

Toshiba (Australia) Pty Limited

Australian Packaging Covenant

Action Plan

October 2010

to

September 2015

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Head Office:

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ABN 19 001 320 421
Building C, 12-24 Talavera Road
North Ryde, NSW 2113
Ph.: 02 9887 6000
Postal Address
PO Box 350
North Ryde NSW 1670

National Distribution Centre

and

MobileCare:

Building F, 350 Parramatta Road,
Homebush NSW 2140
Ph.: 02 9739 5896

Branch/Sales Offices in Australia

Item	Premises	State
1	Unit 4, 20 Smallwood Place, Murarrie Medical Division	QLD
2	Unit 2/58 Metroplex Avenue Murarrie Information Systems Division and MobileCare	QLD
3	Units 2A & 3, 50 Logan Road, Woolloongabba Electronic Imaging Division	QLD
4	1/42 Wentworth Place Banyo Warehouse and Electronic Imaging Division Workshop	QLD
5	Unit 7, 11 Newspaper Place, Maroochydore Electronic Imaging Division	QLD
6	2 Lyell Street, Fyshwick All Divisions and MobileCare	ACT
7	411 Ferntree Gully Road Mount Waverley Information Systems and Electronic Imaging Divisions and MobileCare	VIC
8	Unit 5, 417 Ferntree Gully Road, Mount Waverley Medical Division	VIC
9	191 Fullarton Road, Dulwich Medical and Information Systems Divisions and MobileCare	SA
10	Suite 3A, 93 Francisco Street, Belmont WA 6104 Medical and, Information Systems Divisions and MobileCare	WA

Contract Details:

Managing Director: Mr Mark Whittard

Ph.: 02 9887 6000

Company Secretary: Mr John Ryan

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Corporate Information and Company Profile:

Toshiba (Australia) Pty Limited (Toshiba Australia) being a wholly owned subsidiary of Toshiba Corporation of Japan (Toshiba) is part of the Toshiba Group. We report on a monthly basis to our parent and our reporting data is consolidated into the parent's global data. Toshiba's corporate social responsibility incorporates environmental considerations and its basic environment policy is set out below:

Basic Policy for the Environment

Toshiba Group's Basic Policy for the Environment

Recognizing the Earth is an irreplaceable asset and it is humankind's duty to hand it on to future generations in a sound state, Toshiba Group contributes to the development of a sustainable society by pursuing creation of new values and symbiosis with the Earth, in accordance with Toshiba Group's Environmental Vision.

Promotion of environmental management

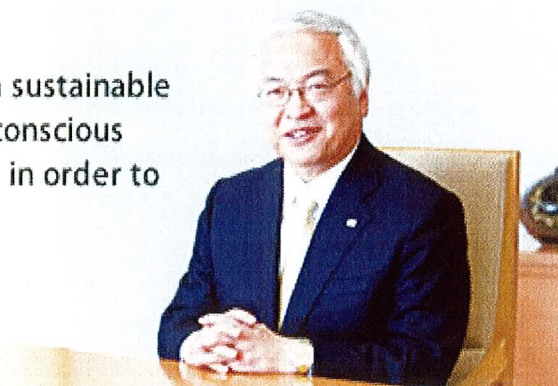
- Toshiba considers environmental stewardship to be one of management's primary responsibilities and promotes environmental activities in harmony with economic activities.
- Toshiba assesses the environmental aspects of its business activities, products and services, and specifies objectives and targets with respect to the reduction of environmental impacts and prevention of pollution.
- Toshiba strives to continuously improve environmental management through internal audits and reviews of activities.
- Toshiba complies with all laws and regulations, industry guidelines it has endorsed, and its own standards concerning the environment.
- Toshiba strives to enhance the awareness of all its employees with respect to the environment and requires that they make a practical contribution to the environment through their work.
- Toshiba operates globally, and accordingly, promotes environmental activities throughout Toshiba Group.

CEO Commitment

We will contribute to the creation of a sustainable society through our environmentally conscious processes, products and technologies in order to become one of the world's foremost eco-companies.

Norio Sasaki

Director, President and CEO, Toshiba Corporation



Environmental Management Based on Integrity

When I first joined Toshiba, I was engaged in designing a piping system for a nuclear power plant. Within the construction specifications, I came across the expression “pressure integrity.” A nuclear power plant cannot be constructed or operated without maintaining integrity. The word “integrity” in this case means comprehensive reliability rather than a simple stability of the system.

I consider integrity to be equally important in environmental management. In order to gain public trust, it is essential that in addition to ensuring legal compliance, we make serious efforts to reduce environmental risks and disclose information based on the Toshiba Group Standards of Conduct. To maintain our integrity, it is particularly important to obtain numerical data on the environmental performance of Toshiba Group and release the information to the public, thereby fulfilling our commitment for the future.

Working to Become One of the World's Foremost Eco-companies

As a corporate citizen of planet Earth, Toshiba Group is striving to become one of the world's foremost eco-companies through its efforts to create a world where people enjoy richer lifestyles in harmony with the Earth. We will minimize the environmental impact of our business activities and contribute to reducing global environmental impact to a sustainable level through our products and services. We will also contribute to improving the quality of life by providing comprehensive support for activities in a wide range of areas from the life of individuals to the construction of social systems.

In order to become one of the world's foremost eco-companies, Toshiba Group will develop three “Green” initiatives under its new “Toshiba eco style” global brand: Greening of Process, Greening of Products and Greening by Technology.

Greening of Process

The Greening of Process refers to our environmentally conscious manufacturing processes. Manufacturing activities of a company can cause impacts on the environment, including energy consumption, CO₂ emissions, water discharges and waste. We consider that initiatives aimed at minimizing environmental impact through the improved efficiency of manufacturing facilities and processes are one of the basic requirements for integrity.

We will ensure the implementation of our plan to reduce greenhouse gas emissions by using LED lights and high-efficiency equipment in offices and by adopting efficient measures to save energy required for clean rooms and manufacturing equipment. Through these initiatives, we will fulfill our corporate responsibility in manufacturing activities.

Minimizing the environmental impact caused by the manufacturing of electronic devices, which account for 60% of Toshiba Group's CO₂ emissions, is an enormous challenge for us. The new factory that is being constructed at our Yokkaichi Operations site is estimated to reduce CO₂ emissions by 12% compared with existing factories. To achieve this goal, it will be necessary to invest in our air conditioning facilities and implement detailed control of manufacturing processes. We will develop manufacturing methods that can minimize CO₂ emissions per business activity in each business segment.

Greening of Products

The Greening of Products refers to initiatives aimed at achieving the highest level of environmental performance in the development of all categories of products. We will continue to provide customers with products and services that meet the needs of society by using cutting edge technologies.

Toshiba has been manufacturing incandescent light bulbs ever since its establishment. We have manufactured as many as 4 billion incandescent light bulbs over the past 120 years. However, we now have new lighting technologies that provide higher levels of energy-saving performance using two entirely different lighting methods: bulb-type fluorescent lights and LED lights. Based on our conviction that now is the time for the entire world to make the conversion from incandescent lights to new lighting systems, we terminated the production of general-use incandescent light bulbs in March 2010. We believe that in order to accelerate the global trend to save energy, it is necessary for Toshiba, the first manufacturer of incandescent light bulbs in Japan, to take the initiative in showing the way to the future. We will provide lighting to society as we have been doing in the past, while contributing to saving energy through the results of innovation. We will continue to provide products that support our comfortable lifestyles and contribute to environmental conservation at the same time.

Greening by Technology

Greening by Technology refers to initiatives aimed at making contributions through environmental technologies – more specifically, low-carbon energy technologies. The whole world is paying close attention to Japanese technologies for mitigating climate change, which is a concern shared by countries around the world. Toshiba Group, in particular, is engaged in initiatives in almost all areas of technology required to achieve the reduction in CO₂ emissions estimated by the International Energy Agency, ranging from energy supply, including power generation, to energy consumption, which is represented by Toshiba Group's energy-saving products.

The importance of nuclear power generation as a zero-emission power source that does not emit CO₂ during the operation is now being rediscovered. However, although nuclear power is a source of conventional energy that can provide a stable power supply, the safe and secure operation of nuclear power generation facilities requires advanced technologies for facility management and maintenance. Toshiba Group will be able to make significant contributions to the world in this field.

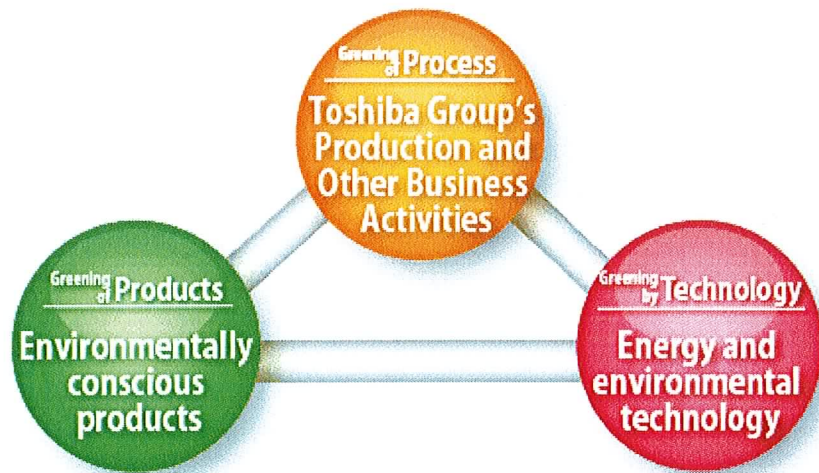
There are also heightened expectations for solar and wind power generation. In order to make effective use of these sources of renewable energy, it is essential to promote the development of smart grids (next-generation power supply networks) and rechargeable batteries. However, circumstances surrounding power supply networks vary from one

country to another. Many of the emerging countries do not have the infrastructure required for power supply networks. There is a need therefore to propose systems that best suit the needs of individual countries and to make contributions in accordance with local circumstances. Meanwhile, systems for thermal power generation, including coal-fired thermal power generation for which there is an abundance of resources available, can be relatively easily introduced in emerging countries. In this field, we can contribute to the mitigation of climate change by commercializing and promoting the carbon dioxide capture and storage (CCS) technology. Toshiba Group will continue to make global contributions through these technologies.

Environmental Management Integrated with Business

By developing these initiatives for all products and systems provided by Toshiba Group, we will be able to achieve an annual reduction of 750 million tons of CO₂ emissions worldwide in FY2020. Although it is not easy to promote measures for business management and environmental management both at the same time, we are firmly committed to meeting our challenge in order to become one of the world's foremost eco-companies.

Improving the efficiency of manufacturing facilities and processes
Striving to achieve the lowest CO₂ emissions*¹ in the world



Contributing to protecting the global environment through products and technologies with the highest level of environmental performance
Annual reduction of 750 million tons of CO₂ emissions by advanced technologies*² (in 2020)

*¹

CO₂ emissions per unit production (per production, per number of units manufactured, per sales, etc.) by business segment

*²

Calculated by adding together annual reductions in CO₂ emissions achieved by all Toshiba products in operation, including those that were shipped in the past; annual reductions in CO₂ emissions are calculated in comparison with the level of conventional products and average technologies

Environmental Policy

Toshiba Group has explicitly stated its policies on environmental conservation in its Corporate Philosophy and promotes environmental management by focusing on environmental issues as one of its top management priorities. It has also formulated the Basic Policy for the Environment which lays out specific environmental strategies to be shared by all members of the group.

Basic Commitment of Toshiba Group

We, Toshiba Group companies, based on our total commitment to people and to the future, are determined to help create a higher quality of life for all people, and to do our part to help ensure that progress continues within the world community.

Commitment to People

We endeavor to serve the needs of all people, especially our customers, shareholders, and employees, by implementing forward-looking corporate strategies while carrying out responsible and responsive business activities. As good corporate citizens, we actively contribute to further the goals of society.

Commitment to the Future

By continually developing innovative technologies centering on the fields of Electronics and Energy, we strive to create products and services that enhance human life, and which lead to a thriving, healthy society. We constantly seek new approaches that help realize the goals of the world community, including ways to improve the global environment.

TOSHIBA Group Slogan

**Committed to People,
Committed to the Future. TOSHIBA**

Toshiba Group's Basic Policy for the Environment

Based on the recognition that it is our responsibility to maintain the health of the global environment as an irreplaceable asset for future generations, Toshiba contributes to the development of a sustainable society by promoting environmental activities designed to realize a world that is low carbon, recycling based and environmentally harmonious.

Promoting environmental management

- Toshiba considers environmental stewardship to be one of management's primary responsibilities and promotes environmental activities in harmony with economic activities.
- Toshiba assesses the impacts of its business activities, products and services on the environment, including with regard to biodiversity, and specifies objectives and targets with respect to the reduction of environmental impacts and prevention of pollution.

- Toshiba strives to continuously improve environmental management through internal audits and reviews of activities.
- Toshiba complies with all laws and regulations, industry guidelines it has endorsed, and its own standards concerning the environment.
- Toshiba strives to enhance the awareness of all its employees with respect to the environment and requires that they make a practical contribution to the environment through their work.
- Toshiba operates globally, and accordingly, promotes environmental activities throughout Toshiba Group.

Providing environmentally conscious products and services and reducing their environmental impact through business activities

- Toshiba recognizes that natural resources are finite and implements vigorous environmental measures to promote their effective and practical use in terms of both products and business processes.
- Toshiba develops and provides environmentally conscious products and services which contribute to the reduction of environmental impacts throughout their life cycles.
- Toshiba strives to reduce the environmental impacts of all business processes, encompassing design, manufacturing, logistics, sale, and disposal, with a particular focus on the prevention of global warming, efficient utilization of resources and control of chemical substances.

As a corporate citizen of planet Earth

- Toshiba contributes to society through its environmental activities, which include the development and provision of excellent, environmentally conscious technologies and products and cooperation with society at large and with local communities.
- Toshiba is committed to maximizing disclosure and transparency in communication with stakeholders and society at large in order to facilitate mutual understanding.

Revised June 1, 2010

Environmental Accounting

As a tool for environmental management

With a view to promoting environmental management, Toshiba Group is working to introduce an environmental accounting approach aimed at collecting accurate data on investments and costs required for its environmental conservation initiatives and analyzing the collected data in order to reflect investment effects and cost-efficiency in managerial decision making.

The figure below shows an outline of the environmental accounting of Toshiba Group. Our environmental accounting assumes four basic concepts: prevention of potential environmental risks, competitive advantages, internal benefits and external benefits. We classify benefits into four categories based on combinations of these concepts to develop a comprehensive approach to environmental accounting: customer benefits due to reduced power consumption of products, assumed economic benefits estimated to result from reductions in air pollutant emissions, benefits resulting from preventing potential risks, and actual economic benefits resulting from reductions in the amount of waste and energy consumed. These categories provide useful indices of environmental management.

Toshiba Australia Environmental Objectives

Toshiba Australia recognises that it has to comply with the Toshiba Group Policy and endeavours to achieve compliance within Australia by careful consideration of its activities and the impact that they have on the environment. On 25th September 2009 SAI Global Limited completed its Systems Audit of Toshiba Australia's Environmental Management System and the findings of the audit were that Toshiba Australia was recommended for certification and was certified on 27th October 2010.

Due to the nature of our business our primary concern is in the area of packaging waste management and the reduction thereof.

Toshiba Australia has initiated change within and throughout its offices and warehouse operations seeking to use recycled paper (wherever possible) for printing, the segregation of office waste into non recyclable and recyclables. Warehouse activities incorporate the recycling of all recyclable material, a specialised plastics shredder for the recycling of packaging straps, and shrink wrap plastics and the reuse of cartons. Metals are sorted and segregated as are plastics and alloys and batteries and with agreements in place with selected recyclers our efforts to reduce waste to landfill are taking effect.



CERTIFICATE OF REGISTRATION

This is to certify that:

Toshiba (Australia) Pty Ltd

ABN 19 001 320 421

Building F 350 Parramatta Road HOMEBUSH NSW 2140 AUSTRALIA

Building C 12-24 Talavera Road NORTH RYDE NSW 2113 AUSTRALIA

operates a

ENVIRONMENTAL MANAGEMENT SYSTEM

which complies with the requirements of

AS/NZS ISO 14001:2004

for the following scope

The registration covers the Environmental Management System for the procurement, importation, warehousing, distribution and customer support (including technical and product support) in Information Systems (computer products), Electronic Imaging (office automation) and Medical (diagnostic imaging equipment) divisions.

Certificate No: CEM20555

Issued: 27 October 2009
Expires: 26 October 2012

Originally Certified: 27 October 2009
Current Certification: 27 October 2009

Alex Ezrakhovich
General Manager - Certification Services

Duncan Liley
Global Head - Assurance Services



Registered by:
SAI Global Certification Services Pty Ltd, ACN 106 716 991 296, 200a Street, Sydney, NSW, 2000 Australia with SAI Global Limited
259 Church Street Sydney NSW 2000 Australia ("SAI Global"), and subject to the SAI Global Terms and Conditions for Certification
While all our certificates and our registration are issued in conformity with this assessment, SAI Global accepts responsibility for the above
information. This certificate remains the property of SAI Global and must be returned to SAI Global upon its request. To verify that this
certificate is current please refer to SAI Global On Line Certification register at www.sai-global.com



Covenant Commitments

Toshiba Australia was a signatory to the National Packing Covenant from 2006 and undertakes that, while ever it is a signatory to the Australian Packaging Covenant (APC), it will:

- Prepare an action plan every 5 years
- Submit an annual progress report by 31 October each year;
- Make annual financial contributions based on previous financial year's packaging-related turnover.
- Implement the Sustainable Packaging Guidelines, in so far as it is able;
- Contribute to the achievement of the Covenant's objective and goals;
- Allow independent audits of packaging-related turnover, action plans, annual reports, and the implementation of the Sustainable Packaging Guidelines, including access to relevant supporting documentation;
- Maintain our environmental management system in accordance with ISO 14001;
- Strive to inform and educate our employees and channel partners on environmental issues including the Covenant and Sustainable Packaging Guidelines.

Details:

1. This Action Plan has been prepared by Toshiba Australia in accordance with the new APC. Within our plan are outlines of our current policies and initiatives relative to packaging sustainability and the actions that we intend to pursue over the next 5 years to achieve improvements in packaging, reuse, recycling and compliance with the APC.
 - 1.1 Our Action Plan covers the period October 2010 to September 2015 and this Action Plan is submitted in accordance with our undertaking to the APC. Each year we will report on our actions, achievements or otherwise against our commitments detailed herein.
2. In the Australian and New Zealand market (the territory assigned to us by Toshiba Corporation of Japan, our parent company), we have the ownership of the Toshiba brand. It encompasses Toshiba branded notebook computer products, audio visual products (HDTV, DVD and Projectors), office automation products (Multifunction Devices, Photocopiers, Facsimile Machines and Printers) and medical diagnostic imaging equipment (CT, MRI, X-Ray, Ultrasound) and the provision of spare parts and servicing for the products. Our annual turnover is between \$500-\$750m per annum.
3. In the supply chain our role is classified as a packaging "Brand Owner." Our products are designed and fully manufactured overseas. Toshiba Australia's operations are primarily importation, warehousing, and distribution with a service component. While we have limited input into product and packaging design, and can suggest improvements in both areas, the overall control for such changes resides with Toshiba Corporation.
 - 3.1 Within our remit we are able to consolidate consignments to ensure the most efficient use of the distribution logistics with products being palletised. Whenever possible, small items are consolidated into appropriate bulk packaging affording protection

against damage and/or loss. We do this using methodology that aligns with APC and the Sustainable Packaging Guideline principles. Such secondary packaging comes within our scope of influence and is addressed within our Action Plan.

- 4.1 Primary packaging for product is corrugated cardboard boxes. Our parent company is responsible for the design and acquisition of this packaging. Main units are supplied in individual cartons and there is no requirement for repackaging by Toshiba Australia.
- 4.2 Plastic Material such as bubble wrap, and expanded polystyrene are re-used by us in consolidated bulk packaging or recycled. Within our National Distribution Centre we have a plastics bailer that compresses recyclable plastics (shrink wrap and bubble wrap), and box strapping into 400kg bales that are collected by a plastics recycler.
- 4.3 Wooden and metal pallets, and air deck skids are re-used to transport Toshiba products to channel partners across Australia and to New Zealand.

ACTION PLAN

To meet APC and SPG commitments we have developed this action plan.

5.1 Design'

Toshiba Corporation has committed to actions that comply with the SPG from its worldwide manufacturing processes and its procurement policy to utilise sustainable resources and recycled materials and compliance with EU RoHS and REACH. The following is an extract from its published Guideline for Green Procurement which sets out its requirements for packaging materials. EPEAT requirements for packaging are also taken into consideration and this is promoted globally by Toshiba Corporation.

“Requirements for packaging materials

All packaging materials to be supplied, not limited to individual packaging, must fulfil the requirements of section 3. “Requirements for environment-related substances control for articles to be supplied”, and also must not include substances listed in Table 7. For substance where a maximum tolerance concentration is defined, any inclusion exceeding that concentration is prohibited. For substances that do not define a maximum tolerance concentration, intentional inclusion is prohibited.

Table 7 Substances whose inclusion in the packaging to be supplied is prohibited

















Ref. No.	Substance	Restriction	Maximum tolerance concentration (*1)(*2)
1-4	Lead, cadmium, mercury, hexavalent chromium and their compounds	Inclusion of cadmium, hexavalent chromium, lead, mercury and their compounds in the packaging when the accumulated concentration of these substances at any portion of the packaging exceeds the maximum tolerance concentration.	0.01wt% (100ppm)
43	Polyvinyl chloride (PVC)	Intentional inclusion of PVC in the packaging	- (Intentional inclusion)

(*1) Maximum tolerance concentration is defined as the weight percentage in homogeneous materials.


(*2) Maximum tolerance concentration of metal compounds is defined as the weight percentage of metal element in homogeneous materials

The following recycling marks appear on all cartons:

Recycle marks on packages of Toshiba PC, etc.

Portion	Material type	PC, monitor and KB shipped to			
		TAIS, TRO	Japan	China	Others (WW)
External box	Cardboard	TAIS voluntary mark	  		
Inner	Buffer				- Follow Japan, China and Korea law - Material indication should be chosen properly.
	Bag				- Follow Japan, China and Korea law - Material indication should be chosen properly.
		Paper			
	Others				- Follow Japan and China law
Shipping label					

TOSHIBA
Leading Innovation >>>

 Please reuse or recycle this package and its contents, including the laptop.
For more information on our eco-conscious programs visit www.toshiba.com/green

1 

Toshiba Australia plans to inform its parent company about the existence of the SPG and its usefulness in driving changes at the global level. In Australia we follow the standards set by our parent company.

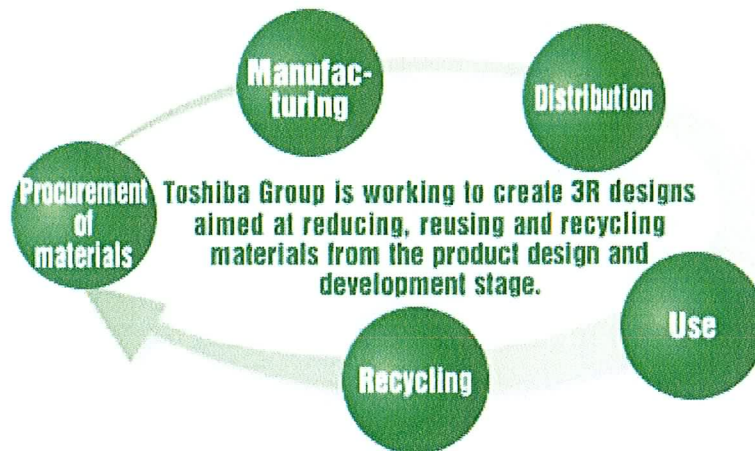
Further examples of activities and initiatives being undertaken for the reduction in the use of packaging materials can be found at <http://www.toshiba.co.jp/env/en/products/resource.htm>

Efficient Use of Resources for Products

Based on the 3R (reduce, reuse and recycle) design concept, we are working to make efficient use of resources by facilitating their circulation. As part of our effort, we have developed initiatives regarding the use of packaging materials.

3R Design Concept

In order to create a recycling-based society, there is a need to reduce the amount of resources extracted and discharged as waste throughout the product life cycle. To that end, Toshiba Group is working to create 3R designs aimed at reducing, reusing and recycling materials starting from the product design and development stage.

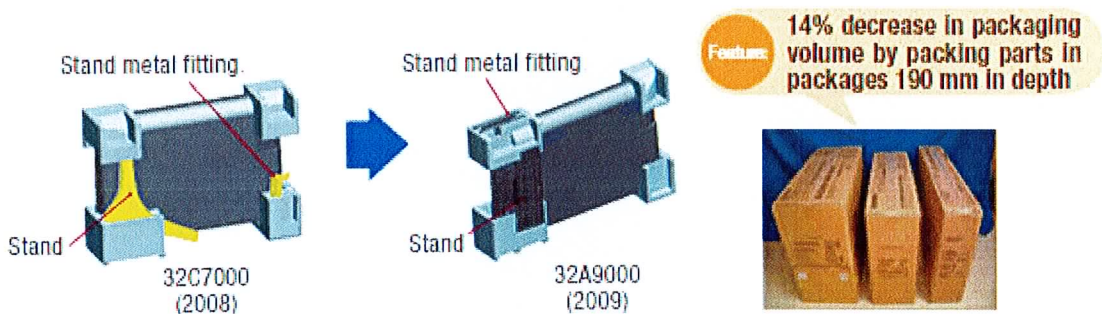


Reduction in the use of Packaging Materials

Toshiba Group sets goals for reduction in the use of packaging materials in order to promote the 3Rs for packaging. We will further streamline the use of these materials by setting new goals.

LCD TV Reduce

Reducing the packaging volume by packing the LCD panel and its stand separately.



Transportation efficiency also improved as a result of reduction in volume. The number of units carried by a 10-ton truck and in a 40-ft container increased, respectively, by 20% and 23% compared to half of last fiscal year. Thus, we are also contributing reducing CO₂ emissions during the distribution of our products.

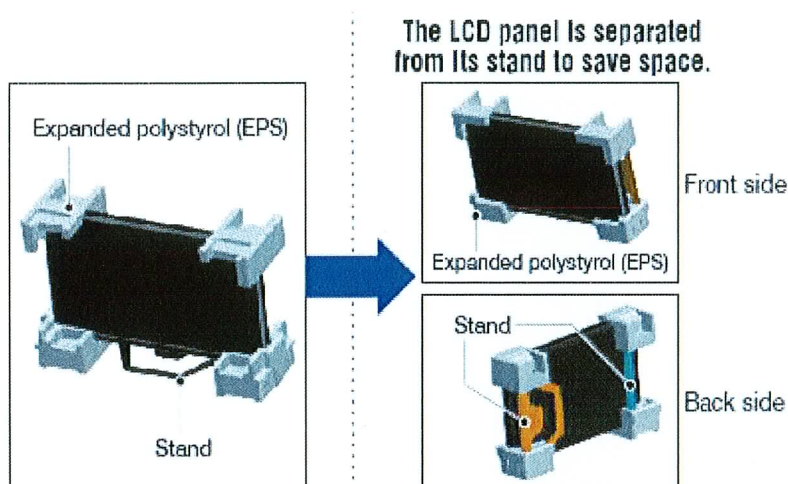
Case Studies in FY2008

- ➔FY2008
- ➔FY2007

Case Study: Reducing packaging materials -Applying separated packaging into a wider range of liquid crystal TV stands- / Digital Media Network Company, Toshiba Corporation

It became possible to reduce the packaging volume by 30-40% as compared to the previous level by packing the LCD panel and its stand separately*. Toshiba Group will contribute to reducing CO₂ emission in the distribution stage by improving the load factor.

*Separated packaging was first applied to 42V to 32V models in the REGZA ZH/Z F+H/C7000 Series



*Separated packaging was first applied to 42V to 32V models in the REGZA ZH/Z/FH/H/C7000 Series.

Before Improvement

Reducing the packaging volume by packing the LCD panel and its stand separately.

After Improvement

➔Case study regarding “3R”

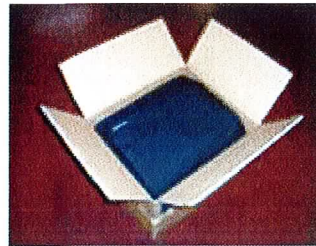
Case study regarding “3R” effort for packaging

Case Study 1: Projector - Reduction in the amount of packaging materials used - / Digital Media Network Company

Product units and their accessories used to be individually packaged inside carrier bags. We have succeeded in significantly decreasing cushioning materials, by enhancing cushioning performance of the carrier bags and packaging the product units and their accessories together in the bags. As a result, the amount of packaging materials used per set has decreased to a level about 50% lower than before the improvement was made.



Before improvement



After improvement

Case Study 2: General radiographic X-ray apparatus - Changing to recyclable box from disposable packaging - / Toshiba Medical Systems Corporation

We have made improvement whereby conventionally disposable wood containers or cardboard boxes with wood portions in their lower portions were switched for foldable steel recyclable boxes while ensuring loading strength during transport. This has resulted in a decrease of around 8% in packaging mass as well as a reduction of about 36 tons in the amount of wood used and waste per year.



Before improvement



After improvement

5.2 Implementation of SPG in relation to Spare Parts

Toshiba Australia currently consolidates spare parts packaging where able. The range of spare parts is in excess of 200,000 individual items that range in size, type and weight. To protect these parts “void fill” packaging is used and includes “bio-fill” air pillows and bubble wrap. Reviews of packaging needs are periodically undertaken. This will be formalised to an annual review that will consider, the “best fit” packaging for the parts, packaging reduction through order consolidation (as already practised), reuse of cartons and environmentally friendly and cost effective options. Our findings will be shared with our parent company.

5.3 Recycling Initiatives

Since 1999 we have been actively recycling cardboard and paper waste. Our national Distribution Centre has a compactor that pulps such waste and this in turn is retrieved by SITA, one of our recycling partners, who takes the pulped material for recycling and re-use.

Our national Distribution Centre also has a plastics bailer where recyclable plastic and packing strap are bailed into 400kg bails and then recycled.

End of Life Toshiba branded product is also collect at this Centre and at our Branch Office locations throughout Australia and New Zealand and is broken down to component level with plastics, metals, and electronic components being recycled by us in conjunction with our recycling partners MRI, SITA, and Sims Metals. Used plastic toner bottles are diverted from landfill sites and we partner with and use Plant Arc and Close the Loop collection boxes at all our Branch Office locations and within participating customers' premises for this purpose. We also partner with Landcare Australia to assist in managing and repairing the environment. You can find out more information about these projects at www.landcareaustralia.com.au

Though our website we have made Toshiba customers aware of our recycling activities and offer to them collection points for end of life product. Depending on the age and condition of the product it is either broken down for recycling or donated for re-use with the permission of the end user/owner.

During 2011 we propose to investigate expanding our recycling efforts at our collection point to include cartons and packaging in which Toshiba branded product is supplied.

5.4 Product Stewardship

We are actively engaged with the development of voluntary code in relation to product stewardship for computers and TV.

It is our intention to investigate the use of our collection points for used packaging thus meeting the SPG requirements for re-use, recovery and little reduction and consumer accessibility.

Sustainable Packaging Guidelines (SPG) and their implementation by Toshiba Australia

As previously stated Toshiba Australia does not have direct influence in relation to product design and development which is the responsibility of our parent company, Toshiba Corporation, at its many and diversified overseas manufacturing plants. As such it is difficult for Toshiba Australia to implement the SPG. However we fully support and are committed to the principles of the SPG and in particular to product stewardship and many of our current activities contain aspects of the SPG and show a commitment to improving packaging and environmental performance. This is also supported by Toshiba Corporation and its commitment to the environment can be found in published and supported environmental policies. Please visit its website at <http://www.toshiba.co.jp/env/en/index.htm> for further information.

Action Plan summary table

Covenant performance goals and KPIs	Actions	Responsibility	Target or Goal Performance	Timeline
<p>1. Design – optimise packaging and reduce environmental impact without compromising product quality and safety</p> <p>KPI 1 implementation of SPG for design or procurement of packaging</p>	<p>Implemented and continuous improvement</p> <p>Toshiba Australia procurement officers have input at annual meetings with Toshiba Corporation – product development</p>	<p>Toshiba Corporation – all of its manufacturing plants are ISO 9001, 14001 and OH&S certified. Part of our procurement and manufacturing policy is the use of recycled and recyclable materials. EU directives – Restriction of Hazardous Substances in electrical and electronic products (RoHS) and Registration, Evaluation, Authorisation and Restriction of Chemical substances (REACH) whose aims are protecting human health and the environment through the reduction of exposure risk to toxic or hazardous substances</p> <p>Toshiba Australia provides input as to package design.</p>	<p>All manufacturing plants accredited and RoHS and REACH compliant.</p> <p>Sales Subsidiaries of which Toshiba Australia is one ISO9001 and ISO14001 and OH&S compliant and certified.</p>	<p>Ongoing progress reported annually</p> <p>Achieved 1996 and 2009 respectively</p>

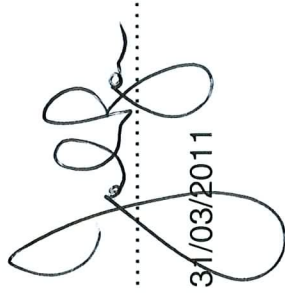
Covenant performance goals and KPIs	Actions	Responsibility	Target or Goal Performance	Timeline
<p>2. Recycling – efficient collection and recycling of used packaging</p> <p>KPI 3 On site recovery systems for recycling of used packaging</p> <p>KPI 4 Policy to buy packaging comprised of recycled packaging and recycled materials</p>	<p>Ongoing advice to consumers via website</p> <p>Internal Published Policy</p>	<p>Toshiba Australia at each of its Australian and New Zealand locations provides collection facilities for recycling of used cartons and end of life Toshiba branded product – we utilise accredited recyclers such as SITA, MRI and Sims Metals, Close the Loop and Planet Arc as well as LandCare Australia. We utilise used packaging within our Mobilecare operations.</p> <p>Any local domestic packaging to be purchased only from suppliers who support SPG and are APC signatories</p>	<p>Staff educated through Policy release</p>	<p>Established 2010 and continuing – progress reported annually as to recycled material diverted from landfill.</p> <p>Established 2010.</p>
<p>3. Product Stewardship - a commitment to product stewardship</p> <p>KPI 6 A formal process for working with others to improve design and recycling of packaging</p> <p>KPI 7 demonstration of product stewardship outcomes</p> <p>KPI 10 and 11 demonstration of litter reduction and consumer accessibility of recycling on site facilities (collection points).</p>	<p>Toshiba Australia marketing and service personnel and warehouse collection points</p>	<p>See Design item 1</p> <p>Though continued advertising of our recycling activities via our website we strive to educate consumers as to the benefits of recycling and responsibilities to the environment.</p>	<p>Diversion of recyclables from landfill to recyclers for re-use or recycling of metal plastics and electronic components.</p>	<p>Established and ongoing annual report</p>

Signed for and on behalf of

Toshiba (Australia) Pty Limited

By John Ryan

Company Secretary


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31/03/2011