

"Monozukuri": creating our products with pride and passion.
Keeping our customers in mind all the time and everywhere.

CORPORATE PROFILE



 **TOSHIBA TEC CORPORATION**
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Bringing smiles to faces and building a more vibrant society.

TOSHIBA TEC is dedicated to improving technology and developing new products that can provide people with greater convenience, comfort and fun in their daily lives. We strive for the highest standards in everything we do. At TOSHIBA TEC we always have the future in mind as we develop our products which we hope will bring smiles to faces in the shops and offices of our customers and contribute to the building of a more vibrant society.

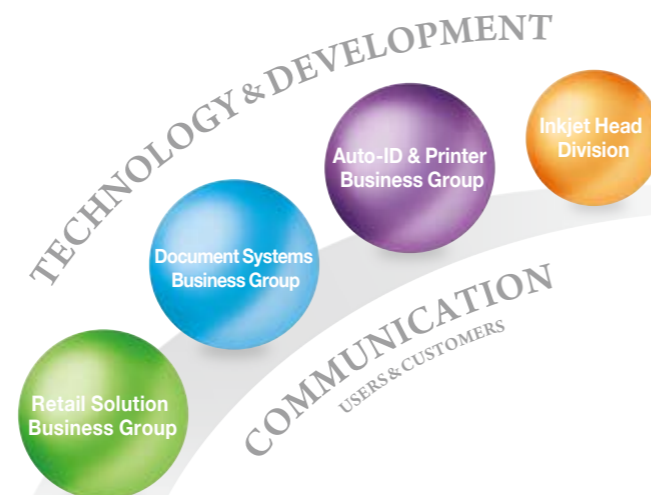
Four TOSHIBA TEC business groups walk the talk of our principle of "Monozukuri". We offer solutions that bring together technology and people through the synergy of our strengths in technology, sales and system integration.

Retail Solution Business Group

Document Systems Business Group

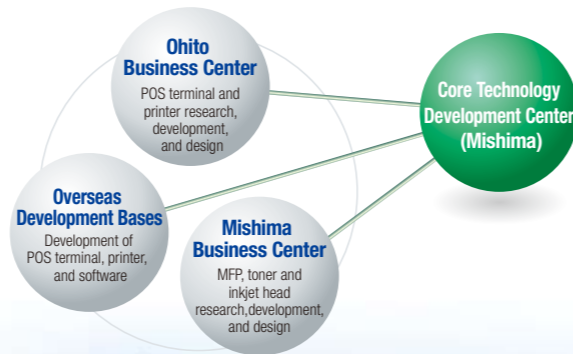
Auto-ID & Printer Business Group

Inkjet Head Division



TOSHIBA TEC owes its expertise to the creativity of each employee. We overcome every challenge to develop new technologies for the future.

Based on projections of future technologies, TOSHIBA TEC uses cutting-edge technologies to produce solutions for society's challenges. Our mission is to keep pace with the diverse, changing needs of society and provide solid solutions that add new value. We develop products and services from the viewpoint of end users. We work hard to transform dreams into reality and help solve problems. As a solutions company, we provide products and services that contribute to a more pleasant working environment for next-generation businesses.



Cutting-edge technology for store and office solutions.

At TOSHIBA TEC, we are dedicated to developing cutting-edge, core technologies. At all our operations including Retail Solution, Document System, Auto-ID Printer and Inkjet Head, these technologies are being put to use in our fields of business, and we are always in the process of developing something new. Since these technologies boost convenience, value and usability as well as contribute to problem-solving, they make stores and offices more dynamic and serve as perfect-fit solutions.



Quality control for customer satisfaction and safety.

In order to ensure that we are able to provide products of the finest quality, we listen very carefully to the voices of our customers in developing new technology. We undertake quality assurance testing and simulations to check the quality of our products in all environments and situations our customers may face. This process enables us to provide the highest quality assurance. By assessing the functionality and reliability of our products at every step from product development to manufacturing and final delivery, we maintain the highest product quality. Ensuring product safety through careful assessment is a top priority, and all TOSHIBA TEC business offices have been ISO9000 certified since 1992. We also listen carefully to our customers' suggestions and requests at help desks, during periodic inspections, and when providing repairs with the conviction that such input can contribute to the quality of our product development and manufacturing practices.



Our people are at the heart of our technology.

All TOSHIBA TEC technology is first and foremost a product of individual creativity. For example, our POS system development began with individual researchers seeking greater convenience for shopkeepers and shoppers. In the same way, the digital multifunction peripheral (MFP) originated from a "human-centric" development concept seeking to merge machine, system and user. When conducting research and development at TOSHIBA TEC, every employee contributes ideas in a team approach that cultivates individual creativity. Through the combined skill and creativity of our development teams, we meet the sophisticated needs of end users.



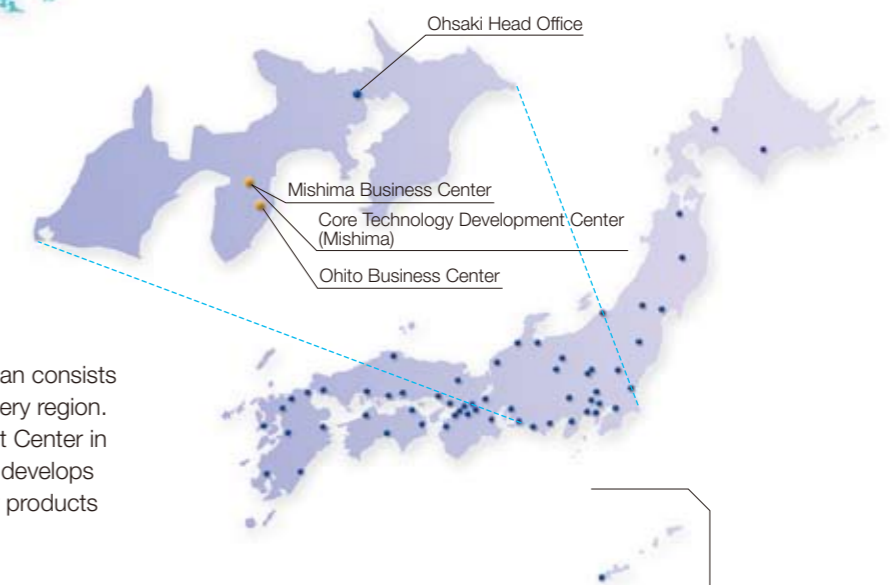
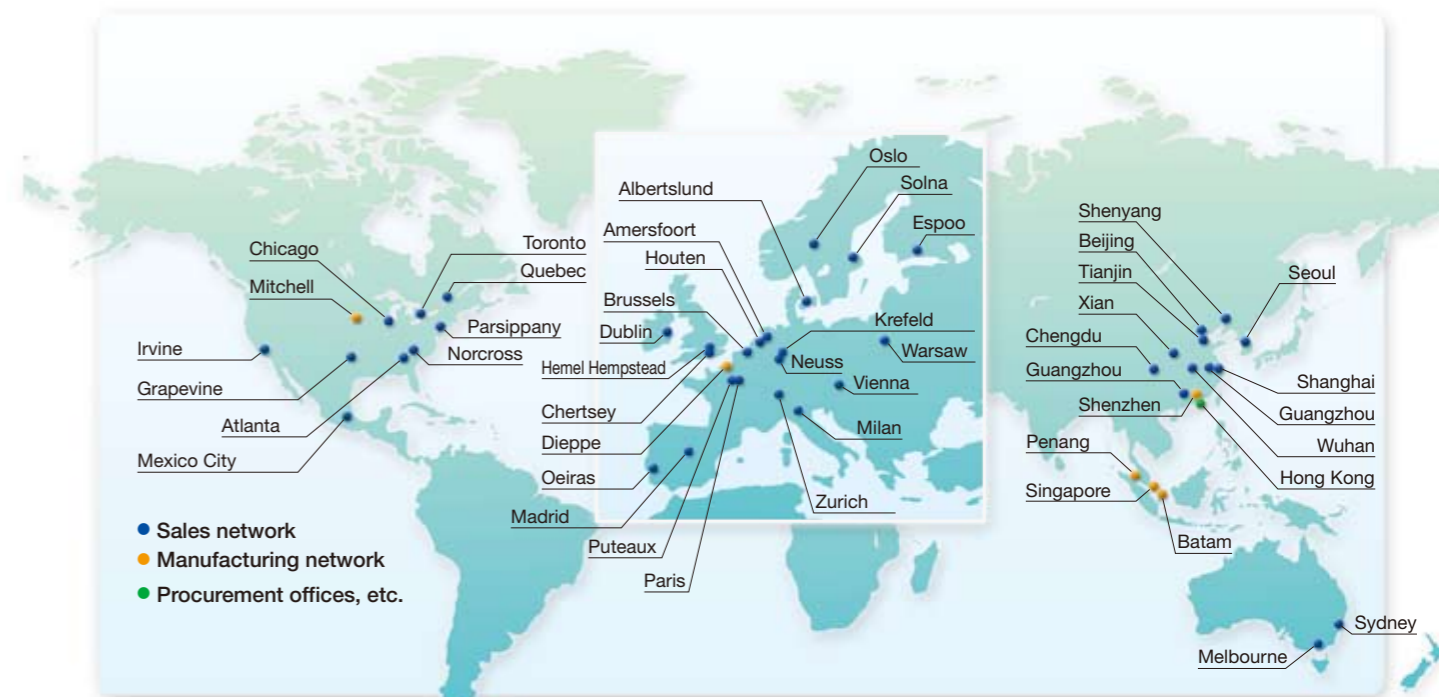
Better products for a better world. Our global network continues to add value to our products.

TOSHIBA TEC is a global company aiming to raise the quality of life everywhere through the creation and provision of better products. In every region of the planet, there are shops that need POS systems and offices that need digital MFP equipment. We work hard to create products that meet the needs of businesses and individuals all over the world.



A worldwide production and sales network.

The worldwide manufacturing and sales network of TOSHIBA TEC can rapidly provide high-quality solutions wherever required. Technology support is also provided on a global scale, offering an even better service structure.



Our network in Japan.

The TOSHIBA TEC network in Japan consists of branches and sales offices in every region. The Core Technology Development Center in Mishima City, Shizuoka Prefecture develops the core technology used in all our products and services.



Retail Solutions

For long-lasting happiness and a society of wealth.

Retail Solution Business Group

Establishing ideal relationships between customers and retailers.

Helping customers enjoy shopping is the universal mission of any retailer. By offering wide-ranging products and services, TOSHIBA TEC has satisfied customers and retailers ranging from mass merchants to those running convenience stores, boutiques and restaurants. Through original technologies and solutions, we will strive to become an even friendlier partner for retailers and realize the best possible value from the retailers' point of view.

WILLPOS

TOSHIBA TEC's new POS system is called **WILLPOS** (Worthy, Innovative, Leading, Low-cost Operation) and represents the future of our POS business. "WILL" also signifies our strong will, or commitment, to achieve monozukuri. We will strive to make TOSHIBA TEC **WILLPOS** synonymous with general POS systems.



The most POS related patents in the industry in Japan, thanks to advanced R&D.

TOSHIBA TEC has always been a leader in the retail information systems market including digital registrars and POS. And in the last 15 years, we registered over 50% of new patents in the Japanese POS product industry. This feat attests to the proven technology, creativity and product development capabilities of TOSHIBA TEC. As a leader in its field, TOSHIBA TEC is currently a member of an industrial committee reviewing GS1 Data Bar, the next-generation barcode, and is seeking new ways to apply the technology in the retail industry.

A commitment to providing various retail solutions.

TOSHIBA TEC goes beyond offering mere systems and equipment to providing total solutions that meet the specific needs of each retailer. This is the basic policy of TOSHIBA TEC sales. For example, we support the installation of self-service systems, which are attracting much attention these days, by providing retailers with specific advice on suggested usage and number of units. Due to our sales and service capacity, as well as product development ability, we fully satisfied the needs of retailers and achieved a 48% Japan market share in POS product sales. At TOSHIBA TEC, we take our responsibility to customers seriously and constantly strive to refine our systems in order to improve safety and customer satisfaction.

Note: Data from DSS Research Center

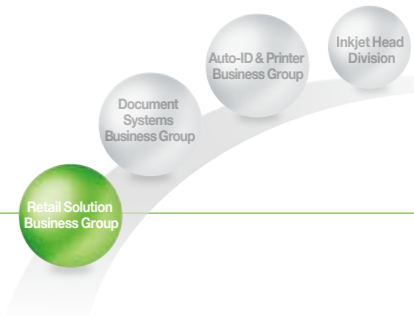
Retail Solution Business Group

Document Systems Business Group

Auto-ID & Printer Business Group

Inkjet Head Division

Front-line retail knowledge keeps us one step ahead in customer satisfaction.



Product development with user-friendly design

The TOSHIBA TEC WILLPOS series are developed with the user in mind. Application of eco-friendly mobile CPU, easy maintenance and increased reliability by RAID and drip-proof are among such designs. We quickly assess the vast range of needs in the market and release products, such as Small Foot Print and stylish touch POS and module type POS which can be customized to fit specific shop needs, which are in line with market demand.



TOSHIBA TEC Retail Solution Business Group customers and products

- Supermarkets, GMS and home centers
- Restaurants and hotels
- Specialty and clothing stores
- Convenience stores
- Shopping centers
- Manufacturing and distribution
- Offices

- Office and store systems
- POS systems
- POS peripherals
- Electronic Cash Registers
- Measuring devices
- Labeling printers
- Handheld terminals
- RFID systems
- Supply products
- Other

Offering total value as a dedicated partner in the retail industry.

TOSHIBA TEC offers systems that meet the wide-ranging needs of everyone from nationwide franchises to mass merchants. In the field of RFID, a high-profile technology in the current retail industry, we work closely with the Auto-ID & Printer Business Group to recommend the most appropriate solution for each retailer.

Electronic Cash Registers

Our lineup meets every purpose and ranges from data utilizing models to cutting-edge models with exceptional expandability.



POS systems (WILLPOS)

Our WILLPOS systems support management by meeting the specific needs of retailers, such as Food, Specialty, Hospitality stores and so on.



Touch POS

POS peripheral devices

TOSHIBA TEC offers a range of POS peripherals that expand the functions of POS systems.



Color Touch Display

Our service network in Japan and around the world provides comprehensive support.

TEC Engineering Corporation, one of TOSHIBA TEC's group companies, operates Japanese service offices staffed by more than 1,200 well-trained engineers in 130 locations throughout Japan. We offer detailed and speedy service 24 hours a day, 365 days a year, to convenience stores nationwide.

Our global network – with offices, distributors and partner companies in Europe, the U.S., Asia and Australia – provides support for customers around the globe.

• Global Service network



Double-sided thermal printer



Main applications for double-sided thermal printers:
 POS receipts, ATM receipts, ATM statements, games, gasoline pump receipts, lottery tickets, concert tickets, public kiosks, and self-printed boarding passes.

Our eco-friendly thermal printer is the world's first to print on two sides simultaneously.

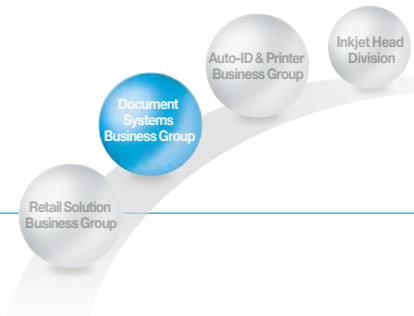
TOSHIBA TEC was the first company in the world to successfully develop a thermal printer capable of simultaneous double-sided printing. We expect the simultaneous double-sided thermal printer to be used for POS receipts, ATM receipts, airline tickets, theater tickets, and similar applications. Not only does this printer feature much faster printing speeds, it also cuts paper costs by about 25 percent. And by reducing paper usage, it helps lessen impact on the environment. The special paper stock used in the printer supports printing in black, red, or blue and is available in various sizes and thicknesses.



Document Solutions

Helping drive business forward.

Document Systems Business Group

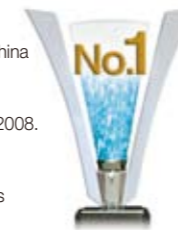


The world chooses TOSHIBA TEC MFPs for business and communications.

Now that the Internet, wireless LAN, and mobile phones can link people with the workplace no matter where they are, today's workplace has become essentially boundary free. The optimization of office work that began with copiers, facsimile machines, and other office automation (OA) devices has evolved into the multifunction peripherals (MFPs) that are essential to every office today. Along with networking and digital technology, digital MFPs continue to make great changes in workplace environments. TOSHIBA TEC MFPs are used around the globe in more than 130 countries and are extremely well received. Our products have long been the preferred choice in Japan, Europe, and North America, and we boast a top-class share in China*1 and other emerging Asian markets*2. In addition, we are working to bolster our sales presence in Brazil, Russia, and other markets.



*1 No. 1 share in the A3 copier-based MFP market in China for nine years running since 1999.
Source: : Beijing EdifyTimes Technology
2 No. 1 share in A3-size copier-based MFP in Asia in 2008.
(* Based on number of devices shipped excluding shipment to Australia and New Zealand)
Source: Gartner "Copier and MFP Quarterly Statistics Asia/Pacific: Database" 16 Feb 2009



"Human Centric" is our development concept.

We create added value by incorporating networking features in our digital MFPs and equipping them with such functions as copying, faxing, printing, and scanning. TOSHIBA TEC has taken human-centric design, which places user considerations at the forefront, as its development concept. With this principle in mind, the company aims for "worker-friendly" MFPs that are easier and more convenient to operate and can be used safely and securely. For instance, a host of conveniences, such as the ability to store scanned documents directly to USB drives and print from USB drives without downloading or using a network, make our MFPs much easier to use. In addition, we have sought to raise productivity and operability by designing control panels for intuitive and straightforward operation. We have strengthened safety and security by including a data erase function and user authentication features. And out of concern for the earth's environment, as a global corporation, we've been making great strides in reducing noise, lowering power consumption, and expanding recycling.

Fast and simple operations like Scan-to-USB and USB-to-Direct Print.



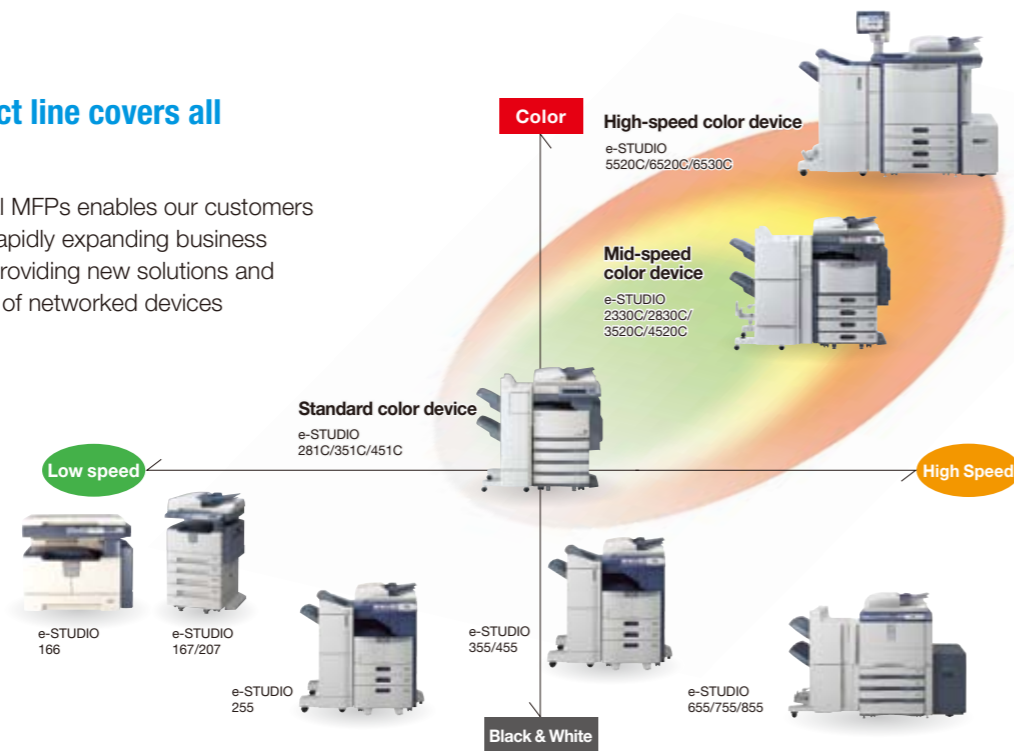
Anyone can smoothly operate our MFPs thanks to intuitive control panels and operation.

Eco-friendly energy-saving designs with highly functional security.

We support our customers with a broad line of products and outstanding after-sales service.

Our e-STUDIO product line covers all business scenarios.

Our line of e-STUDIO digital MFPs enables our customers to better adapt to today's rapidly expanding business network environments by providing new solutions and value through the marriage of networked devices and software.



Our service network circles the globe.

Our network of local subsidiaries, distributors, and dealers in Japan and overseas offers product service and support to customers around the world. This customer-support network consists of 16,000 engineers working in more than

130 countries. All of these engineers are committed to TOSHIBA TEC's Quality Service (QS)* policy of delivering customer service that fully meets the needs of our customers.



* Quality Service (QS) is a registered trademark of TOSHIBA TEC used worldwide as a symbol of our high standard of service.



TOSHIBA TEC delivers new value in various forms.

Newly refined TOSHIBA TEC full-color MFPs speed up your business.

We are steadily expanding and enriching our e-STUDIO color series to meet the needs of the growing color MFP market. Our lineup now extends from standard friendly and secure color MFPs to high-end devices that satisfy the high-speed, high quality color needs of cutting-edge businesses. The high-end e-STUDIO 5520C/6520C/6530C series of MFPs, in particular, answers the high-speed, full-color printing needs of today's business offices and can link with other systems via network to create new solutions.



TOSHIBA TEC MFPs embody the company's environmental protection efforts.

• Resource conservation

We promote the conservation of resources by employing recycled plastic in exterior panels, developing longer-lasting consumables, and keeping our products compact.

• Reduced environmental impact

The world is increasingly demanding products that minimize environmental impact, such as the RoHS (Restriction Of the use of Hazardous Substances in electrical and electronic equipment) Directive implemented in the EU since 2006. Through eco-friendly policies, TOSHIBA TEC will continue complying with strict environmental standards and reducing environmental impact.

• Energy savings

TOSHIBA TEC keeps raising product energy efficiency by choosing materials and improving the fusing method, which accounts for a large percentage of energy use.

• Environmental labelling

Our products comply with stringent environmental standards around the world, such as Japan's Eco Mark and international Energy Star.



Energy Star
(International)



Blue Angel
(Germany)



Environmental Choice
(Canada)



Eco Mark (Japan)



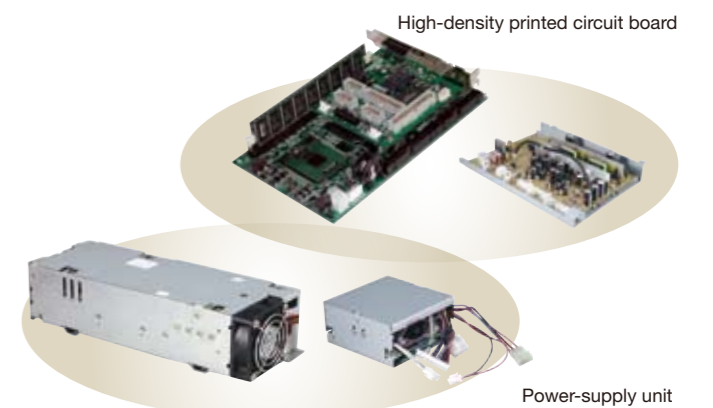
Nordic Swan
(Nordic countries)



Environment Labelling
(China)

Diverse products incorporate our component technologies.

Our key components business plays a vital role in parts production for all TOSHIBA TEC products. This business includes the design and manufacture of high-density printed circuit boards, sheet-metal and molded parts, and power-supply units, among others. We are expanding this business to include business partners outside of Toshiba, and are concentrating on fields where exceptional reliability is required such as medicine, communications, and business devices.

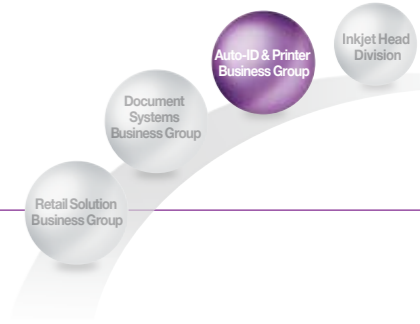




Auto-ID & Printer Solutions

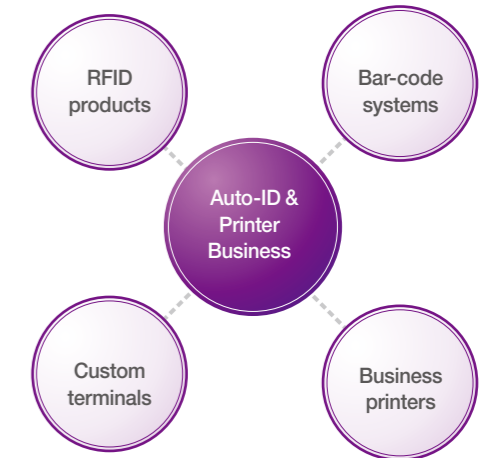
Bringing you one-groundbreaking idea after the next

Auto-ID & Printer Business Group



Our auto-ID and printer technologies generate new value that supports society.

TOSHIBA TEC produces systems and devices that support society's key infrastructures. These include auto-ID systems that incorporate bar codes and RFID tags, dot-impact printers, thermal printers, counter terminals, and printers and related equipment used for printing duplicates, receipts, and bankbooks. We began developing RFID tags, which have gained wide exposure, well ahead of our competitors and were the first to bring to market specially designed RFID products. Our production, sales, and service operations for these products have been fully integrated. We also offer many types of printers, embedded mechanical printers, and peripherals geared for retail, distribution, finance, and other industries. Thus, the systems and devices TOSHIBA TEC provides play a vital role in supporting our essential infrastructure and services.



Information-processing systems driven by auto-ID technology bring new efficiencies to supply-chain management.

Information-processing systems using bar codes or RFID tags are prime contributors to improved efficiencies throughout supply chains and offer higher levels of service. One example is our traceability systems that record many diverse kinds of information about procurement, production, distribution, and inventory. The Group has been involved from the very beginning with the technical development of bar-code information systems, which are

now found everywhere, and our ability to commercialize label printers and other products is highly regarded. Using the advantageous characteristics of bar codes and RFID tags, we offer solutions that fuse printer technologies, media-transport technologies, and wireless technologies – such as dedicated terminals, high-density RFID products, and many types of printers and related devices.

Label Printer

This high-speed label printer is a proven performer that lowers running costs thanks to a "ribbon-save" feature.



Portable printer

This compact and lightweight printer is both easier to use and easier to carry.



RFID printer

Our proprietary technology delivers high-performance printing, writing and verification of various types of RFID smart labels.



RFID is revolutionizing supply-chain and office-document management.

RFID solutions are being adopted in every industry and business category.

RFID (radio frequency identification) tags are a means of identifying and managing physical goods and products. Data is recorded on tiny wireless IC chips that are attached to the goods, and the IC chips communicate with reader devices using radio and electromagnetic waves. The advantages of RFID tags include being able to read and rewrite data in real time without any physical contact and being able to read multiple tags simultaneously at distances ranging from several millimeters to several meters. Companies in every industry and business category are turning to RFID tags for use in manufacturing, distribution, sales, and offices. TOSHIBA TEC makes maximum use of our formidable expertise and track record accumulated over years of work with POS systems and bar-code systems to help revolutionize business operations with RFID solutions.

RFID solutions are impacting factories, distribution centers, and retail outlets.

RFID tags encoded with production information are having a substantial impact on quality assurance and traceability in factories. The tags make it possible to accurately and efficiently ascertain where products are, where they were manufactured, and where their shipping destinations are. RFID tags attached to pallets and individual boxes boost the efficiency of distribution centers because multiple pallets can be read simultaneously. As a result, loading and unloading operations can be automated and companies benefit from accurate, real-time inventory statistics as well as more efficient sorting and product tracing. And in retail stores, RFID tags have enabled instant awareness of inventory levels and locations of different sizes, different colors, and similar products, thereby greatly expanding sales opportunities. RFID solutions also bring added value to supply-chain management in head offices overseeing entire operations.

RFID-backed document management solutions enable efficient and secure document management.

Solutions using RFID tags to enable efficient document management provide improved corporate compliance and more secure work environments. These solutions allow for higher levels of critical document location management and traceability management. For example, documents in a pile of envelopes can be read in one pass using TOSHIBA TEC-developed wireless technologies and antenna technologies. Not only does our high-density reading technology, which can read multiple RFID tags in one pass, make your document management more secure, it also realizes dramatic work efficiency gains since it can scan documents stored in shelves or envelopes without removing them.

Wide-ranging RFID printer supplies are available to meet every need.

TOSHIBA TEC offers total service and diverse supplies that optimize the performance of its RFID printers worldwide. We will continue expanding our range of supplies to meet the future RFID printing needs of customers.





Inkjet Head Solutions

Taking your business to new heights with our original technology

Inkjet Head Division

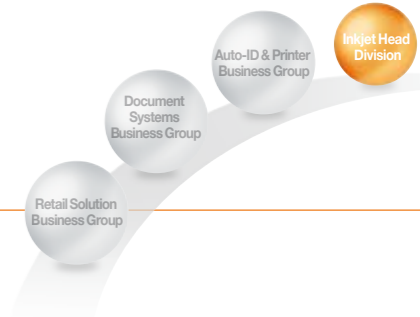
Inkjet technology is slated for tremendous growth with the expansion of industrial sector applications.

First popularized by home and office printers, inkjet technology is expanding its role in industry as well. TOSHIBA TEC, which leads the industrial inkjet printing market, is working to broaden the application opportunities for inkjet technology. Inkjet's strengths are its ability to simplify printing processes and improve cost efficiencies and its ability to print without contact on any media – not only paper but also plastics, film, glass, metal, etc. TOSHIBA TEC inkjet technology has even found applications in manufacturing processes for industrial products, such as switches and panel components. Our inkjet heads are also designed to reduce impact on the environment by using UV curable inks that employ UV light in the ink drying and fixing processes to minimize evaporation of Volatile Organic Compounds.

Our original droplet-control and fabrication technology bring high-quality output to industrial printing systems.

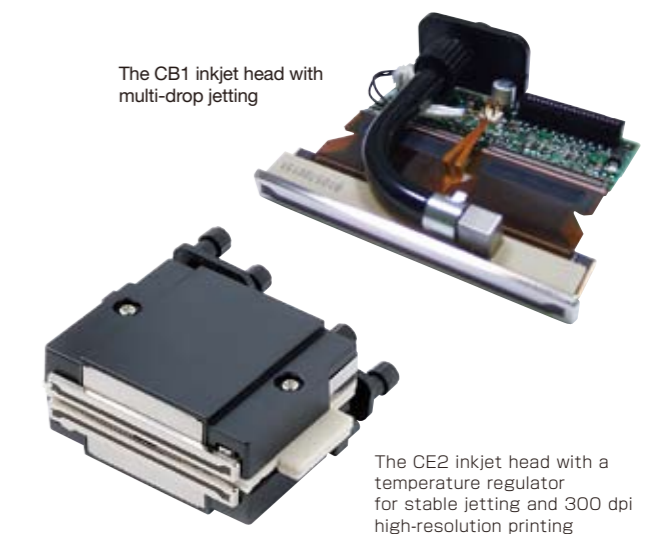
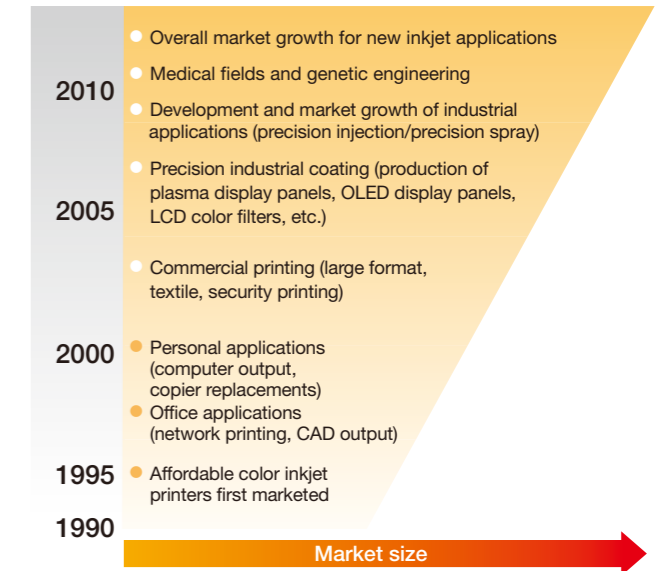
We develop, manufacture, and sell on-demand piezo inkjet heads. Taking advantage of multi-drop jetting technology and accurate dot placement technology, both developed by TOSHIBA TEC, these heads are widely employed in the industrial and light-production printing markets. Multi-drop technology produces small six-picoliter* droplets and controls the number of drops per pixel for grayscale effects that enable high-speed and high-quality printing. TOSHIBA TEC intends to spearhead the printing market's move to inkjet platforms by assembling a broader product line that more closely matches customer needs.

* A picoliter is one trillionth of a liter, which is equal to the volume of a cube with sides one-hundredth of a millimeter long.

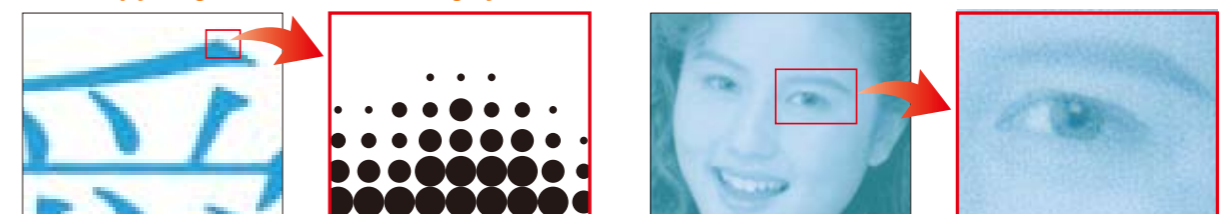


Expected growth in the inkjet printing market

Source: Inkjet Trend Study, Japanese Patent Office



Multi-drop jetting creates more realistic grayscale effects



We aim to earn higher levels of trust as a corporation that places CSR at its management core.

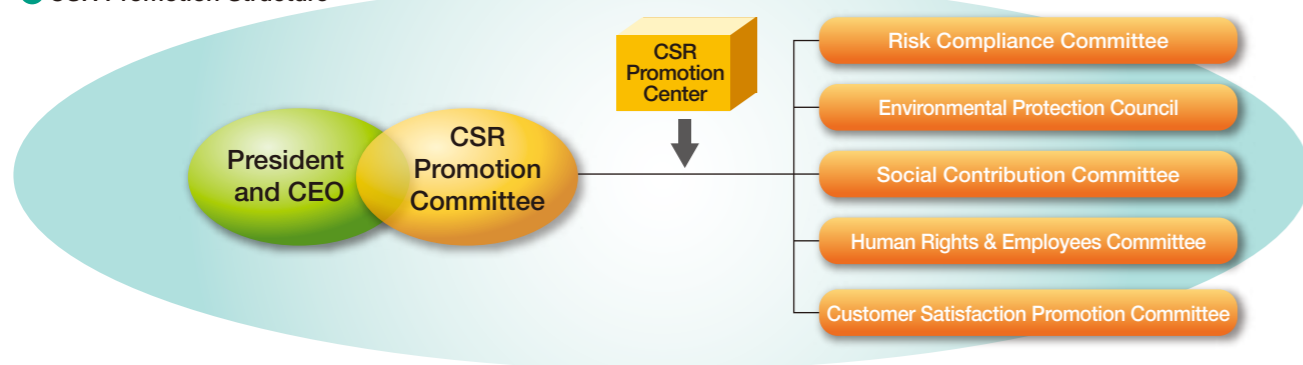
A fundamental policy of the TOSHIBA TEC Group is the fulfillment of CSR (Corporate Social Responsibility) as we develop our business activities around the globe. By spelling out our values and our standards of conduct in accordance with social norms and business ethics and by having all Group employees practice CSR in their daily activities, we aim to be a corporation that makes wide-ranging contributions to society and gains its genuine trust.

CSR management

To firmly entrench CSR at the core of our corporate management, TOSHIBA TEC has created a framework for various CSR activities – such as customer satisfaction, human rights & employees, philanthropy, and environmental protection – on the premise of compliance; that is, full conformance with laws and regulations and business ethics. The CSR Promotion Center has been set up as the primary means of promoting CSR within the company. More specifically, we set up the CSR Promotion

Committee, headed by the president, to plan and give direction on important issues such as the basic policies and programs for CSR promotion activities. Action committees under the CSR Promotion Committee establish and institute actual policies and programs. We firmly believe that the sustainable expansion of our corporation is premised on legal and ethical compliance, faithful and transparent management, environmental conservation, and contributions to local communities.

CSR Promotion Structure



TOSHIBA TEC Group Standards of Conduct

A fundamental policy of the TOSHIBA TEC Group, along with abiding by laws and regulations and conducting ourselves in accordance with social norms and business ethics, is CSR fulfillment as we develop our business activities. To achieve this policy, we established the TOSHIBA TEC Group Standards of Conduct, which define the values and general standards of conduct that all TOSHIBA TEC Group officers and employees should share. These Standards of Conduct are the guidelines the TOSHIBA TEC Group follows to contribute to society and gain the public's trust and respect. All TOSHIBA TEC Group employees conduct themselves in their daily activities according to these standards. The TOSHIBA TEC Group Standards of Conduct have been translated into 13 languages (English, German, French, Chinese, Dutch, Spanish, Portuguese, Swedish, Italian, Polish, Korean, Malay, and Indonesian). The document has been adopted by all TOSHIBA TEC Group companies around the world as the standard governing their conduct.

TOSHIBA TEC Group Standards of Conduct	
Chapter 1	Standards of Conduct for Business Activities
1. Customer Satisfaction	8. Government Transactions
2. Production and Technology, Quality Assurance	9. Improper Payments
3. Marketing and Sales	10. Engineering Ethics
4. Procurement	11. Intellectual Property Rights
5. Environment	12. Accounting
6. Export Control	13. Corporate Communications
7. Competition Law	14. Advertising
Chapter 2	Standards of Conduct for Corporate and Individual Relationships
15. Human Resources	
16. Corporate Information and Company Assets	
Chapter 3	Standards of Conduct for Community Relations
17. Community Relations	
18. Political Contributions	

We pursue business growth with the awareness of a global enterprise that respects all peoples, cultures, and the global environment.

The TOSHIBA TEC Group is dedicated to creating new value through business, contributing to society, and practicing a high standard of business ethics. We place a great deal of importance on the idea that the essence of CSR is having TOSHIBA TEC Group employees around the world conduct themselves with a true understanding of Our Commitments (corporate philosophy).*

* See Page 22 for Our Commitments.

A global enterprise that cares for the environment.

TOSHIBA TEC, with its global operations, believes that gaining the trust of our stakeholders – including customers, employees, and communities in all countries and regions – and working for mutual prosperity is essential to achieving sustainable growth as a corporate entity. To this end, TOSHIBA TEC pursues its business activities with the steady mindset of a “global enterprise,” which is significant in the following two ways. The first is being a corporate pioneer in creating a better natural environment for the world. We actively endeavor to lessen our environmental impact and curb our CO2 emissions in every aspect of our business activities – development, manufacturing and sales – around the world.

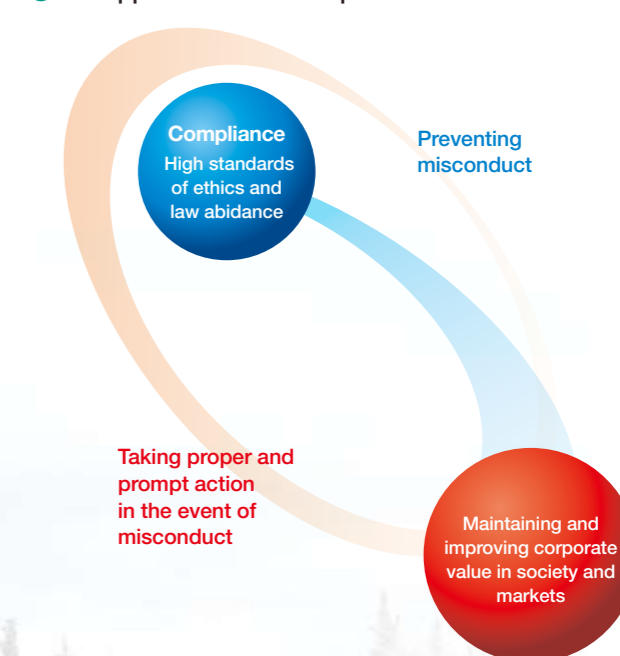
A global enterprise that respects regional and cultural differences.

The second condition on achieving sustainable growth is being an enterprise that recognizes and respects the differences in cultures, histories, and customs between countries and regions. People of different races, genders, and ages occupy the earth and the TOSHIBA TEC Group pays close attention to the new ideas engendered when people with different personalities mix and interact. We also employ people who respect diversity and educate employees to fit under our “global enterprise” banner. As interest climbs in reforming work patterns, we are engaged in work-style innovation to improve the value we add to our employees’ lives.

Risk compliance management

Underlying CSR fulfillment is a priority on human life, safety, and legal compliance. We believe the mission of the TOSHIBA TEC Group is to promote business through fair competition in the global marketplace with priority on adherence to laws and regulations, social norms, and ethics. In this context, we constructed a risk compliance framework, headed by the President, which covers every aspect of our sales operations, technology, and production.

Our approach to risk compliance



Philanthropy

TOSHIBA TEC Group has established a basic policy on “working for society” within our corporate code of conduct and undertakes a wide range of social activities aimed at contributing to society in line with this policy. We conduct various activities that utilize our corporate expertise and also strive to develop long-lasting relationships with local communities. Our employees also actively take part in various community events and activities as volunteers.

Our entire Group practices effective sustainability for the future of the global environment.

TOSHIBA TEC Group as a whole is active in sustainability and follows the Basic Policy for Environmental Protection, which is based on our corporate philosophy and CSR activities. In addition to establishing a global framework to promote sustainability and monitoring our activities through environmental audits and environmental accounting, we foster a corporate culture in which every employee, through environmental education, practices sustainable activities.

Environmental promotion structure

The Environmental Protection Council, chaired by the executive officer responsible for environmental protection, has been established to determine policies and directions for Group-wide sustainability. The Council is part of the activities of the CSR Promotion Committee. The Sustainability Promotion Committee, which operates under the Council, oversees the ECP (Environmentally Conscious Product)

Promotion Committee and the Environmental Protection Officer council. The Environmental Promotion Committee reviews specific sustainability measures for business offices and plants, while the ECP Promotion Committee does the same for products.

Note: Environmentally Conscious Products (ECP)

Sustainability at the TOSHIBA TEC Group



Mid-term environmental strategy

TOSHIBA TEC has extended activities under the Fourth Voluntary Plan for Environmental Protection (which originally set targets from FY 2005 to FY 2010) to FY 2012 in keeping with the Kyoto Protocol's first commitment period. Thus, we are redoubling our sustainability efforts with new CO₂ reduction targets by way of eco-products and additional global-warming prevention targets for business processes.

ECP development and development process initiatives

TOSHIBA TEC is committed to abiding by environmental laws around the world, and places priority on complying with the Green Purchasing Law and on obtaining leading environmental labels, such as Eco Mark (Japan), Blue Angel Mark (Germany), and the international Energy Star Program. We endeavor from the product planning stage onward to develop products that comply with these standards. We are now moving ahead with preparations to comply with Europe's EuP directive and REACH regulations, which embody future regulation subjects. We are also striving to save energy by improving controls and making capital investments at all our production sites in order to reduce CO₂ emissions brought about by our business activities.

Our Five Commitments

Management Policy of the TOSHIBA TEC Group

“Monozukuri”: creating our products with pride and passion. Keeping our customers in mind all the time and everywhere.

1. We aim to provide timely products and services with reliable quality and functions as well as high user-friendliness, creating value with our customer in mind through our superior proprietary technology and in collaboration with the world's best partners.
2. We want to foster an open and healthy corporate culture in which a strong professional team may tirelessly seek new challenges, by respecting the individuality of each employee, striving to promote each one's abilities, and implementing a fair and appropriate system of evaluation and rewards.
3. We seek to contribute toward the development of a global society as a good corporate citizen, law-abiding and ethical by fulfilling our responsibilities toward each country and community in which we operate and respecting local culture and history.
4. We put concern for the environment as a priority in all our business activities so as to protect people's safety and health as well as the world's natural resources.
5. We endeavor to maximize our corporate value, and on the basis of sound and transparent management, we strive to achieve appropriate profits and reserves, constantly seek to implement management innovation and energetically invest in research and development, among others, in order to meet the expectations of our shareholders.

“Monozukuri” is the ongoing process of creating quality products expressing new values and services exceeding customer expectations by applying superior proprietary technology and knowledge nurtured over long years.



Ceaselessly pursuing new value from our customers' perspective.

Ever since our founding in 1950, we – at TOSHIBA TEC – have always met the challenges of developing and manufacturing products from the customer's standpoint. We have never ceased to seek ways to offer new value to our customers and to promote their growth along with our own. Today, three of our business groups – the Retail Solution Business Group, Document Systems Business Group and Auto-ID & Printer Business Group are hard at work with the Inkjet Head Division building mutual synergies so as to provide society with yet more fruitful solutions. Our mission is to help customers streamline their business while providing users with products and services that are comfortable, convenient and enjoyable, as a total set of solutions. We strive to remain ahead of our time. Each and every one of our employees has a firm conviction and motivation to deliver value that will capture the hearts of customers throughout the world. At TOSHIBA TEC, “Our Promise” is the commitment shared by us all to continue meeting the challenges of “monozukuri.”

Mamoru Suzuki

President and Chief Executive Officer
TOSHIBA TEC CORPORATION

Networks

Domestic Networks

- HeadOffice**
 Oval Court Ohsaki Mark East, 2-17-2, Higashi Gotanda, Shinagawa-ku, Tokyo, 141-8664 Japan
 TEL +81-3-6422-7000 FAX +81-3-6422-7111
- Retail Solution Business Group**
 Oval Court Ohsaki Mark East, 2-17-2, Higashi Gotanda, Shinagawa-ku, Tokyo, 141-8664 Japan
 TEL +81-3-6422-7300 FAX +81-3-6422-7650
- Document Systems Business**
 Oval Court Ohsaki Mark East, 2-17-2, Higashi Gotanda, Shinagawa-ku, Tokyo, 141-8664 Japan
 TEL +81-3-6422-7700 FAX +81-3-6422-7950
- GroupAuto-ID & Printer Business Group**
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 6-78 Minami-cho, Mishima City, Shizuoka Prefecture, 411-8520 Japan
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- Ohito Business Center**
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- Mishima Business Center**
 6-78 Minami-cho, Mishima City, Shizuoka Prefecture, 411-8520 Japan
 TEL +81-55-976-7011 FAX +81-55-976-7700

Main Branches: 8 / Branches: 21 / Sales Offices: 28

Subsidiaries and Affiliates

Domestic Networks

- TEC ENGINEERING CORPORATION
- TOSHIBA TEC BUSINESS SOLUTIONS CORPORATION
- TEC APPLIANCE CO., LTD.
- TEC INFORMATION SYSTEMS CORPORATION
- AI SOLUTIONS CORPORATION
- TOSHIBA TEC DOCUMENT PROCESSING SYSTEMS CO., LTD.
- TOSEI ELECTRIC CORPORATION
- TEC MANUFACTURING CO., LTD.
- TEC PRECISION CO., LTD.
- T.T. BUSINESS SERVICE, CO., LTD.

Overseas Networks

North America

- TOSHIBA AMERICA BUSINESS SOLUTIONS, INC.
- TOSHIBA TEC AMERICA RETAIL INFORMATION SYSTEMS, INC.
- TOSHIBA TEC CANADA INC.
- TEC ELECTRONICA, S. A. de C. V.

Europe

- TOSHIBA TEC EUROPE RETAIL INFORMATION SYSTEMS S.A.
- TOSHIBA TEC NETHERLANDS RETAIL INFORMATION SYSTEMS B. V.
- TEC POLSKA Sp. z. o. o.
- TEC ITALIA, S. r. l.
- TOSHIBA TEC EUROPE IMAGING SYSTEMS S.A.
- TOSHIBA TEC U.K. IMAGING SYSTEMS LTD.
- TOSHIBA TEC GERMANY IMAGING SYSTEMS GmbH

- TOSHIBA TEC FRANCE IMAGING SYSTEMS S.A.
- TOSHIBA TEC ITALIA IMAGING SYSTEMS S. P. A.
- TOSHIBA TEC NORDIC AB
- TOSHIBA TEC SWITZERLAND AG
- TOSHIBA TEC POLAND S. A.

Oceania

- TOSHIBA TEC AUSTRALIA PTY. LTD.

Asia

- TOSHIBA TEC KOREA CO., LTD.
- TIM ELECTRONICS SDN. BHD.
- TOSHIBA TEC (H.K.) LOGISTICS & PROCUREMENT LIMITED
- TOSHIBA TEC SINGAPORE PTE LTD
- P. T. TEC INDONESIA
- TOSHIBA TEC INFORMATION SYSTEMS (SHENZHEN) CO., LTD.

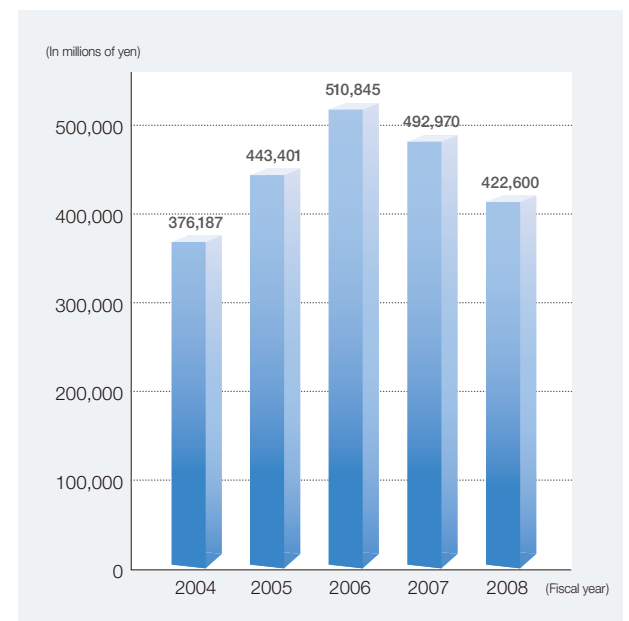
Corporate overview

Corporate overview

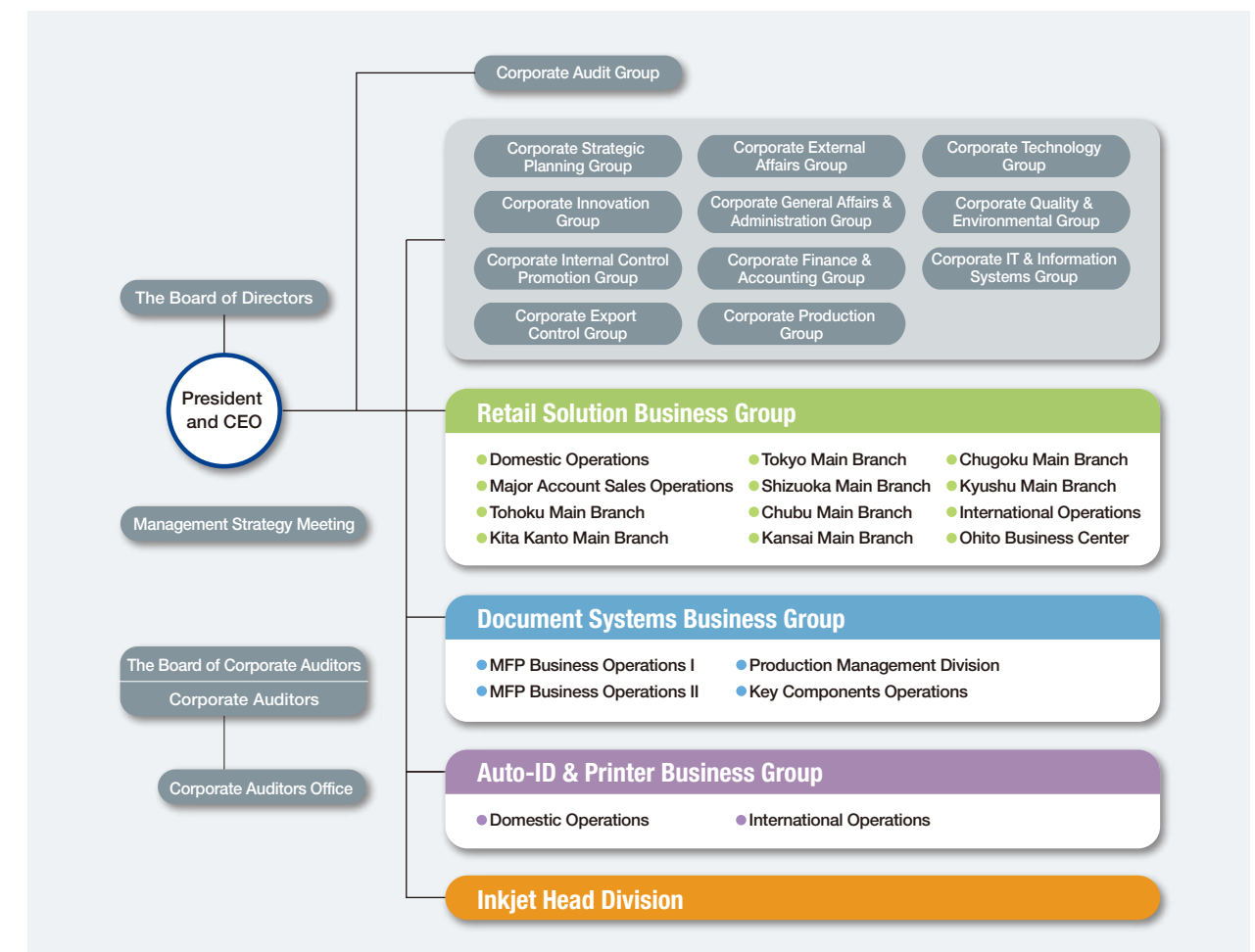
Corporate name	TOSHIBA TEC CORPORATION
Date of establishment	21 February, 1950
President and CEO	Mamoru Suzuki, President and Chief Executive Officer
Paid-in capital	39.9 billion yen
Head office	2-17-2 Higashi-Gotanda, Shinagawa-ku, Tokyo
Employees	3,439 Consolidated: 19,851
Annual net sales	237.3 billion yen Consolidated: 422.6 billion yen

(as of March 2009)

Change in consolidated sales



Organization chart



Trust and value founded on TOSHIBA TEC's proprietary technology.

▶ First in Japan to develop electric adding machines.



▶ First in Japan to develop 110W fluorescent lamps.

▶ Launched world's first Magic Bag vacuum cleaner.



Campaign scene

▶ Tostec electric adding machine series achieves tremendous sales in Japan and is exported in volume to the U.S.



Electric adding machine, Tostec

▶ Contributed to mechanization of monetary transfers at post offices by delivering Y format post office counter terminals.



▶ Started production of electronic cash register, Maconik.



Electronic register, Maconik (BRC-30B).



Magic Bag vacuum cleaner (VC-37HD).

▶ Started production of office computers.

▶ Released Loadcells.

▶ Engaged in printer business.



OEM dot printer (M-8510)



Scanning POS system (M-800)

▶ First in Japan to export POS systems to the U.S.

▶ Developed the POS scanning system with barcode scanning capabilities.

▶ Began delivering JANPOS terminals to 7-Eleven stores throughout Japan.

▶ Released office computers, Jimcon

▶ The release of the Neo POS system M-250 series transformed the industry.

▶ Started facsimile business.



Voco FAX (PN-3000)

▶ Started selling Order Stream, the total POS system for restaurants.

▶ Developed wireless POS systems for department stores.

▶ Started full-scale barcode business.



Barcode printer (B-470 series)

▶ Toshiba released the first vacuum cleaner with self-propelled brush (with power-steering head) in the industry.

▶ Began marketing Open POS systems



ST-5000

▶ Began delivering next-generation POS systems to 7-Eleven Japan.

▶ Began delivering CTM III terminals to post offices.



Vacuum cleaner with power-steering head (BP-5)

▶ Marketed CrossMission, the world's first network-compatible application server.

▶ Began ASP business for the retail industry.

▶ Engaged in business collaboration with Microsoft Corp. in the field of Internet-based retail industry systems.

▶ Marketed the IT-3300 handheld settlement terminal with IC-card capability in Japan.

▶ Marketed the e-STUDIO 3511/4511 color Network-Ready MFP, which also features the convenience of a dedicated black-and-white printer.



▶ Released portable printer, B-SP2D Series



▶ Marketed CT-2100, an INFOX terminal for cash card clearance.

▶ Marketed the e-STUDIO 6530C high-speed full-color MFP

▶ Marketed the self-checkout system WILLPOS-Self SS-1000 in Japan.

▶ Marketed the e-STUDIO 3510C high-speed full-color MFP.

▶ Marketed the RFID reader-writer, UF-2100 in Japan.

▶ Marketed WILLPOS B Series

▶ Marketed WILLPOS A series.

▶ Marketed TRST-A15 double-sided thermal printer.

▶ Marketed an RFID document management reader-writer.

▶ Marketed the MP70 multi-terminal in Japan.

▶ Released POS terminal, WILLPOS-Unity M-8000 in Japan.

▶ Released electronic bin tag system, Rashela in Japan.

1950 1955 1960 1965 1970 1975 1980 1985 1990 1995 2000 2005

▶ Due to the Law on Elimination of Excessive Concentration of Economic Power, Tokyo Electric Appliances Co., Ltd. was established and separated from the Ohito Plant of Tokyo Shibaura Electric Co., Ltd. This newly established company produced fluorescent lamps and Japanese typewriters.



▶ Renamed as Tokyo Electric Co., Ltd.

▶ Acquired Tokyo Business Machine Co., Ltd.

▶ Shipped ten millionth vacuum cleaner.

▶ Opened Meguro System Center.



▶ Mishima manufacturing facilities awarded ISO 9002 international quality standard certification. The following April Ohito manufacturing facilities were also awarded.

▶ Hadano Plant and Mishima and Ohito Works received ISO 14001 certification for environmental control systems.

▶ New Mishima Works was formed from the union of the Yanagi-cho Works and the Mishima Works.



▶ AI Solutions Co., Ltd. took over the barcode operations of Tohoku Ricoh Co., Ltd. to strengthen business in that field.

▶ The Home Electric Appliances Group was transferred to the Toshiba Consumer Marketing Corporation.

▶ Mishima and Ohito Business Center acquired OHSAS 18001, the occupational health and safety management system.

▶ Opened Tokyo Plant in Meguro.



▶ Listed on First Section of Tokyo Stock Exchange.

▶ Founded the company's first overseas subsidiary, Toshiba TEC America Retail Information Systems, Inc.



▶ Established Tokyo Denki Giken Co., Ltd. (current TEC INFORMATION SYSTEMS CORPORATION, LTD.)

▶ Hadano Plant receives award as top factory for adopting industry standards by the Minister of International Trade and Industry.

▶ Extended facilities in Hadano renamed Hadano Plant.



▶ Toshiba's facsimile products and laser printer business consolidated with TEC's business in the same fields.

▶ Tokyo Electric Co., Ltd. merged with TEC Electronics Corporation and changed name to TEC Corporation.

▶ Opened Mifuku Business Center.

▶ Hadano Plant received ISO 9001 certification.

▶ Created a new corporate logo and company flag to commemorate the 50th anniversary of our establishment.



▶ Copier business transferred from Toshiba to TEC, and lighting business moved from TEC to Toshiba Lighting & Technology Corporation. TEC's trading name changed to TOSHIBA TEC CORPORATION.

▶ Operation began at our new plant for production of photocopiers in Shenzhen, China.



▶ Combined and moved Tokyo area offices to Ohsaki in Shinagawa ward.

▶ Established new management policy for the TOSHIBA TEC Group called "Our Commitments".

▶ Published the first edition of the TOSHIBA TEC Group CSR Report.

▶ Started operation of Toshiba TEC Business Solution Corporation, the Japanese domestic distribution company for image processing equipment.

▶ Osaki Office received ISO 14001 certification for environmental control systems.



Signing ceremony for business transfers among Toshiba, TEC, and Toshiba Lighting & Technology Corporation.

▶ Completed construction of the new Ohito business center building.



▶ Listed on Second Section of Tokyo Stock Exchange.

▶ Opened Mishima Plant in Mishima city, Shizuoka Prefecture.



▶ Established Tec Denshi Jimuki Co., Ltd. (current TEC Electronics Corporation)

▶ Established Kansai Tec Service Co., Ltd. (current TEC ENGINEERING CO., LTD.)

▶ Opened Hadano extension plant.