

Toshiba Tec Group AI Governance Statement

Guided by its corporate philosophy of “Creating with You—Keeping our customers in mind all the time and everywhere,” Toshiba Tec Group will proactively use AI to transform both the retail experience and the workplace experience, with the aim of solving not only customers’ problems but also addressing the social issues underlying those problems.

To achieve this, we established the Toshiba Tec Group AI Governance Statement to promote the use of AI with a keen awareness of our responsibilities to society. We will endeavor to impress the world, give delight in people’s everyday lives, and provide unseen inspiring products and services by creating consistently new values as a global top solutions partner.

1. Respect for human dignity

In the course of our daily activities, Toshiba Tec Group strives to realize a human-centric society where humans and AI can live in true harmony, working on the research, development, provision and operation of AI with respect for human dignity.

2. Ensuring safety and security

Toshiba Tec Group takes privacy and security very seriously as it strives to research, develop, provide and operate AI. We put ourselves in our customers’ shoes as we continually work to maintain and improve AI quality in the aim of realizing a safe and secure society.

3. Commitment to compliance

Toshiba Tec Group researches, develops, provides and operates AI while placing the utmost importance on strictly adhering to laws and regulations, societal norms, and ethics.

4. Developing AI and cultivating talent

Bringing together the creativity and technological abilities it has cultivated since its

establishment, Toshiba Tec Group continues to advance AI while constantly striving to drive positive changes in society. We will also work to cultivate human resources that can research, develop, and use AI and contribute to resolving social issues for a more prosperous future, while fully understanding the advantages and disadvantages of AI.

5. Realizing a sustainable society

Always reflecting on the impact and significance we bring to society and looking to the future beyond the generations to come, Toshiba Tec Group will contribute to developing a sustainable society that can successfully tackle issues such as global environmental problems and climate change where people with diverse backgrounds are able to pursue their well-being by researching, developing, providing and operating AI.

6. Emphasis on fairness

Respecting human rights, Toshiba Tec Group will work to research, develop, provide and operate AI with consideration given to fairness to avoid unjustified discrimination. We will also work in partnership with our stakeholders to create abundantly diverse value using AI.

7. Emphasis on transparency and accountability

Toshiba Tec Group aims to secure transparency so that its stakeholders can understand the mechanisms of AI-based decision-making utilized in our products and services. We will also work to fulfill accountability by continuing to engage in dialogue with stakeholders about the diverse benefits and effects that can be expected when using AI in society.

Toshiba Tec Group will continually review and improve this statement.

Date of establishment: September 5, 2024

Hironobu Nishikori

President and Chief Executive Officer