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Spirit of Customer Value-creation First

We create and deliver what customers truly need by always taking their perspective as we seek to contribute to society through products and services that satisfy customers.

We consistently aim to be of benefit to our customers and to create new value.

Our mission is to please stakeholders including customers through the creation of products and services that exceed their expectations.

Achieving a Sustainable Society and Growth

The environment surrounding us is dramatically changing every day. As symbolized by the SDGs* and Paris Agreement adopted at the United Nations, global society is facing various problems and these problems are getting worse and complicated every year.

To solve them, we aim to promote corporate activities in two aspects: one is management for which we have a strong awareness of the relationship between social problem solving and business, and another is responsible behavior as a member of society.

We have strategically selected items with a high affinity for business from 17 Goals and 169 Targets of

the SDGs established by the United Nations, to promote CSR management that helps to solve social problems through business activities.

Strengthening Toshiba Tec's Significant Management Resources

A variety of solutions we provide are generated by a combination of diverse knowledge, experience and values. Accordingly, it is important to create a workplace environment where employees can capitalize on their strengths and participate actively on an individual basis. Therefore, we are committed to working on creative work-style reform.

Eventually, we aim for a sustainable growth by increasing productivity both on an individual and organizational level.

Conclusion

By putting into practice strategic CSR management in line with the corporate philosophy “Our Five Commitments”, we, Toshiba Tec Group, are committed to creating value with various solutions in our group business areas, contributing to achieving a sustainable society, and improving corporate value.

* SDGs stands for Sustainable Development Goals. The SDGs were adopted by the United Nations in 2015, and are targets to be achieved by 2030.

We contribute to the achievement of a sustainable society by putting into practice the corporate philosophy “Our Five Commitments”

Corporate Philosophy

The foundation of Toshiba Tec Group’s management is our corporate philosophy expressed in “Our Five Commitments”. This corporate philosophy is a sense of value, which Toshiba Tec Group executives and employees over the world share. We bring the corporate philosophy into shape, and conduct business activities with fairness, integrity and high transparency while each and every executive and employee complies with the “Toshiba Tec Group Standards of Conduct”, which have been defined as a course of action for the company to contribute to building a sustainable society.

Toshiba Tec Group’s CSR management is to put the corporate philosophy and standards of conduct into practice. By doing so, we build a mutual relationship with stakeholders, helping our group grow in a sustainable way and further contribute to society.

Human Life, Safety and Legal Compliance

CSR management gives top priority to human life, safety and compliance. We endeavor to ensure quality and sound management as a company, which puts emphasis on harmony with the environment, human rights and local communities, based on the idea of giving top priority to human life, safety, and compliance.

Promoting Environmental Management

We are committed to fulfilling our role as a company toward a better global environment. In order to build a sustainable society, we proceed with the

environmental plan by giving top priority to the conservation and protection of the world’s natural resources, in every business process and product. We are also committed to providing environmentally conscious products around the world and reducing environmental impact in every stage of our business activities including development, manufacturing and distribution.

Respecting Diversity

As business operations are expanding globally, in our activities as a global company we take into account the constantly changing sense of social values, as well as recognizing and respecting the differences in culture, history and customs among countries and regions in the world.

We value new ideas, which are created when people with different personalities, race, gender and age, enlighten each other. We also make use of human resources by respecting diversity, and focus on the Work-Style Innovation of individuals.

Relationship with Stakeholders

We believe it is important to conduct business activities based on a relationship of trust with stakeholders including customers, shareholders/investors, employees, local communities and suppliers. It is essential to build mutual trust with stakeholders for our group to grow and develop in a sustainable way. We will continue to listen to stakeholders and gain a full understanding of their expectations through a variety of communication opportunities. Doing so will enable us to improve business operations.

