

Mr. A Smith
Gordon Lamb House
3 Jackson's Entry
Edinburgh
EH8 8PJ

20 November 2014

Dear Mr. Smith,

Re: Your Reference AES/ConflictMaterials

Thank you for your letter concerning the above issue. Toshiba Group participates in the UN Global Compact to show our support for universal principles concerning human rights and labor, including the Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work, as well as our determination to put those principles into practice.

We also refer to various international standards as the UN Guiding Principles on Business and Human Rights, including:

- UN Global Compact
- The Universal Declaration of Human Rights
- The OECD Guidelines for Multinational Enterprises
- UN Guiding Principles on Business and Human Rights
- ISO 26000

We also recognize the importance of implementing our human rights policies not only within the Group but also throughout our supply chain. To this end, we stipulate the policy of respecting human rights in the "Supplier Expectations" of Toshiba Group Procurement Policy and request their compliance with it, which we then monitor through CSR surveys. Please refer to:

- Toshiba Group Standards of Conduct Chapter 2 15. Human Resources
- Toshiba Group Procurement Policy

The Toshiba.co.jp website contains the company policies on all the topics relating to Corporate Social Responsibility, Ethical Procurement and best practice in the Supply Chain. These can be found at the following locations:

<http://www.toshiba.co.jp/csr/en/index.htm>

http://www.toshiba.co.jp/csr/en/performance/fair_practices/procure.htm#pro_03

<http://www.toshiba.co.jp/csr/en/performance/labor/index.htm>

<https://www.toshiba.co.jp/procure/en/policy/index.htm#SE>

Supplier Expectations

Toshiba Group conducts business globally, involving a wide range of products. In order to succeed globally, Toshiba Group must take stakeholder's requests into consideration. This requires that the Toshiba Group conduct its procurement activities in accordance with the UN Global Compact and the EICC (Electronic Industry Citizenship Coalition) code of conduct, both of which Toshiba has pledged to follow. We therefore expect our suppliers to conduct themselves in accordance with the UN Global Compact and the EICC Code of Conduct. We also request that our suppliers ask their own suppliers adhere to both standards...

...(B) Considerations to Human Rights , Labor, Health and Safety

Suppliers are encouraged, in every sort of business activity, to respect basic human rights and to establish safe and clean working environment. Also, suppliers are encouraged to understand "Toshiba Group Conflict Mineral Policy" (More information can be found on our website) and work cooperatively with Toshiba Group.

- 1) Prohibition of following practices
 1. Forced labor (including slave labor), 2. trafficking of humans 3. Inhumane treatment and infringement of human rights, 4. Child labor, 5. Discrimination

Conflict Minerals

"Toshiba Group Conflict Mineral Policy"

http://www.toshiba.co.jp/csr/en/performance/fair_practices/procure.htm#conflict_minerals

Toshiba Group Conflict Mineral Policy

We are developing and implementing a policy prohibiting use of tin, tantalum, tungsten^{*1}, and gold, whose extraction or trade supports conflict in the Democratic Republic of Congo or adjoining countries, and/or contributes to inhumane treatment, including human trafficking, slavery, forced labor, child labor, torture and war crimes in the region.

- We will carry out supply chain due diligence in accordance with the OECD (Organisation for Economic Co-operation and Development) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas.
- We will carry out our supply chain due diligence and use the EICC-GeSI^{*2} Conflict Minerals Reporting Template (CMRT) developed by EICC and GeSI.
- Once a validated supply chain is established through initiatives such as full-fledged smelter verification under EICC-GeSI's Conflict-Free Smelter (CFS) Program or development of a mineral tracing program, we will procure minerals through such validated supply chain.

- Our efforts are not intended at altogether banning procurement of minerals from the DRC and adjoining countries but to assure sourcing from responsible sources in the region.

We require our suppliers to cooperate with us in our efforts to assure procurement of non-conflict minerals in accordance with the Toshiba Group Conflict Mineral Policy.

We support making self-certification mandatory for responsible importers.

I hope this appeases your concerns

Yours sincerely,



Richard Taylor
Head of Supply Chain and Service