For example, under Toshiba's "Zero Waste to Landfill" recycling program we partner with Close the Loop, Inc. to offer our customers recycling of collected Toshiba consumable supplies. Customers are provided, at no cost, with recyclable collection boxes and supplies, freight, transportation, and recycling services for Toshiba toner bottles, laser cartridges, drum units, toner bags, and other bulk imaging consumables. These supplies are picked up and processed using four different processes to yield the maximum amount of reusable materials. Hard-to-process mixed plastics, toner powder, inks, and sponges are used in the company's patented composite eLumber product, thereby reusing previously unusable materials, preventing them from ending up in landfills or being incinerated. This results in 100% reuse of collected Toshiba consumable imaging products. The "Zero Waste to Landfill" program is being offered to Williams Lea at no additional cost.

In addition, Toshiba partners with Waste Management Recycle America to recycle end-of-life product. Waste Management is a company specialized in creating renewable energy from ordinary waste and providing environmentally friendly recycling services. A conscientious steward of green initiatives, Waste Management helps protect our natural resources and save energy.

As a result of Toshiba's process improvements and other measures to curb waste generation, the total amount of waste generated (rate to net production output) was 281,518 tons in fiscal 2007, representing a 28% reduction (target: 24%) in waste generated compared with fiscal 2000. Also, as a result of efforts to reduce the final disposal rate by thorough sorting of waste and more recycling of by-products, 48% (target: 46%) of all subject sites worldwide achieved zero emissions. While working to enhance the quality of recycling by expanding material recycling, we are promoting recovery of end-of-use products and material recycling worldwide.

Regulatory Compliance - Toshiba develops products that are in compliance with international standards and regulations such as Green Purchasing Law, and acquisition of major environmental labels such as the Japanese Eco Mark, Toshiba Group Earth Protection Mark, International ENERGY STAR Program, and others. In addition, Toshiba is preparing for compliance with the European Union (EU) EuP Directive (Directive on Energy Using Products) and EU REACH Regulation (Registration, Evaluation, Authorization and Restriction of Chemicals) which are to be embraced in the future.

Type I Environmental (labeling requiring certification by a third party organization)

- Eco Mark: The Eco Mark is a Japanese environmental label established by the Japan Environment Association in 1989. It is attached to products, which are judged to generate fewer environmental impacts at the stages from production to disposal and to be useful for environmental protection. 21 models of Toshiba copiers and MFDs are certified.
- China Environmental Label: 38 models of Toshiba copiers and MFDs comply with this label.
- Canadian EcoLogo Symbol: 36 models of Toshiba copiers and MFDs comply with this label.
- Others: Four models of Toshiba copiers and MFDs comply with the Nordic Swan Label and other environmental labels including Taiwan Eco Mark and Korea Eco-Label.

Type II Environmental Label (labeling based on criteria, which a company voluntarily establishes)

- Toshiba Group Earth Protection Mark: Toshiba sets up the "Voluntary Environmental Standards for Each Product," which prescribe the industry's top-level requirements for environmental considerations, and the "TOSHIBA Group Earth Protection Mark" appears in product brochures and on websites for the products in compliance with the standards. Twenty-three Toshiba copiers and MFDs are certified at present.

Type III Environmental Label (labeling based on consumers' judgment after disclosing environmental impact information through LCA)

- ECO-LEAF Label: The ECO LEAF Label started in June 2002. According to this label, environmental impacts from every stage covering resource procurement, manufacturing, transportation, usage,

disposal, and recycling are calculated with the Life Cycle Assessment or LCA method. This label indicates the calculated environmental impacts as quantitative data. 7 models of the TOSHIBA TEC copiers (will appear in a new window) have been verified and certified. The environmental impact data for the certified products are available on the Japan Environmental Management Association for Industry or JEMAI's website.

Other Environmental Labels

- **International ENERGY STAR Program:** The ENERGY STAR label can be attached to equipment whose standby electricity consumption is less than the prescribed standard. This program has been implemented as an optional registration system certified by both the U.S. and Japanese governments, since October 1995. 18 models of the copiers and multifunction peripherals comply with this program.
- **Green Purchasing Law:** The Green Purchasing Law enacted in April 2001 throughout Japan makes it obligatory for national, prefectural and local public bodies, enterprises, citizens and manufacturers to devise procurement policies and procure Eco-friendly Goods and Services. The State and Other Entities take the initiative in implementing Green Purchasing. 19 models of Toshiba copiers and MFDs comply with the evaluation criteria for the designated procurement items, and the information is disclosed in brochures and on websites.

ISO 14001 Certification - To date, four Toshiba manufacturing facilities and one copier sales affiliate have been awarded ISO 14001 certification, the internationally recognized standard for environmental management systems. This certification recognizes Toshiba's status as a proactive global leader in developing and implementing environmentally-safe products and processes. The system is audited both internally and externally.

Partnership Involvement - On a broader scale, Toshiba Corporation reduces environmental impact, protects nature, prevents global warming, and conserves biodiversity through a variety of partnership programs and initiatives. A few of them include:

- Toshiba Group's 1.5 Million Tree Planting Initiative is a global initiative aiming to plant 1.5 million trees worldwide by 2025, when the Toshiba Group will celebrate its 150th anniversary. The program is built around three pillars: the Afforestation Program, which plants trees through financial contributions and the efforts of employee volunteers; the Education Program, which raises environmental awareness through lectures and hands-on learning events; and the Financial Program, which marshals funds and other resources to help the forest.
- Toshiba has donated to the Arbor Day Foundation to plant 80,000 trees in Southern California national forest areas damaged by wildfires in 2007.
- To help reach Toshiba's recycling goals, Toshiba America Consumer Products, Panasonic and Sharp Electronics formed the Electronic Manufacturers Recycling Management Company (MRM). The primary goal of MRM is to provide consumers with convenient recycling opportunities and provide recycling services to electronics manufacturers and others, including state and local governments.

- Toshiba partners with eBay for the Rethink initiative. This initiative offers a fresh perspective on the challenge of e-waste, with information, tools and solutions that make it easy to sell, donate, or recycle used computers and electronics. Toshiba is determined to proactively contribute to the establishment of a recycling based society by doing our part to reduce global waste. We encourage our customers - both business and consumer - to do the same.
- Toshiba is a proud member of the Electronic Industries Alliance (EIA), who provides an outstanding service to consumers searching for ways to dispose of their used electronics. The organization created E-cycling Central to make it easier for consumers to find local drop-off points or pick-up contacts when they want to dispose of their used electronics properly. The directory is organized by state and offers a plethora of information.



Toshiba toner, developer bottles and cartridges are made using quality recycled plastics known as “Post Consumer Resins” (PCR’s), and are colored black to signify the containers are made of recyclable PCR’s. Toshiba’s use of recyclable plastic containers 1) conserves natural resources, 2) eliminates waste disposal problems, 3) reduces air pollution, 4) reduces energy demand, and 5) saves landfill space.

Toshiba toner cartridges contain a minimum of 25% PCR’s; the remaining 75% is virgin High Impact Polystyrene. Toner and developer bottles contain 25% to 100% PCR’s, with virgin High Density Polyethylene comprising the rest.

9. Do you have a demanufacturing program? If yes, please describe.

Yes, Toshiba emphasizes resource-saving product design, such as development of lighter products with longer lives and greater use of modules so that repairs and upgrades of products are performed simply by replacing modules. Another priority is reduction in the number of parts to facilitate disassembly and recycling and use of recycled resources in products. Toshiba is making a concerted effort to optimize packaging. Our target is a 10% reduction by fiscal 2010 compared with fiscal 2005 in the amount of packaging materials distributed in Japan (rate to net production output). To achieve this target, we are sharing the best practice and developing innovative packaging technologies.

10. Please describe your proposed equipment accessibility features and optional accessories for the following accessibility categories:

Toshiba is dedicated to ensuring our products comply to the fullest extent possible with Section 508 of the Rehabilitation Acts of 1998. Toshiba continues to make substantial investment in our products to increase access for visual and hearing impaired as well as mobility impaired individuals.

11. Vision Impaired

- Toshiba's MFDs can be configured to audibly beep upon the selection of any setting to inform the user that the selection has been made.
- Reversing the front panel color scheme makes the LCD screen easier to read for users with certain vision impairments.
- A unique Quick Key can be activated by technicians to provide access to the MFD's most popular features in large easy-to-read buttons on the front panel.
- The front panel can be tilted at such an angle as to facilitate viewing from a low height. The screen's brightness and contrast also can be adjusted.
- The hard key buttons on some Toshiba devices are notably larger, making them both easier to see and easier to select. Also, the hard panel buttons have embossed symbols on them making them easier to identify by those with vision impairments.

12. Hearing Impaired

Toshiba MFDs do not have any functions that would preclude a hearing impaired individual from using the device.

13. Mobility Impaired (including Handicapped/Wheelchair Accessibility)

- The front panel can be tilted at such an angle as to facilitate viewing from a low height. The screen's brightness and contrast also can be adjusted.
- The drawers on some of Toshiba's equipment are uniquely designed to facilitate opening by grabbing the handles from above or below each drawer. This particularly addresses the needs of users that may be wheelchair bound.
- The unique shape of the RADF and the finisher exit trays enables the easy loading and retrieval of originals. Also, the height of the finisher exit trays simplifies retrieving copied sets.

14. Does your company have a system to evaluate and mitigate potential manufacturing process hazards/safety risks? (Please e-mail or fax the cover page and content of the system.)

Toshiba's use of chemical substances is based on three policies: avoid use of hazardous substances to the maximum extent possible, promote reduction and substitution to the maximum extent possible, and

subject use to appropriate controls. Control classifications (prohibition of use, reduction in use, control of release) for substances are determined based on the risk associated with the substance. For determining the risk, a risk assessment approach is adopted in which the risk posed by a substance is expressed as the product of the hazard and the level of exposure.

In April 2003, Toshiba established a European Environmental Department responsible for WEEE implementation in Europe. This central function is currently preparing all necessary measures to be in compliance with the WEEE directive, including the transition in each EU-Member State's national law which includes:

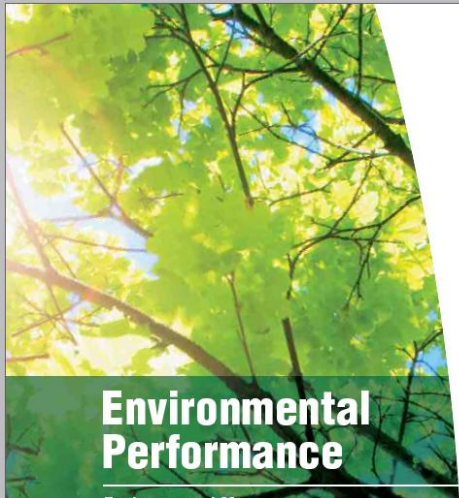
- Registration in all EU countries
- Reporting of quantities sold
- Labeling of products effective August 13, 2005

15. Describe your company's three most important environmental goals and how you are achieving these goals. Also describe how this information is communicated to the public.

One of Toshiba's goals has been to enhance the level of environmental activities, as such all Toshiba employees receive environmental education according to their positions, tasks and specialties. The curriculum consists of stratified education programs, general environmental education, specialty education, and education for ISO 14001.

In fiscal 2006, Toshiba started activities to raise the awareness of employees and their families encouraging them to keep track of household's environmental impacts using web system. In March 2007, in recognition of this effort, Toshiba received the Silver Award of the Eco Family Project of the Minister of the Environment in Japan.

As cited from Toshiba's "Environmental Performance 2007 Report:



Environmental Performance
Environmental Management
For sustainable development of the Earth, 520 Toshiba Group companies are striving to achieve Environmental Vision 2010.

Toshiba Group's Environmental Management

Create new values while pursuing symbiosis with the Earth

Environmental management, as practiced by Toshiba Group, aims to contribute to sustainable development with two aspects: firstly, creating new values through products and, secondly, pursuing symbiosis with the Earth by reducing environmental impacts throughout business processes and products.
In January 1989 Toshiba established the Basic Policy for Environmental Protection founded on the recognition that

Since fiscal 2005, Toshiba has been implementing the Fourth Voluntary Environmental Plan focused on the enhancement of product eco-efficiency and business process innovation to attain the goals set by the Environmental Vision 2010.

The objective of Environmental Vision 2010 is to enhance overall eco-efficiency throughout products and business processes. While minimizing the environmental impacts of products and business activities, Toshiba aims to enhance the value delivered by products to customers and expand sales. In fiscal 2006, compared with fiscal 2000, product eco-efficiency and business process eco-efficiency improved and were 1.68 times and 1.22 times respectively, and overall eco-efficiency was 1.59 times.

For additional details on Toshiba's Environmental Targets and Achievement Levels, please refer to Toshiba's "Environmental Performance 2007 Report" by selecting the link below:

http://www.toshiba.co.jp/csr/en/report/pdf/report07_05.pdf

16. What (if any) hazardous waste do you generate - please list together with means of disposal

Toshiba generates certain materials, particularly metals, in electronic devices that can be salvaged and recycled, and proper handling of e-waste ensures that no harmful materials such as lead will contaminate our landfills or water supply. E-wastes include:

- Photocopiers
- Printers/scanners/fax machines
- Cell phones, PDAs, pagers
- Computer monitors
- Computer software disks
- Computers/CPUs
- Laptop computers
- Stereos/radios/MP3 players or iPods
- Telephones/answering machines
- Televisions (including plasma and LCD)
- VCRs/DVD players
- Video game consoles

Toshiba has a nationwide contract with Waste Management, Inc., located in Houston, Texas. Waste Management is the leading provider of comprehensive waste and environmental services in North America and boasts both ISO 9001 and 14001 certification. Waste Management tailors its services to meet the needs of each customer group to ensure consistent, superior service at the local level. Headquartered in Houston, the company's network includes 413 collection operations, 370 transfer stations, 283 active landfill disposal sites, 17 waste-to-energy plants, 131 recycling plants, 95 beneficial-use landfill gas projects and 6 independent powered production plants. Waste Management services nearly 21 million residential, industrial, municipal and commercial customers.

For international customers, Toshiba has a corporate-wide waste management program, which is strictly enforced. It addresses all forms of waste (paper, aluminum, e-waste, batteries, etc.) European suppliers of components and raw materials must adhere to ROHS (reduction of hazardous substance standards) from the European Union to minimize the use of hazardous materials in the manufacture of notebooks. The standard edict is to eliminate six substances. Toshiba eliminated 14 – eight above the required number, and we have been working on this since January 1997.

17. Do you have on all of your facilities (offices, plants, warehouses, etc.) a system to record environmental incidents, evaluate reasons and implement corrective actions? (Please e-mail or fax the cover page and content of the system.)

Yes, all of our facilities have systems for recording environmental incidents, evaluating reasons and implementing corrective actions in accordance with international, national, regional, and local standards, laws, regulations, agreements, industry guidelines and company rules.

18. Is your company or any facility ISO 14001 certified?

Yes, To date, four Toshiba manufacturing facilities and one copier sales affiliate have been awarded ISO 14001 certification, the internationally recognized standard for environmental management systems that minimize the ecological impact of business activities, indicating the highest environmental standards. The system is audited both internally and externally.

A list of Toshiba ISO 14001-certified sites is shown at:

<http://www.toshiba.co.jp/env/en/management/iso14001.htm>